



North Carolina Department of Transportation

ADOPT-A-HIGHWAY Coordinator's Manual



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Chapter 1

Welcome

Welcome to the North Carolina Department of Transportation Adopt-A-Highway Program. Thank you for agreeing to serve as your area's AAH coordinator.

This manual was created to provide AAH coordinators guidance in administering the AAH Program. The intent of this manual is to promote consistency in administering the AAH Program statewide. It contains N.C. Administrative Code, recommended procedures, forms, information about ordering supplies and much more.

For additional information concerning any topic related to AAH, please contact the state AAH coordinator.

Adopt - A - Highway Phone Numbers to Know

Office of Beautification Toll Free 1-800-331-
5864

NCDOT Customer Service
1-877-DOT-4YOU
(368-4968)

History

The N.C. Department of Transportation established the Adopt-A-Highway Program in 1988 in response to growing public concern regarding litter along the state's highways.

AHH goals include decreasing the amount of litter on North Carolina's roadsides and improving the beauty and quality of the environment. AAH volunteers pick up millions of pounds of litter annually, saving the state millions of dollars in roadside cleanup costs.

Since its inception, thousands of AAH volunteers have worked to keep N.C. roadsides clean. This is accomplished by removing and recycling litter from roadsides and educating the public about the importance of proper trash disposal. The AAH groups have adopted more than 10,000 miles of N.C. roadsides.



The first Adopt-A-Highway group in N.C. - Upper Hickory Nut Gorge Community in Henderson County

Administered by the Office of Beautification, AAH is a volunteer driven litter cleanup program. It is a partnership endeavor between community volunteers and the NCDOT. The volunteer groups are primarily made up of school, civic, business, professional, religious and social groups, although many individuals and families also adopt roadside sections.

The AAH Program is a fine example of state government working with citizens to improve the cleanliness and quality of life in communities across North Carolina.

Chapter 2

1.02

North Carolina General Statute Chapter 136

roads and Highways

article 1

Organization of DOT

“§ 136-140.1. Adopt A Highway.

(a) Notwithstanding any other provision of this Article, the Department of Transportation may permit individuals or groups participating in its Adopt-A-Highway Program access to controlled access facilities for the purpose of removing litter from the right-of-way. Acknowledgement of participation in the program may be indicated by appropriate signs that shall be owned, controlled, and erected by the Department of Transportation. The size, style, specifications, and content of the signs shall be determined in the sole discretion of the Department of Transportation. The Department of Transportation may issue rules and policies necessary to administer the program.

(b) Adopt-A-Highway participants may use contract services to clean the roadside of the sections of highway the participants have adopted only in accordance with the rules and policies issued by the Department of Transportation. (1995, c. 324, s. 18.1.)”

http://www.ncleg.net/enactedlegislation/statutes/html/bysection/chapter_136/gs_136-140.1.html

N.c. administrative Code Section .1000 - adopt-a-Highway program

19A NCAC 02D .1001 PURPOSE

The North Carolina Department of Transportation's Adopt-A-Highway Program exists to support the Department's litter abatement efforts.

*History Note: Statutory Authority G.S. 143B-350;
Eff. November 1, 1991.*

19A NCAC 02D .1002 DEFINITIONS

For purposes of rules in this Section, the following definitions shall apply.

- (1) "Adoption" shall mean the agreement by an individual or group to pick up litter and trash from a specific section of highway right-of-way.
- (2) "Adopt-A-Highway Program" shall mean the public participation program of the Department designed to assist in the control and reduction of litter on state-maintained highway right-of-way.
- (3) "Adopted Section" shall mean the portion, generally two miles in length, of state-maintained highway right-of-way approved for adoption by volunteers.
- (4) "Authorized Representative" shall mean, in the case of an adoption by a group, the group members acting on behalf of the group for the purpose of adopting a section of highway.
- (5) "Department" shall mean the North Carolina Department of Transportation.
- (6) "Program" shall mean the Adopt-A-Highway Program of the North Carolina Department of Transportation.
- (7) "Program Director" shall mean the Director of Beautification of the North Carolina Department of Transportation who has oversight responsibility for the Program.
- (8) "Program Participants" shall mean the individuals or groups who have adopted sections of highways. Civic and non-profit organizations, and commercial and private enterprises may be selected as groups for the purpose of adopting a section of highway.

*History Note: Authority G.S. 143B-350;
Eff. November 1, 1991;
Amended Eff. November 1, 1993.*

19A NCAC 02D .1003 PARTICIPATION IN THE PROGRAM

- (a) The adoption of a section of highway is a privilege in consideration for public service that may be granted by the Department to individuals or groups who would assist the Adopt-A-Highway Program in achieving its purpose.
- (b) Only individuals or groups determined by the Department to be responsible and to exhibit in good faith the willingness and the capacity to perform the responsibilities of the Program will be allowed to adopt a highway. The Department may refuse to grant a request to adopt a section of highway if, in its opinion,

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granting the request would jeopardize the Program, be counterproductive to its purpose as set out in Rule 02D.1011 of this Section, or create a hazard to the safety of Department employees or the public. Highway safety is a principal concern in all decisions related to the Program. Program participants shall not be discriminated against on the basis of religion, race, national origin, sex or handicap (except where the handicap would affect the individual's safe participation in the Program) with respect to their participation in the Program.

- (c) The Division Engineer or his designee shall approve applications of individuals or groups applying to participate in the Program. A list of the newly approved participants, by division, shall be submitted to the Program Director for review on the first of each month. The approval of the Division Engineer is final unless the applications are disapproved by the Program Director by the first day of the next calendar month. If the Division Engineer has any uncertainty regarding the qualifications of the individual or group applying to the Program, the Division Engineer shall submit the application and all accompanying documents to the Program Director for final action.
- (d) Agreements of adoption shall be for a period of four years.
- (e) Each person participating in the Program shall execute a written release of the Department, its officials, employees, and agents from any liability arising out of his or her participation in the Program. In the case of a minor, such release shall be executed by a parent or a guardian.
- (f) Program participants may put recyclable plastic, cans, and glass in blue bags which are furnished by the department and may keep proceeds received for the recycled materials.

History Note: Authority G.S. 143B-350;

Eff. November 1, 1991;

Amended Eff. August 1, 2002; November 1, 1993

19A NCAC 02D .1004 AGREEMENT

Any individual or group desiring to participate in the Adopt-A-Highway Program shall submit an agreement to the Division Engineer of the Division in which the section of highway proposed for adoption is located. The agreement shall be in the form prescribed by the Department and shall contain at a minimum the following information:

- (1) The highway section to be adopted, as nearly as it can be described;
- (2) The dates of the requested adoption;
- (3) The approximate number of people in the group who will be participating in each cleanup;
- (4) The name, telephone number, and complete street address of the authorized representative for the group and all members of the group who will actually participate in the Program;
- (5) An acknowledgment by the individual or group of the hazardous nature of the work involved by participating in the Program;

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- (6) An acknowledgement that the members of the group agree jointly to be bound by and comply with the terms and conditions set forth in the agreement; and
- (7) The signatures of the Division Engineer, or his designee, and the Authorized Representative of the Program Participant.

History Note: Authority G.S. 143B-350;

Eff. November 1, 1991;

Amended Eff. November 1, 1993.

19A NCAC 02D .1005 RESPONSIBILITIES OF PROGRAM PARTICIPANTS AND DEPARTMENT

- (a) Any individual or group participating in the Adopt-A-Highway Program shall be subject to the following requirements and responsibilities:
 - (1) Appointing or selecting an authorized representative to act on behalf of the group;
 - (2) Ensuring that each person participating in the program attend a safety meeting and sign a statement acknowledging that they have attended the safety meeting and viewed the Department's safety video before participating in the cleanup of the adopted section;
 - (3) Obeying and abiding by the rules adopted by the Department;
 - (4) Picking up litter a minimum of four times a year, and as often as necessary to maintain a clean right-of-way;
 - (5) Ensuring that each individual participant of the group wears a Department approved safety vest or shirt during the pickup;
 - (6) Ensuring that each individual participant of the group wears clothing that will not impair vision or movement during the pickup;
 - (7) Ensuring that attire that might divert the attention of motorists is not worn during clean up activities;
 - (8) Furnishing adequate supervision by one or more adults 21 years of age or older for groups which have participants 12-17 years of age;
 - (9) Ensuring that no one under the age of 12 is allowed to participate in the clean up activities;
 - (10) Prohibiting participants from either possessing or consuming alcoholic beverages or other drugs during clean up activities;
 - (11) Ensuring that no signs, posters, or other display material that might distract motorists are brought to the adopted section by group members during or between clean ups;
 - (12) Filing after actions reports as prescribed by the Department; and
 - (13) Ensuring that all provisions of the agreement are fully performed.
- (b) The Department's participation in the Program will include the following:
 - (1) Working with the group to determine the specific section of state right-of-way to be adopted;

- (2) Providing safety vests, trash bags and safety information;

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- (3) Erecting two signs, one at each end of the adopted section, with the group's name or acronym displayed. The size, shape and graphic design of the sign shall be in accordance with the Adopt-A-Highway sign policy as approved by the Secretary of Transportation. In the case of theft, vandalism or destruction of a highway sign, the Department shall provide one free replacement of the sign. Thereafter, any replacement sign shall be paid for by the Program Participant;
- (4) Removing filled trash bags;
- (5) Removing litter from the adopted section under unusual circumstances, i.e., removing large, heavy, or hazardous items;
- (6) Monitoring to ensure the objectives of litter abatement are being met; and (7) Monitoring to evaluate the overall operation of the Program and to gauge its effectiveness.

History Note: Authority G.S. 143B-350;

Eff. November 1, 1991;

Amended Eff. November 1, 1993.

19A NCAC 02D .1006 GENERAL LIMITING CONDITIONS

- (a) The Department shall determine which highways are eligible for adoption. (b) The Department shall determine the designation of the section of right-of-way to be adopted. The Department will consider community sentiment in determining the designation of the section of right-of-way to be adopted.
- (c) State roads in residential neighborhoods will not normally be available for adoption. Exceptions include roads adopted by the neighborhood residents. Underlying fee owners' objections to a specific adoption shall be considered.
- (d) If any of the Program's actions are determined to be contrary to any statutory restrictions, or any restrictions on the use of appropriated funds for political activities, the Department may take any necessary remedial action, including, but not limited to, the removal of the erected signs displaying the Program Participants' name or acronym or the termination of the adoption agreement.
- (e) Names, titles or words placed on Adopt-A-Highway signs shall be approved by the North Carolina Department of Transportation.

History Note: Statutory Authority G.S. 143B-350;

Eff. November 1, 1991;

Amended Eff. November 1, 1993.

19A NCAC 02D .1007 MODIFICATION/RENEWAL/TERMINATION OF THE AGREEMENT

- (a) The Adopt-A-Highway agreement may be modified in scope or altered in any other manner at the discretion of the Department.
- (b) Program participants shall have the option of renewing the agreement, subject to the approval of the Department and the continuation of the Program by the Department.

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Information concerning Program participants is to be updated at the time of renewal.

- (c) The Department may terminate the agreement or remove the Adopt-A-Highway signs bearing the Program participant's name or acronym if it finds and determines that the participant is not meeting the terms and considerations of the agreement, that the participant is acting contrary to the rules of the Program, that the adoption is proving to be counterproductive to the Program's purpose, that undesirable results such as increased litter, vandalism or sign theft, are resulting from the adoption, that Program participants have engaged in irresponsible conduct at the adopted section which would bring discredit upon the State, or that other good cause exists to terminate the agreement or remove the Adopt-A-Highway sign.

History Note: Authority G.S. 143B-350;

Eff. November 1, 1991;

Amended Eff. November 1, 1993.

19A NCAC 02D .1008 TERMINATION OF THE PROGRAM

History Note: Authority G.S. 136-18(10);

Eff. November 1, 1991;

Repealed Eff. November 1, 1993.

<http://reports.oah.state.nc.us/ncac.asp?folderName=\Title%2019A%20-%20Transportation\Chapter%2002%20-%20Division%20of%20Highways>

Note: Once at this site, you will need to scroll down to the administrative code section desired.

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Gs § 14-399

NOTE: Please visit www.ncdot.gov/~beautification. Click on the Litter Law link for the law as written. The Litter Law site also has other related links.

§ 14 399. Littering.

