

PUBLIC TRANSIT ADVISORY BOARD

Monday, November 23, 2020
3:45 PM

Staff Liaisons:

Sam Trebilcock, strebilcock@siouxfalls.org (605) 367-8890
Shawna Goldammer, sgoldammer@siouxfalls.org (605) 367-8692

MEETING ASSISTANCE: UPON REQUEST, ACCOMMODATIONS FOR MEETINGS WILL BE PROVIDED FOR PERSONS WITH DISABILITIES. PLEASE CONTACT THE HUMAN RELATIONS OFFICE, FIRST FLOOR, CITY HALL, 224 WEST 9TH STREET, SIOUX FALLS, SD AT 367-8745 (VOICE) OR 367-7039 (TDD) 48 HOURS IN ADVANCE OF THE MEETING.

The meeting was recorded: Approximate times in the recording are noted in red.

PUBLIC TRANSIT ADVISORY BOARD-20201123 2148-1

Recording password: aX5JyF69

[HTTPS://SIOUXFALLS.WEBEX.COM/SIOUXFALLS/LDR.PHP?RCID=D66ED858AF574D198214CEF9F5D60998](https://siouxfalls.webex.com/siouxfalls/ldr.php?rcid=D66ED858AF574D198214CEF9F5D60998)

MEETING NUMBER (ACCESS CODE): 146 920 0242

MEETING PASSWORD: HTmGSXtJ292

Public Transit Advisory Board Member Participants: Brett Glirbas; Jeri Reed; Allen Svenes; Bailey Abbott, Erik Nelson

Public Transit Advisory Board Members absent: Mike Lynch; Sean Garney

Staff Participants: Ryan Weisenbach; Sam Trebilcock; Jim Feeney; Robert Speeks; Shawna Goldammer, Tierza Lanham, Glenn Wright, Kevin Hansen.

Public Participants: Gerry Tracy, Melanie Bliss, Cathy Brechtelsbauer

Meeting Minutes - Draft

Facilitator: Brett Glirbas, Chair

00:00 Call to Order and Quorum Determination: Brett Glirbas, Chair called the meeting to order at 3:48pm and welcomed all participants. It was noted that the meeting was being recorded and provides for a list of participants. Member participants represented a quorum.

1. **Meeting Procedures:** 00:26: Shawna Goldammer shared her screen showing the meeting procedures. She then read the meeting procedures for the videoconference meeting, paraphrasing and explaining as she read.
2. **Approval of Agenda:** 05:44 Chairmen Glirbas asked that under announcements an item be added to discuss the PTAB meetings in 2021. A motion was made by Al Svennes and a second by Jeri Reed to approve the November 23, 2020 PTAB agenda with the meeting discussion added to the announcements. 5 yes - 0 no. The motion passed unanimously.
3. **Approval of the PTAB Meeting October 26, 2020 minutes.** 06:31 A motion was made by Jeri Reed and a second by Al Svennes to approve the September 28, 2020 minutes. 7 yes - 0 no. The motion passed unanimously.
4. **Public input on non-agenda items:** 07:37 Cathy Brechtelsbauer thanked the Board for the fare-free rides on Election Day. Melanie Bliss also thanked the Board for the fare-free rides on Election Day. She then asked if the minutes are available to the public; if the current fare chart is available. Ms. Bliss then explained how she saw the new bus stop numbers on the bus stop signs. Staff clarified for Ms. Bliss that the fares and the PTAB minutes are on the website. Cathy Brechtelsbauer asked that if a fare free day is happening, that the website have an announcement.

Unfinished Business

5. 13:45 Eric Nelson asked if a policy for a fare-free day on Election Days could be discussed at a future PTAB meeting. Brett Glirbas asked staff to add the fare-free on Election Day policy discussion as an item for the January meeting.

New Business

6. 16:30 The SAMonDemand Pilot Project Timeline and Marketing Plan: S. Trebilcock shared his screen and explained that the SAMonDemand is a pilot project that will run on Saturdays. Pantonium is the software platform where a ride is scheduled. As the rides are requested, the software will push the ride request to a driver through an application on a tablet in the bus. The Pantonium software will schedule the rides the most efficiently. Sam shared with the Board that the service will start December 19, 2020 and implementation schedule. SAM drivers and customer service staff are being trained in the next two weeks. Mr. Trebilcock also the public involvement to this point, and upcoming meetings with the City Council. The Board requested that if a public official could ride on that first day, it would be good publicity. Mr. Trebilcock showed a mock-up of the website and explained that rides can be requested with the app, on line or on the phone. The pilot experience will be first geared to the Saturday dependent riders, hoping that

they have a good experience with the ride booked through SAMonDemand. Shawna Goldammer then explained the app and how it works. She explained the app is available in the App store for apple devices, and in Google Play for android devices. Shawna then answered questions about the service that will start on December 19th, and the testing and driver training that will take place the week before. A policy for no-shows is still being developed, but Sam Trebilcock explained that according to Pantonium, no shows are generally not a problem because people are scheduling rides for a specific purpose.

