

**MINUTES OF THE REGULAR MEETING OF THE
BOARD OF COMMISSIONERS OF
ROCHESTER-GENESEE REGIONAL TRANSPORTATION AUTHORITY
AND ITS SUBSIDIARIES
December 7, 2023**

A. Roll Call and Determination of Quorum

The meeting was called to order at 12:09PM by Chairman Don Jeffries who determined that a quorum was present.

Present on Roll Call:

➤ County of Monroe	Don Jeffries	=	5 votes
➤ County of Monroe	Terrence Rice	=	5 votes
➤ County of Monroe	Judith Ahlfeld Seil	=	5 votes
➤ City of Rochester	William Ansbro	=	2 votes
City of Rochester	Jerdine Johnson	=	2 votes
City of Rochester	William McDonald	=	2 votes
➤ County of Genesee	Laurie Oltramari	=	2 votes
➤ County of Livingston	Susanne Carlock	=	2 votes
➤ County of Ontario	Brian H. Young	=	3 votes
➤ County of Orleans	James R. Bensley	=	1 vote
County of Seneca	Edward W. White	=	1 vote
➤ County of Wayne	Michael P. Jankowski	=	3 votes
➤ County of Wyoming	Rich Kosmerl	=	1 vote
Transit Dependent Representative	Heather Bird	=	1 vote
Amalgamated Transit Union	Jacques Chapman	=	<u>0 votes</u>

Total Votes Possible 35

Total Votes Present 29

Votes Needed for Quorum 18

Others Present:

Scott Adair, Chief Financial Officer
Tracy Archie, Chief Diversity, Equity & Inclusion Officer
David Belaskas, Director of Engineering & Facilities Management
Ken Boasi, Director of Regional Operations
Jay Corey, Director of Transportation
Daniel DeLaus, General Counsel
Christopher Dobson, Chief Operating Officer
Justin Feasel, Director of Purchasing & Contract Administration
Krystle Hall, Director of People
Tamarus Jeffries, Director of Maintenance
Laura Kenyon, Director of Communications and Customer Engagement
Rusty Korth, VP of Zero-Emission Strategies

Chris Mahood, Director of Information Technology
Cory McKee, Manager of Maintenance Support Operations
James Mott, Director of Paratransit Services
Sharon Muir-Eddy, Director of Budget
Kelly Parisi, Executive Assistant to the CEO
Corinda Reaves, Chief Customer & Community Experience Officer
Donna Schnapp, Director of Labor Relations
James Stack, Executive Director, GTCS
Miguel Velázquez, Chief Executive Officer

B. Adoption of the Agenda

On motion of Commissioner Kosmerl, seconded by Commissioner Rice, the Amended Agenda was unanimously adopted.

C. Approval of Minutes

On motion of Commissioner Carlock, seconded by Commissioner Ansbro, the following minutes were unanimously approved.

- RGRTA Quarterly Board Meeting Minutes of November 2, 2023

D. CEO Report

Miguel Velázquez, Chief Executive Officer, presented the CEO Report which included a presentation by Scott Adair, Chief Financial Officer on the Financial Report, Krystle Hall, Director of People and Christian Mahood, Director of Technology Innovation on Transforming Employee Information Access with UKG (power point presentation is attached to these Minutes).

Questions/Comments on UKG:

- *Commissioner Kosmerl asked as far as an employee accessing historical data does that only go back to September when you implemented the system or is there a database from earlier that we have access to? Krystle Hall, Director of People stated that we are in the process of loading historical data and we are adding in the past seven years into UKG.*
- *Commissioner Jankowski asked if we put the appropriate cyber security controls into place. Chris Mahood, Director of Technology Innovation stated that yes, we had many criteria that UKG required to be put into place before we could implement. It is multi factor in order to access and a 15-character password. Jankowski also asked if there is an air gap. Chris Mahood stated yes.*
- *Commissioner Kosmerl asked if we have experienced many errors when swiping the badges to punch. Chris Mahood, Director of Technology Innovation stated there is very little and the timeclock visually lets you know if your badge worked by turning the screen green and also states that the punch was accepted.*
- *Commissioner Ansbro asked if it is just by badge and if there was any biometrics. Chris Mahood, Director of Technology Innovation stated that it does have that functionality,*

but we started with just the badge to transition folks over from the old system. Commissioner Ansbrow asked if there is any idea of how many employees have logged in to the webpage? Chris stated that there is no delineation between the app and the website but 53% of our employees have used one or the other. Commissioner Ansbrow asked what our mechanism is for obtaining employee feedback? Keystle Hall, Director of People responded that when we went live we were out in the different departments and were soliciting feedback. We also have a form that can be filled out and a resource computer in the People department.

- Commissioner Bensley asked if we do have a cyber attack how would we get that messaging out to employees working or not working. Chris Mahood, Director of Technology Innovation stated that we do have a messaging function in the system that we would utilize to get that information out to employees. Commissioner Bensley then asked if Managers are expected to get back to employees quicker when they have PTO requests. Krystle Hall, Director of People stated that getting back to our employees is always a priority and I think it is easier for Managers to get back to employees since this is at their fingertips.*

On motion of Commissioner Ansbrow, seconded by Commissioner Oltramari, the CEO Report was accepted by unanimous vote.

E. Proposed Resolutions

Resolution Authorizing the Award of a Contract for Employee Engagement Surveys, RGRTA 43-2023

Resolution RGRTA 43-2023 was moved on motion of Commissioner Young, seconded by Commissioner Oltramari, the aforementioned Resolution, a copy of which is attached to these minutes, was unanimously approved.

Commissioner Jankowski asked that we move into Executive Session to discuss a Real Estate negotiation matter. This motion was seconded by Commissioner Ansbrow at 12:44PM.

At 1:07PM the Board of Commissioners came out of Executive Session where no votes were taken.

F. Consent Resolutions

Resolution Authorizing the Award of a Contract for the Construction Related to the Hydrogen Mobile Fueler, RGRTA 44-2023

Resolution Authorizing the Award of a Contract for the Provision of Liquid Hydrogen Fuel, RGRTA 45-2023

Resolution Establishing Rochester Genesee Regional Transportation Authority as Lead Agency and Adopting a Negative Declaration Pursuant to the New York State Environmental Quality Review Act for the RTS Irondequoit Plaza II Connection Hub Project, RGRTA 46-2023

Resolution Authorizing the Acquisition of Real Property and a Permanent Easement at 2111 Hudson Avenue in the Town of Irondequoit, NY, RGRTA 47-2023

Resolution Authorizing the Acquisition of a Permanent Easement at 525 Titus Avenue in the Town of Irondequoit, NY, RGRTA 48-2023

Resolution Approving the Authority's 2023-2024 Public Transportation Agency Safety Plan (PTASP), RGRTA 49-2023

Resolution Authorizing the Award of a Contract for Transit Advertising Services, RGRTA 50-2023

Resolution Approving Outside Activities, RGRTA 51-2023

Resolutions RGRTA 44-2023 through RGRTA 51-2023 were moved on motion of Commissioner Rice, seconded by Commissioner Seil, the aforementioned Resolutions, copies of which are attached to these minutes, were unanimously approved.

G. Calendar

Miguel Velázquez, CEO Noted that we will be cancelling the January 4th, 2024, Board Meeting. The next meeting of the Board will take place on February 1st, 2024.

H. Adjournment

On motion of Commissioner Carlock, seconded by Commissioner Ansbrow the Regular Board Meeting was adjourned at 1:08PM.

Respectfully submitted,

Jerdine Johnson, Secretary
Posted Date: December 21, 2023

CEO Report

Presented by: Miguel Velázquez
Chief Executive Officer



Chief Executive Officer Report

- Financial Report
- Comprehensive Plan Initiatives Update
 - Spotlight
- RTS Way – Employee Recognition
- Other Updates
 - Title VI

Financial Report

Presented by: Scott Adair
Chief Financial Officer



Financial slides

October Financial Results:

- Projecting \$367K net income, no change from last month
- Mortgage Recording Tax trends continue
- Expenses continue to remain on target

Items we are watching at this time:

- Staffing levels
- Mortgage Recording Taxes
- Workers Compensation expenses

Financial Report

RGRTA - Consolidated Budget Status Report (000's) - FY 2023-2024

10/31/2023

	<u>Budget</u> 2023-24	<u>FYTD</u> 10/31/2023	<u>Projected</u> 3/31/2024	<u>Budget</u> Variance
<u>Revenues</u>				
Total Locally Generated	\$ 39,267	\$ 12,682	\$ 39,783	\$ 516
Total Government Subsidies	\$ 73,101	\$ 46,006	\$ 74,443	\$ 1,342
Mortgage Tax	\$ 12,143	\$ 6,803	\$ 10,643	\$ (1,500)
Grand Total Revenue	\$ 124,511	\$ 65,490	\$ 124,868	\$ 358
<u>Expenses</u>				
Personnel				
Salary & Wages	\$ 61,208	\$ 33,164	\$ 61,208	\$ -
Fringe Benefits	\$ 27,900	\$ 14,250	\$ 27,904	\$ (4)
Total Personnel	\$ 89,109	\$ 47,415	\$ 89,113	\$ (4)
Non-Personnel				
Services	\$ 11,573	\$ 5,535	\$ 11,520	\$ 54
Fuel/Lubricants	\$ 7,108	\$ 3,534	\$ 7,108	\$ -
Parts	\$ 4,612	\$ 2,322	\$ 4,612	\$ -
Other	\$ 12,109	\$ 5,584	\$ 12,149	\$ (40)
Total Non-Personnel	\$ 35,402	\$ 16,975	\$ 35,389	\$ 14
Grand Total Expenses	\$ 124,511	\$ 64,390	\$ 124,501	\$ 9
Net Income/Deficit From Operations & Subsidies	\$ -	\$ 1,100	\$ 367	\$ 367

Chief Executive Officer Report

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Comprehensive Plan Initiatives Update

PILLAR: ENGAGE EMPLOYEES ON THE RTS WAY



- Implement new HCM system to improve access and ease of use for employees
- Sustain a work environment that attracts, develops, and retains the best and brightest by identifying and addressing workplace policies, processes, practices, and behaviors that act as barriers to diversity and inclusion
- Develop strategy to implement updated Public Transportation Agency Safety Plan
- RTS Way program refresh
- Introduce program to provide additional training for managers and supervisors

PILLAR: ENSURE FINANCIAL SUSTAINABILITY

- Analyze the operating cost of different zero-emission vehicle types to inform the development of future budgets
- Continuous review of our long term capital funding needs
- Design and build a new facility for RTS Access
- Build a new facility for RTS Wyoming
- Design and build a new facility for RTS Seneca
- Design a new facility for RTS Genesee
- Identify a site for a new facility for RTS Wayne
- Design and build a new bus storage facility for RTS Ontario
- Construction of Hylan Drive Connection Hub
- Construction of New Connection Hub Near Irondequoit Plaza
- Establish system-wide 15-year strategic plan for RTS facilities

PILLAR: ENHANCE THE CUSTOMER EXPERIENCE & DELIVER SAFE, QUALITY SERVICE

- Conduct study to evaluate feasibility of a local circulator route in rural villages and cities
- Conduct study on the need for and feasibility of on-demand service in the regional counties
- CAD/AVL replacement and implementation of contactless fares for RTS Access
- Conduct origin and destination study to identify travel behaviors of customers in the new transit system

PILLAR: DEMONSTRATE CLIMATE LEADERSHIP

- Design and build a new facility to help us meet New York's goal of having a zero-emission bus fleet by 2035
- Purchase Hydrogen Fuel Cell buses and vans, and a fueling station for demonstration project
- Update zero-emission transition plan

23 Initiatives

Project Highlight

Transforming Employee Information Access with UKG

Presented by Krystle Hall, Director of People &
Christian Mahood, Director of Technology Innovation



Background

- Utilized last Human Resources Information System (HRIS) from 2006-2023
 - Provided payroll functions and basic employee information tracking
 - The system was outdated and lacked updated functionality standards in the industry
 - Any change to data required a paper form and physical drop off to People or Payroll
 - No employee portal or access to personal information including pay statements
- Employee Engagement a focus for strategic initiatives for 10+ years
 - Communication & access to electronic information has been a recurring theme in employee surveys

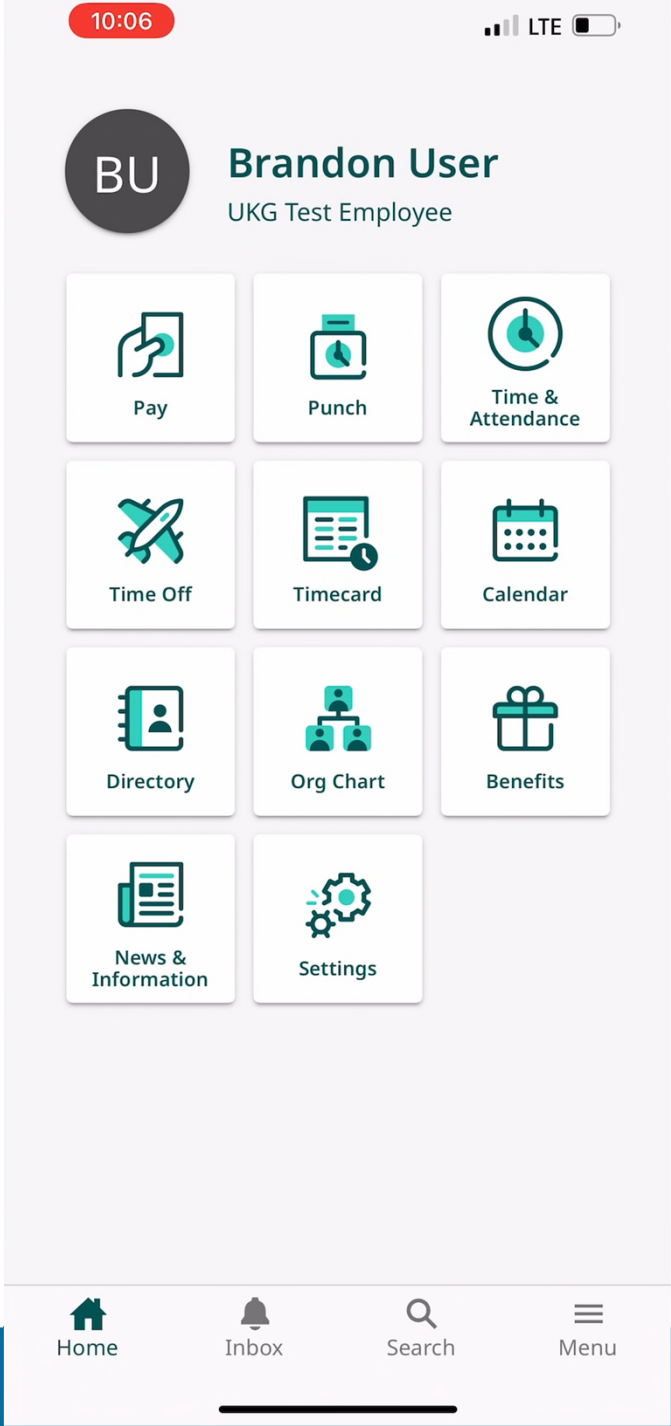
Transition to Human Capital Management

- Human Capital Management?
 - A set of tools an organization uses to manage people and pay and optimize process that enables better connectivity with employees.
- RFP conducted in 2021 for HCM system to replace the incumbent solution
- Board authorized contract with UKG Inc. with 52-2021

Overview of Implemented System

- Project Implementation completed from February 2023 to September 25, 2023.
- Encompasses UKG Pro & UKG Workforce Management
 - Employee Data Management
 - Payroll
 - Recruitment & Onboarding
 - Benefits, New Employee Enrollment & Life Events
 - Time & Attendance
 - Employee Self-Service
 - Analytics & Reporting

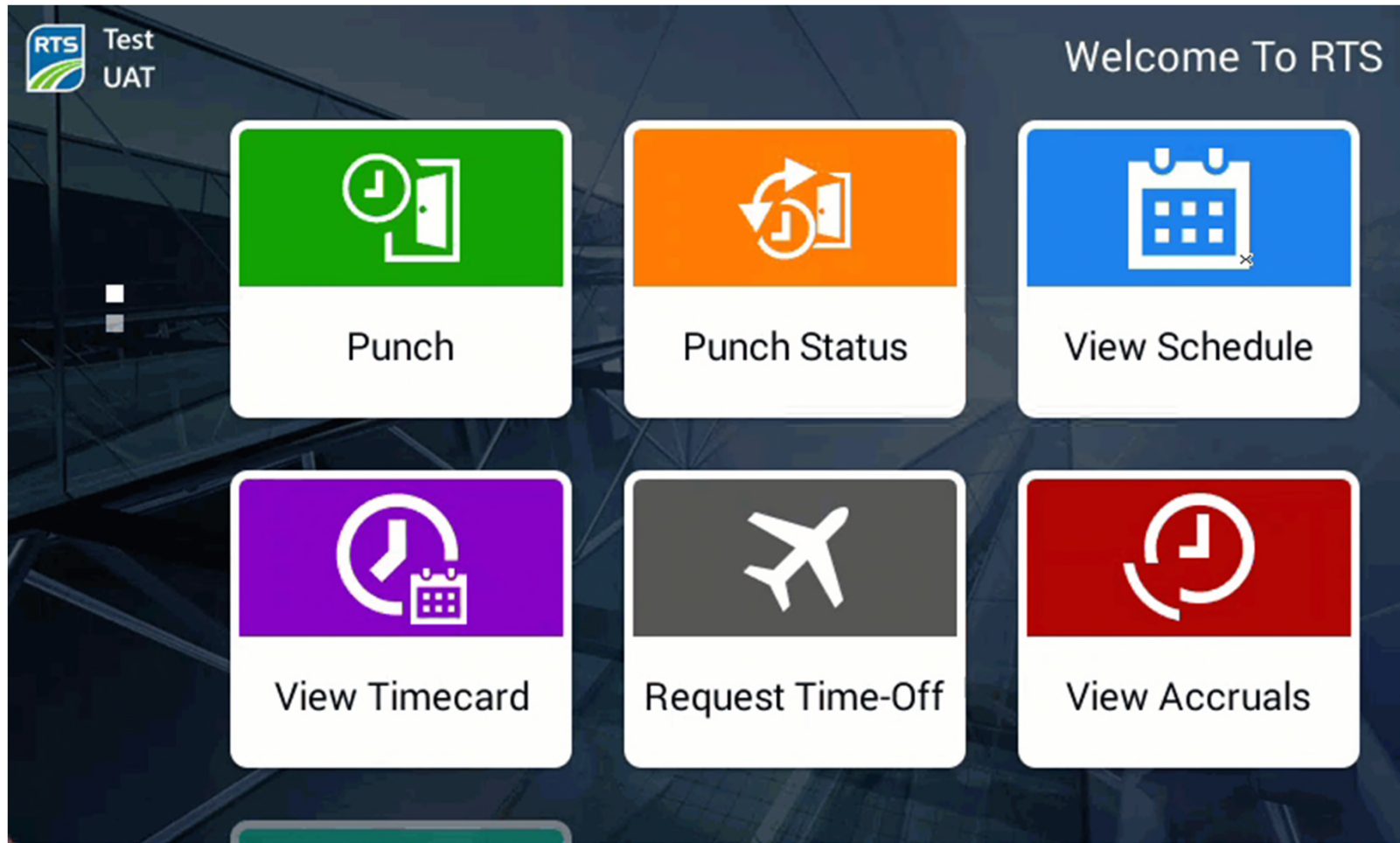
UKG App Demo



Timeclock



Timeclock

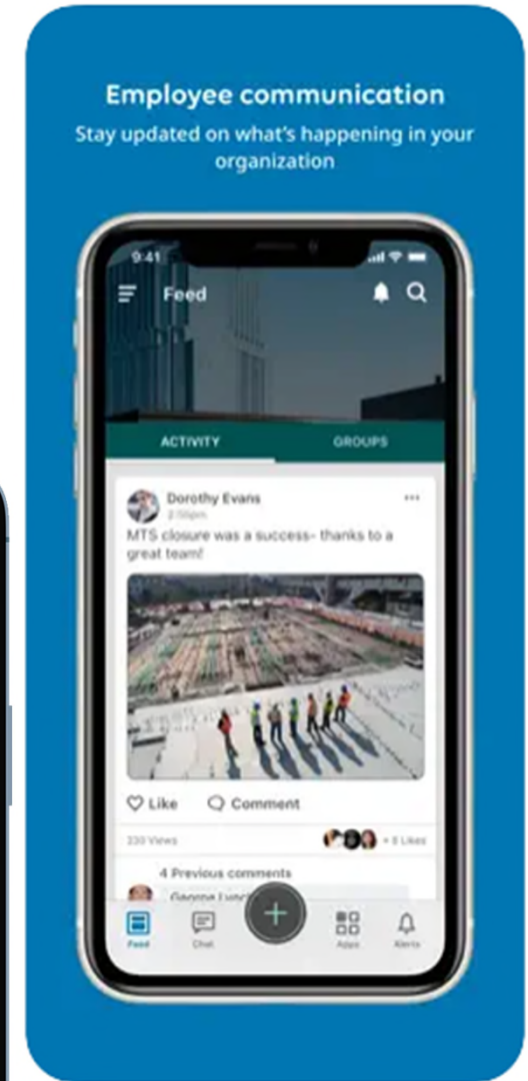
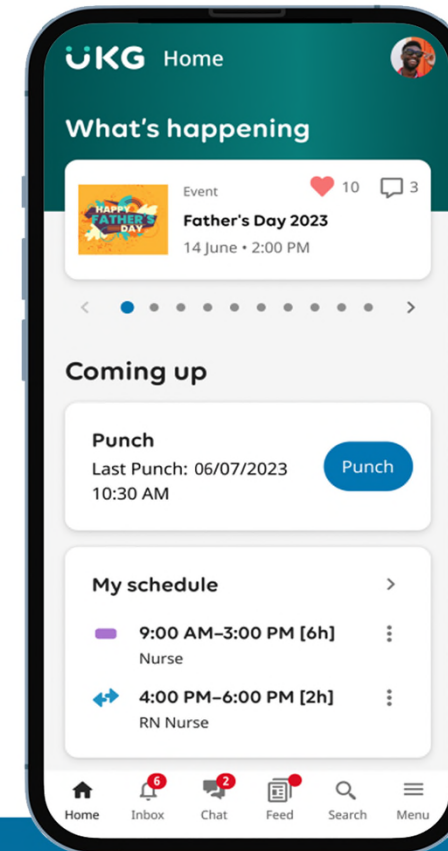


Successful Launch



Phase II Initiatives

- Employee Communication
 - UKG Talk
- Document Management & File Manager
- Benefits Open Enrollment
- Employee Development & Planning
 - Performance Management
 - Compensation Management
 - Learning
 - Succession Planning



Questions?



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RTS Way Recognition- October



The RTS Way
Bringing our Values to Life Every Day

RTS Wyoming

John A. Bus Operator, RTS Ontario
Dorothea A. Bus Operator, RTS Monroe
Aaron B. Bus Operator, RTS Monroe
Dave B. Director of Engineering and Facilities Management
Nicole B. Health & Well-Being Specialist
Deldric B. Small Vehicle Operator, RTS Monroe
Miranda C. Director of Accounting Services
Antonio C. Purchasing Clerk, RTS Access
James D. Bus Operator, RTS Livingston
Tina D. Small Vehicle Operator, RTS Monroe
Luigi D. Bus Operator, RTS Monroe
Caitlin F. Manager of Benefits & Well-Being
John F. Bus Operator, RTS Orleans
Peter F. Workforce Development Specialist
Monique F. RTS RadioController/Dispatcher
Karen G. Business Development & Engagement Manager-GLOW
Lea G. Director of Scheduling

Kelly G. Manager of Recruitment & Compensation
Krystle H. Director of People
Katie H. Bus Attendant, RTS Wayne
Ken H. Transportation Technical Trainer
Brandon H. Cyber Security Administrator
Shanta H. Bus Operator, RTS Monroe
Amy J. Bus Operator, RTS Monroe
Ranjana K. Supervisor of Payroll
Agan K. Small Vehicle Operator, RTS Monroe
Tedra L. Bus Operator, RTS Monroe
Dale L. Bus Operator, RTS Ontario
Jeff L. Communication Systems Engineer
Paul L. Bus Operator, RTS Wayne
Chris M. Director of Technology Innovation
Richard M. Bus Operator, RTS Access
Kevin M. Safety Security Specialist
Noreen M. Bus Attendant, RTS Wayne
Bruce M. Bus Operator, RTS Monroe

Andrea N. Payroll Specialist
Brittany O. Bus Operator, RTS Monroe
Kristian O. Bus Washer, RTS Monroe
Angela P. Bus Operator, RTS Monroe
Crystal P. Bus Operator, RTS Wayne
Samir P. Small Vehicle Operator, RTS Monroe
Charles P. Bus Operator, RTS Monroe
Aimee R. Manager of Operations, RTS Wyoming
Mario R. Small Vehicle Operator, RTS Monroe
Jeffrey R. Bus Operator, RTS Wayne
Andy R. Workforce Development Specialist
Doug S. Database Administrator
Jason S. Senior Budget Analyst
Dashawn S. Bus Operator, RTS Wayne
Jayashree S. Manager of Development & Business Intelligence
LaToya S. Customer Service Representative
Kelvin T. Bus Operator, RTS Monroe
Rozann V. Leave Administrator
Richard W. Bus Operator, RTS Monroe
Kathy W. Recruitment Specialist

RTS Way Recognition- November



The RTS Way
Bringing our Values to Life Every Day

RTS Monroe Dispatch Department

RTS Payroll Department

Luis A. Bus Operator, RTS Wayne

Chandra A. Customer Service Representative

Jason B. Manager of Technical Systems Support

Randy B. Bus Attendant, RTS Wayne

Rick B. Manager of Workforce Development

Nicole B. Health & Well-Being Specialist

Catriena B. Road Supervisor

Will C. Radio Controller/Dispatcher

Nathan C. Technician I, RTS Monroe

Mark D. Bus Operator, RTS Access

Caitlin F. Manager of Benefits & Well-Being

Jose F. Safety and Security Specialist

Peter F. Workforce Development Specialist

Fabian G. Bus Operator, RTS Livingston

Janice G. Customer Service Representative

Mike G. Bus Operator, RTS Wayne

Kelly G. Manager of Recruitment & Compensation

Randy J. Radio Controller/Dispatcher, RTS Monroe

Modesti K. Bus Operator, RTS Access

Agan K. Small Vehicle Operator, RTS Monroe

Jane L. Bus Operator, RTS Wayne

Katy M. Bus Operator, RTS Livingston

Kim M. Customer Service Representative

Benjamin M. Small Vehicle Operator, RTS Monroe

Sara M. Policies, Procedures, Technical Documents Manager

Patty P. Bus Operator, RTS Seneca

Dustin R. Technician I, RTS Monroe

Josh R. Radio Controller/Dispatcher, RTS Monroe

Tajre R. Technical Support Administrator

Andy R. Workforce Development Specialist

London-Paris S. Small Vehicle Operator, RTS Monroe

Levie S. Small Vehicle Operator, RTS Monroe

Joe S. Road Supervisor

LaToya S. Customer Service Representative

Cassandra T. Bus Operator, RTS Wayne

Hiram T. Workforce Development Specialist

Rozann V. Leave Administrator

James W. Road Supervisor

Davonya W. Radio Controller/Dispatcher

Kathy W. Recruitment Specialist

Michael Z. Technician I, RTS Monroe

Regina Z. Bus Operator, RTS Wayne

Employee Recognition

RTS Monroe Bus Operator of the Month:

October- Luigi Di Vincenzo

November- Hector Falcon



Employee Recognition

RTS was very lucky with Elvin's hire 17 years ago. He was one that was willing to help in any situation, he seldom refused to help when needed. He had the attitude- If he can could do it, he would do it and with a smile.

Customers always had great praise for Elvin. He provided safe, comfortable, on time rides for his passengers.

Elvin just retired on November 30, 2023, and he will be missed!

- Kelly Fitzpatrick
Manager of Regionals, Livingston and Wyoming



Elvin Button
RTS Livingston Operator

Employee Recognition

The Office Staff at RTS Genesee have been doing a great job keeping the operation running smoothly as we search for a new Regional Manager. They have shown great teamwork, cooperation, and a get-it-done attitude, which has been essential to keep service running at full capacity, and customer service at the high level we expect.

Thank you for all your hard work Blair, Sandy and Marcy!

- Ken Boasi

Director of Regional Operations



Sandy Largey, Marcy Johnson & Blair DiLaura
RTS Genesee Office Staff

Happy 30th Anniversary WYTS

- Wyoming County elected to join the Authority in summer of 1993. Service officially started on December 1, 1993.
- At launch, we ran only a dial-a-ride service within the villages of Warsaw and Arcade, but later expanded to Perry, and an initial exploratory service to Batavia as well.
- From 12/1/93 until the end of the fiscal year in 3/31/94, we transported 2,019 customers, or approximately 500 per month. In the following fiscal year, as awareness of WYTS grew, our ridership was 24,148, or approximately 2,000 per month; a significant increase.
- Today, we have a fleet of 19 vehicles, and a staff of 20 that provide deviated route service throughout all towns and villages within Wyoming County, in addition to several contracted routes. Connections to Livingston and Genesee Counties are available each day, while dedicated routes provide local service within the villages of Warsaw and Arcade.



Chief Executive Officer Report

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Other Updates

- RTS Wayne Advisory Meeting: Nov. 17, 2023
- Met with Assemblyman Jenson on next year's budget: Nov. 29, 2023
- Irondequoit Plaza Public Hearing: Nov. 29, 2023
- Transit 101 Training with Executive Team: Dec. 4 & 5, 2023

Other Updates: Title VI

- Title VI Service Change Evaluations

- Q3 2023—There were no fixed route service changes that met the Authority's Title VI policy for Major Service Changes.

CEO Report

Questions?



ROCHESTER
GENESEE REGIONAL
TRANSPORTATION
AUTHORITY

BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	December 7, 2023
Presenter:	Amy Gould
Subject:	Resolution Authorizing the Award of a Contract for Employee Engagement Surveys
Background:	<p>The Authority seeks to engage an outside vendor to assist with designing and implementing a new employee engagement survey to measure employee engagement, attitudes, perceptions, and commitment level towards the Authority, leadership, their roles, and the customers they serve.</p> <p>The Authority sought proposals by issuing a Request for Proposals (RFP) and publicly advertising it in the <u>Minority Reporter</u> on September 13, 2023, and in the <u>New York State Contract Reporter</u> and <u>Rochester Business Journal</u> on September 15, 2023.</p> <p>Over one-hundred firms were notified of the RFP and eight (8) responsive proposals were received on October 12, 2023.</p> <p>An evaluation and systematic scoring process was undertaken based on the following six (6) criteria:</p> <ul style="list-style-type: none">• Qualifications, Resources, and Experience of the Firm• Experience of the Team Assigned to the Project• Project Plan/Understanding• Compliance with MWBE Requirements• Compliance with SDVOB Requirements• Price <p>The Authority scored the firms as follows:</p> <ul style="list-style-type: none">• Bahwan Cybertek Inc of Santa Clara, CA: 74• Boateng Creatives LLC of Newburgh NY: 28• EurekaFacts LLC of Rockville, MD: 61• Gallagher Benefits Services, Inc. of Rolling Meadows, IL: 78• Korn Ferry of Los Angeles, CA: 52• The Petrova Experience of Brooklyn, NY: 28• The Wathen Group of Morristown, NJ: 48• Via Evaluation of Buffalo NY: 63 <p>Interviews were conducted by the Authority with the two (2) highest scoring firms. After careful consideration of all of the criteria being evaluated, the Authority determined that the proposal submitted by Gallagher Benefits Services, Inc. was the most favorable.</p>

	The Authority determined that Gallagher Benefits Services, Inc. appears to be a responsible firm and submitted a responsive proposal.
Financial Impact:	<p>The five-year cost of this contract is \$205,800. The average yearly cost will be approximately \$41,000.</p> <p>Funding for these services are included in the Authority's 2023-2024 Operating Budget. Future funding will be provided for in subsequent years Authority Operating Budget.</p>
Recommendation:	That the Chief Executive Officer or his designee be granted authority to enter into an Agreement with Gallagher Benefits Services, Inc. for the period of five (5) years.

Resolution: RGRTA 43-2023

**RESOLUTION AUTHORIZING THE AWARD OF A CONTRACT
FOR EMPLOYEE ENGAGEMENT SURVEYS**

WHEREAS, the Rochester Genesee Regional Transportation Authority (the "Authority") seeks to engage an outside vendor to assist with designing and implementing a new employee engagement survey to measure employee engagement, attitudes, perceptions, and commitment level towards the Authority, leadership, their roles, and the customers they serve; and

WHEREAS, the Authority sought proposals by issuing a Request for Proposals (RFP) and publicly advertising it in the Minority Reporter on September 13, 2023 and in the New York State Contract Reporter and Rochester Business Journal on September 15, 2023; and

WHEREAS, over one-hundred firms were notified of the RFP and eight (8) responsive proposals were received on October 12, 2023; and

WHEREAS, the Authority conducted a thorough evaluation of the proposals received and concluded that Gallagher Benefits Services, Inc. submitted the most favorable proposal that was responsive to the Authority's specifications; and

WHEREAS, the Authority determined that Gallagher Benefits Services, Inc.'s pricing is fair and reasonable and they appear to be a responsible firm.

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designee is authorized to enter into a contract with Gallagher Benefits Services, Inc. for a term of five (5) years in an amount not-to-exceed \$205,800; and

BE IT FURTHER RESOLVED that the Chief Executive Officer or his designee are hereby authorized, empowered, and directed, for and on behalf of the Authority, to perform any and all actions and to execute any and all documents on behalf of the Authority as they may deem necessary, appropriate or advisable to carry out the intent and purposes of the foregoing resolutions.

CERTIFICATION

The undersigned hereby certifies that the above is an excerpt from the Minutes of a Regular Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on December 7, 2023, and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: December 7, 2023
Rochester, New York

Resolution Authorizing the Award of a Contract for Employee Engagement Surveys

RGRTA 43-2023

*Presented by Amy Gould
Chief People Officer*



Background

- In-house administration since we began measuring (13 years)
- Time to leverage expertise in the field of workforce experience
- Create an environment of trust with employees (external vendor capturing anonymous feedback)
- Post pandemic sentiment requiring re-examination of our strategies
- Advanced analytics and metric support, leading to exploring more meaningful metrics for the future

GOALS

- 1) Increase participation AND the voice from our front-line employees
- 2) Enhance communication between managers and employees
- 3) Build employee trust across the organization
- 4) Improve productivity and reduce turnover



Strong Culture



PROCUREMENT PROCESS

The Authority sought proposals by issuing a Request for Proposals (RFP) and publicly advertising it in the Minority Reporter on September 13, 2023, and in the New York State Contract Reporter and Rochester Business Journal on September 15, 2023.

Over one-hundred firms were notified of the RFP and eight (8) responsive proposals were received on October 12, 2023.

The Authority scored the firms as follows:

- Bahwan Cybertek Inc of Santa Clara, CA
- Boateng Creatives LLC of Newburgh, NY
- EurekaFacts LLC of Rockville, MD
- Gallagher Benefits Services, Inc. of Rolling Meadows, IL
- Korn Ferry of Los Angeles, CA
- The Petrova Experience of Brooklyn, NY
- The Wathen Group of Morristown, NJ
- Via Evaluation of Buffalo, NY

Recommendation

- That the Chief Executive Officer or his designee be granted authority to enter into an Agreement with Gallagher Benefits Services, Inc. for the period of five (5) years.



ROCHESTER
GENESEE REGIONAL
TRANSPORTATION
AUTHORITY

BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	December 7, 2023
Presenter:	William Korth
Subject:	Resolution Authorizing the Award of a Contract for the Construction Related to the Hydrogen Mobile Fueler
Background:	<p>The Authority seeks to construct a concrete pad, associated bollards, security fencing/gates, and electrical service for the mobile Hydrogen Fueler at the RTS Monroe Main Street Campus.</p> <p>The Authority sought proposals by issuing an Invitation for Bids (IFB) and publicly advertised it in the <u>New York State Contract Reporter</u> on October 13, 2023 and the <u>Rochester Business Journal</u> on October 20, 2023.</p> <p>Over one-hundred general contractors and subcontractors were notified of the IFB, and two (2) responsive bids were received on November 6, 2023.</p> <p>The following is the summary of the bids:</p> <ul style="list-style-type: none">• Pike Construction Services Inc. of Rochester, NY: \$1,530,000• V&B Underground Utilities, Inc. of Webster, NY: \$584,321 <p>The Authority concluded that V&B Underground Utilities, Inc. appears to be a responsible firm and that their pricing is fair and reasonable.</p> <p>The cost of the project with V&B Underground Utilities, inc. is \$584,321, with a contingency of \$58,500, which brings the total project to a not-to-exceed cost of \$642,821.</p>
Financial Impact:	The contract will be funded in the following manner – 80% Federal and 20% Local.
Recommendation:	<p>That the Chief Executive Officer or his designee is authorized to execute a contract with V&B Underground Utilities, Inc. in the amount of \$584,321.</p> <p>Additionally, the Chief Executive Officer or his designee is authorized to increase the value of the contract for justified change orders by \$58,500, which would increase the total authorization not-to-exceed \$642,821.</p>

Resolution: RGRTA 44-2023

**RESOLUTION AUTHORIZING THE AWARD OF A CONTRACT FOR THE
CONSTRUCTION RELATED TO THE HYDROGEN MOBILE FUELER**

WHEREAS, the Rochester Genesee Regional Transportation Authority (the "Authority") seeks to construct a new concrete pad, associated bollards, security fencing/gates, and electrical service for the mobile Hydrogen Fueler located at the RTS Monroe Main Street campus; and

WHEREAS, the Authority sought proposals by issuing an Invitation for Bids (IFB) and publicly advertised it in the New York State Contract Reporter on October 13, 2023 and the Rochester Business Journal on October 20, 2023; and

WHEREAS, over one-hundred general contractors and subcontractors were notified of the IFB and two (2) responsive bids were received on November 6, 2023; and

WHEREAS the Authority concluded that V&B Underground Utilities, Inc. submitted the lowest responsive bid, their pricing is fair and reasonable, and they appear to be a responsible firm.

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designee is authorized to execute a contract with V&B Underground Utilities, Inc. in the amount of \$584,321; and

BE IT FURTHER RESOLVED that the Chief Executive Officer or his designee is authorized to increase the value of the contract for justified change orders by \$58,500, which would increase the total authorization not-to-exceed \$642,821; and

BE IT FURTHER RESOLVED that the Chief Executive Officer or his designee are hereby authorized, empowered, and directed, for and on behalf of the Authority, to perform any and all actions and to execute any and all documents on behalf of the Authority as they may deem necessary, appropriate or advisable to carry out the intent and purposes of the foregoing resolutions.

CERTIFICATION

The undersigned hereby certifies that the above is an excerpt from the Minutes of a Regular Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on December 7, 2023, and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: December 7, 2023
Rochester, New York



**ROCHESTER
GENESEE REGIONAL
TRANSPORTATION
AUTHORITY**

BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	December 7, 2023
Presenter:	Rusty Korth
Subject:	Resolution Authorizing the Award of a Contract for the Provision of Liquid Hydrogen Fuel
Background:	<p>The Authority anticipates needing bulk deliveries of green liquid hydrogen fuel for its zero-emission hydrogen fuel cell fleet at RTS Monroe beginning in early 2024.</p> <p>The Authority projects that it will purchase approximately 44,000 kilograms of liquid hydrogen fuel in the first year of this contract.</p> <p>The Authority sought bids from distributors by issuing an Invitation for Bids (IFB) and publicly advertising it in the <u>New York State Contract Reporter</u> and the <u>Rochester Business Journal</u> on October 6, 2023.</p> <p>Forty-five (45) fuel and lubricant providers were notified of the Invitation for Bid (IFB) and one (1) responsive bid was received on November 3, 2023, from Plug Power, Inc.</p> <p>The Authority determined that Plug Power, Inc. appears to be a responsible bidder and their pricing is fair and reasonable.</p>
Financial Impact:	<p>The unit price of \$7.25 per kilogram will be held flat for the first year of the contract. Based upon current estimates, the cost will be approximately \$320,000 for the first year of this contract.</p> <p>Since there is no Producer Price Index (PPI) for liquid hydrogen fuel, the unit price will be adjusted annually using a formula that incorporates a combination of Plug Power's actual electricity costs to produce liquid hydrogen and the PPI for "Final demand goods less foods and energy, not seasonally adjusted (PPI WPUFD413). However, any price adjustment will be capped at 5%.</p> <p>Funding for this contract is contained in the Authority's 2023-2024 Operating Budget and will be for subsequent years.</p>
Recommendation:	That the Chief Executive Officer or his designee be granted authority to enter into a contract with Plug Power, Inc. for a term of one (1) year with the Authority having the option to renew for four (4) additional one-year (1) terms.

Resolution: RGRTA 45-2023

**RESOLUTION AUTHORIZING THE AWARD OF A CONTRACT FOR THE
PROVISION OF LIQUID HYDROGEN FUEL**

WHEREAS, the Authority anticipates needing bulk deliveries of hydrogen fuel for its zero-emission hydrogen fuel cell fleet at RTS Monroe beginning in early 2024; and

WHEREAS, the Authority projects that it will purchase approximately 44,000 kilograms of liquid hydrogen fuel in the first year of this contract; and

WHEREAS, the Authority sought bids from distributors by issuing an Invitation for Bids (IFB) and publicly advertising it in the New York State Contract Reporter on October 6, 2023, and the Rochester Business Journal on October 6, 2023; and

WHEREAS, forty-five (45) fuel and lubricant providers were notified of the Invitation for Bid (IFB) and one (1) responsive bid was received; and

WHEREAS, the Authority determined that Plug Power, Inc. appears to be a responsible bidder and their pricing is fair and reasonable.

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designee be granted authority to execute enter into a contract with Plug Power, Inc. for a term of one (1) year; and

BE IT FURTHER RESOLVED, that the Chief Executive Officer or his designee is authorized to execute up to four (4) additional one (1) year terms with Plug Power, Inc. and price adjustments shall utilize a formula that incorporates a combination of Plug Power's actual electricity costs to produce liquid hydrogen and the PPI for "Final demand goods less foods and energy, not seasonally adjusted (PPI WPUFD413). However, any price adjustment will be capped at 5%; and

BE IT FURTHER RESOLVED that the Chief Executive Officer or his designee are hereby authorized, empowered, and directed, for and on behalf of the Authority, to perform any and all actions and to execute any and all documents on behalf of the Authority as they may deem necessary, appropriate or advisable to carry out the intent and purposes of the foregoing resolutions.

CERTIFICATION

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Donald Jeffries, Chairman

Date: December 7, 2023
Rochester, New York



ROCHESTER
GENESEE REGIONAL
TRANSPORTATION
AUTHORITY

BOARD OF COMMISSIONERS
AGENDA ITEM COVER SHEET

Board Meeting Date:	December 7, 2023
Presenter:	David Belaskas
Subject:	Resolution Establishing Rochester Genesee Regional Transportation Authority as Lead Agency and Adopting a Negative Declaration Pursuant to the New York State Environmental Quality Review Act for the RTS Irondequoit Plaza II Connection Hub Project.
Background:	<p>The Authority has been asked by the owners of Irondequoit Plaza to relocate the RTS Irondequoit Plaza Connection Hub from the current location to accommodate their development plans at the site at 525 Titus Avenue.</p> <p>The Authority desires to relocate the existing Connection Hub at 525 Titus Avenue to an adjacent plaza to the south at 2111 Hudson Avenue. See Figure 1</p> <p>The Authority is seeking to acquire the property at 2111 Hudson Avenue, Town of Irondequoit through a purchase offer for a 2.0-acre parcel to construct the RTS Irondequoit Plaza II Connection Hub. See Figure 1.</p> <p>The Authority is also seeking to purchase two (2) permanent easements through the two plazas at 525 Titus Avenue and 2111 Hudson Avenue to operate the RTS Irondequoit Plaza II Connection Hub. See Figure 2.</p> <p>Like the existing Connection Hub, the relocated RTS Irondequoit Plaza II Connection Hub would include two bus shelters, designation of 10 parking spaces for RTS use and on-demand service, bicycle storage racks, and electric car charging stations. The project would also include construction of a small building, connections to existing utility services, and some additional site improvements (i.e. light, heat, bike racks, video monitors and EV charging stations). See Figure 3.</p>

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	<p>The Authority must comply with the New York State Environmental Quality Review Act ("SEQRA") in planning and developing the Project, which includes making a determination of significance. The Authority sent lead agency letters to involved agencies on June 23, 2023 and did not receive any objections to the Authority serving as lead agency. To identify and assess the environmental impacts of the Project, an Environmental Assessment Form under SEQRA and an Environmental Assessment under the National Environmental Policy Act ("NEPA") has been prepared, reviewed, and considered in each of the analyses undertaken concerning the project and reviewed and considered applicable laws, regulations, and guidance concerning potential impacts from the project, and comments from involved and interested agencies. The analysis and review of the Project did not identify any significant adverse environmental impacts.</p>
Financial Impact:	There is minimal financial impact to the Authority.
Recommendation:	That the Board declare itself lead agency for the purpose of undertaking a coordinated SEQRA review and find that the Project will not result in any significant adverse environmental impact and authorize the execution of a Negative Declaration under SEQRA.

Resolution: RGRTA 46-2023

RESOLUTION ESTABLISHING THE ROCHESTER GENESEE REGIONAL TRANSPORTATION AUTHORITY AS LEAD AGENCY AND ADOPTING A NEGATIVE DECLARATION PURSUANT TO THE NEW YORK STATE ENVIRONMENTAL QUALITY REVIEW ACT FOR THE RTS IRONDEQUOIT PLAZA II CONNECTION HUB PROJECT

WHEREAS, the owners of Irondequoit Plaza have asked the Rochester Genesee Regional Transportation Authority (the "Authority") to relocate the existing Irondequoit Plaza Connection Hub to accommodate their development plans at the site at 525 Titus Avenue; and

WHEREAS, the Authority proposes to construct the RTS Irondequoit Plaza II Connection Hub in an adjacent plaza to the south of the existing site at 2111 Hudson Avenue (the "Project"); and

WHEREAS, the Project involves the acquisition of (i) a 2.0-acre property at 2111 Hudson Avenue in the Town of Irondequoit, Monroe County, NY, and (ii) two (2) permanent easements for ingress and egress over portions of 2111 Hudson Avenue and 525 Titus Avenue in the Town of Irondequoit, Monroe County, NY, and Construction of two bus shelters, designation of 10 parking spaces for RTS use and on-demand service, bicycle storage racks, and electric car charging stations. The existing paved parking area would be resurfaced and/or reconstructed for the Project, and a small (approximately 200-square-foot) building would be added to the site within the existing paved area, connections to existing utility services, and some additional site improvements; and

WHEREAS, pursuant to Article 8 of the Environmental Conservation Law, as amended, known as the New York State Environmental Quality Review Act ("SEQRA") and the regulations adopted pursuant thereto by the New York State Department of Environmental Conservation ("NYSDEC"), being 6 NYCRR Part 617, as amended (the "Regulations"), the Authority desires to comply with SEQRA and the Regulations with respect to the Project; and

WHEREAS, the Authority with its staff and consultants has assisted the Federal Transit Administration ("FTA") with FTA's compliance with the National Environmental Policy Act of 1969 ("NEPA"), which also applies to the planning and development of the Project, by developing information and analyses necessary to complete a NEPA Environmental Assessment of the Project dated August 12, 2022 (hereinafter the "NEPA EA"); and

WHEREAS, the Authority has prepared and submitted the NEPA EA to FTA, which discusses and analyzes: (i) the purpose of the need for the Project; (ii) alternatives to the Project, (iii) each of the applicable potential impacts, including indirect and cumulative impacts, from the Project, including, but not limited to impacts to traffic and parking, community character, land use and zoning, energy use, waste disposal, socioeconomic factors, and archeological and historic resources; and (iv) such matters as are needed to assist FTA in satisfying its obligations under Section 106 of the National Historic Preservation Act, to satisfy the requirements of Section 4(f) of the U.S. Department of Transportation Act of 1966, and to satisfy the requirements of the New York State Historic Preservation Act of 1980; and

WHEREAS, FTA has indicated that the Project is eligible for categorical exclusion; and

WHEREAS, in accordance with the requirements of SEQRA, the Authority preliminarily classified the Project as an "Unlisted" action, completed Part 1 of a Short Environmental Assessment Form

("EAF") for the Project, and provided a copy of Part 1 of the Short EAF to all involved and interested agencies, as those terms are defined in the Regulations, with a request for concurrence for the Authority to designate itself as "lead agency," as this term is defined in the Regulations, for the purpose of undertaking a coordinated review of the Project, and;

WHEREAS, the Authority received no objections to it acting as lead agency from any of the involved or interested agencies and the 30-day period provided for any such objections has passed;

WHEREAS, the Authority has undertaken the required SEQRA review of the Project, including undertaking appropriate studies and analyses as more fully documented in the NEPA EA regarding potential impacts of the Project, and the Authority has also analyzed such impacts by causing the completion of the Short EAF, including Parts 1, 2 and 3 thereof (Parts 1 and 2 of the EAF are attached as Attachment A); and

WHEREAS, as required by SEQRA, including by 6 NYCRR. §617.15, the Authority has considered the NEPA EA, as well as the EAF, including Parts 1, 2 and 3 thereof; and

WHEREAS, the Authority has reviewed determinations and correspondence from the FTA concerning potential impacts from the Project; and

WHEREAS, pursuant to the Regulations, the Authority has considered the significance of the potential environmental impacts of the Project by (a) using the criteria specified in Section 617.7 of the Regulations, and (b) examining the EAF for the Project, together with other available supporting information, to identify the relevant areas of environmental concern, and (c) thoroughly analyzing the identified areas of relevant environmental concern;

WHEREAS, the Authority desires to (i) classify the Project under SEQRA, (ii) serve as lead agency for purposes of a coordinated review under SEQRA, and (iii) determine significance for the Project under SEQRA.

NOW, THEREFORE, BE IT RESOLVED, that:

1. The Authority designates itself lead agency pursuant to SEQRA and the Regulations for purposes of undertaking a coordinated review for this Project; and

2. After considering the scope and components of the Project, and the Regulations set forth at 6 NYCRR Sections 617.4 and 617.5, the Authority classifies the Project as an "Unlisted" action under SEQRA; and

3. The Authority has considered the significance of the potential adverse environmental impacts of the Project by: (i) carefully reviewing and examining the responses to the Short EAF, and completing the analyses set forth in Parts 2 and 3 of the Short EAF for the Project, together with examining other available supporting information and documents concerning the Project to identify the relevant areas of environmental concern with respect to the potential impacts to air quality, groundwater and surface water, wetlands, land, historic, archaeological and other recognized and/or protected resources, threatened or endangered species, community character, potential cumulative impacts, if any, and other potential impacts as required by the applicable SEQRA regulations; (ii) considering the criteria set forth in 6 NYCRR. Section 617.7(c) of the Regulations; and (iii) thoroughly analyzing the identified areas of relevant environmental concern.

4. The Authority has determined that no potential significant adverse environmental impacts are noted in the EAF for the Project, and none are known to the Authority. Therefore, the Authority hereby determines that the Project will not have a significant adverse environmental impact, and the Authority will not require the preparation of an environmental impact statement with respect to the Project, and

4. The findings and conclusions contained in the Negative Declaration attached hereto as Attachment A are hereby adopted and incorporated by reference into this Resolution.

5. The Chief Executive Officer of the Authority and/or his designee are authorized and directed to cause this negative declaration resolution and the attached Negative Declaration to be executed and filed in accordance with the Regulations.

6. The Chief Executive Officer and/or his designee are hereby authorized, empowered and directed, for and on behalf of the Authority, to perform any and all actions and to execute any and all documents on behalf of the Authority as they may deem necessary, appropriate or advisable to carry out the intent and purposes of the foregoing resolutions.