- (a) No person, including any firm, organization, private corporation, or governing body, agents or employees of any municipal corporation shall intentionally or recklessly throw, scatter, spill or place or intentionally or recklessly cause to be blown, scattered, spilled, thrown or placed or otherwise dispose of any litter upon any public property or private property not owned by the person within this State or in the waters of this State including any public highway, public park, lake, river, ocean, beach, campground, forestland, recreational area, trailer park, highway, road, street or alley except:
- (1) When the property is designated by the State or political subdivision thereof for the disposal of garbage and refuse, and the person is authorized to use the property for this purpose; or
 - (2) Into a litter receptacle in a manner that the litter will be prevented from being carried away or deposited by the elements upon any part of the private or public property or waters.
- (a1) No person, including any firm, organization, private corporation, or governing body, agents, or employees of any municipal corporation shall scatter, spill, or place or cause to be blown, scattered, spilled, or placed or otherwise dispose of any litter upon any public property or private property not owned by the person within this State or in the waters of this State including any public highway, public park, lake, river, ocean, beach, campground, forestland, recreational area, trailer park, highway, road, street, or alley except:
- (1) When the property is designated by the State or political subdivision thereof for the disposal of garbage and refuse, and the person is authorized to use the property for this purpose; or
 - (2) Into a litter receptacle in a manner that the litter will be prevented from being carried away or deposited by the elements upon any part of the private or public property or waters.
- (a2) Subsection (a1) of this section does not apply to the accidental blowing, scattering, or spilling of an insignificant amount of municipal solid waste, as defined in G.S. 130A 290(18a), during the automated loading of a vehicle designed and constructed to transport municipal solid waste if the vehicle is operated in a reasonable manner and according to manufacturer specifications.
- (b) When litter is blown, scattered, spilled, thrown or placed from a vehicle or watercraft, the operator thereof shall be presumed to have committed the offense. This presumption, however, does not apply to a vehicle transporting nontoxic and biodegradable agricultural or garden products or supplies, including mulch, tree bark, wood chips, and raw logs.
- (c) Any person who violates subsection (a) of this section in an amount not exceeding 15 pounds and not for commercial purposes is guilty of a Class 3 misdemeanor punishable by a

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fine of not less than two hundred fifty dollars (\$250.00) nor more than one thousand dollars (\$1,000) for the first offense. In addition, the court may require the violator to perform

2.07

community service of not less than eight hours nor more than 24 hours. The community service required shall be to pick up litter if feasible, and if not feasible, to perform other labor commensurate with the offense committed. Any second or subsequent violation of subsection (a) of this section in an amount not exceeding 15 pounds and not for commercial purposes within three years after the date of a prior violation is a Class 3 misdemeanor punishable by a fine of not less than five hundred dollars (\$500.00) nor more than two thousand dollars (\$2,000). In addition, the court may require the violator to perform community service of not less than 16 hours nor more than 50 hours. The community service required shall be to pick up litter if feasible, and if not feasible, to perform other labor commensurate with the offense committed.

(c1) Any person who violates subsection (a1) of this section in an amount not exceeding 15 pounds is guilty of an infraction punishable by a fine of not more than one hundred dollars (\$100.00). In addition, the court may require the violator to perform community service of not less than four hours nor more than 12 hours. The community service required shall be to pick up litter if feasible, and if not feasible, to perform other labor commensurate with the offense committed. Any second or subsequent violation of subsection (a1) of this section in an amount not exceeding 15 pounds within three years after the date of a prior violation is an infraction punishable by a fine of not more than two hundred dollars (\$200.00). In addition, the court may require the violator to perform community service of not less than eight hours nor more than 24 hours. The community service required shall be to pick up litter if feasible, and if not feasible, to perform other labor commensurate with the offense committed. For purposes of this subsection, the term "litter" shall not include nontoxic and biodegradable agricultural or garden products or supplies, including mulch, tree bark, and wood chips.

(d) Any person who violates subsection (a) of this section in an amount exceeding 15 pounds but not exceeding 500 pounds and not for commercial purposes is guilty of a Class 3 misdemeanor punishable by a fine of not less than five hundred dollars (\$500.00) nor more than two thousand dollars (\$2,000). In addition, the court shall require the violator to perform community service of not less than 24 hours nor more than 100 hours. The community service required shall be to pick up litter if feasible, and if not feasible, to perform other community service commensurate with the offense committed.

(d1) Any person who violates subsection (a1) of this section in an amount exceeding 15 pounds but not exceeding 500 pounds is guilty of an infraction punishable by a fine of not more than two hundred dollars (\$200.00). In addition, the court may require the violator to perform community service of not less than eight hours nor more than 24 hours. The community service required shall be to pick up litter if feasible, and if not feasible, to perform other labor commensurate with the offense committed.

(e) Any person who violates subsection (a) of this section in an amount exceeding 500 pounds or in any quantity for commercial purposes, or who discards litter that is a hazardous waste as defined in G.S. 130A 290 is guilty of a Class I felony.

(e1) Any person who violates subsection (a1) of this section in an amount exceeding 500 pounds is guilty of an infraction punishable by a fine of not more than three hundred dollars

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(\$300.00). In addition, the court may require the violator to perform community service of not less than 16 hours nor more than 50 hours. The community service required shall be to pick up litter if feasible, and if not feasible, to perform other labor commensurate with the offense committed.

2.08

(e2) If any person violates subsection (a) or (a1) of this section in an amount exceeding 15 pounds or in any quantity for commercial purposes, or discards litter that is a hazardous waste as defined in G.S. 130A 290, the court shall order the violator to:

- (1) Remove, or render harmless, the litter that he discarded in violation of this section;
- (2) Repair or restore property damaged by, or pay damages for any damage arising out of, his discarding litter in violation of this section; or
- (3) Perform community public service relating to the removal of litter discarded in violation of this section or to the restoration of an area polluted by litter discarded in violation of this section.

(f) A court may enjoin a violation of this section.

(f1) If a violation of subsection (a) of this section involves the operation of a motor vehicle, upon a finding of guilt, the court shall forward a record of the finding to the Department of Transportation, Division of Motor Vehicles, which shall record a penalty of one point on the violator's drivers license pursuant to the point system established by G.S. 20 16. There shall be no insurance premium surcharge or assessment of points under the classification plan adopted under G.S. 58 36 65 for a finding of guilt under this section.

(g) A motor vehicle, vessel, aircraft, container, crane, winch, or machine involved in the disposal of more than 500 pounds of litter in violation of subsection (a) of this section is declared contraband and is subject to seizure and summary forfeiture to the State.

(h) If a person sustains damages arising out of a violation of subsection (a) of this section that is punishable as a felony, a court, in a civil action for the damages, shall order the person to pay the injured party threefold the actual damages or two hundred dollars (\$200.00), whichever amount is greater. In addition, the court shall order the person to pay the injured party's court costs and attorney's fees.

(i) For the purpose of the section, unless the context requires otherwise:

(1) "Aircraft" means a motor vehicle or other vehicle that is used or designed to fly, but does not include a parachute or any other device used primarily as safety equipment.

(2) Repealed by Session Laws 1999 454, s. 1.

(2a) "Commercial purposes" means litter discarded by a business, corporation, association, partnership, sole proprietorship, or any other entity conducting business for economic gain, or by an employee or agent of the entity.

(3) "Law enforcement officer" means any law enforcement officer sworn and certified pursuant to Chapter 17C or 17E of the General Statutes,

litter law (cont.)

except company police officers as defined in G.S. 74E
 6(b)(3). In addition, and solely for the purposes of this section,
 "law enforcement officer" means any employee of a county or
 municipality designated by the county or municipality as
 a litter enforcement officer.

- (4) "Litter" means any garbage, rubbish, trash, refuse, can, bottle, box, container,
 wrapper, paper, paper product, tire, appliance, mechanical
 equipment or part, building or construction material, tool,
 machinery, wood, motor vehicle or

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motor vehicle part, vessel, aircraft, farm machinery or equipment, sludge
 from a waste treatment facility, water supply treatment plant, or air pollution
 control facility, dead animal, or discarded material in any form resulting from
 domestic, industrial, commercial, mining, agricultural, or governmental
 operations. While being used for or distributed in accordance with their intended
 uses, "litter" does not include political pamphlets, handbills, religious tracts,
 newspapers, and other similar printed materials the unsolicited distribution of
 which is protected by the Constitution of the United States or the Constitution of
 North Carolina.

- (5) "Vehicle" has the same meaning as in G.S. 20 4.01(49).
 (6) "Watercraft" means any boat or vessel used for transportation across the
 water.

(j) It shall be the duty of all law enforcement officers to enforce the provisions of this section.

(k) This section does not limit the authority of any State or local agency to enforce other laws, rules or ordinances relating to litter or solid waste management. (1935, c. 457; 1937, c. 446; 1943, c. 543; 1951, c. 975, s. 1; 1953, cc. 387, 1011; 1955, c. 437; 1957, cc. 73, 175; 1959, c. 1173; 1971, c. 165; 1973, c. 877; 1977, c. 887, s. 1; 1979, c. 1065, s. 1; 1983, c. 890; 1987, cc. 208, 757; 1989, c. 784, ss. 7.1, 8; 1991, c. 609, s. 1; c. 720, s. 49; c. 725, s. 1; 1993, c. 539, ss. 266, 267, 1241; 1994, Ex. Sess., c. 24, s. 14(c); 1997 518, s. 1; 1998 217, s. 2; 1999 294, s. 4; 1999 454, s. 1; 2001 512, s. 1.)

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2.10

aaH policy for CoNtract Services

In 1995, the North Carolina General Assembly enacted legislation to allow Adopt-A-Highway participants to use contract services to clean the sections of highways adopted by the participants. The N.C. Board of Transportation promulgated and adopted the following policy to govern the participation of contract services in the cleaning of highways adopted by the program participants.

NORTH CAROLINA DEPARTMENT OF TRANSPORTATION RALEIGH, NORTH CAROLINA

ADOPT-A-HIGHWAY POLICY FOR CONTRACT SERVICES

1. Contract services must adhere to the same rules required for program participants. This includes, but is not limited to, safety training.
2. If a participant decides to use contract services to clean its adopted section(s) of highway, the participant shall inform the director of the Office of Beautification in writing within 10 calendar days of agreement with the contract source. The participant shall provide to the program director the name, address and telephone number of the service with whom it has contracted and a contact person representing the service. This contact person shall be the liaison between the contract service and the department for obtaining litter bags, safety vests, pickup sticks, gloves, roadside trash pickup and safety training for its employees.
3. If a participant uses contract services to clean the roadside of the section(s) of highway the participant has adopted, then the participant shall ensure that the contract service has complied with all applicable federal, state, and local laws, rules, ordinances, and policies, including employment laws, labor laws, workman's compensation, and the provisions of Title 19A, NCAC 02D .1001-.1007. The participant shall also be responsible for ensuring that the contract service complies with all insurance coverage requirements and carries adequate insurance; and
4. All participants and any contract service used by a participant shall indemnify and hold harmless the department from any and all claims or liabilities arising from or based upon their participation in the program, or the contract services provided, or from the violation of any federal, state or local law, ordinance, rule, and regulation, and all orders and decrees of bodies or tribunals having any jurisdiction or authority which may affect the program, the participants, or those engaged or employed by the participants.
5. Contract services may not act as an agent for the Department of Transportation.

Chapter 3

AAH Coordinator

Coordinator Characteristics

The AAH coordinator administers the AAH Program in a particular county or counties. An AAH coordinator encourages and supports volunteer participation in the program to keep the state's roadsides clean and free of litter.

The AAH coordinator:

- Takes ownership in beautifying the state-maintained roadway system through anti litter efforts.
- Recognizes the importance of the AAH Program in maintaining clean roadways.
- Takes over responsibility for being the key area contact person for AAH volunteers.
- Establishes themselves as the local AAH contact person within NCDOT and the community.
- Works to establish and maintain strong alliances with local governments, businesses, civic groups, schools, youth groups and individual citizens.
- Takes charge of local AAH administrative processes and promotes anti litter campaigns.
- Works with AAH volunteers to ensure their safety while performing roadside cleanups.
- Works to strengthen department relationships with all volunteers and the public in general.
- Promotes litter and pollutant free roadsides through the AAH Program.
- Provides excellent customer service to anyone inquiring about the AAH Program.
- Understands the need to communicate and keep everyone informed about anti litter activities.
- Encourages, supports and facilitates a strong volunteer network for roadside litter cleanups.
- Works to educate the public and instill a sense of ownership and pride in keeping North Carolina roadsides clean for the benefit of all who live in and travel through the state.