7. **56:00** Public Input: Saturday Service and SamOnDemand Pilot: Chairman Glirbas asked about a public hearing to run the Saturday SAMonDemand pilot. Sam Trebilcock explained the Saturday Service is not a major service reduction, and is more of a service enhancement. He went on to say that public involvement is important and we are seeking public input at this PTAB meeting, and also virtually at previously held meeting November 9th and 12th. The public provided the following comments: Paratransit is not impacted by this service. Masks are required on the buses. Regular Saturday riders should be provided a flier or the like on all Saturdays to prior to December 19th. Additionally, the public asked that the service area be increased rather than adding evening service. To sign up text the word RIDE to 888-777. Consider incentives to increase ridership and publicity.
8. **1:07:00** Report: October 2020 Operations Report: Robert Speeks presented the operations report to PTAB. The Board asked if the reduced service was during the month of October, and it was only during the month of November.
9. **1:14:15** SAM Public Transportation Safety Plan (PTASP): Robert Speeks explained that the PTASP was reviewed last month by the Board, and he has completed the minor updates previously discussed. On page 7 the meeting information was updated to include the virtual meetings and the location was updated to include the City Center and the Cooper meeting room. He went on to say on page 15 information was added to the fixed route and demand response tables. In addition, the information below the table was also updated to reflect the updated goal calculations. In a similar fashion, the goal on page 16 was updated to indicate system reliability events. The board asked for verification regarding the information on page 14 and the tables on 15. Robert Speeks explained the information in the table is regarding preventable accidents, while the information on page 14 is all accidents, including those that were non-preventable. The Board chair asked for public input on this agenda item. No public input was provided.

A motion was made by Allen Svennes to approved the Public Transportation Safety Plan (PTASP) and Jeri Reed seconded the motion. The motion passed unanimously (5 yes – 0 no)

10. Announcements:

Shawna Goldammer made the following announcements. Next PTAB meeting: January 25, 2021: WebEx Meeting

New Citizen Board Handbook on the Web:

<https://siouxfalls.org/mayor/boards-commissions>

2021 PTAB meetings: A discussion among the Board regarding the continuation of meetings on a virtual platform. Some of the Board Member's employers have extended working remotely until March of 2021. The board agreed that meetings should continue in the WebEx platform, and add the discussion of meeting in person to the April 2021 meeting agenda.

The board discussed the meeting times. The fourth Monday of the month is a good day, but the start time should be at 3:30pm. The Board agreed that meeting times in 2021 should be 3:30. The Board requested that a calendar invite should be sent for the meetings, similar to what was provided in 2020. Shawna agreed to send out the calendar type meetings rather than a list of dates.

- 11. Adjournment:** A motion was made by Eric Nelson and a second by Jeri Reed to adjourn. The motion passed unanimously. (5 yes – 0 no)

The meeting was adjourned at 5:26 pm



What is it?

How can I ride?

When will it start?

How can I comment?

What is SAM On-Demand?

- An Innovation Pilot Project that came out of the Sioux Falls Transit Core Team process.
- SAM On-Demand will run on Saturday's and possibly on weekday evenings.
- SAM buses and drivers will still provide the service.
- Pantonium will provide the software platform.
- What is Pantonium?



What is SAM On-Demand?

- SAM On-Demand Transit Service will pick you up and drop you off between any SAM bus stops in the Saturday service area, transfer-free!
- Simply request your origin and destination, the amount of people you are riding with, and a time of your desired pickup or drop off.



How can I ride?

- How to Schedule a Ride?
 - Download and schedule on the riders app
 - Schedule on the website
 - Call SAM to schedule ride
- Where can I schedule and get on a bus with SAM On-Demand?
 - At any Saturday bus stop
- See Riders App Video



When can I ride?

- Pantonium staff training is in progress
- Pantonium testing will begin in late November
- SAM On-Demand marketing will begin in later November/early December
- SAM On-Demand pilot will begin in mid-December to mid-January



How can I comment?

- By asking questions tonight.
- By becoming a ride tester.
- By letting us know about how well the service works for you.



A REPORT TO THE PUBLIC TRANSIT ADVISORY BOARD
Oct 2020

	Oct 2020	Year-to-date
FR Ridership by Passenger Count	41,208	385,476
PT Ridership by Passenger Count	3,198	32,590
Total Ridership by Passenger Count	44,406	418,066
FR Average Daily Ridership	1,526	1,506
PT Average Daily Ridership	118	127
FR Ridership 2019 Comparison	-42.16%	-40.24%
PT Ridership 2019 Comparison	-57.99%	-52.90%
Total Ridership 2019 Comparison	-43.69%	-41.47%
FR Miles Traveled	64,463	559,092
PT Miles Traveled	22,796	230,399
Total Miles Traveled	87,259	789,491
FR Average Miles Traveled Daily	2,388	2,184
PT Average Miles Traveled Daily	844	900
FR Net Expense Per Passenger	\$9.66	\$10.73
PT Net Expense Per Passenger	\$74.77	\$74.35
FR Average Expense Per Day	\$15,608	\$17,065
PT Average Expense Per Day	\$9,041	\$9,705
FR Lost-time Road Calls	6	83
PT Lost-time Road Calls	4	53
FR Avg. # Road Calls per 100,000 Miles	7.76	11.09
PT Avg. # Road Calls per 100,000 Miles	8.77	14.32
FR Reportable Accidents	0	5
PT Reportable Accidents	0	3
Maintenance Reportable Accidents	0	1
FR On-time Performance	99%	99%
PT On-time Performance	100%	100%
FR Bus Spare Ratio	26%	26%
PT Bus Spare Ratio	32%	32%
FR Preventive Maintenance Completed On Time	100%	100%
PT Preventive Maintenance Completed On Time	100%	100%
FR Complaints	1	12
PT Complaints	1	7

