

# City of Midland Dial-A-Ride Public Transit Agency Safety Plan (PTASP)



**Last Updated: December 2022**



**Version: IV**

# Public Transit Agency Safety Plan (PTASP)

## Table of Contents

Section Reference	Page Numbers
Section 1: Transit Agency Information	4-5
Section 2: Plan Development, Approval, and Updates	6-8
Section 3: Safety Performance Targets	9-10
Section 4: Safety Management Policy	11-15
Section 4 Attachments:	16
Attachment 4-A: City of Midland Dial-A-Ride Organizational Chart	17
Attachment 4-B: Employee Incident Report	18-23
Attachment 4-C: Non-Employee Incident Report	24-25
Attachment 4-D: Safety Suggestion Form	26
Section 5: Safety Risk Management	27-30
Section 5 Attachments:	31
Attachment 5-A: City of Midland Fleet Operation & Accident Investigation Policy	32-38
Section 6 Attachments:	39
Attachment 6-A: Employee Coaching Form	40-41
Attachment 6-B: Post Accident Check List	42-50
Attachment 6-C: Garage Maintenance Request Form	51
Section 7: Safety Promotion	52-56

<b>Section 7 Attachments:</b>	<b>57</b>
<b>Attachment 7-A: 2018 &amp; 2019 Safety Saturday Agendas</b>	<b>58-59</b>
<b>Attachment 7-B: Driver Training Records</b>	<b>60-61</b>
<b>Attachment 7-C: Training Needs Assessment</b>	<b>62</b>
<b>Attachment 7-D: 2020 Monthly Safety Trainings</b>	<b>63</b>
<b>Attachment 7-E: Safety Meeting Agenda</b>	<b>64-78</b>
<b>Attachment 7-F: Safety Meeting Minutes</b>	<b>79-92</b>
<b>Attachment 7-G: Driver Breakroom Scrolling Screen</b>	<b>93</b>
<b>Attachment 7-H: Driver Breakroom Safety Board</b>	<b>94</b>
<b>Attachment 7-J: Safety Memo &amp; Signature Page</b>	<b>95-96</b>
<b>Attachment 7-K: Archived Safety Performance Data</b>	<b>97</b>

**City of Midland Dial-A-Ride**  
**Public Transportation Agency Safety Plan**

## Section 1: Transit Agency Information

<b>Transit Agency Name</b>	City of Midland Dial-A-Ride
<b>Transit Agency Address</b>	333 West Ellsworth, Midland, MI 48640
<b>Name and Title of Accountable Executive</b>	Karen Murphy, Director of Public Services
<b>Name and Title of Chief Safety Officer and SMS Executive</b>	Amy Bidwell, Dial-A-Ride Manager Rodney Merillat, Dispatch Supervisor
<b>Mode of Service Covered by this Plan</b>	Demand Response
<b>FTA Funding Types</b>	5307, 5339, 5310
<b>Does this agency provide transit services on behalf of another transit agency or entity?</b>	No

The City of Midland Dial-A-Ride provides demand-response, curb-to-curb public transportation services within the limits of the City of Midland. Dial-A-Ride has fourteen (14) lift equipped vehicles in its fleet and provides approximately 110,000 rides annually.

### Hours of Operation

<b>Day of Week</b>	<b>Hours</b>
Monday – Friday	6:30 am – 10:30 pm
Saturday	8:00 am – 8:00 pm
Sunday	8:00 am – 2:30 pm

**Accountable Executive** – As per the FTA's definition (Part 673.5): Accountable Executive means a single identifiable person who has the ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan and control or direction over the human and capital resources needed to develop and maintain both the City of Midland's Public transportation Agency Safety Plan and the Transit Asset Management Plan.

**Chief Safety Officer** – As per the FTA's definition (Part 673.5): the Chief Safety Officer is designated by the Accountable Executive and has a direct line of reporting to the Accountable Executive. The chief Safety Officer is an adequately trained individual who has

responsibility for safety and reports directly to the transit agency's Chief Executive Officer. A Chief Safety Officer may not serve in operation or maintenance capacities, unless the Chief Safety Officer is employed by a transit agency that is a small public transportation provider as defined this part, or a public transportation provider that does not operate a rail fixed guideway public transportation system.

**Chief Safety Officer or Safety Management System Executive** - As per the FTA's definition (Part 673.23)(d)(2: The Accountable Executive must designate a Chief Safety Officer or SMS Executive who has the authority and responsibility for day-to-day implementation and operation of the agency's SMS. The chief Safety Officer or SMS Executive must hold a direct line of reporting to the Accountable Executive. A transit agency may allow the Accountable Executive to also serve as the Chief Safety Officer or SMS Executive.

## Section 2: Plan Development, Approval and Updates

The City of Midland Dial-A-Ride's Agency Safety Plan address all applicable requirements and standard as set forth in the FTA's Public Transportation Safety Program and the National Public Transportation Safety Plan.

Description	Name/Reference	Date (If Applicable)
<b>Name of Entity that Drafted the Public Transportation Agency Safety Plan</b>	City of Midland Dial-A-Ride	February 20, 2020 Initial Plan
<b>Signature by the Accountable Executive</b>	Karen Murphy, Director of Public Services	December 15, 2020
<b>DART Commission Approval – List Name of Chair</b>	Mary LaForet, Dial-A-Ride Commission Chair	December 15, 2020
<b>Reference from DART Commission Minutes</b>	Commission Minutes FTA/MDOT Business	December 15, 2020
<b>Certification of Compliance with Part 673</b>	Amy Bidwell, Dial-A-Ride Manager	April 19, 2021

### Annual Review and Update of the Public Transportation Agency Safety Plan

The Safety Management Plan will be reviewed annually or if any of the following criteria should occur:

- The approach to mitigating safety deficiencies is determined ineffective
- Significant changes to service delivery are made as determined by the Director of Public Services
- New processes or procedures that may impact safety are introduced
- Resources available to support SMS are changed or re-prioritized
- Significant changes are made to the organization structure as determined by the Director of Public Services

The annual review should include the Dial-A-Ride Safety Committee, Chief Safety Officer and the Safety Management Executive to ensure the Plan complies with each requirement of Part 673, and the Plan effectively guides Dial-A-Ride to manage safety risk. Any proposed changes/updates will be presented to the Accountable Executive and the Dial-A-Ride Commission for final approval.

