

# New Employee Orientation

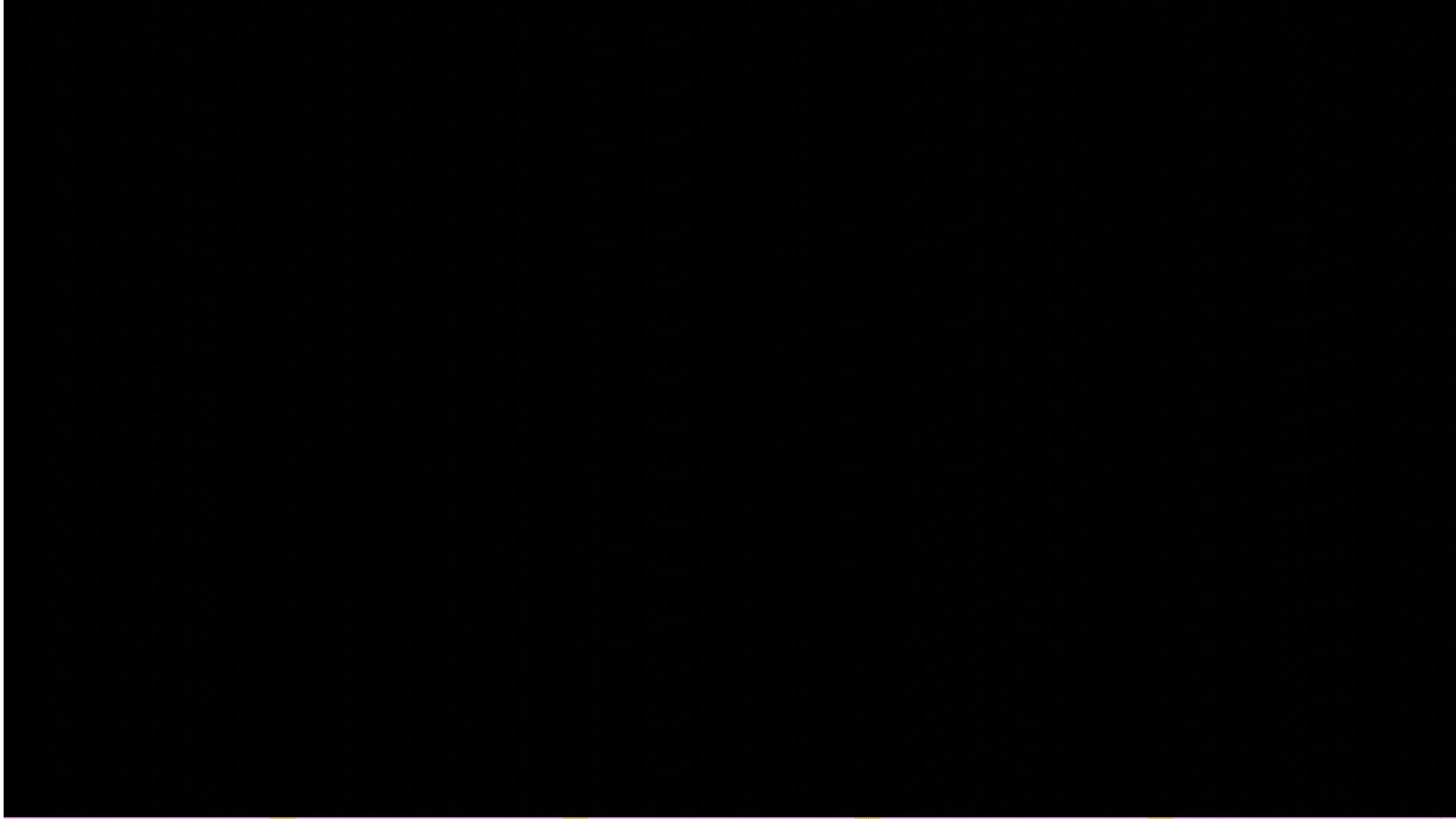
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November 2016



# GM Welcome – Nuria Fernandez

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# What is Our Official Name?



# How We Formed...

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- In 1969, three smaller, private bus companies were running operations in Santa Clara County (all were in financial trouble)
- In 1973, welcome Santa Clara County Transit District (SCCTD)
- In 1995, merger with the county Congestion Management Agency to become Santa Clara County Valley Transportation Authority (VTA)

# Mission Statement

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*VTA provides sustainable, accessible,  
community-focused transportation options  
that are innovative,  
environmentally responsible, and promote  
the vitality of our region.*





# Vision Statement

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*We build partnerships to deliver  
transportation solutions that meet the  
evolving mobility needs of Santa Clara  
County*



# The Values on which We Provide Service

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- **Dependability**
- **Quality**
- **Sustainability**
- **Safety**
- **Integrity**
- **Diversity**
- **Accountability**



# Goals

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- 1. Increase Ridership**
- 2. Complete Phase 1 of VTA's extension of BART to Silicon Valley and begin Phase 2**
- 3. Provide outstanding service to Levi's Stadium**
- 4. Implement true Bus Rapid Transit**
- 5. Enhance community engagement**



# Organizational Chart



## Santa Clara Valley Transportation Authority (VTA) Organizational Structure as of October 12, 2016



# **Executive Presentation & Welcome**

Evans and Lara  
Operations and Business Services



# **Sexual & Other Forms of Harassment or Discrimination**

Christie Victoria  
Office of Civil Rights



# Course Outline

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- Define Harassment
- How to Respond to Harassment Issues
- How to Recognize Potential Harassment Issues
- Strategies for Preventing Harassment in the Workplace

# Ground Rules

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- Treat others with respect
- No legal advice provided
- No debating policies and procedures
- Please do not discuss specific incidents due to confidentiality



# Reasons for Preventing Harassment

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- Maintain respect in the workplace
- Reduce workplace conflict
- Compliance with VTA's policy
- Avoid lawsuits and bad publicity

- **Title VII** of the 1964 Civil Rights Act, as amended
- California Fair Employment and Housing Act

## *Government Section 12950.1*

Employer shall include training and education on prevention of abusive conduct.

- Repeated infliction of verbal abuse – derogatory remarks, or insults
- Physical conduct – threatening, intimidating, or humiliating
- Gratuitous sabotage or undermining of a person's work performance

# Assembly Bill 2053 - Continued

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- Significantly, AB 2053 does not change California's anti-harassment or anti-discrimination rules. It does not make "abusive conduct" (or "bullying") illegal.