YTD - Year-to-date **27** **256**

FR - Fixed route service

PT - Paratransit service

Reportable accident - accident in which the driver is at-fault

Miles traveled - driver training miles, dead-head miles, and service miles

FTA recommends a bus spare ratio of 20%



Sioux Area Metro
500 East Sixth Street
Sioux Falls, South Dakota 57103
Phone: 605-367-7151
FAX: 605-367-7182
Website: siouxfalls.org/SAM

Sioux Area Metro
Fixed Route & Demand Response
Public Transportation
Agency Safety Plan
2020

Sioux Area Metro is partially funded through Federal Transit Administration's 5307 and 5339 funds

The Sioux Area Metro Public Transit Advisory Board approved this Agency Safety Plan on June 30, 2020



Table of Contents

Transit Agency Information/ Safety Management System Components.....	3
1. Safety Management Policy.....	3
Safety, Accountabilities and Responsibilities.....	3
Integration with Public Safety and Emergency Management.....	4
2. Safety Risk Management.....	5
Safety Hazard Identification.....	5
Safety Risk Assessment.....	6
Safety Risk Mitigation.....	7
3. Safety Assurance.....	7
Safety Performance Monitoring and Measurement.....	7
Management of Change.....	7
Continuous Improvement.....	8
4. Safety Promotion.....	8
Safety Communications.....	8
Competencies and Training.....	8
Safety Performance Measures.....	8
Glossary of Definitions.....	11



Transit Agency Information

The **Sioux Area Metro (SAM)** is the local governmental transit agency in [Sioux Falls, South Dakota](#), and the largest operator of public transportation in the state, that provide multiple scheduled fixed routes and paratransit services. The City of Sioux Falls contracts with First Transit, Inc. FTI provides a General Manager and operates under Sioux Area Metro.

Sioux Area Metro operates three locations including the main office/garage located at 500 East Sixth Street, The Bus Depot (main transfer hub) located at 120 East 11th Street and the Southwest Transfer Center (secondary transfer hub) located at 4409 South Louise.

Sioux Area Metro operates fixed route service 6- days a week within the City of Sioux Falls. With 26 buses, Sioux Area Metro provides fixed-route service to an area of approximately 52 square miles. There are 12 regular routes. SAM uses the following service schedule.

- Monday through Friday 5:45 a.m. – 8:45 p.m. With the last pullout of the day at 6:45 p.m. for seven of the routes (Routes 1, 2, 4, 5, 8, 11 and 19), 8:45 p.m. for four of the routes (Routes 3, 7, 9 and 10) and 9:15 p.m. for Route -6.
- Saturday: 7:45 a.m. – 6:45 p.m.
- Routes 8 and 19 do not provide service on Saturdays. Current peak operations call for a maximum of 18 buses. Routes connect residential areas with places of employment, shopping malls, other retail outlets, medical facilities, schools, and local points of interest.



Safety Management System Components

The Safety Management Systems (SMS) is a formal top-down data-driven system consisting of four separate components: Safety Management Policy, Safety Risk Management, Safety Assurance, and Safety Promotions. All of these components are vital to meeting Safety Performance Measures or goals. This Agency Safety Plan was drafted by the General Manager of Sioux Area Metro and approved by the Public Transit Advisory Board. **The plan is reviewed annually by executive management and revised based on the safety data collected and analyzed, and changes to policies and procedures made throughout the year.**

1. Safety Management Policy

Safety, Accountabilities, and Responsibilities

The Accountable Executive, (General Manager of Sioux Area Metro), is ultimately responsible for the success or failure of the Safety Management System (SMS) for Sioux Area Metro. The Accountable Executive shall:

- Actively support and promote the SMS program;
- Ensure the Accountable Executive and their staff comply with the SMS processes and procedures;
- Assist in ensuring the resources and necessary staff are available to achieve the outcomes of the SMS; and
- Continually monitor their area of SMS responsibilities

The Accountable Executive shall designate at least one member of their staff as the SMS/Safety Manager. The SMS Manager(s) shall be held accountable, responsible and given the necessary authorization to ensure an effective and efficient operation of the SMS on a daily basis.

