



Operations, Asset Management, Safety and Security Manual

The Jule City of Dubuque Transportation Services Department

Facility Locations:

Jule Operations Center 949 Kerper Blvd Dubuque, IA 52001	Intermodal Center/Administration 950 Elm St Dubuque, IA 52001
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Overview:

The purpose of this document is to provide a framework for the ongoing development and implementation of measures that address issues of asset management, safety and security as potentially experienced by The Jule Transit System. This document presents information from the perspective of prevention; it also includes protocol that aims to minimize and contain a dangerous event should one occur.

All forward thinking and planning must include acknowledgement of hazards faced within our community and in the world at-large. It is important that The Jule stays aware of social and political trends so it can continue to provide consistent, safe and reliable service to the public.

TABLE OF CONTENTS

CHAIN OF COMMAND.....	3
EMERGENCY ACTION PLAN.....	3
ACCIDENT/INCIDENT REPORTS	4
BUILDING EVACUATION	5
CPR/1 ST AIDE TRAINING	7
BLOODBORNE PATHOGENS – GOOD SAMARITAN	7
SEVERE AND INCLEMENT WEATHER POLICY	7
FIRE & FIRE SUPPRESSION.....	11
ON-BOARD VIOLENCE (PASSENGER TO DRIVER, PASSENGER TO PASSENGER).....	11
NONVIOLENT CRISIS INTERVENTION –DE-ESCALATING TECHNIQUES.....	11
VIOLENCE IN THE WORKPLACE	12
HAZARD COMMUNICATION.....	14
ACCIDENT PREVENTION.....	15
BUILDING SECURITY	15
LOSS OF POWER/POWER OUTAGE.....	15
THEFT, ROBBERY, LOSS OF PROPERTY.....	16
CIVIL DISTURBANCE OR DEMONSTRATION.....	16
BOMB THREAT	16
TERRORIST ATTACK	17
ASSET MANAGEMENT: VEHICLE AND FACILITY MAINTENANCE	18
ATTACHMENT A: BOMB THREAT FORM	23
ATTACHMENT B1: ACCIDENT/INCIDENT REPORT FORM	24
ATTACHMENT B2: ACCIDENT/INCIDENT REPORT FORM	25
ATTACHMENT C1: FLOOR PLAN SHUT-OFF VALVES, SWITCHES & EVACUATION DOORS.....	26
ATTACHMENT C2: FLOOR PLAN SHUT-OFF VALVES, SWITCHES & EVACUATION DOORS.....	27
ATTACHMENT D: COMMUNICATION AND EMERGENCY CODE LIST	29
ATTACHMENT E: TRAINING SCHEDULE	30
ATTACHMENT F: PROTECTIVE EQUIPMENT HAZARD ASSESSMENT.....	31
ATTACHMENT G: FACILITY: PREVENTATIVE MAINTENANCE & KEY CONTACTS.....	33
ATTACHMENT H: FACILITY: BUS SHELTERS CLEANING SCHEDULE.....	33
ATTACHMENT I: PREVENTATIVE MAINTENANCE INSPECTION.....	35
ATTACHMENT J: VEHICLE PORTFOLIO	36

ANNUAL REVIEW AND REVISION

The Jule Operations, Asset Management, Safety & Security Program is to be reviewed annually for changes to the work procedures performed under this program, changes in OSHA standards pertaining to this program, or changes in vehicles, equipment, or facilities used or provided. All revisions to the program must be dated and initialed by the safety committee or the designated person responsible for administering this program.

Date of Annual Review		<u>By:</u>
4/10/2014	Initial creation	Candace Eudaley-Loebach
10/20/2014	Update to accident procedure	Candace Eudaley-Loebach
06/25/2015	Update to severe weather and power outage procedures	Candace Eudaley-Loebach
12/12/2016	Update staff and add Intermodal	Candace Eudaley-Loebach
1/26/2017	Update maintenance contracts	Candace Eudaley-Loebach
2/3/2018	Update facility details	Jodi Johnson
7/26/2018	Include Transit Asset Management	Jodi Johnson

11/5/2018	Staff Change	Renee Tyler
06/30/2019	Update Staff Change	Renee Tyler
09/27/2019	Update Staff Change	Renee Tyler
06/18/2021	Include Flood Zone Identification	Jacob Ironside
09/28/2021	Update Performance Measures and Targets for FY23, Update vehicle and asset portfolio, Update maintenance schedule	Jodi Johnson
07/29/2022	Update Vehicles and Asset Portfolio	Jodi Johnson
02/02/2024	Updated Vehicle and Asset Portfolio/FY24 TAM Targets	Jodi Johnson

CHAIN OF COMMAND

Ryan Knuckey - Director of Transportation Services
 Jodi Johnson - Transportation Services Operations Supervisor
 Russ Stecklein – Transportation Services Operations Supervisor
 Barry Gibson – Service Worker (Operations & Training Center)
 Jason Hardtke – Service Worker (Operations & Training Center)

EMERGENCY ACTION PLAN

The Transit Division Emergency Action Plan Administrator is the Director of Transportation Services. This person is ultimately responsible for overseeing all aspects of the emergency plan. During an emergency event and if the Director of Transportation Services is not available, the decision-making and leadership responsibilities follow the chain of command above.

The Operations Supervisor has the responsibility of informing contractors and contract employees of the facility’s Chain of Command and Emergency Action Plan. This information is to include the location of severe weather shelters, exit routes from the facility, evacuation assembly sites, and the function of the notification/alarm systems. The Operations Supervisor is also responsible for arranging service or repair of all fire extinguishers, notification and/or alarm systems, and other fire suppression equipment.

ADDITIONAL EMERGENCY ACTION RESPONSIBILITIES

1. “Buddies” will be assigned as needed to assist disabled employees and/or customers, thereby ensuring their safety during an emergency situation (e.g. assist in their evacuation of the building). The Director of Transportation Services will appoint buddies.
2. Evacuation monitors will survey the facility – including out-of-the-way work areas and restrooms – to ensure all personnel have been alerted and evacuated. The Plan Administrator will appoint monitors.
3. A fire extinguisher inspection contractor will conduct annual inspections of fire extinguishers, and are contracted by Operations Supervisor.
4. Fire extinguisher operators will be trained and are assigned by plan (Bus Operators, Operations Supervisor, Maintenance Staff).

5. In the event of an emergency due to severe weather, notices will be posted at main entrances informing public that city personnel have sought shelter. Dispatch personnel will post signage.
6. The first city employee to arrive at the evacuation assembly site will be the “head counter.” The head counter’s responsibilities are to account for all other personnel from the facility, and to report “unaccounted for personnel” to the incident commander i.e. Fire Department or Police Department. (“Unaccounted for personnel” are those whose whereabouts are unknown and who have not arrived at the assembly site within five (5) minutes of the evacuation notification.)
7. Any and all employees should note the absence of fellow employees and report this information to the “head counter” at the designated assembly site.

NOTE: When conditions are life-threatening no employee should compromise his/her safety by fulfilling additional duties.

ACCIDENT/INCIDENT REPORTS

Employees must report any accident or incident involving a person, vehicle or object immediately.

ACCIDENT PROCEDURE

If you are involved in an accident (this includes hitting a fixed object or hitting or being hit by another vehicle):

1. Check for injuries
2. Do not move the vehicle
3. Immediately radio Dispatch Office for guidance with location and injuries
4. Dispatch office will notify a supervisor and contact police
5. Request that passengers and other witnesses remain on-site
6. When police and supervisor arrive on the scene, follow all instructions
7. Complete an accident report
8. You may be required to take a drug and alcohol test based on FTA post-accident testing requirements
9. Management Staff will complete the Post-Accident Testing Form
10. Depending on the severity of the accident, you may not be allowed to complete your shift

The supervisor will request a copy of the official report from the police, complete exchange of information, Drug & Alcohol Post- Accident Testing form, and take photos of all damaged vehicles or property being sure to capture the license plates of each vehicle.

INCIDENT PROCEDURE

An incident is defined as a non-vehicle event. If an incident occurs on your bus (this includes Bus Operator or passenger injuries, verbal or physical confrontation between passengers and/or Bus Operators, etc):

1. Pull over
2. Check for injuries
3. Immediately radio Dispatch Office for guidance with location and injuries
4. Dispatch office will notify a supervisor and determine whether police should be contacted
5. Request that passengers and other witnesses remain on-site
6. Follow instructions provided by Dispatch
7. Complete an incident report at the end of your shift
8. Depending on the severity of the incident, you may not be allowed to complete your shift

A complete report must be made out for every accident or incident that occurs on or involving a city employee and/or vehicle. In the case of a passenger or pedestrian accident, even though the person involved declines to give his/her name or states that he/she is not injured, the employee involved must make a full report. Failure to report the above item(s) can and will result in disciplinary action.

It is the duty of the employee to attempt to obtain names of any person(s), no matter how insignificant, who could provide information as witnesses regarding the accident/incident. The names will not be given to anyone except authorized representatives of the City of Dubuque.

All cases of accident or injury to an employee while on-duty must be promptly reported to the Transit Office and all necessary reports being completed and turned in as soon as possible (no later than 24 hours after occurrence) who will then report it to the Personnel Office. The City of Dubuque's designated physician for on the job injuries is Tri-State Occupational Health. In the case of severe or after-hours injuries, employees should be taken to the Mercy Hospital Emergency Room.

Bus Operators are not to contribute any information other than that as required by law enforcement officers, law enforcement agencies, representatives of ICAP insurance, or to discuss claims, accident, or incidents with anyone other than authorized City of Dubuque representatives, union stewards and their personal lawyer.

BUILDING EVACUATION

In the event of an emergency such as a natural disaster or bomb threat, it may be necessary to evacuate the building. If an evacuation is warranted, management or supervisor(s) will order the evacuation; operations and maintenance departments will begin their evacuation process. A bus will be dispatched to the assigned assembly area(s) to be used as an evacuation shelter. If possible, building maintenance personnel will be posted at facility door(s) to allow emergency personnel to gain quick building access (and to direct them to source of problem/fire).

