St. Landry Parish Government

COMPREHENSIVE EMERGENCY MANAGEMENT PLAN

(CEMP)

Effective Date: October 20, 2025 Revision: _____ Supersedes: _____

Approved by: Mary R. Doucet October 20, 2025
(Signature) (Print) (Date)

Primary Agencies:
Office of Emergency Preparedness
Fire Department/Emergency Rescue
Police Department

Support Agencies:
Department of Transportation and Development
Parish Law Enforcement
Parish Environmental Protection

1.0 INTRODUCTION

The authority for implementing this Comprehensive Emergency Management Plan (CEMP) resides with the St. Landry Parish Government as provided in the Louisiana Department of Transportation and Development (LADOTD) "Transit Bus Safety Standard ("Standard"). This Plan has been developed in cooperation with the LADOTD, Office of Public Transportation. The CEMP identifies the activities to be implemented at the request of the local Office of Emergency Preparedness (OEP), consistent with the Parish Emergency Management Plan.

1.1 Purpose

To provide for the coordination of transportation resources and the identification of emergency transportation routes for the movement of people and materials.

1.2 Scope

1.2.1 Transportation resources may be obtained from public agencies, the private sector, and through volunteer resources. State and Federal resources may be available on a short-term basis. These resources shall be requested through the Office of Emergency Preparedness (OEP).

1.2.2 It is the policy of the St. Landry Parish Government that Parish & State Departments with transportation resources and support operations are responsible for restoring transportation systems under their control. Priorities shall be determined by the OEP.

2.0 POLICIES

It is the policy of the St. Landry Parish Government to assist in verifying the integrity of transportation routes within its service area and report any discrepancies to the OEP. The provision and coordination of transportation assistance will be prioritized by the OEP. Transportation services will be coordinated by the OEP in conjunction with Parish and State agencies.

3.0 SERVICE CONDITIONS

3.1 Emergency/Disaster Conditions and Hazards

Refer to the St. Landry Parish Government Vulnerability Analysis.

3.2 Planning Assumptions

It is most likely that damages to the transportation infrastructure will occur in the event of a significant disaster. The type and degree of damage will determine the effectiveness and efficiency of the response and recovery efforts. Initial response may be difficult to coordinate but will improve with the gradual clearing of access routes. The demand on the transportation system for response and recovery activities will most likely exceed the capabilities of the Parish, thus requiring assistance from the State.

4.0 CONCEPT OF OPERATIONS

4.2 General

The St. Landry Parish Government will, within its own resources, provide for the coordination of transportation resources and the identification of emergency transportation routes for the movement of people and materials.

4.2 Organization

The OEP shall determine transportation priorities within the Parish and coordinate those priorities with the St. Landry Parish Government. The magnitude of the event will determine the need for Parish and State transportation assistance.

4.3 Procedures

Procedures are outlined in the Parish Comprehensive Emergency Management Plans.

5.0 St. Landry Parish Government RESPONSIBILITIES

5.1 Emergency Response Activities

The lead agency (determined in cooperation with OEP) for the movement of people in the Parish is the St. Landry Parish Government. A St. Landry Parish Government representative may act as the Transportation Coordinator for the movement of people in emergency operations.

The St. Landry Parish Government may provide a representative to the OEP, as necessary, for the coordination of transportation activities. The St. Landry Parish Government shall, subject to the conditions of the disaster and availability of operators and equipment, support emergency operations with buses, vans or other transportation vehicles at its disposal, upon request of the OEP.

The St. Landry Parish Government will respond to requests from the OEP to implement specific activities, including:

- Instituting Emergency Response Capabilities Audit
- Bomb Threat Procedures
- Developing/Expanding Emergency Telephone Directory
- Criminal Activity Report
- Emergency Action Plan
- Emergency Shutdown Procedures

5.2 Training and Exercises

Training will be conducted as required by, and coordinated with the OEP.

5.3 Modification and Update

The St. Landry Parish Government will revise this CEMP to reflect new practices, policies, and procedures received from the OEP. Revisions will be filed with DOTD.

6.0 RESOURCE REQUIREMENTS

Refer to the OEP Comprehensive Emergency Management Plan and Emergency Information System (EIS).

St. Landry Parish Government
System Security Plan (SSP)

Approved

Mary R. Doucet 10/20/2025

(Sign) (Date)

Mary R. Doucet, Chairman

(Print name) (Title)

St. Landry Parish Government

SYSTEM SECURITY PLAN (SSP)

STATEMENT OF SECURITY POLICY

This System Security Plan (SSP) formally defines the St. Landry Parish Government's Transit Provider's Security Program. This System Security Plan (SSP or Plan) identifies the St. Landry Parish Government security policy and the responsibilities associated with security for all employees, and for all organizations or persons providing support to the St. Landry Parish Government. The Security Program applies to all phases of the St. Landry Parish Government operation and maintenance as provided in the Louisiana Department of Transportation and Development (LADOTD) "Transit Bus Safety Standard ("Standard"). This Standard provides the operational security policies and programs for the St. Landry Parish Government, including the specific policy, management, responsibilities and assessments identified in the SSP. Enhanced Security Elements shall be addressed for implementation when the St. Landry Parish Government passengers, vehicles and routes grow and/or the number or severity of incidents increase. The St. Landry Parish Government shall determine the need and availability of resources to implement any of the Enhanced Elements.

The St. Landry Parish Government has the authority to implement the Plan as described in the Standard. The coordinated efforts of the Office of Emergency Preparedness (OEP) and St. Landry Parish Government provide the foundation for operational response to any disaster as identified in the St. Landry Parish Government "Comprehensive Emergency Management Plan".

Only authorized parties or individuals shall have access to the System Security Plan.

Distribution to Plan Holders

The St. Landry Parish Government and its employees shall not publicly disclose this System Security Plan or related documents under any circumstances. Only authorized parties or individuals shall have access to the System Security Plan.

DATE	NAME	TITLE/ORGANIZATION

Contents

1.0 Introduction.....6

1.1 Purpose of System Security.....6

1.2 Goal and Objectives.....6

1.3 Security and Law Enforcement.....6

2.0 Transit System Description.....7

3.0 Transit Provider Organization.....7

3.1 Security Responsibility.....7

3.2 Security Responsibility with Other Departments and Organizations.....7

4.0 Management and Modification of Security Program Plan (SSP).....7

5.0 System Security Role and Responsibility.....8

5.1 Procedure for Response to Threats/Incidents.....8

5.2 Security Orientation and Training.....8

5.3 Tabletop and Emergency Drills.....8

5.4 Access Control.....8

5.5 Criteria for Background Investigations.....8

5.6 Contractor Background Investigation.....8

5.7 Substance Abuse Program.....8

5.8 Protocols - Office of Homeland Security Threat Advisory Levels.....8

6.0 Threat and Vulnerability Identification, Assessment, and Resolution Process.....9

7.0 Internal Reviews.....9

8.0 Reports and Certification.....9

Appendix A.....**Error! Bookmark not defined.**

Appendix B.....11

Appendix C.....13

1.0 Introduction

The St. Landry Parish Government has established a set of comprehensive security activities that are documented in this System Security Plan (SSP). The Security Plan applies to all phases of the St. Landry Parish Government operation and maintenance as provided in the Louisiana Department of Transportation and Development (LADOTD) "Transit Bus Safety Standard ("Standard"). This Standard provides the operational security policies and programs for the St. Landry Parish Government, including the specific policy, management, responsibilities and assessments identified in the SSP.

