

EQUAL EMPLOYMENT OPPORTUNITY PLAN

of

AppalCART

Boone, North Carolina

Jun 26, 2023

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BOONE, NORTH CAROLINA

STATEMENT OF POLICY EQUAL EMPLOYMENT OPPORTUNITY

AppalCART maintains that its mission is to provide a cost-effective, courteous, efficient and safe transit system to meet the transportation needs of the citizens of Watauga County, by furnishing knowledgeable management and qualified employees.


Inherent within this mission is the assurance of equal employment opportunity. AppalCART will ensure Equal Employment Opportunity (EEO) through its system of personnel practices, including recruitment, selection, promotions, terminations, transfers, layoffs, compensation, training, benefits and other terms and conditions of employment. These practices will not discriminate against an employee or applicant for employment on the grounds of Race, Color, Creed, Political Registration, Marital Status, Sex, Gender Identity, Sexual Orientation, Age, Religion, Disability and Veteran's status or any other reason prohibited by law to all persons otherwise qualified.

The responsibility for ensuring compliance and implementation of AppalCART's EEO program ultimately rests with the Executive Director who serves as the Equal Employment Opportunity Officer. However, all management personnel share in this responsibility and all will be assigned specific tasks as it becomes necessary to assure compliance with our EEO program.

All employees and all applicants for employment have the right to file complaints alleging discrimination with AppalCART.

All AppalCART's management personnel involved in the interview and hiring process will have the success of the EEO program as one of their goals and, once achieved, will strive to maintain that level of success. Managers will be evaluated on the success and ultimate maintenance of the EEO program.

AppalCART is committed to the premise that successful achievement of EEO goals will provide benefits to AppalCART through fuller utilization and development of previously underutilized human resources.



Craig Hughes
AppalCART Executive Director
June 26, 2023

II. DISSEMINATION EQUAL EMPLOYMENT OPPORTUNITY POLICY

A. Policy

It is AppalCART's policy that the Equal Employment Opportunity Program be communicated in the following manner:

1. Review EEO policy as part of new employee, or refresher training.
2. Notification to recruitment sources
3. Discussion at appropriate supervisory meetings covering the subject of recruitment, employment, training, promotion, and transfer of employees.
4. The Equal Employment Opportunity policy is posted on designated employee bulletin boards at AppalCART and on the website.
5. Any revision, modification, additions to and/or deletions from AppalCART's Equal Employment Opportunity policies are communicated to all employees by notices which identify and explain any such change.

The dissemination of AppalCART's Equal Employment Opportunity policy is not limited to the above referenced items. As considered appropriate, AppalCART utilizes whatever means necessary to convey the organization's commitment to equal employment opportunity.

B. Practices

AppalCART recognizes its responsibility for implementing EEO policies within the organization.

AppalCART provides for the external communication of the EEO policies through proper notification to various recruitment sources and other interested parties. AppalCART communicates its commitment to recruiting and hiring qualified candidates of all demographics through various publications and media channels.

AppalCART advertises available positions in the local papers, and the workforce development office to attract applicants of all demographics. All employment advertising placed by AppalCART contains the phrase "An Equal Opportunity Employer."

III. DESIGNATION OF PERSONNEL RESPONSIBILITIES

A. AppalCART's Executive Director

It is the responsibility of the AppalCART's Executive Director to report to the AppalCART Board on matters relating to Equal Employment Opportunity. The AppalCART's Director has the overall responsibility for evaluating whether the authority's Equal Employment Opportunity policy is implemented by all levels of management. The Director will periodically review the Equal Opportunity Program to ensure its completeness and effectiveness. Any complaints of discrimination will be investigated by the AppalCART Equal Employment Officer which is the Executive Director.

B. Management

The Deputy Director - Operations supervises the operating staff (including the shop) and drivers. This is about 92% of employees. The Human Resources Coordinator and Deputy Director - Operations interview drivers. The Shop Supervisor interviews potential mechanics and supervises the mechanics. At present there are 6 employees in the shop.

C. Trainer

It is the responsibility of the AppalCART Trainer to disseminate the Equal Employment Opportunity Policy to all employees through new employee training or refresher training.

D. Deputy Director - Finance

The Deputy Director - Finance does the payroll and is charged with reviewing pay rates to see that AppalCART does not discriminate against any employee or group.

