

City of Coral Gables



System Safety Program Plan

Trolley

The image features a central illustration of a trolley, rendered in a light green and yellow color scheme. The trolley is shown from a front-three-quarter perspective, with a driver's window and a front door visible. It is positioned on a set of tracks. The text 'City of Coral Gables' is arched over the top of the trolley, 'System Safety Program Plan' is written across the front of the trolley, and 'Trolley' is written in a large, stylized font below the trolley. The entire graphic is set against a light orange background with a dark green border.

February 15, 2020

**CITY OF CORAL GABLES
TRANSIT SAFETY POLICY**

The City of Coral Gables City Commission is the governing board of the City of Coral Gables Parking Department. Day-to-day management of the CCGT has been vested with the City's Director of Parking by the City Commission.

The CCGT is fully committed to provide safe, secure, reliable, and effective transportation services to all passengers and the community. The safety and security of customers and team members are the greatest responsibilities of the CCGT.

It is the policy of CCGT management to provide leadership in promoting safety throughout the organization, as outlined in the System Safety Program Plan and the Security Program Plan. CCGT Management will provide the authority, support, and resources to establish and maintain high safety standards in operations, maintenance, and training throughout the CCGT.

Safety affects all levels of CCGT activities including operations, maintenance, planning, design, construction, procurement, testing, and training. It is the policy of CCGT that each team member and contractor shall comply with the provisions of the System Safety Program Plan and shall jointly strive to achieve safety goals and objectives. In addition, CCGT policy requires all team members and contractors to conduct their duties in a safe manner that will prevent and minimize injuries and property damage.

It is also the policy of CCGT that each team member must operate and use equipment, tools, and materials properly, and be totally familiar with work rules and procedures for their areas of responsibility. Each team member is required to report unsafe behavior and conditions and assist in the identification of hazards. Supervisors shall actively participate in the assessment and resolution of hazards and shall fully cooperate with the CCGT management to eliminate or control hazards in all areas of the CCGT system.

This Safety Policy was adopted on behalf of City of Coral Gables Trolley System on **February 15, 2019** by



Kevin Kinney, Director of Parking and the CCGT Manager

TABLE OF CONTENTS

	PAGE
CONTRACTOR COMPLIANCE	6
Section 1 System Safety Program Plan Overview	7
Section 2 System Description	13
Section 3 System Safety Standards	18

LIST OF APPENDICES

A	CCGT Organizational Chart
B	Required Forms Annual Safety Certification Format Operator’s Daily Checklist
C	Chapter 14-90, Florida Administrative Code
D	Glossary of System Safety Terms
E	Glossary of Trolley System Terms
F	Operator’s Manual
G	Hazard Resolution Matrix
H	Accident Investigation Guide
I	Fleet Services Operating Procedures
J	MV Transportation – Operations Rule Book
K	MV Transportation – Training Tools Safety Rules Substance Abuse Training Acknowledgement
L	MV Transportation - Training Curriculum for Dispatchers

Distribution Page

Kevin Kinney – City of Coral Gables Parking Director

John Kowalchik – City of Coral Gables Assistant Parking Director

David Ruiz - City of Coral Gables Risk Manager

L. Carl Filler – Florida Department of Transportation

Raymond Freeman – Florida Department of Transportation

Frasmo Cardona– MV Transportation

Steven Riley – City of Coral Gables Automotive Director

Revision Page

Original Document Date March 2005

Revision #	Date	Comments
1	August 2006	FDOT Recommendations
2	November 2007	Consultants Preparation
3	December 2007	Update
4	February 2008	FDOT Post review changes.
5	May 2008	FDOT Audit Areas of Concern & Deficiencies
6	November 3, 2009	Update
7	April 18, 2012	Update
8	July 9, 2012	Update
9	January 8, 2013	Update
9.1	January 23, 2013	Update
10.1	April 15, 2013	Applied Correction Plan changes
10.2	May 3, 2013	FDOT Recommendations
11.1	April 15, 2014	Update
12.1	February 28, 2015	Yearly Review/Update
13.1	October 7, 2015	CAP Corrections
14.1	February 1, 2016	Yearly Review/Update
16.1	February 15, 2017	Yearly Review/Update
18.1	January 2, 2018	Updated with MV information
19.1	February 1, 2019	Yearly Review/Update
20.1	February 1, 2020	Yearly Review/Update

CCGT	CITY OF CORAL GABLES TROLLEY SYSTEM
CDL	COMMERCIAL DRIVERS LICENSE
	CORAL GABLES TROLLEY FLEET SERVICES
CGTFS	DEPARTMENT
FAC	FLORIDA ADMINISTRATIVE CODE
FAC	FLORIDA ADMINISTRATION CODE
FDOT	FLORIDA DEPARTMENT OF TRANSPORTATION
FLEET SERVICES	CORAL GABLES TROLLEY MAINTENANCE
FMVSS	FEDERAL MOTOR VEHICLE SAFETY STANDARDS
FT	FIRST TRANSIT
FVS	FIRST VEHICLE SERVICES
GLI	GREYHOUND LINES INC.
HSP	SECURITY PROGRAM PLAN
LSFS	LSF SHUTTLE / LIMOSINES OF SOUTH FLORIDA
MVT	MV TRANSPORTATION
SOP	STANDARD OPERATING PROCEDURE
SPP	SECURITY PROGRAM PLAN
SSPP	SYSTEM SAFETY PROGRAM PLAN
WCP	WIRELESS COMMUNICATION POLICY


CONTRACTOR COMPLIANCE

The City of Coral Gables Trolley System (CCGT) has adopted safety policies that require the compliance of all contractors with required standards. In order to ensure that each Contractor understands the CCGT safety policies and standards, each contractor is required to do the following:

Read and understand the CCGT System Safety Program Plan and Security Program Plan,

Acknowledge their intent to comply with the System Safety Program Plan and Security Program Plan, and

Comply with the CCGT System Safety Program Plan and Security Program Plan,
By signing below, the undersigned certify that they have received and understand the System Safety Program Plan and the Security Program Plan adopted by the City of Coral Gables City Commission, and has adopted policies and procedures adhering to the City of Coral Gables Trolley System Safety Program Plan and Security Program Plan.



MV Transportation



Kevin Kinney, Parking Director



Steven Riley, Automotive Director



John Kowalchik, Assistant Parking Director

Implemented on: _____ February 15, _____, 2020
(Date)

Section 1

SYSTEM SAFETY PROGRAM PLAN OVERVIEW

INTRODUCTION

The City of Coral Gables Trolley System (CCGT) was initiated by the City of Coral Gables City Commission with the mission to reduce traffic congestion in the Downtown Coral Gables District as well as improve the air quality in the City of Coral Gables. The CCGT is the city's solution to alleviate traffic congestion, parking, and atmospheric pollution by offering convenient and efficient travel around the City of Coral Gables. The City Commission established a Parking Advisory Board, a five (5) member body comprised of City Commission Appointees. The Public Advisory Board has been assigned the authority to implement, monitor, and execute policies for the CCGT, within the policies and goals of the City Commission of the City of Coral Gables. The CCGT is organized as a Division of the City's Parking Department and thus the Director of Parking is vested with the management responsibility of the service, and has appointed an Assistant Parking Director (Trolley Manager) that handles day-to-day operations. An organizational chart is included in Appendix A.

The Parking Advisory Board, in its policy-setting capacity charged the Director of Parking with the responsibility and authority to formulate and implement safety policy (System Safety Program Plan) for the CCGT. The Director of Parking's effort has resulted in the development of this System Safety Program Plan (SSPP) and a separate Security Program Plan (SPP). The Parking Director is ultimately responsible for both SSPP and SPP. Both of these plans are top-level guidance documents that establish the safety philosophy of the CCGT, identify the extent of commitment to safety, and designate and direct responsible individuals to carry out safety related activities and programs. At the direction of the Parking Director, the Safety and Security Committee is ultimately responsible for overseeing all Safety and Security matters and meets on a continual basis to review all Safety and Security concerns.

The City's Fleet Services (Automotive Department) oversees the maintenance, repairs and safety of all vehicles. At the direction of the Automotive Director the Coral Gables Trolley Fleet Services Supervisor is responsible for overseeing a staff of four (4) mechanics (full time equivalents) that are responsible for the maintenance, repair and safety of the Trolley Fleet.

The city has contracted with MV Transportation to provide the operation of the Trolley Vehicles (Drivers and Dispatchers). The operations contract provides the following personnel; one manager, two dispatchers and thirteen drivers. MV Transportation's onsite manager is responsible for the operations safety and security and reports directly to the Trolley Operations Supervisor.

TRANSIT SYSTEM SAFETY AUTHORITY AND REGULATORY AGENCIES

The City of Coral Gables is required by Section 341.061, Florida Statutes (FS), and Chapter 14-90, Florida Administrative Code (FAC), to develop, adopt, and implement a Safety Plan (SSPP) and Security Plan (SPP) for its Coral Gables Trolley system. The Plan shall describe the responsibilities of all City departments, employees, and contractors involved in assuring the safety standards as set forth in Chapter 14-90, FAC are met. Under this Rule, the City will annually submit to the Florida Department of Transportation (FDOT) certification verifying both the adoption of the SSPP and SPP, as well as compliance to them by the City and all contracted parties. MVT (contractor) has adopted the CCG SSPP. All MVT CCG employee sign off on the CCG SSPP annually. A sample format of the annual certification is included in Appendix B. A copy of Chapter 14-90, FAC is included in Appendix C.

It is the CCGT intent to comply with these standards and annually certify the following to FDOT:

- An SSPP and SPP have been developed and adopted in accordance with Rule Chapter 14-90, FAC.
- Compliance by CCGT and all contractors.
- Safety inspections have been performed on all equipment pursuant to Rule Chapter 14-90, FAC. CCGT shall suspend system operations, or any portion thereof, that pose an immediate danger to public safety.

GOALS AND PURPOSE

The overall goal of the City of Coral Gables Trolley is to provide safe, reliable, dependable transportation in the most cost-effective manner possible. The following objectives shall be applied to all aspects of the Coral Gables Trolley System to increase safety awareness, reduce accidents, define safety-related activities, implement appropriate management controls, and assure the following:

- System Safety, Occupational Safety and Health, Construction Safety, and Fire Protection considerations are incorporated in facilities, equipment, and processes.
- Hazards associated with CCGT system are identified and then eliminated or minimized to obtain an acceptable level of safety.
- A safety philosophy is integrated within the CCGT that emphasizes proactive and preventive measures over reactive and corrective measures to eliminate unsafe conditions.
- Safety philosophy applies to all CCGT activities affecting the delivery of Trolley transportation services, including activities involving planning, design, construction, procurement, testing, training, operations and maintenance.
- Safety provisions for CCGT personnel shall exceed, or at least be equal to, those required by local, state and federal regulatory authorities.
- During all construction, the highest safety standards and practices for major public works projects shall be upheld, and the public shall not be exposed to unacceptable safety hazards.
- The operational systems shall meet all applicable safety-related codes and regulations promulgated by appropriate local, state, county, and federal authorities.

The System Safety Program Plan establishes the CCGT's safety philosophy and provides the means for its implementation throughout the operational life cycle of the CCGT transportation systems. This System Safety Program Plan is developed to achieve the following purposes:

- Establish a Safety Program on a system-wide basis for Trolley Transportation.
- Provide a medium through which the CCGT can display its commitment to safety.
- Provide a framework for the implementation of policies and the achievement of goals and objectives.
- Satisfy State of Florida transit safety requirements.
- Meet accepted transit industry safety standards.

Specific SSPP purposes that define the relationship between System Safety activities and the operational systems of Trolley transportation include:

- Establish the hazard identification, assessment, prevention, and control methods used to maximize the safety of passengers, team members, emergency response personnel, and the general public who come in contact with CCGT system.
- Specify provisions for achieving an optimum degree of safety within the constraints of operational effectiveness, time, and cost through specific application of system safety management and engineering principles whereby hazards are identified and risk minimized throughout all phases of the system life cycle, for each mode of transportation.
- Specify provisions for the coordinated effort of all CCGT divisions and departments under the guidance of the Safety Department to accomplish the following:
 - Protect and preserve property.
 - Prevent and reduce the frequency of accidents, injuries, and incidents.
 - Control and minimize the effects of accidents and incidents.
 - Maintain and improve the safe operation of CCGT transportation system.
 - Provide for the occupational safety and health of Trolley transportation team members.
 - Provide for a CCGT internal safety audit program to identify, trace, and resolve safety program deficiencies.

Glossaries of terms relating to the System Safety and Trolley System are contained in Appendices D and E.

OBJECTIVES

The following CCGT policies are aimed at achieving the safety goals and objectives:

- Eliminate or minimize the probability of accidents occurring during the performance of CCGT activities in Trolley operations. This will be accomplished through proactive steps of safety tests and inspections, hazard identification, assessment and resolution, safety training and certification, safety engineering and implementation and enforcement of safety procedures.

- Minimize the severity of all accidents through proactive steps of design (or redesign) for minimum hazards, incorporation of safety devices, warning devices, procedures and training to minimize the severity and extent of injury or damage, in the event a hazardous mode has been entered.
- Eliminate or minimize both the severity and probability of future accidents through collection and analysis of safety data and investigation of all accidents/incidents in CCGT transportation systems. Identify, document and eliminate or control causes of accidents to CCGT team members, passengers, and the general public and to property.
- Development of and adherence to safety rules and applicable procedures for all CCGT activities in Trolley operations. Procedures will encompass normal, abnormal (failure recovery) and emergency conditions.
- Maintain safe and effective operations and maintenance in all elements of CCGT transportation systems, encompassing equipment, facilities, personnel, procedures and the environment.
- Maintain a working environment that meets or exceeds all government and industry occupational safety and health standards and practices.
- Instill safety awareness throughout the CCGT Trolley transportation system through: team member training, discipline, and incentive programs; public indoctrination; adequate precautions, visual and audible warning devices and signage to enhance team member and patron safety.
- Enhance effective response by CCGT, CCG fire and rescue personnel, and CCG Police personnel to all CCGT emergencies in Trolley transportation.

HAZARD AND SECURITY PROGRAM PLAN (THIS IS A SEPARATE, STAND ALONE DOCUMENT)

By reference, the Hazard and Security Program Plan (HSP/SPP), adopted by the City of Coral Trolley System on **November 3, 2009**, is considered to be separate and apart from the SSPP, but has been initiated to support, mitigate and respond to issues which may affect the overall effectiveness of the policies, procedures, and activities of the SSPP.

SSPP UPDATE PROCEDURES

The CCGT System Safety Program Plan shall be updated periodically on an as-needed, event-driven basis, but at least every year. The responsibility to review the SSPP, assess its effectiveness, develop and propose changes, solicit internal and external review, implement and control the revisions and distribute the changes, rests with the Assistant Parking Director (Trolley Manager) as specified herein. Members of the Safety Committee shall participate by review and concurrence with any significant revisions to the Plan.

The review and necessary revisions will include, but not be limited to the following:

- New, extended, or upgraded service or routes.
- New or retrofitted rolling stock or non-revenue vehicles and equipment.

- New or rehabilitated facilities.
- New or revised emergency operating procedures
- Major organizational changes and reassignment of functional responsibilities.
- Major changes in Safety Policies, goals, and objectives.

The Trolley Manager shall coordinate proposed revisions to the SSPP with appropriate department directors within the City of Coral Gables.

Revision documentation may be tracked in the form in the beginning portion of this document. Revision process is as follows: Document is distributed to CCG Automotive Department and MVT, revisions are returned and Trolley Manager reviews and has document updated and distributed again for a final review . Each reviewer's comments/changes are documented in this form.

STAKEHOLDERS ARE:

City of Coral Gables:

- Kevin Kinney, Parking Director
- John Kowalchik, Assistant Parking Director
- Steven Riley, Automotive Director

MV Transportation

Frasmo Cardona

External review of SSPP revisions shall also be coordinated by the Trolley Manager with outside agencies such as Florida Department of Transportation (FDOT) and the Miami-Dade Passenger Transportation Regulatory Department (on local passenger service regulations).

SYSTEM SAFETY PROGRAM AUDIT

Various audit activities (route integrity inspections, vehicle work orders, road supervisors' evaluations, internal reporting) are performed to ensure that the goals and requirements of the System Safety Program Plan are being accomplished, including:

- An annual summary report of major safety activities.
- Management reviews of Safety Unit accomplishments.
- Periodic reviews of the SSPP.
- Reviews of regulatory accident reporting compliance.
- Analysis of quarterly collision, passenger, and team member accident data.

EXTERNAL SYSTEM SAFETY AUDIT

Federal, state, or local agency reviews (or audits) of the SSPP may be conducted by agencies with funding responsibilities toward the CCGT. The Trolley Manager shall ensure all appropriate internal notifications are made and schedules are formulated to accommodate the external review agencies. Also, all records and files verifying compliance with this SSPP and all applicable regulations will be maintained in a manner that makes them easy to locate, review, and evaluate.

The FDOT, or its agents, will conduct periodic safety reviews, at least no further apart than once every three (3) years. All records related to this SSPP shall be retained for a minimum of four (4) years, unless otherwise stated in Rule Chapter 14-90, FAC.

Section 2

SYSTEM DESCRIPTION

SYSTEM DESCRIPTION

The Coral Gables Trolley System began service on November 25, 2003. The plan called initially for two main trolley routes. One route was a north-south route to run along Ponce De Leon Blvd from the Douglas Metrorail Station to SW 8th Street. The second was an east-west route to run along Miracle Mile from Anderson to Douglas roads. The shuttles would be in service from 7:00 am-7:00 pm Monday through Thursday, and on Friday from 7:00 am-10:00 pm. Service has since been altered to enhance service to 6:30 am-8:00 pm Monday through Friday, and from 6:30 am-10:00 pm only on the first Friday of every month on the North-South route only. By order of the City Commission, the East-West route was curtailed in April 2006. At the present time, there are no services scheduled for weekends. In March 2012 the North South Route was expanded from S.W. 8th street North to Flagler St., approximately 1.3 miles. On July 27, 2015 the MacFarlane Homestead Extension (Grand Avenue Route) began service. This 1.3 mile route from Douglas Station through the MacFarlane Homestead area (and back to Douglas Station) provides service for the Coral Gables MacFarlane Homestead residence, businesses and visitors. MV Transportation is currently responsible for hiring, training, and overseeing all drivers and dispatchers, with the approval of staff vested in the CCGT Trolley Manager.

ORGANIZATIONAL SAFETY

The Trolley Manager is responsible for directing the operations of the CCGT in a safe manner. The Trolley Manager will design and implement initiatives to support safety guidelines, service goals, and operational needs. The Trolley Manager evaluates safety processes and issues at all levels, formulates solutions to improve effectiveness, directs and supervises personnel on safety manners, directs the investigation of accidents, and ensures that CCGT facilities are in compliance with federal, state, and local safety standards. The Trolley Manager oversees implementation of the CCGT System Safety Program Plan and Security Program Plan to ensure compliance.

The Trolley Manager promotes safety campaigns and safety award/incentive programs, such as those listed below, to reduce passenger, team member, and vehicle accidents.

- Creates a safety culture and coordinates safety activities of division managers and supervisors to ensure implementation of safety activities throughout CCGT.
- Chairs or participates in various safety committees.
- Analyzes and interprets statistical data concerning occupational illness, injuries, and accidents; and identifies trends and takes appropriate corrective actions.
- Conducts ergonomics studies to determine measures or programs needed to prevent workplace injuries/illnesses.
- Participates in activities of related professional organizations (in safety and transit) to update knowledge of safety program developments and maximize ability to benchmark against peer organizations.
- Coordinates with other City of Coral Gables departments and divisions to ensure equipment, facilities and processes meet safety requirements.

- Coordinates on training to implement safety programs and integrates safety into all related training programs within the City of Coral Gables.
- Ensures that the elements of the SPP are considered in all safety activities.

SAFETY COMMITTEE

There is established a Safety Committee whose scope of influence encompasses the entire organization of CCGT. The Safety Committee is responsible for formal reviews and disposition of safety concerns, which cannot be satisfactorily resolved among individual departments because of cost or CCGT reasons. The objective of the Safety Committee is to provide a focal point to collect and analyze relevant information to resolve major safety concerns and to significantly improve the CCGT safety performance record.

The Safety Committee develops procedures necessary to formulate meaningful resolutions to unsafe conditions and safety concerns. The Safety Committee has the authority to request as applicable, that CCGT team members provide information that could improve the safety of the system. The requests for team member participation in Committee meetings or investigations are conducted in accordance with approved City of Coral Gables policies and procedures.

The Safety Committee interfaces with all CCGT staff and contractors and is to be provided with all necessary minutes, reports and other information from CCGT services and other local safety committee activities and analyses to adequately support Committee meetings. At a minimum, the committee conducts meetings every month and at such other times as required addressing urgent system safety matters.

The structure of the Safety Committee within CCGT consists of a core safety team and includes other designated members (with five (5) members at a minimum.) At the time this SSPP was updated, the following members comprised the committee:

- Parking Director or Designee
- MVT on-site Manager
- CCG Risk Management or Designee
- CCGT Maintenance Supervisor
- CCGT Operations Supervisor

These groups are intended to bridge line and staff boundaries so that departmental safety concerns may be dealt with effectively. The Safety Committee and its members have the authority to designate other attendees as necessary to ensure that adequate representation is available for efficient conduct of meetings. Recommendations requiring involvement of the Parking Director are subject to the normal review and approval process for the City of Coral Gables.

The chair's duties for the committee are to arrange for the meeting place, notify members of the meeting, determine an agenda, take action on suggestions that may be included within the area of his/her authority, and to forward unresolved matters to the Parking Director for resolution. The chair is also responsible for the administration and coordination of the Hazard Resolution Process for Hazard Reports submitted by team members in that location. The Secretary prepares minutes of the meetings, distributes minutes, and reports the status of recommendations or suggestions.

Safety Committee members are responsible to:

- Attend all safety meetings
- Report unsafe conditions at any time
- Solicit from others, render an opinion, and act on safety ideas and suggestions for the improvement of safety
- Provide leadership and example in performing work safely at all times
- Influence others to work safely
- Promote interest in contests, safety drives and incentive programs, etc

Safety Responsibility of Other Departments

On November 1st, 2003 the City of Coral Gables entered into contractual agreements with FIRST VEHICLE SERVICES (FVS) to perform maintenance and repair services on all CCGT vehicles and equipment, and with Greyhound Lines Inc. (GLI) to provide operational services which include (but are not limited to) managing drivers/dispatchers and maintaining vehicle/driver safety. GLI's contract expired November 17, 2006. A contract was entered into with FIRST TRANSIT (FT) to provide the equivalent services previously provided by GLI, commencing November 20, 2006 and has been renewed annually until 2012. As of July 9, 2012 LSF Shuttle (LSFS) began providing services under RFP 2012.03.22 signed on July 6 2012. As of December 1, 2017, MV Transportation began providing services under RFP 2017.03.MS signed on October 3, 2017. FVS continued in their capacity as Maintenance contractor until November 4, 2009. The City of Coral Gables Automotive Department (hereafter referred to as Fleet Services) has been tasked with providing maintenance of the trolleys.

The Fleet Services Director is responsible for ensuring compliance with all maintenance related safety program tasks under the purview of their responsibilities. The MVT'S Safety Supervisor and Project Manager for the CCGT service are responsible for ensuring compliance to all operational and related safety program tasks.

In order to assure compliance by the contractor (MVT) and Fleet Services, the CCGT Trolley Manager will periodically meet, but no less than twice a year, with the Fleet Services Director, Operations Manager and Safety Supervisor to evaluate their safety procedures, review the appropriate documentation, determine deficiencies and best practices, and provide guidance and direction on any required corrective actions.

The Trolley Manager is responsible for developing overall safety plans for the CCGT, as well as specific procedures and manuals. The Trolley Manager is responsible for developing safety performance standards, auditing adherence to these standards, and providing the information learned to the appropriate members of Management. The Trolley Manager will ensure that all safety standards and procedures are included in the SSPP as appropriate.

The Trolley Manager also has responsibilities in the areas listed below, that are not necessarily governed by this SSPP:

- Provide guidance and input on training matters of occupational safety, health, and fire protection to the Trolley Equipment Department.
- Oversee Hazardous Materials and Waste Management.

- Oversee fire protection and occupational safety and health data with the Trolley Transportation Safety Team.
- Oversee fire protection audits throughout CCGT departments for the CCGT transportation system, facilities, equipment, personnel, and procedures.
- Track status of safety critical open items.
- Track resolution action until item is closed.
- Coordination with appropriate emergency management personnel on planning, responding, and recovering from emergency events.

TROLLEY EQUIPMENT INVENTORY AND DESCRIPTION

The CCGT employs a variety of different vehicles in its day-to-day operations. The following is a list of the types of vehicles and related specifications.

Vehicle Qty.	Manufacturer	Type
1	Double K Freightliner	Diesel *
4	Bluebird	Diesel *
5	Classic Freightliner	Diesel *
1	Gillig	Diesel *
1	Hometown LF Trolley	Diesel *
1	Chevrolet	Minivan
1	Chevrolet	Van
1	Ford	Ranger
1	Ford	F-250 Super Duty Pick-Up Truck
* All Trolleys are wheelchair accessible		

TROLLEY SCHEDULES

Trolley schedules and time tables vary according to passenger demand, ridership, and vehicle availability. Schedules are created and revised by the Operations Planning and Scheduling Department. Current schedule and information can be found on-line at the City of Coral Gables website

<http://www.coralgables.com/Modules/ShowDocument.aspx?documentID=10750>

TRANSIT SYSTEM FACILITY

The Coral Gables Trolley Facility is located in 7001 SW 4th st, Miami, Florida 33144. This facility houses the entire 8 Trolley fleet and 4 service vehicles. Preventive maintenance and minor repairs are conducted on site. The facility houses the necessary equipment to effect such maintenance and repair efforts. Major repairs are conducted at appropriate off site facilities when necessary. The Coral Gables Trolley Fleet Services Department is responsible for assessing vehicle issues and transporting said vehicles when necessary.

Section 3

SYSTEM SAFETY STANDARDS AND PROCEDURES

SAFETY STANDARDS

Operator Selection Standards:

Selecting operators for the CCGT is based on criteria outlined below.