7. This Resolution shall take effect immediately.

CERTIFICATION

The undersigned hereby certifies that the above is an excerpt from the Minutes of a Regular Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on December 7, 2023 and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: December 7, 2023
Rochester, New York

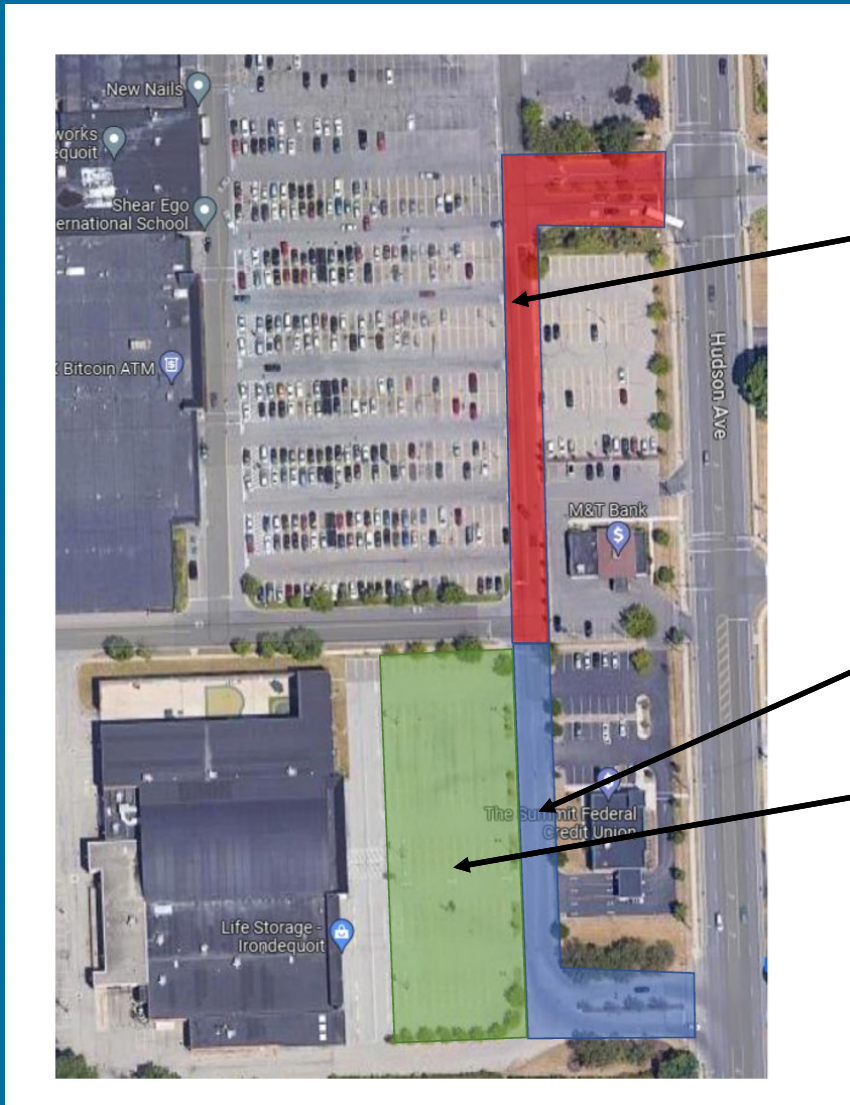
Figure 1 - Current and Proposed Location



Current Location of Irondequoit Plaza Connection Hub

Proposed Location of Irondequoit Plaza II Connection Hub

Figure 2 – Property and Easement Locations

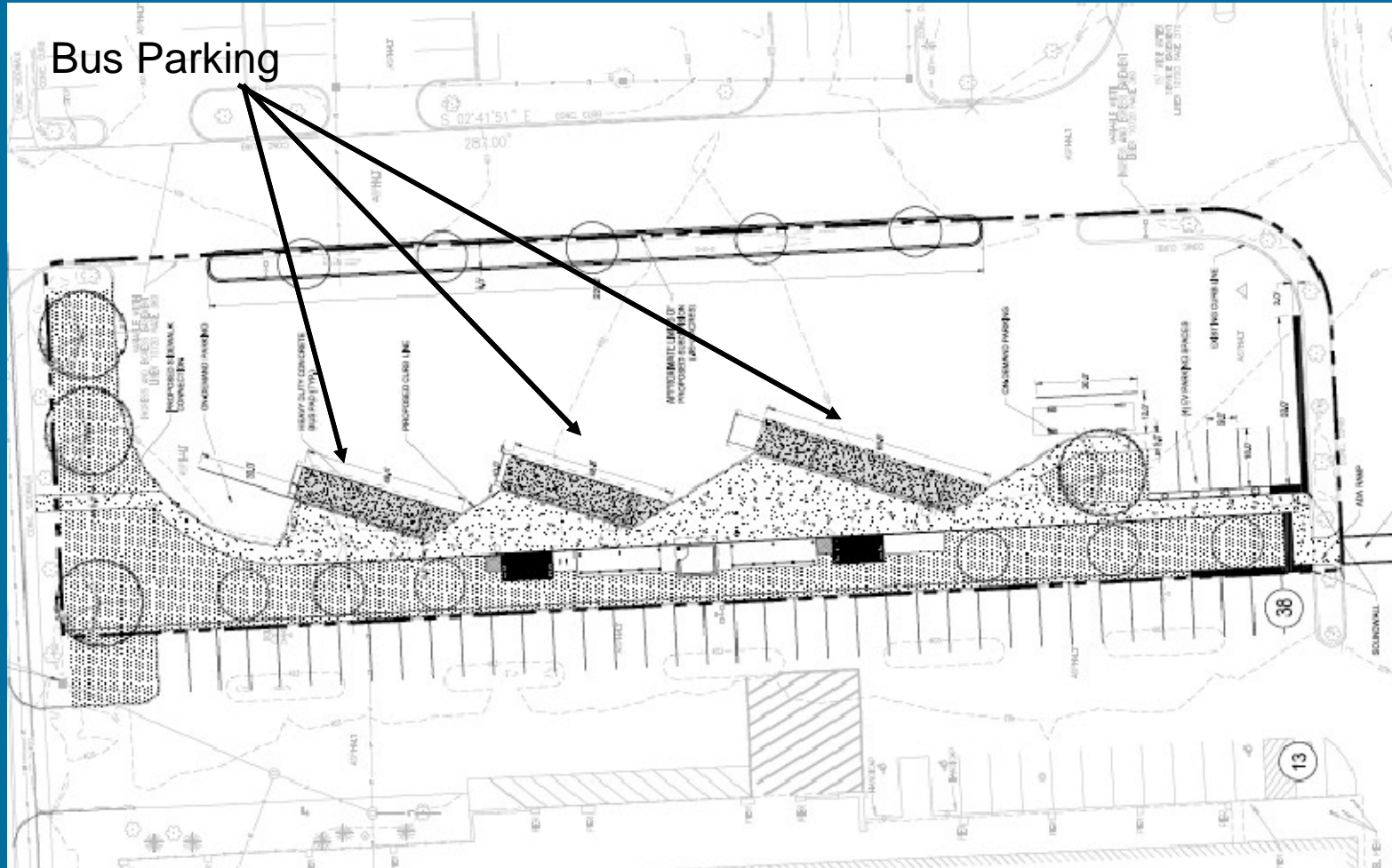


525 Titus Avenue Easement

2111 Hudson Avenue Easement

2111 Hudson Avenue Property Purchase

Figure 3 - Proposed Site Design





**ROCHESTER
GENESEE REGIONAL
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AUTHORITY**

BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	December 7, 2023
Presenter:	Daniel DeLaus
Subject:	Resolution Authorizing the Acquisition of Real Property and a Permanent Easement at 2111 Hudson Avenue in the Town of Irondequoit, NY
Background:	<p>The Authority is proposing to develop and construct a new connection hub at 2111 Hudson Avenue in the Town of Irondequoit (the "Project"). This project will require acquisition of a parcel of land and an easement from the owner of 2111 Hudson, HS Irondequoit, LLC ("HS"). Attached to the resolution, Figures 1-3 provide highlighted pictures of the areas impacted. Including the location of the current Connection Hub.</p> <p>HS currently owns and operates a self-storage facility at 2111 Hudson. The parcel which the Authority intends to buy is currently a parking lot which had been marketed for sale. The Authority's acquisition of this parcel will not disturb HS' ability to operate the self-storage facility. The parcel is approximately 2-acres and will accommodate the amenities of a connection hub with space for up to three buses.</p> <p>The easement from HS will allow buses leaving the hub to use an access road onto Hudson Avenue.</p> <p>This Project in conjunction with the approval of RGRTA 48-2023 will allow for optimal access and operation to the new Connection Hub when completed.</p> <p>On November 29, 2023, the Authority held a public hearing on the Project at the Irondequoit Public Library. The comments that were raised during the hearing will be responded to in writing per the Authority's communication protocols.</p>
Financial Impact:	<p>The Authority has appraisals for both the acquisition of land (\$420,000) and the easement (\$120,000) for the properties.</p> <p>Funding for the final costs will be covered by federal, state and Authority dollars.</p>
Recommendation:	That the CEO or his designee be authorized to execute any and all documents with HS Irondequoit, LLC to acquire the parcel and permanent easement in the Town of Irondequoit, Monroe County.

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Resolution: RGRTA 47-2023

RESOLUTION AUTHORIZING THE ACQUISITION OF REAL PROPERTY AND A PERMANENT EASEMENT AT 2111 HUDSON AVENUE IN THE TOWN OF IRONDEQUOIT, NY

WHEREAS, the Rochester Genesee Regional Transportation Authority (the "Authority") desires to implement the Irondequoit Connection Hub Project (the "Project"); and

WHEREAS, in connection therewith, the Authority is seeking to purchase from HS Irondequoit, LLC ("HS") both a 2-acre parcel of land ("the Parcel") located at 2111 Hudson Avenue and a Permanent Easement ("the Easement") for the Parcel; and

WHEREAS, the Authority intends to use the Parcel for development of a connection hub with space for up to three buses simultaneously and to use the Easement access onto Hudson Avenue; and

WHEREAS, the Authority commissioned appraisals and review appraisals for the Parcel and the Easement; and

WHEREAS, by Resolution RGRTA 46-2023 approved on December 7, 2023, the Authority fulfilled its obligation to comply with the New York State Environmental Quality Review Act ("SEQRA") by establishing itself as Lead Agency and issuing a Negative Declaration for the Project; and

WHEREAS, the Authority is seeking to purchase the Parcel and the Easement for the appraised values or an amount exceeding the appraised value only if necessary and approved by the Federal Transit Administration; and

NOW, THEREFORE, BE IT RESOLVED, that the Authority is authorized to acquisition the Parcel and the Easement as detailed above; and

BE IT FURTHER RESOLVED, that the Chief Executive Officer and/or his designee are hereby authorized, empowered and directed, for and on behalf of the Authority, to perform any and all actions and to execute any and all documents on behalf of the Authority as they may deem necessary, appropriate or advisable to carry out the intent and purposes of the foregoing resolutions.

BE IT FURTHER RESOLVED, that this Resolution shall take effect immediately.

CERTIFICATION

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Donald Jeffries, Chairman

Date: December 7, 2023
Rochester, New York

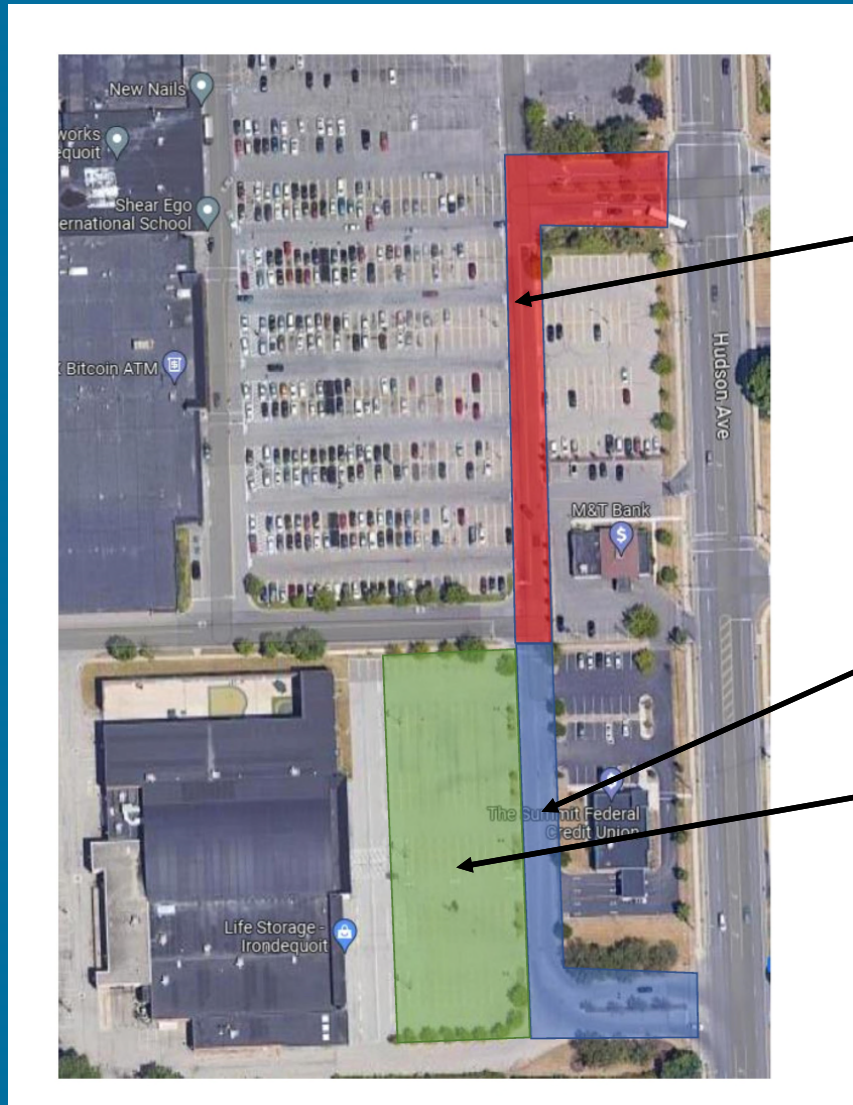
Figure 1 - Current and Proposed Location



Current Location of Irondequoit Plaza Connection Hub

Proposed Location of Irondequoit Plaza II Connection Hub

Figure 2 – Property and Easement Locations

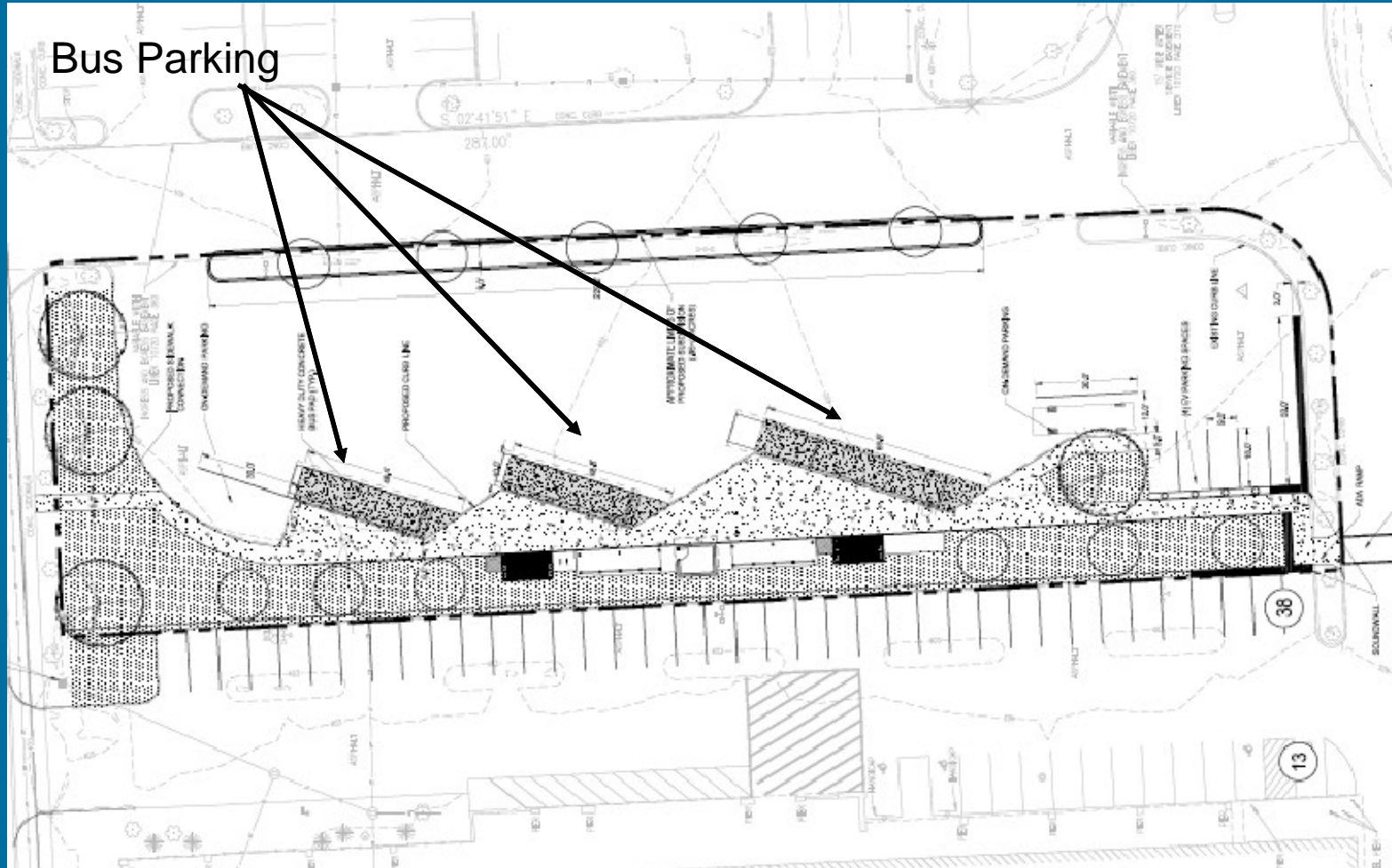


525 Titus Avenue Easement

2111 Hudson Avenue Easement

2111 Hudson Avenue Property Purchase

Figure 3 - Proposed Site Design





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BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	December 7, 2023
Presenter:	Daniel DeLaus
Subject:	Resolution Authorizing the Acquisition of a Permanent Easement at 525 Titus Avenue in the Town of Irondequoit, NY
Background:	<p>The Authority currently has a Connection Hub in Irondequoit Plaza ("the Plaza") located at 525 Titus Avenue. Currently, buses enter the Plaza at a traffic signalized entrance on Hudson Avenue and use an access road to drive to the current hub. Since Irondequoit Plaza Associates, LP ("IPA"), the owner of the Plaza, intends to build at the location of the current hub, the Authority must relocate.</p> <p>The Authority is proposing to construct a new Connection Hub at 2111 Hudson Avenue in the Town of Irondequoit (the "New Hub Project"), (See Resolution RGRTA 47-2023), approximately two-tenths of a mile south of the current hub location. The proposed location shares this access road with the Plaza and a permanent easement will ensure operating efficiencies for the new Connection Hub. Figures 1 through 3, attached, highlight the impacted area associated with the actions being requested.</p> <p>On November 29, 2023, the Authority held a public hearing on the Project at the Irondequoit Public Library. The comments that were raised during the hearing will be responded to in writing per the Authority's communication protocols.</p>
Financial Impact:	<p>The Authority has an appraisal for the easement of \$135,000.</p> <p>Funding for the final cost will be covered by federal, state and Authority dollars.</p>
Recommendation:	That the CEO or his designee be authorized to execute any and all documents with Irondequoit Plaza Associates, LP to acquire a Permanent Easement in the Town of Irondequoit, Monroe County.

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Resolution: RGRTA 48-2023

RESOLUTION AUTHORIZING THE ACQUISITION OF A PERMANENT EASEMENT AT 525 TITUS AVENUE IN THE TOWN OF IRONDEQUOIT, NY

WHEREAS, the Rochester Genesee Regional Transportation Authority (the "Authority") desires to acquire a permanent easement at 525 Titus Avenue in the Town of Irondequoit, NY for the Irondequoit Connection Hub II Project (the "Project"); and

WHEREAS, in connection therewith, the Authority is seeking to purchase from Irondequoit Plaza Associates, LP ("IPA") a Permanent Easement ("the Easement") for access to and from the Project; and

WHEREAS, the Authority commissioned an appraisal and a review appraisal to assess the value of the Easement; and

WHEREAS, by Resolution RGRTA 46-2023 approved on December 7, 2023, the Authority fulfilled its obligation to comply with the New York State Environmental Quality Review Act ("SEQRA") by establishing itself as Lead Agency and issuing a Negative Declaration for the Project; and

WHEREAS, the Authority is seeking to purchase the Easement for the appraised value or an amount exceeding the appraised value only if necessary and approved by the Federal Transit Administration; and

NOW, THEREFORE, BE IT RESOLVED, that the Authority is authorized to acquire the Easement as detailed above; and

BE IT FURTHER RESOLVED, that the Chief Executive Officer and/or his designee are hereby authorized, empowered and directed, for and on behalf of the Authority, to perform any and all actions and to execute any and all documents on behalf of the Authority as they may deem necessary, appropriate or advisable to carry out the intent and purposes of the foregoing resolutions.

BE IT FURTHER RESOLVED, that this Resolution shall take effect immediately.

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Donald Jeffries, Chairman

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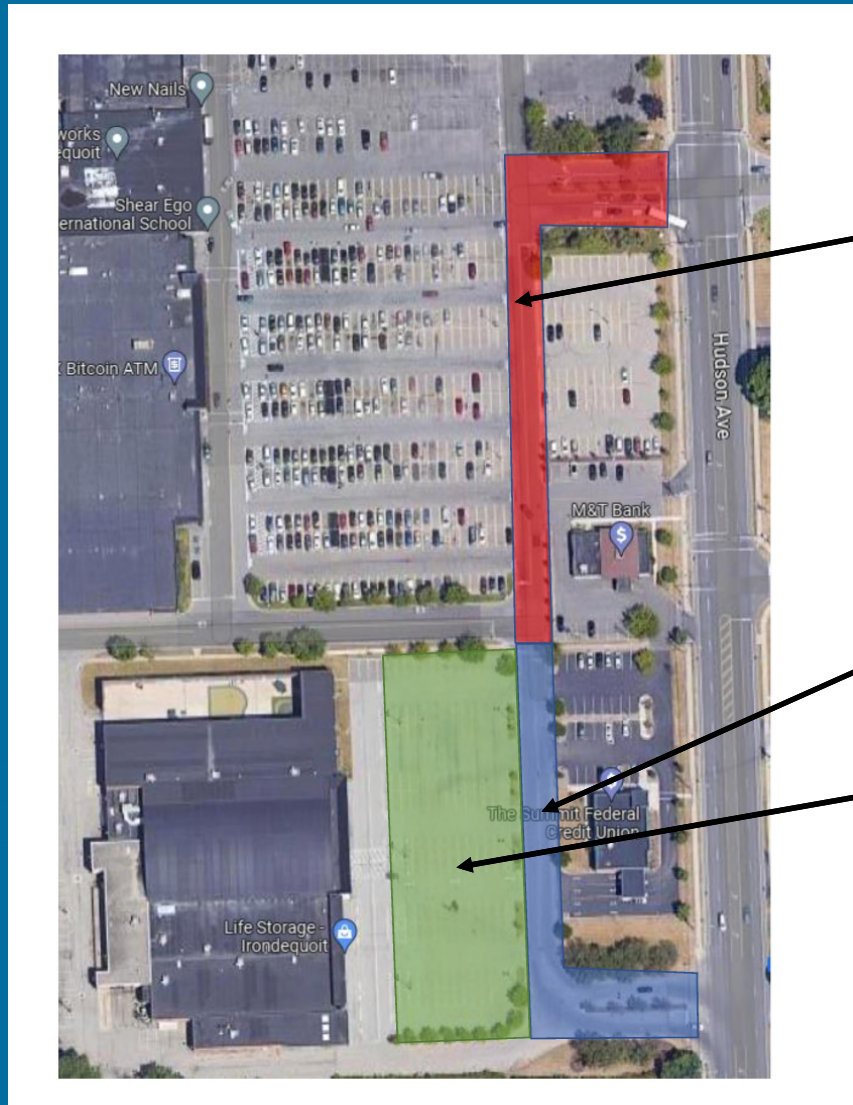
Figure 1 - Current and Proposed Location



Current Location of Irondequoit Plaza Connection Hub

Proposed Location of Irondequoit Plaza II Connection Hub

Figure 2 – Property and Easement Locations

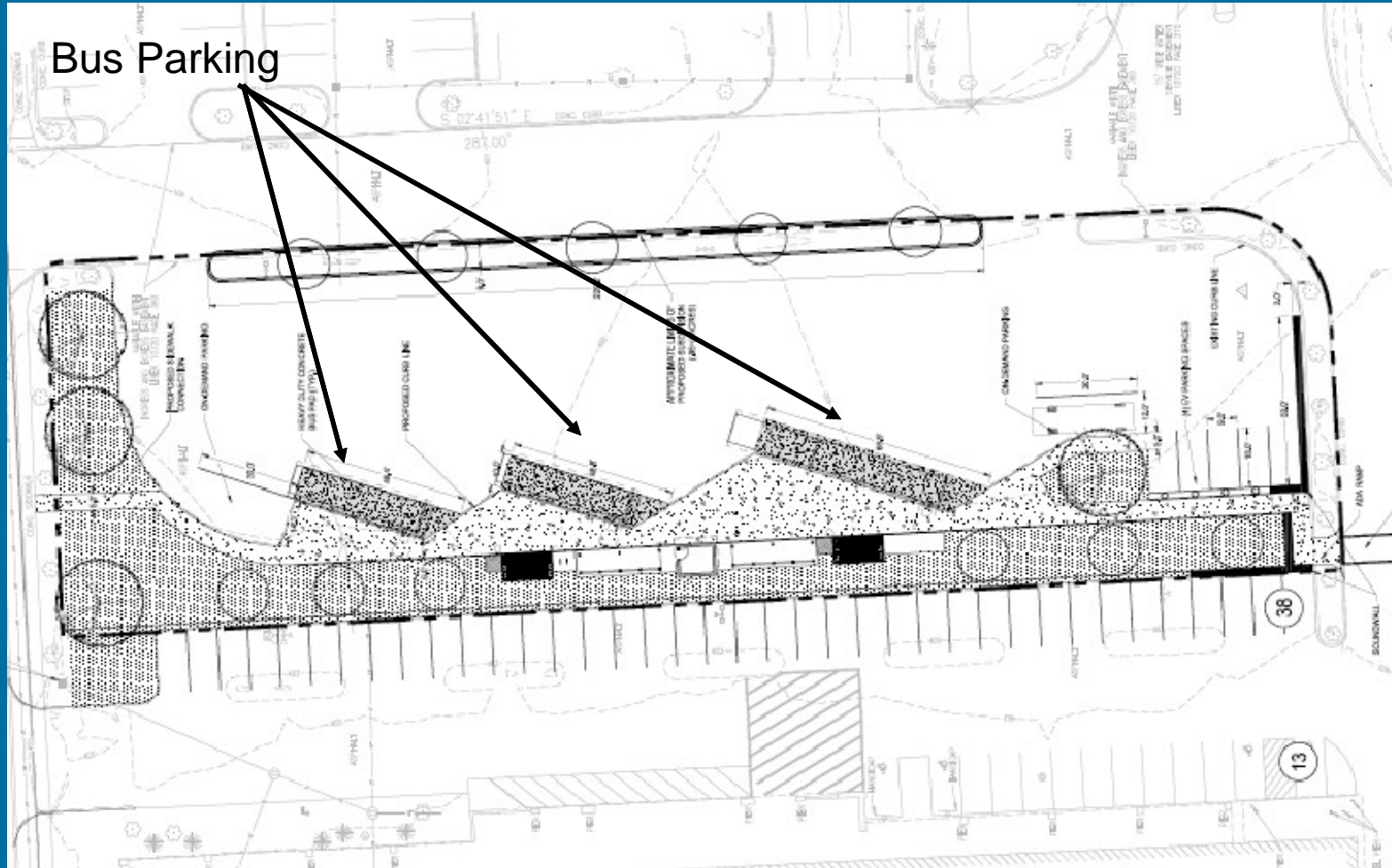


525 Titus Avenue Easement

2111 Hudson Avenue Easement

2111 Hudson Avenue Property Purchase

Figure 3 - Proposed Site Design





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BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	December 7, 2023
Presenter:	Daniel DeLaus
Subject:	Resolution Approving the Authority's 2023-2024 Public Transportation Agency Safety Plan (PTASP)
Background:	<p>On December 15, 2022, the Authority's Board of Commissioners approved RGRTA 42-2022 the initial Public Transportation Agency Safety Plan (PTASP).</p> <p>The PTASP is updated annually and approved by a joint labor-management safety committee prior to presentation to the Board of Commissioners.</p> <p>The joint labor-management safety committee has updated the previously approved PTASP to include:</p> <ul style="list-style-type: none">• Establishment of safety performance targets for the calendar 2024 year; and• Procedures allowing for anonymous submission of safety concerns; and• A governing regulatory agency section. <p>The joint labor-management safety committee approved this plan on September 26, 2023.</p>
Financial Impact:	The Authority anticipates minimal financial impact on the 2023 – 2024 Operating Budget.
Recommendation:	The Board of Commissioners approve the Authority's Public Transportation Agency Safety Plan as submitted by the Authority's Joint Safety Committee.

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Resolution: RGRTA 49-2023

**RESOLUTION APPROVING THE AUTHORITY'S 2023-2024 PUBLIC
TRANSPORTATION AGENCY SAFETY PLAN (PTASP)**

WHEREAS, On November 21, 2021, President Biden signed into law the Bipartisan Infrastructure Law. In addition to providing \$108 billion to public transportation over the next five (5) years, the law amended the Federal Transit Administration's (FTA) safety plan existing requirements. The most significant aspects include, but are not limited to:

- Establishment of a joint labor-management safety committee;
- Development and implementation of comprehensive staff training; and
- Establishment of performance targets for a risk reduction program.

WHEREAS, the Board of Commissioners approved RGRTA's initial Public Transportation Agency Safety Plan (PTASP) on December 14, 2022, in Resolution 42-2022; and

WHEREAS, RGRTA's PTASP has been updated by the Joint Labor – Management Safety Committee which has met regularly since its inception in June of 2022; and

WHEREAS, the updates to the PTASP include; (1) safety performance targets for 2024, (2) ability of staff to submit safety concerns anonymously, and (3) governing regulatory agencies sections based upon a recommendation from the NYS Public Transportation Safety Board.

NOW, THEREFORE, BE IT RESOLVED, the Plan, approved by the Authority's Joint Safety Committee on September 20, 2023, is hereby approved; and

BE IT FURTHER RESOLVED that the Chief Executive Officer or his designee are hereby authorized, empowered, and directed, for and on behalf of the Authority, to perform any and all actions and to execute any and all documents on behalf of the Authority as they may deem necessary, appropriate or advisable to carry out the intent and purposes of the foregoing resolutions.

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Donald Jeffries, Chairman

Date: December 7, 2023
Rochester, New York



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Public Transportation Agency Safety Plan

Version 2

NYS Public Transportation Safety Board Submission for December 16, 2022, to December 13, 2024

FTA DOT Certifications & Assurances Self-Certification for December 15, 2023, to December 15, 2024

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Contents

1.0. Transit Agency Information	6
1.1. Agency Size, Scope, and Complexity	6
1.2. Plant and Facilities	10
1.2.A. Revenue Service Fleet Vehicles	10
1.2.B. Safety Characteristics of the Revenue Service Fleet	11
1.2.C. Safety Characteristics of Bus Terminals and Bus Stops	12
1.2.D. Safety Characteristics of Dispatch Facilities	12
1.2.E. Safety Characteristics of Maintenance Facilities	13
1.3. Agency Intent, Mission, Initiatives, and Structure	15
1.4. Definitions of Special Terms Used in the ASP	15
2.0. Plan Development, Approval, and Updates	18
2.1. Development and Approval	18
2.2. History of the Plan	18
2.3. Governing Regulatory Agencies	19
2.4. Version Number	19
2.5. Timeline	22
2.6. Annual Update Activities	22
2.7. Biennial Update Activities	22
2.8. Development Tasks Completed in 2023	23
2.9. Development Tasks Anticipated for 2024	23
3.0. Safety Performance Targets (SPT)	24
3.1. Safety Targets (49 U.S.C. 5307) – RTS Connect, RTS On Demand, RTS Access	24
3.2. Safety Targets (49 U.S.C. 5311) – RTS Regionals	25
3.3. Risk Reduction Data – All Service	26
3.3.A. Current Process for Reporting Transit Worker Assault	27
3.4. Coordination	28
3.5. Process to Identify NTD Reportable Events	28
3.6. Locating NTD Data	28
3.7. SPT Tasks Completed in 2023	30
3.8. SPT Components for Evaluation	31
4.0. Safety Management	32
4.1. Safety Management Policy Statement	32
4.2. Safety Management Policy Communication	33
4.3. SMS Authorities, Accountabilities, and Responsibilities	34
4.3.A. Accountable Executive	34
4.3.B. SMS Executive	34
4.3.C. Executive Management and Leadership	35
4.3.D. Key Staff	36
4.3.E. Key Committees	43
4.4. Employee Safety Reporting Program (ESRP)	45
4.4.A. Engage a Union Representative	47
4.4.B. Telling A Supervisor, Manager, or Director	47
4.4.C. Telling the System Safety Manager	47
4.4.D. Submitting an Incident Report (DART)	48
4.4.E. Emailing SafetyConcerns@myrts.com	49

4.4.F. Completing an ATU Notice of Hazard Form	50
4.4.G. Submitting a Safety Concern Ticket.....	51
4.4.H. Reporting Safety Concerns Anonymously	53
4.5. Safety Management Tasks Completed in 2023	56
Safety Management Components for Evaluation.....	56
5.0. Safety Risk Management (SRM)	57
5.1. Safety Hazard Identification.....	57
5.1.A. Data Sources for Hazard Identification	57
5.1.B. Infectious Disease	59
5.1.C. Civil Unrest.....	59
5.1.D. Transit Worker Assault	59
5.2. Safety Risk Assessment	60
5.3. Safety Risk Mitigation	61
5.3.A. Controlling and Preventing the Spread of Infectious Disease	61
5.4. Safety Risk Management Components for Evaluation	62
6.0. Safety Assurance	63
6.1. Safety Performance Monitoring and Measurement	63
6.1.A. Safety Tests and Inspections.....	63
6.1.B. Internal Monitoring and Measurement Plan	67
6.1.C. External Reviews	69
6.1.D. Safety Data Collection and Maintenance	70
6.1.E. Safety Data Analysis and Reporting	71
6.1.F. Investigations of Safety Events	71
6.2. Management of Change	73
6.3. Continuous Improvement.....	74
6.4. Safety Assurance Components for Evaluation.....	76
7.0. Safety Promotion.....	78
7.1. Competencies and Training.....	78
7.2. Safety Communication.....	85
7.3. Safety Promotion Components for Evaluation	85
8.0. Additional Information	86
8.1. Supporting Documentation	86
8.1.A. Memorandum of Agreement RGRTA Safety Committee Formed Pursuant to 49 USC 5349	86
8.1.B. Training	87
8.1.C. Transit Operator Competency Test.....	103
8.1.D. Transit and Paratransit Operations Manuals.....	103
8.1.E. Emergency Action Plan	105
8.1.F. Emergency Operations Plan	106
8.1.G. COVID-19 Safety Plan and Procedures	106
8.1.H. Blood-Borne Pathogens Exposure Plan	109
8.1.I. Hazard Communication Program	109
8.1.J. Accident Reporting and Investigation Procedures	110
8.1.K. Accident Review Worksheet	110
8.1.L. Article 19-A Procedures.....	111
8.1.M. Vehicle Preventative Maintenance.....	111
8.1.N. Third-Party Maintenance Providers for Regional Business Units	111
8.1.O. Whistleblower Policy and Procedures.....	112
8.1.P. Rules of Conduct for Transit Vehicles, Facilities, and Properties	113
8.1.Q. RTS Transit Center Immediate Ban Procedures	113

9.0. Requested Copies of Procedures	114
9.1. Documents Included for 2023-2024.....	114

1.0. Transit Agency Information

Transit Agency and Address	Rochester-Genesee Regional Transportation Authority (“RGRTA”) 1372 East Main Street, Rochester NY 14609		
Accountable Executive	Miguel Velazquez, Chief Executive Officer		
SMS Executive	Daniel DeLaus, Chief Legal Counsel / General Counsel		
Modes of Service Covered by the PTASP	Fixed route, complementary paratransit, and demand responsive.	FTA Funding Types	5307 and 5311
Modes of Service Provided by RGRTA	<p>All modes are owner operated. The Authority has nine subsidiaries in eight counties.</p> <p>Modes for RTS and RTS Access in Monroe County are fixed route, complementary paratransit, and demand responsive</p> <p>Modes for RTS Livingston (LATS), RTS Genesee (BBS), RTS Ontario (CATS), RTS Orleans (OTS), RTS Seneca (STS), RTS Wayne (WTS), and RTS Wyoming (WYTS) are route deviation and Dial-A-Ride.</p>		
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) Not applicable
Name and Address of Transit Agency(ies) or Entity(ies) for Which Service Is Provided	Not applicable		

1.1. Agency Size, Scope, and Complexity

The Rochester Genesee Regional Transportation Authority (RGRTA) is a public benefit corporation and a component unit of the State of New York. Created in 1969 by an act of the State Legislature, the Authority is charged with the continuance, further development, and improvement of public transportation and other related services within the Genesee/Finger Lakes region. Since 1969, membership in the Authority has grown to eight counties with a total land area of 4,350 square miles and a population of approximately 1.2 million. Current member counties include Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, and Wyoming.

RGRTA’s services encompass urban, suburban, and rural areas, as well as complementary paratransit service in compliance with the Americans with Disabilities Act (ADA).

The Authority is comprised of 11 separately incorporated business units:

1. Rochester Genesee Regional Transportation Authority (RGRTA)
2. Regional Transit Service, Inc. (RTS)
3. RTS Access (Lift Line, Inc.)
4. RTS Genesee (Batavia Bus Service, Inc.)
5. RTS Livingston (Livingston Area Transportation Service, Inc.)
6. RTS Ontario (County Area Transit Service, Inc.)
7. RTS Orleans (Orleans Transit Service, Inc.)
8. RTS Seneca (Seneca Transit Service, Inc.)
9. RTS Wayne (Wayne Area Transportation Service, Inc.)

10. RTS Wyoming (Wyoming Transit Service, Inc.)

11. Genesee Transportation Council Staff, Inc. (GTCS)

The RTS business unit operates in Monroe County and provides fixed route (RTS Connect) and demand response (RTS On Demand) services. The department is Transportation Services; for the purposes of this plan the department will be referred to as Transit Operations (Transportation Services).

The RTS Access business unit operates in Monroe County and provides complementary paratransit service. The department is RTS Access; for the purposes of this plan, the department will be referred to as Paratransit Operations (RTS Access).

The seven business units operating outside Monroe County are collectively referred to as Regionals. The department is Regional Operations.

Overall Ridership 2022	8,099,254
Overall # of Vehicles	401
Overall # of Employees	1000+
Service Area Population	Over 1 million
Annual Miles	Over 10 million

The complexity rating is based on the service area size, mode of service, the number of employees, the number of fleet vehicles, service frequency, whether fleet maintenance occurs in-house or through a contracted garage, and facility improvement schedule.

High Complexity	<ul style="list-style-type: none"> • Service area population over 200,000, urban and suburban • Over 100 employees • Over 50 vehicles with bus maintenance in-house or provided through an agreement with the County • Fixed route, demand response, complementary paratransit
Moderate Complexity	<ul style="list-style-type: none"> • Service area population 50,000 - 200,000, rural • 25-99 employees • 20-49 vehicles with bus maintenance provided through an agreement with the County or contracted garage • Route deviation, demand response Dial-A-Ride
Low Complexity	<ul style="list-style-type: none"> • Service area population under 50,000, rural • Under 20 employees • Under 20 vehicles with bus maintenance provided through an agreement with a contracted garage • Route deviation, demand response Dial-A-Ride

Unit	Description
RTS Large size High complexity Employees: 674 Vehicles: 223 Service area pop.: 755,160 2022 ridership: 7,544,441 County: Monroe	<p>RTS Connect is ±30 fixed routes (core, crosstown, commuter, Neighborhood District Service) using 40 ft. and 60 ft. diesel, and electric buses.</p> <p>Most fixed routes interline at the RTS Transit Center, a facility located in the city center at 60 Saint Paul Street. Rochester, NY 14604 with enclosed busways. Exceptions are commuter and NDS routes.</p> <p>RTS On Demand is demand responsive in seven geographic suburban zones using gasoline powered vans and smaller buses which can connect into the fixed route system via connection hubs.</p> <p>Maintenance and service occurs at the main campus facility at 1372 East Main Street, Rochester, NY 14609. Electric bus infrastructure is in place to support a sub-set of the RTS fleet, with plans for constructing an additional garage. Grants have been awarded for the procurement of hydrogen fuel cell vehicles and a mobile hydrogen fueling station.</p> <p>The lobby of Administration Building of the campus is open to the public Monday – Friday during business hours. The RTS Transit Center concourse is open to the public 7 days a week during service hours. Paratransit eligibility interviews and functional assessments are conducted at the main campus.</p> <p>19-A tests are conducted at the main campus. New employee orientation and training (drivers included) occurs at the main campus.</p> <p>A contracted security guard is stationed at a shack near the main campus entrance to visually identify employees and assist with vendors/contractors.</p> <p>Road Supervisors and Radio Controllers are on-duty 24/7. There are Road Supervisors dedicated to the RTS Transit Center facility, as well as contracted security guards. Radio Controllers are stationed at the RTS Transit Center, with the ability to utilize the main campus as a back-up location. RTS Connect and RTS On Demand use different radio channels. Dispatchers are on duty from approximately 3am to 9pm. Service building staff and maintenance technicians work shifts to provide 24-hour coverage at the main campus.</p>
RTS Access Large size High complexity Employees: 120 Vehicles: 53 Service area pop.: 755,160 2022 ridership: 160,270 County: Monroe	<p>Complementary paratransit service which runs in an area covering $\frac{3}{4}$ of a mile around each fixed route. There are three levels of supplemental service. Level One extends $\frac{3}{4}$ mile beyond the required complementary area. Level Two extends to all areas of the RTS On Demand zones that are not already covered. Level Three extends to form a 1.25-mile border around the required complementary area and Level Two.</p> <p>19-A tests are conducted at the RTS Access campus. New employee orientation and training (drivers included) occurs at the RTS main campus. The facility is at 588 Trabold Road, Rochester, NY 14624 with most maintenance performed at that location. The facility is not open to the public. The construction of a new operations facility is proposed and dependent on available funding.</p> <p>A Dispatcher is at the facility during service hours. Road Supervisors provide coverage during incidents/accidents.</p>

Unit	Description
RTS Wayne Medium size Moderate complexity Employees: 61 Vehicles: 42 Service area pop.: 89,918 2022 ridership: 88,904 County: Wayne	<p>Regional rural service with 10 deviated routes and Dial-A-Ride Service. The facility is at County Highway Building, 7227 Route 31 Lyons, NY 14489. The doors to the RTS Wayne offices are locked to the public; a Transportation Specialist will answer the door during business hours to provide customers with bus schedules. 19-A tests and new employee orientation and training (drivers included) occurs at the location. Wayne County provides bus maintenance. The construction of a new facility is proposed but has no start/end dates. Site selection is scheduled for 2023. A Dispatcher is at the facility during service hours.</p>
RTS Ontario Medium size Moderate complexity Employees: 38 Vehicles: 21 Service area pop.: 109,777 2022 ridership: 133,731 County: Ontario	<p>Regional rural service with 7 deviated routes and Dial-A-Ride Service. The facility is at 2930 County Road 48, Canandaigua, NY 14424, and maintenance is performed onsite. 19-A tests and new employee orientation and training (drivers included) occurs at the location. The office is open 8:00a.m. to 5:00 p.m. and customers can buy passes, drop off half-fare applications, or get schedules from the Transportation Specialists. A Dispatcher is at the facility during service hours. The construction of new bus storage and washing facilities are planned but have no start/end dates.</p>
RTS Livingston Medium size Low complexity Employees: 26 Vehicles: 19 Service area pop.: 62,914 2022 ridership: 74,250 County: Livingston	<p>Regional rural service with 4 deviated routes and Dial-A-Ride Service. The facility is at Hampton Corners Operations Center, 4390 Gypsy Lane, Mt. Morris, NY 14510. 19-A tests and new employee orientation and training (drivers included) occurs at the location. The facility allows customers to interact with Transportation Specialists during office hours to purchase value passes or get a bus schedule. Maintenance services are contracted to a third-party. A Dispatcher is at the facility during service hours.</p>
RTS Wyoming Small size Low complexity Employees: 19 Vehicles: 18 Service area pop.: 40,305 2022 ridership: 46,604 County: Wyoming	<p><u>Regional rural service with 7 deviated routes. The facility is at 38 Duncan St., Warsaw, NY 14569. 19-A tests and new employee orientation and training (drivers included) occurs at the location. The facility has posted office hours of Monday – Friday, 6:30 a.m. to 5:00 PM. Hours of operation are also listed on the office voicemail message. Customers typically do business with the Transportation Specialists to purchase passes, schedule trips, get senior/discount fare passes, or pick up brochures. A Dispatcher is at the facility during service hours. Maintenance services are contracted to a third-party. A contract for construction of a new facility at 4300 Route 19, Gainesville, NY, was awarded in April 2023. The new facility is anticipated to open in the Summer of 2024. Regional rural service with 7 deviated routes. The facility is at 38 Duncan St., Warsaw, NY 14569. 19-A tests and new employee orientation and training (drivers included) occurs at the location. The facility has posted office hours of Monday – Friday, 6:30 a.m. to 5:00 PM. Hours of operation are also listed on the office voicemail message. Customers typically do business with the Transportation Specialists to purchase passes, schedule trips, get senior/discount fare passes, or pick up brochures. Maintenance services are contracted to a third-party. Construction of a new facility is pending NYS approval. A Dispatcher is at the facility during service hours.</u></p>

Unit	Description
RTS Genesee Small size Low complexity Employees: 16 Vehicles: 12 Service area pop.: 57,280 2022 ridership 26,299 County: Genesee	Regional rural service with 4 deviated routes and Dial-A-Ride Service. The facility is at 153 Cedar Street Batavia, NY 14020. 19-A tests and new employee orientation and training (drivers included) occurs at the location. Office hours are 6:30 a.m. to 5:30 PM. While customers rarely come to the location, organization representatives may visit periodically to purchase bus passes and usually call ahead. Genesee County provides bus maintenance. The construction of a new facility is anticipated to begin after completing environmental review in 2024. A Dispatcher is at the facility during service hours.
RTS Seneca Small size Low complexity Employees: 14 Vehicles: 8 Service area pop.: 34,016 2022 ridership: 37,19534,046 County: Seneca	Regional rural service with 3 deviated routes and Dial-A-Ride Service. The facility is at 1 DiPronio Drive Waterloo, NY 13165. 19-A tests and new employee orientation and training (drivers included) occurs at the location. The facility is open to the public. Maintenance services are contracted to a third-party. Construction of a new facility pending NYS approval. A Dispatcher is at the facility during service hours.
RTS Orleans Small size Low complexity Employees: 12 Vehicles: 6 Service area pop.: 40,352 2022 ridership: 23,183	Regional rural service with 4 deviated routes and Dial-A-Ride Service. The facility is located at 225 West Academy Street Albion, NY 14411. 19-A tests and new employee orientation and training (drivers included) occurs at the location. Office door is unlocked between 8:00 a.m. and 5:00 p.m. Monday through Friday. Customers from organizations come in and pick up their pass orders from Transportation Specialists. Occasionally, customers come to the office to purchase single bus passes. If angry customers come to the office, the Manager of Operations interacts with the customers. Orleans County provides bus maintenance. A Dispatcher is at the facility during service hours.

1.2. Plant and Facilities

1.2.A. Revenue Service Fleet Vehicles

RGRTA has a variety of revenue service vehicles. RTS Connect fixed route uses 40- and 60-foot diesel and 40-foot electric buses. RTS On Demand uses high-headroom transit vans and low-floor buses for demand responsive service. RTS Access uses 20- and 22-foot Type IA buses for complementary paratransit service. The Regional companies use a variety of 25-foot, 26-foot, 32-foot, and 35-foot buses for route deviation and Dial-A-Ride service.

	RTS Connect Fixed Route Service	RTS On Demand Service
RTS Monroe	<ul style="list-style-type: none"> New Flyer Xcelsior Bus (40 feet) Nova Bus (40 feet) New Flyer Charge Electric Bus (40 feet) 	<ul style="list-style-type: none"> Gillig Bus (40 feet) New Flyer Xcelsior Articulated Bus (60 feet) AbiliTrax Ford Transit 350 Van (20 feet) ARBOC Low Floor Chevy 4500 (16 feet) <u>Chrysler Voyager Van (17 feet)</u>

Complementary Paratransit Service

RTS Access	Phoenix Type IA E350 Ford (20 feet and 22 feet)
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Dial-A-Ride Service And Route Deviation Service

RTS Genesee	<ul style="list-style-type: none"> Phoenix Ford E450 Type III Bus (25 feet and 26 feet) Aerolite El Dorado IC Diesel Bus (32 feet) 	
RTS Livingston	<ul style="list-style-type: none"> Phoenix Ford E450 Type III Bus (25 feet) Phoenix Ford E350 Type IA (21 Feet) Aerotech El Dorado International Type VI (30 Feet) 	<ul style="list-style-type: none"> Aerolite El Dorado IC Diesel Bus (32 feet) AeroElite El Dorado International Type VI (32 feet)
RTS Ontario	<ul style="list-style-type: none"> Phoenix Ford E350 Type IA (20 Feet) Phoenix Ford E450 Type III Bus (25 feet and 26 feet) 	<ul style="list-style-type: none"> Glaval Entourage Ford F550 (29 Feet) Aerolite El Dorado IC Diesel Bus (32 feet)
RTS Orleans	Phoenix Ford E450 Type III Bus (25 feet)	
RTS Seneca	Phoenix Ford E450 Type III Bus (26 feet)	
RTS Wayne	<ul style="list-style-type: none"> Phoenix Ford E450 Type III Bus (25 feet) Aerotech El Dorado International Type VI (30 Feet) 	<ul style="list-style-type: none"> AeroElite El Dorado International Type VI (30 Feet) Aerolite El Dorado IC Diesel Bus (32 feet)

Route Deviation Service Only

RTS Wyoming	Phoenix Ford E450 Type III Bus (25 feet and 26 feet)
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1.2.B. Safety Characteristics of the Revenue Service Fleet

Vehicles meet or exceed all federal and state safety requirements and have the following safety-related on-board subsystems and equipment:

- 1) Plexiglass barriers between driver seat and fare equipment for general safety, [mitigate assaults](#)
- 2) Emergency exits and door releases
- 3) Fire extinguisher
- 4) Communication system
- 5) Equipment by-pass controls and releases
- 6) Signage and graphics
- 7) Fare collection equipment/crowd bar described re: protecting passengers from falls
- 8) Lighting (normal and emergency)
- 9) HVAC
- 10) Kneeling equipment (on 40-foot, 60-foot, and Type III buses only)
- 11) Wheelchair lift/ramp
- 12) Engine and drive system
- 13) Suspension and steering

The fire protection/flammability characteristics of the fleet include but are not limited to the following:

- 1) Flame spread for material onboard
- 2) Smoke emission for materials onboard
- 3) Floor fire resistivity
- 4) Crashworthiness
 - A. Engine compartments are equipped with heat-activated fire suppression systems. Vehicles meet or exceed all federal and state fire safety regulations.