IV. UTILIZATION ANALYSIS

Equal employment opportunity assumes that the workforce of any given business concern should mirror the race and sex composition of the population. A major factor in assessing equal employment opportunity is the skill availability of the labor pool. Equal Employment Opportunity legislation (Title VII of the Civil Rights Act of 1964, as amended) and subsequent executive orders (Executive Order 11246, as amended), require that Federal contractors and subcontractors certify that they do not discriminate with respect to employment and the conditions thereof.

The assessment below views the total AppalCART's workforce, and provides a job classification breakdown according to minorities and non-minority females.

A. AppalCART's Workforce

The AppalCART workforce consists of approximately 76 employees. Four occupational groups are represented: administrative staff, operating staff, drivers, and mechanics.

B. Labor Market

The relevant labor market for AppalCART has been determined to be consistent with the demographics for the general county population in Watauga County. 94.6% of the population is Caucasian, 4.1% is Hispanic or Latino, 2% Black or African American, 1.2% is Asian, .4% is American Indian or Alaska Native, and 1.7% are two or more races (Source: U.S. Census Bureau, 2020).

People who identify as females comprise 50.2% of the population (Source: U.S. Census Bureau, 2020).

The AppalCART workforce has a large portion of employees working part time where turnover is fairly high. Our goal should be to recruit the best candidates for job openings regardless of age, race, sex, gender identity, sexual orientation, religion or political party and to have our demographics among employees be reflective of the population of the county as a whole. Currently 86.84 percent of employees identify as male and 13.16 percent identify as female. We have 2.63 percent that identify as Hispanic or Latino, 1.32 percent identify as American Indian or Alaska Native, 1.32 identify as Asian, 2.63 percent identify as Black or African American, and 92.10% identify as Caucasian employees. While our percentage of women employees is low relative to the percentage in the county; driving buses or working on them are not jobs females have traditionally sought, but those are areas with the most employees.

V. GOALS AND TIMETABLES

Through the assessment of the current level of minority and female employment at AppalCART and the availability of minorities and women, quantifiable patterns emerged. Due to the small numbers of individuals involved in the percentage, a variance of 1-10 is considered to be within proper utilization levels. An assessment of each occupational group will further illuminate the facts.

A. Administrative Staff

Within this category are five positions: Executive Director, Deputy Director - Finance, Business Officer, Human Resources Coordinator, Apprentice, and Accounting Technician. The Deputy Director - Finance, Apprentice, and the Human Resources coordinator identify as female. We have no minorities at present in management roles. Our goal is to hire the best applicant for each position regardless of age, race, sex, gender identity, sexual orientation, religion, or military status. Along that line we would like to see an increase in the percentages for minorities. Since there is usually not much turnover in administrative staff we would hope to see a 25% improvement in the next 5-10 years. Our long term goal would be to have a management representation which is more reflective of our county population.

B. Operating Staff

Within this category there are six positions: trainer, route supervisor, deputy director - operations, three dispatchers, and lead dispatcher. One of the dispatchers identifies as female and three identify as male. We have no minorities at present in the operating staff. Our goal is to increase the share of females and minorities in the workplace. There is not much turnover in the operating staff so a 17% gain in the next five years would represent one additional female or minority.

C. Drivers

Drivers comprise more than 77% of the workforce. Based upon their percent of the workforce, females are less prevalent in our workforce than they are in the county population. Given the small population of minorities in Watauga County their representation in the workforce is fairly well represented. For example: Black or African American individuals make up 1% of the county population and 2.63% of the workforce. Hispanic or Latino individuals make up 3% of the population and 2.63% of the workforce. Asian individuals make up less than 1% of the population and 1.32% of the workforce. American Indian or Alaska Native individuals make up .4% of the population and 1.32% of the workforce. Based upon availability, both minority and female groups are hired. Our goal is to increase representation of females to maintain and if possible increase the percentage of minorities.

D. Mechanics

There is one Shop Supervisor and five mechanics. There are no females or minorities at present. Our goal is to increase our female or minority percentage by 10 percent in the next five years.