# What is Harassment?

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## *VTA's Policy 2120*

- Verbal, physical, or visual conduct of a racial, ethnic or other type
- Unwelcome
- Disruptive
- Interferes with his/her ability to perform his/her job
- Creates an intimidating, offensive, or hostile environment.
- Demeaning/derogatory/hostile comments or behavior
- Based on a “protected characteristic”



# What are the Protected Characteristics?

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- Age
- Ancestry
- Color
- Gender Identity
- GINA
- Marital Status
- Mental or Physical Disability
- National Origin
- Pregnancy Medical Condition
- Race
- Religion
- Religious Creed
- Sex
- Sexual Orientation
- Disabled Veteran
- Veteran

# When & Where Does the Policy Apply?

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- While on transit property
- Any time performing work-related activities
- During events sponsored by VTA

**Does the policy apply outside of my working hours?**

# Who Must Comply with this Policy?

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- Employees
- Contractors
- Vendors
- Visitors
- Customers
- The Public
- Unpaid Interns and Volunteers

# Methods of Harassment

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## Direct

Behavior between 2 or more persons

Can occur between persons of same gender or ethnicity

## Indirect

Impact of behavior on a third party

Anyone can be a third party affected by inappropriate workplace behavior

# Forms of Harassment

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## Physical

Unwelcome touching, hugging, caressing, rubbing

## Verbal

Demeaning jokes, sexual banter, innuendo, racial slurs,  
unwelcome nicknames based on protected characteristics

## Visual

Sexual or derogatory cartoons, magazines, pictures or posters  
Inappropriate emails, tattoos or apparel



# Types of Sexual Harassment

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## Quid Pro Quo

- “This for that”
- Supervisor or manager improperly uses position of authority
- Request for sexual favors in exchange for job benefits

# Types of Sexual Harassment

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## Hostile Work Environment

Unwelcome sexual conduct or other inappropriate, demeaning, or derogatory behavior based on protected characteristics that has the purpose or effect of unreasonably interfering with a person's work performance or creating an intimidating, hostile, or offensive work environment.

# **Recognizing Inappropriate Behavior**

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## **Intentions vs. Perceptions**

Has there been a violation of VTA's policy?

What is the perception of the person impacted by the behavior?

## **Reasonable Person Standard**

Would a reasonable person consider the behavior to be offensive?

# What is NOT Harassment?

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- General teasing
- A supervisor who addresses performance issues with an employee
- An “unfair” work assignment
- A complaint of harassment against another person

# Recognizing Inappropriate Behavior

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- “Red Light” Behavior

**STOP!** Inappropriate, unsafe, disrespectful

- “Yellow Light” Behavior

Risky

- “Green Light” Behavior

Appropriate, safe, respectful



# 13 Hazard Zones

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1. Jokes
2. Cartoons, tattoos, pictures, magazines
3. Inappropriate intra-agency communication (email, radio, internet)
4. Cursing/Profanity
5. Sexual banter/innuendo
6. Unwelcome nicknames
7. Stereotypes

# 13 Hazard Zones

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- 8. Touching
- 9. Comments about personal appearance
- 10. Dating and personal relations
- 11. Off-premises conduct
- 12. Retaliation
- 13. Demeaning or derogatory remarks or behavior based on a protected characteristic

# Responding to Potential Harassment Issues

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## What to do?

- Address the situation
- Give feedback to the offending person
- Speak about the inappropriate behavior
- Report the inappropriate behavior

# Responding to Potential Harassment Issues

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## **What NOT to do:**

- Ignore or pretend that the behavior did not occur
- Get even with the person
- Gossip about the behavior to others
- Accuse or verbally attack the person

# How to Provide Feedback

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- Request for the behavior to stop
- Be specific in describing the behavior
- Discuss the impact of the behavior on yourself and/or others

# How to Receive Feedback

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- Stop the perceived inappropriate behavior
- Listen with an open mind – see the other person's point of view
- Don't automatically get defensive
- Don't accuse the other person of being oversensitive
- Apologize for behavior if appropriate

# Retaliation

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## What is retaliation?

- Getting even or getting back at someone
- Action against a person who complains about harassment or participates in an investigation regarding harassment

Failure to take immediate and appropriate corrective action to stop the harassment, remedy any policy violation detected and institute efforts to prevent its recurrence will constitute a violation of Title VII as interpreted by the Equal Employment Opportunity Commission (EEOC).



# How Can Employees Report Concerns?

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- Verbally or in writing
- Identify specific dates, times, people involved

## **To whom can employees report their concerns?**

- Immediate supervisor
- Any manager or supervisor
- Union representative (if applicable)
- HR, Office of Civil Rights (OCR), Labor Relations, or other appropriate designated person or office

# Reporting the Concern

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- When should the report be made?  
Immediately (within 24 hours)
- What should be reported?  
The facts – who/what/when/where  
Refrain from speculation & conclusory remarks

# Investigations

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- Conducted according to VTA policy
- Are confidential to the extent possible
- Vary according to the concern reported
- Determination is made whether a policy was violated
- May result in discipline or other appropriate actions

# Strategies for Preventing Harassment

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1. Be consistent in following VTA policies
2. Do not engage in an inappropriate, demeaning, or derogatory physical, visual, or verbal behaviors
3. Lead by example
4. Address all concerns
5. Report behaviors that do not comply with VTA policies

# Questions & Comments?

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**Office of Civil Rights  
(408) 321-5600**

**Thank you for your participation!**

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## Customer Experience Slides

# **Double Tour Cerone and River Oaks**

Provided by:  
Jay Petty and Julia Panescu



**Lunch**

Enjoy





# **Title VI and Environmental Justice**

Ibraheem Fakira  
Business Services



# Title VI

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- Enacted as part of the Civil Rights Act of 1964
  - 42 U.S.C. §2000d et seq.
- *“Simple justice requires that public funds, to which all taxpayers of all races [colors, and national origins] contribute, not be spent in any fashion which encourages, entrenches, or subsidizes or results in racial [color or national origin] discrimination.” – John F. Kennedy, 1963*

# Title VI

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- Prohibits discrimination based on:
  - **Race**
    - All races protected
  - **Color**
    - Skin color
    - Complexion
  - **National Origin**
    - Foreign born ancestry
    - Limited English proficiency

- Disparate Treatment
  - Intentional Discrimination
  - Actions resulting in circumstances where similarly situated persons are treated differently because of their race, color, or national origin.
  
- Disparate Impact
  - Unintentional Discrimination
  - Procedure or practice that may appear neutral but has the effect of disproportionately excluding or adversely affecting members of a protected class without substantial legitimate justification.

# Disparate Treatment & Disparate Impact Scenarios

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- Bus seating practice
- Eliminating a bus line due to low ridership

# What Does Limited English Proficiency (LEP) Mean?

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- An LEP person...
  - Does not speak English as their primary language
  - Has a limited ability to read, write, speak or understand English
  - May be competent in English for certain types of communication (e.g., speaking or understanding), but may not be able to read or write in English

# Impacts of Language Barriers

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- Cannot:
  - Learn how to buy fares or how to get to their destination
  - Understand important transit signs or announcements
  - Communicate with VTA during emergencies or service disruptions

# VTA Language Line Services

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**Customer Service  
Center  
(408) 321-2300**

- LEP customers can call the customer service center to request real-time language assistance from people who speak their primary language.
- Bookmarks have been created so customers can identify their primary language and call customer service for assistance. Operators can give bookmarks to customers who are limited English proficient.



- Executive Order 12898
- Address, as appropriate, disproportionately high and adverse human health or environmental effects of their programs, policies, and activities on **minority populations and/or low-income populations.**
- Required for VTA per FTA master agreement

# Environmental Justice Principles

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- Avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations.
- Ensure full and fair participation by all potentially affected communities in the transportation decision-making process.
- Prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

# Environmental Justice Scenario

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- New maintenance facility
- Disparate impact (minority populations)?
- Disproportionate burden (low-income populations)?
- Compounding Effects

# Title VI Complaints

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- Information about filing Title VI complaints for race, color, or national origin can be found on VTA's website.
- Title VI information on the website is provided in multiple languages.
- <http://www.vta.org/about-us/title-vi/santa-clara-valley-transportation-authority-title-vi>

# Title VI Complaints Continued

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- Anyone can file a Title VI complaint.
- In addition to the form on the website, customers can also call VTA's customer service center to file complaints.
- Complaints must be filed within 180 days of the alleged discriminatory act.

