



## Interurban Transit Partnership

### Board Members

#### **Mayor Stephen Kepley, Chair**

Charis Austin  
Mayor Katie Favale

Rick Baker  
Steven Gilbert  
Robert Postema

Mayor Rosalynn Bliss  
Andy Guy  
Terry Schweitzer

#### **David Bilardello, Vice-Chair**

Mayor Gary Carey  
Jack Hoffman  
Paul Troost

Tracie Coffman  
Mayor Steve Maas

## BOARD OF DIRECTORS MEETING

Wednesday, December 2, 2020 – 4 p.m.

### Virtual Meeting

### AGENDA

	<u>PRESENTER</u>	<u>ACTION</u>
<b>1. PUBLIC COMMENT</b>		
<b>2. MINUTES REVIEW – October 28, 2020</b>	Mayor Kepley	Approval
<b>3. ACTION ITEMS</b>		
a. Facility Cleaning and Disinfection Contracts	Deron Kippen	Approval
b. FTA Grant Application (FY 2021)2	Kevin Wisselink	Approval
c. MDOT Act 51 Grant Application (FY 2022)	Kevin Wisselink	Approval
d. Specialized Services Grant Application (FY 2022)	Kevin Wisselink	Approval
e. Public Transit Agency Safety Plan	Steve Luther	Approval
f. RCS Technology for Livestream	Andy Prokopy	Approval
g. Purchase of New Paratransit Reservation/Scheduling System	Jason Prescott	Approval
h. Board of Directors 2021 Meeting Schedule	Mayor Kepley	Approval
<b>4. INFORMATIONAL ITEMS</b>		
a. On-Call Real Estate Property Acquisition Contract	Kevin Wisselink	Information
b. COA Update	Max Dillivan	Information
c. Fall 2020 Community Attitudes Survey Report	Brittany Schlacter	Information
d. Finance Operating Statement (November 2020)	Linda Medina	Information
e. Monthly Travel Report	Linda Medina	Information
<b>5. STAFF REPORTS</b>		
a. Paratransit Ridership Report – October 2020	Jason Prescott	Information
b. Fixed Ridership	Max Dillivan	Information
1) Monthly Report – September 2020		
2) Fourth Quarter Report – FY 2020		
3) Annual Report – FY 2020		
c. Rideshare Program Report	Whitney Ehresman	Information
<b>6. CEO'S REPORT</b>	Win Irwin	Information
<b>7. CHAIR'S REPORT</b>	Mayor Kepley	Information

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**MISSION:** *To create, offer and continuously improve a flexible network of public transportation options and mobility solutions.*

**8. COMMITTEE REPORTS AND MEETING MINUTES**

- a. Planning & Technology Committee
- b. Present Performance & Service Committee
- c. Finance Committee

Terry Schweitzer  
David Bilardello  
Mayor Kepley

Information  
Information  
Information

**9. ADJOURNMENT**



### Board Members

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Mayor Gary Carey  
Jack Hoffman  
Paul Troost

Tracie Coffman  
Mayor Steve Maas

## RAPID BOARD MEETING

**Wednesday, October 28, 2020 – 4 p.m.**

### **Virtual Meeting**

#### **ATTENDANCE:**

##### Board Members Present:

Charis Austin, Rick Baker, David Bilardello, Mayor Rosalynn Bliss, Tracie Coffman, Mayor Katie Favale, Steven Gilbert, Andy Guy, Jack Hoffman, Mayor Stephen Kepley,

##### Board Members Absent:

Mayor Gary Carey, Mayor Steve Maas. Rob Postema

##### Staff Attendees:

Michael Bulthuis, Steve Clapp, Judy DeVries-Eppinga, Max Dillivan, Peggy Galt, Nancy Groendal, Julie Ilbrink, Win Irwin, Deron Kippen, Steve Luther, Linda Medina, Nick Monoyios, James Nguyen, Jason Prescott, Steve Schipper, Mike Wieringa, Kevin Wisselink

##### Other Attendees:

Essential Needs Task Force, Justin Kimura, Hank Kelly, Devery Krupchak, Laura St. Louis, Kris Swank

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Mayor Kepley called the meeting to order at 4:08 p.m.

Due to the virtual nature of the meeting, a quorum of attendees was established and confirmed.

### **1. PUBLIC COMMENT**

Laura St. Louis from Disability Advocates of West Michigan asked that we keep those with disabilities in mind when making decisions.

No other public comments were offered.

### **2. MINUTES – September 23, 2020 Board of Directors Meeting**

Minutes from September 23, 2020 were distributed. Mr. Baker motioned for the minutes to be approved. Mayor Favale seconded the motion. Verbal affirmation of approval was recorded.

### 3. ACTION ITEMS

#### a. Title VI Update

Mr. Dillivan requested the Board to approve The Rapid's submission of its October 2020 update to its Title VI documentation for the Federal Transit Administration.

Mr. Schweitzer motioned for the resolution to be approved. Mr. Gilbert seconded the motion. A verbal roll call for voting was taken; resolution passed unanimously.

#### b. Renewal of Line of Credit and Letter of Credit

Ms. Medina requested the Board to approve a renewal of a line of credit for \$5 million dollars and a letter of credit for \$300,000 for collateral with our insurance company.

Mr. Guy motioned for the resolution to be approved. Mayor Favale seconded the motion. A verbal roll call for voting was taken; resolution passed unanimously.

### 4. STAFF REPORTS – Questions

#### a. Paratransit Ridership Reports

Paratransit Ridership reports for August 2020, September 2020, Fourth Quarter and Annual were distributed and reviewed. No questions or comments were expressed.

#### b. Fixed Ridership Reports

Fixed Ridership report for August 2020 was distributed and reviewed. No questions or comments were expressed.

#### c. Financial Reports

Operating Statement and Professional Development Reports for August 2020 was distributed and reviewed. No questions or comments were expressed.

#### d. Laker Line Expanded Scope Proposal

Mr. Monoyios provided an update on the Laker Line. In June 2020, the Federal Transit Administration formally announced a request for ITP staff to develop an expanded scope proposal for the utilization of Laker Line project cost savings. Items identified for inclusion on the expanded scope menu needed to demonstrate value solely applicable to the Laker Line to be eligible for consideration.

### 5. CEO's REPORT

Mr. Irwin shared that Mr. Schipper has accepted the COO role, transitioning from him interim status.

Mr. Irwin has been working on some tasks supporting the management team, and developing annual objectives for 2021. He is also working on a governance structure to ensure that we are in compliance with our past directives.

Mr. Irwin expressed he has created a calendar which will help identify what items need to be presented to the Board on a regular basis.

Mr. Irwin is working with our legal counsel on developing a record retention policy. We currently do not have one in place, therefore we are obligated to permanently keep all records. Once the policy is put together, it will be presented to the Board, and then to the State of Michigan for approval and implementation.

#### **6. CHAIR'S REPORT**

Mayor Kepley is reviewing the proposed 2021 meeting dates to ensure we are making sure we can pre-plan for all upcoming meetings.

#### **7. CEO SEARCH COMMITTEE UPDATE**

Mayor Kepley shared Gregg Moser will be reaching out to each member of the CEO Search Committee. He will be asking questions and gathering input in order to be better prepared to review CEO candidates. Mayor Kepley shared the first meeting will be a time to review the resumes, and determine which candidates to interview. The first set of interviews will be done virtually. The committee will then decide which candidates will interview in person with the search committee, and then interview with the full board the next day. Depending on the COVID situation, we may want to consider having a casual interaction the evening of the interviews. Ms. Ilbrink will be sending out calendar holds when the dates are finalized.

Mayor Kepley shared he has sent an email out to The Rapid's stakeholders, and has received great input. Mr. Moser is taking this input and applying it to his search criteria.

#### **8. CLOSED MEETING**

Mayor Bliss made the motion to enter into closed session. Mr. Gilbert seconded the motion. A verbal roll call for voting was taken; motion passed unanimously. The Board exited the open meeting at 4:45 p.m.


The Board returned to the open meeting at 5:06 p.m.

#### **9. ADJOURNMENT**

The meeting was adjourned at 5:08 p.m.

The next meeting is scheduled for December 2, 2020.

Respectfully submitted,

  
Julie Ilbrink, Board Secretary

**DATE:** December 2, 2020  
**TO:** ITP Board  
**FROM:** Deron Kippon, Facilities Maintenance Manager  
Steve Clapp, Fleet Maintenance Manager  
**SUBJECT:** FACILITY CLEANING AND DISINFECTION CONTRACTS

**ACTION REQUESTED**

Authorization is requested from the ITP Board to execute contracts with DetailXperts and Boykin Services Inc. for cleaning all existing Rapid facilities and facilities/bus disinfection. The FY2021 budget for cleaning is \$581,531.

Contract amount for Boykin:

Year 1 - \$426,469  
Year 2 - \$428,487  
Year 3 - \$430,720

DetailXperts contract amount:

Year 1 - \$115,367  
Year 2 - \$119,368  
Year 3 - \$123,736

Total:

Year 1 - \$541,836  
Year 2 - \$547,855  
Year 3 - \$554,456

Term for these contracts are for three (3) years with up to seven (7) additional one (1) year options.

**BACKGROUND**

Our facility janitorial and disinfecting contracts are expiring and are in need of awarding. Currently The Rapid employs Boykin and Coverall of West Michigan to clean and disinfect our facilities. Staff wanted to evaluate all our current cleaning disinfecting contracts and potentially divide up work among more than one vendor.

## **PROCUREMENT**

A Request for Proposal (RFP) was chosen to allow us to find the best solution to our facilities while pursuing competitive pricing. This allows staff to weigh performance factors as well as pricing. The RFP was solicited on the Michigan Intergovernmental Website (MITN), a digital bid platform that has a nationwide distribution as well as advertised on our website.

A pre-proposal facilities walk through was conducted on 10/29/2020. Eleven (11) cleaning firms participated. Questions were submitted on 10/30/2020 and answers provided on 11/2/2020. All were posted on the MITN website as well as emailed to participants.

Seven (7) proposal responses were received. This procurement states that The Rapid has the option to split the bid if it is in our best interest. Vendors were allowed to bid on sections of the requirements or the complete proposal.

The evaluation team for this RFP consisted of The Rapid's Facilities Manager, Safety & Training Manager, Facilities Supervisor and Fleet Maintenance Manager.

Round 1 evaluation was based on capabilities and price. The top four (4) companies were selected for Round 2 evaluation. After Round 2 evaluations, both Boykin Services and DetailXperts were selected as the two highest scores with regard to both facility cleaning and disinfection based on ability to perform the work and cost.

<b>Facility Cleaning</b>	
<b>Project # 2021-01</b>	<b>Final Score</b>
Boykin Services Inc.	93
DetailXperts Franchise Systems LLC	75
Rucker aka Top to Bottom Cleaning	73
USC - United Commercial Services	70
Progressive Building Services	63
LGC Global Energy FM	60
Coverall	58

The evaluation team determined that splitting the work between these two companies would be advantageous to The Rapid to provide more opportunities and flexibility to our cleaning efforts. Boykin has a solid reputation with The Rapid and references for DetailXperts were very good and both were very competitively priced for cleaning and disinfection. Both Boykin and DetailXperts are minority owned companies and DetailXperts is a registered Disadvantaged Business Enterprise.

## **RECOMMENDATION**

The evaluation team recommends individual contract award to Boykin Services Inc. and DetailXperts be awarded contracts for the following areas and amounts.

<b>Boykin</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
ROC – Rapid Operations Center Facility Cleaning	\$69,600	\$70,200	\$70,800
RCS – Rapid Central Station Facility Cleaning	\$119,536	\$120,000	\$120,720
Bus Disinfection at Platform Locations	\$194,688	\$194,688	\$194,688
Paratransit Bus Disinfection	\$19,656	\$19,656	\$19,656
Facility Disinfection (all locations)	\$18,933	\$19,887	\$20,800
Service Vehicle Disinfection	\$4,056	\$4,056	\$4,056
Total Cost	\$426,469	\$428,487	\$430,720

<b>DetailXperts</b>	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
Ellsworth – Administration Facility Cleaning	\$34,896	\$35,940	\$37,020
LLOC – Lake Line Operations Center Facility Cleaning	\$12,871	\$13,800	\$15,060
Nightly disinfection of buses at ROC and LLOC	\$67,600	\$69,628	\$71,656
Total Cost	\$115,367	\$119,368	\$123,736

The FY2021 budget for Facility and Special Cleaning is \$ 581,531.