Dispatch should direct buses in route to the facility to the City of Dubuque Municipal Services Center on Kerper Blvd, Intermodal Center or JFK Circle Transfer, respectively.

An evacuation announcement should be made in a steady, calm voice, instructing people to move quickly without rushing. If fire is present, activate fire alarms. The Plan Administrator is responsible for head counts and should take the Evacuation Personnel Checklist when exiting the building. If it is determined that people may still be in the facility, notify the on-scene incident commander from the local emergency service agency and give them the last known location of the missing individual(s). Evacuees should stay grouped together and quiet; information will be shared whenever possible. Be aware that all personnel and visitors will be under some degree of emotional distress. Look for symptoms of stress, hyperventilation, anxiety attacks, confusion, depression, etc.

Prior to an evacuation, all employees should familiarize themselves with the following to ensure their safety:

1. You must evacuate the building whenever the building alarm sounds and/or when you are told to do so by emergency service personnel, your supervisor, management, or authorized personnel.
2. Be aware of where the evacuation placards are posted in each work area. In the event that one exit becomes inaccessible, be aware of alternative exit routes.
3. Become familiar with the location of the fire alarm activation devices and how they are operated.
4. Become familiar where fire extinguishers are located.

5. Become familiar with the designated assembly place for your work area as well as those for the rest of the facility.

In the event of an on-site emergency requiring the evacuation of your work site, it is your responsibility to proceed to the designated evacuation assembly area and, in the process:

1. Ensure that all telephone handsets are replaced back in their cradles.
2. Take along any personal belongings and valuables, such as jackets, coats, briefcases, cell phones, purses and backpacks (time and conditions permitting).
3. Check surroundings – including restrooms - to notify other persons in the area of the alarm. After checking a room, the employee should close the door to reduce the possible damage by heat, smoke and flame in the case of fire.
4. Ensure that disabled non-ambulatory persons are provided assistance during evacuations. It may be necessary to leave wheelchairs behind. In that event, two reasonably strong individuals should assist disabled person to assembly area.
5. It is possible that in a panicked state, employees may cross a busy street unaware of the imminent dangers of traffic. Assign responsible employees in strategic locations to warn evacuees of any dangers posed along the evacuation route.
6. Do not leave the evacuation assembly area and re-enter building or approach the emergency incident scene until instructed to do so.

EVACUATION ROUTES & ASSEMBLY AREAS:

Jule Operations & Training Center

Primary Evacuation Route

Office Personnel = East Employee Entrance Door

Maintenance Personnel = West side of Garage Walk Thru Door

Primary Assembly Area

Office and Maintenance Personnel = Employee Parking Lot – West of JOTC

Secondary Evacuation Route

Office Personnel = South Entrance Door

Maintenance Personnel = East side of Garage Walk Thru Door

Secondary Assembly Area

Front Office and Maintenance Personnel = East side of parking lot by bus entrance gate on Kerper Blvd.

Intermodal Center

Primary Evacuation Route

Front Office Personnel = North Door from Office to Outside

Public = North Public Entry/Exit Doors

Primary Assembly Area

Front Office Personnel and Public = North Corner of Surface Parking Lot on Elm & 11th Streets

Secondary Evacuation Route

Front Office Personnel = South Door from Office to Outside

Public = South Public Entry/Exit Doors

Secondary Assembly Area

Front Office Personnel and Public = South Corner of Landscaping Area – Elm & 9th Streets

CPR/1ST AIDE TRAINING

CPR and 1st Aide Training, as conducted by the American Red Cross and offered through the City of Dubuque, is made available to all City employees. Transit employees, especially Bus Operators, are encouraged to participate in the training as time, opportunity and personal interest allows.

BLOODBORNE PATHOGENS – GOOD SAMARITAN

We do not reasonably anticipate that our employees will come into contact with bloodborne pathogens as part of their normal job duties.

- Employees have voluntary training in first aid. This is done so that they are able to render emergency treatment to themselves and their loved ones. This training also results in increased safety awareness as employees are taught injury prevention. Any employee who renders first aid treatment to another employee does so as a “Good Samaritan” and is not covered under OSHA’s Bloodborne Pathogens Standard.
- Those performing custodial duties are not exposed to bloodborne pathogens. They are instructed to wear utility gloves when cleaning restrooms. Waste containers for disposal of personal products such as sanitary napkins are lined and the custodian would never handle these products by hand.

All employees are instructed to report any changes or possible exposures to their supervisor. If exposures do occur we will reevaluate our policy at that time.

SEVERE AND INCLEMENT WEATHER POLICY

Internal Procedures: Bus Operators, Dispatchers, & Passengers

SEVERE WEATHER – Blizzard, Thunderstorm Warning or High Wind Siren

Employees using mobile, portable or base radios will be notified by the Dispatch Office when any of the above warnings are issued. Bus Operators are responsible for relaying severe weather conditions instructions to passengers as directed by dispatch. The following evacuation procedure should be followed by in route Bus Operators:

1. Contact base and identify yourself by your name and route, state your location and which designated shelter is closest to your current location. Base will establish a check-in time. If you are unsure of the nearest safe shelter, ask the dispatcher for instructions.
2. Immediately go out of service, and inform passengers of the situation stating that the bus is heading to an identified shelter and that they may seek shelter there also (“The transit system recommends they seek shelter.”). Proceed to the shelter using as direct a route as is feasible and safe, without stopping to pick up or drop off (additional) passengers.
3. When you arrive at the designated shelter, use a cellphone or locate a telephone in order to re-establish contact with base. If a telephone is not available, visually monitor the weather as safety allows. When conditions appear stable, return to the bus and establish contact with the dispatcher using the 2-way radio. State your current location and ask for further guidance.
4. When the severe weather condition (emergency) has passed, dispatch will inform all routes that normal operations should resume. However, drivers should be aware of and watchful for a potential reoccurrence of the emergency situation.

5. After dispatch announces all clear, inform the passengers that the bus is returning to service, get them back on the bus and resume the route.
- 6.

SEVERE WEATHER – Tornado Watch

Jule dispatch staff will notify all on-duty Jule bus operators via radio that a tornado watch is in effect. Bus operators will monitor the weather conditions for approaching severe weather or tornado. If such signs are noted they will IMMEDIATELY notify the base by radio. The base operator will relay this information to the E911 Dispatch Center.

SEVERE WEATHER – Tornado Warning

Jule dispatch staff will notify all on-duty Jule bus operators via radio that a tornado warning is in effect. Based on each vehicle location, transit dispatch staff will advise operators of possible shelter locations. All on-duty bus operators will proceed as follows:

1. If the bus is close to a public building (post office, fire station, hospital, or school building), the bus operator will ask passengers to leave the bus and take shelter in the building. Passengers that refuse to leave the bus will be allowed to stay on.
2. Bus operators will not move the bus or advise anyone to leave the bus during the actual storm when dangers are visibly apparent such as high water, strong winds, fallen wires or fallen trees.

When the warning has been removed, transit dispatch staff will notify all on-duty Jule bus operators via cell phone that the storm has passed.

All on-duty bus operators will proceed as follows:

1. Evaluate the conditions near their location to determine whether dangers are visibly apparent such as high water, strong winds, fallen wires or fallen trees
2. Bus operators will not move the bus or advise anyone to leave the bus if dangers are visibly present.
3. If no dangers are apparent, the driver should complete his/her scheduled route, delivering all passengers.

ON-ROUTE DESIGNATED SHELTERS

Based on the Bus Operator's locations along the route, the following locations are safe shelters:

JFK Circle-Based Routes = Kennedy Mall, Area Residential Care, Kohls, HyVee

Delhi-Based Routes = Finley Hospital, Mercy Hospital, Wartburg Seminary, Clarke University

Downtown-Based Routes = Department of Motor Vehicles, Intermodal Center, JOTC, Municipal Services Center (Kerper Blvd)

SEVERE WEATHER – Jule Facility Shelter Assignments

Severe weather such as tornadoes which require Jule personnel to take shelter should seek shelter in the following areas:

JULE OPERATIONS & TRAINING CENTER

Operations Supervisor, office personnel, drivers and visitors = Men's or Women's Locker Room

Maintenance and Mechanics = Men's Locker Room

Department/division supervisors will issue an "all clear" to their employees based upon current weather information. Information regarding current severe weather may be obtained by monitoring a battery-operated AM/FM radio.

INTERMODAL CENTER

Director of Transportation Services, office personnel, drivers and visitors = Family Restroom

External Communications Procedures

INCLEMENT WEATHER – Winter Storms, Ice, and Snow

For any weather-related change to service, communication with the public is essential. A post should be made to social media (Facebook and Twitter) using the HootSuite platform and through the notify-me system to The Jule List and Press Release List.

Be prepared to respond to additional questions and ride requests through facebook and twitter.

During and following snow and ice storms, city staff will work to clear transfer areas within 24 hours. Requests for bus stop clearing can be submitted through the City's website (WebQA) or by calling The Jule dispatch phone number at 563-589-4196. These requests will be responded to and stops cleared within 48 hours of entry of the request in the WebQA system.

LEVEL 1

Alternate Routes and Service Delays

Stay in touch with Public Works staff to get street conditions.

Paratransit

Continue service, but advise passengers to expect delays.

Fixed-Route

When weather conditions and forecast will not allow the Jule to operate its full fixed route level of service but still able to operate a reduced service with delays, the following alternate routes will take effect:

- **Green Line**
No service to Terrace Heights. Bus will stop at Casey's on Peru Rd.

- **Green Line**
No service to Saunders St & Broadway St. Bus will travel on Central Ave.

- **Orange Line**
No service on Madison Hill or Clarke Dr. Bus will travel west on Locust St.

- **Grey Line**
No service to Sunset Park Circle Bus will continue on Kaufmann Ave to Bonson to Asbury to Sams Club.

- **Purple Line**
No service to Wingate. Bus will travel on Sylvan Dr to Kennedy Mall.

- **Park & Ride** If large employers are releasing early, adjust schedule accordingly.

