



MARIN COUNTY TRANSIT DISTRICT BOARD OF DIRECTORS

Join on Zoom: <https://www.zoom.us/j/83819744992>

Webinar ID: 865 5590 4651

Monday, July 13, 2020

In compliance with local and state shelter-in-place orders, and as allowed by Governor Newsom's Executive Order N-29-20, until further notice the Marin County Transit District meetings will not be providing an in-person meeting location for the public to attend. Members of the Board of Directors and staff may participate in this meeting electronically or via teleconference. Members of the public are encouraged to participate remotely as described below.

How to watch the meeting:

Zoom: Please visit <https://www.zoom.us/j/83819744992> to join the webinar.

Webinar ID: 838 1974 4992

Teleconference: Members of the public wishing to participate via teleconference, can do so by dialing in to the following number at **9:30 A.M. July 13, 2020: +1 669 900 6833**; Access Code: **838 1974 4992**.

How to provide comment on agenda items:

- To provide written public comment prior to or during the meeting, please email info@marintransit.org (if intended to be read aloud as public comment, please state "Public Comment" in subject line). Please email your comments no later than **9:00 A.M. Monday, July 13, 2020** to facilitate timely distribution to the Board of Directors. Please include the agenda item number you are addressing and include your name and address. Your comments will be forwarded to the Board of Directors and will be placed into the public record.
- During the meeting (only): Use the comment form available at <https://www.marintransit.org/board> to submit your meeting-related comments on this agenda. Your comments will become part of the public record.
- During the meeting (only): Ensure that you are in a quiet environment with no background noise (traffic, children, pets, etc.) To raise your hand on Zoom press ***9** and wait to be called upon by the President or the Clerk to speak. You will be notified that your device has been unmuted when it is your turn to speak. You will be warned prior to your allotted time being over. Your comments will also become part of the public record.



MARIN COUNTY TRANSIT DISTRICT BOARD OF DIRECTORS

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Webinar ID: 865 5590 4651

AGENDA

Monday, July 13, 2020

9:30 a.m. Convene as the Marin County Transit District Board of Directors

1. Open Time for Public Expression (limited to three minutes per speaker on items not on the Transit District's agenda)
2. Board of Directors' Matters
3. General Manager's Report
 - a. General Manager's Oral Report
 - b. Monthly Monitoring Report for April
4. Consent Calendar
 - a. Minutes for June 1, 2020
 - b. Fiscal Year 2019/20 Contract Awards and Fiscal Year 2020/21 Contracting Opportunities
 - c. Second Amendment to Agreement with Golden Gate Bridge, Highway and Transportation District for Operation and Maintenance of Local Fixed Route Bus Service
 - d. First Amendment to Agreement with Marin Airporter for Operations and Maintenance of Fixed Route Transit Services
 - e. Authorizing Resolution and Project List of California's State of Good Repair Program
 - f. Purchase Agreement with Creative Bus Sales, Inc. for Two 35-foot XHF Buses for an amount not to exceed \$890,000.
 - g. Update on the Condition of Marin County Bus Stops
Recommended Action: Approve.
5. Marin Transit Bus Safety Plan
Recommended Action: Approve the Marin Transit Safety Plan.
6. Marin Transit's Participation in Region's Clipper START Program
Recommended Action: Approve Marin Transit's participation in the region's means-based transit fare pilot program (Clipper START).

7. Marin Transit Fare Policies and Marin Access Program Eligibility Update
Recommended Action: Information only.
8. Agreement with TransTrack to Develop a Marin Access Travel Navigator Eligibility Platform
Recommended Action: Authorize General Manager to execute an agreement with TransTrack to develop the Marin Access Travel Navigator eligibility platform for an amount not to exceed \$84,600 and \$10,560 for annual maintenance fees.

Adjourn



All Marin Transit public meetings are conducted in accessible locations. Copies of documents are available in accessible formats upon request. If you require Translation Assistance, American Sign Language Interpreters, Assistive Listening Devices or other accommodations to participate in this meeting, you may request them by calling (415) 226-0855 (voice) or contact the California Relay Service by dialing 711 to connect to the telephone listed above. **Requests must be received no less than five working days prior to the meeting to help ensure availability.** For additional information, visit our website at <http://www.marintransit.org>

Late agenda material can be inspected in the office of Marin Transit, between the hours of 8:00 a.m. and 5:00 p.m. Monday through Friday. The office is located at 711 Grand Avenue, Suite 110, San Rafael, CA 94901.

Todas las reuniones públicas de Marin Transit se llevan a cabo en lugares accesibles. Están disponibles copias de los documentos en formatos accesibles, a solicitud. Si usted requiere ayuda con la traducción, intérpretes de Lenguaje Americano de Señas, dispositivos de ayuda auditiva, u otras adaptaciones para participar en esta reunión, puede solicitarlas llamando al (415) 226-0855 (voz) o comunicarse con el Servicio California Relay marcando al 711 para conectarse al número de teléfono mencionado. **Las solicitudes deben recibirse a más tardar cinco días laborables antes de la reunión para ayudar a asegurar la disponibilidad.** Para obtener información adicional, visite nuestro sitio web en <http://www.marintransit.org>

Material de agenda de última hora puede ser inspeccionado en la oficina de Marin Transit, entre las horas de 8:00 am y 5:00 pm. La oficina está ubicada en 711 Grand Avenue, Suite 110, San Rafael, CA 94901.



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July 13, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: General Manager Report – Monthly Report: April 2020

board of directors

Dear Board Members:

dennis rodoni
president
supervisor district 4

RECOMMENDATION: This is a recurring information item.

kate colin
vice president
city of san rafael

SUMMARY: The attached monthly report provides an overview of Marin Transit operations for the monthly period ending April 30, 2020. The monthly reports summarize statistics on the performance of Marin Transit services and customer comments.

judy arnold
2nd vice president
supervisor district 5

Overall ridership in April 2020 decreased by 78.9 percent compared to April 2019. Ridership on fixed-route services decreased significantly by 78.0 percent. Ridership on Marin Access services decreased by 77.8 percent. No yellow bus services were provided in April due to school closures. April 2020 was the second month of ridership affected by the ongoing COVID-19 global pandemic.

damon connolly
director
supervisor district 1

Additional detailed analyses of system performance and trends are provided in separate quarterly and annual reports, including route-level statistics and financials. These reports are available on the District's website at <http://marintransit.org/monitoringreports.html>.

eric lucan
director
city of novato

FISCAL/STAFFING IMPACT: None associated with this report.

katie rice
director
supervisor district 2

Respectfully submitted,

kathrin sears
director
supervisor district 3

Nancy Whelan
General Manager

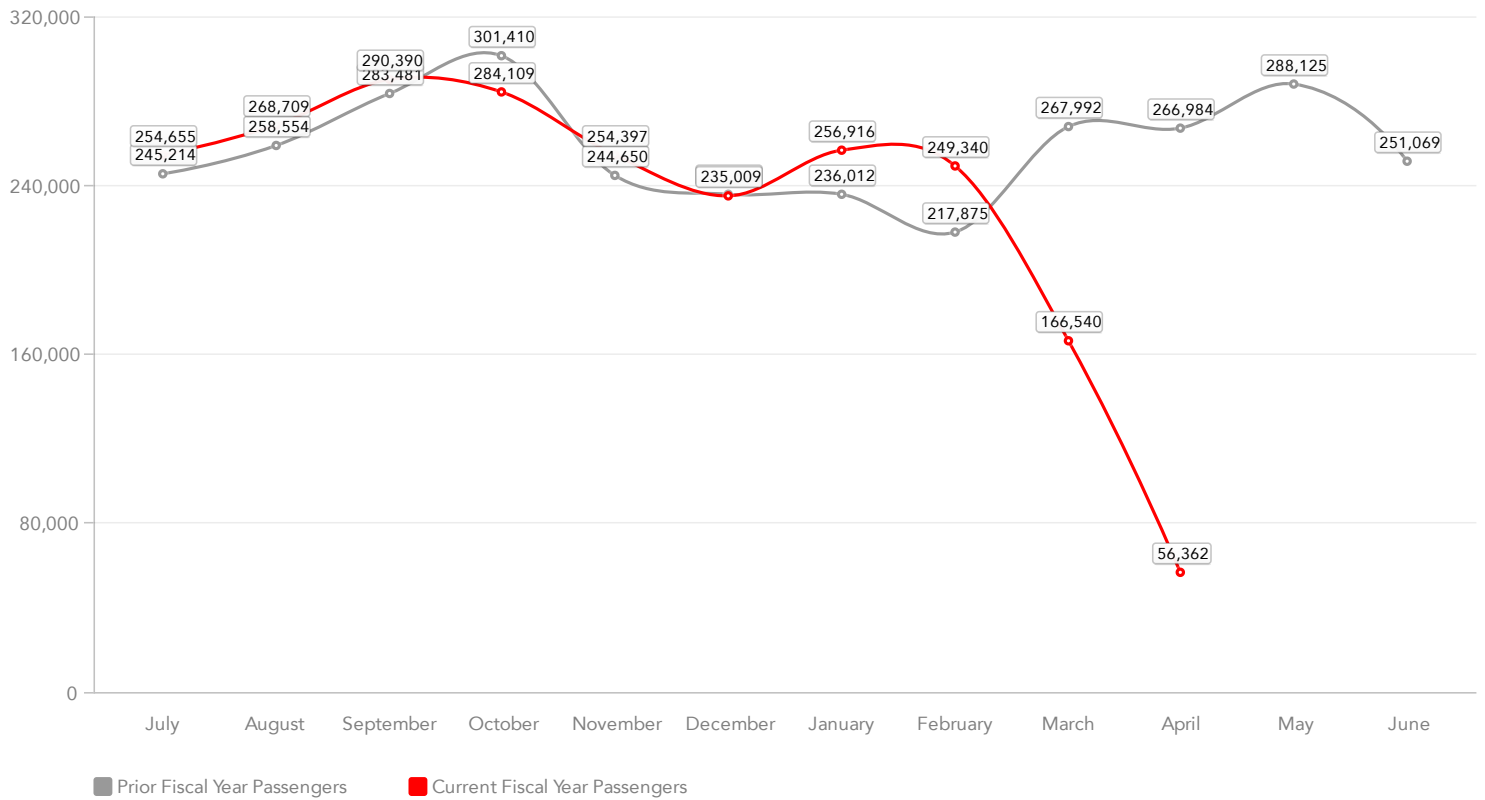
Attachments

FISCAL YEAR

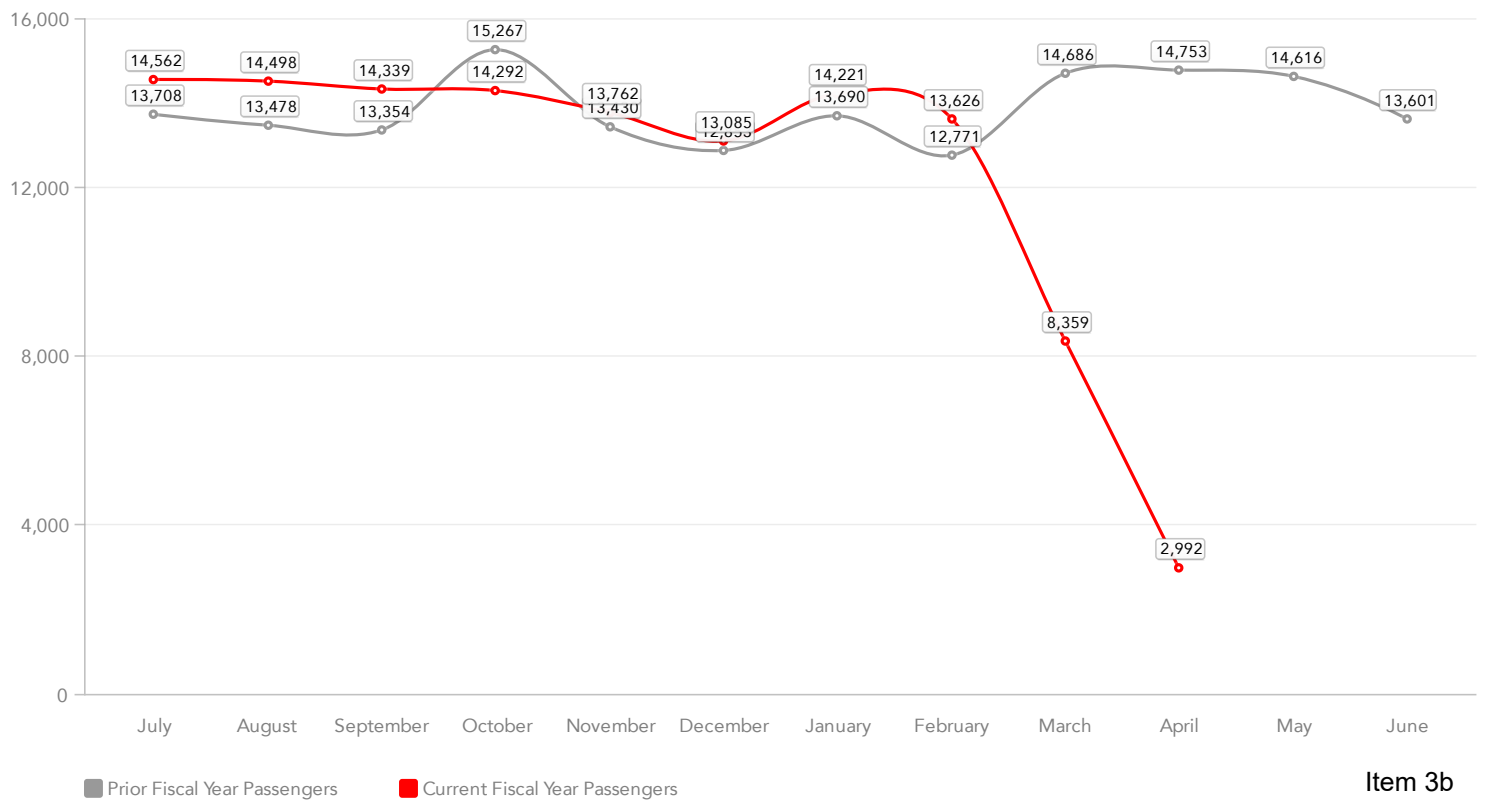
2020

Year-to-Date Ridership Trends

Fixed-Route Passengers (incl. Yellow Bus) by Month



Demand Response Passengers by Month

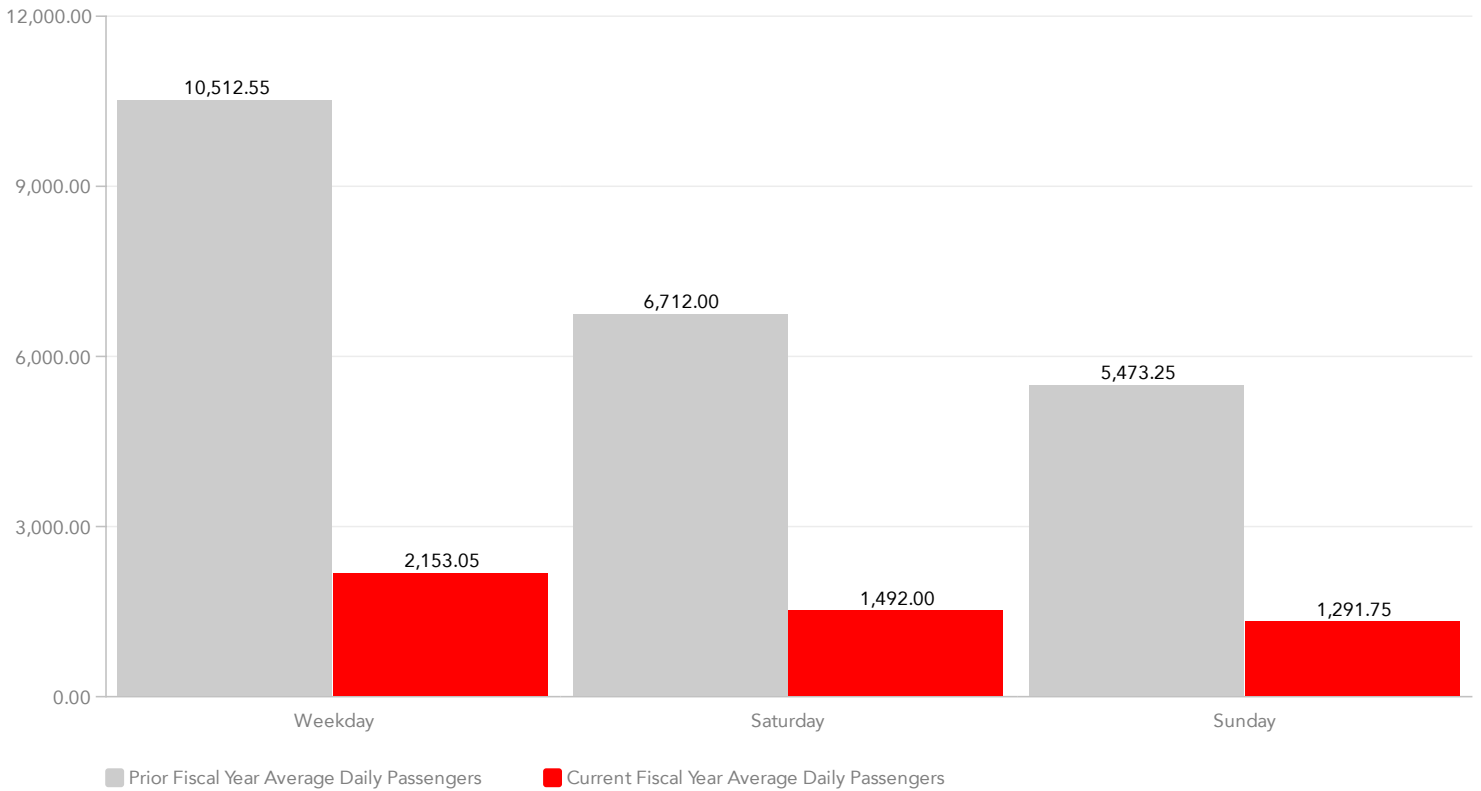


Monthly Statistics

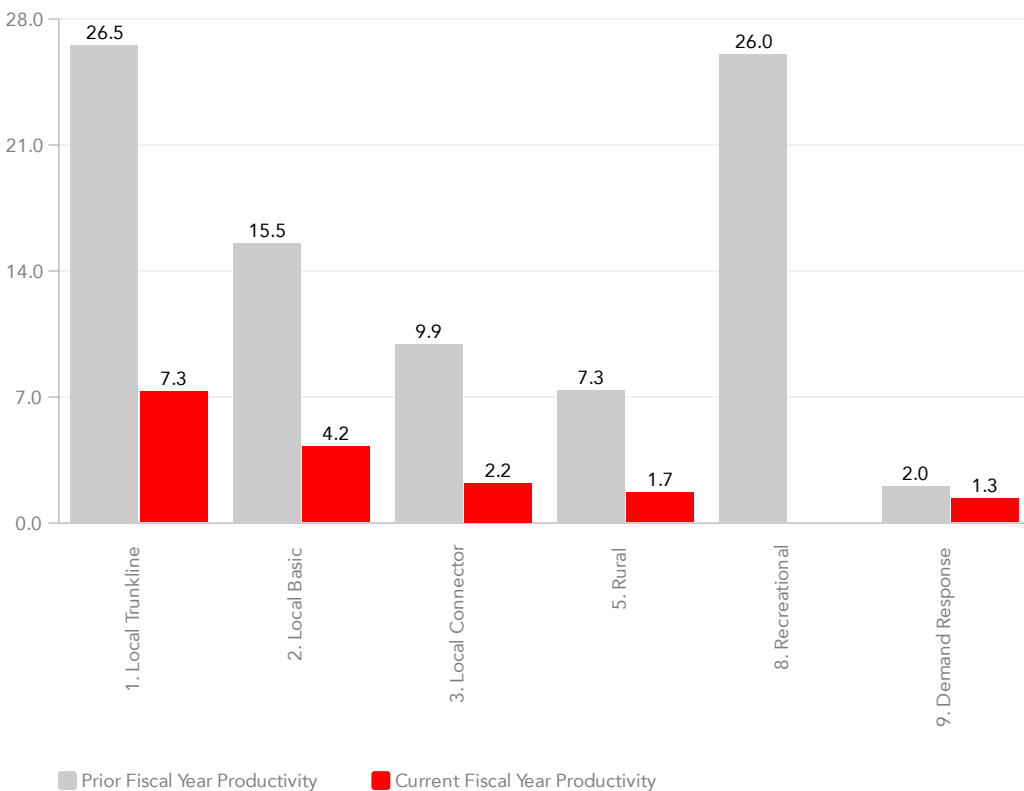
MONTH

April

Average Systemwide Daily Passengers



Productivity (pax/hr) by Typology



Route Typologies

- 1. Local Trunkline:
Routes 35, 36, 71X
- 2. Local Basic:
Routes 17, 22, 23, 23X, 29, 49
- 3. Local Connector:
Routes 219, 228, 233, 245, 251, 257
- 5. Rural:
Routes 61, 68
- 8. Recreational:
Routes 66/66F
- 9. Demand Response:
Local Paratransit, Novato Dial-A-Ride, Rural Dial-A-Ride



Month: April 2020

Category	Program							Total
	Fixed-Route Local	Fixed-Route Shuttle	Stagecoach & Muir Woods	Supplemental & Yellow Bus	Demand Response	Mobility Management	Systemwide	
Commendation	1	0	0	0	0	1	0	2
Service Delivery Complaint	9	5	0	0	2	0	0	16
Accessibility	0	0	0	0	0	0	0	0
Driver Conduct Complaint	4	1	0	0	1	0	0	6
Driving Complaint	0	1	0	0	1	0	0	2
Early Trip	0	0	0	0	0	0	0	0
Equipment Issue	0	0	0	0	0	0	0	0
Farebox	0	0	0	0	0	0	0	0
Late Trip	2	0	0	0	0	0	0	2
Missed Connection	0	0	0	0	0	0	0	0
Missed Trip	0	0	0	0	0	0	0	0
No-Show	0	0	0	0	0	0	0	0
Off-Route	1	0	0	0	0	0	0	1
Pass-Up Complaint	2	3	0	0	0	0	0	5
Service Structure Complaint	0	0	0	0	0	0	0	0
Bus Stop Improvement Request	0	0	0	0	0	0	0	0
Fares	0	0	0	0	0	0	0	0
Other Complaint	0	0	0	0	0	0	0	0
Scheduling Complaint	0	0	0	0	0	0	0	0
Service Improvement Suggestion	0	0	0	0	0	0	0	0
Safety Complaint	0	0	0	0	0	0	0	0

Total Service Hours	8,426	3,550	1,306	118	2,254	-	15,653	15,653
Commendations per 1,000 Hours	0.1	0.0	0.0	0.0	0.0	-	0.0	0.1
Complaints per 1,000 Hours	1.1	1.4	0.0	0.0	0.9	-	0.0	1.0

Total Passengers	46,345	7,811	2,206	0	2,106	886	59,354	59,354
Commendations per 1,000 Passenger	0.0	0.0	0.0	0.0	0.0	1.1	0.0	0.0
Complaints per 1,000 Passengers	0.2	0.6	0.0	0.0	0.9	0.0	0.0	0.3

REGULAR MEETING OF THE MARIN COUNTY TRANSIT DISTRICT BOARD OF DIRECTORS

Held Monday, June 1, 2020 at 10:00 A.M. via Zoom

Roll Call

Present: President Rodoni, Vice President Colin, Second Vice President Arnold, Director Connolly, Director Lucan, Director Sears

Absent: Director Rice

Director Colbert was in attendance as a non-voting member

In compliance with local and state shelter-in-place orders, and as allowed by Governor Newsom's Executive Order N-29-20, until further notice the Marin County Transit District meetings will not be providing an in-person meeting location for the public to attend. Members of the public are encouraged to participate remotely via Zoom.

President Rodoni opened the meeting at 10:01 A.M.

1. [Open Time for Public Expression \(limited to three minutes speaker on its District's agenda\)](#)

President Rodoni asked if any member of the public wished to speak. Seeing none he called for Board of Directors' Matters.

2. [Board of Directors' Matters](#)

President Rodoni asked if any member of the Board wished to speak. Seeing none he called for the General Manager's Report.

3. [General Manager's Report](#)

- a. [General Manager's Oral Report](#)
- b. [Monthly Monitoring Report for March](#)

[Staff Report](#)

General Manager Nancy Whelan highlighted the Draft Transit Guidelines from the Transit Industry Working Group for Marin Recovers. The working group includes SMART, Transportation Authority of Marin (TAM), Golden Gate Bridge, Highway and Transportation (GGBHTD), and Marin Transit. The guidelines include these elements:

1. Install Centers for Disease Control signage on vehicles to prevent spread of germs
2. Additional vehicle cleaning and sanitizing
3. Make hand sanitizer available

4. Require riders and staff to wear face coverings
5. Recommend increasing seated capacity limit to 50 percent

Over the next year, the Metropolitan Transportation Commission's 30-member Blue Ribbon Transit Recovery Task Force will convene to guide the future of the Bay Area's public transportation network as the region adjusts to new conditions created by the COVID-19 pandemic. The Task Force has three stages:

1. Expedite distribution of remaining CARES Act funding to Transit Agencies
2. Identify Transit Agency near-term recovery strategies
3. Develop Bay Area Public Transit Transformation Action Plan

Overall Marin Transit ridership in March 2020 decreased by 38.1 percent compared to March 2019. March 2020 was the first month of ridership affected by the COVID19 global pandemic. In mid-April vehicle capacity constraints were implemented and passenger pass-ups are reported through dispatch and documented. Back up service to help minimize pass-ups was initiated on May 29, 2020.

Vice President Colin asked how capacity constraints are likely to affect families traveling together. Ms. Whelan responded that drivers are encouraged to use their discretion with families and late night trips. Ms. Colin asked how capacity will be affected on larger buses if the Transit Working Group's guidelines for Marin Recovers are implemented. Ms. Whelan replied that the number of passengers would increase to up to 50 percent of transit vehicle capacity.

Director Sears asked how passengers will know where to sit. Ms. Whelan replied that seating is left to the discretion and needs of the passenger or families.

4. [Consent Calendar](#)

- a. [Minutes for May 4, 2020](#)
- b. [Marin County Transit District Third Quarter FY 2019/20 Financial Report](#)
- c. [Marin County Transit District Third Quarter FY 2019/20 Performance Report](#)
- d. [Application for PG&E Electric Vehicle Fleet Program](#)
- e. [First Amendment to Agreement with Civic Edge Consulting for On-Call Public Information and Outreach Services](#)
- f. [Fourth Amendment to Agreement with Marin Senior Coordinating Council \(dba Whistlestop\) for Operation & Maintenance of Marin Access Intercounty and Intracounty Paratransit Services](#)
- g. [Resolution Approving Marin Transit's 2020-2022 Title VI Program Submittal to the Federal Transit Administration](#)

- h. [Response to Civil Grand Jury Report on Web Transparency of Agency Compensation Practices](#)
- i. [Metropolitan Transportation Commission Resolution for Transportation Development Act and State Transit Assistance Funds FY 2020/21](#)

Recommended Action: Approve.

M/s: Director Lucan - Director Sears

Ayes: President Rodoni, Vice President Colin, Second Vice President Arnold, Director Colbert, Director Connolly, Director Lucan, Director Sears

Noes: None

Absent: Director Rice

5. [Marin County Transit District Operating, Capital, Facility Maintenance Budget for FY 2020/21](#)

[Staff Report](#)

Director of Finance and Capital Programs Lauren Gradia presented the Marin County Transit District Operating, Capital, and Facility Maintenance Budget for Fiscal Year 2020-21 for review and adoption. The FY 2020/21 expenditure budget for operations, facility maintenance, and capital projects is \$45.7 million. The proposed budget includes significant reductions in all of Marin Transit's major revenue sources due to anticipated direct and indirect impacts of the COVID-19 pandemic.

{Director Rice present at 10:23 AM}

Marin Transit's annual capital budget of \$10.5 million includes vehicle replacement projects and facility projects. About half of the budget is for purchasing replacement vehicles and includes purchasing six XHF vehicles, nine shuttle vehicles, four-40ft electric buses, 16 paratransit vehicles, and an all-electric staff car. Approximately 54 percent of the proposed FY 2020/21 capital budget will be funded by state and federal grants. The Facility projects include purchase of a yellow bus parking facility and capital improvements to the Rush Landing property. Both projects will expend capital reserve funding, and TAM has allocated \$1.1 million of Measure A reserve funds to the yellow bus parking facility.

Vice President Colin commented she would like context for the service reductions to be posted on the District's website. Director Sears noted the strong short-term financial position of the District. President Rodoni lauded the District's plan to increase passenger capacity on larger buses.

Recommended Action: Approve final FY 2020/21 budget.

M/s: Director Sears - Director Arnold

Ayes: President Rodoni, Vice President Colin, Second Vice President Arnold, Director Connolly, Director Lucan, Director Rice, Director Sears

Noes: None

Absent: None

6. [September 2020 Service Change Summary and Request for Onboard Equipment Purchase](#)

[Staff Report](#)

Director of Operations and Planning Robert Betts presented a summary of the 2020 service changes. Pre-COVID, Marin Transit planning activities targeted September 13, 2020 to make changes as part of its regular process of making services more efficient and productive. He noted that staff may delay these changes and revisit them at a future date if conditions related to COVID-19 present additional unforeseen challenges with any of the proposed changes. These changes will reduce ongoing operating costs with minimum impact on service levels and include:

1. Contractor Exchange on Route 17/17x
2. Service Reductions on Route 22
3. Route 122 Alignment Change
4. Route 61 Weekend Service Adjustment

One-time costs are required to support transferring seven 40ft Gillig vehicles from Golden Gate Transit to Marin Airpporter to operate the Route 17/17x. Staff expects that these costs will not exceed \$307,300.

Director Sears remarked she supports the sensible changes.

Director Connolly asked for clarification on the decrease in service for Route 122. Mr. Betts noted extremely low ridership of less than ten passengers per day and the expansion of the Connect on-demand service to East San Rafael that will start on July 1, 2020.

Recommended Action: Accept information item and authorize purchase of on-board vehicle equipment at a cost not to exceed \$190,000.

M/s: Director Sears - Director Arnold

Ayes: President Rodoni, Vice President Colin, Second Vice President Arnold, Director Connolly, Director Lucan, Director Rice, Director Sears

Noes: None

Absent: Director Rice

7. [Funding of the Marin County Transit District Service Credit Replacement Plan](#)

[Staff Report](#)

General Manager Nancy Whelan outlined the Marin County Transit funding of the Marin County Transit District Service Credit Replacement Plan ("Plan"). The Reallocation Agreement allows CalPERS to reallocate the contributions paid by affected employees and LGS/MSS on behalf of the affected employees, from the CalPERS account for LGS/MSS, without interest, to the Marin County Transit District Service Credit Replacement Plan as though such contributions had been submitted under the Plan on behalf of the affected employees in consideration of the mutual agreements contained in the Reallocation Agreement. The amount to be transferred by CalPERS to the Plan is approximately \$206,0003.

The Interagency Agreement is a conditional agreement to transfer funds in the amount of \$48,000, from the County to the Plan to fulfill the affected employee's reasonable expectations with respect to their potential retirement benefits.

The Reallocation Agreement and Interagency Agreement will achieve the Board's goal to provide the initial funding for the Plan that will provide a defined benefit pension plan with essentially the identical retirement benefit that the impacted employees would have received through LGS.

Director Rice expressed appreciation for the final result and conclusion of the matter. Second Vice President Judy Arnold congratulated staff for the result.

Recommended Action: 1. Approve the Reallocation Agreement among Marin Transit, CalPERS and LGS/MSS, Attachment A; and 2. Approve the Interagency Agreement and Release between Marin Transit and the County of Marin (County"), Attachment B.

M/s: Director Rice - Director Arnold

Ayes: President Rodoni, Vice President Colin, Second Vice President Arnold, Director Connolly, Director Lucan, Director Rice, Director Sears

Noes: None

Absent: Director Rice

Adjourn President Rodoni adjourned the meeting at 11:01 A.M.

SINE DIE

PRESIDENT

ATTEST:

CLERK



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July 13, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: Fiscal Year 2019/20 Contract Awards and Fiscal Year 2020/21 Contracting Opportunities

board of directors

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

Dear Board Members:

RECOMMENDATION: Information only.

SUMMARY:

Staff brought a report on contract awards for the first half of FY 2019/20 to your Board in January 2020. This report provides an update and lists all contracts awarded in FY 2019/20 and anticipated solicitations for FY 2020/21.

FY 2019/20 Contract Awards

Marin Transit entered into 70 agreements. Of these, 22 are revenue or non-financial agreements. Your Board awarded 22 agreements for a total value \$9.9 million. The General Manager has the authority to approve contracts up to \$25,000 and approved a total of \$158,340 in contract awards. With authority from your Board, the General Manager also approves Task Orders and additional years of multi-year contracts as required. In total, the General Manager approved \$139,171 in Task Orders and multi-year agreements with Board authorizations. (Attachment A)

Capital contracts are the largest funding awards. The \$4.9 million contract (#192028) for the purchase of the Rush Landing facility is 44 percent of FY20/21 awarded funds. Vehicle purchase contracts are 36 percent of awarded funds.

Smaller awarded contracts were for printing, vehicle equipment, software, and professional services.

FY 2020/21 Contracting Opportunities

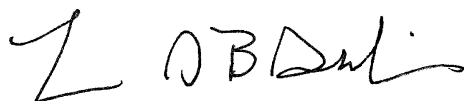
Your Board adopted the FY 2020/21 annual budget on June 1, 2020. Marin Transit staff anticipated the contract opportunities required to deliver the service and projects outlined in the Budget. These are listed in **Table 1** below.

Table 1: FY 2020/21 Contracting Opportunities

Product or Service	Type of Procurement	Procurement Method	Anticipated Release Date	Contract Value over or under \$1 Million
Bus Stop Shelters	Equipment	RFQ	October 2020	Under
4 Electric Vehicles	Vehicles	Piggyback	September 2020	Over
2 Muir Woods Shuttle Vehicles	Vehicles	Joint Procurement	July 2020	Under
On-Call Graphic Design Support	Marketing	RFQ	July 2020	Under
100% Ride Check of Fixed-Route Services	Planning/Data collection	RFP	Oct 2020	Under
Riders Guide Printing	Marketing	RFP	March 2021	Under

FISCAL/STAFFING IMPACT: There are no fiscal impacts associated with this information item.

Respectfully submitted,



Lauren Gradia
Director of Finance and Capital Programs

Attachment A - FY2019/20 Contract Awards

Attachment A
FY2019/20 New Contract Awards

Contract #	Contract Title	Date of Award	Contractor	Board Awards	Other Awards (Under \$25,000)	Previous Board Authorizations
192001	Support for Marin Access Programs in West Marin	7/1/2019	West Marin Senior Services	\$16,400		
192002	<i>Not issued</i>	NA				
192003	Purchase of Four-29 Foot XHF Buses	4/1/2019	Creative Bus Sales	\$1,656,421		
192004	<i>Revenue</i>					
192005	Scheduling Software	7/1/2019	Optibus Inc.	\$178,200		
192006	Bus Stop Maintenance 3rd addendum	7/15/2019	Clean Solutions Services, Inc.			\$2,960 ¹
192007	Not issued					
192008	<i>Revenue</i>					
192009	Legal Services-Amendment 1	7/26/2019	Thompson Coburn		rates & time	
192010	Actuarial Consulting Services-Amendment 1	7/1/2019	David Dougherty, LLC		time only	
192011	Prof. Services-LGS/PERS Support-Amendment 2	7/1/2019	Matsumoto Consulting		time only	
192012	Legal Services-Amendment 1	7/25/2019	Shute Mihaly & Weinberger		rates & time	
192013	Employee Assistance Program (EAP) Renewal	7/30/2019	ESI Group		\$2,525	
192014	Appraisal 600 Rush Landing Road Novato	7/30/2019	Nannette Quigley, Appraiser		\$4,125	
192015	Prof. Services- Operations Contracting Review	8/1/2019	David Rzepinski		\$24,650	
192016	<i>Revenue</i>					
192017	<i>Revenue</i>					
192018	Downtown Novato Shelter Cleaning MOU	9/6/2019	Downtown Streets Team		\$6,039	
192019	TripSpark PASS Consulting	10/1/2019	Owl411, LLC		\$15,700	
192020	Appraisal 600 Rush Landing Road Novato (#2)	9/19/2019	Nannette Quigley, Appraiser		\$2,500	
192021	On Demand Software Amendment 2	10/7/2019	NoMad Transit, LLC (VIA)	\$29,000		
192022	Clipper Connection Point	1/14/2020	County of Marin		\$4,800	
192023	Real Time Information Signs and CMAS	10/7/20019	Syncromatics	\$210,000		
192024	Appraisal Services-600 Rush Landing	10/2/2019	David Tattersall & Co		\$2,500	
192025	Develop Maximo & Missed Service import from GGT	10/17/2019	TransTrack		7,260.00	
192026	Task Order 1.6 GES Survey work for land acquisition	11/4/2019	Mark Thomas			26,390.00 ²
192027	Annual Hosting Fees-1st Amendment	11/5/2019	TripSpark Trapeze		\$12,960	

Attachment A
FY2019/20 New Contract Awards

Contract #	Contract Title	Date of Award	Contractor	Board Awards	Other Awards (Under \$25,000)	Previous Board Authorizations
192028	Purchase and Sale Agreement of 600 Rush Landing	11/18/2019	Kaehler Living Trust & Scheller Living Trust	\$4,900,000		
192029	Bus Transfers	11/22/2019	EDM		\$5,722	
192030	Task Order 1.7 Environmental for land acquisition	11/26/2019	Mark Thomas			10,091.00 ³
192031	Retirement Plan Fiduciary Support	7/24/2019	Hub International	\$5,000		
192032	Third Party Administrator for MTC Retirement Plans	12/10/2019	Carlson Quinn	\$10,500		
192033	Via - Addendum 1 -CCPA Certification	12/17/2019	NoMad Transit, LLC		terms only	
192034	<i>Revenue</i>					
192035	Purchase of 600 Rush Landing, Escrow Docs, Assignment of Leases	1/28/2020	600 Rush Landing		terms only	
192036	<i>Revenue</i>					
192037	<i>Revenue</i>					
192038	GES Contract Amendment	3/2/2020	Mark Thomas		time only	
192039	<i>Revenue</i>					
192040	MOU					
192041	<i>Revenue</i>					
192042	Support for Marin Access Programs in West Marin	5/4/2020	West Marin Senior Services		\$16,400	
192043	SGR Construction Change Order #3	10/7/2019	Coastside Concrete		time only	
192044	<i>Revenue</i>					
192045	Property Management Services-600 Rush Landing Novato	3/2/2020	Paseo Properties	\$13,200		
192046	<i>Revenue</i>					
192047	Riders Guide Printing Contract	3/2/2020	MITTERA WISCONSIN, LLC	\$0		
192048	<i>Not Issued</i>					
192049	<i>Not Issued</i>					
192050	36 Month Internet Service Agreement	3/19/2020	Sonic		\$3,459	
192051	Install Syncromatics equipment to the new 11 Gillig buses	4/13/2020	Syncromatics	\$13,197		
192052	Task Order 9 - Site Improvements to 600 Rush Landing	3/20/2020	Mark Thomas			\$99,730 ⁴
192053	<i>Revenue</i>					
192054	Mobility On-Demand Software for Connect	5/4/2020	Uber Technologies Inc.	\$80,000		
192055	Purchase of 15 Paratransit Vehicles	5/4/2020	Creative Bus Sales	\$1,349,090		

Attachment A
FY2019/20 New Contract Awards

Contract #	Contract Title	Date of Award	Contractor	Board Awards	Other Awards (Under \$25,000)	Previous Board Authorizations
192056	Purchase of 9 Shuttle Vehicles	5/4/2020	Creative Bus Sales	\$963,729		
192057	WSW Travel Navigator – Amendment 3	5/4/2020	Whistlestop (WSW)	\$329,555		
192058	DOT - Marin Access Newsletters – Amendment 1	5/4/2020	The DOT Printer	\$10,000		
192059	Prof. Services-LGS/PERS Support - Amendment 3	6/24/2020	Matsumoto Consulting		\$7,600	
192060	Voucher Program for Transit	5/4/2020	Uber Technologies Inc.	\$0		
192061	Fare Media Print	4/17/2020	EDM		\$2,500	
192062	MOU					
192063	Paratransit Operations - COVID Amendment 3	4/27/2020	Whistlestop (WSW)		\$20,000	
192064	Operations Agreement – COVID Amendment 3	4/23/2020	MV Transportation		\$7,500	
192065	Paratransit Operations Agreement - Amendment 4	6/1/2020	Whistlestop (WSW)	\$137,093		
192066	Website Support – Amendment 3	5/6/2020	Blink Tag, Inc.		Rate and time only	
192067	<i>Revenue only</i>					
192068	<i>Revenue only</i>					
192069	MOU					
192070	Operations Contract – COVID Expenses – Amendment 2	pending	Golden Gate Transit			
192071	Contract – COVID Expenses – Amendment 1	pending	Marin Airporter			
192072	Marketing Contract – Amendment 1	6/1/2020	Civic Edge Consulting Services	Time only		
192073	<i>Revenue only</i>					
192074	<i>Revenue only</i>					
192075	Set up of Daily Ops report and customer service analytics - Amendment 12	6/3/2020	TransTrack		\$12,100	
192076	Set up of Paratransit Analytics reporting – Amendment 13	6/9/2020	TransTrack	\$9,000		
192077	<i>Revenue only</i>					
192078-87	Not issued					
192088	AVL Equipment for 7 Gilligs	6/1/2020	Syncromatics	\$68,951		
192089	Camera Equipment for 7 Gilligs	6/1/2020	Seon	\$33,230		
192090	Camera Equipment for 4 XHF's (XB)	4/1/2019	Seon	\$11,900		
192091	<i>Revenue only</i>					
192092	<i>Revenue only</i>					

Attachment A
FY2019/20 New Contract Awards

Contract #	Contract Title	Date of Award	Contractor	Board Awards	Other Awards (Under \$25,000)	Previous Board Authorizations
192093	<i>Revenue only</i>					
Totals:				\$9,877,373	\$158,340	139,171
<ol style="list-style-type: none"> 1. Added services to Clean Solutions Services, Inc Bus Stop Maintenance Contract, Board Authorization on February 4, 2019 2. Task order under Mark Thomas & Co General Engineering Contract, Board Authorization on March 20, 2017. 3. Task order under Mark Thomas & Co General Engineering Contract, Board Authorization on March 20, 2017. 4. Task order under Mark Thomas & Co General Engineering Contract, Board Authorization on March 20, 2017. 						



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board of directors

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

July 13, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: Second Amendment to Agreement with Golden Gate Bridge, Highway and Transportation District for Operation and Maintenance of Local Fixed Route Bus Service

Dear Board Members:

RECOMMENDATION: Authorize General Manager to execute a second amendment to the contract with Golden Gate Bridge Highway and Transportation District (GGBHTD) for operation and maintenance of local transit service to reimburse GGBHTD for added costs associated with cleaning due to COVID-19.

SUMMARY: Staff requests that your Board authorize the General Manager to execute the second amendment to the contract to reimburse GGBHTD for costs associated with enhanced cleaning in response to the COVID-19 public health crisis. The amendment is currently under review with GGBHTD legal counsel. The final amendment language may differ slightly from the attached draft amendment.

On March 13, 2020, the President of the United States declared a National Emergency due to the COVID-19 outbreak. On March 27, 2020 the President signed the CARES Act, which includes \$1.3 billion in public transit funding directed to Bay Area transit operators through Federal Transit Administration (FTA) formula grants (Sections 5307 and 5311). The CARES Act funding provides financial resources to reimburse Marin Transit for labor and material costs associated with cleaning due to the global health pandemic.

GGBHTD's enhanced cleaning protocol includes daily cleaning of bus interiors with the Environmental Protection Agency (EPA) recommended cleaning agent, Virex.

FISCAL/STAFFING IMPACT: Annually, costs associated with this amendment shall not exceed \$192,000. There is no staffing impact.

Respectfully submitted,

Robert Betts
Director of Planning and Operations

Attachment: 192070 GGBHTD – Second Amendment to OM Contract (DRAFT)

192070

SECOND AMENDMENT TO AGREEMENT

BY AND BETWEEN THE
MARIN COUNTY TRANSIT DISTRICT AND GOLDEN GATE BRIDGE, HIGHWAY AND
TRANSPORTATION DISTRICT DATED MAY 18, 2015

THIS AMENDMENT is made and entered into this ___ day of _____, 2020, by and between the MARIN COUNTY TRANSIT DISTRICT, (hereinafter referred to as "Marin Transit" or "District") and GOLDEN GATE BRIDGE, HIGHWAY AND TRANSPORTATION DISTRICT (hereinafter referred to as "Contractor").

RECITALS

WHEREAS, the District and the Contractor entered into an agreement (#141546); and

WHEREAS, the District and the Contractor previously amended the Agreement to adjust Section 401 "Compensation to GGBHTD" to reflect service changes implemented in June 2016.

WHEREAS, on March 4, 2020 the Governor of the State of California proclaimed a State of Emergency to exist in California as a result of the threat of the COVID-19 outbreak; and

WHEREAS, on March 13, 2020, the President of the United States declared a National Emergency due to the COVID-19 outbreak; and

WHEREAS, on March 16, 2020, the Health Officer of the County of Marin ("Health Officer") ordered all individuals living within Marin County to shelter at their place of residence ("Shelter in Place Order") for three weeks beginning on March 17, 2020 through April 7, 2020. The Order limits activity, travel and business functions. On March 31, 2020, the Health Officer extended the Shelter in Place Order through May 3, 2020. On April 29, 2020, the Health Officer extended the Shelter in Place Order through May 31, 2020 ; and

WHEREAS, on March 27, 2020 the President of the United States signed the CARES Act, including \$1.3 Billion in public transit funding directed to Bay Area operators through Federal Transit Administration (FTA) formulas (Sections 5307 and 5311); and

WHEREAS, the public health crisis has caused an increase in the frequency in bus cleaning and sanitization in order to keep the bus operators, maintenance staff, and passengers safe; and

WHEREAS, CARES Act funding provides financial resources to Marin Transit to be reimbursed for labor and material costs associated with cleaning due to the global health pandemic; and

WHEREAS, the duration and full impact of the COVID-19 public health emergency is not yet known; and

WHEREAS, the parties wish to amend the Agreement to allow for the District to reimburse the Contractor for the cost of labor and materials required to perform enhanced cleaning protocols to comply with public health guidance to mitigate the spread of COVID-19.

NOW, THEREFORE, the parties hereby agree to the following amendments as set forth below:

AGREEMENT

- 1) Except as otherwise provided herein all terms and conditions of the agreement shall remain in full force and effect.
- 2) The Agreement requirements and responsibilities will be amended to add I. COVID-19 Public Health Emergency Cost to Clean Reimbursement, to Section 401 COMPENSATION TO CONTRACTOR, as follows:
 - a) Contractor will submit labor and material cost estimates to Marin Transit monthly for approval prior to incurring costs.
 - b) Contractor will bill Marin Transit monthly for direct expenses related to the cleaning of vehicles to properly sanitize them through the duration of the public health emergency.
 - c) Contractor will provide receipts for materials and hours for labor used to clean and sanitize district owned vehicles.
 - d) Annually costs should not exceed \$192,000.

IN WITNESS WHEREOF, the parties hereto have executed this

Addendum on the day first written above.

CONTRACTOR:

MARIN COUNTY TRANSIT DISTRICT:

By _____



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san rafael, ca 94901

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fax: 415.226.0856
marintransit.org

July 13, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: First Amendment to Agreement with Marin Airporter for Operations and Maintenance of Fixed Route Transit Services

board of directors

Dear Board Members:

dennis rodoni
president
supervisor district 4

RECOMMENDATION: Authorize General Manager to execute a first amendment to the contract with Marin Airporter for Operations and Maintenance to reimburse added costs associated with cleaning due to COVID-19 and start-up costs associated with operating and maintaining the Route 17/17X with seven transferred Gillig Hybrid buses.

kate colin
vice president
city of san rafael

SUMMARY: Staff requests that your Board authorize the General Manager to execute the first amendment to the contract to reimburse Marin Airporter for costs associated with enhanced cleaning in response to the public health crisis due to COVID-19.

judy arnold
2nd vice president
supervisor district 5

On March 13, 2020, the President of the United States declared a National Emergency due to the COVID-19 outbreak. On March 27, 2020, the President of the United States signed the CARES Act, which includes \$1.3 Billion in public transit funding directed to Bay Area operators through Federal Transit Administration (FTA) formulas (Sections 5307 and 5311). The CARES Act funding provides financial resources to reimburse Marin Transit for labor and material costs associating with cleaning due to the global health pandemic.

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

Marin Airporter's enhanced cleaning protocol includes daily cleaning of bus interiors with the Environmental Protection Agency (EPA) recommended cleaning agent, Enviro Care Neutral Disinfectant.

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

The first amendment also allows Marin Transit to reimburse Marin Airporter \$10,000 for startup costs related to transferring the route 17/17X from Golden Gate Bridge, Highway and Transportation District (GGBHTD) to Marin Airporter. On June 1, 2020, your Board received a staff report that detailed upcoming service changes for September 13, 2020. The contractor exchange on Route 17/17X will reduce operating costs without impacting service levels and is within the allowable service hours for both the Golden Gate agreement and

Marin Airporter contract. There will be no changes to Route 17/17x schedules. At your June 1, 2020 meeting, your Board approved the purchase of onboard systems necessary to facilitate this transfer. In addition to the onboard equipment, Marin Airporter has requested \$10,000 to cover start-up costs related to driver training and other administrative time needed to successfully operate the service.

FISCAL/STAFFING IMPACT: Under this amendment, annual COVID-19 related costs shall not exceed \$30,000. Costs related to start-up of route 17/17X shall not exceed \$10,000. There is no staffing impact.

Respectfully submitted,

A handwritten signature in black ink, appearing to read 'R. Betts', written in a cursive style.

Robert Betts
Director of Planning and Operations

Attachment: 192071 Marin Airporter – First Amendment to OM Contract

192071

FIRST AMENDMENT TO AGREEMENT
BY AND BETWEEN THE
MARIN COUNTY TRANSIT DISTRICT AND MARIN AIRPORTER DATED JULY 1, 2018

THIS AMENDMENT is made and entered into this 1st day of June 2020, by and between the MARIN COUNTY TRANSIT DISTRICT, (hereinafter referred to as "Marin Transit" or "District") and MARIN AIRPORTER (hereinafter referred to as "Contractor").