# Title VI Complaints Continued

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- Complaints can also be filed with any of the following agencies. Please refer to their websites for more information:
  - Federal Transit Administration ([www.fta.dot.gov](http://www.fta.dot.gov))
  - Department of Fair Employment and Housing ([www.dfeh.ca.gov](http://www.dfeh.ca.gov))
  - Caltrans ([www.dot.ca.gov](http://www.dot.ca.gov))
  - Federal Highway Administration ([www.fhwa.dot.gov](http://www.fhwa.dot.gov))
  - Equal Employment Opportunity Commission ([www.eeoc.gov](http://www.eeoc.gov))



# Title VI: Notice to the Public



The poster is titled "TITLE VI - Know Your Rights" in a red banner. It features the VTA logo and the text "SANTA CLARA Valley Transportation Authority". Below the title, there are two photographs: a light rail train on the left and a bus on the right. The main text is divided into two columns. The left column explains that VTA operates its programs and services without regard to race, color, or national origin in accordance with Title VI and other civil rights statutes. It provides contact information for the Customer Service Center: (408) 321-2300; TTY (408) 321-2330, (408) 955-0892, and customer.service@vta.org. The right column explains that any person who believes they have been subjected to discrimination under Title VI or other civil rights statutes may file a complaint with VTA. It provides contact information for the Office of Civil Rights: (408) 321-5600, www.vta.org/titlevi/index.html, and the physical address: 3331 North First Street, B-1, San Jose, CA 95134. At the bottom, there is a section for filing complaints directly with the Federal Transit Administration (FTA), the Department of Fair Employment and Housing (DFEH), and the Federal Highway Administration (FHWA). It also includes information for those who need assistance in another language, with contact information for Spanish, Chinese, Vietnamese, and Korean. The bottom of the poster features a blue banner with the VTA logo and the text "TITLE VI - Know Your Rights" in multiple languages: Italiano, Hrvatski, (408) 321-2300, Srpski, Português, עברית, العربية, اردو, Russkij, हिंदी, Français, af Soomaali, Deutsch, العربية, and Tagalog.

**SANTA CLARA Valley Transportation Authority**

## TITLE VI - Know Your Rights

**The Santa Clara Valley Transportation Authority (VTA) operates its programs and services without regard to race, color or national origin in accordance with Title VI and other civil rights statutes. To request additional information about VTA's Title VI and other anti-discrimination obligations, or if information is needed in languages other than English, please contact VTA Customer Service Center at:**

- (408) 321-2300; TTY (408) 321-2330
- (408) 955-0892
- customer.service@vta.org

**Any person who believes that he or she has been subjected to discrimination under Title VI or other civil rights statutes may file a complaint with VTA. Complaints must be filed within 180 days of the alleged discriminatory act. Please call VTA Office of Civil Rights or submit your complaint in writing to the Title VI Unit using the contact information below:**

- (408) 321-5600
- [www.vta.org/titlevi/index.html](http://www.vta.org/titlevi/index.html)
- Office of Civil Rights  
Santa Clara Valley Transportation Authority  
3331 North First Street, B-1  
San Jose, CA 95134

Complaints may also be filed directly with the Federal Transit Administration at [www.fta.dot.gov](http://www.fta.dot.gov); the Department of Fair Employment and Housing at [www.dfeh.ca.gov](http://www.dfeh.ca.gov); the Equal Employment Opportunity Commission at [www.eeoc.gov](http://www.eeoc.gov); Caltrans at [www.dot.ca.gov/hq/bep/title\\_vi/t6\\_violated.htm](http://www.dot.ca.gov/hq/bep/title_vi/t6_violated.htm); or Federal Highway Administration (FHWA) at [www.fhwa.dot.gov/civilrights/programs/iecd.htm](http://www.fhwa.dot.gov/civilrights/programs/iecd.htm). Please review information on the respective agency websites for details on filing Title VI complaints.

If information is needed in another language, please contact VTA's Customer Service Center at (408) 321-2300.

Si necesita información en Español, por favor comuníquese con el Departamento de Servicio al Cliente de VTA al (408) 321-2300.

如需外语信息服务, 请致电硅谷交通运输管理局客户服务中心: (408) 321-2300

Nếu cần có thông tin bằng ngôn ngữ khác, xin liên lạc với Trung Tâm Dịch Vụ Khách Hàng VTA theo số (408) 321-2300.

다른 언어로 된 정보가 필요하신 경우에는 벨리 교통국(VTA) 고객 센터 (408) 321-2300 으로 문의해 주십시오.


**Language Options:**

- አማርኛ
- فارسی
- 日本語
- മലയാളം
- Italiano
- Hrvatski
- (408) 321-2300
- Srpski
- Português
- עברית
- हिंदी
- اردو
- Русский
- हिंदी
- Français
- af Soomaali
- Deutsch
- العربية
- Tagalog

Description of protections under Title VI, posted at LR stations

# Title VI: Notice to the Public



TITLE VI – Know Your Rights	Title VI-Conozca sus Derechos	TITLE VI – Biết Quyền của bạn
<p>The Santa Clara Valley Transportation Authority (VTA) operates its programs and services without regard to <b>race, color, or national origin</b> in accordance with Title VI of the Civil Rights Act of 1964. Any person who believes that he or she has been discriminated against may file a complaint with VTA at <a href="http://www.vta.org">www.vta.org</a>, the Federal Transit Administration at <a href="http://www.fta.dot.gov">www.fta.dot.gov</a>, or other agencies. To file a complaint with VTA or if information is needed in other languages, please call VTA's Customer Service Center at (408) 321-2300.</p>	<p>Santa Clara Valley Transportation Authority (VTA) provee todos sus programas y servicios en conformidad con el estatuto VI (Title VI) del acta de derechos civiles de 1964 (Civil Rights Act of 1964). VTA no niega servicios por causa de <b>raza, color de piel, u origen nacional</b>. Cualquier persona que sienta que ha sido discriminada, tiene derecho a presentar una queja a VTA (<a href="http://www.vta.org">www.vta.org</a>), a la administración federal de transporte público (Federal Transit Administration, <a href="http://www.fta.dot.gov">www.fta.dot.gov</a>), u otras agencias. Para presentar una queja ante VTA, o si necesita información en otro idioma, comuníquese al número (408) 321-2300 con el centro de atención al cliente de VTA (VTA's Customer Service Center), y con gusto le atenderemos.</p>	<p>The Santa Clara Valley Transportation Authority (VTA) không phân biệt đối xử theo <b>chủng tộc, màu da hoặc quốc tịch</b> trong việc điều hành các chương trình và dịch vụ của mình. Theo đúng Title VI của Civil Rights Act of 1964. Bất kỳ ai tin rằng mình đã bị phân biệt đối xử có thể nộp đơn khiếu nại với VTA tại <a href="http://www.vta.org">www.vta.org</a>, tại Federal Transit Administration tại <a href="http://www.fta.dot.gov">www.fta.dot.gov</a>, hoặc tại các cơ quan khác. Để nộp đơn khiếu nại với VTA hoặc cần có thêm thông tin bằng các ngôn ngữ khác, xin vui lòng gọi cho trung tâm dịch vụ khách hàng của VTA tại (408) 321-2300.</p> 

(408) 321-2300

اردو    Русский    Français    አማርኛ    فارسی    日本語    Tagalog    af Soomaali    हिंदी

မြန်မာ    ગુજરાતી    Italiano    Hrvatski    Srpski    Português    العربية    Deutsch    עברית

Description of protections under Title VI, posted inside all bus and LR vehicles.