Sample post/notify-me for alternate routes:

Effective Saturday 2/1/2014; All routes all day

Due to deteriorating road conditions, The Jule will use alternate routes. Expect delays of up to ____ minutes until conditions improve.

The Jule will use the following alternate routes:

INSERT RELEVANT ALTERNATE ROUTES

Call 563-589-4196 for bus times or route deviations in your area.

LEVEL 2

On-Call and Reduced Service

Stay in touch with Public Works staff to get street conditions.

Paratransit

Continue service, but advise passengers to expect delays. When weather conditions and forecast will not allow the Jule to operate full service, contact passengers with non-medical appointments to reschedule (if possible).

Fixed-Route

If conditions are deteriorating or are expected to deteriorate to the extent that it is no longer safe to provide fixed-route service, reduce to on-call service until conditions improve.

Sample post/notify-me for on-call service:

Effective Saturday 2/1/2014; All routes all day

Due to deteriorating road conditions, The Jule fixed-routes will not operate. On-Call service is available for those who need to travel.

Call 563-589-4196 to request a ride.

LEVEL 3

Service Cancellation

Stay in touch with Public Works staff to get street conditions. If on-call service will not be safe, cancel both fixed-route service and all paratransit trips and provide as much advance notice as possible so passengers can prepare.

Sample post/notify-me for service cancellation:

Effective Saturday 2/1/2018; All routes all day

Jule Nightrider Routes will end at 11pm Tonight

DUBUQUE, Iowa – 1:30pm – According to the National Weather Service, heavy snowfall and strong winds will make travel difficult this evening into tomorrow. To ensure the safety of our passengers and staff, The Jule will end both fixed-route and minibus service early tonight, Friday November 20, 2018. All Nightrider routes and minibus trips will end at 11pm.

The last pick-ups/drop-offs at stops along these routes are listed below:

INSERT RELEVANT STOPS, ROUTES, AND TIMES

The Jule's dispatch staff will be available until 11pm to answer questions and help passengers plan their rides. For more information, call 563-589-4196.

FIRE & FIRE SUPPRESSION

The Plan Administrator appoints the trained fire extinguisher operators. Presently the following personnel are considered trained operators of fire extinguishers:

- Operations Supervisors
- All Maintenance Personnel
- All Bus Operators
- All Parking Technicians

Qualified personnel will receive initial training and annual refresher training for fire extinguisher operations. Fire suppression with a fire extinguisher is to be attempted only in conjunction with a Fire Department notification (9-911) and only after occupant evacuation has begun.

The facility will have annual inspections of fire extinguishers in the facility and on-board all buses. The Operations Supervisor will contract for this service with a qualified inspector. At present, Dubuque Fire is the contractor for this service.

The facility will conduct annual reviews of existing standards of practice regarding storage and handling of potentially dangerous chemicals and materials (MSDS). This review is to include proper disposal of said chemicals, used grease rags, gasoline, etc. per Jule and City policy. There will continue to be effective enforcement of the Iowa Smoke-Free Air Act that prohibits all smoking within and on the premises of city-owned buildings, in city-owned vehicles, and at transit shelters and transfer areas. Fire evacuation route placards will be posted throughout the facility, and regular maintenance of fire/egress and safety lighting and equipment (e.g. fire extinguishers, sprinkler systems, etc.) will be performed. There will be annual reviews of the Standards of Practice with all employees – Bus Operators to ensure proper handling of fires on buses, maintenance and mechanical personnel regarding the proper handling of potentially hazard materials, etc. Fire drills for facility will be performed on an annual basis, and will include the timely and safe evacuation of facility, head counts of employees, etc.

ON-BOARD VIOLENCE

(PASSENGER TO DRIVER, PASSENGER TO PASSENGER)

Engaging in fighting or violent behavior, yelling or swearing that causes unreasonable distress to other passengers or operator of the bus, or directing abusive language or making any threatening gestures that the person knows or reasonably should know is likely to provoke a violent reaction by another is prohibited.

The driver or personnel supervising the operation of a bus shall advise a passenger who is violating passenger policies that the prohibited conduct must cease and that the passenger may be required to leave the bus if the prohibited conduct does not stop. If the passenger does not comply with the driver's direction, the driver shall immediately contact the Dispatch Office who will contact a supervisor or the police depending on the severity of the incident. A supervisor or a police officer that finds that the passenger has engaged in prohibited conduct may remove the passenger from the bus.

NONVIOLENT CRISIS INTERVENTION –DE-ESCALATING TECHNIQUES

It is important to remain calm and reassuring when faced with an anxious passenger. Acknowledge the passenger's anxiety and, when possible, validate the reason for it. Be aware of their "comfort zone" i.e. personal space, and

attempt to stay at least arms (and leg) length away. Be aware of your facial expressions as you are communicating and/or listening to their complaints. If seated behind the steering wheel, get up and clear of the driver's area so in the event of a physical assault you can get away.

When faced with a defensive passenger speak in calm, rhythmic lowered tones. Be direct but not condescending. Your instructions to the passenger should be simple, clear, and reasonable. Diffuse the situation – do not get into a power struggle.

TIPS TO REMEMBER:

1. As quickly as possible, communicate the situation to dispatch and include your location.
2. Listen to the person causing the disturbance is trying to tell you.
3. Beware of your non-verbal communication (e.g. facial expressions, body language).
4. Remain calm; don't over-react.
5. Don't be judgmental.
6. Don't take the situation personally.
7. Maintain eye contact.
8. Identify the other person's feelings; acknowledge and validate them.
9. Take deep breaths.
10. Try to keep some space between you and the passenger.
11. Keep in mind that there might have been a prior incident or some other precipitating factor, that the passenger might be ill (mentally and/or physically), on drugs or otherwise under the influence.
12. Mentally prepare for the worse case scenario – look around you and plan a course of action and an escape route.
13. Maintain control of yourself – your emotions and reactions, tone of voice, facial expressions and body language. In doing so, you will have greater success in retaining control of the situation and ultimately attaining a positive resolution to the crisis.

VIOLENCE IN THE WORKPLACE (EMPLOYEE TO EMPLOYEE, INCLUDING HARASSMENT)

City of Dubuque Administrative Policy 4.01

Nothing is more important to the City of Dubuque than the safety and security of its employees. Threats, threatening behavior or acts of violence against employees, customers, visitors, guests, or other persons by anyone on City of Dubuque property, which includes buildings, grounds, vehicles and equipment, or at a worksite that is not owned by the City, such as the Law Enforcement Center, will not be tolerated. Violations of this policy will lead to disciplinary action which may include dismissal, arrest, and prosecution.

Any person who makes substantial threats, exhibits threatening behavior, or engaged in violent acts on City property shall be removed from the premises as quickly as safety permits, and shall remain off City premises pending the outcome of an investigation. The City will initiate an appropriate response. This response may include, but is not limited to, suspension and/or termination of any business relationship, reassignment of job duties, suspension or termination of employment, and/or criminal prosecution of the person or persons involved.

No existing City policy, practice or procedure should be interpreted to prohibit decisions designed to prevent a threat from being carried out, a violent act from occurring or a life threatening situation from developing.

An employee is responsible for notifying their supervisor and/or their Division Manager of any threats which the employee has witnessed, received, or has been told that another person has witnessed or received. Even without an actual threat, an employee should report any behavior the employee witnessed which the employee regards as threatening or violent, when the behavior is job related or might be carried out on a City controlled site, or is connected to City employment. An employee is responsible for making a report regardless of the relationship to

the individual who initiated the threat or threatening behavior. If the employee's supervisor is not available, the employee should report the threat to their Division Manager, the Personnel Office or the Police Department.

An employee who applies for or obtains a protective or restraining order which lists City locations as being protected areas, must provide to the employee's supervisor and the Personnel Office a copy of the petition and declarations used to seek the order, a copy of any temporary protective or restraining order which is granted, and a copy of any protective or restraining order which is made permanent. The City understands the sensitivity of the information requested and has developed confidentiality procedures which recognize and respect the privacy of the reporting employee.

Employees, with the exception of sworn Peace Officers, are prohibited from bringing deadly weapons, which include, but are not limited to, firearms, knives, and explosive devices, to the workplace, or from having such weapons in City vehicles, or in private vehicles if the vehicle is parked on City property or the employee if on City business. Any exceptions to this paragraph must be approved by the employee's Department Manager. An example of an exception would be carrying a pocket knife that is used as part of the employee's job.

Employees are expected to conduct themselves according to training received, involve their supervisor during incidents of violence, and cooperate with follow-up investigation. Timely reporting is required, and it is fully expected that employees will offer recommendations to supervisors for creating a safe work environment. Employees are prohibited from using bodily force against another, except when issuing an appropriate level of force to defend themselves or another against a violent attack.

The City will provide appropriate training and education to all employees with refresher training based upon incident reports, employees' recommendations, and/or observable inadequacies in practice. New hires and transfers will receive training upon assuming work duties.

Management personnel will undergo additional training to enable them to recognize, analyze, and establish violence prevention controls.

Managing a Potentially Violent Situation:

Because no two violent situations are alike, a single, standard formula to deal with them does not exist. However, there are some normal procedures to follow in the two most common situations:

A distraught, harassing or abusively angry person: City employees are expected to assist and interact with the general public and fellow employees in a courteous manner. If, for example, a person becomes angry, the employee should courteously attempt to calm the person down. If that does not work, the employee should involve his/her supervisor or call for assistance from another supervisor or Police.

A person threatening bodily harm: If the employee determines that he/she or another person is threatened, that is, in danger of imminent bodily harm, the employee should attempt to leave the scene, if it can be done safely, and notify the police if necessary. If the supervisor is unaware of the situation, the employee should notify the supervisor as soon as it can be done safely. The supervisor will then determine if police should be notified.

Reporting Incidents:

An employee must complete the "Incident Report" (sample copy attached) and route it through the supervisor, with a copy going to the Personnel Office, within 24 hours of the occurrence of any violent act or threat of a violent act.