RECITALS

WHEREAS, the District and the Contractor entered into an agreement (#171875); and

WHEREAS, on March 4, 2020 the Governor of the State of California proclaimed a State of Emergency to exist in California as a result of the threat of the COVID-19 outbreak; and

WHEREAS, on March 13, 2020, the President of the United States declared a National Emergency due to the COVID-19 outbreak; and

WHEREAS, on March 16, 2020, the Health Officer of the County of Marin ("Health Officer") ordered all individuals living within Marin County to shelter at their place of residence ("Shelter in Place Order") for three weeks beginning on March 17, 2020 through April 7, 2020. The Order limits activity, travel and business functions. On March 31, 2020, the Health Officer extended the Shelter in Place Order through May 3, 2020. On April 29, 2020, the Health Officer extended the Shelter in Place Order through May 31, 2020; and

WHEREAS, on March 27, 2020 the President of the United States signed the CARES Act, including \$1.3 Billion in public transit funding directed to Bay Area operators through Federal Transit Administration (FTA) formulas (Sections 5307 and 5311); and

WHEREAS, the public health crisis has caused an increase in the frequency in bus cleaning and sanitization in order to keep the bus operators, maintenance staff, and passengers safe; and

WHEREAS, CARES Act funding provides financial resources to Marin Transit to be reimbursed for labor and material costs associated with cleaning due to the global health pandemic; and

WHEREAS, the duration and full impact of the COVID-19 public health emergency is not yet known; and

WHEREAS, the parties wish to amend the Agreement to allow for the District to reimburse the Contractor for the cost of labor and materials required to perform enhanced cleaning protocols to comply with public health guidance to mitigate the spread of COVID-19; and

WHEREAS, beginning September 13, 2020, the Contractor will begin operating Marin Transit Route 17 and accept the transfer of seven District-owned vehicles. The parties wish to amend the Agreement to allow for the District to reimburse the Contractor for the cost of “start-up,” including, but not limited to, driver training and equipment installations on the transferred vehicles; and

NOW, THEREFORE, the parties hereby agree to the following amendments as set forth below:

AGREEMENT

- 1) Except as otherwise provided herein all terms and conditions of the agreement shall remain in full force and effect.
- 2) The Agreement requirements and responsibilities will be amended to add I. COVID-19 Public Health Emergency Cost to Clean Reimbursement, to Section 401 COMPENSATION TO CONTRACTOR, as follows:
 - a) Contractor will submit labor and material cost estimates to Marin Transit monthly for approval prior to incurring costs.
 - b) Contractor will bill Marin Transit monthly for direct expenses related to the cleaning of vehicles to properly sanitize them through the duration of the public health emergency.
 - c) Contractor will provide receipts for materials and hours for labor used to clean and sanitize district owned vehicles.
 - d) Annually costs shall not exceed \$30,000.
- 3) The Agreement requirements and responsibilities will be amended to add J. Route 17 start-up costs to Section 401 COMPENSATION TO CONTRACTOR, as follows:
 - a) MCTD, at its discretion, shall determine whether CONTRACTOR’s start-up activities in relation to the addition of Route 17 are significant and warrant compensation. If deemed as such, Contractor shall submit its invoice to MCTD for the start-up compensation relating to the addition of Route 17.
 - b) Such compensation shall not exceed \$10,000.

IN WITNESS WHEREOF, the parties hereto have executed this

Addendum on the day first written above.

CONTRACTOR:

MARIN COUNTY TRANSIT DISTRICT:

By _____



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marintransit.org

July 13, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: Authorizing Resolution and Project List for California's State of Good Repair Program

board of directors

Dear Board Members:

dennis rodoni
president
supervisor district 4

RECOMMENDATION: Adopt Resolution #2020-04 Approving the Project List for FY2020/21 for the California State of Good Repair Program.

kate colin
vice president
city of san rafael

SUMMARY: Staff requests that your Board adopt Resolution #2020-04 (Attachment A) approving the project list and authorizing the General Manager to submit a request for Scheduled Allocation of the SB1 State of Good Repair Funds (SGR) FY2020/21 funds.

judy arnold
2nd vice president
supervisor district 5

The SGR Program is funded with a portion of a new California Transportation Improvement Fee on vehicle registrations created under State Senate Bill (SB) 1. The SB1 SGR program provides approximately \$105 million annually to transit operators in California for eligible transit maintenance, rehabilitation, and capital projects. These funds are allocated to eligible agencies under the State Transit Assistance (STA) Program formula pursuant to Public Utilities Code (PUC) section 99312.1. Under the STA formula, half of the funds are allocated based on population and half based on transit operator revenues.

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

This is the third year of funding under the SB1 SGR program. For FY2020/21, the State Controller has indicated that \$265,221 will be available to Marin Transit according to our revenue share. At this time, no reduction is expected to the funding generated from vehicle registrations.

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

Marin Transit Project List

Consistent with prior years, Marin Transit staff recommends programming the FY2020/21 SGR funds towards vehicle purchases to ensure the state of good repair of the District's revenue vehicle fleet. As shown in Table 1, the SGR fund will contribute the 18 percent local match to the federal Section 5307 project funding for the replacement of nine shuttle vehicles and the remaining funds

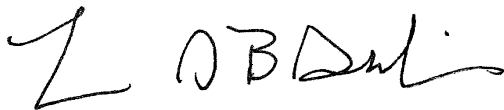
from project cost savings will be available for six percent of the budget for the purchase two 35ft XHF vehicles used in the rural and seasonal programs.

Table 1: Marin Transit SGR Project List

<i>Project Title</i>	<i>Project Description</i>	<i>FY2020/21SB1 SGR</i>	<i>Local Property Tax & Measure A/AA</i>	<i>Federal Funds</i>	<i>Total</i>
<i>Purchase Nine Shuttle Replacement Vehicles (SC)</i>	<i>Replace nine shuttle vehicles that are beyond their useful lives, (7-year life)</i>	<i>\$208,980</i>	<i>\$0</i>	<i>\$952,020</i>	<i>\$1,217,241</i>
<i>Purchase two 35ft XHF replacement vehicles (XC)</i>	<i>Replace two 35ft XHF vehicles used primarily for the Muir Woods Shuttle that are beyond their useful lives (12-year life)</i>	<i>\$56,241</i>	<i>153,000</i>	<i>\$697,000</i>	<i>\$906,241</i>

FISCAL IMPACT: With this action, Marin Transit will have the requisite Board approvals to apply for the \$265,221 in FY2020/21 SGR funding. This programming of SGR funds is consistent with District's adopted 10-year capital plan and reduces the need to use capital reserves on vehicle replacement projects.

Respectfully submitted,



Lauren Gradia
Director of Finance and Capital Programs

Attachment A - Resolution 2020-04

RESOLUTION #2020-04**APPROVING THE PROJECT LIST FOR FY 2020/21
FOR THE CALIFORNIA STATE OF GOOD REPAIR PROGRAM**

WHEREAS, Senate Bill 1 (SB 1), the Road Repair and Accountability Act of 2017, establishing the State of Good Repair (SGR) program to fund eligible transit maintenance, rehabilitation and capital project activities that maintain the public transit system in a state of good repair; and

WHEREAS, SGR funds are allocated by the *Metropolitan Transportation Commission*; and

WHEREAS, the *Marin County Transit District* share of SGR funds for fiscal year 2020/21 is estimated to be \$265,221; and

WHEREAS, these funds will be used towards the purchase of nine shuttle replacement vehicles; and

WHEREAS, any cost savings will be used towards the purchase of two 35ft narrow bodied fixed route replacement vehicles; and

WHEREAS, in order to qualify for these funds, the *Marin County Transit District* is required to submit a proposed project list to California Department of Transportation (Caltrans) on an annual basis;

NOW, THEREFORE, BE IT RESOLVED that the Board of Directors for the Marin County Transit District hereby approves the SB1 State of Good Repair Project List for FY 2020/21; and

NOW, THEREFORE, BE IT RESOLVED by the Board of Directors of the *Marin County Transit District* that the fund recipient agrees to comply with all conditions and requirements set forth in the Certification and Assurances document and applicable statutes, regulations and guidelines for all SGR funded transit capital projects; and

NOW THEREFORE, BE IT FURTHER RESOLVED that the *General Manager* is hereby authorized to submit a request for Scheduled Allocation of the SB1 State of Good Repair Funds and to execute the related grant applications, forms and agreements.

APPROVED AND PASSED this 13th day of July 2020

President

ATTEST:

Nancy Whelan, General Manager



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July 13, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

**SUBJECT: Purchase Agreement with Creative Bus Sales, Inc.
for Two 35-foot XHF Buses for an amount not to exceed
\$890,000**

board of directors

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

Dear Board Members:

RECOMMENDATION: Authorize General Manager to complete the purchase of two 35-foot XHF buses for an amount not to exceed \$890,000 and approve budget amendment 2021-02.

SUMMARY:

Staff recommends that your Board authorize the General Manager to purchase two 35-foot heavy duty XHFs to replace similar buses in service for the Muir Woods Shuttle Program that are beyond their useful life. Attachment A provides a description of the vehicles.

The District will procure these vehicles through a cooperative vehicle purchasing agreement with the Morongo Basin Transit Authority (MBTA) and CalACT. The cooperative agreement enables transit agencies to purchase a variety of vehicles from different vendors and manufacturers, while avoiding the administrative burden of issuing bid packages. This arrangement reduces agency costs and the time required to purchase smaller quantities of vehicles. Use of this agreement complies with federal statutes and regulations applicable to all third-party contracts.

The two XHFs will replace the first vehicles Marin Transit purchased for the Muir Woods Shuttle program in 2010. The XHFs are comparable to the vehicles they will replace in terms of size and capacity. Staff selected them from the list of pre-approved vehicles covered by the cooperative agreement. The vehicles will be decaled and equipped with a farebox, Clipper, security cameras, Syncromatics real-time vehicle tracking and other equipment consistent with the rest of Marin Transit's fleet.

In preparing to replace the two vehicles, Marin Transit evaluated available zero-emission battery electric bus options. Currently, battery electric buses cannot travel the distances and grades required for the Muir Woods Shuttle. There are no federally-

approved options for a zero-emission narrow body bus that can navigate the terrain of West Marin.

FISCAL/STAFFING IMPACT:

The total cost of the two replacement XHF's will not exceed \$906,241. The Creative Bus Sales purchase order for these vehicles will not exceed \$851,000. The remaining budgeted cost is for staff time and to install vehicle equipment such as security cameras, fareboxes, AVL, and Clipper. This project budget identified in the Transit FY2020/21 Budget as XC – Two XHF Replacements was based on an estimate of vehicle costs from the prior CalACT cooperative purchasing agreement. The base price for the new vehicles is higher in current cooperative purchasing agreement. Staff request that your Board approve budget amendment 2021-02 to increase the project budget by \$56,241 to a total of \$906,241. This purchase is funded with \$697,000 in federal section 5307 funds, \$153,000 in Measure AA capital funds, and the budget increase of \$56,241 will be funded with FY2020/21 State Transit Assistance – State of Good Repair funding.

Respectfully Submitted,



Keith Green
Capital Analyst

Attachment A: Vehicle Description

2 - 35ft El Dorado National XHF Buses



Vehicle Facts

- Useful Life:** 12 years
- Engine:** Diesel
- Passenger Seating:** Freedman Mid High (41 seats)
- Farebox:** GFI 36" High Odyssey
- Clipper Regional Fare System Reader:** One mounting location
- Surveillance Cameras:** Seon Explorer TX8, (6) Color Cameras
- AVL:** Syncromatics with Voice Anunciator
- Destination Sign:** Hanover 100% Amber LED
- Wheelchair Ramp:** Lift-U, LU-18, front door
- Wheelchair Postions:** 2
- Bicycle Rack:** Sportworks, 2 position

Project Timeline

- **July 13, 2020:** Board Approval
- **July/August 2020:** Receive CalACT Letter of Assignment, place order
- **August 2021:** Estimated Vehicle Delivery





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July 13, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: Update on the Condition of Marin County Bus Stops

Dear Board Members:

board of directors

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

RECOMMENDATION: Information only.

SUMMARY:

Bus stops are a highly visible aspect of transit service for both current and potential riders in Marin County. Stops should be easily identifiable, safe, accessible, and comfortable. This report will discuss the condition of Marin Transit bus stops as surveyed in 2017, improvements to stops since 2008, and the process for prioritizing future stop improvements.

There are 666 bus stops in the Marin County. Local and regional routes both serve 338 stops, 245 stops are local Marin Transit service only, and 83 are regional-only stops served by Golden Gate Transit (GGT). In 2017, Marin Transit conducted a survey of all the bus stops that we serve. This includes the shared service stops and local service only stops. The purpose of the survey was to update information on our bus stop conditions and for prioritizing future bus improvements. Staff has provided a table that summarizes the stop information as an attachment to this report.

Marin Transit's full Bus Stop Database contains 74 data points for each stop including, but not limited to jurisdiction, routes that serve the stop, pictures, ADA accessibility, stop amenities, and ridership information. Any subset of this information is available upon request from Marin Transit Staff, however requesting the whole database may not be useful due to the amount of data it contains. A full list of the data fields is included as an attachment to this report.

BACKGROUND:

This report focuses on the 583 stops that Marin Transit serves and excludes Regional only stops. Below is a table of all the stops in the county.

Table 1 - Marin County Bus Stops

Service Area (Marin County)	828 square miles
Jurisdictions	12
Bus Stops	666
Local Stops (Marin Transit Only)	245
Regional Stops (GGT Only)	83
Shared Stops (Marin Transit & GGT)	338

Marin Transit's 2006 Short Range Transit Plan (SRTP) outlined the minimum standards for a bus stop based on the amount of passenger activity. Staff added 2017 ridership information to this table to indicate the number of Marin Transit stops in each category. Marin Transit has been working towards ensuring that all bus stops in the county meet these standards.

Table 2 - Minimum bus stop standards from Marin Transit's 2006 SRTP

	Transit Center/Transfer Facilities	Highway 101 Pad Stop	High Use Stop (>100/day)	Medium Use Stop (>50/day)	Low Use Stop (<50/day)
ADA Accessibility*	Meets all requirements	Meets all requirements	Meets all requirements	Meets all requirements	Signed if not accessible (rare condition)
Signage	All Stops	All Stops	All Stops	All Stops	All Stops
Information	Kiosk, with real time information if possible, display of system map, route and schedule information. Identify transfer locations	Real time information if possible, displays of system map, route and schedule information. Identify transfer locations.	Real time information if possible, displays of system map, route and schedule information. Identify transfer locations.	Route map and schedule information	Route map and schedule where possible
Shelters	Shelters at all boarding locations	Shelters at all boarding locations	Shelters where feasible	Shelters optional	
Benches	Benches throughout facility convenient to all boarding locations	Benches inside shelters and all boarding locations	Benches at all stops where physically feasible	Benches at all stops where physically feasible	
Other amenities	Night Lighting Trash receptacles Public phones Restrooms where possible Bicycle storage	Night lighting Trash receptacles	Night Lighting Trash Receptacles Bicycle storage		

Number of Stops matching criteria based on 2017 Ridership Data	4	20	32	50	501
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* ADA Accessibility includes a 5' x 8' wheelchair landing pad for boarding a bus and an accessible path of travel from the nearest intersection.

Bus Stop Improvement Projects

Marin Transit has completed several bus stop capital improvement projects over the last seven years. These range from updating bus stop signage in 2013 to the complete redesign of the major bus transfer facility at Redwood and Grant in Novato.

The District does not have physical jurisdiction over bus stops and must partner with local jurisdictions to make improvements and ensure that stops are safe and meet minimum standards for bus stops. These partnerships are critical to addressing the inherent challenges in negotiating each jurisdiction's public process, securing permits, and meeting the design standards of different jurisdictions. Marin Transit has also provided funds or amenities to jurisdictions positioned to make the physical improvements themselves. In such cases, Marin Transit avoids the requirement to complete construction in the jurisdiction's right of way. This option is rarely available as bus stops are typically a low priority for local jurisdictions.

In addition to jurisdictional issues, the unique nature of each site can lead to challenges for making improvements. Many stops are in rural areas that have no sidewalk or are located in areas where there is very little public right of way. This makes it difficult to make improvements or add amenities.

Table 3 – Major Bus Stop Improvement Projects to Date

Project	Stops Affected	Type of Improvement
2013 Signage Update	530	Replaced Bus Stop Signage
South Novato Bus Stop Improvements	4	Accessibility improvements, Stop Relocation
SGR Bus Stop Improvements - Phase 1	12	Accessibility & Amenity improvements
Redwood & Grant	2	Transfer Facility Realignment
SGR Bus Stop Improvements - Phase 2	14	Accessibility & Amenity improvements
Real Time Sign Installation	20	Addition of Real Time Signage

In 2013, Marin Transit updated bus stop signage throughout the county. This changed the signs from simple "Bus Stop" blades to include route, destination, and frequency information at each stop. The signs also each have a Stop ID number that riders can use to obtain real-time information predictions through 511 or Marin Transit's website.

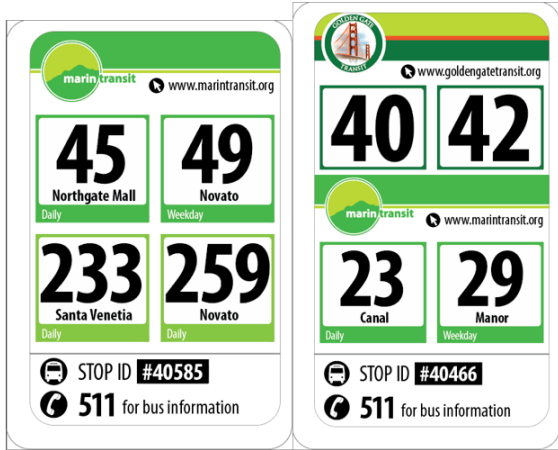


Figure 1 – Example of signs installed in 2013

Marin Transit completed the South Novato Bus Stop Improvements Project in 2013, based on recommendations from a study of the major transfer points in Novato. The project improved pedestrian access to bus stops adjacent to US 101 and safety for those transferring between regional and local stops. The project moved the stop at Rowland Blvd and Redwood Highway closer to the US 101 ramps and improved pedestrian crossings on Rowland Blvd and Ignacio Blvd near the freeway bus pad stops. The study also recommended safety improvements at Redwood and Grant in Novato.

Marin Transit completed Americans with Disabilities Act (ADA) improvements to 12 stops in the first phase of the State of Good Repair Bus Stop Improvement Project in 2015 and a major redesign of the bus transfer facilities located in Downtown Novato at Redwood and Grant in 2017. In 2020, the District completed ADA and amenity improvements at 14 more stops in the second phase of the State of Good Repair project.



Figure 1 – Redwood Blvd & Grant Ave completed in 2017

Marin Transit is currently installing additional Real Time Information Signs in San Rafael in the Canal Area and throughout Novato with funds from a Lifeline grant. These signs will pull real-time data from both Golden Gate Transit regional routes and Marin Transit local routes. Until recently, the District’s real-time signs could only read a data feed from one agency at a time. This could be confusing or frustrating for passengers to see information for only some of the routes serving a stop. Marin Transit had delayed installing additional signage in anticipation of the ability to combine the two data feeds.

Stop Maintenance

There are multiple stakeholders invested in ensuring that bus stops are maintained including the local jurisdiction where stop is located, Marin Transit, and often Golden Gate Transit.

There are four main methods for conducting regular ongoing bus stop maintenance. The City of San Rafael and Golden Gate Bridge and Highway Transportation District (GGBHTD) hold contracts with an advertising shelter company that owns and maintain shelters in the City of San Rafael and along the 101-Corridor. The City of Novato had a similar contract with an advertising shelter company that ended in 2018 for maintaining shelters at 35 stops. The advertiser chose not to renew the contract, and City of Novato staff are actively working with GGBHTD and the District on alternatives, as these stops have fallen into a state of disrepair.



Other stops are maintained by the jurisdictions where they are located. Many trash cans at bus stops are emptied regularly by the jurisdiction along with city-owned trash cans.

Figure 2 – Advertising Shelter example

Marin Transit does not have dedicated maintenance staff and depends on its contractors for regular and emergency stop maintenance. Under Marin Transit’s operations and maintenance contract with GGBHTD, GGBHTD maintains shared stops and stops that support their service on behalf of Marin Transit. Marin Transit contracts with Clean Solutions Services for stops that are local-only that GGBHTD does not serve. This contract includes maintenance for the Redwood and Grant facility. Marin Transit also contracts with the Downtown Streets Team in Novato for twice weekly trash collection at the Redwood and Grant facility. Typically, trash is removed weekly at stops with trash cans. Frequently when a stop has no trash can, it is only maintained in response to reported incidents. Major bus transfer stops are regularly steam cleaned and power washed in addition to the weekly trash removal.

Information on maintenance responsibility at each stop is often undefined due to the number of stops in the county and the many different jurisdictions. Staff often handle maintenance requests on a case by case basis.

Future Projects

The 2017 Bus Stop Conditions Assessment project included a contract to provide preliminary design work for improvements at up to 25 stops. Marin Transit used the data from the assessment to prioritize stops based on accessibility, ridership, operational issues, and community requests and developed preliminary plans for 20 stops. The District uses these plans to secure funding to further develop and construct the designs, including a recent application for a federal 5339 discretionary grant. FTA should announce awards for this grant in the coming months. In the meantime, staff continues to seek out funding and grant opportunities to construct additional prioritized stop improvements throughout Marin.

FISCAL/STAFFING IMPACT: There is no fiscal impact associated with this item.

Respectfully submitted,

Anna Penoyar
Senior Capital Analyst

Attachment A: Bus Stop Summary Sheet

Attachment B: Daily Ridership at Marin Transit Bus Stops Map

Attachment C: Marin Transit Bus Stop Improvement Projects Map
Attachment D: Fields Included in Bus Stop Database

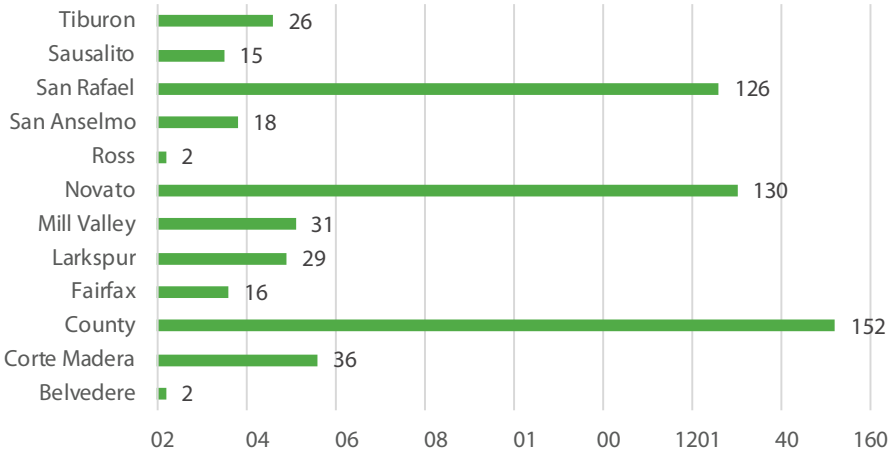


MARIN TRANSIT BUS STOPS

The District conducted a stop conditions assessment in 2017 of the 583 bus stops that Marin Transit serves. This fact sheet summarizes the information collected from that assessment.

Marin Transit serves 583 stops, and there are a total of 666 bus stops in Marin County. The remainder are served by Golden Gate Transit Regional Routes only. A total of 245 stops are served by Marin Transit local service only, and 338 stops are shared between local and regional service.

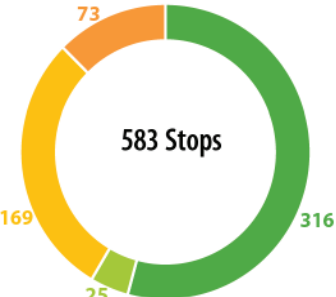
Distribution of Stops across Jurisdictions



BUS STOP ACCESSIBILITY

A Bus Stop is considered accessible if there is a clear path of travel to the stop and a 5'x 8' clear landing pad for wheelchair boarding. The path must be level and at least three-feet wide.

Bus Stop Accessibility



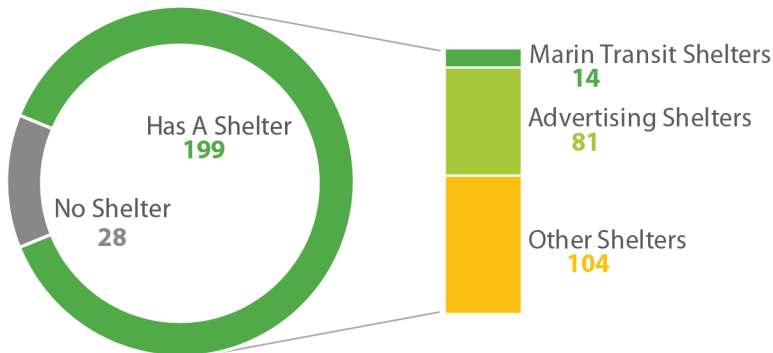
- Stop is Fully Accessible
- Needs Path of Travel Improvement
- Needs Landing Pad Improvement
- Needs Landing Pad and Path of Travel Improvements



Item 4g

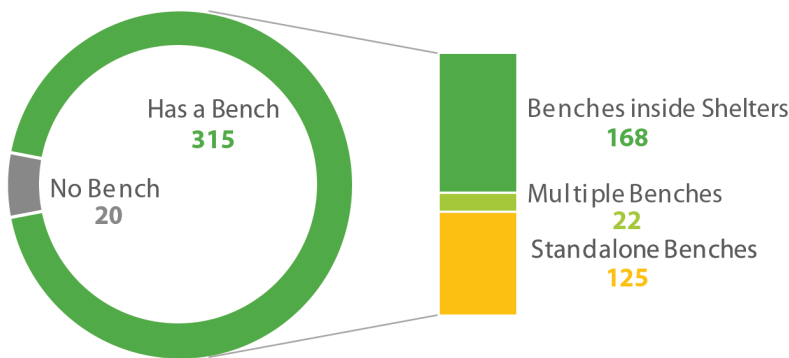
AMENITIES

Bus Stop Shelters



*Dataset includes high and medium use stops where a shelter is recommended and stops that have a shelter

Bus Stop Benches

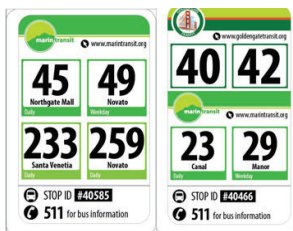


*Dataset includes high and medium use stops where a bench is recommended and stops that have a bench.

IMPROVEMENT PROJECTS

2013 Systemwide Signage Update

Replaced signs at 530 stops to show more route information.



2013 South Novato Bus Stop Improvements

Accessibility & Pedestrian Improvements at four stops and stop relocations to improve transfers



2015 & 2019 State of Good Repair Phase 1 & 2

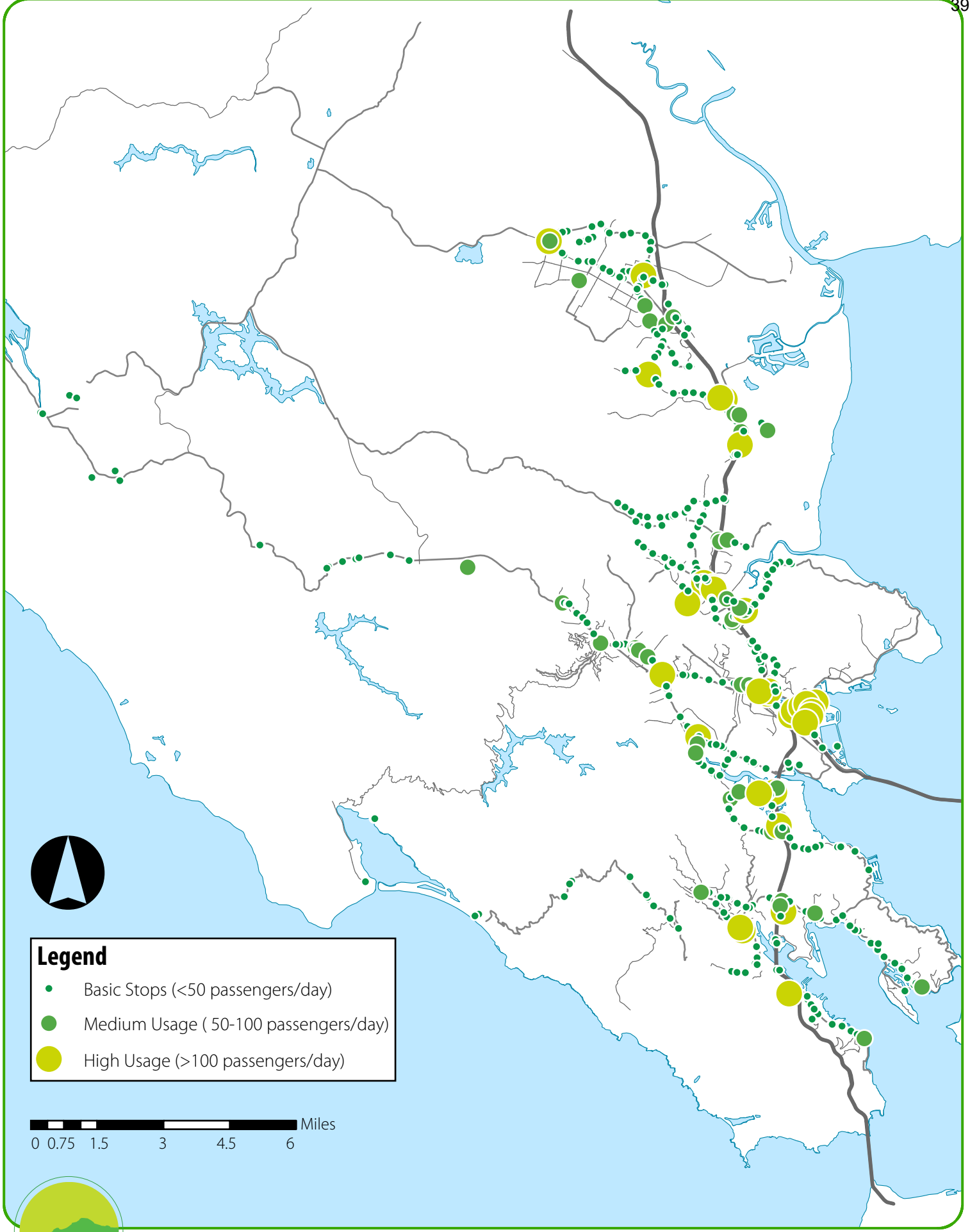
Accessibility & Amenity improvements at 26 stops throughout Marin



2017 Redwood & Grant Transit Improvements

Transfer Facility replacement, realignment, and accessibility improvements





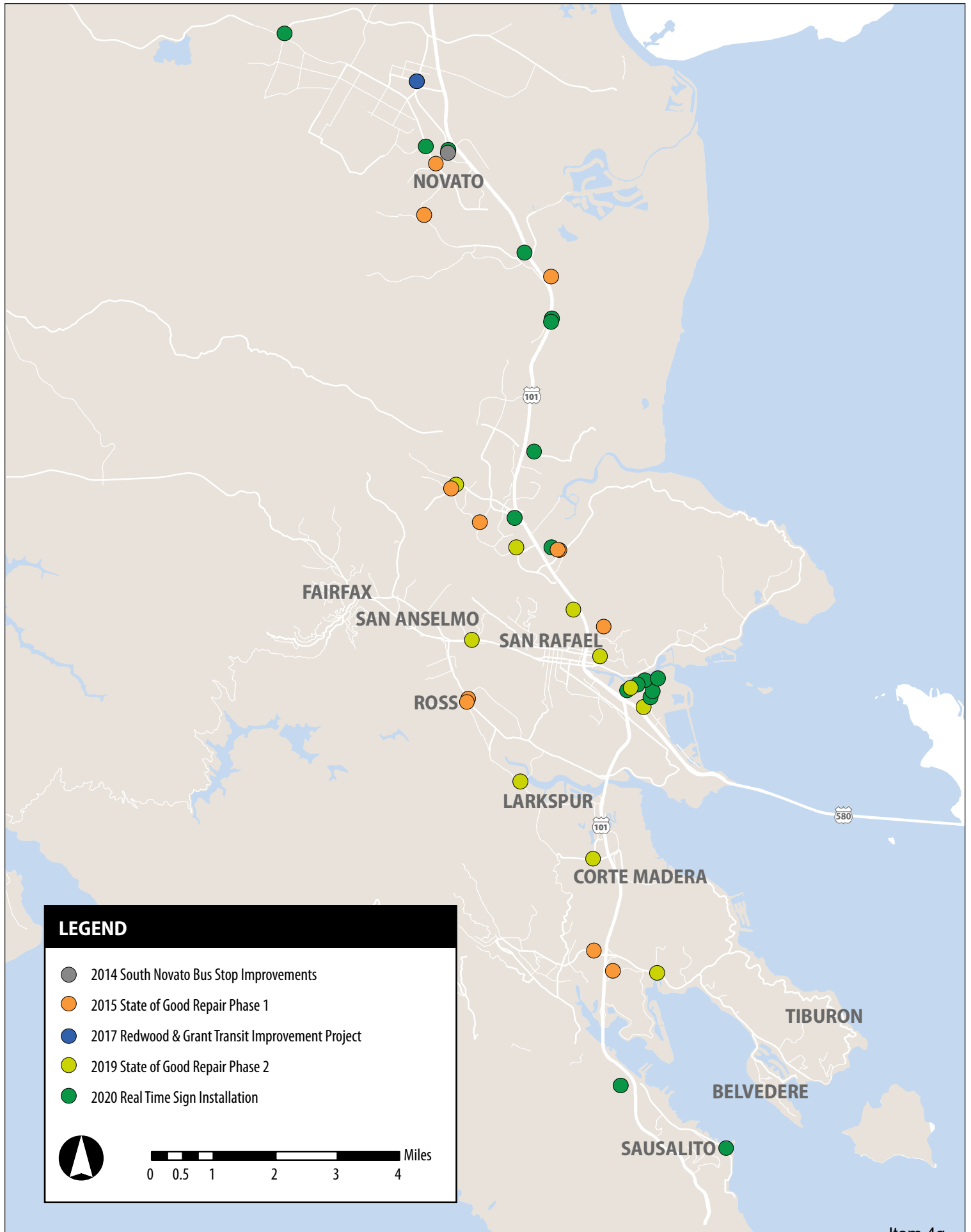
Legend

- Basic Stops (<50 passengers/day)
- Medium Usage (50-100 passengers/day)
- High Usage (>100 passengers/day)

0 0.75 1.5 3 4.5 6 Miles



Daily Ridership at Marin Transit Stops



1	Stop ID
2	Stop Name
3	Date Updated
4	Time Updated
5	Stop Type
6	Stop Status
7	Jurisdiction
8	USGS Elevation
9	Latitude
10	Longitude
Bus Stop	
11	Stop Placement
12	Stop Demarcation
13	Bus Pad
14	Road Markings
15	Bus Stop Length
16	Red Curb Length
17	Sidewalk Width
Bus Stop Sign	
18	Bus Stop Sign Visibility
19	Bus Stop Sign Mounting
20	Marin Transit Routes
21	Golden Gate Transit Routes
22	Real Time Sign
Eye Level Sign 1	
20	Eye-level Sign 1 Type
21	Eye-level Sign 1 Date
22	Eye-level Sign 1 Condition
23	Eye-level Sign 1 Damage Photo
Eye Level Sign 2	
24	Eye-level Sign 2 Type
25	Eye-level Sign 2 Date
26	Eye-level Sign 2 Condition
27	Eye-level Sign 2 Damage Photo
Amenities	
28	Shelter Type
29	Shelter Condition
30	Shelter Missing?
31	Garbage Can Type
32	Garbage Can Condition
33	Bench Inside Shelter
34	Bench Outside Shelter
35	Bench Missing?
Maintenance Needed	
36	Maintenance - Landscaping
37	Maintenance - Graffiti
38	Maintenance - Pavement/Sidewalk
39	Maintenance - Other - Description
40	Overall Candidate for Improvement
41	Needed Improvements
42	Photo - Damage/Maintenance
43	Maintenance Owner (If known)
44	Maintenance Notes
Accessibility	
45	Accessible (Y/N)
46	Wheelchair Landing Pad
47	Accessible Path
48	Non-accessible Path Description
Photos	
49	Photo - Wider Context
50	Photo - Stop and Curb
51	Photo - Close
52	Photo- Other
Kiosk	
53	Kiosk
54	Kiosk Width
55	Kiosk Height
56	Kiosk Panels Count
Large Info Holder	
57	Large Info Holder
58	Large Info Holder Width
59	Large Info Holder Height
60	Large Info Holder Count
Weekday Ridership (2017)	
61	Weekday Ons
62	Weekday Offs
63	Weekday Total Riders
64	Weekday Wheelchair Ons
65	Weekday Wheelchair Offs
Planning	
66	Stop Type_Planning
67	Improved Stop
68	Notes



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July 13, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: Marin Transit Bus Safety Plan

Dear Board Members:

RECOMMENDATION: Approve the Marin Transit Safety Plan.

BACKGROUND: On July 19, 2018, the Federal Transit Administration (FTA) published the Public Transportation Agency Safety Plan (PTASP) Final Rule (49 CFR Part 673). The PTASP requires operators of public transportation systems that receive funding through FTA's Urbanized Area Formula Grants (49 USC 5307) to develop safety plans that include processes and procedures to implement Safety Management Systems (SMS).

The PTASP rule became effective on July 19, 2019. Originally, the rule required transit operators to certify that they have a safety plan that meets the requirements of the rule in place by July 20, 2020. Due to the global COVID-19 pandemic, FTA issued a revised deadline of December 31, 2020. Marin Transit must update and certify its Safety Plan on an annual basis.

SUMMARY: As a recipient of FTA 5307, 5310, 5311, 5339 funds, Marin Transit is required to develop the attached Safety Plan. The plan incorporates all elements as specified by the FTA. These elements are:

- **Safety Performance Targets:** Specific numerical targets set by Marin Transit based on the past three years of data submitted to the National Transit Database. The performance target categories are fatalities, injuries, safety events, and system reliability.
- **Safety Management Policy:** A written statement that contains the transit agency's safety objectives.
- **Safety Management Policy Communication:** Marin Transit's plan for communicating the policy throughout the organization and to our contractors.

- **Employee Safety Reporting Program:** Enables employees to report safety conditions to senior management and includes protections for employees who report safety conditions.
- **Authorities, Accountabilities and Responsibilities:** Specifies an accountable executive, a chief safety officer, and other key staff responsible for implementing the plan. Due to Marin Transit's relationships with multiple contractors, General Manager Nancy Whelan will be the Accountable Executive. Each contractor has identified a Chief Safety Officer. Director of Operations and Planning, Robert Betts, will be the SMS Executive at Marin Transit.
- **Safety Risk Management:** The process for documenting, assessing, and mitigating identified risks. Marin Transit has incorporated tools and processes that staff currently use with the FTA-provided Safety Risk Register.
- **Safety Assurance:** Continual monitoring of Marin Transit's activities to understand safety performance. In addition to monitoring ongoing performance to identify potential risks and safety hazards, safety assurance also includes conducting investigations to identify root causes for safety hazards, monitoring mitigation efforts, and adjusting plans as necessary to ensure mitigation efforts are successful.
- **Safety Promotion:** A description of the safety training program for all Marin Transit employees and contractors who are responsible for safety.

Through the development of the PTASP, Marin Transit documented existing processes and tools used today to identify safety hazards. These processes include requiring contractor data to be reported in the district's database, TransTrack. During monthly meetings with contractors, data reported to TransTrack such as accidents/incidents, vehicle breakdowns, and customer service complaints are reviewed and follow up actions are discussed. Any outstanding action items identified to address the issues are added as projects to the district's web-based project management tool, Trello. A staff member is then assigned as the owner of the project and is responsible for successfully completing identified action items. Marin Transit also relies on the contract with each operator to enforce safety and reporting standards.

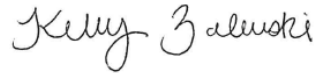
In addition to documenting these existing processes, the PTASP has introduced new processes and tools. For example, Marin Transit and each of the contractors has adopted a safety policy for the first time. In addition, drivers for MV Transportation, Marin Airporter, and Whistlestop Wheels will now have the opportunity to share feedback about safety issues directly to Marin Transit staff via confidential comment boxes. Finally, the district has adopted the use of the Safety Risk Register provided by the FTA to identify risks, rate their hazard potential, and identify mitigation strategies.

Marin Transit relies on its fixed-route transit and paratransit contractors to safely operate the District's services. In developing this Safety Plan, the District required each contractor to submit individual safety plans that address each of the required PTASP elements. These safety plans are included as an attachment to Marin Transit's plan. Contractors will be required to submit an updated plan annually.

Golden Gate Transit will certify their Safety Plan at an upcoming meeting of the GGBHTD Board of Directors. Once their Board has adopted the plan, staff will incorporate it into Marin Transit's Safety Plan as an attachment. Staff will share Golden Gate Transit's final plan with your Board at that time.

FISCAL/STAFFING IMPACT: There is no staffing or fiscal impact associated with this item.

Respectfully submitted,

A handwritten signature in cursive script that reads "Kelly Zalewski".

Kelly Zalewski
Operations Manager

Attachment: Marin Transit Safety Plan

Marin County Transit District Bus Safety Plan 2020

1. Transit Agency Information

Transit Agency Name	Marin County Transit District (Marin Transit or MCTD)		
Transit Agency Address	711 Grand Avenue Suite 110, San Rafael, CA 94901		
Name and Title of Accountable Executive	Nancy Whelan, General Manager		
Name of SMS Executive	Robert Betts, Director of Operations & Planning		
Mode(s) of Service Covered by This Plan	Bus and paratransit	List All FTA Funding Types (e.g., 5307, 5310, 5311)	5307, 5310, 5311, 5339
Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)	Bus and Demand Response (Paratransit)		
Does the agency provide transit services on behalf of another transit agency or entity?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Description of Arrangement(s)
Name and Address of Transit Agency(ies) or Entity(ies) for Which Service Is Provided			

2. Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	Marin County Transit District	
Signature by the Accountable Executive	Signature of Accountable Executive	Date of Signature

Approval by the Board of Directors or an Equivalent Authority	Name of Individual/Entity That Approved This Plan	Date of Approval
	Marin County Transit District Board of Directors	
	Relevant Documentation (title and location)	
Certification of Compliance	Name of Individual/Entity That Certified This Plan	Date of Certification
	Nancy Whelan, General Manager	
	Relevant Documentation (title and location)	

Version Number and Updates			
<i>Record the complete history of successive versions of this plan.</i>			
Version Number	Section/Pages Affected	Reason for Change	Date Issued
1	N/A	Initial release of Safety Plan	7/13/20

Annual Review and Update of the Public Transportation Agency Safety Plan
<i>Describe the process and timeline for conducting an annual review and update of the Public Transportation Agency Safety Plan.</i>
<p>Marin Transit’s Bus Safety Plan is a living document that all contractors and staff use to proactively identify, address, and manage issues associated with system safety. Marin Transit will update this Safety Plan whenever the District SMS identifies a need for change. Each fiscal year, the Accountable Executive, SMS Executives, and executive management will complete a review of the implementation of the Safety Plan by August 1st. At minimum, Marin Transit will revise the Safety Plan and training activities based on the findings of this annual review. As the Accountable Executive, Marin Transit’s General Manager annually certifies the District’s SMS compliance with 49 C.F.R. Part 673.</p>

3. Safety Performance Targets

Safety Performance Targets							
<i>Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.</i>							
	Fatalities		Injuries		Safety Events		System Reliability
Mode of Transit Service	(Total Number per Year)	Rate (per 100k VRM)	(Total Number per Year)	Rate (per 100k VRM)	(Total Number per Year)	Rate (per 100k VRM)	Failures/VRM
MB (Fixed Route Transit Bus)	0	0	≤4	≤0.173	≤4	≤0.173	≥ 25,000
DR (Demand Response)	0	0	≤2	≤0.29	≤2	≤0.29	≥ 100,000

Agency Definitions:

Marin Transit determines the classification of an event based on the definitions described in the National Transit Database Safety & Security Policy Manual.

- **Fatalities:** Total Number of fatalities reported to NTD and rate per total vehicle revenue miles (VRM) by mode. The rate is calculated as (# of fatalities x 100,000)/ VRM.
- **Injuries:** Total number of injuries reported to NTD and rate per total VRM by mode. The rate is calculated as (# of injuries x 100,000)/ VRM.
- **Safety Events:** Total number of safety events reported to NTD and rate per total VRM by mode. The rate is calculated as (# of injuries x 100,000)/ VRM.
- **System Reliability:** Mean distance between major mechanical failures by mode. The rate is calculated as (VRM/Major Failures).

Methodology:

The targets in the table above are based on data submitted to the National Transit Database for the prior three fiscal years and reflect the historical average of data submitted in those three years. The calculations are based on FTA guidance.

Safety Performance Target Coordination

Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.

Marin Transit will transmit safety performance targets to Caltrans Division of Rail and Mass Transit (Caltrans) and to the Metropolitan Transportation Commission (MTC). After the annual review of the Safety Plan, the District will transmit safety performance targets to Caltrans and MTC. Marin Transit will submit annual targets no later than the end of September each year.

	State Entity Name	Date Targets Transmitted
Targets Transmitted to the State	California DOT (Caltrans) (Transmitted to Safety Management System contact: Brian Travis: brian.travis@dot.ca.gov)	Upon approval of plan and annually by September 30
	Metropolitan Planning Organization Name	Date Targets Transmitted
Targets Transmitted to the Metropolitan Planning Organization(s)	Metropolitan Transportation Commission (Transmitted to Transit Asset Management contact: Shruti Hari: shari@bayareametro.gov)	Upon approval of plan and annually by September 30

4. Safety Management Policy

Safety Management Policy Statement

Include the written statement of safety management policy, incorporating safety objectives.

Marin Transit is committed to developing, implementing, maintaining and constantly improving processes to ensure that all activities associated with transit service maintenance, operations, and delivery reflect a balanced allocation of organizational resources, achieve the highest level of safety performance, and meet the established District's standards.

The General Manager (GM) will act as the Accountable Executive. Each of Marin Transit's operations contractors will have a designated Chief Safety Officer who will directly report to the GM. The GM and Chief Safety Officers will ensure that all employees have the means to report on safety concerns and suggestions without the risk of retaliation. All levels of management and all employees are accountable for the delivery of this highest level of safety performance, starting with the GM.

In making this commitment Marin Transit will:

- Ensure that appropriate resources are allocated to support the management of safety in transit vehicle operation, maintenance and all aspects of transit and paratransit service delivery;
- Encourage an organizational culture that consistently fosters safe practices and effective employee safety reporting and communications, and manages safety with the same attention to results as afforded to all other District management systems;
- Integrate the management of safety among the primary responsibilities of all managers and employees;
- Clearly define for all staff, managers, employees, and contractors, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of our safety management system;

- Establish and operate activities to identify and analyze hazards and evaluate safety risks. This includes an employee safety reporting program to identify safety concerns and potential hazards, and eliminate or mitigate such risks to maintain a level of safety performance that meets this Plan's objectives and targets;
- Ensure that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program and is integral to effective management practices, unless such disclosure indicates beyond any reasonable doubt an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures. Employees will be responsible for identifying and reporting on operation and maintenance safety hazards. They will also report on policies and procedures the District may need to be modified, safety events, and all information required to evaluate the causes of an event;
- Comply with and exceed legislative and regulatory requirements and standards, wherever possible;
- Ensure that sufficiently skilled and trained human resources are assigned to implement safety management processes;
- Ensure that all staff are provided with adequate and appropriate safety-related information and training, are competent in safety management matters, and are allocated only tasks commensurate with their skills;
- Establish and measure Marin Transit's safety performance against realistic and data-driven safety performance targets; and
- Ensure the timely delivery of externally supplied systems and services to support bus and paratransit operations and meet our safety performance standards.

Safety Management Policy Communication

Describe how the safety management policy is communicated throughout the agency's organization. Include dates where applicable.

Marin Transit's Safety Management Policy is communicated to all employees, contractors, and the Marin Transit Board of Directors. The policy was communicated to the Board of Directors at a scheduled Board meeting on July 13, 2020 and will be discussed each August after an annual review when staff identify and incorporate any changes to the Safety Plan or safety performance targets.

Marin Transit staff will distribute a copy to each contractor that operates and maintains the District's transit bus and demand response services. Marin Transit directs the safety officers for each contractor to disseminate the safety policy and safety information to their employees through regular safety trainings, meetings, and posting the policy in a common area such as a driver breakroom.

Marin Transit will post a copy of the Safety Management Policy in a public space in Marin Transit administrative offices, and the policy will be available online at <https://marintransit.org/>.

Marin Transit and each of its contractors will review the Safety Management Policy annually at an operations safety meeting and at regularly scheduled meetings throughout the year.

Authorities, Accountabilities, and Responsibilities

Describe the authorities, accountabilities, and responsibilities of the following individuals for the development and management of the transit agency's Safety Management System (SMS).

An organizational chart is provided as an attachment to this document and show the relationships between the Marin Transit Accountable Executive and Key Staff for the operators.

<p>Accountable Executive</p>	<p>The General Manager is the Accountable Executive and ensures that Marin Transit's SMS is effectively implemented. The Accountable Executive:</p> <ul style="list-style-type: none"> ▪ Makes decisions about resources to support asset management, SMS activities, and capital investments ▪ Approves SMS implementation documents ▪ Annually certifies SMS compliance with 49 C.F.R. Part 673 ▪ Communicates the Safety Management Policy to Marin Transit's Board of Directors and throughout the District ▪ Communicates Marin Transit Safety Management Policy to Marin Transit's contractors ▪ Endorses the SMS implementation team and SMS processes ▪ Provides guidance to Key Staff on the District's recommended SMS actions and decision making ▪ Ensures that safety concerns and identified hazards are adequately addressed
<p>SMS Executive</p>	<p>The SMS Executive has the authority and responsibility to implement Marin Transit's SMS Agency Plan and oversees contracted operators to ensure compliance. The SMS Executive:</p> <ul style="list-style-type: none"> ▪ Develops and maintains SMS documentation ▪ Directs safety risk management activities ▪ Briefs the Accountable Executive on the District's SMS ▪ Assists with safety management training ▪ Reviews the SMS agency plan on an annual basis with the Accountable Executive, leadership, and executive management ▪ Ensures the Safety Management Policy is communicated through the agency ▪ Ensures that staff communicate all follow-up information regarding identified safety concerns from the employee safety reporting program. ▪ Ensures that contracted operators have an approved safety plan that the contractor implements and reviews annually ▪ Ensures that contractor adequately address safety concerns and identified hazards
<p>Agency Leadership and Executive Management</p>	<p>Other members of Marin Transit's leadership and executive management with authority and responsibility for implementing the District's SMS include:</p>

	<p>Director of Policy & Legislative Programs</p> <ul style="list-style-type: none"> ▪ Supports the development and maintenance of SMS documentation ▪ Transmits safety performance targets to Caltrans and MTC on an annual basis ▪ Communicates the Safety Management Policy throughout the District ▪ Ensures that the District reviews and updates the Safety Management Policy annually
<p>Key Staff (Marin Transit)</p>	<p>The Operations Manager, Senior Operations Analyst, and Senior Human Resources Analyst will work with the District's contractors to identify safety concerns and hazards and assess and mitigate risks through safety management.</p> <p>Operations Manager</p> <ul style="list-style-type: none"> ▪ Assists with identifying safety concerns and hazards ▪ Assesses and mitigates risk through safety risk management ▪ Oversees employee safety reporting program for contractors; communicates the program to Marin Transit employees and to the Chief Safety Officer for each contract operator ▪ Ensures that staff investigate and document each accident/injury ▪ Ensures that the Safety Management Policy is posted publicly at Marin Transit ▪ Ensures that the Chief Safety Officer for each contractor complies with the contract terms for SMS implementation and ongoing safety regulation ▪ Supports the annual review and update of the policy <p>Senior Operations Analyst</p> <ul style="list-style-type: none"> ▪ Acts as a liaison to the Chief Safety Officer for each of Marin Transit's contractors ▪ Ensures each accident/injury is investigated and documented ▪ Assists with identifying safety concerns and hazards ▪ Assesses and mitigates risk through safety risk management ▪ Supports the annual review and update of the policy <p>Senior Human Resources Analyst</p> <ul style="list-style-type: none"> ▪ Publicly posts the Safety Management Policy at Marin Transit ▪ Updates the Marin Transit Policies and Procedures Manual, and disseminates new information to employees including updates to the Safety Plan
<p>Key Staff (Contractors)</p>	<p>Marin Transit contracts with four different providers for the operation and maintenance of our fixed route bus service and demand response (including mandated complementary paratransit) service. Each contractor develops their own safety plan and SMS that Marin Transit will incorporate into the District's Safety Plan. The Key Staff person for each contractor will be their respective Chief Safety Officer. Contractor roles</p>

and responsibilities as they relate to this Plan are the responsibility of the Safety Officer and described below:

Chief Safety Officer (Contractor)

- Develop and maintain SMS documentation
- Direct safety risk management activities
- Brief the Accountable Executive on SMS
- Direct safety management training
- At minimum, review and update the contractor safety plan and SMS on an annual basis with the Accountable Executive and submit an update to Marin Transit.
- Ensure the Safety Management Policy Statement is communicated throughout the organization.
- Ensure documentation of communication of follow-up information on identified safety concerns through the employee safety reporting program.
- Ensure contractor investigates and documents each accident/injury
- Identify safety concerns and hazards
- Assess and mitigate risk through safety risk management

Employee Safety Reporting Program

Describe the process and protections for employees to report safety conditions to senior management. Describe employee behaviors that may result in disciplinary action (and therefore, are excluded from protection).