Position Responsibilities

1. Accept AAH Program inquiries and:
 - Explain program requirements.
 - Identify roads available for adoption.
 - Offer to mail an AAH packet.
 - Guide the prospective applicant to the AAH Web site for detailed information.
2. Work with AAH applicants to complete the application process.
3. Maintain a numerical filing system by agreement number of all active agreements. The file will contain:
 - Signed "AAH Program Agreements" and "Renewal Agreements." • Signed "Youth Participation Release Forms" (if applicable).
 - Completed "Sign Design Forms." • Relevant records and correspondence.
4. Maintain a separate numerical filing system by agreement number of all canceled and/or deleted agreements, signed release forms and related records and correspondence. **The destruction of AAH documents can only be authorized by appropriate representatives.** For more information on records management visit www.records.ncdcr.gov.
5. Enter contract information and pickup reports in the NCDOT AAH 3.0 Web Application and guide groups to report pickups by:
 - Calling 1-800-331-5864.
 - Submitting a pickup report online using the AAH website.
 - Calling in the report to the AAH coordinator if the other reporting options are not available.
6. Administer the AAH Program by using the AAH 3.0 Web Application.
7. Oversee the AAH sign process and advise groups of any necessary sign delays and the appropriateness of words on the AAH sign.
8. Work directly with the state AAH coordinator and the district engineer to resolve local community concerns about AAH groups and/or signs.
9. Monitor AAH volunteers to ensure groups view the safety DVD and receive safety information.
10. Meet with prospective groups when requested.
11. Speak or arrange for a speaker at citizen meetings when requested.
12. Communicate with groups to provide support.
13. Communicate with groups to ensure they meet program requirements.

Position Responsibilities (cont.)

14. Monitor the AAH Program to ensure contracts are renewed on time.
15. Maintain maps showing:
 - Roads adopted.
 - Roads available for adoption.
 - Roads ineligible for adoption.
16. Monitor the AAH Program to ensure groups report pickups in a timely manner.
17. Review sign report and have signs removed; Enter dates of removal into database and change archived status to deleted.
18. Monitor maintenance yards to ensure they have adequate supplies of:
 - Safety vests.
 - Bags - orange; reversible to blue with drawstring.
 - Pickup sticks.
 - Gloves.
 - AAH "Pick-up in Progress" signs.
19. Keep informed about local anti litter events, trends and movements.
20. Promote anti litter campaigns (Litter Sweep events) by using the event mailer.
21. Promote AAH by having AAH groups provide media press releases prior to or after events.
22. Communicate regularly with the state AAH coordinator regarding AAH issues and anti litter campaigns.
23. Maintain a list of roads that may require a cleanup for volunteers wanting to participate in a community service project or in Litter Sweep.

Chapter 4

3.03

Recommended Procedures

Telephone and Email Inquiries

If someone is interested in participating in the AAH Program:

- Make a positive statement about the person's interest in the program.
Example: "That's great, Mrs. Smith, I am glad to hear you are interested in the AAH Program."
- Extend an offer to make an appointment to discuss the program or offer to mail or email information, and provide the AAH Web site.
- Thank the caller for his or her interest in the program.

Initial Appointment and Correspondence

When meeting with a prospective AAH participant for the first time:

- Explain the basic elements of the program.
- Review the N.C. AAH Administrative Code section for the Responsibilities of Program Participants and Department.
- Review safety guidelines.
- Provide information on sections of roads available for adoption.
- Explain that you can only hold a specific section for 10 workdays. If a potential adopting organization or club (not an individual) has a regular monthly meeting, you may hold a section until the meeting takes place. Do not hold a section for more than one month.

Group Wants To Adopt

If the prospective group wants to pursue an adoption, inform them that they can apply online within the AAH Web site, or continue with the following steps:

- Record the name, street address and telephone numbers of the person with whom you are meeting.
- Ask for the name of the authorized group representative and record the name, address and telephone number of the individual if the information is different from the information already recorded.
- Record the wording requested for the sign nameplate. If you think the proposed name or acronym for the sign may not follow the NCDOT AAH sign policy, tell the adopting party that you will contact them with additional information. Contact the state AAH coordinator for assistance before proceeding any further.
- Make arrangements for the group to view the "AAH Safety Training DVD," available in English and Spanish. This can be viewed online through the AAH Website. Stress the importance of every participant viewing the DVD prior to participating in a cleanup event.
- Record the group's recycling decision.
- Provide an "AAH Program Agreement" and review its content with the adopting party.
- Point out the requirement for all participants to sign the agreement.
- Emphasize that no person may sign for another person.
- Have a parent or guardian complete, sign, and submit the "Youth Participation Release Form" if applicable. Only a parent or guardian can sign for a child under the age of 18 years old.

Recommended Procedures (cont.)

- Provide additional copies of the agreement signature page, if needed for additional group signatures.

4.01

- Provide an "Adopting Group Signatures" sheet for additional volunteers to sign prior to a cleanup. Have the group return the sheet to your office before they participate.
- Record the return due date for the agreement form. If holding a specific road section for the group, the administrative code refers them to the division engineer first.
- Accept all applications, and discuss any concerns with your supervisor and the state AAH coordinator before processing the application. You must know the full name and purpose of any organization or business that wants to adopt a roadway.

Recycling Program

Encourage each group to participate in the AAH recycling program:

- Provide information on local recycling activities.
- Explain that the volunteer group takes its recyclable items to the recycling center of its choice and that any money earned belongs to the volunteer group.

Note: It is illegal to place aluminum in landfills.

Agreement Form Returned

When the completed form is returned:

- Verify that the agreement has been completed entirely and the signature instructions have been followed.
- Verify that the adopting party has provided a second contact.
- Complete the agreement with the designated NCDOT employee signature.
- Provide the AAH group representative a copy of the finalized agreement and a "New AAH Group Form Letter."
- Inform the AAH group representative when their AAH road signs will be installed.
- Provide the AAH group representative with a copy of the NCDOT AAH "Safety Guidelines."
- Make sure the AAH group representative has an "AAH Safety Training DVD." Advise the group that they can view this online.
- Thank the AAH group representative for participating in the program.
- Enter the new AAH group information into the AAH 3.0 Web Application.
- Send the new AAH group a volunteer certificate of participation.

Signs

- Keep the group informed about their sign status.
- Approve the group's requested name or acronym for the AAH sign nameplate.
- To have the signs made and installed, send the "Sign Design" form, "AAH Program Agreement" form and a map of the adopted roadway section to Traffic Services.
- Ask Traffic Services to send a notification when the signs are installed.

Recommended Procedures (cont.)

- Upon notification of sign installation, enter the sign installation date into the AAH 3.0 Web Application.
- Signs, which display the AAH group's name or acronym, may display either a business or organization name or an individual's name, but not both. No logos, slogans, dates, telephone numbers, Internet addresses, business titles or offensive language may appear on a sign displaying the group's name or acronym.

4.02

Agreement Renewal

For eligible AAH groups, agreements can be renewed for four years providing there are no unresolved complaints at the time of renewal and the terms of the agreement have been fulfilled.

Renewal Process – State AAH Coordinator and Local AAH Coordinator

A. AAH State Coordinator

- A renewal packet is sent to the authorized AAH group representative 60 days prior to the expiration date of an agreement. The renewal packet includes a letter, the renewal agreement forms, cleanup reporting instructions and cleanup safety guidelines. The renewal letter to the authorized representative asks whether or not the group wishes to renew and requests a reply be sent or communicated to the state or local AAH coordinator within 60 days.

B. Local AAH Coordinator

- Upon the receipt of a completed and signed "AAH Program Renewal Agreement," the state or local AAH coordinator enters the renewal information into the AAH 3.0 Web Application.
- If the group does not wish to renew, mail a letter of appreciation to the authorized representative on the expiration date of the agreement if the group has fulfilled the terms of the agreement.

C. No Response from the AAH Group

If there is no response within 60 days, send a cancellation letter to the authorized representative. The letter should explain why the adoption agreement is being cancelled, and indicate the group's signs will be taken down. The highway will be open for adoption if a response is not received within 10 workdays.

D. Renewal Process Example

- A group agreement has a May 1 expiration date.
- A renewal packet is sent by the state AAH coordinator to the group on March 1.
- Upon receipt of a renewal agreement by the state or local AAH coordinator, the state or local AAH coordinator enters the renewal information into the AAH Web 3.0 Application.
- If no renewal agreement was received, a cancellation letter is sent on the first of May, 60 days following the mailing of the renewal packet
- Wait 10 workdays following the mailing of the cancellation letter to take action to remove signs and make the adopted section of highway available to another group.

Recommended Procedures (cont.)

For ineligible AAH groups, send a cancellation letter explaining why the adoption is being cancelled and cancel the agreement on the expiration date.

Handling Complaints

4.03

How to respond to a telephone complaint:

- Say you are sorry that a problem has occurred.
- Assume that the complaint is well intended.
- Stay calm.
- Listen carefully.
- Write down the name of the caller and ask for a telephone number.
- Present a solution/explanation or offer to investigate the concern and call back.
- Thank the caller for his or her interest in the program and for taking the time to call.
- Contact the state AAH coordinator for assistance in handling a complaint when needed.

Complaints About Litter on Adopted Highways

- Enter the complaint in the "Administrative Comments" section of the database and in the AAH group file.
- Check the "Pickups" section of the database to determine when the last reported pickup occurred. If the last pick up took place recently, visit the site or ask someone to check the site to establish the extent of the littering. If you determine this is a problem area, do the following:
- Notify the local law enforcement officials if illegal dumping has taken place.
- Notify the authorized AAH group representative that you have had a complaint.
- Make arrangements to have the section picked up by the AAH group if the AAH group has not done a recent cleanup. A group is required to pick up within the designated time in order to keep their adopted roadway section. Under unusual circumstances you may choose to ask the highway maintenance engineer to do one supplemental cleanup for the group.
- Contact the state AAH coordinator if needed to discuss the situation before proceeding. It may be necessary to assign a more suitable location or to remove the signs and cancel the contract.

Sign Complaints

Harassment or rights infringement:

- Listen to the complaint, take notes, ask for the caller's name and telephone number and tell the person you will call back.
- Alert your supervisor and call the state AAH coordinator to discuss a citizen complaint or a specific adoption which is harassment or an infringement on the citizen's rights.

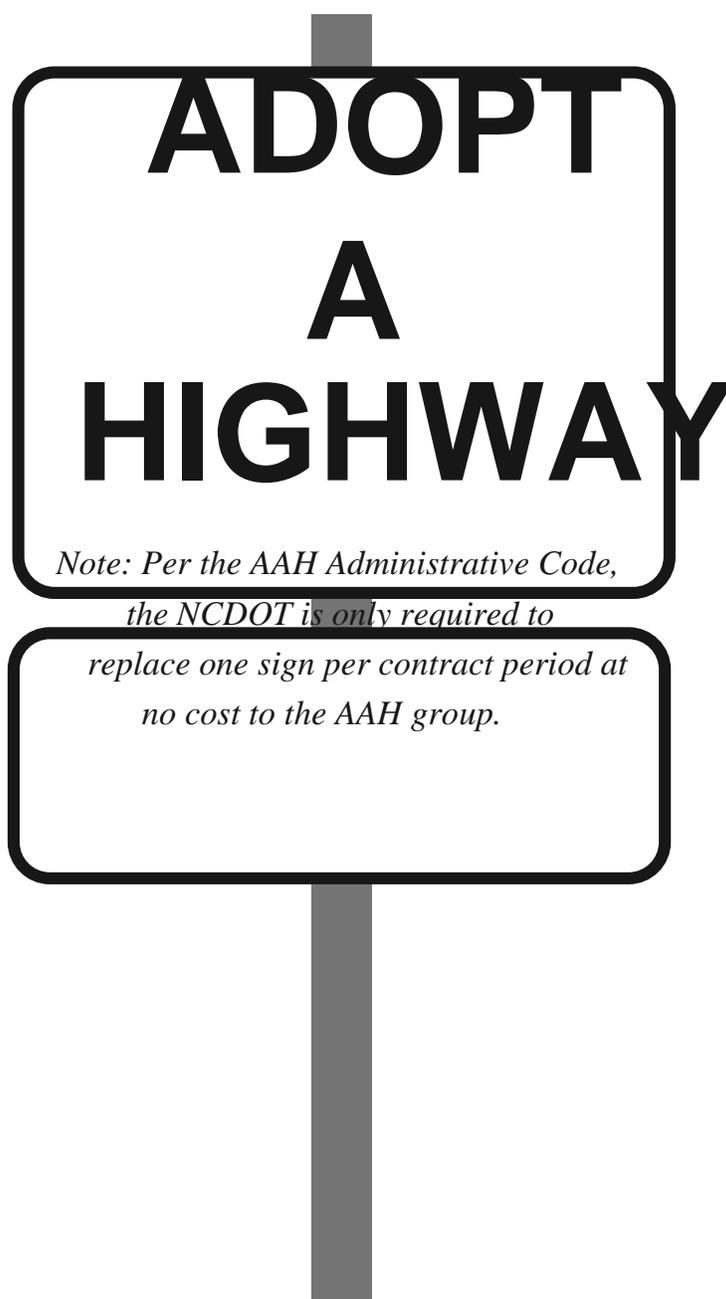
Recommended Procedures (cont.)