	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>
Total Cost for All Services	\$541,836	\$547,855	\$554,456

## **FUNDING**

Both contracts are supported from the operating budget.





**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 120220-1**

**Fiscal Year: 2020-2021**

Moved and supported to adopt the following resolution:

Approval to execute contracts with DetailXperts and Boykin Services Inc. for cleaning all existing Rapid facilities and facilities/bus disinfection in an amount not to exceed \$581,531. The initial contract term is for three (3) years.

BE IT RESOLVED that the ITP CEO is hereby authorized to execute a contract with DetailXperts and Boykin Services Inc. on behalf of the Interurban Transit Partnership Board to perform cleaning facilities and buses, in accordance with the information presented to the Board of Directors on December 2, 2020.

**CERTIFICATE**

The undersigned, duly qualified and acting secretary of the Interurban Transit Partnership Board, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Interurban Transit Partnership Board.

\_\_\_\_\_  
Julie Ilbrink, Board Secretary

\_\_\_\_\_  
Date

**DATE:** December 2, 2020

**TO:** ITP Board

**FROM:** Kevin Wisselink, Grants and Capital Planning Manager

**SUBJECT:** FY 2021 FEDERAL TRANSIT ADMINISTRATION (FTA) GRANT APPLICATION

### **ACTION REQUESTED**

Staff is requesting The Rapid Board approve the FY 2021 Federal Transit Administration (FTA) grant application in order to allow the CEO or his designee to execute a grant contract on behalf of The Rapid Board.

### **BACKGROUND**

Each year The Rapid presents an annual grant application for federal Section 5307 capital and planning assistance, Section 5339 formula capital funding and Congestion Mitigation and Air Quality (CMAQ) funds to the Rapid Board for approval. With Board approval, staff will start the submission process for these FY 2021 grants.

### **APPORTIONMENTS**

The FY 2021 apportionments have not been released and are an estimate only. The following chart compares FY 2021 with the previous two years' apportionments:

Apportionment	FY 2019	FY 2020	FY 2021
Section 5307	\$9,871,831	\$10,004,246	\$10,004,247
Section 5339	\$1,100,200	\$1,136,373	\$1,136,357
CMAQ	\$1,037,575	\$1,375,454	\$606,207

The Michigan Department of Transportation (MDOT) will provide a 20% match for federal funds allocated on all capital and planning requests such as preventive maintenance, equipment and planning projects. Attachment A provides a list of projects, identifying the funding source and the state match.

### **Section 5307 Federal Formula Funds:**

Section 5307 program provides formula funding to urbanized areas with population greater than 50,000. In areas with population greater than 200,000, funds are used to support transit capital projects only. Staff recommends a capital program totaling \$12,505,309 with an 80% federal share of \$ 10,004,247 a 20% state share of \$ 2,501,062 in matched funds.

#### United Planning Work Program (UPWP):

Planning funds total \$196,950 with an 80% federal share totaling \$157,560. A 20% state share of \$39,390 is requested for planning assistance. These funds are for the planning projects in the UPWP approved by the ITP Board. The FY 2021 UPWP projects are as follows: ADA Planning/Compliance \$66,950, Short Range Transportation \$100,000 and Program Support Administration \$30,000.

#### Section 5339 Bus and Bus Facility Formula Funds:

The Section 5339 is a federal formula grant program to replace, rehabilitate and purchase buses, bus related equipment and to construct bus-related facilities. Staff recommends \$1,420,446 with an 80% federal share of \$1,136,357 and a 20% state share of \$284,089 in matched funds.

#### Congestion, Mitigation, and Air Quality (CMAQ) Funds:

CMAQ funds are used to assist with operating and capital costs associated with programs that reduce carbon monoxide (CO), nitrates (NOx) and particulate emissions in the region. FY 2021 CMAQ requests include a federal share of \$606,207 in capital funds and a state match of \$100,000 totaling \$706,207. Operating funds for the Rideshare program are 100% federally funded at \$206,207.

Attachment A  
The Rapid  
FY 2021 Capital Plan

Project Name	Total Federal	Federal Source	Total State	Total Cost
<b>Section 5307</b>				
Associated Capital Maintenance	657,329	5307	164,332	821,661
Associated Transit Improvements	8,000	5307	2,000	10,000
Bus Hybrid Battery Replacement	440,000	5307	110,000	550,000
Bus Mid-life Repower	255,736	5307	63,934	319,670
Bus Shelter Improvement	200,000	5307	50,000	250,000
Capital Costs of Contracting	560,000	5307	140,000	700,000
Comprehensive Operational Analysis Improvements	200,000	5307	50,000	250,000
Computer Hardware	141,200	5307	35,300	176,500
Computer Software	452,000	5307	113,000	565,000
Facility Equipment	335,586	5307	83,896	419,482
Facilities Building Construction (Butterworth Facility)	960,000	5307	240,000	1,200,000
Facilities Building Construction (Rapid Training Center)	1,603,750	5307	400,937	2,004,687
Intelligent Transportation System	580,000	5307	145,000	725,000
Rehab Admin/Maintenance Facility	44,000	5307	11,000	55,000
Replacement 40' Buses (1)	564,588	5307	141,147	705,735
Replacement Paratransit Vehicles (11)	720,000	5307	180,000	900,000
Service Vehicles	108,254	5307	27,063	135,317
Shop Equipment	8,800	5307	2,200	11,000
Surveillance/Security Equipment	2,007,446	5307	501,861	2,509,307
<b>Total Capital</b>	<b>\$9,846,689</b>	5307	<b>\$2,461,670</b>	<b>\$12,308,359</b>
Planning Funds	157,560	5307	39,390	196,950
<b>Total (5307)</b>	<b>\$10,004,247</b>		<b>\$2,501,062</b>	<b>\$12,505,309</b>
<b>CMAQ</b>				
Replacement 40' Buses (1)	240,000	CMAQ	60,000	300,000
Vanpool Replacement Vans (5)	100,000	CMAQ	25,000	125,000
Rideshare	206,207	CMAQ	0	206,207
Clean Air Action Days	60,000	CMAQ	15,000	75,000
<b>Total (CMAQ)</b>	<b>606,207</b>		<b>\$100,000</b>	<b>\$706,207</b>
<b>Section 5339 Bus/Bus Facility</b>				
Replacement 40' Buses (3)	1,136,357	5339	284,089	1,420,446
<b>Total (5339)</b>	<b>\$1,136,357</b>		<b>\$284,089</b>	<b>\$1,420,446</b>



**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 120220-2**

**Fiscal Year: 2020-2021**

Moved and supported to adopt the following resolution:

Resolution authorizing the filing of an application with the Department of Transportation, United States of America, for a grant under the Federal Transit Administration “Fixing America’s Surface Transportation Act” (FAST ACT).

WHEREAS, the Secretary of Transportation is authorized to make grants for a mass transportation program of projects and budget;

WHEREAS, the contract for financial assistance will impose certain obligations upon the applicant, including the provision by it of the local share of the project costs of the program; and

WHEREAS, it is required by the Department of Transportation, in accordance with the provisions of Title VI of the Civil Rights Act of 1964, as amended, that the applicant give an assurance that it will comply with Title VI of the Civil Rights Act of 1964 and the Department of Transportation requirements thereunder; and

WHEREAS, it is the goal of the applicant that disadvantaged business enterprises be utilized to the fullest extent possible in connection with these projects, and that disadvantaged businesses shall have the maximum construction contracts, supplies, equipment contracts, or consultant and other services.

BE IT RESOLVED by the by the Interurban Transit Partnership Board;

1. That the CEO or his designee is authorized to execute and file an application on behalf of the Interurban Transit Partnership Board with the Department of Transportation.
2. That the CEO or his designee is authorized to execute and file assurances or any other document required by the Department of Transportation effectuating the purpose of Title VI or the Civil Rights Act of 1964.



## Interurban Transit Partnership

3. That the CEO or his designee is authorized to furnish additional information as the Department of Transportation may require in connection with the grant application.
4. That the CEO or his designee is authorized to set forth and execute a Disadvantaged Business Enterprise Program in connection with this grant application.
5. That the CEO or his designee is authorized to execute grant agreements on behalf of the Interurban Transit Partnership Board and the Michigan Department of Transportation for aid in the financing of transit assistance.
6. That the CEO or his designee is authorized to initiate any TIP, STIP, or UPWP amendments as required for execution of this grant.

### CERTIFICATE

The undersigned, duly qualified and acting secretary of the Interurban Transit Partnership Board, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Interurban Transit Partnership Board.

\_\_\_\_\_  
Julie Ilbrink, Board Secretary

\_\_\_\_\_  
Date

**DATE:** December 2, 2020

**TO:** ITP Board

**FROM:** Kevin Wisselink, Grants and Capital Planning Manager

**SUBJECT:** FY 2022 MDOT GRANT APPLICATION

**ACTION REQUESTED**

Staff is requesting The Rapid Board approve the FY 2022 Michigan Department of Transportation (MDOT) grant application and to authorize the CEO or his designee to execute a grant contract on behalf of The Rapid.

**BACKGROUND**

Each February, MDOT requires that transit agencies file a grant application for capital, operating and planning assistance for the upcoming fiscal year. The MDOT application is the first grant application in the annual cycle. This draft application is for MDOT use in estimating funding for state budgeting purposes. A final application with project descriptions will be brought to the Board in late FY 2021 when applying for the federal grant application.

**OPERATING ASSISTANCE**

The Rapid is requesting \$24,299,317 in State operating assistance based on projected eligible expenses of \$48,598,635. Requested operating assistance is based on 50% of eligible operating expenses, the maximum amount eligible under Act 51, however, actual state match is anticipated to be around 31.6%. Actual expenditures for FY 2022 will be determined through service and budget decisions made by the Board prior to October 1, 2021

**CAPITAL ASSISTANCE – FTA Section 5307**

Total capital assistance of \$12,653,480 with a state capital share of \$2,530,696 is requested based on a 20 percent match of the \$10,122,784 estimated federal apportionment of Section 5307 funds. The 20 percent match applies to all capital projects unless otherwise specified. All individual, projects and splits are between Federal Transit Administration (FTA) and MDOT as listed in Attachment A. The Board can review and modify all capital and operating programs again in late fall when the federal grant application is filed. There is no local share required for the capital portion of this application.

#### PLANNING ASSISTANCE – FTA Section 5307

Total planning assistance of \$200,000 with a state share of \$40,000 is requested based on a 20 percent match of the \$160,000 federal planning funds listed in Attachment A. This amount is an estimate; specific planning activities and a final budget will be developed and brought to the Board as a part of the annual Unified Planning Work Program (UPWP) prepared in the spring of 2021, at which time the application amounts can be amended.

#### CONGESTION MITIGATION, AIR QUALITY (CMAQ) AND SURFACE TRANSPORTATION PROGRAM

CMAQ funds are used to assist with operating and capital costs associated with programs that reduce carbon monoxide, nitrates, and particulate emissions in the region. The Rapid is requesting a total of \$675,000 with a federal share of \$570,000 and a state share \$105,000 in the following projects; \$300,000 for up to 1 replacement 40' low floor linehaul CNG bus, \$100,000 for Clean Air Action days, \$125,000 for replacement vanpool vans and \$150,000 (100% federal funding) for the Rideshare program. This amount is an estimate; specific CMAQ activities can be amended with a final budget when a call for projects is requested from the MPO in the spring of 2021.

#### CAPITAL ASSISTANCE – FTA Section 5339

Section 5339 is formula funds and may be used for bus and bus facility projects. A total request of \$1,420,446 with an 80% federal share of \$1,136,357 and a 20% state share of \$284,089.