# Questions?

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- Please contact VTA's Title VI Unit:
  - Camille C. Williams, Project Manager
    - [camille.williams@vta.org](mailto:camille.williams@vta.org), or
    - (408) 952-8989
  - Ibraheem Fakira, Associate HR Analyst
    - [ibraheem.fakira@vta.org](mailto:ibraheem.fakira@vta.org), or
    - (408) 321-5632
- The HUB:  
<http://thehub.vta.org/divisions/officeofcivilrightsandtitlevi/Pages/default.aspx>
- VTA website: <http://www.vta.org/about-us/title-vi/santa-clara-valley-transportation-authority-title-vi>

# **VTA Sustainability Program**

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New Employee Orientation

Last Revised: October 2016



# Who We Are

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- Sustainability Program adopted by VTA Board of Directors in 2008
- Managed by staff in Planning and Program Development (PPD) Division
- Sustainability Team collaborates on projects to reduce waste and conserve resources like fuel, water, and energy



# What We Do

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- Reduce waste
  - Eliminate Styrofoam foodware
  - Encourage reuse and recycling
  - Promote technology over paper
  - Collaborate with facilities, IT, and HR



# Promoting Technology Over Paper

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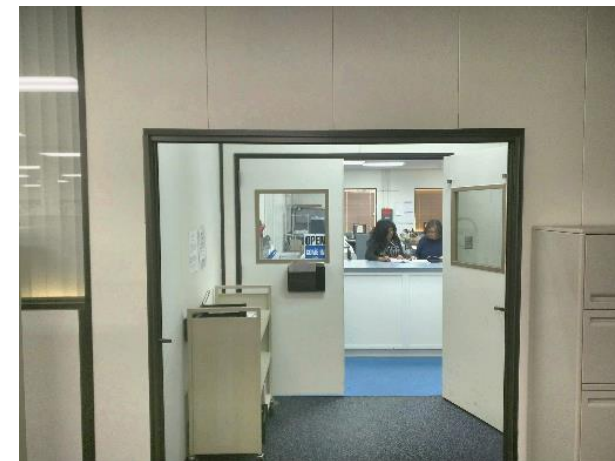
- Commitment to 3 R's:
  - *Reduce* by going digital and eliminating printing when possible.
  - *Reuse* scrap paper.
  - *Recycle* after use.
- Copy Center services:
  - Printing, copying, scanning, folding, cutting, hole punching, binding, laminating, inserting tabs, CDs, business cards and more!



# Copy Center Online Store & Location



- Order Online:
  - <http://copycenter> or on *The Hub* under Tools and Services
- Located in River Oaks Building A
  - Phone: 321-5731
  - E-mail: [copy.center@vta.org](mailto:copy.center@vta.org)
- Most jobs have a 48 hour turn-around

A screenshot of the VTA Copy Center online login page. At the top, there is a header image showing stacks of paper and the text "VTA Copy Center". Below this, a message reads: "Enter your email and password to login. New Account? Please click here for instructions. Once you enter the site you can click 'Copy Center Help' in the top navigation to get more help." The login form consists of two yellow input fields: "Email or Username:" with the text "copy.center@vta.org" and "Password:" with masked characters. Below the fields are three buttons: "Login", "Reset password", and "Create an account".

# Paperless Onboarding Project

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- Geoff to add text



# What We Do

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- Respond to CA drought emergency
  - Replace landscape
  - Retrofit irrigation and plumbing equipment
  - Monitor usage
  - Collaborate with facilities, maintenance, and accounts payable





# What We Do

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- Retrofit existing facilities
  - Install LED lighting and water efficient fixtures
  - Install solar panels
  - Collaborate with facilities and operations staff



# What We Do

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- Incorporate sustainability design principles in new projects
  - Collaborate with engineering and construction staff
  - Example projects: Eastridge Transit Center, Bus Rapid Transit, BART



# What We Do

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- Reduce emissions
  - Conduct inventory of greenhouse gas emissions
  - Create Sustainable Fleet Policy
  - Install EV charging stations
  - Promote transit, bike, and pedestrian modes



# What You Can Do

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- Think before you print.
- Don't light an empty room. Turn off equipment when not in use.
- Be water wise. Report leaks.
- Reduce, Reuse, and Recycle.
- Ride VTA, bike, carpool, or walk to work.
- Carpool to meetings/field visits or opt for conference call or webinar.
- Avoid unnecessary idling.

# **Engineering and Transportation Infrastructure Development**

Ken Ronsse  
ETID



**This may not be exciting.....**

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**But, you may learn something new about VTA.**

# Engineering & Transportation Infrastructure Development

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- Located at River Oaks in Building A
- Approximately 100 employees
- Division called ETID





# Work with all of the other Divisions.....

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to avoid getting stuck.



# Division Does What?

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- Responsible to build capital projects
- Projects for transit, facilities and highways
- Manage the design through construction

# Types of Projects

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- Engineering and Transportation Infrastructure Development implements projects identified by other divisions:
  - Planning identifies transit projects
  - Operations identifies facility needs

# Types of Capital Projects

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- **Transit:** Bus and light rail expansion
- **Facility:** Rehabilitation or improvement of existing bus or light rail infrastructure
- **Highway:** As the Congestion Management Agency for Santa Clara County, work in conjunction with Caltrans for highway projects

# ETID Projects

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ETID is currently responsible for over **\$1 billion** in projects

## Measure A

- Transit improvement

## Facility

- Bus stop and transit center
- Light rail rehabilitation
- Bus and rail yard improvement