The St. Landry Parish Government shall not publicly disclose this System Security Plan. This SSP is reviewed annually to evaluate security performance and to determine the need for revising the SSP.

1.1 Purpose of System Security

System Security is established to reduce threats and vulnerabilities to the most practical level through the most effective use of available resources. The System Security Plan addresses deliberate actions taken by perpetrators to harm employees, passengers, to acquire money, goods, equipment, or to deliberately damage or destroy equipment and facilities.

1.2 Goal and Objectives

The Plan Goal is to improve the security of the St. Landry Parish Government, encompassing patrons, staff, and property. This goal is achieved through a variety of objectives and tasks associated with reaching and maintaining those objectives.

The Program Objectives are:

- Reduce vulnerability on the system by making the most efficient use of the present staff
- Increase the public's knowledge of our security efforts
- To identify and minimize potential security risks
- Create a record-keeping system that would log incidents by date, location, type and disposition.
- Implement a program for authorizing access to sensitive information.
- Maintain communications with LADOTD regarding security-related events.

1.3 Security and Law Enforcement

The St. Landry Parish Government maintains an active, positive attitude of teamwork with the police and emergency response personnel who operate within the St. Landry Parish Government geographical area.

5.0 System Security Role and Responsibility

The St. Landry Parish Government "Comprehensive Emergency Management Plan" addresses the St. Landry Parish Government response to emergencies. The following activities shall be implemented as required and with cooperation of the local Office of Emergency Preparedness, other Emergency Response entities, and consistent with the Parish Emergency Response Plan.

5.1 Procedure for Response to Threats/Incidents

Calls are received by St. Landry Parish Government Dispatch. All calls are entered into a log and/or the "Notification/Investigation Report" Form (Appendix A) with the following minimum information: time and date, the identity of the caller, the type of incident and identification of the corrective action or response and primary responder. The "Notification/Investigation Report" Form (Appendix A) is used for those incidents requiring notification to LADOTD.

5.2 Security Orientation and Training

Ongoing training on security and emergency procedures using a variety of aids, including pamphlets (e.g.: National Transit Institute), signs, posters, video and memorandums; and public awareness materials are distributed.

5.3 Tabletop and Emergency Drills

Emergency Preparedness drills are coordinated with the local Office of Emergency Preparedness and regional Emergency Response Agencies, and are performed as required by those entities.

5.4 Access Control

Access Control provides protection for safety and security sensitive documents and facilities. Access is provided to personnel based upon need and responsibilities.

5.5 Criteria for Background Investigations

The St. Landry Parish Government defines procedures for addressing background checks.

5.6 Contractor Background Investigation

Contractors who require access to safety and security critical information or facilities must provide information requested by the St. Landry Parish Government.

5.7 Substance Abuse Program

The St. Landry Parish Government has adopted a substance misuse policy statement. The statement is available to each covered employee.

5.8 Protocols - Office of Homeland Security Threat Advisory Levels

Threat Advisory Levels provide a series of cumulative safety and security response procedures commensurate with five (5) color-coded levels of responses to threatened terrorist activity.

6.0 Threat and Vulnerability Identification, Assessment, and Resolution Process

The "Vulnerability Assessment", Appendix B, is used to make assessments concerning how susceptible each system element of St. Landry Parish Government is, and what improvements, if necessary, can be implemented to reduce vulnerability. This process is used by the St. Landry Parish Government as determined by circumstances, threat level, or as requested by the local Office of Emergency Preparedness or LADOTD.

7.0 Internal Reviews

The internal security review or inspection process shall be conducted periodically to maintain security program performance. Specific areas for review and review checklists shall be determined by the St. Landry Parish Government, based on experience, and may address:

- Facilities/Equipment
- Rules/Procedures
- Training
- Accident/Incident Reporting

8.0 Reports and Certification

Refer to form in Appendix C. Reports for Safety and Security may be combined or submitted separately. If separate submissions are planned, appropriate modifications to the Form are required.

Appendix B

LADOTD Risk/Threat Vulnerability Assessment

Risk Management Example

The following example may help in understanding the risk management process. Risk assessment may focus on a number of potential hazards but this example will demonstrate the process for *three hazards only; vandalism, robbery, and fire.*

Hazard Identification. Transit management determines what hazards are most likely to occur and generates a list of potential hazards. The transit agency then assesses their facilities and systems based on this list of potential hazards.

For example, a review of past security incidents and input from local police indicates that acts of vandalism and robbery are possible. Fires are potential hazards that can start anywhere so they should be added to the list.

Hazard Analysis. While subjecting each facility and system to its vulnerability of vandalism, it is determined that the transit agency's control center might have a very low vulnerability to vandalism and be assigned a rating of E (improbable). In contrast, transit management may decide that robberies and vandalism are more likely in transit vehicles and facilities and assign higher ratings. The following is an example of how this transit agency may rank its vulnerability on these few selected hazards:

Table 1: Vulnerability Analysis

Facilities/Systems and Hazards	Vandalism	Robbery	Fire
Facilities			
• Dispatch Center	E	D	D
• Reception Room	C	C	D
Systems			
• Electrical System	E	E	D
• Transit vehicles	B	C	C

Risk Assessment. Using the examples from this vulnerability analysis table, transit management assigns different severity ratings to these hazards. A higher severity rating may be given to a fire in the dispatch room because the movement of transit vehicles is greatly affected when dispatch equipment is damaged. This loss of equipment may also have consequences in passenger and driver safety, continuity in transportation service, loss in revenue, and security concerns. The following is an example of a risk assessment table created for these previously selected hazards:

Table 2: Risk Assessment

Facilities/Systems and Hazards	Vandalism	Robbery	Fire
Facilities			
• Dispatch center	IE	ID	ID
• Reception room	IIIC	IIIC	IID
Systems			
• Power distribution	IE	IE	ID
• Transit vehicles	IVE	IC	IC

Hazard Resolution. Using the risk assessment table, transit management individually decides to control, transfer, remove, or accept each potential hazard. Since a fire in the dispatch room has the highest severity rating, transit management must take action on this hazard to reduce their exposure to financial and personnel loss. Examples of several options for managing and reducing the risk of a fire in the dispatch room may include but are not limited to:

- install a fire suppression system in the dispatch room (risk control)
- request a courtesy fire inspection of the transit facility from the local fire department (risk control)
- use two way radios to dispatch transit vehicles (risk removal)
- forward calls from the central telephone number to cellular phones (risk control)
- use a manual system, such as log sheets, with trip information for each transit vehicle (risk removal)
- provide a fire alarm system throughout the transit facility (risk control)
- instruct office personnel on proper evacuation of transit facilities (risk control)
- purchase special insurance for dispatch equipment (risk transfer)
- evaluate insurance policies for current replacement values (risk acceptance)

Table 3: Probability

Description	Level	Specific Component or System	Fleet or Inventory
Frequent	A	Likely to occur frequently.	**Continuously experienced**
Probable	B	Will occur several times in the life of an item.	**Will occur frequently**
Occasional	C	Likely to occur sometime in the life of an item.	**Will occur several times**
Remote	D	Unlikely but possible to occur in the life of an item.	**Unlikely but can reasonably be expected to occur**
Improbable	E	**So unlikely, it can be assumed occurrence may not be experienced.**	**Unlikely to occur, but possible**

