



STATE OF NORTH CAROLINA
DEPARTMENT OF TRANSPORTATION

BEVERLY EAVES PERDUE
GOVERNOR

EUGENE A. CONTI, JR.
SECRETARY

Memo

TO: North Carolina Drug and Alcohol Service Agents
FROM: Cheryl M. Leonard, MPA, Assistant Director for Mobility Development Services 
DATE: February 9, 2011
SUBJECT: Drug and Alcohol Service Agent Compliance Training

The North Carolina Department of Transportation (NCDOT), Division of Public Transportation is pleased to announce two, two-day training sessions on "FTA Drug and Alcohol Service Agent Compliance." The trainers for these sessions are Ms. Robbie Sarles, RLS & Associates in Dayton, Ohio and Ms. Lorri Smith, Integrity Testing and Safety Administrators, Detroit, Michigan. The first session is scheduled for March 14, 2011 and March 15, 2011, in Richland County and the second session is scheduled for March 16, 2011 and March 17, 2011, in Buncombe County. The training will begin at 9:00 am on the first day of each session. See attachment referencing details for each location.

Both presenters will provide a vast amount of expertise and experience in the area of drug and alcohol compliance. Ms. Robbie Sarles has over 31 years of experience in transit operations, management and consulting, and her company was instrumental in the development of the Federal Transit Administration (FTA) Implementation Guidelines for Drug and Alcohol Regulations in Mass Transit. She authors the FTA Quarterly Drug and Alcohol Regulation Updates. Ms. Lorri Smith is a Certified Substance Abuse Program Administrator and has been assisting employers gain regulatory compliance since 1993.

The first day of the training session is designed, most specifically, in response to the recent NCDOT drug and alcohol compliance reviews. It will cover the major compliance review findings, as well as clarify any identified areas of weakness or confusion. Also included in the session are mock urine collection demonstrations, as well as guidelines and recommendations for preparing for a DOT audit. The FTA document "10 Steps to Collection Site Security and Integrity" will be reviewed and discussed in detail. Finally, the session will include a thorough discussion of the recent changes to 49 CFR Part 40 and the "DOT Urine Collection Guidelines," addressing each of these documents in detail, and clarifying issues as necessary

MAILING ADDRESS:
NC DEPARTMENT OF TRANSPORTATION
PUBLIC TRANSPORTATION DIVISION
1550 MAIL SERVICE CENTER
RALEIGH, NC 27699-1550

TELEPHONE: 919-733-4713
FAX: 919-733-1391

WWW.NCDOT.GOV/NCTRANSIT

LOCATION:
TRANSPORTATION BUILDING
1 SOUTH WILMINGTON STREET
RALEIGH, NC

North Carolina Drug and Alcohol Service Agents

February 9, 2011

Page Two

For those service agents that would like to receive a certificate of completion with the qualification-training requirement, the second day of this training will be used for proficiency demonstrations. Ms. Smith and Ms. Sarles will work one on one with each collector to ensure that the collections are properly demonstrated. To make the best use of the time available, each participant will be required to register for a 30-minute time slot.

A registration form is enclosed. The registration form must be submitted to RLS by March 1, 2011. Please make copies of the form for each service agent who will be attending. You must attend the first day of training and demonstrate proficiency on the second day to receive a certificate. If you have any questions regarding the training, please contact Kim White at 800-684-1458 or kwhite@rlsandassoc.com.

Enclosures

cc: Miriam S. Perry, Director, NCDOT Public Transportation Division
Richard R. Jones, Program Manager, Safety and Training Unit, NCDOT Public
Transportation Division
RLS and Associates



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Urine Collector Recertification Training

Participants that register and complete the training will receive a certificate for this course. Please complete the registration form and submit to RLS and Associates no later than March 1, 2011. Registration forms may be sent via email, U.S. Postal Service, or faxed to the address noted below. (Submit one registration form per attendee)

RLS & ASSOCIATES, INC.
ATTN: ZACH KINCADE
3131 SOUTH DIXIE DRIVE, SUITE 545
DAYTON, OHIO 45439
PHONE: 800-684-1458 FAX: (937) 299-1055
zkincade@rlsandassoc.com

NAME/TITLE	AGENCY
PHONE NUMBER	EMAIL ADDRESS
STREET ADDRESS	CITY/STATE/ZIP

Please select the appropriate date/location for the training that you will be attending. **TRAINING SESSION TIMES: 9AM-4:30 PM**

- March 14, 2011 Richland County Community College
1042 West Hamlet Avenue, Hamlet, NC 28345

March 15, 2011 *please circle a 30 minute time increment for proficiency demonstration (Time preference will be granted in the order registrations are received)*

8:00AM	9:00AM	10:00AM	11:00AM	12:00PM	1:00PM	2:00PM	3:00PM	4:00PM
8:30AM	9:30AM	10:30AM	11:30AM	12:30PM	1:30PM	2:30PM	3:30PM	4:30PM

- March 16, 2011 NCDOT Buncombe County Maintenance Yard
Physical Address: 11 Old Charlotte Hwy, Asheville NC 28803
Training location: Maintenance Classroom

March 17, 2011 *please circle a 30 minute time increment for proficiency demonstration (Time preference will be granted in order the registrations are received)*

8:00AM	9:00AM	10:00AM	11:00AM	12:00PM	1:00PM	2:00PM	3:00PM	4:00PM
8:30AM	9:30AM	10:30AM	11:30AM	12:30PM	1:30PM	2:30PM	3:30PM	4:30PM