1. All City of Coral Gables Trolley drivers must have a high school diploma or equivalent, be able to read, write, and speak articulately, be able to read a map, be able to speak English fluently, and have customer service skills.
2. Potential drivers must have a “Commercial Drivers License” (CDL) Class A or B with the “P” “Passenger” endorsement Florida driver’s license with a safe driving record.
3. All Coral Gables Trolley drivers must have an initial physical examination as defined in FDOT Rule 14-90.0041. Each exam must be recorded by the physician on DOT Form Number 775-030-01 (“Physical Examination for Public Sector Bus Driver”) or another approved form. An interactive format of the form is available on-line at www.dot.state.fl.us/transit that can be downloaded for recurring utilization.
4. All drivers must be drug free. Drivers WILL NOT drive under the influence of drugs or alcohol.
5. Potential operators will submit to a thorough background check, in accordance with the CCGT Security Program Plan. This check is performed by the Florida Department of Law Enforcement to verify the validity of the applicants driving record and the authenticity of the persons’ identity, and is limited to the State of Florida.
6. Successful completion of the driver training program is required. The training program includes an 80 hour “on-the-job” field training (learn route, stops and pick-up passengers) and classroom training with literature, driving simulator and videos that cover the following areas;
 - a. Defensive driving techniques, with a road test which tests driving skills,
 - b. An overview and specific training on each type of vehicle and different piece of standard or special equipment that may be operated by CCGT operators.
 - c. Training on vehicle operations, vehicle regulations, safety regulations, procedures used to handle accidents and emergencies, passenger assistance techniques, sensitivity training, and procedures used to handle manual wheelchair passengers.
 - d. Drivers are instructed on any other transportation policies and procedures as described in FDOT Rule 14-90 and Federal regulations, 49CFR Part 655.
 - e. Drivers are thoroughly instructed on the CCGT substance abuse policy. They must sign a form certifying that they have read the policy and understand that MVT and the City of Coral Gables Trolley is a Drug Free Work Place.
 - f. Training is also conducted on the policies and procedures contained in the Security Program Plan for various types of emergencies, recovery efforts, and preventative techniques.
 - g. Drivers are also instructed on expectations of them for communication and actions during emergencies and threats.
 - h. The program also addresses procedures for record keeping and map reading. After each training “step,” the potential driver must sign a form verifying that he/she has completed that training “step” – whether it was classroom training, a road test, or field training. The Project Manager also signs the form as further verification. These signed forms are kept in each driver’s file, which are kept with the Project Manager at his/her office.

Physical exam records, background checks, and all other data collected in the selection process, as well as complete driver records documenting their training, performance, service/driving hours, and other pertinent records, will be maintained by the system for a minimum of four (4) years. These records will be maintained in accordance with federal and state regulations regarding privacy, but will be kept in a central and easily available filing for audit purposes.

Drug Free Workplace Policy and Substance Abuse Management and Testing

CCGT has a policy, signed by the City Commission of Coral Gables, declaring it a Drug-Free Workplace, in accordance with 49 C.F.R, Part 29. The policy is posted in areas where other personnel information is posted, and is explained in various training programs of CCGT.

In accordance with the Federal Transit Administration's final rules pertaining to drug and alcohol testing, as outlined in 49 C.F.R. Parts 40 and 655, October 1, 2004, regulating public transit systems and their staff in safety-related responsibilities, the CCGT has developed and implemented a Substance Abuse Administrative Policy and Procedure.

The responsibility to implement and enforce CCGT Substance Abuse Policy rests with each department/section head and all management within the CCGT. The Employee Relations Department in conjunction with the Risk Management Division shall conduct the verification of compliance with the subject policy and procedure throughout CCGT for safety sensitive positions. Each contractor must comply with the Drug-Free Workplace Act as well.

BUS MAINTENANCE STANDARDS

Trolley Inspections and Preventative Maintenance Program

CCGT uses diesel trolley buses and a preventative maintenance program that is based on the manufacturers recommended standards has been implemented. Adherence to the program is an essential element of the Trolley System Safety program which can affect safe operations and reliable service. All trolleys are inspected as per schedule on a progressively rotating schedule of A, B, and C. The Coral Gables Trolley Fleet Services Department (CGTFS) has established a Standard Operating Procedure (SOP) to ensure compliance with all federal, state, local, and ADA regulations. A copy of the CGTF-SOP in its entirety is attached in Appendix I.

To ensure the preventative maintenance plan is followed, the procedures listed in Appendix I page 14 of the CGTFS-SOP must be followed in accordance with 14-90 and all other current federal, state, local, and ADA requirements.

The Maintenance Supervisor shall keep current records monitoring each vehicle's conditions including the general status, the required preventive and corrective maintenance, as well as records of all service performed and all road calls made on the vehicles in the Cities FASTER fleet management system.

The Maintenance Supervisor will keep maintenance and repair files on each vehicle, which records the make, model, license number, date and mileage for all maintenance repairs and service. All mechanical and safety defects must be recorded along with corrective action taken. Files are maintained for a minimum of five (5) years.

In addition to the inspections and repairs outlined in this document, Local inspections in accordance with Miami-Dade County Consumer Services Department, Passenger Motor Carrier must be completed as scheduled by said department. This shall include annual, semi-annual, and quarterly inspections. Inspections must be completed on time and vehicles licenses, permits and insurance must be kept current and administered by City of Coral Gables Trolley Manager. (See the form in Appendix B.)

The Coral Gables Fleet Services Department Supervisor or his designee shall make sure all technicians performing repairs to the trolleys have the proper training and equipment to do so in a safe and efficient manner.

Maintenance Responsibilities

All of CCGT vehicle maintenance is performed by the Fleet Services, under direction of the City of Coral Gables.

Steven Riley
City of Coral Gables Automotive Department
2800 SW 72nd Ave
Miami, Florida, 33155
(305) 460- 5144

Fleet Services develops and provides safety training to all of their maintenance staff. The Fleet Services maintenance staff is trained in safety practices by the Maintenance Supervisor.

Accident Investigation

Accident and Incident Investigations:

As per the language contained in the City of Coral Gables Administrative Regulation #6.05, (ALL ACCIDENTS AND INCIDENTS involving a vehicle (trolleys) owned by the City of Coral Gables are to be REPORTED AND INVESTIGATED by the City of Coral Gables Police Department.)

Accident/Incident Prevention and Remedy:

MVT and Coral Gables Trolley are responsible for developing an accident/incident prevention and remedy policy, which complies with FDOT Rule 14-90. Fleet Services (Coral Gables Trolley Maintenance) has the responsibility of complying with Administrative Regulation #6.05.

Accident Management Policy & Procedure

The City of Coral Gables relies on the "Accident Policy" implemented by MVT (Coral Gables Trolley Operations). The City of Coral Gables evaluates and approves MVT'S' policies and procedures. In addition to keeping copies of the policies, the City of Coral Gables also keep copies of ALL accident reports filed by the Police Department and by MVT. Copies of Accident reports as well as all supporting documents such as estimates and invoices must also be delivered to the cities Fleet Management Department or its designee to insure proper documentation of damages and repairs made to the cities equipment. The MVT policy

explicitly describes the procedures the driver, dispatcher and supervisor must follow in case of an accident or incident including:

- Investigation is conducted for injuries involving medical attention away from the scene for two or more individual.
- Investigation is conducted for property damage over \$1,000 to transit system buses, non-bus transit system vehicles, other bus system property or facilities, or any other property.
- Investigation is conducted for evacuation of bus due to life safety event, where there is imminent danger to the passengers

Collect and Maintain Safety Data

The City of Coral Gables will be responsible for periodically reviewing and documenting safety files and data collected and maintained by both MVT(Operations) and Fleet Services (Maintenance).

The City of Coral Gables along with MVT and Fleet Services will collectively review and evaluate all accident data and trends in order to determine what corrective actions should be implemented. Details relation to all accidents are first recorded, then analyzed by the Operations Safety Supervisor, then presented to the Accident Review Board for a final disposition.

Should there be any accidents or incidents involving the Coral Gables Trolley vehicles and/or staff on duty The City of Coral Gables Police Department as well as representatives from MVT Operations will respond to the site to investigate and record the accident or incident. If necessary, each party will conduct an investigation, with the City of Coral Gables Police Department, Accident Investigations Unit, as the lead agency. The Fleet Services Mechanic will be called in to determine if the vehicle is safe to move after the incident has been investigated. This is essential in order to verify the Trolleys are operating in a safe manner and no further damage will occur if trolley is moved. The City of Coral Gables will be notified and presented with copies of all accident/incident reports. As a general rule a representative from the City of Coral Gables Risk Managers office will be present at the site when deemed necessary by the City of Coral Gables Risk Manager – as in the event an accident involves serious injury to passengers, pedestrians, damage to property of another or structure exceeding \$5,000.00 and/or physical damage to a Coral Gables Trolley vehicle exceeding \$7,500.00 MVT and the Accident Review Board will be expected to evaluate the cause of the accident in order to identify and establish corrective and preventative actions.

The documentation procedure is as follows:

- First responder to initial call (for accident, incident, and complaint) will report it to MVT manager who will do investigation accordingly.
- MVT manager submits appropriate documents depending of the nature of the incident.
MVT submits a monthly spreadsheet with a summary of incidents. Data collected in spreadsheet is used as needed for analysis

The CCGT Safety Committee will review each accident to determine if effective counter-measures can be developed. The Safety Committee will provide a written report outlining accidents reviewed, and any corrective actions recommended.

Should there be any fatalities related to accidents or incidents involving Coral Gables Trolley vehicles and/or staff, the City of Coral Gables will notify the Florida Department of Transportation (FDOT) either by telephone or in person within 24 hours of such occurrence. Furthermore, the City of Coral Gables will also provide to FDOT a written copy of the Police Department's accident report within 30 days of such accident. As further stated in FDOT Rule 14-90.005(2)(c), if a victim of any accident involving Coral Gables Trolley vehicles and/or staff dies within 30 days of injuries sustained during such accident, the City of Coral Gables will provide written notice to the FDOT within 24 hours of victim's death.

The City of Coral Gables Trolley will monitor and record all accidents & incidents, through the Risk Manager's Office and the Trolley Manager. Each accident meeting the thresholds of Rule Chapter 14-90.004, FAC, shall have a final report produced and maintained on file for review during audits and in future accident investigations. All accident records are to be maintained for a minimum of four (4) years.

Hazard Assessment Policies

In an effort to maintain a safe operating environment for our staff and patrons, and mitigate any issues of potential liabilities, the City of Coral Gables Trolley Safety Supervisor is charged with the responsibility of performing random ride checks, to ensure drivers compliance with the safety rules and regulations as a part of their condition of employment, route integrity inspections for low hanging trees, obstructed road signs, or other accident contributory items. All areas of concern are recorded and reported to the Trolley Manager for a determination on corrective action. The principles outlined in the Hazard Resolution Matrix (Appendix G) are applied to determine the severity, response, mitigation and resolution of all hazards.

The City of Coral Gables approves all Hazard Assessment Policies prepared and adapted by MVT and Fleet Services and holds copies of all such adopted policies. The City of Coral Gables is responsible for ensuring that these policies are implemented. (See the form in Appendix H.)

In accordance with Rule 14-90, City of Coral Gables Trolley System has adopted, and implemented a Hazard and Security Plan (HSP), often referred to as the Security Program Plan (SPP), which covers the hazard and security portion of the system safety program. The HSP/SPP contains information about prevention, mitigation, preparedness, response, recovery, and associated organizational responsibilities. The purpose of the HSP/SPP is to specify:

- Actions required of employees on a daily, weekly, monthly, and annual basis to prevent or reduce the likelihood of security and emergency events from occurring, and to mitigate the effects of those events that do occur
- Measures needed to prepare for incidents occurring within the transportation system and in the surrounding community
- Agency procedures that should be established to respond to security hazards and emergencies that affect the system and its customers, to include the City of Coral Gables Hurricane Plan.

- Formal processes to recover from routine security events or major emergencies
- Roles, responsibilities, and interagency coordination required to respond to a disaster or security event.

The HSP/SPP addresses the following hazard and security elements and requirements:

- Vandalism/ Graffiti
- Theft/ Burglaries
- Assault/ Workplace Violence
- Disruptive Behavior
- Trespassing
- Floods
- Windstorms/Hurricanes
- Tornadoes
- Thunderstorms
- Wildfire
- Earthquake
- Terrorism
- Acts of Extreme Violence
- Hostage Situation
- Riot
- National Emergency
- Weapons of Mass Destruction (WMD)
- Hazardous Materials Accidents
- Radiological Emergencies
- Transportation Accidents
- Natural Gas/ Petroleum
- Electrical Transmission
- Power Shortages/ Outages
- Energy/Food Shortages
- Water Shortages
- Evacuations through Service Area

Medical Examinations

All bus operators are to have a pre-employment medical examination, as noted in previously in this section. However, all operators are also required to have a medical examination at least every two (2) years. As defined in FDOT Rule 14-90.0041, each exam must be performed by a qualified physician and recorded by the physician on the latest version of FDOT Form Number 775-030-01 (“Physical Examination for Public Sector Trolley Driver”) or another approved form. An interactive format of the form is available on-line at www.dot.state.fl.us/transit that can be downloaded for recurring utilization.

Medical examinations must be performed by a Doctor of Medicine or Osteopathy, Physician Assistant, or Advanced Registered Nurse Practitioner licensed or certified by the State of Florida. When examinations are performed by Physician Assistant or Advanced Registered Nurse Practitioner, they must be completed under the supervision or review of a Doctor of Medicine or Osteopathy.

The Operations Manager will track the medical examinations of operators and using a matrix, identify each operator due for an examination at least one month before it is due, and make arrangements to have the operators scheduled for their examinations. Once completed, the operations manager will be given proof of the examination and will take appropriate action if any limiting physical conditions are identified by the physician.

In order to gain compliance with Florida Statue 14-90.0041 Medical Examinations for Bus Transit Drivers all safety sensitive employees at this location will be subject to a return to duty examination prior to returning to duty after having been off duty for 30 or more days due to an illness, medical condition, or injury.

All medical examinations and records associated with them are to be retained for a minimum of four (4) years.

Operational and Safety Procedures

There is a Trolley Operators' Manual that has been developed and is periodically updated or revised based on need. At a minimum, the Trolley Operators' Manual is reviewed annually for compliance and applicability. A draft copy of the Operators' Manual is contained in Appendix F of this SSPP. When initially issued, and for each revision, operators are provided copies and after review, are required to submit signed receipts certifying their intent to comply with the standards outlined in the manual.

Operating requirements for CCGT service include the following:

- Drivers are required to understand the CCGT Safety Program Plan and how to report unsafe conditions.
- Drivers will not be permitted to operate a Coral Gables Trolley vehicle if driver's license is suspended, cancelled or revoked.
- Drivers are required to notify management immediately of any personnel and/or work related driving violations or change in driver's license status.
- Drivers are required to operate buses in compliance with applicable traffic regulations, ordinances, and laws of the jurisdiction in which they are being operated.
- All drivers must be drug free. Drivers WILL NOT drive under the influence of drugs or alcohol. (First violation of this policy will result in IMMEDIATE DISMISSAL).
- Drivers WILL NOT drive if their ability is impaired by fatigue, illness or other causes, which make it unsafe for the driver to drive or continue driving.
- Drivers WILL NOT drive more than 12 hours or be on duty more than 16 hours in any one 24-hour period. A driver must have a minimum of eight (8) consecutive hours off duty within any one 24-hour period. (One hour of additional driving is allowed if necessitated by adverse conditions resulting from weather, road, traffic or medical emergencies and disasters, or if necessary to reach a regular established relief point.)
- A driver will not exceed 72 hours of on-duty time in period of seven consecutive days, without at least 24 consecutive hours off-duty.
- Drivers must carry their driver's license with them at all time when operating a Coral Gables Trolley.
- Drivers must have their seat belt fastened and all mobility devices properly secured any time vehicle is in motion.
- A trolley with any passenger door is the open position shall not be operated with passengers aboard. The doors shall not be opened until the trolley is stopped. A

trolley with any inoperable passenger door shall not be operated with passengers aboard, except to move a trolley to a safe location.

- The parking or holding brake device shall be properly set at any time the bus is left unattended.
- Drivers must assist passengers boarding and departing the vehicle when appropriate (i.e.: wheelchair assistance, elderly, handicapped).
- Drivers will not leave a vehicle unattended with the keys in the vehicle or with passengers aboard.
- Drivers must use emergency flashers when vehicle is disabled.
- Drivers will use lighting systems as appropriate for passenger safety.
- Drivers will not allow passengers to stand in stepwells, in front of the standee line, or on buses not designed for standing, when the bus is in motion.
- Drivers shall keep all emergency exit doors and hatches unlocked during operations.
- Drivers will assure that manual wheelchair passengers are properly secured in the vehicle while the vehicle is in motion.
- Drivers will inspect brakes, steering, mirrors, doors, exhaust, lights, wipers, horn, tires, wheelchair equipment, and safety/emergency equipment to insure safe operating conditions and will complete and submit a “Vehicle Pre-check Inspection Form” for each assigned vehicle before leaving yard. (See the form in Appendix B, Required Forms). The “Vehicle Pre-check Inspection Form” includes all items listed in FDOT Rule 14-90.006(7a).
- Maintenance must conduct weekly preventive maintenance inspections on each vehicle to ensure that the vehicle is safe to drive. Any vehicle deemed to be unsafe must be pulled from service immediately.
- Drivers are responsible for submitting a written report on any defects or deficiencies they believe could cause mechanical malfunctions or affect the safe operation of the vehicle.
- Drivers have the responsibility and the authority to park any vehicle they deem to be operationally unsafe.
- Use of a cell phone or any other electronic device by a driver during operation of a trolley is strictly prohibited.
 - The use of a personal wireless communication device is prohibited while the transit vehicle is in motion.
 - All personal wireless communication devices are turned off with any earpieces removed from the operator’s ear while occupying the driver’s seat.
 - The following are the guidelines for use of a wireless communication device in an emergency situation:
 - The Trolley cannot be in motion when using a wireless communication device.
 - After the Trolley comes to a complete stop the driver shall follow the City of Coral Gables Trolley Division Accident Investigation Guide as described in Appendix H of SSPP.

Inclement Weather:

Weather conditions are monitored daily by the CCGT management and supervisory team, employing weather forecast of the various media outlet. When weather conditions are predicted to deteriorate to a point where normal and safe operating conditions maybe jeopardized, monitoring is done via NOAA, Weather.com, and the City of Coral Gables Emergency Operations Center. Normal vehicle operations are halted when sustained wind speeds reach 45 mph, visibility is poor, and street flooding is likely to occur. Service is

suspended with the intent of allowing enough time for all vehicles to be returned to the garage and safely stored.

Contracted Operations

CCGT contracts operation of the trolleys to:

Frasmo Cardona
MV Transportation

Frasmo.cardona@mvtransit.com

In addition to complying with of the regulations, policies, and procedures of the SSPP, the CCGT requires the MVT on-site Operations Manager to adhere to the policies set forth under operational and safety procedures:

- Not allow unauthorized persons to drive a Coral Gables Trolley vehicle.
- Prohibit smoking, eating and drinking while operating the vehicle.
- Prohibit the use of cell phones or texting while driving a CCGT vehicle.
- Refrain from vehicle being refueled or recharged while passengers are aboard.
- Ensure all City of Coral Gables Trolley drivers, dispatchers and supervisors are trained in safety prevention by MVT's Safety Supervisor.
- Report all accidents, incidents and problems immediately, in writing to management and City of Coral Gables Trolley.
- Retain insurance identification on each vehicle.
- Any part of operations deemed to be unsafe would be suspended immediately.

In addition, speed limit compliance and safety operation performance is checked periodically using observation methods by CCGT management. MVT develops and provides safety training and incentive programs to all Coral Gables Trolley drivers and dispatchers. These incentive programs include giveaways such as MVT products, restaurant coupons, one (1) paid day off, etc. MVT maintains sole discretion on all aspects of these incentive programs and will inform the City of Coral Gables accordingly.

Vehicle Equipment Standards

All CCGT buses will be procured and operated to meet the minimum standards as outlined Rule Chapter 14-90.007, FAC. Buses will also comply with requirements detailed in Federal Motor Vehicle Safety Standards (FMVSS), 49 C.F.R. Part 571, Sections 102, 103, 104, 105, 108, 207, 209, 210, 217, 220, 221, 225, 302, 403, and 404, October 1, 2004. Proof of strength and structural integrity tests on new buses procured shall be submitted by manufacturers or bus transit systems to the Department. Buses shall be used in accordance with manufacturer's design gross vehicle weight rating, gross axle weighting, or tire rating, and shall be structural designed to mitigate adverse effects of collisions.

Also, all CCGT buses will be specified at time of procurement to be equipped to meet or exceed the minimum standards as outlined in Rule Chapter 14-90.007. It will be the responsibility of the Trolley manager, in consultation with the MVT Operations Supervisor and the Automotive Director, to ensure all vehicle specifications are appropriate for the type equipment being ordered, and for completing an inspection upon receipt to verify compliance with the specifications and the required standards at that time. When specifications are being

developed, the Trolley Manager will ensure the latest requirements for the areas listed below are thoroughly considered and incorporated.

- Mirrors
- Wiring and batteries
- Brake interlock system
- Standee line and warning
- Handrails and stanchions
- Flooring, steps, thresholds
- Doors
- Emergency exits
- Tires and wheels
- Suspension
- Steering and front axle
- Seat belts
- Safety equipment
 - Fire extinguisher
 - Seat Belt cutter
 - Safety Vest
 - Flashlight
 - First Aid kit
 - Type 1 buses are equipped with portable red reflectors warning devices
- Wheelchair lifts, ramps, securement devices, and restraints
 - With manufacturer's certification, name and address, and date of manufacture
 - Wheelchair lifts, ramps, securement devices, and restraints shall be inspected and maintained.

Passenger Code of Conduct & Enforcement:

Prohibited Conduct

- Smoke or expel the residue of any tobacco product including chewing tobacco on a Coral Gables Trolley vehicle or at a Coral Gables Trolley facility
- Consume any alcoholic beverage
- Riding while ability to do so is impaired by drugs or alcohol.
- Eating, chewing gum or drinking in the Coral Gables Trolley is not allowed.
- Engage in disruptive, disturbing behavior including: loud conversation (including Cell phones), profanity or rude insults.
- Causing annoyance, alarm or inconvenience to customers.
- Take any animal onto a vehicle unless the animal's purpose is to assist a person with a disability, or unless the animal is in training to assist a person with a disability, or unless the animal is a domestic animal of reasonable size secured in a container sufficient to contain the animal.
- Possess or transport any flammable liquid, combustible material or other dangerous substance such as gasoline, kerosene or propane.
- Vandalize the vehicle or property by writing, marking, etching, scribbling, drawing or causing destruction to the vehicle or property in any manner.
- Beg or solicit by forcing yourself upon another person, threatening or intimidation of passengers, panhandling donations.
- Possess, use or sell any controlled substance.
- Commercial activity (advertising or selling products) on CCGT.

- Unauthorized presence on a Coral Gables Trolley, Coral Gables Trolley facility, or Coral Gables Trolley property after hours operation.
- Unauthorized use of a Coral Gables Trolley facility or Coral Gables Trolley property for non-transportation related purposes.
- Interfering with the operation of a Coral Gables Trolley by entering operator's space. Assaulting an operator is a felony under the United States Patriot Act and Miami-Dade County Ordinance 84, Section 30B-4(1).
- Throwing things onto or from the Trolley.
- Occupying more than one seat.
- Blocking pedestrian traffic, blocking the aisle.
- Passengers should keep hands, body parts, backpacks, books and other objects to themselves & inside the Trolley.
- Taking pictures for commercial use.
- No inappropriate personal contact (kissing, displays of affection).
- Spraying colognes, perfumes or other irritants which may trigger asthma attacks.
- Harassment. No person shall intentionally or recklessly harass or annoy another person.
- Threatening or Offensive Language. No person shall intentionally or recklessly disturb, harass, or intimidate another person by means of threatening or offensive language, or obscenities in a CCGT or in a CCGT facility in such a manner as to interfere with a Passenger's use and enjoyment of the transit system.
- Littering, Spitting. No person shall discard or deposit, other than into a trash receptacle provided for that purpose, any rubbish, trash, debris, cigarette butts, or offensive substance in or upon a CCGT or CCGT Facility. No person shall spit, defecate, or urinate, expose one's anus or genitals, or otherwise causing a public nuisance, in or upon any CCGT or CCGT Facility except in a toilet.
- Dress Code. All Passengers (except infants who are held) must wear shoes, pants/shorts and shirt, a dress, or comparable clothing on CCGT and in CCGT Facility. In addition, all passengers must cover any exposed skin that may transmit communicable disease.
- No person shall in any manner hang onto, or attach himself or herself onto any exterior part of a CCGT at any time. In addition, no person shall extend any portion of his or her body through any door or window of a CCGT.
- Skating/skateboarding.
- No person shall ride a skateboard, roller skates or in-line skates in a CCGT or CCGT Facility. Passengers with in-line skates will be allowed in a CCGT or CCGT Facility so long as the wheels are rendered inoperable by a device ("skate guard") designed to provide stability and traction to the user and to permit the user to walk while wearing the skates.
- Damaging CCGT Property. No person shall damage, destroy, interfere with, or obstruct in any manner the property, services, or facilities of the CCGT, including passengers' property located upon CCGT property.
- Radios. No person shall play radios, tape recorders, or other audio devices or musical instruments on a CCBT or in a CCGT Facility, unless the sound produced thereby is only audible through earphones to the person carrying the device.
- Repulsive Odors. No person shall board or remain on a CCGT or enter or remain in a CCGT if the person, the person's clothing, or anything in the person's possession, emits a grossly repulsive odor that is unavoidable by other CCGT passengers on the Trolley or in the Facility and which causes a nuisance or extreme discomfort to CCGT passengers or employees.
- Emergency Exit. No person shall activate the "Emergency Exit" or alarm device

- of a CCGT or CCGT Facility in the absence of an emergency.
- CCGT Seats. No person shall place his or her feet on seat cushions on any CCGT or in any CCGT Facility.
- Posting Notices. Except as otherwise allowed by CCGT regulation, no person shall place, permit or cause to be placed any notice or advertisement upon any CCGT, or any CCGT Facility or upon any vehicle without the owner's consent while the vehicle is parked therein.
- Wheelchair Passengers. Not allowing ADA passengers access to or use of the ADA designated seats.