Attachment A  
The Rapid  
FY 2022 Capital Plan

Project Name	Total Federal	Federal Source	State Match	Funding Source	Total Cost
<b>Section 5307</b>					
ADA Vehicle Equipment	4,000	5307	1,000	CTF	5,000
Associated Capital Maintenance	640,000	5307	160,000	CTF	800,000
Associated Transit Enhancements	40,000	5307	10,000	CTF	50,000
Bus Mid Life Repower	566,712	5307	141,678	CTF	708,390
Capital Costs of Contracting	560,000	5307	140,000	CTF	700,000
Computer Hardware	140,800	5307	35,200	CTF	176,000
Computer Software	92,000	5307	23,000	CTF	115,000
Facility Building Construction (Rapid Training Center)	800,000	5307	200,000	CTF	1,000,000
Facility Equipment	80,000	5307	20,000	CTF	100,000
ITS	32,000	5307	8,000	CTF	40,000
Office Furniture/Equipment	72,000	5307	18,000	CTF	90,000
Preventive Maintenance	1,200,000	5307	300,000	CTF	1,500,000
Rehab Admin/Maintenance Facility	200,000	5307	50,000	CTF	250,000
Replacement 40' Buses (10)	4,353,672	5307	1,088,418	CTF	5,442,090
Replacement Paratransit Vehicles (15)	1,008,000	5307	252,000	CTF	1,260,000
Service Vehicles	77,600	5307	19,400	CTF	97,000
Shop Equipment	16,000	5307	4,000	CTF	20,000
Surveillance/Security Equipment	80,000	5307	20,000	CTF	100,000
<b>Total Capital</b>	<b>\$9,962,784</b>		<b>\$2,490,696</b>		<b>\$12,453,480</b>
Planning Funds	160,000	5307	40,000	CTF	200,000
<b>Total (5307)</b>	<b>\$10,122,784</b>		<b>\$2,530,696</b>		<b>\$12,653,480</b>
<b>CMAQ</b>					
Replacement 40' Buses (1)	240,000	CMAQ	60,000	CTF	300,000
Rideshare	150,000	CMAQ	0		150,000
Vanpool Replacement Vans (5)	100,000	CMAQ	25,000	CTF	125,000
Clean Air Action Days	80,000	CMAQ	20,000	CTF	100,000
<b>Total (CMAQ)</b>	<b>\$570,000</b>		<b>\$105,000</b>		<b>\$675,000</b>
<b>Section 5339 Bus/Bus Facility</b>					
Replacement 40' Buses (3)	1,136,357	5339	284,089	CTF	1,420,446
<b>Total (5339)</b>	<b>\$1,136,357</b>		<b>\$284,089</b>		<b>\$1,420,446</b>



**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 120220-3**

**Fiscal Year: 2020-2021**

THE APPROVED RESOLUTION OF INTENT TO APPLY FOR FINANCIAL ASSISTANCE FOR FISCAL YEAR 2022 UNDER ACT NO. 51 OF THE PUBLIC ACTS OF 1951, AS AMENDED.

WHEREAS, pursuant to Act No. 51 of the Public Act of 1951, as amended (Act 51), it is necessary for the Interurban Transit Partnership Board, established under Act 196, to provide a local transportation program for the state fiscal year 2022, therefore, apply for state financial assistance under provisions of Act 51; and

WHEREAS, it is necessary for the Interurban Transit Partnership Board to name an official for all public transportation matters, who is authorized to provide such information, as deemed necessary by the Commission of department for its administration of Act 51; and

WHEREAS, it is necessary to certify that no changes in eligibility documentation have occurred during the past state fiscal year; and

WHEREAS, it is necessary for the Interurban Transit Partnership Board to comply with the Americans with Disabilities Act in the provision of all its service; and

WHEREAS, the performance indicators have been reviewed and approved by the governing body.

WHEREAS, the Interurban Transit Partnership Board will review and approve a balanced budget for fiscal year 2022; and

WHEREAS, the Interurban Transit Partnership Board has reviewed and approved the proposed balanced estimated budget for Section 5307 of \$10,122,784 in federal funds, matched with \$2,530,696 estimated state funds. Estimated Section 5339 budget of \$1,136,357 in federal funds, matched with \$284,089 estimated state funds. Estimated CMAQ budget of \$570,000 in federal funds, matched with \$105,000 estimated state funds.

NOW, THEREFORE, BE IT RESOLVED, that the Interurban Transit Partnership Board does hereby make its intentions known to provide public transportation services and to apply for state financial assistance with this annual plan, in accordance with Act 51: and

HEREBY, appoints the CEO or his designee, as the Transportation Coordinator for all public transportation matters and is authorized to provide such information as deemed necessary by the commission of department for its administration of Act 51 of 2022; and



## Interurban Transit Partnership

BE IT RESOLVED, that the CEO or their designee are hereby authorized to execute agreements, contract extensions and to initiate any Transportation Improvement Program (TIP), Statewide Transportation Improvement Program (STIP), or Unified Planning Work Program (UPWP) amendments with the Michigan Department of Transportation on behalf of the Interurban Transit Partnership Board for capital, operating, planning, and marketing funds.

### CERTIFICATE

The undersigned, duly qualified and acting secretary of the Interurban Transit Partnership Board, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Interurban Transit Partnership Board.

\_\_\_\_\_  
Julie Ilbrink, Board Secretary

\_\_\_\_\_  
Date

**DATE:** December 2, 2020  
**TO:** ITP Board  
**FROM:** Kevin Wisselink, Grants and Capital Planning Manager  
**SUBJECT:** FY 2022 SPECIALIZED SERVICES GRANT APPLICATION

### **ACTION REQUESTED**

Board approval is requested authorizing submittal of the fiscal year 2022 Specialized Services operating assistance grant application to MDOT and subsequent execution of a contract with MDOT for third party operating assistance with the four recipient agencies; Kent County Community Action of the County of Kent, Network 180, Hope Network and Senior Neighbors.

### **BACKGROUND**

Each year The Rapid applies for Specialized Services operating assistance from the Michigan Department of Transportation (MDOT) for senior/disabled transportation in Kent County, which is beyond The Rapid's service area and/or hours of operation. The annual Specialized Service program is prepared by The Rapid in cooperation with the service provider agencies. The Rapid's role in this program is to provide coordination for the various providers to prevent any duplication of services. In fiscal years 2020 and 2021, The Rapid received a total of \$542,369, in Specialized Services operating funds as a pass-through grant. This funding level is determined by the MDOT. It is anticipated that a total of \$542,369 will also be reinstated and awarded to The Rapid for the Specialized Services Operating Assistance Program for fiscal year 2022.

The Rapid has a Specialized Services Coordination Committee which meets to determine funding level distribution recommendations to The Rapid Board. The committee met on November 24, 2020 to determine the distribution amounts for FY 2022. The committee also assists in coordination of service to prevent duplication of service and to share information. All agencies listed in Attachment A are represented on the Coordination Committee.

The Rapid staff will present the FY 2022 Specialized Services Operating Assistance Grant Application to the Consumer Advisory Committee (CAC) at the January 2021 meeting.

## Attachment A

**SPECIALIZED SERVICES OPERATING ASSISTANCE**  
**Fiscal Year 2022**

<b>Agency</b>	<b>Description of Service</b>	<b>MDOT Funds</b>
Kent County Community Action of the County of Kent	Service is provided Monday through Friday 8:30 am until 4:30 pm for seniors and persons with disabilities in Kent County primarily in rural and suburban areas where mass transit is unavailable or current services are insufficient based on current demands.	\$23,713
Network 180	Service is provided Monday-Friday 8am-8pm to and from community activities from Network 180 vocational and non-vocational programs for persons with disabilities and behavioral support needs. .	\$249,057
Hope Network	Service is provided seven days a week, 24 hours a day for employment trips for persons who are disadvantaged or disabled throughout Kent County. Service is also provided seven days a week from 6:00am to 6:00pm for seniors and disabled for the Kent Community Transit program and for other senior programs throughout Kent County.	\$199,643
Senior Neighbors	Service is provided Monday through Friday from 8:30 am until 4:30 pm for Seniors in Kent County.	\$69,956
<b>TOTAL</b>		<b>\$542,369</b>



**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 120220-4**

**Fiscal Year: 2020-2021**

WHEREAS, The Interurban Transit Partnership Board is designated by the Michigan Department of Transportation as the applicant for the Specialized Services assistance program for fiscal year 2022; and

WHEREBY, The Interurban Transit Partnership Board does hereby make its intentions known to apply for State financial assistance for specialized transportation services during 2022; and,

HEREBY authorizes the CEO or their designee to execute grant agreements and amendments on behalf of the Interurban Transit Partnership Board with the Michigan Department of Transportation to aid in the provision of specialized transportation services for fiscal years 2022; and

HEREBY authorizes the CEO or their designee to execute third party agreements with Kent County Community Action of the County of Kent, Hope Network, Network 180 and Senior Neighbors for 2022 Specialized Services Operating Assistance.

**CERTIFICATE**

The undersigned, duly qualified and acting secretary of the Interurban Transit Partnership Board, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Interurban Transit Partnership Board.

\_\_\_\_\_  
Julie Ilbrink, Board Secretary

\_\_\_\_\_  
Date

**DATE:** November 23, 2020  
**TO:** ITP Board  
**FROM:** Steve Luther, Manager of Safety and Training  
**SUBJECT:** Public Transit Agency Safety Plan

### **ACTION REQUESTED**

Staff is requesting the Board to approve The Rapid's submission of its Public Transit Agency Safety Plan (PTASP) as required by the Federal Transit Administration prior to the December 31, 2020 deadline.

### **BACKGROUND**

On July 19, 2018, FTA published its final rule for a Public Transportation Agency Safety Plan (PTASP), which requires public transportation providers receiving federal funds under FTA's Urbanized Area Formula Grants to develop safety plans that adopt a Safety Management Systems (SMS) approach. The rule became final on July 19, 2019 and FTA published a Notice of Enforcement Discretion extending the PTASP compliance deadline from July 20, 2020 to December 31, 2020 in response to the pandemic.

The plan must include specific items such as key performance indicators and targets, a safety policy statement, methods for managing safety risk and mitigation, activities to measure and monitor the success of the plan, and mechanisms for communicating the plan to employees and the riding public.

This approval allows the Accountable Executive, in this case the CEO, to certify that The Rapid has completed the PTASP according to the requirements under 49 CFR Part 673.

# Interurban Transit Partnership

## Public Transportation Agency Safety Plan

The Interurban Transit Partnership, aka The Rapid, is required to maintain a written safety plan along with supporting documents, including those related to program implementation and results from its safety management system as required in 49 CFR Part 673. The Rapid has existing documentation describing processes, procedures, and other information that are now incorporated into the Public Transit Agency Safety Plan (PTASP). If these documents are not a physical part of the PTASP, they are referenced by specifying the document names and locations within the appropriate sections of the plan.

### 1. Transit Agency Information

<b>Transit Agency Name</b>	Interurban Transit Partnership, AKA The Rapid			
<b>Transit Agency Address</b>	300 Ellsworth Ave SW, Grand Rapids, MI 49503			
<b>Name and Title of Accountable Executive</b>	Earle (Win) Irwin, Interim CEO			
<b>Name of Chief Safety Officer</b>	Stephan Luther, Manager of Safety and Training			
<b>Modes of service covered by this plan</b>	<b>MB DO:</b> Fixed Route Service, directly operated <b>VP DO:</b> Van Pool, directly operated <b>DR PT:</b> Paratransit, currently operated by MV Transit <b>RB DO:</b> Bus Rapid Transit, directly operated		<b>FTA Funding Types</b>	5307 5339 CMAQ
<b>Modes of service provided by the Transit Agency</b>	<b>MB DO:</b> Fixed Route Service, directly operated <b>VP DO:</b> Van Pool, directly operated <b>DR PT:</b> Paratransit, currently operated by MV Transit <b>RB DO:</b> Bus Rapid Transit, directly operated			
<b>Transit services provided on behalf of another entity.</b>	Yes X	No <input type="checkbox"/>	<b>Description of Arrangement</b>	The Rapid provides bus operators and maintenance services to the City of Grand Rapids to operate DASH service.
<b>Name and Address of entity for which service is provided</b>	City of Grand Rapids 300 Monroe Ave NW Grand Rapids, MI 49503			



## 2. Plan Development, Approval, and Updates

<b>Name of person who drafted this plan</b>	Stephan Luther, Manager of Safety and Training, The Rapid		
<b>Signature by the Accountable Executive</b>	<b>Signature of Accountable Executive</b>	<b>Date of Signature</b>	
<b>Approval by the Board of Directors or an Equivalent Authority</b>	<b>Name of Individual/Entity That Approved This Plan</b>	<b>Date of Approval</b>	
	<b>Relevant Documentation (title and location)</b>		
<b>Certification of Compliance</b>	<b>Name of Individual/Entity That Certified This Plan</b>	<b>Date of Certification</b>	
	<b>Relevant Documentation (title and location)</b>		
<b>Version Number and Updates</b> Record the complete history of successive versions of this plan.			
<b>Version Number</b>	<b>Section/Pages Affected</b>	<b>Reason for Change</b>	<b>Date Issued</b>
001	All	Original Document	12/2/2020
<b>Annual Review and Update of the PTASP</b> Annual review of this PTASP will occur near the beginning of each fiscal year. Each Manager will review their portion of the plan and will make revisions as needed. A draft plan will be submitted to the Accountable Executive for review, approval, and presentation to the Board of Directors. The updated plan will replace all previous plans and will be distributed to employees at the time of implementation. The Plan review and updates will occur between October 1 and December 31 annually.			