Table 4: Severity

Category	Severity	Characteristics
I	Catastrophic	**Death, severe environmental damage, or damage to areas with major financial impact or extended interruption of critical services**
II	Critical	**Severe injury, severe occupational illness, environmental damage, or damage to areas containing physical value, confidential information, or computer access to sensitive data/operational processing networks**
III	Marginal	**Minor injury, minor occupational illness, environmental damage, or damage to areas where disruption is moderately serious for the transit agency**
IV	**Negligible**	**Less than minor injury, occupational illness, environmental damage, or areas relatively unimportant to the transit agency operations**

Table 5: Vulnerability Assessment

Probability/ Severity	**I (Catastrophic)**	**II (Critical)**	**III (Marginal)**	**IV (Negligible)**
A (Frequent)	IA	IIA	IIIA	**IVA**

B (Probable)	IB	IIB	IIIB	**IVB**
C (Occasional)	IC	IIC	IIIC	**IVC**
D (Remote)	ID	IID	**IIID**	**IVD**
E (Improbable)	**IE**	**IIE**	**IIIE**	**IVE**

Hazard risk index	Acceptance criteria
IA, IB, IC, IIA, IIB, IIIA	Unacceptable, management must take action
ID, IIC, IID, IIIB, IIIC	Undesirable, management decision is required
IE, IIE, IIID, IIIE, IVA, IVB	Acceptable with management review, requires monitoring
IVC, IVD, IVE	Acceptable without management review

Blank Template for Your Use as Needed:

Facilities/Systems and Hazards	HAZARD	HAZARD	HAZARD
Facilities			
Systems			

Appendix C

DOTD Public Transit
Incident Report
(Non-Vehicle Accident)

Agency: _____

DATE REPORTED: _____ TIME REPORTED: _____

DRIVER: _____ PHONE: _____

VEHICLE NUMBER OR VIN: _____

REPORTED TO: _____

DESCRIPTION OF INCIDENT:

_____

_____

_____

_____

_____

PERSON ASSIGNED TO OVERSEE INVESTIGATION:

Name: _____

Phone: _____

Email: _____

PLANNED or IMPLEMENTED CORRECTIVE ACTION(S): _____

_____

_____

Incidents: Anything that happens on the transit vehicle other than a vehicle accident.

Example: Unable to control conditions on transit vehicle, passenger falls, passenger wants to get on vehicle with unidentified objects, a passenger is denied transit service because of danger to others, passenger is unstable and EMS has to be called, wheelchair lift has failed, damaged or broken equipment, etc.

If you need assistance: Contact your Region Program Manager

St. Landry Parish Government
System Safety Program Plan (SSPP)

Approved

Mary R. Doucet 10/20/25

(sign) (date)

Mary R. Doucet Chairman

(print name) (Title)

St. Landry Parish Government
System Safety Program Plan (SSPP)

STATEMENT OF SAFETY POLICY

The System Safety Program Plan (SSPP) formally defines the technical and managerial Safety Program employed by the St. Landry Parish Government. The purpose of the Plan is to reduce injuries, property damage, and delays in service due to breakdowns and accidents in order to achieve and maintain a high level of safety within the St. Landry Parish Government. The SSPP shall apply to all areas of the St. Landry Parish Government Organization to include design, procurement, administration, operation, training, and maintenance as provided in the Louisiana Department of Transportation and Development (LADOTD) "Transit Bus Safety Standard" ("Standard"). This Standard provides the operational safety policies and programs for the St. Landry Parish Government, including the specific policy, management, tasks and implementation identified in the SSPP. Enhanced Safety Elements shall be addressed for implementation when the St. Landry Parish Government passengers, vehicles and routes grow and/or the number or severity of accidents increase. The St. Landry Parish Government shall determine the need and availability of resources to implement any of the Enhanced Elements.

The St. Landry Parish Government shall suspend any operation or portion thereof that poses an immediate danger to the safety of passengers, employees and all others that come in contact with the system. In addition, every driver and employee of the St. Landry Parish Government will be instructed on and must comply with all applicable standards contained in the SSPP.

Revisions

DATE	INSERT PAGE/SECTION	REPLACE PAGE/SECTION

Distribution to Plan Holders

DATE	NAME	TITLE/SECTION

Contents

1.0 Introduction 6

1.1 System Safety Purpose 6
1.2 Goals and Objectives 6
2.0 System Description 7

3.0 System Safety Management 7

3.1 Safety Responsibility 7
3.2 Safety Responsibility of Other Departments and Organizations 7
4.0 System Safety Program Methodology and Tasks 7

4.1 Safety Requirements 7
4.1.2. Vehicle Maintenance 8

4.1.3. Operating Requirements 8

4.1.4 Driver Requirements 8

4.1.5 Training 9

4.2 Hazard Assessment Policy 9
4.2.1 Identification of System Considerations 10

4.2.2 Accident / Incident Prevention and Corrective Action 10

4.3 Safety Program Tasks 10
4.3.1 Collects and Maintains Safety Data 10

4.3.2 Conduct Accident / Incident Investigations 10

4.3.3 Develop and Perform Safety Training and Incentive Programs 10

4.3.4 Conduct Safety Tests and Inspections 10

4.3.5 Drug and Alcohol Program 10

4.3.6 Maintain Safety Interface and Coordination 10

4.3.7 Applicable Laws and Regulations 10

5.0 System Safety Program Implementation and Maintenance 10

5.1 Program Schedule, Review, and Update Process 10
5.2 Revisions 10
5.3 Management Internal Review of System Safety Program 11
5.4 System Safety Plan Annual Certification 11
Appendix A 12
Appendix B 13
Appendix C 14
Appendix D 15

1.0 Introduction

This System Safety Program Plan (SSPP or Plan) identifies the St. Landry Parish Government safety policy and the responsibilities associated with system safety for all employees, and for all organizations or persons providing support to the St. Landry Parish Government. The Safety Program applies to all phases of the St. Landry Parish Government operation and maintenance as provided in the Louisiana Department of Transportation and Development (LADOTD) "Transit Bus Safety Standard ("Standard"). This Standard provides the operational safety policies and programs for the St. Landry Parish Government, including the specific policy, management, tasks and implementation identified in the SSPP.

1.1 System Safety Purpose

The Purpose of this System Safety Program Plan is to:

- Conserve life and property.
- Prevent accidents and injuries and reduce the frequency of safety related incidents.
- Control and minimize the effects of accidents and incidents.
- Maintain the safe operation of the bus transit system.
- Provide for the operational safety of patrons, passengers and St. Landry Parish Government employees.
- Provide for the occupational safety and health of St. Landry Parish Government employees.
- Provide for the safety of St. Landry Parish Government property that supports public bus transit.
- Ensure that the safety concerns of the elderly and handicapped and/or disabled are addressed.
- Maintain safety of the general public that comes into contact with the transit system.

1.2 Goals and Objectives

The overall goal of the St. Landry Parish Government is to provide safe, reliable, dependable transportation in the most cost-effective manner possible. The following objectives are applied to all aspects of operations to increase safety awareness and reduce accidents:

1. Identify unsafe conditions and practices.
2. Develop methods to control or eliminate accidents/incidents.
3. Determine the simplest, most effective solution to control accidents/incidents.
4. Work with LADOTD to resolve any safety or compliance issues.