Prohibited Items:

- Flammable liquid, combustible material or other dangerous substance such as gasoline, kerosene, propane, mace, tasers, or stun guns
- Open container of any alcoholic beverage on a Coral Gables Trolley.
- Electronic device used for sound without and earphone(s).
- Food and Beverages. For the protection of public safety, no person shall bring aboard a CCGT any food or beverage in open containers. No person shall consume food or alcohol on and CCGT.
- Animals. No person shall bring or carry aboard a CCGT, or take into a CCGT Facility, any animal not housed in an enclosed carrying container, except for a person who requires a service animal, or a person training a service animal. In no event, however, shall any animal be allowed on a CCGT or at a CCGT Facility if such animal creates a hazard or nuisance to any passenger or CCGT employee.
- Carriages and strollers. No person shall bring or carry aboard a CCGT a carriage or stroller unless such item is folded and unoccupied. Carriages and strollers must remain folded while aboard the CCGT.
- Packages. Any packages or parcels brought aboard a CCGT must be able to be stored below one seat (if available), and must be secured so as to prevent their displacement should the CCGT be required to make a sudden stop or sharp turn. In no event shall any package or parcel be allowed to block access to any aisle or stairway.
- Luggage. Any item deemed to be oversize or overweight.
- Flammable Substances. No person shall bring aboard a CCGT, or take into a CCGT Facility any flammable substance, except for matches and cigarette lighters.
- Weapons. No person, except Law Enforcement, shall bring into or carry aboard a CCGT, or bring into a CCGT, any knife (except a folding knife with a blade less than 3 ½ inches in length), ice pick, bow, arrow, crossbow, any explosive device or material, any instrument or weapon commonly known as a blackjack, sling shot, sandclub, sandbag, sap glove or metal knuckles, etc., or nay other illegal or unlawfully possessed weapon of any kind.
- No person shall discharge any weapon or throw, or cause to be thrown or project, any object at or within a CCGT or CCGT Facility, or at any person on a CCGT or in any part of a CCGT Facility.

Enforcement Procedures

City of Coral Gables Trolley and its service contractors may deny passage to any rider that is identified as being disruptive or a threat to other passengers.

A person who violates one or more of these regulations may be warned and/or ordered to leave the City of Coral Gables Trolley, City of Coral Gables Trolley facility, or City of Coral Gables property immediately by a City of Coral Gables Police Officer, a City of

Coral Gables Operations Supervisor or Manager. Situations where a person refuses to leave a City of Coral Gables Trolley, City of Coral Gables Trolley facility or City of Coral Gables Trolley property after being ordered to do so may be handled by City of Coral Gables Police or other appropriate law enforcement agencies.

Level 1

Passengers shall comply with all instructions given by City of Coral Gables Trolley drivers and supervisors. The driver is always the authority on the Trolley and the passengers must comply with directions from the driver the first time they are given.

Level 2

City of Coral Gables Trolley Field Supervisors are authorized to enforce the Prohibited Conduct & Enforcement Policy by issuing a verbal warning to the offending passenger.

Level 3

If passenger refuses to comply with verbal warning, the Field Supervisor will request the presence of an Operation Supervisor or Manager who is authorized to issue a written warning to the individual.

Level 4

If passenger continues to be non compliant, a request is made to the City of Coral Gables Police Department for assistance. The Operations Supervisor or Manager can issue with a City of Coral Gables Police Department officer, as witness, a “No Trespassing” or request the City of Coral Gables Police Officer issue same.

This section does not seek to limit or conflict with any federal, state, or local law or ordinance; or to prevent any law enforcement agency or entity from taking any lawful action against any person on a City of Coral Gables Trolley, City of Coral Gables facility, City of Coral Gables property.

All items brought on board, including musical instruments, skateboard or any equipment related to sports may be transported but must be carried on the patron’s lap and shall be in the patron’s control at all times. Items brought onto the Trolley may not block the aisle or emergency exits at any time. The City of Coral Gables and their service provider are not responsible for items that are lost, stolen or damaged on the City of Coral Gables Trolley.

Bus Safety Inspections

All safety inspections are conducted in strict accordance with 14-90 and all other federal, state, local, and ADA regulating authorities as outlined in the Coral Gables Fleet Services Standard Operating Procedures located in Appendix I. Expanded description of safety inspections performed begin on CGFS-SOP page 16 located in appendix i.

Annual System Safety Program and Security Program Certifications

By February 15 each year, CCGT will provide a safety and security certification to the FDOT. A sample format is shown in Appendix B, Required Forms, and shall attest for the prior calendar year. The certification will attest that CCGT had an adopted SSPP and an SPP,

complied with the adopted SSPP and SPP, performed safety inspections on all buses, and reviewed of the SSPP and SPP to ensure they are up to date. The certification will identify CCGT, the name and address of the entity(ies) which performed bus safety inspections and security assessments, if different from that of the bus transit system. The annual certifications will be signed by an officer or person directly responsible for the management of CCGT, such as the Trolley Manager or Parking Director, attesting to compliance with the SSPP and SPP.

Safety and Security Inspections and Reviews

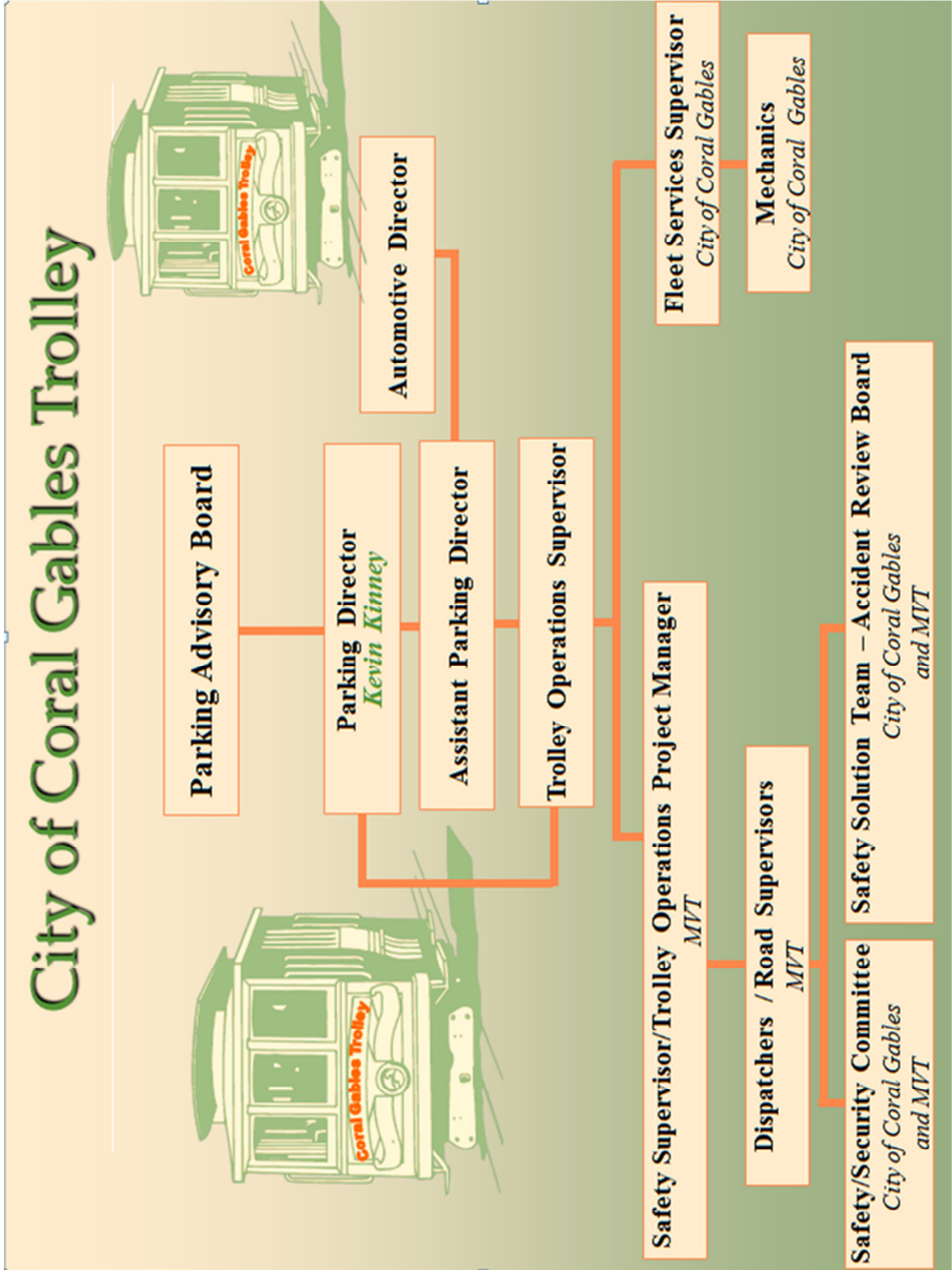
CCGT will be implement a records maintenance system that will allow for inspections to be conducted in order to ascertain compliance with the SSPP, the SPP, and the requirements of Rule Chapter 14-90, FAC. The FDOT, or its designee, is authorized to conduct safety and security review and inspections of CCGT. CCGT will address any and all deficiencies identified during a review or inspection as outlined in the written report.

Contractor Compliance and Inspections/Reviews

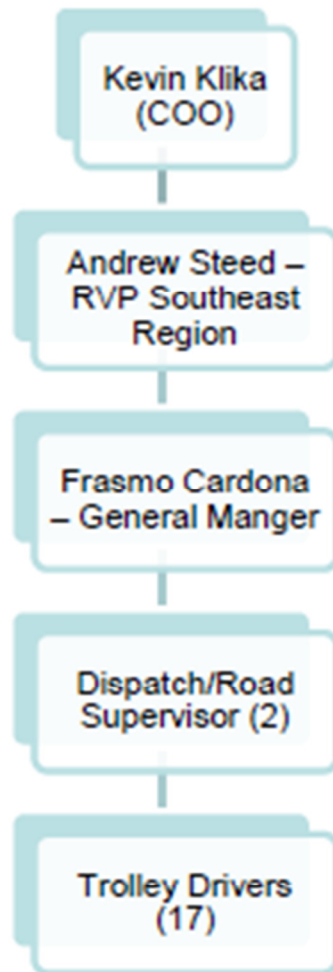
The City of Coral Gables Parking Department / Transit Division shall oversee the contractual agreement with MVT and the assignment of Fleet Services to ensure that the Coral Gables Trolley System is complying with all safety requirements. The City of Coral Gables will rely on reports and documentation provided by the contractor MVT and Fleet Services. The City of Coral Gables will meet on a quarterly schedule with MVT (operations) and Fleet Services (maintenance) to discuss the SSPP and revise it if necessary. On at least an annual basis, the Trolley Manager will conduct a formal SSPP and SPP review and inspection of the contractors and document the review with a written report. This report will identify deficiencies and required corrective action plans. In addition semi-annual meetings occurring the 2nd Wednesday of December 2015 and the 2nd Wednesday of June 2016 with City of Coral Gables Staff (administrative and mechanics supervisor), MVT staff, and Risk Management to review Accident analysis (how system safety policies where applied, future preventive goals), Analysis of Customer Service (adhering to customer's needs within system safety policies, future enhancement goals, new objectives) Trolley Vehicles (system safety policies, preventive maintenance goals, new objectives and any current topics needed to discuss.

APPENDICES

APPENDIX A
CCGT Organizational Chart



MV Transportation Inc. Div. 296 – Coral Gables, FL Division Organizational Chart



APPENDIX B

REQUIRED FORMS

**Annual Safety Certification Format
Operators' Daily Checklist**

**City of Coral Gables Trolley System
Annual Transit System Safety Program Certification**


Bus Transit Facility Location:
City of Coral Gables Trolley System
7001 S.W. 4th St.
Miami, FL 33144

Post Office Box 141549
Coral Gables, Florida 33114-1549
(305)460-5070


The City of Coral Gables Trolley System hereby certifies that a Transit System Safety Program Plan (SSPP) and Security Program Plan (HSP/SPP) were adopted by its Parking Advisory Board on March 2019. The City of Coral Gables Trolley System further certifies that the SSPP and HSP/SPP are in compliance with the standards and requirements of Rule Chapter 14-90, Florida Administration Code (FAC).

The City of Coral Gables Trolley System is in compliance with the standards outlined in the SSPP and HSP/SPP, and both plans were reviewed and updated on February 15, 2020.

The City of Coral Gables Trolley System also certifies that safety inspections were performed on all vehicles in accordance with the provisions of Rule Chapter 14-90, FAC. These inspections are completed by Coral Gables Fleet Services Division on a continuous basis in accordance with the Coral Gables Trolley Fleet Services Standard Operating Procedure.

Certified by: 
Steven Riley
City of Coral Gables
Automotive Department
2800 SW 72nd Ave
Miami, Florida, 33155
(305) 460- 5144

Dated:

Certified by: 
John Kowalchik
City of Coral Gables
Assistant Director of Parking
4520 Ponce De Leon
Coral Gables, Florida 33146
(305) 460-5070

Dated:

Contacts for each contract bus system:

Frasmo Cardona

MV Transportation

Coral Gables, Florida 33146
Mobile:

Conventional

DAILY VEHICLE INSPECTION REPORT

Date:	Vehicle:	Route:	Name:
-------	----------	--------	-------

Satisfactory (OK) Requires Repair (RR)

Beginning Mileage _____ Ending Mileage _____

OUTSIDE INSPECTION ITEM	(✓/✗)	INSIDE INSPECTION ITEM	(✓/✗)	INSPECTION ITEM	(✓/✗)
Fluid Leaks		Backup Alarm		Brake System	
Tire Condition Front		Speedometer		Low Air Warning	
Tire Condition Rear		Air Pressure Gauge		Parking Brake Engages	
Rims/Lug Nuts		Steering Mechanism		Parking Brake Hold	
Headlights		Horn		Door Interlocks	
High Beams		Driver's Seat/Belt			
Outside Compartment Closed		Passenger Seats			
License Plate Light		Heat/AC		Post Trip Inspection	
Turn Signals		Two-Way Radio		Turn Off A/C - Heat	
4-Ways		First Aid Kit		Turn Off 4-Ways	
Brake Lights		Emergency Triangles		Turn Off Interior Lights	
Windshield		Accident Packet		Turn Off Engine	
Mirrors		Insurance/Registration		Close Windows	
Windows		Clean Interior		Close Overhead Vents	
Clean Exterior		Interior Lights		Close Doors	
Passenger Doors		Fire Extinguisher			
Destination Sign		Hand Rails		Check Below What Applies:	
Wipers/Washers		Emergency Exit/Hatch		FUEL: FULL <input type="checkbox"/> ¼ <input type="checkbox"/> ½ <input type="checkbox"/> ¾ <input type="checkbox"/>	
Fuel Cap/Fuel Door		Wheelchair Ramp/Lift		OIL: FULL <input type="checkbox"/> ADD <input type="checkbox"/>	
Bike Rack		Wheelchair Tie Down		COOLANT: FULL <input type="checkbox"/> ADD <input type="checkbox"/>	
Unusual Engine Noise				DISPATCHER INITIAL	
Operation of Service Door					
Entrance Steps				X	

Comments:

Body Damage Record: Circle damage on diagram

Operator's Signature: _____	Relief Operator's Signature: _____
Above Identified Defects Corrected: Above Defects Need Not Be Corrected For Safe Operation of Vehicle:	
Mechanic's Signature: _____	Date: _____
Operator Reviewing Repairs Signature: _____	

WHITE COPY: DISPATCH YELLOW COPY: MAINTENANCE PINK COPY: VEHICLE

APPENDIX C

CHAPTER 14-90

EQUIPMENT AND OPERATIONAL SAFETY STANDARDS FOR BUS TRANSIT SYSTEMS

- 14-90.002 Definitions
- 14-90.004 Bus Transit System Operational Standards
- 14-90.0041 Medical Examinations for Bus Transit System Drivers
- 14-90.006 Operational and Driving Requirements
- 14-90.007 Vehicle Equipment Standards and Procurement Criteria
- 14-90.009 Bus Safety Inspections
- 14-90.010 Certification
- 14-90.012 Safety and Security Inspections and Reviews

14-90.002 Definitions.

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

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

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

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

(2) "Bus Transit System" means a community transportation coordinator; a public transit provider; or a private contract transit provider which owns, operates, leases, or controls buses or taxicabs where such transportation consists of continuous or recurring transportation under the same contract; or a privately owned or operated transit provider that receives operational or capital funding from the Department and owns, operates, leases, or controls buses, other than nonpublic sector buses that provides transportation services available for use by the general riding public.

(3) "Community Transportation Coordinator" means a provider of transportation services or an entity that ensures such services are provided by another bus transit system.

(4) "Department" means the Florida Department of Transportation.

(5) "Drive" or "Operate" means all time spent at the controls of a bus in operation.

(6) "Driver" means any person trained and designated to drive a bus on a street or highway being used for the public transport of persons for compensation.

(7) "FMVSS" means the Federal Motor Vehicle Safety Standards in effect at the time the bus or component is manufactured.

(8) "For Compensation" means for money, property, or anything else of value whether paid, received, or realized, directly or indirectly.

(9) "Manufacturer" means the original producer of the chassis, the producer of any type of bus, or the producer of equipment installed on any bus for the purpose of transporting individuals with disabilities.

(10) "Off-Duty" means any time the driver is not on duty, required to be in readiness to work, or under any responsibility to perform work. Such time shall not be counted towards the maximum allowed on-duty hours within a 24-hour period.

(11) "On Duty" means the status of the driver from the time he or she begins work, or is required to be in readiness to work, until the time the driver is relieved from work and all responsibility for performing work. "On Duty" includes all time spent by the driver as follows:

(a) Waiting to be dispatched at bus transit system terminals, facilities, or other private or

public property, unless the driver has been completely relieved from duty by the bus transit system.

(b) Inspecting, servicing, or conditioning any vehicle.

(c) Driving.

(d) Remaining in readiness to operate a vehicle (stand-by).

(e) Repairing, obtaining assistance, or remaining in attendance in or about a disabled vehicle.

(12) "Passenger" means a person who is on board, boarding, or alighting from a bus for the purposes of public transport.

(13) "Paratransit" means those elements of public transit which provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon by the user and the provider of the service. Paratransit service is provided by taxis, limousines, "dial-a-ride" buses, and other demand-responsive operations that are characterized by their nonscheduled, non-fixed route nature.

(14) "Safe Condition" means a condition where hazards are reduced to the lowest level feasible and substantial compliance exists with all safety rules, regulations, and requirements.

(15) "Safety Review" means an on-site assessment to determine if a bus transit system has adequate safety management controls in place and functioning in accordance with the safety standards provided and incorporated by reference in this rule chapter.

(16) "Security" means freedom from harm resulting from intentional acts against passengers, employees, equipment, and facilities.

(17) "Security Program Plan" or "SPP" means a document developed and adopted by the bus transit system detailing its policies, objectives, responsibilities, and procedures for the protection and defense of the system and persons from intentional acts of harm.

(18) "Security Review" means an on-site assessment to determine if a bus transit system has security management controls in place and functioning in accordance with the security requirements provided in this rule chapter.

(19) "System Safety Program Plan" or "SSPP" means a document developed and adopted by the bus transit system detailing its policies, objectives, responsibilities, and procedures against injuries or damage.

(20) "Taxicab" means any motor vehicle of nine passenger capacity or less, including the driver, engaged in the general transportation of persons for compensation, not on a regular schedule, between fixed termini, or over regular routes, where such vehicle does not provide transportation services as a result of a contractual agreement with a bus transit system.

(21) "Trailer Bus" means a trailing or towed vehicle designed or used for the transportation of more than 10 persons, e.g., tram buses.

(22) "Twenty-four Hour Period" or "24-Hour Period" means the consecutive time beginning at 12:00.01 a.m. to 12:00.00 a.m.

(23) "Unsafe Condition" means anything which endangers human life or property.

(24) "Personal wireless communications device" means an electronic or electrical device that was not provided by the bus transit system for business purposes.

(25) "Use of a wireless communications device" means use of a mobile telephone or other electronic or electrical device, hands-on or hands-free, to conduct an oral communication; to place or receive a telephone call; to send or read electronic mail or a text message; to play a game; to navigate the Internet; to play, view, or listen to a video; to play, view, or listen to a television broadcast; to play or listen to music; or to execute a computational function. Use of an electronic or electrical device that enhances the individual's physical ability to perform, such as a hearing aid, is not included in this definition.

(26) "Wireless communications device" means an electronic or electrical device capable of remote communication. Examples include cell phones, personal digital assistants (PDAs) and portable computers (commonly called laptop computers).

Rulemaking Authority 334.044(2), 341.061(2), 341.041(3), 341.031 FS. Law Implemented 341.041(3), 341.061(2) FS. History—New 9-7-87, Amended 11-10-92, 8-7-05, 9-16-10.

14-90.004 Bus Transit System Operational Standards.

(1) Each bus transit system shall develop and adopt an SSPP that complies with or exceeds the established safety standards set forth in this rule chapter.

(a) The SSPP shall address the following safety elements and requirements:

1. Safety policies and responsibilities.
2. Vehicle and equipment standards and procurement criteria.
3. Operational standards and procedures.
4. Bus driver and employee selection.
5. Driving requirements.
6. Bus driver and employee training. As part of the driver training program, specific procedures, and training shall be implemented to instruct the driver on how to safely approach and depart from a transit bus stop to avoid contact with pedestrians and other hazards.
7. Vehicle maintenance.
8. Investigations of events described under subsection 14-90.004(5), F.A.C.
9. Hazard identification and resolution.
10. Equipment for transporting wheelchairs.
11. Safety data acquisition and analysis.

12. A wireless communication plan and procedure that provides for the safe operation of the bus transit vehicle. The wireless communication plan and procedure shall assure that:

- a. The use of a personal wireless communication device is prohibited while the transit vehicle is in motion, and
- b. All personal wireless communications devices are turned off with any earpieces removed from the operator's ear while occupying the driver's seat.

13. A policy on the use of a wireless communications device issued to the operator by the bus transit system for business related purposes. Policies developed shall assure that:

- a. Guidelines are developed that allow for the use of a wireless communications device in emergency situations, and
- b. The use of a wireless communications device does not interfere with the operator's safety related duties.

14. The Bus Transit System shall develop a driver educational training program addressing:

- a. The proper use of a wireless communications device issued to the operator by the Bus Transit System while in the performance of their safety related duties, and
- b. The hazards associated with driving and utilizing a wireless communications device.

15. Safety standards for private contract bus transit system(s) that provide(s) continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system.

(b) Each bus transit system shall implement and comply with the SSPP during the operation of the system.

(c) Each bus transit system shall require that all operable transit buses be inspected at least once per year in accordance with established standards.

(d) Each bus transit system shall submit an annual safety certification to the Department verifying the following:

1. Adoption of an SSPP, which meets or exceeds the established standards set forth in this rule chapter.
2. Compliance with its adopted SSPP and that safety inspections have been performed at least once a year on all buses operated by the bus transit system, by persons meeting the

requirements set forth in Rule 14-90.009, F.A.C.

(e) Bus transit systems shall immediately suspend affected system service operations if, at any time, continued operation of the system, or a portion thereof, poses an immediate danger to public safety.

(2) Each bus transit system shall develop and adopt an SPP that meets or exceeds the security requirements set forth in this rule chapter. The SPP shall be adopted separately from the SSPP.

(a) The SPP shall address the following security requirements:

1. Security policies, goals, and objectives.
2. Organization, roles, and responsibilities.
3. Emergency management processes and procedures for mitigation, preparedness, response, and recovery.
4. Procedures for investigation of events described under subsection 14-90.004(5), F.A.C.
5. Procedures for the establishment of interfaces with emergency response organizations.
6. Procedures for interagency coordination with local law enforcement jurisdictions.
7. Employee security and threat awareness training programs.
8. Security data acquisition and analysis.
9. Emergency preparedness drills and exercises.
10. Requirements for private contract transit providers that engage in continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system.
11. Procedures for SPP maintenance and distribution.

(b) Each bus transit system shall implement and comply with the SPP during the operation of the system.

(c) Bus transit systems that engage in a contract with a private contract transit provider shall:

1. Establish minimum security requirements which apply to private contract transit providers.
2. Monitor and assure that each private contract transit provider complies with established security requirements during the term of the contract.

(d) Bus transit systems are prohibited by Section 119.071(3)(a), F.S., from publicly disclosing the SPP or the security portion of the SSPP, as applicable, under any circumstance.

(3) Bus transit systems shall establish criteria and procedures for the selection, qualification, and training of all drivers. The criteria shall include the following:

- (a) Driver qualifications and background checks meeting minimum hiring standards.
- (b) Driving and criminal background checks for all new drivers.
- (c) Verification and documentation of valid driver licenses for all employees who drive buses.
- (d) Training and testing to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised. As a minimum requirement, drivers shall be given explicit instructional and procedural training and testing in the following areas:
 1. Bus transit system safety and operational policies and procedures.
 2. Operational bus and equipment inspections.
 3. Bus equipment familiarization.
 4. Basic operations and maneuvering.
 5. Boarding and alighting passengers.
 6. Operation of wheelchair lifts and other special equipment.
 7. Defensive driving.
 8. Passenger assistance and securement.
 9. Handling of emergencies and security threats.
 10. Security and threat awareness.

11. Driving conditions.

(e) Bus transit systems shall provide written operational and safety procedures to all bus drivers before driving on streets or highways unsupervised. At a minimum, these procedures and instructions shall address the following:

1. Communication and handling of unsafe conditions, security threats, and emergencies.
2. Familiarization and operation of safety and emergency equipment, wheelchair lift equipment, and restraining devices.
3. Application and compliance with all applicable federal and state laws, rules, and regulations.

(f) The provisions in paragraphs (d) and (e), above, shall not apply to personnel licensed and authorized by the bus transit system to drive, move, or road test a bus in order to perform repairs or maintenance services when it has been determined that such temporary operation does not create unsafe operating conditions or create a hazard to public safety.

(g) Bus transit systems shall maintain the following records for at least four years:

1. Records of bus driver background checks and qualifications.
2. Detailed descriptions of training administered and completed by each bus driver.
3. A record of each bus driver's duty status which shall include total days worked, on-duty hours, driving hours, and time of reporting on and off duty each day.

(h) Each bus transit system shall establish a drug-free workplace policy statement in accordance with 49 C.F.R. Part 32 and a substance abuse management and testing program in accordance with 49 C.F.R. Parts 40 and 655, October 1, 2009, hereby incorporated by reference.

(i) Bus transit systems shall require that drivers write and submit a daily bus inspection report pursuant to Rule 14-90.006, F.A.C.

(4) Bus transit systems shall establish a maintenance plan and procedures for preventative and routine maintenance for all buses operated. The maintenance plan and procedures shall assure that:

(a) All buses operated, and all parts and accessories on such buses, including those specified in Rule 14-90.007, F.A.C., and any additional parts and accessories which may affect safety of operation, including frame and frame assemblies, suspension systems, axles and attaching parts, wheels and rims, and steering systems, are regularly and systematically inspected, maintained, and lubricated to standards that meet or exceed the bus manufacturer's recommendations and requirements.

(b) A recording and tracking system is established for the types of inspections, maintenance, and lubrication intervals documenting the date or mileage when these services are due. Required maintenance inspections shall be more comprehensive than daily inspections performed by the driver.