### 3. Safety Performance Targets

#### Safety Performance Targets

The Rapid will provide safety performance targets for the upcoming year and compare them to actual safety performance during the previous year in this plan, beginning in FY 2019.

Safety performance targets are based on the measures established under the National Public Transportation Safety Plan.

- Fatalities: Total number of fatalities reported to NTD and rate per total vehicle revenue miles (VRM) by mode.
- Injuries: Total number of injuries reported to NTD and rate per total VRM by mode.
- Safety Events: Total number of safety events reported to NTD and rate per total VRM by mode.
- System Reliability: Mean distance between major mechanical failures by mode.

Annual Mileage	MB DO		RB DO		VP DO		DR PT
FY 2019/2020	4,625,964		324,728		N/A		
Actual Reported FY 2019/2020 (based on performance measures)							
Mode	Fatalities Reported to NTD		Injuries Reported to NTD		Safety Events Reported to NTD		Mean Distance Between Failures
	Total	Rate per 100,000 VRM	Total	Rate per 100,000 VRM	Total	Rate per 100,000 VRM	
MB DO	1	0.02	35	0.77			
RB DO	1	0.3	6	1.85			
VP DO	0	0	0	0	0	0	
DR PT	0	0	1				
Target FY 2020/2021 (based on performance measures)							
Mode	Fatalities Reported to NTD		Injuries Reported to NTD		Safety Events Reported to NTD		Mean Distance Between Failures
	Total	Rate per 100,000 VRM	Total	Rate per 100,000 VRM	Total	Rate per 100,000 VRM	
MB DO	0	0.0	<30	0.65			
RB DO	0	0.0	<5	1.54			
VP DO	0	0.0					
DR PT	0	0.0					

#### Safety Performance Target Coordination

At the beginning of each fiscal year, The Rapid communicates its safety performance targets listed above with the State of Michigan Department of Transportation and Grand Valley Metropolitan Council, our regional MPO. The Rapid reports fatality, injury, and event data to NTD on a monthly basis and conducts a CEO certification of the data in February of the following year. Safety Performance Indicators (SPI) and Safety Performance Targets (SPT) are reported to the Management Team, CEO and the Board on a regular basis throughout the year.

<b>Targets Transmitted to the State</b>	<b>State Entity Name and Address</b>	<b>Date Targets Transmitted</b>
	Michigan Department of Transportation Office of Passenger Transportation State Transportation Building 425 W. Ottawa St. P.O. Box 30050 Lansing, MI 48909	12/31/2020
<b>Targets Transmitted to the Metropolitan Planning Organization(s)</b>	<b>Metropolitan Planning Organization Name and Address</b>	<b>Date Targets Transmitted</b>
	Grand Valley Metropolitan Council 678 Front Ave. N.W. Ste. 200 Grand Rapids, MI 49504 (616) 776-3876	12/31/2020

## 4. Safety Management Policy

### SAFETY MANAGEMENT POLICY STATEMENT

The management of safety and security are core business functions. The Rapid is committed to developing, implementing, maintaining, and improving processes that ensure the highest practical level of safety and security performance in all our transit service delivery and organizational activities.

All employees are accountable for following safe work behaviors, understanding safety and security standards, and encouraging safe performance from coworkers and patrons, starting with the CEO and spreading throughout the agency.

#### ***The Rapid is committed to:***

- Supporting the management of safety and security through the provision of adequate and appropriate resources, resulting in an organizational culture that fosters safe practices;
- Including safety and security input, reviews and certification, as required, in the planning and design of new and remodeled buildings, systems, processes or equipment;
- Encouraging effective employee safety and security reporting and communication;
- Devoting the same high level of attention to safety and security as is demonstrated in its provision of exceptional transportation service;
- Integrating the management of safety among the primary job descriptions and responsibilities of all employees;
- Establishing and operating hazard identification, hazard analysis, and safety risk evaluation activities, including an employee safety reporting program as a fundamental source for identifying safety hazards and concerns;
- Establishing a program to track near miss events in order to identify and mitigate potential hazards before accidents, incidents or injuries occur;
- Ensuring that no action will be taken against employees who disclose safety or security concerns unless disclosure reveals an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures;
- Meeting or exceeding legislative and regulatory requirements.
- Ensuring that sufficiently skilled and trained personnel are available to administer the safety and security management processes;
- Ensuring that employees are provided with sufficient safety and security information and training in order to safely perform assigned jobs or tasks;
- Establishing and measuring safety performance targets against realistic data-driven safety performance indicators;
- Improving safety performance through management processes that ensure appropriate safety management action is taken and is effective;
- Ensuring that subcontractors, third party systems and contracted services conform, and are able to demonstrate continued conformance, to our safety performance standards.

#### **Safety Management Policy Communication:**

The Safety Management Policy is communicated directly to The Rapid's leadership, management and to each employee at the beginning of their employment, in periodic refresher training, and as an addition to the Employee Handbook and Operations Policy and Procedures Manual. It is also posted on the Vista and Blink sites as part of Safety communication.

<b>Authorities, Accountabilities, and Responsibilities</b>	
<b>Accountable Executive</b>	<p>The authorized Accountable Executive is the CEO of The Rapid. They have responsibility to ensure that SMS and all safety activities are accomplished under their authority. The CEO has ultimate accountability and responsibility for:</p> <ul style="list-style-type: none"> <li>• Directing the implementation and maintenance of SMS at The Rapid;</li> <li>• Directing the implementation and maintenance of the <i>Transit Asset Management (TAM)</i> plan;</li> <li>• Ensuring the allocation of the human and capital resources needed to develop and maintain SMS and TAM;</li> <li>• Ensuring transparency in safety management priorities for both the Board of Directors and the agency's employees;</li> <li>• Establishing guidance on the acceptable level of safety risk for The Rapid; and</li> <li>• Ensuring that the safety management policy statement is appropriate and communicated throughout the agency.</li> </ul>
<b>Chief Safety Officer or SMS Executive</b>	<p>The Chief Safety Officer (CSO) is the Manager of Safety and Training and is responsible for:</p> <ul style="list-style-type: none"> <li>• Managing the safety programs under SMS;</li> <li>• Directing hazard identification and safety risk evaluation and/or analysis;</li> <li>• Reviewing designs, plans, processes, procedures and/or equipment to ensure safety;</li> <li>• Monitoring mitigation activities;</li> <li>• Providing periodic reports on safety performance;</li> <li>• Certifying safety critical elements of new or remodeled construction;</li> <li>• Maintaining safety documentation; and</li> <li>• Organizing the content of safety management training (not technical skills training)</li> <li>• Collecting and analyzing safety data;</li> <li>• Acting as a conduit for communicating safety from and to departmental/operational managers, front-line employees and executive management as necessary;</li> <li>• Reviewing, revising, maintaining and communicating The Rapid's safety plans and programs;</li> <li>• Acting as a subject area expert and advisory resource in local, state and federal safety regulations and standards;</li> <li>• Providing safety information and intelligence to line managers and front-line employees;</li> <li>• Monitoring safety performance;</li> <li>• Advising senior management on safety matters;</li> <li>• Conducting safety audits, inspections and investigations; and</li> <li>• Maintaining safety documents and records.</li> </ul> <p>The CSO, along with managers, supervisors and employees, has the authority to stop any activity or process that puts The Rapid's employees, guests, and/or patrons at risk of immediate death or injury. The CSO reports directly to the Accountable Executive for safety critical items.</p>

<b>Board of Directors and Agency Leadership</b>	<p>The Board of Directors will have free access to the PTASP and will be informed of any plan changes. A copy of the annual plan review will be presented to the Board as part of the first Board meeting of each fiscal year.</p>
<b>Key Staff</b>	<p><b>TAM Manager:</b> The position of TAM Manager is delegated to the Grants and Capital Projects Manager. He or she is responsible for:</p> <ul style="list-style-type: none"> <li>• Creating and maintaining the Transit Asset Management (TAM) plan for The Rapid;</li> <li>• Creating and maintaining documents and records related to asset management at The Rapid;</li> <li>• Coordinating with the Maintenance Manager, Facilities Manager and SMS Manager to establish benchmarks for a state of good repair to include safety assessments and evaluations.</li> </ul> <p><b>Security Manager:</b> The Security Manager reports to the COO and, in times of threat or disaster, to the CEO. They are responsible for:</p> <ul style="list-style-type: none"> <li>• Managing security threats and vulnerabilities through both human and capital resources as needed;</li> <li>• Directing threat and vulnerability identification, analysis, evaluation and mitigation;</li> <li>• Collecting and analyzing security data;</li> <li>• Acting as a conduit for communicating security from and to departmental/operational managers, front-line employees and executive management as necessary;</li> <li>• Acting as liaison between The Rapid and local, state and Federal law enforcement;</li> <li>• Reviewing, revising, maintaining and communicating The Rapid's security and emergency response plans and programs;</li> <li>• Acting as a subject area expert and advisory resource in local, state and federal security regulations and standards;</li> <li>• Providing security information and intelligence to line managers and front-line employees</li> <li>• Security performance monitoring;</li> <li>• Advising senior management on security matters;</li> <li>• Stopping processes in situations that are immediately dangerous to life and health;</li> <li>• Conducting security audits, inspections and investigations; and</li> <li>• Maintaining security documents and records.</li> </ul> <p><b>Transportation Manager:</b> The Transportation Manager has a duty to support and communicate SMS principles, policies and procedures to supervisors, front-line bus operators and staff.</p> <p>The Transportation Manager is responsible for:</p> <ul style="list-style-type: none"> <li>• Communicating safety and security initiatives, processes and practices to supervisors, bus operators, department staff and ridership;</li> <li>• Forwarding reports of hazards from supervisors and bus operators, both real and potential, to the appropriate department;</li> <li>• Participating in and delegating authority to the investigation of accidents, incidents and occurrences using SMS principles and providing written</li> </ul>