The SMS Manager(s) shall:

- direct collection and analysis of all safety information;
- manage hazard identification and safety risk evaluation activities;
- monitor safety risk mitigations;
- advise senior management on safety matters;
- maintain safety management documentation; and
- plan and organize safety training
- communicate the Safety Management Policy throughout Sioux Area Metro

The designated SMS/Safety Manager at Sioux Area Metro is as follows:

- Safety Manager



In addition to appointing a SMS Manager, the Accountable Executive shall create a Safety Committee comprised of representatives from all areas of operation. The Safety Committee shall be active in hazard identification, safety risk evaluation activities, employee reporting system, and planning/organizing safety training.

Sioux Area Metro's Safety Committee, known as the Safety Solutions Team (SST), is comprised of representatives from the Paratransit Division, Fixed Route Division, Maintenance Department, and the Operations Office Department. The SST members also includes Sioux Area Metro's General Manager, Safety Manager, Operations Manager, Maintenance Manager, and Road Supervisor. The SST normally meets the second Tuesday every other month, starting in January. Responsibilities of the SST include:

- Identify safety concerns and issues;
- review injury/collision reports to identify safety issues;
- discuss Company safety practices
- source for employees to report safety issues and/or concerns;
- review and create safety awareness activities; and
- work with company representative and Union Representatives to develop a plan of action to address and resolve each of the selected issues

Employees who identify and report hazard(s) are protected against any type of retaliation. Employees who believe they have been subjected to retaliatory conduct should report their claim to their direct supervisor or any member of the management team. Any employee who displays unacceptable behavior (i.e. offensive language, remarks or actions which create a hostile environment for other employees or passengers, and/or displays improper conduct toward a supervisor or manager) related to the identifying and reporting of hazards) are excluded from protection and subject to disciplinary action as described in the Employee Handbook for SuTran Inc. employees.

Integration with Public Safety and Emergency Management

Sioux Area Metro works closely with the City of Sioux Falls Risk Management Department, Sioux Falls Police Department, Sioux Falls Fire Department and Minnehaha County Sheriff's Department to insure and provide the transportation needs, upon request, for any emergencies and/or abnormal operations. These emergencies and/or abnormal operations include acts of nature, violence, civil disobedience, vehicular accidents, emergency evacuations and any other emergency requiring the assistance of Sioux Area Metro's transportation assets.



2. Safety Risk Management

Safety Risk Management is a proactive program, which promotes the identification of potential hazards before they escalate into accidents or incidents and by means of mitigation reduce the severity and physical damage of the event. Under SMS, this is a daily program that will expand the use of both proactive (i.e. employee safety reporting) and reactive (i.e. investigations) methods and sources of information to reduce accidents and incidents.

Safety Hazard Identification

Safety Hazard Identification involves establishing methods and/or procedures to identify and address hazards and hazard consequences before they escalate into incidents or accidents. A list of hazard identification sources and the methods and procedures of how Sioux Area Metro handles the hazards and hazard consequences before they escalate into incidents or accidents are as follows:

- **Employee safety reporting program**
Sioux Area Metro employees who identify hazards are to report the hazard to their immediate supervisor and/or maintenance personnel. Hazards that do not require immediate attention may be reported to a member of the SST for future review during the next scheduled SST meeting.
- **Observation of daily operation both internal and external**
Daily operations are observed by road supervisors, lead dispatchers, operation dispatchers, lead mechanic and managers.
- **Internal safety investigations**
Once a hazard has been identified, the internal safety investigation is led by the Safety Manager. The responsibility of the Safety Manager is to find a solution to resolve the hazard to prevent incident and/or accident.
- **Accident reports**
All incidents and accidents must be reported immediately, as described in the "SAM Employee Handbook for SuTran Inc. Employees" and "Labor Agreement Between SuTran Inc. and Amalgamated Transit Union Local #1356". Incident Report and Accident Report forms are available in the Fixed Route dispatch office, Safety Manager office and also available in all Sioux Area Metro vehicles including all revenue vehicles.
- **Compliance programs**
Sioux Area Metro employees must be in compliance with all safety related programs as described in the "SAM Employee Handbook for SuTran Inc. Employees" and "Labor



Agreement Between SuTran Inc. and Amalgamated Transit Union Local #1356” and any other safety programs presented to employees. The Safety Manager is responsible to insure all employees are in compliance with any and all safety programs.

- **Safety committee reviews**

Vehicle accidents and employee injuries are investigated and reviewed by the Safety Manager and/or his designee to determine the cause of the accident and/or injury and whether the accident is preventable or non-preventable. The SST reviews safety hazards and establishes procedures to eliminate the hazards. The SST also reviews vehicle accidents, cause of the accident, and procedures to follow to prevent future similar accidents from occurring.

- **Industry articles and data reports**

Industry articles and data reports are shared during regular scheduled staff meetings and/or monthly safety meetings as they pertain to Sioux Area Metro.