For an act involving the threat of bodily injury, the supervisor is responsible in making sure the Personnel Office is contacted, as soon as it can be done safely. Any City employee having knowledge of a violent act or any threatening statement or behavior involving any other City employee (as victim or perpetrator) must report it. The employee will apprise his/her supervisor and together submit a report to the Personnel Office. Should the

employee's supervisor be involved in the violent act, the employee may make the report to the Division Manager, Department Manager, or directly to the Personnel Office.

To the greatest extent possible anonymity will be maintained during the investigation. However, anonymity will be maintained at the discretion of those investigating and resolving the complaint only to the degree that it does not compromise the investigation. There is no right to or guarantee of anonymity.

Any employee who acts in good faith by reporting real or implied violent behavior will not be subjected to any form of retaliation or harassment. Any retaliatory behavior resulting from a report of violence must be reported to the Personnel Office for investigation and appropriate action.

HAZARD COMMUNICATION

It is the goal of The Jule to protect its employees from hazards at the workplace. This Hazard Communication Policy applies to all work operations where Jule employees may be exposed to hazardous substances under normal working conditions or during an emergency situation. This program is designed in compliance with OSHA 29 CFR 1910.1200.

SAFETY DATA SHEETS (SDS):

Safety Data Sheets (SDS) are fact sheets for chemicals which pose a physical or health hazard in the workplace. SDSs provide specific information about the chemicals we use. The Operations Supervisor and Service Worker are responsible for obtaining the SDSs for the The Jule. Operations Supervisor will contact or designate another representative to contact the chemical manufacturer or vendor if additional information is need or to request a SDS. SDSs are stored in hardcopy in the Garage near the Service Worker office and electronically on the City of Dubuque T:\MSDS\Transit.

SDS's for products not currently used or that have changed will be maintained in an inactive file for a minimum of thirty (30) years.

LABELS AND OTHER FORMS OF WARNING:

All Jule employees are required to inspect newly purchased materials for proper labeling prior to use. The manufacturer's label shall never be removed or covered. Labels must list at least the following;

- Chemical identity,
- appropriate hazard warnings,
- and, the name and address of the manufacturer, importer or other responsible party.

Jule employees are responsible for ensuring that all hazardous chemicals labeled in the workplace are properly labeled. Refer to the corresponding SDS as a source for label information.

NOTE: If employees transfer chemicals from a labeled container to a portable container that is intended only for their IMMEDIATE use, no labels are required on the portable container.

TRAINING:

Employees working with or potentially "exposed" to hazardous chemicals will receive initial training and any necessary retraining on the Hazard Communication Standard and the safe use of those hazardous chemicals by The City of Dubuque Fire Department or other designated representative. Whenever a new hazard is introduced or an old hazard changes, additional training shall be provided.

Operations Supervisor will verify that each affected employee has received and understood the required training through a written certification that contains the name of each employee trained, the date(s) of training, and that identifies the subject of the certification.

FAILURE TO COMPLY WITH HAZARD COMMUNICATION POLICY:

An employee who does not comply with this program will be disciplined for noncompliance according to the City of Dubuque Personnel Manager's recommendation.

ANNUAL REVIEW:

It is the responsibility of the Director of Transportation Services and the Operations Supervisor or other designated representative to reassess the workplace chemical hazards as necessary, to identify and evaluate new chemicals, to review accident records, and reevaluate the suitability of previously selected PPE or safe work practices. This reassessment will occur at least annually.

TEMPORARY WORKERS / CONTRACTORS

To ensure that temporary employees or contractors have access to information on the hazardous chemicals used, it is the responsibility of Operations Supervisor to provide the following information.

- Where SDSs are located.
- The name and location of the hazardous chemicals to which their employees may be exposed and any appropriate protective measures required to minimize their exposure.
- Explanation of the labeling system.

Each contractor bringing chemicals on-site must provide the Operations Supervisor with the appropriate hazard information for these substances, including the SDSs, the labels used and the precautionary measures to be taken when exposed to these chemicals.

ACCIDENT PREVENTION

Perform on-going review(s) with all employees of the OSHA and City of Dubuque guidelines and practices that apply to them, and ensure said practices and procedures are known, followed and updated as needed. Monthly Safety Committee meetings are held to review all safety-related incidents and policies that relate to daily operations.

BUILDING SECURITY

Proper maintenance of keyed lock system currently in place. Reduce unauthorized access to interior of building by shutting outside doors (office/driver, storage and mechanic areas) when not in use, and requiring use of fob in order to gain access to building.

Evening personnel i.e. Nightrider Crew will continue to receive training on the procedures to follow in the event of an emergency situation (e.g. severe weather, terrorist attack, fire, or earthquake). Policies regarding the securing of the facility and buses (e.g. keeping outside doors shut and/or locked, shutting off and taking the key from ignition of buses when unattended, etc.) will continue to be enforced. The Jule and City of Dubuque will continue to investigate and review how best to protect the facility and still maintain access with minimal difficulty to storage and mechanical areas during course of daily operations.

LOSS OF POWER/POWER OUTAGE

Radios: In the event of power failure that disrupts base radio contact with Bus Operators, battery backup in the dispatch office will provide power for approximately 2 hours. An off-site generator (W 3rd St) will power the radio tower. If driver radios lose power, drivers should use cell phones to contact base at 30 minute intervals.

Phone Service: If phone service is lost, the analog phone should be plugged in and used for passenger calls.

Analog Phone Location: NE corner of Jule Operations Center dispatch office (FT dispatch desk area)

Analog Plug-In Location: NE corner of Jule Operations Center dispatch office

Analog Phone Number: 563-589-4342

The following information should be sent out to the public using Notify-Me and social media.

Date and Time

A power outage is impacting the Jule's phone service. If you are trying to reach the Jule for fixed route or mini-bus services, please call 563-589-4342. Your patience is greatly appreciated.

THEFT, ROBBERY, LOSS OF PROPERTY

Perform regular reviews of existing practices that ensure prevention or, at the very least, minimization of loss and potential injury in the event of theft/robbery. These practices include requiring keys for admittance to sensitive areas and delivery of locked fareboxes to bank for deposit.

CIVIL DISTURBANCE OR DEMONSTRATION

Most demonstrations (protests, strikes, etc.) are peaceful; therefore you should attempt to conduct business as normally as possible without provoking or obstructing the demonstrator's activities.

When a civil disturbance occurs that may jeopardize the safety and well-being of you and your passengers, immediately contact the Dispatch Office and request a supervisor. Supervisory or management staff will assess any disturbance to see if the involvement of local law enforcement agencies is warranted. In the interim, you should consider taking the following actions:

1. Remain calm – do not provoke further incident
2. Avoid the area to prevent injury, further disruptions, or possible arrest. Don't become part of the problem.
3. Only leave the building or your work area (e.g. bus) under the direction of law enforcement/emergency service personnel or a supervisor/manager. Depending upon the type of incident, employees may be directed to a safer area in the building or be advised to leave to area.
4. Don't speak or make gestures toward demonstrators.

If the disturbance is occurring outside your bus and you are unable to move your bus, close the doors to the bus immediately. However, do not attempt to hold any passenger on the bus who wishes to leave, but for his or her own safety, encourage them to remain on the bus until the police arrive.

BOMB THREAT

What To Do

1. Cooperate with the caller; listen carefully
2. Note carefully all information the caller gives (see form, Attachment A.
3. Ask the location and description of the bomb, expected time of explosion, and why the bomb was planted.
4. Try to recall the exact time you received the call.
5. Note the caller's voice: male, female, with an accent, intoxicated, familiar?
6. Note background noises: traffic, construction, music, voices, etc.
7. Ask for caller's name and address.
8. Notify your supervisor

9. Call 9-911: Report the bomb threat, give your name and location

10. EVACUTE the building (see Evacuation Routes/p.6)

SIGNAL FOR BOMB THREAT: “10-89”

It is the responsibility of all Bus Operators to be fully aware of The Jule’s “10-89” procedures. For the safety of everyone, all bomb threats must be investigated. The following procedures are to be followed when a bomb threat is received:

1. The dispatch/supervisor on duty will make an “All Call” for the entire fleet or those vehicles specifically known to be involved, and issue a “10-89.”
2. After receiving a “10-89” message, all Bus Operators are to pull over and park their buses at the nearest, appropriate and safe location. Bus Operators should attempt to park their vehicles away from traffic and all government buildings, schools, hospitals, etc.
3. Calmly evacuate all passengers away from the bus.
4. Check the inside of the bus for any unusual items. Do not attempt to touch, remove or investigate these items if discovered.
5. Under no circumstances should a Bus Operator use the radio system when relaying information to dispatch.
6. Should a suspicious item(s) be found on the coach, the Bus Operator should not touch or investigate the item(s). The Bus Operator should contact the Dispatch Office.
7. Once dispatch is notified of a suspicious item, Bus Operator should keep passengers and themselves at a safe distance from the bus.
8. The Bus Operator should inform passengers of the situation, offer an apology, and inform them that once the situation is resolved bus service will return to normal.

TERRORIST ATTACK

Prevention:

Continued review and enforcement of current preventative practices already in place i.e. outside access doors and specific interior doors locked and requiring keys for admittance to facility/room; the shutting down and locking of ignition of unattended buses regardless of location (e.g. downtown, or outside of storage facility); maintaining an increased level of awareness regarding unknown persons on the property and/or entering the facility; maintaining an increased level of vigilance regarding unusual and/or unclaimed packages or objects left on the buses throughout the day and the proper handling of the same.

Preparedness:

Stay abreast of the most recent threats, perform regular reviews of all practices and policies with the understanding that adjustments will be made to them as necessary. Review policies and practices will all employees on regular basis in order to ensure that they are clearly understood and abided by. Provide updated policy information and/or changes as they occur. Provide employees an opportunity to identify and address potential gaps in policy.

IMPROVISED EXPLOSIVE DEVICES (IED) OVERVIEW

An IED can be made with many types of materials. It is a “homemade” device that is designed to cause death or injury by using explosives alone or in combination with toxic chemicals, biological toxins, or radiological material. IEDs can be produced in varying sizes, functioning methods, containers, and delivery methods. IEDs can utilize commercial or military explosives, homemade explosives, or military ordnance and ordnance components.