(c) Proper preventive maintenance is performed when a bus is assigned away from the system's regular maintenance facility or when maintenance services are performed under contract.

(d) Records are maintained and provide written documentation of preventive maintenance, regular maintenance, inspections, lubrication, and repairs performed for each bus under their control. Such records shall be maintained by the bus transit system for at least four years and, at a minimum, provide the following information:

1. Identification of the bus, the make, model, and license number, or other means of positive identification and ownership.
2. Date, mileage, description, and each type of inspection, maintenance, lubrication, or repair performed.
3. If not owned by the bus transit system, the name of any person furnishing a bus.
4. The name and address of any entity or contractor performing an inspection, maintenance,

lubrication, or repair.

(5) Each bus transit system shall investigate, or cause to be investigated, any event involving a bus or taking place on bus transit system controlled property resulting in a fatality, injury, or property damage as follows:

(a) A fatality, where an individual is confirmed dead within 30 days of a bus transit system related event, excluding suicides and deaths from illnesses.

(b) Injuries requiring immediate medical attention away from the scene for two or more individuals.

(c) Property damage to bus transit system buses, non-bus transit system vehicles, other bus system property or facilities, or any other property. The bus transit system shall have the discretion to investigate events resulting in property damage less than \$1,000.

(d) Evacuation of a bus due to a life safety event where there is imminent danger to passengers on the bus, excluding evacuations due to operational issues.

(6) Each investigation shall be documented in a final report that includes a description of investigation activities, identified causal factors, and any identified corrective action plan.

(a) Each corrective action plan shall identify the action to be taken by the bus transit system and the schedule for its implementation.

(b) The bus transit system shall monitor and track the implementation of each corrective action plan.

(7) Investigation reports, corrective action plans, and related supporting documentation shall be maintained by the bus transit system for a minimum of four years from the date of completion of the investigation.

Rulemaking Authority 334.044(2), 341.061(2) FS. Law Implemented 119.071, 341.041(3), 341.061(1)(b), 341.061(2)(a) FS. History—New 9-7-87, Amended 11-10-92, 8-7-05, 6-24-08, 9-16-10.

14-90.0041 Medical Examinations for Bus Transit System Drivers.

(1) Bus transit systems shall establish medical examination requirements for all applicants to driver positions and for existing drivers. The medical examination requirements shall include a pre-employment examination for applicants, an examination at least once every two years for existing drivers, and a return to duty examination for any driver prior to returning to duty after having been off duty for 30 or more days due to an illness, medical condition, or injury.

(2) Medical examinations shall be performed and recorded according to qualification standards adopted by the bus transit system, provided the medical examination qualification standards adopted by the bus transit system meet or exceed those provided in Department Form Number 725-030-11, Medical Examination Report for Bus Transit System Driver, Rev. 05/09, hereby incorporated by reference. Copies of Form Number 725-030-11 are available from the Florida Department of Transportation, Public Transit Office, 605 Suwannee Street, Mail Station 26, Tallahassee, Florida 32399-0450 or on-line at www.dot.state.fl.us/transit.

(3) Medical examinations shall be performed by a Doctor of Medicine or Osteopathy, Physician Assistant, or Advanced Registered Nurse Practitioner licensed or certified by the State of Florida. If medical examinations are performed by a Physician Assistant or Advanced Registered Nurse Practitioner, they must be performed under the supervision or review of a Doctor of Medicine or Osteopathy.

(a) An ophthalmologist or optometrist licensed by the State of Florida may perform as much of the medical examination as pertains to visual acuity, field of vision, and color recognition.

(b) Upon completion of the medical examination, the medical examiner shall complete, sign, and date the medical examination form and maintain the original at his or her office.

(c) Upon completion of the medical examination, the examiner shall complete, sign, and date the medical examination certificate and provide a copy to the driver's employer. If the transit agency decides to

adopt qualification standards other than those listed in Department form 725-030-11, the adopted standard's medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination shall be given to the transit agency in lieu of the Department's medical examination certificate. The adopted standards medical certification or letter must provide all of the information required on the Department's medical examination certificate.

(d) Upon completion of the medical examination the driver shall provide their driver license number, signature, and date on the medical examination certificate.

(4) Bus transit systems shall have on file a completed and signed medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination for each bus driver, dated within the past 24 months.

(a) Medical examination certificates or a signed letter from the medical examiner attesting to the completion of a medical examination of the employee bus drivers shall be maintained by the bus transit system for a minimum of four years from the date of the examination.

(b) Bus Transit Systems shall not allow a driver to operate a transit bus without having on file a completed medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination dated within the past 24 months.

Rulemaking Authority 334.044(2), 341.061(2) FS. Law Implemented 334.044(12), 341.041(3), 341.061(1)(a), (b), (2) FS. History—New 11-10-92, Amended 8-7-05, 6-24-08, 9-16-10.

14-90.006 Operational and Driving Requirements.

(1) Bus transit systems shall not permit a driver to drive a bus when such driver's license has been suspended, cancelled, or revoked. Bus transit systems shall require a driver who receives a notice that his or her license to operate a motor vehicle has been suspended, cancelled, or revoked to notify his or her employer of the contents of the notice immediately, no later than the end of the business day following the day he or she received the notice.

(2) Buses shall be operated at all times in compliance with applicable traffic regulations, ordinances, and laws of the jurisdiction in which they are being operated.

(3) A driver shall not be permitted or required to drive more than 12 hours in a 24-hour period, or drive after having been on duty for 16 hours in a 24-hour period. A driver shall not be permitted to drive until the requirement of a minimum eight consecutive hours of off-duty time has been fulfilled. A driver's work period shall begin from the time he or she first reports for duty to his or her employer. A driver is permitted to exceed his or her regulated hours in order to reach a regularly established relief or dispatch point, provided the additional driving time does not exceed one hour.

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

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

(b) A driver is required to drive from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 11 a.m., then required to be on-duty, not driving, from 11 a.m. – 11 p.m. Driving hours = 4 hours and on-duty not driving hours = 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(c) A driver is required to be on-duty, not driving, from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 11 a.m., then on-duty, not driving from 11 a.m. – 11 p.m. On-duty not driving hours = 4 hours +

12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. The driver cannot be permitted or allowed to drive before 7 a.m.

(d) A driver is required to be on-duty, not driving, from 4 a.m. – 8 a.m., then off-duty from 8 a.m. – 11 a.m., then on-duty, driving from 11 a.m. – 11 p.m. On-duty, not driving hours = 4 hours and on-duty driving hours = 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed driving and on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(5) A driver shall not be permitted or required to be on duty more than 72 hours in any period of seven consecutive days; however, any 24 consecutive hours of off duty time shall constitute the end of any such period of seven consecutive days. A driver who has reached the maximum 72 hours of on duty time during the seven consecutive days shall be required to have a minimum of 24 consecutive hours off duty prior to returning to on duty status.

(6) A driver is permitted to drive for more than the regulated hours for the safety and protection of the public when conditions such as adverse weather, disaster, security threat, a road or traffic condition, medical emergency, or an accident occur.

(7) Bus transit systems shall not permit or require any driver to drive a bus when his or her ability is impaired, or likely to be impaired, by fatigue, illness, or other causes, likely to create an unsafe condition.

(8) Bus transit systems shall require pre-operational or daily inspection and reporting of all defects and deficiencies likely to affect safe operation or cause mechanical malfunctions.

(a) An inspection or test shall be made of the following parts and devices to ascertain that they are in safe condition and in good working order:

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

(b) Bus transit systems shall review daily inspection reports and document corrective actions taken as a result of any deficiencies identified by daily inspections.

(c) Bus transit systems shall retain records of daily bus inspections and any corrective action documentation a minimum of two weeks.

(9) A bus with any passenger door in the open position shall not be operated with passengers aboard. The doors shall not be opened until the bus is stopped. A bus with any inoperable passenger door shall not be operated with passengers aboard, except to move a bus to a safe location.

(10) During darkness, interior lighting and lighting in stepwells on buses shall be sufficient for passengers to enter and exit safely.

(11) Passengers shall not be permitted in the stepwells of any bus while the bus is in motion, or to occupy an area forward of the standee line.

(12) Passengers shall not be permitted to stand on buses not designed and constructed for that purpose.

(13) Buses shall not be refueled in a closed building. The fueling of buses when passengers are being carried shall be reduced to the minimum number of times necessary during such transportation.

(14) Bus transit systems shall require the driver to be properly secured to the driver's seat with a restraining belt at all times while the bus is in motion.

(15) Buses shall not be left unattended with passengers aboard for longer than 15 minutes. The parking or holding brake device shall be properly set at any time the bus is left unattended.

(16) Buses shall not be left unattended in an unsafe condition with passengers aboard at any time.

Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2) FS. History—New 9-7-87, Amended 5-31-89, 11-10-92, 8-7-05, 6-24-08, 9-16-10.

14-90.007 Vehicle Equipment Standards and Procurement Criteria.

(1) Every bus transit system shall ensure that buses procured and operated meet the following minimum standards:

(a) The capability and strength to carry the maximum allowed load and not exceed the manufacturer's gross vehicle weight rating (GVWR), gross axle weighting, or tire rating.

(b) Structural integrity that mitigates or minimizes the adverse effects of collisions.

(c) Federal Motor Vehicle Safety Standards (FMVSS), 49 C.F.R. Part 571, Sections 102, 103, 104, 105, 108, 207, 209, 210, 217, 302, 403, and 404, Rev. 10/09, hereby incorporated by reference.

(2) Proof of strength and structural integrity tests on new buses procured shall be submitted by manufacturers or bus transit systems to the Department.

(3) In addition to the above, every bus operated in this state shall be equipped as follows:

(a) Mirrors. There shall be two exterior rear vision mirrors, one at each side. The mirrors shall be firmly attached to the outside of the bus and located as to reflect to the driver a view of the highway to the rear along both sides of the vehicle. Each exterior rear vision mirror, on Type I buses, shall have a minimum reflective surface of 50 square inches. Neither the mirror nor the mounting shall protrude farther than the widest part of the vehicle body except to the extent necessary to produce a field of view meeting or exceeding the requirements of this section. All Type I buses shall, in addition to the above requirements, be equipped with an inside rear vision mirror capable of giving the driver a clear view of seated and standing passengers. Buses having a passenger exit door that is located inconveniently for the driver's visual control shall be equipped with additional interior mirrors to enable the driver to view the passenger exit door. In lieu of interior mirrors, trailer buses and articulated buses may be equipped with closed circuit video systems or adult monitors in voice control with the driver.

(b) Wiring and Batteries. Electrical wiring shall be maintained so as not to come in contact with moving parts, heated surfaces, or be subject to chafing or abrasion which may cause insulation to become worn. Every Type I bus manufactured on or after February 7, 1988, shall be equipped with a storage battery electrical power main disconnect switch. The disconnect switch shall be practicably located in an accessible location adjacent to or near to the battery and be legibly and permanently marked for identification. Every storage battery on a public-sector bus shall be mounted with proper retainment devices in a compartment which provides adequate ventilation and drainage.

(c) Brake Interlock Systems. All Type I buses having a rear exit door shall be equipped with a rear exit door/brake interlock that automatically applies the brake upon driver activation of the rear exit door to the open position. Brake interlock application shall remain activated until

deactivated by the driver and the rear exit door returns to the closed position. The rear exit door brake interlock on such buses shall be equipped with an identified override switch enabling emergency release of the brake interlock function. The override switch shall not be located within reach of the seated driver. Air pressure application to the brake during brake interlock operation, on buses equipped with rear exit door/brake interlock, shall be regulated at the equipment's original manufacturer's specifications.

(4) Standee Line and Warning. Every bus designed and constructed to allow standees shall be plainly marked with a line of contrasting color at least two inches wide, or be equipped with some other means to indicate that all passengers are prohibited from occupying a space forward of a perpendicular plane drawn through the rear of the driver's seat and perpendicular to the longitudinal axis of the bus. A sign shall be posted at or near the front of the bus stating that it is a violation for a bus to be operated with passengers occupying an area forward of the line.

(5) Handrails and Stanchions. Every bus designed and constructed to allow standees shall be equipped with overhead handrails for standee passengers. Overhead handrails shall be continuous, except for a gap at the rear exit door, and terminate into vertical stanchions or turn up into a ceiling fastener. Every Type I and Type II bus designed for carrying more than 16 passengers shall be equipped with handrails, stanchions, or bars at least 10 inches long and installed to permit safe on-board circulation, seating and standing assistance, and boarding and alighting by elderly and handicapped persons. Type I buses shall be equipped with a safety bar and panel directly behind each entry and exit stepwell.

(6) Flooring, Steps, and Thresholds. Flooring, steps, and thresholds on all buses shall have slip resistant surfaces without protruding or sharp edges, lips, or overhangs, in order to prevent tripping hazards. All step edges and thresholds shall have a band of color(s) running the full width of the step or edge which contrasts with the step tread and riser, either light-on-dark or dark-on-light.

(7) Doors. Power activated doors on all buses shall be equipped with a manual device designed to release door closing pressure.

(8) Emergency Exits. All buses shall have an emergency exit door, or in lieu thereof, shall be provided with emergency escape push-out windows. Each emergency escape window shall be in the form of a parallelogram with dimensions of not less than 18" by 24", and each shall contain an area of not less than 432 square inches. There shall be a sufficient number of push-out or kick-out windows in each vehicle to provide a total escape area equivalent to 67 square inches per seat, including the driver's seat. No less than 40% of the total escape area shall be on one side of the vehicle. Emergency escape kick-out or push-out windows and emergency exit doors shall be conspicuously marked with a sign or light and shall always be kept in good working order so that they may be readily opened in an emergency. All such windows and doors shall not be obstructed, either inside or outside, so as to hinder escape. Buses equipped with an auxiliary door for emergency exit shall be equipped with an audible alarm and light indicating to the driver when a door is ajar or opened while the engine is running. Supplemental security locks operable by a key are prohibited on emergency exit doors unless these security locks are equipped and connected with an ignition interlock system or an audio visual alarm located in the driver's compartment. Any supplemental security lock system used on emergency exits shall be kept unlocked whenever a bus is in operation.

(9) Tires and Wheels. Tires shall be properly inflated in accordance with manufacturer's recommendations.

(a) No bus shall be operated with a tread groove pattern depth:

1. Less than $4/32$ ($1/8$) of an inch, measured at any point on a major tread groove for tires on the steering axle of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.

2. Less than $\frac{2}{32}$ ($\frac{1}{16}$) of an inch, measured at any point on a major tread groove for all other tires of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.

(b) No bus shall be operated with recapped, regrooved, or retreaded tires on the steering axle.

(c) Wheels shall be visibly free from cracks and distortions and shall not have missing, cracked, or broken mounting lugs.

(10) Suspension. The suspension system of all buses, including springs, air bags, and all other suspension parts shall be free from cracks, leaks, or any other defect which may cause its impairment or failure to function properly.

(11) Steering and Front Axle. The steering system of all buses shall have no indication of leaks which would or may cause its impairment to function properly, and shall be free from cracks and excessive wear of components that may cause excessive free play or loose motion in the steering system or above normal effort in steering control.

(12) Seat Belts. Every bus shall be equipped with an adjustable driver's restraining belt in compliance with the requirements of FMVSS 209, "Seat Belt Assemblies" 49 C.F.R. 571.209, Rev. 10/09, and FMVSS 210, "Seat Belt Assembly Anchorages" 49 C.F.R. 571.210, Rev. 10/09, hereby incorporated by reference.

(13) Safety Equipment. Every bus shall be equipped with one fully charged dry chemical or carbon dioxide fire extinguisher, having at least a 1A:BC rating, and bearing the label of Underwriter's Laboratory, Inc. The fire extinguishers shall be maintained as follows:

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

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

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

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

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

(b) Except in locations within $3 \frac{1}{2}$ inches of the bus floor, all readily accessible exposed edges or other hazardous protrusions of parts of wheelchair lift assemblies or ramps that are located in the passenger compartment shall be padded with energy absorbing material to mitigate injury in normal use and in case of a collision. This requirement shall also apply to parts of the bus associated with the operation of the lift or ramp.

(c) The controls for operating the lift shall be at a location where the bus driver or lift attendant has a full view, unobstructed by passengers, of the lift platform, its entrance and exit, and the wheelchair passenger, either directly or with partial assistance of mirrors. Lifts located entirely to the rear of the driver's seat shall not be operable from the driver's seat, but shall have an override control at the driver's position that can be activated to prevent the lift from being operated by the other controls (except for emergency manual operation upon power failure).

(d) The installation of the wheelchair lift or ramp and its controls and the method of attachment in the bus body or chassis shall not diminish the structural integrity of the bus nor cause a hazardous imbalance of the bus. No part of the assembly, when installed and stowed, shall extend laterally beyond the normal side contour of the bus, nor vertically beyond the lowest part of the rim of the wheel closest to the lift.

(e) Each wheelchair lift or ramp assembly shall be legibly and permanently marked by the

manufacturer or installer with the following information:

1. The manufacturer's name and address.
2. The month and year of manufacture.
3. A certificate that the wheelchair lift or ramp securement devices, and their installation, conform to State of Florida requirements applicable to accessible buses.

(15) Wheelchairs. Wheelchair lifts, ramps, securement devices, and restraints shall be inspected and maintained as required by this rule chapter. Instructions for normal and emergency operation of the lift or ramp shall be carried or displayed in every bus.

Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2)(a) FS. History—New 9-7-87, Amended 11-10-92, 8-2-94, 8-7-05, 6-24-08, 9-16-10.

14-90.009 Bus Safety Inspections.

(1) Each bus transit system shall require that all buses operated by such bus transit system, and all buses operated by a private contract transit provider, be inspected at least annually in accordance with bus inspection procedures set forth in this rule.

(2) It shall be the bus transit system's responsibility to ensure that each individual performing a bus safety inspection is qualified as follows:

(a) Understands the requirements set forth in this rule chapter and can identify defective components.

(b) Is knowledgeable of and has mastered the methods, procedures, tools, and equipment used when performing an inspection.

(c) Has at least one year of training and/or experience as a mechanic or inspector in a vehicle maintenance program, and has sufficient general knowledge of buses owned and operated by the bus transit system to recognize deficiencies or mechanical defects.

(3) Each bus receiving a safety inspection shall be checked for compliance with the requirements for safety devices and equipment, as referenced or specified herein. Specific operable equipment and devices as required by this rule chapter, include the following as applicable to Type I and II buses:

- (a) Horn.
- (b) Windshield wipers.
- (c) Mirrors.
- (d) Wiring and batteries.
- (e) Service and parking brakes.
- (f) Warning devices.
- (g) Directional signals.
- (h) Hazard warning signals.
- (i) Lighting systems and signaling devices.
- (j) Handrails and stanchions.
- (k) Standee line and warning.
- (l) Doors and brake interlock devices.
- (m) Stepwells and flooring.
- (n) Emergency exits
- (o) Tires and wheels.
- (p) Suspension system.
- (q) Steering system.
- (r) Exhaust system.
- (s) Seat belts.
- (t) Safety equipment.
- (u) Equipment for transporting wheelchairs.

- (v) Working speedometer.
- (4) A safety inspection report shall be prepared by the individual(s) performing the inspection and shall include the following:
 - (a) Identification of the individual(s) performing the inspection.
 - (b) Identification of the bus transit system operating the bus.
 - (c) The date of the inspection.
 - (d) Identification of the bus inspected.
 - (e) Identification of the equipment and devices inspected including the identification of equipment and devices found deficient or defective.
 - (f) Identification of corrective action(s) for any deficient or defective items found and date(s) of completion of corrective action(s).
- (5) Records of annual safety inspections and documentation of any required corrective actions shall be retained a minimum of four years by the bus transit system for compliance review.

Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2) FS. History—New 9-7-87, Amended 11-10-92, 8-7-05, 9-16-10.

14-90.010 Certification.

- (1) Each bus transit system shall annually submit a safety and security certification to the Department. The certification shall be submitted no later than February 15, for the prior calendar year period. The certification shall attest to the following:
 - (a) The adoption of an SSPP and an SPP in accordance with established standards set forth in this rule chapter.
 - (b) Compliance with its adopted SSPP and SPP.
 - (c) Performance of safety inspections on all buses operated by the system in accordance with this rule chapter.
 - (d) Reviews of the SSPP and SPP have been conducted to ensure they are up to date.
- (2) The certification shall include:
 - (a) The name and address of the bus transit system, and the name and address of the entity(ies) who performed bus safety inspections and security assessments during the prior calendar year, if different from that of the bus transit system.
 - (b) A statement signed by an officer or person directly responsible for management of the bus transit system attesting to compliance with this rule chapter.

Rulemaking Authority 334.044(2), 341.041(3), 341.061(2) FS. Law Implemented 334.044(28), 341.061(1), 341.061(2) FS. History—New 9-7-87, Amended 8-7-05, 9-16-10.

14-90.012 Safety and Security Inspections and Reviews.

- (1) The Department, or its contractor, shall conduct inspections of bus transit systems to ascertain compliance with the provisions of this rule chapter.
- (2) The Department, or its contractor, shall conduct safety and security reviews of any bus transit system the Department believes to be in noncompliance with its SSPP or SPP, or providing passenger service operations in an unsafe manner, or if there is evidence of an immediate danger to public safety. The Department shall prepare and submit a report of the review to the affected bus transit system. The report shall be submitted to the bus transit system within three business days of completion of the review and shall contain the following:
 - (a) Identification of the findings, including a detailed description of any deficiency.
 - (b) Required corrective action and a schedule for implementation of the corrective action to be taken for each deficiency.
 - (c) Any required suspension of bus transit system service, should the Department determine

the continued operation of the service, or a portion thereof, poses an immediate danger to public safety.

(3) The Department shall initiate the following actions to suspend the affected bus transit system service if any deficiency or unsafe condition exists, to the extent that the continued operation of the system, or a portion thereof, poses an immediate danger or threat to public safety.

(a) Immediately notify the affected bus transit system of the unsafe condition, followed by a certified letter describing the deficiency or unsafe condition. The notification shall include the following:

1. The required corrective action for the deficiency or unsafe condition.

2. The requirement for the bus transit system to certify, in writing to the Department, the completion of the required corrective action in accordance with an established implementation schedule.

(b) Conduct an on-site review of the bus transit system to verify the correction of the deficiency in accordance with this rule and the established implementation schedule.

(c) Suspend affected passenger service operations if the bus transit system fails to correct the deficiency in accordance with this rule and the established implementation schedule.

Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 334.044(28), 341.041(3), 341.061(1)(d), 341.061(2)(c) FS. History—New 11-10-92, Amended 8-7-05, 9-16-10.

APPENDIX D
GLOSSARY OF SYSTEM SAFETY TERMS

APPENDIX D

GLOSSARY OF SYSTEM SAFETY TERMS

ACCEPTANCE TEST - A test performed to determine whether or not delivered items of hardware satisfy predetermined standards.

ACCIDENT - An unforeseen event or occurrence which causes death, injury or property damage.

ACCELERATION RATE - Time rate of change of speed of a vehicle.

ACKNOWLEDGMENT - The positive confirmation of the completion of a specific action, event or function.

ACQUISITION PHASE - The design, specification, construction and testing phase of a project.

ALARM CONDITION - Any abnormal condition that requires the attention or intervention of responsible personnel or an individual monitoring the alarm system operation.

ANOMALY - Deviation from nominal performance, which does not cause a significant, effect on system performance but does warrant investigation and/or repair.

ASSEMBLY - A number of parts or subassemblies or any combination thereof together to perform a specific function.

AUDIT - Formal or official examination and verification.

AUTOMATIC - A term applied to a system, subsystem, or device which has the inherent capacity to function without direct manual participation.

BACKUP - An alternate means of accomplishing a function using software, hardware, circuits or operational procedures separate from those used for the primary method.

BACKUP SYSTEM - A redundant system that performs the principal functions of the primary system with minimum deviation from the performance of the primary system.

BRAKE RATE - The negative time rate of change of speed of a vehicle as produced solely by the action of its braking system(s).

CAPABILITY - The ability of equipment or systems to perform an intended task when in a non-failed state.

CAPACITY, LINE - The number of vehicles per unit time, or passengers per unit time, that flow in one direction between two points along a line.

CAPACITY, VEHICLE - The passenger capacity pertinent to specified loading conditions.

CLOSED CIRCUIT PRINCIPLE - The principle of circuit design using a normally energized electric circuit which, on being interrupted or de-energized, will cause the controlled function to assume its most restrictive condition.

CLOSED LOOP - The principle of feedback control in which the response of a system is continuously compared with the controlling signal to generate an error signal.

COMMUNICATION SYSTEM - Those elements and their interconnection which permit voice, data, or video interchange of information between system functions separated by distance.

COMPONENT - An article which is a self-contained element of a complete operating unit and which performs a function necessary to the operation of that unit.

CONFIGURATION MANAGEMENT - A process to assure that all documentation which describes a system and its various components are current and reflects the actual functional and physical characteristics of the system throughout its life cycle.

CONSTRUCTION SAFETY - The optimum degree of safety within the constraints of construction effectiveness, time and cost through specific application of safety management throughout all phases of the construction.

CONTROL, BRAKE - The system that generates control signals to the braking system that result in a desired application of brakes.

CRASHWORTHINESS - The capacity of a vehicle to act as a protective container and energy absorber during impact conditions.

CRITICAL DEFECT - A defect that judgment and experience indicate could result in hazardous or unsafe conditions for individuals using or maintaining the product or could result in failure in accomplishment of the ultimate objective.

CRITICALITY - Assignment of relative importance to hardware or systems.

DECELERATION RATE - The net negative time rate of change of speed of a vehicle resulting from the summation of all forces acting upon it.

DEDUCTIVE ANALYSIS - Analysis of a specific undesired event to determine possible causes of that event (Top down approach: "What can cause a specific event to occur?").

DE-ENERGIZE - To deprive an electro-receptive device of its operating current.

DEFICIENCY, DESIGN - Any design characteristic which does not meet specified criteria.

DEGRADATION - Falling from an initial level to a lower level in quality or performance.

DESIGN SAFETY - Safety achieved by the integration of safety features into the system design characteristics to prevent or minimize the probability of operation in an unsafe manner.

DETECTION DEVICES - Sensors used to detect and monitor the status of certain systems, e.g.: open or closed doors, component temperatures, flow rates, etc. The status is usually displayed on control consoles.

DOOR CONTROL - Circuitry, including such safeguards and interlocks as required, which operates to open and close vehicle doors.

DOWN TIME - The total time during which the equipment is not in acceptable operating condition. Down time starts with a failure event and ends at the completion of repair and functional checks/inspections.

EMERGENCY - A situation which is life threatening or which causes damage on or in any transit facility, trainway, vehicle or trolley.

ENVIRONMENT - The aggregate of all conditions which externally influence the performance and life of an item.