	<ul style="list-style-type: none"> <li>data for later analysis;</li> <li>• Participating in safety and security meetings and training;</li> <li>• Directing the collection and storage of accident and incident reports for analysis;</li> <li>• Stopping processes in situations that are immediately dangerous to life and health;</li> <li>• Encouraging safe and secure behaviors; and</li> <li>• Monitoring, evaluating and providing feedback concerning safety behaviors to supervisor and bus operators.</li> </ul> <p><b>Transportation Supervisors:</b> Transportation supervisors have a responsibility to support and communicate SMS principals, policies and procedures to front-line bus operators and are responsible for:</p> <ul style="list-style-type: none"> <li>• Communicating safety and security initiatives, processes and practices to operators, dual-class staff and ridership as necessary;</li> <li>• Reporting hazards, both real and potential, to management;</li> <li>• Forwarding reports of hazards from bus operators and ridership, both real and potential, to management;</li> <li>• Investigating accidents, incidents and occurrences using SMS principles and producing written data for later analysis;</li> <li>• Participating in safety and security meetings and training;</li> <li>• Stopping processes in situations that are immediately dangerous to life and health;</li> <li>• Encouraging safe and secure behaviors; and</li> <li>• Monitoring, evaluating and providing feedback concerning safety behaviors to personnel.</li> </ul> <p><b>Facilities Manager:</b> As one of the keys to SMS success, the Facilities Manager works closely with the Safety Department to remove or reduce hazards in the workplace, especially when it involves facilities, grounds or infrastructure. The Facilities Manager is responsible for:</p> <ul style="list-style-type: none"> <li>• Providing assistance to the agency with personnel and materials in support of SMS;</li> <li>• Participating in safety committees and initiatives;</li> <li>• Encouraging safe and secure behaviors;</li> <li>• Directing the collection and storage of accident and incident reports for analysis;</li> <li>• Maintaining facility-related TAM policies, procedures and records;</li> <li>• Monitoring, evaluating and providing feedback concerning safety behaviors to personnel;</li> <li>• Stopping processes in situations that are immediately dangerous to life and health;</li> <li>• Communicating and enforcing safety initiatives, policies and/or procedures as necessary; and</li> <li>• Responding to employee safety concerns and providing feedback.</li> </ul> <p><b>Fleet Maintenance Manager:</b> The Fleet Maintenance Manager and maintenance supervisors are responsible for:</p>
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	<ul style="list-style-type: none"> <li>• Providing assistance to the agency with personnel and materials in support of SMS;</li> <li>• Participating in safety committees and initiatives;</li> <li>• Encouraging safe and secure behaviors;</li> <li>• Directing the collection and storage of accident and incident reports for analysis;</li> <li>• Maintaining vehicle/equipment-related TAM policies, procedures and records;</li> <li>• Monitoring, evaluating and providing feedback concerning safety behaviors to personnel;</li> <li>• Stopping processes in situations that are immediately dangerous to life and health;</li> <li>• Communicating and enforcing safety initiatives, policies and/or procedures as necessary; and</li> <li>• Responding to employee safety concerns and providing feedback.</li> </ul> <p><b>Department Managers:</b> All department managers are responsible for:</p> <ul style="list-style-type: none"> <li>• Providing assistance to the agency with personnel and materials in support of SMS;</li> <li>• Participating in safety initiatives;</li> <li>• Communicating and enforcing safety initiatives, policies and/or procedures as necessary;</li> <li>• Responding to employee safety concerns and providing feedback;</li> <li>• Stopping processes in situations that are immediately dangerous to life and health;</li> <li>• Determining the human and financial needs for each department to provide safe and secure work environments for employees and agency patrons; and</li> <li>• Allocating human and financial resources related to SMS to department staff.</li> </ul> <p><b>Bus Operators, Maintenance Technicians, Facilities Technicians and Administrative Staff:</b> Front-line employees are the eyes and ears of the organization and are the most likely to identify specific hazards and safety risks in the workplace. Employee activities include:</p> <ul style="list-style-type: none"> <li>• Reporting hazards, both real and potential, to supervisors, managers and safety personnel;</li> <li>• Performing safety functions diligently;</li> <li>• Participating in safe work behaviors;</li> <li>• Stopping processes in situations that are immediately dangerous to life and health.</li> </ul> <p><b>Safety Committee:</b> Employee-driven to identify and report hazards. Membership includes personnel from Transportation, Maintenance, Facilities, Planning/Scheduling, Administration, Security and Safety. Activities include:</p> <ul style="list-style-type: none"> <li>• Reporting accidents, incidents, near miss events, injuries from employee groups;</li> </ul>
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	<ul style="list-style-type: none"> <li>• Directing employee safety reports to the appropriate committee or department for review and mitigation;</li> <li>• Providing feedback to employee work groups; and</li> <li>• Recommending safety mitigations as needed.</li> </ul> <p><b>Accident/Incident Review Committee:</b> The Accident/Incident Review Committee is intended to review accident/incident reports in order to determine causation and recommend mitigation. This committee does not determine accident preventability but looks at other factors that may affect safety. Activities include:</p> <ul style="list-style-type: none"> <li>• Reviewing accident, incident, injury and near miss reports to determine causation;</li> <li>• Analyzing reports to determine human and organizational factors leading to accidents, incidents and injuries, both real and potential; and</li> <li>• Recommending methods to mitigate safety risk at the agency.</li> </ul>
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### Employee Safety/Hazard Reporting Program

All employees are required by policy to report real or potential safety hazards, accidents, injuries, other incidents and near misses to The Rapid using one or more of the following methods:

**Verbal Report:** An employee may report a safety hazard, accident or incident directly to their supervisor, manager, or safety officer who will then report it to the Safety and Training Department for tracking and resolution.

**Written Operator Report:** For accidents and incidents involving a transit vehicle, a written *Operator Report* is completed and turned into the supervisor's office before or at the end of the day on which the accident or incident occurred. The report is written by the operator involved in the incident and is included in the finished accident packet for scanning and storage.

**Written Supervisor Report:** A supervisor is assigned to each accident/incident and completes a written *Supervisor/Investigator Report* after compiling photos, video, operator, bus rider and witness reports. It becomes part of the finished accident packet

**Blink Report:** Close calls and near misses are reported using a digital form on Blink.

All reports are tracked and collated to determine the types of events that may lead to accidents, property damage or injuries. The data is used to determine hazard trends and resources will be applied to reducing or mitigating the risk.

### Employee Near Miss Reporting Program

The National Safety Council describes a near miss as "an unplanned event that did not result in injury, illness or damage – but had the potential to do so." When an employee experiences a close call, or near miss, they will report it using the Near Miss Report. Under normal circumstances, employees who report a near miss will not be subject to potential discipline related to the event unless:

- The employee's actions were the result of a willful violation of law or policies.
- The employee's actions contributed directly or indirectly to an injury, illness or damage.
- The employee was impaired by alcohol or illegal drugs (including marijuana) at the time of the event.

- Facts related to the event were proven to have been omitted; statements were falsified or; reports were exaggerated to put the employee in a better light.

Examples of a near miss includes:

- Loss of control on an icy road resulting in no accident or injury
- Contributing to a close call involving a pedestrian
- Almost passing up a customer at a stop
- Slipping on an icy sidewalk resulting in no fall and no injury
- An object falling off a shelf almost hits an employee
- A bus left in neutral with the parking break off rolls forward and comes to rest on a curb

A near miss card describes the program and details ways in which an employee can report close calls. The card is distributed to all employees (figure 1).

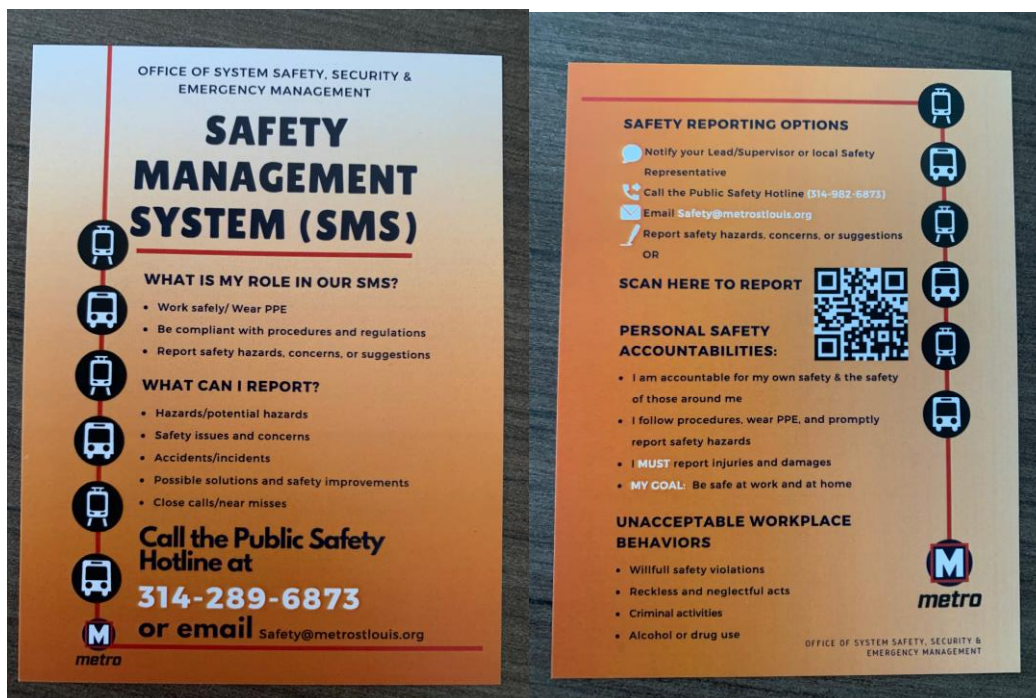


Figure 1: Sample of Near Miss Card (note: this is a place holder for a planned program)

## 5. Safety Risk Management

### Safety Hazard Identification

Hazards are identified through employee observations and reporting or by means of periodic safety inspections and audits by a Safety Officer. Current records of inspection items and results are available from the Safety/Training Office.

### Safety Hazard Log and Issue Tracker

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	32	33	34	35	36	37	38	39	40	41	42	43	44	45	46	47	48	49	50	51	52	53	54	55	56	57	58	59	60	61	62	63	64	65	66	67	68	69	70	71	72	73	74	75	76	77	78	79	80	81	82	83	84	85	86	87	88	89	90	91	92	93	94	95	96	97	98	99	100	101	102	103	104	105	106	107	108	109	110	111	112	113	114	115	116	117	118	119	120	121	122	123	124	125	126	127	128	129	130	131	132	133	134	135	136	137	138	139	140	141	142	143	144	145	146	147	148	149	150	151	152	153	154	155	156	157	158	159	160	161	162	163	164	165	166	167	168	169	170	171	172	173	174	175	176	177	178	179	180	181	182	183	184	185	186	187	188	189	190	191	192	193	194	195	196	197	198	199	200	201	202	203	204	205	206	207	208	209	210	211	212	213	214	215	216	217	218	219	220	221	222	223	224	225	226	227	228	229	230	231	232	233	234	235	236	237	238	239	240	241	242	243	244	245	246	247	248	249	250	251	252	253	254	255	256	257	258	259	260	261	262	263	264	265	266	267	268	269	270	271	272	273	274	275	276	277	278	279	280	281	282	283	284	285	286	287	288	289	290	291	292	293	294	295	296	297	298	299	300	301	302	303	304	305	306	307	308	309	310	311	312	313	314	315	316	317	318	319	320	321	322	323	324	325	326	327	328	329	330	331	332	333	334	335	336	337	338	339	340	341	342	343	344	345	346	347	348	349	350	351	352	353	354	355	356	357	358	359	360	361	362	363	364	365	366	367	368	369	370	371	372	373	374	375	376	377	378	379	380	381	382	383	384	385	386	387	388	389	390	391	392	393	394	395	396	397	398	399	400	401	402	403	404	405	406	407	408	409	410	411	412	413	414	415	416	417	418	419	420	421	422	423	424	425	426	427	428	429	430	431	432	433	434	435	436	437	438	439	440	441	442	443	444	445	446	447	448	449	450	451	452	453	454	455	456	457	458	459	460	461	462	463	464	465	466	467	468	469	470	471	472	473	474	475	476	477	478	479	480	481	482	483	484	485	486	487	488	489	490	491	492	493	494	495	496	497	498	499	500	501	502	503	504	505	506	507	508	509	510	511	512	513	514	515	516	517	518	519	520	521	522	523	524	525	526	527	528	529	530	531	532	533	534	535	536	537	538	539	540	541	542	543	544	545	546	547	548	549	550	551	552	553	554	555	556	557	558	559	560	561	562	563	564	565	566	567	568	569	570	571	572	573	574	575	576	577	578	579	580	581	582	583	584	585	586	587	588	589	590	591	592	593	594	595	596	597	598	599	600	601	602	603	604	605	606	607	608	609	610	611	612	613	614	615	616	617	618	619	620	621	622	623	624	625	626	627	628	629	630	631	632	633	634	635	636	637	638	639	640	641	642	643	644	645	646	647	648	649	650	651	652	653	654	655	656	657	658	659	660	661	662	663	664	665	666	667	668	669	670	671	672	673	674	675	676	677	678	679	680	681	682	683	684	685	686	687	688	689	690	691	692	693	694	695	696	697	698	699	700	701	702	703	704	705	706	707	708	709	710	711	712	713	714	715	716	717	718	719	720	721	722	723	724	725	726	727	728	729	730	731	732	733	734	735	736	737	738	739	740	741	742	743	744	745	746	747	748	749	750	751	752	753	754	755	756	757	758	759	760	761	762	763	764	765	766	767	768	769	770	771	772	773	774	775	776	777	778	779	780	781	782	783	784	785	786	787	788	789	790	791	792	793	794	795	796	797	798	799	800	801	802	803	804	805	806	807	808	809	810	811	812	813	814	815	816	817	818	819	820	821	822	823	824	825	826	827	828	829	830	831	832	833	834	835	836	837	838	839	840	841	842	843	844	845	846	847	848	849	850	851	852	853	854	855	856	857	858	859	860	861	862	863	864	865	866	867	868	869	870	871	872	873	874	875	876	877	878	879	880	881	882	883	884	885	886	887	888	889	890	891	892	893	894	895	896	897	898	899	900	901	902	903	904	905	906	907	908	909	910	911	912	913	914	915	916	917	918	919	920	921	922	923	924	925	926	927	928	929	930	931	932	933	934	935	936	937	938	939	940	941	942	943	944	945	946	947	948	949	950	951	952	953	954	955	956	957	958	959	960	961	962	963	964	965	966	967	968	969	970	971	972	973	974	975	976	977	978	979	980	981	982	983	984	985	986	987	988	989	990	991	992	993	994	995	996	997	998	999	1000
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RISK ASSESSMENT MATRIX (RAM)						
<p><b>RISK LEVELS:</b></p> <p><b>HIGH:</b> Requires immediate response and control to ALARP*. Written assessment and plan required.</p> <p><b>SERIOUS:</b> Requires response and control to ALARP* within a reasonable time. Written assessment and plan required.</p> <p><b>MEDIUM:</b> Review and control to ALARP* within a reasonable time. Discussion and plan as needed.</p> <p><b>LOW:</b> Periodic review and occasional assessment to determine if hazard can be eliminated.</p> <p><b>ELIMINATED:</b> No action required. Periodic assessment recommended.</p> <p> *ALARP: As low as reasonably possible.</p>			<p><b>People:</b> Multiple permanent disabilities or a fatality <b>Environment:</b> Atmospheric or global effect <b>Assets:</b> Major damage to multiple units or properties resulting in major loss <b>Reputation:</b> Permanent impact on ridership or national media attention</p>	<p><b>People:</b> Permanent or long-term disabilities <b>Environment:</b> Statewide effect <b>Assets:</b> Damage to equipment or property resulting in temporary loss of use <b>Reputation:</b> Temporary impact on ridership or statewide media attention</p>	<p><b>People:</b> Injury requiring medical treatment or care <b>Environment:</b> Regional or local area effect <b>Assets:</b> Minor damage to equipment or property <b>Reputation:</b> Minor impact to ridership or local media attention</p>	<p><b>People:</b> Minor injury requiring no more than first aid <b>Environment:</b> Effect limited to immediate area <b>Assets:</b> Superficial or cosmetic damage to equipment or property <b>Reputation:</b> Minor impact to ridership with no media attention</p>
	<b>SEVERITY</b>		<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
	<b>PROBABILITY</b>		<b>CATASTROPIC</b>	<b>CRITICAL</b>	<b>MARGINAL</b>	<b>NEGLECTIBLE</b>
	<b>A</b>	<b>FREQUENT</b>	<b>HIGH</b>	<b>HIGH</b>	<b>SERIOUS</b>	<b>MEDIUM</b>
	<b>B</b>	<b>PROBABLE</b>	<b>HIGH</b>	<b>HIGH</b>	<b>SERIOUS</b>	<b>MEDIUM</b>
	<b>C</b>	<b>OCCASIONAL</b>	<b>HIGH</b>	<b>SERIOUS</b>	<b>MEDIUM</b>	<b>LOW</b>
	<b>D</b>	<b>REMOTE</b>	<b>SERIOUS</b>	<b>MEDIUM</b>	<b>MEDIUM</b>	<b>LOW</b>
	<b>E</b>	<b>IMPROBABLE</b>	<b>MEDIUM</b>	<b>MEDIUM</b>	<b>MEDIUM</b>	<b>LOW</b>
	<b>F</b>	<b>ELIMINATED</b>	<b>ELIMINATED</b>			
Based on Military Standard 882E			Last revision: 03/17/2015			