2.0 System Description

Fixed Routes _____

Vehicles, total _____

Vehicles, operate in the fixed routes _____

Vehicles, operate in demand/response _____

Service, days per week _____

Service, hours per day _____

3.0 System Safety Management

3.1 Safety Responsibility

The St. Landry Parish Government is responsible for the implementation, maintenance, and compliance with all Federal, State, and Local regulations, ordinances, and laws. The St. Landry Parish Government ensures that all requirements of the SSPP are met.

3.2 Safety Responsibility of Other Departments and Organizations

The Police Department responds to accidents involving St. Landry Parish Government vehicles within its jurisdiction. The Police Department ensures that all accidents are investigated, per its policy and procedures.

The Fire Department responds to incidents / accidents that require the Fire Departments' expertise as it relates to fires, threats of terrorism, bomb threats, and other types of emergency situations in accordance with the Fire Department operational procedures.

The St. Landry Parish Government determines transportation vehicle operator's accident preventability.

4.0 System Safety Program Methodology and Tasks

4.1 Safety Requirements

St. Landry Parish Government is responsible for the maintenance of all St. Landry Parish Government buses, passenger vehicles, support vehicles and equipment as outlined below whether the maintenance is contracted or "in-house".

a. Vehicles and Equipment.
b. Each vehicle has current records.
c. Routine preventive maintenance and maintenance recommended by the manufacturer is performed.
d. Each vehicle has maintenance and repair files, which record the make, model, license number, date, and mileage for all repairs and service.
e. Each vehicle is inspected on days of use by the driver ("Daily Driver Pre-Trip Inspection", Appendix A).
f. All appropriate manufacturers recall instructions are followed.
g. Biennial safety inspections are completed on time.
h. Each vehicle must be equipped with a charged fire extinguisher at all times.
i. Any vehicle deemed to be unsafe must be removed from service immediately.

4.1.2. Vehicle Maintenance

Safety-related vehicle equipment includes:

a. Service brakes and parking brake
b. Tires, wheels, and rims
c. Steering mechanism
d. Vehicle suspension
e. Mirrors and other rear vision devices (e.g., video monitors)
f. Lighting and reflectors or reflective markings
g. Wheel chair lifts/ramps

The vehicle maintenance program includes the following categories:

- Daily servicing needs
- Scheduled Maintenance
- Failure Maintenance/Repair

Maintenance personnel are trained and qualified to perform maintenance and repair activities.
Biennial inspections are conducted in accordance with the "Road Equipment Inspection Report", Appendix B.

4.1.3. Operating Requirements

a. Unauthorized persons are not allowed to drive a St. Landry Parish Government transit vehicle.
b. Drivers must have their seat belt fastened and all mobility devices properly secured any time the vehicle is in motion.
c. Smoking, eating, and drinking are prohibited in the vehicle.
d. Drivers must assist passengers boarding and departing the vehicle when appropriate (i.e.: wheelchair assistance, elderly, handicapped).
e. Drivers must use emergency flashers when the vehicle is disabled.
f. Vehicles should not be fueled while passengers are aboard.
g. Drivers will not leave a vehicle unattended with the keys in the vehicle when passengers are aboard.
h. All emergency exit doors and hatches operated with a key must be unlocked during operations.
i. Wheelchair passengers must be properly secured in the vehicle at all times while the vehicle is in motion.
j. All accidents, incidents, and problems must be reported immediately to the dispatcher and in writing at the end of the driver's shift using the "Notification/Investigation Report" Form (Appendix C).
k. Any part of operations deemed to be unsafe will be suspended immediately.

4.1.4 Driver Requirements

The driver selection criteria shall address specific, safety-related items:

a. Licensing –

1. St. Landry Parish Government drivers must possess a Louisiana Class C commercial driver's license (CDL) for vehicles that have a 15 passenger or higher capacity.

2. St. Landry Parish Government drivers must possess a Louisiana Class D chauffeur license for any vehicle designed or utilized for the transportation of passengers for hire or fee. All other drivers must possess a Louisiana Class E license.

b. Driving record – The driver shall have an acceptable past driving record over a reasonable period of time.
c. Physical requirements – The driver shall be physically able to perform the functions associated with the driving assignment.

- Driver Duties
  a. Drivers are required to notify management immediately of any personal and /or work related driving violations.
  b. All St. Landry Parish Government drivers must have an initial physical examination prior to hiring. Each exam must be recorded by the physician on a form approved by LADOTD. St. Landry Parish Government will maintain physical exam records for a minimum of four (4) years.
  c. All CDL drivers be required to have an updated physical every two (2) years.
  d. Recommend that all drivers have an updated physical every two (2) Years.
  e. 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).
  f. Drivers WILL NOT drive if their ability is impaired by fatigue, illness, or other causes that make it unsafe for the driver to drive or continue driving.
  g. Drivers WILL NOT drive more than 12 hours or be on duty more than 16 hours in 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.) Drivers are not permitted to drive more than 70 hours in any seven consecutive calendar days.
  h. Drivers must carry their Driver's License with them at all times when operating a St. Landry Parish Government vehicle.
  i. Drivers will inspect buses prior to morning departure to ensure safe operating conditions and will complete and submit a "Daily Driver Pre-Trip Inspection" Checklist for each assigned vehicle before leaving the yard.
  j. 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.
  i. Drivers have the responsibility and the authority to park any vehicle that they deem to be operationally unsafe.
  j. Drivers will ensure that each vehicle has a charged fire extinguisher on board at all times.

4.1.5 Training

a. Each driver must successfully complete the required training program given by St. Landry Parish Government.
b. Drivers are thoroughly instructed on the St. Landry Parish Government drug policy.

4.2 Hazard Assessment Policy

4.2.1 Identification of System Considerations

St. Landry Parish Government drivers, dispatchers, and supervisors are trained in safety prevention.

4.2.2 Accident / Incident Prevention and Corrective Action

St. Landry Parish Government implements accident/incident prevention and corrective actions to improve safety.

4.3 Safety Program Tasks

The St. Landry Parish Government:

4.3.1 Collects and Maintains Safety Data

St. Landry Parish Government reviews safety files and data collected.

4.3.2 Conduct Accident / Incident Investigations

The "Notification/Investigation Report" (Appendix C) is completed. The St. Landry Parish Government may be present at the site to record the accident or incident as needed to support response agencies.

4.3.3 Develop and Perform Safety Training and Incentive Programs

St. Landry Parish Government provides safety training to all maintenance staff, drivers and dispatchers and actively encourages drivers to be safety conscious.

4.3.4 Conduct Safety Tests and Inspections

St. Landry Parish Government drivers are responsible for performing pre-trip safety inspections on the vehicles. The drivers must complete a "Pre-Trip Safety Inspection Checklist" for each assigned vehicle prior to beginning of service.

4.3.5 Drug and Alcohol Program

The St. Landry Parish Government maintains a pro-active substance abuse program.

4.3.6 Maintain Safety Interface and Coordination

The St. Landry Parish Government coordinates all reviews of safety related documentation.

4.3.7 Applicable Laws and Regulations

This SSPP and its implementation are governed by the LADOTD Bus Standard and applicable local, state and federal requirements.

5.0 System Safety Program Implementation and Maintenance

5.1 Program Schedule, Review, and Update Process

The St. Landry Parish Government reviews the SSPP annually, and revises it if necessary. Any SSPP revision is filed with the LADOTD.

5.2 Revisions

Any revision to the SSPP or page(s) thereof is identified by a Revision Number and Effective Date of the revision.