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LOCATION:
TRANSPORTATION BUILDING
1 SOUTH WILMINGTON STREET
RALEIGH, NC

DOT Urine Collector Training Agenda

Introduction- Introduction and Overview	9:00 a.m. - 9:30 a.m.
Overview of Regulations	9:30 a.m. - 10:00 a.m.
a. DOT Updates	
b. Review of Regulatory Changes	
c. Testing and Agency Requirements	
Collection Procedures	10:00 a.m. -12:00 p.m.
a. Collection Site Security	
b. Collection Site Requirements and Supplies	
c. Monitored Collections	
d. Collector and Procedural Integrity	
e. Completion of the Custody and Control Forms	
Lunch	12:00 p.m. - 1:00 p.m.
Shy Bladder Procedures and Documentation	1:00 p.m. - 1:30 p.m.
Collection Demonstrations	1:30 p.m. - 2:30 p.m.
a. Shy Bladder	
b. Observed Collection	
c. Temperature Out of Range	
d. Adulteration/Substitution	
e. Testing Refusals	
Flaws in the Collection Process	2:30 p.m. - 3:30p.m.
a. Fatal Flaws	
b. Correctable Flaws	
c. Canceled Tests	
d. Documentation	
"What if" scenarios and Questions	3:30 p.m. - 4:30 p.m.

Directions to NCDOT Buncombe County Maintenance Yard
March 16 & 17, 2011 Service Agent Training

From Raleigh, NC

1. Head **east** on **E South St** toward **S Wilmington St** 0.1 mi
 2. Turn right at the 1st cross street onto **S Blount St** 0.6 mi
 3. Continue onto **Hammond Rd** 0.4 mi
 4. Merge onto **I-40 W/US-64 W** via the ramp to **I-440**
Continue to follow I-40 W 245 mi
 5. Take exit **53B** for **U.S. 74A W** 0.7 mi
 6. Turn right at **Fairview Rd** 0.3 mi
 7. Turn right at **Old Charlotte Hwy**
Destination will be on the right 0.1 mi
- 11 Old Charlotte Hwy
Asheville, NC 28803

From Asheville, NC

1. Head **southeast** on **Marcellus St** toward **Merrimon Ave** 125 ft
 2. Take the 1st right onto **Merrimon Ave** 0.1 mi
 3. Turn left to merge onto **I-240 E/US-70 E** toward **U.S. 74 A E**
Continue to follow I-240 E 3.5 mi
 4. Take exit **8** for **US-74 Alt W** toward **WNC Nature Center/N Carolina 81** 0.3 mi
 5. Turn left at **Fairview Rd** 0.6 mi
 6. Turn right at **Old Charlotte Hwy**
Destination will be on the right 0.1 mi
- 11 Old Charlotte Hwy
Asheville, NC 28803

Directions to Richland County Community College
March 14 & 15, 2011 Service Agent Training

From Charlotte:

Merge onto US-74 E toward NC-27.

Merge onto US-74-BR E via EXIT 306 toward ROCKINGHAM.

Make a U-TURN onto W HAMLET AVE/US-74-BR W.

- If you reach CIRCLEWOOD DR you've gone a little too far

I042 W HAMLET AVE is on the RIGHT.

- If you are on US-74-BR W and reach COLLEGE DR W you've gone about 0.2 miles too far

From Greensboro:

Take the I-85 N exit, EXIT 78, toward I-40 E/DURHAM/RALEIGH.

Merge onto US-220 S.

Turn LEFT onto US-74-BR/W BROAD AVE. Continue to follow US-74-BR E.

- US-74-BR E is 0.2 miles past W GREEN ST

Make a U-TURN onto W HAMLET AVE/US-74-BR W.

- If you reach CIRCLEWOOD DR you've gone a little too far

I042 W HAMLET AVE is on the RIGHT.

- If you are on US-74-BR W and reach COLLEGE DR W you've gone about 0.2 miles too far

Directions to Richland County Community College
March 14 & 15, 2011 Service Agent Training

From Raleigh:

Merge onto US-1 S.

US-1 S becomes JEFFERSON DAVIS HWY.

JEFFERSON DAVIS HWY becomes US-1 S.

Turn SLIGHT LEFT onto NC-177.

- NC-177 is 0.1 miles past BEAVERDAM CHURCH RD

Turn RIGHT onto US-74-BR W/W HAMLET AVE.

- US-74-BR W is just past SPRING ST

1042 W HAMLET AVE is on the RIGHT.

- If you are on US-74-BR W and reach COLLEGE DR W you've gone about 0.2 miles too far

From Fayetteville:

US-401-BYP becomes US-401.

Turn RIGHT onto OLD WIRE RD/NC-144. Continue to follow OLD WIRE RD.

- OLD WIRE RD is 0.1 miles past W 2ND ST

Turn RIGHT onto US-74 W.

- US-74 W is just past MALLOY AVE

Merge onto US-74-BR W via EXIT 321 toward HAMLET.

Turn LEFT onto RALEIGH ST/US-74-BR.

- RALEIGH ST is 0.1 miles past BRIDGES ST

Take the 1st RIGHT onto US-74-BR W/W HAMLET AVE.

- If you reach CHARLOTTE ST you've gone a little too far

1042 W HAMLET AVE is on the RIGHT.

- If you are on US-74-BR W and reach COLLEGE DR W you've gone about 0.2 miles too far