VI. QUALITATIVE AND QUANTITATIVE ASSESSMENT OF EMPLOYMENT POLICIES AND PRACTICES

A. Recruiting

AppalCART will provide employment opportunities to qualified applicants regardless of race, color, creed, political registration, marital status, sex, gender identity, sexual orientation, age, religion, disability and veteran's status or any other reason prohibited by law. To this end, AppalCART employs the following techniques:

- AppalCART advertises job openings with a statement about being an equal opportunity employer.
- AppalCART encourages all employees to continue to be a recruiting source by referring qualified minority, female, and disabled candidates.

B. Selection and Hiring Practices

It is AppalCART's policy that anyone interested in employment may submit an application for employment in response to an advertised position. (An application form is included in Appendix C.) The authority and its managers will give proper consideration to such factors as education, experience, skills, advancement potential and character. All aspects of the selection process will be administered without regard to race, color, creed, political registration, marital status, sex, gender identity, sexual orientation, age, religion, disability and veteran's status or any other reason prohibited by law. Candidates for employment must possess the basic qualifications required to effectively perform the functions of the position.

Applications will be accepted in response to the placement of ads on buses, on social media, on our website, and through other community resources. They are valid for six months.

All applications will be accepted by the Human Resources Coordinator. All applications will be reviewed by the respective department head. Those applicants selected for testing will be ranked and interviewed by the department head. Testing will be conducted depending upon the position to be filled. Following testing, interviews and completion of other requirements for the job, the highest ranking individual will be requested to take a pre-employment drug and alcohol test prior to a job offer being made by AppalCART.

A formal training program of at least one weeks' duration will be held for new bus operators. Mechanic training is performed on a one-on-one basis with an experienced mechanic during the probationary period.

Operator candidates must satisfactorily meet the following basic requirements to be selected for employment:

- Possess a valid Driver's License or Commercial Driver's License (CDL), depending on the vehicle being operated, with proper classification or obtained by the end of the training program
- No felony convictions
- No convictions for driving under the influence (DUI), reckless driving, or vehicular homicide or manslaughter
- No operator's license suspensions in the past seven years
- Pass the pre-employment drug screen
- Pass the DOT CDL physical.

In accordance with Equal Employment Opportunity Commission guidelines, an applicant log will be maintained showing each applicant's race or national origin and sex, based upon visual observation; they may not ask such questions specifically. When applications are not made in person and applicants are not personally known to the manager, they may ask each applicant to fill out a self-identification form and advise the applicant that the information is not being sought for employment decisions but to meet Federal record keeping requirements. Any applicant logs or self-identification forms must be kept in completely separate files in the Human Resource's office and must have no bearing on any employment decision. Applicants will be informed of this fact.

The role of AppalCART's Executive Director shall be to monitor the hiring and selection procedure in such a way that all applicants are given an equal opportunity for employment. In doing so,

- The Executive Director will have access to files of all applicants interested in employment.
- Resumes of all applicants will be reviewed periodically by the Deputy Director - Operations for positions within operations. The Shop Supervisor and Deputy Director - Operations will review all applications for shop personnel.
- The Executive Director will review and suggest revisions on all employment procedures to assure that they do not have discriminating effects and that they help attain goals.

C. Transfer and Promotion Policy and Practices

It is AppalCART's policy to afford present employees the opportunity for transfers and promotions without regard to race, color, creed, political registration, marital status, sex,

gender identity, sexual orientation, age, religion, disability and veteran's status or any other reason prohibited by law.

AppalCART makes every effort to promote from within and provide employees with transfer opportunities that qualify them for future promotional opportunities. It is the responsibility of management to provide developmental assistance by which minority and female employees can advance within the company.

Promotions within management are based upon qualifications and potential to handle added responsibilities.

D. Training and Educational Opportunity Policy and Practices

AppalCART provides educational and training opportunities to its employees regardless of race, color, creed, political registration, marital status, sex, gender identity, sexual orientation, age, religion, disability and veteran's status or any other reason prohibited by law.

AppalCART conducts initial orientation sessions with new employees.

It is the responsibility of all department heads to identify, encourage and implement training opportunities for all personnel. This is to be done with the primary goal of increasing the total organizational strength and effectiveness.

The training process could include, but is not limited to:

1. One-on-one training between management and staff.
2. Local training courses, seminars, community colleges, trade schools, etc.
3. Regional and national training courses.

E. Termination and Discharge Policy and Practices

An employee may resign by presenting a written notice of resignation to the employee's supervisor.