1.2.C. Safety Characteristics of Bus Terminals and Bus Stops

1. The safety characteristics of the RTS Transit Center and bus stops include but are not limited to the following:
 - a. The RTS Transit Center occupies an entire downtown block in the City of Rochester on 60 Saint Paul Street. It is climate-controlled and accessible by all customers, including those with disabilities. The center is the primary bus terminal within the fixed route system. This facility is staffed by Radio Controllers, Road Supervisors, and contract security personnel.
 - b. The RTS Transit Center's safety-related equipment include the following:
 - 1) Sprinkler system and heat-detection system, both of which are monitored by a central station alarm system that rings directly to the Monroe County 911 Dispatch Center and fire station.
 - 2) The busways are equipped with dry standpipe systems.
 - c. RTS bus shelters are made of either tempered safety glass, acrylic, or perforated metal panels. Not all bus stops are equipped with benches or shelters.
 - d. Within RTS, all loading and unloading zones are clearly marked by an RTS Bus Stop sign.
 - e. All new RTS bus stops are designed for accessibility by all customers, including those with disabilities and the elderly.

1.2.D. Safety Characteristics of Dispatch Facilities

Note: For RTS, Dispatchers, Radio Controllers, and Road Supervisors are separate roles with separate job functions. However, RTS regards these three functions as interdependent. For RTS Access and the RTS Regionals, the role of Dispatcher is broader.

1. The safety characteristics of the dispatch facilities include but are not limited to the following:
 - a. Dispatch procedures for normal operations and contingency plans have been developed.
 - b. Staffing requirements for dispatch facility personnel have been assessed and an adequate level of staffing is incorporated.
 - c. Central control facility equipment is available to handle defined contingencies, such as items 1 and 2 listed in part 4.3.D.i Safety Responsibilities: Transit, Paratransit, and Regional Operations on page 36.
 - d. Ergometric design requirements have been incorporated.
 - e. Standard Operating Procedures (SOPs) and Emergency Operating Procedure (EOPs) for dispatch facilities are approved, distributed, kept current, and made readily available operational personnel. Operational personnel are familiar with the current SOPs and EOPs.
2. Staffing of the dispatch and radio control facilities is as follows:
 - a. **RTS Transit Center**—The Radio Control room is staffed 24 hours a day, 7 days per week. During peak hours, three Radio Controllers are on duty. During off-peak hours, two Radio Controllers ~~is~~**are** on duty. During emergencies, major incidents, or special events, which occur during off-peak hours, an additional Radio Controller position may be staffed to handle additional radio traffic and communications. There are flat screen monitors for the CCTV system in the Radio Control room at the RTS Transit Center. Radio Controllers are trained with an experienced Radio Controller for approximately seven weeks or until proficiency is achieved.
 - b. **RTS Main Campus**—Additional Radio Control consoles are available at the RTS main campus Operations Building to assist during an emergency, to train additional employees, and for redundancy. There are flat screen monitors for the CCTV system in the Radio Control room at the RTS main campus Operations Building.
 - c. **RTS Access**—The dispatch office is staffed 4:00 a.m. to 1:00 a.m. Monday through Friday and 5:00 a.m. to 1:00 a.m. on weekends. During peak hours, two Dispatchers are on duty. Dispatchers are trained in road and station operations. They are trained with an experienced Dispatcher for approximately four weeks or until proficiency is achieved.
 - d. **RTS Genesee**—The radio is staffed from 6:00 a.m. to 6:00 p.m., Monday through Friday. Dispatchers are trained by the Operations Manager with regular oversight.

- e. **RTS Livingston**—Dispatchers are on duty and available to communicate with Operators from 7:00 a.m. to 5:30 p.m. Monday through Friday. Before and after hours/weekends, a Regional Manager is contacted.
 - f. **RTS Ontario**—Dispatchers are on duty and available to communicate with Operators from 5:00 a.m. to 8:00 p.m. Monday through Friday. The Dispatchers are trained by the manager. During the weekends, the Operators are informed as to the person on call and the appropriate phone numbers to reach them.
 - g. **RTS Orleans**—Dispatchers are on duty and available to communicate with Operators from 5:30 a.m. to 6:00 p.m. Monday through Friday. During the weekends, the Operators are informed as to the person on call and the appropriate phone numbers to reach them.
 - h. **RTS Seneca**—Dispatchers are on duty and available to communicate with Operators from 5:30 a.m. to 6:30 p.m. Monday through Friday. The Dispatchers are trained by the manager. RTS Seneca does not operate on weekends.
 - i. **RTS Wayne**—Dispatchers are on duty and available to communicate with Operators from 6:00 a.m. to 5:00 p.m. Monday through Friday.
 - j. **RTS Wyoming**—Dispatchers are on duty and available to communicate with Operators from 5:30 a.m. to 5:00 p.m. Monday through Friday.
3. Fire protection measures (e.g., suppression equipment, smoke detectors, and fire extinguishers) at the dispatch facilities are as follows:
- a. **RTS**—The dispatch facility is fully outfitted with a sprinkler system and is equipped with heat detectors, both of which are monitored by a central station alarm system that rings directly to the Monroe County 911 Dispatch Center. All buildings have strobes and alarms. The RTS Transit Center is equipped with Johnson Controls/Simplex 4100ES Fire Alarm System, LCD Annunciator, Remote Command Center with remote microphone, fire pull stations, fire horn/strobe units, smoke detectors, DiGiTiZE Fire & Security System Control Unit, VESDA aspirating smoke detection system, Five KNOX-BOX safes, and a sprinkler system.
 - b. **RTS Access**—The dispatch facility is equipped with a fire alarm system.
 - c. **RTS Genesee**—The dispatch facility operates in leased space within the Genesee County Highway Facility. The building is equipped with smoke detectors, fire extinguishers, and generator-operated lights as well as an alarm system monitored by a central station alarm system.
 - d. **RTS Livingston**—The dispatch facility is equipped with a fire alarm system.
 - e. **RTS Ontario**—The dispatch facility rents office space from Ontario County in a building equipped with fire sprinklers, extinguishers, and emergency lighting.
 - f. **RTS Orleans**—The dispatch office is located in the Orleans County Highway building equipped with sprinklers, extinguishers, smoke detectors, and fire horn/strobe units.
 - g. **RTS Seneca**—The dispatch facility rents office space from Seneca County in a building equipped with fire sprinklers, extinguishers, and emergency lighting.
 - h. **RTS Wayne**—The main dispatch office is located in the Wayne County Highway building, which is equipped with fire alarms and heat and smoke detectors, all of which are monitored by the Wayne County Highway Department.
 - i. **RTS Wyoming**—The main dispatch office is located in the village of Warsaw. It is equipped with smoke alarms and a fire extinguisher.

1.2.E. Safety Characteristics of Maintenance Facilities

The safety characteristics of the maintenance facilities include but are not limited to the following:

1. Maintenance facilities include definition of characteristics for each facility (type of maintenance, layout, etc.) as follows:
 - a. **RTS**—All maintenance is performed at the on-campus maintenance facility, which meets the New York State fire code and OSHA/NYS PESH standards.
 - b. **RTS Access**—Most maintenance is performed at the on-campus maintenance facility, which meets the New York State fire code and OSHA/NYS PESH standards.

- c. **RTS Genesee**—All maintenance is performed by the Genesee County Highway Department facility, which meets the New York State fire code and OSHA/NYS PESH standards.
 - d. **RTS Livingston**—All maintenance is contracted out to a local garage.
 - e. **RTS Ontario**—All maintenance is performed at our on-campus maintenance facility, which meets the New York State fire code and OSHA/NYS PESH standards.
 - f. **RTS Orleans**—All maintenance is performed by the Orleans County Highway Department Central Garage in a facility built by RGRTA in 2018. RGRTA has a ground lease with the County for the land on which it built the Bus Maintenance and Garage facility.
 - g. **RTS Seneca**—All maintenance is performed by the RTS Ontario maintenance staff at the Ontario facility.
 - h. **RTS Wayne**—All maintenance is performed on the premises by the Wayne County Highway Department Central Garage, which meets all safety requirements.
 - i. **RTS Wyoming**—All maintenance is contracted out to a local garage.
2. Safety-related maintenance procedures (e.g., jacking, safety stands, machine operations, moving buses) are in place at all maintenance facilities and are enforced by RTS management. Shop procedures for moving buses are in place at all maintenance facilities.
 3. The RTS maintenance facility has charging stations for the New Flyer CHARGE electric buses. Bus Operators do not touch the charging system. Only trained, authorized maintenance personnel can plug the buses into the charging stations. Once an electric bus is plugged in, the charging station locks until the charge is complete. While the charging station is locked, it is not possible to remove the plug. The charging station is equipped with fault detection systems to prevent arc flash. Authorized technicians are provided with and required to wear the PPE designed to enable safe working on electric buses.
 4. RTS has ordered new beam/latch fall protection equipment for the area where electric vehicles are maintained. Currently, the authorized technicians are working in pairs and utilize existing fall protection areas for maintenance work on the electric buses.
 5. Fire and life safety equipment (e.g., sprinklers, detectors, and fire extinguisher) are in place at the maintenance facilities.
 - a. **RTS**
 - 1) The RTS Operations facility (the repair depot, known as the *Mary Jackson Transportation Center*) is fully outfitted with a sprinkler system and equipped with heat detectors, both of which are monitored by (Johnson Controls) a central station alarm system via IP with a backup cell. The remote monitoring system (via Johnson Controls) calls 911. RTS also maintains that has a radio link to the City of Rochester Fire Dispatch. The fire alarm system also has remote monitoring via a hard phone line—this is intentionally redundant. The remote monitoring system calls 911.
 - 2) The Advanced Environmental Service Building (AESB) is fully outfitted with a sprinkler system and equipped with a heat detector in the Equipment Room (AESB Room 115), both of which are monitored by (Johnson Controls) a central station alarm system via IP with a backup cell. The remote monitoring system (via Johnson Controls) calls 911. RTS also maintains a radio link tied to the City of Rochester Fire Dispatch.

Upcoming in the Fall of 2023, the sprinkler system in the wash bay area of the AESB will be converted from a wet sprinkler system to a dry sprinkler system.
 - 2) ~~The existing RTS service building (which holds the fueling station and wash rack) is similarly outfitted, equipped, and monitored, as described above.~~
 - 3) The RTS maintenance facilities are protected by a fire detection/alarm and sprinkler system in full. The fire detection system is checked annually by a licensed system inspector. The sprinkler system is checked quarterly by a licensed system inspector.
 - 4) Maintenance facilities are equipped with egress signage and communications (public-address, telephone, and paging systems).

- 5) Egress routes at the maintenance facilities are marked and unobstructed.
- 6) Maintenance facilities are equipped with fire extinguishers.
- 7) Maintenance facilities are equipped with shop power emergency disconnects.
- 8) Maintenance pits have been eliminated in favor of platform and portable lifts. Some lifts exist that are in the ground with openings in the floor where the lift comes through. Most of these lifts have covers to place over the openings when lifts are not in use.
- b. **RTS Access**—Operates out of owned space in the Town of Gates, which is equipped with a fire alarm system as well as a fire-suppression system in the fueling area only.
- c. **RTS Orleans**—Operates out of a building that RGRTA owns, but the land is leased from Orleans County. There is a maintenance shop inside this building. This building has a fire alarm system and is fully sprinklered.
- d. **RTS Ontario** – Operates out of a building leased from Ontario County, which is equipped with a fire alarm system as well as a fire-suppression system.
- e. **RTS Genesee, Livingston, Ontario, Seneca, Wayne, Wyoming**—RGRTA does not operate maintenance facilities for these locations.

1.3. Agency Intent, Mission, Initiatives, and Structure

Details about the Agency’s vision, mission, goals, initiatives, and business structure are provided in its Comprehensive Plan. The Comprehensive Plan is updated annually and posted at <https://www.myrts.com/About-Us/Plan-Performance>.

1.4. Definitions of Special Terms Used in the ASP

ABBG—American Bus Benchmarking Group, a private benchmarking organization of 21 mid-size transit agencies throughout the U.S.

Assault—Refer to Operator Assault.

APTA—American Public Transit Association.

ATU—Amalgamated Transit Union, Local 282.

Article 19-A—New York State Vehicle and Traffic Law Article 19-A, Special Requirements for Bus Drivers.

AVL—Automatic Vehicle Locator.

BAITFISH—Bus Accident Investigation Training for Identifying Safety Hazards, a training program of the New York State Department of Transportation.

CAD—Computer Aided Dispatch.

CAD/AVL (GPS)—The GPS-based system used within RGRTA for vehicle location and dispatch.

CEO—Chief Executive Officer.

DART—Digital Accident Reporting for Transportation, a proprietary database system developed and used within RGRTA for accident/incident reporting.

DO—Directly Operated.

DOSH—Division of Safety and Health.

DR—Demand Response.

EAP—Employee Assistance Program.

EOP—Emergency Operating Procedure.

ESRP—Employee Safety Reporting Program.

Fatalities—For the fatality safety performance measure, FTA uses the NTD definition of fatality (death confirmed within 30 days) and excludes trespassing and suicide-related fatalities. We may have to report a trespassing fatality to the NTD but would exclude that trespassing fatality from the fatalities safety performance target.

FEMA—Federal Emergency Management Agency, U.S. Department of Homeland Security.

FHWA—Federal Highway Administration, U.S. Department of Transportation.

FTA—Federal Transit Administration, U.S. Department of Transportation.

Injuries—For the injury safety performance measure, FTA uses the NTD definition of injury (harm to a person requiring immediate medical attention away from the scene). FTA uses injuries reported on both the NTD S&S-40 (major) and S&S-50 (non-major) forms and excludes injuries resulting from assaults and other crimes (security events). We may have to report a crime-related injury to the NTD, but would exclude that injury from the injury safety performance target.

MB—Motor Bus.

Monroe Country EOC—Monroe County Emergency Operations Center.

Monroe County OEM—Monroe County Office of Emergency Management.

National Transit Database—NTD. The repository of data about the financial, operating and asset conditions of American transit systems, set up by the FTA. The NTD records the financial, operating, and asset condition of transit systems helping to keep track of the industry and provide public information and statistics.

Neighborhood District Service—Regularly scheduled fixed routes (RTS) that are available to the public but are designed or modified to accommodate the needs of school students and personnel.

NIMS—National Incident Management System.

NTD—National Transit Database.

NTSB—National Transportation Safety Board.

NYPTA—New York Public Transit Association.

NYS DEC—New York State Department of Environmental Conservation.

NYS DMV—New York State Department of Motor Vehicles.

NYS DOL—New York State Department of Labor.

NYS DOT—New York State Department of Transportation.

NYS OEM—New York State Office of Emergency Management.

NYS OGS—New York State Office of General Services.

NYS PESH—New York State Public Employee Safety and Health Bureau.

NYS PTSB—New York State Public Transportation Safety Board.

PolicyTech—Refers to PolicyTech or Policy and Procedure Manager. It is a document management application that RGRTA uses to develop, maintain, and organize many Authority-wide policies as well as specific operational procedures and forms.

PTASP—Public Transportation Agency Safety Plan.

PT—Purchased Transit.

RGRTA—Rochester-Genesee Regional Transportation Authority.

RTS—Regional Transit Service.

Safety Events—For the safety event performance measure, FTA uses all safety events meeting an NTD major event threshold (events reported on the S&S-40 form). For this measure, FTA includes only major safety events and excludes major security events (both of which are reported to the NTD). We may have to report a major security event to the NTD but would exclude that security event from the safety events safety performance target.

Safety Performance Target—A quantifiable level of performance or condition related to safety management activities, expressed as a value for the measure, to be achieved with a time period required by the FTA.

SCIL—Safety Critical Items List.

SOP—Standard Operating Procedure.

SMS—Safety Management System.

SPT—Safety Performance Target.

SRM—Safety Risk Management.

SVO—Small Vehicle Operator. These are drivers who provide On Demand service in Monroe County in high headroom vans, and smaller sized buses.

System Reliability—The mean distance between failures, by mode. The rate of vehicle change-offs per revenue mile. Change-offs involves replacing a vehicle or Operator while in service due to a mechanical failure, accident, or illness.

Transit Worker Assault—The unlawful attack by one person upon another and includes physical contact, attempts to make physical contact, and verbal threats. Examples are threats, harassment, intimidation, spitting or deliberate coughing on the Transit Worker, striking or attempting to strike with hands, feet, other body parts, or with an object, and using or raising weapons against the Transit Worker.

TSA—Transportation Security Administration, U.S. Department of Homeland Security.

TSI—Transportation Safety Institute, U.S. Department of Transportation.

UMTA—Urban Mass Transportation Administration, the former name of the Federal Transit Administration.

Visibility Impairments—Visibility impairments for Operators onboard vehicles that contribute to accidents resulting in injuries.

VIR—Vehicle Inspection Report.

VRM—Vehicle Revenue Mile.

2.0. Plan Development, Approval, and Updates

The accountability for the contents and implementation of the PTASP is formally elevated to the Accountable Executive and RGRTA Board of Commissioners. Approval is demonstrated in the Accountable Executive signature, the signed Board resolution, and the signed FTA Certifications and Assurances form.

2.1. Development and Approval

Name of Entity That Drafted This Plan	RGRTA Legal Affairs, SMS Executive, and designees	
Accountable Executive Signature	CEO	Date of Signature
	Miguel Velazquez, CEO	December 07, 2023
Approval by the Board of Commissioners	Entity That Approved This Plan	Date of Approval
	RGRTA Board of Commissioners	December 07, 2023
	Relevant Documentation (Title and Location)	
	Resolution RGRTA 49 2023 \\rtsfilesvr3\Shared\Board Presentations\Resolutions\2023	
Certification of Compliance FTA Certifications and Assurances	Name of Individuals Who Certified This Plan	Date of Certification
	Miguel Velazquez, Chief Executive Officer	March 03, 2023
	Daniel DeLaus, General Counsel	
	Relevant Documentation (Title and Location)	
	Certifications and Assurances, in the network PGA Drive, Project Management, Federal Transit Admin, Certifications & Assurances followed by subfolders for each year. Also submitted to FTA through TrAMS.	

2.2. History of the Plan

RGRTA's System Safety Program Plan (SSPP) was approved on August 13, 1986. Subsequent revisions were submitted and approved as requested and/or in accordance with the biennial recertification cycle for NYS PTSB. Subsequent revisions were submitted and approved in March 1988, June 1992, June 1993, January 1994, July 1994, January 1995, March 1997, August 2001, November 2001, January 2005, September 2007, September 2009, September 2011, and January 2013, January 2015, January 2017, and January 2019.

In May 2020, the RGRTA Board of Commissioners approved the 2019 plan, and the Authority amended its Certifications and Assurances for Fiscal Year 2020 to include the certification for Category 2: Public Transportation Agency Safety Plan. RGRTA submitted the certification to the FTA through TrAMS. The

The 2020-2022 System Safety Program Plan began to combine the SMS principles of the PTASP with the NYS SSPP for better alignment with the requirements set forth in the Public Transportation Agency Safety Plan (PTASP) final rule (49 C.F.R. Part 673). The 2020-2022 System Safety Program Plan was reorganized according to the four main components of the Safety Management System: (1) Safety Management Policy, (2) Safety Risk Management, (3) Safety Assurance, and (4) Safety Promotion. The plan was approved by the RGRTA Board of Commissioners in December 2020 and by NYS PTSB in January 2021.

After receiving the Dear Colleague letter from the FTA in February 2022, Authority reviewed the requirements from the NYS PTSB SSPP Guidelines, 17 NY-CRR 990.12, 49 C.F.R. Part 673, and the additional PTASP requirements created from the Bipartisan Infrastructure Law's amendments to 49 U.S.C § 5329(d).

RGRTA elected to continue on the path of an SMS model and combined the required elements of the NYS SSPP with the amended requirements of the FTAS PTASP. RGRTA used resources from the FTA, including the Roadmap for Transitioning the SSPP to the PTASP to develop one Agency Safety Plan to fulfill the requirements for New York State and for the Federal Transit Administration. The Authority determined that one plan would allow the agency to actively implement, monitor, and improve safety.

Out of approximately 90 agencies that submit NYS safety plans, 25 or fewer are subject to the requirements enacted by the Bipartisan Infrastructure Law. Of that group, a small minority of agencies (fewer than five) have elected to create a combined plan rather than maintain separate System Safety Program Plans and Public Transportation Agency Safety Plans. RGRTA is a member of this minority.

RGRTA used the PTASP template from the PTASP Technical Assistance Resource Center and Library to create its plan. The organization of the template differed enough from the structure of the SSPP, that RGRTA was obligated to create an internal “map” to assist the Bus Safety Investigator and the members of the Public Transportation Safety Board with reviewing the plan in December 2022. Collaboration with the Bus Safety Investigator resulted in assurance that the RGRTA PTASP contains the requirements to fulfill 17 NY-CRR 990.12 and the SSPP guidelines.

In January 2023, the NYS Public Transportation Safety Board officially determined that the RGRTA PTASP was satisfactory for the biennial recertification period.

The next submission to PTSB is due December 15, 2024. The next certification to FTA is due in the spring of 2024.

2.3. Governing Regulatory Agencies

RGRTA and its subsidiaries are regulated by the following federal and state agencies (not an exhaustive list):

- U.S. Department of Transportation – Federal Transit Administration (FTA)
- New York State Department of Transportation (NYS DOT)
- New York State Department of Labor (NYS DOL)
- New York State Public Transportation Safety Board (NYS PTSB)
- New York State Public Employee Safety and Health Bureau (NYS PESH)
- New York State Department of Motor Vehicles (NYS DMV)
- New York State Department of Environmental Conservation (NYS DEC)
- New York State Office of General Services (NYS OGS)

Although RGRTA is not regulated by any local agencies, it closely coordinates with the Monroe County Office of Emergency Management and the Monroe County Emergency Operations Center.

2.4. Version Number

Version Number	2.0
Section/Pages Affected	TBD Multiple
Reason for Change	Add summary of changes prior to October review. Use meeting minutes and highlighted sections as resources. See table below
Date Issued	12/087/2023

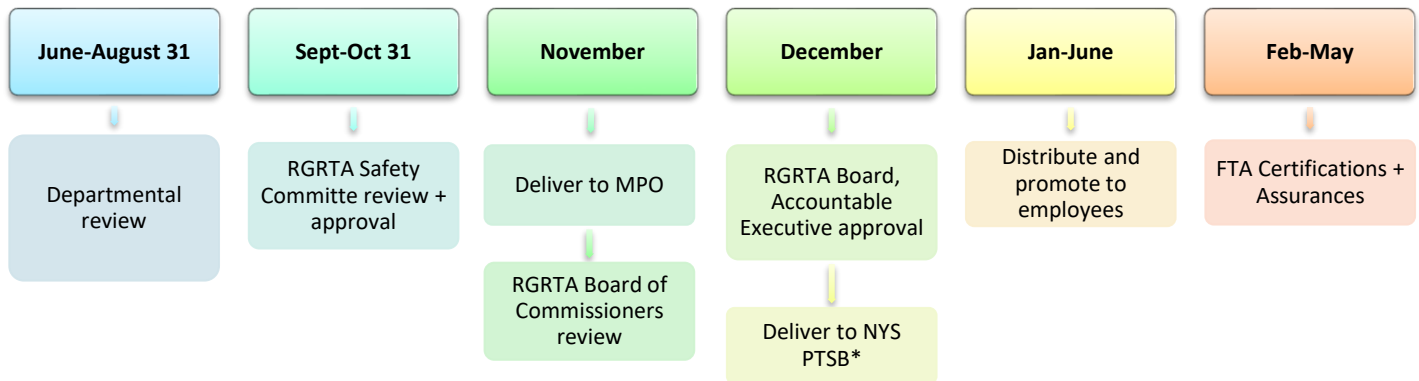
Section #	Section Name	Change Summary	Comment/Notes
1.0	Transit Agency Information	Updated to reflect change in CEO.	
1.1	Agency Size, Scope, & Complexity	Update subsidiary reporting structure, “housekeeping” details, and status of anticipated construction projects.	
1.2	Plant & Facilities	Restored Plants and Facilities section which had been removed in previous plan.	
1.4	Definitions of Special Terms Used in the ASP.	Moved from end of plan to front	
2.1	Development and Approval	Updated to reflect change in CEO.	
2.2	History of Plan	Returned this section to the plan.	
2.3	Governing Regulatory Agencies	Returned this section to the plan.	
3.0	Safety Performance Targets	Updates throughout to reflect updates to data, targets, and reporting processes.	
3.1	Safety Targets – RTS Monroe	Reflects ending Van Pool.	
3.3.A.	Current Process for Reporting Transit Worker Assault	Updates references to Bipartisan Infrastructure Law and NYS Legal Code	
4.1	Safety Management Policy Statement	Minor edits and reordering within the section.	
4.3.C.	Executive Management & Leadership	Updated Org Chart and description reflecting RGRTA restructuring following change of CEO.	
4.3.D.	Key Staff	Staff Titles updated.	
4.3.D.i.4. & 4.3.D.i.5.	Safety Responsibilities: Transit, Paratransit/ Regional Operations	Updated to call out RTS Monroe, RTS Access, and RTS Livingston buses and RTS On-Demand vans are equipped with real-time video accessible by Radio Controllers in emergency situations.	
4.3.D.iii.	Safety Responsibilities: Engineering, Facilities & Capital	Add 6.h. Clarifying the requirement that all contractors are required to receive a copy of the RGRTA Safety Policy and sign an acknowledgement of such.	
4.3.D.iv.	Safety Responsibilities: Procurement	Added 5 and 6. Including a copy of the RGRTA Safety Policy in all procurement documents where a vendor’s employees will come on to RGRTA property.	
4.3.D.vi.5.	Safety Responsibilities: Legal Affairs/Loss Prevention/Safety	Added the follow-up steps.	
4.4 & 4.4.H.	ESRP: Protections for employees:	Added the ability for employees to enter safety concerns anonymously.	
6.1.A.5.	Safety Tests and Inspections	Updated Inspection and Testing of Maintenance Facility Equipment process.	
6.1.B.5.b.	Internal Monitoring & Measurement Plan	Updated to reflect ongoing training and education methods.	
6.1.C.	External Reviews	Relocated sentences from 6.1.C.b. 2 & 3 to introductory paragraphs.	
6.1.C.1.a.1. & 3.	External Reviews	Merged sections a.1. and a.3. and inserted Manager of Field Operations is primary contact/ liaison with NYS PTSB.	

6.1.C.1.b.	External Reviews	Changed title of b. to Federal Agencies and moved c (see below). Federal Transit Administration and d. Transportation Security Administration as b.1 and b.2.	
6.1.C.1.c.	External Reviews	Moved c. “American Public Transit Association” to closing statement indicating they are not a regulatory agency.	
6.1.D.2.a.	External Reviews	Replaced SEPTA with CDTA	
6.1.F.i.7.	Investigations of Safety Events	Moved last sentence in paragraph to first sentence. Inserted, “Individualized retraining is conducted by Workforce Development.”	
6.3.	Continuous Improvement	Title changes and the addition of 5311 programs to services monitored by the Safety Committee	
7.1.	Competencies and Training	Corrected titles and reordering of some paragraphs throughout this section.	
7.1.6.b.	Competencies and Training – Operator Training	Added Class C license.	
7.1.6.f.	Competencies and Training – Operator Training	Added De-Escalation Training (assault prevention).	

Document-Wide Changes

In 2022 – 2023 Plan	Replacement in 2023 – 2024 Plan
Deputy CEO	CEO
Director of Service Delivery	Director of Transportation
Manager of Service Delivery	Manager of Field Operations
VP of Transportation Services	Director of Transportation
Executive Vice President for Diversity, Equity, and Inclusion	Chief DEI Officer
\\rtsfilesvr3\shared\Safety & Security Committee\Memos and Responses\	\\rtsfilesvr3\Legal\Safety\

2.5. Timeline



*Occurs biennially on the due date set by the NYS PTSB (usually the 2nd week of December).

2.6. Annual Update Activities

The SMS Executive coordinates an annual review of the plan, notifying departments on June 1 to review the sections applicable to their function and confirm alignment with their processes. The departments submit comments to the SMS Executive by August 1 of each year. The SMS Executive may also contact the MPO for input and guidance.

The SMS Executive and RGRTA Safety Committee clerk prepare the material for the RGRTA Safety Committee review, which occurs from early September until October 31.

Each year by October 31, the RGRTA Safety Committee shall:

1. Review the RGRTA PTASP and any amendments as it pertains to 5307 services: and
2. Vote on whether to approve such Plan and amendments; and
3. Set safety performance measures for the 5307 services.

Each year by the first week of November, the plan shall:

- Go to the Metropolitan Planning Organization (Genesee Transportation Council); and
- Go to the Accountable Executive and RGRTA Board of Commissioners for review.

Each year by the first week of December, the plan shall be put forth to the RGRTA Board of Commissioners for approval. Upon Board approval, the Accountable Executive shall provide a final signature.

In mid-January, the SMS Executive and designees distribute and communicate the plan throughout the organization. Communication and promotion of the plan and specific safety initiatives will continue until the following June. Annually between February and May, the Authority shall base its safety self-certification (FTA Certifications & Assurances) on the status of the plan.

If modifications are required outside of the annual review cycle, the SMS Executive will present the changes to the RGRTA Safety Committee. If accepted the modified plan will go for review and approval by the Accountable Executive and RGRTA Board of Commissioners.

2.7. Biennial Update Activities

Every two years (two 12-month years), the plan is filed with the Executive Director of the NYS Public Transportation Safety Board (PTSB) on behalf of the Commissioner of Transportation and in accordance with 17 NY-CRR 990.12. The plan is submitted by the required due date in mid-December following approval by the RGRTA Safety Committee, the RGRTA Board of Commissioners, and Accountable Executive. The Commissioner of Transportation, in consultation with the PTSB shall examine the plan to determine whether it is satisfactory.

2.8. Development Tasks Completed in 2023

- ✓ **Finalized ASP, which was approved by the RGRTA Board of Commissioners and the NYS Public Transportation Safety Board, was distributed and communicated to all employees.**
- ✓ **RGRTA Safety Committee met every two weeks.**
- ✓ **Filed Certifications and Assurances self-certification with the FTA in spring 2023.**

2.9. Development Tasks Anticipated for 2024

- ☐ **Follow the development, review and approval process timeline and annual update activities.**
- ☐ **File Certifications and Assurance self-certification with the FTA in spring 2024.**
- ☐ **Interface with NYS Bus Safety Investigator, ITS1 (BSS), Public Transportation Safety Board (Greg Buff) for communication and guidance.**

3.0. Safety Performance Targets (SPT)

3.1. Safety Targets (49 U.S.C. 5307) – RTS Connect, RTS On Demand, RTS Access

RGRTA's Safety Performance Targets (SPT) for its subsidiaries receiving assistance under 49 U.S.C. 5307 address the four safety performance measures specified in the National Public Transportation Safety Plan.

1. **Fatalities**—the total number of reportable fatalities and rate per total unlinked passenger trips, by mode. A fatality is a death confirmed within 30 days. We will exclude deaths resulting from trespassing or suicide from the fatalities performance target per the NTD definition.
2. **Injuries**—the total number of reportable injuries and rate per total unlinked passenger trip, by mode. An injury is any damage or harm to persons because of an event and that requires immediate medical attention away from the scene. The injury rate includes employees, customers, and pedestrians, motorists, passersby. We will exclude injuries resulting from assaults and crimes (security events) from the injuries performance target per the NTD definition.
3. **Safety Events**—the total number of reportable safety events and rate per total vehicle revenue miles (VRM), by mode and using the NTD major event threshold (S&S-40 form). A safety event includes FTA-defined major events, a collision, derailment, fire, hazardous material spill, act of nature (Act of God), evacuation, or Other Safety Occurrence Not Otherwise Classified (OSONOC) occurring on transit right-of-way, in a transit revenue facility, in a transit maintenance facility, or involving a transit revenue vehicle. We will exclude major security events from the safety events performance target per the NTD definition.
4. **System Reliability**—the mean (average) distance in miles between major mechanical failures, by mode. A major mechanical system failure prevents the revenue vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip (actual movement is limited, moving the vehicle is cause for safety concerns). We calculate the mean distance between major mechanical failures by dividing the total vehicle revenue miles by the total number of major mechanical failures. We will exclude deadhead miles.

RGRTA first established SPTs in 2021 and reported them to the Genesee Transportation Council on July 07, 2021. The targets were based on analysis of RGRTA's safety data over five calendar years from 2015 through 2021, excluding 2020 (pre-pandemic). RTS On Demand service launched in May 2021.

The RGRTA Safety Committee with front-line employee representation was established on June 08, 2022, with voting members assigned and active by August 01, 2022.

The SPTs for December 2022 to December 2023 are based on five calendar years of data reported to the NTD. The RGRTA Safety Committee reviewed and approved the targets on September 01, 2022.

The MPO, Genesee Transportation Council, received and reviewed the targets in October 2023. approved the targets in November 2022.

The Van Pool Mode of Transit Service ended October 2022 and was officially deleted from RGRTA's FTA NTD profile on May 22, 2023. RTS ceased reporting monthly safety / security data for Van Pool as of May 23, 2023.

The RGRTA Safety Committee reviewed and monitored the SPT results during calendar year 2023. During the process of updating SPTs for the period December 2023 to December 2024, the Safety Committee discovered that RGRTA applied the incorrect definition of Major Mechanical Failure (MMF) when establishing the prior year's SPTs. The definition applied excluded certain types of MMFs such as items covered under warranty or otherwise, not the result of insufficient or ineffective maintenance. After verification, it was confirmed that the correct definition of MMF had been applied when reporting NTD data during the period of January 2023 – August 2023. This data was annualized to establish the December 2023 – December 2024 targets.

The SPTs proposed for the calendar year December 2023 to December 2024 are based on three calendar years of data reported to the NTD and an analysis of the 2023 targets with actual results.

Safety Performance Targets for Subsidiaries Receiving Financial Assistance 49 U.S.C. 5307

RTS Connect is directly operated (DO) fixed route (MB) service in Monroe County.

RTS On Demand is directly operated (DO) demand response (DR) service in Monroe County.

RTS Access is directly operated (DO) demand response (DR) complementary paratransit service in Monroe County.

Mode of Transit Service	Fatalities Total	Fatalities per 100K VRM	Injuries Total	Injuries per 100K VRM	Safety Events Total	Safety Events per 100K VRM	System Reliability → VRM per Major Mechanical Failure
Fixed Route RTS Connect	0	0	42	0. 71 <u>82</u>	23 <u>4</u>	0. 39 <u>47</u>	187885 <u>500</u>
Demand Response RTS On Demand RTS Access	0	0	65	0.3 30	3	0.1 87	1530620 <u>000</u>

3.2. Safety Targets (49 U.S.C. 5311) – RTS Regionals

RGRTA's Safety Performance Targets for its subsidiaries receiving assistance under 49 U.S.C. 5311 address the three safety performance measures specified in the National Public Transportation Safety Plan.

- Fatalities**—the total number of reportable fatalities and rate per total unlinked passenger trips, by mode.
- Injuries**—the total number of reportable injuries and rate per total unlinked passenger trip, by mode. An injury is any damage or harm to persons because of an event and that requires immediate medical attention away from the scene. The injury rate includes employees, customers (passengers), and members of the public (pedestrians, motorists, passersby).
- Reportable Event**—a safety event occurring on transit right-of-way, in a transit revenue facility, in a transit maintenance facility, or involving a transit revenue vehicle that meets the following NTD reporting thresholds for non-rail modes:
 - A fatality (including suicide) confirmed within 30 days of the event.
 - An injury requiring immediate medical attention away from the scene for one or more persons.
 - Property damage equal to or exceeding \$25,000.
 - Collisions involving transit revenue vehicles that require towing away from the scene for a transit roadway vehicle or other non-transit roadway vehicle.
 - An evacuation of a transit facility or vehicle for life safety reasons.

RGRTA established SPTs for the period of December 202~~32~~ to 202~~43~~ are based on data for fiscal year April 01, 202~~21~~ – March 31, 202~~31~~.

Safety Performance Targets for Subsidiaries Receiving Financial Assistance 49 U.S.C. 5311

*RTS Genesee, RTS Livingston, RTS Ontario, RTS Orleans, RTS Seneca, RTS Wayne, and RTS Wyoming
(Demand Response Route Deviation and Dial-A-Ride)*

Mode of Transit Service	Total Fatalities	Fatalities per fiscal year	Total Injuries	Injuries per fiscal year	Total Reportable Events	Reportable Events per fiscal year	VRM from 2021-22
BBS Genesee Demand Response	0	0	1	0.7 49	2	1. 49 <u>58</u>	1 34,502 <u>6815</u>
LATS Livingston Demand Response	0	0	2	0. 62 <u>70</u>	2	0. 62 <u>70</u>	319,016 <u>84844</u>
CATS Ontario	0	0	2	0. 44 <u>48</u>	3	0. 66 <u>72</u>	4 57,394 <u>19547</u>

Safety Performance Targets for Subsidiaries Receiving Financial Assistance 49 U.S.C. 5311
RTS Genesee, RTS Livingston, RTS Ontario, RTS Orleans, RTS Seneca, RTS Wayne, and RTS Wyoming
(Demand Response Route Deviation and Dial-A-Ride)

Mode of Transit Service	Total Fatalities	Fatalities per fiscal year	Total Injuries	Injuries per fiscal year	Total Reportable Events	Reportable Events per fiscal year	VRM from 2021-22
Demand Response							
OTS Orleans Demand Response	0	0	1	0. <u>71</u> 59	2	1. <u>43</u> 19	1 <u>40,247</u> 8127
STS Seneca Demand Response	0	0	1	0. <u>53</u> 64	1	0. <u>53</u> 64	1 <u>86,965</u> 5918
WATS Wayne Demand Response	0	0	2	0.3 <u>4</u> 3	2	0.3 <u>4</u> 3	<u>584,449</u> 03675
WYTS Wyoming Demand Response	0	0	2	0.6 <u>5</u> 8	1	0.3 <u>3</u> 4	<u>307,023</u> 93585

3.3. Risk Reduction Data – All Service

RGRTA measured the following data points for the period of December 2022 to ~~December~~August 2023 to identify baseline data for staff training, risk reduction programs, and continuous improvement (Safety Assurance).

- Transit Worker Assault**—the unlawful attack by one person upon another and includes physical contact, attempts to make physical contact, and verbal threats. Examples are threats, harassment, intimidation, spitting or deliberate coughing on the Operator, striking or attempting to strike with hands, feet, other body parts, or with an object, and using or raising weapons against the Operator.
- Visibility Impairments**—visibility impairments for Operators onboard vehicles that contribute to accidents resulting in injuries.

There are no SPTs established for these categories. Reported incidents will continue to be tracked from ~~[TBD]~~ for the purpose of evaluating trends such as data on left-hand turn accidents where A pillar and mirrors may be an impairment. The Committee will investigate technologies that are available to assist in risk reduction. Information gleaned from the data analysis will be used to improve training, education, and reporting.

~~The data will be collected through the methods and tools agreed upon by the RGRTA Safety Committee.~~ The data tracked from January 1, 2023 – August 31, 2023, [insert correct period] are included below.

Risk Reduction Data	<i>RTS Connect is directly operated (DO) fixed route (MB) service in Monroe County.</i> <i>RTS On Demand is directly operated (DO) demand response (DR) service in Monroe County.</i> <i>RTS Access is directly operated (DO) demand response (DR) complementary paratransit service in Monroe County.</i> <i>RTS Regionals are all directly operated (DO) demand response (DR) route deviation and Dial-a-Ride services in Genesee, Livingston, Ontario, Orleans, Seneca, Wayne, and Wyoming Counties.</i>						
Mode of Transit Service	Non-Major Physical Assaults on Operators	Non-Major Non-Physical Assaults on Operators	Non-Major Physical Assaults on Other Transit Workers	Non-Major Non-Physical Assaults on Other Transit Workers	Major Events	Assault Total	Injuries Due to Visibility Impairment Total
Fixed Route RTS Connect	<u>0</u> 8	<u>25</u> 46	<u>10</u> 15	<u>35</u> 54	0	<u>70</u> 123	TBD

Demand Response RTS On Demand, Access, Regionals	1	4	0	0	0	5	TBD
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3.3.A. Current Process for Reporting Transit Worker Assault

The following reporting processes are in place for tracking assaults on Transit Workers under the definition provided by the FTA resulting from the Bipartisan Infrastructure Law amendments to 49 U.S.C. 5329(d) and New York State § 120.05.

Transit Worker Assault (Bipartisan Infrastructure Law)—the unlawful attack by one person upon another and includes physical contact, attempts to make physical contact, and verbal threats. Examples ~~are of~~ threats, harassment, intimidation, spitting or deliberate coughing on the Transit Worker, striking or attempting to strike with hands, feet, other body parts, or with an object, and using or raising weapons against the Transit Worker.

Serious Injury—means any injury which: (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date 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.

If an RTS Bus Operator or RTS Small Vehicle Operator (“Operator”) believes they are under direct threat or imminent danger for a Serious Injury or assault as defined by New York State § 120.05 Assault in the second degree, they can use the Emergency Alarm onboard their vehicle or request 911 via a Radio Controller. Radio Control and Road Supervisors shall not cancel 911 calls requested by an Operator unless they get prior consent from the Operator.

In situations involving either Transit Worker Assault as defined by the FTA or as defined by NYS penal law are categorized and tracked as an assault with the following steps taken.*

1. Operator calls the Radio Controller. Radio Controller issues response (police or Road Supervisor) and creates an entry in the CAD/AVL log.
2. Operator completes and turns in an Incident Report.
3. Road Supervisor enters the details into an Incident Report in the DART system.

*There may be instances where the threat is verbal, and the customer leaves the vehicle or facility before the before Road Supervision arrives. In this case, a report in the DART system will not be completed. Operators may not complete an Incident Report. Therefore, some assaults as defined by the FTA will only be recorded as an entry in the CAD/AVL log.

The incident may result in RTS applying Article IV. Enforcement, part B. Exclusion from Service in the RGRTA Rules of Conduct for Transit Vehicles, Facilities, and Properties. If exclusion is applied, the Road Supervisor issues a Ban from the facility (RTS Transit Center), the RTS transit services (RTS Connect, RTS On Demand, RTS Access), or both.

Additionally, the incident may meet the criteria for New York State Penal Law § 120.05 Assault in the second degree. In such instances, the affected Transit Worker can press formal charges against the assailant ~~through and by~~ completing a police report.

In situations involving police, and when the Operator wishes to press formal charges, onboard audio/video recordings would be reviewed. If it is possible to identify the perpetrator from the police report, incident

details, and audio/video, then the Authority would take measures to ban the individual from using the bus system.

The System Safety Manager provides digests and summaries of reports routinely to the RGRTA Safety Committee. The Safety Committee discusses the incidents as well as any relevant responses or preventative measures.

3.4. Coordination

Under the direction of our SMS Executive, the System Safety Manager shares our SPTs with the Genesee Transportation Council (“GTC”) annually. The GTC reviews the targets in November and receives the finalized targets and the ASP in December after the RGRTA Board of Commissioners approves them. The System Safety Manager provides a copy of our formally adopted plan to the NYS Public Transportation Safety Board every two years.

Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
	New York State Public Transportation Safety Board	December 16, 2022
Targets Transmitted to the MPO	Metropolitan Planning Organization Name	Date Targets Transmitted
	Genesee Transportation Council	November 03, 2023 <u>October 26, 2023</u>

3.5. Process to Identify NTD Reportable Events

All incidents are reported to RGRTA Loss Prevention through the internal DART application or other means (e.g., handwritten driver report, etc.).

Every incident is classified in accordance with NTD’s classification criteria and coded in DART CLAIMS daily. A monthly report gets generated out of DART CLAIMS summarizing all reportable NTD events for the month. The reporting tool used is run on an ad hoc basis. Using the monthly summary report tool, the reportable incidents can then be identified and reported into the NTD.

3.6. Locating NTD Data

Data is reported to the FTA through the National Transit Database: <https://www.transit.dot.gov/ntd>.

1. Use Microsoft Edge browser to open <https://www.transit.dot.gov/ntd>.
2. Click **NTD Data** on the left menu.
3. Click **NTD Data Reports**.
4. In the **Data Category** list, check the **Safety and Security** box.
5. In the **Product Type** field, select **Any**.
6. In the **Data Product Year**, select the current year.
7. Click **Apply**.
8. In the list, double-click **Safety & Security Time Series (Threshold Adjusted)**.

NTD Data

[Click here to see the NTD Data Products Guide](#)

Data Categories

- ☐ Agency Information
- ☐ Assets
- ☐ Data Dictionary/Questionable Items
- ☐ Expenses
- ☐ Fares/Funding
- ☐ Monthly Ridership
- ☐ Resources
- ☒ **Safety and Security**
- ☐ Service Data

Product Type: Data Product Year:

Search:

Title	Product Type	Data Product Year
Safety & Security Major Event Time Series Data	Monthly Safety Time Series (Excel)	2022
Safety & Security Time Series (Threshold Adjusted)	Monthly Safety Time Series (Excel)	2022
Monthly Module Adjusted Data Release	Monthly Ridership Time Series (Excel)	2022

9. A new page opens. Double-click the link to the **SSTimeSeries** Excel file.

Safety & Security Time Series (Threshold Adjusted)

[SSTimeSeries-March 2022-220707.xlsx](#)

This time series combined Major and Non-Major event data reported to the NTD. This product makes the following adjustments to the scope of Safety & Security events included in the file to prevent a large imbalance in event accounts that are due to changes in reporting thresholds.

Note: The file opens in an online Microsoft 365 Excel view. For easier manipulation, download the file, open it, and click **Enable Editing.**

10. Click the **tab** for the current year.

11. Applying the filters will display the data only for RTS and RTS Access. Apply either of the following data filters:

- **NTD ID is 20113**
- **Agency Name is Regional Transit Service - Monroe County**

Year	NTD ID	Agency	Mode	TOS	City	State	UZA	UZA Name
<div><div></div><div></div></div>	<div><div></div><div></div></div>		<div><div></div><div></div></div>	<div><div></div><div></div></div>		<div><div></div><div></div></div>	<div><div></div><div></div></div>	
2022	20113	Regional Transit Service - Monroe County	DR	DO	Rochester	NY	60	Rochester, NY
2022	20113	Regional Transit Service - Monroe County	MB	DO	Rochester	NY	60	Rochester, NY
2022	20113	Regional Transit Service - Monroe County	VP	PT	Rochester	NY	60	Rochester, NY

12. Use the controls in the lower right to zoom out.

13. Use the arrows to move right and view the data.

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CommentsShare

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Contact the Manager of Loss Prevention, Dave Masten, dmasten@myrts.com or System Safety Manager, Jason Palvino, ipalvino@myrts.com with questions. The target and baseline data will be presented to the RGRTA Safety Committee during scheduled meetings.

3.7. SPT Tasks Completed in 2023

- ✓ Updated 5307 targets with current available data.
- ✓ Reviewed 5311 targets.
- ✓ Updated target definitions according to NTD guidelines.
- ✓ Added Transit Work Assault and Visibility Impairments as categories requiring data.
- ✓ RGRTA Safety Committee reviewed and approved the 5307 targets.
- ✓ Communicated targets to Genesee Transportation Council, RGRTA Board of Commissioners, and NYS PTSTB.

3.8. SPT Components for Evaluation

- ☐ **Collect target data and report results to RGRTA Safety Committee.**
- ☐ **Establish data collection methods for Transit Worker Assaults and Visibility Impairments that are appropriate for each business unit and mode of service.**
- ☐ **Report 5307 data to NTD.**
- ☐ **Adopt new and applicable reporting guidelines put forth by NTD for Transit Worker Assault and Visibility Impairments.**
- ☐ **Collect and track Transit Worker Assault data and Visibility Impairment data for [need to establish timeline].**
- ☐ **Address physical parts (built environment) of the bus that could contribute to a reduction in accidents and/or incidents attributable to visibility impairments. Potential items are the A-Pillar, mirrors, and driver barrier (enclosure).**

4.0. Safety Management

4.1. Safety Management Policy Statement

The management of safety is one of the core business functions of the Rochester-Genesee Regional Transportation Authority and its subsidiaries (collectively and individually “RGRTA”).

RGRTA is committed to developing, implementing, maintaining, and constantly improving processes to ensure that all our transit service delivery activities take place under a balanced allocation of organizational resources, aimed at achieving the highest level of safety performance and meeting established standards. All levels of management and all employees are accountable for the delivery of this highest level of safety performance, starting with the Chief Executive Officer (CEO).

Safety is a top priority at RGRTA. Safety is a process, a way of thinking and acting about the environment within which we operate. Safety is considered a shared responsibility among management, employees, and customers. RGRTA endeavors to educate and hold each employee accountable for meeting and complying with the safety requirements set forth by this policy. Furthermore, it is incumbent upon all RGRTA employees to identify potential safety hazards and participate in the elimination of such hazards for the good of all employees and customers. RGRTA also strives to educate its customers on safely utilizing its services so that the transit experience is a positive one.

RGRTA’s commitment is to:

1. Support the management of safety through the provision of appropriate resources that will result in an organizational culture that fosters safe practices, encourages effective employee safety reporting and communication, and actively manages safety with the same attention to results as the attention to the results of the other management systems with RGRTA.
2. Integrate the management of safety among the primary responsibilities of all managers and employees.
3. Clearly define, for all employees regardless of their role, their accountabilities and responsibilities for the delivery of RGRTA’s safety performance and the performance of our safety management system.
4. Establish and operate hazard identification and analysis and safety-risk evaluation activities, including an employee safety reporting program which becomes a fundamental source for safety concerns and hazard identification.
5. Ensure that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless such disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures.
6. Comply with legislative and regulatory requirements and standards.
7. Ensure that sufficient skilled and trained human resources are available to implement safety management system processes.
8. 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.
9. Establish and measure our safety performance against realistic and data-driven safety performance indicators and safety performance targets.
10. Continually improve our safety performance through management processes that ensure that appropriate safety management action is taken and is effective.
11. Ensure externally supplied systems and services to support our operations are delivered meeting our safety performance targets.

12. Eliminate or mitigate the safety risks of the consequences of hazards resulting from RGRTA operations or activities to a point that is consistent with our acceptable level of safety performance.

As a public transportation provider in New York, RGRTA upholds the following safety objectives, which are intended to maintain a safe and healthy environment for all the individuals it serves:

1. To improve public transportation safety by reducing the number, rate, and severity of bus accidents, particularly those accidents determined to be preventable under NYS BAITFISH guidelines.
2. To avoid loss of life and, injury of persons, ~~and damage to or loss of property~~.
3. To instill a commitment to safety and security in all RGRTA employees and outside contractor personnel.
4. To provide for the identification and elimination of safety hazards, the study of safety requirements, the maintenance of safe equipment, and the systematic approach to the analysis and surveillance of operational safety and security for facilities and equipment.
5. Instill a safety attitude and a safe workplace/customer-service environment.
6. Establish a commitment to safety.
7. ~~Develop and m~~Maintain, adjust, and improve a comprehensive, structured safety program.
8. Develop and maintain safety standards and procedures.
9. Provide formalized safety training.
10. Reduce accident and injury rates.
- ~~11. Reduce loss related to RGRTA property damage and third-party claims.~~
- ~~12.~~11. Select equipment that promotes and enhances safety.
- ~~13.~~12. Safeguard hazards.
- ~~14.~~13. Make necessary changes in the system to uphold safety.
- ~~15.~~14. Increase employee safety awareness.
- ~~16.~~15. Apply new research and development in safety efforts.

Success in meeting applicable objectives is quantified by the safety performance targets.

4.2. Safety Management Policy Communication

The SMS Executive ensures that the Safety Management Policy statement is distributed through electronic and hard copy to all employees and contractors.

Should the Safety Management Policy statement be updated during the year, the SMS Executive will redistribute it following the same protocols ~~to all employees and contractors~~.

The approved Safety Management Policy is published and visible to employees on the company intraweb (Authority internal network).

Distribution of the policy statement may take the form of any of the following.