- **Governmental sources (FTA, NTSB, oversight agency)**

Federal Transit Administration (FTA) is readily available at <http://dot.gov> and the National Transportation Safety Board (NTSB) is readily available at <http://www.nts.gov>

- **Customer and public feedback**

Sioux Area Metro customers and the public may provide feedback pertaining to Sioux Area Metro by calling (605)367-7151, or completing an online Citizen Request Management ticket at: siouxfalls.org/Contact Us, or by completing a Customer Comment Complaint form available at The Bus Depot located at 120 East 11th Street, Sioux Falls, S.D. or our main office located at 500 East 6th Street, Sioux Falls, S.D. Customers and public may also provide feedback at the Public Transit Advisory Board (PTAB) meeting held the fourth Monday of each month at 3:45 p.m. PTAB meetings are held in the Cooper Room, or by video/teleconference (with meeting number and password posted on the agenda.) at the City Center, located at 231 North Dakota Avenue, Sioux Falls, S.D.

Safety Risk Assessment

Safety Risk Assessment is an established method or process to assess the safety risks associated with identified hazards. Lack of a Safety Risk Assessment may result in the likelihood of bodily injury, death, or property damage caused by the identified hazard.

As part of the new SRM process, Sioux Area Metro has developed methods to assess the likelihood and severity of the consequences of identified hazards, and prioritizes the hazards based on the safety risk.



The process continues the use of the Risk Register described in the previous section to address the next two components.

To accurately assess a risk, Sioux Area Metro may need to perform an investigation. Sioux Area Metro currently investigates accidents or crashes in accordance to the *SAM/ Employee Handbook for Sutran Inc. Accident / Incident Investigation and Reporting Standard Operating Procedures* requires (below) develop a full investigation procedure to inform the SRM process. The investigation procedure will start with *Accident documentation review/ Incident Investigation (such as; reviewing of video footage of incident/accident; if available) and Reporting Standard Operating Procedures* and the framework found in the *Operating policies and practices for operators, Employee Handbook* and will be developed to cover all risk assessment. The SOP includes the following:

- Pre-trip Inspections and Post trip inspections. SAM requires all drivers to complete a thorough pre-trip inspection on the vehicle before entering revenue service. The vehicle inspection includes a minimum of 32 items to be inspected. The company requires all drivers to complete a post- trip inspection after they complete assigned runs. The post-trip inspection includes of 32 items to be inspected. Daily Vehicle inspection sheets are used to complete inspections.
- SAM trains all new employees, and existing employees on a yearly basis, specifically how to deal with emergency situations and security issues.
- Emergency Procedure Training: Employees are trained on a yearly basis on how to deal with security issues, such as bomb threats, suspicious packages and suspicious people.

Accident Procedures/ Safety Event Investigation

SAM conducts investigations of safety events. The object of the investigation is to identify casual factors of the event and to identify actionable strategies that SAM can employ to address any identifiable organizational, technical or environmental hazard at the root cause of the safety event. Sam gathers a variety of information for identifying and documenting root causes of accidents and incidents, including but not limited to:

Safety Event Investigations that seek to identify and document the root cause of an accident or other safety event are a critical component of the SA process because they are a primary resource for the collection, measurement, analysis and assessment of information. SAM gathers a variety of information for identifying and documenting root causes of accidents and incidents, including but not limited to:

1. Stop, identify yourself and Radio Dispatch immediately giving them the location and your bus number. (A Supervisor or Dispatcher will call the Police and Ambulance when necessary).



Employees are required to report all accidents/incidents within five (5) minutes after the occurrence. Dispatch will notify the Safety and Training Coordinator of the accident/incident.

2. Assist the injured person, but do not move them except to avoid danger. Use extreme care and protect yourself avoiding contact with bodily fluids.
3. Secure full names, addresses, and telephone numbers of:
 - a. Passengers
 - b. Other driver
 - c. Injured persons
 - d. Witnesses
 - e. Transporting motorists
4. Road Supervisors take accident scene pictures showing names of streets, positions of cars, and direction of traffic at the time of the accident.
5. Do not argue, accuse, nor give statements to the media or bystanders.
6. Do not discuss the mechanical condition of the vehicle with anyone except Company Supervisory personnel
7. Refer the operator for required drug and alcohol testing in compliance with Post-accident testing, if the safety event results in any vehicles, involved in the accident, unable to operate, and are towed from the accident scene.
8. Dispatcher on duty will give the Operator an incident report to complete before the Operator leaves that day. Dispatcher will transmit the Operator's report to the Safety & Training Coordinator.
9. The Safety Manager, working with qualified personnel from the respective department, evaluate the incident reports and other available information to determine the root cause of the accident/event. Follow up with driver or other cognizant parties may be necessary to elicit additional information.
10. The Safety Manager identifies any hazards noted in the incident report and refers those hazards to the SRM process.

After the accident has been cleared up by law enforcement, an employee shall not leave the scene until released by Dispatcher or Supervisor. It is extremely important that the employee creates a complete, specific, and legible report. The employee must complete and submit the report of the accident by the end of his/her work schedule. A complete, specific, and legible report must be made for every accident or incident, however slight, which occurs on or near a company vehicle in case of a passenger or pedestrian accident; even if the person involved declines to give his name or states that he is unhurt, a full report should be made.