An employee may be dismissed for unsatisfactory performance of duties, for disciplinary reasons, for other just causes, or for reduction in workforce. The employee may receive monies due upon dismissal.

Medical and life insurance will be paid through the effective date of termination of the employee.

Appeal Procedures

Employees who feel they have been wrongly terminated should refer to the AppalCART Personnel Policy Grievance Process as defined in the following:

If an employee has an issue that they want to bring to management's attention, this issue can be presented informally through the Open Door Policy. The Open Door Policy means that an employee can speak to any member of management they think is best equipped to help with the particular concern. No doors are closed, but whenever possible, an employee should go to their immediate supervisor first; however, if the matter cannot be resolved by their supervisor, the employee may go directly to the Executive Director.

If the matter cannot be resolved to the employee's satisfaction, they may submit a formal grievance. The grievance must concern an alleged violation, misapplication or misinterpretation of a specified Federal law, State law, AppalCART policy, or the employee has been subjected to unsafe working conditions. No grievance will be heard unless it has been filed on the appropriate form within 30 calendar days of the event. On the form, the grievant must detail the event and the facts supporting the grievance, the specific law, policy, or regulation alleged to have been violated and the solution sought. Incomplete forms will not be accepted.

Level One Grievance

The grievant may begin the formal grievance process by completing the grievance form and providing a copy to their supervisor and to the Executive Director. The supervisor will make every effort to meet with the grievant within seven (7) days of receiving the written grievance but not later than ten (10) days. Furthermore, the supervisor will make every effort to provide a written response to the employee's grievance within seven (7) days of the Level One meeting but not later than ten (10) days. If the grievant is not satisfied with the decision made by the supervisor, the employee may appeal the grievance to Level Two.

Level Two Grievance

If the grievance is not resolved to the employee's satisfaction at Level One, the grievant may file a written appeal detailing the reason for the appeal. The appeal must be submitted to the Executive Director within five (5) days of receiving the supervisor's Level One written response. The Executive Director will arrange a meeting with the employee regarding the grievance within ten (10) days of receiving the written appeal but not later than fifteen (15) days. If the Executive Director determines that additional days are needed for an investigation to develop a factual record, the grievance may be placed on hold for an additional fifteen (15) days. At the grievance meeting, each party may call witnesses to help resolve the matter. After the grievance meeting has concluded, the Executive Director will make every effort to provide a written response to the employee's appeal within seven (7) days of the Level Two meeting but not later than ten (10) days to the employee and the employee's supervisor. If the grievant is not satisfied with the decision made by the Executive Director, the employee may appeal the grievance to Level Three.

Level Three Grievance

If the grievance is not resolved to the employee's satisfaction at Level Two, the employee has the right to file a written appeal to the AppalCART Board within ten (10) days of receiving the Executive Director's decision.

Upon receipt of the appeal, the Board will make every reasonable effort to meet and consider the appeal within thirty (30) days. All parties, the grievant and Executive

Director, will be given proper notice of the appeal hearing. The grievant and the Executive Director may make a short oral statement to summarize their position. The appeal hearing will be held in closed session. The Board will provide a written response of the decision to the grievant and the Executive Director within ten (10) days of the hearing. The decision of the Board is final.

F. Wages and Salaries

AppalCART complies with the Equal Pay Act of 1963 which requires all employers subject to the Fair Labor Standards Act to provide equal pay for men and women performing similar work.

G. Employees With Disabilities

It is the policy of AppalCART not to discriminate against any employee or applicant for employment because of physical or mental disability in regard to any position for which the employee or applicant for employment is qualified. AppalCART will provide reasonable accommodations for employees with disabilities.

H. Sexual Harassment Policy and Practices

AppalCART will not tolerate sexual harassment of employees by anyone; including supervisors, other employees or clients. Management will conduct an immediate and impartial investigation and take appropriate action to remediate or prevent the prohibited conduct from continuing.

Sexual harassment as defined by the Equal Employment Opportunity Commission is:

- unwelcome or unwanted sexual advances;
- requests and demands for sexual favors;
- verbal abuse or kidding that is sexually oriented and considered unacceptable by another individual;
- engaging in any type of sexually oriented conduct that would unreasonably interfere with another's work performance; and
- creating a work environment that is intimidating, hostile, or offensive.

It shall be the responsibility of the Transportation Director to advise any employee who feels she or he has been sexually harassed of the proper procedure for handling the complaint.