## Highway

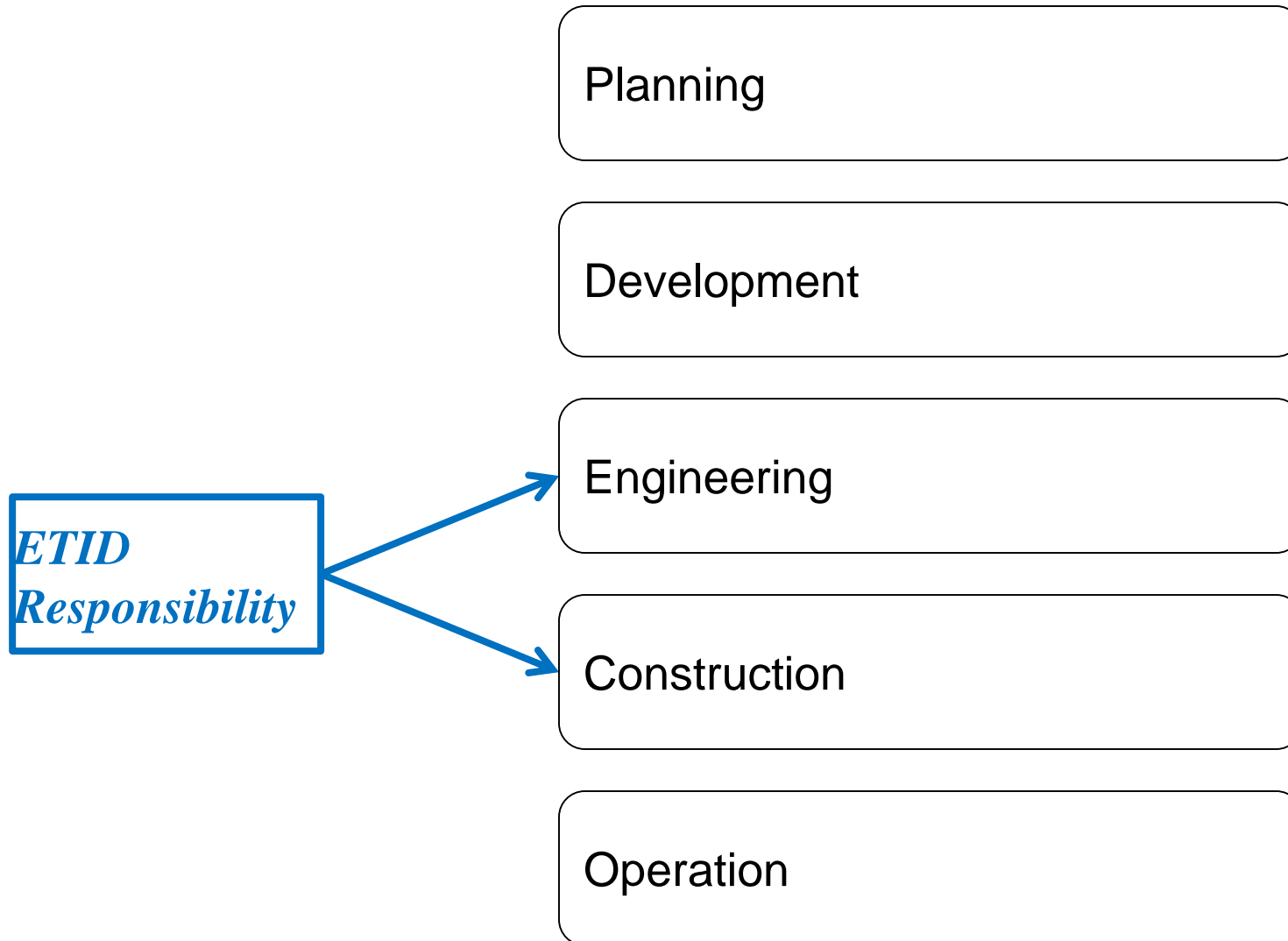
- Interchange
- Auxiliary lane
- Express connector
- Express lane

## Freight Rail Relocation

- Supports BART Silicon Valley

# Project Phasing

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# ETID Responsibility

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Manage project:

- Scope of Work (what to build)
- Budget (cost to build it)
- Schedule (time to build it)
- Quality (ensure meets expectation)



# ETID Staff

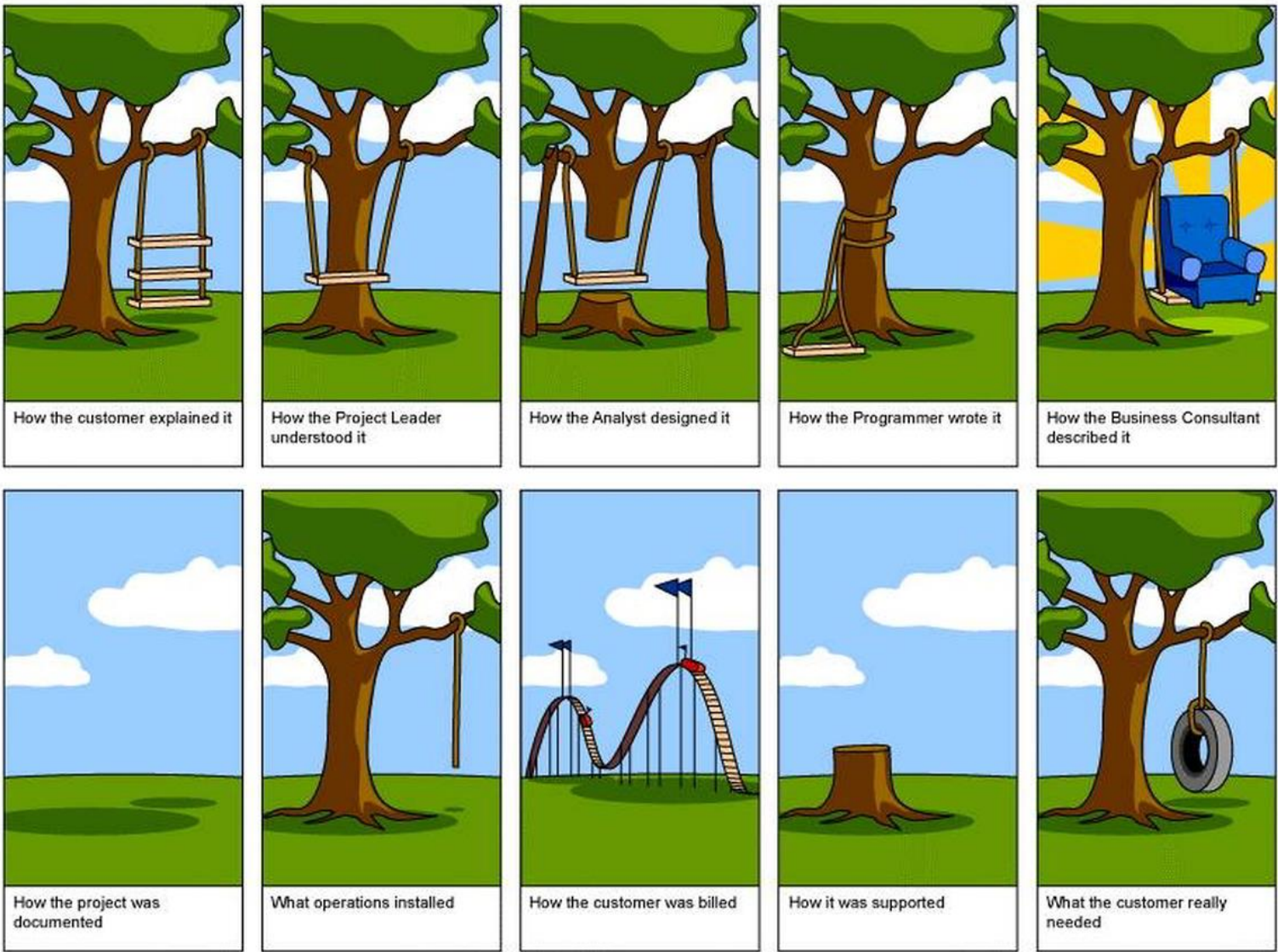
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- Engineers
- Architects
- Construction Inspectors
- Land Surveyors
- CAD Technicians
- Project Control (schedule, cost, etc.)
- Administration