Sign Vandalism

- Contact the state AAH coordinator to discuss the situation before proceeding if sign vandalism occurs. It may be necessary to assign a more suitable location or to remove the signs displaying the group's name.
- Contact your supervisor and the state AAH coordinator to discuss continued sign vandalism which occurs after the signs have been moved.

Note: Per the AAH Administrative Code, the NCDOT is only required to replace one sign per contract period at no cost to the AAH group.

4.04



recommeNded pcedures (coNt.)

adoption Program Agreement Guidelines

1. Both original and renewal AAH Program agreements are legal documents and as such should be carefully reviewed by the coordinator to ensure accuracy and completion prior to the document being signed by a NCDOT employee or entered into the AAH 3.0 Web Application.
2. Both original and renewal AAH Program agreements are for four-year periods of time as stated in the body of the agreements. Therefore, an agreement that begins in the year 2009 would end in the year 2013.
3. The AAH coordinator will complete the road description section in each "AAH Program Agreement" to ensure a full and accurate legal description of the road being adopted. The road location description will contain the road number, the road name and miles adopted. The coordinator will advise the adopting group that this section of the agreement is to be completed by the department and not the group.
4. All members of a group who will participate in one or more roadside pickups are required to sign the "AAH Program Agreement" in one of the spaces provided in the section entitled, "Adopting Group Signatures."
5. AAH group volunteers under the age of 18 must submit a "Youth Participation Release Form" signed by a parent or guardian. A signed "Youth Participation Release Form" is a legal document separate and apart from the "AAH Program Agreement." However, both the executed "AAH Program Agreement" and the executed release forms are filed together in the AAH coordinator's office. Children must be 12 years of age to participate in highway cleanups and must be accompanied by an adult.
6. AAH applications and agreements are required to contain complete primary contact person and secondary contact person information. This is a requirement to aid the AAH coordinator in contacting a group representative in a timely manner.
7. AAH applications and agreements submitted by school groups are required to have a school official listed as the primary or secondary contact person. No one under the age of 18 may be a primary contact person.
8. A copy of the finalized, executed "AAH Program Agreement" that is signed by an authorized DOT official is mailed or handed to the adopting group's contact person for their records.
9. Expired "AAH Program Agreement" and signed "Youth Participation Release Forms" pertaining to expired agreements must be retained by the AAH coordinator in a safe place and filed by contract number. **The destruction of these agreements and forms can only be authorized by appropriate representatives.** For more information on records management visit www.records.ncdcr.gov.

4.06

Memorial adoption Guidelines - November 2001

A group or individual eligible to participate in the AAH Program may apply to adopt a two-mile section of state highway as a memorial to a deceased relative or friend and receive two roadside signs. One sign is placed on each end of the two-mile stretch of adopted highway.

1. A group wishing to adopt a section of highway in memory of a deceased relative or friend must follow memorial adoption guidelines and meet the requirements for participation in the state's AAH Program as provided under Title 19A NCAC 02D .1001-.1007.
2. The section of highway requested must be approved for adoption by the district engineer and available for adoption within the guidelines of the AAH Program. The district engineer's evaluation of the suitability of the highway for adoption shall include but not be limited to safety issues for volunteers working along the roadside.
3. The adopting group must include at least one member of the immediate family of the individual in whose memory the section of highway is adopted or a member of the deceased's immediate family must approve the adoption by the group. If no immediate family member of the deceased person resides in the county where the section of highway is located or in counties adjacent thereto, the requirement for family approval will be waived.
4. An adopting group may request a two-mile section of highway as a memorial adoption and have that section reserved for a two-week period. The adopting group shall submit a completed "AAH Program Agreement" including required signatures to the district engineer within the two-week period. At the discretion of the district engineer, an extension of time for filing the agreement may be granted to the adopting group. The adopting group should be aware that if the completed, signed agreement has not been received by the district engineer within the approved time period, the section of highway may be adopted by another group. The district engineer will have the authority to approve or reject memorial adoption applications.
5. When a group applies to adopt a section of highway that has been adopted by another group, the requesting group may choose to adopt an adjacent or nearby highway. If a group agrees to adopt an adjacent or nearby highway, the group may request to be placed on a waiting list to adopt the highway originally requested. When the requested highway becomes available for adoption, the district engineer will notify the group.
6. Two AAH signs will be erected on the right-of-way to designate a memorial adoption. The signs shall contain the phrase "In Memory Of" and the name of the individual in whose memory the section has been adopted. One sign is posted at either end of the two-mile stretch of highway. The location of the memorial signs shall be at the discretion of the district engineer. Safety issues, property ownership and community sentiment will be taken into consideration in determining sign placement. Adopters should be aware that sign placement at a specific site cannot be guaranteed. Roadside memorial markers may be removed at any time without notice if it becomes necessary due to construction, maintenance or other operations along the highway.

Memorial adoption Guidelines (cont.)

7. An adopting group may not place crosses or other monuments, wreaths, flowers, ribbons or other decorations, or plant vegetation on the right-of-way. These items can distract motorists and create hazardous conditions for drivers and AAH volunteers. Items placed on signs, signposts or highway right-of-way are subject to removal by department employees without notice and may result in cancellation of the adoption agreement.

As with any adoption:

- A safe work environment for picking up litter on the roadsides is essential for AAH volunteers. Therefore, volunteers must view the "AAH Safety Training DVD" before participating in a pickup and follow all safety procedures and guidelines required for participation in the AAH Program. "Litter Pickup in Progress" safety warning signs are available from the nearest NCDOT county maintenance office for use during a cleanup. The safety signs are displayed on both AAH signposts to alert oncoming traffic that volunteers are working on the roadside. A group wishing to adopt a highway should contact their local district engineer or AAH coordinator. The Office of Beautification Programs may be reached at 1-800-331-5864.
- The adopting group may continue to renew its agreement as long as it fulfills the requirements for participation in the AAH Program.

4.08

adoptionNs admInistrative Procedures

Note: All Memorial adoptions must adhere to the November 2001 “Guidelines for Memorial Adoptions.”

1. Each county has its own AAH coordinator who is an employee of the N.C. Department of Transportation. The AAH coordinator and the district engineer coordinate the process of adoptions and work with each applicant to choose a two-mile stretch of state-maintained highway to adopt.
2. An adopting group enters into a four-year agreement with the NCDOT.
 - In the agreement, a group agrees to clean its adopted highway a minimum of four times per year or more often if necessary.
 - Everyone who will participate in a roadside pickup must sign the agreement. A "Youth Participation Release Form" must be submitted for volunteers 12-17 years of age.
 - A group may renew its contract at the end of each four-year period as long as the group has fulfilled its responsibilities to clean the highway and file required reports.
 - A group may cancel the agreement upon 30 days written notice to the NCDOT.
3. The AAH coordinator will make the following items available to each group:
 - "AAH Safety Training DVD" – all group participants must view prior to the first cleanup. It can be viewed online in English or Spanish at www.ncdot.gov/~adopt-a-highway.
 - Written safety rules and guidelines for volunteers to follow while working on the roadside.
 - Orange safety vests that must be worn during a pickup.
 - Gloves.
 - Pickup sticks (if available).
 - Orange (reversible to blue) bags with drawstring.
 - “Litter Pickup in Progress” safety warning signs to be bolted to the AAH signposts during a roadside cleanup. See "Safety Signs" on the next page.

The AAH coordinator will also coordinate the placement of two signs. One is placed on each end of the adopted highway to acknowledge the group that has taken responsibility for cleaning the roadside.
4. After each cleanup, a group must report the details of the pickup by reporting online, calling 1-800-331-5864 or coordinator to remove the orange bags from the roadside. The AAH coordinator will inform groups on how to report cleanups and request bag removal. The following information is needed to report a cleanup:
 - Two-digit county number and four-digit contract number.
 - Date of cleanup.
 - Number of bags collected.
 - Number of people participating in the cleanup.
 - Number of hours worked, rounding up to the next whole number.
5. There is no cost for adopting a highway.

6. For safety reasons:

- No one under 12 years of age may participate in the program.
- A 21-year-old must supervise a volunteer 12-17 years of age.

4.09

Safety SiGNs

May 30, 2001

MEMORANDUM TO: Division Engineers

FROM: J. D. Goins, P.E.
Chief Engineer – Operations

SUBJECT: Adopt-A-Highway Litter Pickup Warning Signs
"LITTER PICKUP IN PROGRESS"

Our goal is to always provide a safe work environment for our Adopt-A-Highway volunteers as they clean our roadsides. This memorandum is to clarify our policy for the signing for pickup operations for Adopt-A-Highway groups.

1. DOT will provide metal litter pickup warning signs for volunteer groups to check out at the nearest highway maintenance facility for use during cleanups. Each county maintenance facility is to maintain an adequate number of signs for the use of AAH groups in the county.
2. The metal litter pickup warning signs are to be modified by each maintenance facility to allow Adopt-A-Highway groups to easily bolt the signs to the AAH sign posts prior to a cleanup and remove the signs after a cleanup for return to the maintenance yard.

You should begin to provide these signs immediately. "Litter Pickup In Progress" signs (inventory number 1680850) are recommended. These signs measure 42" X 18" and are available from Correction Enterprises at a cost of approximately \$26 each. If you need information on the number of Adopt-A-Highway groups in a division or county, please call the Office of Beautification Programs in Raleigh at 919-715-3188.

Your cooperation in implementing the above policy will be appreciated.

JDG/aw

cc: David A. Allsbrook, Jr., P.E. (Attention: Roberto Canales, P.E.)
District Engineers
Adopt-A-Highway Coordinators
Bill Johnson (Attention: Helen Landi)

4.10

aaH 3.0 Web application

The AAH 3.0 Web Application is a Web-based application started from within your Internet Explorer browser. Type the following address in the address block (URL) of your browser:

<https://intranet.dot.state.nc.us/AAH>

You may click on “Help” to enter and use the "Adopt-A-Highway 3.0 Web Application Coordinator Training Guide." The training guide outlines the procedures for administering the AAH 3.0 Web Application. It includes processing new adoption applications, administering and updating information of existing contracts, pulling and printing reports and mailing labels.

In working within the AAH 3.0 Web Application, there may be situations that will require assistance from your state AAH coordinator. An example of this is reinstating a group that has been deleted. The state AAH coordinator has the ability to undelete a contract.

Chapter 5

Data Entry, Reports and Supplies

AAH Company Codes alphabetical listing

Company codes are entered during the new AAH group application process while entering information within the Administrative Section of the AAH 3.0 Web Application. If there is no company code listed, the default is 000. Company codes allow us to know the number of highways a specific group has adopted. For instance, when this manual was issued, the Boy Scouts of America had 81 adopted roads statewide.