- Highlights in the employee newsletter
- Notices on the employee digital display monitors
- Inclusion in the Comprehensive Strategic Plan
- Training slides during employee in-service training and ~~or~~ when on-boarding new employees
- Copies distributed to the RGRTA Safety Committee members and Leadership Team members
- Internal communications messages to all employees through email and printed letters

4.3. SMS Authorities, Accountabilities, and Responsibilities

4.3.A. Accountable Executive

The Accountable Executive is the CEO, who has the following authorities, accountabilities, and responsibilities under this plan.

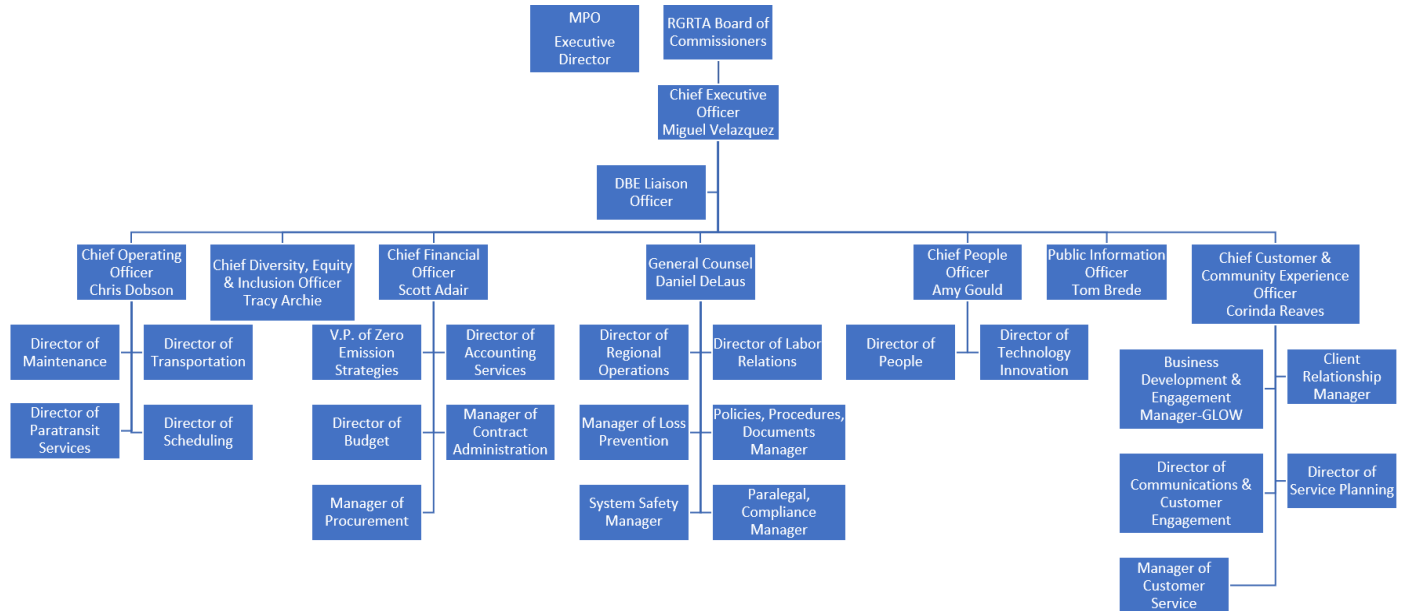
1. Authority to make policy and resource decisions, determine RGRTA's priorities, set the expectations for SMS implementation roles and responsibilities, and allocate SMS resources.
2. Ultimate accountability for carrying out RGRTA's safety management system and agency safety plan.
3. Designate the SMS Executive with a direct line of reporting to the Accountable Executive.
4. Control and direct the human and capital resources needed to develop and maintain the ASP, SMS, and Transit Asset Management Plan.
5. Set the Safety Management Policy safety objectives.

4.3.B. SMS Executive

The SMS Executive is the General Counsel. The General Counsel reports to the CEO and manages, Regional Operations, Safety, Loss Prevention, Compliance, Documentation, and the Safety Management System. The SMS Executive has the following authorities, accountabilities, and responsibilities under this plan.

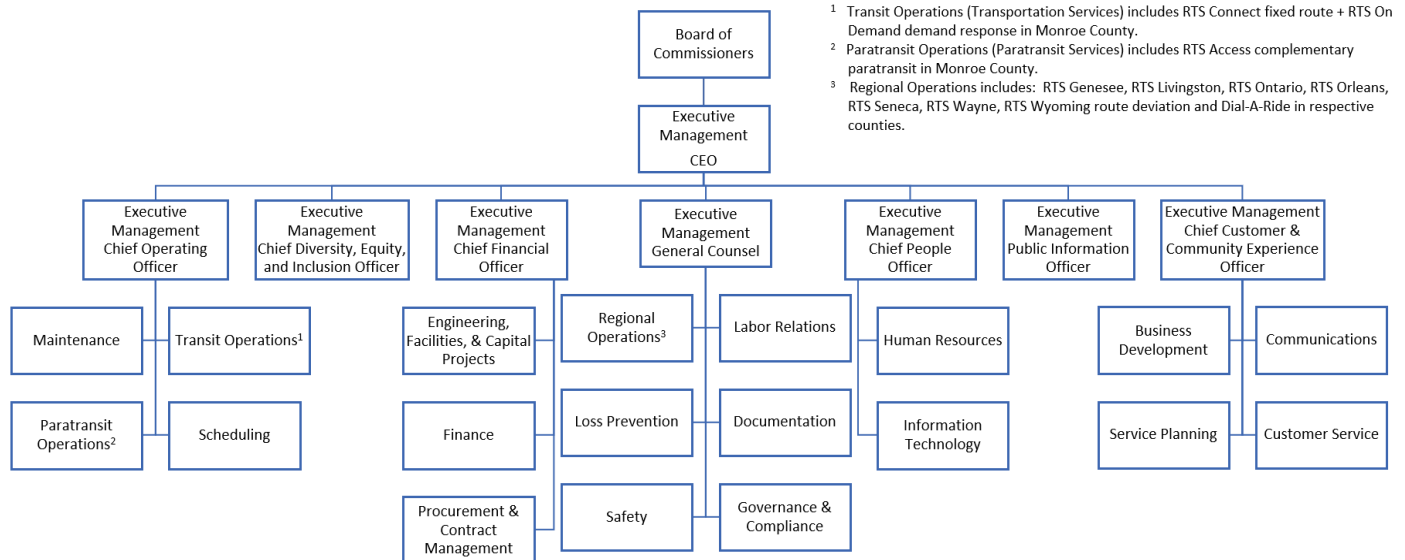
1. Co-chairs the RGRTA Safety Committee.
2. Oversees the annual safety certification and the biennial submission of the Agency Safety Plan to the NYS Public Transportation Safety Board.
3. Supports Key Staff in the development of safety performance targets and ensuring the involvement of the RGRTA Safety Committee.
4. Coordinates Key Staff to support SMS implementation, the update of the Agency Safety Plan, and SMS policies and procedures.
5. Coordinates Key Staff to support accident review and investigation.
6. Communicates with executive leadership and the Board of Commissioners.
7. Communicates SMS implementation progress and challenges.
8. Stays informed of state and federal requirements and best practices in SMS implementation
9. Procures technical resources for SMS implementation.
10. Works with the Accountable Executive, Leadership, Executive Management, Key Staff, and the RGRTA Safety Committee to develop action plans to address identified deficiencies.

4.3.C. Executive Management and Leadership



The Chief Operating Officer, Chief DEI Officer, Chief Financial Officer, General Counsel, Chief People Officer, Public Information Officer, and Chief CCE Officer report to the CEO. Executive Management and Leadership Team (Vice Presidents and Directors) have authorities and responsibilities to support systemwide SMS implementation as requested by the SMS Executive and RGRTA Safety Committee. The Leadership Team includes RGRTA Executive Management, Genesee Transportation Council Executive Director, RTS Vice Presidents, and assorted Directors.

1. RGRTA Executive Management: CEO, Chief Operating Officer, Chief DEI Officer, Chief Financial Officer, General Counsel, Chief People Officer, and Chief Customer & Community Experience Officer.
2. MPO Executive Management: Genesee Transportation Council Executive Director.
3. RTS Vice President from Maintenance (VP of Zero Emission Strategies).
4. RTS Directors from Engineering, Facilities, & Capital Projects, Transit Operations, Finance, Maintenance, Scheduling, Paratransit Operations and Regional Operations, Business Development, Communications, Human Resources (People), Information Technology, Labor Relations, ~~and~~ Service Planning, ~~and~~ Customer Service.



Specific authorities, responsibilities and accountabilities under this plan include, but are not limited to, the following:

- Allocating resources within respective business units to accomplish safety objectives identified in the SMP statement and to address substandard performance in the SMS.
- Overseeing the safety of day-to-day operations and SMS implementation in their respective business units.
- Coordinating with Safety and Loss Prevention on the implementation of SMS and providing subject matter expertise as requested.
- Modifying policies consistent with implementation of the SMS and other safety regulations.

4.3.D. Key Staff

Safety Responsibilities	Department	Title	
Operations	Maintenance	Manager of Fleet Maintenance Manager of Maintenance Support Operations	
	Transit Operations (Transportation Services)	Manager of Field Operations Radio Controllers/Dispatchers Road Supervisors	Manager of Transit Center Operations
	Paratransit Operations (RTS Access)	Manager of Operations	
	Regional Operations	Manager of Regionals Regional Managers	
	Procurement	Manager of Purchasing Manager of Contract Administration	
	Engineering, Facilities, & Capital Projects	Engineering Manager	
Human Resources	People / <u>Workforce Development, Performance, & Development</u>	Manager of Workforce Development	
	People / <u>Benefits and Well-Being and Engagement</u>	Health Compliance Coordinator	
Safety Management System	Loss Prevention	Manager of Loss Prevention	
	Safety	System Safety Manager	

4.3.D.i. Safety Responsibilities: Transit, Paratransit, and Regional Operations

1. Implementing, and maintaining Emergency Operating Procedures (EOPs) including but not limited to:
 - a. Fire or smoke on bus, route, or adjacent property
 - b. Passenger evacuation from bus
 - c. Collision with a person, vehicle, or fixed object
 - d. Encroachment for bus traffic
 - e. Severe weather and natural disasters, including flooding on route
 - f. Crowd control and disruption/incident on bus
 - g. Bomb threats
2. Implementing, and maintaining Standard Operating Procedures (SOPs), including but not limited to:
 - a. Inclement weather (snow, fog)
 - b. Detours
 - c. Collision in garage or storage area

- d. Delays due to traffic congestion
 - e. Accidents/incidents involving equipment failure
3. Key staff from Transit Operations (Transportation Services), Paratransit Operations (RTS Access), and Regional Operations are involved in providing input for bus procurement specifications including vehicle equipment and/or features that enhance safety.
 4. Operations familiarizes its personnel with safety equipment and locations during initial employee training and/or in-service training.
 - a. Public address system on bus—Procedures for using the public address system are on buses. Safety messages are programmed into the automated vehicle annunciation system as well so that a Bus Operator can press pre-programmed numbers on the mobile data terminals and the message will play over the speakers on the bus (Type VI bus, 40 ft. bus, 60 ft. articulated bus).
 - b. Emergency telephone system—All Radio Controllers/Dispatchers are familiar with the emergency telephone system.
 - c. Onboard emergency alarm—Fixed route and On Demand vehicles are equipped with covert emergency alarm buttons. Bus Operators and Small Vehicle Operators are trained to use the alarm if they are under direct threat and cannot use the radio to call for help; or they **or** another person are critically injured; or they or another person are experiencing a life-threatening medical emergency.
 - d. Communication system (radio)—All fleet vehicles are radio- or cell phone-equipped. All Bus Operators and Small Vehicle Operators are trained in proper radio procedure.
 - e. Fire detection, alarm, and suppression systems—Fire detection, alarm, and suppression systems are in place. Employees are trained in the use of these systems and evacuation procedures in buildings and onboard buses.
 - f. Digital recording—RTS Connect (fixed route), RTS On Demand, and RTS Access vehicles are equipped with systems to record video and audio. RTS Monroe, RTS Access, and RTS Livingston buses and RTS On-Demand vans are equipped with real-time video accessible by Radio Controllers in emergency situations.
 - g. Public address systems—The garages at the RGRTA headquarters have PA systems. The RTS Transit Center has a PA system.
 5. The New Flyer Electric 40 ft. coach transit buses (model Xcelsior® Charge) include the following safety equipment:
 - a. Fire extinguisher, safety triangles, and a Fire Suppression System with a manual actuator switch and alarm panel in the driver's area. When the Fire Suppression System activates, the vehicle shuts down and the alarm sounds.
 - b. Energy Storage System (ESS) Fire Detection System. The ESS Fire Detection system monitors all battery packs and uses temperature sensors to warn of emerging thermal events with a buzzer and warning displayed on the instrument panel. When activated, the Fire Detection System stops the operation of the HVAC and inverter/motor cooling fans and disconnects the string connecting a battery pack out of safe temperature limits.
 - c. A Driver's Draft Shield door. It consists of a swing door with a fixed upper transparent shield and black powder-coated lower panel. The latch and handle are on the driver's side of the door. The door striker is installed on the farebox stanchion.
 - d. Exit Door Sensitive Edges, Obstruction Detection System, and Interlock System.
 - e. Video Surveillance System consisting of a digital video recorder, seven cameras, two microphones and an event marker switch. The buses are equipped with real-time video accessible by Radio Controllers in emergency situations.
 6. Assisting with accident or incident investigation.
 - a. Road Supervisors investigate any accidents or incidents.
 - b. The Road Supervisors and the Bus Operator or Small Vehicle Operator involved file reports. Loss Prevention, Safety, the RGRTA Safety Committee, and/or the Accident Review Committee review the reports.

- c. Road Supervisors, members of the Accident Review Committee, and members of the RGRTA Safety Committee complete the BAITFISH training (Bus Accident Investigation Training For Identifying Safety Hazards).
7. Establishing disciplinary procedures.
 - d. The Director of Transportation and Director of Maintenance have established procedures for unsafe acts, practices, and rule violations in accordance with the ATU and Teamster collective bargaining agreements in place at the time of the incident. The System Safety Manager and the Director of Transportation may also initiate discipline for unsafe acts or rule violations. ~~Establishing safety training requirements.~~
 - a. Transit Operations (Transportation Services) assists the Workforce Development Department in establishing safety-training requirements for Bus Operators, Small Vehicle Operators, Road Supervisors, other supervisory staff, and Radio Controllers.
 - b. Training covers a range of subjects including but not limited to vehicle operations, emergency management, exposure to blood-borne pathogens, community emergencies, terrorist activity awareness, and SMS awareness.
8. Participating in safety drills and simulations.
 - a. All Bus Operators train on an FAAC Inc. driving simulator, which presents varied driving situations in a short period of time.
 - b. Transit Operations (Transportation Services) personnel participate in emergency drills and simulations run by Monroe County regarding the Ginna Nuclear Power Plant (located in Wayne County).
9. Establishing safety-related tests and inspections.
10. Evaluating employee safety performance.

Safety performance is part of every Bus Operator's and Small Vehicle Operator's biennial Article 19-A evaluation.

Specific roles within Transit Operations (Transportation Services) have the following responsibilities:

1. Radio Controllers are responsible for communicating with Bus Operators, Small Vehicle Operators, Dispatchers, and Road Supervisors as needed.
2. Bus Operators and Small Vehicle Operators are responsible for:
 - a. Performing their duties in accordance with established policies, procedures, and training on a variety of required safety and security topics.
 - b. Reporting the location of an accident or mechanical breakdown and securing the scene.
 - c. Requesting outside emergency services in response to an emergency.
 - e.d. ~~Reporting assaults and safety incidents.~~
3. Road Supervisors are responsible for:
 - a. Reporting potential hazards to Radio Control. Hazards may include road construction, unsafe bus stops, emerging detours due to fires or accidents, or heavy traffic congestion.
 - b. Determining necessary and immediate action in response to a potential hazard along a route, an incident, accident, or call for assistance.
 - c. Reporting hazards to the Manager of Field Operations, and System Safety Manager as needed.
 - d. Safely transferring passengers in the event of an accident or mechanical breakdown.
 - e. Requesting outside emergency services in response to an emergency.
 - f. Investigating all assigned on-board accidents and incidents.
4. Supervisory staff are responsible for providing oversight of compliance with established policies and procedures.

4.3.D.ii. Safety Responsibilities: Maintenance

1. Defining equipment, personnel, and procedures to respond to emergencies.

2. Implementing, and monitoring of Emergency Operating Procedures (EOPs) for maintenance personnel as follows:
 - a. Bus collision with another vehicle or fixed object. Maintenance has two tow trucks capable of towing buses and small vehicles as needed with personnel trained in proper towing procedures. Paratransit Operations and Regional Operations may rely on contracted towing services.
 - b. Bus collision with a person. Buses may be towed as needed for evidentiary or investigative purposes at the direction of the RGRTA official in charge in cooperation with the investigating law enforcement agency and other first responder agencies at the scene.
 - c. Fire or smoke on bus. Maintenance has a mobile repair truck to respond to any on-bus mechanical problems including smoke on a bus. Personnel are trained to evaluate whether symptoms of a fire are the result of an actual fire or a mechanical problem. Maintenance personnel do not fill the role of firefighters. Emergency responders/firefighters will respond to reports of smoke or fire on the bus or at a facility.
3. Implementing, and maintaining procedures for abnormal and failure recovery conditions, such as for:
 - a. Inclement weather. Maintenance will hold over or call-in staff for towing and snow removal of its main facilities and layovers as needed.
 - b. Collision in garage or storage unit. Collisions in garage or storage areas are handled in the same manner as collisions in the field. Road Supervisors investigate and document the collision, request post-accident drug/alcohol testing of the Bus Operator(s) or Small Vehicle Operator(s) involved, and arrange for appropriate notifications.
4. Reporting the data for the System Reliability safety performance target.
5. Identifying unsafe practices and procedures with the SMS Task Force (previously "Safety Committee").
 - a. Maintenance supervisors are expected to identify and report unsafe conditions and attempt to resolve them.
 - b. All employees are encouraged to document and submit concerns about equipment reliability to the SMS Task Force via the online Employee Safety Concern Submission Form, an ATU Notice of Hazard form, or email to the SMS Task Force.
6. Analyzing work orders scheduled and tracked through the Trapeze EAM system for trends.
7. Helping to investigate unsafe practices, procedures, and conditions raised by a staff member or by a member of the SMS Task Force.
 - a. Maintenance management helps to investigate maintenance-related unsafe practices, procedures, and conditions with the SMS Task Force.
 - b. A representative from Maintenance management sits on the SMS Task Force.
8. Helping to investigate all accidents and incidents on Authority properties with Loss Prevention, Safety, and Accident Review Committee.
9. Defining safety-critical elements and establishing priorities for rectification.
10. Developing, implementing, and maintaining maintenance procedures for safety-critical systems.
 - a. All safety-critical system maintenance procedures are in place, including regular Preventive Maintenance Inspections.
11. Helping to establish safety-training requirements for its personnel.
 - a. Maintenance assists the Workforce Development Department in establishing safety-training requirements covering a range of subjects including but not limited to bus equipment, wrecker and mobile repair units, mechanical systems (HVAC and fire suppression), communications equipment, and garages.
 - b. Requiring all personnel to complete training about servicing electric buses from the manufacture (Xcelsior) before they are assigned work on an electric bus.
12. Evaluating staff safety performance.

- a. Maintenance employees are expected to contribute to the overall safety of their work environment and the vehicles they maintain.
 - b. Technicians are not formally evaluated but may be disciplined for unsafe or poor performance contributing to unsafe conditions or vehicles.
13. Establishing disciplinary procedures for unsafe acts, practices, and rules violations.
- a. Disciplinary procedures for unsafe acts, practices, or rule violations are established in the ATU collective bargaining agreement in place at the time of the incident.
14. Working with federal, state, and local law enforcement. Cooperation and collaboration include but is not limited to accident investigation, major accident reconstruction, criminal incident investigation, criminal intelligence and counter-terrorism intelligence sharing, emergency response planning, and specialized response-team training.

NOTE: Maintenance personnel do not participate in drills or simulations.

4.3.D.iii. Safety Responsibilities: Engineering, Facilities & Capital Projects

- 1. Ensuring that the design of all RGRTA facilities (e.g., egress, construction, fire prevention, and protection) meet required safety codes.
- 2. Ensuring that the design of all facility equipment (e.g., communication and AVL systems, electric vehicle charging stations) meet required safety codes.
- 3. Submitting proposed engineering changes to the SMS Task Force for evaluation of safety impact.
- 4. Coordinating input from appropriate staff and working with the SMS Task Force to validate design performance and effectiveness when building new facilities or re-designing existing facilities,
- 5. Maintaining a configuration management system for systems, equipment, and facilities.
- 6. Promote construction safety and ensure construction contractors' compliance by:
 - a. Requiring the Capital Projects & Facilities Manager to engage in ongoing communication with the System Safety Manager and Manager of Loss Prevention.
 - b. Coordinating with final designers of RGRTA construction projects about safety.
 - c. Including safety and building code requirements in construction contracts.
 - d. Verifying construction contractors' compliance with all safety requirements in both their on-site and off-site activities.
 - e. Coordinating construction contractors with the affected RGRTA departments.
 - f. Requiring construction contractors to participate in hazard identification assessment and resolution during construction projects.
 - g. Conducting compliance audits of construction contractors and suppliers regarding both their on-site and off-site activities.
 - h. Providing the RGRTA Safety Policy to all contractors and requiring a signed acknowledgement of receipt (along with receiving an ID Badge and any associated access rights).

4.3.D.iv. Safety Responsibilities: Procurement

- 1. Coordinating development of bus fleet specifications for procurements, with input from Transit Operations (Transportation Services), Maintenance, Paratransit Operations, Regional Operations, and Safety.
- 2. Ensuring that the design of all procured fleet vehicles (e.g., flammability, braking, and doors) meet required safety codes.
- 3. Ensuring that the design of all procured facility equipment (e.g., communication and AVL systems) meet required safety codes.

4. Purchasing safety-critical hazardous items, including but not limited to new buses, systems and equipment, hazardous materials, and combustible vs. noncombustible material.
5. Including the Safety Plan in all Request for Proposals or bids which involve contractors onsite at an RGRTA property or involve the procurement of safety-sensitive equipment.
6. Including a copy of the RGRTA Safety Policy in all procurement documents where a vendor's employees will come on to an RGRTA property.

4.3.D.v. Safety Responsibilities: Human Resources (People)

1. Incorporating safety qualifications into all job requirements and reviewing all applicant employment histories before hiring by:
 - a. Defining minimum qualifications for a given job, in conjunction with the department sponsoring the job.
 - b. Using FTA-approved tests for Bus Operator and Small Vehicle Operator candidates.
2. Administering customer-service proficiency exams to new Bus Operator and Small Vehicle Operator applicants prior to hiring.
3. Requiring pre-employment physical examinations and ensuring that the Authority-contracted physician adheres to the pre-employment physical and medical requirements. Physical and mental condition standards are established in accordance with New York State Vehicle and Traffic Law Article 19-A, Special Requirements for Bus Drivers (Article 19-A).
4. Prior to hiring, verifying:
 - a. Driving records statewide and nationwide, through the New York State Department of Motor Vehicles.
 - b. Previous employment records including reasons for leaving previous employment as well as accident and safety records.
 - c. All required licenses and certifications.
5. Verifying compliance with the requirements of the Commercial Motor Vehicle Safety Act of 1986 by requiring that applicants for Bus Operator, Small Vehicle Operator or maintenance positions which require the operation of fleet vehicles or maintenance vehicles possess or obtain a valid Commercial Driver License or permit.
6. Ensuring that all new employees receive safety training by:
 - a. Providing all new employees with copies of all rules, regulations, and policies.
 - b. Verifying those new employees sign acknowledgment of rules, regulations, and policies.
7. Annually reviewing Bus Operators' and Small Vehicle Operators' driver's licenses and driving records via abstracts from the New York State Department of Motor Vehicles.
8. Along with the Accident Review Committee during post-accident reviews, reviewing employees' records of preventable accidents and mishaps on the job and initiating retraining as appropriate.
9. Requiring Bus Operators and Small Vehicle Operators to have physical examinations in compliance with the medical qualification standards of New York State Vehicle and Traffic Law Article 19-A, Special Requirements for Bus Drivers.
10. Inspecting Bus Operators' and Small Vehicle Operators' Commercial Driver Licenses (CDLs) as part of recertification.
11. Administering a drug and alcohol abuse program by:
 - a. Requiring all new employees to pass a drug test prior to hiring.
 - b. Offering an Employee Assistance Program (EAP) for drug and alcohol abuse, administered through a private service provider.

- c. Administering random drug and alcohol screenings, in accordance with the ATU collective bargaining agreement in place at the time and with FTA regulations.
 - d. Administering post-accident testing in accordance with the ATU collective bargaining agreement in place at the time and with the requirements in the RGRTA Alcohol Abuse and Controlled Substance Use Policy.
- 12. Requiring biennial physical examinations administered by a contracted physician in accordance with New York State Vehicle and Traffic Law Article 19-A, Special Requirements for Bus Drivers.
- 13. Integrating safety requirements into training programs.
- 14. Providing feedback to appropriate departments on procedures, rules, designs, and operating conditions.
- 15. Continually evaluating the effectiveness of safety training through its presence on both the SMS Task Force and the Accident Review Committee, as well as being consulted by individual departments in the event of a safety concern.
- 16. Participating in all emergency drills and simulations.
- 17. Designing all training programs to incorporate the special requirements for New York State Vehicle and Traffic Law Article 19-A, Special Requirements for Bus Drivers (Article 19-A).
- 4.3.D.vi. Safety Responsibilities: Legal Affairs, Loss Prevention and Safety
 - 1. Support the RGRTA Safety Committee, SMS Task Force, and Accident Review Committee.
 - 2. Collect and report safety data to the RGRTA Safety Committee, the National Transit Database, the Executive Management Team, and the RGRTA Board of Commissioners.
 - 3. Collect and respond to reports about safety concerns from throughout the Authority.
 - 4. Maintain files of all reported incidents and accidents.
 - 5. Review accident and incident reports, follow-up on the concern/issue, and communicate the outcome.
 - 6. Facilitate legal aspects of accident investigations.
 - 7. Manage the intake and processing of related claims against the company.
 - 8. Coordinate any litigation with General Counsel and outside counsel, as necessary.
 - 9. Oversee compliance with Article 19-A requirements.
 - 10. Cooperate with federal, state, and local law enforcement.

4.3.E. Key Committees

There are three committees: the RGRTA Safety Committee, the Accident Review Committee, and the SMS Task Force.

4.3.E.i. RGRTA Safety Committee

The RGRTA Safety Committee has eight members. The Amalgamated Transit Union Local 282 ("ATU") appoints four employees from RTS and/or RTS Access ~~including with~~ one Co-Chair ~~and plus~~ two alternates. The RGRTA CEO appoints four employees, ~~including with~~ one Co-Chair ~~plus and~~ two alternates.

Through a memorandum of agreement on June 08, 2022, the parties established the RGRTA Safety Committee compliant with 49 USC 5329. The members were appointed and active by August 01, 2022.

Changes to the members occurred throughout 2022 and 2023 due to union elections, promotions, and retirements. The committee continues to include four employees from RTS and RTS Access and four employees whose roles align with the RGRTA CEO appointments.

ATU-Appointed Frontline	Appointee
ATU Local 282 President/Business Agent, <i>Committee Co-Chair</i>	John Trott
Bus Operator	Warren Barr
ATU Local 282 Vice President , Bus Operator	Joe Duemmel
RTS Access Executive Board	Joe Muscato
Maintenance Steward Maintenance Executive Board	Christopher Winburn
Bus Operator/ATU Recording Secretary, <i>Committee Alternate</i>	Chris Rivers
RTS Access Operator/ Steward, <i>Committee Alternate</i>	John Wolskij

CEO-Appointed Administration	Appointee
General Counsel, <i>Committee Co-Chair</i>	Daniel DeLaus
Chief Operating Officer	Christopher Dobson
Director of Transportation	Jay Corey
Director of Fleet Maintenance	Tamarcus Jeffries
System Safety Manager	Jason Palvino
Chief Operating Officer Director of Transportation , <i>Committee Alternate</i>	Christopher Dobson Jay Corey
Manager of Loss Prevention, <i>Committee Alternate</i>	Dave Masten

The RGRTA Safety Committee responsibilities are:

1. Vote on whether to approve the Agency Safety Plan and updates to that plan.
2. Establish safety targets.
3. Monitor performance against such targets.
4. Identify risk reduction mitigations and strategy in the 49 USC 5307 Urbanized Service Area (Monroe County fixed route, on demand, and complementary paratransit).
5. Meet every other week or as needs dictate.

4.3.E.ii. SMS Task Force

The Safety Management System Task Force reviews reported safety concerns from employees. The SMS Task Force applies safety risk management and safety promotion activities to develop and communicate guidance and recommendations to management and Leadership.

If the reported concern reveals an uncategorized unsafe practice, the SMS Task Force will assess the safety risk

and identify risk mitigation for review by the RGRTA Safety Committee.

If the reported concern identifies a deficiency in safety performance (safety targets) or an issue that increases risk to Bus Operators/SVOs, the SMS Task Force will notify the RGRTA Safety Committee.

Note: Subcommittees are established as needed to address specific initiatives.

Safety Responsibilities	Department	Title
Operations	Maintenance	Maintenance Technician
	Maintenance	Manager of Maintenance Support Operations
	Transit Operations (Transportation Services)	Director of Transportation
	Engineering, Facilities, & Capital Projects	Capital Projects & Facilities Manager
Human Resources	People /, Performance, & Workforce Development	Manager of Workforce Development
Safety Management System	Legal Affairs	General Counsel
	Loss Prevention	Manager of Loss Prevention
	Safety	System Safety Manager

4.3.E.iii. Accident Review Committee

The Accident Review Committee reviews all collisions and incidents related to fleet operation to establish a preventability rating. This committee also communicates potential safety problems and concerns to the SMS Task Force, appropriate managers, and Leadership.

Safety Responsibilities	Department	Title
Operations	Maintenance	Director of Maintenance
		Manager of Fleet Maintenance
		Manager of Maintenance Support Operations
	Transit Operations (Transportation Services)	Director of Transportation Manager of Field Operations
	Paratransit Operations (RTS Access)	Manager of Access Operations* Manager of Access & Regional Maintenance*
Human Resources (People)	Regional Operations	Manager of Regionals* Regional Manager*
		Manager of Operations*
Safety Management System	People /, Performance, & Workforce Development	Manager of Workforce Development Workforce Development Specialist
	Loss Prevention	Manager of Loss Prevention
	Safety	System Safety Manager

*Participate for accidents specific to their company.

The Accident Review Committee responsibilities are to review the details of all accidents involving RGRTA employees including Bus Operators, ~~or~~ Small Vehicle Operators, or Maintenance employees, determine whether the accident was Preventable or Non-Preventable according to the NYS PTSB Preventability Guidelines and BAITFISH Program criteria, refer the ~~employee-Bus Operator or Small Vehicle Operator~~ for retraining if necessary, and refer the ~~employee-Bus Operator or Small Vehicle Operator~~ for discipline if necessary.

4.4. Employee Safety Reporting Program (ESRP)

The System Safety Manager will provide digests and summaries of reports routinely to the RGRTA Safety Committee.

Safety concerns to report:	New employees are trained during their onboarding to report and speak up about any situation that impacts safety. This can range from reporting potholes or slippery conditions in a company parking lot, to a missing fire extinguisher or concerns about equipment.
Protections for employees:	<p>RGRTA’s commitment is to ensure that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless such disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures.</p> <p>The RGRTA Safety Committee offers a method for employees to submit a Safety Concern ticket anonymously if/when they are concerned about being identified and targeted for retaliatory actions that are covert.</p> <p>Employees are further protected from discrimination, retaliation, or adverse Personnel Action under the RGRTA Whistleblower Policy and Procedure, the New York State Public Employee Safety and Health Act of 1980, New York Civil Service Law §75-b, New York State Labor Law §740, and Title 12 of Article 9 of the Public Authorities Law.</p>
Actions for managers if a safety concern is reported:	<p>Managers and supervisors are expected to apply recommendation and guidance from the SMS Task Force and attempt to resolve the unsafe conditions or practices.</p> <p>If managers and supervisors receive a Protected Disclosure (Whistleblower) they must report it to General Counsel.</p> <p>Note: RGRTA has zero tolerance for retaliation against employees who report safety concerns. Attempts at retaliation or interference are strictly prohibited and, for Protected Disclosures, subject to discipline. If employees believe that reporting a safety concern has resulted in retaliation or interference, they are encouraged to notify their union representative, the Chief DEI Officer (Tracy Archie), any member of the RGRTA Safety Committee, or the System Safety Manager.</p>
Process for feedback to employees about their reports:	<p>The SMS Task Force develops recommendations and guidance for Leadership and managers in response to the reported concerns.</p> <p>The Manager of Loss Prevention and System Safety Manager investigate and provide results in a written letter to the person or persons who reported the concern.</p> <p>Most concerns are investigated and responded to within 30 days.</p> <p>Results of investigating a safety concern as part of a Protected Disclosure may be reported to the Governance Committee (Board of Commissioners subcommittee).</p>
Behaviors that may result in disciplinary action and are excluded from protection:	<p>Illegal acts, gross negligence, deliberate or willful disregard of regulations or procedures.</p> <p>Creating a difficult or hostile environment for employee based on safety reporting (retaliation, harassment, Personnel Action, threat, coercion, or abuse of authority).</p>

The New York State Public Employee Safety and Health Act of 1980 ([PESH](#)) provides job safety and health protection for workers through the promotion of safe and healthful working conditions throughout the State. Under the PESH Act, people can file a complaint if they believe there are unsafe or unhealthful conditions in a public workplace. This includes an employee, a representative of an employee, groups of employees, and a representative of a group of employees. People can make the complaint in writing to the nearest Division of Safety and Health (DOSH) office or by email to: Ask.SHNYPESH@labor.ny.gov. The Department of Labor will

evaluate each complaint. The Department will notify the person who made the complaint of the results of the investigation. These complaints may also be made to the United States Department of Labor, Occupational Safety and Health Administration ([OSHA](https://www.osha.gov)) online at: www.osha.gov.

All employees are encouraged to report concerns about any unsafe practice, procedure, or condition to their supervisor, ATU official, and/or the SMS Task Force.

The RGRTA Whistleblower Policy and Procedure, which offers a confidential means for reporting a Protected Disclosure. Protected Disclosure means a good faith communication that discloses, or demonstrates an intention to disclose, information that may evidence an Improper Activity; an Improper Order; or any condition that may significantly threaten the health or safety of employees or the public, but only if the disclosure or intention to disclose was made for the purpose of remedying that condition. Any person may make a Protected Disclosure. Protected Disclosures are encouraged to be made in writing to assure a clear understanding of the issues raised but may be made orally. Such reports should be factual rather than anecdotal, speculative, or conclusory, and contain as much specific information as possible to allow for proper assessment of the nature, extent, and urgency of preliminary investigative procedures.

Normally, a Protected Disclosure should be made to the Whistleblower's immediate supervisor. However, if the Protected Disclosure pertains to that immediate supervisor, it should be made instead to the General Counsel or the Chief Executive Officer. If the Protected Disclosure is pertaining to the General Counsel, it should be made to the Chief Executive Officer.

If the Protected Disclosure is pertaining to the Chief Executive Officer, it should be made to the General Counsel and the Chair of the Board of Commissioners.

RGRTA is subject to New York State Labor Law §740, which adds that RGRTA may not take any adverse Personnel Action against an employee in retaliation for:

1. Disclosing or threatening to disclose to a supervisor or to a Public Body an activity, policy, or practice of RGRTA that is in violation of law, rule, or regulation if the violation creates and presents a substantial and specific danger to the public health or safety; or
2. Providing information to, or testifying before, any Public Body investigating, hearing, or inquiry into any such violation or alleged violation of a law, rule, or regulation by RGRTA; or
3. Objecting to, or refusing to participate in, any activity, policy, or practice in violation of a law, rule, or regulation. Employees may not be fired or discriminated against in any way for filing safety and health complaints or otherwise exercising their rights under the PESH Act.

As a further component of protection, the zero tolerance for retaliation stance in the Whistleblower Policy and Procedure should be summarized and communicated to employees during onboarding, in-service, and annually in January when the PTASP is distributed.

RGRTA has seven methods for employees to report safety concerns to senior management:

1. Engage their union representative (for employees under union contracts).
2. Telling their immediate Supervisor/Manager/Director.
3. Telling the System Safety Manager.
4. Concern reported through an Incident Report.
5. Concern reported through an email to safetyconcerns@myrts.com.
6. Concern reported through an ATU Notice of Hazard form.

7. Concern reported through an online Safety Concern ticket.

4.4.A. Engage a Union Representative

Employees under union contracts can elect to report their safety concerns through the company methods OR can directly engage their union representatives, who will engage the System Safety Manager on their behalf.

4.4.B. Telling A Supervisor, Manager, or Director

Employees can report a safety concern to their immediate Supervisor, Manager, or Director through a phone call, an in-person conversation, or an email.

Note: For Protected Disclosures, Supervisors are expected to follow the procedures in the Whistleblower Policy and Procedures.

Note: RGRTA has zero tolerance for retaliation against employees who report safety concerns. Attempts at retaliation or interference are strictly prohibited and, for Protected Disclosures, subject to discipline. If employees believe that reporting a safety concern has resulted in retaliation or interference, they are encouraged to notify their union representative, the Chief DEI Officer (Tracy Archie), any member of the RGRTA Safety Committee, or the System Safety Manager.

4.4.B.i. Process for Safety Concerns Reported to a Supervisor/Manager/Director

1. Supervisors who receive the report must escalate the details to the Department Manager or Director.
2. The Department Manager or Director writes the information in an email and sends it to SafetyConcerns@myrts.com.
3. The email goes to the System Safety Manager, the VP of Transportation Services, the General Counsel, the Director of Maintenance, the Manager of Loss Prevention, the Manager of Workforce Development, and the Manager of Maintenance Support Operations.
4. The System Safety Manager enters the details of the reported safety concern in a directory located on \\rtsfilesvr3\Legal\Safety\.
5. The System Safety Manager contacts relevant Manager/Director in the “Safety Concerns” distribution list to discuss the issue and confirm coordination of response.
6. The supervisory employee (Director, Manager, Supervisor) and/or appropriate personnel investigates the reported concern and applies the actions appropriate to resolve it.
7. The supervisory employee and/or appropriate personnel issues a written response to the to the complainant summarizing the results (what was evaluated, what conclusions were reached, whether corrective actions are necessary, and if so, what corrective actions are complete or in progress).
 - a. Written responses are issued within thirty business days of receipt of the written concern. If more time is required, the supervisory employee and/or appropriate personnel notifies the reporting employee.
8. The response is delivered to the employee in the manner they require (through a PDF attachment to an email or a printed copy sent through interoffice mail.)
9. A PDF of the response is saved to a directory on <\\rtsfilesvr3\Legal\Safety\>.
10. The PDF is sent as an email attachment to safetyconcerns@myrts.com.
11. The System Safety Manager updates the Safety Concerns Record file.

4.4.C. Telling the System Safety Manager

Employees can contact the System Safety Manager through:

- Sending an email to SafetyConcerns@myrts.com.
- Calling Jason Palvino at 585-654-0662.

- Sending an email to Jason Palvino jpavino@myrts.com.
- Speaking with their union representative.
- Coming to Jason Palvino's office #201 in the RTS Administration Building, on floor 2 South.
- [Call or chat in TEAMS](#)

4.4.C.i. Process for Safety Concerns Reported to the System Safety Manager

1. The System Safety Manager sends the details of the concern in an email to safetyconcerns@myrts.com directing the communication to a specific employee in the distribution list (i.e. Manager/Director).
2. Using the method appropriate for the reporting employee, the System Safety Manager provides a written confirmation to the employee that their concern has been logged and is in progress.
3. The System Safety Manager enters the details of the reported safety concern in a directory on [\\rtsfilesvr3\Legal\Safety\](#).
4. The System Safety Manager contacts the Manager/Director to discuss the issue and confirm coordination of response.
5. The supervisory employee (Director, Manager, Supervisor) and/or appropriate personnel investigates the reported concern and applies the actions appropriate to resolve it.
6. The supervisory employee and/or appropriate personnel issues a written response to the to the complainant summarizing the results (what was evaluated, what conclusions were reached, whether corrective actions are necessary, and if so, what corrective actions are complete or in progress).
7. Written responses are issued within thirty business days of receipt of the written concern. If more time is required, the supervisory employee and/or appropriate personnel notifies the reporting employee.
8. The response is delivered to the employee in the manner they require (through a PDF attachment to an email or a printed copy sent through interoffice mail.)
9. A PDF of the response is saved to a directory in [\\rtsfilesvr3\Legal\Safety\](#).
10. The PDF is sent as an email attachment to safetyconcerns@myrts.com.
11. The System Safety Manager updates the Safety Concerns Record file.

4.4.D. Submitting an Incident Report (DART)

Road Supervisors, the Manager of Field Operations, Manager of Loss Prevention, or Manager of Transit Center Operations -and Managers enters Incident Reports into the DART System. Bus Operator/Small Vehicle Operator Incident Reports exist as supporting attachments. When the Manager of Loss Prevention and System Safety Manager perform DART documentation reviews, safety concerns identified in the reports or implied in the reports are processed.

4.4.D.i. Process for Safety Concerns Collected During the DART Documentation Review

1. The System Safety Manager or Manager of Loss Prevention sends the details of the concern in an email to safetyconcerns@myrts.com.
 - a. The email may address an employee in the "Safety Concerns" distribution list (i.e. Manager/Director).
 - b. If resolving the safety concern involves employees outside the distribution list, they are included in the Recipients for the email, and they are directly engaged.
2. The System Safety Manager enters the details of the reported safety concern in a directory on [\\rtsfilesvr3\Legal\Safety\](#).
3. Using the method appropriate for the reporting employee, the System Safety Manager provides a written confirmation to the employee that their concern has been logged and is in progress.

4. The supervisory employee (Director, Manager, Supervisor) and/or appropriate personnel investigates the reported concern and applies the actions appropriate to resolve it.
5. The supervisory employee and/or appropriate personnel issues a written response to the to the complainant summarizing the results (what was evaluated, what conclusions were reached, whether corrective actions are necessary, and if so, what corrective actions are complete or in progress).
 - a. Written responses are issued within thirty business days of receipt of the written concern. If more time is required, the supervisory employee and/or appropriate personnel notifies the reporting employee.
6. The response is delivered to the employee in the manner they require (through a PDF attachment to an email or a printed copy sent through interoffice mail.)
7. A PDF of the response is saved to a directory on [\\rtsfilesvr3\Legal\Safety\](#).
8. The PDF is sent as an email attachment to safetyconcerns@myrts.com.
9. The System Safety Manager updates the Safety Concerns Record file.

4.4.E. Emailing SafetyConcerns@myrts.com

Employees with access to personal or company email can send their concern to safetyconcerns@myrts.com.

4.4.E.i. Process for Safety Concerns Reported through an Email

1. Write an email. Put "Safety Concern" in the title. Put the following information in the body:
 - a. Your full name and badge number.
 - b. Your contact information or supervisor's contact information.
 - c. The company you work for (RTS, RTS Access, RTS Genesee, etc.).
 - d. Whether you have told your supervisor about the issue.
 - e. A description of the concern or incident.
2. Send the email to safetyconcerns@myrts.com.
3. The email goes to the System Safety Manager, the VP of Transportation Services, the General Counsel, the Director of Maintenance, the Manager of Loss Prevention, the Manager of Workforce Development, and the Manager of Maintenance Support Operations.
4. The System Safety Manager replies to the email to confirm receipt of the concern. The System Safety Manager can ask the employee if they require a hard copy of the receipt, and if so, ask how to deliver the hard copy.
5. The System Safety Manager enters the details of the reported safety concern in a directory on [\\rtsfilesvr3\Legal\Safety\](#).
6. The System Safety Manager saves the email to a directory on [\\rtsfilesvr3\Legal\Safety\](#).
7. The System Safety Manager contacts the area of the organization supervising the employee who reported the concern.
 - a. After reviewing and discussing the concern, they determine a course of action and confirm that they will issue a written response.
8. The supervisory employee (Director, Manager, Supervisor) and/or appropriate personnel investigates the reported concern and applies the actions appropriate to resolve it.
9. The supervisory employee and/or appropriate personnel issues a written response to the to the complainant summarizing the results (what was evaluated, what conclusions were reached, whether corrective actions are necessary, and if so, what corrective actions are complete or in progress).
 - a. Written responses are issued within thirty business days of receipt of the written concern. If more time is required, the supervisory employee and/or appropriate personnel notifies the reporting employee.


10. The response is delivered to the employee in the manner they require (through a PDF attachment to an email or a printed copy sent through interoffice mail.)
11. A PDF of the response is saved to a directory on <\\rtsfilesvr3\Legal\Safety\>.
12. The PDF is sent as an email attachment to safetyconcerns@myrts.com.
13. The System Safety Manager updates the Safety Concerns Record file.

4.4.F. Completing an ATU Notice of Hazard Form

Employees represented by ATU Local 282 can report a safety concern to an ATU steward or official. The ATU official can complete a hardcopy ATU Notice of Hazard form on behalf of the employee. Employees represented by ATU Local 282 can also complete a ATU Notice of Hazard form.

4.4.F.i. Process for Safety Concerns Reported through an ATU Notice of Hazard

An example of an ~~un-completed~~ ATU Notice of Hazard form is shown here.

Amalgamated Transit Union Local No. 282	
Executive Officers John Trott <small>President/Business Agent</small> Dawn Metcalf <small>Financial Secretary/Treasurer</small> Joe Duemmel <small>Vice President</small> Chris Rivers <small>Recording Secretary</small>	 <small>Address All Communications to:</small> 22 Fourth Street Rochester, NY 14609 Office (585) 232-7230 Fax (585) 546-3405
<div style="display: flex; justify-content: space-between;"> <div style="width: 30%;"> Executive Board Jeff Dixon <small>RTS Bus Operators Rep.</small> Chris Winburn <small>RTS Maint.& Svc. Bldg. Rep.</small> Joseph Muscato <small>Lift Line Rep.</small> Jim Mason <small>Ontario County Rep.</small> </div> </div>	
<small>The Union would like an Adversarial Hearing regarding this matter.</small> Safety Hazard	
Name: _____	Date: _____
Badge: _____	Against: _____
Grievant Signature: _____	
Union Rep. Signature: _____	
Disposition of Grievance: _____	
RECEIVED BY: _____ DATE: _____ TIME: _____	

1. An employee makes a written complaint on the form.
2. A union representative signs the form and sends it through a fax to RTS Monroe Dispatch (654-0221) or RGRTA People Department (654-0293)
3. The Secretary of Transportation
 - a. Obtains the form, signs and dates indicating receipt; and
 - b. Scans the form to a PDF and sends it as an email attachment to safetyconcerns@myrts.com.
4. The email goes to the System Safety Manager, the Chief Operating Officer, the Director of Transportation, the General Counsel, the Director of Maintenance, the Manager of Loss Prevention, the Manager of Workforce Development, **Capital Projects & Facilities Manager**, and the Manager of Maintenance Support Operations.
5. The System Safety Manager enters the details of the reported safety concern to a directory on <\\rtsfilesvr3\Legal\Safety\>.

6. The System Safety Manager saves the form to a directory on <\\rtsfilesvr3\Legal\Safety\> and contacts appropriate personnel.
 - a. After reviewing and discussing the concern, they determine a course of action and confirm that they will issue a written response.
7. The supervisory employee (Director, Manager, Supervisor) and/or appropriate personnel investigates the reported concern and applies the actions appropriate to resolve it.
 - a. The supervisory employee and/or appropriate personnel issues a written response to the to the complainant summarizing the results (what was evaluated, what conclusions were reached, whether corrective actions are necessary, and if so, what corrective actions are complete or in progress).
 - b. Written responses are issued within thirty business days of receipt of the written concern. If more time is required, the supervisory employee or System Safety Manager notifies the union representative who signed the form.
8. Two copies of the written response are printed.
 - a. One is delivered to the employee or union representative through interoffice mail. The Secretary of Transportation or Dispatcher on duty may hand deliver the response to the employee.
 - b. The second copy is sent it through a fax to the ATU Local 282 President.
9. A PDF of the written response is saved to <\\rtsfilesvr3\Legal\Safety\>.
10. The PDF is sent as an email attachment to safetyconcerns@myrts.com.
11. The System Safety Manager updates the Safety Concerns Record file.

4.4.G. Submitting a Safety Concern Ticket

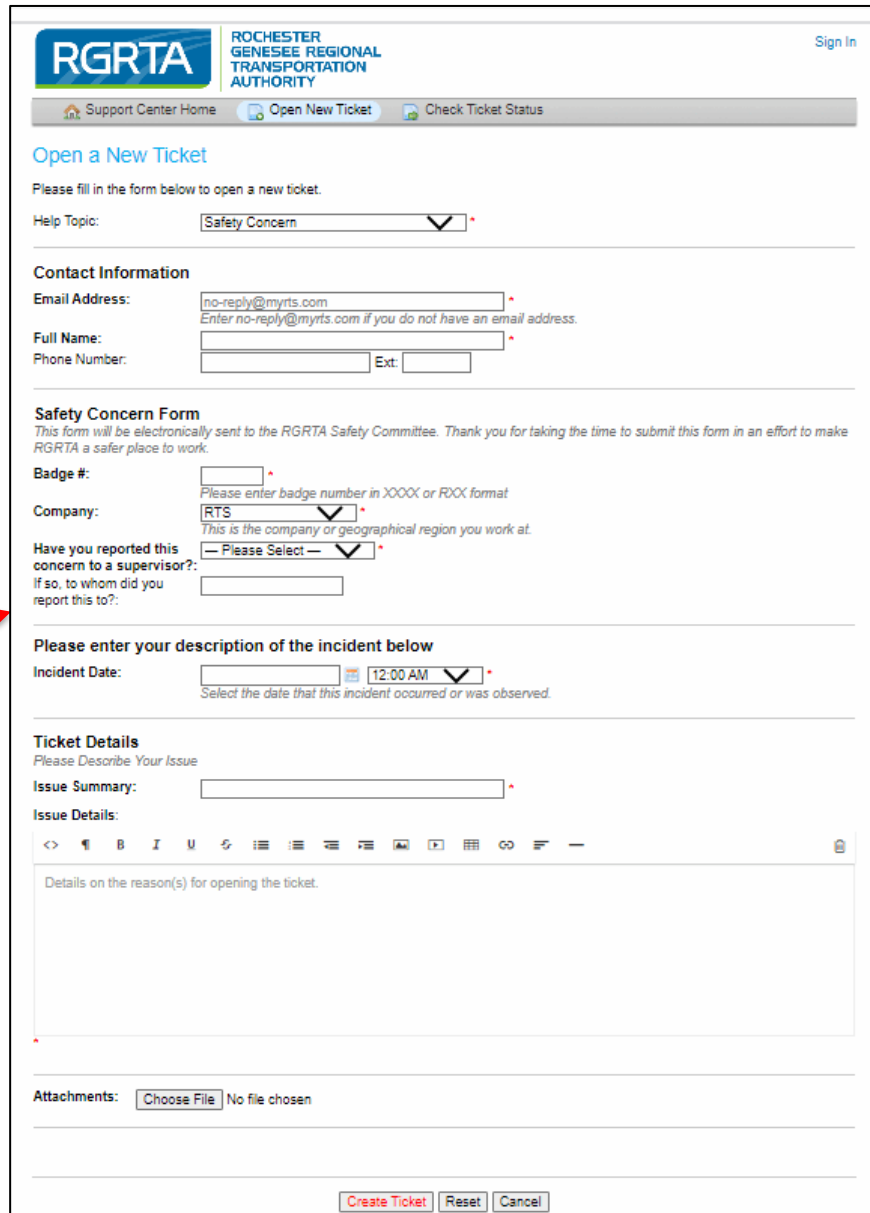
Employees can access an online Safety Concern form on the internal RGRTA network intranet (“inraweb”) <http://inraweb.rgta.com/>.