5.3 Management Internal Review of System Safety Program

The St. Landry Parish Government monitors the operations and the maintenance activities to ensure that all requirements and standards described in the SSPP are followed.

The internal safety review or inspection process shall be conducted periodically to maintain safety program performance. Specific areas for review and review checklists shall be determined by the St. Landry Parish Government based on experience, and may address:

Maintenance/Vehicles
Facilities/Equipment
Rules/Procedures
Training
Drug & Alcohol Abuse Program
Accident/Incident Reporting

5.4 System Safety Plan Annual Certification

As set forth in the LADOTD Bus Standard, the St. Landry Parish Government submits to the LADOTD, annually, no later than February 1 for the prior year, a Certification verifying adoption of, and compliance with the St. Landry Parish Government System Safety Program Plan and the required information identified in the Certification Form, Appendix D. Biennially the safety certification will also include confirmation of the completion of the biennial vehicle safety inspections. Biennially, the safety certification will also include confirmation of the completion of the biennial vehicle safety inspections. Reports for Safety and Security may be combined or submitted separately. If separate submissions are planned, appropriate modifications to the Form are required.

Appendix A

Pre-Trip Daily Vehicle Inspection

DATE: _____ VIN #_____

EXTERIOR INSPECTION

____ Headlights
____ Turn signals
____ Back-up Lights
____ Tires, for inflation and tread wear
____ Windshield Wipers
____ Windows
____ Mirrors
____ Body Damage
____ Cleanliness
____ Wheelchair Lift/Ramp Operations (if applicable)

INTERIOR INSPECTION

____ Brakes
____ Steering
____ Gauges and Indicators
____ Transmission Selector
____ Cleanliness
____ Seatbelt working properly

ENGINE INSPECTION

Fluid Levels:

____ Oil
____ Transmission
____ Brake
____ Steering
____ Radiator
____ Battery
____ Windshield Washer
____ Belts and Hoses

Driver Name: _____ Agency Name: _____

Appendix B

DOTD Vehicle Inspection

Date of Inspection _____ Agency _____

Parish _____ VIN# _____

Year _____ Make _____ Model _____ Odometer _____

Each of the following items should be reviewed by the inspector. Any comments or recommendations should be made below.

	Working Order (Yes or No)		Working Order (Yes or No)
Head Lights		Air Cleaner	
Tail Lights		Oil Filter	
Stop Lights		Wire Harness	
Signal Lights		Brake and Clutch Pedal Clearance	
Windshield Wipers		Steering System	
Doors		Brake Master Cylinder and Lines	
Cab and Body Metal Parts		Exhaust Emission Control System	
Bumpers (Front and Rear)		Transmission and Shift Linkage	
Tires (Front and Rear)		Differential	
Wheel and Rims		Fuel Tank	
Exhaust System		Driveshaft and Universal Joints	
Battery and Cables		Ignition System	
Radiator and Hoses		Chassis Lubrication	
Instrument Panel		Coolant	
Horn		Springs - Shackles - Shocks	
Back up alarm(if applicable)		Suspension	
Seats		Engine Related parts	
Heater and Air Conditioner		Fluid Levels	
Wheel Chair Lift		Floor surface clear of trip hazards	

Vehicle Damage (i.e dents) If yes, please describe: _____

Comments / Recommendations: _____

Inspector Signature _____

Director will complete this portion and submit to your DOTD Program Manager by December 31, 2014.

Date of Last Inspection _____ Monthly insurance costs for this vehicle _____

Annual Repair Costs _____ Average Mile per Gallon Fuel Consumption _____

Date of last passenger trip _____ Picture attached if inspector documented damage _____

Director/Designee Signature _____

Appendix C

DEPARTMENT OF TRANSPORTATION AND DEVELOPMENT

Notification/Investigation Reports are to be entered into STTARS

REPORT IS DUE WITHIN 24 HRS OF ACCIDENT
VEHICLE ACCIDENT REPORT FORM

DATE OF ACCIDENT: _____ AGENCY: _____
VIN: _____ YEAR: _____ MAKE: _____ MODEL: _____
DRIVER: _____
LOCATION OF ACCIDENT: _____
WAS POLICE REPORT FILED: YES _____ NO _____ NUMBER OF VEHICLES INVOLVED: ____
NUMBER OF INJURIES: _____ FATALITIES: _____
DAMAGE TO PROPERTY/EQUIP: YES _____ NO _____ $ AMT OF DAMAGE: _____
IS VEHICLE OPERATIONAL: YES _____ NO _____ ESTIMATED DOWN TIME: _____
COMMENTS (BRIEF DESCRIPTION OF ACCIDENT): _____

_____

_____

CORRECTIVE ACTION TAKEN IF NECESSARY: _____

_____

_____

AGENCY CONTACT PERSON: _____ PHONE: _____

EMAIL: _____

Digital pictures of damage must be submitted with this form within 24 hours of the accident. (Cell phone camera pictures are acceptable) UPLOAD IN STTARS

If you have a question or need assistance contact your Regional Program Manager.

>>Requirements>>

1. DOTD must be notified within 24 hours by Fax, Email, or hand deliver if a death or injury requires transportation to a medical facility, OR, property damage estimated to be greater than $25,000. A Law Enforcement Agency report is acceptable.

Appendix

St. Landry Parish Government

System Security Plan

System Safety Program Plan

ANNUAL SAFETY & SECURITY CERTIFICATION

In accordance with the Louisiana Department of Transportation and development (LADOTD) the Transit Provider certifies to the following:

1. The adoption of a System Safety Program Plan (SSPP) and System Security Program Plan (SSP) pursuant to the LADOTD "Transit Bus Safety Standard.
2. Compliance with adopted safety requirements in the SSPP.
3. Performance of biennial safety inspections on all operational vehicles as required in the LADOTD "Road Equipment Inspection Report".

Biennial Submissions Only, Otherwise, N/A

Name and address of entity which has performed safety inspections:

Name: _____ Date: _____

Address: _____

Number of Reportable Accidents and Security Incidents: _____

(Attach all pages of the "Notification/Investigation Report" Form)

"The Transit Provider is certified safe for passenger service operations"

Signature: _____ Date: _____

Name: _____

Title: _____

Annual Certification shall be submitted no later than February 1 for the prior calendar year period.

FOR OFFICIAL USE ONLY

ST. LANDRY PARISH GOVERNMENT
PUBLIC TRANSIT SYSTEM

RIDERSHIP POLICY

TABLE OF CONTENTS

I. MISSION STATEMENTS

II. A. DESCRIPTION OF SERVICES

B. TRANSIT GOALS

C. PREVENTATIVE MAINTENANCE, INSPECTIONS, & SERVICES

D. AMERICAN WITH DISABILITY ACT

E. EEO POLICY

F. LEP POLICY

G. CHARTER POLICY

H. SERVICE AREA

1. DAYS/ HOURS OF SERVICE

J. RESERVATIONS/ SCHEDULING/ CANCELLATIONS

K. FARES

L. PASSENGER ASSISTANCE

M. PASSENGER CONDUCT AND RESPONSIBILITY

N. PASSENGER COMMENT AND COMPLAINT PROCEDURES

O. TRANSIT SYSTEM RESPONSIBILITIES

P. SAFETY

Q. EMERGENCY PROCEDURES

R. STATEMENT OF NON- DISCRIMINATION

S. TITLE VI/ ADA COMPLAINT PROCEDURE

T. CLOSING STATEMENT

St. Landry Parish Government

Public Transportation Program

I. MISSION STATEMENT

The St. Landry Parish Government Public Transportation Program is committed to providing safe, reliable, courteous, and cost-effective transit services to all passengers. Our mission is to enhance mobility, support independence, and improve access to essential community services for residents throughout St. Landry Parish.