Chapter 5

017	4-H CLUB	079	KEEP AMERICA BEAUTIFUL
036	AARP	028	KIWANIS CLUB
801	ABC COMPANY	039	KNIGHTS OF COLUMBUS
066	ALLSTATE	031	LADIES AUXILLARY
053	AMERICAN LEGION	006	LIONS CLUB
061	ASSN OF LIFE UNDER	056	MARTIN MARIETTA
050	BETA CLUB	004	MASONIC / YORK RITE BODIES
048	BOARD OF REALTOR:	026	McDONALDS
002	BOY SCOUTS / EXPLC	075	MILITARY (other than National Guard)
047	BURGER KING	009	MOOSE CLUB
021	CAROLINA TELEPHOI	019	MOTHERS AGAINST DRUNK DRIVERS (MADD)
044	CENTURY 21	078	MOTORCYCLE CLUBS
045	CHAMBER OF COMM	024	NATIONAL GUARD
041	CIVIC CLUB	073	NC CORRECTIONAL FACILITY
023	CIVITAN	074	NC STATE OR COUNTY AGENCY
016	COMMUNITY CLUB		NC STATE EMPLOYEE
076	COMMUNITY SERVIC	010	OPTIMIST CLUB
067	CP&L	060	PARENTS WITHOUT PARTNERS
058	D A KELLY'S	065	PEOPLE'S BANK
052	DECA CLUB	030	PEPSI COLA
063	DEMOCRATIC PARTY	059	PILOT CLUB
025	DOMINO'S	003	PIONEERS
020	DUKE POWER	049	PIZZA HUT
042	ELKS	057	RADIO STATIONS
055	EXCHANGE CLUB	064	REPUBLICAN PARTY
011	EXTENSION	001	ROTARY CLUB
012	EXTENSION HOMEM/	062	ROTC / JROTC
072	FBLA	068	ROYAL RANGERS
033	FFA	005	RURITAN
038	FHA	034	SADD
051	FIRE DEPARTMENT	043	SERTOMA CLUB
029	FIRST CITIZENS BAN	035	SIERRA CLUB
027	FRATERNITIES / SORC	080	SPANISH ADOPTIONS
018	GARDEN CLUB	069	STATE FARM
015	GIRL SCOUTS	022	UNITED CAROLINA BANK
054	GRANGE	032	VFW
007	HARDEE'S	071	VICA
070	IN MEMORY OF / IN H	077	VINEYARDS/WINERIES
008	JAYCEES	013	WOMAN'S CLUB
014	JR WOMAN'S CLUB	037	WOODMEN OF THE WORLD
099	KAB COUNTIES	046	YMCA
040	KEY CLUB		

AAH Company Codes Numerical listing

Company codes are entered during the new AAH group application process while entering information within the Administrative Section of the AAH 3.0 Web Application. If there is no company code listed, the default is 000. Company codes allow us to know the number of highways a specific group has adopted. For instance, when this manual was issued, the Boy Scouts of

America had 81 adopted roads statewide.

- 001 ROTARY CLUB
- 002 BOY SCOUTS / EXPLORERS BSA
- 003 PIONEERS
- 004 MASONIC / YORK RITE BODIES
- 005 RURITAN CLUB
- 006 LIONS CLUB
- 007 HARDEE'S
- 008 JAYCEES
- 009 MOOSE CLUB
- 010 OPTIMIST
- 011 EXTENSION
- 012 EXTENSION HOMEMAKERS
- 013 WOMAN'S CLUB
- 014 JR WOMAN'S CLUB
- 015 GIRL SCOUTS
- 016 COMMUNITY CLUB
- 017 4-H CLUB
- 018 GARDEN CLUB
- 019 MOTHERS AGAINST
DRUNK DRIVERS (MADD)
- 020 DUKE POWER
- 021 CAROLINA TELEPHONE
- 022 UNITED CAROLINA BANK
- 023 CIVITAN CLUB
- 024 NATIONAL GUARD
- 025 DOMINO'S
- 026 McDONALDS
- 027 FRATERNITIES / SORORITIES
- 028 KIWANIS CLUB
- 029 FIRST CITIZENS BANK
- 030 PEPSI COLA
- 031 LADIES AUXILLARY
- 032 VFW
- 033 FFA
- 034 SADD
- 035 SIERRA CLUB

Chapter 5

- 036 AARP
- 037 WOODMEN OF THE WORLD
- 038 FHA
- 039 KNIGHTS OF COLUMBUS
- 040 KEY CLUB
- 041 CIVIC CLUB

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Cleanup Procedures

CleaNup reportiNG iNstructionNs

1. Contact your local NCDOT county maintenance office to get your supplies prior to your cleanup.
This includes safety vests, trash bags, gloves and “Litter Pickup in Progress” caution signs.
2. Leave orange bags on the roadside for NCDOT to remove. If your group has agreed to recycle, take all blue bags containing metal, glass or plastic to any recycling center and keep any money earned.
3. Complete your cleanup report and ask NCDOT to pick up your orange trash bags after your cleanup.

Adopt-A-Highway Cleanup Reporting Instructions Report

your cleanup by:

- Visiting www.ncdot.gov/~beautification and click on Adopt-A-Highway.
- Calling Adopt-A-Highway Hotline toll free at 1-800-331-5864.

Gather the following information to report your cleanup:

- Your two-digit county number and your four-digit contract number.
- The number of people picking up.
- The number of hours worked (round up hours if needed).
- The number of bags of miscellaneous, metal, glass, and plastic litter your group collected or recycled.

Cleanup Reporting Instructions - Online

To report online go to www.ncdot.gov/~adopt-a-highway and click on [AAH Group Cleanup Report](#). Fill in spaces with required information as shown below.

The screenshot shows a Netscape browser window titled "HCDOT Adopt A Highway Pickup Report". The address bar shows the URL "http://www.ncdot.gov/~adopt-a-highway/AAH-Form-Report". The page content includes a title "Adopt-A-Highway Pickup Report" and a brief instruction: "This report should be completed by the person in charge of the cleanup activity. It should be submitted to the person in charge of the cleanup activity." Below this is a form with several sections:

Required Fields	
Company Name:	<input type="text"/>
Group Name:	<input type="text"/>
County:	<input type="text" value="Select County"/>
Postal Address:	<input type="text"/>
Phone Number:	<input type="text"/>
Pickup Information	
Date of Pickup:	<input type="text" value="MM/DD"/>
Number of Participants:	<input type="text"/>
Weight (lb) per Bag:	<input type="text"/>
(Do not multiply down by pounds)	
Number of Litter Bags:	<input type="text"/>
Number of Metal Bags:	<input type="text"/>
Number of Hazardous Bags:	<input type="text"/>
Number of Other Bags:	<input type="text"/>
Total number of bags: <input type="text"/>	

New aaH Group form letter

FORM LETTER: SENT TO EACH NEW AAH GROUP AFTER APPLICATION HAS BEEN APPROVED AND PROCESSED.

Date

Name of Group Contact Person

Name of Group

Mailing Address

City, State, Zip Code

SUBJECT: ADOPT-A-HIGHWAY PROGRAM

[GROUP NAME] [CONTRACT #XX-
XX-XXXX]

Dear _____:

Thank you for agreeing to participate in the North Carolina Adopt-A-Highway (AAH) Program. The purpose for this effort is to create ongoing public involvement to keep North Carolina's highways clean and beautiful. Your AAH signs will be installed on the roadside within the next __ to __ weeks.

Enclosed is a copy of your completed agreement for a ____ mile section of [enter road description to identify road and beginning and end of adopted stretch _____], which your group has agreed to adopt. Your group has the responsibility of picking up litter along this section of highway a minimum of four times a year. If your adopted road has an unusual amount of litter on it, you will need to clean it more often. Details of your group's responsibility are:

1. Ensure that each member of your group who will be picking up litter on the roadside views the "AAH Safety Training DVD" before participating in a cleanup. The DVD is available for viewing in English or Spanish from our Web site at www.ncdot.gov/~adopt-a-highway. Please call me to obtain a copy of the DVD for viewing by your group.
2. Hold a safety meeting with your workers prior to each roadside cleanup to review safety rules. In each safety meeting, workers should be reminded of the hazardous nature of the work they will be performing.
3. Designate one group member to act as safety supervisor, have a first aid kit available and know the closest route to the nearest medical facility.
4. Plan for general cleanups to take place approximately every three months to fulfill your minimum of four cleanups per year.

5.05

NeW aaH Group form letter (CoNt.)

5. You may report your pickup online from our website. In addition you may report your pickup by calling me at _____. I will be pleased to take your pickup report over the phone.
6. The NCDOT _____ county maintenance office, located at _____, is responsible for picking up your orange bags from the roadside and providing you with cleanup supplies (safety vests, orange and blue bags, gloves and pickup sticks). Please call the NCDOT county maintenance office at _____ to arrange to pick up your supplies.
7. While working on the roadside, volunteers must wear the orange safety vest provided by the department and obey all safety rules and guidelines.

Each NCDOT county maintenance office has metal "Litter Pickup In Progress" signs available for your group's use during cleanups. AAH groups can easily bolt the signs to their AAH signposts prior to a cleanup. Please remember to remove the signs after a cleanup and return them to the maintenance office for use by another group.

We encourage you to recycle metal, glass and plastic litter items. Reversible trash bags are available for you to keep items to be recycled separate from other litter. Please take the items to be recycled to the recycling center of your choice. Your group may keep any money earned from recycling.

If you need additional information now or in the future, please call me at _____. I look forward to working with you to keep North Carolina's roadsides clean and beautiful.

Thank you again for adopting a section of highway.

Sincerely,

[Your Name]
Adopt-A-Highway Coordinator

Enclosures
AAH Agreement

aaH siGN desiGN form

NC DEPARTMENT OF TRANSPORTATION

ADOPT-A-HIGHWAY SIGN DESIGN FORM

Adopt-A-Highway Applicant:

Agreement No._____

Because of space limitations on Adopt-A-Highway signs, the blocks below are designed to allow both the applicant and the sign fabricator to come to an agreement that is practical and convenient.

There is a maximum allowance of 2 lines on a sign, with each line having a maximum of 19 spaces. The sign format is shown below. If the name is 19 spaces or less, the sign fabricator may find it necessary to place the wording on one line.

The sign fabricator will make the sign as it is written in the spaces below. Specific requests, therefore, must be discussed with your Adopt-A-Highway coordinator.

1. Enter the name of your group, as you want it to appear on the sign panel.
(ABBREVIATION MAY HAVE TO BE USED).
2. Enter only the name of an organization, a business or a person.
3. Logos, slogans, dates, telephone numbers, Internet addresses, etc. are not permitted on signs.
4. Use only one character per space.
5. Skip one space between each word.
6. Sign fabricator will center the lettering on the sign panel.

PLEASE PRINT ONE LETTER PER BOX (SPACES AND PUNCTUATION MARKS COUNT AS ONE LETTER).

One line with 19 spaces: Maximum sign size is 42" X 9"

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

Two lines with 19 spaces per line: Maximum sign size is 42" X 15"

NOTE: If you entered an acronym for an organization or business name on this form, you are required to enter the full name of the organization or business on the line below:

County: _____

Date: _____

5.07

AAH aGreement reNeWal letter

This is a copy of the renewal letter to be sent to a group whose contract is near expiration and the group is in good standing with the AAH coordinator

DATE

NAME

ADDRESS

CITY, STATE, ZIP

RE: ADOPT-A-HIGHWAY PROGRAM AGREEMENT (XX-XX-XXXX)

Dear _____:

It is time to renew your group's Adopt-A-Highway Program agreement with the N.C. Department of Transportation. We hope you decide to renew your agreement. To do so, please complete the following simple steps.

- Choose two members of your group to act as the primary contact persons. They will need to sign their name as well as provide addresses, telephone numbers and e-mail addresses where indicated on the first page of the renewal agreement.
- Have each group member who will participate in a cleanup sign the agreement in one of the signature spaces provided on the second or third pages.
- Volunteers 12–17 years of age must have a parent or guardian sign the enclosed "Youth Participation Release Form."
- Please remit the signed agreement within 60 days of this letter in the enclosed return envelope. If you need more than 60 days to complete the agreement or have any questions about the agreement, please contact your local AAH coordinator.

If you will not be renewing your agreement, please check the appropriate box on the agreement and return it in the enclosed envelope. After 60 days, we assume you do not wish to continue and will take steps to remove your signs. Your roadway section will then be open for adoption.

When renewing your agreement, please sign up to recycle. Simply check the box by "Yes We Will Recycle." Your group may keep and use any money made from recycling. Remember, it is illegal to put aluminum cans into landfills and therefore they must be recycled. By recycling, you make an even greater contribution to the preservation of North Carolina's environment.

AAH volunteers perform a valuable community service. On behalf of Department of Transportation, thank you for keeping North Carolina clean and green.

Sincerely,

 Adopt-A-Highway Coordinator

Enclosures

5.08

No pickups ComplaiNts

The letter text may be altered to reflect specific circumstances. It is recommended that the letter be sent by certified mail with a return receipt required. This suggested letter is meant to be sent to a group when the following has occurred:

1. A complaint has been received that a group is not cleaning their road.
2. Recent pickup reports have not been filed.
3. Unable to reach a group representative by phone.