# Goal to Build the Right Project





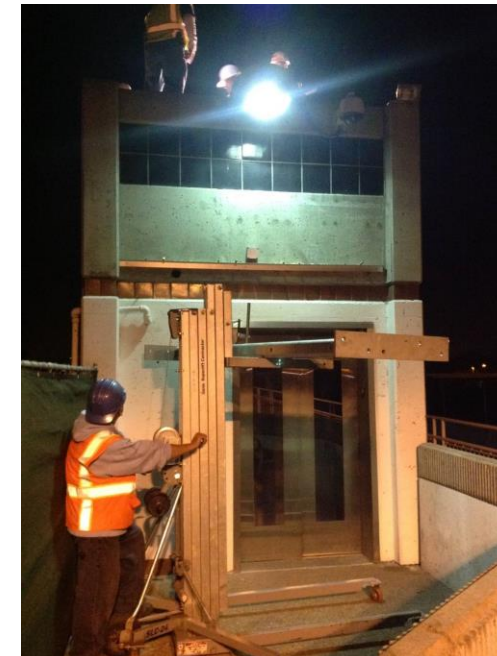
# Sample Projects

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## Rehabilitation

- Platform retrofit
- Light rail track and overhead power rehabilitation
- Structure repair
- Elevator and escalator retrofit



# Sample Projects

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## Transit

- Bus Rapid Transit
- Eastridge Transit Center
- Light Rail Service Upgrades
- Levis' Stadium Operation Support



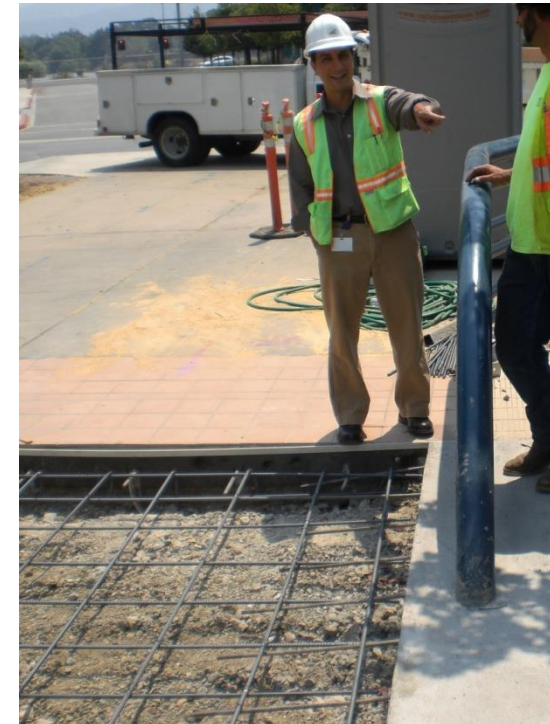
# Sample Projects

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## Facility

- Add bus bay at North Coach Facility
- Install hoist at Light Rail Facility
- Replace fueling station at Cerone Coach Facility
- Add LED lighting at facilities and platforms



# Sample Projects

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## Safety and Security

- CCTV at facilities and light rail platforms
- Security fences at bus coach facilities
- Laser intrusion on light rail structure and tunnel
- Between car barriers



# Sample Projects

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## Highway

- Highway Interchange (Highway 101 at Tully and Yerba Buena)
- Direct Connector
- Express Lanes
- Pedestrian bridge (Blossom Hill)





# Alum Rock - Santa Clara BRT



Photo simulation of median King platform

# Any Questions

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# **ENTERPRISE RISK MANAGEMENT**

Rachelle Tagud  
Finance and Budget





# Workers' Compensation

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- Self-insured, administered by Tristar Risk Management
- Employer's Responsibility
- Employee's Responsibility
- Physician pre-select form
- Medical Provider Network

# Public Liability

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- Self-insured, administered by Carl Warren
- What is a liability claim?
- VTA Contact – Peter Lim

# **SERVICE & OPERATIONS PLANNING DEPARTMENT**

Kermit Cuff  
Operations



# What Our Department Does

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- Plans bus routes, bus stops
- Decides service hours, frequency
- Develops bus and light rail schedules
- Special Event planning
- Develops transit service plan

# Monitoring Service

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- Automatic passenger counters record ridership, running times 7 days per week
- Receive input from operators, information service reps, public
- Importance of operator comment forms

# Scheduling Process

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- Schedule changes every 3-6 months (Jan, Apr, Jul, Oct)
- Analyze available data for accurate running times
- Coordinate with Caltrain, BART, schools
- Develop operator runs each sign-up

# Transit Service Plan

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- Developed every 2 years
- Prioritize needed improvements and service requests
- Reallocate unproductive service
- Implement changes on a quarterly basis

For more information, contact Kermit Cuff at 321-7062



# VTA New Employee Orientation



Presented by the  
Substance Abuse Control Program



# Agenda

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- Speaker

Juan Delgado, H. R. Analyst, Substance Abuse Control Program

- Course

- Meets requirements of 49 CFR Part 655.14(b)(1).
- Drug Free Workplace Act of 1988
- Omnibus Transportation Employee Testing Act of 1991
- Drug Use Statistical Information
- Effects and Consequences of Prohibited Drug Use

# Agenda

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- Course
  - Types of Test For Employees
  - Drug Testing Procedures
  - Alcohol Testing Procedures
  - Consequences for a Positive Test

## 49 CFR Part 655.14(b)(1)

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- Required 60-minute training
- “Effects & consequences of prohibited drug use on personal health, safety and the work environment, and on the signs and symptoms that may indicate prohibited drug use.”

# Drug Use – Work Environment

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- 75% of adult illicit drug users are employed\*
- Transportation: 4<sup>th</sup> most likely profession/trade for drug users.
- Users are more likely to:
  - Change jobs frequently
  - Be late or absent from work regularly
  - Be less productive employees
  - Be involved in a workplace accident
  - File a worker's compensation claim
  - Steal from fellow employees
  - Use health benefits
  - Use sick time

\*National Institute on Drug Abuse ([www.drugabuse.gov](http://www.drugabuse.gov))

# Drug Use – Work Environment

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- Illegal Drug Abusers

- 10x more likely to miss work

- 3x more likely to be late

- 2.5x more likely to have absences  $\geq$  8 days

- 3.6x more likely to have on-the-job accident

- 5x more likely to injure self on-the-job

- 5x more likely to file worker's comp claim

- 2.2x more likely to ask for early dismissal

\*National Institute on Drug Abuse ([www.drugabuse.gov](http://www.drugabuse.gov))

# Drug Use – Employment History

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- Illegal Drug Users - Employment History
  - 2x more likely to have multiple employers in a year
  - 3.3x more likely to have been fired
  - 2x more likely to have left voluntarily

\*National Institute on Drug Abuse ([www.drugabuse.gov](http://www.drugabuse.gov))

# Drug Use – Cost to Society

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- Annual cost to society (U.S.) = \$193 Billion