A. DESCRIPTION OF SERVICES

The St. Landry Parish Government Public Transit System operates a public demand response system. There is no fixed route system located within the parish. The system fleet consists of four (4) handicapped equipped vehicles. All persons are eligible for on-emergency transportation services.

The services are offered on a first come, first serve basis. This System operates a portal-to-portal on a demand-response basis.

B. TRANSIT GOALS

| | | | RY PARI | | | |, seeks to keep the vehicles well maintained and servicing the community. Our objectives include:

- Maintaining flexibility for changes in route(s), schedule(s), environment, new technology, and other impacts;
- Maintaining chassis, body, and component manufacturers' recommended maintenance practices;
- Systematic inspections, services, and repairs;
- Defect reporting;
- Maintaining the proper level of fiscal control; and,
- The proper management of parts, equipment, facilities, fleet, and personnel. Maintenance should cover all vehicles and equipment operated by St. Landry Parish Government public Transit manuals should be maintained for each type of vehicle and equipment being used by St. Landry Parish Government Public Transit.

C. PREVENTATIVE MAINTENANCE, INSPECTIONS, & SERVICES

Vehicle and component (e.g., handicapped access equipment) manufacturers manuals that recommend maintenance practices as well as specific guidance and instructions for troubleshooting, removal, overhaul, repair, and replacement of components. These manuals are an important part of the vehicle maintenance plan as they define specific maintenance intervals and provide critical information when the maintenance work is actually to be performed.

Preventive maintenance (PM) inspections and services should follow the recommended intervals (within 500 miles or 7 days) by the manufacturer, supplier, or builder. If preventive maintenance services are not being done according to the guidelines of the manufacturer, supplier or builder, the agency may jeopardize any claim to a warranty.

Services eligible for warranty payment must be made by the appropriate personnel and filed with the manufacturer. Documentation of such services should remain in the vehicle file.

- Documentation

Preventive maintenance (PM) inspections and services should be performed, and documented according to a schedule. All documentation should be kept through the life

- PM Services

The manufacturer's recommended service schedule should be adhered to, within +- Roo miles or days. Many transit agencies will group PM services into different levels, the most commonly used are A, B, and C. Level A comprises the most basic and frequent level of PM services while level C consists of more complicated services performed less frequently.

Level A — Conducted at 5,000 miles interval. Change oil and filter, inspect tires, electrical system, service all fluid levels, lubricate chassis and doors, check NC, hoses, fire extinguishers, belts, brakes, lights, test drive, body damage, etc. Inspect, test, and lubricate vehicle lift.

Level B — Conducted at 10,000 mile intervals. Includes all items in level A. Check coolant, specific gravity, and pH.

Level C — Conducted at 30,000 mile intervals. All items in levels A and B, plus change fuel filter, replace air filter, and inspection of braking system.

Level D — Conducted at 48,000 mile intervals. All items in levels A, B, and C, plus inspection and repack of wheel bearings.

A recommended PM maintenance schedule based on cumulative mileage would follow a chart as such:

Preventive Maintenance Level — Schedule by Mileage

PM Level	Cum. Milea e	M Descri tion
	,ooo	
	10 000	
	1 ,ooo	
	o,ooo	
	25,000	
	0 000	
	5,000	
	0 000	
	5,000	
	0 000	
	000	
	60,000	
	5,000	
	0 000	
	75,000	
	80,000	

Repeat the schedule.

- PRE-TRIP INSPECTIONS

An important aspect of preventive maintenance is the establishment of strong communication between drivers and management. An easy way to ensure and document this communication link is through the use of the driver's daily vehicle inspection checklist.

Each vehicle should have blank copies of the checklist on-board for the drivers to conduct the inspection. The driver should identify any defects and report them to the program manager or dispatcher before driving the vehicle. If a problem arises during the shift, the driver should add comments to the checklist. All checklists are to be maintained in the vehicle's permanent file.

NOTE: When malfunctions and/or defects are detected which threaten safe operating performance, the vehicle will not be used to transport persons until defects are corrected.

The pre-trip inspection forms shall be legibly completed and signed by the vehicle driver. Pre-trip inspections should include as a minimum:

- Cleanliness- Properly maintained and free of loose articles.
- Lights and reflectors- High/low beams, tail lights, turn signals,
- 4-way hazard flashers, marker lights, license plate light and reflectors should be cleaned as needed
- Brakes — Both foot and emergency brakes should be capable of effectively stopping or restraining the vehicle. The brake pedal should be firm after 1-2 inch free- play on a single down stroke. No noises, vibration or steering changes should result from applying the brakes while moving.
- Hm- Gives an adequate and reliable warning signal.
- Windshield, washer, wipers and defroster — Surfaces must be clean and unobstructed, inside and outside. Washer reservoirs are to be filled as needed.
- Mirrors — All rear vision mirrors must be clean, properly adjusted and unobstructed. Outside mirrors must be mounted on both sides.
- Tires — Must be of adequate load capacity when the vehicle is fully loaded. Tires shall be inflated to recommended pressures and compatible with each set (i.e., all radials or all bias ply; no mixed sets.) Tire wear surfaces and sidewalls shall be inspected daily for debris, damage, and wear. Tires shall be replaced prior to revealing the "wear bars" between the treads at the contact surface.
- Speedometer-Shall be operational and accurately record speed.
- Seat Belts -they must be in good operating condition and used by all passengers and drivers. Wheelchair passenger restraints and securement systems shall be fully operational.
- Doors- Capable of being opened, shut, and locked as required.
- Fluids-All fluid levels must be checked each Monday or the first day that vehicle it is driven and should be fueled and maintained at the manufacturers recommended operating levels. This includes engine coolant, oil, brake fluid, power steering fluid, transmission fluid and washer solvent.
- Wheelchair lifts — Check operating and structural condition by operating through two (1) complete cycles.
- Emergency Equipment- Should be present and operational:
    - Umbrella

- Fire Extinguishers
- First Aid Kits
- Flashlight W/Batteries
- Blood Borne Pathogens Clean-Up Kit
- Reflective Triangle
- Green light on camera system
- Seatbelt cutter

Demand responsive repair and vehicle back up

1. Report required. Drivers should prepare a report in writing at the beginning of each day's work on each vehicle operated and the report shall cover at least the following parts and accessories:
    a. Tires
    b. Horn
    c. Windshield wipers
    d. Rear vision mirrors
    e. Emergency equipment
    f. Wheelchair lifts
    g. Fluid levels
2. Report content. The report shall identify the vehicle and list any defect or deficiency discovered by or reported to the driver which would affect the safety of operation of the vehicle or result in its mechanical breakdown. If no defect or deficiency is discovered by or reported to the driver, the report shall so indicate. In all instances the driver shall sign the report. The driver needs to sign the driver vehicle inspection report. If a driver operates more than one vehicle during the day, a report shall be prepared for each vehicle operated.
3. Corrective action. Prior to requiring or permitting a driver to operate a vehicle, every transit agency shall repair any defect or deficiency listed on the driver vehicle inspection report which would be likely to affect the safety of operation of the vehicle.
    a. Every transit agency or its agent shall certify on the original driver vehicle inspection report which lists any defect or deficiency that the defect or deficiency has been repaired or that repair is unnecessary before the vehicle is operated again.
    b. Every transit agency shall maintain the original driver vehicle inspection report, the certification of repairs, and the certification of the driver's review for the life of the vehicle plus 3 years.