Figure 3: Risk Assessment Matrix

## Safety Risk Mitigation

Many hazards can be resolved through more than one means, but the general process for determining the best method should be by considering engineering controls, administrative work practices or employee actions, in that order.

## Accident Reporting, Investigation and Review

The ultimate purpose for providing in-house management and investigation of work-related accidents, injuries and incidents is to limit injury and damage, identify facts, establish root causes, suggest methods for preventing recurrence, and eliminate or reduce safety risks for The Rapid's employees and customers.

**Human Factors Analysis and Classification System, or HFACS** (fig. 4), is a method for determining all factors related to an accident, incident or event. HFACS considers both active and latent factors and attempts to discover factors beyond the employee's involvement.

The four main categories of HFACS are Physical Actions, Pre-Conditions, Supervision and Organizational Influences. Within each of these are sub-categories that are designed to narrow down the specific factors involved in an event.

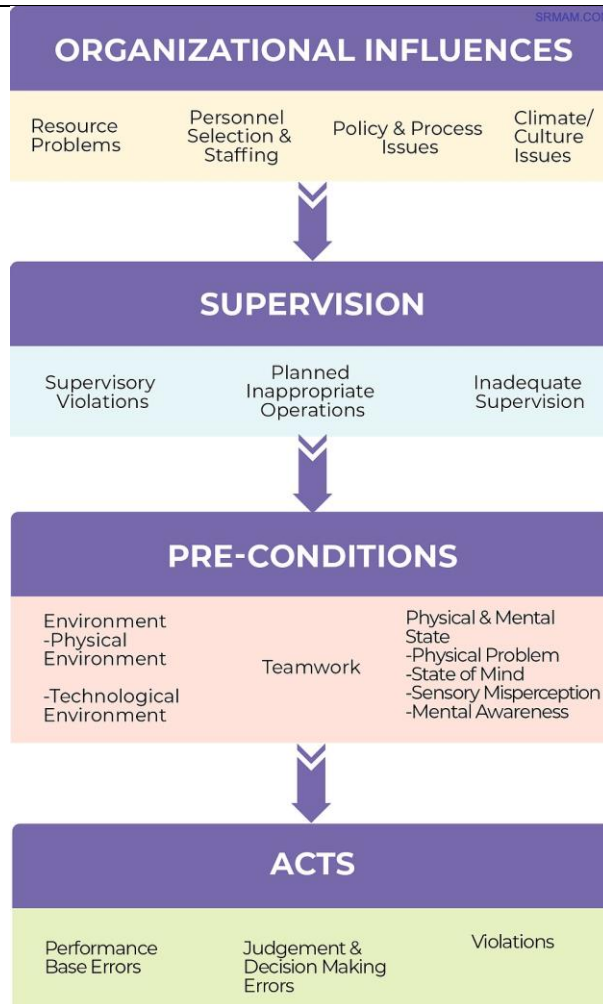


Figure 4: HFACS flowchart

**Types of accidents include:**

- Motor Vehicle Collisions
- Falls on the same or to a lower level
- Getting caught in, on or between equipment or vehicles
- Coming in contact with chemicals, electricity, heat, cold, or radiation
- Bodily reaction from either voluntary or involuntary motion
- Being struck against or by a moving, flying or falling object
- Being rubbed or abraded by friction, pressure or vibration

**Examples of incidents include:**

- Acts of violence against an employee
- Acts of violence by an employee against a person or persons
- Reports of unsafe acts by employees or customers
- Bomb threats or other threats of violence
- Evacuations for life safety reasons

## **Employee Injury**

Injuries are reported by the injured employee, or a witness, to Dispatch or his or her immediate supervisor as soon as possible. If the injured employee needs medical attention, the appropriate response by coworkers is to:

- Assess the injury
- Call 911 if necessary
- Call for assistance, if available
- Begin emergency medical treatment, if willing and able
- Continue treatment until emergency responders arrive
- Contact the Safety/Training Officer and complete a written report as soon as practical

As soon as possible, the injured employee must complete an Employee Injury Report for the Human Resources Department. In compliance with MIOSHA regulations, all reportable employee injuries will be recorded by a representative from the Human Resources Department and a summary will be posted from February 1 to April 30 each year for employee review.

The Safety/Training Office will conduct an investigation to determine the root cause of the incident surrounding the injury and will issue a written report for review by the CEO, the Chief Operating Officer, department Manager and the Safety Team. Remedial recommendations may be issued by the Safety/Training Office or Safety Team and will follow normal channels of communication. Investigative resources will include the Employee Injury Report, eyewitness accounts, employee interviews, equipment testing and any other reasonable means to determine root causes. Injury reports will be kept on file for future analysis.

## **Vehicle Collisions**

All vehicle collisions are reported to the Transportation Department by the operator while still at the scene. Bus Operators are instructed to contact Dispatch at the time of the incident. In most cases, the vehicle operator and a Transportation Supervisor complete separate reports. When the collision is minor and does not involve a safety hazard, the vehicle operator may be instructed to continue in service. A written report is completed at the end of the Operator's work and may be accompanied by a Supervisor's and other reports. Reports are reviewed by the Transportation Manager, who determines preventability. Reports may also be reviewed by The Rapid's insurance carrier and the Safety/Training Office.

Copies of the accident/incident reports and a summary are kept for review and reporting as necessary.

## **Safety Program (MIOSHA and Transit Specific) Management:**

The Rapid's safety program consists of many different plans and programs. The list below is a sampling of the separate modules.

- HVAC 608 and 609 Technician Certification
- Abrasive Wheel Program
- Accident Prevention
- Aerial Work Platform Licensing
- Automotive Operations Program
- Bloodborne Pathogen Program
- Confined Spaces Program
- CPR/AED Training Program
- Defensive Driving
- Drug and Alcohol Awareness
- Electrical Safety Plan
- Eyewash and Emergency Shower Maintenance Program
- Fall Protection Program

- Fire Protection Plan
- Hand and Foot Safety
- Hand Tool Safety
- Hazard Communication (Right to Know)
- Hearing Conservation
- Incident Investigation
- Job Safety Analysis
- Lockout/Tagout Program
- OSHA 10 and 30 Hour Training
- Overhead Cranes
- Portable Ladders
- Powered Industrial Truck Licensing
- Personal Protective Equipment Program
- Respiratory Protection
- Safety Meetings and Committees
- Safety Policy
- Snow Removal
- Spill Cleanup
- Underground Storage Tanks
- Walking/Working Surfaces
- Weather Safety
- Welding Safety

The Rapid's safety programs are regularly monitored, reviewed and revised as needed. Program reviews include the safety department and other stakeholders involved in implementing and maintaining the program. The standard method for program reviews is as follows:

- The review for a specific program is scheduled and the current program is shared with stakeholders who review it individually
- The stakeholders meet to discuss changes and a draft is produced
- The draft is approved and the revised program is dated and signed

## 6. Safety Assurance

### Safety Performance Monitoring and Measurement

In order to monitor and measure the success and quality of The Rapids' risk management efforts, the methods below are used.

- **Safety Audits and Inspections:** Safety audits and inspections refer to on-site visual inspections of the physical environment. An audit refers to a broad, general inspection of a work area or vehicle, and an inspection is focused on a specific feature (i.e. the Maintenance Shop would undergo a safety audit and the eyewash station in the shop would be inspected).
- **HFACS Reviews:** HFACS reports are tracked on the HFACS Summary for analysis and review. Accident/Incident factors that may not be evident in the original reports may be highlighted through a closer look at other potential causes.
- **Operator Evaluations:** Evaluations of bus operator performance can determine errors occurring with the individual and with operators in general. As common errors are discovered, methods for mitigating the hazards can be implemented. Operator evaluations can be conducted by the Transportation or Safety departments.
- **Technician Evaluations:** Evaluations of technician performance can determine errors occurring with the individual and with technicians in general. As common errors are discovered, methods for mitigating the hazards can be implemented. Technician evaluations can be conducted by the Maintenance, Facilities, or Safety Departments.
- **Safety Compliance Reviews:** As safety program reviews are completed, a compliance review is conducted to ensure that employees continue to perform safely. Any changes in a safety program must be communicated to all affected employees.
- **Trend/Statistical Analyses:** Accident, injury, incident, or close call trends are analyzed monthly, risk levels are determined and appropriate changes or mitigations are applied. Each affected department is notified.
- **Safety Program Reviews:** Periodic reviews of The Rapid's safety programs are conducted to determine their validity and effectiveness. If a safety program undergoes revision or updating, all affected employees must be informed through training or other appropriate means. Safety compliance is also reviewed.
- **MIOSHA CET Inspections:** Third party (particularly MIOSHA's CET Division) audits of The Rapid's safety program are periodically scheduled to discover any deficiencies, inefficiencies or inappropriate applications. When reported, the Safety Department will determine the level of risk to the agency and begin mitigation.
- **Reviews of Potential Practical Drift:** Not all instances of practical drift have negative results. The purpose of reviewing instances of practical drift, or employee non-compliance, is to determine if a safety rule needs to be refreshed with the affected workgroup (i.e. the importance of wearing safety glasses) or perhaps revised to conform to a more appropriate safety rule.



## Activities to Conduct Investigations of Safety Events to Identify Causal Factors

### Organizational and Human Factors:

The Rapid views safety events from an organizational perspective and is expressed in terms of safety defenses and causal factors. Initial investigations are based on gathering data as reported in accident/injury/incident reports conducted by supervisors or department managers. The Safety and Training department uses these initial reports and applies its own techniques and procedures in discovering factors or causes based on a review using HFACS (see figure 5). The intent of each investigation is to compare the type of failures in each area of defense in order to apply effective mitigations or remedies. A failure in supervision cannot be fixed by retraining an individual employee.