Date

Name

Address

City, State, Zip Code

RE: ADOPT-A-HIGHWAY PROGRAM AGREEMENT (XX-XX-XXXX)

Dear xxxxx:

We appreciate your group's participation in the N.C. Department of Transportation's Adopt-A-Highway Program in (ENTER COUNTY NAME) County. Your group adopted (ENTER NUMBER OF MILES) miles of (ENTER ROAD NUMBER AND NAME). Adopting a highway carries with it the responsibility of cleaning the road a minimum of four times a year or more often if necessary and reporting those pickups to the department.

We recently received a citizen inquiry about the amount of litter accumulated on your adopted highway. Cleaning your road and reporting the cleanups to the department is a requirement for participation in the program. Enclosed is a sheet showing the pickups your group has reported since adopting its road. The sheet shows that your last reported pickup was on (ENTER DATE). [NOTE: IF NO PICKUPS HAVE BEEN REPORTED, REPLACE THE PRIOR SENTENCE WITH THE FOLLOWING SENTENCE.] The sheet shows that no pickups have been reported for your adopted road.

Pickup reports are important as they provide the department with information necessary to monitor the program, prepare waste stream analysis calculate the cost effectiveness of the program, and notify the maintenance office the need for bag retrieval.

Please call me at (ENTER YOUR PHONE NUMBER) to discuss your adopted highway. If I do not hear from you by (ENTER DATE TO ALLOW 15 DAYS FOR RESPONSE), I will assume that you no longer wish to participate in the program and will cancel your agreement. Removing your signs from the highway would make the road eligible for adoption by another group.

I look forward to hearing from you.

Sincerely,

Adopt-A-Highway Coordinator

Enclosures

5.09

Through BSIPS Requisition

1. Supplies paid for through your local division/district budget:

<u>DOT NUM</u>	<u>DESCRIPTION</u>	<u>UNIT</u>
123003675	Pickup Sticks FOR DOT Crews (screw tip)	EA
123003680	Pickup Sticks FOR DOT Crews (nail tip)	EA
123003887	AAH Vest, Safety, Small	C
123003888	AAH Vest, Safety, Large	C
123003889	AAH Vest, Safety, X-Large	C
133001185	Orange Bags (200) reversible, drawstring closure	CS
133001190	White Litter Bags for CSWP (200)	CS

2. Other items paid for through your local division/district budget:

<u>DOT NUM</u>	<u>DESCRIPTION</u>	<u>UNIT</u>
123003100	Car Litter Bags (500)	CS
123003300	Cup, Stadium Plastic 16 oz (500)	CS

Ivory Folders

Paid For Through Your Local Division/District Budget

Ivory Portfolio Folders for AAH Information Packets:

The folders are not stocked by Inventory Control. Please order folders from an office supply store.
SMEAD #87857 • 486IV • Ivory Color • Pocket Portfolios Quantity – 25 To A
Box • 11 X 8-1/2” • 2 Pockets

AAH white folder labels with green lettering are available from the state AAH coordinator.

OrderiNG litter CleaNup Supplies (CoNt.)

Instructions To Order Gloves For AAH And Litter Sweep Volunteers

1. Order gloves by sending an email to the state AAH coordinator.
2. In subject line of email type “MITTENS”. Typing the word “gloves” will result in your email being stopped, as it will be caught in the DOT SPAM email filter.
3. See sample email below.
4. Order gloves in multiples of 10 packages, 12 pairs of gloves per package.
5. The minimum order is 10 packages. The maximum order is 20 packages:

10 packages = 120 pair

20 packages = 240 pair

6. The Office of Beautification will not pay for gloves ordered from an outside vendor.

Contents Of Email

Use a separate line for each item:

Order for ____ packages of gloves Division
 ____ County Name _____ Ship to:
 [Typed name of person to receive gloves from inventory control]
 [Typed name of DOT facility]
 [Typed street address of facility]
 [Typed name of city where facility is located]
 [Typed phone number of person named above to receive gloves]
 [Typed courier number]

Sample Email

Division 11 - Wilkes County Order for 20
 packages of AAH gloves Ship To:
 Bob Bumgarner, County Maintenance Engineer
 NCDOT Wilkes County Maintenance Yard
 303 Statesville Road
 North Wilkesboro, NC 28659
 Phone 336-667-9117 CS 01-
 12-13

*Use the word mittens in place of gloves in the subject line.

NeWs release template

FOR IMMEDIATE RELEASE

Contact: [GROUP LEADER, PHONE NUMBER, EMAIL]; [AAH COUNTY COORDINATOR,
 PHONE NUMBER, EMAIL]

Date:

[GROUP NAME] PLANS CLEANUP ON ADOPTED HIGHWAY

[NAME OF AAH GROUP'S CITY OR TOWN] - The Adopt-A-Highway volunteer group,
 [GROUP NAME], plans to hold its next litter cleanup on [DATE]. [GROUP NAME] adopted the
 [ADOPTED HIGHWAY] roadside in [YEAR].

In the [#] years that [GROUP NAME] has participated in the AAH Program they have conducted [#] litter cleanups on their adopted roadway. The group has collected [#] bags of litter over [#] hours with [#] volunteers contributing their time. Volunteers like [GROUP NAME] save the state's taxpayers more than \$4 million annually by participating in roadside litter cleanups.

[OPTIONAL: PROVIDE A SHORT QUOTE FROM A GROUP MEMBER ABOUT WHY THE GROUP ADOPTED A HIGHWAY]

The AAH group's message to everyone traveling along the state's roadways is, "Keep our state beautiful by not littering."

AAH volunteers are required to perform four litter cleanups a year and submit pickup reports after each cleanup to keep their adoption active. There are no fees involved in the adoption process, and once approved, signs with the name of the group are fabricated and posted at the appropriate location.

NCDOT has administered the AAH program since 1988. There are approximately 100,000 volunteers that comprise some 5,000 AAH groups. They have collectively adopted more than 10,000 roadway miles, picking up more than 3.5 million pounds of roadside litter annually.

In [COUNTY NAME] County, [#####] volunteers picked up [#####] pounds of litter from [#####] roadside miles in [YEAR]. [AAH COUNTY COORDINATOR] serves as the [COUNTY NAME] County AAH coordinator and can be reached at [CONTACT INFORMATION].

For more information about the AAH Program visit the Adopt-A-Highway Website at www.ncdot.gov/~beautification or call 1-800-331-5864.

[OPTIONAL: PROVIDE A PHOTOGRAPH OF YOUR ADOPT-A-HIGHWAY GROUP.]

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Media advisory template

[AAH GROUP NAME] PLANS LITTER CLEANUP

[NAME OF AAH GROUP'S CITY OR TOWN] - The Adopt-A-Highway volunteer group, [GROUP NAME], plans to hold its next litter cleanup on [DATE]. [GROUP NAME] will be picking up trash on the [ADOPTED HIGHWAY] roadway.

[OPTIONAL SECTION:] If you are interested in joining [GROUP NAME]'s cleanup efforts please contact [GROUP LEADER] at [CONTACT INFORMATION]. [GROUP NAME] will bring all necessary cleanup supplies to the roadway on the day of the event.

NCDOT has administered the AAH program since 1988. There are approximately 100,000 volunteers that comprise some 5,000 AAH groups. They have collectively more than 10,000 roadway miles, picking up more than 3.5 million pounds of roadside litter annually.

In [COUNTY NAME] County, [#####] volunteers picked up [#####] pounds of litter from [#####] roadside miles in [YEAR]. [COUNTY COORDINATOR] serves as the [COUNTY NAME] County AAH coordinator and can be reached at [CONTACT INFORMATION].

For more information about the AAH Program visit the Adopt-A-Highway website at www.ncdot.gov/~beautification or call 1-800-331-5864.

[OPTIONAL: PROVIDE A PHOTOGRAPH OF YOUR ADOPT-A-HIGHWAY GROUP]

####

Safety GuideliNes

Hazard Review		
Moving Traffic	Poisonous Plants / Insects /Snakes	Overcrowding of
Animals	Unknown / Unlabeled Substances	Workers
Slip, Trip or Fall	Hidden / Sharp or Broken Objects	

1. Review safety rules and guidelines, appropriate dress and other pre-pickup checks.
2. Park in areas that provide safe entrance and exit of the pickup area; do not create potential conflicts with other vehicles and equipment operating near the work area; and provide maximum protection for workers getting in and out of the vehicles.
3. Wear appropriate personal protective clothing as described in the “Volunteers Must” section of “Safety Rules and Guidelines for Volunteers” (see backside of this sheet).
4. Take extra precautions to prevent heat and cold stress when working in extremely hot or cold temperatures.
5. Be aware of poisonous plants, insects, snakes, animals and animal waste products and carcasses. It is a good practice to wear long-sleeve shirts, gloves and high-top boots to protect against unforeseen hazards.
6. Know the routes to medical care in case of emergency. It is a good practice to face oncoming traffic while on foot.
7. Be aware of loose material, tripping hazards, uneven ground and other obstructions. Do not pick up in ditches.
8. Allow ample space for each volunteer to work safely.
9. Place tools in safe position so that sharp points are not exposed.
10. Be aware of hidden obstructions that may have sharp edges and broken glass, especially in grassy areas.
11. Be aware of hazardous materials and objects and notify proper authorities (police, your local Adopt-A-Highway coordinator or NCDOT county maintenance office).
12. Use caution when handling trash bags containing broken or sharp objects.
13. Place trash bags where they can be easily retrieved by NCDOT personnel and well clear of roadway traffic.
14. If you dispose of your group’s litter-filled bags, use proper lifting techniques when lifting trash bags.

For Your Safety:

- View the “North Carolina Adopt-A-Highway Safety Training” and the “Colorado Meth Lab Waste Recognition” DVD's or online video prior to participating in a cleanup - you can view both videos from the website at www.ncdot.gov/~beautification.

All Volunteers Must:

- Wear a NCDOT approved orange safety vest.
- Wear light-colored clothing that covers arms and legs.
- Wear leather shoes or boots, gloves, a hat and safety glasses.
- Wear clothing that will not divert attention of motorists during cleanup activities.
- Wear clothing that will not impair vision or movement during cleanup activities.
- Park all vehicles clear of the roadway and on the same side of the road where volunteers are working.
- Carpool to the site to reduce number of vehicles.
- Be 12 years of age to participate in a cleanup.
- Furnish adequate supervision by one or more adults 21 years of age or older for groups that have participants 12-17 years of age.
- Pick up litter only during daylight hours.
- Not pick up trash on the road surface and shall stay off the road at least five feet from the pavement edge.
- Obey all safety rules and guidelines.
- Conduct a safety meeting for all participants prior to each cleanup and go over “Safety Rules and Guidelines for Volunteers” and “Safety Procedures for Litter Pickup” (see backside of this sheet).
- Work in small groups.
- Face oncoming traffic when picking up litter and look up often to ensure that no vehicle is encroaching your work area.
- Stay well clear of any construction.
- Stop work in inclement weather.
- During warm weather months, drink plenty of fluids – take breaks – avoid overexertion.
- During cold weather months, dress warmly with layered clothing.
- Be alert for snakes, stinging insects and poisonous plants.
- Avoid contact with noxious weeds and areas where herbicides were applied.
- Use proper lifting and bending techniques.
- Reverse orange bags to blue for items to be recycled.

Volunteers Must Not:

- Use or possess illegal drugs or alcohol during a cleanup.
- Pick up trash on bridges, on overpasses or in tunnels.
- Pick up trash on a median.
- Pick up what appears to be hazardous material. Notify your AAH coordinator or NCDOT county maintenance office if you encounter hazardous objects, holes, guide wires and other hidden obstacles in the ground.
- Attempt to squeeze bags to make room for more trash. Injuries from broken or jagged objects can result from this practice.

In Case of Emergency:

- Have an adequate first-aid kit immediately available.
- Know the route from the work area to the nearest hospital emergency room.
- Have transportation immediately available.

For the Safety of Department of Transportation Crews:

- Group the orange bags together and where practical place them at least eight feet from the side of the road to make the job of collecting bags easier and safer for our NCDOT employees. Take items for recycling to local recycling center.

Vest reGistratioN forms

**Adopt-A-Highway Group Class II Safety Vest
(Check Out Form)**

Please Print

County Name: _____

Contract Number: _____

Group Name: _____

Primary Contact Name: _____

Mailing Address: _____

_____, N.C. _____

Phone Number: (____) _____ - _____

Email Address: _____ @ _____

Number of volunteers in the group: _____

Date: ____/____/____ (MM/DD/YYYY)

I have received _____ Class II Safety Vest(s) for performing roadside litter removal. I agree to return the vest(s) to this NCDOT _____ County maintenance office upon the expiration or cancellation of my Adopt-A-Highway program agreement.