Marin Transit Employees and Workplace

Marin Transit directly employs 15 employees who are responsible for administrative, finance, planning, and contractor/operation oversight duties. Per the “Marin Transit Personnel Policies and Procedures Manual,” these employees work in an office environment and are expected to bring any workplace safety hazards to the attention of the Senior Human Resource Analyst and the Accountable Executive. Employees communicate workplace safety hazards via email, phone, or in person. Marin Transit management will take appropriate steps to identify, evaluate, and mitigate unsafe conditions or workplace hazards and train employees on safe work practices.

Bus Operations

Marin Transit contracts with Golden Gate Transit (GGT), Marin Airporter (MA), and MV Transportation (MV) for the operation and maintenance of the District’s fixed route bus services. Marin Transit contracts with Whistlestop Wheels (WSW) for the operation and maintenance of the District’s mandated complementary paratransit service as well as other demand response programs. Each contractor independently provides bus storage, fueling, and bus maintenance at separate facilities. Each contractor is also responsible for recruiting and training bus operators.

Contract Requirements

Marin Transit requires each contractor to develop and maintain a safety and security program that:

- Describes contractor procedures, training actions, and policies to assure a safe and secure environment for passengers and employees;
- Identifies dedicated safety and security personnel;

- Describes contractor emergency planning and implementation activities; and
- Includes a safety and security reporting system.

Marin Transit safety-related requirements for MV, Marin Airporter, and WSW are listed in Section 316 Safety, Security and Emergency Management of the contract. For GGT, these requirements are listed in Section 315 of the interagency agreement. Each operations and maintenance contractor provides the safety, security, and emergency management plan as attachment to the contract.

TransTrack

In addition to a safety and security program, each contract includes reporting requirements (MV, MA, WSW, & GGT in Section 501. Required Reports). Under the reporting requirements, contractors submit information to Marin Transit using the District's TransTrack database program. TransTrack is a web-based data management system that staff can access via a standard internet connection. All Marin Transit employees and key contractor staff have access to this system that captures required data for customer feedback, accidents and incidents, fleet preventive maintenance, and road call activity. Marin Transit has developed and delivered training materials for each contractor to ensure that they provide accurate and timely collection of data in the system.

The District contractually obligates contractors to provide the following safety information:

- **Daily Accident/Incident Reporting:** Contractor staff will enter a daily accident/incident report directly into TransTrack within 24 hours of each accident/incident that occurs on a Marin Transit route. Any major accident involving injuries or significant damage to Marin Transit vehicles will be immediately reported through direct person-to-person contact. Each contractor uses a contact list to reach Marin Transit employees in the event of a major accident.
- **Daily Road Call/Missed Trip/Incident Report:** Contractor must enter all road calls, missed trips, and incidents directly into the TransTrack system within 24 hours of the event. Missed trips and major incidents are reported to Marin Transit staff immediately via email.

Monthly Coordination Meetings

In addition to the use of TransTrack to capture safety information, Marin Transit staff meet monthly with management staff from each contractor to review the operations. This is an opportunity for contractor staff to identify any safety issues in the field, on a bus, or at their maintenance facility. These meetings review and discuss customer feedback and any related safety and training issues.

Marin Transit staff track these issues and steps toward resolution using a web-based project management tool, Trello. There are specific procedures to follow when contractor and Marin Transit staff identify a safety issues that is the responsibility of Marin Transit to mitigate. Marin Transit staff add a card to the Trello board and assign a Marin Transit staff person as owner to oversee the mitigation of the risk and communicate progress to the contractor.

Driver Feedback

Marin Transit has installed "Driver Feedback" boxes in driver breakrooms at MV Transportation, Marin Airporter, and Whistlestop Wheels. The District encourages drivers to provide feedback directly to Marin Transit staff using the provided cards. A driver may choose to identify themselves by name or to provide an anonymous suggestion. The process functions as follows:

1. The driver completes the feedback form located next to the "Driver Feedback" box and places the form in the box.

2. A Marin Transit employee picks up the form at the regularly scheduled monthly coordination meeting
3. The Marin Transit operations team reviews these suggestions quarterly.
4. If a driver reports a hazard or safety concern, the Operations Manager adds this concern to the Safety Risk Register for evaluation. Staff tracks each action item to mitigate the hazard as a card on the Trello board. Staff shares the evaluation and any action items assigned to the contractor with the management team of the relevant contractor and requests that they review, address, and report on resolution to Marin Transit staff.

Conditions that protect a reporting employee from discipline or enforcement action:

Per the Marin Transit Personnel Policies and Procedures Manual, Section 2.5 Whistleblower Rights, District employees or applicants for employment are entitled to disclose to the District, without reprisal, facts that may be deemed to constitute gross mismanagement, significant waste of public funds, abuse of authority, and/or substantial and specific danger to public health or safety.

- **Disclosure Procedure:** Any District employee or applicant for employment with information that may be considered gross mismanagement, a significant waste of funds, an abuse of authority, and/or substantial and specific danger to public health or safety should file with the General Manager or District human resources staff a written statement of facts within sixty calendar days of the act or event. If the complaint involves conduct of the General Manager, the statement may be directed to the President of the District Board of Directors. This filing shall be under penalty of perjury. The statement must include: the name, classification, and signature of the employee; his/her mailing address; the date of filing; and a clear statement of the facts of the complaint and the date upon which the event occurred giving rise to the complaint.
- **District Investigation:** Within 21 calendar days of receipt of the written statement of facts, the General Manager, or Board President if the complaint is about the conduct of the General Manager, will investigate the complaint, may confer with the complainant, determine appropriate action to solve the problem, if any, and will render a decision in writing. If the complainant is dissatisfied with the decision, an appeal may be filed with the Board of Directors within seven calendar days of the date of the written decision of the General Manager or Board President. The Board of Directors will conduct a hearing on the complaint, and its decision will be final.
- **Confidentiality:** Nothing contained in this policy will be deemed to make any record public if the record is preempted from disclosure by Government Code Section 6254, or to require a public hearing or meeting that could otherwise be conducted as a closed session pursuant to Government Code Section 54956.
- **No Reprisals:** The General Manager or President of the Board will make every reasonable effort to assure that any person who files a complaint pursuant to this policy is not subject to reprisals denominated in Government Code Section 53928.

Contractor Specific Processes

The attached contractor safety plans describe their employee safety reporting policies and processes.

5. Safety Risk Management

Safety Risk Management Process

Describe the Safety Risk Management process, including:

- *Safety Hazard Identification: The methods or processes to identify hazards and consequences of the hazards.*
- *Safety Risk Assessment: The methods or processes to assess the safety risks associated with identified safety hazards.*
- *Safety Risk Mitigation: The methods or processes to identify mitigations or strategies necessary as a result of safety risk assessment.*

Safety Hazard Identification

Marin Transit makes every effort to identify and address hazards before they cause problems. The District has processes and reporting tools already in place to assist with identifying hazards. A hazard is defined as any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment. Marin Transit relies on its staff and contract operators to identify and report hazards.

If a hazard is identified through any of the established channels of communications, the Chief Safety Officer for the specific contractor will document the hazard and notify Marin Transit. The hazard information is shared with Marin Transit's operations staff so that they are aware of the risk. Marin Transit's Operations Manager will monitor and manage risk mitigation in the Trello web-based project management tool that District operations staff use daily to monitor task and project completion. See the Safety Management System workflow diagram included as an attachment to this Bus Safety Plan.

Contractor Reporting Responsibility

Marin Transit's operations contracts (Section 501. Reporting) require each contractor to report a variety of operational data directly to the District's TransTrack database. Marin Transit staff have developed training materials and provide regular training to contractor staff to ensure that they are comfortable with the database and are able to input accurate data. Marin Transit's operations staff monitor the submitted data at regular intervals. Operations staff use this data to identify hazards and subsequently initiate investigations to obtain data required to assess and mitigate the risk. Marin Transit requires contractors to report information regarding how they:

- Document and respond to customer service inquiries assigned to the Contractor and document responses within the system;
- Document all daily service disruptions including the type of disruption, any impacts on service levels (adjustments to number of trips, changes in hours/miles), and any relevant description of the incident;
- Document all relevant information for any accident or safety and security incident;
- Document all relevant information for any road call or equipment failure that occurs during revenue service;
- Document all vehicle maintenance issues including when vehicles are not available for service due to maintenance issues, reason for unavailability, and when released for service, etc.;

- Document preventative maintenance by vehicle including type of service performed, mileage, etc. This report will match the Contractor's maintenance records. Marin Transit will audit these records on a random announced or unannounced basis;
- Upload vehicle fluid sample test results;
- Enter end of year vehicle mileage; and
- Maintain an updated operator list.

In addition to required reporting, Marin Transit staff meet monthly with contractors to discuss the day-to-day operations. These meetings are an opportunity to share information. The contractors and their staff are the eyes and ears of Marin Transit services. Marin Transit encourages contractors to report any hazardous conditions that their drivers, maintenance staff, and supervisors observe.

Safety Risk Assessment

Marin Transit and its contractors will conduct a detailed analysis of each identified hazard. Marin Transit will request additional information from the contractor. District staff will work with the contractor's Chief Safety Officer and management to analyze the risk through a series of steps. They will document a complete description of the hazard and gather supporting documentation, including photos and videos. In partnership with the contractor, Marin Transit staff will develop a suggestion to resolve and eliminate or mitigate the hazard. If a hazard cannot be eliminated, the safety risk must be managed. Staff will analyze this risk in terms of how likely it is to happen (probability or frequency) and how bad it could be (severity).

1. Risk Probability

The definition of risk probability is the likelihood that the consequence of the hazard might occur, considering the worst foreseeable - but credible - condition. In determining risk probability, safety management staff must include existing mitigations. The subjective measure is ranked as follows:

Likelihood of Occurrence of the Consequence		
<i>Qualitative Definition</i>	<i>Meaning</i>	<i>Value</i>
Frequent	Likely to Occur Frequently in the life of an item	A
Probable	Likely to Occur Several Times in the life of an item	B
Occasional	Likely to Occur Sometime in the life of an item	C
Remote	Very Unlikely to Occur in the life of an item	D
Improbable	Almost inconceivable that the event will occur in the life of an item	E

2. Risk Severity

Risk severity is the anticipated effect of a consequence of the hazard should it materialize. It is a subjective assessment of the damaging potential of the consequence of the hazard under the worst foreseeable – but credible – condition. In determining the severity of a risk, staff will consider existing mitigations. Risk severity is categorized as follows:

Severity of the Consequence		
<i>Definition Category</i>	<i>Meaning</i>	<i>Value</i>
Catastrophic	Could result in one or more of the following: death, permanent total disability, irreversible significant environmental impact, or monetary loss equal to or exceeding \$10M.	1
Critical	Could result in one or more of the following: permanent partial disability, injuries or occupational illness that may result in hospitalization of at least three personnel, reversible significant environmental impact, or monetary loss equal to or exceeding \$1M but less than \$10M.	2
Marginal	Could result in one or more of the following: injury or occupational illness resulting in one or more lost workday(s), reversible moderate environmental impact, or monetary loss equal to or exceeding \$100K but less than \$1M.	3
Negligible	Could result in one or more of the following: injury or occupational illness not resulting in a lost workday, minimal environmental impact, or monetary loss less than \$100K.	4

3. Risk Assessment Matrix

The Risk Assessment Matrix calculates the risk level based on the risk probability and risk severity analysis. The risk assessment enables Marin Transit to evaluate the acceptability of the safety risk and prioritize safety risk mitigation efforts.

Risk Assessment Matrix				
<i>Likelihood</i>	<i>Severity</i>			
	1 (Catastrophic)	2 (Critical)	3 (Marginal)	4 (Negligible)
A (Frequent)	1A	2A	3A	4A
B (Probable)	1B	2B	3B	4B
C (Occasional)	1C	2C	3C	4C
D (Remote)	1D	2D	3D	4D
E (Improbable)	1E	2E	3E	4E

Risk Assessment Matrix Color Code	
<i>"Tolerability" based on identified severity and likelihood.</i>	
	Unacceptable under the existing circumstances.
	Acceptable based upon mitigations.
	Acceptable with senior management approval.

4. Risk Impact

Risk Impact describes the effects or consequences of the risk associated with the hazard.

Safety Risk Mitigation

When Marin Transit staff or contractor employees identify a hazard, District and contractor staff will track the hazard in a Safety Risk Register log using the FTA template. The log describes the risk, the rating of the risk, and the actions that staff will take to address it. Staff will monitor and manage risk mitigation in the Trello web-based project management tool that the operations department uses daily to monitor task and project completion.

The hazard will be rated with an "as reported" risk assessment ranking. Safety management staff will conduct a re-evaluation after implementing an appropriate mitigation strategy. Re-evaluation will be conducted after an agreed upon period of time to monitor the mitigation strategy. During the re-evaluation, staff will evaluate each action of the mitigation strategy to determine if it should be continued, modified, or discontinued. Staff will use the Safety Risk Register to identify next steps and actions to be taken and will monitor completion of new action items in the project management tool, Trello.

6. Safety Assurance

Safety Performance Monitoring and Measurement

Describe activities to monitor the system for compliance with procedures for operations and maintenance.

Marin Transit uses the TransTrack database to monitor contractor safety performance. Each contract includes reporting requirements. Contractors submit required reporting information to Marin Transit using TransTrack (Section 501. Reporting). Staff access the TransTrack system via any standard internet connection. All Marin Transit employees have access and TransTrack captures required data for customer feedback, accidents and incidents, fleet preventive maintenance, and road call activity. Contractors are contractually obligated to provide the following safety information:

- **Daily Accident/Incident Reporting:** A daily accident/incident report entry will be placed directly into TransTrack within twenty-four hours of each accident/incident occurring on a Marin Transit route. Any major accident involving injuries or significant damage to Marin Transit vehicles will be immediately reported through direct person-to-person contact. Each contractor has a list of Marin Transit employees to contact in the event of a major accident.

- **Daily Road Call/Missed Trip/Incident Report:** Contractor staff will input road calls, missed trips, and incidents directly into the TransTrack system within 24 hours of the event. Missed trips and major incidents will be reported to Marin Transit staff immediately via email.

Marin Transit observes trends that indicate whether the contractor is not performing. For example, if there is an increase in accidents or road calls, Marin Transit will issue a formal letter to the contractor notifying them of non-compliance with the contract. Marin Transit may also seek liquidated damages as allowed under the contract when the contractor is out of compliance.

Marin Transit works closely with contractors to improve performance and to ensure safe and reliable transit services.

The attached contractor safety plans provide more information about the performance monitoring activities for each contractor. In addition, contractors are required to hold regular safety meetings with their bus operators. The attached contractor safety plans describe how each contractor schedules and manages safety meetings.

Describe activities to monitor operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.

Marin Transit staff will conduct monitoring to identify safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended. Monitoring may include safety audits at contractor locations, maintenance audits of District-owned vehicles maintained by contractor, and site visits to bus stops that have had safety improvements to assess effectiveness. Marin Transit staff will work with our contractor's Chief Safety Officer to identify the root cause of any identified failure, address the issue, and implement appropriate solutions.

Marin Transit Operations staff will use the Trello project management tool to monitor the contractor's progress in addressing the issue.

For more information about each individual contractor's safety risk mitigations, see the attached contractor safety plans.

Describe activities to conduct investigations of safety events to identify causal factors.

This is the process for conducting investigations for safety events to identify causal factors:

1. A contractor or public safety officer notifies Marin Transit Operations staff of the safety event.
2. Marin Transit Operations staff request video of the event and a written report from the Chief Safety Officer for the relevant contractor.
3. Marin Transit Operations staff review the submitted materials.
4. Marin Transit Operations staff meet with the contractor to discuss the event, determine the root cause, and identify next steps. This information is documented in the Safety Risk Register.
5. Marin Transit Operations staff create a card in Trello to track contractor due dates and deliverables and confirm that next steps are completed.
6. Once all action items are completed, staff closes the card and the review is completed.

See the activity flow diagram attached to this document for details on the use of various tools in the Safety Management System to monitor and conduct investigations and mitigate risks.

For more information about each individual contractor's safety investigations, see the attached contractor safety plans.

Describe activities to monitor information reported through internal safety reporting programs.

Marin Transit Operations staff monitor information reported through our safety reporting programs via the Trello web-based project management tool. If an event occurs that requires review, response, and contractor resolution, Marin Transit assigns an owner to the Trello card. The owner is responsible for following up with the contractor to ensure that they took the proper steps to mitigate the safety risk and to collect any supporting documentation.

See the activity flow diagram attached to this document for details on the use of various tools in the Safety Management System to monitor to conduct investigations and mitigate risks.

For more information about each individual contractor's internal safety reporting programs, see the attached contractor safety plans.

7. Safety Promotion

Competencies and Training

Describe the safety training program for all agency employees and contractors directly responsible for safety.

Marin Transit Employees

All Marin Transit employees are given a Marin Transit Policies & Procedures Manual when they join the District. Whenever a policy is updated, the Senior Human Resources Analyst issues updated materials.

The District is seeks out and supports training specifically for employees responsible for safety. This includes training from FTA, the National Transit Institute (NTI), and at industry conferences.

Contractor required training program

Per the contract between Marin Transit and each contractor (SEC. 202 personnel performance standards and requirements), contractors are responsible for requiring that all employees complete their Training Program. Contractors are responsible for implementing all aspects of this Training Program throughout the term of the contract. Training shall include courses and instruction in all aspects of the operation and maintenance of services. Any material changes to the contractor's Training Program requires Marin Transit's prior written approval. Training must include:

1. **ADA Sensitivity Training.** Contractor shall require vehicle operators, dispatch personnel, schedulers, public contact personnel, and supervisory employees to complete ADA sensitivity training to better prepare those employees to address situations relating to the physical and cognitive disabilities of passengers. This training should give particular emphasis to situations that may arise in working with clients who experience cognitive or psychiatric impairments.
2. **Drug and Alcohol Program.** Contractor shall require that all safety-sensitive employees, as defined by the FTA, complete drug and alcohol training in accordance with 49 CFR Part 655. In addition, contractor shall provide a Drug and Alcohol Program Manager who has been trained, through an FTA-approved Drug and Alcohol Program Management course, within ninety (90) Days after Contract award, or as soon thereafter as practical, based on course availability.

3. **Required Safety and Security Training.** Contractor shall provide the following safety and security training including annual refresher training, maintained in a separate employee file:
- a. Emergency Response training for all employees.
 - b. National Incident Management System (NIMS) training and Incident Command System (ICS) training for CONTRACTOR operations and safety managers as specified in Section 316B(a).
 - c. Training in Marin Transit and contractor policies, procedures, and protocols, including safety, security and incident response plans for all employees, position appropriate.
 - d. OSHA-required training (i.e., Occupational Safety and Health Training, Personal Protective Equipment, Drug-Free Workplace, Lock Out Tag Out, Confined Spaces, Hazardous Communications, etc.).
 - e. **Timing of Training.** Contractor shall implement its Training Program in a way that will assure that vehicle operator training is not conducted during peak service hour periods at the expense of providing on-time Revenue Service.
 - f. **Costs of Training.** Contractor acknowledges and agrees that all costs of training required for this Contract are included in its Service Hour Rate, including the cost of training associated with any new Revenue Vehicles.
 - g. **Post Training Testing Program.** Contractor shall, on a regular basis throughout the term of the Contract, conduct the post-training testing program developed by contractor to ensure that the information provided during training was understood and absorbed by the employees. Any employee who receives a failing grade will be required to receive additional training and testing until that employee receives a passing grade. Until the employee receives a passing grade, contractor shall not permit that employee to perform any function that could jeopardize the safety of the Marin Transit or the Marin Transit's customers.

For more information about each individual contractor's training programs and procedures, see the attached contractor safety plans.

Safety Communication

Describe processes and activities to communicate safety and safety performance information throughout the organization.

Marin Transit expects the Chief Safety Officer for each contractor to be responsible for holding regular safety meetings and trainings for bus operators assigned to Marin Transit's routes. Detailed safety communication plans are included in each contractor's safety plan provided as attachments to this document.

Contractors will document their safety communication program objectives, content, target audience, format, frequency, and ways to ensure understanding.

Marin Transit staff monitor safety trainings and information through the monthly coordination meetings. Safety is a standing item on the meeting agenda.

Additional Information

Supporting Documentation

Include or reference documentation used to implement and carry out the Safety Plan that are not included elsewhere in this Plan.

1. Marin Transit Personnel Policies and Procedures Manual
2. Operations and Maintenance Contract between Marin Transit and Golden Gate Bridge, Highway and Transportation District (effective 7/1/2015)
3. Fixed Route Service Package 1 Operations and Maintenance Contract between Marin County Transit District and Marin Airporter (effective 7/1/2018)
4. Fixed Route Service Package 2 Operations and Maintenance Contract between Marin County Transit District and MV Transportation, Inc. (effective 7/1/2018)
5. Operations and Maintenance Contract between Marin County Transit District and Marin Senior Coordinating Council (dba Whistlestop Wheels) (effective 1/1/2016)

Definitions of Special Terms Used in the Safety Plan

- **Accident** means an Event that involves any of the following: A loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; a runaway train; an evacuation for life safety reasons; or any derailment of a rail transit vehicle, at any location, at any time, whatever the cause.
- **Accountable Executive** means a single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the agency's Transit Asset Management Plan, in accordance with 49 U.S.C. 5326.
- **Event** means any Accident, Incident, or Occurrence.
- **Hazard** means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.
- **Incident** means an event that involves any of the following: a personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.
- **Investigation** means the process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.
- **National Public Transportation Safety Plan** means the plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.
- **Occurrence** means 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.

- **Operator** of a public transportation system means a provider of public transportation as defined under 49 U.S.C. 5302.
- **Performance measure** means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.
- **Performance target** means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the FTA.
- **Public Transportation Agency Safety Plan** (or Agency Safety Plan) means the documented comprehensive Agency Safety Plan for a transit agency that is required by 49 U.S.C. 5329 and Part 673.
- **Risk** means the composite of predicted severity and likelihood of the potential effect of a hazard.
- **Risk mitigation** means a method or methods to eliminate or reduce the effects of hazards.
- **Safety Assurance** means processes within a transit agency's Safety Management System that function to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.
- **Safety Management Policy** means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees in regard to safety.
- **Safety Management System** means the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.
- **Safety performance target** means a performance target related to safety management activities.
- **Safety Promotion** means a combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.
- **Safety risk assessment** means the formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.
- **Safety Risk Management** means a process within a transit agency's Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.
- **Serious injury** means any injury which: (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date when the injury was received; (2) Results in a fracture of any bone (except simple fractures of fingers, toes, or noses); (3) Causes severe hemorrhages, nerve, muscle, or tendon damage; (4) Involves any internal organ; or (5) Involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.
- **Transit agency** means an operator of a public transportation system.
- **Transit Asset Management Plan** means the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles,

for the purpose of providing safe, cost-effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR Part 625.

- **TransTrack** means a web-based database system for data collection and reporting
- **Trello** means a web-based project management system

List of Acronyms Used in the Safety Plan

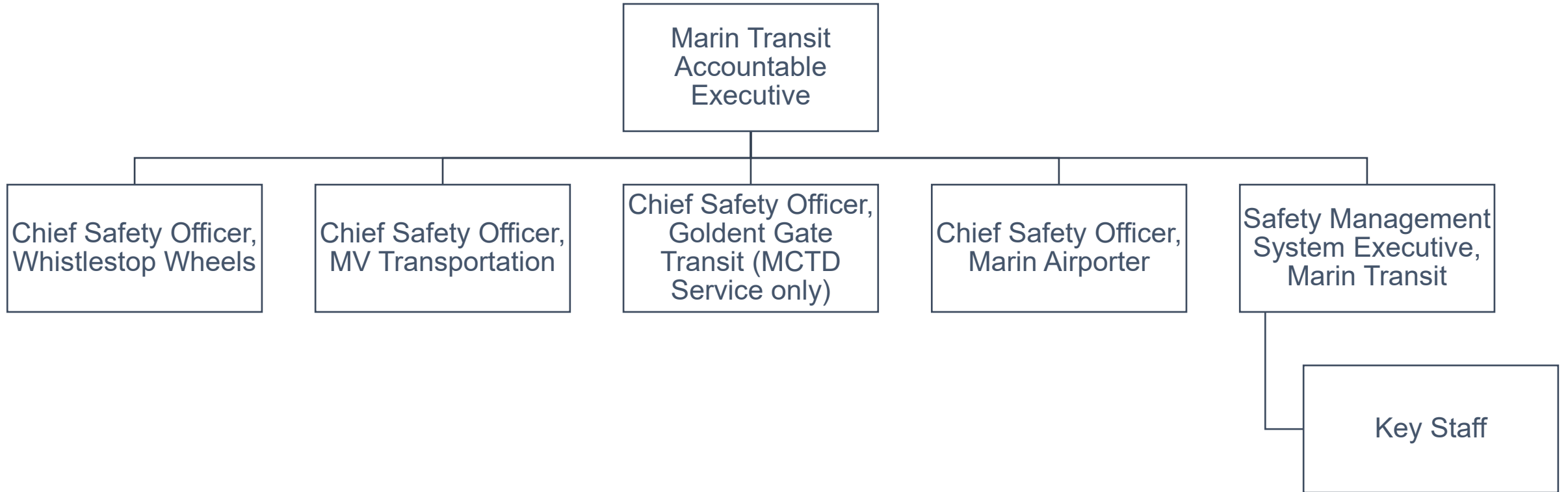
Acronym	Word or Phrase
Caltrans	California Department of Transportation
FTA	Federal Transit Administration
GGT	Golden Gate Transit
GM	General Manager
MA	Marin Airporter
MTC	Metropolitan Transportation Commission
MV	MV Transportation
NTD	National Transit Database
OSHA	Occupational Safety and Health Administration
SMS	Safety Management System
WSW	Whistlestop Wheels

Attachments

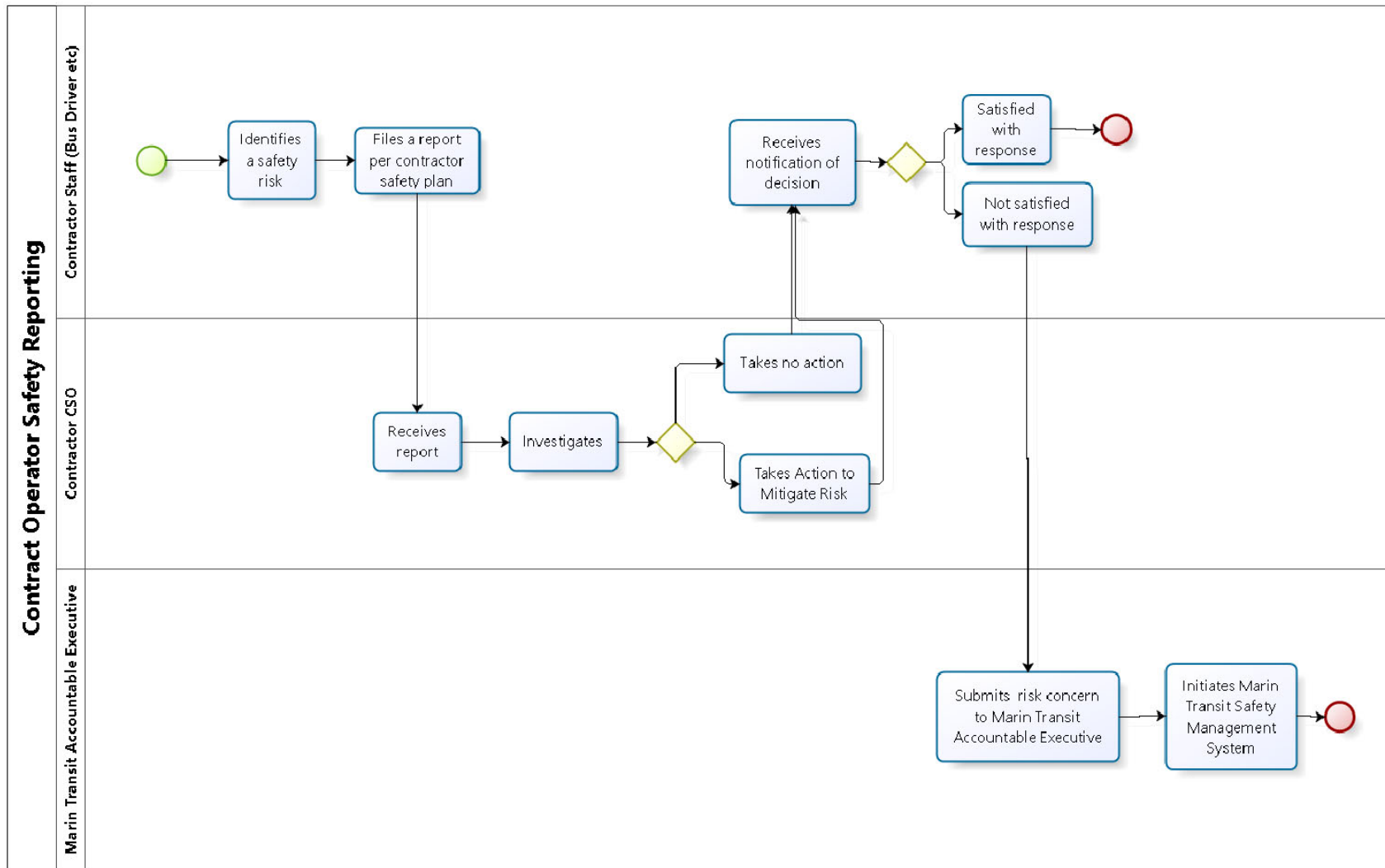
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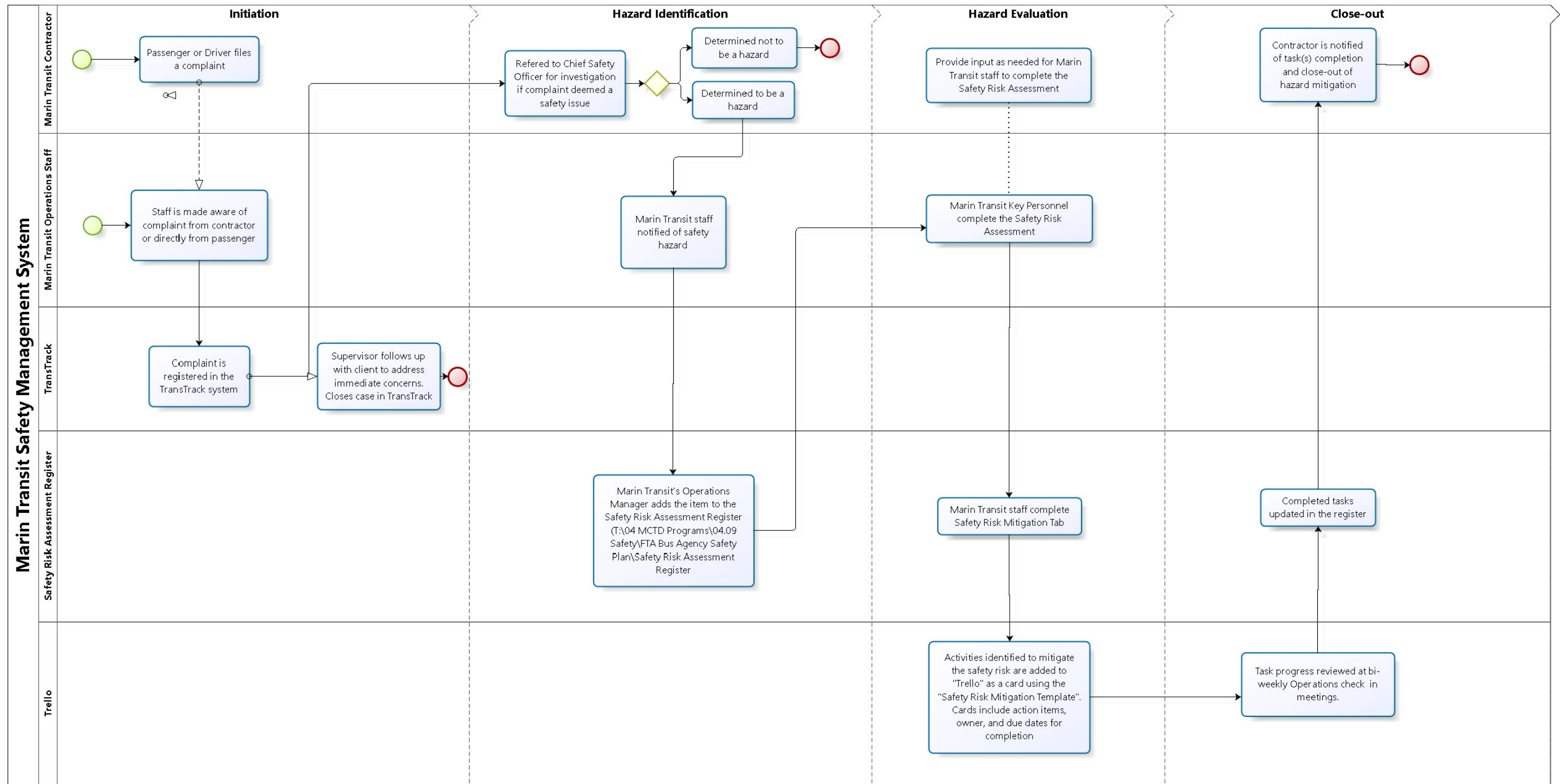
- A. Organizational Reporting Chart
- B. Safety Management System Flow Diagrams
- C. Safety Risk Register Log
- D. Contractor Safety Plans
 - a. Marin Airporter
 - b. MV Transportation
 - c. Whistlestop Wheels
 - d. Golden Gate Transit

Attachment A. Organizational Reporting Chart



Attachment B. Safety Management System Flow Diagrams







Hazard Template



in list [How To Use This Board](#)

LABELS

Safety Hazard +



Description

Edit

Use this section to provide an overview of the Hazard. Below you will find prompts to fill in with the necessary information. Use the Checklist to manage mitigation action items.

Describe the Hazard:

Potential Consequences:

Mitigation strategy:

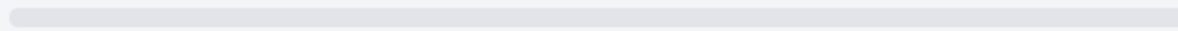
Include a due date and owner for the card!



Hazard Template

Delete

0%



Mitigation Action 1



Mitigation Action 2

Add an item

SUGGESTED



Join

[Feedback](#)

ADD TO TEMPLATE

Members

Labels

Checklist

Attachment

Cover

POWER-UPS

Butler Tips (10)

Get More Power-Ups

Get unlimited Power-Ups, plus much more.

Upgrade Team

ACTIONS

Attachment C. Safety Risk Register Log

Sample Safety Risk Assessment Register

Identification					Initial Safety Risk Rating			Further Mitigation Action	Revised Safety Risk Index		Mitigation Owner and Implementation Date				
Hazard	Hazard Type	Identification Date	Identification Source	Analysis Date	Worst Possible, Worst Credible, or Most Common Potential Consequence(s)	Existing Mitigation(s)	Severity of Consequences	Likelihood of Consequences	Safety Risk Index	Further Mitigation Action	Revised Safety Risk Index	Revised Safety Risk Index Date	Department Responsible for Mitigation	Estimated Implementation Date	Contact Person
Buses misaligned over pits.	Technical - Maintenance	Date	Employee safety reporting	Date	Bus falling into pit resulting in worker fatality.	1. Training in aligning the bus properly over pit. 2. SOP and rule book provided with training.	1 (Catastrophic)	C (Occasional)	1C (Unacceptable under the existing circumstances)	1. Revise SOP and Rulebook to require a second worker to watch and signal for bus placement. 2. Establish speed restrictions moving in and out of shop. 3. Stripe lines around pits with high visibility fluorescent paint. 4. Revise SOPs to ensure pit is not occupied during bus movements over pit. 5. Install bus tire guides on pit edge.	1D (Acceptable based upon mitigations)	Date	Bus Vehicle Maintenance	Date	Name
Near side bus stop in Blue Route at the intersection of First and Main.	Technical - Operational	Date	Inspection report	Date	Car turning right in front and colliding with the bus as the bus pulls out of the stop.	1. Operator training. 2. SOP and rule book provided with training.	2 (Critical)	B (Probable)	2B (Unacceptable under the existing circumstances)	1. Issue alert bulletin to Blue Line operators. 2. Install an alerting signal at the bus stop.	2C (Acceptable based upon mitigations)	Date	Operations	Date	Name
Placement of XYZ model buses inspection panels.	Technical - Design	Date	Employee safety reporting	Date	Inspection panels in XYZ model buses difficult to access by maintenance personnel.	1. Maintenance training. 2. SOP and rule book provided with training.	3 (Negligible)	B (Probable)	3B (Acceptable based upon mitigations)	N/A	N/A	N/A	N/A	N/A	N/A

Sample Safety Risk Mitigation Register

Potential Consequence(s)		Safety Performance Monitoring		Timeframe and Mitigation(s) to be Implemented		Mitigation Monitoring Activities and Responsible Department		
Worst Possible, Worst Credible, or Most Common Potential Consequence(s)	Safety Performance Indicator (SPI)	SPI Value	Safety Performance Target	Timeframe	Mitigations	Monitoring Means	Department Responsible for Monitoring Mitigation Effectiveness	
Bus falling into pit resulting in worker fatality.	Bus alignment over pit.	[Number] events of bus misalignment over pit per [time unit].	Reduce the number events of bus misalignment over pit per [time unit] by [%] by [date].	180 days	1. Revised SOP and Rulebook to require a second worker to watch and signal for bus placement.	1. Employee safety reporting.	Safety Department	
							2. Inspections.	Safety Department
							3. Workplace observations.	Safety Department
				180 days	2. Establish speed restrictions moving in and out of shop.	1. Employee safety reporting.	Safety Department	
							2. Inspections.	Safety Department
			3. Workplace observations.	Safety Department				
			180 days	3. Stripe lines around pits with high visibility fluorescent paint.	1. Inspections.	Safety Department		
			180 days	4. Revise SOPs to ensure pit is not occupied during bus movements over pit.	1. Employee safety reporting.	Safety Department		
			180 days	5. Install bus tire guides on pit edge.	2. Workplace observations.	Safety Department		
					1. Inspections.	Safety Department		
Car turning right in front and colliding with the bus as the bus pulls out of the stop.	Bus pulling of the stop while a car turns in front.	[Number] events of bus pulling of the stop while a car turns in front per [time unit].	Reduce the number events of bus pulling of the stop while a car turn in front per [time unit] by [%] by [date].	120 days	1. Issue alert bulletin to Blue Line operators.	1. Workplace observations.	Safety Department	
							2. Employee safety reporting.	Safety Department
				120 days	2. Install an alerting signal at the bus stop.	1. Workplace observations.	Safety Department	
						2. Employee safety reporting.	Safety Department	
Inspection panels in XYZ model buses difficult to access by maintenance personnel.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	

Attachment D. Contractor Safety Plans

- a. Marin Airporter
- b. MV Transportation
- c. Whistlestop Wheels
- d. Golden Gate Transit

MARIN AIRPORTER SAFETY PLAN

Marin Airporter Bus Safety Plan 2020

Relating to and Forming a Part of the Marin County Transit District Bus Safety Plan 2020

1. Transit Agency Information

Transit Agency Name	Marin Transit		
Transit Agency Address	711 Grand Ave, Suite 110, San Rafael, CA 94901		
Name and Title of Accountable Executive	Nancy Whelan, General Manager – Marin Transit		
Contracted Operator Company Information	Marin Airporter 8 Lovell Avenue, San Rafael, CA 94901		
Name of SMS Executive and Chief Safety Officer	Lawrence A. Leporte, President and CEO – Marin Airporter		
Mode(s) of Service Covered by This Plan	Bus	List All FTA Funding Types (e.g., 5307, 5310, 5311)	obtained by Marin Transit, our contracting authority.
Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)	Marin Airporter (the “Company”) provides fixed-route transit services under contract with the Marin County Transit District (“Marin Transit”).		
Does the agency provide transit services on behalf of another transit agency or entity?	Yes	Description of Arrangement(s)	We provide services under contract with Marin Transit.
Name and Address of Transit Agency(ies) or Entity(ies) for Which Service Is Provided	Marin Transit, 711 Grand Avenue, Suite 110, San Rafael, CA 94901		

2. Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	Marin Airporter
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Signature by the Accountable Executive	Signature of Accountable Executive	Date of Signature
Approval by the Board of Directors or an Equivalent Authority	Name of Individual/Entity That Approved This Plan	Date of Approval
	Marin County Transit District Board of Directors	
	Relevant Documentation (title and location)	
Certification of Compliance	Name of Individual/Entity That Certified This Plan	Date of Certification
	Nancy Whelan, General Manager – Marin Transit	
	Relevant Documentation (title and location)	

Version Number and Updates			
<i>Record the complete history of successive versions of this plan.</i>			
Version Number	Section/Pages Affected	Reason for Change	Date Issued
1	N/A	Initial release of Safety Plan	7/13/20

Annual Review and Update of the Public Transportation Agency Safety Plan
<i>Describe the process and timeline for conducting an annual review and update of the Public Transportation Agency Safety Plan.</i>
<p>The Company’s Bus Safety Plan is a living document that the company uses proactively to identify, address, and manage issues associated with system safety. The Company will update this Safety Plan whenever the Marin Airporter SMS identifies a need for change. Each fiscal year, the Accountable Executive, the SMS Executive, and executive management will complete a review of the implementation of the Safety Plan by August 1st. At minimum, the Company will revise the Safety Plan and training activities based on the findings of this annual review.</p>

3. Safety Performance Targets

Safety Performance Targets							
<i>Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.</i>							
	Fatalities		Injuries		Safety Events		System Reliability
Mode of Transit Service	(Total Number per Year)	Rate (per 100k VRM)	(Total Number per Year)	Rate (per 100k VRM)	(Total Number per Year)	Rate (per 100k VRM)	Failures/VRM
MB (Fixed Route Transit Bus)	0	0	≤4	≤0.173	≤4	≤0.173	≥ 25,000
DR (Demand Response)	0	0	≤2	≤0.29	≤2	≤0.29	≥ 100,000

Agency Definitions:

The Company provides data arising out of its operations to Marin Transit, which determines the classification of an event based on the definitions described in the National Transit Database Safety & Security Policy Manual.

- **Fatalities:** Total Number of fatalities reported to NTD and rate per total vehicle revenue miles (VRM) by mode. The rate is calculated as (# of fatalities x 100,000)/ VRM.
- **Injuries:** Total number of injuries reported to NTD and rate per total VRM by mode. The rate is calculated as (# of injuries x 100,000)/ VRM.
- **Safety Events:** Total number of safety events reported to NTD and rate per total VRM by mode. The rate is calculated as (# of injuries x 100,000)/ VRM.
- **System Reliability:** mean distance between major mechanical failures by mode. The rate is calculated as (VRM/Major Failures).

Methodology:

The targets listed above are based on data submitted to the National Transit Database for the prior three fiscal years. The targets are based on the historical average of data submitted in those three years. The calculations used are based on FTA guidance.

Safety Performance Target Coordination

Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.

It is the Company's understanding that Marin Transit will transmit safety performance target to Caltrans Division of Rail and Mass Transit (Caltrans) and to Metropolitan Transportation Commission (MTC). Safety performance targets will be transmitted to Caltrans and to MTC after the annual review of the Safety Plan. The targets will be transmitted annually by September 30.

Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
	California DOT (Caltrans) (Transmitted to Safety Management System contact: Brian Travis: brian.travis@dot.ca.gov)	Upon approval of plan and annually by September 30
Targets Transmitted to the Metropolitan Planning Organization(s)	Metropolitan Planning Organization Name	Date Targets Transmitted
	Metropolitan Transportation Commission (Transmitted to Transit Asset Management contact: Shruti Hari: shari@bayareametro.gov)	Upon approval of plan and annually by September 30

4. Safety Management Policy

Safety Management Policy Statement
<p><i>Include the written statement of safety management policy, incorporating safety objectives.</i></p> <p>The Company is committed to developing, implementing, maintaining and constantly improving processes to ensure that all activities associated with transit service maintenance, operations, and delivery reflect a balanced allocation of organizational resources, achieve the highest level of safety performance, and meet Marin Transit's established standards.</p> <p>The General Manager (GM) for Marin Transit will act as the Accountable Executive. The Company's CEO, identified above, will for purposes of this Plan act as the Company's designated Chief Safety Officer who will directly report to the GM. The GM and the Chief Safety Officer will ensure that all employees have the means to report on safety concerns and suggestions without the risk of retaliation. All levels of management and all employees are accountable for the delivery of this highest level of safety performance, starting with the Company's CEO.</p> <p>In making this commitment the Company will:</p> <ul style="list-style-type: none"> ▪ Ensure that appropriate resources are allocated to support the management of safety in transit vehicle operation, maintenance and all aspects of transit service delivery; ▪ Encourage an organizational culture that consistently fosters safe practices and effective employee safety reporting and communications, and manages safety with the same attention to results as afforded to all other Company management systems; ▪ Integrate the management of safety among the primary responsibilities of all managers and employees; ▪ Clearly define for all staff, managers, employees, and contractors, their accountabilities and responsibilities for the delivery of the Company's safety performance and the performance of its

safety management system;

- Establish and operate activities to identify and analyze hazards and evaluate safety risks. This includes an employee safety reporting program to identify safety concerns and potential hazards, and eliminate or mitigate such risks to maintain a level of safety performance that meets this Plan's objectives and targets;
- Ensure that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program that is integral to effective management practices, unless such disclosure indicates beyond any reasonable doubt an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures. Employees will be responsible for identifying and reporting on operation and maintenance safety hazards. They will also report on policies and procedures that the Company may need to modify, safety events, and all information required to evaluate the causes of an event;
- Comply with and exceed legislative and regulatory requirements and standards, wherever possible;
- Ensure that sufficiently skilled and trained people are assigned to implement safety management processes;
- Ensure that all staff are provided with adequate and appropriate safety-related information and training, are competent in safety management matters, and are allocated only tasks commensurate with their skills;
- Establish and measure the Company's safety performance against realistic and data-driven safety performance targets; and
- Ensure the timely delivery of externally supplied systems and services to support bus operations and meet our safety performance standards.

Safety Management Policy Communication

Describe how the safety management policy is communicated throughout the agency's organization. Include dates where applicable.

The Company's Safety Management Policy is communicated to all employees, contractors, and the Company's Board of Directors. The policy was communicated to the Board of Directors in July 2020 and will be discussed after the annual review each August when staff identify and incorporate any changes to the Safety Plan or safety performance targets.

The Company will disseminate the safety policy and safety information to its employees through regular safety trainings, meetings, and postings in common areas such as driver break rooms.

The Company will make available a copy of the policy at its administrative offices.

The Company will review the policy annually at an operations safety meeting and at regularly scheduled meetings throughout the year.