Lost Productivity = \$120.3 Billion

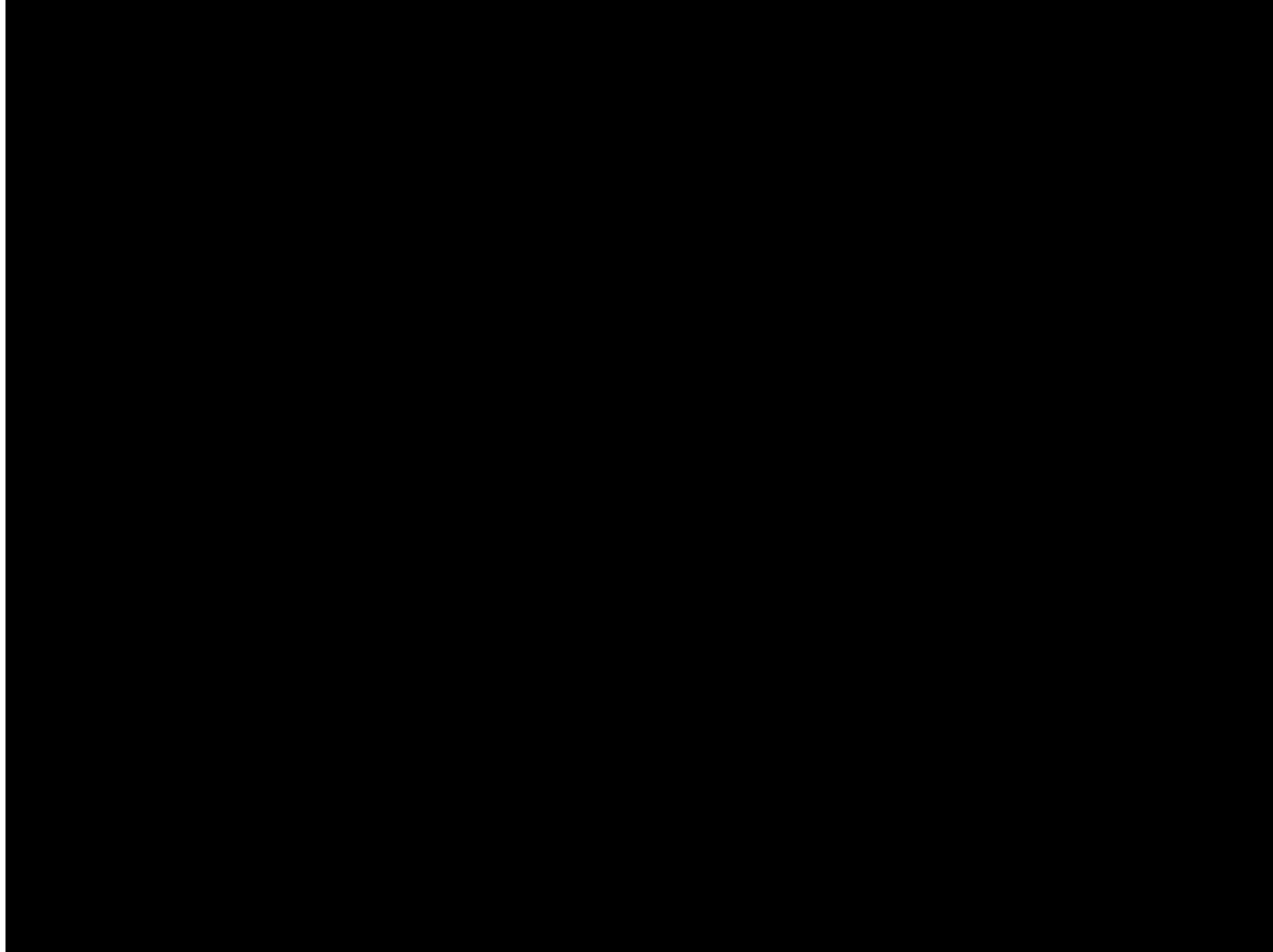
Lost Productivity due to Incapacitation

- Lack of Motivation
- Incarceration
  - » Treatment Facility
  - » Hospital
  - » Prison
- Medical claims average 300% - 400% of non-abusers
- 10% – 20% of deaths at workplace, test positive for drugs or alcohol



# Clean, Sober, and Safe

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# Prescription Medication In the Workplace

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- [Prescription For Safety](#)

# The Drug Free Workplace Act of 1988

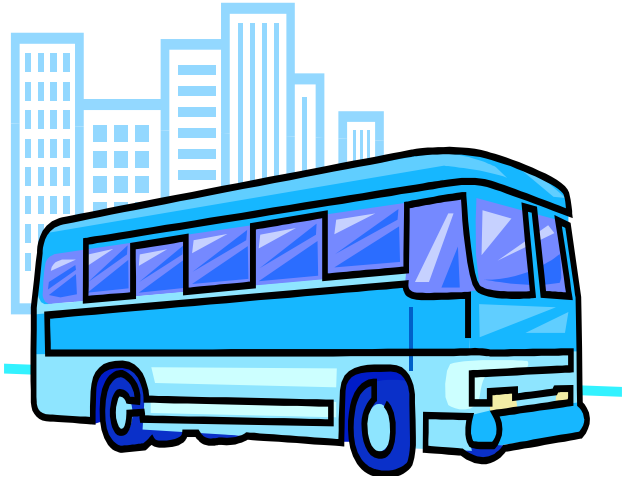
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- A federal law designed to keep drugs out of the workplace.
- Prohibits the manufacture, distribution, possession, and use of controlled substances at work.
- Affects most government employees.
- Does not specifically include alcohol. However, individual employers may include alcohol as part of their drug-free workplace policy. VTA does include alcohol in their drug-free workplace policy.

# Omnibus Transportation Employee Testing Act of 1991

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A federal law that requires alcohol and drug testing for covered employees in transportation industries, including trucking, airlines, railroads, pipelines, and mass transit. Total number of employees covered by rule is estimated to be 9,460,000.

# Employees Affected by the Employee Testing Act

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Any employee who performs any of the following:

- Operates a revenue service vehicle including when not in revenue service.
- Operates a non-revenue service vehicle requiring a commercial driver's license.
- Controls or dispatches movement of a revenue service vehicle.
- Maintains or repairs a revenue service vehicle or equipment used in revenue service
- Carries a firearm for security purposes, as required by VTA.
- Supervisors or Managers who can be called upon to perform any of the above functions.

# Employees Affected by the Employee Testing Act

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Non-safety sensitive employees are not required to be tested by the Act, however, the company's drug and alcohol policy requires testing.

# Types of Test For Employees

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- Safety Sensitive Employees:
  - Pre-Employment
  - Reasonable suspicion
  - Post-Accident
  - Random
  - Return to duty
  - Follow-Up
- Non-Safety Sensitive Employees
  - Pre-Employment
  - Reasonable suspicion

# Drug Testing Procedures

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- A urine sample is used to test for drugs.
- Sample is divided into 2 samples - “primary” and “split”
- “Chain of Custody” form is completed to ensure accuracy and security
- The primary sample is tested by the laboratory. The split sample is sealed and stored.
- If the test is positive, the employee may request testing of the split sample within 72 hours of the initial test.
- Drug tested for: marijuana, opiates, cocaine, amphetamines and phencyclidine (PCP).



# Alcohol Testing Procedures

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- Requires use of an Alcohol Screening Device (EBT) authorized by DOT
- Performed by a qualified Breath Alcohol Technician (BAT).
- Use of a DOT Alcohol Testing Form with a unique number
- Confirmatory test must be conducted.