4.4.G.i. Process for Safety Concerns Reported through the Online Form

An example of the online form is shown here.

Important Links

- Accounting & Payroll Forms
- Asset Disposal Form
- Branding Resources
- Bus Location
- Bus Naming
- Employee Assistance Program – EAP
- Employment Opportunities
- Facilities Requests
- Finance Forms
- Greater Rochester Community Transportation Foundation
- High-Line
- Internal Employment Application
- IT Helpdesk
- Lawson Portal Login
- Listing of AED Machine Locations
- myRTS.com
- OS Ticket System
- Outlook (Web Version)
- People Department Forms & Resources
- Performance Pro
- Procurement Information and Forms
- Public Employer Health Emergency Plan
- Record Customer Feedback
- Reimagine RTS
- Requisition Backup Submission
- RTS to Downtown Departure & Arrival Times
- **RTS Wiki**
- **Safety Concerns**
- Safety Data Sheets



RGRTA ROCHESTER GENESEE REGIONAL TRANSPORTATION AUTHORITY [Sign In](#)

[Support Center Home](#) [Open New Ticket](#) [Check Ticket Status](#)

Open a New Ticket

Please fill in the form below to open a new ticket.

Help Topic:

Contact Information

Email Address:
Enter no-reply@myrts.com if you do not have an email address.

Full Name:

Phone Number: Ext:

Safety Concern Form
This form will be electronically sent to the RGRTA Safety Committee. Thank you for taking the time to submit this form in an effort to make RGRTA a safer place to work.

Badge #:
Please enter badge number in XXXX or RXX format

Company:
This is the company or geographical region you work at.

Have you reported this concern to a supervisor?:
 If so, to whom did you report this to?:

Please enter your description of the incident below

Incident Date:
Select the date that this incident occurred or was observed.

Ticket Details
Please Describe Your Issue

Issue Summary:

Issue Details:

Attachments: No file chosen

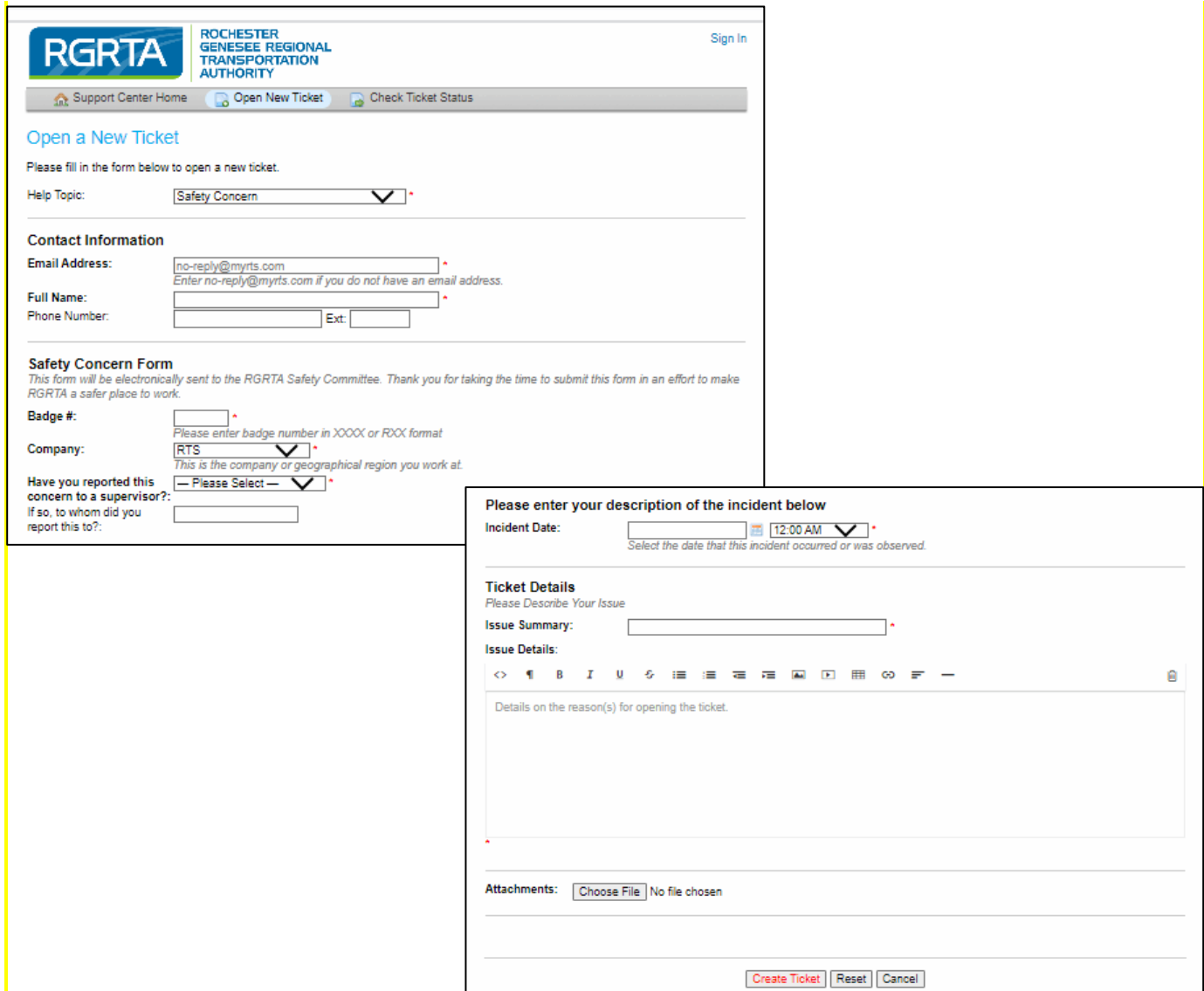
1. Go to the intraweb.
2. Under Important Links, click **Safety Concerns**. <http://osticket/open.php>
3. In the Help Topic, select **Safety Concern**.
4. Complete the online Safety Form.
5. Click **Create Ticket**.
6. The system sends the details of the ticket through email to safetyconcerns@myrts.com.
 - a. Standard recipients on the distribution list shall be the System Safety Manager, Director of Transportation, Chief Operating Officer, the General Counsel, the Director of Maintenance, the Manager of Loss Prevention, the Manager of Workforce Development, and the Manager of Maintenance Support Operations.
 - b. If resolving the safety concern involves employees outside the distribution list, they are included in the Recipients for the email and they are directly engaged.

7. You will receive a confirmation email from the system stating, “A request for support has been created and assigned ticket #xxxxx.”
 - a. If you have a non-company email, please check your Junk or Spam folder as well as your Inbox.
8. The System Safety Manager enters the details of the reported safety concern to a directory on <\\rtsfilesvr3\Legal\Safety\>.
9. The System Safety Manager makes a printed copy of the OsTicket report and provides it to the reporting employee. There will be ongoing efforts to automate the provision of a receipt so that the employee can get it in real time.
10. Using the method appropriate for the reporting employee, the System Safety Manager provides a written confirmation to the employee that their concern has been logged and is in progress.
11. The System Safety Manager contacts the Manager/Director to discuss the issue and confirm coordination of response.
12. The supervisory employee (Director, Manager, Supervisor) and/or appropriate personnel investigates the reported concern and applies the actions appropriate to resolve it.
13. The supervisory employee and/or appropriate personnel issues a written response to the to the complainant summarizing the results (what was evaluated, what conclusions were reached, whether corrective actions are necessary, and if so, what corrective actions are complete or in progress).
14. Written responses are issued within thirty business days of receipt of the written concern. If more time is required, the supervisory employee or System Safety Manager notifies the reporting employee.
15. The response is delivered to the employee in the manner they require (through a PDF attachment to an email or a printed copy sent through interoffice mail.)
16. A PDF of the response is saved to <\\rtsfilesvr3\Legal\Safety\>.
17. The PDF is sent as an email attachment to safetyconcerns@myrts.com.
18. The System Safety Manager updates the directory on <\\rtsfilesvr3\Legal\Safety\>.

4.4.H. Reporting Safety Concerns Anonymously

The following method allows employees at kiosks or computers connected to the RGRTA network to use the online Safety Concerns form anonymously. The method is intended to support employees who feel they may experience covert retaliation if their identity is known to coworkers or supervisors. The instructions are posted [conspicuously/noticeably](#) at the employee resource computers in the RTS Operations Break Room and at kiosks throughout the RTS main campus maintenance areas. The instructions are provided in English and Spanish.

1. From a device on the RGRTA network (laptop, employee resource computer, kiosk), open a web browser.
2. Go to <http://osticket/>.
3. Click **Open a New Ticket**.



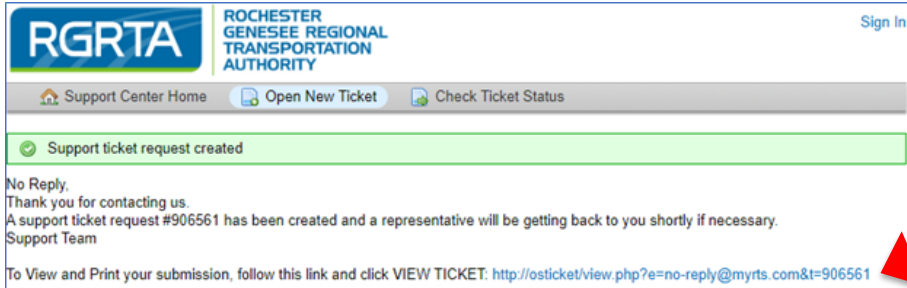
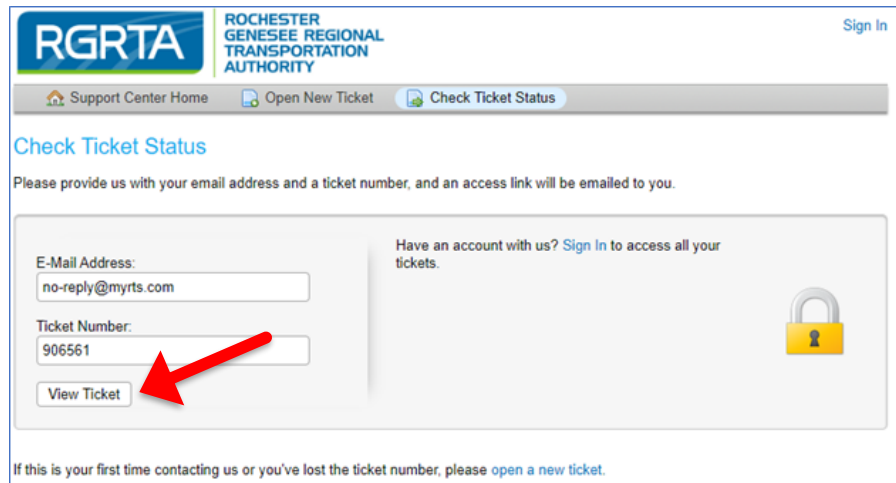
4. Complete the fields as follows.

Help Topic	Select Safety Concern
Email Address	no-reply@myrts.com
Full Name	No Reply
Phone Number	Your phone number OR false digits such as 555-5555 or 000-0000
Badge #	Your badge number OR false digits such as 0000
Company	Select your company or geographic region from the menu
Have you reported this concern to a supervisor?	Yes/No
If so, to whom did you report this to?	Name of supervisor OR leave blank
Incident Data	Select the date and time
Issue Summary	Enter a title for your concern
Issue Details	Enter a clear description of the safety concern or problem you experienced or observed.

5. Click **Create Ticket** and wait for the Confirmation message (“Support ticket request created”).

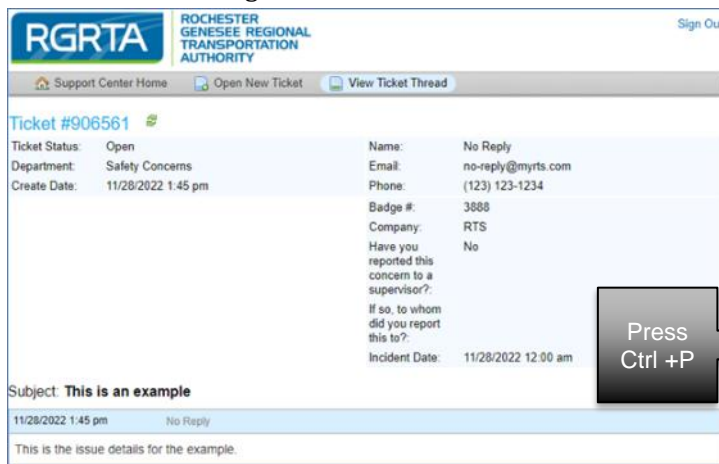
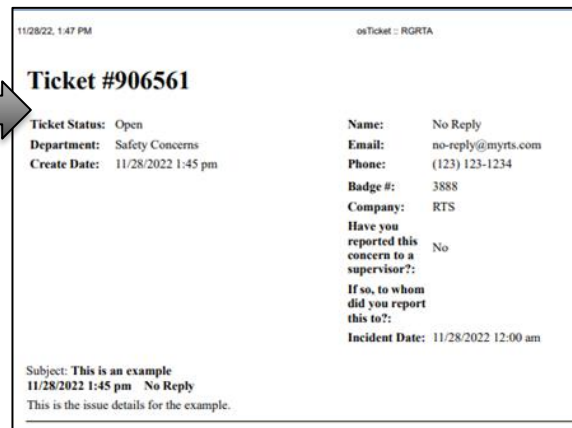
6. Click the link at the bottom of the Confirmation message.

7. In the Check Ticket Status window, click **View Ticket**.

8. View the screen summarizing the details of your ticket. Press **Ctrl + P** on the keyboard.

9. In the Print dialog window, click **Print**.

10. Collect the printed ticket from the printer in the Dispatch office and retain it for your records.

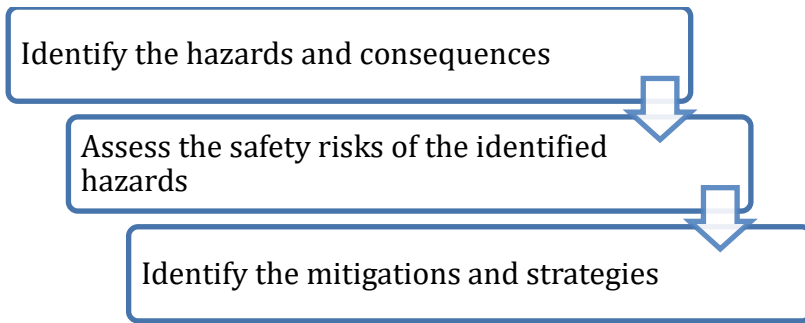
4.5. Safety Management Tasks Completed in 2023

- ✓ Established a Subcommittee for developing Transit Worker Assault training material.
- ✓ Conducted a broad communication campaign to notify employees about the ESRP and the options they have for reporting concerns. The campaign included notices on the employee digital monitors, posters and flyers at all locations, paycheck mailers, “Employee Communications” email message to administrative employees, reminder ~~in~~ in the “Transit Times” employee newsletter, inclusion of the topic during New Employee Orientation, and inclusion of the topic in Employee Quarterly Meetings.
- ✓ Improved communication among RGRTA Safety Committee members and employees regarding reported safety concerns and incidents.
- ✓ Implemented improvements to the Safety Concern Ticket process to allow employees to submit concerns anonymously when desired and to print a copy with the full details of their concern.
- ✓ Posted instructions for using the Safety Concern Ticket form by the Resource Computers in the Operations Break Room (RTS main campus) and by the maintenance kiosks (RTS main campus, [RTS Access Break Room](#)) in English and Spanish.

Safety Management Components for Evaluation

- ☐ Define the role of the SMS Task ~~Force~~ in terms of investigations and corrections. Determine whether the SMS Task Force functions in a routine or ad hoc manner to carry out directives.
- ☐ ~~Deliver the Transit Worker Assault Prevention training and monitor the impact/alignment with objectives.~~
- ☐ Continue to improve timely communication among RGRTA Safety Committee members and employees regarding reported safety concerns.
- ☐ ~~Establish expectations and methods for employees to deliver consistent and useful details when reporting safety concerns, particularly on Incident Reports and Notice of Hazard Form and entries into the Orb/CAD system.~~
- ☐ ~~Establish ESRP Hotline for employees and supporting processes for addressing the concerns reported through the hotline.~~
- ☐ Explore methods for generating higher levels of trust and comfort among all employees to report safety concerns.
- ☐ Identify processes for reporting Transit Worker Assaults under the new definition.

5.0. Safety Risk Management (SRM)



5.1. Safety Hazard Identification

For compliance with Part 673, RGRTA must use methods for identifying hazards and their consequences. Formal methods, processes, and analysis tools ensure a comprehensive and ongoing program of hazard identification.

Safety hazard identification helps management to prioritize allocation (spending) of resources (money, time, staff) to address safety concerns based on safety risk.

49 CFR Part 673 defines safety risk as “the composite of predicted severity and likelihood of the potential effect of a hazard.” Under SMS, we assign resources to address the “potential effect of a hazard” — the **consequences**. More simply, how likely, and how badly might a safety concern impact people, systems, or environments?

This part of the SMS is designed to answer two questions: 1) What do we use to identify hazards, and 2) How do we identify the consequences of those hazards?

A hazard is a real or potential condition and can result in one or more consequences. A consequence is the effect or result of a hazard that could cause:

- Injury, illness, or death;
- Damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; and/or
- Damage to the environment.

A single hazard can have **multiple** consequences. Hazards are often in the present, and consequences are always in the future.

Recommended safety hazard identification activities could include safety data analysis, safety focus groups, reviews of safety reporting trends, or holding a meeting with a few bus drivers or technicians and discussing hazards in the system (for smaller business units).

5.1.A. Data Sources for Hazard Identification

RGRTA managers monitor a variety of information systems to identify hazards. The use of vehicle inspection reports, vehicle maintenance software (Trapeze EAM), incident reports from Bus Operators/SVOs, customer complaints captured by the Customer Relationship Management system (Salesforce), and accident and incident information captured by RGRTA’s DART system all provide data to assist managers in identifying hazards and trends.

Data sources are shared with key department heads, managers, and the SMS Task Force to assist with the investigation of potential safety hazards and to assess event frequency and severity. Key department heads and managers also share information with investigating field personnel as may be necessary to implement corrective action.

Data sources for hazard identification include but are not limited to:

- a. Safety analyses, including those conducted of existing elements within the operational system, those conducted by consultants/contractors on new construction/procurement programs, and those conducted for engineering change proposals
- b. Safety tests and inspections
- c. Safety audits
- d. Quality assurance non-conformance reports
- e. Unusual occurrence reports
- f. Accident/incident reports
- g. Pre/post-inspection and malfunction reports (bus equipment, facilities)
 - 9) RTS fixed route Bus Operators use electronic VIRs built into the onboard MDT. These are called eVIRs. The Information Technology department programs the categories available in the eVIR. Paper VIR forms are available as a back-up method if the eVIR malfunctions. Demand Response, Deviated Route, Paratransit, and Dial-A-Ride Operators and SVOs use paper forms. Contact the Manager of Fleet Maintenance and Director of Transportation with questions about the VIR or eVIR forms and processes.
- h. Preventive and corrective maintenance reports
- i. Radio Control/Dispatch daily logs
- j. Customer reports (complaints)
- k. Monthly service monitoring meetings and data worksheets (Service Planning)
- l. Employee leave and workers' compensation claims (People and Loss Prevention)
- m. Employee rosters (personnel data summaries, listing job titles and the number of people with that title) maintained by the People Department (Human Resources)
- n. Spreadsheets with Service Hours/Miles/Ridership data maintained by the Business Analyst II in Transit Operations (Transportation Services)
- o. Fixed route schedules, deviated route schedules, and demand response service hours (RTS Access, RTS On Demand, Dial-A-Ride) as posted on www.myrts.com
- p. Vehicle inventory lists. The RTS vehicle inventories are maintained in the Trapeze EAM system. Questions can be directed to the ~~Interim~~ Director Maintenance. The RTS Access and Regional inventories are maintained in a spreadsheet by the Manager of Access & Regional Maintenance.

NOTE: RGRTA does not currently maintain a Safety Critical Items List (SCIL).

RGRTA conducts the following inspections to identify safety hazards:

- a. Inspection of bus shelters, bus stops, bus routes, and road conditions – The Bus Stop Action Team provides guidance and assistance to the Service Planning Department on all proposed bus shelter and bus stop changes. A senior Road Supervisor is assigned to the Bus Stop Action Team to identify potential safety hazards. The team consults the Manager of Loss Prevention regarding any unusual safety concerns. Physical inspections of bus shelters, bus stops, and bus routes (including road conditions) are conducted as needed. Road Supervisors report problems for corrective action to the Manager of Field Operations.
- b. Inspection of systems and equipment rooms – Systems and equipment rooms are inspected/analyzed for potential safety hazards, including but not limited to the communications/Automatic Vehicle Locator (AVL) system (inspected by an IT Administrator), security systems, and facilities signage/graphics and lighting.
- c. Inspection of Radio Control/Dispatch
- d. Inspection of garage facilities – Maintenance Department and facilities management supervisors receive training in facility safety hazard identification and are expected to identify any potential safety hazards in their assigned areas. In addition, safety concerns submitted by employees may be referred to the appropriate Maintenance supervisor for resolution. Garage facilities inspections for potential safety hazard include but are not limited to:

- 1) Pits, cranes, and hoists
- 2) Vehicle servicing and inspection areas
- 3) Offices and training facilities
- 4) Storage and parking areas
- 5) Bus wreckers and mobile repair units
- 6) Shop personnel protective equipment
- 7) Shop maintenance equipment
- 8) Fare collection equipment

Engineering and Facilities inspections for potential safety hazards include but are not limited to:

1. Fire detection and alarm systems
2. Elevators
3. Fire suppression equipment (e.g., sprinklers, CO2)
4. Electrical systems

NOTE: When inspections of fire detection, suppression, and alarm systems identify mechanical concerns, fire departments are immediately notified.

Results from the Employee Safety Reporting Program can also be further analyzed by the SMS Task Force to identify hazards and consequences.

RGRTA will also use data sources and guidance provided through NYS PTSB and NTD to identify hazards and consequences.

5.1.B. Infectious Disease

RGRTA will use data from County Health Departments, the Centers for Disease Control and Prevention (“CDC”), the NYS Department of Health (“DOH”), and the office of the Governor of the State of New York regarding the hazards and consequences of infectious diseases such as COVID-19 virus variants.

5.1.C. Civil Unrest

RGRTA will use local law enforcement, local media contacts, and social media as sources about national or local events with the potential to generate civil unrest (i.e., riots).

5.1.D. Transit Worker Assault

RGRTA will use onboard bus video and audio, RTS Transit Center video, radio reports, use of onboard emergency alarms, CAD/AVL logs (Daily Vehicle Problem Reports), Road Supervisor incident reports, and concerns reported by Bus Operators and Small Vehicle Operators through ESRP to identify hazards that result in assault or increase potential for assault.

In such instances, Radio Control and Road Supervisors shall not cancel 911 calls requested by an Operator unless they get prior consent from the Operator.

The System Safety Manager will provide digests and summaries of reports routinely to the RGRTA Safety Committee.

5.2. Safety Risk Assessment

Once hazards and consequences are identified, they should be assessed to determine their impact on the total system. This section describes RGRTA's methods and tools for evaluating safety risks and developing controls to reduce safety risk exposure. [Hazard Notices can be found at: Notice of Hazard](#)

RGRTA currently has a decentralized model for safety risk assessment which places responsibility for risk assessment at the management level. The SMS Task Force is consulted where appropriate or as needed.

The severity and probability of risk of loss is considered by the appropriate manager and/or the SMS Task Force, in coordination with the System Safety Manager, to determine the level of urgency that will be given to addressing an identified hazard. The level of urgency for a given hazard is based on its *level of severity* and *likelihood of occurrence* (described below), as well as cost. The most serious hazards are addressed immediately.

LEVELS OF SEVERITY

- Catastrophic – May cause death.
- Critical – May cause severe illness, severe injury, or major system loss.
- Marginal – May cause minor injury, illness, or loss.
- Negligible – Will not result in injury, illness, or system damage.

LIKELIHOOD OF OCCURRENCE

- Highly likely – Frequent recurrence.
- Likely – Expected occurrence.
- Unlikely – Occurrence not expected.

All identified hazards are investigated by mid-level managers and/or the SMS Task Force to formulate a plan for resolution.

Loss Prevention has developed the following risk assessment tool to assist the SMS Task Force, Accident Review Committee, and management. From December 2022 to December 2023, the SMS Task Force will finalize and apply a risk assessment tool or set of risk assessment tools appropriate for the complexity of each business unit.

Likelihood

Descriptor	Level	Definition
Rare	Level 1	The event may occur only in exceptional circumstances
Unlikely	Level 2	The event may occur at some time, say once in 10 years
Possible	Level 3	The event should occur at some time, say once in 3 years
Likely	Level 4	The event will probably occur in most circumstances, say once a year
Almost Certain	Level 5	The event is expected to occur in most circumstances

Consequence

Descriptor	Level	Definition
Insignificant	Level 1	No Injury Employee unnerved (anxious, frightened, high adrenaline)
Minor	Level 2	Injury/ill health requiring first aid
Moderate	Level 3	Injury/ill health requiring medical attention
Major	Level 4	Injury/ill health requiring hospital admission
Severe	Level 5	Fatality

Risk Matrix

Likelihood	Consequence				
	Insignificant	Minor	Moderate	Major	Severe
Almost Certain	HIGH	HIGH	EXTREME	EXTREME	EXTREME
Likely	Medium	HIGH	HIGH	EXTREME	EXTREME
Possible	<i>Low</i>	Medium	HIGH	EXTREME	EXTREME
Unlikely	<i>Low</i>	<i>Low</i>	Medium	HIGH	EXTREME
Rare	<i>Low</i>	<i>Low</i>	Medium	HIGH	HIGH

Key

EXTREME	Notify Department Director immediately. Stop Action/task/process immediately. Corrective actions should be taken immediately.
HIGH	Notify Department Director immediately. Corrective actions should be taken within 48 hours of notification.
Medium	Notify Department Group Manager, Department SMS Task Force Representative. Corrective action is taken within 7 days.
<i>Low</i>	Notify Local Manager and SMS Task Force Representative. Local Manager / SMS Task Force is to follow up that corrective action is taken within a reasonable time.

5.3. Safety Risk Mitigation

Based on impact, we must decide whether to *accept* the hazard or determine the corrective measures to eliminate the hazard or reduce its severity. Hazards that have been identified and whose severity and likelihood of occurrence have been assessed are prioritized for resolution action.

The SMS Task Force manages a working agenda for all reported hazards and safety concerns, which includes the status of each open item and the open tasks necessary to complete as part of the plan to resolve the safety concern or hazard. The SMS Task Force maintains a file of all hazard notices with the outcome of each, such as close-out of corrected or resolved hazard notices. In some cases, open items are deferred or given a retraining required status. As necessary, mid-level managers may consider a work-around or alternative process that is acceptable to the SMS Task Force and RGRTA Safety Committee.

Loss Prevention developed the following risk mitigation strategies to assist the SMS Task Force, Accident Review Committee, and management.

- Accept – Allow the situation and consequences.
- Eliminate – Completely remove the hazard.
- Substitute – Change the work practice, substance, or equipment to provide a safer environment.
- Change – Modify the design of the environment (engineering).
- Control – Develop procedures and systems to control interactions between people and hazards.
- Protect – Implement PPE or barriers to prevent physical contact between people and hazards.

5.3.A. Controlling and Preventing the Spread of Infectious Disease

If NYS DOH, the Governor's Office, and the CDC re-issue mandates or requirements to control the spread of COVID-19 virus variants, we will enact some or all emergency controls provided in the RGRTA COVID-19 Safety Plan.

5.4. Safety Risk Management Components for Evaluation

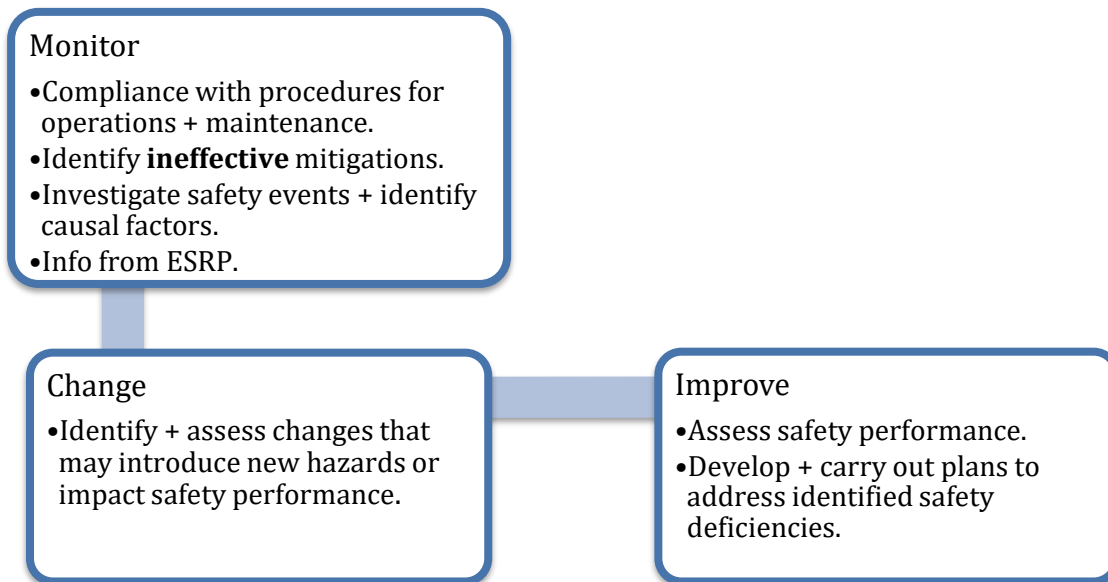
- ☐ Develop a process for creating and maintaining a Risk Register (Manager of Loss Prevention).
- ☐ Define an escalation process for all extreme situations that require immediate action (such as isolating, identifying, shutting down vehicles, equipment, machines, areas) to mitigate hazards until a determination and resolution is made.
- ☐ Assign the SMS Task Force to finalize and apply the Risk Assessment tool.
- ☐ Assign SMS Task Force members to review the Safety Risk Management resources available on <https://www.transit.dot.gov/regulations-and-guidance/safety/public-transportation-agency-safety-program/bus-transit-providers#BusSRM> for the purpose of increasing their competency and understanding. Apply learning to identifying SRM improvements and SRM gaps.
- ☐ Develop formalized, recurring process to conduct the exercise of **using** taking the hazards that emerge from the various data sources and identifying their consequences.
- ☐ Designate SMS Task Force members to test the risk management assessment tool with the goal of determining its alignment with RGRTA's needs and business unit complexity ratings.
- ☐ Assign persons or groups to research risk assessment and mitigation standards used by peer agencies or the military (American Bus Benchmarking Group ABBG, or MIL-STD-882E).
- ☐ Assign key staff, members of the SMS Task Force, and the RGRTA Safety Committee to collaborate on SRM specific for Operator Assault Prevention, using the resources provided in the FTA's PTASP Technical Resource Center (Addressing Operator Assault Through Your Agency's Safety Management System). Establish data collection methods, establish meaningful data samples, apply the exercise of identifying consequences, and assign risk levels to determine the appropriate mitigation approach.
- ☐ Identify critical resources necessary for implementing SRM improvements (personnel, skills training, tools/technology). Establish timelines and budgets for acquiring them.
- ☐ Identify analysis tools and resources needed to support hazard and consequence identification, along with timelines for implementing them. Examples are a Safety Critical Items List (SCIL) and a tracking system for identified hazards/consequences and their status/mitigation.
- ☐ Identify methods for monitoring the efficacy of risk mitigation strategies.
- ☐ Explore the role that the organization's Business Analysts and Data Warehouse could play in interpreting data accurately and automating identification or assessment tasks.
- ☐ Collect and formalize the mitigation activities undertaken during protests, riots, and violence near the RTS Transit Center into emergency operating procedures.
- ☐ Perform the SRM process specific to Transit Worker/~~Operator~~ Assaults to form baseline mitigation practices.

6.0. Safety Assurance

Safety Assurance means “processes within a transit agency’s SMS that function to ensure the implementation and effectiveness of safety risk mitigation and the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information” (§673.5). The Safety Assurance component of SMS helps RGRTA to ensure that the mitigations we put in place to manage safety risk are carried out and working as intended; and, that we identify potential safety issues early; and that we meet our safety objectives as stated in our Safety Management Policy.

Safety Assurance focuses on three processes:

1. Safety performance monitoring and measurement (§ 673.27(b)); and
2. Management of change (§ 673.27(c)), and
3. Continuous improvement (§ 673.27(d)).



6.1. Safety Performance Monitoring and Measurement

This section identifies and describes RGRTA’s methods and tools for evaluating whether safety risk mitigations are appropriate and effective and how well its safety performance is in line with its established safety objectives and safety performance targets.

6.1.A. Safety Tests and Inspections

Operations and maintenance affect safety in that well-maintained equipment and facilities result in a reduction in potential hazards. Poor maintenance and poor routine safety checks lead to the likelihood of more accidents or unsafe conditions.

The PTASP identifies and references the source of information on the types of tests and inspections that the different organizations within the Authority perform (on a scheduled basis) to help ensure the safety of its passengers and the public.

This section covers those operating rules and procedures and maintenance rules and procedures as they apply to safety. Unique situations that require special operating procedures are highlighted, as in the case of snow emergency plans, civil defense emergencies, heavy traffic conditions, etc.

Safety-related maintenance procedures are highlighted. This includes all equipment and locations that require maintenance, the frequency with which maintenance is carried out, the reports made on maintenance, the flow

of information, and the working schedules and responsibilities of maintenance personnel.

1. Operator Pre- and Post-Trip Vehicle Inspections

Both prior to and returning from trips, Operators inspect their vehicles according to New York state law and NYS DOT requirements. All requirements listed on the Vehicle Inspection Report (VIR) are checked if there is a potential problem.

Pre- and post-trip vehicle inspections include but are not limited to:

- a. Brakes and air systems
- b. Door systems
- c. On-board communication and Automatic Vehicle Locator (AVL) systems
- d. Exterior and interior lights and reflectors
- e. Tires, lug nuts, and studs
- f. Steering assembly
- g. Wheelchair lift/kneeling system and tie-down system
- h. Windshield wipers, sun visor, mirrors, and horn
- i. Bus exterior, bus interior, and steps
- j. Suspension system
- k. On-board fire extinguisher, ~~first aid kit,~~ and triangle reflectors
- l. Driver seat belts

2. Preventive Maintenance Procedures and Schedules

Each vehicle is given a preventive maintenance check by the Maintenance Department every 90 days or 5,000 miles if gas fueled or electric, or 6,000 miles if diesel fueled. There is also a 24,000-mile preventive maintenance checklist.

3. Preventive maintenance vehicle inspections include but are not limited to:

- a. Brakes and air systems
- b. Door systems
- c. On-board communication and Automatic Vehicle Locator (AVL) systems (included on a separate inspection checklist and checked annually)
- d. Exterior and interior lights and reflectors
- e. Tires, lug nuts, and studs
- f. Steering assembly
- g. Wheelchair lift/kneeling system and tie-down system (included on a separate inspection checklist and checked quarterly)
- h. Windshield wipers, sun visor, mirrors, and horn
- i. Bus exterior, bus interior, and steps
- j. Suspension system
- k. On-board fire extinguisher, ~~first aid kit,~~ and triangle reflectors
- l. Driver seat belts
- m. Stop request cords
- n. Alternator electrical cable position
- o. Bus exterior panel latches
- p. Coolant leaks
- q. Sight glasses for the 1200-series buses

4. Corrective Maintenance Procedures for Equipment and Systems

Corrective maintenance procedures for equipment and systems include but are not limited to:

- a. Current and revised maintenance procedures (controlled) for equipment and systems.
 - b. Updated corrective maintenance procedures provided via bulletins and manuals. Supervisors ensure that the procedures are being followed. Trapeze EAM has been implemented and assists with this effort.
 - c. Corrective maintenance work recorded on a work order and entered ~~a computer~~ for tracking the history of a bus through Trapeze EAM ~~software~~.
 - d. Corrective maintenance data used for analysis and performing trend evaluations. These analyses and evaluations are performed by supervisors, service writers, and the business analysts. Director of Maintenance hosts quarterly meetings to review trends and metrics.
5. Inspection and Testing of Maintenance Facility Equipment
The inspection and testing of maintenance facility equipment includes but is not limited to the following:
- a. Preventative Maintenance Safety Checklists are routinely executed by garage supervisors on shop and facility equipment on a routine basis as defined by the manufacturer. PM data used for analysis and safety performance trends. Tamarus to provide wording on Preventative action for facility.
 - ~~a.b.~~ Safety-related housekeeping is routinely performed (e.g., aisles are kept clear of obstructions, spills are cleaned up, and cylinders are secured).
 - ~~b.c.~~ Emergency exit routes are clearly marked and are kept clear of obstructions.
 - ~~e.d.~~ Normal lighting is routinely replaced, and emergency lighting is tested every five years in conjunction with load testing of the main generator.
 - ~~d.e.~~ The Engineering Department coordinates regular testing and inspection of Fire alarm, and detection, and suppression (e.g., sprinklers and halon) systems are tested by an outside contractor annually.
 - ~~e.~~ Fire suppression systems (e.g., sprinklers, halon) are tested by an outside contractor quarterly.
 - f. Fire extinguishers are properly located and marked and are serviced by an outside contractor.
 - g. The Engineering Department coordinates periodic inspection of Normal and emergency ventilation systems are periodically inspected by an outside contractor in accordance with the Office of General Services.
 - h. ~~Freight~~All elevators ~~(man and freight)~~ are periodically inspected, serviced, and tested by an outside contractor in accordance with the Office of General Services. Maintenance and inspection services are coordinated by the Engineering Department.
 - i. Communication systems (e.g., public-address system, paging system) are used continuously and repaired as needed.
 - j. A lock-out/tag-out procedure is in place for inoperative systems and equipment needing repair. Trapeze EAM is used for management of repairs, which are categorized as low, medium, or high priority. Repair of identified safety-critical items is given high priority.
 - ~~k.~~ The garage supervisor, on shift, emails the daytime Buildings and Grounds Supervisor to identify critical items such as inoperative or malfunctioning safety items.
 - ~~k.l.~~ Weekly GEMBA walks are held in RTS Monroe Maintenance facilities. GEMBA is a process whereby supervisors and managers go into the workplace to see workspaces and processes for themselves and get ideas and input, including safety concerns or improvements, from those doing the work. Reference to GEMBA here.
6. Inspection and Maintenance of RTS Connect Bus Shelters
The inspection and maintenance of bus shelters includes but is not limited to the following:
- a. Benches – Benches, including ~~benches~~those placed by neighborhood associations and other groups, ~~have been provided~~ at remote locations or at infrequent stops not meeting the criteria established by RTS for placement of amenities.
 - b. Repairs – Bus shelters are periodically inspected by Road Supervisors for necessary repairs to the structure, amenities, and glass, which are reported and repaired per an in-place schedule. They are also inspected by Operators who are instructed to call in any bus shelter problems to Radio Control. Finally, a contractor repair

service inspects all bus shelters, taking care of minor repairs immediately and calling ~~daily~~ regarding other possible repairs and to secure approval for major repairs.

- c. Cleanliness – Bus shelters are periodically cleaned, graffiti removed, and RTS provided trash containers emptied.
- d. Interior lighting – Most bus shelters have no interior lighting and rely on street lighting.

The Director of Service Planning and Manager of Field Operations have workflows for reporting, responding to, and repairing damaged shelters.

7. Maintenance of RTS Connect Bus Stops

The maintenance of bus stops includes but is not limited to the following:

- a. Bus route and schedule information – Many bus stop signs contain route information. Schedules are available on buses and at various locations through the service area. Schedule information is available by telephone from the RTS Customer Service Center or on the RTS website.
- b. Location – Bus stops are located where they are beneficial to customers and where adequate streets exist.
- c. ~~No Parking~~ ~~z~~ Zones – Parking is prohibited at bus stops. Operators report violations. Enforcement is accomplished in cooperation with local police.
- e.d. Regular inspections via contract. RTS's contracted cleaning service inspects shelters as part of their regularly scheduled cleaning. If repairs or maintenance is required, it is reported to the RTS Transportation Planner II. (Confirm with Julie B. how and what is being done.) DM.

8. Maintenance of RTS Connect and RTS On Demand Hubs

There are eight connection hubs that allow customers riding RTS On Demand service to move into the fixed route network serviced by RTS Connect, and vice versa. The connection hubs are typically located in tech parks, plazas, or mall properties because of agreements with the property owners. Hubs provide one or two large shelters with more amenities than a typical bus shelter. Amenities include heat sources, benches, interior lights, digital displays for route information, bike racks, trash bins, and electric car charging stations. There are two hubs used solely for fixed route services located on properties owned by RTS.

There are specific maintenance responsibilities for RTS distinct from maintenance responsibilities agreed to by the property owners. The responsibilities, various vendor contacts and property owner contacts, and schedules are provided in an upkeep procedure. Maintenance includes but is not limited to the following:

- a. Cleaning, graffiti removal, and repairs to shelter glass or structure
- b. Trash pickup
- c. Grounds keeping (lawn mowing)
- d. Snow plowing, snow control, snow removal
- e. Electrical checkups
- f. Site evaluations
- g. Recurring roadway resurfacing or patching
- h. ~~Electric car charging stations~~

Road Supervisors, perform weekly checks on all Connection Hub locations. Issues identified are reported to the RTS Planning Department to be corrected. Bus Operators, Small Vehicle Operators, or customers may report issues at a connection hub (broken glass, graffiti, snow accumulation) through Radio Control or Customer Service. Property owners may contact Customer Service or Engineering regarding issues. Radio Control or Transit Operations (Transportation Services) use the Upkeep for Connection Hubs to contact the relevant parties to address the issue. Engineering uses contractors to perform routine electrical checkups. Engineering also performs an annual on-site inspection of the property and components for each hub.

9. Inspection and Testing of Vehicle Parking and Storage Areas

The inspection and testing of vehicle parking and storage areas includes but is not limited to the following:

- a. Procedures regarding vehicle movement – Procedures are in place for controlling the movement of buses, maintenance vehicles, and non-revenue vehicles in garages and facilities.

- b. Lane marking – Lanes within garages and facilities are clearly marked to ensure that aisle/fire lanes are maintained.
- c. Housekeeping – Garages and facilities are cleaned on an ongoing basis to keep lanes clear.
- d. Emergency exits and access points – These are checked by the Garage Supervisor on a periodic basis to ensure that they are clear.
- e. Normal and emergency lighting – Normal lighting is routinely replaced, and emergency lighting is tested every five years in conjunction with load testing of the main generator.
- f. Communications systems (e.g., paging, and public address) – These are periodically tested.
- g. Winterization – On a scheduled basis, all equipment is winterized as appropriate.

10. Internal Reviews

- a. The System Safety Manager routinely pulls files to audit for compliance with New York State Vehicle and Traffic Law Article 19-A, Special Requirements for Bus Drivers (Article 19-A) at all business unit locations.
- ~~a.b. Electronic~~The System Safety Manager responds to the electronic file audits initiated through the NYS DMV to check bus driver files (19-A) are responded to by the designated person in each location. The Secretary of Transportation is the designated representative for RTS Monroe. The Regional Manager is the designated person for each regional operation. The Manager of Access Operations is the designated person for RTS Access.
- ~~b.c.~~ The Manager of Loss Prevention, System Safety Manager, and Manager of Maintenance Support Operations periodically walk through the RTS main campus for observation of the facilities. They note any deficiencies to address during the walk-through.
- ~~c.d.~~ Safety and Loss Prevention rely on feedback from the SMS Task Force, Workforce Development, the Accident Review Committee, and reporting from employees—including Bus Operators, Small Vehicle Operators, and Technicians—through the ESRP.
- ~~d.e.~~ During employee on-boarding and yearly in-service training, employees are informed, reminded, and encouraged to raise their safety concerns through the ESRP.
- ~~e.f.~~ Policies and procedures housed in RGRTA's document management system (PolicyTech) have Owners assigned to them. Owners receive automated notices when a document is due for periodic review. Periodic review intervals are generally 12 months but can be adjusted according to the nature of the procedure. Owners can delegate the review and update process to members of their staff but are ultimately responsible for ensuring that the material is keep up to date and in alignment with current practices. Owners can work with the Policies, Procedures, and Technical Documents Manager for support through the process.
For example, the Manager of Transit Center Operations noticed that Transit Center Supervisors and contracted Security Guards were out of compliance with their issuance of Immediate Bans. The Manager of Transit Center Operations developed tools to support the Transit Center Supervisors and Security Guards (flowcharts, a set of procedures specific for each role in the process, and a quick reference sheet that was also used to create a large poster posted in their work area). The goal was to empower the staff to reduce safety issues without applying ban periods that were excessive or unnecessary.

6.1.B. Internal Monitoring and Measurement Plan

1. A process is in place to receive, distribute, and act on public comments/complaints related to service and operations safety in a timely, effective manner. The process includes but is not limited to the following:
 - a. Public comments are routed to the appropriate manager(s) for investigation and the appropriate organization(s) for response and action. When related to Safety, public comments are responded to in a timely and effective manner, with follow-up action to verify the quality of the response.
 - b. Public comments related to safety are generally communicated as customer complaints to the Customer Service Department. The Salesforce customer relationship management (CRM) system is used to route complaints to the appropriate department for response and action.
 - c. Safety-related complaints are sometimes received in letters mailed to the office of the Chief Executive Officer and are routed to the Customer Service Department for intake and routing for follow-up. RGRTA also hosts

regular Customer Town Meetings, facilitated by the CEO, during which customers can raise issues, concerns, and specific complaints. On occasion, these complaints are related to safety and are referred to the appropriate department for follow-up and a report back for the next Customer Town Meeting.

~~d. Public comments related to safety are responded to in a timely and effective manner, with follow up action to verify the quality of the action.~~

~~e.d.~~ Safety-related complaints, particularly about the conduct of Operators, are given immediate priority for investigation to assess any potential risk to customers and the public. ~~Increasingly, t~~The investigation may include review of on-board video to assess the complaint, as well as direct supervisor observations. Every effort is made to provide feedback to the customer making the complaint that RGRTA has received the complaint, takes the complaint seriously, is pursuing corrective action, and will inform the customer about the findings as soon as possible.

2. Internal reviews of bus operations include but are not limited to the following:

- a. Customer surveys – ~~Although comprehensive reviews are not conducted,~~ RGRTA conducts quarterly on-board customer surveys using a third-party vendor. Customers have been asked about the professionalism and safe operating practices of bus operators and have generally provided very favorable responses in these categories.
- b. Checks pertaining to emergency procedures – Although operators are not periodically tested on emergency procedures, based on the frequency of on-board incidents, it appears that most operators are aware of emergency procedures. If investigation of a specific incident indicates any lack of familiarity with emergency procedures, the operator is counseled and re-trained as needed.
- c. Checks following complaints – Generally pursuant to complaint investigations, supervisors conduct checks of bus operator announcements and the operation of doors, handling of the elderly and disabled passengers, and so forth.
- d. Checks for adherence to schedules – RGRTA has made on-time performance improvement a priority following customer surveys indicating schedule adherence is ~~the most an~~ important factor to the customer. In addition to supervisor direct observation, we also use CAD/AVL data and on-board video to check schedule adherence, particularly for poor performers.
- e. Checks for performance of pre-trip inspections – Supervisors spot-check that the Operators perform their pre-trip inspections and complete their Vehicle Inspection Reports.

3. Internal Reviews of Communications and Control Activities

- a. Radio Control/Dispatch personnel are generally reviewed because of incidents, complaints from Operators, or following routine radio monitoring by management. If necessary, recordings of radio transmissions or phone calls are reviewed to investigate complaints and to correct any performance issues.
- b. The RGRTA Safety Committee shall perform routine monitoring of the procedures and protocols for logging reports of Operator Assault (Radio Control, Road Supervisor) to identify where failures occur and develop corrective actions accordingly.

4. The Maintenance Department performs daily pre- and post-trip equipment inspections. Additionally, internal reviews are conducted of preventive and corrective maintenance procedures and to ensure that personnel are following those procedures.

5. Internal reviews of administrative activities include but are not limited to the following:

- a. Safety reviews of outside contracts during preparation of specifications and submittal – This is an area for process improvement. Previously, members of the SMS Task Force reviewed certain contract specifications for safety-related issues, particularly for bus/vehicle procurements. This may be a task that remains with the SMS Task Force.
- b. Administrative managers' familiarity with the PTASP – ~~The System Safety Manager will conduct regular, ongoing educational activities for RTS staff to gain familiarity with the PTASP. These efforts may include but are not limited to: presentations at Leadership Team meetings, staff meetings, postings on electronic display monitors, postings on the RTS IntraWeb, and in employee newsletters. Historically, the managers of the~~

~~Transportation Services, Maintenance Department, and other departments are part of the SMS Task Force and, therefore, are familiar with the SSPP. Additional communication and education efforts will be necessary for all levels of management to understand the relationship between the SSPP and the PTSAP and the emphasis on the SMS methods.~~

- ~~c. Previous versions of the SSPP have been made available on the company intranet for viewing, printing, or downloading. At the request of RGRTA Safety Committee members representing front-line employees, tAs the The finalized and approved PTASP is updated, copies will be distributed in made available in hardcopy and/or electronically to staff throughout the Authority. will be printed, and hardcopies will be provided to the RGRTA Safety Committee.~~

6. Internal Review of Daily Inspections of the RTS Transit Center include:

- a. Contracted Security Guard logs.
- b. Review of video footage by [Radio Control Transit Center Monitors](#).
- c. Incident reports by [Transit Center Road Supervisors on Transit Center assignment](#).

6.1.C. External Reviews

This section discusses how the SMS Task Force and Safety respond to audits and investigations conducted by organizations external to RGRTA.

RGRTA staff reviews, evaluates, and responds to recommendations made by external auditing/investigative organizations, and implements recommendations as applicable or feasible.

RGRTA may use external review recommendations as the basis for comprehensive planning and/or budget requests submissions.

1. The following external organizations have auditing/investigative oversight of RGRTA:

- a. New York State agencies
 - 1) New York State Public Transportation Safety Board – At present, the Manager of Field Operations is the primary contact/liaison with NYS PTSB. Investigations of NYS PTSB-reportable accidents/incidents are given the highest priority. Audits and reviews are taken seriously, and NYS PTSB staff is given complete cooperation and disclosure in the interests of determining accident/incident causes aimed at prevention of similar occurrences. RGRTA executive staff are advised of NYS PTSB-reported incidents and findings, as well as any audit/review findings. ~~At present, the Manager of Field Operations is the primary contact/liaison with NYS PTSB.~~
 - 2) New York State Department of Motor Vehicles.
 - 3) New York State Department of Transportation – RGRTA fully cooperates with NYS DOT mainly in the areas of grant funding and transportation planning.
 - 4) New York State Office of the State Comptroller – RGRTA fully cooperates with the Comptroller’s Office regarding financial audits.
 - 5) Other New York State agencies – RGRTA fully cooperates with any other New York Statute agency with jurisdiction, such as the New York State Department of Labor (NYS DOL) and the New York State Public Employee Safety and Health Bureau (NYS PESH).

b. Federal Agencies:

- 1) Federal Transit Administration - RGRTA is an FTA grantee and subject to FTA grant compliance and program audits, including the FTA Triennial Review process. RGRTA must self-certify its compliance with the requirements set forth in the annual Certifications and Assurances.
- 2) Transportation Security Administration – RGRTA participates in the Baseline Assessment and Security Enhancement (BASE) program of security audits conducted by the TSA
~~American Public Transit Association – RGRTA is a member of APTA, a professional association and not a regulatory agency. RGRTA reviews APTA-developed best practice guidelines related to safety and security~~

National Transportation Safety Board – RGRTA is not subject to NTSB audits or investigations.