Authorities, Accountabilities, and Responsibilities	
<i>Describe the authorities, accountabilities, and responsibilities of the following individuals for the development and management of the transit agency's Safety Management System (SMS).</i>	
An organizational chart showing the relationships between the Company's CEO / Chief Safety Officer and Key Staff is included as an attachment to this document.	
Accountable Executive	<p>Marin Transit's General Manager is the Accountable Executive and, via the Company's CEO / Chief Safety Officer ensures that the Company's SMS is implemented effectively. The Accountable Executive:</p> <ul style="list-style-type: none"> ▪ Makes decisions about resources to support asset management, SMS activities, and capital investments ▪ Approves SMS implementation documents ▪ Annually certifies SMS compliance with 49 C.F.R. Part 673 ▪ Communicates the Safety Management Policy to Marin Transit's Board of Directors and throughout the District ▪ Communicates Marin Transit Safety Management Policy to Marin Transit's contractors ▪ Endorses the SMS implementation team and SMS processes ▪ Provides guidance to the Key Staff on the District's recommended SMS actions and decision-making ▪ Ensures that safety concerns and identified hazards are adequately addressed
SMS Executive and Chief Safety Officer (Marin Airporter)	<p>The SMS Executive has the authority and responsibility to implement the Company's Safety Plan and oversees the Company's operations to ensure compliance. The SMS Executive:</p> <ul style="list-style-type: none"> ▪ Develops and maintains SMS documentation ▪ Directs safety risk management activities ▪ Briefs the Accountable Executive on the Company's SMS ▪ Oversees safety management training ▪ Reviews the Company's Safety Plan on an annual basis with the Accountable Executive, leadership, and executive management ▪ Ensures the Safety Management Policy is communicated throughout the Company ▪ Ensures that staff communicate all follow-up information regarding identified safety concerns from the employee safety reporting program. ▪ Ensures that the Company's Safety Plan is implemented and is reviewed annually ▪ Ensures that safety concerns and identified hazards are adequately addressed
Key Staff (Marin Airporter)	<p>Marin Transit currently contracts with the Company for the operation and maintenance of fixed route bus service. This Safety Plan, maintained by the Company, is to be incorporated into Marin Transit's Safety Plan. In relation to this Safety Plan and Marin Transit's Safety Plan, the key staff members for the Company are (i) the CEO / Chief Safety Officer; (ii) the Director of the Transit Division, (iii) the Safety Officer, and (iv) the Road Supervisors. The responsibilities of the Company's CEO / Chief Safety Officer and the Director of the Transit Division, as they relate to this Plan,</p>

are :

- Develop and maintain SMS documentation
- Direct safety risk management activities
- Brief the Accountable Executive on SMS
- Oversee and direct safety management training
- At minimum, review and update the Company's Safety Plan and SMS on an annual basis with the Accountable Executive and submit an update to Marin Transit.
- Ensure the Safety Management Policy Statement is communicated throughout the Company
-

The responsibilities of the Safety Officer, as they relate to this Plan, are:

- Ensure communication of follow-up information on identified safety concerns is documented through the employee safety reporting program.
- Ensure each accident/injury is investigated and documented
- Identify safety concerns and hazards
- Assess and mitigate risk through safety risk management
- Process claims with the Company's insurers
- Maintain an awareness of industry developments and best practices, and advise the Chief Safety Officer and the Director of the Transit Division on such developments and practices
- Maintain files and documentation relating to FTA and other regulatory matters, as well as licensing and training
- Plan and coordinate safety meetings and safety training
- Implement the Company's drug and alcohol testing program

The responsibilities of the Road Supervisors, as they relate to this Plan, are:

- Observe driver behaviors, provide feedback to drivers in relation to the same, and report any safety issues to the Safety Officer, Director of the Transit Division, and/or the Chief Safety Officer
- Assist in the dissemination of safety materials
- Provide an initial, on the ground response, to any safety-related incident, and assist, as appropriate, in securing the scene and collecting information
- Report any equipment-related safety issues to maintenance staff and, as appropriate, to the Safety Officer, Director of the Transit Division and/or Chief Safety Officer
- Keep themselves educated and up to date as to industry developments and best practices in relation to safety and at all times provide leadership and supervision, and serve as a role model for drivers and other staff in relation to safety

Employee Safety Reporting Program

Describe the process and protections for employees to report safety conditions to senior management.

Describe employee behaviors that may result in disciplinary action (and therefore, are excluded from protection).

Conditions that protect a reporting employee from discipline or enforcement action:

The company maintains a “safety culture” as part of which Company employees are actively encouraged to report safety concerns. The Company does not retaliate or take adverse action against employees for doing so.

Employees are also given the opportunity to protect themselves by completing required pre-trip inspections, by completing the DVIR form and documenting any defects they may find, and by refraining from operating any vehicle that has safety defect or that is missing required safety equipment.

Employee behaviors that may result in disciplinary action (and therefore are excluded from protection)

The Company addresses employee behavior that is not consistent with the Company’s safety standards, the Company with a combination of retraining, counseling, and disciplinary measures.

The primary disciplinary tool is a point system, which is described below, and which applies to vehicle operators and to any person who operates a Company vehicle on public roadways in the course of their employment. No employee who accumulates seven (7) or more points in an eighteen month period or twelve (12) points in thirty six months may drive on behalf of the Company, in any capacity, and their employment will be terminated.

Listed below are the numbers of points each conviction or accident “costs”. Accidents will only include those determined to be preventable. All accidents will be evaluated by management and may result in termination of employment.

1. Accident in a Company vehicle with no personal injury and total damages of \$800 or less for all property and/or vehicles involved. 1 Point
2. Cell phone communication including Bluetooth communication is prohibited, violation of policy. 1 Point
3. Accidents in a Company vehicle with damages over \$800 for all property and/or vehicles involved. 2 Points
4. Conviction of a minor traffic violation, whether in Company or personal vehicle. A minor violation is any traffic citation you receive that does not qualify as a “Major Violation” as described below. Equipment citations are not considered moving violations. 1 Point
5. Speeding in a Company vehicle. 3 Points
6. Failure to close fuel cap resulting in fuel spill clean-up. 1 Point
7. Lost luggage resulting in payment of passenger claim by either Marin Airporter or insurance company. 1 Point

8. Accident as a result of driver negligence with serious injury and/or extremely high property damage. 7 Points

9. Conviction of a major violation (whether in Company or personal vehicle). 7 Points

A Major Violation includes but is not limited to:

- a) Driving while intoxicated or under the influence of alcohol or drugs;
- b) Failure to stop and report an accident;
- c) Homicide, manslaughter or assault arising out of the operation of a motor vehicle;
- d) Reckless driving;
- e) Possession of opened container of alcoholic beverages;
- f) Speed contest, drag racing or accident in a Company vehicle;
- g) Texting

10. Failure to immediately report an accident in a Company vehicle. 7 Points

11. Failure to immediately report any citation received for a major violation. 7 Points

Any employee who receives a citation for a major violation will be suspended from all driving duties until conviction or the citation is dismissed.

An employee whose driver's license is expired or suspended, or whose medical certificate is invalid shall be suspended without pay until the employee obtains a valid license or certificate.

Any accumulation of points within an eighteen (18) or thirty-six (36) month period will dictate the following action:

1, 2, or 3 points – A written warning, with an accumulation of total points as well as notice of necessary retraining.

4 or 5 points - Accumulated in eighteen (18) months will result in a three-day suspension with a written warning advising that 7 points in an eighteen-month period will result in termination as well as notification of retraining.

7 points - in eighteen (18) months - Termination

12 points - in thirty six (36) months - Termination

In situations involving more than one point allocation (i.e., accident with ticket), only the highest point charge will be used and will be cumulative.

Bus Operations

The Company contracts with Marin Transit for the operations and maintenance of a portion of Marin Transit's fixed route bus services. Under this arrangement, the Company provides bus storage, fueling, and bus maintenance at Company facilities. The Company is also responsible for recruiting and training bus operators.

Contract Requirements

Under its contract with Marin Transit (the “Contract”) the Company is required to develop and maintain a safety and security program that:

- Describes contractor procedures, training actions, and policies to assure a safe and secure environment for its passengers and employees;
- Identifies dedicated personnel for safety and security;
- Describes emergency planning and implementation activities; and
- Includes a safety and security reporting system.

These requirements are listed in Section 316 (Safety, Security and Emergency Management) of the Contract. The safety, security, and emergency management plan for the Company is included as an attachment to the Contract.

TransTrack

In addition to a safety and security program, the Contract includes reporting requirements (Section 501. Required Reports). Under the reporting requirements, the Company is to submit information to Marin Transit using the District’s TransTrack database program. TransTrack is a web-based data management system that can be accessed via any standard internet connection. The Company’s managers and transit supervisors have access to the system that captures required data for customer feedback, accidents and incidents, fleet preventive maintenance, and road call activity. Marin Transit has provided the Company with training materials designed to enable the accurate and timely collection of data in the system.

Under the Contract, the Company is obligated to provide the following safety information:

- **Daily Accident/Incident Reporting:** Relevant Company staff is to enter a daily accident/incident report directly into TransTrack within 24 hours of each accident/incident that occurs on a Marin Transit route. Any major accident involving injuries or significant damage to Marin Transit vehicles will be immediately reported through direct person-to-person contact. The Company uses a contact list to reach Marin Transit employees in the event of a major accident.
- **Daily Road Call/Missed Trip/Incident Report:** The Company must enter all road calls, missed trips, and incidents directly into the TransTrack system within 24 hours of the event. Significant missed trips and major incidents are reported to Marin Transit staff immediately via email.

Monthly Coordination Meetings

In addition to the use of TransTrack to capture safety information, Marin Transit staff meet monthly with management staff from the Company to review operations. This is an opportunity for Company staff to identify any safety issues in the field or on a bus. Customer feedback is also reviewed at these meetings and any related safety and training issue is discussed.

Marin Transit staff track these issues, and steps toward resolution, using a web-based project management tool, Trello. There are specific procedures to follow when the Company and Marin Transit staff identify a safety issue that is the responsibility of Marin Transit to mitigate. Marin Transit staff add a card to the Trello board and assign a Marin Transit owner to oversee the mitigation of the risk and communicate progress to the Company.

Driver Feedback

Marin Transit has installed “Driver Feedback” boxes in driver break rooms at the Company. Drivers are encouraged to provide feedback directly to Marin Transit staff using the provided cards. A driver may choose to identify him/her self by name or to provide an anonymous suggestion. The process functions as follows:

1. The driver completes the feedback form located next to the “Driver Feedback” box and places the form in the box.
2. A Marin Transit employee picks up the form at the regularly scheduled monthly coordination meeting
3. The Marin Transit operations team reviews suggestions quarterly.
4. If a driver reports a hazard or safety concern, the Operations Manager will add it to the Safety Risk Register for evaluation. Action items to mitigate the hazard are tracked as a card on the Trello board. The evaluation and any action items assigned to the Company are shared with the management team of the Company to review, address, and report on resolution to Marin Transit staff.

Contractor Specific Processes

The Safety, Security, and Emergency Management Plan that is attached to the Contract provides for employee reporting of accidents, environmental hazards, and equipment issues. In addition, the Company has procedures in place for the routine reporting of safety-related information, such as the Driver Vehicle Information Report (“DVIR”) forms that drivers are to complete as part of their pre-trip vehicle inspections. In addition to the DVIR forms, drivers are able to report any immediate safety issues directory to supervisors by radio or cellphone and are encouraged to do so. It is against Company policy for any driver to operate a bus or other Company vehicle when the bus or other vehicle has a defect making it unsafe to operate or is lacking any required safety equipment.

5. Safety Risk Management

Safety Risk Management Process

Describe the Safety Risk Management process, including:

- *Safety Hazard Identification: The methods or processes to identify hazards and consequences of the hazards.*
- *Safety Risk Assessment: The methods or processes to assess the safety risks associated with identified safety hazards.*
- *Safety Risk Mitigation: The methods or processes to identify mitigations or strategies necessary as a result of safety risk assessment.*

Safety Hazard Identification

The Company desires to identify and address hazards before they cause problems, and makes all reasonable and necessary efforts to do so. Processes and reporting tools are in place to assist with

identifying hazards. A hazard is defined as any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment. The Company relies on its managers, supervisors, and operating staff to identify and report hazards.

The Company has several systems, both formal and informal, by which employees identify and report safety hazards. Drivers carry out pre-trip inspections prior to each shift and complete DVIR forms which are, in turn, presented to the Director of Maintenance each day. If in the course of a pre-trip inspection a driver finds a safety issue that prevents operation of a bus, he/she will make a note of it on the DVIR and will also advise a Road Supervisor and/or the Director of Maintenance so that the bus can be taken out of service for repair and the driver can be provided with a replacement bus. Although we have sufficient back-up vehicles to ensure that missed service is rare, the Company's policy is that, if forced to choose, we will miss service rather than operate an unsafe vehicle in service.

Other staff who discover safety issues with vehicles or otherwise are encouraged to report such issues to their supervisors. In addition, our Road Supervisors are experienced drivers who have been trained to be alert to any safety issues as part of their supervisory duties.

Communication throughout our system is readily available, by bus radio, cellphone, or in-person conversation. Road supervisors regularly monitor operations in person, in the field.

If a hazard is identified through any of the established channels of communications, the Company will document the hazard and notify Marin Transit. The hazard information will be shared with Marin Transit's operations staff so that they are aware of the risk. Monitoring risk mitigation will be managed by Marin Transit's Operations Manager in the web-based project management tool, Trello, that District operations staff use daily to monitor task and project completion. See the Safety Management System workflow included as an attachment to this Bus Safety Plan.

Contractor Reporting Responsibility

Under its contract with Marin Transit (Section 501. Reporting) the Company is required to report a variety of operational data directly to the District's TransTrack database. Marin Transit staff have developed training materials and provide regular training to Company staff to ensure that they are comfortable with the database and are able to input accurate data. Marin Transit's operations staff monitor the submitted data at regular intervals. Operations staff use this data to identify hazards and subsequently initiate investigations to obtain data required to assess and mitigate the risk. The Company is required to report information regarding how it:

- Documents and responds to customer service inquiries assigned to the Company and documents responses within the system;
- Documents all daily service disruptions including the type of disruption, any impacts on service levels (adjustments to number of trips, changes in hours/miles), and any relevant description of the incident;
- Documents all relevant information for any accident or safety and security incident;
- Documents all relevant information for any road call or equipment failure that occurs during revenue service;
- Documents all vehicle maintenance issues including when vehicles are not available for service due to maintenance issues, reason for unavailability, and when released for service, etc.;

- Documents preventative maintenance by vehicle including type of service performed, mileage, etc. This report will match the Company's maintenance records. Marin Transit will audit these records on a random announced or unannounced basis;
- Enters end of year vehicle mileage; and
- Maintains an updated operator list.

In addition to required reporting, Marin Transit staff meet monthly with the Company to discuss the day-to-day operations. These meetings are an opportunity to share information and contractors and their staff are the eyes and ears for Marin Transit services. Marin Transit encourages the Company to report any hazardous conditions that its drivers, maintenance staff, and supervisors observe.

Safety Risk Assessment

Marin Transit and the Company will conduct a detailed analysis of each identified hazard. Marin Transit will request additional information from the Company. Staff will work with the Company's Chief Safety Officer and management to analyze the risk through a series of steps. They will document a complete description of the hazard and gather supporting documentation including photos and videos. In partnership with the Company, Marin Transit staff will develop a suggestion to resolve and eliminate or mitigate the hazard. If a hazard cannot be eliminated, the safety risk must be managed. We analyze this in terms of how likely it is to happen (probability or frequency) and how bad it could be (severity).

1. Risk Probability

The definition of risk probability is the likelihood that the consequence of the hazard might occur, considering the worst foreseeable - but credible - condition. In determining risk probability, safety management staff must include existing mitigations. The subjective measure is ranked as follows:

Likelihood of Occurrence of the Consequence		
<i>Qualitative Definition</i>	<i>Meaning</i>	<i>Value</i>
Frequent	Likely to Occur Frequently in the life of an item	A
Probable	Likely to Occur Several Times in the life of an item	B
Occasional	Likely to Occur Sometime in the life of an item	C
Remote	Very Unlikely to Occur in the life of an item	D
Improbable	Almost inconceivable that the event will occur in the life of an item	E

2. Risk Severity

Risk severity is the anticipated effect of a consequence of the hazard should it materialize. It is a subjective assessment of the damaging potential of the consequence of the hazard under the worst foreseeable – but credible – condition. In determining the severity of a risk, staff considers existing mitigations. Risk severity is categorized as follows:

Severity of the Consequence		
<i>Definition Category</i>	<i>Meaning</i>	<i>Value</i>
Catastrophic	Could result in one or more of the following: death, permanent	1

	total disability, irreversible significant environmental impact, or monetary loss equal to or exceeding \$10M.	
Critical	Could result in one or more of the following: permanent partial disability, injuries or occupational illness that may result in hospitalization of at least three personnel, reversible significant environmental impact, or monetary loss equal to or exceeding \$1M but less than \$10M.	2
Marginal	Could result in one or more of the following: injury or occupational illness resulting in one or more lost workday(s), reversible moderate environmental impact, or monetary loss equal to or exceeding \$100K but less than \$1M.	3
Negligible	Could result in one or more of the following: injury or occupational illness not resulting in a lost workday, minimal environmental impact, or monetary loss less than \$100K.	4

3. Risk Assessment Matrix

The Risk Assessment Matrix calculates the risk level based on the risk probability and risk severity analysis. The risk assessment enables the Company to evaluate the acceptability of the safety risk and prioritize safety risk mitigation efforts.

Risk Assessment Matrix				
Likelihood	Severity			
	1 (Catastrophic)	2 (Critical)	3 (Marginal)	4 (Negligible)
A (Frequent)	1A	2A	3A	4A
B (Probable)	1B	2B	3B	4B
C (Occasional)	1C	2C	3C	4C
D (Remote)	1D	2D	3D	4D
E (Improbable)	1E	2E	3E	4E

Risk Assessment Matrix Color Code	
<i>"Tolerability" based on identified severity and likelihood.</i>	
	Unacceptable under the existing circumstances.
	Acceptable based upon mitigations.

	Acceptable with senior management approval.
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4. Risk Impact

Risk Impact describes the effects or consequences of the risk associated with the hazard.

Safety Risk Mitigation

To mitigate safety risks, the Company requires all drivers to participate in ongoing safety training, which consists of quarterly safety meetings and remedial training for any driver who requires it. In addition, the Safety Officer and the Road Supervisors monitor driver performance on an ongoing basis and offer informal feedback where needed. In terms of procedures designed to mitigate risk, the Company requires pre-trip inspections and DVIR forms, as described elsewhere in this Plan, and gives drivers an opportunity to comment and make suggestions, at safety meetings and otherwise in the ordinary course of their work, as to any safety concerns that they may have.

When Marin Transit staff or Company employees identify a hazard, District and Company staff will track the hazard in a Safety Risk Register log using the FTA template. The log describes the risk, the rating of the risk, and the actions that staff will take to address it. Staff will monitor and manage risk mitigation in the Trello web-based project management tool that the Marin Transit operations department uses daily to monitor task and project completion.

The hazard will be rated with an “as reported” risk assessment ranking. Safety management staff will conduct a re-evaluation after implementing an appropriate mitigation strategy. Re-evaluation will be conducted after an agreed upon period of time to monitor the mitigation strategy. During the re-evaluation, each action of the mitigation strategy will be evaluated to determine if it should be continued, modified, or discontinued. Staff will use the Safety Risk Register to identify next steps and actions to be taken. Completion of new action items will be monitored in the project management tool, Trello.

6. Safety Assurance

Safety Performance Monitoring and Measurement
<i>Describe activities to monitor the system for compliance with procedures for operations and maintenance.</i>
<p>The Company carries out regular and ongoing spot-checks to ensure that staff are following risk mitigation procedures. These checks include in-person inspections of pre-trip procedures and in-service operations, as well as the use of video footage from the continuous recording devices on each revenue vehicle.</p> <p>In addition, the Company carries out regular check rides for each driver, with the observer completing a checklist that is then acknowledged and signed by the driver. The check ride gives supervisory staff an opportunity to identify any poor driving habits or other safety issues that may arise in the course of a driver’s operation of a vehicle, and to discuss corrective action with the driver.</p> <p>Via its insurance carrier, the Company carries out a detailed annual inspection with the assistance of a</p>

nationally-recognized bus transportation safety consultant. This inspection is intended both to identify opportunities for improvement as well as any trends that may call for remedial or other action. As a general matter, these consultants have recognized the Company's approach to safety as outstanding, but equally the Company recognizes that there is no room for complacency when it comes to maintaining a safety culture.

The Company is also subject to annual terminal and vehicle inspections by the California Highway Patrol, and to routine inspections by its other regulators. These inspections are also, in part, intended to identify any safety compliance issues within the Company.

In addition, the Company is required to hold regular safety meetings with its bus operators. The Company holds quarterly safety meetings at which drivers are briefed on various safety topics and given an opportunity to comment on any safety concerns that they may have or situations that they may have observed. The Company keeps records as to driver attendance at the quarterly safety meetings, and makes alternative briefings available for drivers who are unable to attend the scheduled quarterly meetings.

Marin Transit uses the TransTrack database to monitor contractor safety performance. The Company's contract with Marin Transit includes reporting requirements. The Company submits required reporting information to Marin Transit using TransTrack (Section 501. Reporting). Staff can access the TransTrack system via any standard internet connection. All Marin Transit employees have access and TransTrack captures required data on customer feedback, accidents and incidents, fleet preventive maintenance, and road call activity. The Company is contractually obligated to provide the following safety information:

- Daily Accident/Incident Reporting: A daily accident/incident report entry will be placed directly into TransTrack within twenty-four hours of each accident/incident occurring on a Marin Transit route. Any major accident involving injuries or significant damage to Marin Transit vehicles will be immediately reported through direct person-to-person contact. The Company has a list of Marin Transit employees to contact in the event of a major accident.
- Daily Road Call/Missed Trip/Incident Report: Road calls, missed trips, and incidents will be input directly in the TransTrack system within 24 hours of the event. Missed trips and major incidents will be reported to Marin Transit staff immediately via email.

Marin Transit observes trends that indicate that any of its contractors is not performing. For example, if there is an increase in accidents or road calls Marin Transit will issue a formal letter to the contractor notifying them of non-compliance with the contract. Marin Transit may also seek liquidated damages as allowed under the contract when a contractor is out of compliance.

Marin Transit works closely with contractors to improve performance and to ensure safe and reliable transit services.

Describe activities to monitor operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.

The Company continually evaluates its safety systems with a view to refining and optimizing them. If we find a particular procedure to be ineffective or susceptible to improvement, we will make the necessary changes.

The Company achieves this mainly by way of internal management discussion. There is a high degree of internal communication, both formal and informal, between the various members of the Company's

management team that are charged with safety-specific responsibilities. Our focus is on achieving good outcomes, and we will not hesitate to redesign procedures where needed to achieve that objective.

The Safety Officer and the Road Supervisors have particular responsibility to identify any shortcomings in the day to day compliance with safety procedures. In the event that a driver is found, by a combination of routine observation and the check ride system, to be consistently engaging in unsafe driving behaviors, the Company will take remedial action which ordinarily would consist of one or more days of remedial training in a non-revenue, one-on-one setting.

The Company also analyses video footage, telemetry, and other available evidence relating to any collision or other operating incident, and where appropriate provides additional training and/or disciplinary action (as described above in this Plan).

Marin Transit and the Company staff will conduct monitoring to identify safety risk mitigations that may be ineffective, inappropriate or were not implemented as intended. Monitoring may include safety audits, maintenance audits of District-owned vehicles, and site visits to bus stops that have had safety improvements to assess effectiveness. In the event of any concerns, Marin Transit will work with the Company's Chief Safety Officer to identify the root cause of the failure, address the issue, and implement appropriate solutions.

Marin Transit Operations staff will use the Trello project management tool to monitor the Company's progress in addressing any such issues.

Describe activities to conduct investigations of safety events to identify causal factors.

The Company carries out an internal investigation of each safety event, which will, as appropriate, involve meetings with drivers, passenger feedback, review of video recordings and telemetry information, and reports to the Company's insurers. The review will also involve an allocation of responsibility and, where appropriate, the instigation of remedial training and/or disciplinary measures in accordance with the Company's employee handbook and other policies.

Via its insurance arrangements, the Company had access to nationally-recognized passenger transportation safety consultants, and frequently reviews safety related issues and concerns, as well as the latest developments in industry-wide safety standards, with such consultants.

In addition, the Company will participate in Marin Transit's process for conducting investigations for safety events to identify causal factors, which is as follows:

1. The Company or a public safety officer notifies Marin Transit Operations staff of the safety event.
2. Marin Transit Operations staff request video of the event from the Company, as well as a written report from the Safety Officer.
3. Marin Transit Operations staff review the submitted materials.
4. Marin Transit Operations staff meet with the Company to discuss the event, determine the root cause, and identify next steps. This information is documented in the Safety Risk Register.
5. Marin Transit Operations staff create a card in Trello to track Company due dates and deliverables and confirm that next steps are completed.
6. Once all action items are completed, the card is closed, and the review is completed.

See the activity flow diagram attached to this document for details on the use of various tools in the Safety Management System to monitor and conduct investigations and to mitigate risks.

<i>Describe activities to monitor information reported through internal safety reporting programs.</i>
<p>The Company monitors safety with a combination of electronic tools and in-person, on the ground observation. Road supervisors regularly interact with drivers, and all drivers are encouraged to report any safety concerns immediately to supervisors or other management personnel. The Company has, over the years, fostered a “safety culture” wherein safety is the responsibility of every employee at every level, and safety concerns are taken seriously throughout the organization.</p> <p>The Company’s Safety Officer keeps records of all safety-related incidents, which include both written reports, pictures, and video recordings. Via our insurance carrier, we also maintain an ongoing file of loss runs, as well as compilations of data that help us to identify any ongoing or recurring safety issues and/or concerns.</p> <p>Marin Transit Operations staff monitor information reported through safety reporting programs via the Trello web-based project management tool. If an event occurs that requires review, response, and contractor resolution, Marin Transit assigns an owner to the Trello card. The owner is responsible for following up with the relevant contractor to ensure that they took the proper steps to mitigate the safety risk and to collect any supporting documentation.</p> <p>See the activity flow diagram attached to this document for details on the use of various tools in the Safety Management System to monitor to conduct investigations and mitigate risks.</p>

7. Safety Promotion

Competencies and Training
<i>Describe the safety training program for all agency employees and contractors directly responsible for safety.</i>
<p>Company Employees - General</p> <p>All Company employees are given an Employee Handbook when they join the Company, which includes detailed information relating to safety, as well as measures relating to safety incidents. Each new employee also undergoes an extensive on-boarding procedure, which for bus operators and other personnel with safety-sensitive jobs includes general safety presentations and training materials specifically relating to the equipment that the Company operates.</p> <p>The Company’s required training program under its contract with Marin Transit</p> <p>Per the Contract (Section 202, personnel performance standards and requirements), the Company is responsible for requiring that all employees complete their Training Program. The Company is responsible for implementing all aspects of this Training Program throughout the term of the Contract. Training shall include courses and instruction in all aspects of the operation and maintenance of services under the Contract. Any material changes to Company’s Training Program require Marin Transit’s prior written approval. Training must include:</p>

1. **ADA Sensitivity Training.** The Company shall require vehicle operators, dispatch personnel, schedulers, public contact personnel, and supervisory employees to complete ADA sensitivity training to better prepare those employees to address situations relating to the physical and cognitive disabilities of passengers. This training should give particular emphasis to situations that may arise in working with clients who experience cognitive or psychiatric impairments.
2. **Drug and Alcohol.** The Company shall require that all safety-sensitive employees, as defined by the FTA, complete drug and alcohol training in accordance with 49 CFR Part 655. In addition, the Company shall provide a Drug and Alcohol Program Manager who has been trained, through an FTA-approved Drug and Alcohol Program Management course, within ninety (90) Days after Contract award, or as soon thereafter as practical, based on course availability.
3. **Required Safety and Security Training.** The Company shall provide the following safety and security training, including annual refresher training, maintained in a separate employee file:
 - a. Emergency Response training for all employees.
 - b. National Incident Management System (NIMS) training and Incident Command System (ICS) training for CONTRACTOR operations and safety managers as specified in Section 316B(a).
 - c. Training in Marin Transit and contractor policies, procedures, and protocols, including safety, security and incident response plans for all employees, position appropriate.
 - d. OSHA-required training (i.e., Occupational Safety and Health Training, Personal Protective Equipment, Drug-Free Workplace, Lock Out Tag Out, Confined Spaces, Hazardous Communications, etc.).
 - e. **Timing of Training.** The Company shall implement its Training Program in a way that will assure that vehicle operator training is not conducted during peak service hour periods at the expense of providing on-time Revenue Service.
 - f. **Costs of Training.** The Company acknowledges and agrees that all costs of training required for the Contract are included in its Service Hour Rate, including the cost of training associated with any new Revenue Vehicles.
 - g. **Post Training Testing Program.** The Company shall, on a regular basis throughout the term of the Contract, conduct the post-training testing program developed by the Company to ensure that the information provided during training was understood and absorbed by the employees. Any employee who receives a failing grade will be required to receive additional training and testing until that employee receives a passing grade. Until the employee receives a passing grade, the Company shall not permit that employee to perform any function that could jeopardize the safety of Marin Transit or Marin Transit's customers.

Safety Communication

Describe processes and activities to communicate safety and safety performance information throughout the organization.

As indicated above, the Company holds quarterly safety meetings at which the Company updates employees as to safety concerns in a formal, organized manner. In addition, as part of the Company's "safety culture" there is an ongoing and continuous safety dialogue among employees, in which all

personnel are encouraged to speak up and inform their supervisors or other management of any safety concerns they may have or potential safety issues they may have identified.

The Company keeps records of attendance at all regular safety meetings, and documents all safety-related incidents.

Marin Transit staff monitor the Company's safety training and information program through monthly coordination meetings with the Company. Safety is a standing item on the meeting agenda.

Additional Information

Supporting Documentation

Include or reference documentation used to implement and carry out the Safety Plan that are not included elsewhere in this Plan.

1. Marin Airporter Employee Handbook.
2. Fixed Route Service Package 1 Operations and Maintenance Contract between Marin County Transit District and Marin Airporter (effective 7/1/2018)

Definitions of Special Terms Used in the Safety Plan

- **Accident** means an Event that involves any of the following: A loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; a runaway train; an evacuation for life safety reasons; or any derailment of a rail transit vehicle, at any location, at any time, whatever the cause.
- **Accountable Executive** means a single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the agency's Transit Asset Management Plan, in accordance with 49 U.S.C. 5326.
- **Event** means any Accident, Incident, or Occurrence.
- **Hazard** means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.
- **Incident** means an event that involves any of the following: a personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.
- **Investigation** means the process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.

- **National Public Transportation Safety Plan** means the plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.
- **Occurrence** means 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.
- **Operator** of a public transportation system means a provider of public transportation as defined under 49 U.S.C. 5302.
- **Performance measure** means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.
- **Performance target** means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the FTA.
- **Public Transportation Agency Safety Plan** (or Agency Safety Plan) means the documented comprehensive Agency Safety Plan for a transit agency that is required by 49 U.S.C. 5329 and Part 673.
- **Risk** means the composite of predicted severity and likelihood of the potential effect of a hazard.
- **Risk mitigation** means a method or methods to eliminate or reduce the effects of hazards.
- **Safety Assurance** means processes within a transit agency's Safety Management System that function to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.
- **Safety Management Policy** means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees in regard to safety.
- **Safety Management System** means the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.
- **Safety performance target** means a performance target related to safety management activities.
- **Safety Promotion** means a combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.
- **Safety risk assessment** means the formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.
- **Safety Risk Management** means a process within a transit agency's Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.
- **Serious injury** means any injury which: (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date when the injury was received; (2) Results in a fracture of any bone (except simple fractures of fingers, toes, or

noses); (3) Causes severe hemorrhages, nerve, muscle, or tendon damage; (4) Involves any internal organ; or (5) Involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.

- **Transit agency** means an operator of a public transportation system.
- **Transit Asset Management Plan** means the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost-effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR Part 625.
- **TransTrack** means a web-based database system for data collection and reporting
- **Trello** means a web-based project management system

List of Acronyms Used in the Safety Plan

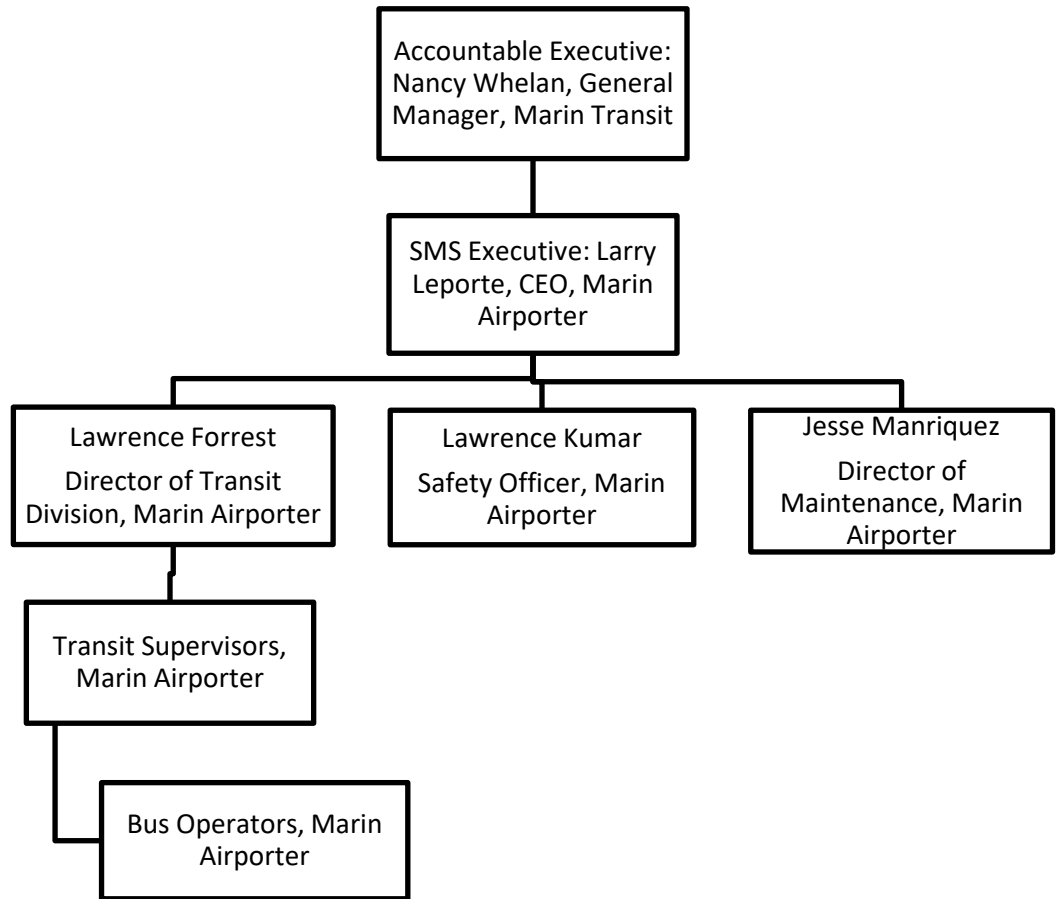
Acronym	Word or Phrase
Caltrans	California Department of Transportation
FTA	Federal Transit Administration
GM	General Manager
MTC	Metropolitan Transportation Commission
NTD	National Transit Database
OSHA	Occupational Safety and Health Administration
SMS	Safety Management System

Attachments

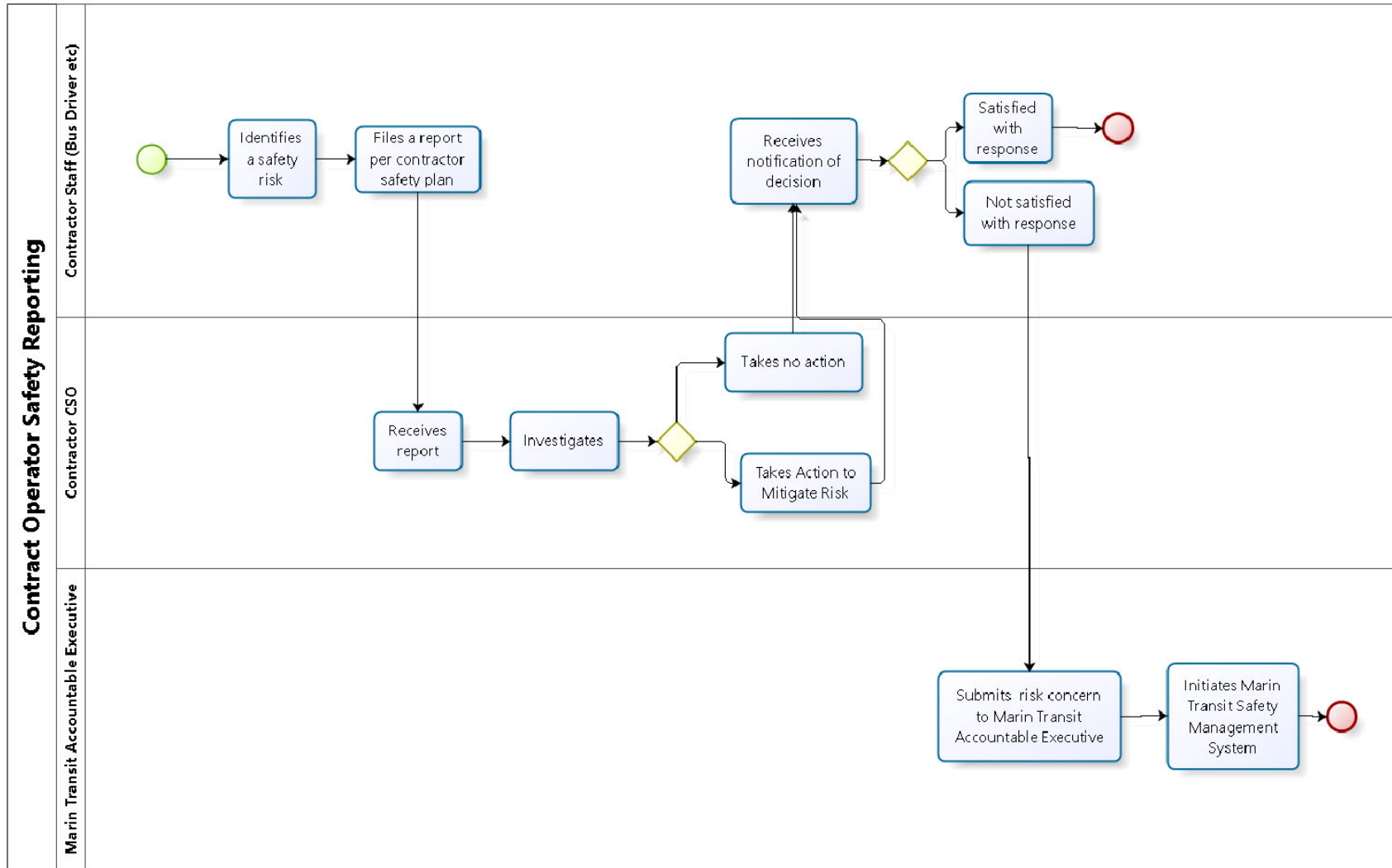
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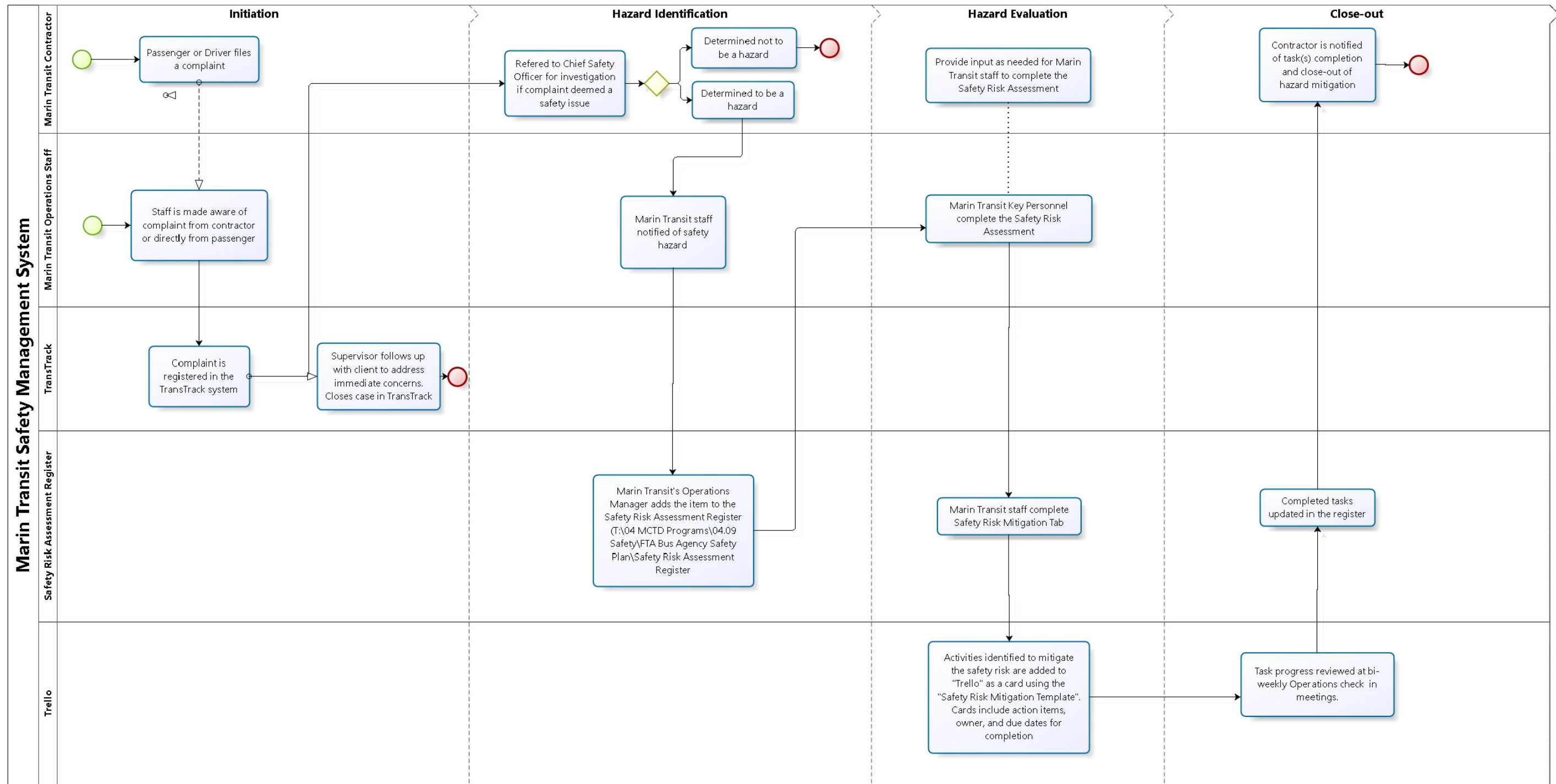
- A. Organizational Reporting Chart
- B. Safety Management System Flow Diagrams
- C. Safety Risk Register Log

Attachment A. Organizational Reporting Chart



Attachment B. Safety Management System Flow Diagrams





Attachment C. Safety Risk Register Log

Sample Safety Risk Assessment Register

Identification					Initial Safety Risk Rating			Further Mitigation Action	Revised Safety Risk Index		Mitigation Owner and Implementation Date				
Hazard	Hazard Type	Identification Date	Identification Source	Analysis Date	Worst Possible, Worst Credible, or Most Common Potential Consequence(s)	Existing Mitigation(s)	Severity of Consequences	Likelihood of Consequences	Safety Risk Index	Further Mitigation Action	Revised Safety Risk Index	Revised Safety Risk Index Date	Department Responsible for Mitigation	Estimated Implementation Date	Contact Person
Buses misaligned over pits.	Technical - Maintenance	Date	Employee safety reporting	Date	Bus falling into pit resulting in worker fatality.	1. Training in aligning the bus properly over pit. 2. SOP and rule book provided with training.	1 (Catastrophic)	C (Occasional)	1C (Unacceptable under the existing circumstances)	1. Revise SOP and Rulebook to require a second worker to watch and signal for bus placement. 2. Establish speed restrictions moving in and out of shop. 3. Stripe lines around pits with high visibility fluorescent paint. 4. Revise SOPs to ensure pit is not occupied during bus movements over pit. 5. Install bus tire guides on pit edge.	1D (Acceptable based upon mitigations)	Date	Bus Vehicle Maintenance	Date	Name
Near side bus stop in Blue Route at the intersection of First and Main.	Technical - Operational	Date	Inspection report	Date	Car turning right in front and colliding with the bus as the bus pulls out of the stop.	1. Operator training. 2. SOP and rule book provided with training.	2 (Critical)	B (Probable)	2B (Unacceptable under the existing circumstances)	1. Issue alert bulletin to Blue Line operators. 2. Install an alerting signal at the bus stop.	2C (Acceptable based upon mitigations)	Date	Operations	Date	Name
Placement of XYZ model buses inspection panels.	Technical - Design	Date	Employee safety reporting	Date	Inspection panels in XYZ model buses difficult to access by maintenance personnel.	1. Maintenance training. 2. SOP and rule book provided with training.	3 (Negligible)	B (Probable)	3B (Acceptable based upon mitigations)	N/A	N/A	N/A	N/A	N/A	N/A

Sample Safety Risk Mitigation Register

Potential Consequence(s)		Safety Performance Monitoring		Timeframe and Mitigation(s) to be Implemented		Mitigation Monitoring Activities and Responsible Department		
Worst Possible, Worst Credible, or Most Common Potential Consequence(s)	Safety Performance Indicator (SPI)	SPI Value	Safety Performance Target	Timeframe	Mitigations	Monitoring Means	Department Responsible for Monitoring Mitigation Effectiveness	
Bus falling into pit resulting in worker fatality.	Bus alignment over pit.	[Number] events of bus misalignment over pit per [time unit].	Reduce the number events of bus misalignment over pit per [time unit] by [%] by [date].	180 days	1. Revised SOP and Rulebook to require a second worker to watch and signal for bus placement.	1. Employee safety reporting.	Safety Department	
							2. Inspections.	Safety Department
							3. Workplace observations.	Safety Department
				180 days	2. Establish speed restrictions moving in and out of shop.	1. Employee safety reporting.	Safety Department	
							2. Inspections.	Safety Department
			3. Workplace observations.	Safety Department				
			180 days	3. Stripe lines around pits with high visibility fluorescent paint.	1. Inspections.	Safety Department		
			180 days	4. Revise SOPs to ensure pit is not occupied during bus movements over pit.	1. Employee safety reporting.	Safety Department		
			180 days	5. Install bus tire guides on pit edge.	2. Workplace observations.	Safety Department		
					1. Inspections.	Safety Department		
Car turning right in front and colliding with the bus as the bus pulls out of the stop.	Bus pulling of the stop while a car turns in front.	[Number] events of bus pulling of the stop while a car turns in front per [time unit].	Reduce the number events of bus pulling of the stop while a car turn in front per [time unit] by [%] by [date].	120 days	1. Issue alert bulletin to Blue Line operators.	1. Workplace observations.	Safety Department	
							2. Employee safety reporting.	Safety Department
				120 days	2. Install an alerting signal at the bus stop.	1. Workplace observations.	Safety Department	
						2. Employee safety reporting.	Safety Department	
Inspection panels in XYZ model buses difficult to access by maintenance personnel.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	

MV TRANSPORTATION SAFETY PLAN

MV TRANSPORTATION, INC.

Safety Management System (SMS) Plan

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1. Safety Management Policy

Safety Management System (SMS) Policy Statement

MV Transportation, Inc. is committed to providing the highest level of safety for the public, our employees and contractors. Satisfying our customers' special needs with 100% regulatory compliance and the lowest possible risk is our first operational priority. We will never increase our risk of accident or injury to solve operational problems in the course of providing the *Best Customer Experience*.

To meet that commitment, MV Transportation has adopted the **Safety Management System (SMS)** and developed safety policies and activities in support of an effective SMS. This plan is based on the four components of SMS: Safety Management Policy, Safety Risk Management, Safety Assurance, and Safety Promotion.

Every employee and contractor are directed and empowered to administer the SMS and its specific activities for the prevention, control, and resolution of unsafe conditions and actions. The primary objectives of this SMS plan are to proactively identify and mitigate safety hazards and risks, promote a positive safety culture, and maintain regulatory compliance.

Our safety objectives are to:

- Ensure that effective safety management systems and processes are integrated into all of our activities.
- Designate an individual responsible for the safety function who reports directly to the Chief Executive Officer of the company and authorize that individual to develop and implement programs to promote safety.
- Ensure all employees and contractors are aware that safety is their primary responsibility and they are held accountable for delivering the highest level of safety in their daily work activities.
- Clearly define the safety accountabilities and responsibilities to all employees and contractors, including the responsibility of managers and supervisors to develop, implement, and enforce safety rules and procedures in their respective work areas.
- Provide all employees and contractors with appropriate safety information and skills training; ensure employee and contractor competence in all safety matters related to their position with the company.
- Develop and embrace a positive safety culture in all of our activities that recognizes the importance and value of effective safety management and acknowledges that safety is the number one operating value in everything we do.
- Ensure a culture of open reporting of all safety hazards, ensuring that no action will be taken against any employee who discloses a safety concern through the proper chain of command, unless such disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures.

- Promote and maintain a positive safety culture with positive recognition and reinforcement of safe behaviors.
- Ensure that all equipment, systems and services meet our safety performance standards through periodic audits and inspections.
- Establish performance metrics and measures of our safety performance against our safety performance indicators and safety performance targets.
- Continually develop and improve our safety processes through actively monitoring, measuring, and reviewing our performance against our objectives and targets.
- Conduct safety and management reviews to improve our safety performance and ensure that relevant and corrective actions are taken.
- Comply with all state and federal regulatory requirements and standards.

Signed:



Thomas Egan, Chief Executive Officer

Date: 10-28-2019

1.1 Commitment to Safety Statement

Providing the highest level of safety for all MV Transportation employees, passengers, and the communities we serve is our core operating value. Safety is at the forefront of delivering the *Best Customer Experience* and is the first of our key components of successful performance.

Doing work safely must be the foundation of all operational activities. Safety standards will never be compromised, subordinated or diminished by any other goal. Safety is the process that drives all functions and activities and is at the center of everything we do at MV Transportation.

MV Transportation is committed to being the safest organization possible and is committed to an incident and injury free workplace and security excellence. We will review and continually improve our practices to continuously drive improvements in safety, health, environmental, and security performance.

Accountability is fundamental to our mission. Every individual at MV is responsible for working and acting safely and embracing safety as a lifestyle. Compliance with this Commitment, applicable laws, and other requirements is the responsibility of every employee and contractor acting on our behalf.

Safety leadership is a core responsibility of management and is the company's most important management value. Managers at all levels will set the standard in our industry, from the Chief Executive Officer to the first-level supervisor.

Every employee is responsible to:

- Promote and maintain a safe work environment for all personnel and our passengers.
- Act consistently to influence safe behaviors and eliminate unsafe behaviors, actions and decisions.
- Go above and beyond the minimum safety standards of his / her job.
- Directly participate in all aspects of our safety program.
- Abide by all applicable safety rules and regulations.
- Work with management to decrease our exposure to risk.
- Immediately report all incidents/accidents and hazards.
- Complete all assigned safety training programs to continuously enhance safety skillset.
- Intervene in an activity if it is observed that its being conducted with an unacceptable level of risk.
- Encourage and reinforce the safe behaviors of others.
- Resolve circumstances responsibly that require corrective action.
- Insist upon an unwavering commitment to safety.

MV leadership is committed to supporting this statement with the resources and accountability necessary to achieve safety excellence.



Tom Egan
Chief Executive Officer



Mark Collins
President and Chief Operating Officer

Contractor Management

It is the responsibility of MV Transportation to ensure that contractor work practices meet established safety standards of the agency and any and all federal, state, and local regulations and requirements. (Safety Policy S-10).

MV Transportation will monitor contractor compliance through scheduled and unscheduled safety audits of equipment, work sites and practices, regulatory compliance, and required records. Significant violations, especially in areas of safety, will be addressed by the appropriate management person, and may include termination of the contract or other legal action.

1.2 Safety Management System Development

This Safety Management System (SMS) plan was developed to outline our systematic procedures, practices, and policies for managing risks and hazards. Additional plan elements are available as references to support the information outlined in this document.

Key definitions of our process throughout our Safety Risk Management includes the following:

- A **hazard** is a condition or object with the potential of causing injuries to personnel, damage to equipment or structures, loss of material, or reduction of ability to perform a prescribed function. The potential for harm is defined as **safety risk**. It refers to the chance that people, equipment, or the environment could be harmed by the consequences of a hazard.
- What is done to address and reduce that risk is **mitigation**.
- **Consequence** means an effect of a hazard, involving injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.
- **Event** means any accident, incident, or occurrence.