D. AMERICANS WITH DISABILITIES ACT

- Introduction

The American Disability Act {ADA), Title 49, CFR, Section 37.161, Subpart G requires that transportation services maintain the ADA features of their facilities and vehicles in operative condition. These ADA features, include, but are not limited to:

- Lifts and other means of access to vehicles;
- Securement devices;
- Signage or systems to aid communications with persons who have impaired vision or hearing.

Accessibility features must be repaired promptly if they are damaged or out-of-order. When an accessibility feature is out-of-order,shall take | | | | | | | | | TRAN reasonable steps to accommodate persons with disabilities who would otherwise use the feature.

ADA, Title 49, CFR, Section 37, 163 requires the establishment of regular and frequent maintenance checks of the lifts. The vehicle drivers must report, by the most immediate means available, any failure of a lift. If there is no available spare vehicle to take the place of a vehicle with an inoperable lift. ST. LANDRY PARISH GOVERNMENT PUBLIC TRANSIT will contact a repair facility within five days from the date of discovery and schedule repairs as soon as possible.

proficiency in the use of | equipment, ADA, Title 49, CFR, Section 37, 173 requires all personnel to be trained as appropriate to their duties.

E. EQUAL OPPORTUNITY POLICY

It is the policy of **St. Landry Parish Government Public Transit** that no person involved in the operation or administration of any program receiving federal assistance shall discriminate in any program or activity on the basis of **race, color, national origin, religion, sex, disability, or age**, in accordance with applicable federal laws and regulations.

All staff shall uphold the principles of **equal opportunity and civil rights protection** for every individual served by the agency, including low-income residents of the Parish.

All **contractors, vendors, and service providers** working with St. Landry Parish Government Public Transit must comply with all applicable **Equal Employment Opportunity (EEO)** laws and certify that they are **equal opportunity employers**.

No **applicant, client, passenger, or employee** of St. Landry Parish Government shall, on the basis of **race, color, national origin, religion, sex, disability, age, or any other status protected by law**, be

excluded from participation in, denied the benefits of, or otherwise subjected to discrimination under any program or activity operated or funded by St. Landry Parish Government Public Transit.

Federal Nondiscrimination Notice

St. Landry Parish Government Public Transit complies with all applicable **federal nondiscrimination laws and regulations**, including:

- Title VI of the Civil Rights Act of 1964
- Section 504 of the Rehabilitation Act of 1973
- Americans with Disabilities Act (ADA) of 1990
- Age Discrimination Act of 1975

Complaints or inquiries regarding nondiscrimination in any program or activity may be submitted to:

Federal Transit Administration Office of Civil Rights
East Building – 5th Floor TCR
1200 New Jersey Avenue, SE
Washington, DC 20590
Phone: 202-366-4011
Email: **FTA.CivilRights@dot.gov**
Website: https://www.transit.dot.gov/regulations-and-guidance/civil-rights-ada

F. LEP POLICY

St. Landry Parish Government Public Transit shall provide for communication for limited English proficient riders to ensure them equal opportunity to benefit from services. Family members or friends of limited English proficient riders will not be used as translators unless specifically requested by that individual. Arrangements have been made with **St. Landry Parish Government Public Transit** to obtain translators. The agency will also utilize web based translator programs if available.

- If you need help with English, please call Brent Richard at 337-948-0374.

St. Landry Parish Government Public Transit proporcionará comunicación para jinetes competentes inglés limitados para asegurarles igualdad de oportunidades para beneficiarse de los servicios. Miembros de la familia o amigos de jinetes con habilidades inglesas limitadas no se utilizarán como traductores a menos que sea pedido específicamente por ese individuo. Han establecido acuerdos con la Agencia para obtener traductores. La agencia también utiliza programas de traductor basado en web si está disponible.

Si usted necesita ayuda con el inglés, por favor llame Brent Richard al 337-948-0374.

TDD 1-800-947-5277

G. CHARTER-POLICY

The St. Landry Public Transit does not routinely provide charter service. With approval from DOTD, a charter could be considered if the use of a transit vehicle would not interfere with regular general public passengers.

In the occurrence of a charter needed from our agency we do not have the bus capacity or the amount of drivers to perform charter services.

H. SERVICE AREA

St. Landry Parish Government Public Transit System operates within St.Landry Parish with trips to Lafayette Parish.

1. DAYS AND HOURS OF SERVICE

The St. Landry Parish Government Public Transit System operates Monday thru Friday from 6:00 am to 6 pm. The following days are holidays and when services are not provided.

- New Year's Eve
- New Year's Day
- Martin Luther King, Jr. Day
- Memorial Day
- Labor Day
- All Saints' Day
- Good Friday
- Thanksgiving Day & the Friday after
- Christmas Eve
- Christmas Day

Drivers leave from home at 5:00 a.m and return by 6:00 p.m.

Passengers must schedule their appointments within 48 (forty-eight) hour time frame allowing for travel time.

The system reserves the right to close services in cases of emergencies, such as weather related situations and/or natural disasters that jeopardize the safety of passengers as well as employees.

J. RESERVATIONS/ SCHEDULINÇI CANCELLATIONS

The St. Landry Parish Government Public Transit System requires a 48 (forty-eight) hour advance notice of service reservations when possible. However same-day service requests are honored to the extent possible.

Cancellation notices require a 24 hour advance notice. Passengers who do not cancel within the appropriate time frame in 3 (three) consecutive instances, will be notified in writing of their suspension from the Transportation program. Cancellations and reservations are to be made through the dispatcher or Transportation Manager in the appropriate time frame. The system dispatcher or Transportation Manager determines scheduling. Scheduling is done by the system on the basis of the actual appointment.

K. FARES

The St. Landry Parish Government Public Transit System is open to the general public. Transportation service fares are established and implemented as follows:

1. Service fares for transportation within the corporate limits of Municipalities ("in town") within 3 miles, are set at $10.00 per Passenger, per trip.
2. Service fares for transportation outside the corporate limits of Municipalities ("out of town") begin at $15.00 per Passenger, per trip.

** Any additional riders other than an escort "Till be charged at the rate of the trip.

L. PASSENGER ASSISTANCE

In order to provide safe, efficient services to the elderly, blind and handicapped, one escort who is physically capable of providing assistance to this passenger is required to ride the transit system with the passenger. The driver is responsible for safe operation of the vehicle as well as the safe boarding and exiting of the passenger to and from the vehicle. The system provides door to door pick-up as conditions permit. Drivers are not allowed to enter passengers' homes. In the event the driver determines unsafe areas such as cracked steps, rotten or worn porches, or the lack of handicapped accessibilities to a handicapped person's home, the driver cannot attempt to reach the door with the passenger. This situation must be reported immediately to the dispatcher or Program Director.

Corrective action must be taken to see that this unsafe environment is changed. All drivers are trained in Passenger Assistance and are aware of the sensitive needs of the persons utilizing the system.

Drivers may assist passengers with packages, however, the packages may only be carried to the door of the home. If cumbersome to be dealt with, a person at the destination may be called upon for assistance.