They are unique in nature because the IED builder has had to improvise with the material at hand. Designed to defeat a specific target or type of target, they generally become more difficult to detect and protect against as they become more sophisticated.

IEDs fall into three types of categories:

Package Type

Vehicle-Borne (VBIED)

Suicide Bomb

Though they can vary widely in shape and form, IEDs share a common set of components and consist of the following:

An initiation system or fuse;

Explosive fill;

A detonator;

A power supply for the detonator; and

A container.

Prevention

Drivers, dispatchers, management staff and service workers are responsible for maintaining a clean environment where materials and items are stored appropriately.

Purpose for performing regular housekeeping sweeps of the bus:

Enhances security and safety by making it easier to identify unusual objects or out of place items.

Makes it more difficult for a terrorist to hide a weapon of mass destruction.

Aids first responders in searching for suspected devices.

Enables quicker rescue efforts.

Facilitates recovery from an incident.

ASSET MANAGEMENT: VEHICLE AND FACILITY MAINTENANCE

Passage of Moving Ahead for Progress in the 21st Century (MAP-21), the Federal Transportation Authorization Act, established the requirement for local transit agencies to develop a Transit Asset Management Plan and manage all assets as part of an overall system. Resources to replace equipment and facilities are limited and these assets should be maintained to ensure the longest useful life of each. However, it is recognized that assets do have a useful life and as the assets approach their useful life, maintenance costs often increase significantly. Agencies must be able to monitor their assets as a system and recognize when it is appropriate to replace individual assets to enhance overall system performance.

This Transit Asset Management Plan is intended to fulfill the requirements of MAP-21 and the FTA. The plan provides direction for The Jule to protect and preserve capital assets for maximum utilization.

Performance Targets and Measures

FTA will measure performance within each asset category (Rolling Stock, Equipment, and Facilities). The performance measure is a characterization of the percentage of the number assets that are not in a state of good repair. All of the performance measures have been designed with the goal of having low values. As the age or condition of assets deteriorates, the value of the performance measure will increase. TAM performance measures and targets were implemented to minimize the reporting burden for agencies while providing a framework to define future state of good repair goals and track progress toward reaching them.

The Jule has adopted the FTA useful life standards to determine performance measures and useful life benchmarks. While ideal funding conditions would result in a performance measure of 0%, this is not a reasonable expectation.

The Jule's goal is for less than 35% of the fleet to have exceeded its useful life benchmark.

Performance Measures and FY24 Targets								
Asset Category/Class	Count	Avg Age	Avg Mileage	Avg TERM Condition	Avg Value	ULB	% At or Past ULB	FY24 Performance Targets
Revenue Vehicles	30	8.8	142,389	N/A	\$226,340.33		46.67	
<i>MB - Mini-bus</i>	13	7.5	127,619	N/A	\$94,529.96	4	46.15%	35%
<i>HD - Heavy Duty</i>	17	9.8	153,683	N/A	\$327,136.49	12	47.06%	35%
Equipment	6	6.7	56,530	N/A	\$26,126		16.67%	
<i>Non Revenue/Service Automobile</i>	4	6.3	56,530	N/A	\$31,852	7	25.00%	35%
<i>Floor Sweeper</i>	1	6.0	0	N/A	\$13,205.00	10	0.00%	35%
<i>Riding Lawnmower</i>	1	7.0	0	N/A	\$16,143.00	10	0.00%	35%
Facilities	2	6.5	N/A	5.0	\$11,000,000.00		Term Scale Condition	Term Scale Target
<i>Intermodal Facility</i>	1	8.0	N/A	5.0	\$15,700,000.00	N/A	5	5-Excellent
<i>Operations & Training Center</i>	1	5.0	N/A	5.0	\$6,300,000.00	N/A	5	5-Excellent

Asset Portfolio: Equipment, Vehicles, Rolling Stock

Listing of capital assets that transit owns, operates, or manages that support the delivery of public transportation services.

Asset Category/Class	Total Number	Avg Age	Avg Mileage	Avg Value
Revenue Vehicles	30	7.8	142,389	\$226,340.33
<i>MB - Mini-bus</i>	13	6.4	127,619	\$94,529.96
<i>HD - Heavy Duty</i>	17	9.0	153,683	\$327,136.49
Equipment	6	6.7	56,530	\$26,126
<i>Non Revenue/Service Automobile</i>	4	6.3	56,530	\$31,852
<i>Floor Sweeper</i>	1	6	N/A	\$13,205.00
<i>Riding Lawnmower</i>	1	7.0	N/A	\$16,143.00
Facilities	2	6.5	N/A	\$11,000,000.00
<i>Intermodal Facility</i>	1	8.0	N/A	\$15,700,000.00
<i>Operations & Training Center</i>	1	5.0	N/A	\$6,300,000.00

The asset portfolio above reveals The Jule has six pieces non-revenue equipment, this includes two driver shuttle vehicles, two service trucks, one riding lawnmower and a garage floor sweeper with an average age of six years and three months and average value of \$26,126.33. We have two facilities, The Intermodal and the Jule Operations and Training Center with an average age of five years and average value of \$11,000,000. Rolling Stock includes all revenue producing vehicles. We currently have thirty buses with an average age of eight years and eight months and average replacement value of \$226,340.33.

Condition Assessment

In conjunction with asset portfolio, condition assessment is the process of inspecting an asset to collect data that is used to measure its condition and performance. The condition assessment process involves regular inspections that evaluate an asset's visual and physical conditions as well as performance characteristics and the risks/impacts of failures.

The current vehicle and equipment inventory is included in Attachment J. The vehicle fleet includes 30 buses. 23 buses are diesel fueled, 7 are powered by gasoline. Many of the vehicles are older and in moderate or poor condition. This has a direct impact on fleet maintenance costs. As these vehicles are replaced, maintenance costs should be reduced.

Vehicle: Preventative Maintenance Workplans and Schedules

The Jule maintenance department (mechanics and service workers) will ensure that all vehicles and equipment are maintained in the best possible mechanical condition meeting FTA requirements. Vehicles will be clean and comfortable for riders, and all steps will be taken to ensure that a sufficient number of vehicles will be available to meet service requirements.

In controlling maintenance department activity, the Director of Transportation Services will ensure that the department's activities help to support effective and efficient delivery of transit service while seeking to maximize:

- vehicle reliability - reduced number of road calls and vehicle down time
- vehicle operating efficiency - reduced use of fuel, oil and parts per mile
- labor productivity - increased maintenance quality and reduced repair call-backs

All of the above objectives are to be achieved with a proper balance of vehicle care and cost savings.

The primary goal of the Preventative Maintenance program is to ensure the safety and longevity of the vehicles. In this light Preventative Maintenance is scheduled at pre-determined increments. It is initiated at the 4,000 mile mark and completed every 5,000 miles thereafter. The preventative maintenance inspection is performed by the mechanics. Each preventative maintenance inspection includes an engine wash, and may include adding grease or oil, an oil change with new oil filter, transmission fluid change, air filter and differential, depending on the mileage marker for each particular service inspection.

The mechanic uses an inspection checklist and examines each vehicle thoroughly, noting needed repairs on the appropriate areas of the checklist. The mechanic will also perform minor repairs throughout the course of the inspection, and note the completed repair on the checklist. If a repair is urgent the vehicle may be parked until the service can be performed. If a repair is not urgent, but cannot be performed immediately, an operator's Bus Defect Report will be completed and filed with the City of Dubuque Public Works Garage.

A preventative maintenance inspection takes approximately an entire day to service one bus. Each light duty bus in the fleet is inspected at every 5,000 mile increment. Medium and heavy-duty buses are inspected at every 6,000 mile increment. The mechanics estimate the average miles traveled by a The Jule bus to be 100 miles per day. The operating records that monitor daily service agree with that mileage.

The Jule operates a total of thirty (30) buses in its active fleet: Fixed Route – 17 HD Gilligs, 1 LD Sprinter and 12 LD Glaval's. The Jule anticipates operating 733,128 miles in FY 2024 with an average mileage of 25,000 miles per bus with expected preventative maintenance occurring 4-5 times per year on each vehicle. Preventative maintenance mileage milestones are logged and checked against daily mileage reports compiled by the Dispatch office.

Vehicle: Repair

The other form of maintenance performed on The Jule's buses is repair, and this is to return the vehicle to full service in a safe and reliable condition, and as quickly as is feasible. Drivers complete pre- and post-trip inspections of vehicles. Any maintenance or repair items are noted, and the vehicle is scheduled for service as appropriate depending on the nature of the service item which has been identified.

Service workers and Bus Operators alike report bus defects daily. The bus defects are noted on a Bus Defect Report Card and filed at the City of Dubuque Public Works Garage. Depending on the time of day and the nature or extent of the repair, minor repairs may be performed by the service worker. The following are examples of minor repairs commonly performed by the service worker: bulb replacement and tire replacements.

Bus Defect Cards are collected at the City of Dubuque Public Works Garage and reviewed daily. Urgent or otherwise serious defects are given directly to the Equipment Maintenance Supervisor to be acted on immediately; repair orders are prioritized. Vehicles that are unsafe to operate until repair can be completed are taken out of service until repaired. The repair work is scheduled so that an adequate number of buses are available for daily operations. This service-first practice means that major repairs will be postponed at times in favor of lesser repairs. The less serious repairs can be performed quickly so that a vehicle can be returned to active status as soon as possible. Major repairs, such as engine replacement, are only performed when time away from daily maintenance permits.

All mechanical and service work performed is documented and the time spent on the repair is recorded on the back of each Bus Defect Report and entered into Collective Fleet, a fleet maintenance management software. The information on the Report includes the mileage at the time of each major repair.

Buses are fueled, quick-washed and swept when they finish their routes at the end of the business day. The service worker performs a detailed cleaning inside and out of the bus, and a visual inventory of the bus is taken at that time.

