HELP MONITORING PROCEDURES

INTRODUCTION: This manual details the procedures for the HELP Program for the contracts starting July 7, 2003 and for their duration over the next four years. This manual consists of three sections:
1. Internal procedures
2. Requests for information and initiating complaints
3. Reports

1.   INTERNAL PROCEDURES

DRIVER CERTIFICATION:
As per the new contract, all drivers must be certified prior to beginning driving. Detailed requirement of the certification process are described herein. This certification includes: background checks, driver's license check, drug and alcohol screening, CPR/First Aid certification, and MDT training (see attached sheet). Also required is a preliminary training session with the NYSP HELP monitors to discuss incident management, safety, the purpose of the HELP program, and past driver errors and violations. Any driver letting their certification lapse in any way will not be permitted to operate a HELP Vehicle.

BACKGROUND CHECKS: A spreadsheet summary of all driver background checks suitable for review of civilian personnel will be provided to the department upon hiring and at any subsequent re-check. The department will continue to guide the vendor regarding current practices in conducting employee background checks, including acceptable practices for producing criminal history information and validation of employee criminal conviction records.

DRIVER'S LICENSE CHECKS:

All drivers will have their driver's license checked upon being hired and every quarter thereafter. The printout will be retained until their next license check. These checks will be conducted in January, April, July, and October. Copies of the license will be retained in the driver's folder. A spreadsheet summary of results, suitable for viewing by civilian personnel, will be provided to the Department.

DRUG & ALCOHOL TESTING:

Drug and Alcohol testing will be conducted pursuant to detailed information available at http://www.dot.state.ny.us/pubtrans/49cfrpart655.pdf. Testing will include pre-employment screening, monthly random testing, and testing subsequent to any accident or incident involving the operation of the HELP Vehicle or provision of HELP service. Every month the contractor will supply the Department with the number of people tested and a copy of the results.
A spreadsheet summary suitable for review by civilian personnel of all drug and alcohol checks will be provided to the Department.

FIRST AID/ CPR CERTIFICATION

All drivers must have a CPR/ first aid certification before being authorized to drive. Proper certification will include a valid card. Members will spot check the cards not certified by the Department. Copies of the cards will be retained in the driver's folder.

COMPLAINTS

All complaints about the HELP program will be fully investigated and noted on an "excel" spread sheet with the resolutions. Once an investigation is completed, a memo will be forwarded to CPT de Vries with a recommendation. The results will be forwarded to the vendor for action. The vendors will respond, in writing within 15 business days of their actions.

TRAINING:
The Department will provide training as noted in the contract. All HELP drivers must attend mandatory training. CPR/first aid re-certification training will be conducted once per year.

INSPECTIONS:
Inspections of all HELP trucks will be done on random basis, meaning that all trucks will not be necessarily done at one time. Such inspections will be done at least bimonthly and at various additional times. Inspections of the vendor's records will be done semi-annually.

INSURANCE CHECKS:

The Department will obtain copies of the Vendor Insurance Certificates, check them against the contract requirements and maintain them on file. Note will be made of expiration dates. New copies will be requested yearly.

2.   **REQUESTS FOR INFORMATION and COMPLAINTS**

PUBLIC INFORMATION:
The HELP monitoring team will provide information about the program as specified by law. All information must be requested in accordance with the Freedom of Information Law. Requests for contract information will be forwarded to Chris Magin.

OTHER AGENCIES:
Other agencies shall be provided any information they are legally entitled to. They must, however, provide written requests for the specific information required and adhere to the Department's process for dissemination of said information. All requests will be formally documented. Information such as criminal histories will only be provided to

personnel with established credentials (i.e. CCH) and/or NYSPIN certification as appropriate.   Personal information (i.e. drug tests) will also not be released to other agencies.

COMPLAINTS:
Complaints from the public will be investigated regardless of how the complaint is initiated (in person, by phone, e-mail, etc) and regardless if it is anonymous or not. The public will only be notified that a complaint is resolved, but not the specific resolution.

3.   REPORTS

On a monthly basis the following reports will be completed. All must be in by the fifth business day of the month with the exception of 1&2 which will be completed by the 15th of the month.

1) Statistics: a report of the monthly activity of the HELP trucks
2) Survey Cards: a consolidation of survey card information
3) Driver Information: a consolidated list of all drivers, trucks, license, first aid, CPR, etc status.
4) Company information: a list of any company violations, penalties assessed, and any drivers that are no longer certified. This will include open shifts.
5) "Good Guy" sheet: a list of the letters, e mails, and phone messages of a positive nature for the month.
6) Complaint sheet: a list of all complaints against drivers and their current status.

All reports will be assembled into a monthly file and forwarded to the DOT's ITS manager for review. The file will then be stored in an area known and accessible to the DOT's ITS Manager.

(1) These reports may contain personal information protected by privacy rights of laws related to the function. A summary of the data, suitable for civilian viewing, will be included in the accessible file.