EQUIPMENT FAILURE - The state in which equipment no longer meets the minimum acceptable specified performance and cannot be restored through operator adjustment of controls.

FAILED COMPONENT - A component which has ceased to perform its intended function.

FAIL OPERATIONAL - A characteristic design, which permits, continued operation in spite of the occurrence of a discrete failure.

FAIL OPERATIONAL FAIL SAFE - A system characteristic, which permits, continued operation on occurrence of a failure while remaining acceptably safe. A second failure results in the system remaining safe, but non-operational.

FAIL SAFE (SAFETY) - A characteristic of a system and its elements, the object of which is to ensure that any fault or malfunction will not result in an unsafe condition.

FAIL SAFE DESIGN - A design principle in which each of the elements which make up a system is analyzed to determine the potential consequence of the failure of that element, alone or in combination with any or all other elements of the system, to ensure that a failure or a combination of failures will not result in an unsafe condition.

FAILURE - An inability to perform an intended function.

FAILURE ANALYSIS - The logical systematic examination of a system to identify and analyze the probability, causes and consequences of potential and real failure.

FAILURE ASSESSMENT - The process by which the cause, effect, responsibility and cost of an incident (reported problem) in the transit system are determined and reported.

FAILURE, CRITICAL - A failure which could result in major injury or fatality to people or which could result in major damage to any system or loss of a critical function.

FAILURE CRITICALITY ANALYSIS - Study of the potential failures that might occur in any part of a system in relation to other parts of the system in order to determine the severity of

effect of each failure in terms of a probable resultant safety hazard, and acceptable degradation of system performance.

FAILURE EFFECT ANALYSIS - The study of the potential failures that might occur in any part of a system in order to determine the probable effect on each on all other parts of the system.

FAILURE, HUMAN - Failure due to human error.

FAILURE MANAGEMENT - Decisions, policies and planning which identify and eliminate potential failure.

FAILURE MODE - The description of the manner in which a failure occurs, and the operation condition of the equipment at the time of the failure.

FAILURE MODE ANALYSIS - The study of a system and working interrelationships of the parts thereof under various anticipated conditions of operation (normal and abnormal) in order to determine probable location and mechanism where failures will occur.

FAILURE MODE AND EFFECT ANALYSIS (FMEA) - An inductive procedure which potential malfunctions are identified and then analyzed as to their possible effects.

FAILURE RATE - Rate at which failures occur as a function of time. If the failure rate is constant, it is frequently expressed as the reciprocal of mean-time between-failure (MTBF).

FAULT - An undesired but functionally correct response in a system.

FAULT TREE ANALYSIS - The deductive analysis procedure, which graphically presents undesired events to determine possible causes of that event.

HAZARD - Any real or potential condition that can cause injury, death, or damage to or loss of equipment or property.

HAZARD ANALYSIS - Any analysis performed to identify hazardous conditions for the purpose of their elimination or control.

HAZARD CRITICALITY - The minimum hazard risk index value, which can be accepted for a given potentially hazardous situation.

HAZARD INDEX - A quantitative measure, combining the numeric probability of occurrence with the hazard severity.

HAZARD MANAGEMENT (LOSS CONTROL) - An element of the system safety management function that evaluates the safety effects of potential hazards considering acceptance, control, or elimination of such hazards with respect to expenditure or resources. (The feasibility of hazard elimination must be considered in light of financial, legal, and human considerations.)

HAZARD PROBABILITY - The probability that a hazard will occur during the planned life of the system. Hazard probability may be expressed in quantitative or qualitative terms. An example of a hazard probability ranking system is:

- A Frequent
- B Probable
- C Occasional
- D Remote
- E Improbable

HAZARD RESOLUTION - The analysis and subsequent actions taken to reduce, to the lowest level practical, the risk associated with an identified hazard.

HAZARD SEVERITY - A qualitative measure of the worst potential consequences that could be caused by a specific hazard.

Category I - Catastrophic
May cause death or system loss.

Category II - Critical
May cause severe injury, severe occupational illness, or major system damage.

Category III - Marginal
May cause minor injury, occupational illness, or system damage.

Category IV - Negligible
Will not result in injury, occupational illness, or system damage.

INCIDENT - An unforeseen event of occurrence which does not necessarily result in death, injury or property damage.

INDICATOR, AUDIBLE - A sound-producing device used for attracting attention.

INDUCTIVE ANALYSIS - An analysis that determines the impact of specific events or failures on a system (A bottom-up approach: "What happens if a specific event or failure occurs?").

INTERFACE - The junction points within or between systems or subsystems where matching or accommodation must be properly achieved in order to make their operation compatible with the successful operation of all other functional entities.

JERK - The time rate of change of acceleration.

LIFE CYCLE - The acquisition and operations stages of a system's evolution. The phases of development of a system typically include the concept, design, development, production and deployment, and disposition efforts.

MAINTAINABILITY - The quality of the combined features of equipment design and installation that facilitates the accomplishment of inspection, test, check-out, servicing, repair, and overhaul with a minimum of time, skill, and resources in the planned maintenance environments.

MAINTENANCE - All actions necessary for retaining an item in or restoring it to an operable condition.

MAINTENANCE, CORRECTIVE - The action taken to restore a failed item of equipment to an operable state.

MAINTENANCE, PREVENTIVE - The actions performed in an attempt to retain an item in a specified condition by providing systematic inspection, detection and prevention of incipient failure.

MAINTENANCE, SCHEDULED - Programmed preventive maintenance.

MAINTENANCE, UNSCHEDULED - Maintenance action (unscheduled maintenance) initiated by the malfunction of equipment.

MALFUNCTION - Any anomaly or failure wherein the system, subsystem, or component fails to function as intended.

MANAGING ACTIVITY - The organizational element that will plan, organize, direct, contract, and control tasks and associated functions appropriate to the life cycle phase of the system.

MEAN LIFE - The arithmetic mean of time to wearing out of all items in the test sample or population.

MEAN CYCLES BETWEEN FAILURES (MCBF) - The arithmetic mean of the number of cycles between successive failures of a repairable device.

MEAN DISTANCE BETWEEN FAILURES (MDBF) - The arithmetic mean of the distance traveled between successive failures of a repairable vehicle.

MEAN DOWN TIME (MDT) - The arithmetic mean of the time that the device remains in an inoperable state after it has failed.

MEAN MAINTENANCE TIME - The arithmetic mean of the time required to perform a maintenance action.

MEAN TIME BETWEEN FAILURES (MTBF) - The arithmetic mean of the time between successive failures.

MEAN TIME BETWEEN SERVICE FAILURES (MTBSF) - The arithmetic mean of the time between failures which interrupt or impact service operations.

MISHAP - An unplanned event or series of events that result in death, injury, occupational illness, or damage to or loss of equipment or property. (See also ACCIDENT)

OPEN LOOP - No feedback control.

OPERATING HAZARD ANALYSIS (OHA) - Identifies and evaluates hazards resulting from the implementation of operations or tasks performed by persons, considering: operation, test, and maintenance, repair transportation, handling, emplacement or removal of the system.

OPERATING TIME - The time period between turn-on and turn-off of a system, subsystem, component or part during which time operation is as specified. Total operating time is the summation of all operating time periods.

OPERATIONAL PHASE - The post construction phase where designed project function is achieved and maintenance requirements begin.

PRELIMINARY HAZARD ANALYSIS (PHA) - An analysis performed to obtain an initial risk assessment of a concept or system.

PROCEDURES - Established methods to perform a series of tasks.

QUALITATIVE - Those inductive or deductive analytical approaches which are oriented toward relative, immeasurable and subjective values.

QUALITY ASSURANCE - The planned and systematic pattern of all actions necessary to provide adequate confidence that the end items will perform satisfactorily in actual operations.

QUALITY CONTROL - The discipline, which insures the manufacture of a uniform product within specified defect, limits in accordance with design requirements.

QUANTITATIVE - Those inductive or deductive analytical approaches, which are oriented toward the use of numbers or symbols, used to express a measurable quantity.

REDUNDANCY - The existence in a system of more than one means of accomplishing a given function.

RELAY - An electromagnetic device which is opened and closed to provide control system electrical signals.

RELAY, VITAL - A relay, meeting certain stringent specifications, so designed that the probability of it failing to return to the prescribed state upon de-energization is so low as to be considered, for all practical purposes, nonexistent.

RELIABILITY - The probability that the system or subsystem will perform satisfactorily for a given period of time when used under stated conditions.

RELIABILITY ASSESSMENT - An analytical determination of numerical reliability of a system or portion thereof without actual demonstration testing. Such assessments usually employ mathematical modeling, use of available test results, and some of estimated reliability figures.

REPAIR - The maintenance activity, which restores a failed item to an operable state.

RESIDUAL HAZARDS - Those hazards for which safety or warning devices and special procedures cannot be developed or provided to counteract the hazard. Such hazards will be specifically identified to the Safety Unit and program management. Continuation of effort to eliminate or reduce such hazards will be accomplished throughout the program by maintaining awareness of new safety technology or devices being developed and their application to the residual hazards. Justification for the retention of residual hazards will be documented.

REVENUE SERVICE - The transportation of fare paying passengers.

RISK - An expression of possible loss over a specific period of time or number of operational cycles. It may be indicated in terms of hazard severity and probability.

RISK MANAGEMENT - An element of the system safety management function that evaluates the safety effects of potential hazards considering acceptance, control, or elimination of such hazards with respect to expenditure of resources.

RULE - A law or order authoritatively governing conduct or action.

SAFE - Secure from danger or loss.

SAFETY - Freedom from danger; a reasonable degree of freedom from those conditions that can cause injury or death to personnel, damage to or loss of equipment or property.

SAFETY CHECKLIST - A list for examining the safety aspects of equipment, procedures, and personnel.

SAFETY CRITICAL - A designation placed on a system, subsystem, element, component, device or function denoting that satisfactory operation of such is mandatory to safety assurance of patrons, personnel, equipment, or facilities. Such a designation dictates incorporation of special safety design features.

SAFETY DEVICES - Protective devices, which do not alter the fundamental nature of a hazard but which, do control the extent of the hazard in some manner.

SECURITY - Freedom from intentional danger.

SERVICE DEPENDABILITY - The combination of reliability and maintainability characteristics of a system that describes on-time system performance probability.

SIGNAL - A means of communication direction or warning.

SPEED LIMIT - A prescribed maximum speed.

SPEED MAINTAINING - The automatic action of a speed regulator.

SPEED SENSOR - A device, which detects axle, gear, or motor, speed, and produces a signal at a frequency proportional to that speed.

STATION - A place designated for the purpose of loading and unloading passengers.

SUBSYSTEM - A major functional subassembly or grouping of items or equipment which is essential to operational completeness of a system.

SUBSYSTEM HAZARD ANALYSIS (SSHA) - An analysis applied to some element of the system to identify hazards associated with component failures.

SYSTEM - A composite of people, procedures and equipment which are integrated to perform a specific operational task or function within a specific environment.

SYSTEM SAFETY - The application of operating, technical, and management techniques and principles to the safety aspects of a system throughout its life to reduce hazards to the lowest practical level through the most effective use of available resources.

SYSTEM SAFETY ANALYSIS - Inductive and deductive procedures in which hazards are identified and analyzed.

SYSTEM SAFETY ENGINEERING - The application of scientific and engineering principles during the design, development, manufacture and operation of a system to meet or exceed established safety goals, by identifying and resolving hazards.

SYSTEM SAFETY MANAGEMENT - An element of management that defines the system safety requirements and ensures the planning, implementation and accomplishment of system safety tasks and activities.

SYSTEM SAFETY PROGRAM - The combined tasks and activities of system safety management and system safety engineering that enhance operational effectiveness by satisfying the system safety requirements in a timely, cost-effective manner throughout all phases of a system life-cycle.

TIME, REACTION - The time used by equipment, operator, or both, that elapses between the moment an action is called for and when the desired result occurs.

TIME, RELEASE - A device used to prevent the operation of a unit until after the expiration of a predetermined time interval after the device has been actuated.

TIME, UP - The time during which equipment is either operating satisfactorily or is in an operable state and ready to be placed in operation. Up time is initiated by a completion of repair and is terminated by a failure event.

UNSAFE CONDITION - Any condition which endangers human life or property.

VITAL COMPONENT OR CIRCUIT - Any device, circuit or software module used to implement a vital function.

VITAL FUNCTIONS - A system, subsystem, equipment or component that provides a function critical to safety.

WARNING DEVICES - Sensors that monitor or detect conditions and provide visible and/or audible alerting signals as desired for selected events.

APPENDIX E
GLOSSARY OF TROLLEY SYSTEM TERMS

ADVERTISED RUN – A new or vacant run posted on the board at all division for bidding by any operator who desires it.

AMERICANS WITH DISABILITIES ACT OF 1990 – Civil rights law passed by Congress in 1990 which makes it illegal to discriminate against people with disabilities in employment, services provided by state and local governments, public and private transportation, public accommodations and telecommunications.

BLOCK NUMBER – A letter/number combination assigned to a segment of a trolley schedule and displaying in the right front window of a trolley.

BOARDING – To embark on a vehicle.

CHARTER SERVICE – A special service permitting a group to charter a CCGT trolley to take them anywhere they wish within a predetermined time and distance.

CONTRACT SERVICE – An arrangement whereby a CCGT trolley is reserved for regular transportation without cost to riders. Contract service is paid by an agency or government such as City, School, etc.

CUT BACK - A turn back short of the regular destination.

DEADHEADING – A trolley in non-revenue service marked “NOT IN SERVICE”

DRAGGING THE LINE – Operating a trolley so that it is behind the scheduled time of the following trolley.

EXCLUSIVE TROLLEY LANE – The right hand lane along major trolley routes that is reserved during peak hours of operation for trolleys, taxi cabs and cars turning right.

EXPRESS TROLLEY – Trolleys serving outlying areas with limits on where they can pick-up and discharge passengers.

FOLLOWER – The trolley scheduled behind a trolley.

HEADWAY – The time between trolleys operating on the same route.

LINE – The route a trolley is scheduled to operate.

LOCAL – A trolley that stops for either boarding or discharging passengers at every stop on the route.

NOTIC TO OPERATORS (NTO) – Rules, regulations and special instructions posted on the bulletin boards at each division.

OFF PEAK PERIOD – The period between the morning and evening peak periods when travel activity is generally lower and less trolley service is scheduled.

PRE-TRIP INSPECTION – A standard operating procedure outlining the necessary steps to inspect a trolley for possible safety defects prior to entering revenue service.

REGULAR RUN – A scheduled combination of trips whose total time guarantees, equals or exceeds payment for the number of hours specified as a day's work.

RIDERSHIP – The number of rides taken by people using a public transportation system in a given period of time.

ROUTE NUMBER – That number assigned to a route for identification purposes.

RUN NUMBER – That number assigned to a run for identification purposes.

TERMINAL – The end trip of a route where a trolley will wait until its scheduled return trip.

TRIPPER - Scheduled work for an operator whose total pay time is less than that specified for a regular run.

APPENDIX F
OPERATORS' MANUAL

CITY OF CORAL GABLES TROLLEY SYSTEM OPERATORS' MANUAL

The City of Coral Gables Trolley System (CCGT) has developed this Bus/Trolley Operators' Manual for the purpose of communicating clear and consistent expectations to the bus operators regarding the CCGT trolley services. Each operator is to read this manual each time it is updated, and sign the attached acknowledgement on the last page. Each operator will then submit the signed and dated acknowledgement to the Operations Supervisor for filing. Each operator is responsible to know the applicable standards required in Rule Chapter 14-90, Florida Administrative Code (Equipment and Operational Safety Standards for Bus Transit Systems), the CCGT System Safety Program Plan, and the Security Program Plan. Violation of these standards, and those outlined in this manual, will not be tolerated.

Rule Chapter 14-90, FAC

A copy of Rule Chapter 14-90, FAC is contained in the CCGT System Safety Program Plan, copies of which will be through the CCGT Trolley Manager. They are also available on-line at www.flrules.org.

CCGT Driver's Training Manual / Protocol

POLICY: It is the policy of the City of Coral Gables to have only reasonable and necessary rules. The duties and responsibilities of the driver are prescribed by the rules contained in this rule book and by such additional policies, orders, instructions, bulletins, and directives as may be issued by management.

Special conditions may require bulletins and directives to be issued periodically. It is the driver's responsibility to be familiar with them, and to be familiar with and comply with all federal, state/provincial/local laws, and regulations governing Trolley transportation in the territory in which the driver is performing his or her duties.

Whenever a situation arises that is not covered by policies, directives, or bulletins, proper judgment must be exercised in determining the safest and most prudent course of action. Drivers must make a prompt written report of the situation to their supervisor.

If there is any doubt as to the meaning of the above, drivers should request further interpretation from their supervisor.

DISCIPLINE: Drivers may be disciplined or discharged for any violation or infraction of any City of Coral Gables policy, or for violation of any federal, state/provincial, or local laws or regulation.

HOSTILITY: Hostile or aggressive actions, whether verbal, physical, by gesture, or otherwise, towards the City of Coral Gables, its team members, patrons, or agents are cause for discipline, up to and including termination. Any complaints, criticisms or suggestions shall not be made to passengers or the public.

PERSONAL CONDUCT/COURTESY: It is the driver's responsibility to be pleasant and courteous in dealing with passengers, regulatory or enforcement authorities, the public, and fellow team members. To avoid an argument, where possible, the dispute shall be referred to a supervisor to resolve whatever problems exists.

ALCOHOLIC BEVERAGES: Being under the influence of any alcoholic beverage is inconsistent with the safe operation of a vehicle.

Drivers shall not drive or be in active control of any vehicle owned or operated by the City of Coral Gables, report for duty or remain on duty when under the influence of any alcoholic beverage

regardless of the amount of alcoholic content nor shall drivers drink any alcoholic beverage while on duty or on City of Coral Gables property.

Being under the influence, possession, or the use of an alcoholic beverage is prohibited on City of Coral Gables property, vehicle, or in any room or facility paid for or provided by the City of Coral Gables.

Drivers under investigation for violation of this rule shall submit to any test requested by the City of Coral Gables to assist in determining whether this rule has been violated. The City of Coral Gables as admission of being under the influence of the suspected intoxicant and therefore, a violation of this rule.

While in a City of Coral Gables driver uniform or wearing any part of the City of Coral Gables driver uniform, either on or off duty, drivers will not purchase, drink or be under the influence of any alcoholic beverage in a public place, nor patronize places dispensing intoxicants for the purpose of drinking alcoholic beverages.

Violation of any of the above will be cause for dismissal.

DRUGS: The use of an illegal drug, narcotic or drug of abuse is inconsistent with the safe operation of a vehicle and is prohibited at all times whether on or off duty or whether on or off City of Coral Gables property.

An illegal drug as used herein includes any narcotic amphetamine, habit forming drug, marijuana or any other substance listed by FDOT regulations as substances that degrade driving skills.

For the purpose of the application of the rule, a positive reading for an illegal drug shall be considered a violation of this rule.

Positive reading for an illegal drug shall be treated as follows:

Active drivers whose drug screen registers positive for an illegal drug shall be discharged.

An inactive driver in the process of returning to active duty whose drug screen registers positive for an illegal drug, shall not be permitted to work and is subject to a retest not later than thirty (30) days from the date first informed of the positive drug reading. A repeat positive reading for an illegal drug on the part of inactive team members otherwise scheduled to return to work shall be cause for discipline, up to and including discharge.

An inactive driver shall be defined as any team member on sick leave, leave of absence for any reason, off for work related injury, or furloughed and has been in this status or is expected to be in this status for at least thirty (30) days. Active team members shall be defined as any team member not in the above category.

Drug screens will be made with routine FDOT physicals and complete return to work physicals.

A driver under investigation for violation of the rule shall submit to any test as requested by the City of Coral Gables to assist in determining whether this rule has been violated. The City of Coral Gables shall treat a refusal to take a test requested by the City of Coral Gables as admission of being under the influence of an illegal drug or drugs and, therefore, a violation of this rule.

The transportation or possession of an illegal drug, regardless of amount, while on City of Coral Gables property or in any room or facility paid for or provided by the City of Coral Gables, or while in City of Coral Gables uniform or wearing any part of City of Coral Gables uniform is strictly prohibited.

Certain legal drugs can adversely affect the ability to safely and efficiently perform your job. It is your obligation to advise the City of Coral Gables that you are under this type of medication and failure to do so is subject to disciplinary action.

UNNECESSARY CONVERSATION OR DISTRACTION: Drivers are forbidden to engage in unnecessary conversation with passengers or with City of Coral Gables team members who may be riding the vehicle. Conversation should be limited to brief courteous answers to specific questions pertaining to service.

Preparing cash fares, making change, making notations on records or any other similar distractions while the vehicle is in motion are strictly prohibited.

Drivers shall not eat while driving.

Drivers will not install an electronic device of any type on a City of Coral Gables-operated vehicle nor will such equipment be utilized while riding or operating a City of Coral Gables-operated vehicle. This includes, AM/FM radios, citizen band radios, short-wave radios, audio playback recorders, or similar devices.

REPORTING OF ARREST: Drivers arrested or given a citation for violation of laws for any reason while they are either on or off duty shall immediately make a written report of such arrest or citation. Such written report shall be submitted promptly to their supervisor.

In addition to the above, an annual report of moving violations will be required in accordance with the Federal Motor Carrier Safety Regulations.

WEAPONS: The possession of any weapon while on duty or on about the premises of the City of Coral Gables or any facility provided by the City of Coral Gables is prohibited at all times, and violation will result in termination.

STOPS TO BE OBSERVED: It is the driver's responsibility to pick up and discharge passengers at scheduled City of Coral Gables assigned stops.

HANDLING OF DISORDERLY PASSENGERS: Drivers shall refuse transportation to persons who are intoxicated, or who are conducting themselves in a manner which may be offensive or causes discomfort to other passengers.

When a City of Coral Gables supervisor is available, drivers shall discuss the matter with the supervisor before refusing transportation to the passenger.

Should a passenger become intoxicated or offensive en route the driver shall arrange to have a police officer meet the vehicle and have the passenger removed.

Inasmuch as ejection or refusal of transportation for other than sufficient reason can result in claims against the City of Coral Gables, the driver must be courteous and use reasonable judgment at all times and have clear and objective facts that the offending passenger presents a danger to the safety of other passengers, drivers, or vehicle. In no instance should the driver cause the ejection of a passenger at an unsafe place. A full report of the incident should be submitted to the City of Coral Gables.

It is the City of Coral Gables's policy to seek the prosecution of individuals that assault its team members. Drivers will be expected to cooperate with the City of Coral Gables and law enforcement authorities in these efforts.

ADA: Drivers shall comply with the City of Coral Gables's policies and procedures concerning the Americans with Disabilities Act.

I. Whenever involved in an accident as defined below, drivers are required to: (a) stop at a safe place if the vehicle can be moved, (b) assist passengers and others involved in the accident (c) protect the scene with flags/reflectors, (d) report the accident to the City of Coral Gables and police, and (e) obtain all required information.

II. All accidents involving the operation of a vehicle which result in death, injury, or property damage, regardless of the extent of injury or damage or who was responsible, MUST be reported promptly in the manner prescribed by the City of Coral Gables.

III. When the accident involves any property damage, injury, or fatality, drivers must notify the nearest supervisor as quickly as possible via telephone.

IV. When the accident involves unattended vehicles or property, drivers will attempt to locate the owner. If the owner cannot be found, they must leave adequate identification about

themselves and the City of Coral Gables so that the owner of the damaged vehicle or property can contact the City of Coral Gables. Drivers shall notify a supervisor regarding the accident immediately.

V. If the vehicle is involved in a fire, the driver shall stop immediately evacuate the passengers, attempt to extinguish the fire, call the nearest fire department and then notify the nearest supervisor via telephone.

VII. When involved in an accident, the only information drivers are allowed to give without approval from the City of Coral Gables is the information on their driver's license and the vehicle registration. Drivers are not to give statements to or discuss an accident with anyone other than with police or Department of Transportation investigators. Drivers are not to give statements of any kind to anyone else other than a City of Coral Gables representative, either at the scene or a later date, without permission of a City of Coral Gables supervisor. Drivers will never assume responsibility for an accident.

DRIVER'S RESPONSIBILITY: It is the responsibility of the professional City of Coral Gables driver to drive in such a manner as to identify accident-producing situations soon enough to take reasonable and prudent action to avoid an accident.

AIR PRESSURE: At least 90 lbs. (psi) must be indicated on the vehicle dashboard air gauge before a vehicle will be moved or continue to be driven.

BRAKES: Drivers will perform a brake system pre-trip inspection on any vehicle they drive for the first time each day. Running tests of brakes can be accomplished smoothly by power-braking and should be made as soon as possible after leaving shops, terminals, and vehicle parking areas. Brakes are to be dried occasionally, while operating on wet roads. This can be accomplished by a soft application of the brake.

RAILROAD CROSSING: Under no circumstances should a railroad track be crossed without complying with the provisions of this rule. This is one of the most important City of Coral Gables safety rules and there can be no reason for non-compliance.

Drivers are required to make a full, complete stop at all railroad grade crossings, unless exempted as specified below.

The following steps are to be taken when approaching and making the required stop at a railroad crossing:

1. Turn on four-(4) way simultaneous flashers, unless state law prohibits.
2. Slow down gradually.
3. Pull as far to the right as safety allows.
4. Make a FULL, COMPLETE STOP.
5. Look and listen for approaching trains.
6. After assuring that you can safely and completely clear the tracks, proceed across the tracks.

A railroad track will not be crossed when warning devices are in operation. If the warning devices are in operation for no apparent reason, drivers may proceed to cross the tracks only after they have stopped and are satisfied that a train is not approaching.

EXEMPTED CROSSINGS: Under certain conditions, permission will be given eliminating the required crossing stop. In such cases, drivers are governed by the special instructions contained in the bulletin and by any governmental law and/or regulation that may govern exempt crossings.

Drivers must approach such exempt crossings at a speed that will allow them to stop if a train is approaching.

SPEED: Vehicles are not to be operated in excess of the posted speed limit. Under no circumstances is a vehicle to be driven at a speed greater than is reasonable prudent under the existing weather, road, and traffic conditions.

HAZARDOUS CONDITIONS: Extreme caution in the operation of the vehicle shall be exercised when hazardous conditions, such as those caused when snow, ice, sleet, fog, mist, rain, dust, or smoke adversely affect visibility and/or traction. Speed shall be reduced and following distance increased when such conditions exist. If conditions become sufficiently dangerous, the driver shall properly park the vehicle. Driving will not be resumed until the vehicle can be operated safely. Whenever compliance with this parking provision of this rule increases the hazard to passengers, the vehicle shall be operated to the nearest point at which the safety of passengers is assured.