This SMS plan will be reviewed periodically to continuously improve in our mitigation of safety risk. We will review and continuously improve our practices to drive continuous improvement. Effectiveness at the site level will be determined at least annually through the Safety Director audit. Reviews may occur more frequently.

This plan outlines the SMS activities for all employees and contractors employed by MV Transportation. Additional manuals and procedures should be referenced for more in-depth procedural detail. We will work with the transit agency at the site-location level to ensure these activities are also featured in their Agency Safety Plan.

1.3 Operations and Maintenance Procedures

It is the policy of MV Transportation that company operations and all personnel will comply with all applicable requirements federal and state safety regulations (Safety Policy S-10).

The system will be monitored for compliance with and sufficiency of operations and maintenance procedures. Non-compliance will be addressed through training, coaching, and management oversight, among other approaches. Non-compliance may result in disciplinary action, in

accordance with our policies and procedures. Insufficient procedures will be addressed through the Safety Risk Management process outlined in this plan. Any task that cannot be done safely should not be attempted until it can be done safely.

It is the responsibility of the operator to perform thorough Daily Vehicle Inspections (DVIs) and submit those reports to dispatch personnel. It is the responsibility of the mechanics to review and repair all defects before the vehicle goes back into service. The procedure is listed out in greater detail in our Maintenance Manual. Monthly audits of facilities including yard and surrounding areas will also be conducted to verify OSHA compliance and hazard identification, mitigation and resolution.

A vehicle with a safety defect is reported immediately by the operator. The vehicle shall be removed from service and not returned until repaired or replaced as soon as possible. In cases when the defect prevents the vehicle from being safely driven back to the garage, it is towed using a contracted service.

No operator or other authorized employee is asked, required, or permitted to drive a vehicle with a known major safety defect and is required to wear a safety vest as well as any other appropriate PPE.

As outlined in our Maintenance Manual, it is the responsibility of the maintenance manager to provide the general manager with a detailed account of the day's vehicle status and maintenance activities. The maintenance manager shall ensure the operations manager is kept up-to-date on all daily meetings and reports.

It is the policy of MV Transportation that maintenance managers are responsible to ensure all fleet vehicles are systematically inspected, maintained, and repaired. The preventative maintenance intervals shall conform to the OEM service specifications, FTA standards, and contractual requirements. (MP-03-02 – Preventative Maintenance). All reasonable maintenance services are to be conducted in accordance with OEM standards. (MP-03-10 – Seasonal Maintenance).

Please refer to the Maintenance Shop Safety Manual and Maintenance Manual for further detail outlining policies and procedures, as well as our Safety Vest Policy S-46 and Yard Safety Procedures.

Safety in Design, Acquisition and Procurement

Operational safety and passenger safety are the highest priorities when defining vehicle and facility design requirements. Design criteria are established to ensure the equipment meets or exceeds all safety, flammability and environmental requirements and meets all state and federal standards and regulations. MV Transportation's Procurement Department owns the procurement process and works closely with all impacted departments.

Conditions covered in the Contract Specifications include verification of compliance, commencing with the design phase and periodic inspections and testing during the construction phase performed by qualified consultants. A thorough inspection and system testing is performed before the equipment is conditionally accepted.

The Procurement Group works in conjunction with the maintenance, safety, and operations department when purchasing personal protective equipment for employees, controlling

chemicals and other hazards in the workplace, mandating safety requirements in specific contracts and requiring compliance from specific vendors and clients with MV Transportation's safety requirements.

1.4 Employment and Recruitment Selection

MV Transportation follows industry practices when hiring employees and contractors, including employment, criminal background, and MVR reports as required. Our hiring practices are compliant with FTA regulations on pre-employment / new hire testing and onboarding.

1.5 Drug and Alcohol Program

The Drug and Alcohol Program Manager is responsible for administering the corporate program. The location Designated Employer Representative (DER) are responsible for location program compliance. The policies and procedures conform to the drug and alcohol regulations of the United States Department of Transportation's (DOT), Federal Transit Administration (FTA) and/or the Federal Motor Carrier Safety Association (FMCSA), based on the service environment that the agency and contract operates under. The policy identifies that employees are subject to testing and includes the testing requirements, prohibited behavior, consequences of positive results and resources for employee assistance and rehabilitation.

MV Transportation is committed to a Drug and Alcohol free workplace through a Zero Tolerance policy. Participation by covered employees in MV Transportation's prohibited drug use and alcohol misuse program is a condition of employment. Supervisors must not permit a safety-sensitive employee to perform his/her job function if the employee has violated any provision of the Policy. Our Drug and Alcohol-Free policy extends to contractor personnel in safety-sensitive positions.

1.6 Workplace Violence Program

MV Transportation is firmly committed to providing a workplace free from acts of violence or threats of violence. In keeping with this commitment, the Company has established a policy strictly prohibiting any employee from threatening or committing an act of violence in the workplace, while on duty, while on company related business, or while operating any vehicle or equipment owned or leased by the Company.

Assistance is needed from all employees to achieve a workplace secure and free from violence. MV is committed to a "zero tolerance" policy and compliance with this policy in respect to workplace violence is every employee's responsibility. Any and all incidents involving an act or threat of violence must be reported immediately to the employee's supervisor or the Human Resources department. Any employee may do so without fear of retaliation of any kind. After the incident is reported to a supervisor, he/she will report the matter to the Human Resources department, who will conduct an investigation and take appropriate action.

Any employee who engages in or contributes to violent or threatening behavior may be subject to disciplinary action, up to and including termination.

1.7 Fitness for Duty

Fitness for duty is determined by Human Resources and Safety Management. It is the policy of MV Transportation that all drivers are professionals that manage fatigue and come to work well rested and prepared to provide a full measure of safe and reliable customer service (Safety Policy S-18).

All employees that take medical leave must provide a return to work release from his/her health care provider prior to returning to work. The return to work statement should be submitted to the Leaves Manager in the Benefits department.

Employees returning to work after 30 days or more break in service will be required to undergo a background check, return-to-work physical and drug test, as permitted or required by applicable federal or state law which includes but is not limited to regulations and requirements set forth by the DOT, FTA, FMCSA, OSHA and ADA.

1.8 Policies and Procedures Review

All policies and procedures require periodic reviews for applicability and accuracy. Policies and procedures include a revision date to ensure that all copies of the document are current. Specific policies and procedures are reviewed by department managers with the assistance of the Human Resources Department. Changes to policies and procedures will be made at the corporate level after a thorough review has been performed.

The contractor's safety policies and procedures will also be reviewed periodically for accuracy and compatibility with MV Transportation policies and procedures.

To submit a request for revision, individuals must complete a Change Request. Details of the request must include the policy or procedure, description of the requested process change, any known impact, and implementation efforts.

1.9 Employee Safety Reporting Program (ESRP)

Our front line employees are our best source of information for identifying hazards. Nobody knows more about the actual safety performance of the transit system than the employees who deliver the service.

The Employee Safety Reporting Program (ESRP) is intended to help the Accountable Executive and other senior managers get important safety information from across the transit agency. It can be an agency's most important source of safety data.

There are two types of safety reporting programs: mandatory and voluntary.

- **Mandatory:** Employees must report hazards that are compliance-based and address regulatory issues. Employees are required to immediately report every incident and accident. An employee's failure to report or provide false information of an unsafe hazard or act could result in disciplinary action.
- **Voluntary:** Employees are strongly encouraged to report hazards and can report anonymously. Every employee is empowered to report any unsafe hazard / risk to their supervisor or senior management without fear of retribution or penalty.

Employees will have the option to report anonymously to maintain confidentiality. The ESRP is non-punitive and employees will not be disciplined for the act of reporting the Hazard or Near Miss. However, employees must report hazards that are compliance-based and address regulatory issues. Record falsification, Drug & Alcohol violations, gross negligent behavior, and failure to report accidents/incidents and serious safety hazards are examples of employee behaviors that may result in disciplinary action.

Forms of reporting can include submitting a completed SMS Hazard/Risk Report Form (found in the Appendix) or utilizing a centrally located Safety Suggestion Box at the division location. The transit agency may also have an additional form of Employee Safety Reporting.

The Hazard/Risk Report Form shall be completed immediately, so proactive measures can be taken as soon as possible. Depending on the perceived level of risk and severity, the report shall be submitted immediately or by the end of their shift.

Input by employees into the ESRP can include safety concern reporting, operational system description, hazard identification, safety deficiencies, risk assessments, potential consequences of hazards, or recommended safety risk mitigations.

Examples of reports may include the following;

- Safety hazards in the operating environment (for example, county road conditions)
- Policies and procedures that aren't working as intended (for example, insufficient time to complete pre-trip inspections)
- Events that senior managers might not otherwise know about (for example, near misses)
- Information about why a safety event occurred (for example, radio communication challenges contributed to an incident)

The information we receive through this source will help us resolve the reported hazard and notify the supervisor or senior management of changes that may need to be made to mitigate safety hazards in the future.

The Safety Department will lead the effort on collection, analysis, resolution, and monitoring of hazards and feedback entered through the ESRP. The Safety Department will take the lead on the Safety Risk Management process, with inputs from subject-matter experts in operations and maintenance.

Information collected through our ESRP will feed into our hazard identification and analysis process. Please reference that section of the plan for further information on mitigation, resolution, and communication.

1.10 Authorities, Accountabilities & Responsibilities

Safety accountabilities and responsibilities span from corporate organizational roles to contract management and front-line employees. All employees are responsible for safe operations, as outlined in our Commitment to Safety statement.

The **CEO** provides strategic direction and has the responsibility for providing the leadership and resources to carry out the Safety Management System plan.

Agency Leadership and Executive Management are tasked and authorized with making sure that the organization safety policies and procedures are followed and communicated to their direct reports, general managers, managers and front-line supervisors. They will provide positive leadership and direction in maintaining the safety policy as a major priority in all operations. This group is responsible for providing resources to acquire and maintain safety and health equipment, devices and programs. They will support safety standards and behaviors ensuring that steps are made to identify and mitigate hazard and risk.

The **Safety Leadership team**, including the Chief Safety Officer, VP of Safety, or Director of Safety, has the authority and responsibility for making sure the safety policies and procedures are adhered by and promoted by senior management, department supervisors and managers, area safety directors and key safety team members. The Safety Leadership team will stay informed of law changes or updates concerning employee safety and record keeping and will amend safety policies as required. This group will conduct periodic reviews of safety standards to remain current with federal and state requirements. They will provide guidance in maintaining a high standard of safety training programs and assist in analyzing safety data to identify future mitigation strategies. The Directors of Safety will conduct an annual audit to ensure compliance with Federal, State and Local rules and regulations as well as company policies and procedures.

Key Staff, including Department Supervisors, Managers and all other employees, are tasked with following all company safety policies to include, but not limited to, FTA, FMCSA, USDOT, ADA safety regulations. Managers and Supervisors are responsible for staying current on all internal and external safety training. They are also responsible with reporting or responding to accidents, injuries, near misses, unsafe working conditions and potential hazards within their scope of influence. Supervisors and Managers will evaluate employee performance ensuring each employee's safe behavior and work methods and coach, retrain and discipline as required. They will conduct monthly facility audits to ensure compliance. They are also responsible for promoting the ESRP and reviewing and resolving all submissions responsibility.

In addition to the above overview of safety roles and responsibilities by group, the following highlights the site-specific roles and responsibilities. This is in addition to the responsibilities listed out in our Commitment to Safety (page 4) and SMS plan objectives (page 2).

General Manager: Ultimate responsibility for the safety performance of the location and authorizes activities to support an effective SMS.

Operations Manager: Responsible for promoting operational safety and adhering to our policies and procedures.

Safety and Training Manager: Responsible for the day-to-day implementation and operation of the SMS.

Maintenance Manager: Responsible for OSHA compliance and site-specific maintenance activities.

Trainers / Instructors: Responsible for ensuring that we are training every employee to proficiency in accordance with our performance standards.

Supervisors: Responsible for playing an active role in SMS activities, including sufficient road observations and identifying potential safety hazards with recommended solutions.

Location Safety Committee: Responsible for ensuring that reported safety items are reviewed and addressed, as well as discussing proactive measures to mitigate future risk.

1.11 Emergency Management Integration and Procedures

Every site location is to maintain an updated Emergency Action Plan (Safety Policy S-21). The purpose of the Emergency Action Plan is to assist employees and management in making quality decisions during times of crisis, and to comply with regulatory standards for Emergency Action Plans.

The Facility Emergency Action Plan will be reviewed and updated annually. Certain practice drills are to be planned and carried out for preparedness during emergency scenarios.

The Emergency Action Plan is available on our intranet site and should be printed and stored in the division.

1.12 SMS Documentation and Records

Processes that require documentation or forms to support an effective SMS are listed out in this plan within the corresponding section.

Site locations that are subject to the PTASP Final Rule will be required to maintain documentation and recordkeeping for a minimum of 3 years.

2. Safety Risk Management

The FTA defines Safety Risk Management as a process within the agency's Public Transportation Agency Plan for identifying hazards and analyzing, assessing, and mitigating the safety risk.

Through risk identification and assessment, a determination is made of the probability and severity of potential losses. Safety and loss control programs are developed to modify and eliminate or reduce the risks of these exposures.

2.1 Accident and Incident Reporting and Response

It is the policy of MV Transportation to minimize injury, damages, pain and suffering for people involved in vehicular mishaps involving MV vehicles, to promptly respond, report and to thoroughly investigate these occurrences. (Safety Policy S-32)

All incidents, including near misses and minor events, should be reported as soon as possible – whether or not the incident did or could have resulted in personnel injuries, illnesses, or property damage.

The incidents shall be immediately reported from the scene. Operator at scene shall immediately contact Dispatch and provide incident details.

When possible, it is the responsibility of the General Manager to make sure that a manager or supervisor responds to the accident to ensure care for our driver and equipment, secure the incident site, preserve evidence, review of accident investigation and proper review of company liability.

The initial accident/incident claim line information sheet should be completed with details to convey to our claims hotline.

Accident and incident response procedures will vary depending on the severity of an incident (“major” vs. “minor” definition thresholds outlined in Safety Policy S-32). All employees, supervisors and managers should be knowledgeable on response procedures outlined in Risk Management SAF-001 Accident Procedures guideline and High Priority Event notification procedures.

The General Manager and Safety Manager are responsible for ensuring a timely investigation and report is completed.

Reports are reviewed by the department manager, who determines preventability (Safety Policy S-1). Reports may also be reviewed by Risk Management and the Director of Safety. Additional actions and activities may be requested from the Risk Management department or Regional Director of Safety.

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

Work Injuries

Work injuries include 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 OSHA-related injuries are considered work injuries for the purpose of this policy.

Injuries should be reported by the injured employee or a witness to dispatch or his/her immediate supervisor as soon as possible. If the injured employee needs medical attention, the appropriate response by coworkers (dispatch, supervisor, manager) is to:

- Assess the injury.
- Call 911 if necessary.
- Begin emergency medical treatment, if willing and able.

- Continue treatment until emergency responders arrive.
- Inform Management or Director of Safety.
- Complete a written report as soon as possible.

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

The Supervisor will conduct an investigation to determine the root cause of the incident surrounding the injury (Safety Policy S-30). The Supervisor will issue a written report for review by Risk Management, Regional Manager - Maintenance, General Manager and Area Safety Director. Recommendations may be issued 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.

Accident and Incident Investigation

It is the policy of MV Transportation to investigate all incidents/injuries, to identify causes, and to correct deficiencies, if any (Safety Policy S-1). Effective incident investigation is an essential step towards making improvements in the system or process that can prevent future incidents from similar causes. It is the key to correcting and improving unsafe behavior in the workplace.

Identifying all factors that came into play to cause an incident, accident, or injury, and getting down to the root cause, is the only way to ensure proper steps will be taken to prevent a recurrence. This includes examining driving and work procedures and revising them if found faulty; and identifying violations of MV, OSHA, DOT, FTA, or other procedures, rules or regulations. (Safety Policy S-32)

After corrective actions have been identified and put in place, the management team or Regional Safety Director will follow-up to ensure that corrective actions remain in place and have effectively corrected incident causes.

2.2 Safety Hazard Identification and Analysis

Hazards identifications could be submitted directly, or could be derived from trends or other data analyses.

Hazards can be identified through a variety of sources, including;

1. Reviews
2. Observations
3. Investigations
4. ESRP
5. Passenger feedback

When a hazard has been identified, it will be tracked in a Safety Risk Register log, using the FTA template provided. This includes the description of the risk, rating of the risk, the action to address it, and how we are going to monitor that action for its effectiveness.

The hazard will be rated with an “as reported” risk assessment ranking, which will be followed up for a re-evaluation after a mitigation strategy has been implemented.

Reviews

- DriveCam scored or coachable events – driver specific or aggregated trends of at-risk behaviors
- Monthly performance or quarterly reviews of both leading and lagging indicators

Observations

- Road observations and ride checks
- Mystery rider program (if applicable at the site location)
- Customer/passenger comments
- Third-party notifications

Audits and Inspections

- Monthly facility inspection
- Daily walk-through
- Pull-out procedures
- New driver assessments (Safety Policy S-37)
- Refresher training (Safety Policy S-12)
- Annual safety director audit
- Maintenance audit

Investigations

- Accident and incident investigation
- Injury root cause investigation

Hazard Analysis

Once a hazard has been identified, it must then be analyzed. Analysis may include a description of the hazard, supporting results documents, photos, and/or suggestions for resolution. Unless a hazard can be eliminated, it’s safety risk must then be managed. We analyze this in terms of how likely it is to happen (probability or frequency) and how bad it could be (severity). Hazard Probability Categories and Hazard Resolution Matrix, see [Attachment A](#), and then by determining the best method for remediation. Near Miss reporting will be collected through Dash Camera Systems, as well as encouraged through the ESRP. If not captured through a Dash Camera System, Near Miss reporting can be completed on the Hazard Risk Form and reported to the location Safety Manager or Supervisor.

2.3 Evaluation, Mitigation and Communication of Safety Risk

The last step is to develop possible mitigation strategies that address identified safety risks. In evaluating safety risks, identifying what is being done now vs. what can be done in the future is an important consideration.

The review must identify facts, establish root causes, and suggest methods for mitigating or preventing recurrence.

Statistics from accident and incidents are tracked and compared to performance measures and targets to identify where mitigations may or may not be effective.

The identified hazards are reviewed and assessed, and a priority is set based on severity of risk using the Hazard Resolution Matrix.

The Location Safety Committee plays an important part of hazard reduction and hazard resolution. The committee should provide inputs/ideas to ensure a safe work environment is established and maintained. (Safety Policy S-39).

Hazard Resolution and Communication

When the safety hazard and analysis has been completed, the location supervisor or manager who will then coordinate efforts with essential personnel to resolve the hazard in a timely manner. In cases where an immediate threat to safety exists, work will be immediately suspended by the location management while the hazard is addressed and mitigated.

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.

Communication of resolution and status of SMS activities is listed out in section 4 of this plan.

3. Safety Assurance

The FTA defines Safety Risk Management as a series of processes within a transit agency's Safety Management System that function to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

Safety Assurance subcomponents includes:

1. Safety Performance and Monitoring and Measurement
2. Management of Change
3. Continuous Improvement

3.1 Safety Performance and Monitoring and Measurement

Data is constantly collected through the transit agency's Safety Assurance activities. This will include both leading and lagging indicators.

Leading indicators are used to anticipate and prevent injuries and accidents. This data source can include information collected from road observations, ride checks, mobile blitzes, or the ESRP. Our behavior-based indicators, as measured by DriveCam or another safety monitoring technology, is one of our best indicators for future success, as it measures the unsafe behaviors present in our operation.

Our lagging indicators measures what has happened, including accidents and injuries. This metric allows you to analyze historical information, as well as view in real-time if your risk mitigation plans are reducing the accidents and injuries.

Safety performance indicators will help measure inputs, outputs, outcomes, or impacts. It is a signal or early warning sign.

Safety performance targets are quantifiable and is the expected change over a period of time.

Daily monitoring will be conducted through inspections, observations, and evaluations.

Safety Performance Targets are spelled out in the PTASP addendum of this plan.

Mitigation Monitoring

The Mitigation Monitoring plan helps ensure safety performance monitoring and measurement activities are performed to confirm that mitigations are effective, appropriate, and fully implemented.

A Mitigation Monitoring plan may include the selected safety risk mitigation, the indicators or targets, description of how it will be monitored, timeframe, responsibility, and updates.

While the Mitigation Monitoring plan addresses the mitigation and monitoring activities, the Corrective Action Plan documents the corrective action and helps address short-term defects or compliance issues. The Corrective Action Plan is intended to eliminate the behavior that caused the event, while Mitigation Monitoring is to continuously monitor the hazard.

The Mitigation Monitoring process is owned by the location's management team, with assistance from the Regional Safety Director. The Mitigation Monitoring process requires periodic reviews to ensure that the risk level is being mitigated and reduction of the frequency of the hazard is taking place.

A periodic audit of contractor safety plans, Safety Data Sheets, and Personal Protective Equipment requirements will be conducted by the Safety Team and the General Manager.

3.2 Management of Change

Our operating environment has many areas that can and will be subject to a change. Prior to implementation of a proposed change, an assessment will be performed by using the Hazard/Risk

Report form to determine if the change will impact safety performance or if there are any new hazards that will be present.

If a new hazard is identified, it is put through the SRM process and evaluated. A risk mitigation strategy will be created or modified to mitigate risk for that change. Once the change is made it will be monitored for effectiveness.

The size and scope of the change can vary from something small to something as large as new service or routes. Efforts will be made to assess if there is a possible impact to safety prior to operations taking place.

3.3 Continuous Improvement

The overall safety performance of the system and the performance of SMS activities will be continuously measured and evaluated to determine the effectiveness and appropriateness of risk mitigations.

The data and information that will be collected through Safety Assurance activities will tell us how we are doing and what areas we can improve on.

Insight through these sources may trigger more frequent reviews and a revised strategy to ensure that mitigations are effective.

Local management will work with the agency to determine frequency of meetings with the contractor management to review the SMS process.

4. Safety Promotion

4.1 Competencies & Training

It is the policy of MV Transportation that all employees will undergo new hire training based upon type of service and experience level. Mastery is verified through evaluations prior to being released to revenue service.

Job-specific training programs have been developed to enhance safety skills necessary for safe, secure, and reliable customer service. This includes training for operators, trainers, supervisors, maintenance staff, operations, and management personnel.

MV Transportation maintains a continuous safety communication campaign through the form of safety meetings (Safety Policy S-27). Every month, a fleet safety and injury prevention topic will be reviewed to refresh the fundamentals and key learning points. Annual refresher training on key areas will also be conducted along with periodic promotion of prevention activities.

Maintenance monthly training will focus on OSHA compliance for shop safety. 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.

Information concerning safety hazards or issues is provided to employees through new hire orientation, location safety committee meeting minutes, company-wide or departmental

meetings, Safety Team briefings, monthly safety meetings, bulletin board postings, memos, or other written communications.

All MV operators will receive refresher or remedial training, as necessary, throughout their employment with the Company (Safety Policy S-12). This can include, but is not limited to, defensive driving techniques, ADA and Wheelchair Securement activities, Fatigue Management, Pedestrian and Bicyclist awareness, as well as hands-on training. This training provides a procedure for evaluation job skills and determining subsequent retraining needs or employees who are returning to work after an extended leave, employees who have been involved in an accident and refresher skill training.

Training, retraining, proficiency checks, and safety meeting attendance will be recorded and documented.

Training records are kept by the department supervisors and managers and will include:

- Date of training
- Employee names
- Copies of training materials
- Training subject
- Location of training
- Name of trainer
- Signature of trainer and trainee

A training audit and training needs assessment will be conducted at least bi-annually, or as a result of activities that come out of the SRM process.

Safety Culture

Our Vision is to deliver the *Best Customer Experience* with industry-leading Safety, Reliability, and Innovation. Our fundamental safety belief is that Safety is a core business value and there is nothing more important than promoting and maintaining a safe operation.

Our Safety Culture Guide outlines the importance of implementing initiatives at the local level to promote a positive safety culture.

To foster a positive safety culture, supervisors and management should make every effort to demonstrate their commitment to safety, offering the highest level of respect and dignity and a genuine concern for the welfare of their workers. Supervisors and management will exhibit the behaviors they want to see as part of their location's safety culture.

Elements of our Safety Culture Guide include:

- Employee engagement and buy-in
- Accountability and ownership of employees
- Positive recognition
- Reinforcement of safe behaviors
- Safety award programs
- Administration of the Katherine McClary Safe Operator Award program
- Safety campaigns and blitzes
- Incentive and reward contests

Supervisors and managers will pay attention to, measure, and publicly acknowledge the desired behaviors and performance outcomes by workers. The purpose of this and other safety-related programs is to focus our employees on working safely, and then reward them for their success.

4.2 Safety Communication

Communication of the SMS

A variety of methods may be used to communicate the SMS plan, including updates or memos. Communication can include updates related to SMS concerns/issues, lessons learned, analysis, new requirements or tracking mechanisms, and/or roles and responsibilities.

It is the responsibility of the location management to train employees on how to identify and report hazards. Management and supervisors will encourage employees to report their safety concerns or hazards.

Safety actions that are taken in response to reports submitted through the ESRP will be communicated to employees during the safety meetings or posted in a common area.

Our Policy and Commitment to Safety statement will be distributed to all managers to be reviewed with all employees during initial onboarding. This will be reviewed at least annually to continuously promote a safe work environment and communicate our commitment to an incident and injury free workplace.

Our policies, procedures, written statements, and formalized plans that support our SMS activities are available to all managers through our intranet site.

Continuous Awareness and Safety Communication

Management and supervisors will facilitate in daily safety communication and planning engagement blitzes and campaigns accordingly.

Dispatchers will play an active role in this process by delivering safety radio announcements.

The Daily Safety Message will be printed and posted throughout the facility.

Material that supports the monthly fleet safety topic and/or injury prevention topic that is distributed from corporate will be displayed throughout the facility.

Additional means of communication includes:

<ul style="list-style-type: none"> • New Hire Orientation Training • Operational Safety Calls • Safety Meetings • One-on-one dialogue between supervisors and employees • Safety Briefings/Toolbox Talks 	<ul style="list-style-type: none"> • Safety Bulletin Board • Safety Committees • Posters, Flyers, & Memos • E-mail Communications • Internal Websites • Video/TV Displays
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5. Supporting Resources

Maintenance, Facility & Fleet	Operator Safety	General Procedures & Regulatory Compliance
Maintenance Shop Safety Handbook	Employee Handbook	Code of Federal Regulations (CFR)
Vehicle Maintenance Plan (PM)	Safety Manual	Crime Prevention Environmental Design (CPTED)
Aerial Platform Certification	New Hire Orientation	Emergency Action Plan
Powered Industrial Truck (Forklift) Certification	Fitness for Duty Evaluation	Fire Prevention Plan
Clean Air Act (608,609)	Operations Policies and Procedures Handbook	HAZCOM Plan
Noise Protection	Recruiting and Hiring Practices	Hearing Conservation Program
Lock Out/Tag Out	Incident Management and Investigation	Heat Illness Prevention
Personal Protective Equipment	Safety Audits/Inspections	Lockout Tagout Program
Respiratory Protection	Safety Reports and Forms	Safety and Security Program
Welding, Cutting and Brazing Safety	Safety Communication TV Displays	System Safety Program Plan
OSHA 10-Hour	Wheelchair Certifications	System security and Emergency Preparedness Plan
OSHA 30- Hour	Defensive Driving Program	KMA Safe Driver Award Program
Heat Stress	Operator Refresher Training	Monthly Safety Meetings
Housekeeping	Safety Committees	Customer Service Training
HAZCOM	Safety Calendar – Weekly & Monthly Topics	Continuity of Operations Plan
Bloodborne Pathogens	Bi-monthly Safety Stand-down	

6. Plan Development

6.1 Approval and Updates

Name of Entity That Drafted This Plan	MV Transportation	
Signature by the Accountable Executive	Signature of Accountable Executive	Date of Signature
Approval by the Board of Directors or an Equivalent Authority	Name of Individual/Entity That Approved This Plan	Date of Approval
	Relevant Documentation (title and location)	
Certification of Compliance	Name of Individual/Entity That Certified This Plan	Date of Certification
	Relevant Documentation (title and location)	

6.2 Version Updates

Version Number and Updates			
<i>Record the complete history of successive versions of this plan.</i>			
Version Number	Section/Pages Affected	Reason for Change	Date Issued
1		Creation	10/2019

6.3 Annual Audit and Review of Plan

Annual Audit & Review and Update of the Safety Management Systems Plan

Describe the process and timeline for conducting an annual review and update of the Safety Management Systems Plan.

During the final quarter the Safety Plan Committee will meet and review current SMS plan and make changes accordingly and update this SMS document. A communication will be sent out with an explanation of changes and a pdf copy of the updated plan will be made available via e-mail or web.

PTASP Addendum

Transit Agency Information

Transit Agency Name	Marin County Transit District (Marin Transit or MCTD)		
Transit Agency Address	711 Grand Avenue Suite 110, San Rafael, CA 94901		
Name and Title of Accountable Executive	Nancy Whelan, General Manager		
Name of Chief Safety Officer or SMS Executive	Mohamed Hag Ali, Chief Safety Officer, MV Transportation		
Mode(s) of Service Covered by This Plan	Bus and paratransit	List All FTA Funding Types (e.g., 5307, 5310, 5311)	5307, 5310, 5311, 533
Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)	Bus and Demand Response (Paratransit)		
Does the agency provide transit services on behalf of another transit agency or entity?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Description of Arrangement(s) MV Transportation operates Bus service for Marin Transit.
Name and Address of Transit Agency(ies) or Entity(ies) for Which Service is Provided			

Safety Performance

Safety Performance Targets

Safety Performance Targets						
Specify performance targets and definitions based on the safety performance measures established under the National Public Transportation Safety Plan. The table below provides targets for fatality rate (reportable fatalities per revenue mile); injury rate (reportable injuries per revenue mile); safety event rate (reportable safety event per revenue mile); and system reliability (revenue miles between major mechanical failures).						
Mode of Transit Service	Preventable Accidents per 100K miles	Employee Injuries (Rate)	Fatalities (Rate)	Safety Events (Rate)	System Reliability (Rate)	
MB (Fixed Route Transit)	≤1.00	≤0.173	0	≤0.173	≥ 25,000	
DR (Demand Response)	≤1.00	≤0.29	0	≤0.29	≥ 100,000	

Safety Performance Target Coordination

Safety Performance Target Coordination		
<p>MV Transportation will work with the agency to support them in their PTASP which includes analyzing historical trends to establish safety performance targets. Agency will coordinate directly with MPO and MV will help in this process as needed.</p>		
Targets transmitted to stakeholders	Name	Date Targets Transmitted
	California DOT (Caltrans) (Transmitted to Safety Manager)	9/30/20
	Metropolitan Transportation Commission (Transmitted to MPO)	9/30/20



Attachment A

1 HAZARD PROBABILITY TABLE

Probability Level	Description
A – Frequent	Likely to occur frequently. Continually experienced in the fleet/inventory.
B – Probable	Likely to occur several times in life of an item. Likely to occur frequently in the fleet/inventory.
C – Occasional	Likely to occur sometime in life of an item. Likely to occur several times in the fleet/inventory.
D – Remote	Unlikely, but possible to occur in the life of an item. Reasonably expected in the fleet/inventory.
E – Improbable	So unlikely, occurrence is not expected. Unlikely to occur, but possible in the fleet/inventory.

2 RISK ASSESSMENT FREQUENCY/SEVERITY MATRIX

Frequency	Severity			
	1 Catastrophic	2 Critical	3 Marginal	4 Negligible
A – Frequent	1/A	2/A	3/A	4/A
B – Probable	1/B	2/B	3/B	4/B
C – Occasional	1/C	2/C	3/C	4/C
D – Remote	1/D	2/D	3/D	4/D
E – Improbable	1/E	2/E	3/E	4/E

3 HAZARD RESOLUTION TABLE

Severity / Frequency	Resolution
1/A 1/B 1/C 2/A 2/B 3/A	Unacceptable—correction required.
1/D 2/C 2/D 3/B 3/C	Unacceptable—correction may be required after review by CEO.
1/E 2/E 3/D 3/E 4/A 4/B	Acceptable—with review by CEO.
4/C 4/D 4/E	Acceptable—without review.

Attachment B

MV Transportation SMS Hazard/Risk Report Form	
This report concerns:	<input type="checkbox"/> Hazard <input type="checkbox"/> Risk <input type="checkbox"/> Near Miss <input type="checkbox"/> Other
Hazard Type:	<input type="checkbox"/> Policy/Procedure <input type="checkbox"/> Operational <input type="checkbox"/> Environmental <input type="checkbox"/> Equipment/Design <input type="checkbox"/> Training
REPORTED BY:	<input type="checkbox"/> Employee <input type="checkbox"/> Customer/Passenger <input type="checkbox"/> Other: ie: PD or FD
NAME:	LOCATION:
Description of Safety Concern:	
PHOTOS:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Hazard Analysis: <small>According to Hazard Severity Matrix</small>	<input type="checkbox"/> 1 Catastrophic <input type="checkbox"/> 2 Critical <input type="checkbox"/> 3 Marginal <input type="checkbox"/> 4 Negligible
Recommended Safety Risk Mitigation:	
Supervisor/Safety Manager Comments/Actions:	
Supervisor/Safety Manager:	

Hazard/Risk Resolution			
Is Hazard/Risk corrected "On the Spot"?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If the answer is "No" then proceed with the steps below:	
This report must be forwarded to the SAFETY DEPARTMENT; report is assigned to specific department(s) for hazard rectification; report is assigned a priority			
Priority:	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low		
Hazard/Risk/ Near Miss deficiency corrected?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date closed if "Yes"	Date
If answer is NO, notify Safety department to begin continuing action for resolution, and send to the Safety Team or Staff for recommendations.			
List how the Hazard/Risk/Near Miss was resolved			
Date Resolved		Date	

Appendix

Please add any relevant contract documentation specific to plan.

WHISTLESTOP WHEELS SAFETY PLAN

Whistlestop Bus Safety Plan 2020

In accordance with 49 C.F.R. Part 673 (Part 673). The full text of Part 673 is available at <http://www.transit.dot.gov/PTASP>

A transit agency is required to maintain documents that describe its Safety Plan, including those related to implementation and results from processes and activities. Also, a transit operator may have existing documentation that describes processes, procedures, and other information required in Part 673. You may reference these documents in your Safety Plan by specifying the document names and locations within the appropriate sections of the plan.

1. Transit Agency Information

Transit Agency Name	Marin Transit		
Transit Agency Address	711 Grand Ave, Suite 110, San Rafael, CA 94901		
Name and Title of Accountable Executive	Nancy Whelan		
Contracted Operator Company Information	Marin Senior Coordinating Council dba Whistlestop Wheels 930 Tamalpais, San Rafael Can 94901		
SMS Executive	Erick Villalobos		
Mode(s) of Service Covered by This Plan	Demand Response	List All FTA Funding Types (e.g., 5307, 5310, 5311)	5310, 5307
Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)	Demand Response		
Does the agency provide transit services on behalf of another transit agency or entity?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Description of Arrangement(s) Whistlestop is contracted by Marin Transit to operate and maintain buses for fixed route transit service
Name and Address of Transit Agency(ies) or Entity(ies) for Which Service Is Provided	Marin Transit, 711 Grand Ave, Suite 110, San Rafael, CA 94901		

2. Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	Marin Senior Coordinating Council	
Signature by the SMS Executive	Signature of SMS Executive	Date of Signature
Approval by the Board of Directors or an Equivalent Authority	Name of Individual/Entity That Approved This Plan	Date of Approval
	Marin County Transit District Board of Directors	
	Relevant Documentation (title and location)	
Certification of Compliance by Accountable Executive	Name of Individual/Entity That Certified This Plan	Date of Certification
	Nancy Whelan, General Manger – Marin Transit	
	Relevant Documentation (title and location)	

Version Number and Updates			
<i>Record the complete history of successive versions of this plan.</i>			
Version Number	Section/Pages Affected	Reason for Change	Date Issued
1	N/A	Initial release of Safety Plan	7/13/20

Annual Review and Update of the Public Transportation Agency Safety Plan
<i>Describe the process and timeline for conducting an annual review and update of the Public Transportation Agency Safety Plan.</i>
Whistlestop's Bus Safety Plan is a living document that all staff use to proactively identify, address, and manage issues associated with system safety. Whistlestop will update this Safety Plan whenever the District SMS identifies a need for change. Each fiscal year, the Accountable Executive, SMS Executives, and executive management will complete a review of the

implementation of the Safety Plan by August 1st. At minimum, Whistlestop will revise the Safety Plan and training activities based on the findings of this annual review. Whistlestop's General Manager will manage the annual review and submittal to the Marin Transit Accountable Executive annually.

3. Safety Performance Targets

Safety Performance Targets							
<i>Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.</i>							
Mode of Transit Service	Fatalities	Injuries	Safety Events	System Reliability	Other	Other	Other
DR (Demand Response)	0	0	≤2	≤0.29	≤2	≤0.29	≥ 100,000

Agency Definitions:

Marin Transit determines the classification of an event based on the definitions described in the National Transit Database Safety & Security Policy Manual.

- **Fatalities:** Total Number of fatalities reported to NTD and rate per total vehicle revenue miles (VRM) by mode. The rate is calculated as (# of fatalities x 100,000)/ VRM.
- **Injuries:** Total number of injuries reported to NTD and rate per total VRM by mode. The rate is calculated as (# of injuries x 100,000)/ VRM.
- **Safety Events:** Total number of safety events reported to NTD and rate per total VRM by mode. The rate is calculated as (# of injuries x 100,000)/ VRM.
- **System Reliability:** mean distance between major mechanical failures by mode. The rate is calculated as (VRM/Major Failures).

Methodology:

The targets listed above are based on data Marin Transit submitted to the National Transit Database for the prior three fiscal years. The targets are based on the historical average of data submitted in those three years. The calculations used are based on FTA guidance.

Safety Performance Target Coordination
<i>Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.</i>
Marin Transit develops the targets and is responsible for communicating the targets to the State and MPO. Marin Transit will transmit safety performance target to Caltrans Division of Rail and Mass Transit (Caltrans) and to Metropolitan Transportation Commission (MTC). Safety performance targets will be transmitted to Caltrans and to MTC after the annual review of the Safety Plan. The targets will be transmitted annually by September 30.

Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
Targets Transmitted to the Metropolitan Planning Organization(s)	Metropolitan Planning Organization Name Metropolitan Transportation Commission (Transmitted to Transit Asset Management contact: Shruti Hari: shari@bayareametro.gov)	Date Targets Transmitted Upon approval of plan and annually by September 30

4. Safety Management Policy

Safety Management Policy Statement

Include the written statement of safety management policy, incorporating safety objectives.

Marin Transit is committed to developing, implementing, maintaining and constantly improving processes to ensure that all activities associated with transit service maintenance, operations, and delivery reflect a balanced allocation of organizational resources, achieve the highest level of safety performance, and meet established the District's standards.

The General Manager will act as the Accountable Executive. Each of Marin Transit's operations contractors will have a designated Chief Safety Officer who will directly report to the General Manager. The GM and Chief Safety Officers will ensure that all employees have the means to report on safety concerns and suggestions without the risk of retaliation. All levels of management and all employees are accountable for the delivery of this highest level of safety performance, starting with the General Manager.

In making this commitment Marin Transit will:

- Ensure that appropriate resources are allocated to support the management of safety in transit vehicle maintenance and all aspects of transit and paratransit service delivery.
- Encourage an organizational culture that consistently fosters safe practices and effective employee safety reporting and communications, and manages safety with the same attention to results as afforded to all other District management systems;
- Integrate the management of safety among the primary responsibilities of all managers and employees;
- Clearly define for all staff, managers, employees, and contractors, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of our safety management system;

- Establish and operate activities to identify and analyze hazards and evaluate safety risks. This includes an employee safety reporting program to identify safety concerns and potential hazards, and eliminate or mitigate such risks to maintain a level of safety performance that meets this Plan's objectives and targets;
- Ensure that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program and is integral to effective management practices, unless such disclosure indicates beyond any reasonable doubt an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures. Employees will be responsible for identifying and reporting on operation and maintenance safety hazards. They will also report on policies and procedures the District may need to be modified, safety events, and all information required to evaluate the causes of an event.
- Comply with and exceed legislative and regulatory requirements and standards, wherever possible;
- Ensure that sufficiently skilled and trained human resources are assigned to implement safety management processes;
- Ensure that all staff are provided with adequate and appropriate safety-related information and training, are competent in safety management matters, and are allocated only tasks commensurate with their skills;
- Establish and measure Marin Transit's safety performance against realistic and data-driven safety performance targets; and
- Ensure the timely delivery of externally supplied systems and services to support bus and paratransit operations and meet our safety performance standards.

Safety Management Policy Communication

Describe how the safety management policy is communicated throughout the agency's organization. Include dates where applicable.

Marin Transit's Safety Management Policy Statement is communicated to all employees, contractors and the Marin Transit Board of Directors. The statement was communicated to the Board of Directors at a scheduled Board meeting on July 13, 2020 and will be discussed after the annual review each August when staff identify and incorporate any changes to the Safety Plan or safety performance targets. The statement will be reviewed annually at an operations safety meeting and at safety training classes.

Posting requirements

"Recipients must demonstrate the SMP is communicated throughout the organization (e.g., via documentation and recordkeeping). Part 673 does not specify specific communication channels or methods, so recipients can identify the best approaches and formats (e.g., posters, videos, email, or training) for communicating different aspects of the SMP (see the Safety Promotion fact sheet for additional information). Whistlestop sends the SMP via email to employees and posts the SMP physically at every Busyard.

Authorities, Accountabilities, and Responsibilities	
<i>Describe the authorities, accountabilities, and responsibilities of the following individuals for the development and management of the transit agency's Safety Management System (SMS).</i>	
Accountable Executive (Marin Transit)	<p>The Marin Transit General Manager is the Accountable Executive and ensures that Marin Transit's SMS is implemented effectively. The Accountable Executive:</p> <ul style="list-style-type: none"> ▪ Makes decisions about resources to support asset management, SMS activities, and capital investments ▪ Approves SMS implementation documents ▪ Annually certifies SMS compliance with 49 C.F.R. Part 673 ▪ Communicates the Safety Management Policy to Marin Transit's Board of Directors and throughout the District ▪ Communicates Marin Transit Safety Management Policy to Marin Transit's contractors ▪ Endorses the SMS implementation team and SMS processes ▪ Provides guidance to the Key Staff on the District's recommended SMS actions and decision-making ▪ Ensures that safety concerns and identified hazards are adequately addressed
Whistlestop Wheels staff members roles and responsibilities listed below.	
SMS Executive	<p>Whistlestop SMS Executive –General Manager Erick Villalobos The SMS Executive is responsible for executing the Whistlestop Safety Plan and signing the Safety Management Policy Statement. Responsibilities include:</p> <ul style="list-style-type: none"> - Decision-making about resources to support asset management and SMS activities. - Approving SMS implementation documents - Providing guidance for and endorsing SMS implementation team and SMS processes. - Annually certifying SMS compliance with 49 C.F.R. Part 673
Chief Safety Officer	<p>Chief Safety Officer – Safety Manager Mark Haberstroh The Chief Safety Officer has the authority and responsibility for the maintenance and daily implementation of Whistlestop's Safety Management System, to include:</p> <ul style="list-style-type: none"> -Developing and maintaining SMS documentation -Directing safety risk management activities -Briefing the Whistlestop Accountable Executive on SMS -Assisting with safety management training -Reviewing the SMS agency plan on an annual basis -Ensuring the Safety Management Policy Statement is communicated throughout the agency - Ensuring communication of follow up information on identified safety concerns reported through the employee safety reporting

	program.
Key Staff	<p>Operations Manager – Guy Egger -The OM represents 1/4 of the Whistlestop Executive Safety Management (ESM) team along with the Fleet/Facilities Manager, CSO and SMS Executive. The Operations Manager in coordination with the ESM: -Ensures the implementation of the SMS throughout operations with his team of Driver Supervisors, to include any involved members of the employee pool. -Based on the ESM team's Risk Assessment, directs the Driver Supervisor team to implement mitigation protocols and monitor that process if such mitigation is assigned to their department. -Ensures that the final mitigation documentation is properly reported/filed with the CSO.</p> <p>Fleet/Facilities Manager- Greg Gilseth The FFM, represents 1/4 of the Whistlestop ESM team. The Fleet/Facilities Manager in coordination with the ESM: -Ensures the implementation of the SMS throughout the entire fleet and all facilities. -Based on the ESM team's Risk Assessment, directs his Mechanics and Maintenance team to implement mitigation protocols and monitor that process if such mitigation is assigned to their department. -Ensures that the final mitigation documentation is properly reported/filed with the CSO and in the appropriate fleet/facilities databases.</p> <p>Description of Key Staff Roles and Responsibilities: The General Manager, Operations Manager, Safety Manager, and Fleet/Facilities Manager are the key staff that assess reported safety hazards for removal or mitigation through the safety risk management system. Implementations of solutions are communicated through the organization by Driver Supervisors, Road Supervisors (Safety Team) to the driver pool. Regarding facilities and bus maintenance, the Shop Supervisor and mechanics are integral to mitigating and/or removing hazards. At times, third parties may be hired to remove/repair a hazard as well. As key staff members, employees are responsible for adequately responding to management communications, following directives, performing daily their safety inspections of workspace and/or vehicle, wearing the proper PPE as necessary, and reporting appropriately any safety concerns or hazards through the Whistlestop Safety Suggestion reporting system. Employees are responsible for performing all tasks in accordance with established policies, procedures and safe work practices as part of their overall task of being an active participant in the health and safety program.</p>
Employee Safety Reporting Program	

Describe the process and protections for employees to report safety conditions to senior management. Describe employee behaviors that may result in disciplinary action (and therefore, are excluded from protection).

Employees are an extension of and included within the Safety Reporting system as integral members, and should feel that inclusion as a positive motivator. Whistlestop encourages and embraces the safety reporting process. Drivers have three avenues for reporting safety concerns: a Vehicle Condition Report (VCR) for their daily bus inspection, a verbal and written incident report to their immediate Supervisor, and the Safety Suggestion Form (*ref. Additional Documents attached IIPP p.28*) for any other non-vehicle related concerns related to the organization. Applicable to all employees, the Safety Suggestion form can be anonymously submitted, if an employee wishes to remain unidentified as a protection. The written form is deposited in a locked Safety Suggestion Box located in the employee break room and checked daily by the Safety Manager. All suggestions are responded to in timely fashion. If the Safety Suggestion Form is signed, an email is sent to communicate the process response to the reporting employee. If the Safety Suggestion is implemented as a safety improvement or successful hazard removal, that employee is publicly praised in postings and/or meeting contexts.

Employee behaviors that may result in disciplinary action (excluding employees from protection) are:

- Non-Compliance with Whistlestop safety rules and regulations, to include all Federal regulations incorporated in WS policy.
- Non-compliance with WS behavioral and performance policies
- Violating Drug and Alcohol policy
- Sexual Harassment
- Criminal Behavior
- Insubordination

5. Safety Risk Management

Safety Risk Management Process

Describe the Safety Risk Management process, including:

- *Safety Hazard Identification: The methods or processes to identify hazards and consequences of the hazards.*
- *Safety Risk Assessment: The methods or processes to assess the safety risks associated with identified safety hazards.*
- *Safety Risk Mitigation: The methods or processes to identify mitigations or strategies necessary as a result of safety risk assessment.*

Safety Risk Management Process

Describe the Safety Risk Management process, including:

- **Safety Hazard Identification:** *The methods or processes to identify hazards and consequences of the hazards.*

There are several information conduits that furnish data for the accurate identification of hazards, both imminent and potential, posing various gradations of risk to the organization. It is our best practice to develop in our employee awareness and observational skill sets that are able to proactively identify an unsafe situation or circumstance before it becomes a hazard or manifests as a consequence of a hazard. In order to make accurate observations of safety related circumstances/events, specific safety training is required. This education is more specialized with drivers who become supervisors, but is embedded from the beginning in our New Driver Training. This training also applies to the mechanics, with a specialty focus on hazardous materials training, shop space and tool inspection. Employees are encouraged to report what they observe as unsafe on the Safety Suggestion Form mentioned in the Safety Reporting Program section. By cultivating and maintaining a safety culture, an awareness is produced that ultimately allows any employee the wherewithal and freedom to report a safety concern. With such reporting proactive steps can be taken to mitigate the hazard and thus avoid its consequences. Inspections of fleet, facilities, driver’s defensive driving behaviors, location reviews of addresses that might pose risks to our vehicles, accident reports and investigations, all coalesce to provide the requisite body of information needed to identify hazards. Notifications of potential hazards may also reach our organization from external sources, such as storm or power outage warnings from the emergency operations center (EOC), concerned clients being transported, and the odd Good Samaritan who notices something that is potentially harmful and reports to us. Fleet and facility inspections by trained safety personnel maintain a regular pulse on any changes that might result in the appearance of a hazard.

- **Safety Risk Assessment:** *The methods or processes to assess the safety risks associated with identified safety hazards.*

Adoption of the attached Risk Assessment Matrix is a standard and reliable assessment tool that aids in the tracking of hazard appearance and seriousness of their consequences. At Whistlestop, we have a Safety Risk Register (*ref. support documents attached*) for logging the requisite information to identify, assess, and mitigate hazards as they appear. Information regarding a hazard is directed to the Safety Manager who works with the General Manager and Safety Staff, to include the Safety Committee Meeting as well, to determine a course of action. Once the severity and likelihood of a hazard are determined, we can then determine the mitigation timeline required to minimize or remove the hazard. A work order is generated and trained staffing or a contracted third party (if necessary) is assigned to correct the problem. All actions to mitigate a risk or remove a hazard must endure a parallel inspection process to monitor compliant progress until completion. A schedule of onsite inspections tracks the process along with check in meetings with the personnel assigned to the corrective project. Pending completion of the work order the hazard is either removed or mitigated. Reinspection confirms completion. See Risk Matrix attached below:

Risk Assessment Matrix				
Likelihood	Severity			
	1 (Catastrophic)	2 (Critical)	3 (Marginal)	4 (Negligible)

A (Frequent)	1A	2A	3A	4A
B (Probable)	1B	2B	3B	4B
C (Occasional)	1C	2C	3C	4C
D (Remote)	1D	2D	3D	4D
E (Improbable)	1E	2E	3E	4E

Risk Assessment Matrix Color Code	
<i>"Tolerability" based on identified severity and likelihood.</i>	
	Unacceptable under the existing circumstances.
	Acceptable based upon mitigations.
	Acceptable with senior management approval.

- **Safety Risk Mitigation:** *The methods or processes to identify mitigations or strategies necessary as a result of safety risk assessment.*

Through training and educating staff in safe work practices and procedures the requisite knowledge is secured that leads to developing the mitigations and strategies necessary for hazard removal. Rules and regulations that determine compliance requirements also furnish guidance in creating solutions/strategies for potentially hazardous situations. Considering the potential risk of power outages, for example, demands thinking/planning that initiates a process leading to implementing a backup power source with the attendant training of staff and materials acquisition required for a smooth transition when power is withdrawn. In order to plan for this, information is collected through inspections. The Risk Management team and Safety Committee assess the needs and plan the strategy. Staff are assigned to the mitigation team, materials acquired and the corrective process proceeds. Monitoring inspections continue while the work is accomplished until completion. A final inspection signals approval of the mitigation or hazard removal, the work order is signed and dated as complete, and subsequently filed.