American Public Transit Association - RGRTA is a member of APTA, a professional association and not a regulatory agency. RGRTA reviews APTA-developed best practice guidelines related to safety and security.

~~b. — Federal Transit Administration — RGRTA is an FTA grantee and subject to FTA grant compliance and program audits, including the FTA Triennial Review process. RGRTA must self-certify its compliance with the requirements set forth in the annual Certifications and Assurances.~~

~~c. — Transportation Security Administration — RGRTA participates in the Baseline Assessment and Security Enhancement (BASE) program of security audits conducted by the TSA.~~

~~d. — American Public Transit Association — RGRTA is a member of APTA, a professional association and not a regulatory agency. RGRTA reviews APTA-developed best practice guidelines related to safety and security.~~

~~2.1. RGRTA staff reviews, evaluates, and responds to recommendations made by external auditing/investigative organizations, and implements recommendations as applicable or feasible.~~

~~3.1. RGRTA may use external review recommendations as the basis for comprehensive planning and/or budget requests submissions.~~

6.1.D. Safety Data Collection and Maintenance

This section identifies the types of safety-related data collected by RGRTA, how it is used to improve or verify the level of safety, where the data is filed, and how it is retrieved. In addition, the role of the SMS Task Force and RGRTA Safety Committee in analyzing and utilizing safety data is discussed.

Each department within RGRTA is responsible for the reporting of all accidents, incidents, and potential safety hazards. Our objective is for the immediate reporting of any accident/incident or safety hazard through a structured reporting system to minimize management's response time in either fully eliminating or minimizing the risk posed by a hazard that could potentially result in property damage, injury, or loss of life.

1. Safety data is collected from the following internal sources:
 - a. Accident/incident and defect reports
 - 1) Fleet accidents and incidents
 - 2) Facilities discrepancies (e.g., code violations, disrepair, low light levels) – Facilities inspections are managed by the Engineering, Facilities and Capital Programming Department and code compliance officers.
 - b. Fleet inspection reports – Collected and maintained by the Maintenance Department.
 - 1) Scheduled fleet maintenance reports
 - 2) Corrective fleet maintenance reports
 - 3) Pre- and post-trip vehicle inspection reports
 - 4) Vehicle safety inspection reports
 - c. Facilities inspection reports – Collected and maintained by the Engineering, Facilities, and Capital Programming Department and Maintenance Department:
 - 1) Garage inspection reports
 - 2) Individual maintenance-area inspection reports
 - 3) Storage area inspection reports
 - 4) Bus stop, shelter, and surrounding area inspection reports – Reports are generated only in response to complaints and accident/incident reports.
2. Safety data is collected from the following external sources:
 - a. Other transit agencies – RGRTA keeps an open channel with peer agencies in New York State (CENTRO, NFTA, [CDTASEPTA](#)).

- b. Regulatory agencies
 - 1) New York State Public Transportation Safety Board (NYS PTSB)
 - 2) National Transportation Safety Board (NTSB)
 - 3) Federal Transit Administration (FTA)
 - c. Professional associations
 - 1) American Public Transit Association (APTA)
 - 2) New York Public Transit Association (NYPTA)
 - 3) American Bus Benchmarking Group (ABBG), a private benchmarking organization of 21 mid-size transit agencies throughout the U.S. whose data RGRTA analyzes to identify best practices within the industry.
- Professional materials – RGRTA receives suppliers’ data and Executive Management subscribes to Mass Transit (an industry journal and online resource; see <http://www.masstransitmag.com/security>).

6.1.E. Safety Data Analysis and Reporting

1. ~~All~~^S Safety-related data collected by the DART incident-reporting software, the Trapeze EAM maintenance software, and ESRP methods is reviewed by the RGRTA Safety Committee and SMS Task Force to identify trends in frequency type, human factors, vehicle problems, and possible location problems.
 - a. Collected data, including external data, shall be used as input for hazard resolution, corrective actions, and future adjustments to performance targets.
 - b. Collected data shall be used to communicate and establish expectations and accountability for consistent adherence to RGRTA safety requirements, particularly in response to radio calls by Operators regarding assaults.
 - c. Collected data shall be indexed, filed, and readily retrievable.
2. Safety-related reports are provided to the NYS PTSB as required and to the National Transit Database.
3. The Safety Performance Targets for 5307 and 5311 will provide another resource for Executive Management, Safety, Loss Prevention, and the RGRTA Safety Committee to review to identify trends.

6.1.F. Investigations of Safety Events

6.1.F.i. Accident and Incident Investigation Procedures

Procedures define what constitutes an accident or incident, internal and external notification procedures, participants, reporting, and the required follow-up action with assigned responsibilities.

1. **Accident/incident investigation plan and procedures** – RGRTA investigates all recordable injuries, illnesses, and property damage losses. All reported bus accidents and on-board incidents are investigated. The criteria for conducting investigations are defined in Accident/Incident Reporting and Investigation Procedures.
2. **Means of recording investigative information** – All investigating personnel have access to digital cameras, ~~measuring wheel tapes~~, voice recorders, and standardized reporting forms to record information. Measuring wheels are available upon request but not commonly utilized.
3. **Investigation documentation with recommendations** – All investigations are fully documented. The Accident Review Committee, Loss Prevention, and Safety evaluate accident and incident reports. These groups provide the appropriate level of follow-up to ensure that any required corrective action is implemented. All accidents/incidents are categorized by type and classifications (e.g., hazard condition, unsafe action) through the DART incident reporting system for the purpose of providing support to managers on proper post-accident follow-up, evaluation, training, and discipline. Failure to disclose all information accurately and completely is considered a major infraction and may result in disciplinary action up to and including termination.
 - a. All accidents are reviewed by the Accident Review Committee. If necessary, the Committee conducts an additional investigation to determine the preventability of the accident. The Committee forwards the

judgment to the Legal Department who provides a letter of determination to the ~~employeeSVO or Bus Operator~~.

- b. If the ~~employee-SVO or Bus Operator~~ disagrees with the judgment of the Accident Review Committee, they may appeal the decision within fifteen (15) business days of the notification of initial judgment.
 - c. The ~~employeeSVO or Bus Operator~~ can contact the Director of Transportation for information on the accident review process.
4. **Implementation of post-accident/incident recommendations** – ~~p~~Post-accident/incident recommendations ~~(or the rationale as to why recommendations were not adopted)~~ may be provided to appropriate operation managers for identified trends, repeated occurrences, or potential disciplinary issues. If a recommendation is not implemented, a rationale of why the recommendation is was not adopted will be provided back to the Safety Committee. Major safety related concerns or potential projects are channeled through the SMS Task Force. The SMS Task Force will follow a concern or problem until it is resolved.
 5. **Analysis of costs associated with accidents/incidents** – The cost of accidents/incidents are tracked by the Manager of Loss Prevention. Cost analyses may be performed when certain trends are identified to evaluate frequency and cost.
 6. **Management review of accident/incident reports** – ~~Mid-level managers~~ Authorized personnel have access to the DART incident reporting system and regularly review accident/incident reports for recommendations and corrective action as may be necessary.
 7. **Accident/incident investigation plan tied to accident preventability** – Results and recommendations of accident/incident investigations are distributed to various departments for follow-up evaluations, retraining, and discipline. Trends and analysis of accidents ~~may result in provide for~~ specified individual or group training and awareness. Operator in-service training is often used as the forum to provide training and awareness to Operators. Individualized retraining is conducted by Workforce Development. Results of accident/incident investigations are tied into accident preventability. ~~Results and recommendations of accident/incident investigations are distributed to various departments for follow-up evaluations, retraining, and discipline.~~
 8. **Safety data file** – Reports and recommendations pertaining to accident/incident investigations are filed in the Legal ~~Affairs~~ Department in the DART incident reporting system. These records are kept for at least three years and are readily accessible to authorized personnel.

6.1.F.ii. Responsibilities in Accident Investigation

1. **Responsibility for training in accident investigation** – The Manager of Field Operations is responsible to ensure that all personnel who are required to investigate accidents are trained. Accident Review Committee members and Road Supervisors receive training ~~at~~ through the Transportation Safety Institute (TSI) Bus Collision Investigation Course. Accident Review Committee members also receive NYS PTSB BAITFISH training.
2. **Intra-organization responsibilities in accident investigation** – When an accident/incident is reported, the appropriate department is notified. The Director of Transportation, the System Safety Manager, Manager of Field Operations, and the Manager of Loss Prevention are notified of all vehicle accidents ~~-and~~ property damage through email, phone call, or DART report notification. Major accidents include real-time notifications to senior and executive management. Radio Control or the Manager of ~~Service-Delivery~~ Field Operations assigns a Road Supervisor to respond to the scene and investigate. Radio Control arranges to change-off the bus as needed and ensure continuation of bus service. The Maintenance Department tows an involved bus as needed. Loss Prevention manages claims administration and/or litigation. The DART incident reporting system is used as part of this process. The People Department administers post-accident drug and alcohol testing of the employee operators. Senior management is notified of serious injury or multiple injury accidents, as well as any NYS PTSB reportable accident/incident.

3. **Responsibility for notifying external organizations of safety incident/vehicle accidents** – Whenever an safety incident/vehicle accident meets the criteria for Federal (NTD) or State PESH agencies to be notified, Authorized Personnel ~~the Accident Review Committee~~ makes the appropriate notifications. In cases where the incident or accident requires notification of the state Public Transportation Safety Board (PTSB), the Manager of Field Operations ~~Service Delivery~~, or their designee, must notify or cause to be notified the PTSB.

Accidents/incidents requiring PTSB notification include:

- a. Fatality (death occurs within 24 hours of accident/incident)
 - b. Five (5) or more persons injured (including any/all vehicles or persons involved)
 - c. Accidents/incidents caused by mechanical failure, including but not limited to all fires in revenue service requiring passenger evacuation and response by a fire department, whether injuries occurred or not.
4. **Accident Review Committee** – The Accident Review Committee reviews the available sources of evidence and applies the causal factors. Using definitions determined by BAITFISH, the accident is rated as Preventable, Non-Preventable, or Not Rated. Bus Operators or Small Vehicle Operators Employees are notified of the decision and the reasons for the determination. Bus Operators or Small Vehicle Operators may be assigned to re-training. If Bus Operators or Small Vehicle Operators do not agree with the determination, they can initiate an appeal process and submit the reasons/evidence for review by an Appeal Committee.

6.2. Management of Change

This section identifies and describes RGRTA's methods and tools for evaluating the safety risk of modifications to its transit operations, systems, and facilities.

1. The rules and procedures regarding the incorporation of modifications into the bus system include but are not limited to:
 - a. New and extended lines
 - 1) RTS – The Service Planning Department collects feedback from customers and Operators to properly evaluate current routes and the demand for new or extended lines. They also work with the cities and towns in the RTS service area to accommodate changes in roads, retail outlets, business complexes, etc. The Service Planning Department then works in conjunction with the Scheduling Department to incorporate new service into the schedule. Road Supervisors participate in assessing and evaluating any safety issues in operating along proposed new routes or extensions.
 - 2) RTS Access – Complementary paratransit must provide service area coverage comparable to that of the fixed route service area. Changes to fixed route will dictate the service area required by the ADA. The Director of Paratransit Services and Manager of RTSField Operations will work with Road Supervisors and Safety to evaluate locations as needed, such as narrow streets, areas where the bus would have to back into traffic, and dead-end roads. Locations determined unsafe will have alternate drop-off and pick-up points established within the ADA requirements.
 - 3) Regional Operations – Operate as route deviation and Dial-A-Ride systems, and modifications are a direct result of the eligible customers and their riding habits. Like RTS Access, the Director of Paratransit Services and Manager of Field Operations will work with Road Supervisors and Safety to evaluate locations as needed, such as narrow streets, areas where the bus would have to back into traffic, and dead-end roads. Locations determined unsafe will have alternate drop-off and pick-up points established within the ADA requirements, locations such as long steep driveways without room to turn around would be evaluated by Loss Prevention, Safety, and recommendations on alternatives would be provided.
 - b. New, upgraded, and used vehicles – The fleet-replacement program is consistent with the FTA guidelines. RGRTA is including electric and fuel cell buses in its fleets.
 - c. New and upgraded facilities – Staff regularly evaluates current facilities to identify upgrades needed to perform business operations more efficiently. Significant time is devoted to determining how daily operations will be affected, both positively and negatively, prior to any upgrades being made. Such improvements are included as projects in the multiple-year capital improvement program.

- d. New and upgraded equipment – Staff regularly evaluates current equipment (e.g., fare collection, AVL communications) to identify upgrades needed to perform business operations more efficiently. Significant time is devoted to determining how daily operations will be affected, both positively and negatively, prior to any upgrades being made. Such improvements are included as projects in the multi-year capital improvement program.
2. The safety reviews regarding modifications to the bus system include but are not limited to the following:
 - a. Engineering changes – The Engineering, Facilities, and Capital Programming Department is represented on the SMS Task Force. The Director of Engineering and Facilities Management has received training in state codes (e.g., building and fire codes). Facility design changes or new facilities are designed in compliance with relevant laws (e.g., Americans with Disabilities Act), codes, and best practices. For example, a consultant firm was hired to conduct a safety and security design review of the RTS Transit Center project. Changes to bus system routes, including new bus stops, shelters, or routes, are evaluated for safety issues by the [Manager of Field Operations](#) at the request of the Service Planning Department, Scheduling Department, or Business Development Department prior to implementation.
 - b. SOP and EOP changes – Any changes to Standard Operating Procedures (SOPs) or Emergency Operating Procedures (EOPs) are reviewed, with recommendations offered, by the members of Transit Operations (Transportation Services), Safety, or the SMS Task Force prior to implementation.
 - c. Procurement practices, including applicable safety requirements – All safety requirements are put into the final bus specifications and are reviewed, with recommendations offered, by the Purchasing Department prior to accepting new equipment.
 - ~~d. Proposed operational changes – Prior to instituting operational changes, a review is completed by the respective department SMS Task Force to check for potential safety hazards.~~
 - ~~e.d.~~ Reporting and tracking – System changes are a direct result of feedback from [customer and](#) front-line employees. This feedback and the ensuing safety review are reported and tracked for future reference.
3. Safety analyses are reviewed during the evaluation of system modifications in the following ways:
 - ~~a. Severity and frequency of hazards are reassessed in hazard analysis.~~
 - ~~b.a.~~ Loss Prevention and Safety analyze the frequency and severity of all accidents and incidents on an ongoing basis. This analysis is then reviewed by the SMS Task Force or Accident Review Committee and recommendations for system modifications are made. These suggestions are brought to the affected department head to determine the viability of the suggestions. After recommended modifications are made, the tracking of accidents and incidents continues to analyze improvements.
 - ~~e.b.~~ The results and recommendations of hazard assessment in evaluating system modifications are reported to management.
 - ~~d.c.~~ Corrective actions for hazard resolution are validated prior to instituting the system modification.

6.3. Continuous Improvement

This part of Safety Assurance describes the processes for:

1. Assessing safety performance; and
2. Developing and carrying out plans to address identified safety deficiencies.

The System Safety Manager and managerial staff from the [Operations](#) and Maintenance departments have the responsibility to track national resources to benchmark and identify best practices in safety management. For example, the American Bus Benchmarking Group (ABBG), American Public Transit Association (APTA), and New York Public Transit Association.

The RGRTA Safety Committee reviews whether the 5307 [and 5311](#) services are meeting the performance measures, discuss any new reportable incidents and any potential risk reduction or mitigation strategies to recommend for implementation.

Executive Management, Leadership, Key Staff, ~~and the~~ SMS Task Force, and Accident Review Committee will

develop, implement, and communicate the risk mitigation procedures [as delineated in this plan](#) to employees.

In compliance with 49 USC 5329, if RGRTA does not meet the 5307 performance targets, then RGRTA shall allocate no less than 0.75 percent of 5307 funds in the following fiscal year to safety-related projects that are reasonably likely to assist RGRTA in meeting the performance targets.

6.4. Safety Assurance Components for Evaluation

- **Develop activities to monitor the system for compliance with procedures for operations and maintenance.**
 - 1) Checks of Operator performance of revenue-generating services include but are not limited to the following:
 - B-A. Conformance to procedures – Periodic ride checks are performed to assess Operators' conformance to standard operating procedures. On-board video may also be reviewed.
 - C-B. Sensitivity to elderly and disabled passengers – Periodic ride checks are performed to assess Operators' sensitivity to and handling of elderly and disabled passengers. On-board video may also be reviewed.
 - D-C. Adherence to schedules – Periodic ride checks and the AVL system are used to assess Operators' adherence to schedules. Weekly meetings are conducted to monitor on-time performance, as well as covert/overt observations.
 - E-D. Speed within school zones and areas with high citation rate – Most buses are equipped with on-board diagnostics that allow speed checks. On-board video may also be used.
 - 2) Checks on the completion of EVIR and VIR.
 - 3) Checks on Small Vehicle equipment components and impact to vehicle wear/tear (Shift-N-Step plus Braun Century 2 Lifts on vans).
 - 4) Checks on returning vehicles to service.
 - 5) Checks on safe driving speed and safe customer boarding and securement practices compared against ride fulfillment and on-time performance goals.
 - 6) Checks on Radio Control and Road Supervisor procedures and training for responding to Bus Operators and Small Vehicle Operators.
 - 7) Checks on timely reporting of accidents/incidents.
- **Develop activities to monitor operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.**
 - 1) An internal plan will be developed to:
 - A. Define the purpose, scope, and objectives of internal monitoring and reviews.
 - B. Establish a schedule, including milestones, for internal reviews or monitoring meetings.
 - 2) Procedures will be developed for conducting internal reviews, including but not limited to:
 - A. Descriptions of specific internal review steps.
 - B. Itemized internal review checklists.
 - C. Definition of audit sampling basis for the conduct of internal reviews.
 - D. The roles and responsibilities of participants who conduct internal reviews will be defined.
 - 3) Reporting requirements regarding the results of internal reviews will be established, including but not limited to the following:
 - A. Internal review results analyzed, and applicable recommendations developed and filed.
 - B. Internal review reports prepared in a predefined format and distributed per a report distribution list.
 - 4) A process will be put in place to maintain the status of the corrective actions that result from internal reviews. This process will include but not be limited to the following:
 - A. Individuals assigned corrective actions.
 - B. The status of corrective actions periodically reviewed, and action taken to resolve comments generated in the internal review, with the status maintained on file until the final resolution of comments.
 - C. Individuals and organizational units identified for sign-off of the resolution of the corrective actions.
 - D. A procedure for following up the effectiveness of the corrective actions.
 - E. A procedure for amending/updating plans and procedures based on the recommendations of the internal review.
- **Describe activities to monitor information reported through internal safety reporting programs.**

- **Describe the process for identifying and assessing changes that may introduce new hazards or impact safety performance.**
 - 1) Identify internal and external sources of change (labor shortages, supply chain interruptions, construction, electric vehicles, fuel cell vehicles, electric and fuel cell infrastructure, ridership, system/route changes)
 - 2) Describe process of notifying departments about changes.
 - 3) Describe field activities to help identify changes in the operational environment that may not have been planned.
 - 4) Develop criteria to determine the changes in the operational environment that trigger change management activities.
- **Describe the process for assessing safety performance. Describe the process for developing and carrying out plans to address identified safety deficiencies.**
 - 1) Work with the Manager of Service Quality and Business Analysts for recommendations on formats and tracking methods (low-tech) to track and interpret information reported through DART and ESRP.
 - 2) Develop corrective action plans to address deficiencies in safety performance targets.

7.0. Safety Promotion

7.1. Competencies and Training

1. Professional development and training programs for safety personnel include but are not limited to the following:
 - a. Short-term and long-term professional development practices – Personnel assigned to the Accident Review Committee attend the New York State Bus Accident Investigation Training for Identifying Safety Hazards (BAITFISH) course for initial certification in accident investigation, and/or the Transportation Safety Institute (TSI) course in Bus Collision Investigation. Personnel attend BAITFISH re-certification courses as required. Staff may attend other TSI courses as requested. The current System Safety Manager has a TSI certification in Transit Safety and Security. Several personnel are also certified examiners under New York State Vehicle and Traffic Law Article 19-A, Special Requirements for Bus Drivers examiners, and attend Article 19-A re-certification/refresher training as required. RGRTA also provides periodic training for first-line supervisory staff, which applies to all Road Supervisors. Safety staff is also encouraged to attend seminars, symposia, and university courses related to safety. The department has a budget for travel and training.
 - b. The System Safety Manager shall monitor when BAITFISH classes are scheduled and coordinate with the RGRTA Safety Committee to ensure there are a sufficient number of people in the organization who are able to carry out their safety duties and also to cope with succession.
 - c. Procedures to inform staff of new codes and regulations – Safety, Loss Prevention, and the Manager of [Field Operations/Service Delivery](#) inform staff of new codes and regulations when they become aware of them. As cited above, BAITFISH and Article 19-A re-certifications also serves this function. Management subscribes to several online transit safety and security publications and alerts, including but not limited to those from the FTA, the American Public Transit Association (APTA), and Mass Transit (a trade journal), which provide notice of new codes, regulations, or legislation related to safety.
 - d. Membership in professional organizations – RGRTA is a member of APTA and ~~the RGRTA Chief Executive Officer is a board member of APTA. Safety Committee members help organize the RGRTA Annual Bus Roadeo and participate on the state Bus Roadeo committee through~~ the New York Public Transit Association (NYPTA).
- ~~2. Buildings and Grounds employees shall receive training and reference materials to ensure safe operation of specialized seasonal equipment, such as that used to manage snow and ice.~~
- ~~3. Employees responsible for towing vehicles (buses, small vehicles), shall receive training according to manufacturer's recommendations.~~
2. Training program plans – Safety-related training program plans are in place and are reviewed biennially or more frequently as needed.
3. Emphasis on safety in all training programs – An emphasis on safety is integrated into all RGRTA training programs, with recommendations from the Safety Committee. To ensure that they meet selection standards, all instructors are trained as FTA Certified Transit and Paratransit Instructors, Smith System Instructors, National Safety Council Instructors, and Article 19-A Examiners. Instructors use standardized lesson plans, which cover all aspects of training with an emphasis on safety. Lesson plans are kept current and reflect correct operating procedures and training requirements.
4. Safety training goals, objectives, and requirements – The goals, objectives, and requirements pertaining to safety for all training programs are thoroughly documented and provided to trainees. Training in safe methods of operation and safety procedures is included in manuals, handbooks, and other documents developed by Workforce Development. To satisfactorily complete their training, all Operator trainees must demonstrate familiarity with the safety rules throughout their training. Operator trainees are trained in identifying, assessing, and reporting hazards.

- a. After the Operator trainees complete two weeks of field training with mentors and enter service, the Transportation Technical Trainer does a follow up and ride along to assess the new Operator's skills and identify areas which may require additional training.
- b. The Transportation Technical Trainer may also solicit feedback on the effectiveness of instruction is solicited from the new Operators, trainees who have completed training. At the completion of the Operator trainees' two weeks of field training with mentors, new Operators complete an additional week with Workforce Development. During this week, the department focuses on areas requiring additional training and/or development, and trainees are asked to provide feedback on the instructors and course. Trainees and are also asked for recommendations for improvement and/or new training topics.
- c. Complete attendance records are kept for every training program given by Workforce Development. Records include the number of trainees who have completed and not completed training, including reasons why trainees do not finish.
- d. The SMS Task Force and other departments periodically audit training programs on their quality and effectiveness in meeting safety-related goals and objectives. They review and recommend training topics for Operators on a continuing basis as needed.

5. New employee orientation training and qualification – Applicants undergo a criminal record check and attend a standard new employee orientation as part of their initial training including such regulatory topics as employee harassment, workplace violence, right-to-know, and blood-borne pathogens. The sections that follow outline the specific training requirements for each job function.

—The training requirements for

4.——Transit Operations, Paratransit Operations, and Regional Operations All Operators include but are not limited to the following: attendance at an initial training class, receiving training in the operation of fare boxes, wheelchair lifts/ramps, and radio procedures amongst other topics. This training is reinforced and updated as needed. All mechanical employees are trained in the use of ~~the whatever~~ equipment ~~is~~ used on their respective jobs as well as bus operation if it is required. ~~All personnel must attend "right-to-know" classes. The sections that follow outline the specific training requirements for each job function.~~

6.
 - a. The driving records of applicants for Operator positions are reviewed as required by New York State Vehicle and Traffic Law Article 19-A, Special Requirements for Bus Drivers (Article 19-A). All applicants must have a minimum of five years Class "D" auto driving experience and have a CDL Class B permit or license. Maintenance position qualifications vary by position.
 - b. Operator training - RGRTA's Operator training program includes all federal and state motor vehicle laws and commercial driver's license information and requirements. It uses the Federal Transit Administration (FTA) new operator training curriculum; the Smith System; and the testing requirements of the New York State Vehicle and Traffic Law for obtaining a Commercial Driver License in a Class appropriate to the vehicle being driven: Class B (CDL B) or Class C (CDL C), and bus operator certification under New York State Vehicle and Traffic Law Article 19-A, Special Requirements for Bus Drivers (Article 19-A).

5.—The training requirements for Maintenance, Transit Operations, Paratransit Operations, and Regional Operations employees include but are not limited to the following:

- a.—New employee orientation training and qualification—Applicants undergo a criminal record check and attend a standard new employee orientation as part of their initial training including such regulatory topics as employee harassment, workplace violence, right-to-know, and blood-borne pathogens.
- b.—The driving records of applicants for Operator positions are reviewed as required by New York State Vehicle and Traffic Law Article 19 A, Special Requirements for Bus Drivers (Article 19 A). All applicants must have a minimum of five years Class "D" auto driving experience be at least 21 years old and have a CDL Class B permit or license. Maintenance position qualifications vary by position. RGRTA requires a high school diploma or GED for these positions.

~~c. Operator training—RGRTA's Operator training program includes all federal and state motor vehicle laws and commercial driver's license information and requirements. It uses the Federal Transit Administration (FTA) new operator training curriculum; the Smith System; and the testing requirements of the New York State Vehicle and Traffic Law for obtaining a Commercial Driver License Class B (CDL B) and bus operator certification under New York State Vehicle and Traffic Law Article 19-A, Special Requirements for Bus Drivers (Article 19-A).~~

~~d.c.~~ Training includes both classroom time and significant time behind the wheel with instructors; riding routes with "mentor" experienced Operators; and final evaluations by instructors with feedback from "mentor" Operators prior to graduation.

~~e.d.~~ Operator training meets the following requirements related to safety:

- 1) Provides a general orientation on RGRTA's property's facilities and the local area.
- 2) Defines the scope of the training program, including what is covered in the classroom and on the road.
- 3) Explains RGRTA's management policy and attitude towards safety.
- 4) Identifies and explains federal, state, and local safety rules and regulations.
- 5) Provides thorough coverage of the role of safety in the overall organization and in operations.
- 6) Provides route training, including map reading, and the location of medical, police, and fire facilities.
- 7) Provides instruction on the safe operation of safety-related on-board bus equipment, including but not limited to doors, door interlocks, and other safety features; the kneeling system and its safety features; the wheelchair lift/ramp and its safety features, including tie downs and locking devices; brakes and safe acceleration and deceleration rates; seat belts and the Operator's seat; mirrors, wipers, and sun visor; and communication systems such as the radio and bus security alarm.
- 8) Provides instruction on practices that promote passenger safety, including but not limited to the use of special equipment, such as tie-downs or wheelchair locking devices; on-board causes of accidents, injuries, and safe acceleration and deceleration rates; sensitivity training regarding the physical limitations of the elderly and disabled persons; bus overcrowding and on-board altercations; effects of weather; effects of interior environmental conditions such as temperature and humidity; safe night driving and expressway driving; and safe procedures at railway crossings.
- 9) Provides instruction on emergency operating procedures, including but not limited to a traffic accident leaving the bus upright; a traffic accident leaving the bus overturned; the use of accident kits (e.g., witness forms); collisions with fixed objects; on-board fire or smoke; passenger injury; passenger illness; on-board theft, fight, or other improper conduct; and flooding of the route and other severe weather.
- 10) Provides formal defensive driver training.
- 11) Conducts biennial safety training for bus operators, during which safety updates are addressed.
- 12) Provides training to all new hires/newly assigned bus operators in RGRTA safety procedures prior to performing their job duties.
- 13) Provides appropriate retraining to bus operators referred to the Workforce Development Department in the event of a "preventable" rating after an accident/incident. A remedial training policy is in place for Operators requiring retraining for cause, including violations of defensive driving; passenger relations; emergency operating procedures; federal, state, and local regulations; safety rules and regulations; and bus orientation.

~~f.e.~~ Small Vehicle Operator (SVO) training covers the same topics provided to Bus Operators. However, SVO training will also include topics specific to the equipment on their vehicles. SVOs will drive the transit vans and Type III Low-Floor Buses. ~~They may drive Type VI Commuter Buses.~~ They will not drive 40 foot or 60-foot buses. For example, SVOs are trained on the fire suppression equipment, single-channel radio, and ~~smart~~ device tablets onboard the transit vans.

~~g.f.~~ Beginning in the Fall of 2023, Bus Operator and SVO training ~~will include Bus must address~~ Operator ~~Assault Prevention~~ De-Escalation Training (assault prevention). The following components ~~will be must be developed and~~ integrated into training delivery:

- ~~1)~~ Training on conflict resolution, de-escalation, mental health awareness and disability laws/etiquette.

~~2)1)~~ Courses such as the Assault Awareness and Prevention for Transit Operators course through National Transit Institute.

~~3)2)~~ Understanding of the definition of Operator Assault under 49 U.S.C. § 5329(d).

~~4)3)~~ Protocols for reporting incidents of assault.

~~5)4)~~ Response protocols for Radio Control/Dispatch, Road Supervisors, ~~TC Monitors~~, TC Supervisors, Security Guards, Managers.

~~6.7.~~ Radio Controller/Dispatcher training – Radio Controllers and Dispatchers receive one-to-one training from senior, experienced Radio Controllers/Dispatchers on each shift. In general, the new Radio Controller/Dispatcher must demonstrate proficiency in using the CAD/AVL system to assess bus system performance and communicate with Operators; demonstrate good communications and decision-making skills; and demonstrate good customer service skills and teamwork. In addition, Radio Controllers/Dispatchers must demonstrate proficiency in using the Trapeze OPS (operations management) system and a thorough knowledge of work rules and payroll rules. Training is approximately eight weeks depending on the progress of the new employee. Radio Controller/Dispatcher training meets the following requirements related to safety:

~~a.~~ New hires/newly assigned Radio Controllers/Dispatchers receive safety training prior to performing job – An experienced Radio Controller/Dispatcher is assigned to work with each newly hired Radio Controller/Dispatcher for seven weeks on various shifts to receive exposure to several different situations and scenarios.

~~a.b.~~ Radio Controllers/Dispatchers receive training in responding to normal, abnormal, and emergency situations.

~~Radio Controllers/Dispatchers receive training in responding to normal, abnormal, and emergency situations.~~

~~b. — Radio Controllers/Dispatchers are assigned by the Manager of Transit Center Operations or Manager of Dispatch for retraining as needed. All Radio Controllers/Dispatchers attend in-service training annually. Individual retraining for cause is directed as needed.~~

c. Information used to analyze the effectiveness of Radio Controller/Dispatcher training and to perform trend analysis includes but is not limited to summaries of training programs ~~(prepared by the Workforce Development Department and provided to the Director of Service Delivery Manager of Field Operations.)~~ and accident/incident reporting data, feedback from bus operators, more senior Radio Controllers/Dispatchers, including those in a lead role.

d. Radio Control/Dispatch training must address Transit Worker Assault Prevention. The following components must be developed and integrated into training delivery:

~~1)~~ Training on conflict resolution, de-escalation, mental health awareness and disability laws/etiquette including components from courses:

~~2)~~ ~~Courses~~ such as the Assault Awareness and Prevention for Transit Operators course through National Transit Institute.

~~3)5)~~ Understanding of the definition of Transit Worker Assault under 49 U.S.C. § 5329(d).

~~4)6)~~ Protocols for reporting incidents of Transit Worker Assault.

~~5)7)~~ Response protocols for Radio Control/Dispatch, Road Supervisors, Security Guards, Managers.

8. Training for Road Supervisors includes one to two days of classroom training and a week of field training with an experienced Road Supervisor. Training includes the following topics:

a. Observing the Operator

b. Handling Difficult Situations and Managing Stress

c. Mentoring Operators to Improve Performance and Correcting Operator's Behavior or Action

d. Accident/Incident Investigation and Emergency Response

1) Responding to a Call, Approaching an Accident Scene, Securing the Scene, Understanding PTSB, Investigating Accidents, Responding to Serious Situations, Photographing a Scene

- [e. Checking Vehicle Inspection Reports](#)
- [f. Working with Agencies](#)
- [g. Media Policy](#)
- [h. Obtaining Statements](#)
- [i. Responding to Accidental Activation of Fire Suppressant](#)
- [j. Responding to Onboard Fumes or Chemical Spills](#)
- [k. Responding to Situations at 1372 East Main Street](#)
- [l. Transit Center Operating Protocols](#)

[RGRTA must evaluate how to integrate training on responding to reports of Operator Assault as well as de-escalation and assault prevention.](#)

- 7.9. Fleet maintenance technician training** – Fleet maintenance technician training meets the following requirements related to safety. Additionally, all mechanics are qualified by the appropriate supervisor based on performance observed after a job trial per the ATU collective bargaining agreement.
- a. In compliance with NYS PESH requirements, provides general safety training to all new maintenance employees prior to performing their assigned jobs.
 - b. Provides a general orientation on RGRTA's property's facilities and the local area.
 - c. Explains RGRTA's management policy and attitude towards safety
 - d. Identifies the scope, objectives, and practices of fleet maintenance jobs, based on job classifications and functions.
 - e. Provides specific orientation on maintenance facilities, including two days of training by the Workforce Development Department on specific job duties.
 - f. Provides specific instruction about the equipment requiring maintenance, offered by supervisor(s), product manufacturers, and other vendors as appropriate and necessary.
 - g. Identifies and explains applicable rules and regulations (which are posted in maintenance work areas) and how they are enforced.
 - h. Identifies and explains the forms and procedures used by the Maintenance Department, including manuals, P/M sheets, the Vehicle Inspection Report (VIR) forms and e-VIR interface.
 - i. Provides instructions on basic safety procedures when performing normal tasks and when responding to other-than-normal duties.
 - j. Provides instruction on the safe operation and maintenance of safety-related on-board bus equipment, including but not limited to doors, door interlocks, and other safety features; the kneeling system and its safety features; the wheelchair lift/ramp and its safety features, including tie downs and locking devices; the brake system and its safety features; climate control systems; electrical systems; engine and drive systems; steering and suspension systems; and horn, interior and exterior lights, and wipers.
 - k. Provides instruction on the use and care of personal protective equipment.
 - l. Provides instruction on the operation and safe use of maintenance equipment, including air, jacks, lifts, and cranes and welding equipment and the protective measures to be taken during welding operations.
 - m. Provides instruction on road call procedures.
 - n. Provides instruction on safe refueling procedures.
 - o. Provides instruction on all bus types and non-revenue equipment, based on job function.
 - p. Includes training manuals for maintenance of each type of bus and system/equipment. The manuals are complete, current, and readily available. Revisions are controlled by maintenance management and are made as needed.
 - q. On a job-by-job basis, provides retrofit training that affects safety-related equipment and maintenance operations.

- r. Includes adequate training devices and aids, such as mockups, job guides, videos, and models, including those supplied by manufacturers and vendors.
 - s. For all new equipment brought on-board, including retrofit programs, includes demonstrations by manufacturers and explanation of manufacturers' warranties and responsibilities.
 - t. As necessary, provides retraining for cause, including driving training.
 - u. Specific mechanics (Technician 1) are trained and authorized to work on the New Flyer Xcelsior® CHARGE electric buses. Their training includes SAE International courses (for example, relevant classes such as High Voltage Vehicle Safety Systems and PPE and Fundamentals of High Voltage xEV, Safety, and PPE) and training from the bus manufacturer.
 - v. Employees responsible for plugging electric buses in for charging or unplugging the electric buses for service must receive appropriate training to perform the task safely and correctly.
 - w. Employees responsible for towing vehicles (buses, small vehicles), shall receive training according to manufacturer's recommendations.
10. Training for facilities maintenance employees meets the following requirements related to safety:
- a. In compliance with OSHA requirements, "Right-to-Know," and "Lockout Tagout," provides general safety training to all new facilities employees prior to performing their assigned jobs.
 - b. Provides retraining as needed, including for cause.
 - c. Includes procedures for evaluating training effectiveness based on feedback received from facilities maintenance personnel and on analysis of accident/incident trends.
 - d. Buildings and Grounds employees shall receive training and reference materials to ensure safe operation of specialized seasonal equipment, such as that used to manage snow and ice.
- v. —
11. Training drills/refresher courses – Operations/Transportation employees (Operators, ~~and~~ Road Supervisors, ~~and~~ Radio Control/Dispatchers) attend two 4-hour in-service training sessions annually ~~on relevant topics, including safe driving skills and customer service.~~ Operators may also receive post-accident training for accidents rated "preventable." Paratransit Services and Regional Services Operators attend in-service training annually for 2–4 hours. Fleet maintenance technicians attend two annual 4-hour in-service training sessions for fleet and facilities maintenance.
- 8.12. In 2024, the Safety Committee will establish expectations and methods for employees to deliver consistent and useful details when reporting safety concerns, particularly, on Incident Reports and Notice of Hazard Forms and entries in the Orb/CAD system. Once developed, training will be provided to all RTS staff.
9. ~~Training for facilities maintenance employees meets the following requirements related to safety:~~
- a. ~~In compliance with OSHA requirements, "Right to Know," and "Lockout Tagout," provides general safety training to all new facilities employees prior to performing their assigned jobs.~~
 - b. ~~Provides retraining as needed, including for cause.~~
 - ~~Includes procedures for evaluating training effectiveness based on feedback received from facilities maintenance personnel and on analysis of accident/incident trends.~~
 - c. ~~Buildings and Grounds employees shall receive training and reference materials to ensure safe operation of specialized seasonal equipment, such as that used to manage snow and ice.~~
10. Training for RTS Road Supervisors includes one to two days of classroom training and a week of field training with an experienced Road Supervisor. Training includes the following topics:
- d. ~~Observing the Operator~~
 - e. ~~Handling Difficult Situations and Managing Stress~~
 - f. ~~Mentoring Operators to Improve Performance and Correcting Operator's Behavior or Action~~
 - g. ~~Accident/Incident Investigation and Emergency Response~~

~~1) Responding to a Call, Approaching an Accident Scene, Securing the Scene, Understanding PTSTB, Investigating Accidents, Responding to Serious Situations, Photographing a Scene~~

~~h. Checking Vehicle Inspection Reports~~

~~i. Working with Agencies~~

~~j. Media Policy~~

~~k. Obtaining Statements~~

~~l. Responding to Accidental Activation of Fire Suppressant~~

~~m. Responding to Onboard Fumes or Chemical Spills~~

~~n. Responding to Situations at 1372 East Main Street~~

~~RGRTA must evaluate how to integrate training on responding to reports of Operator Assault as well as de-escalation and assault prevention.~~

~~11.1. Training program plans – Safety related training program plans are in place and are reviewed biennially or more frequently as needed.~~

~~12.1. Emphasis on safety in all training programs – An emphasis on safety is integrated into all RGRTA training programs, with recommendations from the Safety Committee. To ensure that they meet selection standards, all instructors are trained as FTA Certified Transit and Paratransit Instructors, Smith System Instructors, National Safety Council Instructors, and Article 19 A Examiners. Instructors use standardized lesson plans, which cover all aspects of training with an emphasis on safety. Lesson plans are kept current and reflect correct operating procedures and training requirements.~~

~~13.1. Safety training goals, objectives, and requirements – The goals, objectives, and requirements pertaining to safety for all training programs are thoroughly documented and provided to trainees. Training in safe methods of operation and safety procedures is included in manuals, handbooks, and other documents developed by Workforce Development. To satisfactorily complete their training, all Operator trainees must demonstrate familiarity with the safety rules throughout their training. Operator trainees are trained in identifying, assessing, and reporting hazards.~~

~~a. Feedback on the effectiveness of instruction is solicited from trainees who have completed training. At the completion of the Operator trainees' two weeks of field training with mentors, new Operators complete an additional week with Workforce Development. During this week, the department focuses on areas requiring additional training and/or development, and trainees are asked to provide feedback on the instructors and course. Trainees are also asked for recommendations for improvement and/or new training topics.~~

~~b.a. Complete attendance records are kept for every training program given by Workforce Development. Records include the number of trainees who have completed and not completed training, including reasons why trainees do not finish.~~

~~c.a. The SMS Task Force and other departments periodically audit training programs on their quality and effectiveness in meeting safety-related goals and objectives. They review and recommend training topics for Operators on a continuing basis as needed.~~

~~14.13. Employee Special Assistance Programs – RGRTA offers a comprehensive Employee Assistance Program (EAP) as part of the employee benefit package. The program offers confidential counseling for various personal issues, including drug and alcohol abuse, family and marital issues, and personal finance counseling. Employees may self-refer or be referred by the Authority when necessary. <https://www.eniweb.com/nexgen-eap/>~~

~~15.14. RGRTA also promotes a Wellness Program designed to encourage and assist our employees in instituting positive lifestyle changes through better nutrition, regular exercise, and developing sound financial and stress management skills. A modern wellness center was opened in the summer of 2012 at 1372 East Main Street in Rochester, NY, including a wellness coordinator, exercise equipment, and related group classes/programs.~~

7.2. Safety Communication

This section identifies and describes RGRTA's methods and tools for making personnel aware of safety priorities and initiatives and for ensuring that feedback is captured and acted on as appropriate.

The SMS Task Force meets ~~regularly~~ to discuss any safety-related issues and or complaints [as needed](#).

The Accident Review Committee ~~also~~ meets [weekly if as](#)-needed to rate accidents in accordance with the NYS DOT BAITFISH standards, as well as to identify any training, safety, equipment, or route hazards. The Accident Review Committee is a source of information by which many issues are identified and are addressed immediately.

Employees are instructed in safety-related information and practices at the time of their hire as well as during in-service training. Employees are given refresher training twice a year, tracked through the Workforce Development Department. New and updated safety-related standards are incorporated into training [as needed](#).

7.3. Safety Promotion Components for Evaluation



- ☐ Identify specific safety issues that need to be added to SVO training, Road Supervisor training, Transit Center Supervisor training, or ~~Radio Control~~[TC Monitor](#) training.
- ☐ Integrate Operator Assault Prevention training and procedures for front-line roles and support/response roles (Bus Operators, SVOs, Road Supervisors, TC Supervisors, Radio Controllers/Dispatchers, ~~TC Monitors~~, Transportation Specialists).
- ☐ Develop a communication campaign about safety performance across the organization.
- ☐ Develop a communication campaign about how to report safety concerns and why reporting incidents like Operator Assault is important.
- ☐ Inform all employees about the locations for the PTASP.
- ☐ Provide all employees with an orientation/introduction to the Safety Management System.
- ☐ Develop a communication campaign to inform all employees about the Safety Management Policy statement, the safety performance targets, and the roles of the key committees (RGRTA Safety Committee, Accident Review Committee, and SMS Task Force).

8.0. Additional Information

8.1. Supporting Documentation

8.1.A. Memorandum of Agreement RGRTA Safety Committee Formed Pursuant to 49 USC 5349

The agreement establishes the composition and duties of the RGRTA Safety Committee as of June 08, 2022. A sample is shown here. Contact General Counsel ddelaus@myrts.com or Director of Labor Relations Donna Schnapp dschnapp@myrts.com with questions or to request a copy of the memo.

MEMORANDUM OF AGREEMENT RGRTA SAFETY COMMITTEE FORMED PURSUANT TO 49 USC 5329	
<p>The parties to this Memorandum of Agreement ("MOA"), Regional Transit Service, Inc., Lift Line Inc. (these two entities are collectively referred to herein as "RGRTA") and the Amalgamated Transit Union, Local 282 ("ATU") hereby agree to the terms and conditions outlined below. To the extent any term of any Collective Bargaining Agreement between Regional Transit Service, Inc./Lift Line Inc. and ATU conflicts with the terms of this MOA, this MOA shall control. The parties agree that, except as modified by this MOA, any such Collective Bargaining Agreements remain in effect and unchanged pursuant to their terms.</p> <p>The parties acknowledge that recent amendments to 49 USC 5329 require the parties convene to develop a safety committee which shall, among other requirements imposed by law, approve an Agency Safety Plan and updates to that Agency Safety Plan, establish safety targets, monitor performance against such targets and identify and recommend risk reduction mitigations and strategy in the 49 USC 5307 Urbanized Service Area (i.e., Monroe County, fixed route, on demand and paratransit, and referred to herein as "5307 services").</p> <p>The parties agree to the process and procedure in this MOA so that RGRTA can comply with 49 USC 5329 and operate its services in a manner that is safe for its customers and employees.</p> <p>The parties agree as follows:</p> <ol style="list-style-type: none"> 1.) The Committee shall be named the "RGRTA Safety Committee." 2.) The Committee shall consist of eight members. ATU shall appoint four members from among frontline employees of Regional Transit Service, Inc. and/or Lift Line Inc., and the RGRTA CEO shall appoint four members. 3.) The ATU shall choose from among its four members a Committee Co-Chair. The RGRTA CEO shall name a Committee Co-Chair from among the four members the CEO appoints. 4.) Each party shall name two alternates either of whom may appear, participate and vote in the place of an absent member. 5.) The Committee shall commence meeting as soon as practicable after the execution of this MOA and shall meet every other week, although the parties may agree to meet less frequently as needs dictate. The meetings of the Committee will generally be scheduled for one (1) hour during the morning, unless otherwise agreed. Prior to each meeting the Co-Chairs shall communicate to prepare the agenda. 6.) Five members shall constitute a quorum. 7.) A vote of five or more shall be necessary for a motion to pass or for the Committee to take actions. 8.) All votes shall be cast in person. 9.) Each year by October 31 the Committee shall review the RGRTA Safety Plan (and any amendments) as it pertains to 5307 services and then vote on whether to approve such Plan and any amendments. 	<ol style="list-style-type: none"> 10.) Each year by October 31 the Committee shall set safety performance measures for the 5307 services. 11.) During each meeting, the Committee shall review whether the 5307 services are meeting the performance measures, discuss any new reportable incidents and any potential risk reduction or mitigation strategies to recommend for implementation. 12.) The Policy, Procedures, Technical Documents Manager shall serve as Clerk to the Committee but shall not be a member or have the right to vote. 13.) Any member of the Committee appointed by ATU shall be compensated at their regular base rate of pay for time spent attending Committee meetings. Such members appointed by ATU will also be compensated at their regular base pay rate of pay for other Committee work outside of Committee meetings when jointly authorized or directed by both Co-Chairs. The parties acknowledge that members of the Committee may, by virtue of their time spent in Committee meetings and/or Committee work, be eligible for pay at time and one-half as required by Article 25 or Article 55 of the Collective Bargaining Agreement or Article 33 of the Lift Line, Inc. Collective Bargaining Agreement. The parties also agree that the fact that time spent by a member appointed by the ATU in Committee meetings and/or Committee work (whether or not it causes that member to be eligible for pay at time and one-half as required by the applicable Collective Bargaining Agreement) is not offered to a different employee and/or a more senior employee will not be considered a violation of any Collective Bargaining Agreement. Likewise, when a member appointed by the ATU is not offered or is not eligible for an additional work assignment or an overtime assignment due to their time spent in Committee meetings and/or Committee work this will not be considered a violation of any Collective Bargaining Agreement. <p>AMALGAMATED TRANSIT UNION, LOCAL 282.</p> <p>By:  Date: <u>6/7/22</u></p> <p>REGIONAL TRANSIT SERVICE, INC. LIFT LINE, INC.</p> <p>By:  Date: <u>6/8/22</u></p>

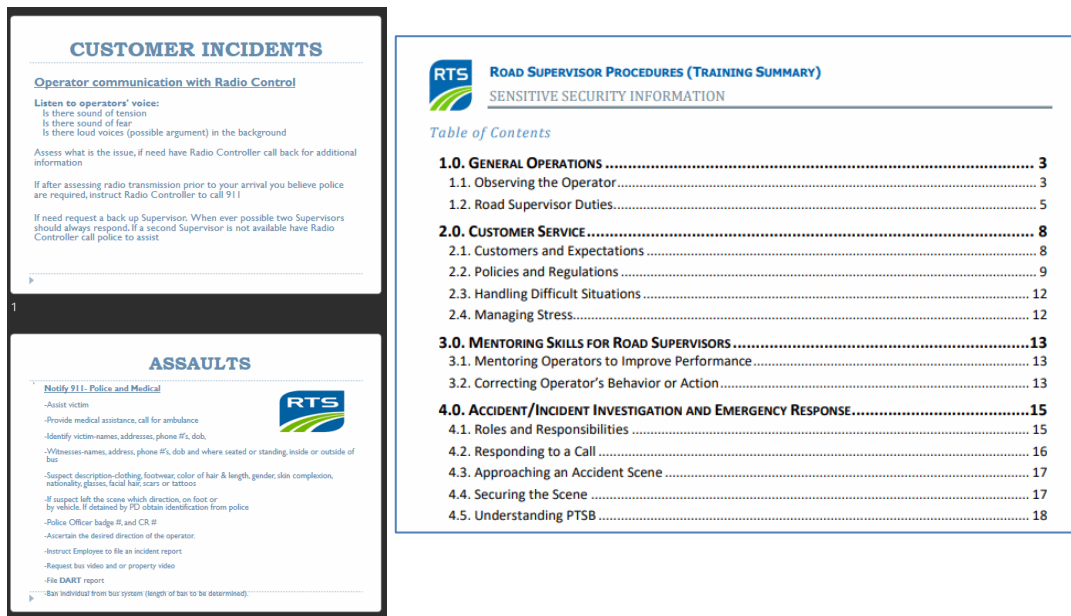
8.1.B. Training

8.1.B.i. Tow Truck Operation

Training will be conducted per manufacturer's recommendations.

8.1.B.ii. Road Supervisors

In PolicyTech, go to Road Supervisor Procedures (Training Summary). Handling incidents and customer assault is in the onboarding training material A sample is shown here. Contact the Manager of Field Operations Alberto Pina with questions or for more information.



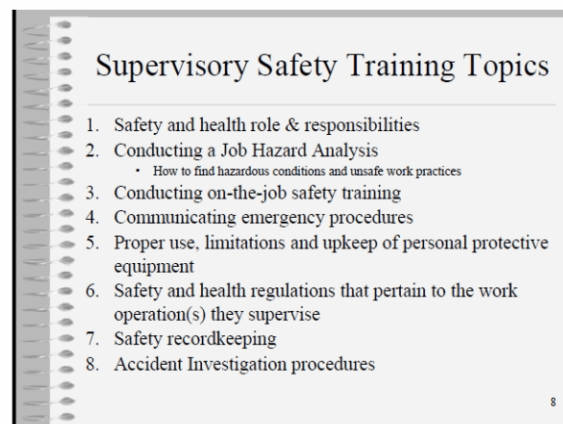
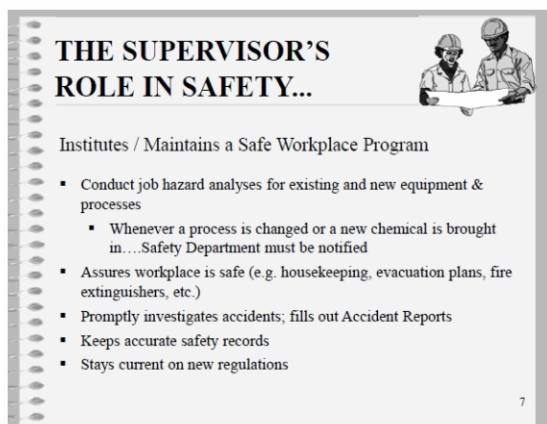
8.1.B.iii. Garage Supervisor's Safety Presentation

In Policy Tech go to Supervisor's Safety Training Presentation [Supervisor's Safety Training Presentation](#). The Garage Supervisor training slide deck is maintained in Maintenance. The agenda and samples of the slide decks are shown here. Contact the Manager of Fleet Maintenance, jsmith@myrts.com with questions or for a complete copy of the slide deck.