I. EEO Grievance Procedure

It is the policy of AppalCART to provide a pleasant working environment for all employees. The complaint procedure outlined below will address discrimination complaints regarding race, color, creed, political registration, marital status, sex, gender identity, sexual orientation, age, religion, disability and veteran's status or any other reason prohibited by law.

Utilization of this complaint procedure will not in any way jeopardize current or prospective employment status.

Procedures are as follows:

The Transportation Director will receive all written or oral complaints of discrimination. These complaints may be direct from the employee or referred from a supervisor or manager who has received a complaint from an employee. The EEO Grievance Procedure will follow the same guidelines as defined in the AppalCART Personnel Policy Grievance Policy except as identified in the following statements.

1. All discrimination complaints filed under this procedure will be accepted for investigation up to and including 180 days after the date of the alleged discriminatory act.
2. All complaints will be properly recorded and signed by the complainant. Employees will be advised and counseled as to other avenues of redress including, but not limited to, the following
 - State of North Carolina, Department of Transportation Office of Equal opportunity and Workforce Services;
 - Equal Employment Opportunity Commission.
3. All complaints will be investigated and processed by the EEO Officer within 30 days of receipt.

The complainant will receive written notification regarding the results of the investigation and the final disposition of the complaint including remedial actions to be taken. If the complainant disagrees with the findings and decisions of the EEO Officer, they will be advised to make a written appeal to the AppalCART Board via the AppalCART Human Resources Coordinator. If the person filing the complaint is not satisfied with the Board decision, they may address their complaint to the North Carolina Department of Transportation Office of Equal Opportunity and Workforce Services.

The AppalCART Transportation Director will take necessary steps to ensure the confidentiality of all discriminatory complaint records and of any counseling done in the course of the complaint procedure.

94.6% of the population is Caucasian, 4.1% is Hispanic or Latino, 2% Black or African American, 1.2% is Asian, .4% is American Indian or Alaska Native, and 1.7% are two or more races (Source: U.S. Census Bureau, 2020).

J. Impact of External Factors

Watauga County is 94.6% Caucasian. Most of the jobs AppalCART has to offer are either drivers or mechanics. Individuals that identify as male have traditionally dominated both of these types of jobs in the past. We have been increasing our share of employees who identify as female as drivers. AppalCART is located in Watauga County on the fixed route with most frequent service; we have a website available to all who have smartphones or access to computers. We advertise through community resources such as the workforce development office and our local newspapers. Our buses are well known in Boone likewise our vans throughout Watauga County. Our workforce overall is reflective of the demographic proportions in our county. We strive for diversity and welcome people of all backgrounds.

K. Quantitative Analysis

1. The number of job applicants was 50 for fiscal year 2022-23 and the number of individuals offered employment was 26. Of the 26 hired, 3 identified as female, 23 identified as male, 1 identified as Asian, 2 identified as Hispanic or Latino, and 23 identified as Caucasian.
2. We had one female promoted from driver to dispatcher. We had 8 part time drivers promoted to full-time driver positions. Two drivers identified as female, one driver identified as Hispanic or Latino, 7 drivers identified as Caucasian, and 6 drivers identified as male.
3. What were the number of disciplinary actions and terminations: We had one driver terminated; he identified as Caucasian and male. The termination was due to misconduct. We had four written letters of reprimand to individuals that identified as Caucasian and male.

VII. MONITORING AND REPORTING SYSTEM

At the end of every calendar year the Executive Director will print out a list of employees by department to assess the changes from the prior year in terms of the percentages of female and minority workers and to note the overall differences in numbers of employees by department. A chart of our current organization by department is attached for future comparisons.

| Dept | # of Employees | % Identify as Female | % Black or African American | % Hispanic or Latino | % Asian | % American Indian or Alaska Native |
|----------|----------------|----------------------|-----------------------------|----------------------|---------|------------------------------------|
| Admin | 5 | 60 | 0 | 0 | 0 | 0 |
| Op Staff | 7 | 14 | 0 | 0 | 0 | 0 |
| Drivers | 58 | 10 | 4 | 4 | 1 | 1 |
| Shop | 6 | 0 | 0 | 0 | 0 | 0 |
| Total | 76 | 13 | 3 | 3 | 1 | 1 |

APPENDIX A

AppalCART Executive Director Job Description

Description of Work

The Executive Director implements the policies established by the AppalCART Board which is the transportation authority for Watauga County. The Director supervises all staff, plans for the future needs, prepares the Community Transportation Grant, and secures funding from local sources. The Director reports on operations and administrative matters at monthly Board meetings. When needed, the Director suggests policy changes for approval by the Board.