Historical assessment of environmental risks such as heavy rains, earthquakes, and fires set in motion strategies and actions that prepare for those potential occurrences. On an individual level, following workplace controls and safe work practices provides the employee with an expanding awareness that can result in preventative actions to avoid injury and increase personal safety. Whether individually or collectively, knowledge acquired through training and experience is necessary to identify/assess/plan mitigations for hazard reduction or removal. Designated management staff represents the collective decision-making/planning body responsible for providing solution strategies to reduce assessed risk.

Additionally, as Whistlestop is a Marin Transit contractor, there are circumstances of risk that will necessitate inclusion of Marin Transit as a partner/collaborator in the risk mitigation solution

process. Given WS use of MT assets and certain passengers that require more support than WS is able or required to provide according to documented passenger assistance and safety protocols, MT must be included in communications to foster appropriate, mutual and strategic resolutions on these issues. These issues are addressed via email and meetings.

6. Safety Assurance

Safety Performance Monitoring and Measurement

Describe activities to monitor the system for compliance with procedures for operations and maintenance.

Safety performance monitoring and measurement

The process of safety monitoring and measurement begins with awareness exercised by Driver Supervisors and Road Supervisors (aka. Safety Officers). Their monitoring activity is predicated upon prior training in observation and assessment. Accurate observation along with critical thinking are the keystones to the acquisition of relevant information concerning the competent monitoring of any process or method of compliance and the primary skill necessary for accident investigation. Our Supervisors are trained to develop the skills to spot the visibly present hazards or potential risks to employees in various departments, with a focus on the driver pool, fleet mechanics, other Safety Sensitive personnel, and facilities. Any fleet employee who wishes to move into a supervisor or manager role must work as a Safety Officer (Road Supervisor) as a prerequisite for advancement, insuring continuity of safety messaging. Safety messaging is communicated to the driver pool through bi-monthly All Driver Safety Meetings to fulfill in-service training requirements. Accidents are tracked and measured on a monthly/annual basis by the Safety Manager, assessed through monthly Risk Management meetings, discussed in the bi-monthly Safety Committee. The Fleet/Facilities Manager attends both Risk Management and Safety Committee meetings and is responsible for monitoring the performance duties of facilities personnel and mechanics. Decisions resulting from these meetings are then implemented to effect changes in safety protocols, if necessary, or simply to strengthen the safety message to fleet workers. Safety performance monitoring is also accomplished through on-board video that provides accurate evidence of driver behaviors which may require adjustment or re-training. Unsafe driving habits are then fully evident to the driver, providing a concrete and shared launch point for re-training. Driving skills are also evaluated through Supervisor Ride-A-Longs on a 30, 60, and 90-day schedule following initial training, providing a basis for further refining of defensive driving skills. Such evaluations continue on an as needed basis with a minimum of two evaluations per driver per year (*ref. Safety Promotion – Whistlestop Training Overview*).

Decisions resulting from Risk Management and Safety Committee Meetings may also require reporting to Marin Transit if certain thresholds are met. These communication protocols are established between Whistlestop and Marin Transit referencing the NTD Safety and Security Manual and are reported on TransTrack. Bi-monthly operation check-in meetings and monthly manager meetings maintain open communication channels. Certain events that do not rise to major or non-major reporting thresholds are also sent to Marin Transit via TransTrack: out of service vehicles, passenger behavioral incidents, commendations and complaints from the public, concerns for 'clients in transition' whose health is diminishing and are no longer able to be safely transported, or any other issue requiring collaborative efforts to resolve.

Safety Assessments and Investigations

Driver and Road Supervisors form the core accident/incident investigative team, guided by the Safety Manager. Accidents/incidents are reported same day. Collected information is assessed and analyzed monthly by the Safety and Risk Management Team regarding the direction of decision making to include: compliance reporting to appropriate agencies, in-house documentation and reporting to Operations Manager and General Manager, consultation with accident participants, liaison with CHP, if warranted, developing strategies to address accident/incident trends, assignment of remedial or refresher training when necessary, and implementing safety messaging to fleet to mitigate future similar incidents. Drivers who are included in the bi-monthly Safety Committee participate in the formation of safety mitigation protocols. Safety Suggestions are welcomed from the driver pool. Assessments of hazards spur research into mitigation possibilities/solutions or immediate action. Identification of potential risks requires skilled observation and awareness of potentially injurious environments. Risks are assessed according to potential severity and/or continuity, which guides steps then taken to mitigate or remedy those risks.

Describe activities to monitor operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.

A safety risk mitigation requires scheduled inspections during the implementation process to ensure regulatory and building compliance and for a period of time following. If the mitigation involves retraining, follow up monitoring is also required. These periodic monitoring inspections or reviews are necessary to determine that the quality of mitigation work being done is sufficient to mitigate/reduce/remove the hazard or positively alter the unsafe situation. At times, these inspections are required by law or building code, and necessitate the presence of a city or county inspector. The Safety Manager or Fleet Manager are usually responsible for the follow through directly or through Supervisors who monitor, inspect, and report back to their manager.

Describe activities to conduct investigations of safety events to identify causal factors.

A safety event or incident requires a method to assess cause. At all levels of investigation, the collecting of information is crucial to answer the who, what, when, where, how, and especially why questions. The intent to find facts rather than find fault maintains objectivity and ensures learning and a deeper understanding of causal factors that are usually systemic rather than singular. At Whistlestop, the investigation proceeds in a series of concentric circles, beginning with the broad safety assessment upon approach to the scene of an incident, then a secondary assessment while moving toward the central point of incident occurrence. If the incident is vehicular, it is better to assign individual staff to each of the three circles of information: one at center to communicate with involved participants, witnesses, police etc., the second investigating the middle ground to include vehicle moving, driver assessment, medical personnel arriving on scene, passenger transfers and more. The third investigates the big picture or broad areas of involvement, mostly observing, taking pictures, assessing the environmental/traffic circumstances of the incident. The three circles of activity are not exclusive, but interpenetrate in activity, communication, and assistance as needed. Organizing collected information, assessment of causes, and reporting then follow to fulfill compliance requirements. An excellent information gathering/assessment tool is the Safety Risk Register (*ref.support documents*), which offers structured guidance to a process that helps one determine causes of risk events, determine mitigation possibilities/perspectives/solutions, and potential consequences of acting or not acting on those solutions. Simply entering the data on the

register compels one to think analytically about the cause/effect process and potential risks involved in various mitigation scenarios.

Describe activities to monitor information reported through internal safety reporting programs.

The CSO physically retrieves and reviews safety suggestions and incident/accident reports daily from two individually locked boxes, then collaborates with relevant departments regarding courses of action, if necessary. Those reports are then copied and recorded in their appropriate database, digital and physical file locations. These information locations must be constantly monitored and updated to maintain accuracy for reporting and investigative activities.

1. Safety Promotion

Competencies and Training

Describe the safety training program for all agency employees and contractors directly responsible for safety.

As a contractor for Marin Transit, Whistlestop conducts an extensive and in-depth training program for Whistlestop employees (*ref. Additional Documents IIPP*). Our Operations Manager, Supervisors and Safety Team have all previously been drivers. These supervisors are trained in Reasonable Suspicion and HIPPA compliance as well as Call Center personnel and Dispatchers. Mechanics are trained in hazardous material handling, identification, spill containment, and labelling. Our Safety Program provides the following to address driver, passenger, vehicle, and on the road safety:

- CPR/First Aid certification to include blood-borne pathogens
- Drug and Alcohol Training per DOT and FTA.
- Emergency Evacuation of the vehicle
- Incident /Accident reporting to include hazard identification and communication
- Passenger Assistance and Sensitivity
- ADA compliance especially with regard to wheelchair safety protocols and securement
- Pre and post-trip vehicle inspection
- Defensive Driving School – classroom and on the road
- Ongoing ride-a-long evaluations of drivers represent a core safety assessment activity
- Bi-monthly All Driver Safety Meetings continue the Safety Message as in-service trainings
- Bi-Monthly Safety Committee composed of supervisors and representative drivers.

Safety awareness is embedded in all aspects of the Whistlestop training program. New trainees are educated to observe and report hazards, wear personal protective equipment, think/follow training protocols before acting in any emergency situation, protect clients being transported, and protect themselves by understanding the principles of lifting, bending, pulling, exiting and entering the vehicle.

Whistlestop Driver Training Overview

Our Driver Training Program provides an extensive and in-depth preparation/training for paratransit drivers. The duration of the training is sixty-five hours (phase 1) spread over a nine-day period, where a daily balance is achieved between half-day classroom training and half-day on the road

training. This facilitates retention of classroom material as well as training skills development through the immediate immersion in the driving experience, beginning with a focus on cone exercises and concluding with intensive behind the wheel instruction, where the trainee is monitored by a Mentor Driver as he/she drives a route and picks up and delivers passengers. All training is done in-house by a Senior Trainer with a support staff of three Road Supervisors, who are responsible for further training enhancement on the road. Additionally, we have three Driver Supervisors who, throughout the year, conduct Ride-A-Long evaluations of Whistlestop drivers to determine skill level improvement or deterioration. The training program includes pre and post-trip vehicle inspection, defensive driving techniques, wheel chair securement using the Q'Straint Method and also securement training for other mobility devices, passenger assistance and sensitivity, emergency procedures and evacuation, ADA compliance and understanding, paperwork responsibility, document identification, communication techniques with two-way radio or cell phone. Extensive use of simulations in both emergency preparedness and passenger sensitivity promotes situational awareness and facilitates learning. Driver orientation becomes complete after the new driver acquires their CDL-License (Commercial Driver License) certification (phase 2). CDL-License training is done in-house by Whistlestop Trainers and testing is done by the DMV examiner on site, as Whistlestop is a member of the ETP (Employer Testing Program). Whistlestop also has the option of commercial testing at DMV, as well. Ongoing training throughout the year consists of onsite roadside assessments of drivers by Road Supervisors and attendance at mandatory in-service training meetings six times per year. Cumulatively this represents a minimum of eight hours training per year for each driver. Defensive Driving development is addressed primarily through roadside evaluations, presentations at the mandatory training meetings, and video learning. These presentations, often by leaders in other organizations, also offer guidance and instruction that augments development of driver sensitivity regarding passenger assistance. CPR and First Aid training for new drivers is conducted in-house by our four certified instructors and the certification lasts for two years. Recertification training also contributes to the annual training total, which also includes remedial and refresher training. Our CPR/First Aid also includes an in-depth training on Bloodborne pathogens, to comply with OSHA's Bloodborne Pathogen's Standard of 1991.

New Hire Training: Classroom and on the road Syllabus

- Welcome and Introduction: Orientation Presentation and video
- Driver Handbooks
- Safety Presentation and video – Personal protective equipment
- Fire Extinguisher Training
- Drug and Alcohol Policy
- Pre and Post Trip Inspection training and practice
- Cone exercises – closed course for skill level determination
- Behind the wheel training to include frequent and difficult addresses
- Emergency Procedures and Evacuating the bus –Hazard Recognition/Reporting
- Accidents
- Passenger Assistance and Sensitivity
- Americans with Disabilities Act
- Sexual Harassment
- Title VI Civil Rights Act of 1964
- Policies and Procedures
- Wheelchair Securement/ Handling/ Securement
- Mobility Aids
- Wheelchair lift operation

- Defensive Driving Course – Smith System
- First Aid/CPR certification
- Commercial License Training
- Special certificates – VDDP

Whistlestop's Illness and Prevention Program also specifies training for:

Accident Prevention: *(Reference Additional Documents – IIPP)*

- Hazard Communication
- Hazard identification and correction
- Accident Investigations and Reports
- Material Safety Data Sheets (MSDS)
- Container Labeling
- Spill containment procedures

Emergency Response:

- Emergency Evacuation
- Fire Prevention Plan
- Earthquake and flood procedures
- Recordkeeping
- Employee Injuries

Health and Hygiene

- Exposure Control Plan

Safety Communication

Describe processes and activities to communicate safety and safety performance information throughout the organization.

As a service provider for Marin Transit, Whistlestop Transportation communicates safety protocols/messaging to its staff in a variety of ways:

- Via company email for staff and every driver. Group messaging of weekly Safety Tips is efficient. Priority safety announcements are quickly disseminated
- Safety Tips are also posted on Tablets located on buses
- Ongoing supervisor consultation with staff resulting from driver evaluation process which can trigger refresher/remedial training
- Continual sequencing of safety messages on electronic message boards
- Posting safety-related printed material on bulletin boards in driver's break room
- Minutes of bi-monthly Safety Committee meeting posted for staff to read
- Safety Suggestion box facilitates communication with driver pool
- Required State and Federal Posters are placed in the driver break room and maintenance department.
- Bi-monthly All Driver Safety Meetings are mandatory for safety communication and trainings.

Additional Information

Supporting Documentation

Include or reference documentation used to implement and carry out the Safety Plan that are not included elsewhere in this Plan.

1. Whistlestop Injury & Illness Prevention Plan
2. Safety Risk Register

Definitions of Special Terms Used in the Safety Plan

- **Accident** means an Event that involves any of the following: A loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; a runaway train; an evacuation for life safety reasons; or any derailment of a rail transit vehicle, at any location, at any time, whatever the cause.
- **Accountable Executive** means a single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the agency's Transit Asset Management Plan, in accordance with 49 U.S.C. 5326.
- **Event** means any Accident, Incident, or Occurrence.
- **Hazard** means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.
- **Incident** means an event that involves any of the following: a personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.
- **Investigation** means the process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.
- **National Public Transportation Safety Plan** means the plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.
- **Occurrence** means 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.
- **Operator** of a public transportation system means a provider of public transportation as defined under 49 U.S.C. 5302.
- **Performance measure** means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.

- **Performance target** means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the FTA.
- **Public Transportation Agency Safety Plan** (or Agency Safety Plan) means the documented comprehensive Agency Safety Plan for a transit agency that is required by 49 U.S.C. 5329 and Part 673.
- **Risk** means the composite of predicted severity and likelihood of the potential effect of a hazard.
- **Risk mitigation** means a method or methods to eliminate or reduce the effects of hazards.
- **Safety Assurance** means processes within a transit agency's Safety Management System that function to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.
- **Safety Management Policy** means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees in regard to safety.
- **Safety Management System** means the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.
- **Safety performance target** means a performance target related to safety management activities.
- **Safety Promotion** means a combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.
- **Safety risk assessment** means the formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.
- **Safety Risk Management** means a process within a transit agency's Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.
- **Serious injury** means any injury which: (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date when the injury was received; (2) Results in a fracture of any bone (except simple fractures of fingers, toes, or noses); (3) Causes severe hemorrhages, nerve, muscle, or tendon damage; (4) Involves any internal organ; or (5) Involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.
- **Transit agency** means an operator of a public transportation system.
- **Transit Asset Management Plan** means the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost-effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR Part 625.
- **TransTrack** means a web-based database system for data collection and reporting
- **Trello** means a web-based project management system

List of Acronyms Used in the Safety Plan

Acronym	Word or Phrase
Caltrans	California Department of Transportation
FTA	Federal Transit Administration
GGT	Golden Gate Transit
GM	General Manager
MA	Marin Airporter
MTC	Metropolitan Transportation Commission
MV	MV Transportation
NTD	National Transit Database
OSHA	Occupational Safety and Health Administration
SMS	Safety Management System
WS	Whistlestop

Attachment A. Whistlestop Wheels Injury and Illness Prevention Plan



INJURY AND ILLNESS

PREVENTION PROGRAM

AGENCY SAFETY PLAN

2019

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MANAGEMENT POLICY STATEMENT

It is Whistlestop Policy that employees should work in a safe and healthy place. To this end, efforts are made to develop the vital areas of Accident Prevention, Emergency Response, and Health Preservation across all operations.

Whistlestop's philosophy is *Safe Service*.

Whistlestop makes the safety of our employees, volunteers, clients, and visitors our primary concern. Whistlestop counts on each employee to do their part in making our safety program effective.

The successful operation of Whistlestop depends not only on our transportation, programs, and services, but also how safely we conduct our business. There is no job so important nor any service so urgent so as to lose sight of safety.

Sincerely,

Joe O'Hehir
Chief Executive Officer

IDENTIFICATION OF PLAN ADMINISTRATORS

The responsibility of implementing the agency safety program is to be shared by all managerial staff, with the overall administration of the program assigned to:

NAME	TITLE
<u>Mark Haberstroh</u> - Safety Administrator	<u>Safety and Training Manager</u>
<u>Ashley Baker</u> - Safety Administrator	<u>Director of Human Resources</u>
<u>Minh Trang</u>	<u>Safety and Training Senior Road Supervisor</u>

RESPONSIBILITIES

MANAGERS:

In effectively executing their safety responsibilities, managers and supervisors will:

- Be familiar with the safety program and ensure its effective implementation.
- Be aware of all safety considerations when introducing a new process, procedure, machine or material to the workplace.
- Give maximum support to all programs and committees whose function is to promote safety and health.
- Review accidents to ensure proper reports are completed and appropriate action is taken to prevent repetition.

EMPLOYEES:

Employee responsibilities for safety include the following:

- Adhering to all safety rules and regulations
- Wearing appropriate safety equipment, as required
- Maintaining and inspecting equipment to ensure that it is in good condition
- Reporting all injuries, no matter how minor, immediately to a supervisor
- Encouraging co-workers to work safely
- Reporting unsafe acts and conditions to a supervisor

ACCIDENT PREVENTION:

SAFETY RULES

For the protection and safety of all employees, Whistlestop has established the following rules designed to prevent accidents and injuries. Compliance with these rules is mandatory. It will be documented when the rules are distributed to new employees.

RULES APPLICABLE TO ALL EMPLOYEES:

- Report all unsafe conditions and equipment to your supervisor.
- Report all incidents, injuries, and illnesses to your supervisor immediately.
- Anyone found to be under the influence of intoxicating liquor or drugs shall be suspended, referred to a Substance Abuse Professional (SAP) and/or terminated.
- Horseplay, scuffling, running, fighting, and other acts which tend to have an adverse influence on the safety or well-being of the employees, clients, and volunteers are prohibited.
- All aisles and means of egress shall be kept unblocked, well-lighted, and unlocked during work hours.
- In the event of fire, stop work and proceed to the nearest clear exit. Gather at the designated location.
- Stairways should be kept clear of items that can be tripped over, and all areas under stairways that are egress routes should not be used to store combustibles.
- Materials and equipment will not be stored against doors or exits, fire ladders, or fire extinguisher stations.
- Work areas should be maintained in a neat, orderly manner. Trash and refuse are to be thrown in proper waste containers.
- Always use the proper lifting technique. Never attempt to lift, push, pull, or carry an object that is too heavy. You must contact your supervisor when help is needed to move a heavy object.
- Never stack material precariously or in an unstable manner on top of lockers, file cabinets, or other relatively high places.
- Fans used in work areas should be guarded. Guards must not allow fingers to be inserted through the mesh. Newer fans are equipped with proper guards.
- Proper footwear and clothing will be worn at all times.
- Do not block access to fire extinguishers, gas meters, or electrical panels.
- Obtain immediate first aid for all injuries, no matter how small.
- Know location of first aid kits and emergency equipment.

- Do not move seriously injured persons unless he or she is exposed to further injury from fire, falling objects or other hazards.
- Never remove foreign bodies from the eyes.

RULES APPLICABLE TO ALL FACILITIES AND BUS MAINTENANCE EMPLOYEES:

- Report exposed wiring and cords that are frayed or have deteriorated insulation so that they can be repaired promptly.
- Wear proper footwear, which includes closed toes.
- Do not lift or lower portable electric tools by means of the power cord. Use a rope.
- Never use a metal ladder where it could come in contact with energized parts of equipment, fixtures or circuit conductors.
- Maintain sufficient access and working space around all electrical equipment to permit ready and safe operations and maintenance.
- Do not use any portable electrical tools and equipment that are not grounded or double-insulated.
- All electrical equipment should be plugged into appropriate wall receptacles or into an extension cord of similar size and capacity. Three-pronged plugs should be used to ensure continuity of ground.
- All cords running over walk areas must be taped down or inserted through rubber protectors to preclude them from becoming trip hazards.
- Do not use compressed air for cleaning off clothing.
- Identify contents of pipelines prior to initiating any work that affects the integrity of the pipe.
- Wear hearing protection in all areas identified as having high noise exposure.
- Do not use any faulty or worn hand tools.
- Always keep flammable or toxic chemicals in closed and marked containers when not in use.
- Do not eat in areas where hazardous chemicals are present.
- Be aware of the potential hazards involving various chemicals stored or used in the workplace.
- Cleaning solvents and flammable liquids should be stored in appropriate containers.
- Solutions that may be poisonous or not intended for consumption should be kept in well-labeled containers.
- Eye protection is required when performing any task that could produce flying particles.
- Operate machinery with all guards in place.
- Do not operate any machine or equipment you are not familiar with.
- Any defects in materials, machinery, tools and equipment must be reported to your manager.

RULES APPLICABLE TO ALL RESTAURANT EMPLOYEES:

- All spills shall be wiped up promptly.
- Cleaning supplies should be stored away from edible items on kitchen shelves.

RULES APPLICABLE TO ALL BUS DRIVING EMPLOYEES:

- Inspect all vehicles and other mechanized equipment daily or prior to use.
- Set brake and put the transmission in park prior to loading or unloading clients.
- Unnecessary and excessive haste is the cause of many accidents. Always exercise caution.
- Drivers will wear shoes with closed toes.
- Drivers will observe wheelchair lift and tie-down procedures.
- Drivers will observe the “dos and don’ts” as typified in the driver quiz in **Appendix A**.

RULES APPLICABLE TO ALL OFFICE BASED EMPLOYEES:

- When working with a computer, have all pieces of furniture adjusted, positioned and arranged to minimize strain on all parts of the body.
- Never leave lower desk or cabinet drawers open. Use care when opening and closing drawers to avoid pinching fingers.
- Do not open more than one upper drawer at a time, particularly the top two drawers on tall file cabinets.
- Appliances, such as coffee pots and microwaves, should be kept in working order and inspected for signs of wear, heat or fraying of cords.

It is imperative that all employees become thoroughly familiar with the above safety rules. See Employee Safety and Training Sheet **Appendix B.**

DISCIPLINARY PROCEDURES

Employees who fail to comply with safety rules will be subject to disciplinary action up to and including termination. Managers will use such disciplinary action deemed appropriate depending on the infraction, such as:

- Verbal counseling – Must be documented in the employee's personnel file.
- Written warning – Documents the nature of offense and necessary corrective action. The written warning addresses the use of further disciplinary action including termination.
- Final warning – Documents the nature of the offense and necessary corrective action, and addresses possible termination.
- Termination of employment

Managers who fail to maintain high standards of safety within their department may be subject to disciplinary action up to and including demotion or termination. Examples of poor safety standard maintenance include:

- Repeated safety rule violations by department employees.
- Failure to provide adequate training prior to job assignment.
- Failure to report accidents and provide medical attention to employees injured at work.
- Failure to control unsafe conditions or work practices.
- Failure to maintain good housekeeping standards and cleanliness in their department.

SAFETY TRAINING AND INSTRUCTION

All employees will have training and instruction on general and job specific safety and health practices. Training shall be provided and be documented by the Training Form.

- Will include instruction of appropriate clothing and PPE.
- Will include Hazardous Communication Training when appropriate.
- On availability of medical services and first aid including emergency procedures; and toilet, hand-washing, and drinking water facilities.

NEW HIRE AND MAINTENANCE TRAINING PROGRAM

New driver and maintenance hires undergo a nine-day training program, which includes:

- Defensive driving
- Drug and alcohol policy
- Passenger assistance and Sensitivity
- Fire extinguishers
- Body mechanics and lifting
- Evacuating a bus
- Securing wheelchairs
- Operating a wheelchair lift
- Bloodborne pathogens training and certification in First Aid/CPR
- Challenging driving situations

ONGOING DRIVER AND MAINTENANCE JOB INSTRUCTION TRAINING (JIT):

Drivers and maintenance personnel will receive the following ongoing training:

- Ride-along instruction
- Roadside tutorials
- Handling and control of hazardous materials
- Bi-monthly All-Hands (All Driver Safety Meeting- ADSM) meetings
- Weekly safety tips issued by the Safety and Training Department

OFFICE ERGONOMICS TRAINING

New hires or employees that change work stations will be reviewed for proper ergonomic positions to their workstation by the HR director for administration and the Safety Officer for all others.

HAZARD COMMUNICATION

All managers are responsible for communicating with all employees about occupational safety and health in a form readily understandable by all employees. We encourage all employees to inform their managers about workplace hazards without fear of reprisal. Our communication system includes the following checked items:

- New worker orientation including a discussion of safety and health policies and procedures
- Distribution and review of our Injury and Illness Prevention Program
- Safety training programs
- Safety discussions at regularly scheduled employee meetings
- Posted or distributed safety information
- A system for workers to anonymously inform management about workplace hazards

HAZARD IDENTIFICATION AND CORRECTION

HAZARD IDENTIFICATION

Inspection works because it is an essential part of hazard control. It is an important management tool. **Whistlestop views inspections as a fact-finding process, not fault-finding.** We will emphasize locating potential hazards that can adversely affect safety and health.

All personnel will be responsible for continuous, ongoing inspection of the workplace. If unsafe or potentially hazardous conditions are discovered, a manager will be notified and a Safety Suggestion Form will be filed.

- Each manager will complete a bi-annual inspection report for the office and the maintenance shop.
- Drivers will complete a vehicle condition report on a daily basis.
- Inspection and safety suggestion forms are listed in **Appendix C**.

HAZARD CORRECTION

All Hazards will be reported and corrected in a timely manner based on the severity of the hazard. Identified hazards noted on the inspection form, during routine safety inspections and during general observations, will be reported either verbally or in writing to Mark Haberstroh.

Hazards shall be corrected:

- When first observed or discovered whenever possible.
- When an imminent hazard, which cannot be immediately abated without endangering employees and or property, exists. All exposed workers will be removed from the area except those necessary to correct the condition. They will have the appropriate protection for their duties.
- All corrective actions taken will be documented on the Inspection Form.

SAFETY COMMITTEE AND SAFETY MEETINGS

The mission of Whistlestop's Safety Committee is to support the organization's safety program by creating a safe and healthy place to work. It is comprised of members (managers and/or employees) of the various departments. They meet on a bi-monthly basis, and review the following:

- Minutes of the previous meeting
- Unfinished business of the previous meeting
- Self-inspection reports
- Review of the following reports:
 - Accident Reports
 - Incident Reports
 - Motorist Observation Reports

- Safety Suggestion Forms
- Trends in the abovementioned reports and forms
- New and outstanding recommendations submitted by outside agencies (insurance carrier, fire department, Cal-OSHA, etc.)
- New business

All meetings will be documented and the minutes posted.

ACCIDENT INVESTIGATIONS AND REPORTS

It is the policy of Whistlestop to carry out a thorough program for accident investigations. Managers are responsible for the investigation of all accidents in their areas of responsibility. Accidents involving fire, death, serious injury or extensive property damage will be investigated jointly by the department manager, the general manager, and the manager of human resources.

The primary goal of the accident investigation program is the prevention of future similar accidents by using the knowledge derived from the investigation. Additionally, the investigation will be used to prepare reports required by Federal and State laws as well as the Worker's Compensation insurance carrier. These reports are critical in establishing the company's and the managers' liability under the law.

When an employee is injured at work, or a person is injured on Whistlestop property, the manager is responsible for taking emergency action, to have first aid administered, to obtain professional medical attention as soon as possible, and to protect other employees, clients, volunteers, and equipment.

Whistlestop utilizes the form in **Appendix D** to document any potential and actual incidents with clients, volunteers, or the general public.

MATERIAL SAFETY DATA SHEETS (MSDS)

The management of Whistlestop is responsible for obtaining or developing an MSDS for each chemical used in the workplace. Each MSDS will include the specific chemical identity of the chemical involved and the common names.

Each data sheet will provide information on the physical and chemical characteristics of the chemical; known acute and chronic health effects and related health information; exposure limits; whether the chemical is considered to be a carcinogen; precautionary measures;

emergency and first aid procedures; and the identification of the organization responsible for preparing the sheet.

The Safety Office will maintain the list of hazardous chemicals used in our operations, including the name of the product, the type of product (solvent, adhesive etc.) and the name and address of the manufacturer.

Each department manager is responsible for maintaining the MSDS describing chemicals used in his/her department and for keeping it readily available to employees. The program coordinator will maintain a master file for all departments. The employee training program will include instruction on how to read and interpret information on an MSDS, and how employees can obtain and use the available hazard information.

CONTAINER LABELING

No container of hazardous substances will be used unless the container is correctly labeled and the label is legible. All chemicals in cans, bags, drums, pails, etc., will be checked by the receiving department to ensure the manufacturer's label is intact, is legible, and has not been damaged in any manner during shipment.

Any containers found to have damaged labels will be held until a new label has been installed. New labels will be obtained from the manufacturer. The label must contain the chemical name of the contents, the appropriate hazard warnings, and the name and address of the manufacturer.

All secondary containers will be labeled as to their contents with a reference to the original label.

SPILL CONTAINMENT PROCEDURES

The following procedure should be used to contain a spill:

- Assess the scene and clear the area of people
- USE PROTECTIVE EQUIPMENT (shoe covers, protective clothing, gloves, goggles)
- Try to ascertain the material contained in the spill (if safe)
- If possible, stop the source of the leak (close the valve, rotate the container, etc.)
- Cover drains or other possible escape routes, dike if needed
- Channel the spill, if possible, to a place where it won't spread
- Use absorbent pads, brooms, kitty litter, or neutralizers to soak up the spill
- Repair or replace the source of the leak to prevent future spills
- Clean up the spill, label "Hazardous Waste" if appropriate
- Contact a supervisor for proper disposal

If you cannot contain the spill, or the scene is not safe:

- Evacuate the area and call 911
- Try to identify the spilled material, quantity lost and if anyone is injured

EMERGENCY RESPONSE

CONTACTS:

Emergency Evacuation Plan Designated Responsible Official:	
Greg Gilseth, 15 Jordan St.	415-234-7764
Emergency Coordinator	
Mark Haberstroh, 15 Jordan St.	415-342-6092
Area/Floor Monitors:	
Ashley Baker, 930 Tamalpais Ave.	415-456-9062 ex.125
Emergency Contact Numbers	
Fire/Police/Paramedics or Medical*	911
Local Hazardous Materials Plan	415-473-6647
PG&E	800-743-5000
Water	415-945 1455
Telephone Company	800-403 3302

***Notes on Medical Emergencies:**

- Call 911.
- Provide the following information:
 - Nature of medical emergency
 - Location of the emergency (address, building, room number)
 - Your name and the phone number from which you are calling
- Do not move victims unless absolutely necessary.
- Prior to an emergency situation, employees are responsible for checking with reception to obtain a list of other employees certified to provide CPR and First Aid, and then contact one of these people to assist during an emergency.
- If personnel trained in First Aid are not available, attempt, as a minimum, to provide assistance by utilizing firm pressure on wounds to stop bleeding. (Note: Avoid contact with blood or other bodily fluids.)
- Stay with the victim until emergency responders arrive. Ask for assistance from an employee to stay by the phone in the event emergency response personnel attempt to contact the building again after the initial emergency call. Also, have another employee

go outside of the building to guide emergency response personnel to the site of the emergency.

The nearest hospital is:

Marin General Hospital
250 Bon Air Road/Greenbrae California
(415) 925-7000

EMERGENCY EVACUATION

SAFETY TEAM RESPONSIBILITIES

- Coordinate the Emergency Evacuation Plan throughout the facility.
- Make certain the program is familiar to all personnel and that all new employees are promptly oriented.
- Schedule safety training as necessary.
- Arrange and execute fire drills within the facility.
- Maintain a log of fire drills conducted. The log shall include the date and time of each drill, the time required to evacuate the building, and the initials of the person making the recording.
- Report and correct any deficiencies noted during the fire drill.

MANAGER RESPONSIBILITIES

- Facilitate the Emergency Evacuation Plan by facilitating orderly evacuation of the premises and ensuring employees are accounted for at the evacuation meeting place.
- Keep check on all personnel to be sure they are completely familiar with all phases of the plan which they are required to know.
- See that all personnel participate in fire drills, fire classes, and other practice sessions.
- Take the necessary steps required to correct any fire hazards discovered.

EMPLOYEE RESPONSIBILITIES

- Be completely familiar with the Emergency Evacuation Plan and his/her duties and responsibilities in the program.
- Participate in all fire drills and practice sessions.

- Attend safety training within 30 days of employment.
- Report any fire and/or safety hazard located any place on company property.

EVACUATION ROUTES

Evacuation route maps have been posted in each work area (see **Appendix E**). Site personnel should know at least two evacuation routes.

The following information is marked on evacuation maps:

- Emergency exits
- Primary and secondary evacuation routes
- Locations of fire extinguishers
- Fire alarm pull stations' locations
- Assembly points

EVACUATION PROCEDURES

- Upon hearing a fire alarm, after a severe earthquake, or upon direction from a supervisor, quickly exit the building.
- The front desk receptionist will bring a paper copy of the company phone list.
- Employees located at the 15 Jordan St. will walk to Lindaro Street, make a right turn, cross the bridge, and congregate on the sidewalk on the other side of the creek. No employee shall cross any of the streets. Those employees working at 930 Tamalpais Ave. will meet outside in the Whistlestop parking lot directly across Tamalpais Avenue..
- Employees will check in with the front desk receptionist or other designated person to verify they have arrived at the meeting point. Additionally, employees will report if any of their colleagues are out of the office at the time of the evacuation.
- The front desk receptionist will record those present and those known to be out of the office. Emergency responders will be told of employees who are still unaccounted for.
- Re-entry onto the property will not be permitted until it is declared safe to do so by someone with executive authority or by the local fire/law enforcement officials.

FIRE PREVENTION PLAN

Whistlestop has developed the following Fire Prevention Plan (FPP), in compliance with section 3221 of Title 8 of the California Code of Regulations, General Industry and Construction Safety orders. The purpose of the fire plan is to eliminate the causes of fire and prevent loss of life and

property by fire. It provides employees with information and guidelines which will assist them in recognizing, reporting, and controlling fire hazards.

The FPP has been designed to address, in detail, the following areas:

- Program implementation and responsible person
- Identification of potential fire hazards and controls
- Housekeeping procedures
- Fire safety inspections
- Employee notification and training
- Fire response procedures

PROGRAM IMPLEMENTATION RESPONSIBILITY

The Safety Officer (Mark Haberstroh) is responsible for the maintenance and implementation of the FPP for Whistlestop. Further responsibilities include identifying potential fire hazards and establishing proper guidelines for storage and handling of flammable or combustible materials.

ROLE OF THE SAFETY COMMITTEE

The safety team is responsible for the following functions:

- Identifying and evaluating potential fire hazards
- Confirming enforcement of fire safety training
- Training supervisors on procedures implemented
- Maintaining records of employee training, fire protection inspections, and actions taken to enforce fire prevention

IDENTIFICATION OF POTENTIAL FIRE HAZARDS

Potential Hazards

- Accumulated wastepaper or other flammable material
- Overloaded electrical circuits, unsafe wiring, and defective extension cords
- Overheated and burning food, and unattended cooking
- Electrical problems with microwaves, portable heaters, coffee makers, etc.
- Heating, ventilation and air conditioning (HVAC) equipment/systems
- Improper use, handling and storage of flammable material or gasoline
- Smoking in unauthorized areas and/or improper disposal of smoking material

Controls

- Wastepaper should be removed regularly before accumulation.
- Boxes, flammables, and other items should not be stored near heat sources, under stairwells or stairwell landings, or points of entry and exit.
- Storage shall be maintained at two feet or more below the ceiling in non-sprinklered areas of buildings. Storage shall be maintained 18 inches or more below sprinkler head deflectors in sprinklered areas of buildings.
- Electrical equipment (office, computer, coffee makers, etc.) and associated power cords, surge protectors/power strips should be checked periodically for worn wires and cords, and prescribed maintenance should be followed.
- Building electrical systems should be inspected regularly and should not be overloaded.
- Microwaves, toaster ovens, coffee makers, etc. should be monitored during use and turned off when cooking is completed.
- HVAC equipment should be regularly inspected and prescribed preventative maintenance schedules should be followed. Additionally, cleanliness of HVAC equipment rooms must be maintained to the highest standards.
- Smoking is maintained in designated areas only, with fire-safe waste disposal provided.

Housekeeping Procedures

The following housekeeping procedures have been implemented to ensure safe practices at the workplace:

- General work areas will be kept clean and free of unnecessary clutter.
- A sufficient number of waste baskets and/or trash receptacles (including noncombustible containers) will be accessible in all work areas.
- Flammable cleaning solvents and low flash point solvents will be avoided.
- Hazardous material spills will be cleaned up immediately.
- Fire extinguishers and applicable fire suppression equipment will be located in easily accessible locations and remain visible at all times.
- Building exits will be clearly identified and kept free from obstructions.
- Smoking is prohibited in all buildings.

PROCEDURES FOR MAINTENANCE OF FIRE SUPPRESSION EQUIPMENT

The following procedures have been implemented to ensure proper maintenance of all fire suppression equipment:

- Fire equipment will be accessible in safe and unobstructed locations at all times.
- Fire extinguishers will be inspected on a quarterly basis by designated members of the safety team, and serviced at least annually by a person licensed by the State Fire Marshall, as required by the Health and Safety Code (§1922).
- Defective equipment will be replaced immediately.
- Fire extinguishers, rated not less than 2A, will be provided for every 3,000 square feet of area. Travel distance from any point of the protected area to the nearest fire extinguisher shall not exceed 75 feet (§1922).
- In multi-story buildings, at least one fire extinguisher shall be located adjacent to the stairway at each floor level.

FIRE SAFETY INSPECTIONS

Fire safety inspections will be conducted on a bi-annual basis, in conjunction with the procedures established under the **IIPP** Agency Safety Plan for Hazard Assessment.

EMPLOYEE NOTIFICATION AND TRAINING

Employee training will agree with procedures implemented in the **IIPP** Agency Safety Plan and will be documented. All employees will receive instruction on the following (as applicable):

- Location of fire extinguishers
- Proper housekeeping guidelines
- Procedures for using heat-producing equipment (e.g. portable heaters)
- Emergency procedures
- Designated employees may also be trained in the use of fire extinguishers.

FIRE RESPONSE PROCEDURES

In the event of a fire, employees are to:

- Sound the internal fire alarm. If the building is not equipped with an internal alarm system, notify Reception or Facilities, who will send a general alarm to evacuate the building.
- Alert employees in the vicinity of the fire.
- If possible, notify reception.
- Evacuate the building, assisting other employees as necessary and possible.
- Notify the fire department.

The person reporting the fire to the fire department will provide them with the following information:

- Company name
- Company address
- What is burning (paper, machines, etc.)
- Location of fire (office, roof, etc.)
- Type of fire (electrical, liquid, etc.)

Additional training may be provided to designated employees regarding how to extinguish the fire with the use of on-premises equipment (extinguishers). A minimum of two persons should be present to fight a fire. To ensure employee safety, this is to be done only during the early stages of the fire.

Working away from the involved area, employees may be assigned to:

- Clear the aisles, hallways and other areas of personnel and visitors.
- Close all doors and windows.
- Check entry doors to see that they are clear for entry of fire-fighting equipment.
- Wait at the front entrance for arrival of firefighting personnel. Direct the firefighters to the fire if necessary.

Re-entry onto the property will not be permitted until it is declared safe to do so by someone with executive authority or by the local fire/law enforcement officials.

EARTHQUAKE AND FLOOD PROCEDURES

If indoors:

- **DROP** to the ground; take **COVER** by getting under a sturdy table or other piece of furniture; and **HOLD ON** until the shaking stops. If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from glass, windows, outside doors and walls, and anything that could fall, such as lighting fixtures or furniture.
- Use a doorway for shelter only if it is in close proximity to you and if you know it is a strongly supported, load bearing doorway.
- Stay inside until the shaking stops and it is safe to go outside. Research has shown that most injuries occur when people inside buildings attempt to move to a different location inside the building or try to leave.

- Be aware that the electricity may go out or the sprinkler systems or fire alarms may turn on.
- DO NOT use elevators.

If outdoors:

- Stay there.
- Move away from buildings, streetlights, and utility wires.
- Stay in the open until the shaking stops. Do not stand directly outside buildings, at exits, and alongside exterior walls, in order to avoid injury from collapsing walls, flying glass, and falling objects.

If driving:

If an earthquake strikes while you are driving, you must take immediate steps to safeguard your clients and yourself:

- Slow down until you can safely pull over, stop, set the parking brake and turn off the engine. If you're on a freeway, take the first exit that's safe.
- Avoid parking near overpasses, big trees, power lines, bridges, and buildings.
- Stay in the vehicle with seat belts fastened until the earthquake is over.
- If a power line falls on or near the vehicle, stay inside until a trained person removes the wire. DO NOT DRIVE OVER A DOWNED ELECTRICAL LINE.
- Turn on your radio for advisories. Most stations will switch over to emergency broadcasting, which will keep you posted on any area dangers.
- Remain in the vehicle until the shaking stops. When the quake is over, check all passengers for injuries. Expect some shock or panic and do your best to reassure such persons. Attend to any injuries using first aid. DO NOT PHONE 911 and needlessly overload the circuits unless the injury is serious.
- Keep in mind that aftershocks follow the initial earthquake.
- Cooperate with public safety officers because they are trying to ensure your safety and that of others.
- If you are driving a transport vehicle, contact Dispatch by radio or phone for instructions, if possible. If Dispatch cannot be reached, decide whether it is safe to continue your route to the original destination(s), based on traffic advisories and/or personal observation.

- When you resume driving, watch out for road hazards. Anticipate that traffic lights may not work. Treat these situations as 4-way stops and allow right-of-way as you would at any 4-way stop sign.
- If your original destination(s) cannot be reached, try to make it to the nearest available public shelter or hospital. Under no circumstances leave clients alone in the vehicle while you are trying to find an appropriate route to continue.
- Do not ever drive through flood waters.
- Do not drive over large cracks in the road. You risk becoming stuck.
- Do not drive under bridges that have cracks and other visible structural damage. Even without visible damage, be wary of all overhanging objects, bridges, signs, walls, and overpasses.
- Be wary of the potential for landslides onto the road.
- If you are driving along a coastal road in an area known as a potential tsunami zone, drive to higher ground as quickly as possible.

AFTER AN EARTHQUAKE

- If trapped under debris, do not light a match, move about, or kick up dust. Cover your mouth with a handkerchief or clothing and tap on a pipe or wall so rescuers can locate you. Shout as a last resort, as shouting can cause you to inhale dangerous amounts of dust.
- Assess damages and injuries, providing aid to other employees as needed.
- Evacuate the building according to the emergency evacuation plan.
- Notify executive management if any employees are away from the premises.
- Stay away from damaged areas unless your assistance has been requested specifically by emergency responders.
- Re-entry onto the property will not be permitted until it is declared safe to do so by someone with executive authority or by the local fire/law enforcement officials, and gas, electrical, and water systems and the physical premises of the building have been completely checked.

Flood Safety Tips

Floods can occur anywhere, with floodwaters rising gradually or flash floods striking suddenly. Flash floods are the number one weather-related killer in the United States — most flood

fatalities happen because people try to drive through deadly waters rather than avoid them. (Source: Federal Emergency Management Agency - FEMA, 2005)

Water's powerful force can easily overtake vehicles caught in a flood. Follow these tips to stay safe in your car during a flood.

How to Drive in a Flood

- Pay attention to barricades.
- Don't ignore them by driving past them.
- Do not drive through standing water on roads or in parking lots.
- The average automobile can be swept off the road in 12 inches of moving water, and roads covered by water are prone to collapse. Attempting to drive through water also may stall your engine, with the potential to cause irreparable damage if you try to restart the engine. If you come upon a flooded street, take an alternate route.

If no alternate route exists and you have no other reasonable alternative but to drive through standing water.

- Do your best to estimate the depth of the water (if other cars are driving through, take note of how deep the water is).
- Drive slowly and steadily through the water.
- Avoid driving in water that downed electrical or power lines have fallen in — electric current passes through water easily.
- Watch for items traveling downstream — they can trap or crush you if you're in their path.
- If you have driven through water up to the wheel rims or higher, test your brakes on a clear patch of road at low speed. If they are wet and not stopping the vehicle as they should, dry them by pressing gently on the brake pedal with your left foot while maintaining speed with your right foot.
- Stay off the telephone unless you must report severe injuries.
- If your vehicle stalls in the deep water, you may need to restart the engine to make it to safety. Keep in mind that restarting may cause irreparable damage to the engine.

If you can't restart your vehicle and you become trapped in rising water, immediately abandon it for higher ground. Try to open the door or roll down the window to get out of the vehicle. If you are unable to get out safely, call 911 or get the attention of a passerby or someone standing on higher ground so that they may call for help.

RECORDKEEPING

We have taken the following steps to maintain our Injury and Illness Prevention Program recordkeeping:

- Records of hazard assessment inspections, including the person(s) conducting the inspection, the unsafe conditions, work practices that have been identified and the action taken to correct the identified unsafe conditions and work practices, are recorded on a hazard assessment and correction form.
- Documentation of safety and health training for each employee, including the employee's name or other identifier, training dates, training subjects, and training providers are recorded on an employee training and instruction form.
- Injury and illness records are recorded as required on appropriate OSHA logs.
- On-site incident records are recorded for recordkeeping and monitoring for incident trends.
- Individual employee injury or illness claim reports are kept and monitored.

EMPLOYEE INJURIES

All accidents or injuries of any type must be recorded, logged and filed in their respective office and personnel folders.

CALIFORNIA OSHA LOG OF RECORDABLE INJURIES

When an injury occurs which is more than a first aid injury this would be classified as a **“recordable injury”** by OSHA definition. This log of injuries will be maintained by Ashley Baker in the Human Resources personnel office.

FIRST REPORT OF INJURY

A copy of the State “First Report of Injury” form must be attached to the manager’s “Accident Investigation Report” for all accidents entered on the OSHA log by the office and must be retained for at least five years.

Our recordkeeping, inspection records and training documentation will be maintained for one year, except for training records of employees who have worked for less than one year which are provided to the employee upon termination of employment.

EMPLOYEE ACKNOWLEDGEMENT FORM

I, _____ (PRINT), hereby acknowledge that I have received, read, and understand the “Code of Safe Work Practices” for **Whistlestop**.

I agree to conform to all practices, safety rules, and regulations relating to safe work performance.

I understand that my failure to follow these safety procedures will result in disciplinary action up to and including discharge.

I further understand that:

- a) It is my responsibility to report all unsafe conditions or violations of the Code of Safe Work Practices to my supervisor or other management personnel in order to minimize the potential of injury to my fellow workers.
- b) I am encouraged to inform my immediate supervisor of any hazards on the job without fear or reprisal, and that should my assistance create any such action or related intimidation, that I am encouraged to contact the Safety Director or management by phone or mail.

(Signature of Employee) Date _____

(Signature of Manager) Date _____

COPIES TO: HR(ORIGINAL)
SAFETY DIRECTOR
EMPLOYEE

APPENDIX A - DRIVER "DOS AND DON'TS"

Driver Dos and Don'ts Safety Quiz

- 1) You are driving in heavy traffic at 35 mph. The speed limit is 55 mph. The safest speed for your vehicle is:
 - a) 25 mph
 - b) 45 mph
 - c) 35 mph**

- 2) Which of these statements is true about brakes?
 - a) Brakes absorb more heat to stop heavier vehicles.**
 - b) Brake drums cool very quickly when the vehicle is moving fast.
 - c) Break fade is not caused by heat.

- 3) If you're not sure how to put out a hazardous materials fire, you should:
 - a) Use water.
 - b) Use dirt.
 - c) Wait for qualified fire fighters.**

- 4) Which item is not checked in a pre-trip inspection?
 - a) Vehicle lights
 - b) Steering box
 - c) Fuel level**

- 5) If you need to leave the road in a traffic emergency, you should:
 - a) Try to get all wheels off the pavement.
 - b) Avoid breaking until your speed has dropped to about 20 mph.**
 - c) Avoid driving on the shoulder of the road.

- 6) When hydraulic brakes fail, the system won't build up pressure and the brakes will feel spongy.
 - a) You should push down the brake pedal as hard as possible.
 - b) Pump the brake pedal to build up pressure.**
 - c) Put the vehicle in neutral and use the emergency brake.

- 7) Which of these happen when a tire blows out at highway speeds?
 - a) A vibrating feeling**
 - b) A hissing sound
 - c) A rapid drop in speed to less than 20 mph

- 8) Merging on a road is safest if you:

- a) If you slowly drive into the nearest lane so other vehicles will give you room.
 - b) Gain speed on the shoulder and then merge quickly.
 - c) Wait for a large enough gap in traffic to enter the road.**
- 9) How far should a driver look ahead when driving?
- a) 5-8 seconds
 - b) 12-15 seconds**
 - c) 18-21 seconds
- 10) When the roads are slippery, you should:
- a) Make turns as carefully as possible.**
 - b) Stop and test tire traction when going up hills.
 - c) Decrease the distance you look ahead of your vehicle.
- 11) How many feet must you stop before a railroad track?
- a) 5; 20
 - b) 10; 35
 - c) 15; 50**
- 12) You should check your mirrors:
- a) Immediately after starting a lane change.
 - b) As you prepare to stop.
 - c) Regularly as you scan for hazards**
- 13) Buses may have recapped or regrooved tires:
- a) Anywhere except front wheels.**
 - b) On any or all wheels.
 - c) Only on the outside tires on duals.
- 14) Which of these statements is true about seeing ahead?
- a) Good drivers shift their attention back and forth, near and far.**
 - b) Good drivers keep their attention in one place 12-15 seconds at a time.
 - c) Good drivers keep looking ahead 3-5 seconds at highway speeds .
- 15) When driving a bus across railroad tracks you:
- a) Only need to slow down when the guardrail is in the up position,
 - b) May sometimes need to stop up to 75 feet before the track,
 - c) Should never change gears if you have a manual transmission,**
- 16) You're driving at night and you must change your headlights from high to low. What should you do with your speed?
- a) Reduce your speed 5 mph until your eyes adjust.
 - b) Slow down.**
 - c) Nothing. How well you see should have nothing to do with your speed.
- 17) When are you allowed to drive with an emergency exit door open?
- a) Never.**
 - b) When moving only a short distance.
 - c) If the temperature in the cabin is hot.

APPENDIX B- EMPLOYEE SAFETY TRAINING SHEET

EMPLOYEE SAFETY TRAINING RECORD SHEET

This training meeting conducted by: _____

Date: _____ **Site:** _____

I. Employees Present:

See attached sign in sheet

II. Prime Safety Topic:

III. Additional Discussions

IV Comments: _____

APPENDIX C - INSPECTION AND SAFETY SUGGESTION FORM



SAFETY SUGGESTION FORM

As part of our ongoing company safety program, we wish to provide the opportunity for all employees to make suggestions or express concerns regarding safety and health. Please make suggestions about any conditions in the workplace that you think could be improved or any conditions that you consider unsafe.