# Illegal Drugs (and Metabolites) Tested

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	Initial Test	Confirmatory
(1) Marijuana metabolite		
(i) THC	50	15
(2) Cocaine metabolite	150	100
(3) Phencyclidine (PCP)	25	25
(4) Amphetamines		
(i) Amphetamine	500	250
(ii) Methamphetamine		250

specimen must also contain amphetamine at a concentration or greater or equal to 200 ng/ml

# Illegal Drugs and Metabolites Tested

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	Initial	Confirmatory
(5) Opiate metabolites	2000	
(i) Codeine		2000
(ii) Morphine		2000
(iii) 6acetylmorphine		10

test for 6-AM in the specimen. Conduct this test only when specimen contains morphine at a concentration greater than or equal to 2000 ng/ml.

# Drug Detection Periods

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- **Amphetamines** 2-4 days
- **Methamphetamine** 2-4 days
- **Cocaine** 12 - 72 hours
- **Marijuana**
  - Casual User 2 - 7 days
  - Chronic User Up to 30 days
- **Opiates** 2 – 4 days
- **PCP**
  - Casual User 2 – 7 days
  - Chronic Use Up to 30 days
- **Ethanol (Alcohol)** 12-24 hours

# What constitutes a Refusal to Test?

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- An employee admits to the collector that he or she adulterated or substituted their specimen.
- The employee behaves in a confrontational way that disrupts the collection process.
- The employee fails to follow the observer's instructions to raise and lower their clothing and to turn around to permit the observer to determine if the employee has a prosthetic or other device that could be used to interfere with the collection process.

# What constitutes a Refusal to Test? (continued)

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- The employee refuses to wash his or her hands – after being directed to do so.
- The employees possesses or wears a prosthetic or other device that could be used to interfere with the collection process.
- Failure to permit the observation or monitoring of your provision of a specimen when required.

# What constitutes a Refusal to Test? (continued)

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- Leaving the scene of an accident without just cause prior to submitting to a test.
- Failure to take a second test when required.
- Failure to undergo a medical examination when required (e.g. when there is a shy lung or shy bladder).
- Failure to appear at the collection facility within a reasonable time.
- Leaving the collection facility prior to test completion.

# What constitutes a Refusal to Test? (continued)

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- Failure to sign the certification at Step 2 of the Alcohol Testing Form (ATF)
- Failure to provide adequate breath for an alcohol test without a valid medical explanation.
- Failing to provide an adequate urine sample for drug testing with a valid medical explanation.
- Failure to remain “readily available” for testing due to employee leaving the scene with approval.
- The MRO verifies a test as adulterated or substituted.



# What is Shy Bladder and Shy Lung?

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- Shy bladder: When an employee cannot provide the required amount of urine for a drug test. The employee has to be examined by a physician to determine if there is a legitimate reason for the inability to provide a sufficient specimen.
- Shy Lung: When an employee cannot provide the required amount of breath specimen for the breath alcohol test. Exam by a physician is also required.

# Directly Observed Collections

## (Effective August 31, 2009)

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Department of Transportation directly observed collections are authorized and required **only** when:

- The specimen temperature is outside the acceptable range
- The specimen shows signs of tampering – unusual color/ odor / characteristic; or
- The collector finds an item in the employee's pockets or wallet which appears to be brought into the site to contaminate a specimen; or the collector notes conduct suggesting tampering.

# Directly Observed Collections (Con't)

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- The Medical Review Officer (MRO) orders the direct observation because:
  - The employee has no legitimate medical reason for certain atypical laboratory results; or
  - The employee's positive or refusal (adulterated / substituted ) test result had to be cancelled because the split specimen test could not be performed ( for example, the split was not collected)

# Direct Observation Procedures

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- Employees with dilute specimens with creatinine in the 2-5 range.
- Employees with invalid test results with no valid medical explanation.
- Employees with prior positives and refusals must be observed.
- The test is a follow-up or Return-to-duty test

# Direct Observation Procedures

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- Collector or employer must explain to employee the reason for a directly observed collection
- Observer must be the same gender, but need not be a trained collector
- Observer must view urine stream from donor to collection container

# Consequences of a Positive Test

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- Must be removed from safety-sensitive duties immediately.
- Cannot be returned to safety-sensitive duties until after an evaluation by a Substance Abuse Professional (SAP).
- Must comply with the treatment recommendation of the SAP.
- Must complete a return-to-duty test and get a negative test result.
- Shall be subject to unannounced follow-up testing for at least 12 months but not more than 60 months.
- May be subject to discipline up to and including discharge.

# Resources

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- National Institute on Drug Abuse (NIDA):  
<http://www.drugabuse.gov/>
- Substance Abuse & Mental Health Services Administration:  
<http://www.samhsa.gov/>
- Coalition Against Drug Abuse:  
<http://www.drugabuse.com/>
- Office of National Drug Control Policy:  
<http://www.whitehouse.gov/ondcp>
- DOT Office of Drug & Alcohol Policy & Compliance  
<http://www.dot.gov/odapc>
- Partnership for a Drug Free America  
<http://www.drugfree.org>

# **Service Accessibility at VTA**

David Ledwitz  
Operations





# The ADA of 1990

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- The ADA is a Civil Rights Law
- Access to public transit service and information is a civil right
- Transit service and information must be accessible to all

# Topics of Discussion

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- Mobility Device Access and Securement
- Calling Stops and Priority Seats
- Service Animals and Oxygen
- Fare Discounts and Payment
- ADA Paratransit
- Rule and Procedure Reasonable Modification

# Mobility Device Access / Lift & Ramp Use

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- Cycle the lift or ramp before pull-out
- Know the lift and ramp failure protocol and how to use the securement system
- Provide Mandated Mobility Device Securement
- **Any** person may use a lift or ramp

# Calling Stops

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- **Stops announced automatically inside vehicle:**

- All major bus stops

- Major intersections

- Connections with other routes

- Destination points

- **Stops announced by Operator:**

- Upon request from customers

- When the annunciator system does not work

# VT A Paratransit Service

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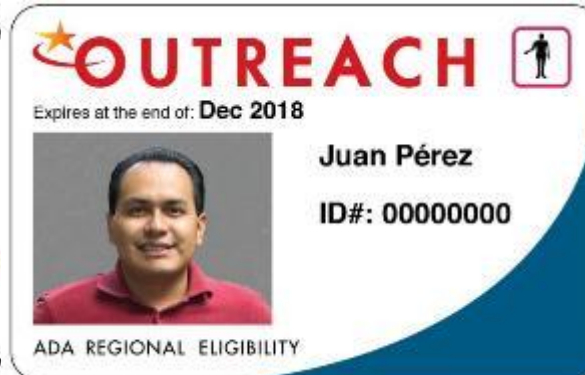


- For persons with disabilities who are unable to:
  - navigate on the system;
  - get on the system; or,
  - get to the system.
- Service where and at the times of bus & light rail
- Fares twice the regular bus & light rail fare

# VTA Discount Fares Cards



- RTC Clipper
- Senior Clipper
- OUTREACH ID Card
  - Old Card
  - Current Card



# Committee for Transit Accessibility (CTA)

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A 23-member advisory committee comprised of:

- Individuals with disabilities;
- Human service agency representatives; and,
- Non-voting representatives of VTA's paratransit broker and Board of Directors.