The SAM *Drug and Alcohol Policy* requires that any accidents resulting in a fatality will subject any involved SAM employee to post-accident drug and alcohol testing. The policy also provides the conditions under which employees will be subject to post-accident drug and alcohol testing following an accident resulting in no fatalities.

- Internal accident investigation and documentation is completed on all accidents involving a company vehicle.
- Complete a minimum of two hours of post- accident training is required for employees involved in a preventable accident. The training is documented and kept on file.



- Once fully developed, the document will become the Investigation SOP.

The SOP will include accident investigation procedures as well as risk investigation procedures. These procedures will be used to investigate risks identified from multiple sources including the video footage.

Risk Assessment Matrix

Severity	Catastrophic	Critical	Marginal	Negligible
Frequent (A)	High	High	High	Medium
Probable (B)	High	High	Medium	Medium
Occasional (C)	High	Medium	Medium	Low
Remote (D)	Medium	Medium	Low	Low
Improbable	Medium	Low	Low	Low

The safety management team (DDS Safety Manager ; operations Manager; General Manager) conducts the risk assessment structure, which allows the safety team to visualize (review of video footage) the severity, and assist in developing final decision making for possible actions necessary to defend the risk of safety. The Risk Assessment structure is an important tool. If a risk is assessed and falls within one of the red zones, the risk is determined to be unacceptable under existing circumstances. This determination means that management must take action to mitigate the situation. This is the point in the process when SRMs are developed. If the risk is assessed and falls within one of the yellow zones, the risk is determined to be acceptable, but monitoring is necessary. If the risk falls within one of the green zones, the risk is acceptable under the existing circumstances.

Once a hazard’s likelihood and severity have been assessed, the execution for successful correction of safety risk structure is exercised and used to prevent reckless safety risk behavior.

Safety Risk Mitigation

After identifying potential hazards during the Safety Risk Assessment, Sioux Area Metro must develop a comprehensive mitigation plan and corrective actions. Safety Risk Mitigation is an action elected to reduce the likelihood and severity of the identified hazard. Safety Risk Mitigation enables Sioux Area Metro to



actively manage the safety risk in a manner prescribed by performance targets, and consistent with initial, ongoing, and revised mitigation strategies.

Sioux Area Metro safety policy contains a list of Basic Safety Rules to help mitigate potential risks that may be present in the day-to-day operations of the agency. Rules included such as:

- All employees are required to attend safety meetings
- Barricades, warning signs, lockout and tags are used and shall be obeyed to the fullest extent.
- Horseplay on the job is strictly prohibited.

In addition, as part of the Employee Safety Reporting Program, Sioux Area Metro management and road supervisors review all injury and illness documentation monthly to analyze occurrences, identify trends, and plan courses of corrective action. Immediate injury reporting (to dispatch or supervisor), for work related injuries are required. Injuries that require medical attention/treatment are handled upon notification accordingly.

Upon completion of the risk assessment, the Safety Manager and subject matter experts continue populating the Risk Register by identifying mitigations or strategies necessary to reduce the likelihood and/or severity of the consequences. The goal of this step is to avoid or eliminate the risk/hazard or, when elimination is not likely or feasible, to reduce the assessed risk rating to an acceptable level, however, mitigations do not typically eliminate the risk entirely.

3. Safety Assurance

Safety Assurance is the process by which the Account Executive and SMS Manager ensure that mitigation plans are implemented, adhered to, are appropriate, effective, and sufficient in reducing the potential consequences of all identified hazards. By carefully reviewing and analyzing the collected data, Sioux Area Metro will be able to determine if mitigation strategies are effective, and no new hazards have been created by implementing the mitigation plan. In addition to analyzing data, an employee safety reporting program is essential to the success of the Safety Assurance function.

Safety Performance Monitoring and Measurement

The SMS will generate data which will provide information as to whether their Safety Risk Mitigation is appropriate and effective. This data review will also indicate if Sioux Area Metro's safety performance is in line with the established safety objective and performance targets. The



sole purpose of Safety Performance Monitoring and Measurement is to examine safety performance and maintenance activities, not individual employees. Safety Performance Monitoring and Measurement activities include:

- Monitor employee safety reporting;
- Monitor service delivery activities (include field observations);
- Monitor operational and maintenance data;
- Conduct daily safety surveys;
- Conduct safety audits, studies, reviews and inspections;
- Conduct investigations, evaluate data and information from external agencies or peers

Management of Change

Sioux Area Metro changes in policy, procedures, or operations may introduce new and unforeseen hazards and safety risks. The SMS team should review the suggested change and determine if current mitigations are sufficient or if new mitigations are necessary to reduce and new risks or hazards that may result under the new change.

Continuous Improvement

Constant evaluations of the SMS organizational structure, process, resources, and analysis of the local data and information in a timely manner is necessary to ensure the SMS is effectively and efficiently maintaining Sioux Area Metro's safety performance goals. Sioux Area Metro's General Manager and Safety Manager will conduct an annual review of the SMS and update and revise the SMS as needed and/or required.

