

### Current System Description

1. An overview of the organization including its mission, program goals and objectives.  
The Ben Hill Transit System's current and long-term focus as a transportation provider is on maintaining the best-coordinated transportation system possible for this community. Our goal is to create a coordinated system with the objective of providing safe, reliable, timely and efficient transportation services to county residents; fully compliant with regulatory requirements; at the minimum cost to the County and its citizens.
2. Organizational structure, type of operation, number of employees, service hours, staffing plan and safety and security plan.  
The Ben Hill Transit System is managed and operated by a 3<sup>rd</sup> party contractor as a department of the County government. Our organization has no full-time employees, part-time employees, or volunteers. Our County Manager is responsible for overseeing the contractor; who manages all of the day-to-day operations of our organization. The County Manager reports directly to the Ben Hill County Board of County Commissioners (BCC). Our BCC is committed to this program and has, therefore, incorporated our service within the County's Public Transportation Program. Transportation services are provided in accordance with the BCC's approved Operations Manual/System Safety/Security Program and its Transportation Disadvantaged Service Plan (TDSP).

#### Security Plan:

- 1. PURPOSE. To ensure all FTA funded equipment is secure at all times.
- 2. GENERAL All vehicles, when not in use or under personal control must be properly secured at all times to prevent theft or destruction which could preclude mission accomplishment. At a minimum the following rules will be followed:
  - (a.) All equipment will be inspected upon completion of each operation or maintenance service to ensure it is turned off and properly secured.
  - (b.) All keys and credit cards will be secured in a key cabinet or other approved secure storage device.
  - (c.) All vehicles will be parked in a safe and secure area, at a county facility. Never park vehicles at a private and/or employee residence.

**SAFETY PLAN**

- 1. **PURPOSE.** To ensure a safe operating and working environment in all Transit Systems operated by Crisp County Transit
- 2. **GENERAL** All employees play a critical role in achieving a safe working environment and ensuring all equipment is in a safe operating condition. The Transit Supervisor will:
  - a. Ensure all assigned operators are trained in the safe operation and preventive maintenance procedures for the equipment to be utilized.
  - b. Ensure all assigned safety equipment is on board and meets established safety standards.
  - c. Restrict use of equipment with questionable reliability or safety performance levels.
  - d. Ensure drivers are trained in proper lift operating and wheelchair securement procedures in accordance with the Passenger Service and Safety Manual
  - e. Ensure all employees receive training in the proper use of firefighting equipment and evacuation procedures.
- 3. **RESPONSIBILITIES.** Operators will complete Dailey Pre & Post-Trip Inspection of vehicle to include cycling the lift. Discovered deficiencies that will affect the safe operation of the equipment will be corrected before continuing operations. Lift failures must be repaired within five days or vehicle will be taken out of service until repairs are completed.
- 4. **SAFETY RULES.** Personnel working with or operating equipment or visiting shop/maintenance facilities will adhere to the following minimum requirements:
  - (a.) No smoking in shop areas or when operating or riding in transit vehicle.
  - (b.) Proper storage/securement of all loose items on vehicle.
  - (c.) Keep vehicle clean and uncluttered (i.e. no loose items on dash or around driver's seat).
  - (d.) Always obey speed limits and all other traffic regulations.
  - (e.) Proper evacuation procedures will be used as outlined in PASS Training
  - (f.) Drivers will use the proper lift operating and wheelchair securement procedures in accordance with the Passenger Service and Safety Manual.
  - (g.) Drivers will assist passengers on and off vehicle as required.
  - (h.) Always use approved cleaning compounds.
  - (i.) No horseplay at any time.
  - (j.) Remove all jewelry and loose-fitting clothing before inspecting or working on or around vehicles.
  - (k.) Use of personal cell phones is prohibited while operating a transit vehicle.

3. Indicate if your agency is a government authority.  
Ben Hill County Transit is a county ran FTA 5311 program. Ben Hill County Government has an executed contract with FTA through the Georgia Department of Transportation
  
4. Who is responsible for insurance, training and management, and administration of the agency's transportation programs?  
Ben Hill County Transit is managed and operated by Resource Management Systems Inc. (RMS). Ben Hill County BOC has entered into a contract with RMS to be our TPO. All transit employees are in the employment of RMS. RMS is responsible for all training, and administrating the Transit Drug & Alcohol Program.  
  
RMS is also responsible for all administrative aspects of the program. Reports are submitted monthly to the county for review and approval. The county submits reports to GDOT as required.  
  
Vehicle insurance is the responsibility of RMS.
  
5. Who provides vehicle maintenance and record keeping?  
Maintenance on all 5311 vehicles is provided by the Third-Party Operator (TPO). All maintenance is performed using the Preventative Maintenance Plan, which conforms to the State Vehicle Maintenance Guidelines set forth in the GDOT Preventative Maintenance Guidelines document. All vehicle files and driver files are kept on-site at our operations base located at 4467 US Hwy 82 W Morris, GA 39867 and are maintained by the Maintenance Director. All records are maintained and retained for the life of the vehicle plus 3 years.
  
6. Number of current transportation related employees  
All employees; including, full time drivers, part-time drivers, administrators, and support staff; are employed by the contractor.
  
7. Who will drive the vehicle, number of drivers, CDL certifications, etc.?  
Ben Hill County does not employ any drivers. Drivers are employed by TPO, all drivers are required to be trained in First Aid, attend a defensive driving course, be PASS certified, and have 80 hours of supervised drivers training before being allowed to drive 5311 vehicles. Drivers that will be driving vehicles with the capacity to transport more than 15 passengers including driver will be required to have a CDL license.
  
8. A detailed description of service routes and ridership numbers  
Transportation services provided through our program are available to all citizens of Ben Hill County. We provide a wide range of trip purposes that include: medical, nutrition, shopping, social service, training, employment, social and recreation. In FY2018 approximately 97% of our trips were provided for the minority population of the county. Currently, we use six shuttle vans w/lifts. We make an average of 1,450 passenger trips per month and manage our fleet resources so that all vehicles are used in a responsible a manner to provide full coverage and retire the vehicle in accordance with FTA Guidelines of seven years or 150,000 miles.