

Appendix 4

**Guilford County Transportation
&
Mobility Service's**

**PRIORITIZED RISK REDUCTION
STRATEGIES**

Prioritized Risk Reduction Strategies

Guilford County Transportation Prioritized Risk Reduction Strategies

Major Collision with Injuries or Fatality

Guilford County Transportation has multiple procedures in place including an extensive vehicle maintenance program, Zero-Tolerance Drug and Alcohol Testing Program, Extensive Driver Training program including an annual certified defensive driving class, Physical Ride Along with the Operations Supervisor, random video pull ride along and annual motor vehicle report pulls. Guilford County Transportation conducts full investigations of all accidents to determine if they were preventable and to identify if there are recurring safety issues or trends. In the event of a major collision Guilford County Transportation would brief employees on the investigation and steps that could have been taken to prevent the collision.

Flooding in community

Work with County to refine emergency action plan for severe weather; participate in EOC training; refine vehicle staging plan with other county departments to preposition vehicles prior to weather event; refine evacuation route/node tracking charts

Hard Drive Crash/Cyber Attack

Guilford County Transportation computers are password protected. Employees are trained to place important document on the county server, which is backed up daily. Databases that hold customer information are also on the county's server, and are also backed up daily

Vehicle Fire

Guilford County Transportation has a fire prevention plan in our SSP plan. Fire extinguishers are located on the vehicles and are checked monthly by the Operations Supervisor. All drivers are given training on fire extinguisher use. All drivers perform a daily pre-trip inspection that includes looking for fluid or fuel leaks on the vehicle. In the event of a vehicle fire Guilford County Transportation would conduct a full investigation to determine if the fire was preventable and brief employees on the investigation and steps that could have been taken to prevent the fire.

Shooter on Vehicle

Guilford County Transportation drivers are trained on emergency management techniques as well as to how to handle dangerous situations. They are instructed to protect themselves followed by protect the passengers in the event of an incident. Guilford County Transportation drivers are trained to call 911 if a situation on the vehicle turns violent.

Wheelchair lift accident with injury

Guilford County Transportation has an extensive program for wheelchair lift maintenance that meets manufacturer recommendations. Lifts are cycled daily as part of the driver's pre-trip inspections. All Guilford County Transportation drivers are given extensive training on the use of lift equipment and wheelchair securement by the Guilford County Transportation operations supervisor who is a PASS certified instructor. In the event of a wheelchair lift accident Guilford County Transportation would conduct a full investigation to determine if the accident was

preventable or due to a mechanical issue. Guilford County Transportation employees would be briefed on the investigation and steps that could have been taken to prevent the accident.