<b>Employee Incident</b>		<b>Name:</b> <a href="#">Click here to enter text.</a>		<b>Today's Date:</b> 10/15/2014	
<b>HFACS</b>					
<b>Accident/Incident Report No.:</b> <a href="#">Click here to enter text.</a>		<b>Assessment by:</b> Steve Luther		<b>Incident Date:</b> <a href="#">Click here to enter a date.</a>	
<b>Incident Description:</b> <a href="#">Click here to enter text.</a>					
Type of Failure	Category 1	Category 2	Category 3	Notes	
Latent	<input checked="" type="checkbox"/> Outside Influences	<input type="checkbox"/> Social <input type="checkbox"/> Economic <input type="checkbox"/> Other		<a href="#">Click here to enter text.</a>	
Latent	<input type="checkbox"/> Organizational Influences	<input type="checkbox"/> Resource Management <input type="checkbox"/> Organizational Climate <input type="checkbox"/> Organizational Process			
Latent	<input type="checkbox"/> Supervision	<input type="checkbox"/> Inadequate Supervision <input type="checkbox"/> Planned Inappropriate Operations <input type="checkbox"/> Failed to Correct Known Problem <input type="checkbox"/> Supervisory Violations			
Active or Latent	<input type="checkbox"/> Preconditions	<input type="checkbox"/> Environmental Factors <input type="checkbox"/> Operator Conditions <input type="checkbox"/> Personnel Factors <input type="checkbox"/> Condition of Vehicle	<input type="checkbox"/> Physical Environment <input type="checkbox"/> Technological Environment <input type="checkbox"/> Cognitive Factors <input type="checkbox"/> Psycho-Behavioral Factors <input type="checkbox"/> Adverse Psychological States <input type="checkbox"/> Physical/Mental Limitations <input type="checkbox"/> Perceptual Factors <input type="checkbox"/> Coordination, communication, Planning <input type="checkbox"/> Self-imposed Stress		
Active	<input type="checkbox"/> Unsafe Acts	<input type="checkbox"/> Errors <input type="checkbox"/> Violations	<input type="checkbox"/> Skill-based Errors <input type="checkbox"/> Judgment and Decision Errors <input type="checkbox"/> Perceptual Errors <input type="checkbox"/> Routine <input type="checkbox"/> Exceptional		

Figure 5 – HFACS Form

## Activities to Monitor Information Reported Through Internal Safety Reporting Programs

### Data Review and Analysis:

Data collected by the Safety and Training Department is monitored through periodic reviews and analyses. It is used to determine the success and appropriateness of safety performance indicators and targets. If an indicator or target is determined to be in need of adjustment, all stakeholders will be involved in review and revision if necessary. Safety indicators and targets are useful to determine when change is needed and resources need to be redirected.

<p>Areas for data monitoring include:</p> <ul style="list-style-type: none"> <li>• Accident/Incident reports and summaries</li> <li>• Injury reports and summaries</li> <li>• Near Miss data</li> <li>• NTD Safety data</li> </ul>
<p><b>Management of Change</b></p>
<p>Management of change is accomplished through the following:</p> <ul style="list-style-type: none"> <li>• Retention and control of documents, blueprints and floorplans</li> <li>• Inserting safety certification in plans, designs and documents</li> <li>• Review and recertification of changes in plans, designs and documents</li> </ul>
<p><b>Continuous Improvement</b></p>
<p>The process of continuous improvement is designed to identify potential or real deficiencies in the PTASP and to address them in a systematic and efficient manner. It is achieved through data collection, analysis, planning, designing and execution of safety programs and mitigations. As new technology, equipment and techniques for working environments become available; the Safety Department will review, analyze and test them for inclusion at The Rapid. Safety rule testing is applied when appropriate to ensure that any risks from new hazards introduced by system improvements are reduced to the lowest level practical.</p>

## 7. Safety Promotion

Competencies and Training
<p><b>Safety Communication and Training</b></p> <p>Information concerning workplace safety issues is provided to employees through company-wide or departmental meetings, Safety Team briefings, bulletin board postings, memos and other written communications.</p> <p>All employees are encouraged to report hazardous conditions or safety concerns by completing an Unsafe Condition Report or Safety Suggestion Form and delivering it to the Safety/Training Office, a Safety Team Member, Dispatch, or the appropriate Supervisor. These reports form the foundation for Safety Team analyses, reviews and recommendations.</p> <p>Workplace safety training is conducted under the direction of the Safety/Training Officer. The primary goal of safety training is to give employees the information and skills necessary to perform their assigned tasks without endangering themselves or others. The training complies with current State and federal standards and covers potential safety and health hazards as well as safe work practices and procedures to eliminate or minimize hazards.</p> <p>Training records will be kept by the Safety/Training Officer and will include:</p> <ul style="list-style-type: none"> <li>• Date of training</li> <li>• Employee names</li> <li>• Copies of training materials</li> <li>• Training subject</li> <li>• Employee sign-in sheets and/or course certification.</li> <li>• The Human Resources Department will keep copies of individual training records.</li> </ul> <p>All safety training is considered mandatory for affected employees. Other training, such as Basic First Aid and CPR, are considered voluntary and will be offered to employees as time and resources permit. All employees are encouraged to participate in community safety training and will receive credit for the classes as it applies to the work environment.</p>
Safety Communication
<p>The following processes and activities are used to communicate safety and safety performance information throughout The Rapid:</p> <p><b>Safety Training:</b> Safety training includes initial employee training, classroom style training for new employees, online courses for new and current employees, and recurring training as needed with individuals.</p> <p><b>Safety Memos:</b> Memos are issued by the Safety Department and include information regarding new or updated safety rules, policies or procedures, warnings about recognized hazards, or critical safety notices</p> <p><b>Digital Communication Displays:</b> The digital communication displays are used for transmitting the same information as issued in safety memos and includes periodic safety reminders.</p> <p><b>Blink:</b> The communication platform allows safety communication with occasional postings, surveys, access to elements of the safety program, electronic forms, employee chats, and critical safety notices.</p> <p><b>Vista:</b> The software, primarily used by the Human Resources Department, houses the chemical inventory and additional safety program material.</p> <p><b>Agency Website:</b> The agency website is used for communicating safety information to The Rapid's customers and the community at large.</p> <p><b>Agency Social Media:</b> The agency social media is used for communicating safety information to The Rapid's customers and the community at large in a similar way as the agency website.</p> <p><b>Public Media:</b> Personnel from the Communications Department are responsible for interacting with public</p>

media and can issue prepared statements, participate in interviews and share information as approved by management.

**The Safety Committee:** The Safety Committee is comprised of the C.E.O., C.O.O., and department managers, members from supervision, the union, and insurance providers to share information across the organization. The purpose of the Safety Committee is to identify and discuss possible mitigations for safety hazards, to promote safety education and to act as a conduit between the various work groups with safety concerns.

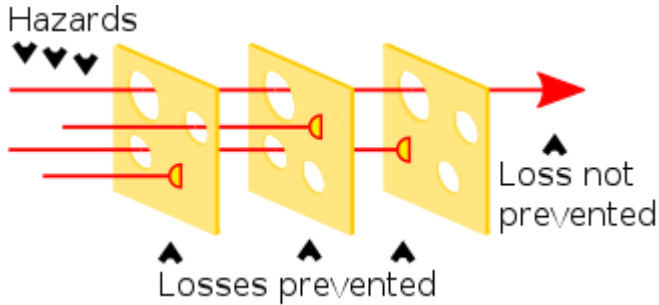
## Additional Information

### Supporting Documentation

- Military Standard 882E
- The Rapid Emergency Response Plan (ERP)
- The Rapid Security Plan
- Individual safety plans and programs
- Transit Asset Management Plan (TAM)

## Definitions of Special Terms Used in the PTASP

Term	Definition
<b>Accident</b>	An unexpected event that causes injury, loss of life to a person, or damage to property and/or equipment. A collision is contact by a vehicle with another vehicle, pedestrians, bicyclists, animals, or objects.
<b>Accountable Executive</b>	Person at a transit agency responsible for ensuring that SMS and all safety activities are accomplished under their authority. The AE has ultimate responsibility for guaranteeing that adequate resources and personnel are available to provide safety.
<b>Chief Safety Officer</b>	Person at a transit agency responsible for management of SMS and the PTASP.
<b>Event</b>	Is an accident, incident or occurrence.
<b>Hazard</b>	Any real or potential condition that can cause injury, illness or death, damage to or loss of the facilities, equipment, rolling stock, or infrastructure, damage to the environment, public perception or reputation of a public transit system.
<b>Incident</b>	An unexpected event that has the potential to cause but does not result in serious injury, and/or damage to property and/or equipment.
<b>Military Standard 882E</b>	The basis for Safety Management Systems in public transportation. This system safety standard practice identifies the Department of Defense (DoD) Systems Engineering (SE) approach to eliminating hazards, where possible, and minimizing risks where those hazards cannot be eliminated. This Standard covers hazards as they apply to systems / products / equipment / infrastructure (including both hardware and software) throughout design, development, test, production, use, and disposal. <a href="http://everyspec.com/MIL-STD/MIL-STD-0800-0899/MIL-STD-882E_41682/">http://everyspec.com/MIL-STD/MIL-STD-0800-0899/MIL-STD-882E_41682/</a>
<b>Near Miss (also known as a Close Call)</b>	An unplanned event that did not result in injury, illness or damage – but had the potential to do so.
<b>Occurrence</b>	An event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.
<b>Practical Drift</b>	The slow uncoupling of practice from written procedure. It usually occurs to fit the needs of the individual but may indicate an undocumented improvement in procedures.
<b>Root Cause</b>	The basic condition that leads to an accident or incident. The root cause does not always produce accidents and injuries, but does produce an environment where accidents and injuries become more likely to occur.
<b>Safety</b>	Freedom from conditions that can cause death, injury, occupational illness, damage to or loss of equipment or property, or damage to the environment. Safety is freedom from unintentional harm.

<b>Safety Management System (SMS)</b>	
<b>Security</b>	Freedom from conditions that can cause death, injury, occupational illness, damage to or loss of equipment or property, or damage to the environment caused intentionally by others. Acts of vandalism, violence or terrorism are considered security events. Security is freedom from intentional harm.
<b>Swiss Cheese Model of Accident Causation</b>	<p>As described by James Reason, organizations build defenses to reduce or eliminate safety risks. Each defense contains weaknesses or “holes” through which a hazard can move forward. If the holes in defenses line up, an accident, injury or catastrophic event can occur.</p> 
<b>Work Injury</b>	Any injury, occupational disease or disability that arises out of, or in the course of any work-related activity and requires first aid or medical treatment. Worker's Compensation and MIOSHA related injuries are considered work injuries for the purposes of this policy.