4. Safety Promotion

Safety Promotion is achieved by means of communication, training, and management's commitment to establishing and maintaining an effective SMS. Training not only provides the employees with necessary knowledge and skills to perform their job safely, but also gives them a share of ownership in Sioux Area Metro's safety mission.

Safety Communications

To create and maintain a positive safety culture, open communication between staff and management is essential. Frequent communications pertaining to potential hazards and safety



risks within Sioux Area Metro will keep safety a top priority and encourage employees to openly communicate safety concerns to the Safety Solutions Team and/or management.

Competencies and Training

For a successful SMS program, it is critical all employees receive thorough training with respect to their role and responsibilities. A comprehensive training program shapes an employee's perception of executive management's commitment to safety agency wide. Employees safety reporting and procedures must be emphasized during the safety training and continued throughout the year.

Safety Performance Measures

The Sioux Area Metro Fixed Route and Demand Response Public Transportation – Safety Program shall monitor, analyze, and improve the transit safety performance based on four measurable areas. The Safety Performance Measures are:

- 1) Fatalities;
- 2) Injuries;
- 3) Safety events; and
- 4) System reliability

Each measurable goal is explained in detail below and are based on the National Transit DATA Safety and Security Reporting Manual.

Fatalities - Fatalities goal is defined in terms of total number of reportable fatalities and rate per total vehicle revenue miles. In case of an accident with fatalities or suicides the conditions below determine if the event is reportable:

- The death of the victim must occur within 30 days of the event
- Suicide
- Deaths resulting from illness or other natural causes are not reportable

Goal: The only fatality on record at Sioux Area Metro occurred on January 10, 2005 involving a paratransit vehicle. The accident was recorded as “Non-Preventable” meaning Sioux Area

Metro's driver was not the cause and/or at fault for the accident. Sioux Area Metro's goal is to have zero fatalities.



Injuries – Injuries goal is defined in terms of total number of reportable injuries and rate per total vehicle revenue miles. In case of an accident with injuries, the conditions below determine if the injury is reportable or not:

- Each person immediately transported from the scene for medical attention, whether or not they appear to be injured, should be reported as an injury, including trauma.
- Transport may be by any means such as, but not limited to; emergency personnel, transit supervisor, personal vehicle.

Injuries not to include:

- A person seeking medical attention under his or her own power, (e.g. walks away to seek medical attention).
- Illnesses that require transport for medical attention.

NOTE: Other Safety Occurrences Not Otherwise Classified (OSONOC) events resulting in two or more injured are to be reported as a major event.

Goal: Sioux Area Metro, with total revenue miles exceeding over 1 million miles each year, has not had a reportable injury, as defined above, within the past two years (2018, 2019). Sioux Area Metro’s goal is zero reportable injuries.

Safety Events (Total number of reportable events and rate per total vehicle revenue miles)

- Includes all property damage equal to or exceeding \$25,000.00 including damage to private vehicles and property.
- Includes tow away for a transit revenue vehicle or non-revenue transit vehicle
- Includes evacuation of a transit facility or vehicle due to potentially unsafe conditions.
- Includes evacuations for service or maintenance-related issues.
- Includes passenger/patron self-evacuations.
- Collision which includes suicides or attempted suicides that involve contact with a transit vehicle.
- A reportable event may involve a non-revenue vehicle operated by your transit agency or transit facility or property.
- Fires
- Accidents

Goal: Sioux Area Metro experienced a total of 26 “Safety Events” involving revenue vehicles in 2019. The 26 “Safety Events” included one Sioux Area Metro vehicle that was towed from the accident scene due to disabling damage exceeding \$25,000. Sioux Area Metro did not track passenger evacuations for service or maintenance-related issues on revenue vehicles in which the vehicle was switched out due to a road call. Sioux Area Metro experienced one “Safety Event” per 46,000 miles. Sioux Area Metro’s goal is one “Safety Event” per 60,000 miles.



Table 1: Baseline 2019 Safety Performance Measures

Mode	Fatalities	Rate of Fatalities*	Injuries	Rate of Injuries*	Safety Events	Rate of Safety Events*	Mean Distance Between Major Mechanical Failure
Fixed Route (Bus)	0	0	0	0 mi	4	Bi Monthly 0	Bi Weekly 0
Demand Response	0	0	0	0 mi	2	Bi Monthly 0	Bi Weekly 0

Table 2: Fixed Route (Bus) Safety Performance Targets

Mode	Baseline	Target
Fatalities	0	0
Rate of Fatalities*	0	0
Injuries	0	0
Rate of Injuries*	0	0
Safety Events	4	0
Rate of Safety Events*	184,000	194,000
Mean Distance Between Major Mechanical Failure	90	0

Sioux Area Metro Fixed Route division experienced a total of 4 “Safety Events” (as described above) in the fixed route division in 2019 equaling to one event per 184,000 miles. Sioux Area Metro’s future goal is one event per 194,000 revenue miles.