M. PASSENGER CONDUCT AND RESPONSIBILITIES

All passengers utilizing the St. Landry Public Transit System, are expected to be courteous and friendly to the driver as well as the other passengers. Passengers will refrain from using foul language, smoking, drinking or eating on the vehicle.

In an effort to operate a professional transit system, passengers are encouraged to practice good personal hygiene out of respect to the other persons on the vehicle.

No weapons or fighting will be allowed on the vehicles. No open containers will be permitted.

N. PASSENGER COMMENT/ COMPLAINT PROCEDURES

The Transportation Manager is required to complete on a quarterly basis at least five Passenger Questionnaire Forms. The input is used to improve the services delivered.

Passengers wishing to comment or issue a complaint against the system should contact LaShonda Leday, Executive Director at 337-948-3651. If no satisfaction has been granted within 10 working days of the complaint, the passenger should request in writing, a meeting with the Executive Director and St. Landry Parish Police Jury.

O. TRANSIT SYSTEM RESPONSIBILITIES

The St. Landry Parish Public Transit is responsible for the safety of passengers who utilize the system. The system is responsible for communicating the regulations to passengers and potential passengers. Drivers are licensed and trained in CPR safety, Passenger Assistance and Defensive Driving. The transit system is not responsible for items left on the vans by the passengers.

P. SAFETY

All staff members are trained in the following:

- CPR
- PREVENTIVE MAINTENANCE
- HANDICAPPED PASSENGER NEEDS
- PRE- TRIP INSPECTIONS
- DEFENSIVE DRIVING

Inventories are done on safety equipment and supplies annually. Safety procedures for passengers, vehicle and driver are designed. These safety measures protect the passengers from injury, and assure the passengers confidence in the system.

Q. EMERGENCY PROCEDURES

In all CAA vehicles, emergency procedures are visible to all. Emergency procedures instruct passengers to stay off the roadway when exiting the vehicle. No smoking is allowed around the vehicles. Fire extinguishers are visible in all vehicles. The proper authorities or emergency agencies should be called immediately on the two way radio, the caller should give their name, location, and nature of Emergency. In case of another passenger in distress on board of the vehicle, the other passengers must notify the driver immediately.

R. STATEMENT OF NON-DISCRIMINATION

The St. Landry Public Transit System is an equal opportunity system and does not discriminate.

S. TITLE VI/ ADA COMPLAINT PROCEDURE

- **Title VII ADA Complaint Procedure**

The St. Landry Parish Public Transit Title VI/ ADA Complaint Procedure is made available in the following locations:

The St. Landry Parish Government's Title VI / ADA Complaint Procedure is made available in the following locations:

☐ Agency website, if available:
☒ Hard copy in the central office
☐ Agency Title VI Plan

Any individual, group of individuals or entity that believes they have been discriminated against on the basis of race, color, national origin or disability by the St. Landry Parish Government may file a Title VI/ ADA complaint by completing and submitting the agency's Title VI/ ADA Complaint Form.

Any individual having filed a complaint or participated in the investigation of a complaint shall not be subjected to any form of intimidation or retaliation. Individuals who have reason to think that they have been subjected to intimidation or retaliation can file a complaint of retaliation following the same procedure for filing a discrimination complaint.

A complaint must be filed with the St. Landry Parish Government no later than 180 days after the following:

1. The date of the alleged act of discrimination; or
2. The date when the person(s) became aware of the alleged discrimination; or
3. Where there has been a continuing course of conduct, the date on which that conduct was discontinued is the latest instance of the conduct.

Once the complaint is received, the St. Landry Parish Government will review it to determine if our office has jurisdiction. (A copy of each Title VI complaint received will be forwarded to the Louisiana Department of Transportation and Development within ten (10) calendar days of receipt.) The complainant will receive an acknowledgement letter informing her/him whether the complaint will be investigated by our office.

The St. Landry Parish Government has 45 days to investigate the complaint. If more information is needed to resolve the case, the St. Landry Parish Government may contact the complainant.

After the investigator reviews the complaint, she/he will issue one of two (2) letters to the complainant: a closure letter or a letter of finding (LOF).

- ✓ A closure letter summarizes the allegations and states that there was not a Title VI violation and that the case will be closed.
- ✓ A letter of finding (LOF) summarizes the allegations and the interviews regarding the alleged incident, and explains whether any disciplinary action, additional training of the staff member, or other action will occur.

If the complainant wishes to appeal the decision, she/he has 180 days after the date of the letter or the letter of finding to do so. A person may also file a complaint directly with the: Louisiana Department of Transportation, Attn: Stephanie Barthelemy, 1201 Capitol Access Road, Baton Rouge, LA 70804, or Federal Transit Administration, Office of Civil Rights, Attention: Title VI Program Coordinator, East Building, 5th Floor-TCR, 1200 New Jersey Ave., SE Washington, DC, 20590.

LADOTD will analyze the facts of the case and will issue its conclusion to the appellant within 60 days of the receipt of the appeal.

If information is needed in another language, then contact Brent Richard at 337-948-0374.

- **Title VII ADA Complaint Form**

The **St. Landry Parish Government's** Title VI / ADA Complaint Procedure is made available in the following locations:

☐ **Agency website, if available**
☒ Hard copy in the central office
☐ Agency Title VI Plan

Section I:				
Name:				
Address:				
Telephone (Home):		**Telephone (Work):**		
Email Address:				
Accessible Format Requirements?	Large Print		Audio Tape	
	TDD		Other	
Section II:				
Are you filing this complaint on your own behalf?		Yes*	No	
*If you answered "yes" to this question, go to Section III.				
If not, please supply the name and relationship of the person for whom you are complaining:				

Please explain why you have filed for a third party: _____		
Please confirm that you have obtained the permission of the aggrieved party if you are filing on behalf of a third party.	Yes	No
Section III:		
I believe the discrimination I experienced was based on (check all that apply): [ ] Race [ ] Color [ ] National Origin [ ] Disability Date of Alleged Discrimination (Month, Day, Year) _____ Explain as clearly as possible what happened and why you believe you were discriminated against. Describe all persons who were involved. Include the name and contact information of the person(s) who discriminated against you (if known) as well as names and contact information of any witnesses. If more space is needed, please use the back of this form. _____ _____ _____ _____		
Section IV		
Have you previously filed a Title VI complaint with this agency?	Yes	No
Section V		
Have you filed this complaint with any other Federal, State, or local agency, or with any Federal or State court? [ ] Yes [ ] No If yes, check all that apply: [ ] Federal Agency: _____ [ ] Federal Court _____ [ ] State Agency _____		

[ ] State Court _____ [ ] Local Agency _____
Please provide information about a contact person at the agency/court where the complaint was filed.
Name:
Title:
Agency:
Address:
Telephone:
Section VI
Name of agency complaint is against:
Contact person:
Title:
Telephone number:

You may attach any written materials or other information that you think is relevant to your complaint.

Signature and date required below

_____ _____

Signature Date

If information is needed in another language, contact Brent Richard at 337-948-0374.

Please submit this form in person at the address below, or mail this form to:

Alyssa Valmont, EO officer
St. Landry Parish Community Action Agency
P.O. Drawer 1510
Opelousas, LA 70571

T. Closing Statement

The St. Landry Parish Government Public Transit System welcomes and encourages all residents to utilize its services. For additional information, please contact the St. Landry Parish Government

Public Transit System by phone at **(337) 948-3651**, or by mail at **St. Landry Parish Government Public Transit System, P.O. Drawer 1510, Opelousas, LA 70571**.