Specific Responsibilities, Skills, and Responsibilities

The Director is ultimately responsible for seeing that AppalCART offers safe, efficient transportation for Watauga County's traveling public.

- Intimate knowledge of Urban and Rural transit operations.
- Working knowledge of the geography of Watauga County in regard to roads and population.
- Directly supervises the Operations Manager, Finance Officer, Shop Manager and Administrative Secretary and is the ultimate supervisor for all staff.
- Proficient in computer skills (spreadsheet, word processing, and Internet).
- Develops the Community Transportation Grant Application for submission to NCDOT-PTD.
- Ability and interest to attend on-going management and computer training courses and implement technology within the Authority (some overnight stay required).
- Attends state, regional, and national workshops and seminars to increase professional skills.
- Develops policies for approval.
- Works with the County, Town, University, Chamber of Commerce and High Country Host to plan for future transportation needs.
- Writes contracts for transportation services for Human Service and other agencies and companies.
- Works closely with NCDOT-PTD and Office of Civil Rights for federal and state requirements.
- Participates in the North Carolina Public Transportation Association (NCPTA) to further the cause of public transportation in the state.
- Participates in national organizations such as the American Public Transportation Association (APTA), and the Community Transportation Association of America (CTAA), to further the cause of public transportation nationally.
- Knowledge of FTA and NCDOT-PTD processes and requirements such as: Drug and Alcohol Drug Testing Program, procurement, preventative maintenance, reporting, financial management process (including budgeting), standard transportation operating procedures, and State management and NCDOT-PTD policies and procedures.
- Knowledge of OSHA regulations.
- Supervisory/management/leadership skills; (long-range planning; decision-making skills; vision and implementation skills; integrity).

- Hold position as Title VI Coordinator for the AppalCART, and empowered with sufficient authority and responsibility to implement the Title VI Nondiscrimination Program
- Exemplary people/negotiating skills (ability to motivate and direct).
- Organizational skills (ability to delegate and prioritize).
- Demonstrated initiative/self-starter.
- Has the dedication and ability to convey to staff the mission of AppalCART through example and word, and to supervise staff to that end. Ability to recommend, apply, and enforce effective system policies and procedures.
- Effective presentation skills, marketing, and public relations skills. Knowledge of personnel practices. Exemplary negotiating skills.
- Ability to work with a wide variety of people.
- Effective oral and written communications skills.
- Performs whatever is necessary and prudent to assure the mission of AppalCART is carried out.

Knowledge, Skills, Abilities and Certifications

- Four year college degree or high school degree with four or more years of transportation or related experience.
- Proficiency in writing, math calculations, proofreading, and communication skills.
- Ability to initiate administrative programs and procedures and evaluate their effectiveness.
- Knowledge of basic business principles and the ability to apply such knowledge in a public transportation project.
- Ability to interpret federal and state regulations as applied to a public transportation authority.
- Knowledge of principles of routing and scheduling.
- Ability to plan, organize, supervise, and evaluate the work of others.
- Knowledge of application of fully allocated costing procedures to proposed services.
- Knowledge of personnel practices.
- Effective presentation skills, marketing, and public relations skills.
- Grant writing skills.
- Ability to communicate orally and in writing, and the skill to deal with adversity in a calm and professional manner.
- Ability to work well with employees of various temperaments, deal courteously and effectively with the general public, maintain effective working relationships with others.
- Ability to organize and perform independently despite distractions.
- Computer database and presentation skills, knowledge of Internet and GIS applications.
- Ability and interest to attend management and computer training courses and Public Transportation Conferences (some off-site overnight required).
- Oversees that the commitment to an on-going NCDOT-PTD technology vision plan for the Authority which includes customizing databases and spreadsheets, computerizing scheduling and routing software, and computer upgrades is upheld.