Quality Control

Quality control is accomplished through Original Equipment Manufacturer (OEM) suggestion, report data, and The Jule and Public Works Management input. No time frames are established for work performance while a vehicle component is worked on. It is The Jule's policy that all jobs are completed in a reasonable amount of time based on problems found, and the amount of work required to complete the task that will enable the vehicle to be placed into revenue service in a safe and reliable condition, without the necessity of further repairs prior to the next scheduled maintenance. It is also The Jule's policy that the vehicle is inspected each and every time it is brought into the shop for any reason as time permits. All items in need of attention/repair are evaluated and either repaired or noted and scheduled for repair at a future date.

The public works dept. uses mechanics with extensive training both from classes and years of hands-on experience. All vehicle engine and transmission overhauls are sublet out to private sector shops which are qualified for the specific type of repair. The public works mechanics do all AC work, electrical work, brake jobs, wheelchair and or ramp repairs, and both scheduled and unscheduled work.

Warranty Recovery

When The Jule receives a new vehicle, a separate file is set up to record and store any and all warranty work performed on the vehicle during the warranty period. It is The Jule's goal to maximize the use of the warranty on

each vehicle as stated by the OEM. If a local warranty outlet in Dubuque is available, an appointment is made with the outlet to have the work done and a copy of the work order is obtained and filed in the Warranty Folder for the vehicle. If the public works dept. performs warranty work, the Public Works Maintenance Supervisor contacts the OEM for reimbursement for parts and labor. The Public Works Maintenance Supervisor actively pursues the use of vehicle warranties to see that they are used to the fullest extent possible.

Management Approach: Investment Prioritization

The City of Dubuque's Transportation Service Management are responsible for prioritizing capital investment. Vehicles are scheduled for replacement using a cost analysis that considers the useful life of the vehicle, actual mileage, vehicle condition assessment, and repair costs. The cost analysis considers the projected cost over the remaining expected life of the asset including maintenance, repair, rebuild, and operating cost. The decision support tools listed below assist management in completing the replacement schedule which has been established for vehicles is included with the vehicle inventory in Attachment J.

Decision Support Tools

- **Collective Fleet:** Software program that tracks preventative maintenance, mileages, fuel usage, parts and labor
- **Vehicle Condition Assessment:** The process of inspecting an asset to collect data that is used to score its condition and performance. The condition assessment process involves regular inspections that evaluate an asset's visual and physical conditions as well as performance characteristics and the risks/impacts of failures. The scoring system is used to individually rate the condition of each bus on an annual basis including body, interior, engine, drive train, electrical, suspension, AC/heating, structure and safety condition and is rated on a scale of 0-10 with 10 being the best condition.
- **Replacement Formula/Useful Life Calculation:** Statewide formula used to determine eligibility for replacement based on age and mileage of each vehicle.

Asset Portfolio: Facility

The Jule has two facilities, The Intermodal Transfer Facility and The Jule Operations and Training Center (JOTC). Both facilities are new with the Intermodal facility built in 2015 and the JOTC built in 2018.

Facilities: Preventative Maintenance Workplans and Schedules

Primary goal of preventative maintenance is the degree that is practical to keep the facility equipment operating effectively, efficiently, and safely. All equipment located in the facility shall be maintained to the highest degree that is practical, with inspection and/or testing on an annual, bi-annual and/or quarterly basis (depending on the piece of equipment). This list of facility equipment to be properly maintained is included in Attachment G. Bus shelters are cleaned and inspected one time per month as included in Attachment H.

Facilities: Flood Zone Identification

Neither the Intermodal Facility nor the JOTC are located within any special flood hazard area. Any FTA-funded real property located within designated flood hazard areas determined by the National Flood Insurance Program must have flood insurance.

The City Planner is the flood plain manager for the City of Dubuque. Prior to construction of any building or property it would be reviewed/identified if in the flood plain. Any insurance coverage needs would then be discussed and implemented with the City's risk manager. Upon any update to the Flood Insurance Rate Maps, the flood plain manager will verify if there are any impacts to FTA-funded real property.

ATTACHMENT A: BOMB THREAT FORM

QUESTIONS TO ASK CALLER –

1. When is the bomb going to explode?
2. Where is the bomb right now?
3. What does the bomb look like?
4. What kind of bomb is it?
5. What will cause the bomb to explode?
6. Did you place the bomb?
7. Why?
8. What is your address?
9. What is your name?

EXACT WORDING OF THREAT –

_____ Gender of Caller: Male Female

Length of call: _____

Common phrases caller used: _____

Caller ID #: _____

Time: ____:____ Date: ____/____/____

Your Phone #: _____

CALLER'S VOICE

<input type="checkbox"/>	CALM	<input type="checkbox"/>	NASAL	
<input type="checkbox"/>	ANGRY	<input type="checkbox"/>	STUTTER	
<input type="checkbox"/>	EXCITED	<input type="checkbox"/>	LISP	
<input type="checkbox"/>	SLOW	<input type="checkbox"/>	RASPY	<input type="checkbox"/>
<input type="checkbox"/>	RAPID	<input type="checkbox"/>	DEEP	
<input type="checkbox"/>	SOFT	<input type="checkbox"/>	HIGH	
<input type="checkbox"/>	LOUD	<input type="checkbox"/>	RAGGED	
<input type="checkbox"/>	LAUGHTER			
<input type="checkbox"/>	NORMAL			
<input type="checkbox"/>	CRYING			
<input type="checkbox"/>	MUMBLED			
<input type="checkbox"/>	AMUSED			
<input type="checkbox"/>	DISGUISED			
<input type="checkbox"/>	SLURRED			
<input type="checkbox"/>	ACCENT			
<input type="checkbox"/>	WHISPERED			<input type="checkbox"/>
<input type="checkbox"/>	FAMILIAR			
<input type="checkbox"/>	CRACKING	<input type="checkbox"/>		DEEP

If voice was familiar, who did it sound like?

Heavy Traffic Light Traffic

Animal Noises _____

Voices _____

Music _____

Motor Static

Machinery _____

Other _____

CALL:

DIRECTOR OF TRANSIT, EXT. 4341

TRANSIT MANAGER, EXT. 4198

SUPERVISORS, EXT. 4197

DATE OF CALL: ____/____/____

NAME: _____

POSITION: _____

PHONE # WHERE CALL WAS RECEIVED:

_____ - _____

ATTACHMENT B1: ACCIDENT/INCIDENT REPORT FORM

Transportation Services

INCIDENT / ACCIDENT REPORT

Employee: Complete ASAP after incident and provide to your supervisor.

Employee Name: _____ **Job Title:** _____ FT PT

Vehicle/Equipment Number: _____ **Date & Time of Incident:** ____/____/____ at ____ AM / PM

Location (be specific, include ramp location if applicable): _____

Road Surface (check one) Dry Snowy Wet Icy Muddy Oily (e.g. from spill)

Weather (check one) Clear Snowing Raining Fog Other _____

Describe events of incident (what you were doing, how did it happened, what was the cause of incident, etc.):

List any witnesses (name, phone #): _____

The following persons were injured as a result of this incident:

Employee Name: _____ Public Name: _____

Injury: _____ Injury: _____

Estimated Cost: _____ Estimated Cost: _____

Extent of injury (sprained ankle, cut on hand): _____

Medical Attention (check one): Emergency Room Treatment First Aid
 Tri-State Occ. Health Refused Treatment

Property Damage:

City (Public) Property and/or Vehicle License Plate Number: _____
Vehicle Number: _____ Private Property and/or Vehicle

Estimated Cost: _____ Estimated Cost: _____

Description of damaged/lost item/parts: (e.g. bumper, window, radio - lost, stolen or vandalized): _____

List safety equipment in use at time of incident: _____

What measures do you suggest to prevent further incidents of this type: _____

Employee's signature: _____ **Time:** _____ **Date:** ____/____/____

Supervisor's signature: _____ **Time:** _____ **Date:** ____/____/____




ATTACHMENT B2: ACCIDENT/INCIDENT REPORT FORM

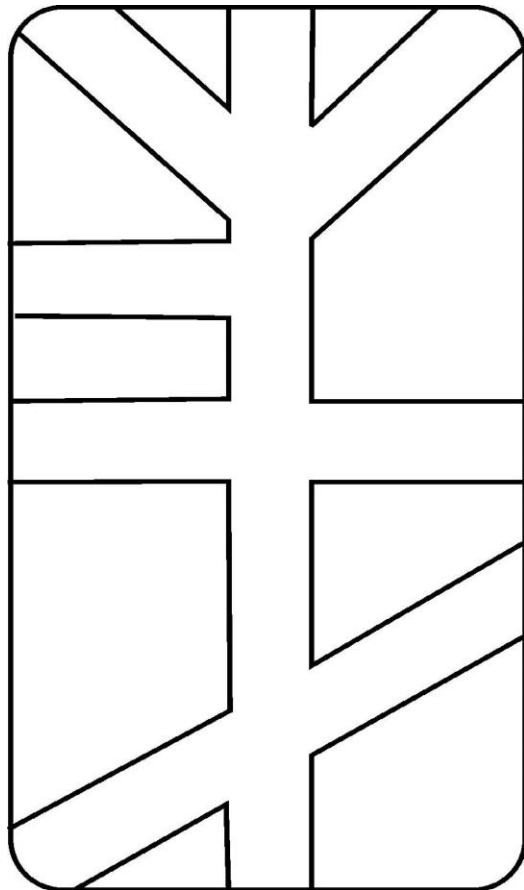
VEHICLE ACCIDENT INFORMATION

Other Driver's Info
Driver _____
Address _____
Owner of Vehicle _____
Owner's Address _____
Insurance Company _____
Policy No. _____ **Insurance Agent** _____
Phone (Home or work): _____
Make & year of car _____
License plate #, Year & State _____
Driver Injured? If yes, taken to (hospital/clinic) _____
Please estimate the speed of: Your vehicle _____ mph Other vehicle _____ mph

Draw a sketch.