If you would like a personal response, please include your name.

Date: _____ Name (optional): _____

Suggestions/Comments: _____

Response: _____

Date: _____



Safety Inspection Checklist – General Office

Department: _____ Location: _____

Inspector: _____ Date: _____

Area Inspected	Yes	No	N/A	Corrected Date
1. OSHA/Safety posters displayed in prominent area.				
2. Emergency telephone numbers posted.				
3. Evacuation traffic routes identified.				
4. Work areas clean and orderly.				
5. Toilet and wash areas clean and sanitary.				
6. Work areas adequately lighted.				
7. Walkways free of obstructions.				
8. Exit signs adequately lighted.				
9. Exit doors kept locked are provided with emergency openings from inside.				
10. Are materials stored above shoulder level is secured to prevent toppling.				
11. No tools or storage items placed where they can fall o employees.				
12. No uneven or defective floors.				
13. Carpeting is flat, without tars, ridges or humps.				
14. Materials stored in places that don't block aisles.				
15. Stored goods don't obstruct lights or sprinkler heads.				
16. No overloading of extension cords.				
17. Extension cords inspected for external defects (loose parts, deformed and missing pins or damage to outer jack or insulation) and evidence of potential internal damage such as pinched or crushed out jacket).				
Please List Other Findings:				

Updated 3/2011



Safety Inspection Checklist – Shop/Maintenance

Department: _____ Location: _____

Inspector: _____ Date: _____

Area Inspected	Yes	No	N/A	Corrected Date
1. OSHA/Safety posters displayed in prominent area.				
2. Safety signs/warnings posted where appropriate.				
3. First aid kit available and adequately stocked				
4. Emergency telephone numbers posted.				
5. Evacuation traffic routes identified.				
6. Work areas clean and orderly.				
7. Fire extinguishers available and inspected monthly.				
8. Combustible scrap, debris and waste stored safely and removed from work areas promptly.				
9. Safety meetings held periodically.				
10. Safety training records maintained.				
11. Operating permits and records up-to date.				
12. Toilet and wash areas clean and sanitary.				
13. Work areas adequately lighted.				
14. Walkways free of obstructions.				
15. Exit signs adequately lighted.				
16. Exit doors kept locked are provided with emergency openings from inside.				
17. Are materials stored above shoulder level is secured to prevent toppling.				
18. No tools or storage items placed where they can fall o employees.				
19. No uneven or defective floors.				
20. Materials stored in places that don't block aisles.				
21. Extension cords inspected for external defects (loose parts, deformed and missing pins or damage to outer jack or insulation) and				

Updated 3/2011 Safety Inspection Checklist – Shop/Maintenance



	Yes	No	N/A	Corrected Date
22. In exterior work, extension cords marked "for exterior use" are used.				
23. All extension cords at least 14 AWG wire.				
24. Portable equipment inspected before use for defects.				
25. Defective or damaged equipment removed from service.				
26. Attachment plugs and receptacles are not connected or altered to prevent grounding.				
27. Adapters that interrupt grounding not used.				
28. Only electrical equipment and cords approved for use near water or conductive liquids are used in such locations.				
29. Portable electric ground fault interrupter available for use around wet or metallic areas.				
30. Power tools provided with point of operation guards.				
31. Electrical power tools grounded.				
32. Pneumatic powered tools equipped with automatic shut off when released from the operator's hand.				
33. Pieces of equipment provided with means to positively shut down the power sources prior to repair or adjustment.				
34. Grinders securely mounted to avoid migrating or tipping				
35. Transparent eye shield in place on machines.				
36. Work rest device adjusted correctly.				
37. Work rest no more than 1/8 inch from wheel				
38. Work rest securely clamped.				
39. Speed of wheel within manufacturer's specifications.				
40. Two flanges, at least one-third the diameter of the wheel, securely mounted on each side of the wheel.				
41. Eye and face protection provided.				
42. Skin guards, hard hats, safety shoes aprons, gloves, sleeves etc...provided where necessary				
43. Hearing protection provided and in use when appropriate.				

Updated 3/2011 Safety Inspection Checklist – Shop/Maintenance



44.	Yes	No	N/A	Corrected Date
45. Eye wash facilities and showers provided where necessary.				
46. Personal protective equipment inspected regularly and replaced when necessary.				
47. Manufacturer's safety labels and instructions in place on equipment				
Please List Other Findings:				



Vehicle Number	Driver
Date	Ending Mileage
	Start Time:
Fuel Odometer:	Gallons Pumped:

Whistlestop Wheels Vehicle Condition Report

Check off each box to ensure the condition of this vehicle, its components and accessories are in satisfactory condition

Check mark = Satisfactory			Check mark = Satisfactory		
Pre Trip	Post Trip		Pre Trip	Post Trip	
<input type="checkbox"/>	<input type="checkbox"/>	Brakes (Pump test)	<input type="checkbox"/>	<input type="checkbox"/>	Body (Note damage)
<input type="checkbox"/>	<input type="checkbox"/>	Tires (Thump test)	<input type="checkbox"/>	<input type="checkbox"/>	Engine fluids (Check oil, coolant, power steering, transmission)
<input type="checkbox"/>	<input type="checkbox"/>	Lights (Working order)	<input type="checkbox"/>	<input type="checkbox"/>	Exhaust (Check for excessive noise)
<input type="checkbox"/>	<input type="checkbox"/>	Glass (Crack free)	<input type="checkbox"/>	<input type="checkbox"/>	Emergency Equip. (Check first aid kit, pathogen kit, etc.)
<input type="checkbox"/>	<input type="checkbox"/>	Defroster (Check when cold)	<input type="checkbox"/>	<input type="checkbox"/>	Seat Belts (Check for operation)
<input type="checkbox"/>	<input type="checkbox"/>	Wheelchair lift (Cycle)	<input type="checkbox"/>	<input type="checkbox"/>	Air Conditioning / Heating (Check)
<input type="checkbox"/>	<input type="checkbox"/>	Windshield Wipers (Cycle)	<input type="checkbox"/>	<input type="checkbox"/>	Doors (Open and close)
<input type="checkbox"/>	<input type="checkbox"/>	Mirrors (Crack free)	<input type="checkbox"/>	<input type="checkbox"/>	Comment Cards (Check)
<input type="checkbox"/>	<input type="checkbox"/>	Instruments (Come alive)			
<input type="checkbox"/>	<input type="checkbox"/>	Horn (Check)			
<input type="checkbox"/>	<input type="checkbox"/>	Clean Bus (Free of debris)			
<input type="checkbox"/>	<input type="checkbox"/>	Documents (Check registration, insurance, gas card, etc)			

Vehicle Problem Report: Do not report problems already addressed.
Describe problem in as much detail as possible (Exactly what is the vehicle doing and when)

If intermittent, under what conditions does it happen? (Highway, idle, cold engine, hot engine, etc.)

Technician Use Only		
<input type="checkbox"/> Check mark = OK	<input type="checkbox"/> Scheduled for Repair	Write Work Order
<input type="checkbox"/> Simple Fix Completed	<input type="checkbox"/> Removed from Service	# _____
Technician		Date

APPENDIX D- INCIDENT REPORT



Whistlestop Incident Report

Please deliver this report directly to your supervisor before the end of your shift.

Driver _____ Bus # _____ Incident date _____

Incident location _____ Time _____

Client(s) involved _____

Quick description of what happened _____

Clearly print concise details of the incident _____

Multiple horizontal lines for writing details of the incident.

Any witnesses to incident? Yes No

Name of witness #1 _____ Phone # _____

Name of witness #2 _____ Phone # _____

Was anyone injured by this incident? Yes No

Name of injured party #1 _____ Phone # _____

Name of injured party #2 _____ Phone # _____

Was dispatch notified of incident? Yes No

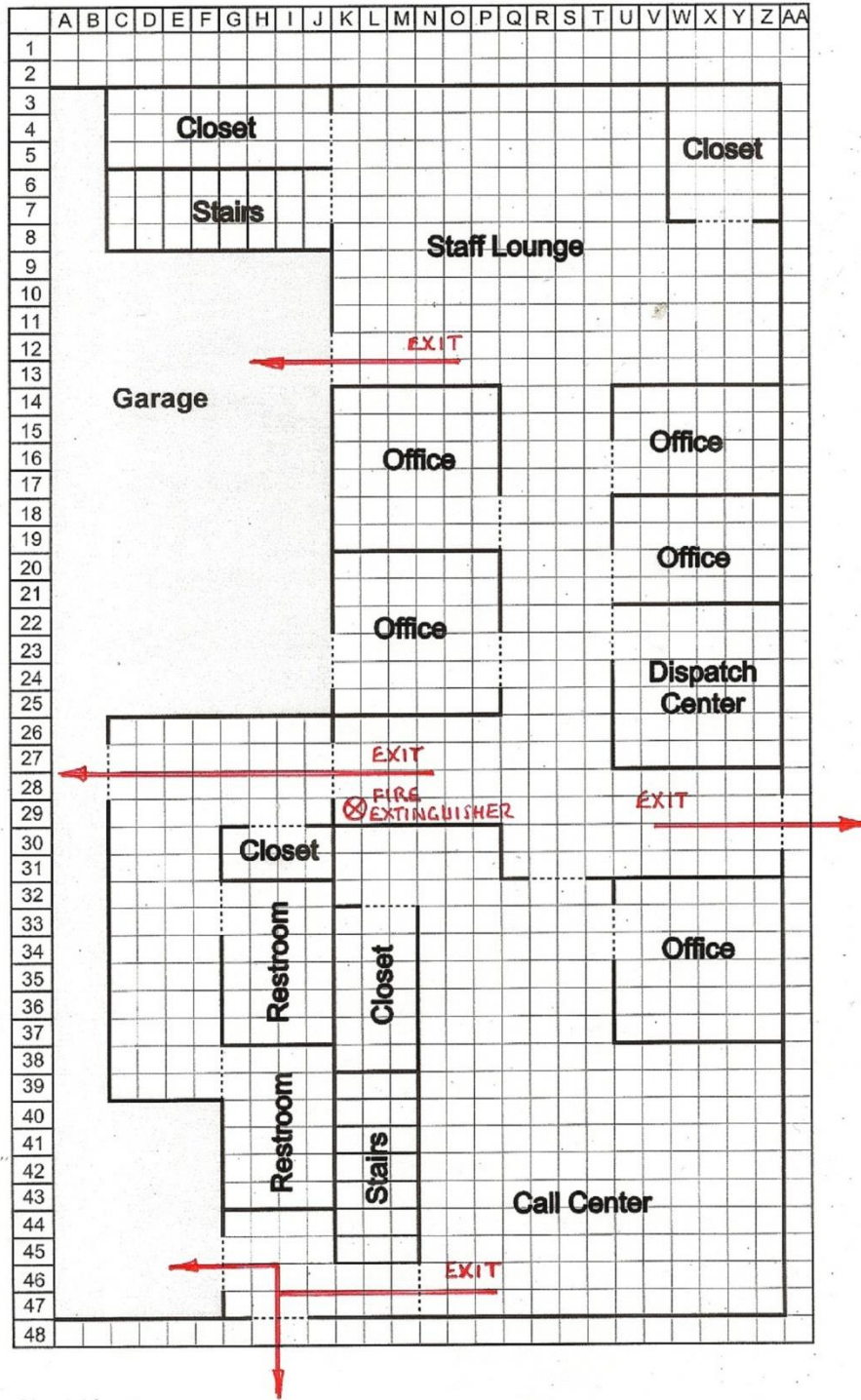
Was 911 called? Yes No

Signature _____ Date _____

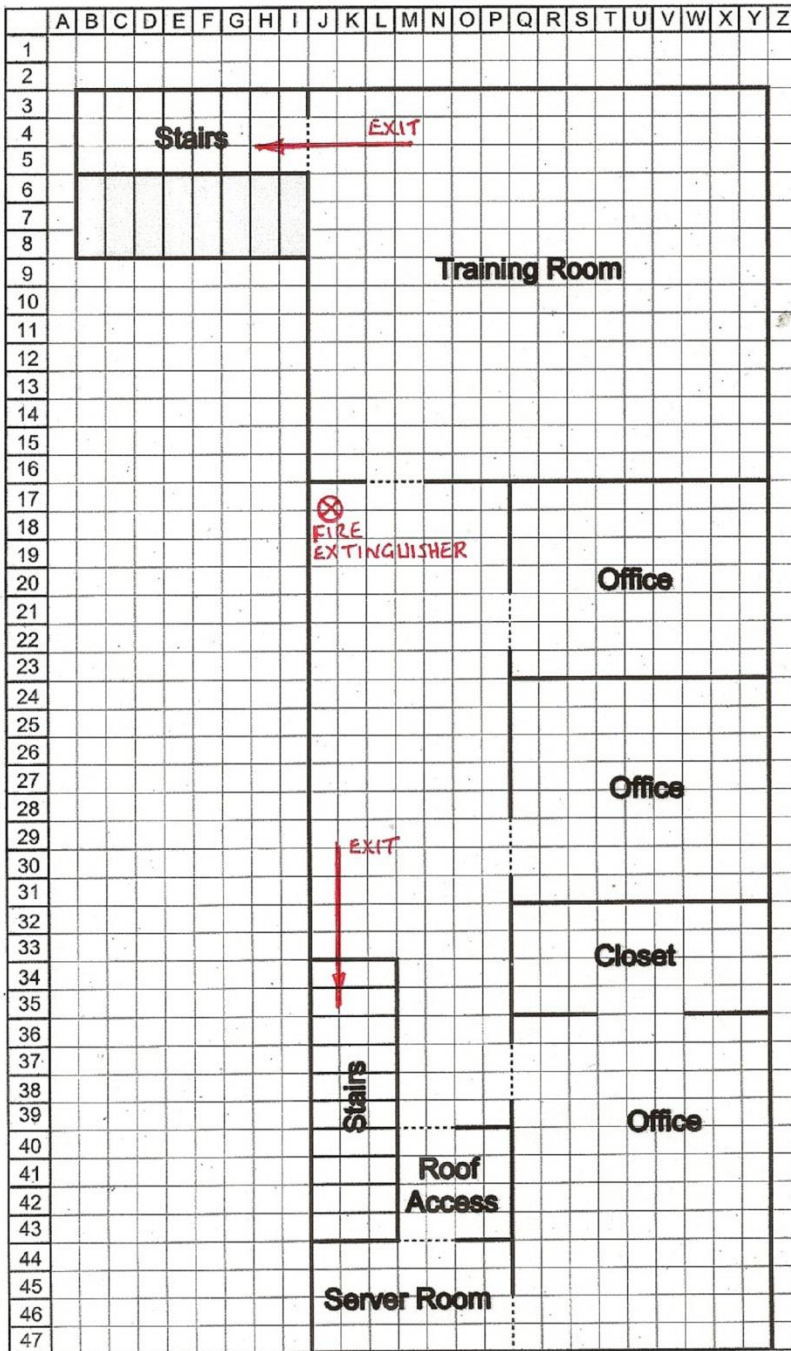
White copy – Operations; Yellow copy – Client Services; Pink copy – Safety and Training

APPENDIX E - EVACUATION ROUTES FOR EACH BUILDING

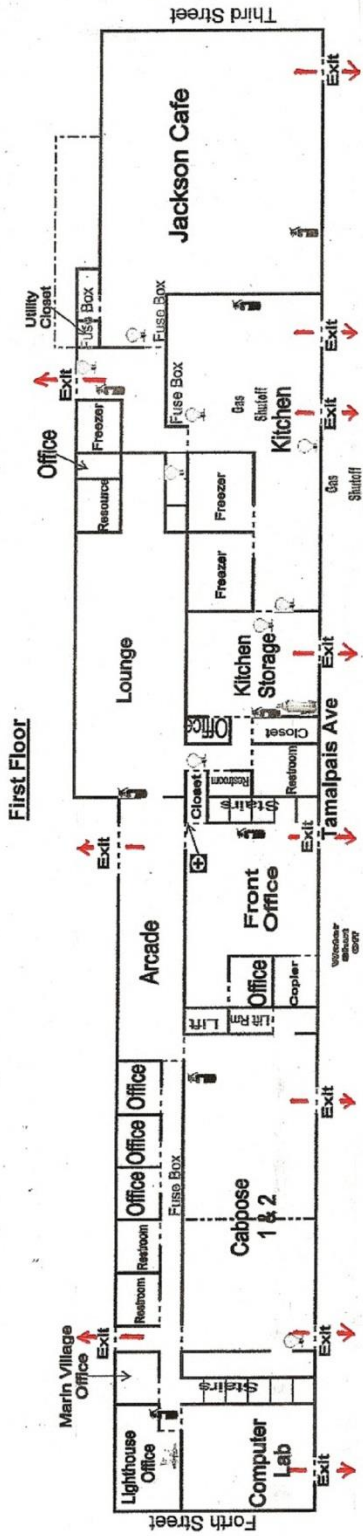
Whistlestop, 15 Jordan 1st Floor Offices



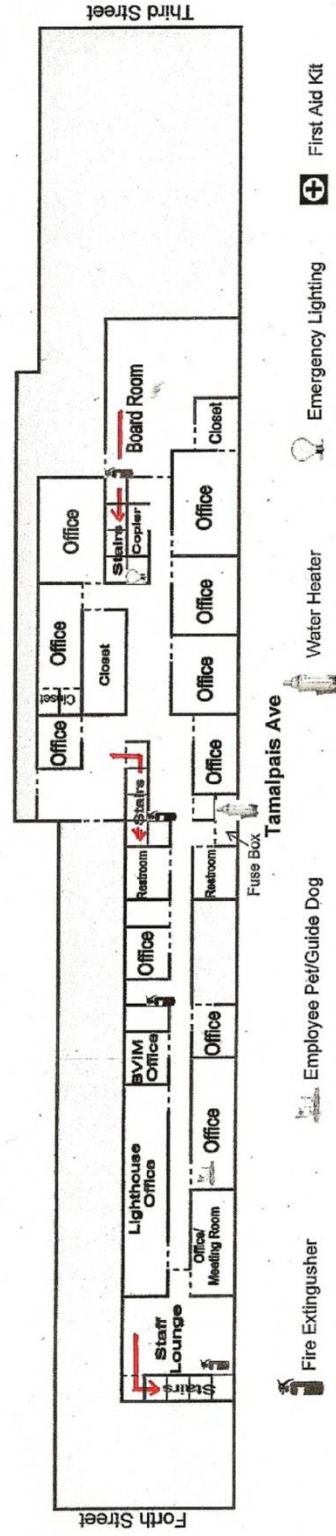
Whistlestop, 15 Jordan 2nd Floor



Whistlestop, 930 Tamalpais Emergency Floor Layout



Second Floor



- Fire Extinguisher
- Employee Pet/Guide Dog
- Water Heater
- Emergency Lighting
- First Aid Kit

APPENDIX F- BLOODBORNE PATHOGENS EXPOSURE CONTROL PROGRAM

EXPOSURE CONTROL PROGRAM FOR INDUSTRIAL EXPOSURE TO BLOODBORNE PATHOGENS

PURPOSE

The purpose of this program is to eliminate or minimize occupational exposure of employees to blood or certain other body fluids and bloodborne pathogens.

SCOPE AND APPLICATION

This program applies to all employees with anticipated occupational exposure to blood and other potentially infectious materials. The risk of infection with bloodborne pathogens is dependent on the likelihood of exposure to blood and other potentially infectious materials wherever that exposure occurs.

EMPLOYEES AT RISK

Employees who are at risk from potential occupational exposure to bloodborne pathogens do not have exposure as part of their daily work routines and are limited to our paratransit drivers.

DEFINITIONS

Before becoming familiar with the program, there are several definitions that apply specifically to this policy and CAL/OSHA regulation:

- **Blood** - human blood, human blood components, and products made from human blood
- **Bloodborne pathogens** – pathogenic microorganisms that are present in human blood and can infect and cause disease in humans. These pathogens include, but are not limited to, hepatitis B virus (HBV) and human immunodeficiency virus (HIV).
- **Contaminated** – the presence or the reasonably anticipated presence of blood or other potentially infectious materials on an item or surface
- **Exposure incident** – a specific eye, mouth, other mucous membrane, non-intact skin, or parental contact with blood or other potentially infectious materials that result from the performance of an employee’s duties

- **Occupational exposure** – reasonably anticipated skin, eye, mucous membrane, or parental contact with blood or other potentially infectious materials that may result from the performance of any employee’s duties

- **Other Potentially Infectious Materials (OPIM)**
 The following human body fluids:
 - a) Semen
 - b) Vaginal secretions
 - c) Cerebrospinal fluid
 - d) Synovial fluid
 - e) Pleural fluid
 - f) Pericardial fluid
 - g) Peritoneal fluid
 - h) Amniotic fluid
 - i) Saliva in dental procedures
 - j) Any body fluid visibly contaminated with blood
 - k) All body fluids – in situations where it is difficult or impossible to differentiate between body fluids:
 - Any unfixed tissue or organ (other than intact skin) from a human (living or dead)
 - HIV-containing cells or tissue cultures, organ cultures, and HIV- or HBV-containing culture medium or other solutions
 - Blood, organs, or other tissue from experimental animals infected with HIV or HBV

- **Regulated waste**
 - Liquid or semi-liquid blood or other potentially infectious materials
 - Contaminated items that would release blood or other potentially infectious materials in a liquid or semi-liquid state if compressed
 - Items that are caked with dried blood or other potentially infectious materials and are capable of releasing these materials during handling
 - Contaminated sharps
 - Pathological and microbiological wastes containing blood or other potentially infectious materials

EXPOSURE CONTROL PLAN

Introduction

Employees incur risk each time they are exposed to bloodborne pathogens. Any exposure incident may result in infection and subsequent illness. Since it is possible to become infected from a single exposure incident, exposure incidents must be prevented whenever possible and employees must be protected from infection.

Exposure Control Plan

To eliminate or minimize employee exposure to blood and other potentially infectious materials, the company has written Safe Response Practices.

Methods of Compliance

There are various methods of compliance or control against exposure to bloodborne pathogens. It is mandatory that employees utilize the following methods when there is exposure or potential exposure to blood and/or other potentially infectious materials:

- Safe response practices
- Personal protective equipment
- Housekeeping

Safe Response Practices

- Personal protective equipment (PPE) must be used when the possibility exists for exposure to blood or potentially infectious fluids.
- Personal protective equipment (PPE) is to be removed after exposure to potential bloodborne pathogens. It must be properly discarded by placing it in the appropriate container followed by handwashing.
- Employees are required to wash their hands immediately after removing gloves or other protective equipment after any contact with blood or potentially infectious fluids.
- All procedures involving exposure to blood or other potentially infectious material will be performed in such a way as to minimize splashing, spraying, or related exposure.
- After a potential exposure to bloodborne pathogens, the following activities are strictly prohibited until the exposed individual performs cleaning of the exposed body areas:
 - Do not place the exposed body area into ones mouth, eyes or open wounds.
 - Do not eat or drink.
 - Do not apply cosmetics or lip balm.
 - Do not insert or adjust contact lenses.

Personal Protective Equipment (PPE)

- Types of PPE
 - Personal protective equipment includes but is not limited to:
Gloves, eye protection, mouthpieces, and masks
 - Personal protective equipment must be selected based on the specific task and exposure conditions that will be encountered and the anticipated level of risk.

- Provisions
 - Personal protective equipment will be provided by the company:
 - a) At no cost to employees.
 - b) Accessible and in appropriate sizes for employees at the work site.
 - c) Cleaned, repaired, replaced, and disposed of per regulation.
- PPE is located in the Bloodborne Pathogen Response Kit and the Biohazard Cleanup Kit carried in each Whistlestop bus. Additional supplies are maintained in the maintenance shop and the Safety Office.
- Disposal: Used PPE must be placed in an appropriately marked biohazard bag, returned to the maintenance shop and placed in the red biohazard container for final disposition.

Housekeeping

The following guidelines have been established as a minimum requirement for all personnel affected by this program:

- Initial clean-up of blood or other potentially infectious materials must be followed by the use of an approved germicide.
- Contaminated waste must be placed in an appropriately marked biohazard bag, returned to the maintenance shop and placed in the red biohazard container for final disposition.
- Equipment contaminated with blood or other potentially infectious materials shall be checked, cleaned, and decontaminated prior to use.

Communication of Hazards

The company will use various methods to communicate and describe the hazardous exposures to employees. This includes the use of labels, signs, and training. The following requirements must be maintained:

- Training shall be provided as follows:
 - At the time of initial assignment to tasks where occupational exposure can occur.
 - At least annually thereafter.
- Some elements of the training program are:
 - An explanation of the modes of transmitting bloodborne pathogens.
 - An explanation of the epidemiology and symptoms of HBV and HIV.
 - An explanation of the company's written exposure control plan.
 - An explanation of the use and limitations of engineering controls, work practices, and personal protective equipment.
 - Information on the types, selection, proper use, location, removal, and decontamination and disposal of personal protective equipment.

- Information on the availability of the free Hepatitis B vaccination, vaccine efficacy, safety, benefits, and administration.
- An explanation of the emergency procedures to follow if an exposure incident occurs.

HEPATITIS B VACCINATION

GOALS

- Ensuring our employees receive medical consultation and treatment (if required) as expeditiously as possible
- Investigation of the circumstances surrounding the exposure incident

General Provisions

The company will make available the Hepatitis B vaccine and vaccination series to all employees who may have occupational exposure and the post-exposure evaluation and follow-up to all employees who have had an exposure incident.

The company will ensure that all medical evaluations and procedures including Hepatitis B vaccine and vaccination series and post-exposure evaluation and follow-up including prophylaxis are:

- Made available at no cost to the employee.
- Made available to employees at a reasonable time and place.
- Performed by or under the supervision of a licensed physician or health care professional.
- The vaccine will be made available to employees who initially decline, but later decide to accept the vaccine.
 - Employees who refuse the Hepatitis B vaccine must sign the Hepatitis B Vaccination Declination form.

REPORTING OF INCIDENTS

- Employees should report any incident immediately to their supervisor and in writing. The circumstances, route of exposure, and identification of the source of exposure should be investigated and a report of the findings made. All exposure incidents are to be documented on required forms.
- An employee who is affected by an incident will be referred to a licensed health care professional during working hours. On weekends, holidays or off-hours, arrangements will be made to have the employee seen by a licensed health care professional as soon as possible.



Hepatitis B Virus Vaccination Request Form

Whistlestop Wheels offers Hepatitis B virus (HBV) vaccination for all paratransit drivers and bus cleaning personnel. This series of vaccinations is intended to protect you from HBV, a serious, debilitating, potentially deadly disease in the case of accidental exposure to the blood or other potentially infected material of an infected person. The vaccination process consists of a panel of three injections given over a six-month period and is not considered complete until blood tests are performed verifying the presence of HBV antibodies in your blood. These injections can be performed by our occupational healthcare provider at no cost to our employees.

Please decide if you wish to take advantage of this offer as soon as possible and return this form to your immediate supervisor. You must fill out this form even if you do not want the vaccination. If you refuse the vaccination now, you can change your mind at any time during your employment at Whistlestop, and still receive the vaccination free of charge.

- Yes. I would like to start the HBV vaccination process as soon as possible.
- No. I do not wish to undertake the HBV vaccination at this time. I understand that I may change my mind and request the vaccination at any time by informing my supervisor in writing of my wish to receive the vaccination series.

Signature

Date

Print Name

We will provide you with the necessary paperwork to submit when you drop in for these injections. Please make sure to schedule your follow-up appointments when you go for your first injection. Advise your supervisor of the times and dates of your next appointments immediately upon return to work.



Bloodborne Pathogens Acknowledgement of Training

Employee Name (please print)

Date of Training

Bloodborne Pathogens Training was accomplished using a professionally produced video by EMS Safety Services. The topics that were taught include:

- The general explanation of the epidemiology and symptoms of bloodborne disease.
- An explanation of the modes of transmission of bloodborne pathogens.
- An explanation of the appropriate methods for recognizing tasks and other activities that may involve exposure to blood and other potentially infectious materials.
- Information on the types, proper use, location, removal, handling, decontamination, and disposal of personal protective equipment.
- An explanation of the use and limitations of methods that will prevent or reduce exposures, including appropriate engineering controls, work practices, and personal protective equipment.
- An explanation of the basis for selection of personal protective equipment.
- Information on the appropriate actions to take and persons to contact in an emergency involving bloodborne pathogens.
- An explanation of the procedure to follow if an exposure incident occurs, including the methods of reporting the incident, and the medical follow-up that the company will provide following an exposure incident.
- An explanation of the signs, labels, and color coding used to identify containers containing bloodborne pathogens.
- An opportunity for interactive questions and answers with someone on the training staff.

The above employee acknowledges participating in, and receiving full benefit of, the training identified above. By signing, this employee states that s/he has been properly trained to perform the duties and responsibilities for which this training has been conducted in a safe manner.

Employee Signature

APPENDIX G- LOCKOUT/TAG OUT PROCEDURES

LOCKOUT/TAG OUT PROCEDURE

PURPOSE

This procedure establishes the minimum requirements for lockout of energy sources that could cause injury to employees. All employees shall comply with this procedure.

RESPONSIBILITY

The responsibility for ensuring that this procedure is followed is binding upon all employees. All affected employees shall be instructed in the safety significance of the lockout procedure by their supervisor. New or transferred affected employees shall be instructed by their supervisor in the purpose and use of the lockout procedure.

PREPARATION FOR LOCKOUT

Once an employee has identified a potential need for using the lockout/tag out procedure, they shall:

- Immediately shut down the equipment using the normal stopping procedure (such as depressing a stop button or opening a toggle switch).
- “Red-tag” the equipment by placing a tag on the item that indicates the machinery is not to be used.
- Immediately notify their supervisor, the Manager of Operations, of the possible need to use the lockout/tag out procedure.

SEQUENCE OF LOCKOUT PROCEDURE

If it is determined that operation of equipment may result in injury, the lockout/tag out procedure shall be used. Only the Manager of Operations, who has been provided with suitable locks and the only key to those locks, will do the actual lockout/tag out procedure. The Manager of Operations shall:

- Operate the switch, valve, or other energy isolating devices so that the energy source(s) (electrical, mechanical, hydraulic, or other) is disconnected or isolated from the equipment. Stored energy, such as that in capacitors, springs, elevated machine members,

rotating flywheels, hydraulic systems, and air, gas, steam, or water pressure, must also be dissipated or restrained by methods such as grounding, repositioning, blocking, and/or bleeding down.

- Proceed to “lock out” the energy, isolating devices with their assigned individual lock.
- After ensuring that no personnel are exposed, and as a check on having disconnected the energy sources, operate the push button or other normal operating controls to ensure that the equipment will not operate. (The operating controls shall be returned to the neutral position after the test.)
- Attach an accident prevention tag to the equipment which:
 - Gives the reason for placing the tag.
 - Identifies the individual locking out the equipment, and how he/she may be contacted.
 - Indicates the date and time the tag was placed.

The tag shall be red in color, or red and white alternating stripes with the printed words “danger - do not operate,” or equivalent.

EQUIPMENT OF PARTICULAR CONCERN

While all equipment shall be dealt with in this manner, two pieces of Whistlestop equipment are cause for specific concern, and the method of their lockout is shown in figures 1, 2, and 3 of this appendix.

- Vehicle lift – Figures 1 and 2 show the padlock lockout procedure for this piece of equipment.
- Shop compressor – Figure 3 shows the lockable switch container which is used to lock out this piece equipment.

TESTING EQUIPMENT DURING LOCKOUT

Only the individual originally locking out the equipment shall test the equipment during lockout. Testing shall be performed prior to any equipment being placed back into service. The tester shall:

- Clear all personnel away from the area.
- Clear away tools and materials from equipment.
- Remove lockout devices and re-energize systems, following the established safe procedure.
- Proceed with the equipment test.

Should additional repair be needed, the tester shall neutralize all energy sources once again, purge all systems as noted above, and again lock out the equipment prior to repair.

Should additional repair not be needed, equipment may be restored to service, as noted below.

RESTORING EQUIPMENT TO SERVICE

If it is determined that the equipment is repaired and is ready to be returned to normal operation, the following shall be done, only by the individual originally locking out the equipment:

- Remove all non-essential items.
- Ensure that all equipment components are operationally intact, including guards and safety devices.
- Repair or replace defective guards before removing lockouts.
- Remove the lockout device and tag.
- Clear other individuals away from the area.
- Start the equipment.



Figure 1



Figure 2



Figure 3

Attachment B. Safety Risk Register

Sample Safety Risk Assessment Register

Identification					Initial Safety Risk Rating			Further Mitigation Action	Revised Safety Risk Index		Mitigation Owner and Implementation Date				
Hazard	Hazard Type	Identification Date	Identification Source	Analysis Date	Worst Possible, Worst Credible, or Most Common Potential Consequence(s)	Existing Mitigation(s)	Severity of Consequences	Likelihood of Consequences	Safety Risk Index	Further Mitigation Action	Revised Safety Risk Index	Revised Safety Risk Index Date	Department Responsible for Mitigation	Estimated Implementation Date	Contact Person
Buses misaligned over pits.	Technical - Maintenance	Date	Employee safety reporting	Date	Bus falling into pit resulting in worker fatality.	1. Training in aligning the bus properly over pit. 2. SOP and rule book provided with training.	1 (Catastrophic)	C (Occasional)	1C (Unacceptable under the existing circumstances)	1. Revise SOP and Rulebook to require a second worker to watch and signal for bus placement. 2. Establish speed restrictions moving in and out of shop. 3. Stripe lines around pits with high visibility fluorescent paint. 4. Revise SOPs to ensure pit is not occupied during bus movements over pit. 5. Install bus tire guides on pit edge.	1D (Acceptable based upon mitigations)	Date	Bus Vehicle Maintenance	Date	Name
Near side bus stop in Blue Route at the intersection of First and Main.	Technical - Operational	Date	Inspection report	Date	Car turning right in front and colliding with the bus as the bus pulls out of the stop.	1. Operator training. 2. SOP and rule book provided with training.	2 (Critical)	B (Probable)	2B (Unacceptable under the existing circumstances)	1. Issue alert bulletin to Blue Line operators. 2. Install an alerting signal at the bus stop.	2C (Acceptable based upon mitigations)	Date	Operations	Date	Name
Placement of XYZ model buses inspection panels.	Technical - Design	Date	Employee safety reporting	Date	Inspection panels in XYZ model buses difficult to access by maintenance personnel.	1. Maintenance training. 2. SOP and rule book provided with training.	3 (Negligible)	B (Probable)	3B (Acceptable based upon mitigations)	N/A	N/A	N/A	N/A	N/A	N/A

Sample Safety Risk Mitigation Register

Potential Consequence(s)		Safety Performance Monitoring		Timeframe and Mitigation(s) to be Implemented		Mitigation Monitoring Activities and Responsible Department		
Worst Possible, Worst Credible, or Most Common Potential Consequence(s)	Safety Performance Indicator (SPI)	SPI Value	Safety Performance Target	Timeframe	Mitigations	Monitoring Means	Department Responsible for Monitoring Mitigation Effectiveness	
Bus falling into pit resulting in worker fatality.	Bus alignment over pit.	[Number] events of bus misalignment over pit per [time unit].	Reduce the number events of bus misalignment over pit per [time unit] by [%] by [date].	180 days	1. Revised SOP and Rulebook to require a second worker to watch and signal for bus placement.	1. Employee safety reporting.	Safety Department	
							2. Inspections.	Safety Department
							3. Workplace observations.	Safety Department
				180 days	2. Establish speed restrictions moving in and out of shop.	1. Employee safety reporting.	Safety Department	
							2. Inspections.	Safety Department
			3. Workplace observations.	Safety Department				
			180 days	3. Stripe lines around pits with high visibility fluorescent paint.	1. Inspections.	Safety Department		
			180 days	4. Revise SOPs to ensure pit is not occupied during bus movements over pit.	1. Employee safety reporting.	Safety Department		
			180 days	5. Install bus tire guides on pit edge.	2. Workplace observations.	Safety Department		
					1. Inspections.	Safety Department		
Car turning right in front and colliding with the bus as the bus pulls out of the stop.	Bus pulling of the stop while a car turns in front.	[Number] events of bus pulling of the stop while a car turns in front per [time unit].	Reduce the number events of bus pulling of the stop while a car turn in front per [time unit] by [%] by [date].	120 days	1. Issue alert bulletin to Blue Line operators.	1. Workplace observations.	Safety Department	
							2. Employee safety reporting.	Safety Department
				120 days	2. Install an alerting signal at the bus stop.	1. Workplace observations.	Safety Department	
						2. Employee safety reporting.	Safety Department	
Inspection panels in XYZ model buses difficult to access by maintenance personnel.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	



Marin Transit Safety Plan

Marin Transit Board of Directors

July 13, 2020

- **Federal Transit Administration (FTA) published the Public Transportation Agency Safety Plan (PTASP) Final Rule on July 19, 2018**
- **Requires FTA recipients to develop a safety plan that:**
 - Includes specific required elements
 - Incorporates a Safety Management System
- **Plans originally due July 20, 2020**
 - Extended to December 31, 2020
- **Builds on and further documents existing safety plans and processes**

- **Safety Management System (SMS)**
 - Safety Management Policy
 - Safety Risk Management
 - Safety Assurance
 - Performance Measuring and Monitoring
 - Safety Promotion, including Competencies and Training & Safety Communications
- **Safety Performance Targets**
- **Employee Reporting Program**
- **Approve and Update Annually**

- On January 8, 2020, Marin Transit hosted a kick-off meeting with all contractors to:
 - Review the PTASP requirements
 - Agree to a timeline for deliverables
- Staff met with contractors throughout the Spring to review drafts and provide feedback
- FTA provided templates and a resource library to support development of the PTASP at <https://www.transit.dot.gov/PTASP>

Accountable Executive, Marin Transit

Chief Safety Officer,
Whistlestop
Wheels

Chief Safety Officer, MV
Transportation

Chief Safety Officer, Marin
Airporter

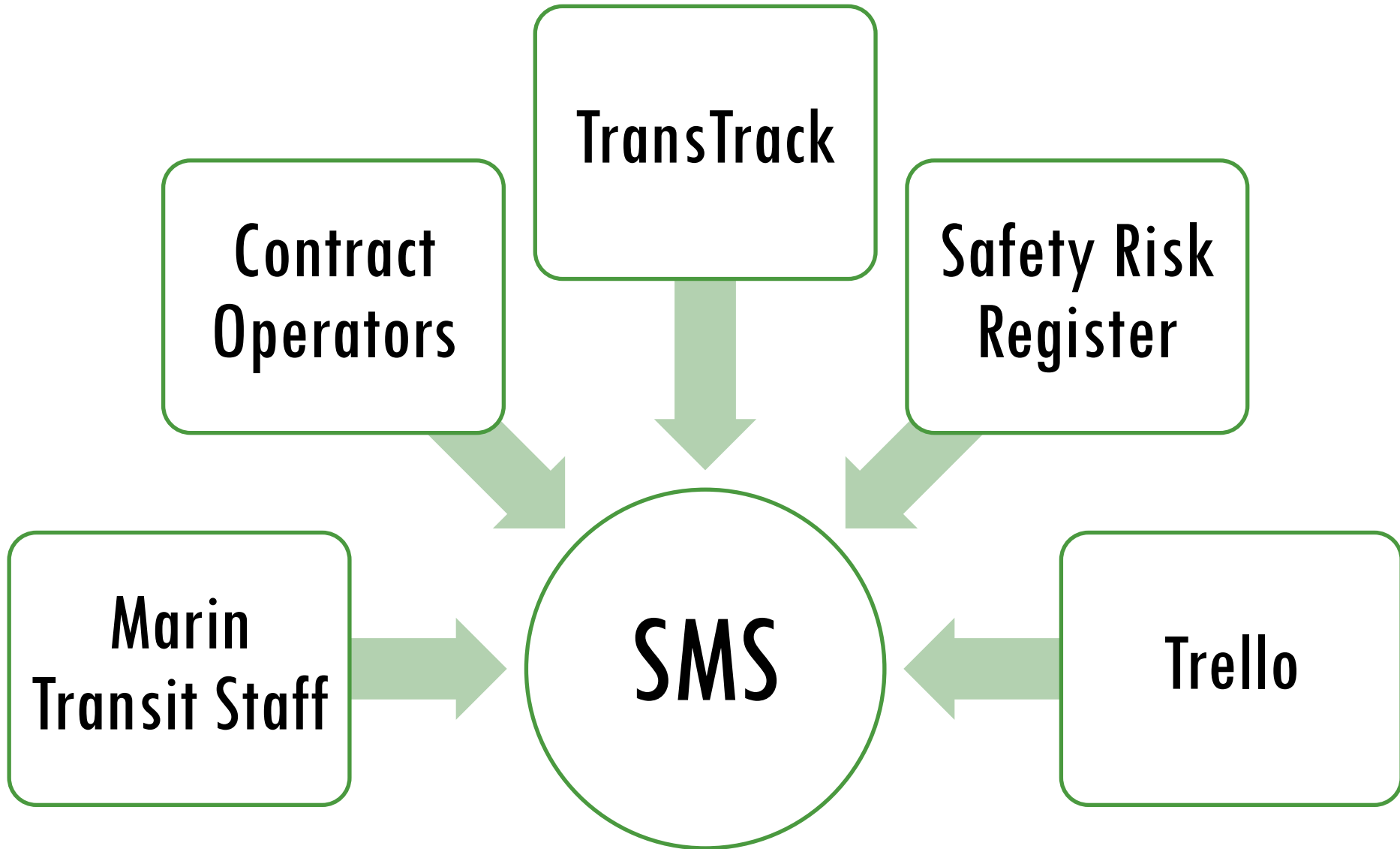
Chief Safety Officer, GGT
(Marin Transit
service only)

Safety
Management
System
Executive,
Marin Transit



Key Staff,
Marin Transit

Key Elements of Marin Transit's Safety Management System



- **Marin Transit's Board of Directors must approve the plan**
- **Safety performance targets will be submitted to Caltrans and Metropolitan Transportation Commission (MTC)**
- **Annually, before August 1, the plan must be updated and approved by the Marin Transit Board of Directors**

Discussion and Questions

Kelly Zalewski

Operations Manager



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July 13, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: Marin Transit's Participation in Region's Clipper START Program

board of directors

Dear Board Members:

dennis rodoni
president
supervisor district 4

RECOMMENDATION: Approve Marin Transit's participation in the region's means-based transit fare pilot program (Clipper START).

kate colin
vice president
city of san rafael

In May 2018, the Metropolitan Transportation Commission (MTC) adopted Resolution No. 4320, establishing the framework for a Means Based Transit Fare program to offer discounted transit rides to eligible low-income adults on participating transit systems in the Bay Area during a pilot period of 12 to 18 months.

judy arnold
2nd vice president
supervisor district 5

The Clipper START program offers a 20 to 50 percent discount off the adult fare in addition to any existing Clipper discounts, to eligible low-income adults whose annual earnings are up to 200 percent of the federal poverty level. Eligibility for the Clipper START program will be centrally administered on behalf of all participating transit operators. Riders will be able to apply online or by submitting a paper application. Applicants will need to provide proof of identity and proof of income, and those approved will receive a personalized Clipper card that can be used for single-ride discounts on the participating transit agencies' systems.

damon connolly
director
supervisor district 1

In the initial phase of the pilot program, four of the large Bay Area transit operators (BART, Caltrain, Golden Gate Transit and Ferry, and SFMTA) were considered for participating in the program.

katie rice
director
supervisor district 2

In June 2020, MTC considered expanding the Clipper START pilot program to all transit operators that accept Clipper. MTC staff is proposing to set-aside up to \$5 million of CARES Act regional funds to support the expanded pilot program. The pilot is scheduled to launch on July 15, 2020, and agencies that are added after this launch date would be in the pilot phase for less than 18 months.

kathrin sears
director
supervisor district 3

MTC has offered Marin Transit with the opportunity to participate in the region's means-based transit fare pilot program, to offer a 20 percent or 50 percent discount off the Clipper fare. Consistent with the existing pilot program structure, MTC proposes to subsidize a 10

percent discount, with Marin Transit making up the rest of the discount. As requested by MTC in a June 26, 2020 letter, Marin Transit's General Manager sent a letter indicating interest in the program on June 30, 2020. This letter is included as an attachment to this item.

Based on Marin Transit's onboard survey, approximately 59 percent of Marin Transit local riders earn less than \$50,000 a year and about 35% have an annual household income below \$25,000. Staff believe that the means-based transit fare program will greatly benefit our low-income riders and will complement other discount fare programs offered by the District.

Marin Transit staff propose to offer a 50% discount off the adult cash fare for eligible participants in this program. The 50 percent discount is consistent with Golden Gate Transit's current 50 percent Clipper START discount and would help us continue to offer a coordinated fare policy in Marin County for local and regional riders.

Staff recommends that your Board approve Marin Transit's request to participate in the region's means-based transit fare pilot program, known as Clipper START, and to offer a 50 percent discount off our adult cash fare to eligible low-income adult riders. If Marin Transit is accepted into the program, staff will return to your Board with further details of the program implementation.

FISCAL/STAFFING IMPACT: Staff estimates that the proposed discount rate will result in the District's fare revenue loss of approximately \$75,000 in FY2021, and about \$37,000 in FY2022. These amounts are within the anticipated budget under the District's ten-year financial projections.

Respectfully submitted,

Sincerely,



Nancy Whelan
General Manager

Attachments: MTC letter regarding Clipper START program, June 26, 2020
Marin Transit letter of interest in Clipper START program, June 30, 2020



**METROPOLITAN
TRANSPORTATION
COMMISSION**

Bay Area Metro Center
375 Beale Street, Suite 800
San Francisco, CA 94105
415.778.6700
www.mtc.ca.gov

June 26, 2020

General Managers:

Great news about Clipper START! We have confirmed that we can add new operators to the Clipper START program – which is the region’s means-based transit fare pilot program – and we are planning to make this available to all transit operators that accept Clipper. Expansion of the program is subject to MTC Commission approval. We anticipate implementation will be completed within six months of MTC giving our contractor a notice to proceed.

MTC staff is proposing to set-aside up to \$5 million of CARES Act regional funds to support the expanded Clipper START pilot program. The distribution of this regional subsidy amongst the new participating operators will need to be determined. Beyond this initial amount, no additional funding has been identified, and transit agencies would participate in the program with some financial risk due to the limited regional funding available. Consistent with the existing pilot program structure, MTC proposes to subsidize a 10% discount for new operators, with operators making up the rest of the discount. We are limiting the discount options to either 20% or 50% off of the Clipper fare, so you would need to determine what level to set for your agency.

The pilot is still scheduled to launch on July 15 and run for 18 months. Agencies that are added after this launch date would be in the pilot phase for less than 18 months. The overall Commission adopted program framework would remain the same, but may need minor adjustments to accommodate the program expansion. The business rules for the program would remain the same for new operators.

We are soliciting your agency’s interest in participating in the program and at what level of discount in order to begin developing an action plan. We understand that you will need to seek board approval, but to make this happen quickly, we need to work concurrently. MTC also will need to seek Commission approval, which we will do while you work on approvals on your end. Our staffs can coordinate on the details such as program policies, funding, and marketing.

Please notify Lysa Hale at lhale@bayareametro.gov no later than Wednesday July 1 if your agency is interesting in joining Clipper START and what level of discount you would like to offer, 20% or 50%. You can also contact Lysa at 510-325-7319 with questions.

Sincerely,

Therese W. McMillan

Scott Haggerty, Chair
Alameda County

Alfredo Pedroza, Vice Chair
Napa County and Cities

Eddie Abn
San Francisco Bay Conservation
and Development Commission

Jeannie Bruins
Cities of Santa Clara County

Damon Connolly
Marin County and Cities

Dave Cortese
Santa Clara County

Carol Dutra-Vernaci
Cities of Alameda County

Dorene M. Giacopini
U.S. Department of Transportation

Federal D. Glover
Contra Costa County

Nick Josefowitz
San Francisco Mayor’s Appointee

Sam Liccardo
San Jose Mayor’s Appointee

Jake Mackenzie
Sonoma County and Cities

Gina Papan
Cities of San Mateo County

David Rabbitt
Association of Bay Area Governments

Hillary Ronen
City and County of San Francisco

Libby Schaaf
Oakland Mayor’s Appointee

Warren Slocum
San Mateo County

James P. Spering
Solano County and Cities

James Stracner
U.S. Department of Housing
and Urban Development

Tony Tavares
California State
Transportation Agency

Amy R. Worth
Cities of Contra Costa County

Therese W. McMillan
Executive Director

Alix Bockelman
Deputy Executive Director, Policy

Andrew B. Fremier
Deputy Executive Director, Operations

Brad Paul
Deputy Executive Director,
Local Government Services



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June 30, 2020

Therese McMillan
Executive Director
Metropolitan Transportation Commission
Bay Area Metro Center
375 Beale Street
San Francisco, CA 94105

SUBJECT: Marin Transit’s participation in Region’s Clipper START Program

board of directors

Dear Therese,

dennis rodoni
president
supervisor district 4

kate colin
vice president
city of san rafael

judy arnold
2nd vice president
supervisor district 5

damon connolly
director
supervisor district 1

eric lucan
director
city of novato

katie rice
director
supervisor district 2

kathrin sears
director
supervisor district 3

Thank you for providing Marin Transit with the opportunity to participate in the region’s means-based transit fare pilot program. Marin County Transit District is interested in participating in the Clipper START program. Based on our onboard survey, approximately 59% of Marin Transit local riders earn less than \$50,000 a year and about 35% have an annual household income below \$25,000. We do believe that the means-based transit fare program will greatly benefit our low-income riders and will complement other discount fare programs offered by the District.

Marin Transit would like to offer a 50% discount off our adult cash fare for eligible participants in this program. The 50% discount is consistent with Golden Gate Transit’s current 50% Clipper START discount and would help us continue to offer a coordinated fare policy in Marin County for local and regional riders. This proposal is subject to approval by our Board of Directors.

We look forward to working with MTC to coordinate on the details.

Sincerely,

Nancy Whelan
General Manager
Marin Transit



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July 13, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: Marin Transit Fare Policies and Marin Access Program Eligibility Update

board of directors

Dear Board Members:

dennis rodoni
president
supervisor district 4

RECOMMENDATION: Information only.