JOB DESCRIPTION

AppalCART Equal Employment Opportunity Officer

General Description

Reporting directly to the AppalCART Board, the Equal Employment Officer is assigned the following duties and responsibilities:

Duties

- Assists in the identification of areas in need of improvement and establishes objectives and goals to implement Equal Employment Opportunities policies.
- Attends related meetings and seminars.
- Participates by active involvement with minority organizations and community action groups.
- Audits hiring and promotion patterns.
- Periodically reviews qualifications of employees to assure that full opportunities for transfers and promotions are given to all minorities and women.
- Meets with new employees to inform them of AppalCART Equal Employment Opportunity Program.
- Ensures that posters are properly displayed in conspicuous and accessible locations and EEO information is adequately disseminated throughout the organization.
- Counsels all employees regarding career development and promotions.
- Investigates Complaints and Grievances.

Responsibilities

- Develops policy statements, EEO programs, and internal and external communication techniques.
- Assists in the identification of EEO problem areas.
- Assists management in arriving at solutions to EEO problems.
- Designs and implements audit and reporting systems that will measure the effectiveness of AppalCART EEO program, indicate need for remedial action, and determine the degree to which the goals and objectives are progressing.
- Periodically reviews hiring and promotion patterns to ensure objectives are met.
- Serves as liaison between minority organizations and community action groups.
- Keeps management informed of latest developments in the entire EEO area.
- Gives assistance to all management in the establishment of appropriate goals and timetables.
- Discusses the program regularly with management personnel.
- Ensures that minority and women employees are afforded a full opportunity and are encouraged to participate in all company sponsored educational, training, recreational, and social activities.

APPENDIX B

Trainer

Job Description

The Trainer is responsible for the training of new employees, the supplemental training of veteran employees, the investigation of accidents and incidents in the absence of Route Supervisor, and the general safe driving conduct of all AppalCART employees. The Trainer works directly with, and reports to the Assistant Transportation Director to develop, implement and schedule all training programs, and confers with management to gain knowledge of identified work situations requiring preventive or remedial training for employees. Occasional driving is required.

This is a full-time hourly position, based on a 40 hour work week.

This position reports to the Assistant Transportation Director.

Responsibilities

- Instructs drivers in the following areas:
 - Vehicle operation and specific operation of routes;
 - Proper use and care of communications equipment;
 - Training in identifying vehicle problems;
 - Training and/or testing to individuals (employees and general public) to obtain CDL license;
 - Proper completion of paperwork, including accident reporting; and
 - Passenger relations, defensive driving, bus maneuvers, CPR and first aid programs, dealing with difficult people, and other courses as needed.
- Acts as safety chairman with the driver Safety Awards Program, safe-driving records, and serves as the Chairman of the AppalCART Safety Committee.
- Maintains first aid kits and checks levels in the vehicle fire extinguishers.
- Investigates and follows up on accidents and incidents.
- Performs clerical tasks as required to maintain safety and training file for each employee.
- Helps with dispatching and driving duties when needed.
- Oversees development of the Procedures Manual.
- Administers third party road test examinations.
- Performs other duties as assigned to carry out the mission of AppalCART.
- Attends periodic training courses and seminars, some of which require overnight travel.
- Assist DAPM in their absence, assist DAPM with scheduling for the random testing program
- Designated employee representative for D&A Program

Knowledge, Skills, and Abilities

- Knowledge of the objectives, policies, and procedures of AppalCART.
- Knowledge of proper driving skills, passenger-relations skills, the needs of disabled passengers, CDL requirements, drug and alcohol testing and training requirements, and the ability to convey such knowledge.
- Ability to clearly communicate verbally and in writing.

- Ability to maintain and project a professional attitude at all times.
- Proficiency in arithmetic, spelling, grammar, punctuation, proofreading, writing, and communication skills.
- Ability to organize paperwork, and perform work independently, despite distractions.
- Working knowledge of the location of streets, roads, highways, and the geographical conditions of the county.
- Basic computer literacy.

Qualifications

- Must possess a valid Class B CDL with a “P” endorsement.
- Will have demonstrated exceptional competency as an AppalCART driver.
- Skilled in the operation of audio/visual equipment.
- Certified Third Party Road Test Examiner (or willing to attend out-of-town training)
- Certified CPR instructor, First Aid, Alcohol and Drug Program (or willing to attend out-of-town training)
- Requires graduation from high school or a GED.
- Certified Defensive Driving
- Certified PASS Trainer (Passenger Service and Safety, ADA)