USE OF HEADLIGHTS; In compliance with City of Coral Gables's "Lights-On" policy, the headlight of the vehicle shall be turned on whenever the vehicle is moving. High beam headlights will be used at night whenever possible.

LIGHTS-SIGNALS: The use of headlights for emergency signals between approaching vehicles is permitted only as follows: two headlight flashes-"Slow Down, Danger/Ahead," three headlight flashes-"Stop".

Vehicle marker/clearance lights or headlights shall not be used for any signaling purpose other than those set forth in this rule.

TOWING OR PUSHING VEHICLES: A vehicle with passengers aboard is not to be towed or pushed, nor shall a vehicle with passengers aboard be used to tow or push any other vehicle, except where the failure to do so would increase the hazard to passengers. In such circumstances, the towing or pushing should continue only to the nearest point where safety of the passengers is assured.

BOARDING AND ALIGHTING PASSENGERS: Drivers will bring their vehicle to a complete stop before allowing passengers to board or alight.

Drivers will be attentive to the door when passengers are boarding and alighting, and shall caution them with the words, "Please watch your step." The following exceptions are allowed:

1. In isolated instances where it is unsafe to leave the driver's seat.
2. On certain runs or in areas which have been exempted by bulletin from the application of this rule.

Drivers must not place their vehicle in motion until the safety of passengers is assured and the door is closed and latched.

SEATBELTS: Vehicles must not be driven unless the driver is properly restrained with the seatbelt.

FRONT/REAR-END COLLISION:

Accidents in which your vehicle collides with the rear of the vehicle ahead are seldom excusable. A sudden stop by a vehicle is a common occurrence. Every driver should be prepared for it. It is our driver's duty to follow at a safe distance and have the vehicle under control. Then, when the vehicle ahead makes an emergency stop, our driver has time to avoid a collision without stopping suddenly and allowing the vehicle following to stop without colliding with the vehicle.

If another vehicle cuts in front of yours and stops suddenly, you should be prepared to stop. The time to take action is when the other vehicle is cutting in – not when the other vehicle's brakes are applied.

Rear-end collisions in which the vehicle to the rear strikes your vehicle are certainly preventable when they are caused by sudden stops at intersections, railroad crossings, passenger stops, and when preparing to turn or park. Use your signal, slow down early so other motorists

know you're going to stop. Rear-end collisions which occur when your vehicle is improperly parked or allowed to roll back before starting up shall also be considered preventable.

Front/Rear-end collisions can be avoided by controlling speed and allowing a minimum following distance of:

- 5 sec. – dry – day and night
- 6 sec. – rain
- 7 sec. – snow
- 8 sec. – ice

By watching the traffic situation ahead and around your vehicle so you can anticipate the need to stop, then stop gradually – not suddenly.

OVERTAKING AND PASSING ACCIDENTS:

Accidents resulting from overtaking and passing another vehicle have no place in the record of a City of Coral Gables driver. Such accidents are caused by trespassing on the right of others to move in a straight line without interference.

Passing is strictly a voluntary maneuver on your part. **Ask yourself, is the pass necessary.** If so, follow the step listed. **First**, choose a safe place to pass **NEVER** pass at intersections, side roads, hillcrests, curves, or on bridge.

Secondly, wait for a safe distance. This means considering the driver ahead, on-coming traffic and the driver following you. Signal a minimum of 5 flashes and check both mirrors before gradually changing lanes to begin a pass.

Third, be sure the motorist knows you are going to pass. **Use your horn properly.** Watch for some indication that he heard your signal. Don't pull up too close to the vehicle you are waiting to pass – leave yourself room to maneuver.

Finally, after completing your pass, carefully check your mirrors and signal, being sure to allow plenty of clearance before gradually moving back to the right.

Weaving from lane to lane is dangerous, and can be disastrous! There is no excuse for it. Lane changes are inherently dangerous. The defensive, safe driver will not make unnecessary lane changes. The professional City of Coral Gables driver, drives in a straight line and keeps to the right except when passing. In heavy traffic, constant changing of lanes never gains time, and causes accidents. The safe driver is careful in changing lanes and in pulling around such temporary blocks in the lane ahead, as stalled or parked vehicles, street repairs or halted vehicles.

The professional driver knows that many motorists pull from the curb without signaling or looking. These accidents can be avoided by giving sufficient clearance and by watching for such signs as drivers sitting behind the steering wheel, front wheels turned out and exhaust smoke.

TURNING ACCIDENTS:

Professional drivers do not become involved in turning accidents. They avoid them by knowing how to handle their vehicle and by watching carefully for pedestrians, improperly parked vehicles, and motorists trying to squeeze through with insufficient clearance. Properly position your vehicle well ahead of the turn, slow down gradually, signal your intention, check your mirrors repeatedly and complete the turn only when it can be done safely. When it is possible to position the vehicle close enough to the curb to block off the side, the driver shall stop and not turn until it is safe.

A professional driver, realizing that turning vehicles create a temporary traffic block, uses extreme caution and gives consideration to others drivers turning.

HEAD-ON AND MEETING AND PASSING:

Many passing head-on accidents can be prevented by defensive driving on our part. Two things are extremely important – do not drive close to the center line and watch carefully for signs that the on-coming motorists may cross into your lane. You must not wait until you are in an accident situation – Defensive Driving means taking PRECAUTIONS early and not waiting until an

accident situation exists. If you meet an oncoming vehicle in your lane BRAKE HARD and stay right. Don't try to out-guess the other driver.

PULLING INTO TRAFFIC:

When entering traffic from the curb or loading zone, the driver should look and signal before starting to move.

Wait until it is safe to pull into traffic. When entering traffic from an alley, driveway, depot, terminal, or side street, the professional driver comes to a full stop well back of the sidewalk then proceeds with extreme caution, only when it is safe.

BACKING ACCIDENTS:

Responsibility for backing is entirely the driver's responsibility. Backing is dangerous when the driver neglects to make sure the way is clear, during the entire movement. Many times backing can be avoided by sizing up the situation early and leaving the vehicle parked so backing will not be necessary. Before backing, a City of Coral Gables driver should walk around the vehicle, sound the horn turn on 4- way flashers and check both mirrors repeatedly. Back slowly and never further than necessary. Backing should always be avoided when something blocks the view of a rearview mirror. It is the driver's responsibility to watch for and be prepared for any change in conditions during the movement.

While using a guide to help you back may be helpful only you have control of the vehicle. Do not risk your safety record by depending on someone else. Remember when in doubt about clearance – GET OUT AND LOOK! Also, back only as far as needed, and no further. A professional City of Coral Gables safe driver will always yield the right-of-way to backing vehicles.

INTERSECTION ACCIDENTS:

Intersections are dangerous locations because a lot of complex traffic movement is crowded into a small area. Safe passage requires your full attention and exceptional driving caution. Thorough investigation usually shows that intersection accidents can be prevented.

You cannot depend on the other drivers to observe the common courtesy and traffic regulations which would overcome the hazards of intersecting lines of traffic. Many drivers violate both the rules of common courtesy and traffic regulations. Right-of-way – even when reinforced by stop signs or signals – does not protect you from violators, drunken drivers, fire, police, and other emergency vehicles. The green light doesn't guarantee safe passage, it just give you your turn!

The defensive driver avoids intersection accidents by faithfully observing all regulations, and by noting the position of other vehicles or conflicts, selecting the safest position of other vehicles or conflicts, selecting the safest position of other vehicles or conflicts, selecting the safest lane early, reducing speed, maintaining an adequate following distance, covering the brake, looking left, right, and left again. In this manner, the driver keeps the vehicle under control, foresees accident-producing situations and avoids violators. The defensive driver observes caution signs and approaches uncontrolled intersections cautiously by reducing speed and stopping if necessary, coming to a gradual complete stop at a stop sign or signal, and proceeds on when it is safe. The City of Coral Gables professional driver always yields the right-of-way, never depends solely on lights, signal, or other regulations to provide protection at an intersection and is prepared to avoid violators.

Care must be given to make allowances for things that may block your vision. The closer you drive to something that blocks your vision, the slower a defensive driver must go.

PASSING PARKED "OCCUPIED" VEHICLES

It is important to exercise extreme due care when passing parked vehicles. Drivers and passengers of parked vehicles are susceptible to opening doors in front of and while you are passing, it is therefore imperative that you scan parked vehicles for occupants, then proceed with the expectation of the driver pulling out from a parked position as you approach or driver/occupants opening door(s) as you approach or drive past.

Pedestrians often take risks, do not obey traffic laws and may move suddenly into the path of a vehicle.

Whether they have the right-of-way or not there is always a moral responsibility to yield the right-of-way to pedestrians. Whenever a pedestrian appears in your lane.

1. Brake Hard
2. Stay Right
3. Swerve only as a last resort, then only at slow speeds.

Preventing pedestrian accidents at intersections requires the courtesy of allowing them to complete the crossing when the light changes, refraining from startling and confusing them with loud horn blasts, and respecting their right-of-way when you are making right or left runs. People may not expect your vehicle to “off track” causing it to come very close to them. Extra care must be taken to watch for children, especially in playgrounds, schools, residential areas. Preventing pedestrian accidents requires alert watchfulness to avoid “jay-walkers” everywhere – including persons stepping out from between parked vehicles, and children darting out from curbs in residential areas.

ACCIDENTS RESULTING FROM MECHANICAL CONDITIONS:

It is the driver’s responsibility to operate within the limits of the vehicle’s mechanical condition. It is necessary to know the condition of the vehicle in excess of its mechanical limits, or an accident blamed on mechanical failure that results from a driver’s rough abusive handling, shall be considered preventable.

A driver can prevent accidents resulting from mechanical failure by inspecting the vehicle regularly and carefully, reporting faulty conditionals for repair, driving within the mechanical limits of the vehicle, and refraining from driving in manner that will abuse the vehicle. Accidents rarely happen as a result of mechanical failure!

COLLISION WITH STATIONARY OBJECTS:

Often of minor severity, but serious because of high frequency, are “Collision accidents with stationary objects” such as scraping or striking curbs, buildings, signs, trees, post, bridges, and various over-head obstructions are preventable. Such accidents indicate poor driving habits and are very unprofessional. There is no room for them in the record of a professional driver.

ACCIDENTS INVOLVING ADVERSE WEATHER CONDITIONS:

Rain, wind, fog, sleet, or slick pavement have never caused an accident. These are conditions that make driving more hazardous.

A professional driver must adjust their driving for these additional hazards. Accidents blamed on skidding, or bad weather conditions are classed as preventable.

Professional City of Coral Gables drivers can operate safely on extremely slippery road surfaces by reducing speed, and using extreme caution.

NIGHT AND RESTRICTED VISION:

A professional driver will adjust speed and following distance to the ability to see the road ahead. Accidents that are a result of a driver failing to adjust speed and increase following distance during periods of restricted vision or overdriving headlights at night are classified as preventable.

Safe following speeds on clear dry roads for the following distance are:

5 seconds – 65 mph
 4 seconds – 40 mph
 3 seconds – 25 mph

If you are limited to 3 seconds or less, you should find a safe place to park until visibility increases.

A professional driver must always expect the unexpected.

Standards Outlined in System Safety Program Plan

Operating requirements for CCGT service include the following:

- Drivers are required to understand the CCGT Security program plan and how to report unsafe conditions.
- Drivers will not be permitted to operate a Coral Gables Trolley vehicle if driver's license is suspended, cancelled or revoked.
- Drivers are required to notify management immediately of any personnel and/or work related driving violations or change in driver's license status.
- Drivers are required to operate buses in compliance with applicable traffic regulations, ordinances, and laws of the jurisdiction in which they are being operated.
- All drivers must be drug free. Drivers WILL NOT drive under the influence of drugs or alcohol. (First violation of this policy will result in IMMEDIATE DISMISSAL).
- Drivers WILL NOT drive if their ability is impaired by fatigue, illness or other causes, which make it unsafe for the driver to drive or continue driving.
- Drivers WILL NOT drive more than 12 hours or be on duty more than 16 hours in any one 24-hour period. A driver must have a minimum of eight (8) consecutive hours off duty within any one 24-hour period. (One hour of additional driving is allowed if necessitated by adverse conditions resulting from weather, road, traffic or medical emergencies and disasters, or if necessary to reach a regular established relief point.)
- A driver will not exceed 72 hours of on-duty time in period of seven consecutive days, without at least 24 consecutive hours off-duty.
- Drivers must carry their driver's license with them at all time when operating a Coral Gables Trolley.
- Drivers must have their seat belt fastened and all mobility devices properly secured any time vehicle is in motion.
- Drivers must assist passengers boarding and departing the vehicle when appropriate (i.e.: wheelchair assistance, elderly, handicapped).
- Drivers will not leave a vehicle unattended with the keys in the vehicle or with passengers aboard.
- Drivers must use emergency flashers when vehicle is disabled.
- Drivers will use lighting systems as appropriate for passenger safety.
- Drivers will not allow passengers to stand in stepwells, in front of the standee line, or on buses not designed for standing, when the bus is in motion.
- Drivers shall keep all emergency exit doors and hatches unlocked during operations.
- Drivers will assure that manual wheelchair passengers are properly secured in the vehicle while the vehicle is in motion. Drivers will inspect brakes, steering, mirrors, doors, exhaust, lights, wipers, horn, tires, wheelchair equipment, and safety/emergency equipment to insure safe operating conditions and will complete and submit a "Vehicle Pre-check Inspection Form" for each assigned vehicle before leaving yard. The "Vehicle Pre-check Inspection Form" includes all items listed in FDOT Rule 14-90.006(7a). Fleet Services must conduct weekly preventive maintenance inspections on each vehicle to ensure that the vehicle is safe to drive. Any vehicle deemed to be unsafe must be pulled from service immediately.

- Drivers are responsible for submitting a written report on any defects or deficiencies they believe could cause mechanical malfunctions or affect the safe operation of the vehicle.
- Drivers have the responsibility and the authority to park any vehicle they deem to be operationally unsafe.

Besides following all of the regulations, policies, and procedures of the SSPP, the CCGT requires the MV Transportation on-site Operations Manager to:

- Not allow unauthorized persons to drive a Coral Gables Trolley vehicle.
- Require drivers to have their seat belt fastened and all mobility devices properly secured any time vehicle is in motion.
- Prohibit smoking, eating and drinking while operating the vehicle.
- Require drivers to assist passengers boarding and departing the vehicle when appropriate (i.e.: wheelchair assistance, elderly, handicapped).
- Require drivers to use emergency flashers when vehicle is disabled.
- Refrain from vehicle re-charged while passengers are aboard.
- Require drivers to not leave a vehicle unattended with the keys in the vehicle when passengers are aboard.
- Ensure all City of Coral Gables Trolley drivers, dispatchers and supervisors are trained in safety prevention by MVT's Safety Supervisor.
- Have all emergency exit doors and hatches operated with a key must be unlocked during operations.
- Properly secure manual wheelchair passengers in the vehicle at all times while the vehicle is in motion.
- Report all accidents, incidents and problems immediately, in writing to management and City of Coral Gables Trolley.
- Retain insurance identification on each vehicle.
- Cease any part of operations deemed to be unsafe would be suspended immediately.

DRIVERS ACCEPTANCE

Driver's Name: _____.

Print Name: _____.

Signature: _____.

Date: _____.

APPENDIX G
HAZARD RESOLUTION MATRIX

Hazard Resolution Matrix

Frequency of Occurrence	1 2 3 4			
	Catastrophic	Critical	Marginal	Negligible
(A) Frequent	1A	2A	3A	4A
(B) Probable	1B	2B	3B	4B
(C) Occasional	1C	2C	3C	4C
(D) Remote	1D	2D	3D	4D
(E) Improbable	1E	2E	3E	4E

Hazard Risk Index

1A, 1B, 1C, 2A, 2B, 3A
 1D, 2C, 2D, 3B, 3C
 1E, 2E, 3D, 3E, 4A, 4B
 4C, 4D, 4E

HRI#

1 UNACCEPTABLE
2 UNACCEPTABLE (MGMT. DECISION REQUIRED)
3 ACCEPTABLE WITH REVIEW BY MGMT.
4 ACCEPTABLE WITHOUT REVIEW

APPENDIX H
ACCIDENT INVESTIGATION GUIDE

CORAL GABLES TROLLEY

ACCIDENT REPORTING KIT

GENERAL GUIDELINES WHEN INVOLVED IN AN ACCIDENT

The City of Coral Gables Trolley is committed to having safe, professional drivers who use a high degree of care, common sense, courtesy, good operating skills and defensive driving techniques to protect the public and their coworkers from accidents. In the event of an accident the following should be adhered to:

1. Stop as near to the scene as is safely practical; avoid blocking traffic and otherwise minimize potential danger to others.
2. If necessary, notify appropriate emergency medical and/or fire rescue personnel.
3. Make every effort to have a police officer respond to the accident scene. The officer must be requested to make a formal report. Failure to follow this procedure **must** be fully explained in writing.
4. Provide identification to involved parties.
5. Protect City of Coral Gables property.
6. Cooperate with police and emergency medical personnel.
7. **DO NOT ADMIT** negligence or fault or offer settlement.
8. Obtain names and addresses of witnesses/involved parties.
9. The employee should advise the claimant/attorney to contact the City of Coral Gables Risk Management.
10. City of Coral Gables Trolley personnel will instruct the claimant/attorney as to the proper procedure for filing a formal notice of claim.
11. *MAKE NO OTHER COMMENTS. VOLUNTEER NO INFORMATION.*
12. The employee must then notify appropriate agency representatives as follows:
 - a. Notify their immediate supervisor and the City of Coral Gables Trolley Management *immediately.*
 - b. Complete Accident Information Form (AI) within **24 hours** of the accident and have it reviewed by their Supervisor with **48 hours** of the accident.
 - c. Forward the AI form to the contractor within **96 hours** of the accident.
 - d. Obtain a copy of the Police Report and forward to the contractor when available. Police reports can be obtained within 5 to 10 business days from the date of the accident.
 - e. *If the accident involved serious bodily injury or death, the driver must report the accident immediately by telephone to 305-460-5070 and 786-251-6686 . Follow the telephone report with a written report to the CCGT Safety Supervisor. The Florida Department of Transportation must be informed within 24 hours.*

All accidents involving the City vehicles will be referred to the office or Risk Management and CCGT Safety Supervisor. The circumstances will be reviewed to determine if the accident was preventable, the driver the City vehicle could be sanctioned by the Safety Department.

24-HOUR CLAIMLINE INFORMATION/FACSIMILE SHEET

24-HOUR CLAIMLINE = (866) 688-7475 - MV AUTO CLAIMS FAX = (712) 764-3791

Circle any of the following that apply:

Fatality;
Pedestrian injury;
MV passenger injury;

total property damage equal to or exceeding \$25,000;
vehicle lay-over/roll-over;
any injury requiring medical attention away from scene;

Name of ClaimLine Rep: _____ Time called: _____

Date of Incident: _____ Time of incident: _____ (local time) Incident Reference #: _____

Date called into ClaimLine: _____ Time called into ClaimLine: _____

Division Number: _____ Division City, State: _____

Called into ClaimLine by: _____ Phone number: _____

Unit #: _____ Type of Driver: MV SUB-CONTRACTOR (Circle one) Injured: Y or N (Circle one.)

Type of Service: _____ Door-to-Door OR _____ Curb-to-Curb

Style of Bus: _____ Paratransit _____ Fixed Route _____ School Bus _____ Other

Name contract bus was running for at the time of incident: _____

Sub-Contractor (Y/N): _____ If Yes, Name: _____

Location of incident (include nearest intersection): _____

What happened:

Passengers in MV Unit: Y or N (Circle one.) If yes, how many: _____

Do you have their names and contact information: Y or N (Circle one.) (If yes, list on page 2.)

MV unit Damage (estimated dollar amount): \$ _____ Photos taken: Y or N (Circle one.)

Adverse vehicle damage (estimated dollar amount): \$ _____ Photos taken: Y or N (Circle one.)

Adverse driver: _____ Injured: Y or N (Circle one.)

Adverse driver contact information: _____

Police called: Y or N (Circle one.) If yes, what Department: _____

MV Driver Cited: Y or N (Circle one.) If yes, citation: _____

MV Driver Drug and Alcohol Tested: Y or N (Circle one.)

Adverse Driver Cited: Y or N (Circle one.) If yes, citation: _____

Anyone transported to medical facility: Y or N (Circle one.)

IMPACT AREA, CIRCLE ONE CODE

0.8 0.1 0.2

FRONT

0.7 TOP 0.0 0.3

BACK

0.6 0.4

0.5

0.9 MULTIPLE AREAS/OVERTURN/BOTTOM

ACCIDENT TYPE INVOLVING

1.1 OVERTURN 2.3 PICKUP/TRAN

1.2 BUS OFF ROAD 2.4 BICYCLIST

1.3 SIDEWALK 2.5 ANIMAL

1.4 OBST. OBJECT 2.6 PARKED VEHICLE

1.5 INTERSECTION 2.7 MV YARD OR PROPERTY

1.6 REAR END 2.8 WHEELCHAIR OCCUPANT

1.7 FRONT END 2.9 OTHER

1.8 OTHER

MV Transportation, Inc. VEHICULAR ACCIDENT REPORT


COMPLETE ALL BOXES; IF UNKNOWN, PUT "UNK"; IF NOT APPLICABLE, PUT "NA"

DATE	OF ACCIDENT (MO. DAY YR)	TIME	BUS NUMBER	MODEL
PLACE	NEAREST CITY OR TOWN		STATE OR PROV.	
	ON (STREET OR HIGHWAY)	Q 1 AT	STREET, HIGHWAY OR OTHER LANDMARK	
		Q 2 NEAR		
TRIP OR ROUTE	TRIP NO. OR ROUTE NO.	ENROUTE FROM	ENROUTE TO	
BUS DRIVER	NAME	DATE HIRED	DOB	AGE
		EMPLOYEE NO.	DIVISION NAME	
<input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME	DRIVING EXPERIENCE (BY TYPE OF VEH.)	E 1 NO. ALL TYPES OF VEH.	E 2 NO. COMM. VEHICLES	E 3 NO. BUSES
	SINCE LAST 8 CONSEC. HOURS OFF DUTY	F 1 HRS. ON DUTY (INCL. DRIVING)	F 2 HRS. ACTUALLY DRIVING	
ESTIMATED HOURS OF "ON DUTY" TIME, SINCE LAST PERIOD OF 8 CONSECUTIVE HOURS OFF DUTY				
E 1 <input type="checkbox"/> 1 HR. E 2 <input type="checkbox"/> 2 HRS. E 3 <input type="checkbox"/> 3 HRS. E 4 <input type="checkbox"/> 4 HRS. E 5 <input type="checkbox"/> 5 HRS. E 6 <input type="checkbox"/> 6 HRS. E 7 <input type="checkbox"/> 7 HRS. E 8 <input type="checkbox"/> 8 HRS. E 9 <input type="checkbox"/> 9 HRS. E 10 <input type="checkbox"/> 10 HRS. E 11 <input type="checkbox"/> 11-12 HRS.				
CRASH TO MV SUBDIVISION	DESCRIBE DAMAGE			WAS VEHICLE TOWED?
VEH. 1	DRIVER'S NAME	PHONE	AGE (YR.)	<input type="checkbox"/> MALE <input type="checkbox"/> FEMALE
	DRIVER'S ADDRESS (STREET & NO., CITY, STATE OR PROV.)		DRIVER LIC. NO.	STATE OR PROV.
	OWNER'S NAME	PHONE	VEH. YEAR, MAKE & MODEL	
	OWNER'S ADDRESS (STREET & NO., CITY, STATE OR PROV.)		VEH. LIC. NO.	STATE OR PROV.
DESCRIBE DAMAGE			WAS VEHICLE TOWED?	
INSURANCE POLICY			POLICY NUMBER	
VEH. 2	DRIVER'S NAME	PHONE	AGE (YR.)	<input type="checkbox"/> MALE <input type="checkbox"/> FEMALE
	DRIVER'S ADDRESS (STREET & NO., CITY, STATE OR PROV.)		DRIVER LIC. NO.	STATE OR PROV.
	OWNER'S NAME	PHONE	VEH. YEAR, MAKE & MODEL	
	OWNER'S ADDRESS (STREET & NO., CITY, STATE OR PROV.)		VEH. LIC. NO.	STATE OR PROV.
DESCRIBE DAMAGE			WAS VEHICLE TOWED?	
INSURANCE POLICY			POLICY NUMBER	
VEH. 3	DRIVER'S NAME	PHONE	AGE (YR.)	<input type="checkbox"/> MALE <input type="checkbox"/> FEMALE
	DRIVER'S ADDRESS (STREET & NO., CITY, STATE OR PROV.)		DRIVER LIC. NO.	STATE OR PROV.
	OWNER'S NAME	PHONE	VEH. YEAR, MAKE & MODEL	
	OWNER'S ADDRESS (STREET & NO., CITY, STATE OR PROV.)		VEH. LIC. NO.	STATE OR PROV.
DESCRIBE DAMAGE			WAS VEHICLE TOWED?	
INSURANCE POLICY			POLICY NUMBER	
OTHER PROPERTY	DESCRIBE DAMAGE			
PERSONS IN ACCIDENT	NO. OF PERSONS (INCL. DRIVER)	BUS / MV VEHICLE	VEH. 2	VEH. 3
	NO. OF PERSONS COMPLAINS OF INJURY			
	PERSONS TRANSPORTED TO HOSPITAL			
	NUMBER PERSONS ADMITTED TO HOSPITAL			
POLICE INVESTIGATED? <input type="checkbox"/> YES <input type="checkbox"/> NO		IF NO, NAME OF OFFICER WITH BADGE #		REPORT NO.
		IF NO, NAME OF DEPARTMENT OR PATROL & LOCATION		
TICKETS ISSUED <input type="checkbox"/> MV <input type="checkbox"/> OTHER <input type="checkbox"/> NONE		IF NO, CHARGE		
INACCIDENT REPORTED TO MV REG. MGMT. NOTICE? <input type="checkbox"/> YES <input type="checkbox"/> NO		REFERENCE NUMBER		
ANYONE TRANSPORTED TO HOSPITAL? <input type="checkbox"/> YES <input type="checkbox"/> NO		HOSPITAL NAME		CITY & STATE

C-1 VEHICULAR ACCIDENT REPORT (REV. 2/18)

PAGE 1

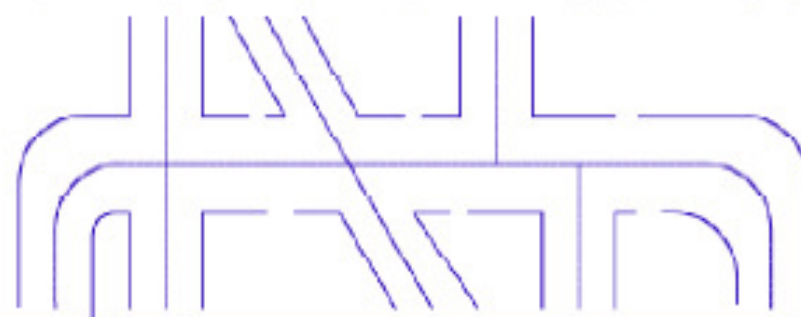
MARK "X" WHERE DAMAGE OR CONTACT OCCURRED



INSTRUCTIONS

- Choose sections of diagram that will show outline of roadway at place of accident.
- Use solid line to show path of vehicle BEFORE accident.
dotted line AFTER accident.
- Number each vehicle and show direction of travel by arrow.
- Show PEDESTRIAN by _____ ○
- Show RAILROAD by: _____ +++++
- Show TRAFFIC LIGHT by: _____ □
- Show STOP SIGN by: _____ ◇
- Indicate distance and direction from point of impact to nearest bridge, culvert or other landmarks.
- Indicate names of streets or route numbers of roadways.