Signature: _____ a

Returned: _____

Date: ____/____/____

Number of Vests: _____

Signature: _____

Vest reGistratioN forms (CoNt.)

**Special Event Class II Safety Vest (Check
Out Form)**

Please Print

County Name: _____

Name: _____

Mailing Address: _____
_____, N.C. _____

Phone Number: (____) _____ - _____

Email Address: _____ @ _____

Date: ____/____/____ (MM/DD/YYYY)

I have received _____ Class II Safety Vest(s) for performing roadside litter removal. I agree to return the vest(s) to this NCDOT _____ County maintenance office upon the completion of the cleanup along (road name) _____

Cleanup is scheduled for: ____/____/____ (MM/DD/YYYY).

Signature: _____

Returned: _____

Date: ____/____/____

Number of Vests: _____

Signature: _____

Chapter 6

litter SWEEP

Litter Sweep is the N.C. Department of Transportation's biannual cleanup drive - usually the last two weeks of April and September. The NCDOT's Office of Beautification Programs coordinates these statewide roadside cleanups.

The governor issues a proclamation prior to each cleanup to encourage North Carolina citizens, businesses, local governments, civic groups and AAH volunteers to participate in making our state clean, green and beautiful.

Volunteers can obtain pick up supplies, such as reversible orange/blue bags, orange safety vests and gloves from any of the NCDOT's county maintenance offices.

NCDOT maintenance crews devote one week of their time during Litter Sweep to pick up litter and collect orange bags from the roadsides once the groups have completed their cleanups.

Everyone's participation in Litter Sweep is needed in order to clean up the increasing amount of roadside litter.

We need volunteers to participate in the governor's proclaimed spring and fall Litter Sweep cleanup of North Carolina's roadsides. Help beautify your community by participating in the cleanup.

All participants are eligible to receive a certificate of appreciation and enter the "Most Unusual Litter" contest for cash prizes, sponsored by KNCB. Promotional materials suitable for printing can be found on the [Litter Sweep](#) website by clicking on forms. These are in PDF format. Updated forms will be posted on this website as soon as they become available.

The Web site offers links to:

- Governor's Proclamation.
- Forms.
- Cleanup Tips.
- AAH Safety Video.
- "Most Unusual Litter" Award - Recipients.

Call the Office of Beautification (800-331-5864) for more information.

Chapter 7

CommuniCatiNG WitH tHe public

Communication Principles

1. Maintain and enhance self-esteem.
2. Listen and respond with empathy.
3. Ask for ideas and/or offer assistance.

Giving Bad News

1. Present the situation.
2. Discuss positive points.
3. Demonstrate acceptance of person's reaction.
4. Restate positive points.
5. Offer assistance, if appropriate.
6. Express your expectations.
7. Follow up.

Interacting With Angry/Difficult People

1. Maintain a friendly and professional manner.
2. Acknowledge a difficult situation exists.
3. Calm the person by questioning and verifying.
4. Focus the person on the problem.
5. Handle the problem.

Chapter 8

The N.C. Department of Transportation depends upon the AAH coordinator to promote the AAH Program in their local area. There are numerous ways to communicate the importance and need for new volunteers to support the adoption of new or previously adopted roadway sections.

An AAH coordinator should work with their supervisor to ensure which actions best support the division's objectives in maintaining clean and litter free roadsides utilizing AAH groups.

The ongoing challenge is building a sufficient volunteer pool from which to gain new or renewed commitments to adopting roadway sections. Some actions from which you can select to assist you in finding volunteers for the AAH Program include the following:

Internal

1. Keep your immediate supervisor informed of the status of new AAH group requirements:
 - Number of desirable roadway miles open for adoption and number of groups needed to adopt them.
 - The litter situation on those open roads, i.e., light, medium, heavy trash amounts.
 - The status on new AAH group applications pending.
2. Work with the state AAH coordinator regarding new group activity.
3. Maintain a list of roads that need a cleanup for Litter Sweep or community service project volunteers.

AAH and Civic Groups

1. Informing existing AAH groups of roadway sections open for adoption.
 - Soliciting AAH groups for interested parties or referrals.
 - Talk with volunteers not associated with AAH groups to adopt when calling in to obtain cleanup supplies for Litter Sweep, etc.
2. Informing Chamber of Commerce, businesses, schools, youth and civic groups, etc. of designated roadway sections open for immediate adoption.
3. Making available the information listed below to county officials when requested. Inform the state AAH coordinator of request for guidance:
 - Include the current status of the number of groups.
 - The quantity of bags currently picked up in the county.
 - The amount of labor and the amount of time involved in collecting litter.
 - The number of miles being cleaned.
 - The number of miles open for adoption and where.
 - The litter situation on roadways open for adoption - the need to get these cleaned.
4. Ensuring group AAH signage is erected promptly or taken down upon group termination.
 - Help new groups determine the signage name description and submit.
 - Stay informed as to the status of the signs until they are posted.
 - Keep groups informed of the sign status, especially if there are delays.
5. Participating in public forums – school and civic group talks.
6. Reinforcing volunteer pride in AAH by working with the AAH groups to ensure supplies are on order and available for litter cleanup activities.
7. Keeping in contact with AAH groups to build relationships. Call those active and dedicated volunteers on a frequent basis:
 - About the need of new volunteers.
 - About meeting their once per quarter cleanup requirement.

- About their AAH Program Agreement Renewal if it is due.
- About having adequate cleanup supplies.

8.01

- About maintaining up-to-date group information.
8. When a group can no longer participate in the AAH Program, ask if there is another individual(s) to take over the adopted roadway.

Media

1. Using promotional materials provided by the Office of Beautification:

- Placing posters in public areas to gain support, i.e., courthouse, town halls, libraries.
- Submit pre-approved media releases of local AAH litter cleanup activities, i.e., Litter Sweep.
- Solicit groups to submit media releases to radio and TV stations - see if they will do an onsite interview before, during or after the event.
- Solicit groups to submit press releases to local print media to advertise their activity.

2. Keeping AAH group activities in the forefront of the public's awareness:

- Work with the Office of Beautification.
- Placing newspaper articles of local AAH group activity on the Office of Beautification website.
- Placing AAH group pictures and group profiles and stories in "Litterature," the newsletter which is posted on the Office of Beautification website for exposure.
- Place Public Service Announcements in local media using Litter Sweep promotional kit news releases.

Each of the bullet points above, when used in combination, can enhance the success of maintaining cleaner roadways. For example, it's important to promote the AAH activities with the media. As various groups work various areas of the county and have special outings, it's important they give the completed press release forms to the media. This will publicize the success of their event.

Other citizens will recognize the aesthetics and environmental benefits of AAH roadside cleanups. This will encourage volunteers to come forward to investigate adopting their local roadways. Using the sample press release forms in this manual will help get the process started.

Another example can be working with county management. The more they know about the AAH Program and how it is working to enhance their county's image, the more support you'll have in gaining momentum through events like Litter Sweep. A simple phone call of introduction and communicating the action taking place around the county will give the type of exposure needed to support your activities in gaining more volunteers to adopt a roadway.

3. Items to keep readily available for reference:

- A checklist of items you want to discuss while on the phone with AAH groups.
- A checklist of items to discuss with your state AAH coordinator.
- A media message about litter prevention activities should you be called to be interviewed.
 - A current map showing adopted roads, those open for adoption and those not available for adoption.
- Current AAH reports, i.e., list of AAH groups, litter pick ups, cleanup supply inventory.
- A list of roadways which need a cleanup.

- Set up a website bookmark for Office of Beautification for quick reference.

The main website page can be found at www.ncdot.gov/~beautification.

Becoming familiar with the contents within this entire Web site will help you help others in need of immediate information about the AAH program and its various processes.

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- Important phone number list which includes the following numbers:
- NCDOT Customer Service 1-877-DOT 4YOU (1-877-368-4968).
- Office of Beautification Toll Free 1-800-331-5864.

How does AAH help?

The North Carolina AAH Program saves taxpayers approximately \$4 million annually in roadside cleanup costs. N.C. AAH is one of the largest anti litter programs in the nation, representing approximately 5,000 groups that include around 100,000 volunteers statewide. These volunteers have adopted about more than 10,000 miles of state-maintained roadsides.

There are local AAH coordinators who oversee the program in their counties. When a group adopts a highway, the local coordinator works with volunteers to select an available section of statemaintained highway. Each adopted section of highway is approximately two miles long. Volunteer groups sign agreements with the NCDOT to remove litter from their adopted sections of roadsides a minimum of four times each year. Some roads that are traveled more heavily may require additional pickups.

The NCDOT also provides safety training, safety vests, orange/blue reversible bags, blue recycling bags and gloves. In addition, the NCDOT removes the trash-filled bags from roadsides following a pickup.

A highway is adopted for a period of four years. The adopting group may keep its adopted section of highway indefinitely if the agreement is renewed every four years and litter is collected at least four times each year or more often if necessary. An agreement may be canceled upon 30 days written notice to the N.C. Department of Transportation.

Under a special provision in the 1995 budget bill, the General Assembly gave the NCDOT authority to allow AAH groups permission to use contract services to clean their adopted sections of highway. In some instances, it may even be tax deductible. Please check with your accountant.

Many types of groups participate in the AAH Program including school, civic, business, religious, professional and social groups. Individuals and families adopt some sections of highways.

The NCDOT reserves the right to deny an application to adopt a section of highway when the adoption may create a safety hazard for a NCDOT employee or the public, jeopardize the AAH Program or be counterproductive to its purpose.

Call your local AAH coordinator or 1-800-331-5864 for more information about the AAH Program, or visit the AAH Program website.

Visit the Office Of Beautification homepage at www.ncdot.gov/~beautification and click on the AAH link, [Apply to Adopt-A-Highway Online](#) to access the application.

These can be found online on the AAH website. They are listed by county and by coordinator name.

9.01

Chapter 9

Frequently Asked Questions

Before collecting litter for the first time, all volunteers must receive adequate safety training. Local AAH coordinators provide a safety DVD that every group member must view before participating in a cleanup. The NCDOT has established these rules to help ensure the safety of everyone participating in the AAH Program:

- Age restrictions: Volunteers must be at least 12 years of age. Those between the ages of 12 and 17 must be supervised adequately by adults who are 21 years of age or older and submit a "Youth Participation Release Form" signed by a parent or guardian.
- Proper clothing and equipment: During cleanups, all volunteers must wear orange AAH safety vests provided by the NCDOT. Volunteers also should wear heavy work gloves, substantial shoes or boots and brightly colored clothing that covers the arms and legs. Volunteers should never wear or bring along items that could distract motorists or impair a driver's or volunteer's vision or hearing.
- Safety procedures: Volunteers must work facing oncoming traffic, keep off the roadway and stay at least five feet away from the edge of the road surface. Cleanup groups should work only along one side of the road at a time. Litter pickups must be scheduled for daylight hours and must be discontinued during inclement weather. Volunteers should avoid overexertion, watch their footing and stay clear of mowing operations, construction and maintenance work. Watch for snakes, stinging insects and poisonous plants. To avoid injuries from broken and jagged objects, trash bags should not be overfilled or compacted.
- Hazardous objects: Volunteers never should pick up discarded syringes, needles or other hazardous objects. When these items are encountered, contact the local AAH coordinator who will arrange safe removal of the material.
- Parking: Vehicles must be parked clear of the roadway and on the same side of the road where volunteers are working. Whenever possible, group members should carpool to the cleanup site to reduce the number of vehicles parked along the road.

The NCDOT strongly encourages AAH volunteers to recycle trash collected during cleanups. Blue bags are provided to help groups keep recyclables separate from other litter picked up. Groups can obtain information about how, what and where to recycle from their local AAH coordinators. After a pickup, volunteers should take all recyclable items to a recycling station. The group may keep any money obtained from items recycled.

How do I submit a pickup report?

Submitting a pickup report can be done in the following ways:

- Use the online report form provided at this site: [AAH Group Cleanup Report](#).
- Call 1-800-331-5864.

Report cleanup online or please call your local AAH coordinator to report the details of your pickup, and your NCDOT county maintenance office to request pickup of your orange bags. The AAH coordinator will enter your pickup report in the program's database and NCDOT's maintenance crew will pick up the bags from the roadside. Lastly, you can call 1-800-331-5864 to report cleanups.