SUMMARY: As part of the FY 2020-2029 Short Range Transit Plan, staff performed a comprehensive assessment of fare policies across all programs and evaluated eligibility standards for Marin Access programs.

kate colin
vice president
city of san rafael

Marin Transit staff released a draft Fare Policy, Program Eligibility, and Low-Income Fare Assistance Proposal in November 2019, and prepared a detailed Title VI Fare Equity Analysis. Your Board held a public hearing on January 13, 2020 to receive public comment on the draft proposal. In February 2020, your Board approved the updated fare and eligibility policies. These include changes to local bus pass programs, Catch-A-Ride, Dial-A-Ride, and paratransit fares, the reimbursement rate for STAR and TRIP volunteer driver programs, the Low-Income Fare Assistance program, and eligibility standards for Marin Access programs. All changes went into effect on July 1, 2020.

judy arnold
2nd vice president
supervisor district 5

The updated policy on fares and Marin Access Programs has provided a unique opportunity to make fundamental improvements to existing processes and streamline operations and client interface for programs targeted at older adults and persons with disabilities.

damon connolly
director
supervisor district 1

This staff report provides a summary of activities conducted as part of the implementation phase and describes the next steps.

eric lucan
director
city of novato

katie rice
director
supervisor district 2

Low Income Fare Assistance Program: The expanded Low-Income Fare Assistance (LIFA) program consolidates eligibility criteria for fare assistance for Catch-A-Ride and local Paratransit programs and simplifies the application process. The LIFA program is designed to provide a higher financial safety net for older adults and persons with disabilities. All low-income riders eligible for LIFA will receive a \$20 credit each month for use on Paratransit and Catch-A-Ride programs.

kathrin sears
director
supervisor district 3

As part of the streamlined process, the Travel Navigators offer LIFA to all eligible Marin Access applicants during the program eligibility determination process. This consolidates program eligibility with the LIFA application and determination process.

In April 2020, the District initiated a pre-enrollment and early determination process for eligible riders to take advantage of this benefit on July 1, 2020. Staff sent postcards with updated Low-Income Fare Assistance (LIFA) program information and application forms to all active Marin Access riders. In addition, staff added an on-line LIFA application on the District's website to invite interested riders to apply electronically and upload income documentation. Riders can also download the application or complete an application by calling the Travel Navigators.

The new low-income eligibility criteria increased the income threshold and qualifies Medi-Cal participants. Staff predict these will significantly increase the number of riders eligible to receive LIFA fare assistance.

As of June 2020, Marin Transit received 434 LIFA applications through the pre-enrollment process and confirmed 247 riders as eligible for fare assistance. This represents a 26 percent increase in riders eligible for fare assistance for paratransit compared to the previous scholarship program based on Supplemental Security Income (SSI). The table below provides detail on these numbers for LIFA pre-enrollment.

Marin Access Low Income Fare Assistance	# of Clients
Active Clients	2,072
LIFA Applications through pre-enrollment	434
LIFA Eligible Riders (Medi-Cal Eligibility/Participation)	172
LIFA Eligible Riders (Elders Economic Index Income Threshold)	75
Incomplete Applications	76
Total Eligible LIFA Riders as of June 2020	247

All LIFA eligible riders will receive free access to Marin Transit fixed route services. Eligible riders receive a Marin Access bus pass with their name, Marin Access ID number, and photo for use on local bus services.

Staff have initiated an online process for applicants to complete a fixed route pass request form and watch a short travel training video to orient the applicant on to how to use the pass and ride fixed route service. Applicants can also complete this opt in process on the Marin Transit website. A Marin Access orientation session will be offered on a bi-weekly basis when COVID-19 physical distancing is no longer required.

As of late June, 78 percent of LIFA applicants indicated an interest in the free fixed route Marin Transit Access Pass during the initial LIFA pre-enrollment.

Scheduling Software Upgrade: Demand response programs offered by Marin Transit including Paratransit and Dial-A-Ride are scheduled through the TripSpark PASS platform. In 2019, Staff began a process of upgrading and implementing features of the PASS platform in order to improve system settings that would result in an improved user experience for operations staff, drivers, and riders. Upgrades included shifting to a newer version of the software, activation of a Passenger Portal that allows riders or their delegates to book and manage trips online and

manage account balances, implementation of a notification system (Marin Access Alerts). The upgrades also altered the system to enable the District to schedule an expanded range of Marin Access programs and centralize reporting.

The District coordinated these upgrades to administer the Low-Income Fare Assistance (LIFA) program in PASS starting on July 1, 2020. The LIFA program is administered in PASS so that eligible riders are assigned a funding source that provides \$20 per month for the rider to pay for local paratransit trips or the base fare for Catch-A-Ride trips. As riders book trips, the cost of the fare is drawn down from their LIFA balance.

This improves the experience for riders as they no longer have to carry paper tickets and it improves the experience for drivers as they can see on the tablet in the vehicle the fare the rider owes at the time of pick-up. The switch to electronic fare payments removed the administrative burden of managing and mailing paper tickets to eligible riders. By the end of Summer 2020, the District will deploy the final PASS platform upgrade to enable riders or their delegates to add value to their account to pay for future trips.

Marin Access Program Eligibility: The updated Marin Access program eligibility consolidates eligibility criteria for the Volunteer Driver and Catch-A-Ride programs and simplifies the application process. Marin County residents who are 65+ or persons with disabilities eligible for paratransit are eligible to participate in Marin Access programs. The streamlined application process removes the burden of duplicate paperwork for Marin Access programs, Paratransit, and Connect. This will allow rides to be able to opt into multiple programs without the need for separate applications.

Fare Media: Effective July 1, 2020, the District's updated fare policy adjusted pricing of fixed route period passes and reduced the Adult Monthly Pass to \$40 and the Senior Monthly Pass to \$20. Staff predict that the reduced pricing will make monthly passes a more attractive option over cash fare payments while providing an additional discount for regular riders who regularly ride public transit.

As part of the fare media changes, Marin Transit explored options for higher quality pass products for use on existing fareboxes in response to rider feedback. The new monthly pass products are printed on cardstock with additional coating to extend durability to last for the full month.

Riders can purchase monthly passes at the Customer Service Center at San Rafael Transit Center, via phone, or from District's online store. To expand access to monthly passes, staff is seeking to expand vending locations for Marin Transit monthly passes in high demand areas, including the Canal district.

Marin Access Database: Staff have been exploring process improvements to client interface, internal workflow and data management. The Travel Navigator database is the main platform for Marin Access data. Currently the database relies on several platforms to store information on Marin Access programs and requires highly manual and inefficient processes to input and manage data.

Staff conducted a procurement to identify user friendly eligibility platforms for Marin Access database to provide a consolidated platform for data management, intake, storage and reporting across Marin Access programs and users. This upgrade will create a more effective workflow for staff and travel navigators and enable them to focus their time and effort from administrative tasks to serving Marin Access applicants and clients.

Communication and Marketing: Your Board adopted the updated Fare and Eligibility Policies in February 2020. Marin Transit staff continued the marketing and outreach efforts through July 2020 to inform riders of the policy changes and keep them updated on upcoming processes including pre-enrollment for new LIFA program.

The information about fares and changes to Marin Access Eligibility and Low-income Fare Assistance were posted on the District's website and shared through email blasts, social media, Marin Access newsletter and community partner newsletters. Staff provided notices of these changes in Spanish and English at major bus stops, customer service center at San Rafael transit center, and inside Marin Transit local buses and paratransit vehicles.

In targeted outreach to riders who may be impacted by these changes, staff sent postcards via mail to all active Marin Access riders announcing the new policies. Marin Transit worked with outside agencies to promote messaging on program changes and conducted multiple presentations on fare and eligibility changes at Paratransit Coordinating Council and other community partner meetings.

Recently, to remind riders of the upcoming fare changes of demand response programs, multiple mass alerts were sent to the riders through the Passenger Portal, and phone hold messaging was updated for Paratransit and Catch-A-Ride scheduling lines as well as the Travel Navigators line. Staff developed new and updated marketing materials on Marin Access eligibility and information on fare and service options. These are also available on the Marin Transit website.

The District has also developed new Travel Training videos in English and Spanish. The Travel Training video orient riders on how to use fixed route services including how to plan their trip and fare payment options. The video also provides information on transportation programs and alternatives available to older adults in Marin County.

FISCAL/STAFFING IMPACT: There is no fiscal impact associated with this item.

Respectfully submitted,



Aida Banihashemi
Planning Manager



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July 13, 2020

Honorable Board of Directors
Marin County Transit District
3501 Civic Center Drive
San Rafael, CA 94903

SUBJECT: Agreement with TransTrack to Develop a Marin Access Travel Navigator Eligibility Platform

board of directors

Dear Board Members:

dennis rodoni
president
supervisor district 4

RECOMMENDATION: Authorize General Manager to execute an agreement with TransTrack to develop the Marin Access Travel Navigator eligibility platform for an amount not to exceed \$84,600 for development and \$10,560 for annual maintenance fees.

kate colin
vice president
city of san rafael

SUMMARY: Staff requests that your Board authorize the General Manager to execute an agreement with TransTrack to develop the Marin Access Travel Navigator eligibility platform.

judy arnold
2nd vice president
supervisor district 5

The Travel Navigators are the first point of contact for the Marin Access suite of programs. They perform eligibility assessments and provide information, trip planning, and referrals by phone, email, and in person for Paratransit, STAR and TRIP Volunteer Driver programs, Catch-A-Ride, Travel Training, and the Low Income Fare Assistance programs.

damon connolly
director
supervisor district 1

During the early stages of development of Marin Access programs in 2012, Marin Transit developed a database to support the application and eligibility process. The database stores and manages information related to eligibility assessments across multiple programs. The need for a replacement database has increased as Marin Access programs have expanded and the team has taken on more responsibilities. These changes have led staff to use a variety of platforms to document eligibility information, track outreach efforts, and perform reporting.

eric lucan
director
city of novato

katie rice
director
supervisor district 2

Overall, Marin Access has used six different platforms to manage rider data and program reporting. Major challenges with the existing database include:

kathrin sears
director
supervisor district 3

- Limited ability for staff to make major changes to reflect current needs;
- Shared access to the database is limited since it is housed externally and not cloud-based; and
- Potential risk for loss and/or degradation of data due to the stability of the platform.

These challenges have limited the ability to streamline Travel Navigator workflows. Access to data must be coordinated through our contractor, and Marin Transit staff conducts all updates and troubleshooting. These deficiencies result in Marin Access programs relying on highly manual and administratively burdensome processes that impact contractor and District staff. A user-friendly eligibility platform that meets the needs of the program will enable Travel Navigator staff to refocus their time and effort from administrative tasks to serving Marin Access applicants and clients.

Marin Access fare policy and eligibility changes became effective on July 1, 2020. In anticipation, staff began to research options to replace the eligibility platform and requested candidate platforms from three vendors starting in May 2019. In the request, Marin Transit asked the vendors to include the following capabilities:

- Develop an eligibility platform to enable Travel Navigator staff to input and manage eligibility information across all Marin Access programs;
- Track all outreach activities; and
- Provide a centralized location for all reporting metrics.

The goal of these capabilities is to streamline the administrative aspects of the Travel Navigator program. Staff developed a list of key criteria and required features based on the existing database and input from the Travel Navigator team. Staff also considered how use of the platform may change over time as the Marin Access suite of programs evolve.

Staff reviewed three vendor submissions:

- TripSpark – purchase the add-on Eligibility Management module within the platform currently used for routing and scheduling demand response services;
- Salesforce - a traditional cloud-based customer relationship management (CRM) tool; and
- TransTrack - a custom build-out of the District’s current integrated reporting database based on the specific needs of the evolving Marin Access programs.

The characteristics of each option are listed in the table below.

	TripSpark	Salesforce	TransTrack
Cross-Program Functionality		X	X
Includes a Change Log	X	X	X
Includes a Contact Log		X	X
Includes Controls for Data Entry	X	X	X
Is Cloud-Based	X	X	X
Allows for Entry of LIFA Eligibility		X	X
Allows for Reporting of VDP		X	X
Allows Staff to Update Data Fields		X	X
Cost	\$103,363 one-time \$7,000 annually	\$102,600 annually	\$84,600 one-time \$10,560 annually

The three offerings were slightly different since vendor offers variations that are custom and proprietary. The quotes were based on what was available with each product within the Marin Transit's desired parameters.

Staff selected the option of a custom build-out within Marin Transit's current reporting platform, TransTrack. This option is the most cost-effective as the cost is comprised of a one-time fee for development and annual fees associated with maintenance. This also provides for the development of a tool specific to our needs and integrated into the District's existing reporting processes. Selection of this option took into consideration familiarity with the platform, the successful history of work with TransTrack, and their flexibility in phasing of the project. The TransTrack option will enable the District to significantly reduce the administrative burden on the Travel Navigator team to better serve community members who use or desire to use Marin Access.

FISCAL/STAFFING IMPACT:

The cost of the Travel Navigator platform development is \$84,600. This amount includes a project contingency amount of \$9,000. Annual maintenance costs are \$10,560.

The District's FY20/21 budget anticipated these costs and funding for the project will be allocated from Measure B funds.

Respectfully submitted,

A handwritten signature in black ink that reads "Joanna Huitt". The signature is written in a cursive, flowing style.

Joanna Huitt
Mobility Planner

Attachment: TransTrack - Travel Navigator Database Contract #202102

Contract Log # 202102

**MARIN COUNTY TRANSIT DISTRICT
PROFESSIONAL SERVICES CONTRACT**

THIS CONTRACT is made and entered into this 13th day of July 2020, by and between the MARIN COUNTY TRANSIT DISTRICT, hereinafter referred to as "District" and TransTrack Inc, hereinafter referred to as "Contractor."

RECITALS:

WHEREAS, District desires to retain a person or firm to provide the following service: development and maintenance of an eligibility platform to support the Marin Access Travel Navigator department; and

WHEREAS, Contractor warrants that it is qualified and competent to render the aforesaid services;

NOW, THEREFORE, for and in consideration of the Contract made, and the payments to be made by District, the parties agree to the following:

1. SCOPE OF SERVICES:

Contractor agrees to provide all of the services described in **Exhibit A** attached hereto and by this reference made a part hereof.

2. FURNISHED SERVICES:

The District agrees to:

- A. Guarantee access to and make provisions for the Contractor to enter upon public and private lands as required to perform their work.
- B. Make available all pertinent data and records for review.
- C. Provide general bid and Contract forms and special provisions format when needed.

3. FEES AND PAYMENT SCHEDULE:

The fees and payment schedule for furnishing services under this Contract shall be based on the rate schedule which is attached hereto as **Exhibit B** and by this reference incorporated herein. Said fees shall remain in effect for the entire term of the Contract. Contractor shall provide District with his/her/its Federal Tax I.D. number prior to submitting the first invoice.

4. MAXIMUM COST TO DISTRICT:

In no event will the cost to District for the services to be provided herein exceed the maximum sum of \$84,600 including direct non-salary expenses for development and \$10,560 annually for maintenance fees. As set forth in section 14 of this Contract, should the funding source for this Contract be reduced, Contractor agrees that this maximum cost to District may be amended by written notice from District to reflect that reduction.

5. TIME OF CONTRACT:

This Contract shall commence on July 13, 2020, and shall terminate on June 30, 2021. Certificate(s) of Insurance must be current on day Contract commences and if scheduled to lapse prior to termination date, must be automatically updated before final payment may be made to Contractor. The final invoice must be submitted within 30 days of completion of the stated scope of services.

6. INSURANCE:

Commercial General Liability:

The Contractor shall maintain a commercial general liability insurance policy in the amount of \$1,000,000 (\$2,000,000 aggregate). The District shall be named as an additional insured on the commercial general liability policy.

Commercial Automobile Liability:

Where the services to be provided under this Contract involve or require the use of any type of vehicle by Contractor, Contractor shall provide comprehensive business or commercial automobile liability coverage, including non-owned and hired automobile liability, in the amount of \$1,000,000.00.

Workers' Compensation:

The Contractor acknowledges the State of California requires every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with the provisions of the Labor Code. If Contractor has employees, a copy of the certificate evidencing such insurance, a letter of self-insurance, or a copy of the Certificate of Consent to Self-Insure shall be provided to the District prior to commencement of work.

Errors and Omissions, Professional Liability or Malpractice Insurance.

Contractor may be required to carry errors and omissions, professional liability or malpractice insurance.

All policies shall remain in force through the life of this Contract and shall be payable on a "per occurrence" basis unless District specifically consents to a "claims made" basis. The insurer shall supply District adequate proof of insurance and/or a certificate of insurance evidencing coverages and limits prior to commencement of work. Should any of the required insurance policies in this Contract be cancelled or non-renewed, it is the Contractor's duty to notify the District immediately upon receipt of the notice of cancellation or non-renewal.

If Contractor does not carry a required insurance coverage and/or does not meet the required limits, the coverage limits and deductibles shall be set forth on a waiver, **Exhibit C**, attached hereto.

Failure to provide and maintain the insurance required by this Contract will constitute a material breach of this Contract. In addition to any other available remedies, District may suspend payment to the Contractor for any services provided during any time that insurance was not in effect and until such time as the Contractor provides adequate evidence that Contractor has obtained the required coverage.

7. ANTI DISCRIMINATION AND ANTI HARASSMENT:

Contractor and/or any subcontractor shall not unlawfully discriminate against or harass any individual including, but not limited to, any employee or volunteer of the Marin County Transit District based on race, color, religion, nationality, sex, sexual orientation, age or condition of disability. Contractor and/or any subcontractor understands and agrees that Contractor and/or any subcontractor is bound by and will comply with the anti-discrimination and anti-harassment mandates of all Federal, State and local statutes, regulations and ordinances.

8. SUBCONTRACTING:

The Contractor shall not subcontract nor assign any portion of the work required by this Contract without prior written approval of the District except for any subcontract work identified herein. If Contractor hires a subcontractor under this Contract, Contractor shall require subcontractor to provide and maintain insurance coverage(s) identical to what is required of Contractor under this Contract and shall require subcontractor to name Contractor and Marin County Transit District as an additional insured under this Contract for general liability. It shall be Contractor's responsibility to collect and maintain current evidence of insurance provided by its subcontractors and shall forward to the District evidence of same.

9. ASSIGNMENT:

The rights, responsibilities and duties under this Contract are personal to the Contractor and may not be transferred or assigned without the express prior written consent of the District.

10. LICENSING AND PERMITS:

The Contractor shall maintain the appropriate licenses throughout the life of this Contract. Contractor shall also obtain any and all permits which might be required by the work to be performed herein.

11. BOOKS OF RECORD AND AUDIT PROVISION:

Contractor shall maintain on a current basis complete books and records relating to this Contract. Such records shall include, but not be limited to, documents supporting all bids, all income and all expenditures. The books and records shall be original entry books with a general ledger itemizing all debits and credits for the work on this Contract. In addition, Contractor shall maintain detailed payroll records including all subsistence, travel and field expenses, and canceled checks, receipts and invoices for all items. These documents and records shall be retained for at least five years from the completion of this Contract. Contractor will permit District to audit all books, accounts or records relating to this Contract or all books, accounts or records of any business entities controlled by Contractor who participated in this Contract in any way. Any audit may be conducted on Contractor's premises or, at District's option, Contractor shall provide all books and records within a maximum of fifteen (15) days upon receipt of written notice from District. Contractor shall refund any monies erroneously charged.

12. WORK PRODUCT/PRE-EXISTING WORK PRODUCT OF CONTRACTOR:

Any and all work product resulting from this Contract is commissioned by the Marin County Transit District as a work for hire. The Marin County Transit District shall be considered, for all purposes, the author of the work product and shall have all rights of authorship to the work, including, but not limited to, the exclusive right to use, publish, reproduce, copy and make derivative use of, the work product or otherwise grant others limited rights to use the work product.

To the extent Contractor incorporates into the work product any pre-existing work product owned by Contractor, Contractor hereby acknowledges and agrees that ownership of such work product shall be transferred to the Marin County Transit District.

13. TERMINATION:

- A. If the Contractor fails to provide in any manner the services required under this Contract or otherwise fails to comply with the terms of this Contract or violates any ordinance, regulation or other law which applies to its performance herein, the District may terminate this Contract by giving five (5) calendar days written notice to the party involved.
- B. The Contractor shall be excused for failure to perform services herein if such services are prevented by acts of God, strikes, labor disputes or other forces over which the Contractor has no control.
- C. Either party hereto may terminate this Contract for any reason by giving thirty (30) calendar days written notice to the other parties. Notice of termination shall be by written notice to the other parties and be sent by registered mail.
- D. In the event of termination not the fault of the Contractor, the Contractor shall be paid for services performed to the date of termination in accordance with the terms of this Contract so long as proof of required insurance is provided for the periods covered in the Contract or Amendment(s).

14. APPROPRIATIONS:

The District's performance and obligation to pay under this Contract is contingent upon an annual appropriation by the Marin County Transit District Board of Directors, the State of California or other third party. Should the funds not be appropriated District may terminate this Contract with respect to

those payments for which such funds are not appropriated. District will give Contractor thirty (30) days' written notice of such termination. All obligations of District to make payments after the termination date will cease.

Where the funding source for this Contract is contingent upon an annual appropriation or grant from the Marin County Transit District Board of Directors, the State of California or other third party, District's performance and obligation to pay under this Contract is limited by the availability of those funds. Should the funding source for this Contract be eliminated or reduced, upon written notice to Contractor, District may reduce the Maximum Cost to District identified in section 4 to reflect that elimination or reduction.

15. RELATIONSHIP BETWEEN THE PARTIES:

It is expressly understood that in the performance of the services herein, the Contractor, and the agents and employees thereof, shall act in an independent capacity and as an independent Contractor and not as officers, employees or agents of the District. Contractor shall be solely responsible to pay all required taxes, including but not limited to, all withholding social security, and workers' compensation.

16. AMENDMENT:

This Contract may be amended or modified only by written Contract of all parties.

17. ASSIGNMENT OF PERSONNEL:

The Contractor shall not substitute any personnel for those specifically named in its proposal unless personnel with substantially equal or better qualifications and experience are provided, acceptable to District, as is evidenced in writing.

18. JURISDICTION AND VENUE:

This Contract shall be construed in accordance with the laws of the State of California and the parties hereto agree that venue shall be in Marin County, California.

19. INDEMNIFICATION:

Contractor agrees to indemnify, defend, and hold District, its employees, officers, and agents, harmless from any and all liabilities including, but not limited to, litigation costs and attorney's fees arising from any and all claims and losses to anyone who may be injured or damaged by reason of Contractor's negligence, recklessness or willful misconduct in the performance of this Contract.

20. COMPLIANCE WITH APPLICABLE LAWS:

The Contractor shall comply with any and all Federal, State and local laws and resolutions: including, but not limited to the County of Marin Nuclear Free Zone and Living Wage Ordinance Copies of any of the above-referenced local laws and resolutions may be secured from the Contract Manager referenced in section 21. In addition, the following NOTICES may apply:

1. Pursuant to California Franchise Tax Board regulations, District will automatically withhold 7% from all payments made to vendors who are non-residents of California.
2. Contractor agrees to meet all applicable program access and physical accessibility requirements under State and Federal laws as may apply to services, programs or activities for the benefit of the public.
3. For Contracts involving any Federal Transit Administration grant funds, Exhibit D must be attached. Exhibit D provides all Federal Transit Administration Contract Provisions relevant to this Contract.

- 4. For Contracts involving any State or Federal grant funds, Exhibit E must be attached. Exhibit E shall consist of the printout results obtained by search of the System for Award Management at www.sam.gov.

Exhibit E - Debarment Certification

By signing and submitting this Contract, the Contractor is agreeing to abide by the debarment requirements as set out below.

- The certification in this clause is a material representation of fact relied upon by District.
- The Contractor shall provide immediate written notice to District if at any time the Contractor learns that its certification was erroneous or has become erroneous by reason of changed circumstances.
- Contractor certifies that none of its principals, affiliates, agents, representatives or contractors are excluded, disqualified or ineligible for the award of contracts by any Federal agency and Contractor further certifies to the best of its knowledge and belief, that it and its principals:
 - Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded by any Federal Department or Agency;
 - Have not been convicted within the preceding three-years of any of the offenses listed in 2 CFR 180.800(a) or had a civil judgment rendered against it for one of those offenses within that time period;
 - Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or Local) with commission of any of the offenses listed in 2 CFR 180.800(a);
 - Have not had one or more public transactions (Federal, State, or Local) terminated within the preceding three-years for cause or default.
- The Contractor agrees by signing this Contract that it will not knowingly enter into any subcontract or covered transaction with a person who is proposed for debarment, debarred, suspended, declared ineligible, or voluntarily excluded from participation in this covered transaction.
- Any subcontractor will provide a debarment certification that includes the debarment clause as noted in preceding bullets above, without modification.

21. NOTICES:

This Contract shall be managed and administered on District’s behalf by the Department Contract Manager named below. All invoices shall be submitted and approved by this Department and all notices shall be given to District at the following location:

<u>Contract Manager:</u>	<u>Joanna Huitt</u>
<u>Dept./Location:</u>	<u>Planning / Marin Transit</u>
<u>Telephone No.:</u>	<u>415.226.0871</u>

Notices shall be given to Contractor at the following address:

<u>Contractor:</u>	<u>TransTrack</u>
--------------------	-------------------

 Address: _____
 Telephone No.: _____

22. ACKNOWLEDGEMENT OF EXHIBITS

Check applicable Exhibits

**CONTRACTOR'S
INITIALS**

<u>EXHIBIT A.</u>	<input type="checkbox"/> Scope of Services	
<u>EXHIBIT B.</u>	<input type="checkbox"/> Fees and Payment	
<u>EXHIBIT C.</u>	<input type="checkbox"/> Insurance Reduction/Waiver	
<u>EXHIBIT D.</u>	<input type="checkbox"/> Federal Transit Administration Contract Provisions	
<u>EXHIBIT E.</u>	<input type="checkbox"/> Contractor's Debarment Certification	
<u>EXHIBIT F.</u>	<input type="checkbox"/> Subcontractor's Debarment Certification	

IN WITNESS WHEREOF, the parties have executed this Contract on the date first above written.

CONTRACTOR

By: _____
 Name: _____
 Title: _____

**APPROVED BY
MARIN COUNTY TRANSIT DISTRICT:**

By: _____

=====

COUNTY COUNSEL REVIEW AND APPROVAL *(required if template content has been modified)*

County Counsel: _____ Date: _____

EXHIBIT "A"

SCOPE OF SERVICES (required)

TransTrack will develop an eligibility platform for use by the Marin Access Travel Navigators and create the required views containing the fields noted on the worksheets in the TN Database Fields Excel Workbook. The edit screen for each view created will contain text entry, drop down menu selections, calendar control, check boxes and customer information, as necessary. The drop-down menu fields will have a corresponding look-up view so MCTD can update the selections as needed. There are 38 drop down fields, in total for all the views. The 2 drop down/CSR name will be auto-populated based on the login information. The check boxes will all be a Yes/No field, if the box is checked the answer is a Yes. A list of the fields, the field type, if it is required and if it would get loaded into PASS is shown, for each view, starting on Page 4. Where possible TransTrack will utilize customer/volunteer look-up pop-up windows to allow for search and selection of individuals.

Included in this work will also be the development of pop-up window forms which will be leveraged to create a workflow between the different views. Since this is new functionality for TransTrack we propose doing this work at a reduced rate of \$100/hour as this functionality will be useful for other applications in the future.

View 1: Contact Log

TransTrack will create a Contact Log view for Marin to track incoming calls. The edit screen for this view will contain 17 fields. TransTrack will program this view to log non-client calls without the person being added to the client database. If the caller chooses to proceed with the Client Intake, selecting "Yes" for the Intake field will automatically open a pop-up form of the Client Intake questions. The information entered in the pop-up form will be saved in the Client Intake view. **Add-on option:** If Marin chooses, they can add a customer feedback pop-up to record compliments and complaints directly from this view (Item 15 in pricing).

View 2: Client Intake

TransTrack will create a Client Intake view for Marin to collect potential customer information. MCTD shall provide final view content prior to programming commencing. Note that any future updates to questions, outside of drop-down selections, will require additional programming time to complete. The edit screen for this view will contain 78 fields. Upon saving the record:

- Intake ID will be automatically assigned based on MCTD's schema
- Age will automatically calculate based on the birthdate entered
- Annual income will automatically calculate based on income entries and whether per month or year is selected

Upon saving in the Client Intake form if the LIFA is checked a pop-up window with the LIFA form will open. After the LIFA form is completed if the "Paratransit Application" is checked then the Paratransit Evaluation Questions will open in a new pop-up window for completion.

The Client Intake can be completed in the edit screen within the view as well if it was not completed within the pop-up in the Contact Log view. Any follow-up items or edits to a record would be done in the Client Intake view (i.e. the administrative questions).

View 3: Paratransit Evaluation Questions

In addition to the Paratransit Evaluation Questions pop-up window TransTrack will create a Paratransit Evaluation Questions view. It will contain the records created from the pop-up form during the intake process. The view will also allow for editing of those records and creation of new records. Marin Transit shall provide TransTrack with the final questions they want prior to programming commencing. Note that any future updates to questions, outside of drop-down selections, will require additional programming time to complete. The edit screen for this view will contain 44 fields.

View 4: Low Income Fare Assistance (LIFA)

In addition to the LIFA pop-up window TransTrack will create a Low Income Fare Assistance (LIFA) view. It will contain the records created from the pop-up form during the intake process. The view will also allow for editing of those records and creation of new records. Marin Transit shall provide TransTrack with the final questions they want prior to programming commencing. Note that any future updates to questions, outside of drop-down selections, will require additional programming time to complete. The edit screen for this view will contain 18 fields.

View 5: Volunteer Driver Reimbursement

TransTrack will create a Volunteer Driver Reimbursement (VDP) view to track reimbursements paid to volunteers. The payments will be calculated based on the parameters Marin Transit provides, prior to any programming commencing. Within the VDP Program look-up view Marin Transit will define the reimbursement rate and the maximum amount the program reimburses per month (controlled with date ranges to allow for updates over time). The records will be tied to the applicable customer record. The edit screen for this view will contain 24 fields.

Other/Additional Information

For each of the views MCTD will confirm which fields in each edit screen and pop-up form they want required before the save function will work. This will help eliminate incomplete records from being saved.

TransTrack will program 3 reports (not including view working reports) for this project:

1. Paratransit Intake Questions Report
2. Eligibility Expiration with the ability to filter on clients with eligibility expiring in 90-days, 60-days, and 30-days
3. Volunteer Driver Reimbursement Report

TransTrack has included a one-time import of the client database that currently resides on the Travel Navigator Access database.

TransTrack and MCTD will develop a mutually agreed upon schedule to complete all tasks in a phased fashion.

TransTrack will work with Marin Transit and TripSpark staff to identify best way to pass client data from TransTrack to TripSpark to maintain the eligible riders within the scheduling system. The effort to complete this piece can vary widely depending on the methodology chosen and what would need to be programmed on the TransTrack end to accomplish the data push. TransTrack has included a Time & Materials budget of 80 hours to complete this task in the optional pricing section (Item 14).

TransTrack has included a project contingency amount of \$9,000 (60 hours) as an option on this project (Item 13) to account for any unforeseen out of scope items on either the part of TransTrack or Marin Transit. TransTrack will provide estimates for any needed use of the project contingency at an hourly rate of \$150/hour, and Marin Transit will authorize it prior to any out of scope work commencing.

Work will be progressively billed monthly for each of the tasks until the project is complete, and annual maintenance will commence in year that work is completed on a monthly prorated basis.

View 1: Contact Log

Fields	Field Type	Required
Navigator	Drop down menu selection	Y
Call date	Calendar control	Y
Contact ID	Text/number format	Y
Contact type	Drop down menu selection	Y
Purpose	Drop down menu selection	Y
# Hours	Text/number format	
Marin Access ID	Auto-populate based on customer chosen	
First name	Text	
Last name	Text	
Call not from client	Check box	Y
Notes	Text	
Reason for voicemail	Drop down menu selection	
# Attendees	Text/number format	
# Interactions	Text/number format	
# Intakes completed	Text/number format	
Event Name	Drop down menu selection	
Intake	Yes/no	Y

View 2: Client Intake

Fields	Field Type	Required
Intake date	Calendar control	Y
Navigator	Drop down menu selection	Y
Marin Access ID	Auto-populate with number	Y
First name	Text	Y
Last name	Text	Y
Date of Birth	Text – date format	Y
Age	Auto-calculate based on birthdate entered	Y
Phone	Text – number format	Y
Cell phone	Text – number format	
TDD/TTY	Check box with text field – number format next to it	
Email	Text	
Best way to send information	Drop down menu selection	Y
Accessible format	Drop down menu selection	Y
Primary language	Drop down menu selection	Y
Race/Ethnicity	Drop down menu selection	Y
Gender	Drop down menu selection	Y
Physical address 1	Text	Y
Physical address 2	Text	Y
Physical City	Text	Y
Physical State	Text	Y
Physical Zip code	Text – number format	Y
Mailing address same	Check box	Y
Mailing address 1	Text	
Mailing address 2	Text	
Mailing city	Text	
Mailing state	Text	
Mailing zip code	Text – number format	
Emergency contact name	Text	Y
Emergency contact relationship	Text	Y
Emergency contact phone	Text – number format	Y
Emergency contact email	Text	
Local emergency contact	Check box	Y
Uses wheelchair	Check box	Y
Mobility device type	Check box	Y
Clipper	Check box	Y
Access to a computer	Check box	Y
Internet access	Check box	Y
Smartphone	Check box	Y
Service animal	Check box	Y

Uses Fixed Route	Check box	Y
Still driving	Check box	Y

Fields	Field Type	Required
Vision issues	Check box	Y
Memory issues	Check box	Y
Apply for LIFA	Check box	Y
Identifies as disabled	Check box	Y
Paratransit Application	Check box	Y
Notes	Text	
Application type	Drop down	
Used translation line	Check box	
Used translation line – language	Check box	
Proof of age	Check box	
Proof of residence	Check box	
Medi-Cal verified	Check box	
Medi-Cal verified date	Calendar control	
Marin Access eligible	Check box	
Paratransit eligible	Check box	
Paratransit eligible type	Drop down	
Paratransit eligibility category	Drop down	
LIFA eligible	Check box	
LIFA local bus pass	Check box	
RED ID	Text/number format	
Trapeze ID	Text/number format	
Marin Access alerts	Check box	
Marin Access alerts types	Multi-select	
Marin Access alerts method	Multi-select	
Marin Access passenger portal	Check box	
Inactive	Check box	
Inactive reason	Drop down	
Referral from community partner	Drop down	
LIFA local bus pass created	Check box	
LIFA local bus pass mail date	Calendar control	
Volunteer driver 1	Drop down	
Volunteer driver 2	Drop down	
Travel training – in person	Calendar control	
Travel training – video	Calendar control	
Attended orientation	Calendar control	
Connect account set-up	Check box	
Connect code	Text	

View 3: Paratransit Evaluation Questions

Fields	Field Type	Required
Marin Access ID	Auto populate with number	Y
First Name	Text	Y
Last Name	Text	Y
Question 1	Text	
Question 2	Text	
Question 3	Drop down	
Question 4	Drop down	
Question 5	Drop down	
Question 5b	Text	
Question 6	Drop down	
Question 7	Text	
Question 8	Drop down	
Question 8b	Text	
Question 9		
Question 10		
Question 11		
Question 12		
Question 12b		
Question 13		
Question 13b		
Question 14	Drop down	
Question 14b	Text	
Question 15	Drop down	
Question 15b	Text	
Question 16	Drop down	
Question 16b	Text	
Question 17a	Drop down	
Question 17a1	Text	
Question 17b	Drop down	
Question 17c	Drop down	
Question 17d	Drop down	
Question 18	Drop down	
Question 19	Text	
Travels with PCA	Checkbox	
Complete App Received	Calendar control	
Determination Date	Calendar control	
Determination Letter Mailed	Calendar control	
Visitor	Checkbox	
Eligible from	Calendar control	

Fields	Field Type	Required
Eligible to	Calendar control	
Recert Date	Calendar control	
Space Type	Drop down	Y
First Eligibility Date	Calendar Control	
Paratransit permanent	Check box	

View 4: Low Income Fare Assistance (LIFA)

Fields	Field Type	Required
Navigator	Drop down/CSR name	Y
Date	Calendar control	Y
Marin Access ID	Auto-populate based on customer chosen	Y
First Name	Text	Y
Last Name	Text	Y
LIFA Year	Drop down	
Medi-Cal	Check box	Y
Medi-Cal ID Number	Text/number format	
Medi-Cal Issue Date	Calendar control	
Date of Birth	Calendar control	
Income Stated	Check box	
Annual Income	Text/dollar format	
Income Level	Drop down	
Living Situation	Drop down	
LIFA Local Bus Pass	Check box	Y
Income Documentation Type	Drop down	
LIFA Eligible	Drop down	Y
Recertification Date	Calendar control	

View 5: Volunteer Driver Reimbursement

Fields	Field Type	Required
Marin Access ID	Auto-populate based on customer chosen	Y
First Name	Text	Y
Last Name	Text	Y
Address 1	Text	Y
Address 2	Text	Y
City	Text	Y
State	Text	Y
Zip	Text/number format	Y
Reimbursement Month	Drop down	Y
Reimbursement Year	Drop down	Y
Volunteer 1 - # of trips	Text/number format	Y
Volunteer 1 - # of miles	Text/number format	Y
Volunteer 1 - Name	Drop down	Y
Volunteer 2 - # of trips	Text/number format	Y
Volunteer 2 - # of miles	Text/number format	Y
Volunteer 2 - Name	Drop down	Y
Reimbursement Method	Drop down	Y
Date Processed	Calendar control	Y
Date Mailed	Calendar control	Y
Notes	Text	Y
Reimbursement Subtotal	Text/number format	
Admin Fee	Text/number format	Y
Reimbursement Total	Text/number format	
VDP Program	Drop down	

EXHIBIT "B"**FEES AND PAYMENT SCHEDULE (required)**

DISTRICT shall pay CONTRACTOR as follows:

- (1) BASE CONTRACT FEE. DISTRICT shall pay CONTRACTOR a contract fee not to exceed \$84,600 for development and \$10,560 annually for maintenance fees during the term of the contract. CONTRACTOR shall submit requests for payment via invoice net 30 days following provision of services.
- (2) MILEAGE. DISTRICT shall not pay CONTRACTOR for travel by private, leased, or hired vehicles as required by this Contract.
- (3) TRAVEL COSTS. DISTRICT shall not pay CONTRACTOR for meals, lodging, or other travel costs not included in this Contract.
- (4) AUTHORIZATION REQUIRED. Services performed by CONTRACTOR and not authorized in this Contract shall not be paid for DISTRICT. Payment for additional services shall be made to CONTRACTOR by DISTRICT if, and only if, this Contract is amended by both parties in advance of performing additional services.
- (5) MAXIMUM CONTRACT AMOUNT. The maximum term of this Contract is \$84,600 for development and \$10,560 annually for maintenance fees. The maximum amount payable to Contractor under this Contract for this period shall not exceed \$84,600 for development and \$10,560 annually for maintenance fees.

EXHIBIT "C"

INSURANCE REDUCTION/WAIVER (if applicable)

CONTRACTOR: _____

CONTRACT TITLE: _____

Contractor's professional liability insurance may be provided, in part, by self-insurance or large deductible as long as contractor provides: (1) evidence to the District that contractor has segregated amounts in a special insurance reserve fund meeting the contract's insurance requirements and restricted specifically to this project or (2) contractor's general insurance reserves are adequate to provide the necessary coverage and the Marin County Transit District may conclusively rely thereon.

This statement shall accompany all requests for a reduction/waiver of insurance requirements. Please check the box

if a waiver is requested or fill in the reduced coverage(s) where indicated below:

	<i>Check Where Applicable</i>	<i>Requested Limit Amount</i>	<i>CAO Use Only</i>
General Liability Insurance	<input type="checkbox"/>	\$	
Automobile Liability Insurance	<input type="checkbox"/>	\$	
Workers' Compensation Insurance	<input type="checkbox"/>		
Professional Liability Deductible	<input type="checkbox"/>	\$	

Please set forth the reasons for the requested reductions or waiver.

Contract Manager Signature:

Date:

EXHIBIT "D"

FTA GRANT CONTRACT PROVISIONS PROFESSIONAL SERVICES (Update Highlighted Sections)

1) FEDERAL OBLIGATION

- a) Marin Transit and the Contractor acknowledge and agree that, notwithstanding any concurrence by the Federal Government in or approval of the solicitation or award of the underlying contract, absent the express written consent by the Federal Government, the Federal Government is not a party to the contract and shall not be subject to any obligations or liabilities to Marin Transit, the Contractor, or any other party (whether or not a party to that contract) pertaining to any matter resulting from the underlying contract.
- b) The Contractor agrees to include the above clause in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clause shall not be modified except to identify the subcontractor who will be subject to its provisions.

2) PROGRAM FRAUD, FALSE OR FRAUDULENT STATEMENTS AND RELATED ACTS

- a) The Contractor acknowledges that the provisions of the Program Fraud Civil Remedies Act of 1986, as amended, 31 U.S.C. § 3801 et seq. and U.S. DOT regulations, "Program Fraud Civil Remedies," 49 C.F.R. Part 31, apply to its actions pertaining to this Project. Upon execution of the underlying contract, the Contractor certifies or affirms the truthfulness and accuracy of any statement it has made, it makes, it may make, or causes to be made, pertaining to the underlying contract or the FTA assisted project for which this Contract work is being performed. In addition to other penalties that may be applicable, the Contractor further acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification, the Federal Government reserves the right to impose the penalties of the Program Fraud Civil Remedies Act of 1986 on the Contractor to the extent the Federal Government deems appropriate.
- b) The Contractor also acknowledges that if it makes, or causes to be made, a false, fictitious, or fraudulent claim, statement, submission, or certification to the Federal Government under a contract connected with a project that is financed in whole or in part with Federal assistance originally awarded by FTA under the Marin Transit of 49 U.S.C. § 5307, the Government reserves the right to impose the penalties of 18 U.S.C. § 1001 and 49 U.S.C. § 5307(n)(1) on the Contractor, to the extent the Federal Government deems appropriate.
- c) The Contractor agrees to include the above two clauses in each subcontract financed in whole or in part with Federal assistance provided by FTA. It is further agreed that the clauses shall not be modified, except to identify the subcontractor who will be subject to the provisions.

3) ACCESS TO RECORDS AND REPORTS

Contractor shall provide all authorized representatives of Marin Transit, the FTA Administrator, and the Comptroller General of the United States access to any books, documents, papers and records of the Contractor that are directly pertinent to this Contract for the purposes of making audits, copies, examinations, excerpts and transcriptions. The Contractor agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed. Contractor also agrees to maintain all books, records, accounts and reports required under this Contract for a period of not less than three years after the date of termination or expiration of this Contract, except in the event of litigation or settlement of claims arising from the performance of this Contract, in which case Contractor agrees to maintain the same until Marin Transit, the FTA Administrator, the Comptroller General, or any of their duly authorized representatives, have disposed of all such litigation, appeals, claims or exceptions related thereto.

4) FEDERAL CHANGES

Contractor shall at all times comply with all applicable FTA regulations, policies, procedures and directives, including without limitation those listed directly or by reference in the [Master Agreement](#) between Marin Transit and FTA, as they may be amended or promulgated from time to time during the term of this contract. Contractor's failure to so comply shall constitute a material breach of this contract.

5) TERMINATION

- a) Termination for Convenience - Marin Transit, by written notice, may terminate this contract, in whole or in part, when it is in the Government's interest. If this contract is terminated, Marin Transit shall be liable only for payment under the payment provisions of this contract for services rendered before the effective date of termination.
- b) Termination for Default [Breach or Cause] - If the Contractor does not deliver supplies in accordance with the contract delivery schedule, or, if the contract is for services, the Contractor fails to perform in the manner called for in the contract, or if the Contractor fails to comply with any other provisions of the contract, Marin Transit may terminate this contract for default. Termination shall be effected by serving a notice of termination on the Contractor setting forth the manner in which the Contractor is in default. The Contractor will only be paid the contract price for supplies delivered and accepted, or services performed in accordance with the manner of performance set forth in the contract.

If it is later determined by Marin Transit that the Contractor had an excusable reason for not performing, such as a strike, fire, or flood, events which are not the fault of or are beyond the control of the Contractor, Marin Transit, after setting up a new delivery or performance schedule, may allow the Contractor to continue work, or treat the termination as a termination for convenience.

- c) Opportunity to Cure - Marin Transit in its sole discretion may, in the case of a termination for breach or default, allow the Contractor an appropriately short period of time in which to cure the defect. In such case, the notice of termination will state the time period in which cure is permitted and other appropriate conditions

If Contractor fails to remedy to Marin Transit's satisfaction the breach or default of any of the terms, covenants, or conditions of this Contract within the stated time period after receipt by Contractor of written notice from Marin Transit setting forth the nature of said breach or default, Marin Transit shall have the right to terminate the Contract without any further obligation to Contractor. Any such termination for default shall not in any way operate to preclude Marin Transit from also pursuing all available remedies against Contractor and its sureties for said breach or default.

- d) Waiver of Remedies for any Breach - In the event that Marin Transit elects to waive its remedies for any breach by Contractor of any covenant, term or condition of this Contract, such waiver by Marin Transit shall not limit Marin Transit's remedies for any succeeding breach of that or of any other term, covenant, or condition of this Contract.

6) CIVIL RIGHTS

- a) Nondiscrimination - In accordance with Title VI of the Civil Rights Act, as amended, 42 U.S.C. § 2000d, section 303 of the Age Discrimination Act of 1975, as amended, 42 U.S.C. § 6102, section 202 of the Americans with Disabilities Act of 1990, 42 U.S.C. § 12132, and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees that it will not discriminate against any employee or applicant for employment because of race, color, creed, national origin, sex, age, or disability. In addition, the Contractor agrees to comply with applicable Federal implementing regulations and other implementing requirements FTA may issue.
- b) Equal Employment Opportunity - The following equal employment opportunity requirements apply to the underlying contract:
 - i) Race, Color, Creed, National Origin, Sex - In accordance with Title VII of the Civil Rights Act, as amended, 42 U.S.C. § 2000e, and Federal transit laws at 49 U.S.C. § 5332, the Contractor agrees to comply with all applicable equal employment opportunity requirements of U.S. Department of Labor (U.S. DOL) regulations, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor," 41 C.F.R. Parts 60 et seq., (which implement Executive Order No. 11246, "Equal Employment Opportunity," as amended by Executive Order No. 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," 42 U.S.C. § 2000e note), and with any applicable Federal statutes, executive orders, regulations, and Federal policies that may in the future affect construction activities undertaken in the course of the Project. The Contractor agrees to take affirmative action to ensure that applicants are employed, and that employees are treated during employment, without regard to their race, color, creed, national origin, sex, or age. Such action shall include, but not be limited to, the following: employment, upgrading, demotion or transfer, recruitment or recruitment advertising, layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.

- ii) Age - In accordance with section 4 of the Age Discrimination in Employment Act of 1967, as amended, 29 U.S.C. § 623 and Federal transit law at 49 U.S.C. § 5332, the Contractor agrees to refrain from discrimination against present and prospective employees for reason of age. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.
- iii) Disabilities - In accordance with section 102 of the Americans with Disabilities Act, as amended, 42 U.S.C. § 12112, the Contractor agrees that it will comply with the requirements of U.S. Equal Employment Opportunity Commission, "Regulations to Implement the Equal Employment Provisions of the Americans with Disabilities Act," 29 C.F.R. Part 1630, pertaining to employment of persons with disabilities. In addition, the Contractor agrees to comply with any implementing requirements FTA may issue.
- c) The Contractor also agrees to include these requirements in each subcontract financed in whole or in part with Federal assistance provided by FTA, modified only if necessary, to identify the affected parties.

7) DISADVANTAGED BUSINESS ENTERPRISE

- a) This contract is subject to the requirements of Title 49, Code of Federal Regulations, Part 26, Participation by Disadvantaged Business Enterprises in Department of Transportation Financial Assistance Programs. The national goal for participation of Disadvantaged Business Enterprises (DBE) is 10%. The agency's overall goal for DBE participation is 3.3 %. A separate contract goal has not been established for this procurement.
- b) The Contractor shall not discriminate on the basis of race, color, national origin, or sex in the performance of this contract. The Contractor shall carry out applicable requirements of 49 CFR Part 26 in the award and administration of this DOT-assisted contract. Failure by the Contractor to carry out these requirements is a material breach of this contract, which may result in the termination of this contract or such other remedy as Marin Transit deems appropriate. Each subcontract the Contractor signs with a subcontractor must include the assurance in this paragraph (see 49 CFR 26.13(b)).
- c) The successful Contractor will be required to report its DBE participation obtained through race-neutral means throughout the period of performance. The Contractor will be required to report its DBE participation obtained through race-neutral means throughout the period of performance.
- d) The contractor is required to pay its subcontractors performing work related to this contract for satisfactory performance of that work no later than 30 days after the contractor's receipt of payment for that work from Marin Transit. In addition, the contractor may not hold retainage from its subcontractors.

- e) The Contractor must promptly notify Marin Transit, whenever a DBE subcontractor performing work related to this contract is terminated or fails to complete its work, and must make good faith efforts to engage another DBE subcontractor to perform at least the same amount of work. The Contractor may not terminate any DBE subcontractor and perform that work through its own forces or those of an affiliate without prior written consent of Marin Transit.

8) INCORPORATION OF FTA TERMS

The preceding provisions include, in part, certain Standard Terms and Conditions required by DOT, whether or not expressly set forth in the preceding contract provisions. All contractual provisions required by DOT, as set forth in FTA Circular 4220.1F are hereby incorporated by reference. Anything to the contrary herein notwithstanding, all FTA mandated terms shall be deemed to control in the event of a conflict with other provisions contained in this Agreement. The Contractor shall not perform any act, fail to perform any act, or refuse to comply with any of Marin Transit's requests which would cause Marin Transit to be in violation of the FTA terms and conditions.

9) SUSPENSION AND DEBARMENT (for contracts over \$25,000)

The Contractor, including any of its officers or holders of a controlling interest, and its subcontractors are obligated to inform Marin Transit whether or not they are or have been debarred, suspended, ineligible or voluntarily excluded from participation in federally funded contracts and pursuant to Executive Order Nos. 12549 and 12689, "Debarment and Suspension", 31 U.S.C. §6106 note and U.S. DOT regulations 49 CFR Part 29. Should Contractor or a subcontractor be included on such a list or determined ineligible during the performance of this Contract, the Contractor shall so inform Marin Transit. The Contractor is required to include this provision in any lower tiered subcontract where the contract amount is over \$25,000.

10) ENERGY CONSERVATION

Contractor shall comply with mandatory standards and policies relating to energy efficiency that are contained in the State Energy Conservation Plan issued in compliance with the Energy Policy and Conservation Act, 42 U.S.C. §6321 et seq. and 49 CFR Part 18.

11) PRIVACY ACT

The following requirements apply to the Contractor and its employees that administer any system of records on behalf of the Federal Government under any contract:

- a) The Contractor agrees to comply with, and assures the compliance of its employees with, the information restrictions and other applicable requirements of the Privacy Act of 1974, 5 U.S.C. § 552a. Among other things, the Contractor agrees to obtain the express consent of the Federal Government before the Contractor or its employees operate a system of records on behalf of the Federal Government. The Contractor understands that the requirements of the Privacy Act, including the civil and criminal penalties for violation of that Act, apply to those individuals

involved, and that failure to comply with the terms of the Privacy Act may result in termination of the underlying contract.

- b) The Contractor also agrees to include these requirements in each subcontract to administer any system of records on behalf of the Federal Government financed in whole or in part with Federal assistance provided by FTA.