### List of Acronyms Used in the PTASP

Acronym	Word or Phrase
<b>ADA</b>	Americans with Disabilities Act
<b>AED</b>	Automated Electronic Defibrillator
<b>APTA</b>	American Public Transportation Association
<b>CAP</b>	Corrective Action Plan
<b>CBA</b>	Collective Bargaining Agreement
<b>CCTV</b>	Closed Circuit Television
<b>CDL</b>	Commercial Driver's License
<b>CEO</b>	Chief Executive Officer
<b>CFO</b>	Chief Financial Officer
<b>CFR</b>	Code of Federal Regulations

<b>CM</b>	Change Management (aka Configuration Management)
<b>CNG</b>	Compressed Natural Gas
<b>COO</b>	Chief Operations Officer
<b>COOP</b>	Continuity of Operations Plan
<b>CPTED</b>	Crime Prevention Through Environmental Design
<b>CPR</b>	Cardiopulmonary Resuscitation
<b>CSO</b>	Chief Safety Officer
<b>DOJ</b>	Department of Justice
<b>DOT</b>	Department of Transportation
<b>EEO</b>	Equal Employment Opportunity
<b>EEOC</b>	Equal Employment Opportunity Commission
<b>EOC</b>	Emergency Operations Center
<b>EPA</b>	Environmental Protection Agency
<b>ERP</b>	Emergency Response Plan
<b>FMCSA</b>	Federal Motor Carrier Safety Administration
<b>FMLA</b>	Family Medical Leave Act
<b>FOIA</b>	Freedom of Information Act
<b>FTA</b>	Federal Transit Administration
<b>HFACS</b>	Human Factors Analysis and Classification System
<b>HIPAA</b>	Health Insurance Portability and Accountability Act
<b>HR</b>	Human Resources
<b>IT</b>	Information Technology
<b>MDT</b>	Mobile Data Terminal
<b>MIOSHA</b>	Michigan Occupational Safety and Health Administration
<b>MOA/MOU</b>	Memorandum of Agreement/Memorandum of Understanding
<b>MPO</b>	Metropolitan Planning Organization

<b>NFPA</b>	National Fire Protection Association
<b>NIMS</b>	National Incident Management System
<b>NIOSH</b>	National Institute for Occupational Safety and Health
<b>NTD</b>	National Transit Database
<b>NTSB</b>	National Transportation Safety Board
<b>OEM</b>	Original Equipment Manufacturer/Manufacturing
<b>OHA</b>	Operational Hazard Analysis
<b>OSHA</b>	Occupational Safety and Health Administration
<b>PA</b>	Public Address
<b>PHA</b>	Preliminary Hazard Analysis
<b>PIO</b>	Public Information Officer
<b>PMP</b>	Project Management Plan
<b>PPE</b>	Personal Protective Equipment
<b>PTASP</b>	Public Transit Agency Safety Plan
<b>SMS</b>	Safety Management System
<b>SSI</b>	Sensitive Security Information
<b>SSMP</b>	Safety and Security Management Plan
<b>SSP</b>	System Security Program
<b>SSPP</b>	System Safety Program Plan
<b>TRB</b>	Transportation Research Board
<b>TSI</b>	Transportation Safety Institute
<b>TSSP</b>	Transit Safety and Security Program (certificate)
<b>TVA</b>	Threat and Vulnerability Assessment
<b>VIPR</b>	Visible Intermodal Protection and Response Team
<b>WMD</b>	Weapons of Mass Destruction





**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 120220-5**

**Fiscal Year: 2020-2021**

Moved and supported to adopt the following resolution:

Approval to approve The Rapid's submission of its Public Transit Agency Safety Plan (PTASP) as required by the Federal Transit Administration prior to the December 31, 2020 deadline.

BE IT RESOLVED that the ITP Board approves The Rapid's request to submit the Public Transit Agency Safety Plan as presented to the Board of Directors on December 2, 2020.

**CERTIFICATE**

The undersigned, duly qualified and acting secretary of the Interurban Transit Partnership Board, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Interurban Transit Partnership Board.

\_\_\_\_\_  
Julie Ilbrink, Board Secretary

\_\_\_\_\_  
Date

**Date:** December 2, 2020  
**To:** ITP Board  
**From:** Andy Prokopy, Manager of Information Technology  
**Subject:** RCS Technology for Livestream

### **ACTION REQUESTED**

Staff is requesting authorization from the ITP Board to replace the existing video presentation system and purchase additional hardware, equipment, professional services, installation and labor through AVI-SPL to update the technical capabilities of the RCS community room. The total cost of the project is \$61,434.15 (\$55,849.23, plus 10% contingency).

### **BACKGROUND**

The existing ceiling mounted projector and screen in the RCS community room has met its useful life and currently limits the flexibility and configuration of meetings when content is displayed. The video hardware upgrade was identified during the room technology refresh back in 2019 when the new microphone and audio system was implemented, but the video hardware replacement was delayed to be completed at a later date.

The video hardware replacement would include installing (3) large display monitors on mobile carts and add wireless presentation capabilities to enhance the presentation flexibility in the room. Based upon feedback from members of the community, we will also add (4) motorized, pan-tilt-zoom cameras mounted throughout the room and livestreaming hardware to better provide access for the community to access public meetings remotely.

The flexibility of (3) displays, (4) PTZ cameras, video streaming, virtual meetings, and wireless presentation can become complicated to manage, however, the vendor will simplify the operations by updating the interface on the existing room touch panel to allow for total control of all the new devices and functionality. Training will be provided by the vendor to ensure that necessary staff understands how setup, operate, and resolve common issues with the system.

### **FUNDING**

Funding for the RCS technology update and livestream hardware will be derived from Federal and State grants.



**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 120220-6**

**Fiscal Year: 2020-2021**

Moved and supported to adopt the following resolution:

Approval to replace the existing video presentation system and purchase additional hardware, equipment, professional services, installation and labor through AVI-SPL to update the technical capabilities of the RCS community room. The total cost of the project is \$61,434.15 (\$55,849.23, plus 10% contingency).

BE IT RESOLVED that the ITP Board hereby approves The Rapid's request to replace the existing video presentation with new equipment in accordance with the information presented to the Board on October 28, 2020.

**CERTIFICATE**

The undersigned, duly qualified and acting secretary of the Interurban Transit Partnership Board, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Interurban Transit Partnership Board.

\_\_\_\_\_  
Julie Ilbrink, Board Secretary

\_\_\_\_\_  
Date

**Date:** November 24, 2020  
**To** The ITP Board  
**From:** Jason Prescott, Special Services Manager  
**Subject:** PURCHASE OF NEW PARATRANSIT RESERVATION / SCHEDULING SYSTEM

### ACTION REQUESTED

Authorization is requested from the ITP Board to execute a contract with EcoLane. to purchase a new RideLink Reservation and Scheduling System, in the amount of \$163,600. The contract includes three (3) one-year options.

### BACKGROUND

The current RideLink Reservation / System through Trapeze has met its useful life and is technologically out of date. The Area Agency on Aging of Western Michigan (AAAWM), wants to update RideLink's scheduling software over to EcoLane. Kent County Senior Millage funds need to be used for a service, which is why the Rapid has been asked to purchase the software with the understanding that AAAWM will be responsible for all training and funding associated with EcoLane as stated in the Memorandum of Understanding (MOU) in Attachment I of this document.

### PROCUREMENT

- The Rapid will be given one-time Kent County Senior Millage (KCSM) funding to purchase EcoLane's demand-response software, which will be used exclusively by the KCSM RideLink Program and RideLink Partners. The Service Partner is not permitted to use EcoLane's software for any other functions that do not involve RideLink
- The one-time purchase, will include EcoLane software, tablets, monthly data cost, vehicle mounting hardware, and monthly monitoring and coverage, which will be shared and used by RideLink partners.
- The Rapid will not be responsible for any costs associated with EcoLane. Training and contract information will be handled by AAAWM.

### FUNDING

Funding for the new RideLink Reservation and Scheduling Software program will be funded 100% by the Kent County Senior Millage provided by AAAWM. These funds will be in addition to what the Rapid receives for the RideLink Coordinator position and Assisted Transportation.



## AREA AGENCY ON AGING OF WESTERN MICHIGAN

### Memorandum of Understanding

This Memorandum of Understanding (MOU) is between **The Rapid**, located at **300 Ellsworth SW, Grand Rapids MI 49503-4005** and the Area Agency on Aging of Western Michigan, Inc., (AAAWM) located at 3215 Eaglecrest Drive NE, Grand Rapids, Michigan 49525.

#### MOU Facts:

1. The Rapid will be given one-time Kent County Senior Millage (KCSM) funding to purchase EcoLane's demand-response software, which will be used exclusively by the KCSM RideLink Program and RideLink Partners. The Service Partner is not permitted to use EcoLane's software for any other functions that do not involve RideLink
2. One-time funding will be **\$163,600 (one hundred sixty-three thousand, six hundred and no cents)**.
3. The EcoLane purchase will allow RideLink to use the software for January 1, 2021 through December 30, 2021. The Rapid will request the yearly cost of \$23,998 in their 2022 KCSM Continuation of Funding that will support the EcoLane program through 2022. This process and amount will be duplicated for 2023.
4. The Rapid does not own the rights to EcoLane software. Rights will be owned by AAAWM.
5. The one-time purchase, will include EcoLane software, tablets, monthly data cost, vehicle mounting hardware, and monthly monitoring and coverage, which will be shared and used by RideLink partners.
6. AAAWM will monitor the use and implementation of EcoLane and will have access to data and client outcomes associated with the use of the EcoLane software.
7. AAAWM will be responsible for all replaced or equipment requiring repairs and training.

The parties execute this Agreement as of the date specified above.

By \_\_\_\_\_  
Authorized Signature Date

\_\_\_\_\_  
Title

The Rapid  
300 Ellsworth SW  
Grand Rapids MI, 49503-4005

By \_\_\_\_\_  
Area Agency on Aging of Western Michigan, Inc. Date  
Jackie O'Connor, Executive Director



**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 120220-7**

**Fiscal Year: 2020-2021**

Moved and supported to adopt the following resolution:

Approval to execute a contract with EcoLane. to purchase a new RideLink Reservation and Scheduling System, in the amount of \$163,600.

BE IT RESOLVED that the ITP Board hereby approves The Rapid's request to to purchase a new RideLink Reservation and Scheduling System

**CERTIFICATE**

The undersigned, duly qualified and acting secretary of the Interurban Transit Partnership Board, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Interurban Transit Partnership Board.

\_\_\_\_\_  
Julie Ilbrink, Board Secretary

\_\_\_\_\_  
Date



**DATE:** November 25, 2020  
**TO:** ITP Board  
**FROM:** Mayor Stephen Kepley, Chairman of the Board  
**SUBJECT:** ITP BOARD MEETING SCHEDULE FOR 2021

**ACTION REQUESTED**

The meeting schedule for all Board meetings and committee meetings is being provided for the ITP Board to review and approve.



## 2021 MEETING SCHEDULE

### RAPID BOARD MEETING

Location: Rapid Central Station Conference Room

Time: 4 p.m. – 5:30 p.m. (Wednesdays)

January 27 (Annual Meeting / Election of Officers)  
2 p.m. to 3 p.m. (Note time change)

February 24

March 24

April 21

June 23

August 25

September 29

October 27

December 1

### RAPID BOARD SPECIAL MEETINGS

#### **Board Retreat**

January 27, 2021

Location: Virtual Meeting

Time: 3 p.m. – 5 p.m.

#### **Board Planning Meeting**

May 12, 2021

Location: Rapid Central Station Conf. Room

Time: 2 p.m. – 5 p.m.

#### **Board Budget Meeting**

July 28, 2021

Location: Rapid Central Station Conf. Room

Time: 3 p.m. – 4:30 p.m.

### PLANNING & TECHNOLOGY COMMITTEE

Location: Rapid Ellsworth Conference Room

Time: 8:30 a.m. – 9:30 a.m. (Mondays)

January 11

March 8

May 10

July 12

September 13

November 8

### PRESENT PERFORMANCE & SERVICE COMMITTEE

Location: Rapid Ellsworth Conference Room

Time: 4 p.m. – 5 p.m. (Tuesdays)

January 12

March 9

May 11

July 13

September 14

November 9

### FINANCE COMMITTEE

Location: Rapid Ellsworth Conference Room

Time: 4 p.m. – 5 p.m. (Wednesdays)

January 20

April 14

August 11

November 3

### CONSUMER ADVISORY COMMITTEE FOR SENIORS & PERSONS WITH DISABILITIES

Location: Rapid Ellsworth Conference Room

Time: 3 p.m. – 4 p.m. (Tuesdays)

January 19

March 16

April 13

June 15

August 17

September 21

October 19

November 16

### MEETING LOCATIONS:

- Rapid Central Station Conference Room: 250 Grandville Avenue, SW
- Rapid Ellsworth Conference Room: 300 Ellsworth Avenue, SW

*Note: The Rapid reserves the right to move the location of the meetings listed above to a different venue or going virtual if that is deemed necessary.*

All meeting information and informational packets are available to the public at  
<https://www.ridetherapid.org/about-the-rapid/board-of-directors>





**INTERURBAN TRANSIT PARTNERSHIP BOARD OF DIRECTORS**

**RESOLUTION No. 120220-8**

**Fiscal Year: 2020-2021**

Moved and supported to adopt the following resolution:

Approval to hold the Board and Committee meetings in 2021 in accordance with the schedule.

BE IT RESOLVED that the ITP Board of Directors has approved the 2021 meeting calendar.

**CERTIFICATE**

The undersigned, duly qualified and acting secretary of the Interurban Transit Partnership Board, certifies that the foregoing is a true and correct copy of a resolution adopted at a legally convened meeting of the Interurban Transit Partnership Board.

\_\_\_\_\_  
Julie Ilbrink, Board Secretary

\_\_\_\_\_  
Date