Show names of roads and highways, points of compass, and directions of vehicles involved. Identify your car as #1 and other vehicles as #2, #3, etc.

- #1  Your vehicle (solid arrow for direction)
- #2  Other vehicle (outline arrow for direction)
- #3  Other vehicle (assign numbers to others)



Traffic Control (check one or more)
 Stop sign Officer or flagman
 Stop light No traffic control present
 Other _____
Posted speed limit _____ mph

Ticket Given To
 You Other Driver _____

COMMENTS:

ATTACHMENT C1: FLOOR PLAN SHUT-OFF VALVES, SWITCHES & EVACUATION DOORS

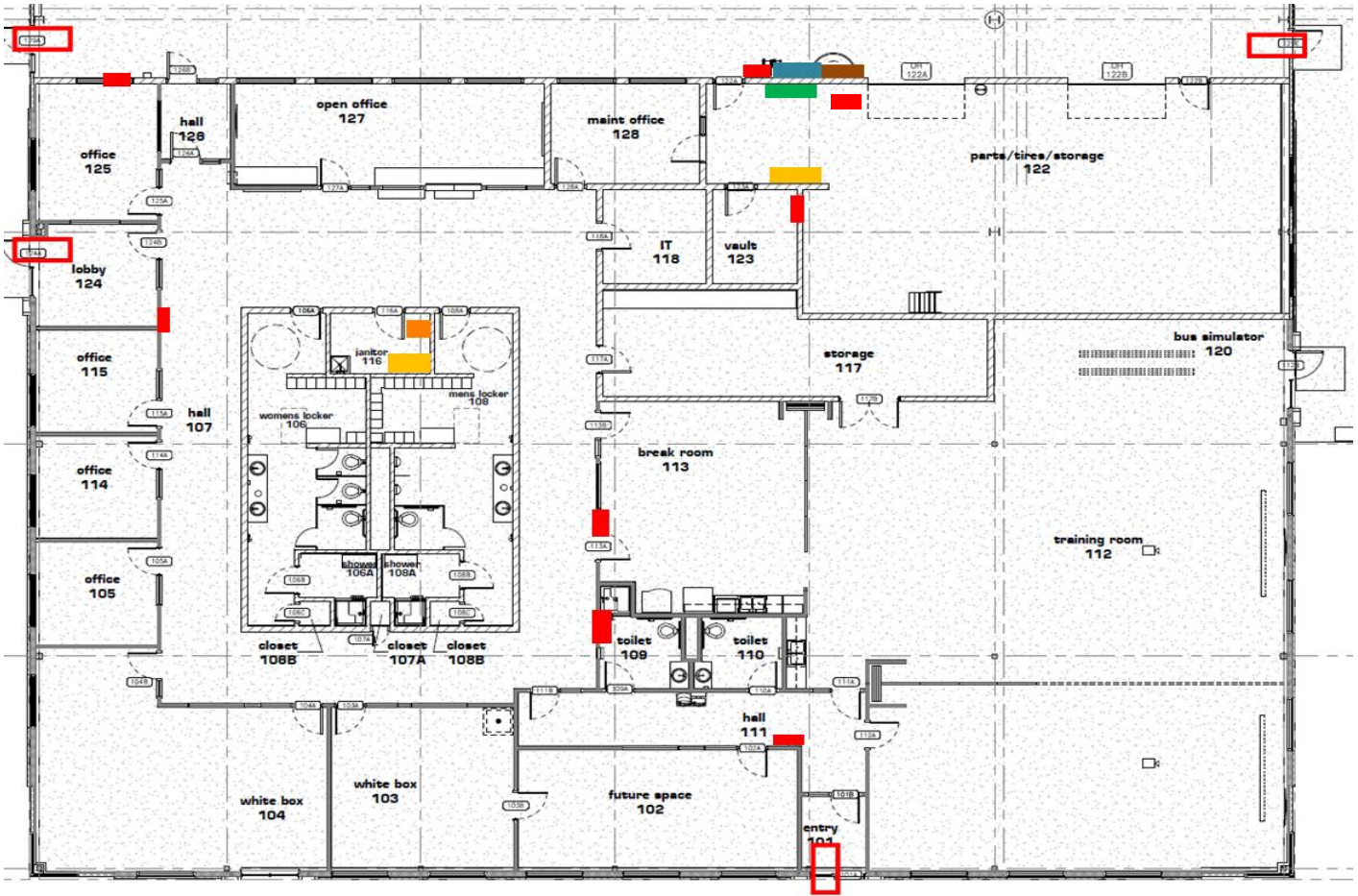
Intermodal Facility, 950 Elm St., Dubuque, IA 52001
















SAFETY EQUIPMENT, SHUTOFF AND ESCAPE ROUTE LOCATIONS

ATTACHMENT C2: FLOOR PLAN SHUT-OFF VALVES, SWITCHES & EVACUATION DOORS

Jule Operations and Training Center, 949 Kerper Blvd., Dubuque, IA 52001
















- | | | | |
|---|--|---|---|
|  Fire Extinguisher |  First Aid/Oxygen Station |  Gas Shutoff |  Electrical Room |
|  Hazardous Chemical Storage |  Electrical Main Switch |  Boiler Shutoff | |
|  MSDS Info Center |  Sprinkler Shutoff |  Air Compressor Shutoff | |
|  Eyewash Station |  Water Shutoff |  Emergency Route Exterior Doors | |

ATTACHMENT C3: FLOOR PLAN SHUT-OFF VALVES, SWITCHES & EVACUATION DOORS

Jule Operations and Training Center, 949 Kerper Blvd., Dubuque, IA 52001



- | | | | |
|---|--|---|---|
|  Fire Extinguisher |  First Aid/Oxygen Station |  Gas Shutoff |  Electrical Room |
|  Hazardous Chemical Storage |  Electrical Main Switch |  Boiler Shutoff | |
|  MSDS Info Center |  Sprinkler Shutoff |  Air Compressor Shutoff | |
|  Eyewash Station |  Water Shutoff |  Emergency Route Exterior Doors | |

ATTACHMENT D: COMMUNICATION AND EMERGENCY CODE LIST

- 10-4 Acknowledgement (OK)**
- 10-6 Busy -- stand by unless urgent**
- 10-7 Out of service**
- 10-9 Repeat**
- 10-10 Fight in progress**
- 10-13 Weather -- road report**
- 10-20 Location**
- 10-21 Call ... by telephone**
- 10-22 Disregard**
- 10-32 Man with gun**
- 10-33 Emergency**
- 10-36 Correct time**
- 10-37 Vehicle parked in a bus stop**
- 10-41 Start of shift**
- 10-42 End of shift**
- 10-50 Accident (fatal, personal injury, property damage)**
- 10-53 Road blocked at ...**
- 10-70 Fire**
- 10-89 Bomb threat**
- 10-96 Emotional disturbed person**

ATTACHMENT E: TRAINING SCHEDULE

	Location	Topic	Speaker
January	JOTC	Route Updates and Driver of the Year Awards, SMITH Reminders, Quarterly Compliment Prizes	Director, Ops Supervisors, Training Specialist
March	JOTC	Radio Communication	Director, Ops Supervisors, , Training Specialist
May	JOTC	SMITH, Sexual Harassment Quarterly Compliment Prizes	Director, Ops Supervisor, , Training Specialist
June	JOTC	Mobility Device Securement Training	Ops Supervisors, Training Specialist
July	JOTC	Blood Bourne Pathogens, Fire Extinguisher Training, Hazardous Materials Training	Director, Ops Supervisors, Training Specialist., Fire Dept Staff
August	JOTC	School Reminders, ID Process, De-escalation (when to call the police), Safety/Security Plan	Director, Ops Supervisors, Training Specialist, Police Dept. Staff
November	JOTC	SMITH Winter Driving, Accident/Incident Reports/Defect Cards, Quarterly Compliment Prizes	Public Health Staff, Director, Ops Supervisors, Training Specialist

ATTACHMENT F: PROTECTIVE EQUIPMENT HAZARD ASSESSMENT

Job, Task or Job Title Being Reviewed: Bus Operator				
EYE HAZARDS: Tasks that can cause eye injury include working with chemicals, chipping, sanding, grinding, welding, metal and wood working				
Check the appropriate box for each hazard			Description of hazard(s):	PPE Required
Chemical Exposure	Yes	No		
Heat/Cold	Yes	No		
Dust/Flying Debris	Yes	No		
Impact	Yes	No		
Light/Radiation (i.e. Welding)	Yes	No		
HEAD HAZARDS: Tasks that can cause head injury include: working below other workers who are using tools or materials that could fall. Working on energized electrical equipment or working in trenches				
Check the appropriate box for each hazard			Description of hazard(s):	PPE Required
Impact	Yes	No		
Electrical Shock	Yes	No		
FOOT HAZARDS: Tasks that can cause foot injury include, exposure to chemicals, welding, cutting, material handling, construction, electrical work, spray finishing or other work with flammables.				
Check the appropriate box for each hazard			Description of hazard(s):	PPE Required
Chemical Exposure	Yes	No		
Heat/Cold	Yes	No		
Impact/Compression	Yes	No		
Slip/Trips	Yes	No		
Puncture	Yes	No		
Slippery/Wet Surfaces	Yes	No		
Flammable Atmosphere	Yes	No		
Electrical	Yes	No		
NOISE HAZARDS: May be exposed to a noise hazard when grinding, sanding, cutting, using pneumatic equipment, working around generators, or using gas powered equipment. <i>Additional training is required.</i>				
Check the appropriate box for each hazard			Description of hazard(s):	PPE Required
Noise hazard	Yes	No		
HAND HAZARDS: Can be caused by work with chemicals, exposure to abrasion, puncture, or cut hazards, vibration, hot or cold objects. <i>Bloodborne Pathogens - Additional Training is required</i>				
Check the appropriate box for each hazard			Description of hazard(s):	PPE Required
Chemical Exposure	Yes	No		
Heat/Cold	Yes	No		
Cuts/Abrasion	Yes	No		
Puncture	Yes	No		
Electrical Shock	Yes	No		
Bloodborne Pathogens	Yes	No		

BODY/TORSO HAZARDS: Tasks that can cause injury include working with chemicals, cutting, chipping, sanding, grinding, welding, chainsaws and electrical arc.