What wording may be on AAH signs?

The NCDOT posts two signs, one at each end of the adopted section, with a group's name to acknowledge the group that has taken responsibility for cleaning the road. The Federal Highway Administration allows only the name of an organization, business or individual on AAH signs. Other wording, such as logos, slogans, dates, telephone numbers, Internet addresses, etc., is prohibited by Federal Highway Administration guidelines.

How can I use the AAH program as a fund raiser?

Fund-raising activities are permitted. Many types of groups participate in these fund raisers, including school, civic, religious, professional and social groups.

All funds collected from the trash pickup would be solely the property of the organization participating in the fund raiser. No portion of the profits would be claimed by the state. We hope these programs will help groups raise much needed funds while helping to keep North Carolina roadsides clean and green. Call 1-800-331-5864 for more information.

- Watch the safety DVD before your first pickup.
- Wear safety vests and gloves supplied by NCDOT.
- Review safety rules before each pickup.
- Bundle the orange bags together and place them farther back from the road. This makes picking up the bags safer and easier for NCDOT employees.
- Take blue bags to your local recycling center.
- Report cleanups online or call 1-800-331-5864 and notify your local NCDOT county maintenance yard to collect your trash-filled bags from the roadside.
- Call your local AAH coordinator when you have any questions about the AAH Program.

In the course of your daily AAH activities, you may encounter special situations that require you to make a judgement decision. Often this is following the guidelines already provided. Here are some of the most common situations, which you will encounter.

Situation 1. The new AAH group is designing their sign. The group wants to use their name which is an acronym (a series/string of letters without any apparent meaning), an Internet address or a message, i.e., "A Great Person." All these situations are not allowed. The group is adamant about using their name as is or wants to add a message. What can you tell the group?

Response: Most guidelines we have on AAH signs were established by the Federal Highway Administration. Names allowable on the sign are not at the discretion of the N.C. Department of Transportation or any of its employees.

Situation 2. The new AAH group wants to adopt a stretch of roadway that is less than the two-mile minimum. What do you tell the group?

Response: The guidelines of the program for all groups is to adopt approximately two miles of roadway. This can be one stretch of roadside two miles long or it may be made up of two roadway segments. For example, if the roadway segment you want to adopt is less than two miles, we can look at adding to the stretch by going around the corner onto another road. We can also recommend another completely different roadway as an option for you to consider, which does meet the mileage requirement.

Situation 3. The new AAH group wants to adopt a roadway, which crosses two counties. How is this handled?

Response: The guidelines require the AAH coordinator of each county to agree to the adoption and to enter into two contracts. This will take some coordination of both county AAH coordinators to ensure information can be documented, that pickups are done and bags are collected for each of their respective counties individually. It may be easier for everyone if we were to look at other adoptable roadside options, which are completely in one county or the other.

Situation 4. Some groups may want to adopt a roadway for less than the four-year period specified in the "AAH Program Agreement."

Response: The agreement cannot be changed to accommodate a lesser time period. However, if you find at some time in the future that you can not meet your obligation and would need to terminate the AAH agreement early, you may do so by notifying us in writing. There is no penalty to you for early termination.

Situation 5. The media calls asking for information as "access to the entire list of AAH groups."

Response: Ask questions to learn about their deadline for the information and if other information is needed. Tell them you will need to call them back. Let the state AAH coordinator know about the request and discuss an appropriate response and action. Inform your district engineer of the request.

10.01

basic rules for dealing with the media

- Make sure that reporters' calls are returned promptly.
- Prepare for the interview. Know your message and review your major points. Don't be embarrassed to refer to notes.
- Always frame your answers in a positive manner.
- Avoid bureaucratic language and jargon; explain in layman's terms.
- Avoid acronyms.
- Explain complex programs in simple terms.
- Give facts, not opinions.
- Never lie, even just a "little bit," to a reporter.
- Never say "no comment." "No comment," is a comment.
- Stay on the record.
- If you can't answer a question, be honest and say so.
- Admit mistakes and tell how you are fixing the problem.
- Never be condescending to a reporter or try to "set them straight."
- Don't speculate.
- Don't comment about things outside your area of expertise.
- Be patient. You're the expert; the reporter is not.
- Don't accept a reporter's definition.
- Never be argumentative, confrontational or lose your temper with a reporter.
- Never ask a reporter if you can review his story.

11.01

NeWs media iNtervieWs**A. Preparing For The Interview**

1. Know what you're going to say before the question is asked.
 - a) Anticipate the questions reporters will ask. Ask reporter what the topic is and what questions will be asked of you.
 - b) Research and rehearse. Interviews aren't part of daily activity for most of us; the more rehearsal and practice you get, the more natural being interviewed becomes.
 - c) Know how media functions and be prepared to give them information in that format:
 - 1) Prepare sound bites for broadcasters.
 - 2) Speak concisely and descriptively without using jargon.
 - d) Never say "no comment." Instead say "inappropriate for me to answer that" or a similar statement.
 - e) If you have time before the interview, gather statistics and facts that back up your statements. Type these into fact sheets and give to the reporter for reference as he sits down to write his story.
 - f) Know who else might be interviewed. You don't have to agree to be interviewed with someone who may be confrontational; indicate that you're willing to be interviewed separately.
2. Always present a neat, conservative appearance in anticipation of being interviewed for TV.
 - a) Dress professionally.
 - b) Don't wear anything that will distract an audience from what you have to say—no checked ties or large dangling jewelry. brightly
 - c) Take your hat off.
 - d) Don't wear sunglasses, but do wear eyeglasses.
3. Bring the right attitude to the interview.
 - a) Appear knowledgeable.
 - b) Appear concerned.
 - c) Appear glad to be there.
 - d) Give the impression that this is the most important thing you are doing that day.
4. If you get to choose the location for the interview, make sure you feel comfortable and the site sends the right message.
 - a) It's best to stand up with arms loose at your side, so that you're ready to use your hands to emphasize points if needed.
 - b) If you must sit, sit forward on the edge of the chair and lean slightly toward the interviewer.
 - c) It is best to speak at a site where you're comfortable.
 - d) If you're being interviewed at an unfamiliar location, be sure to get there on time.
 - e) If you have an option, set the interview for the morning. TV crews will be less rushed and you'll be fresher.

NeWs media iNtervieWs (CoNt.)

B. Putting It On Record

1. The reporter has the ultimate control of what goes into his story, but you control the information that you put on the record in the interview. There are several techniques you can use in getting your message across in the interview.

a) When the reporter asks for an interview, you should determine the topic and, if possible, the kind of questions that will be asked. Then you should determine the best message to communicate in response. Don't wait for an opportunity to get your message across; you can't expect the reporter to have the same agenda and ask the leading question.

b) Bridging - Technique in which you respond to the reporter's question, then bridge into discussion of your message; a bridge is a verbal phrase, like:

1) "it's also important to realize..."

2) "but you should also know..."

3) "another factor to consider is..."

c) Flagging - Technique in which you use verbal or physical cues to highlight your message:

1) "if you take away anything from this interview, it should be..."

2) "this is an important point..." 3) use appropriate hand or facial gestures.

d) Hooking - Ending your response with a statement that encourages the reporter to address what you think is important. "However, if you were not aware of our policy, you would not know that..."

e) Build credibility - Briefly cite experts, examples or statistics that support your message.

f) Buying time - If you need a second to collect your thoughts, take it, but only a second. 1) Glance downward during a TV interview to give yourself a second.

2) Conversational island - you may use some of the background information supporting your message as an immediate response, buying time and then bridging back to a response to the reporter's question.

3) This is a helpful technique, but be careful to make sure you don't look evasive.

C. Don't Trip

1. When you complete your answer, stop talking. It's up to the reporter to fill the silence, so don't blurt out anything else.

2. When a reporter is near, always assume a microphone is recording your conversation.

Don't drop your guard until they're in the car headed down the road.

3. Don't repeat a reporter's false premise.

4. If reporter asks whether option A or B is the case and neither is accurate, say so and bridge into your message.

5. If you don't know the answer to the question, say so. But also indicate you'll find out the answer and provide it, or find the correct person to respond.

6. Don't tell a reporter what you wouldn't tell a friend.

11.03

NeWs media iNtervieWs (CoNt.)**D. When Not To Answer**

There are some questions you don't have to answer, though you must always appear cooperative.

1. Legal cases pending.
2. Don't answer questions for a third party.
3. Personal information that is not public record.
4. Information about another agency or person.
5. Irrelevant questions.

E. Body Language

Body language—facial expressions, posture, hand and body movements speak volumes, even when you don't speak a word.

1. Visible nervousness gives the impression that something is wrong, a cover-up:
 - a) Don't fidget, tap fingers or feet during an interview.
 - b) Don't twist rings or play with any object.
 - c) Don't jingle change or wring hands. Try curling your toes to get rid of excess energy.
2. Lick your lips once before the interview starts, but don't keep licking them, especially if being videotaped or doing live television.
3. Do not back away from interviewer or camera, or give appearance of being afraid.
4. Stand up straight.
5. If seated, sit on front half of the chair and lean slightly forward.
6. Bright lights can cause you to squint or blink excessively, neither is desirable. Ask reporter to move the light or alter your position so you are not looking into the sun.
7. Tone down excessive hand movements. Don't point at reporter to add emphasis.
8. Facial expression and tone of voice should match topic and mood. Don't smile or sound happy when talking about death, injury and destruction.

F. Interview Tips

1. Don't eat, drink, smoke or chew while being interviewed.
2. Look at the interviewer, not the camera.
3. Appear to talk off the cuff, don't read notes.
4. Your energy level should equal the interviewers, unless they become agitated, then it's better to appear calm and in control.
5. Speak conversationally.
6. Talk to your listener so they understand your message; simplify complex issues with easy to understand examples or illustrations.
7. Don't think about talking on TV, but concentrate on explaining issues to an individual not familiar with your line of work.
8. Use descriptive language, but don't use language your audience won't understand; avoid jargon.
9. Profanity, ethnic humor and sexist language will turn people off.

10. Don't reach for microphone, let the reporter hold it; if you're wearing a clip-on microphone, be careful not to touch it.
11. If you're on camera, but not speaking, keep your attention on the person who is talking.

11.04

NeWs media iNtervieWs (CoNt.)

12. Don't joke about the issue being discussed.
13. Don't assume anything.
14. Remember you're there to educate, not to confuse.
15. ALWAYS TELL THE TRUTH; it's the easiest to remember.

G. The Interview Is Over

The interview **isn't over** until the story is published or aired.

1. If you're uncomfortable with your response to a particular question, ask that it be done over.
2. Give the reporter as much background as you have in written form.
3. Be sure to follow up and provide any promised additional information as soon as possible.
4. Don't overreact to a negative story.

Chapter 12

Glossary

1-800-331-5864

1-800-331-5864 is the toll-free phone number for the Office of Beautification.

1-877-DOT-4YOU

1-877-DOT-4YOU is the NCDOT toll-free Customer Service Office. The phone number is 1-877-368-4968.

AAH 3.0 Web Application

The AAH 3.0 Web Application is the name of the Web-based data processing system used to administer the AAH Program. Within the AAH 3.0 Web Application you can enter applications, agreements and pickup reports. The AAH 3.0 Web Application also includes the capability of extensive reporting. For more information about the AAH 3.0 Web Application refer to the “AAH 3.0 Web Application Coordinator Training Guide” within Help on the AAH Web site.

AAH Pickups

AAH groups can report litter pickups and request to have the filled orange trash bags removed by NCDOT by reporting online or by calling 1-800-331-5864

Agreement

An “AAH Program Agreement” is a legal document acknowledging the terms and conditions of the AAH Program. For a detailed description of the AAH Program Agreement, refer to Chapter 2, “North Carolina Administrative Code Title 19A 02D .1004.”

Application

An AAH Program application is an online form that is completed by potential AAH Program participants. The application is entered into the AAH 3.0 Web Application, and stays in application status until it is approved by an NCDOT authorized representative. For more information on the application process, refer to Chapter 4, “Recommended Procedures.”

Contract

Contract is the term used in place of “AAH Program Agreement” in the AAH 3.0 Web Application. Both terms refer to the same document.

Litter Sweep

Litter Sweep is the N.C. Department of Transportation’s biannual statewide roadside litter cleanup drive – usually the last 2 weeks of April and September. AAH groups are encouraged to schedule cleanups on their adopted sections during these biannual events.

Pickup and Cleanup

The terms pickup and cleanup refer to the same litter removal activity.