Every Supervisor's Safety Responsibilities

AGENDA

- Importance of accident prevention
- Your safety role as a supervisor
- What Supers need to know and do
- Factors influencing safety
- How to Approach Safety – Correcting Bad Safety Habits
- Be a Leader – Model the Way
- Some safety requirements of Supers
- Housekeeping



8.1.B.iv. Employee Safety Presentation

In PolicyTech go to: [Employee Safety Training Refresher and New Employee Safety Orientation](#). The outlines of the slide decks are shown here. Contact the Manager of Workforce Development rberhnart@myrts.com with questions or for complete copies of the slide decks.

Employee Safety Training Refresher RTS In-Service Training

Blood Borne Pathogens

BLOOD BORNE PATHOGENS STANDARD

Applies to employees in all industries who may be exposed to blood or other potentially infectious materials

Blood borne Pathogens – micro-organisms that could spread Hepatitis B or C, or HIV.1030)

POSSIBLE EXPOSURE INCIDENTS

- Exposure to blood or other body fluids such as vomit...
- When performing routine cleaning of “Potentially Infectious Materials”
- When assisting an injured customer

POSSIBLE EXPOSURE INCIDENTS

AVOID ANY CONTACT

Make sure you use the equipment

EXPOSURE RESPONSE

- Contact with skin: wash exposed areas with antibacterial soap and running water
- Contact with skin: Thoroughly wash up using an anti-bacterial soap
- Contact with eyes or mucous membranes: flush affected area with running water for at least 15 minutes
- Contact with clothing: remove contaminated clothing, wash underlying skin
- Report exposure to supervisor immediately
- Follow up with People (Medical)

ADDITIONAL POSSIBLE EXPOSURES:

- Exposure to needles
- Improper procedures used for disposal of needles

PPE FOR NEEDLES

- Sharps containers for needles
- Tongs for Safe “Pick-up”
- Road Supervisors are Equipped to Handle

UNIVERSAL PRECAUTIONS

If it is not mine, I do not touch it
 Call in any incidents.

TREAT ANY BLOOD, VOMIT, OR BODY FLUID AS IF IT IS INFECTED

KEY POINTS

- Be aware to high risk of exposure situations – Body fluids, Needles etc.
- Treat any blood or body fluid as if it is infected

- Use extreme caution when faced with a high-risk situation – Utilize the appropriate PPE
- Know what to do if exposed

Right to Know & Safety Data Sheets THE HAZARD COMMUNICATION STANDARD

KEY COMPONENTS:

- Written Hazard Communication Program
- Hazard Determination
- Employee Information and Training
- Labels and other Forms of Warnings
- Safety Data Sheets (SDS)

WRITTEN HAZARD COMMUNICATION PROGRAM

HAZARD DETERMINATION

- Chemicals are evaluated prior to being brought in for use at RTS.
- Determination is made regarding safe use of the product, personal protective equipment, and disposal of the product

EMPLOYEE TRAINING

- New hires receive at orientation and with “on the job” training
- Existing employees receive both “on the job” and at In-Service

LABELS

- Identity of chemical
- Name and address of manufacturer
- Appropriate hazard warnings
- All containers must be labeled
- Chemicals should be stored in original container when possible.
- Check labels prior to use for proper use and handling
- Regard unlabeled containers as dangerous
- Do not remove labels

LABELING & MARKING SYSTEMS

- NFPA 704 Diamonds
- Blue = health hazard
- Red = flammability
- Yellow = reactivity
- White = special hazard info. (i.e., “corrosive”)
- Numbered 0-4 (from lowest to highest hazard)
- Intended to inform first-responders

LOCATIONS OF SAFETY DATA SHEETS INFORMATION PROVIDED ON SDS

- Chemical name
- Company information
- Hazardous ingredients
- Physical characteristics
- Fire and explosion data
- Health hazard data
- Reactivity data
- Special Precautions

Safe handling practices

PPE

What to do in case of spills or leaks

Disposal information

SAMPLE DATA ON AN SDS

Potential Health Effects

- Eye: May cause eye irritation.
- Skin: May cause skin irritation. May be harmful if absorbed through the skin.
- Ingestion: Aspiration hazard. May cause irritation of the digestive tract. May be harmful if swallowed. May cause lung damage.
- Inhalation: May cause respiratory tract irritation. May cause lung damage. May be harmful if inhaled. Aspiration hazard.
- Chronic: Prolonged or repeated skin contact may cause dermatitis. May cause cancer in humans.

WAYS CHEMICALS CAN ENTER THE BODY

- *Inhalation*: Breathed through mouth or nose
- *Absorption*: Touches skin or is injected
- *Ingestion*: Swallowed
- *Ocular Entry*: Through the eyes

HEALTH HAZARDS

- Acute
- Short-term effects
- Symptoms appear just after exposure
- High concentration
- Corrosives, irritants
- Rashes, burns, respiratory irritation, poisoning
- Chronic
- Long-term effects
- Symptoms first appear long after initial exposure
- Low concentration exposures over a long time
- Neurotoxins, carcinogens

- Cancer, lung or liver damage, allergies

GENERAL WORK PRACTICES

Use chemicals only for their intended use
 Prior to using chemicals

- Read the label or SDS
- Observe all listed precautions
- When using hazardous chemicals
- Do not smoke, eat, drink, or apply cosmetics
- Never smell, inhale or taste
- Keep off hands, face, clothing, and shoes
- After using any chemicals
- Wash hands and face thoroughly with soap and water

SPILL & LEAK RESPONSE

- Evacuate the area (LEAVE LIGHTS ALONE)
- Remove potential sources of ignition
- Inform a supervisor or the Radio Controller
- Stay away until given the “all clear”
- SDS provides specific instructions

IF YOU ARE EXPOSED

Inform a supervisor or the Radio Controller if you are exposed by:

- Inhalation - move to fresh air
- Eyes - flush with water for 15 min.
- Skin - wash with soap & water
- Swallowing - seek immediate medical help

IF EXPOSURE OCCURS TO A CO-WORKER

Inform a supervisor or the Radio Controller
 Check before you act:

- Be sure it is safe to go to their aid (especially in closed in areas)
- Identify hazardous chemicals in use
- Refer to labels and SDS for specifics

SUMMARY

- Read the labels and SDS
- Follow PPE and special handling recommendations
- Emergency response
- Know the immediate first-aid response if contact with a chemical occurs

* Some of these Safety Precautions can be used in your home

LOCKOUT / TAG OUT

These standard covers:

- General industry workers performing service and maintenance on machines and equipment who are exposed to unexpected re-energizing, startup, or release of hazardous energy.

What is Hazardous Energy?

- Often invisible
- Live or stored energy
- Moving machine or equipment parts

EXAMPLES:

- Heat, Gravity, Pneumatic,
- Hydraulic, Air & Water
- Pressure, Steam and
- Chemical

What is the intent of the program?

To ensure machines/equipment are isolated from energy source and inoperative before performing maintenance or service.

What is Lockout/Tag out?

- Procedure for safe shut down and restart of equipment that is serviced or maintained.
- Lockout protects employees who service and maintain equipment.
- Tag out warns all employees in the shutdown area.

Lockout/Tag out Prevents:

- Equipment from unexpectedly starting.
- Co-workers from re-starting equipment.
- Injury and death during servicing or
- maintenance of equipment.

Definitions (as per 29CFR 1910.147)

- **Authorized** - Person who locks or tags machines/equipment to perform servicing

- **Affected** - Person required to use machines/equipment on which servicing is performed under lockout/ tag out or who must work in such an area
- **Other** - All employees who are or may be in an area where energy control procedures may be utilized

What is the order to follow when installing LOTO devices?

- Prepare for shutdown
- Shutdown machine and equipment
- Isolate machine and equipment
- Apply LOTO devices
- Dissipate stored energy
- Verify isolation

When may LOTO devices be temporarily removed?

To test or reposition machine/equipment.

Can LOTO be used by more than 1 person?

- Can be done if trained, and program is followed
- Must follow same procedures that affect individual employees
- Same protection as personal LOTO
- Single person responsible for set # of employees and exposure status of group
- Coordinate workforces when more than one group
- Each authorized employee affixes own device and removes it upon completion

What about shift personnel?

If authorized person will be working with equipment on the next shift, they place their own lock on equipment before original authorized person removes theirs.

Summary

- Lockout/tag out is a warning and prevention system.
- Failure to perform lockout/tag out can cause serious injury or death.
- Know the 6 steps of lockout/tag out
- Never remove another employee's lock/tag

EMERGENCY EVACUATION

- If the fire is in your work area or smoke is entering your area, evacuate immediately.
- If possible, close all doors, DO NOT turn lights on or off.
- Evacuate the building via the nearest exit
- If possible, activate the fire alarm using a pull station located at the exit
- Proceed directly to the designated rally point by the gate at Holmdel gate.

EMERGENCY EXITS

- Emergency exits and aisles must not be blocked.
- Emergency exits must be illuminated with working bulbs.
- Use the nearest exit.
- Never put yourself in any unnecessary danger.
- Evacuate to the designated rally point at the Holmdel Gate (South end of the property (by E. Main Street)) for a headcount.
- Do not return to the building or allow others to return to the building until the Fire Department Incident Commander gives permission.

Additional Fire & Safety Information

- Electrical panels need to be kept closed, but accessible (3' clearance)
- Sprinkler heads require 18" of clearance.

New Employee Safety Orientation

EMERGENCY EVACUATION

1372 East Main St.

Emergency Evacuation

- If the fire is in your work area or smoke is entering your area, evacuate immediately.
- Evacuate the building via the nearest exit
- If possible, activate the fire alarm using a pull station located at the exit
- Proceed directly to the designated rally point by the gate at Holmdel gate.
- Emergency Evacuation
- When an alarm sounds, clear your area, and evacuate the building via the NEAREST EXIT.
- If possible close all doors, DO NOT turn lights on or off.
- Proceed directly to the designated rally point at Holmdel gate.

EMERGENCY EXITS

- Emergency exits and aisles must not be blocked.
- Emergency exits must be illuminated with working bulbs.
- Emergency Evacuation
- Emergency Evacuation
- Use the nearest exit.
- Never put yourself in any unnecessary danger.
- Evacuate to the designated rally point at the Holmdel Gate (South end of the property (by E. Main Street)) for a headcount
- Do Not Return to the building or allow others to return to the building until the Fire Department Incident Commander gives permission

Additional Fire & Safety Information

- Electrical panels need to be kept closed, but accessible (3' clearance)
- Sprinkler heads require a minimum of 18" of clearance.

MEDICAL EMERGENCY-UNCONSCIOUS LOCKOUT / TAG OUT

29 CFR 1910.147 Control of Hazardous Energy (Lockout/Tag out)
What is the intent of the program?

To ensure machines/equipment are isolated from energy source and inoperative before performing maintenance or service.

What activities/operations are covered?

- Any source of mechanical hydraulic, pneumatic, chemical, thermal, or other energy

- Constructing, installing, setting up, adjusting, installing, and modifying machines and equipment
- Servicing and maintenance during normal operations
- Establishes minimum performance requirements

Does the standard require any type of training?

Yes, required of:

- Authorized employees
 - Person who locks or tags machines/equipment to perform servicing
- Affected employees
 - Person who uses machines/equipment on which lockout/ tag out must applied
- Other employees
 - All employees who may be in an area where lockout/ tag out may be utilized

What Do You Need to Know?

- Understand purpose and function of energy control program
- Most Important: If you see a LOCK OUT/TAG OUT device in use **DO NOT TOUCH IT!**

HAZARD COMMUNICATION & RIGHT TO KNOW

THE HAZARD COMMUNICATION STANDARD KEY COMPONENTS

- Written Hazard Communication Program
- Employee Information and Training
- Hazard Determination
- Labels and other Forms of Warnings
- Safety Data Sheets (MSDS)
- Chemicals Are Everywhere
- Examples:
 - Cleaning solvents
 - Lubricants
 - Fuels
 - Pressurized containers
 - Physical Hazards
 - Flammable liquids or solids
 - Combustible liquids
 - Compressed gases
 - Explosive materials
 - Unstable materials
 - Water reactive materials

Health Hazards

Acute

- Short-term effects
- Symptoms appear just after exposure
- High concentration
- Corrosives, irritants
- Rashes, burns, respiratory irritation, poisoning

Chronic

- Long-term effects
- Symptoms appear long after exposure
- Low concentration
- Neurotoxins, carcinogens
- Cancer, lung or liver damage, allergies

The Ways Chemicals Enter the Body

- **Inhalation:** Breathed through mouth or nose
- **Absorption:** Touches skin or is injected
- **Ingestion:** Swallowed
- **Ocular Entry:** Through the eyes

Labels - The first line of defense

- Check labels prior to use for:
- Identity of chemical
- Name and address of manufacturer
- Appropriate hazard warnings
- All containers must be labeled
- Regard unlabeled containers as dangerous
- Do not remove labels

(MATERIAL) SAFETY DATA SHEETS

- Detailed information sheet prepared by manufacturer or importer
- Available for every hazardous chemical or substance
- Available for chemicals you use at home as well as at work
- Contains information that:
 - Enables you to prepare for safe day-to-day use
 - Enables you to respond in emergencies
 - Safety Data Sheets are available to our employees via the RGRTA intra web page

Information Provided on SDS

- Chemical name
- Company information
- Hazardous ingredients
- Physical characteristics
- Fire and explosion data
- Health hazard data
- Reactivity data

• Special Precautions

Safe handling practices

- What to do in case of spills or leaks
- General Work Practices
- Use hazardous chemicals only as directed
- Prior to using hazardous chemicals
- Inspect equipment for damage prior to use
- Ensure adequate ventilation
- When using hazardous chemicals
- Do not smoke, eat, drink, or apply cosmetics
- Never smell, inhale or taste
- Keep off hands, face, clothing, and shoes
- After using any chemicals
- Wash hands and face thoroughly with soap and water

PERSONAL PROTECTIVE EQUIPMENT

- Requirements found on labels or SDS
- Goggles, face shields, glasses
- Gloves
- Respirators & dust masks
- Head protection
- Foot protection
- Aprons or full body suits
- Personal Protective Equipment

Required PPE will be provided to you

- It is your responsibility to use it
- It is your responsibility to use it correctly
- It is your responsibility to maintain it
- It is your responsibility to inform your supervisor if there is a problem with your PPE

EMERGENCY INCIDENTS

- Fires
- Explosions
- Spills
- Leaks

SPILL & LEAK RESPONSE

If you discover a spill or leak of a hazardous material

- Evacuate the area
- Inform a supervisor
- Stay away until given the “all clear”

If you discover a spill or leak that is a safety hazard

- Inform a supervisor

- Stay clear and try to prevent others from entering the area
- If safe to do so, try and prevent material from entering drains or sewer

If you are exposed to a hazardous substance

Inform a supervisor or Dispatcher

If you are exposed by:

- Inhalation - move to fresh air
- Eyes - flush with water for 15 min.
- Skin - wash with soap & water
- Swallowing - seek immediate medical help

If You Discover Someone Exposed to A Hazardous Substance

- Inform a supervisor or Dispatcher
- Be sure it is safe to go to their aid
- Identify hazardous chemicals in use
- Refer to labels and SDS for specific Help

Summary

- You have a right to know
- Chemicals present both physical and health hazards
- Read the labels and MSDS
- Follow PPE and special handling recommendations

EMERGENCY RESPONSE

- Notify supervisor
- Know the immediate first-aid response if contact with a hazardous chemical occurs

BLOOD BORNE PATHOGENS

Possible Exposure Incidents

Assisting a co-worker, customer, or visitor to the property:

Potential Examples:

- Exposure to blood when assisting someone who has been injured
- Exposure to body fluid such as vomit by assisting someone who is sick
- When performing routine clean up following an incident where someone is sick or injured

Blood borne Pathogens – Written Plan in Policies & Procedures

Associated Risks if Exposed

- Blood borne Pathogens – micro-organisms that could spread Hepatitis B or C, or HIV
- Identify potentially hazardous situations and avoid contact

Protecting Workers at Significant Risk

- Offered the Hepatitis Vaccination
- Administered through People Dept.

- No cost to the Employee
- Includes B & G staff and Bus Washers on RTS property

Possible Exposure Incidents

In the event of an accident, notify People during business hours.

- People will evaluate the extent of the risk and contacts B & G for routine clean-up
- Note: Only someone trained to use the PPE should be handling the clean-up. Extreme cases may require bringing in an outside

company for clean-up

Should You Ever Be Exposed

- Contact with skin: wash exposed areas with antibacterial soap and running water
- Contact with skin: Thoroughly wash up using an anti-bacterial soap
- Contact with eyes or mucous membranes: flush affected area with running water for at least 15 minutes. Eye Wash Stations are in the garages. Also, People has flushing saline during business hours
- Contact with clothing: remove contaminated clothing, wash underlying skin
- Report exposure to supervisor immediately
- Follow up with People

Additional Potential Exposures:

- Exposure to needles
- Improper procedures used for disposal of needles

PPE FOR NEEDLES

- Sharps containers for needles (hard plastic)
- Tongs for Safe “Pick-up”
- These tools are available in the Service Building, Maintenance and People
- (Road Supervisors also have access to kits)

UNIVERSAL PRECAUTIONS

- If it is not mine, I do not touch it
- Call in any incidents.
- TREAT ANY BLOOD, VOMIT, OR BODY FLUID AS IF IT IS INFECTED

RECOGNIZE WARNINGS FOR BIOHAZARD MATERIALS

KEY POINTS

- Be aware to high risk of exposure situations – Body fluids, Needles etc.

- Treat any blood or body fluid as if it is infected
- Use extreme caution when faced with a high-risk situation – Contact People for support
- Know what to do if exposed

ANTI-TERRORISM TRAINING

- Types of Terrorists
- Domestic Terrorists
- International Terrorists
- The Individual or “lone wolf”
- International Terrorists
- Extremist groups such as:
 - Al Qaeda
 - Hezbollah
 - ISIS

Domestic Terrorists

- “Home Grown”
- May be associated with a hate group
- Could be an individual that is acting alone
- Transit as a target
- * The United States has had knowledge of planned terrorist attacks against Transit systems in NY, NJ, Chicago, and D.C.
- Community may also be a TARGET

Attacks can occur in our community as evidenced by:

- TOPS Market in Buffalo
- Movie theater in Colorado
- Temple in Wisconsin
- Failed attempt outside a Chicago bar.
- Know who this is?
- What does this mean to you?
- You can serve as the eyes and ears of the community. If you see something out of the ordinary. Report it.

SECURITY ACCESS

Access

- Non-Public Access Areas are any Areas that Require a Badge to access
- Friends, Family, Retirees are not allowed access to the non-public areas

- Report any malfunctioning building systems such as unsecured doors / doors that will not open
- What does this mean to you?
- Suspicious activity is a combination of actions and behaviors that seem strange, inconsistent, or out of the ordinary for your work environment.

REPORT SUSPICIOUS ACTIVITY

- Suspicious person on the property
- Focus on Behavior
- Suspicion should be based upon:
 - Where someone is
 - When he or she is there
 - What he or she is doing
- Suspicion is NOT to be based upon:
 - Color, ethnicity, nationality, or religion

SUSPICIOUS PACKAGES

- A threatening message attached or match something described in a threat
- Visible batteries or unusual wires
- Visible tanks, bottles, or bags
- A clock or timer attached
- A suspicious package may have...
 - Stains, leaks, or powdery residue
 - Been overloaded: bulky or heavy
 - A strange odor
 - A ticking, buzzing, or sloshing sound
 - No label, ID, or luggage tag

TRUST YOUR INSTINCTS

Suspicious Object – Hot Card – Training Tool

- IMMEDIATE ACTIONS
 - Do not pick up, touch, or move
- Report the location and a description of the package or object immediately
- Clear the area and keep people safely away
- Do not use a portable radio or cell phone within 300 feet

Reacting to suspicious activity

- Do Not approach threatening people
- Do Not approach people in vehicles

- Do Not try to intervene in dangerous activity
- Withdraw from the environment or situation
- Report it IMMEDIATELY!

When you observe dangerous activity...
 DANGEROUS SITUATION?
 REPORT AS SOON AS POSSIBLE

- Location & Description
- Direction of Movement
- Protect yourself and others
- Do not confront suspects
- DON'T PANIC
- Assess the situation

ACTIVE SHOOTER

If you hear or see gun shots

- RUN (Evacuate) – Take note of the nearest exits (leave belongings behind)
 - Help others if possible
- HIDE - Cannot evacuate (silence cell phones, secure doors)
 - Call Radio Control (333) or 911 (if possible)
- FIGHT - Last Resort Close range and no place to flee
 - Act as aggressively as possible
 - Throw items / Improvise weapons (scissors...)
 - Commit to actions

YOUR ROLE

- Be observant
- Report things that are “out of the ordinary”
- Help stop attacks before they begin
- Your Alertness and Actions could be the difference in preventing a dangerous situation

Key points

- Call in emergencies immediately to Radio Control (extension 333) – remain calm
- Think safety first, protect yourself first and your co-workers
- NEVER BE AFRAID TO REPORT A SUSPICIOUS ACTIVITY

8.1.B.v. Operator Customer Service Refresher Presentation

In PolicyTech, go to [Operator Customer Service Refresher Training](#). The outline of the slide decks is shown here. Contact the Manager of Workforce Development rberhnart@myrts.com with questions or for complete copies of the slide decks.

Bus Operator In-Service Customer Service

CUSTOMER RELATIONS

RTS expects operators to be courteous, use good judgment (protect self and customers first, then property) when interacting with customers and take steps to de-escalate situations when necessary.

Operators are expected to provide safe and courteous service to customers as follows:

- Operate safely while providing a consistent level of customer service.
- Greet customers-acknowledge their patronage.
- Be positive, civil, and respectful in language and demeanor.
- Provide fair and consistent treatment to all customers.
- Answer questions and provide information.
- Be prepared to assist customers with special needs (disabled, non-English speaking).
- Maintain awareness of customer activities.
- Do not delay or interrupt service if a customer's behavior is not causing a safety concern or impacting another customer.
- Do not touch customers.
- Use the EA button when there is a threat of physical injury, if you or a customer has been harmed, or if there is a medical emergency. Follow up with a PRTT call if you feel it is safe.

PROVIDING INFORMATION

- You should be familiar with transit operating instructions and general area(s) you are operating
- in so you can help customers who request information.
- If you do not know the answer to a question, refer customers to Customer Information at 585-288-1700 or the RTS website.

CUSTOMERS AND PERSONAL INFORMATION

While on-duty or in uniform, operators are prohibited from:

- Asking customers for dates or soliciting behavior or inability to care for themselves, may jeopardize the safety or comfort of you and your customers.
- Providing personal information to customers

Examples are:

CONVERSATION

- Avoid all unnecessary conversation while the bus is in motion.
- Questions should be answered briefly and politely, without diverting attention from the road.
- Treat and answer the question as though it is the first time you have heard it, regardless of how many times you have heard it asked before.

COMPLAINTS

- If a customer has a complaint and you can address the concern, please do so.
- If you are unable to satisfy the customer, refer him or her to Customer Information at 585-288-1700.
- Please provide the customer with your bus number as information.

HANDLING DISPUTES

- The role of the operator is that of a peacekeeper.
- Operators are expected to diffuse situations before they escalate.
- Reply to comments/questions courteously and factually.
- Make every effort to resolve customer concerns.
- Avoid arguing with customers.
- Do not take comments personally.
- If it appears that a dispute between customers is becoming physical, call Radio Control.
- Do not physically intervene in verbal disputes or physical altercations between customers.
- Take the appropriate actions to ensure the safety of yourself and customers by stopping, securing the bus, opening the doors, and calling Radio Control.

REFUSING TRANSPORTATION

In extreme circumstances, operators may refuse transportation to a customer or group of customers who, because of their

- Customers who pose a potential security problem.
- Customers who are severely ill.
- Customers who are extremely intoxicated or impaired.
- Customers with extreme personal hygiene problems.
- If you must refuse transportation, do it politely, discreetly, and as quickly as possible.
- Call Radio Control immediately with pertinent information.

REMINING CUSTOMERS OF THE RULES

When responding to rule violations, you must put the safety of yourself and your customers first. You only need remind a customer once of a rule such as no smoking or eating on the bus.

CUSTOMER RULES - RTS CODE OF CONDUCT

- Pay the right fare.
- Respect other passengers' privacy.
- Do not cause safety problems.
- Use headphones.
- No eating, smoking, or littering.
- No alcoholic beverages.
- Do not bother driver or other riders.
- Do not lie down or put feet on the seats.
- Respect transit property.
- Use RTS services and facilities for transportation purposes only.
- Do not bring prohibited articles on the bus.

SMOKING

- It is against New York State law for anyone to smoke near or in a bus shelter or on an RTS bus or van.
- If a customer attempts to board a bus with a lit cigarette/cigar/pipe, courteously ask the customer to extinguish their smoking material before boarding.

- If the customer refuses to stop smoking, call Radio Control.
- Smoking and use of electronic cigarettes is prohibited within any building or enclosed area on campus.
- Smoking is limited to the designated areas and is strictly prohibited in parking lots and outside the main entrance.

RADIOS AND ELECTRONIC DEVICES

- Customer may play electronic devices connected to earphones.
- If a customer refuses to stop playing equipment that is not connected to earphones or refuses to lower the volume of the equipment that is connected to earphones, call Radio Control for assistance.

FOOD AND BEVERAGES

ARTICLES ALLOWED (NOT AN EXHAUSTIVE LIST)

- A respirator or portable medical oxygen supply required by a person with a disability.
- Any assistive device powered by a sealed battery.
- Baby strollers (See following paragraph).
- Small non-commercial shopping carts. Carts should be collapsed if empty. Deploy the lift or ramp upon request.
- Folding bicycles provided wheels and other frame extrusions such as pedals are stored in one compact form and do not pose a danger to customers.

ARTICLES:

- Must not block the aisle or doorways.
- Must be always under the control of the owner.
- May be kept in the priority seating area if space is available.
- Note that customers with disabilities and seniors have priority use of this area.

BABY STROLLERS

- Both collapsible and non-collapsible strollers are allowed
- Strollers not carrying a child are to be treated in the same manner as small non-commercial carts
- Customers may board the bus with the child in the stroller.

- Food or beverages may not be carried on board in open containers.
- Courteously ask the customer to dispose of their food/beverage before boarding the bus.
- Customers are not allowed to eat while on the bus
- They may drink a non-alcoholic beverage from a container designed to prevent spillage.
- Operators must allow customers with disabilities to consume food or drink for medical reasons after being informed of our current Code of Conduct.

DRUGS AND ALCOHOL

- Customers may not consume illegal drugs or alcohol while on the bus. If
 - Upon request, deploy the lift or ramp for customers with a stroller.
 - Once on board the bus, the child must be removed from the stroller and held in the lap of the adult customer or in a seat alongside adult customer for the duration of the ride.
 - Folding strollers must be folded and placed under or between seats unless the stroller is too full to do so.

NON-FOLDING STROLLERS:

- Must not block the aisle or doorways.
- Must be always under the control of the owner.
- May be parked with the brake set in the priority seating area if space is available. (Note that customers with disabilities and seniors have priority use of this area.)

PROHIBITED ARTICLES

- Gasoline powered equipment or machines
- Uncovered glass or sharp objects
- Gasoline or other flammables
- Explosives (including fireworks) or acids
- Automotive batteries
- Commercial grocery/shopping carts
- Articles longer than the distance from the floor to the bus ceiling
- Religious or political literature handed out or made available on a "take out" basis.

necessary, ask Radio Control for assistance with intoxicated customers.

- Customers with disabilities must be allowed to take medications, administer injections, or conduct finger stick blood glucose tests.

ARTICLES ON THE BUS

- Customer safety, convenience and comfort dictate what articles are allowed on the bus.
- When faced with a situation not covered by this rule, use good judgment based on how crowded the bus is, and whether the article will endanger or cause discomfort to customers.
- For the safety of you and your customers, articles must not block the aisle or doorways.
- Roller skates/blades and skateboards must be removed and carried onboard the bus.
- Customers are not allowed to board or alight wearing skates/blades and must not use skateboards once on board.

ANIMALS ON THE BUS

Animals other than service animals are not allowed on the bus unless they are in a container, or a carrier and the carrier may not be placed on the seat.

SLEEPING/NON-RESPONSIVE CUSTOMERS

- Be aware that some people may become violent when awakened.
- If you feel that it is safe to wake the person, do so.
- If not, call Radio Control. Assess each situation and use your own judgment.
- If you are unable to awaken a customer on your bus, attempt to ascertain the following information and then call Radio Control:
 - Is the person breathing can you see his or her chest rising and falling?
 - Is the person bleeding or displaying other signs of major illness or injury?
 - Does the person appear intoxicated?
 - Is the person wearing a medical alert bracelet?
- Never assume a non-responsive customer is just a sleeper. He or she

could need immediate medical assistance.

- Passengers should not be onboard when you reach the Garage.

CUSTOMERS BOARDING AT END OF LINE (EXCLUDING TRANSIT CENTER)

At the end of line operators must open the front door so intending customers may board.

If you leave the bus, secure it in accordance with RTS's policy

- Stop in a safe location.
- Put the bus in neutral.
- Set the emergency brake.
- Shut off the engine
- Close the doors if the bus is empty.
- If customers are on board, the door should be left open.

SERVICES FOR CUSTOMERS WITH DISABILITIES

The Americans with Disabilities Act (ADA) is a civil rights law that prohibits discrimination against persons with disabilities. State and local laws also ban discrimination based on disability. Based on these laws, RTS has developed policies and procedures designed to help customers with disabilities and senior citizens use public transportation. Operators must comply with ADA and RTS rules to assist customers in reaching their destinations.

DEFINITIONS

- Personal Care Attendant: A person who performs personal care duties/services for a rider with a disability.
- Personal Care Attendants are not charged a fare on RTS buses.
- Service Animal: An animal that is individually trained to perform tasks for people with disabilities.
- Service animals are working animals, not pets. Service animals ride free. (See rules regarding service animals.)
- Accessible Stroller: A mobility device for children with disabilities or for parents with disabilities who are unable to safely hold their child.

DEPLOY THE LIFT/RAMP UPON REQUEST.

- On buses equipped with a lift, the adult should ride along on the lift to control the stroller.

- The child is allowed to stay in the stroller, which is secured in the tie-down area.
- Accessible strollers may have certain features such as substantial framework or larger wheels.

ASSISTING CUSTOMERS WITH DISABILITIES

- Operators are required to ask customers who may appear to have special needs if they need help boarding, alighting, or reaching the securement area or seat.
- Address the offer to help directly to the customer and ask, "Do you need help with...?"
- Operators must also provide such assistance upon request.
- Do not touch a customer or the customer's mobility device without first alerting him or her to the need to do so to help.
- However, you may tap the arm of a deaf-blind customer to alert him or her of your presence. (See rules regarding assisting the deaf-blind customers.)
- Operators are required to help with the use of accessibility equipment including lifts, ramps, and securement systems.
- Operators are required to assist customers with disabilities to swipe passes or insert monies into the farebox upon request. Operators should not reach into pockets, purses, or backpacks.
- If requested, assist riders in manual wheelchairs up and down the ramp on buses so equipped. You are not required to offer physical assistance on the ramp to customers with powered mobility devices. As appropriate, provide verbal instructions.
- Customers with disabilities may board separately from his/her wheelchair due to weight limitations. Customers must have a Personal Care Assistant to assist with this process
- Operators must allow customers with disabilities adequate time to safely board and disembark the bus. Never rush customers on or off the bus.

- Operators must allow customers with disabilities to exit buses in locations other than bus stops to avoid obstacles such as snow, ice, parked cars, or construction.
- Allow elderly and customers with disabilities or any unstable customers (hands occupied, handling children, packages, etc.) to secure a seat, stanchion, handrail, or strap behind the yellow safety line before you depart the bus zone.
- Comply with requests to not move the bus until the customer is seated.

USE OF ACCESSIBLE EQUIPMENT

- Operators are required to operate the lift or ramp for any customer who requests it.
- Use of the lift or ramp is not restricted to customers in mobility devices.
- A personal care attendant and service animal may accompany a rider on the lift or ramp.
- Ask standees on the lift to hold on to the handrails, to the extent possible, and warn them of the low overhead clearance.
- If you are unable to provide service to a customer needing the ramp, lift or securement area, do not leave the bus stop. Contact Radio Control and do not leave the bus stop until you have informed the customer of the actions that will be taken.

TRADITIONAL MOBILITY DEVICES

- Operators are required to accommodate mobility devices on the lift/ramp and in the securement area or folded and under a seat.
- Non-traditional mobility devices must be secured or stowed under or between seats. If requested, please assist the customer with this process.
- If you are unable to secure or safely stow the mobility device, call Radio Control.

PRIORITY SEATING

- Seats at the front of a bus, including the first row of forward-facing seats, are priority seating for people with disabilities and senior citizens.
- If the priority seats are full and a customer with disability needs a seat or requests your assistance,

courteously ask people sitting in those seats to move.

- You are required to make the request; do not demand compliance

PASS UPS

- If a pass up condition consists of all tie-down areas being occupied by customers using wheelchairs, the intending customer can still be boarded if he or she can transfer to a seat and collapse the mobility device.
- If this is not possible, call Radio Control and do not leave the bus stop until Radio Control informs you what action will be taken and you, in turn, inform the customer.
- If a customer in a mobility device is waiting at a bus stop and the number of intending passengers will cause a pass up, please ask people sitting in the priority seating area to clear a securement area.
- If a tie-down area is made available, accommodate the disabled passenger unless he or she decides to wait for the next bus.
- If an existing pass up causes all intending passengers to be passed up, or a securement area is not made available, or if the customer in the above situation decides to wait, notify Radio Control.
- Do not leave the bus stop until Radio Control informs you what action will be taken and you, in turn, inform the customer.

MOBILITY DEVICE SECUREMENT

- Mobility devices must be secured before you leave the bus stop.
- A mobility device user, attendant or companion may secure the mobility device, but it is your responsibility to visually check the securement.
- If you cannot adequately secure a mobility device, call Radio Control.
- Inform the customer of the action to be taken before leaving the bus stop.
- The passenger lap belt and/or shoulder harness are not required.
- Provide and secure them upon request.
- Do not use the seat belt assembly to secure a mobility device.

SECUREMENT – BASIC PROCEDURES

- Occupied mobility devices must face forward.
- Secure the mobility device on both sides against a fixed point behind it—either a modesty panel or flip-up seat.
- Attach the securement belts to fixed points on the mobility device (i.e., non-moveable parts) and create a 45° angle with the floor.
- On power-base chairs and scooters with seat mounted on a single post, attach the belts to the lower body of the mobility device rather than the armrests.
- Ask the mobility device user to set the brakes and turn off the power on powered mobility devices.
- This is not mandatory.

- Use a front tie-down in addition to the two-rear tie-downs on power-base chairs and three and four-wheeled scooters to reduce lateral swing.
- The fourth (loose) belt on newer buses may be used for very large power mobility devices.
- Scooters with steering columns: Suggest that the user tilt the column away from their body, if possible, while the bus is in motion.

SERVICE ANIMALS

- You are required to permit any customer with a service animal to ride RTS buses.
- This includes animals-in-training accompanied by a trainer or person with a disability.
- Do not ask for proof that the animal is a service animal.
- Service animals do not have to wear leashes or harnesses but must be always under their handler's control.
- You may ask if the animal is a service animal. If the customer responds in the affirmative, do not take any further action.
- Service animals ride fare free.
- Service animals must remain on the floor without blocking the aisle or in their owner's lap.
- If this is not an option, the service animal may occupy a seat provided one is available.
- If a service animal's behavior threatens the safety of you or your passengers call Radio Control.

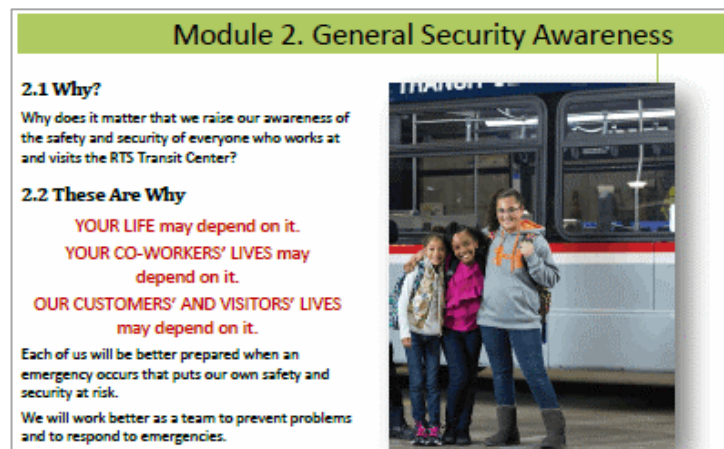
8.1.B.vi. Terrorist Activity Recognition and Reaction

In PolicyTech go to [Employee Safety Training re Terrorist Activity](#) or [SS-06 Terrorist Activity Recognition and Reaction](#). A sample of the slide deck is shown here. Contact the Manager of Workforce Development rbernhart@myrts.com for the complete slide deck.



8.1.B.vii. Employee System Safety Awareness

In PolicyTech go to [SS-02 General Security Awareness](#). A sample from the RTS Transit Center training module is shown here. Contact the Manager of Transit Center Operations apina@myrts.com with questions or to request the module.



8.1.B.viii. RTS's Role in Community Emergencies

In PolicyTech go to [Employee Training re Community Emergencies](#). A sample of the slide deck is shown here. Contact the Manager of Workforce Development rbernhart@myrts.com with questions or to request the complete slide deck.



8.1.B.ix. Emergency Evacuation Procedures

In PolicyTech go to [Emergency Evacuation at RTS Campus \(1372 East Main St. Rochester\)](#) and

[Emergency Evacuation for Employees at RTS Transit Center \(Sign\)](#) and [SS-03 Module Fire Response and Evacuation](#), [SS-05 Active Killer Response](#), and [SS-07 Chemical Weapon Response](#). A sample procedure for the RTS Transit Center is shown here. Contact the Policies, Procedures, & Tech Docs Manager smolyneux@myrts.com for the complete PDFs.



**RTS REGIONAL
TRANSIT
SERVICE**

Version: 1
Effective: 01/18/2018

TRANSIT CENTER EMERGENCY EVACUATION

Approved by: Christopher
O'Donnell (Vice President of
Transportation Services)

Owner: Manager of Transit
Center Operations

Printed or downloaded copies are for reference only.
RTS employees can get current versions from the
Intranet at Policies and Procedures.



If You Hear the Fire Alarm or Announcement to Evacuate

- Exit the building using the closest and safest way out.
- Use the stairs. Do not use the elevators.

8.1.B.x. Curricula for New Bus Operators and New SVOs

In PolicyTech go to [Vehicle Operations Manual](#) and [Training Curriculum: New RTS Operators](#) and [Training Curriculum: New SVO \(Small Vehicle Operators\)](#) and [Training Curriculum: New Access Operators](#) and [Training Curriculum: New Regional Operators](#) and [Training Curriculum: CDL "B" License](#) and [Training Curriculum: Operator Returning to Work at RTS Monroe](#) and [Post Accident Re-Training Process Regionals](#). A sample curriculum is shown here. Contact the Manager of Workforce Development rbernhart@myrts.com with questions or for full PDFs.

RTS TRAINING CURRICULUM: NEW RTS OPERATORS	
Version: 5	Next Review: 08/12/2023
Approved by: Richard Bernhart (Manager of Workforce Development)	Owner: Manager of Workforce Development
Effective: 08/12/2020	Printed or downloaded copies are for reference only. Find the most current version in the policy management system (PPM). Go to the intranet and click Policies and Procedures.
Contents	
WEEK 1 OF 8.....	2
1.0 Welcome and Introduction to RTS (Week 1)	2
2.0 People Department Orientation (Week 1)	2
3.0 Wellness & Benefits Orientation (Week 1)	2
4.0 Safety Orientation – OSHA / PESH (Week 1)	2
5.0 Occupational Health Orientation (Week 1)	2
6.0 Driving Procedures – Classroom (Week 1)	3
7.0 Vehicle Inspection Reports - VIR (Week 1)	3
8.0 Practical Driving Experience (Week 1)	3
WEEK 2 OF 8.....	4
9.0 Americans with Disabilities Act (Week 2)	4
10.0 Driving Procedures – Classroom (Week 2)	4
11.0 Practical Driving Experience (Week 2)	4
12.0 Road Test Preparation (Week 2)	4
13.0 Simulator Session (Week 2)	4
WEEK 3 OF 8.....	5
14.0 Americans with Disabilities Act (Week 3)	5
15.0 Driving Procedures – Classroom (Week 3)	5
16.0 Simulator Session (Week 3)	5
17.0 Practical Driving Experience (Week 3)	5
18.0 Road Test Preparation (Week 3)	5
19.0 Radio Communications (Week 3)	5
20.0 Legal Department Orientation (Week 3)	5
21.0 Occupational Health – On the Job Injuries (Week 3)	5

8.1.B.xi. Operator Training Guidelines

In PolicyTech go to [RTS Operator Training Guidelines](#). A sample of a page is shown here. Contact the Manager of Workforce Development rbernhart@myrts.com with questions or for complete PDF.

RTS Operator Training Guidelines	
Safety	
1.	Operators are expected to obey all traffic laws. Do not exceed posted speed limits.
2.	NYS requires the use of seat belts. Operators are required to use both lap and shoulder harnesses while driving.
3.	In all situations, protect yourself and your customers first and property should be secondary.
4.	While the Authority strives to be on time, safety always comes first. Never speed to make up time.
5.	All accidents, injuries or incidents need to be reported to Radio Control ASAP. Even contact between 2 vehicles or a bus and a fixed object resulting in no damage must be reported immediately. Do not move the vehicle unless directed by a Supervisor or the Police. Any customer incident, such as a fall where the customer says that they are "ok", must also be called in.
6.	Accident / Incident reports are required to be filled out for accidents, customer injuries, on-board incidents and as directed by a Supervisor or Radio Control. These reports should be filled out immediately after the incident and no later than 24 hours after the incident. Except when serious accident/incident or fatality, must be filled immediately after Post Test. If operator transported to hospital could take longer.

8.1.B.xii. Workshops on Preventing Accidents

In PolicyTech, go to [Operator Training re Pedestrian Accidents](#). A sample of the slide deck is shown here. Contact the Manager of Workforce Development rbernhart@myrta.com with questions or for full PDFs.

RTS Operator Workshop on Accident Prevention

PURPOSE OF TRAINING

- Safety First – Keep Operators Safe / Keep Public Safe
- Supporting Statistics – in years 2 – 6 there is a greater likelihood of having a preventable
- 1 out of every 3 preventable involved Operators with between 2- and 6-years' experience
- In years 2 – 6, you are 3 times as likely to have a preventable than another Operator
- Any guesses as to why????????
- Why between years 2 and 6?
- First couple of years – new employees are extra careful (probation? Extra careful?)
- After 2 years, Operators are more confident
- Operator might get a little complacent / Let your guard down
- At years 2 – 6 you might be more confident but not a 20-year veteran (The 20-year Operator made his mistakes awhile back)

ACCIDENT TRIANGLE

The more frequently you have a risky behavior:

- Did not check blind spot – rock & roll
- Did not check right mirror on right turn....

The more frequently you have a near miss...

Have an accident with injuries...

Eventually can lead to a fatality...

SOONER OR LATER, IT CATCHES UP WITH YOU

- Purpose of Class = Safety Refresher
- Make sure everyone goes home safely each night
- This Operator did not look left before entering the intersection

DRIVING – OPERATORS DEVELOP HABITS

Scientists say it takes anywhere from 21 days to 3 months to create good habits

Name some good and bad driving habits....

Good Habits

Well rested – Get enough sleep

VIRs – Make sure your bus is safe

Smith System

1. Aim High
2. Get the big picture
3. Keep your eyes moving
4. Leave yourself an out
5. Make sure they see you

Cover the brake at intersections

“Rock & Roll” “Brush your teeth”

Bad Habits

- “Going through the motions” on pre-trip
- One hand on the wheel
- Managing distractions (paddle, customers, phone...)

- Not checking mirrors, especially on turns
- Following too closely
- Signaling your intentions (turns...)
- Not adjusting driving for conditions (speed following distance...)
- Zoning out behind wheel – lack of focus....

BUS INSPECTIONS – PRE-TRIPS

- Legally required
- Serious Accidents – Public Transportation Safety Board investigates and evaluates VIR
- Note: If you do not completely (and accurately) do a VIR, it can be classified as falsifying a business document which is a misdemeanor
- Bus Inspections – Pre-Trips
- Thorough and Accurate
- Safety
 - Tires, Wiper Fluid....
 - Lights
- Aggravation
 - Ramp Working?
 - Check engine lights....
- Do not just walk around!
- Check all the gauges (gas?)
- Tires – tread, rims...
- Exterior lighting
- Wheelchair lifts
- Wipers / Fluids
- Old Body Damage – Be specific
- Do not take out an unsafe vehicle

RTS MOST COMMON PREVENTABLES

Our accidents:

- Fixed Objects – especially curb side
- Right hand turns – tight corners
- Merging into traffic – from bus stop, lane change....
- Tight quarters – “I think I can make it”

Prevention

- Fixed Objects
 - Scan mirrors every 5 – 10 seconds
 - Aim high – anticipate signs or poles that “stick out”
 - Stop to pick up Customers short of signs that stick out
 - Use your right mirror to judge distance from the curb (and signs, poles...)
- Right Hand Turns
 - Get “big” if necessary

- Avoid “button hooks”
- Square up turns
- Keep an eye on that right mirror (or left on left hand turn)
- Slow down – allow the steering wheel to work for you
- When in doubt, stop
- Merging Traffic
 - Signal your intentions ahead of time
 - Double check your mirrors
 - Look over your left shoulder
 - Sound judgement – How fast is the other vehicle moving?
- Slow Down in “tight quarters:
 - Allows for adjustments, Minimizes damage
- Keep using your mirrors – “If you see it you will adjust to miss it”
- Square up your turns
- When in doubt – Stop / Wait

TRANSIT CENTER PARKING

Properly parked

- Steering Wheel lined up with red stripe
- Inside both stripes
- Pulled far enough in – White stripe in center of door
- When in doubt, get help

AVOID DISTRACTIONS

- Phone, Blue tooth....
- Paddle
- Customers.....
- Texting While Driving

ON BOARD INJURIES

Most Frequent

- Falls – aisles, steps, pulling away from stops...
- Contact with seats, railing (hard stops)
- Customer falls out of Wheelchair / Scooter

Where do they happen?

- Intersections
- Heavy Pedestrian / Traffic
- Curves
- (Last Minute Decisions)

How Do We Keep Incidents to a Minimum?

- Recognize Hazardous Areas:
- Intersections (Hard Stops)
- Reduce Speed
- Cover Brake
- Check both ways (2X)
- Assume light is going to change to red
- Utilize the crosswalk signs
- Recognize “the point of no return”

TIGHT TRAFFIC / HEAVY PEDESTRIAN TRAFFIC

- Reduce Speed

- Manage Following Distance
- Cover Brake
- Plan for the Unexpected
- Check Mirrors every 5 – 10 seconds (Surroundings)
- Make Sure that they see you (Warning Devices)

EXPRESSWAYS

- Manage your space
- Minimum 5 second follow time
- Avoid traveling in a pack if possible (Leave yourself an out)
- Aim High – Anticipate Changing Surroundings
- Pick the Correct Lane (Center Lane if 3 lanes on expressway) – This avoids merging traffic at every on ramp
- Utilize Mirrors & Signals

PARKING LOTS

- Prepare for the unexpected
- Vehicles backing that cannot see
- Pedestrians coming from any direction
- Vehicles cutting across lots / lanes

CURVES & EXPRESSWAY RAMP

- High Risk Area for Customers (elderly & disabled) to slide out of seats
- Reduce Speed
- Drive a minimum of 10 MPH below posted ramp speed (“Drop 10”)
- Remember Who You Are Transporting

Individuals with:

- Disabilities
- Elderly
- Some Customers are more susceptible (at risk) to be injured in a fall or accident
- Have you ever driven differently because there was a child in your car?

Wheelchairs:

- Make sure the 3-4 points are secured
- Ask Customer if they will wear shoulder strap and seat belt
- Let them know this is for their own safety
- If they refuse, it is okay

Scooters

- If customer is ambulatory, ask them if they are willing to move to a seat (for their safety)
- Never leave a stop without 3-4 points of securement
- Any issues, call it in

Slips and Falls:

- Aisles Clear of packages / carts
- Service animals not in aisles
- Recognize the customer that may need time to be seated before departing stop
- Drive with a “safety first” mentality

If something does happen...

- Always call it in
- Fill out incident reports
- Hand out incident packets to other Customers on board

SAFETY NOTE ON RAMPS

- Periodically Operators accidentally hit deploy the ramp instead of kneeling the bus
- This can cause the ramp to injure a customer stepping onto the bus

PEDESTRIAN ACCIDENTS

- Pedestrians are a fact of life:
- They believe that you can see them.
- Believe that you know what they are going to do.
- Given a chance they will do the wrong thing and at the worst time.
- Pedestrians are oblivious to the danger around them.
- They expect you to know what they are going to do
- Pedestrians have no idea they could be hit by the mirror if they stand too close.
- Pedestrians believe you can see them no matter what they are wearing and during any time of day (or night)
- Plan for the unexpected (cover the brake, reduce speed...)
- Anticipate the wrong move

LEFT HAND TURNS

- Multiple points to focus on:
 - Traffic Lights
 - Traffic
 - Pedestrians
- Don't be surprised when the pedestrian appears from behind a post or mirror?
- You should be moving and leaning, checking those blind spots (rock & roll)
- This pedestrian believes you see him
- When you are turning left pedestrians appear and disappear during your turn
- You must have enough control to be able to prevent a collision no matter where they appear from

Approaching a Right-Hand Turn

- Pedestrians are not watching for you
- You tap the horn, and the pedestrians stop and wait
- This allows you to concentrate on the pedestrian in the crosswalk
- Until... ...This pedestrian falls off the curb
- Checking your mirrors prevented a serious accident

Here is a customer running for the bus

- She knows you see her
- She is sure you see her running across the street behind the bus
- She believes you see her come around the corner of the bus
 - So, when she steps off the curb and falls you see her because you are checking your mirrors

Limited Vision = Tragic Result

- Could this garbage man become an emergency for you?
- Did this operator have enough control?
- Are they anticipating what could go wrong?

Pedestrians at the Transit Center

- Same types of concerns apply – with a much Higher Volume of Foot Traffic
- Must be always attentive, but what times are the worst?
 - AM?
 - 3 – 5 PM?
 - Night-time (visibility)?
 - Clinton or St. Paul?
- Be Mentally Prepared
- Identifying the “Danger Zones”
 - Pulling into the South Bus Way from Clinton
 - Leaving Mortimer Street (onto Clinton)
 - Pulling onto St. Paul from the South Bus Way
- Pay close attention to blind spots

PEDESTRIAN ACCIDENTS - SUMMARY

- Good habits help us to be prepared.
- At the TC, we know where the biggest challenges are.
- Anticipate the wrong move from pedestrians (and vehicles)
- Slow down
- Manage blind spots (Lean, Rock & Roll, Double Check)
- Adjust driving to potential hazards (space, speed...)
- Cover the brake
- Maximize use of your Mirrors
- Stay alert – Many accidents happen on the last trip of the day
- Drive for the Conditions
- Make Sure the Bus is Ready
- Good pre-trips:
 - Wipers / Fluid
 - Defroster functioning
 - Tires & Tread
- Make sure the Operator is Ready
- Know the forecast = Nobody likes surprises
- Give yourself extra time to report
- Get enough Rest – It is hard enough to drive without being tired
- Have sunglasses available for Glare
- Manage Slippery Conditions
- Reduce Speed and Increase Following Distance
- Avoid Quick Movements
- Sudden Turns (Also Slow Down)
- Accelerate Gradually
- Be Careful Stopping on Hills
- Cover the Brake & Be prepared to stop when Necessary
- Be Aware of Rain Changing to Ice or Black Ice

- Manage Slippery Conditions
- Use Extra Care on Expressways and Ramps
- Bridges May Freeze First

CUSTOMER SAFETY

- Modify pick up and drop off locations if there are safety concerns
- Some stops might Require Using only the Front Door to exit (Announce it)
- Beware of Pedestrians Using the Road

FOUNDATION FOR SAFE DRIVING

First.... Take care of yourself!