Check the appropriate box for each hazard			Description of hazard(s):	PPE Required
Chemical Exposure	Yes	No		
Heat/Cold	Yes	No		
Cuts/Abrasion	Yes	No		
Puncture/Impact	Yes	No		
Electrical Arc	Yes	No		


FALL HAZARDS: Performing work on a surface with an unprotected edge or on scaffolds. May also be required when using manlifts, elevated platforms, tree trimming or performing work on poles or roofs. *Additional training is required.*

Check the appropriate box for each hazard			Description of hazard(s):	PPE Required
Fall hazard	Yes	No		

RESPIRATORY HAZARDS: When using certain chemicals, welding, cutting, brazing or other particulate hazards. *Additional training is required.*

Check the appropriate box for each hazard			Description of hazard(s):	PPE Required
Chemical exposure	Yes	No		
Dust	Yes	No		
Welding/Cutting	Yes	No		

I certify that the above hazard assessment was performed

	<p>Date: 5-6-2014 Date: 6-25-2015 Date: 11-15-2016 Date: 1-27-2017 Date 7/26-2018</p>
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Certification Signature:

ATTACHMENT G: FACILITY: PREVENTATIVE MAINTENANCE & KEY CONTACTS

Annually	Location	Inspected by
Sprinkler system and Backflow check	JOTC Intermodal	Midwest Backflow
Alarm system Fire Alarm System	JOTC Intermodal	Security Products of Dubuque
Security Camera Monitoring System	JOTC Intermodal	Racom
Elevator Preventative Maintenance	Intermodal	Kone
Elevator Inspection Permit	Intermodal	Iowa Workforce Development - Division of Labor Contact: James Baedke james.baedke@iwd.iowa.gov
Fire Extinguishers Fire Alarm Lights	JOTC Intermodal	Midwest Alarm Services
Fire Code Inspection	JOTC Intermodal	Dubuque Fire Department Contact: Fire Marshall
Bi-annually		
HVAC System for offices and garage	JOTC Intermodal	Giese Giesler Brothers
Monthly or as needed		
Pest Control	JOTC Intermodal	Orkin & Service Worker Laborer
Yard Care Equipment	JOTC Intermodal	Service Worker/Laborer
Exterior landscaping and parking area	JOTC Intermodal	Service Worker/Laborer
Weekly		
Floor drains in storage area	JOTC	Service Worker/Laborer
Garage door systems	JOTC	Service Worker/Laborer
Air Compressors and hoses	JOTC	Service Worker
1st Aide/Eye Wash Station	JOTC	Service Worker
Lighting throughout storage area and offices	JOTC Intermodal	Service Worker/Laborer
Various power and hand tools	JOTC Intermodal	Service Worker/Laborer

ATTACHMENT H: FACILITY: BUS SHELTERS CLEANING SCHEDULE

Windsor Ave & Padre Pio Dr	1st Saturday
Elm St @ Eagle Country Market	1st Saturday
Jackson St & E 24th St	1st Saturday
Main St & W 15th St	1st Saturday
Locust St & W 6th St	2nd Saturday
Iowa St @ Parking Ramp (1)	2nd Saturday
St. Mary's Apartments	2nd Saturday
Goodwill	2nd Saturday
Chavenelle Rd @ Nordstrom	3rd Saturday
Allison-Hederson Mid-Town Transfer	3rd Saturday
Clarke Drive in front of Kehl Center	3rd Saturday

ATTACHMENT I: PREVENTATIVE MAINTENANCE INSPECTION

Lifts, ramps, kneelers, PA system, annunciator, and on-board security system (camera/audio system) are included in the preventative maintenance inspection.

PM Inspection Checklist			
Work Type		Vehicle Detail	
	L1	Bus Number:	
	L2	Wheelchair Hours:	
	L3	Wheelchair Miles:	
	L4		
	Torque Fluid Change		
	Diff Change		
	Grease Job		
	Oil Change		
Engine Inspection			
	Check oil	Change oil	Check air filter restriction with gauge
	Check torque fluid	Change torque fluid	Check all hoses & flexible lines
	Change fuel filters	Check front heater hoses	Check engine block & accessories for oil & water leaks
	Service air dryer	Check water	Check shutter operation
	Oil shutter air cylinder	Check fan hub and blades	Tighten hose clamps
	Check air compressor	Strainer	Change water filter
	Check air manifold	Check air box drains	Check fan seal
Body Inspection			
	Check for Interior Body Damage	Check Hinge Pins	Check latches
	Check Lights	Clean Condensor	Passenger Seats
	Windshield Wiper Blades	Check Horn	Front & Rear Steps
	Check Batteries	Check Condensor & Evaporator for bent or damaged fins	Check Hand Rails
	Check Blow Air Tanks	Check Fire Extinguisher	Oil Door Motor Linkage
	Clean Heater Air Filters	Check Brake & Accelerator Pedal Level	Check Emergency Door or Roof Hatch
	Check Auxiliary Water Pump	Check interlock	Check shifting
	Drain Heater Regulator	Check for broken windows	Grease Slide
	Check Freon Level	Check all dash controls & switches	Lug Nuts
	Cables & Door	Clean Evaporator	Belt
	Inflate Tires	Check Driver Seat	Check Main Blowers (2-speed)
	Check Heater Radiator Hoses	Floor	Check for Exterior Body Damage
	Check Front Heater Valve	Check Ceiling Panels	Check for slow air build-up & cut-out air pressure
	Check AC	Grease Door Track	Tighten or Replace loose or hissing interior trim & seat screws
	Check Compressor Oil Level	Check Operation of Doors	Grease all fittings
ADA Features			
	Check Lift/Ramp Oper. & Cond.	Check Securement Belts for Cond. & Quantity	Check Folding Seat Operation
	Check PA	Check Next Stop Lamp	Check Stripes & Chime
Running Gear & Underside			
	Grease All Fittings	Change Diff.	Clean Vents
	Check Underside for Defects	Check & Adjust Foot Brakes	Check Handbrake & Oil Linkage
	Check Operation of Parking Brake	Check King Pins	Drag Link
	Tie Rod Ends	Steering Shaft	

ATTACHMENT J: VEHICLE PORTFOLIO

Asset Category	Asset Class	Asset Name	Age (Yrs)	Vehicle Mileage	Replacement Cost/Value	Useful Life Benchmark (Yrs)	Past Useful Life Benchmark
Revenue Vehicles	MB - Mini-bus	2602	14	180,118	\$98,162.38	4	Yes
Revenue Vehicles	MB - Mini-bus	2603	13	225,584	\$99,005.77	4	Yes
Revenue Vehicles	MB - Mini-bus	2604	13	239,920	\$99,005.77	4	Yes
Revenue Vehicles	MB - Mini-bus	2606	13	223,148	\$98,519.97	4	Yes
Revenue Vehicles	MB - Mini-bus	2609	13	221,363	\$99,005.77	4	Yes
Revenue Vehicles	MB - Mini-bus	2614	10	189,127	\$107,127.86	4	Yes
Revenue Vehicles	MB - Mini-bus	2615	3	56,068	\$85,614.00	4	No
Revenue Vehicles	MB - Mini-bus	2616	3	56,680	\$85,614.00	4	No
Revenue Vehicles	MB - Mini-bus	2617	3	57,936	\$85,614.00	4	No
Revenue Vehicles	MB - Mini-bus	2618	3	58,126	\$85,614.00	4	No
Revenue Vehicles	MB - Mini-bus	2619	3	47,614	\$95,202.00	4	No
Revenue Vehicles	MB - Mini-bus	2620	3	51,647	\$95,202.00	4	No
Revenue Vehicles	MB - Mini-bus	2621	3	51,175	\$95,202.00	4	No
Revenue Vehicles	HD - Heavy Duty	2680	13	321,984	\$421,582.31	15	No
Revenue Vehicles	HD - Heavy Duty	2681	13	328,978	\$421,582.31	15	No
Revenue Vehicles	HD - Heavy Duty	2682	13	330,241	\$422,299.33	15	No
Revenue Vehicles	HD - Heavy Duty	2683	13	319,506	\$422,299.33	15	No
Revenue Vehicles	HD - Heavy Duty	2691	22	331,480	\$8,000.00	12	Yes
Revenue Vehicles	HD - Heavy Duty	2692	22	158,541	\$72,000.00	10	Yes
Revenue Vehicles	HD - Heavy Duty	2693	22	66,110	\$72,000.00	10	Yes
Revenue Vehicles	HD - Heavy Duty	2694	22	179,086	\$72,000.00	10	Yes
Revenue Vehicles	HD - Heavy Duty	2695	4	84,444	\$395,630.00	10	No
Revenue Vehicles	HD - Heavy Duty	2696	4	87,441	\$395,630.00	10	No
Revenue Vehicles	HD - Heavy Duty	2697	4	99,527	\$395,630.00	10	No
Revenue Vehicles	HD - Heavy Duty	2698	4	79,902	\$395,630.00	10	No
Revenue Vehicles	HD - Heavy Duty	2500	2	65,207	\$410,723.00	10	No
Revenue Vehicles	HD - Heavy Duty	2501	2	56,504	\$410,723.00	10	No
Revenue Vehicles	HD - Heavy Duty	2502	2	56,073	\$415,197.00	10	No
Revenue Vehicles	HD - Heavy Duty	2503	2	63,541	\$415,197.00	10	No
Revenue Vehicles	HD - Heavy Duty	2504	2	31,376	\$415,197.00	10	No
Non Revenue	Mini-van	2648	12	547,13	\$44,504.00	7	Yes
Non Revenue	SUV	2564	5	36,630	\$25,500.00	7	No
Non Revenue	Truck	2562	9	27,937	\$32,200.00	7	No
Non Revenue	Truck	2565	4	2,360	\$25,206.00	7	No