Complete the following diagram showing direction & position of vehicles or property involved, designating clearly point of contact.



+
Indicate points of compass
N.E.S.W.

TRAFFIC LANES		ROADWAY		SIGNALS		PAVING		WEATHER		LIGHT				
NO. OF LANES	8.1 <input type="checkbox"/> LANES MARKED 8.2 <input type="checkbox"/> LANES UNMARKED	10.1 <input type="checkbox"/> STRAIGHT 10.2 <input type="checkbox"/> CURVE	10.7 <input type="checkbox"/> DRY 10.8 <input type="checkbox"/> WET	11.1 <input type="checkbox"/> STOP SIGN 11.2 <input type="checkbox"/> TRAFFIC LIGHT	12.1 <input type="checkbox"/> CEMENT 12.2 <input type="checkbox"/> BRICK	13.1 <input type="checkbox"/> CLEAR 13.2 <input type="checkbox"/> RAIN	15.1 <input type="checkbox"/> DAYLIGHT 15.2 <input type="checkbox"/> DARK	9.3 <input type="checkbox"/> NO ROAD DEFECTS 9.4 <input type="checkbox"/> HOLES, RUTS, ETC.	10.3 <input type="checkbox"/> DOWN GRADE 10.4 <input type="checkbox"/> UP GRADE	10.9 <input type="checkbox"/> MUDDY 10.10 <input type="checkbox"/> SNOWY	11.3 <input type="checkbox"/> POLICEMAN 11.4 <input type="checkbox"/> WARNING SIGNAL	12.3 <input type="checkbox"/> ASPHALT 12.4 <input type="checkbox"/> GRAVEL	13.3 <input type="checkbox"/> SNOW 13.4 <input type="checkbox"/> SLURRY	15.3 <input type="checkbox"/> DUSK 15.4 <input type="checkbox"/> DAWN
WIDTH OF EACH FT.	9.5 <input type="checkbox"/> LOGGED MATERIAL 9.6 <input type="checkbox"/> _____ (OTHER)	10.5 <input type="checkbox"/> LEVEL 10.6 <input type="checkbox"/> HILL, CREST	10.11 <input type="checkbox"/> ICY 10.12 <input type="checkbox"/> FLARE, FLAMES, FUMES, ETC. DISPLAYED <input type="checkbox"/> _____	11.5 <input type="checkbox"/> RAIL, GATES 11.6 <input type="checkbox"/> YIELD SIGN 11.7 <input type="checkbox"/> _____ (OTHER) 11.8 <input type="checkbox"/> NOT WORKING	12.5 <input type="checkbox"/> _____ (OTHER) 12.6 <input type="checkbox"/> _____ (OTHER)	13.5 <input type="checkbox"/> FOG 13.6 <input type="checkbox"/> _____ (OTHER)	15.5 <input type="checkbox"/> DARK, W/IN HIGHWAY LIGHTS 15.6 <input type="checkbox"/> YES <input type="checkbox"/> NO 15.8 <input type="checkbox"/> _____ (OTHER)							
<input type="checkbox"/> DIVIDED <input type="checkbox"/> _____ (OTHER)														

DRIVER: DESCRIBE ACCIDENT FULLY (CONTINUE ON PAGE THREE IF NECESSARY.)

PAGE 2

MV Transportation, Inc. Claimant Information

MV drivers are prevented from giving statements or answering questions regarding accident liability.

If you present a claim for damages arising out of an incident involving a MV driver, or if you need additional information, contact:

Risk Management
MV Transportation, Inc.
2024 College Street
PO Box 479
Elk Horn, IA 51531
Phone: 1-866-665-1426
Fax: 712-764-3791
Email: claims@mvtransit.com

MV Transportation, Inc. is insured by ACE American Insurance. Submit claims to MV Risk Management.

If you have a property damage claim for damage to your vehicle that you allege was caused by MV, fax or mail your vehicle registration and proof of insurance information to MV Risk Management, along with a repair estimate from a licensed auto body repair point. Any claim for bodily injury must also include treatment records and medical bills.

Please make note of the information below and keep for your records should you need to contact us.

Date of Accident: _____ Location (City/State): _____

MV Vehicle #: _____ MV Vehicle License #: _____

MV Drivers Name: _____

Driver Instructions

Complete this form and give it to any claimants, passengers or law enforcement officer investigating the accident. You should also show your driver's license, a copy of the vehicle registration and the proof of insurance documents provided with the vehicle.



MV Transportation, Inc.

Decision Checklist for Post - Accident Drug and Alcohol Testing for FTA

Employee Name _____ Date _____

Division # and Name _____

() "Y" yes or "N" no **FATAL ACCIDENT:** DOT Drug and Alcohol tests are automatically required and are mandatory under any circumstance in which an individual dies from a revenue vehicle accident
NOTE: Any other covered employee whose performance could have contributed to the accident must also be drug and alcohol tested

() **NON-FATAL ACCIDENT:** Other than fatal accidents. ENTER "Y" (yes) or "N" (no)
(A) Did anyone suffer bodily injury and immediately receive medical treatment away from the scene? ()
(B) Did any of the vehicles involved (revenue or non-revenue) suffer any disabling damage that required the vehicle to be transported away from the scene? ()
 *If you marked "NO" to BOTH A and B **DO NOT CONDUCT A DOT TEST**
 If you marked "YES" to either (A) or (B) **YOU MUST STILL DETERMINE** if the employee was a contributing factor to the accident before you can test the employee under DOT regulations.
(C) Can the employee's performance be completely discounted as a contributing factor to the accident? ()

-If you marked YES to A or B AND "NO" to C you have a qualified DOT Post Accident test. You MUST test employee immediately or as soon as possible. (See Section (E) below)
NOTE: Any other covered employee whose performance could have contributed to the accident must also be drug and alcohol tested
-If you marked "YES" to C, you do not have a qualified DOT post accident test (even if you marked yes to A or B)

(E) Was the alcohol test administered within (2) Y() N() or (8) Y() N() hours of accident?
 An alcohol test can be administered up to 8 hours after the accident.
 Was the drug test administered within (32) hours of accident? Y() N()
 A drug test can be administered up to 32 hours after the accident.
 If the answer is "NO" to any of the above questions, please document reason in the area below

(F) MV Transportation Policy: When conducting a Post-Accident/Injury test under company authority/policy, you must:
 Explain to the employee that the drug and alcohol tests are being done under M.V. Transportation authority and not DOT and the tests must be done on NON-DOT drug and alcohol chain of custody forms.

Please check the appropriate authority for test:

FTA Authority (DOT) _____ MV Authority/Post Incident (NON-DOT) _____

Notes: _____

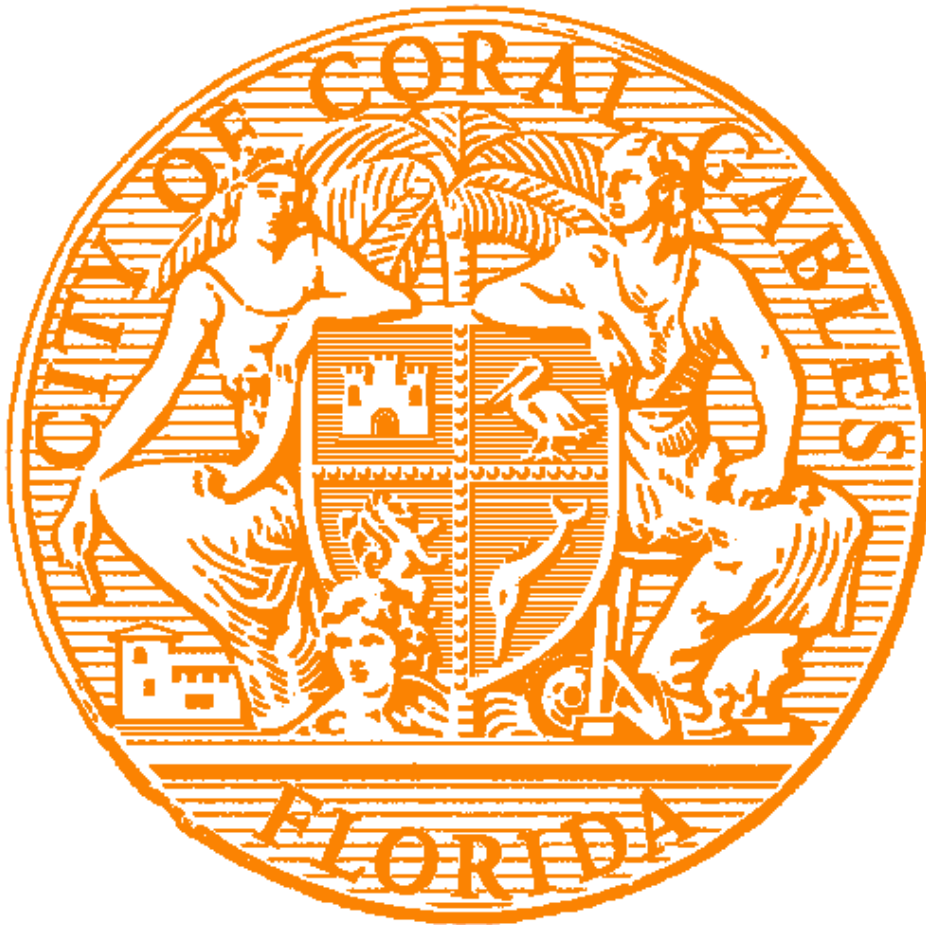
Time of accident: _____ Determined By: _____

AFTER COMPLETING THIS FORM PLEASE FAX TO COMPLIANCE DEPT. at 972-805-4555 ONLY if a test was conducted, if no test was conducted do not fax.

Keep 1 copy in drug file and 1 copy in accident folder at all times

APPENDIX I
FLEET SERVICES OPERATING PROCEDURES

Coral Gables Trolley Fleet Services Operating Procedures



SOP-CGTFS

- 1 -

Rev6/18/2014

Coral Gables Trolley Fleet Services Operating Procedures



TABLE OF CONTENTS

A. Introduction	4.
B. Staffing	5.
C. Preventative Maintenance	9.
1. New Vehicle Inspection	10.
2. Preventative Maintenance Scheduling	14.
3. Daily Pre-trip Inspection	16.
4. PM-A	20.
5. PM-B	28.
6. PM-C	29.
D. Compliance Inspection	30.
E. Fuel Station Operating Procedure	31.
F. Parts Inventory Control Procedures	34.
G. Appendix	
I. Pre-Delivery / New Trolley Inspection Sheet	35.
II. Bus Driver's Vehicle Inspection Report	37.
III. PM-A Inspection Sheet	39.
IV. PM-B Inspection Sheet	41.
V. PM-C Inspection Sheet	42.
VI. BLANK	45.
VII. BLANK	46.
VIII. Due for PM List	47.
IX. Pending Work Load	48.
X. Daily Fuel Site Log	49.
XI. DERM Fuel Site Monthly Well Inspection Forms.	50.
XII. DERM Emergency Generator monthly Well Inspection Form	51.
XIII. BLANK	52.
XIV. Blood Borne Pathogen Exposure Control Procedure	53.

Coral Gables Trolley Fleet Services Operating Procedures



INTRODUCTION

The residents as well as visitors to the City of Coral Gables deserve nothing but the safest public transportation possible. This is provided through the work and dedication of all Fleet Services employees in cooperation with Coral Gables Trolley administrators.

In order to accomplish this goal an effective fleet maintenance program is vital. It will assure a uniform standard of maintenance necessary to provide a safe transportation environment for all riders. This program will also assure an efficient and effective fleet and minimize down time due to unscheduled repairs.

This manual will be used in conjunction with the current standard operating procedures for the rest of the Fleet Services Department. Although this document provides a thorough explanation of the required preventive maintenance program, supplements will be forthcoming from the Fleet Services Administration and staff as the need arises. Technical training and workshops will be conducted (as required) to support all efforts to accomplish this maintenance program.

Success of this maintenance program will be assured through the cooperation of all trolley staff. Assignment of personnel to the prescribed duties listed in this manual is essential in order for the preventive maintenance program to function properly and to be cost efficient. The prescribed trolley shop operational procedures are to be followed as closely as possible, depending upon staff, facilities, and available shop equipment.

This document is intended to be an internal instrument to assist in the proper operation of the Trolley Fleet Maintenance Department. Information contained within is not intended to substitute any local, state, or federal regulations as they relate to any compliance inspections.

Comments or questions regarding this manual should be directed to the fleet services director or Trolley Mechanic Supervisor 305-460-5141

Coral Gables Trolley Fleet Services Operating Procedures

STAFFING



The trolley garage will be a satellite location which, during its down time, will support the efforts of the Fleet Services Department in maintaining all city-owned and operated vehicles.

The trolley garage will operate two shifts, A shift - 5:00 AM to 2:00 PM and B shift – 1:30 PM to 10:30 PM. (see chart 1.1 below) It will be staffed with one technician and one mechanic supervisor during the A-shifts. This mechanic supervisor will be responsible for the general operation of both shifts. This mechanic supervisor will be on-call during B-shift if the need arises. The second shift, B-shift, will be staffed with one senior technician as well as a regular technician. As the need arises, these shifts will be adjusted to maintain the highest cost effective and efficient service.

(Chart 1.1)

SHIFT	LEAD TECHNICIAN	TECHNICIAN
A	SUPERVISOR	SR.MECHANIC
B	SR.MECHANIC	GENERAL MECHANIC
Special Event	TO BE STAFFED AS NEED ARISES	

Special considerations

On the first Friday of every month, until further notice, the above schedule will be modified as follows; shift A will remain as stated above. Shift B, Senior Technician will report to work at 3:00 PM and stay until 12:00.

Special events on weekends and or holidays may be staffed as the need arises. Senior Technicians will be placed on call in the event of any mechanical concerns. Scheduling will be in cooperation with Trolley Manager and staff in order to provide the best quality of service to the ridership. Trolley Mechanic Supervisor and Technicians must have 48 hour prior notice to prepare schedule and prep trolleys to be used for special events. Any and all after hour on-call or regular staffing must have 48 hr prior authorization from Automotive Director.

Due to the dynamic character of the City of Coral Gables and the continual desire to provide a quality transportation system, the above staffing schedule and special considerations may be modified at any time in order to keep up with the continually changing environment and the needs of the residents and visitors.

Breaks, Lunch/Dinner, etc.

Due to the fact that the trolleys are continually operating to meet a demanding schedule, break times may vary. All trolley technician(s) will have a one hour lunch/dinner break and two equally spaced fifteen minute breaks during their eight hour shifts. These breaks shall be coordinated between the shift technician(s) on duty at the time. Discretion shall be used by both technicians as to prevent a disruption in trolley service. In the event a technician(s) is on break when a concern arises, the technician(s) must respond to and take care of the concern in an expeditious manner before completing their break.

SOP-CGTFS

- 5 -

Rev6/18/2014

Coral Gables Trolley Fleet Services Operating Procedures



Leave Request

Sick leave (All shifts) It shall be the employee's responsibility to notify the trolley mechanic supervisor or his designee of his absence. B-shift (night) employees shall make every effort possible to give as much prior notice to the Trolley Mechanic Supervisor or his designee as early in the day as possible in order to provide adequate time for proper shift coverage.

Vacation Time All normally scheduled (non-emergency) vacation, comp-time, floating holidays, etc. shall be submitted to the Trolley Mechanic Supervisor or his designee a minimum of two work days prior to the time being taken in order to provide adequate time for appropriate shift coverage.

Un-Avoidable Time Off Family emergency, Death, etc. will be handled on individual basis. It SHALL BE THE EMPLOYEES RESPONSIBILITY to notify the Trolley Mechanic Supervisor or his designee as soon as possible.

Personnel Assignments

An important factor in the effectiveness of any maintenance program is the ability and willingness of all trolley garage personnel to work together with one goal in mind: a cost effective preventive maintenance and general repairs program that provides, a safe and cost efficient fleet of trolleys. The assignment of personnel to specific daily job duties is essential for the program presented in this manual to be successful. This section describes typical job assignments for trolley personnel.

Assignments will include, but are not limited to, the following tasks. As conditions warrant, modifications shall be made in accordance with the current policies set forth by the Fleet Services Director or his designee. Employee scheduling for the trolley technicians will vary from the general fleet shop due to the fact that trolleys provide the city residents and visitors extended hours of service above and beyond the regular eight hour day.

Trolley Mechanic Supervisor or Designee responsibilities will consist of:

Assignments will include but not be limited to the following tasks. As the need or extraordinary conditions arise, modifications shall be made in accordance with the current policies set forth by the Fleet Services Director or his designee.

- Create a PM schedule in order to maintain the efficient and effective integrity of the trolley system by maintaining the highest possible ratio of in-service vehicles.
- Track vehicle repairs and input information into the FASTER Fleet Services computer system. **ONLY MECHANIC SUPERVISOR SHALL CLOSE WORK ORDERS**

Coral Gables Trolley

Fleet Services Operating Procedures



- During preventative maintenance inspections, the immediate Supervisor or designee of the Technician(s) who performs the inspection and/or corrective actions must sign the PM check sheet indicating that they have reviewed the inspection document. Based on this review, the Mechanic Supervisor or designee will authorize the trolley to be placed into service or removed from service until satisfactory repairs are completed.
- Advise Fleet Services Director of any scheduling deficiencies and or surpluses. He shall also create technician(s) work schedules in accordance with anticipated and current work loads.
- Assist in the daily repairs and or preventative maintenance of all city owned trolleys and equipment.
- Verify conformity of repairs and operation to all trolley state, local and federal regulatory authorities' standards.

Trolley Night Shift Senior Technician or Designee responsibilities will consist of:

Assignments will include but not be limited to the following tasks. As the need or extraordinary conditions arise, modifications shall be made in accordance with the current policies set forth by the Fleet Services Director or his designee.

- Open work orders for repairs to be conducted during second shift in accordance with current FASTER procedures. Completed work orders shall be verified for accuracy and turned into the Trolley Mechanic Supervisor to close.
- Track the flow of work and parts for the second shift. Record pending work on Pending Work Sheet so Trolley Mechanic Supervisor and or first shift technician(s) will know what work needs to be completed and what trolleys will or will not be available for routes.
- Advise Trolley Mechanic Supervisor of shop supplies or parts that will be necessary for the shop to continue providing efficient and effective service
- Perform daily repairs and or preventative maintenance of all city owned trolleys and equipment.
- Maintain a clean, safe, and attractive shop as well as fleet of trolleys.
- Verify conformity of repairs and operation to all trolley regulatory authorities' standards.

Coral Gables Trolley Fleet Services Operating Procedures



The General Technician's task will consist of the following routine:

Assignments will include but not be limited to the following tasks. As the need or extraordinary conditions arise, modifications shall be made in accordance with the current policies set forth by the Fleet Services Director or his designee.

- Assist Operators in their daily trolley inspections as per the daily inspection report (Appendix II) checking oil, water, tires etc. and make repairs in accordance with current OEM (original equipment manufactures) standards.
- Analyze and repair driver reported trolley defects as assigned by the mechanic supervisor or his designee. During the repair, the technician shall be observant of any other potential failure that will cause a service call. After repairing any reported defects the technician shall test to verify the complaint has been resolved and the trolley is safe to operate.
- The technician shall at all times use proper safety protocol while conducting his daily activities.
- Maintain a clean, safe, and attractive shop as well as fleet of trolleys.
- Due to the dynamics of vehicle technological advances, the technicians must also be readily available and willing to receive on the job training (as well as the possibility of after hour seminars) as the need arises in order to stay updated.
- The technician will be responsible for documenting actual time worked on vehicles and legibly documenting repairs required and accomplished in accordance with the current Fleet Services SOP as well as Trolley SOP. They will also be responsible for advising the mechanic supervisor or his designee at the end of his shift if a vehicle will be unsafe to return to service. The technician(s) will also be responsible for placing the proper "DO NOT OPERATE" tag on the trolley steering wheel.

Coral Gables Trolley Fleet Services Operating Procedures



PREVENTIVE MAINTENANCE INSPECTIONS

The following program must be documented by proper completion of all the required preventive maintenance forms listed in this manual. Documentation of maintenance is essential to conducting an effective, safe and cost-efficient maintenance program and in justifying budget needs and allocations. State, local, and Federal laws also dictate all trolley repairs must be properly documented and records preserved indefinitely. In accordance with 14-90 regulations, hard copies of these records will be maintained for a minimum of 4 years.

The key operational factors upon which this PMI program is based are vehicle mileage and elapsed time since the last recorded preventive maintenance service. Therefore, accurate odometer operation and mileage recordings are essential.

The performance of this maintenance program must be in accordance with all safety rules and regulations set forth under Florida Department of Transportation chapter 14-90, as well as other local, state and federal regulations.

Each mechanic should be provided a copy of this Preventive Maintenance Manual and should use it as a reference guide in conducting their daily tasks.

Every attempt will be made to have manufacturer's service manuals available at trolley garage for each year and model trolley.

Coral Gables Trolley Fleet Services Operating Procedures



1. NEW TROLLEY INSPECTION

The success of any preventive maintenance program is determined by a number of factors. One of the initial factors, and possibly one of the most important, is the proper inspection and servicing of new and/or used trolleys purchased by the City of Coral Gables prior to placing them into daily service. Without proper new/used vehicle servicing, the durability, service, and vehicle life expectancy will be adversely affected. The following items will be inspected whenever a new trolley is acquired by the city. If loose fittings/hardware is discovered during the inspection they will be torqued to the required manufacturer specifications (if applicable). Refer to the New Vehicle Check-in/Inspection sheet located in *Appendix I*

TROLLEY PRE-DELIVERY INSPECTION AND SERVICE

Front Axle

- Remove tires and drums/calipers. Using a tire tread gauge that measures in 32nds of an inch, measure the amount of brake lining at the thickest point above the rivet head on each brake shoe. Record this measurement for each axle on the New Vehicle Check-in/Inspection sheet. This measurement will be used to establish minimum standards for service intervals.
- Check brake shoe backing plate or spider mounting and security.
- Check brake drum to hub bolts for looseness.
- Install tire and rim. Align and torque wheel nuts. Apply Torque Seal to threads.
- Check spring u-bolts for looseness.
- Check spring shackles and eye bolts or spring pivot bolts.
- With the front wheels raised off the floor, inspect king pin retaining nuts and bolts.
- Inspect steering gear mounting bolts and steering gear case bolts.
- Inspect steering pitman arm bolt and nut or sector nut.
- Inspect steering gear lash and sector end play.
- Inspect steering shaft u-joints for free movement and trunion bearing snap rings for proper seating. If necessary, torque steering shaft u-joint yoke to shaft bolts and nuts to specifications.
- Inspect tie rod end nuts, drag link end nuts, third arm mounting nuts, and tie rod arm nuts.

Coral Gables Trolley

Fleet Services Operating Procedures



- Check front and rear tires for improper wear pattern, and if necessary, outsource for alignment.

Rear Axle

- Measure and record on the New Vehicle Check-in/Inspection Sheet the brake lining thickness in the same manner as on the front axle. On air brake equipped buses having cam ground or tapered lining, the measurement should be made near the center of the brake shoe.
- Inspect brake shoe backing plate or spider mounting bolts.
- Inspect wheel bearings for play, oil seals, then install hub and drum assembly and adjust wheel bearings to specifications (if required).
- Re-torque wheel nuts. Apply Torque Seal to threads.

Note: If a re-torque is necessary, torque values for any bolt not specified in the vehicle service manual should be obtained from an SAE bolt chart specifying torque.

Undercarriage

- Inspect body to chassis mounting bolts.
- Inspect drive line u-joints and center bearing support bracket bolts.
- Check hose clamps and pipe fittings for all vacuum tubing, air tubing, tanks, and air dryer.
- Inspect the routing and mounting of all hoses, tubing, pipes, battery cables, and wiring. Be watchful for areas where any of the items may become worn by rubbing or damaged by vibration. Make appropriate corrections or repairs and note such repair on inspection sheet.
- Inspect air brake chamber push rod to slack adjuster angle to see that it is greater than 90 degrees (has not passed over center at the specified amount of travel). Angle should be approximately 93-94 degrees. If interior angle is less than a right angle, adjustment is needed. Refer to OEM Service Manual.

Body

- Inspect all lights and signaling devices for proper operation.
- Inspect all seat belts and shoulder harnesses for proper mounting and operation.
- Inspect entrance door air, hydraulic, and/or electric regulator and adjust if necessary.

SOP-CGTFS

- 11 -

Rev6/18/2014

Coral Gables Trolley

Fleet Services Operating Procedures



- Door control linkage should be adjusted for the rear leaf of entrance door to close just prior to front leaf. Weather seals should lap against, not butt against each other.
- Inspect and lubricate emergency door handle.
- Inspect all seat-mounting bolts, glass channel mounting screws, glass frame screws, turn signal lamp, mounting bolts and screws. Spray sliding window tracks with silicone.
- Adjust all mirrors for proper visibility and tighten adjusting nuts and screws.
- Inspect all electrical connections in body electrical panel for proper assembly and tightness. Inspect routing of wires to avoid wear due to chafing.
- Inspect ground wire and buss bar from body electrical panel on which the warning light switch and body solenoid switches are mounted.
- Inspect brake pedal for "freeness" of pedal movement and adjust pedal "free travel" to factory specifications if necessary.
- Inspect alignment and mounting of accelerator pedal.
- Inspect alignment and mounting of wheelchair mounts and lifts/ramps in accordance with CFR title 49 part 38 ADA requirements and FDOT 14-90 requirements.
- Inspect and verify the proper wheel chair hold downs where supplied and are on the trolley.