- Get enough rest
- Exercise
- Address health concerns
- Spend time with people you love
- Check BP
- Regulate caffeine intake (energy drinks)
- Eat less sugar
- Talk it out...ask for help!
- Be Safe out There – Wear Your Seat Belt

8.1.C. Transit Operator Competency Test

The START Transit Operator Test includes the following items. More details are available at <https://ergometrics.org/start.cfm>. Contact the Manager of Workforce Development rbernhart@myrts.com with questions.

START PEOPLE SENSE

- Customer Relations
- Gaining Cooperation
- Common Sense Decision Making
- Following Policy and Regard for Safety
- Showing Respect for Co-Workers

START DRIVING

- Concentrating on the Road
- Keeping Track of Oncoming Traffic
- Monitoring Mirrors

- Listening and Responding to Radio Transmissions
- Multi-Tasking
- Anticipating Problems with Traffic

START INCIDENT OBSERVATION AND REPORT WRITING TEST

- Observation Skills
- Accurate Report Writing
- Basic Writing Competency

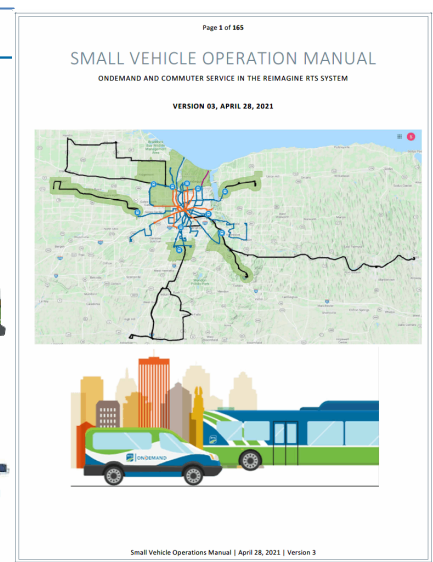
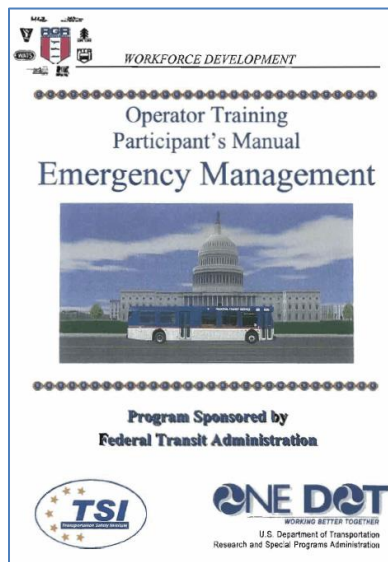
START READING TEST

Transit Operator Standard Reading Level

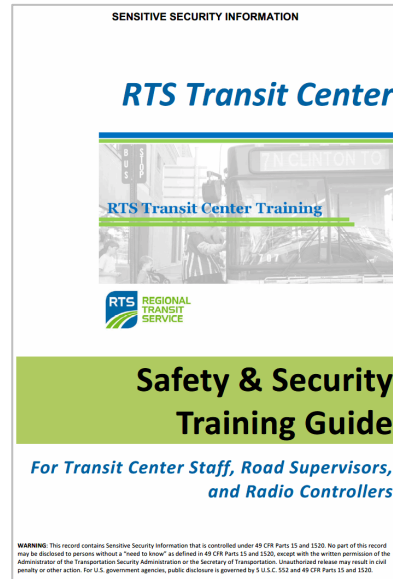
8.1.D. Transit and Paratransit Operations Manuals

Transit Operations (Transportation Services) and Paratransit Operations (RTS Access) have a variety of manuals, policies, and procedures. Samples are shown here.

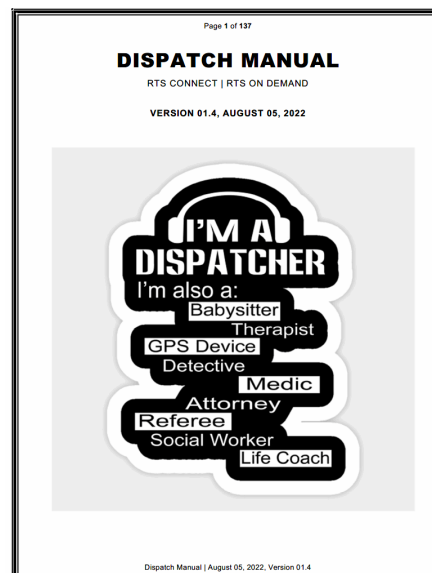
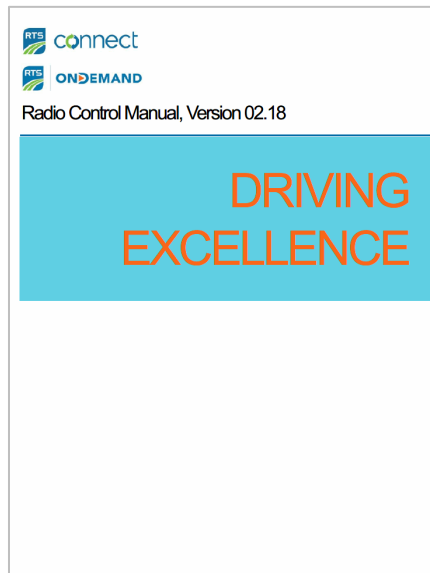
Contact the Manager of Workforce Development rbernhart@myrts.com with questions about the Emergency Management Manual, Customer Relations Manual, or On Demand manuals.



Contact the Manager of Transit Center Operations Samantha Reynolds sreynolds@myrts.com with questions about Transit Center SOPs. There are over 100 procedures, covering topics of Bus Operations, Customer Service, Facilities, Safety/Security/Emergency Operations, and Technology.



Contact the Manager of Transit Center Operations Samantha Reynolds sreynolds@myrts.com with questions about the Radio Control Manual or Dispatch Manual. The material is restricted to employees within Radio Control/Dispatch.



Paratransit Operations has the ADA Paratransit Plan which compiles all policies and procedures for providing complementary paratransit in compliance with the Americans with Disabilities Act. The file is on the public website at <https://myrts.com/RTS-Access/Paratransit-Plan-Service-Area>. Contact the Director of Paratransit Services with questions.

RTS Access Paratransit Plan Summer 2019 to Summer 2020

APPROVED BOARD POLICY


Version 1, Approved by the Board of Commissioners on June 27, 2019

Table of Contents

Description of Submitting Entity	1
Introduction	2
Purpose of a Paratransit Plan.....	2
Glossary of Terms.....	2
Section 1: Description of the Fixed Route, Paratransit, and Demand Responsive Services	4
Exhibits for Section 1.....	15
Section 2: Plan to Provide Comparable Paratransit.....	42
Exhibits for Section 2.....	59
Section 3: Process for Determining A D A Paratransit Eligibility.....	80
Exhibit for Section 3	81
Section 4: Public Participation Process to Develop the Plan	103
Exhibits for Section 4.....	104
Section 5: Efforts to Coordinate with Other Entities	148
Section 6: Endorsements or Certifications.....	148
Exhibits for Section 6.....	149
Section 7: Plan Updates	163

8.1.E. Emergency Action Plan

In PolicyTech go to Emergency Action Plan. The table of contents for the procedure is shown here. Contact the System Safety Manager ipalvino@myrts.com or the Director of Transportation jcorey@myrts.com with questions or for the full plan PDF.

AUTHORITY EMERGENCY ACTION PLAN		
Emergency Action Plan		
Version: 6	Next Review: 04/01/2021	<small>Printed or downloaded copies are for reference only. Find the most current version in the policy management system (PPM). Go to the intranet and click the Policies and Procedures link.</small>
Effective: 12/02/2020	Owner: Director of Service Delivery	
Contents		
1.0. PURPOSE	1	
2.0. EMERGENCY PROCEDURES AND ASSIGNMENTS.....	2	
3.0. EMERGENCY REPORTING PROCEDURES	3	
3.1. OPERATIONS BUILDING FIRE	3	
3.2. ADMINISTRATION BUILDING FIRE	4	
3.3. SERVICE BUILDING FIRE.....	4	
3.4. CAMPUS — OUTSIDE RUBBISH FIRE	5	
3.5. CAMPUS — FIRE NEARBY.....	5	
3.6. CAMPUS — BUS (MOTOR VEHICLE) FIRE.....	6	
3.7. MEDICAL EMERGENCY, SICKNESS OR INJURY	6	
3.8. CHEMICAL SPILL	7	
3.9. CHEMICAL SPILL REQUIRING EVACUATION.....	7	
4.0. CRITICAL OPERATIONS PERSONNEL AND RESPONSIBILITIES.....	8	
4.1. CRITICAL OPERATIONS PERSONNEL	8	
4.2. RESPONSIBILITIES.....	8	
4.3. TRAINING.....	8	











8.1.F. Emergency Operations Plan

In PolicyTech go to Emergency Operations Plan. The table of contents for the procedure is shown here. Contact the System Safety Manager jpavino@myrts.com for the complete PDF.

Contents		
Overview and Executive Summary	1	
Authority and Succession	3	
Chapter 1. General Considerations and Planning Guidelines	4	
1.1 Policy Regarding Comprehensive Emergency Management		
1.2 Purpose and Objectives of the Plan		
1.3 Legal Authority		
1.4 Concept of Operations		
Chapter 2. Response	9	
2.1 Emergency Response Organization, Assignment of Responsibilities and Concept of Operations		
2.2 Threat Severity Levels		
2.3 Determining the Threat Severity Level		
2.4 Concept of Operations: Emergency Operations Center (EOC) and the Executive Policy Group (EPG)		
2.5 Declaration of a State of Emergency		
2.6 Evacuation as a Protective Action Response		
2.7 In-Place Sheltering and Reception as a Protective Action Response		
2.8 Limited Options Rationale		
2.9 Initial Actions and Response		
2.10 Incident Commander		
2.11 The Incident Management Team		
2.12 Executive Management Phase		
Chapter 3. Recovery	31	
3.1 Damage Assessment		
3.2 Planning for Recovery and Re-Population		
3.3 Reconstruction		
3.4 Public Information on Recovery Assistance		
Chapter 4. Prevention	34	
4.1 Potential Hazards		
4.2 Hazard Analysis		
4.3 Emergency Management Capability Assessment		
4.4 Multi-Year Development Plan		
4.5 Identification, Location, and Management of Critical Resources		
4.6 Comprehensive Emergency Management Planning		
Chapter 5. Mitigation	38	
5.1 Policies and Programs to Mitigate Disasters		
5.2 Land Use Management		
5.3 Monitoring of Identified Risk Areas		
5.4 Training of Emergency Personnel		
5.5 Education and Public Awareness		
5.6 Planning		
Chapter 6. Appendices	40	
6.1 Glossary		
6.2 Review, Update, and Distribution		

8.1.G. COVID-19 Safety Plan and Procedures

In PolicyTech, go to COVID-19 Safety Plan. The table of contents is shown here. Contact the Chief People Officer agould@myrts.com with questions or to request the full plan PDF.

RGRTA COVID-19 Safety Plan		RGRTA COVID-19 Safety Plan, Version 3	2 of 22
         			
<p>We Will Work to Stop the Spread among Employees and Our Community Version 3, 04/19/2022</p> <p><i>Printed or downloaded copies are for reference only. For current versions go to the intra Policies and Procedures (http://policymanager/default.aspx).</i></p>			
TABLE OF CONTENTS			
1.0 — GENERAL STATEMENTS.....	3		
2.0 — PREVENTATIVE PRACTICES.....	3		
2.A. Vaccines and Boosters	3		
2.B. Masks and Face Coverings on Vehicles and in Public-Facing Facilities (RTS Transit Center)	3		
2.C. Masks and Face Coverings General	3		
2.D. Equipment.....	4		
2.E. Hygiene and Cleaning	4		
2.F. Physical Distancing.....	5		
2.G. Physical Barriers.....	6		
2.H. Symptoms, Testing, and Quarantine	6		
3.0 — ONGOING RESPONSE	8		
3.A. Contact Tracing	8		
3.B. Disinfection of Contaminated Areas.....	8		
4.0 — COVID-19 EMERGENCY CONTROLS.....	9		
4.A. When To Apply These Controls	9		
4.B. Mask Requirements and Increased Physical Distancing.....	9		
4.C. Increased Hygiene and Cleaning.....	11		
4.D. Increased Communication	12		
4.E. Health Screening Requirements	13		
4.F. Operational Adjustments.....	13		
5.0 — APPENDICES	14		

In PolicyTech, go to COVID-19 Quick Links to All Procedures. The table of contents is shown here. Contact the Policies, Procedures, and Technical Documents Manager smolyneux@myrts.com with questions or to request specific procedures.

- 1.0. General Response
 - RTS Access Response to Suspected COVID-19 Contamination Event
 - Response to COVID-19 Contamination Event - Overall Document
- 2.0. Targeted Response

- Contamination Event Response (COVID-19)
 - Retrieving an Operator with COVID-19 Symptoms or Contaminated Vehicle
 - Ambulance Bus Driver Instructions (COVID-19)
 - Sick Operator Instructions When Boarding Ambulance Bus (COVID-19)
 - Retrieval Driver Instructions (COVID-19)
 - Re-stocking the Ambulance Bus with PPE (COVID19)
- 3.0. Reporting COVID-19 Symptoms
- Employee Reports COVID-19 Symptoms to You At Work (In Facility)
 - What To Do If You Have COVID-19 Symptoms While In Service (Driving)
 - What To Do If You Have COVID-19 Symptoms at Work
 - Operator Reports COVID-19 Symptoms to Radio Control While on the Road
- 4.0. Isolating Contaminated Facility Areas
- Isolate Transit Center Monitor Room (COVID-19)
 - Isolate Transit Center Locker Room (COVID-19)
 - Isolate Transit Center Break Room (COVID-19)
 - Isolate RTS Operator's Break Room (COVID-19)
- Isolate RTS Board Room (COVID-19)
 - Isolate RTS Locker Room (COVID-19)
- 5.0. Warning Notifications (Signs)
- COVID-19 Sign - Contaminated Bus
 - COVID-19 Sign - Transit Center Monitor Area
 - COVID-19 Sign - Transit Center Lockers
 - COVID-19 Sign - Transit Center Break Room
 - COVID-19 Sign - Operations Break Room
 - COVID-19 Sign - RTS Locker Room
 - COVID-19 Sign - RTS Board Room
- 6.0. PPE Instructions
- Personal Protective Equipment (PPE) Instructions for COVID-19
 - Removing and disposing of PPE Gloves (COVID19)
 - Re-stocking the Ambulance Bus with PPE (COVID19)
- 7.0. Decontamination Procedures
- Disinfectant Uses (COVID-19)
 - Decontaminate Bus (COVID-19) at RTS Monroe
 - Bus Interior Wash Checklist (COVID-19)
 - Decontaminate Room (COVID-19) at RTS Monroe
 - Cleaning IT Equipment (COVID-19)

COVID-19 QUICK LINKS TO ALL PROCEDURES

Version: 2.1 | Effective: 07/18/2022 | Printed or downloaded copies are for reference only. Find the most current version in the policy management system (PPMS). Go to the homepage and click Policies and Procedures.

1.0. General Response

- [RTS Access Response to Suspected COVID-19 Contamination Event](#)
- [Response to COVID-19 Contamination Event - Overall Document](#)

2.0. Targeted Response

- [Contamination Event Response \(COVID-19\)](#)
- [Retrieving an Operator with COVID-19 Symptoms or Contaminated Vehicle](#)
- [Ambulance Bus Driver Instructions \(COVID-19\)](#)
- [Sick Operator Instructions When Boarding Ambulance Bus \(COVID-19\)](#)
- [Retrieval Driver Instructions \(COVID-19\)](#)
- [Re-stocking the Ambulance Bus with PPE \(COVID-19\)](#)

3.0. Reporting COVID-19 Symptoms

- [Employee Reports COVID-19 Symptoms to You At Work \(In Facility\)](#)
- [What To Do If You Have COVID-19 Symptoms While In Service \(Driving\)](#)
- [What To Do If You Have COVID-19 Symptoms at Work](#)
- [Operator Reports COVID-19 Symptoms to Radio Control While On the Road](#)

4.0. Isolating Contaminated Facility Areas

- [Isolate Transit Center Monitor Room \(COVID-19\)](#)
- [Isolate Transit Center Locker Room \(COVID-19\)](#)
- [Isolate Transit Center Break Room \(COVID-19\)](#)
- [Isolate RTS Operator's Break Room \(COVID-19\)](#)
- [Isolate RTS Board Room \(COVID-19\)](#)
- [Isolate RTS Locker Room \(COVID-19\)](#)

5.0. Warning Notifications (Signs)

- [COVID-19 Sign - Contaminated Bus](#)
- [COVID-19 Sign - Transit Center Monitor Area](#)
- [COVID-19 Sign - Transit Center Lockers](#)
- [COVID-19 Sign - Transit Center Break Room](#)
- [COVID-19 Sign - Operations Break Room](#)
- [COVID-19 Sign - RTS Locker Room](#)
- [COVID-19 Sign - RTS Board Room](#)


6.0. PPE Instructions

- [Personal Protective Equipment \(PPE\) Instructions for COVID-19](#)
- [Removing and Disposing of PPE Gloves \(COVID-19\)](#)
- [Re-stocking the Ambulance Bus with PPE \(COVID-19\)](#)


7.0. Decontamination Procedures

- [Disinfectant Uses \(COVID-19\)](#)
- [Decontaminate Bus \(COVID-19\) at RTS Monroe](#)
- [Bus Interior Wash Checklist \(COVID-19\)](#)
- [Decontaminate Room \(COVID-19\) at RTS Monroe](#)
- [Cleaning IT Equipment \(COVID-19\)](#)

In PolicyTech, go to Wellness Center COVID-19 Plan. The material is shown here. Contact the Manager of Benefits & Well-Being Caitlin Farley cfarley@myrts.com with questions or to request a copy of the plan.



Wellness Center COVID-19 Plan




Version 3, April 12, 2022

The Wellness Center COVID-19 Plan applies to the Wellness Center located in the RTS Administration Building at 1372 East Main Street Rochester NY 14609.

For readability, RGRTA and RTS are referred to as "we."

We follow the mandates and requirements issued from federal and state entities, including the Centers for Disease Control and Prevention ("CDC"), the NYS Department of Health ("DOH"), and the office of the Governor of the State of New York.

Printed or downloaded copies are for reference only.



Wellness Center COVID-19 Plan, Version 3


ACTIVE GUIDELINES AND PROTOCOLS

- The Wellness Center and associated rooms are closed to the public and available for eligible active employee use only.
- Capacity is allowed to 100% of the maximum occupancy:
 - Wellness Center: 33 people
 - Multipurpose Room: 17 people
 - Women's Locker Room: 14 people
 - Men's Locker Room: 12 people
 - Multipurpose Room (group fitness/Mirror): 17 people
- We encourage employees to limit their use of the Wellness Center to 60 minutes (general workout, group fitness class, use of the Mirror). We require participants to sign-in to attend a group fitness class or use the Mirror.
- Personal items are not to be left in the Locker Rooms, including the lockers, floors, showers and changing areas. All personal items left will be given to Lost & Found or discarded.
- Eight hand hygiene stations are maintained in the Wellness Center, Multipurpose Room, and Locker Rooms. Disinfecting wipes are available next to the Blood Pressure monitor.
- We encourage employees to clean and disinfect shared equipment and machines before and after every use. Disinfecting spray (H-110 spray) and disposable paper towels are available throughout the Wellness Center, Locker Rooms, and Multipurpose Room to clean equipment.
- Masks or face coverings are not required. We encourage employees to assess their health risks with their primary care providers and make their own decisions about wearing masks or face coverings. We expect coworkers to respect each employee's decision about masks or face coverings.
- The Wellness Center and Multipurpose Room are serviced by a central HVAC system filtration RTU-3 with MERV-13 filters. A contracted vendor (EMCOR Services) maintains the system.
- Contracted cleaning services clean the Wellness Center, Locker Rooms, and Multipurpose Room daily.

Monday through Friday	
5:00 AM	<ul style="list-style-type: none"> Cleaning of equipment and machines Fill cleaning solution bottles
8:00 AM	COVID protocol cleaning for RTS (doorknobs, handles, surface tops)
1:40 PM	Cleaning of equipment and machines
5:30 PM	Cleaning of floors

Saturday and Sunday	
AM and PM	Cleaning of equipment, machines, doorknobs, handles, surface tops, and floors

In PolicyTech, go to Temporary Attendance - Employees with COVID-19 Symptoms (COVID Leave Policy). The page of the policy is shown here. Contact the Chief People Officer agould@myrt.com with questions or to request a copy of the procedure.



ROCHESTER
GENESSEE REGIONAL
TRANSPORTATION
AUTHORITY

TEMPORARY ATTENDANCE - EMPLOYEES WITH COVID-19 SYMPTOMS

(COVID LEAVE POLICY)

LEADERSHIP APPROVED POLICY

Version: 2
Effective: 03/01/2021

Approved by:
Amy Gould (Chief People Officer)

Printed or downloaded copies are for reference only. For current versions go to the intranet >Policies & Procedures.

1.0 Policy

It is critical that all employees who have COVID-19 symptoms stay home, contact their medical provider immediately, and immediately notify the RGRTA/RTS People Department.

In order to encourage employees to stay home and take prompt action when experiencing COVID-19 symptoms, RGRTA/RTS has developed the following policy:

- An employee who is experiencing symptoms associated with COVID-19 will be paid for up to five (5) consecutive missed work days/shifts when the employee would otherwise be working, and will not be disciplined or charged with attendance occurrences for these missed days/shifts, so long as the employee adheres to the following requirements:
 - The employee must immediately contact his or her physician/medical provider and schedule a COVID-19 test for the earliest possible date; and
 - The employee must immediately notify the RGRTA/RTS People Department that they are experiencing COVID-19 symptoms; and
 - The employee must notify the RGRTA/RTS People Department of their test result, and provide a copy of the result, as soon as it is received.

8.1.H. Blood-Borne Pathogens Exposure Plan

In PolicyTech go to Bloodborne Pathogens Exposure Control Plan. The table of contents for the procedure is shown here. Contact the Manager of Health and Compliance Pamela Stewart pstewart@myrtrsc.com with questions or for a copy of the plan.

RTS BLOODBORNE PATHOGENS EXPOSURE CONTROL PLAN	
<small>Version: 4 Effective: 12/03/2020 Owner: Director of Well-Being & Inclusion Printed or downloaded copies are for reference only. Find the most current version in the policy management system (PMS). Go to the intranet and click Policies and Procedures.</small>	
1.0. Purpose	1
2.0. Program Administration	1
3.0. Exposure Determination	2
4.0. Methods of Implementation and Control	2
5.0. Hepatitis B Vaccination	6
6.0. Post-Exposure Evaluation and Follow-up	7
7.0. Administration of Post-Exposure Evaluation and Follow-up	7
8.0. Procedures for Evaluating the Circumstances Surrounding an Exposure Incident	8
9.0. Employee Training	8
10.0. Recordkeeping	9
11.0. Examples of Forms and Logs	10

1.0. Purpose

RGRTA is committed to providing a safe and healthful work environment for our entire staff. The following exposure control plan (ECP) is provided to eliminate or minimize occupational exposure to bloodborne pathogens in accordance with OSHA standard 29 CFR 1910.1030, "Occupational Exposure to Bloodborne Pathogens." Full-time, part-time, or temporary employees and/or contractors who are determined to have occupational exposure to blood or other potentially infectious materials (OPIM) must comply with the procedures and work practices outlined in this ECP.

If you identify improvements to this program, please submit a Safety Concern Form through [OsTicket](https://osticket/open.php) <http://osticket/open.php> (also located on the intranet under the Safety Concerns link).

8.1.I. Hazard Communication Program

In PolicyTech go to Hazard Communication Program. A sample is shown here. Contact the Engineering Coordinator mcontigulia@myrtrsc.com with questions or for the complete PDF.

HAZARD COMMUNICATION PROGRAM
<p>Purpose</p> <p>The purpose of this program is to inform interested persons, including employees, that RGRTA is complying with the OSHA Hazard Communication Standard, Title 29 Code of Federal Regulations 1910.1200, by compiling a hazardous chemicals list, by using material safety data sheets (MSDSs), by ensuring that containers are labeled, and by providing our employees with training and information availability.</p> <p>This program applies to all work operations in our authority where employees may be exposed to hazardous substances under normal working conditions or during an emergency situation.</p> <p>The Director of Engineering & Facilities Management is the program coordinator, acting as the representative of the Chief Operating Officer, who has overall responsibility for the program. The Director of Engineering & Facilities Management will work with Engineering & Facilities Maintenance, Vehicle Maintenance, Occupational Health and review and update the program as necessary. The most current version of the document is available on Policy Manager.</p> <p>All employees, or their designated representatives, can obtain further information on this written program, the hazard communication standard, applicable SDSs, and chemical information lists from the Director of Engineering & Facilities Management.</p> <p>Under this program, our employees will be informed initially during <i>New Employee Training</i> of the contents of the Hazard Communication Standard, the hazardous properties of chemicals with which they work, safe handling procedures, and measures to take to protect themselves from these chemicals. Update are provided as necessary during semi-annual in-service training</p> <p>If after reading this program, you find that improvements can be made, please contact Chief Operating Officer. We encourage all suggestions because we are committed to the success of our written hazard communication program. We strive for clear understanding, safe behavior, and involvement in the program from every level of the company.</p>

8.1.J. Accident Reporting and Investigation Procedures

In PolicyTech go to RGRTA Accident Reporting and Investigation Procedures. A sample of one page is shown here. Contact the Manager of Field Operations apina@myrta.com or the Manager of Loss Prevention with questions or to request a copy of the procedures.



RGRTA ACCIDENT REPORTING AND INVESTIGATION PROCEDURES
Version: 3
Effective: 09/14/2018

Owner: Policies, Procedures,
Technical Documents Manager
Printed or downloaded copies are for reference only. Find the most current version in the policy management system (PPM). Go to the intranet and click Policies and Procedures.

- G. Photograph scene including: overall views, damage to vehicles or property, views from operators' perspectives; skid marks of any involved vehicles; views from bystander/witnesses; overall views of vehicles including vehicle registrations/license plates; or any other relevant images.
- H. Interview the involved Operator and any other involved motorist, passengers, witnesses, or other agency personnel with knowledge of incident and obtain their name, address, and phone number for call back. Collect any Customer Courtesy Cards from Operator or witnesses. Document all statements.
- I. Identify hospital(s) to which any injured parties have been transported and arrange for follow-up to check on condition of injured.
- J. Determine if the involved bus is equipped with on-board video system, and request system administrator to secure the video of incident for review. If necessary, secure the on-board digital video recorder itself, and safeguard for evidence.
- K. Prepare field sketch of accident scene to include with Supervisor's accident report.
- L. Complete all information as required for DART
- M. "Supervisor's Investigation Report"—including downloaded digital photos, scanned field sketch, and scanned Customer Courtesy Cards—and submit report for supervisory review.
- N. Complete "Employee Injury Report" if applicable.
- O. Complete "Road Supervisor Accident Package Checklist," place all investigation materials in an envelope, and notify Claims Department that the envelope is ready for pick up.

5.4. Serious Accidents/Incidents and Fires
 In the event of serious accidents/incidents, or fires, whether PTSB reportable or not, Road Supervisors, in addition to above steps, must:

- A. When possible, secure the Operator at the scene in Road Supervisor vehicle, limiting access only to law enforcement or Authority management.
- B. Notify Operations Management either directly or by Radio Control.
- C. Identify all passengers in an involved Authority vehicle, including name, address, telephone number, nature or complaint of any injury, and name of hospital transported to.

8.1.K. Accident Review Worksheet

Contact the Manager of Loss Prevention dmasten@myrta.com or the System Safety Manager jpavino@myrta.com with questions or a copy of the worksheet.

Codes for Accident Review Meeting Rating Worksheet

Rating Codes

P Preventable

NP Non-Preventable

NR Not Ratable

Preventability Reason Codes (BAITFISH Definition)

Code#

1	Animal Related	12	Lane Encroachment
2	Backing	13	Mechanical
3	Behavioral	14	Mobility Device
4	Being Passed	15	Opposing Vehicle
5	Disabled Bus	16	Other
6	Driveway	17	Passenger
7	Fixed Object	18	Passing
8	Front End	19	Pedestrians
9	General Preventability	20	Rear End
10	Grade Crossing	21	Turning
11	Intersection	22	Weather

Evidenced Codes

DR DART Report/Road Supervisor's Report

OR Operator's Report

MGR Manager's Report

OT Other Evidence (e.g. Radio Control Audio, Paddle, VIR, Maintenance Record, etc.)

PR Police Report

WS Witness Statement

V Surveillance Video (Identify Bus or Property / Include Camera Number & Camera Name). If more than one video is viewed by the committee code V1, V2, etc. as video is reviewed.

BAITFISH Preventable Accident Definitions (Expanded)

Animal Related – "When evasive action to avoid striking an animal results in a crash with another vehicle or a fixed object, a layover, or a rollover, the accident should be considered preventable on the part of the driver." - "School Bus Accident Preventability Guidelines" (PTSI, 2005)

Backing – "Practically all backing accidents are preventable. A driver is not relieved of his responsibility to back safely when a guide is involved in the maneuver. A guide cannot control the movement of the vehicle; therefore, a driver must check all clearances for himself" – **NYSDOT Statewide Standardization, "The Determination of Accident Preventability"**^[1]

Behavioral Issues on the Bus – "An accident resulting from driver distraction due to a passenger behavior problem on the bus is a preventable accident on the bus driver's part. Bus drivers should stop the bus in a safe location when serious behavior problems occur." - "School Bus Accident Preventability Guidelines" (PTSI, 2005)


Being Passed – "Sideswipes and cut-offs involving a professional driver while he is being passed or preventable when he fails to yield to the passing vehicle is slowing down or moving to the right where possible". – **NYSDOT Statewide Standardization, "The Determination of Accident Preventability"**^[2]

^[1] NYSDOT Statewide Standardization, "The Determination of Accident Preventability" is the document setting forth the requirements and criteria under the BAITFISH Program

^[2] NYSDOT Statewide Standardization, "The Determination of Accident Preventability" is the document setting forth the requirements and criteria under the BAITFISH Program

8.1.L. Article 19-A Procedures

In PolicyTech go to 19-A Requirements Overview and 19-A: Managing the Requirements for RGRTA. A sample is shown here. Contact the System Safety Manager jpavino@myrts.com with questions.

 19-A: MANAGING THE REQUIREMENTS FOR RGRTA	
Version: 3	Next Review: 05/30/2023
Effective: 02/15/2018	Owner: System Safety Manager
<small>Approved by: Christopher Dobson (Vice President of Transportation Services)</small> <small>Printed or downloaded copies are for reference only. Find the most current version in the policy management system (PMS). Go to the Intranet and click Policies and Procedures.</small>	
1.0. Resources.....	2
1.1. NY DMV Website.....	2
1.2. NY DMV Bus Driver Unit in Albany.....	2
1.3. NY DMV Operations / Testing & Investigation in Albany.....	2
2.0. Continual Procedures.....	3
2.1. Bus Driver File Reviews (DMV Audits).....	4
3.0. Checking the Forms.....	5
3.1. DS-870 Article 19-A Bus Driver Application and Abstracts.....	5
3.2. DS-872 Annual Review and Abstract.....	6
3.3. DS-873 Report on Annual Defensive Driving.....	7
3.4. DS-874 Medical Examination Reports.....	8
3.5. DS-875 Biennial Behind the Wheel Road Test.....	9
3.6. DS-875Y Oral/Written Exam Results and DS-875Q Oral Written Exam.....	10
4.0. Routine Follow-Ups for Medical Conditions.....	11
4.1. Follow-up for Sleep Apnea — 14 Days to 1 Year.....	11
4.2. Follow-Up for Diabetic Conditions — Every 6 Months.....	12
4.3. Follow-Up for High Blood Pressure — Every 12 Months or As Directed.....	13
4.4. Follow-Up Failure.....	14

8.1.M. Vehicle Preventative Maintenance

In PolicyTech go to Preventative Maintenance Program RTS and Preventative Maintenance Program RTS Access and Regional Revenue Buses and RTS Monroe Preventative Maintenance Checklists. A sample of the material is shown here. Contact the Director of Maintenance Tamarcus Jeffries tjeffries@myrts.com with questions or for complete PDFs.

RTS Monroe Vehicle Maintenance PM Process Overview

Vehicle Preventative Maintenance Inspections
Buses are inspected every 6,000 miles or 90 days whichever comes first. Inspections are scheduled and tracked through Trapeze EAM.





Ramp/Lift Preventative Maintenance Inspections
Ramps and lifts are inspected every 6 months by dedicated ramp/lift through Trapeze EAM.

Supplemental Preventative Maintenance Inspections

Transit Technology Preventative Maintenance Inspections
Inspections are performed annually on all on-board ITS equipment (speakers, stop request, signs), APC's (automatic people cameras).

Emissions Preventative Maintenance Inspections
Series-specific inspections are performed on the emission frequently that focuses on the performance of the emission DDC, DPF, doser, SCR catalyst.

Battery and Charging System Preventative Maintenance
Inspections are performed every nine (9) months on the battery and charging system on every bus. Batteries are tested for capacity and state of charge as well as the alternator output capabilities under static and heavy load. Charging system wiring is checked for clean and tight connections and evidence of fatigue and wear.

PREVENTIVE MAINTENANCE INSPECTION		90 Day/3,000 Miles Interval
RTS - RGRTA		
NOVA, Gillig & New Flyer		
UNIT NUMBER:	AssetWorks Mileage:	
INSPECTION DATE:	REPAIR ORDER NUMBER:	ARE ANY CAMPAIGNS DUE?
Log onto Kiosk and Job onto Work, Print work order, retrieve parts from Stockroom		
 		
 		
<div> <div> <div>Repair & NYS-DOT O.O.S. Ratings</div> <div> <div>"A" Defect Rating 720.11</div> <div>"B" Defect Rating 720.11</div> <div>"C" Defect Rating 720.11</div> <div>"R" Defect Rating RTS</div> </div> </div> <div> <div>Inspection assigned to Technician _____</div> <div>Inspection assigned to Technician _____</div> <div>Inspection assigned to Technician _____</div> </div> </div>		

8.1.N. Third-Party Maintenance Providers for Regional Business Units

The Accounting Services Department manages the full contracts and agreements via a Contract Depository.

Employees can access a Contract Depository Index spreadsheet at <\\rgta\files\Contract Depository>. Contracts are organized by Index numbers in the spreadsheet and linked to folders with the documents. Below is a summary of the agreements with their index numbers. Contact the Contract Administrator acameron@myrts.com with questions. ~~or to request the complete contract document.~~

RTS GENESEE – INDEX # 967

Batavia Bus Service, Inc. (“BBS” and “RTS Genesee”) entered into a joint service agreement with Genesee County New York for the provision of facilities and services for the maintenance of the BBS vehicle fleet in 11/01/2010 and extended the agreement until 10/31/2025 with a mutual option to renew for up to an additional five years.

RTS LIVINGSTON – INDEX # 1544

RTS Livingston has a contract with FleetPride in Bath, New York to provide vehicle maintenance services extended to 09/30/2023.

RTS ORLEANS – INDEX # 652

Orleans Transit Service, Inc. (“OTS” and “RTS Orleans”) entered into a joint services agreement with the County of Orleans, New York in June 2003 where the County was to provide services and facilities to support the operation, maintenance, tire replacement, and other repairs to Authority vehicles. The agreement was extended until RGRTA could complete construction of an operations building in 05/02/18. The County agreed to enter a Ground Lease with RGRTA for the land on which to build the Bus Maintenance and Garage Facility. RGRTA, on behalf of RTS Orleans, entered into a joint service agreement with Orleans County on 6/5/17 whereby the County will provide maintenance and repair of Authority vehicles in the Bus Maintenance and Garage Facility for the duration of the Ground Lease, which is 40 years (2057).

RTS SENECA – INDEX # 1452

In October 2014, Seneca Transportation Service (“STS” and “RTS Seneca”) awarded a contract to Eagle Auto Center, Inc. in Seneca Falls, NY to provide vehicle maintenance Services to NY and has renewed the contract until 9/30/2022.

RTS WAYNE – INDEX # 14

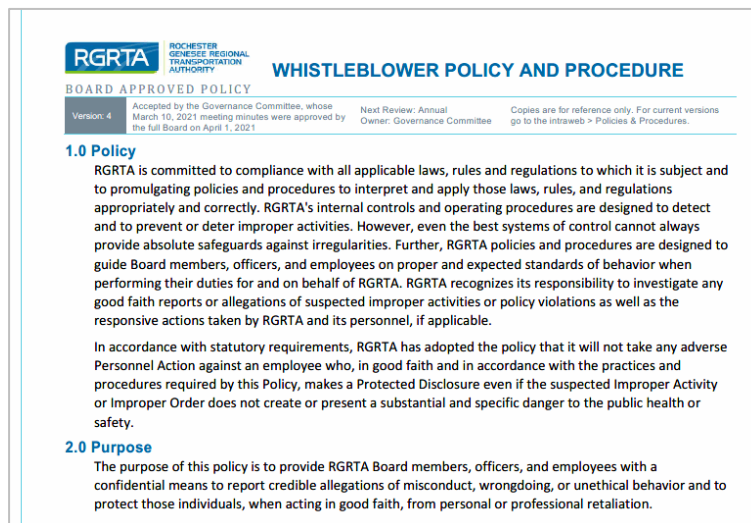
Wayne Area Transportation Service Inc., (“WATS” and “RTS Wayne”) entered into a joint service agreement with the County of Wayne, New York to provide vehicle maintenance and repair services to the RGRTA and WATS vehicles in February 2000 and the agreement has been extended to 2/20/2030.

RTS WYOMING – INDEX # 1532

RTS Wyoming has a contract with Emerling Ford Inc. in Springville, New York to provide vehicle maintenance services on RTS Wyoming vehicles through June 30, 2023.

8.1.0. Whistleblower Policy and Procedures

The policy is on the public website at <https://myrts.com/About-Us/Policies-and-Procedures> - scroll to the bottom of the page for the PDF. The document has instructions for making a protected disclosure. Contact the General Counsel ddelaus@myrts.com or Chief People Officer agould@myrts.com with questions.



8.1.P. Rules of Conduct for Transit Vehicles, Facilities, and Properties

In PolicyTech, go to Rules of Conduct for Transit Vehicles, Facilities, and Properties. It is also available on the public website at <https://myrts.com/About-Us/Policies-and-Procedures> (you must scroll down the page to the heading Rules of Conduct for Transit Vehicles, Facilities, and Properties). The Rules are codified under [New York Codes, Rules, and Regulations](#) (search on 21 CRR-NY LVII 4901 in any search engine). A sample is shown here. Contact the General Counsel ddelaus@myrts.com with questions.

RGRTA ROCHESTER REGIONAL TRANSPORTATION AUTHORITY

RULES OF CONDUCT FOR TRANSIT VEHICLES, FACILITIES, AND PROPERTIES

BOARD APPROVED POLICY

Version: 4 Adopted by Governance Committee and Approved in Board Meeting Minutes on October 03, 2019 Next Review: Substantive Changes Only Owner: Governance Committee Printed or downloaded copies are for reference only. For current versions go to the [intranet](#) and click Policies and Procedures.

Article I. Introduction

Article II. Definitions

Article III. Prohibited Conduct

Article IV. Enforcement

A. Removal from RGRTA Transit Vehicles, Facilities, Properties, and

B. Exclusion from Service

1. Basis for Exclusion

2. Notice Procedure

3. Constructive Notice

4. Immediate Refusal or Removal

5. Refusal to Comply

6. Length of Exclusion

7. Appeal Procedure

8. Hearing

9. Other Laws Not Limited

C. Liability

THOMSON REUTERS
WESTLAW New York Codes, Rules and Regulations

21 CRR-NY LVII 4901 Notes
 NY-CRR

OFFICIAL COMPILATION OF CODES, RULES AND REGULATIONS OF THE STATE OF NEW YORK
 TITLE 21. MISCELLANEOUS
 CHAPTER LVII. ROCHESTER-GENESEE REGIONAL TRANSPORTATION AUTHORITY
 PART 4901. RULES OF CONDUCT FOR TRANSIT VEHICLES, FACILITIES, AND PROPERTIES

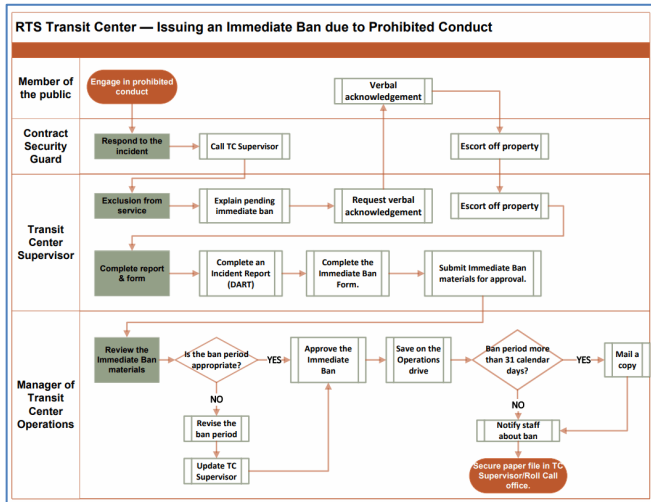
21 CRR-NY LVII 4901 Notes
 21 CRR-NY LVII 4901 Notes

Current through March 31, 2021

(Statutory authority: Public Authorities Law, § 1299-h)

8.1.Q. RTS Transit Center Immediate Ban Procedures

In PolicyTech, go to 06.16.02 Immediate Ban Notice, RTS Transit Center Immediate Ban Guide, RTS Transit Center Immediate Ban Period Quick Reference Sheet, and RTS Transit Center Immediate Ban Workflows.



RTS Immediate Ban Periods – Quick Reference | Version 1

What is an Immediate Ban?
 Person cannot use facility and/or buses.
 Takes immediate effect and applies for a set period.

What are the Immediate Ban Periods?
 Consecutive days based on **severity** and **recurrence** of prohibited behavior. Ban periods can last 7, 30, 60, 90, or 180 **calendar** days. Depending on the severity, prohibited conduct can lead to a permanent ban. The Manager of TC Operations reviews and approves the ban periods.

Severity	Moderate	Serious	High
Once	7 days 30 days	60 days 90 days	90 days 180 days
Repeat	60 days	90 days	Permanent
Chronic	90 days	180 days Permanent	

Use these examples as a **guide** when determining severity. This is not a comprehensive list.

Moderate Severity Examples	Serious Severity Examples	High Severity Examples
<ul style="list-style-type: none"> Loitering / solicitation Unruly / obstructive behavior Alcohol in open container Impinging on the rights of others Interfering with daily operations Using wheeled devices other than mobility devices or strollers (skateboard, bike, moped) 	<ul style="list-style-type: none"> Fighting Overdosing Throwing objects Causing minor injury Abusive, aggressive, harassing, or threatening behavior Creating a breach of peace Defacing property Damaging facility or vehicle(s) Using or selling illegal drugs Public intoxication, indecency, lewdness, urination, defecation 	<ul style="list-style-type: none"> Carrying harmful or hazardous material Aggravated harassment Violent or harmful behavior Criminal activity causing serious injury or fatality, or service loss/interruption <ul style="list-style-type: none"> Assault Robbery False fire alarm Use of a weapon

9.0. Requested Copies of Procedures

The following policies and procedures are included in full in the 2023-24 Plan as specifically requested by the RGRTA Safety Committee as these were deemed particularly important for employees without access to electronic repositories such as PolicyTech.

The Accountable Executive (CEO) is authorized to amend the 2023-24 Plan with changes to the included documents between Board of Commissioner approvals, subject to informing the Board of such changes when they happen. Changes will be tracked with a revision table and/or delineated with clear headings.

9.1. Documents Included for 2023-2024

Printed versions of the RGRTA PTASP for 2023-2024 shall include full copies of the following RGRTA documents, for reference by employees. New versions or updates of the separate documents shall be incorporated as they occur.

1. 03.15 Managing Snow (RTS Transit Center)
2. Managing Snow and Ice at the RTS Monroe Campus
3. Whistleblower Policy and Procedures
4. Rules of Conduct for Transit Vehicles, Facilities, and Properties

Note: Additional documents regarding tow trucks and snow management equipment will be added when available.



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BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	December 7, 2023
Presenter:	Laura Kenyon
Subject:	Resolution Authorizing the Award of a Contract for Transit Advertising Services
Background:	<p>The Authority seeks to engage an outside contractor to sell and manage the inventory of advertising space on all Authority-owned assets including inside and outside buses, bus shelters, and Digital and Static Signs.</p> <p>The Authority sought proposals by issuing a Request for Proposals (RFP) and publicly advertising it in <u>Transit Talent</u> on September 6, 2023, and the <u>New York State Contract Reporter</u> and <u>Rochester Business Journal</u> on September 8, 2023.</p> <p>Over one-hundred firms were notified of the RFP and three (3) proposals were received on October 24, 2023.</p> <p>An evaluation and systematic scoring process was undertaken based on the following three (3) criteria:</p> <ul style="list-style-type: none">• Qualifications, Resources, and Experience of the Firm• Creativity and Strategic Soundness of the Proposed Work Plan• Guaranteed Annual Revenue <p>The Authority scored the firms as follows:</p> <ul style="list-style-type: none">• Advertising Vehicles dba Adsposure Rochester, LLC of Cincinnati, OH: 81• HFT Management Inc., dba Gateway Outdoor Advertising of Long Valley, NJ: 86• Lamar Transit, LLC of Frisco, TX: 70 <p>Interviews were conducted by the Authority with the two (2) highest scored firms. After careful consideration of all of the criteria being evaluated, the Authority determined that the proposal submitted by HFT Management Inc. was the most favorable. The Authority determined that HFT Management Inc. appears to be a responsible firm and submitted a responsive proposal.</p>

Financial Impact:	<p>Under this agreement, HFT Management Inc. will provide a Guaranteed Annual Revenues totaling \$4,175,000 over the course of the five-year term. A listing of the Guaranteed Annual Revenue by Contract Year is as follows:</p> <p>Year 1: \$725,000 Year 2: \$800,000 Year 3: \$825,000 Year 4: \$900,000 Year 5: \$925,000</p>
Recommendation:	<p>That the Chief Executive Officer or his designee be granted authority to enter into an Agreement with HFT Management Inc. for the period of five (5) years.</p>

Resolution: RGRTA 50-2023

**RESOLUTION AUTHORIZING THE AWARD OF A CONTRACT FOR TRANSIT
ADVERTISING SERVICES**

WHEREAS, the Rochester Genesee Regional Transportation Authority (the "Authority") seeks to engage an outside contractor to sell and manage the inventory of advertising space on Authority-owned assets including inside and outside buses, bus shelters, and Digital and Static Signs at the RTS Transit Center; and

WHEREAS, the Authority sought proposals by issuing a Request for Proposals (RFP) and publicly advertising it in Transit Talent on September 6, 2023 and the New York State Contract Reporter and Rochester Business Journal on September 8, 2023; and

WHEREAS, over one-hundred firms were notified of the RFP and three (3) proposals were received on October 24, 2023; and

WHEREAS, the Authority conducted a thorough evaluation of the proposals received and concluded that HFT Management Inc. submitted the most favorable proposal that was responsive to the Authority's specifications; and

WHEREAS, the Authority determined that HFT Management Inc. submitted a responsive proposal, their pricing is fair and reasonable, and they appear to be a responsible firm.

NOW, THEREFORE, BE IT RESOLVED, that the Chief Executive Officer or his designee be granted authority to enter into a contract with HFT Management Inc. for the term of five (5) years; and

BE IT FURTHER RESOLVED that the Chief Executive Officer or his designee are hereby authorized, empowered, and directed, for and on behalf of the Authority, to perform any and all actions and to execute any and all documents on behalf of the Authority as they may deem necessary, appropriate or advisable to carry out the intent and purposes of the foregoing resolutions.

CERTIFICATION

The undersigned hereby certifies that the above is an excerpt from the Minutes of a Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on December 7, 2023, and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: December 7, 2023
Rochester, New York



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BOARD OF COMMISSIONERS AGENDA ITEM COVER SHEET

Board Meeting Date:	December 7, 2023
Presenter:	Daniel DeLaus
Subject:	Resolution Approving Outside Activities
Background:	<p>Excellus Blue Cross Blue Shield ("Excellus"), a is a not-for-profit entity which provides health care insurance and related services to people in the Rochester area community.</p> <p>Excellus has requested that Authority Chief Executive Officer Miguel Velázquez serve on their Board of Directors. Excellus has a 16-member Board which oversees its operation and creates policies to advance the mission of Excellus.</p> <p>Miguel Velázquez has assured the Authority that he will perform all activities pertaining to the outside activity during hours that constitute time taken pursuant to the Authority's Paid Time Off Policy or that are not part of his required 40-hour work week.</p> <p>Miguel Velázquez will receive nominal compensation for his service on the Excellus Board.</p> <p>Currently, we are waiting for a determination from the New York State Commission on Ethics and Lobbying in Government if they will be required to approve.</p>
Financial Impact:	There is no financial impact to the Authority.
Recommendation:	That the Board approve the Outside Activity of Miguel Velázquez

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Resolution: RGRTA 51-2023

RESOLUTION APPROVING OUTSIDE ACTIVITIES

WHEREAS, Excellus Blue Cross Blue Shield ("Excellus") has requested that Authority Chief Executive Officer Miguel Velázquez serve as a member of Excellus Board of Directors; and

WHEREAS, the Excellus Board of Directors is charged with creating policies to effectively advance the mission of Excellus and overseeing its operation; and

WHEREAS, Miguel Velázquez would like to serve on the Excellus Board; and

WHEREAS, Approval of the Authority Board of Commissioners is required for Miguel Velázquez to serve on the Excellus Board; and

WHEREAS, Miguel Velázquez has assured the Authority that he will perform all activities pertaining to his role as an Excellus Director during non-Authority work hours and that he will take personal time off if necessary to ensure that; and

WHEREAS, Miguel Velázquez will not use any Authority resources to perform any duties he will have as an Excellus Director nor will he be involved in any manner in any procurement or implementation of services which Excellus provides to the Authority; and

WHEREAS, Miguel Velázquez, if necessary, will seek approval of the State Commission on Ethics and Lobbying in Governance before accepting the position as an Excellus Director.

NOW, THEREFORE, BE IT RESOLVED, that the Board has determined that the outside activity of Miguel Velázquez is permitted under applicable Authority policies and under the provisions of Sections 73 and 74 of the New York Public Officers Law and that such activity will not be in conflict with the proper discharge of his duties toward the Authority; and

BE IT FURTHER RESOLVED that Miguel Velázquez must perform this outside activity on his own time and refrain from using Authority resources for the outside activity and must recuse himself from any Authority transactions, including procurement and implementation of service contracts, with Excellus; and

BE IT FURTHER RESOLVED that Miguel Velázquez is authorized to engage in the outside activity as an Excellus Director, subject to approval, if necessary, by the State Commission on Ethics and Lobbying in Governance.

CERTIFICATION

The undersigned hereby certifies that the above is an excerpt from the Minutes of a Regular Meeting of the Rochester-Genesee Regional Transportation Authority, which was held on December 7, 2023 and that the Resolution is still in full force and effect.

Donald Jeffries, Chairman

Date: December 7, 2023
Rochester, New York