Table 3: Demand Response Safety Performance Targets

Mode	Baseline	Target
Fatalities	0	0
Rate of Fatalities*	0	0
Injuries	0	0
Rate of Injuries*	0	0
Safety Events	2	0
Rate of Safety Events*	232,000	242,000
System Reliability	7,500	9,000
Other	n/a	n/a

Sioux Area Metro Demand Response division experienced a total of 2 “Safety Events” (as described above) in the Demand Response division in 2019 equaling to one event per 230,000 miles. Sioux Area Metro’s future goal is one event per 240,000 revenue miles.



Sioux Area Metro Demand Response division had a total of 62 “System Reliability Events” (as described above) in 2019 equaling to one event per 7,500 miles. Sioux Area Metro Future goal is one event per 9,000 revenue miles.

System Reliability (Means distance between major mechanical failures)

- Means distance is measured by revenue miles operated divided by the number of major mechanical failures.
- Major mechanical system failures prevent a vehicle from starting or completing a scheduled revenue trip because actual movement is limited or because of safety concerns.
- Major breakdowns include brakes, doors, engine issues, and engine cooling systems, steering, axles, suspension, and wheel chair lifts. This list is not all inclusive and can be adjusted.

Goal: Sioux Area Metro had a total of 152 “System Reliability” events (as described above) in 2019 equaling to one event per 8,000 miles. Sioux Area Metro also experienced a total of 87 “Safety Reliability Events” in 2018 equaling to one event per 14,000 miles. Sioux Area Metro’s future goal is one event per 15,000 revenue miles.



Glossary of Definitions

Accident - An event that involves any of the following: a loss of life; a report of a serious injury to a person; a collision of a transit (revenue or non-revenue) vehicle; an evacuation for life safety reasons.

Account Executive - A single identifiable person who has ultimate responsibility for carrying out the Safety Management System and control or direction over the human and capital resources needed to develop and maintain both the Safety Management System and Transit Asset Management Plan.

Event – An accident, incident or occurrence.

Hazard – 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 to the environment.

Incident – 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.

Major Mechanical Failures – Failures caused by vehicle malfunctions or subpar vehicle condition, which requires that it be pulled from service.

Passenger – A person other than an operator who is on board, boarding, or alighting from a vehicle on a public transportation system for the purpose of travel.

Safety Assurance – The process within a transit agency's Safety Management System that functions to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objective through the collection, analysis and assessment of information.

Safety Management Policy – A transit agency's documented commitment to safety, which defines the transit agency's safety objective and the accountabilities and responsibilities of its employees in regard to safety.

Safety Management System – The formal, top-down, data-driven, 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 Objective – A general goal or desired outcome related to safety.

Safety Performance – An organization’s safety-effectiveness and efficiency, as defined by safety performance indicators and targets, measured against the organization’s safety objectives.

Safety Performance Indicator – Refers to a data-driven, quantifiable parameter used for monitoring and assessing safety performance.

Safety Performance Measure – 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.

Safety Performance Monitoring – Activities aimed at the quantification of an organization’s safety effectiveness and efficiency during service delivery operations, through a combination of safety performance indicators and safety performance targets.

Safety Performance Target – A quantifiable level of performance or condition, expressed as a value for a given performance measure, achieved over a specified timeframe to safety management activities.

Safety Promotion – A combination of training and communication of safety information to support SMS as applied to the transit agency’s public transportation system.

Safety Risk – The assessed probability and severity of the potential consequence(s) of a hazard, using as reference the worst foreseeable but credible, outcome.

Safety Risk Assessment – 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 – A process within a transit agency’s Safety Plan for identifying hazards, assessing the hazards and mitigating safety risk.

Safety Risk Mitigation – The activities whereby a public transportation agency controls the probability or severity of the potential consequences of hazards.

Safety Risk Probability – The likelihood that a consequence might occur, taking as reference the worst foreseeable, but credible condition.

Safety Risk Severity – The anticipated effects of a consequence, should it materialize, taking as reference the worst foreseeable, but credible condition.

Serious Injury – Any injury which: (1) Requires hospitalization for more than 48 hours, commencing within seven days from the date the injury was received; (2) results in a fracture of any bone (except simple fractures of fingers, toes or nose); (3) causes severe hemorrhages, nerve, muscle or tendon damage; (4) involves any internal organs; or (5) involves second or third degree burns, or any burns affecting more than 5% of the body surface.

State of Good Repair – The condition in which a capital asset is able to operate a full level of performance



Vehicle Revenue Miles (VRM) – The miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles include:

- Layover/recovery time

Exclude:

- Deadhead;
- Operator training;
- Vehicle maintenance testing;
- School bus and charter services.

Definitions are from the National Public Transportation Safety Plan – January, 2017

Title: Sioux Area Metro Public Transportation Agency Safety Plan		Issued: October 26, 2020
This Sioux Area Metro Public Transportation Safety Plan will be reviewed by Sioux Area Metro’s General Manager and Assistant General Manager/Safety Manager on an annual basis and updated and/or revised as needed.	Revision Date:	Certification of Compliance Signature and date: _____ Signature Date
Prepared By: Robert Speeks _____ Signature Date	Approved By: Sioux Area Metro Public Transit Advisory Board	