Battery Compartment

- Remove battery, if necessary, and coat the battery tray and the inside of the compartment with a corrosive resistant metal seal.
- Verify battery compartment is properly labeled in accordance with trolley Safety and Security Protocol.

Other Tests including but not limited to:

- Check engine coolant per manufacturer's specifications.
- Inspect all engine electrical systems including gauges.
- Road test.
- Test brakes as described in brake testing procedure under PM outline.

Coral Gables Trolley Fleet Services Operating Procedures



- After road test, inspect wheel bearings for excess play.

- After road test also inspect under trolley for any visible leaks.

NEW TROLLEY CHECK-IN / INSPECTION SHEET

The technician whom checks in the new trolley before it goes into service must fill the Trolley Check-In / Inspection Sheet *Appendix I* form completely. After the inspection is finished, the form shall be reviewed by the Trolley Mechanic Supervisor and or Fleet Services Director or designee and filed in the Individual Vehicle Maintenance History file along with mechanic's signature. The trolley information will also be inputted into the Fleet Services FASTER maintenance tracking computer program at which time it will automatically set up the vehicle PM parameter. Inputting this information will be in accordance with the current FASTER procedures manual. Any requirement in addition to the FASTER manual (if required) will be listed in Appendix VI. The trolley will not be released into service without the Trolley Mechanic Supervisors or his designee's final inspection.

Coral Gables Trolley

Fleet Services Operating Procedures



2. Preventive Maintenance Scheduling

Goals

One of our goals is to not exceed the mileage maximum interval of 5,000 miles or 90 days (in case trolley is currently in reserve status) for any trolley in the preventive maintenance program. The purpose of scheduling in accordance to mileage and or time is to allow each trolley to be scheduled in a manner in which it will have a minimum impact on daily service.

A second goal of this department is to assist in providing daily safety inspections, along with the operator, on all City of Coral Gables owned and or operated trolleys in order to minimize the potential for injury or disruption of services provided for its patrons.

Preventive Maintenance Factors

The preventive maintenance program is supported by an automated maintenance tracking and scheduling system (FASTER). The computer system schedules vehicles for preventive maintenance based on two (2) factors. The number one factor is mileage, number two and equally important is time (days since last PM). Vehicles may appear for preventive maintenance service by any one of these two factors.

FASTER system use

The Trolley Mechanic Supervisor and/or his designated employee(s) shall review the due for PM reporting screen **each workday morning at the beginning of the first shift**. The daily work schedule should be adjusted accordingly dependant upon what vehicles are displayed and availability of vehicles to support that day's routs. One advantage of reviewing the screen daily is that it allows the trolley mechanic supervisor to schedule and service all vehicles at different intervals before they exceed the preventive maintenance mileage maximum of **5,000 miles**, therefore preventing unnecessary down time, road side service calls and major unscheduled repairs to name a few.

Repair Codes

It is vitally important that the proper coding be used and inputted into the FASTER system in order to maintain accurate scheduling. The repair code system used will be the same as the one implemented for the Automotive Division (*Appendix VII*). Parts order forms (direct charge requisition) with incorrect coding will also have adverse effects on efficiency so it is of utmost importance for technicians to clearly state the proper codes. It is also of paramount importance for Senior Trolley Technician and Trolley Mechanic Supervisor to review work orders and direct charge tickets to verify proper coding and procedures are being followed.

These source codes will also be used for budget analysis, to track down-time and to determine efficiency, etc. by the Fleet Services Director or his designee.

Coral Gables Trolley

Fleet Services Operating Procedures



Preventative maintenance call in procedure

Trolleys shall be recalled from service in a timely manner in order to minimize disruptions in service. The FASTER maintenance system will flag trolleys requiring maintenance at which time the mechanic supervisor or his designee shall make the appropriate arrangements. In *Appendix VIII* you will find a copy of the standard form for advising the trolley operations manager the scheduled date, vehicle number, and order in which the trolleys are to be serviced for the month. Clear channels of communication between trolley operations and Fleet Services is a vital part of maintaining the fleet operating at maximum efficiency and effectiveness. Every effort shall be made by all parties involved to maintain low trolley down times and on time servicing.

Documentation

Accurate and timely entry of each completed Preventive Maintenance Inspection by the mechanic supervisor or his designee is critical to proper PMI documentation and accurate scheduling. The Preventive Maintenance Inspection form (*Appendix III*) must be properly documented and signed by the Trolley Technician(s) conducting the service and Trolley Mechanic Supervisor or his designee as outlined in this document. **Incomplete forms are not acceptable.** These forms must not be turned in for processing with any blank spaces.

All technicians will also be responsible for documenting any additional repairs necessary, repairs completed, actual time spent, etc. The technician(s) servicing or repairing the trolley will also be responsible for advising their supervisor of the status of the repairs at the end of their shift, whether the trolley will not make it to the scheduled route or repairs will be left for the next shift. Once a mechanic supervisor or designee is advised he should make a note on the Pending Work Load form (*Appendix IX*) for the following shift mechanic supervisor in order to maintain fleet down time to a minimum and ensure adequate fleet availability for all routes.

Mechanic Supervisor, Lead Technician, or designee shall be responsible for verifying compliance with PMI check sheet and properly documenting any pending work on the Pending Work Load form. The Pending Work Load Form(s) will be clearly located on the wall in the Trolley Shop office. Mechanic Supervisor or designee shall also be responsible for scanning into the FASTER system and filing the completed and validated PMI check sheet hard copy into the appropriate trolley file to be located in the trolley service office. These records must be kept in accordance with state, local, and federal regulations for a min of four (4) years.

The following expanded lists included in this document are items to be checked during noted services. These lists are a brief overview and at no time are they intended to be absolute. It is acknowledged, due to the dynamic nature of trolley engineering and manufacturing, that items on this list may not apply to all trolleys owned or operated by the City of Coral Gables. When in doubt, the technician(s) performing the service should consult with their supervisor, lead technician or designee, or factory service manual.

Coral Gables Trolley

Fleet Services Operating Procedures



3. Operator Daily Pre-trip Inspections

The daily pre-trip inspection process is the backbone of our Preventive Maintenance Program. If Fleet Services technicians and trolley operators will thoroughly pursue the following description of daily pre-trip inspection, the procedures in the remaining preventive maintenance sections of this manual will be easier to perform on the entire trolley fleet. Refer to *Appendix II* for a copy of this inspection sheet.

The daily pre-trip inspection are for the purpose of detecting any and all items which have failed, or could be reasonably expected to fail, before the next regularly scheduled preventative maintenance inspection or an unscheduled event occurs while the trolley is in service. The procedures for this inspection are as follows:

INSPECT TROLLEYS IN ACCORDANCE WITH DAILY BUS DRIVERS INSPECTION REPORT (Appendix II) on all days the trolleys are operated, operator and/or a technician(s) designated by the mechanic supervisor or designee, will inspect all braking systems (service and park), lights, windshield wipers, steering components, door and window operation, and safety equipment, etc. on all trolleys in service for that day

Items found to be defective by the operator and/ or technician(s) during the inspecting of a trolley which may create a safety hazard or a greater mechanical problem, shall be repaired prior to operating the trolley or a reserve trolley will be put in service in place of the defective one until proper repairs can be made. The decision shall be made by the mechanical supervisor or lead technician while considering the availability of parts and personnel as well as the amount of time necessary to make the needed repairs.

Defective items for which the technician does not have the necessary parts to repair, which do not constitute a hazard to public safety, or will not cause a greater mechanical problem, will be documented as deferred repairs and the trolley will be allowed to continue on its route. These items shall be addressed and repaired in an expeditious manner and all attempts shall be made to complete the repairs on the same shift.

Any and all added repairs and or parts issued to the trolley shall be properly documented in order to track parts inventory, cost, and down time as well as document repairs completed.

This process shall be continuous, at the beginning of all shifts, until all trolleys that are scheduled for service have had the basic safety systems inspected and are in accordance with FDOT 14-90.

It will be the trolley technician(s) responsibility to report to the mechanic supervisor or lead technician any defects which could not be reasonably repaired during the Pre-Trip Inspection and would require taking the trolley out of service. It will also be the responsibility of all technicians' to report the status and repairs made to trolley's whose repairs will be carried over into the following shift. This shall be made verbally as well as in writing on the Pending Work Load Log (*Appendix IX*) located on the wall in the Trolley Shop office. If the trolley is unsafe to operate, it shall be red (DO NOT USE) tagged. Tags will be located on the Northern wall in the trolley shop.

SOP-CGTFS

- 16 -

Rev6/18/2014

Coral Gables Trolley

Fleet Services Operating Procedures



At times it may not be feasible to conduct a repair that is non safety critical. If this is the case, proper documentation shall be made of the concern and necessary repair. These repairs will be forgone until such a time as the trolley is removed from a route for a scheduled service or major unscheduled repair. Examples of this are as follows;

- Minor accident damage can be repaired when trolley is out of service.
- Flywheel ring gear has a bad spot on it; transmission can be removed during major service.

Daily pre-trip as well as all service work orders shall be reviewed by the mechanic supervisor and placed in the appropriate trolley file.

THE FOLLOWING ITEMS ARE TO BE VISUALLY INSPECTED DAILY BY THE TROLLEY OPERATOR: These are to be visual inspections and do not signify disassembly of any major components unless deficiencies are noted. If deficiencies are noted by the operator, they should notify the technician on duty as well as note it in their inspection booklet that must be kept on the trolley at all times. If the repair will be a significant, the technician should advise the trolley mechanic supervisor or his designee prior to commencing said repairs.

Outside Body On approach, look for deficiencies in the following items

- Emergency door - Locks, handles, operation, free of obstructions, etc.
- Mirrors - Glass, frames, screws, attaching bolts, brackets, vibration, adjust for proper visibility
- Lights - Operation, brightness, lens, etc.
- Turn signal, marker lamps - Lens, mounting bolts, wiring, grommets
- Gas door / cap
- Sheet metal, bumpers, guards– damage
- Oil leaks under trolley.

Inside Body

- Passenger seats - Frames, secured, mounting bolts, wear
- Audible warning devises – Horn, stop request, etc.

(Continued)

SOP-CGTFS

- 17 -

Rev6/18/2014

Coral Gables Trolley

Fleet Services Operating Procedures



- Windows - Glass, glazing rubber, sash screws, filler strips, lock racks, latches, emergency window latches
- Sheet metal / plastic panels - Screws or rivets out, marking, vandalism.
- Floor covering and metal strips
- Steering – Check for play
- Driver's seat - Covers, mounting bolts, slide rails, rollers, operation, looseness, check seat belt/shoulder harness operation and condition.
- Entrance doors - Step, hinge, mounting bolts, weather seal, safety latch, control operation and adjustment, lubricate (if needed)
- Sun visor – Adjust
- Windshield wiper – Turn on wipers make sure they operates properly.
- Front and rear air conditioning system should be cooling to factory specifications. (remove lint from filter as needed)
- Gauges, All; oil, temperature, alternator, vacuum, brake warning light, vacuum buzzer, low air pressure buzzer and light, high beam indicator
- Turn signal - Switch operation, indicator lights, cancellation
- Brakes - pedal operation, by-pass, booster test, free travel, pedal bushing, pedal stop, check low vacuum or air buzzer, linkage and bushing
- Parking brake – Make sure it will hold trolley under slight load (not to exceed 1,500 rpm.) in drive for a five (5) to ten (10) seconds.
- Air brakes - Check operation of low air pressure light or buzzer, and air pressure gauges
- Wheelchair – (CFR title 49 part 38 ADA requirements and FDOT 14-90.002 compliance) Mounts, lift operation, ramp operation, safety straps, etc.
- Interior lights – All courtesy lighting including, door step, drivers are, passenger area, etc.
- Fire extinguisher / First aid / Spill kits- Make sure they are located in their proper location. Check date on fire extinguisher and state of charge. Replace if necessary.

(Continued)

SOP-CGTFS

- 18 -

Rev6/18/2014

Coral Gables Trolley

Fleet Services Operating Procedures



Chassis (Inspected with assistance of on staff mechanic)

- Oil seal and fluid leaks - Front and rear wheels hubs.
- Tires - Wear pattern, condition, check for proper inflation and record pressure readings in accordance with manufacturers specification.
- If excessive tire wear indicates improper front-end alignment, it is to be noted under repairs required.
- Axle – Rust around studs and nuts, verify Torque Seal is still applied.

Engine compartment (Inspected with assistance of on staff mechanic)

- Exhaust system - Pipes, muffler, hangers, tail pipe extended beyond exterior body panels of trolley.
- Engine belts - Check all belts for proper adjustment cracks, wear, etc.
- Wiring - visibly loose, frayed, missing clips, etc.
- Oil level - Engine, Transmission, Hydraulic, Brake, Power Steering, etc.
- Antifreeze – visually check level **DO NOT OPEN COOLANT SYSTEM IF TROLLEY IS AT OPERATING TEMPERATURE**
- Hood - hinges, latches, bumpers, Lubricate if necessary.

Fuel delivery (Inspected with assistance of on staff mechanic)

- Visual inspection of linkage, lines, hose, fuel pump, injection pump

Electrical (Inspected with assistance of on staff mechanic)

- Battery compartment - condition and cleanliness, terminals, door locks / hinges.
- Starter – listen for unusual noises.

NOTE: All items in need of repair or replacement involving safe operation of the vehicle will be repaired or replaced prior to the vehicle being released for service through authorization by the mechanic Supervisor or his designee on duty. Document and repair or replace all unserviceable components.

SOP-CGTFS

- 19 -

Rev6/18/2014

Coral Gables Trolley Fleet Services Operating Procedures



4. Preventative Maintenance PM-A

Proper servicing will increase vehicle life and help to deter high non scheduled maintenance costs and frequent road side repairs. To achieve the extended life and high mileage we expect, trolleys require consistent and thorough preventive maintenance. All filter maintenance (oil, fuel, air, etc.) is extremely critical to proper diesel as well as gasoline engine service. Adverse conditions, such as extended summer days, and road conditions, such as increased traffic, may warrant more frequent servicing. Upon months of calculating mileage and hours of operation the average was determined to be **5,000 miles and/or 90 days** to stay in accordance with manufacturers recommendations. The 5,000-mile servicing frequency shall not be exceeded by more than 500 miles. The cycle for major services shall be as indicated in chart 2

(CHART 2)

PM TYPE	A	B	C
MILEAGE	Every 5,000 Miles	15,000 Miles	50,000 Miles
DAYS/MONTHS	90		

Every 5,000 miles or 90 days from date of last oil change, all vehicles shall have the oil and filters changed as well as all grease fittings lubricated and systems inspected per PM check sheet (*Appendix III*). Engine should be at normal operating temperature when the oil is drained. The above oil and oil filter change frequency shall be required for the entire service life of all trolleys.

This service interval was based on several factors that affect performance and oil contamination. Some of these factors are as follows:

- Cold running engine (use at least 185 degree thermostat)
- Excessively hot running engine (cooling system problem causing and overheat condition)
- Clogged engine breathers and air cleaner
- High operational usage
- Engine, transmission and body manufacturer recommendations
- Road conditions (excessive idle time)

OIL REQUIREMENTS:

Oil must be SAE certified in accordance with the original manufacturer's specification. It must also be kept in sealed, properly labeled containers in order to prevent contamination.

Bulk oil containers shall be readily available in a secure area of the trolley maintenance and storage facility. Distribution shall be tracked on work orders and charged accordingly within the FASTER system to the trolley needing oil.

Coral Gables Trolley Fleet Services Operating Procedures



ITEMS TO BE CHECKED DURING PM-A (5,000 mile or 90 Days) INSPECTION:

Note: Whenever possible, trolley engine, transmission, and suspension components shall be degreased and pressure cleaned in order to perform a proper visual inspection.

Upon approach to trolley, technician should look for, document, and repair if possible;

INTERIOR

- ****Drivers seat condition** - Covers, mounting bolts, slide rails, rollers, operation, looseness, check seat belt/shoulder harness operation and condition, lube tracks.
- **Park Neutral switch operation** – Attempt to start trolley in gear with parking brake applied. Document and repair as necessary.
- **Interlock(s)** – Verify doors will not open when trolley in motion, trolley will not go into gear when handicap ramp is in use, etc.
- ****Check all gauges on instrument panel** - Start trolley and verify they operate, check illumination with lights on, etc. Document and repair as necessary.
- ****Check all visible warning devices** – Low air, high beam indicator, etc. Document and repair as necessary.
- ****Check audible warning devices** – Horn, back up alarm, low air pressure (if applicable) buzzard, open door, stop request, etc. Document and repair as necessary.
- **Check floor mat condition** - Verify driver controls (gas pedal, brake pedal, turn signal etc) are not obstructed. Document and repair as necessary.
- ****Check windshield wiper operation** – Verify wipers clean windshield properly, washer is operational (fill fluid if necessary) wiper arm parks in factory specified position, etc. Document and repair as necessary.
- ****Check all safety equipment** – **Fire extinguisher** mounting, date, and state of charge. **First Aid kit, wheelchair securing devices**, etc. Document and replace as necessary.
- ****Emergency exits** – Inspect, test, lube, etc. Document and repair as necessary
- ****Handicap ramp / kneeling system** – Verify operating to factory specs. Document and repair as necessary.

(Continued)

SOP-CGTFS

- 21 -

Rev6/18/2014

Coral Gables Trolley

Fleet Services Operating Procedures



- ****Hand rails and stanchions** – Verify no loose mounting hardware, check condition of tubes, etc. Document and repair as necessary.
- ****Step-wells, flooring, passenger line** - Check for trip hazards, holes, loose trim, etc. Document and repair as necessary.
- **Passenger compartment** – Check for loose or missing panels, vandalism, sharp edges, etc. Document and repair as necessary.
- **Water leaks** – Check for obvious signs of water intrusion into cabin. Diagnose and repair if possible as needed.

BATTERY COMPARTMENT

- **Battery condition** – Check terminals, state of charge, electrolyte level if possible, etc. Document and repair or replace if necessary.
- **Battery / charge system test** – Test and document battery & alternator volts. Load test battery with battery tester. Document and repair as needed.
- **Battery tray** – Check condition, clean and spray down with anti corrosion paint if necessary.
- **Compartment door** – Clean, inspect, and lube hinge as required. Check for proper labeling in accordance with Trolley Safety and Security Protocol.

EXTERIOR

- **Loose exterior panels / hold downs / latches** – Check paint and label condition, signs of physical damage. Check compartment doors, hinges, etc. Lube as required. Document and repair as necessary.
- ****Mirrors** - Glass, frames, screws, attaching bolts, brackets, vibration, adjust for proper visibility etc. Document and repair as necessary.
- **** Lights** - Operation, brightness, lens, license light, etc. Document and repair as necessary.
- ****Turn signal, marker lamps, head lamps, signaling devices** - Condition of lens, mounting bolts/screws, wiring if visibly damaged, grommets, etc. Document and repair as necessary.

(Continued)

SOP-CGTFS

- 22 -

Rev6/18/2014

Coral Gables Trolley

Fleet Services Operating Procedures



- Gas door / cap - Check for missing, loose, leaks etc. Document and replace as necessary.
- Sheet metal, bumpers, guards – Damage or vandalism. Document and repair if necessary.
- Leaks – Check for any signs of fluids under trolley.
- Check road height – All four corners of trolley should be of equal height when parked on level ground.

AIR CONDITIONING

- Control - Operation, fault codes, etc.
- Blower - Operation, air flow, noises, etc.
- Clean and or replace cab air filter(s) as necessary.

WHEELS AND TIRES

- Tires – Check for uneven wear, sidewall condition, dry-rotting, tread depth (DOT minimum 4/32 of an inch steering tires and 2/32 of an inch for rear tires) etc. Verify and inflate to factory recommended pressures. Document and replace as necessary.
- Rims – Check condition, physical damage, rust around nuts / bolts indicative of loose nuts, etc. Re-torque and apply Torque Seal on all threads, Document and repair as necessary.
- Hubs / axles – Check for leaking hub seals, missing caps, missing bolts, etc. Document and repair as necessary.

ENGINE COMPARTMENT

- Engine compartment – Check door hinges, latches, locks, safety lighting, etc. Document and repair as necessary.
- Cooling system – Check hoses / pipes, fan(s), fan shrouds, radiator condition, overflow tank, etc. pressure test if in doubt. Clean radiator core with soap and water. DO NOT USE A PRESSURE CLEANER. Document and repair as necessary.

(Continued)

Coral Gables Trolley Fleet Services Operating Procedures



- Check for oil leaks / seepage. Check engine dipstick tube, oil caps, transmission dipstick tubes, valve covers, etc. for seepage or any evident leaks and secure. Document and repair as necessary.
- Transmission – Inspect oil level and condition. Top off fluid as necessary. Document and repair as necessary.
- Engine brackets – Verify all brackets, alternator, A/C compressor, air pump, etc. are secure and crack free. No missing bolts, etc. Document and repair as necessary.
- Exhaust system – Check turbo securely mounted (if applicable), check all exhaust pipes, clamps, hangers, etc. look and listen for leaks. Document and repair as necessary.
- Air intake system – Clean and inspect air filter and replace as necessary. Check air intake tubing for proper mounting and free of obstructions. Document and repair as necessary.

STEERING AND SUSPENSION

- **Front suspension – Inspect front control arms (upper and lower), ball joints, king pins, etc. for play. Document and repair as necessary.
- **Front axles – Raise front of trolley and check wheel bearings for looseness and or excessive play. Document and repair as necessary.
- **Shocks, springs, hangers, mounts – Check for missing, broken, loose bolts / hardware. Check for proper alignment of components. Inspect bushings, links, etc. Document and repair as necessary.
- **Steering linkage – Inspect tie-rod ends, linkage, idler and pitman arms, etc for play, ware, obstructions, etc. Document and repair as necessary.
- **Air suspension – Inspect air components for leaks. Inspect lines for clear routing, etc. Document and repair as necessary.

(Continued)

SOP-CGTFS

- 24 -

Rev6/18/2014

Coral Gables Trolley Fleet Services Operating Procedures



UNDERBODY

- General condition – Inspect for rust, corrosion, broken welds, cracks, etc. Document and repair as necessary.
- Frame rails – Inspect frame rails and cross members for rust, physical damage, cracks, loose hardware, etc. Document and repair as necessary.
- Drive line – Inspect for proper phasing, universal joints, proper angles, etc. Document and repair as necessary.
- Fuel tank – Secure mounting, physical damage, etc. Document and repair as necessary.
- Mounts – Inspect body mounts, engine and transmission mounts, etc. Document and repair as necessary.
- Differential – Inspect fluid level and condition, top off fluid if necessary. Document and repair as necessary.

BRAKE SYSTEM

- **Brake linings / pad – Check and document thickness, check for visible signs of damage. Document and repair as necessary.
- **Drums / Rotors – Check for physical signs of excess wear, overheating, etc. Document and repair as necessary.
- **Lines/ Hoses – Inspect all hydraulic lines (if applicable) and air lines (if applicable) for proper routing, leaks, secure mounting, overall condition, etc. Document and repair as necessary.
- **Adjustments – Adjust all slack adjusters and or brake components in strict accordance with manufacturer's specification. Document all repairs and adjustments.
- **Air tanks (if equipped) – Drain water and inspect all air tanks for proper mounting and physical damage. Document and repair as necessary.

(Continued)

SOP-CGTFS

- 25 -

Rev6/18/2014

Coral Gables Trolley

Fleet Services Operating Procedures



- ****Parking brake operation** – Apply parking brake while vehicle is in a safe location, place vehicle in drive and apply a slight load to verify brakes are adjusted properly and will hold weight of vehicle. Document and repair as necessary. *NOTE: DO NOT APPLY EXCESS LOAD ON BRAKES AS THIS WILL CAUSE BRAKE FAILURE AS WELL AS POSSIBLE TRANSMISSION DAMAGE.*

SERVICE

- **Engine oil** – Drain and replace all engine oil, write date on new oil filter with a permanent marker before installing. Refill engine oil and start engine checking for leaks at filter and plug.
- **All other fluids** – Top off transmission, hydraulic, window wash, etc. as necessary. Document and perform any additional repairs necessary.
- **Lubrication** – Use manufacturers specified lube grease and or penetrant on all moving components such as; doors, ramps, pedals, controls, etc. Pump grease into all zirk fittings on; drive line, steering linkage, suspension components, etc. Document and repair as necessary.
- **Use water hose to flush clean and degrease radiator, a/c condenser, transmission cooler, intercooler and hydraulic system radiator fins as applicable.**

COMPLETION

Advise immediate mechanic supervisor or his designee that the vehicle is ready for final testing before returning to service. Time permitting, mechanic supervisor or his designee shall accompany technician on his road test. Test drive trolley and document mileage when completed. During this final test drive, technician should listen for noises, squeaks, rattles, etc. that may signify an underlying deficiency that was not detected during inspection. Upon completion of test drive, technician shall verify brakes are not overheated, wheels nuts are still tight, no visible oil leaks, etc.

Road Test- Drive trolley on a flat smooth road surface

- Travel angle, ride height.
- Steering gear operation (lock to lock), binding, shimmy, noise, etc.
- Panic stop (do not lock brakes) - Brake action, engine idle. Drive trolley 20mph and stop within 25 feet. **DO NOT OVERHEAT THE BRAKES**

(Continued)

SOP-CGTFS

- 26 -

Rev6/18/2014

Coral Gables Trolley Fleet Services Operating Procedures



- Accelerate - Knocks, pings, performance
- Rear axle and drive line - Noise, vibration
- Transmission: automatic - Observe operation and shift points
- Governor operation – If applicable
- Instrument gauges - Observe all
- Test operation of low air pressure buzzer and light

If all systems are operating to factory specs, technician shall close out all repair orders and notify trolley mechanic supervisor or his designee that the trolley is ready for service at which point it will be place on the available trolley list.

IMPORTANT - ITEMS DENOTED WITH **

**** Items signify FDOT 14-90 safety regulated equipment. These items will be highlighted on the respective PM check sheets. All items in need of repair or replacement involving safe operation of the trolley will be repaired or replaced, in accordance with FDOT 14-90, prior to the trolley being released for service through authorization by the Mechanic Supervisor or his designee on duty.**

Coral Gables Trolley Fleet Services Operating Procedures



5. Preventative Maintenance PM-B (15,000 Mile Intervals)

Preventative Maintenance – B shall include all items previously listed in PM-A with the inclusion of the following:

SERVICE

- Fuel system service – Check all fuel system components, with a permanent marker date new spin on fuel filter(s) before installing. Service all fuel system strainers/water separators. Drain any water evident in system if applicable. If available add fuel system additive to prevent formation of algae and other harmful fuel contaminants. After starting trolley, verify no leaks are evident at filter mounting flanges, fuel lines, piping, etc. document and make repairs as necessary.