The Safety Management Plan regardless of any new changes/updates will be signed off annually by the Account Executive, Chief Safety Officer and Safety Management Executive after final approval from the Accountable Executive and the Dial-A-Ride Commission.

### **Annual Review Timeline**

<b>Month</b>	<b>Description</b>
December	Safety Committee, Chief Safety Officer and Safety Management Executive Review
January	Updated Plan presented to Accountable Executive
February	Updated Plan presented to DART Commission
March	Updated Plan shared with Bus Operators/Coordinators and Part-time Drivers

If updates/changes to the Plan are needed outside of the above annual timeline a 4-month timeline following the above steps will be completed.

<b>Description</b>	<b>Name/Reference</b>	<b>Date (If Applicable)</b>
<b>Name of Entity that Drafted This Plan</b>	City of Midland Dial-A-Ride	
<b>Signature by the Accountable Executive</b>	Karen Murphy, Director of Public Services	December 15, 2020
<b>DART Commission Approval – List Name of Chair</b>	Mary LaForet, Dial-A-Ride Commission Chair	December 15, 2020
<b>Reference from DART Commission Minutes</b>	DART Commission Meeting Minutes	December 15, 2020

<b>Version Number</b>	<b>Section/Pages Affected</b>	<b>Reason for change</b>	<b>Date Issued</b>
Version II	Attachment 5-A	City of Midland Fleet Operation & Accident Investigation Policy	December 15, 2020
Version II	Attachments 7B, 7D	Updated to reflect 2020 information	December 15, 2020

Version III	3, 5, 9, 10, 11, 16	Update Chief Safety Officer and SMS Executive, title changes	December 1, 2021
Version III	40	Update to the Post-Accident Checklist	December 1, 2021
Version III	Attachments 7B, 7D	Updated to reflect 2021 information	December 1, 2021
Version IV	9, 10, 11	Update rate per 100,000 miles and add CDC language	July 19, 2022
Version IV	97	Added Archived Safety Performance Data	December 12, 2022
Version IV	-	Removed references to safety suggestion response sheets.	December 12, 2022
Version IV	9	Updated Safety Performance Data	December 12, 2022



## Section 3: Safety Performance Targets

Safety Performance History for the period of July 1, 2020 – June 30, 2021.

Revenue Miles	Fatalities (Total)	Fatalities (rate)	Injuries (Total)	Injuries (Rate) Injuries/100,000miles	Safety Events (total)	Safety Events (Rate) Events/100,000 Miles
294,039	0	0	1	0.34009	13	4.42

Revenue Miles	Major System Failures – Bus out of Service More Than 48 Hours	System Reliability – Miles/Failures
294,040	10	29,404 Miles

Safety Performance History for the period of July 1, 2021 – June 30, 2022.

Revenue Miles	Fatalities (Total)	Fatalities (rate)	Injuries (Total)	Injuries (Rate) Injuries/100,000miles	Safety Events (total)	Safety Events (Rate) Events/100,000 Miles
371,517	0	0	0	0	15	4.04

Revenue Miles	Major System Failures – Bus out of Service More Than 48 Hours	System Reliability – Miles/Failures
371,157	27	13,746

History for period of July1, 2020 – June 30, 2021:

Safety Events Total	Safety Events – Not At Fault	Safety Events - At Fault	Near Miss - At Fault
13	3	7	3

History for period of July1, 2021 – June 30, 2022:

Safety Events Total	Safety Events – Not At Fault	Safety Events - At Fault	Near Miss - At Fault
15	5	7	3

## Safety Performance Targets Revision I

1. Reduce at Fault Safety Events & at Fault Near Miss Safety Events by 15% by June 30, 2022
2. Maintain System Reliability above 25,000 miles for Major System Failures
3. Maintain Fatality Rate of Zero (0)
4. Maintain Injury Rate of less than 0.93

**Describe the Coordination with MDOT and the MPO:** The City of Midland Dial-A-Ride has a representative on both the Midland Area Transportation Study's Policy and Technical Committees. The City of Midland works closely with MDOT to ensure all reporting requirements are met.

Targets Transmitted	Name	Date Targets Transmitted
Targets Transmitted to the State	Michigan Department of Transportation	December 17, 2020
Targets Transmitted to MPO	Midland Area Transportation Study	December 17, 2020

## Section 4: Safety Management Policy

### Safety Management Policy Statement

To ensure transit safety and in order to comply with Federal Transit Administration (FTA) requirements, the **CITY OF MIDLAND DIAL-A-RIDE** has developed and adopted this Safety Management Policy to address FTA regulations established by Section 5329(d) of the Moving Ahead for Progress in the 21<sup>st</sup> Century (MAP-21) Act signed into law by President Barack Obama on July 6, 2012. Per the Bipartisan Infrastructure law (49 U.S.C. 5329/IIJA 30012) **CITY OF MIDLAND DIAL-A-RIDE** must ensure this safety plan is consistent with Centers for Disease Control and Prevention and State health authority guidelines to minimize exposure to infectious disease.

The **CITY OF MIDLAND DIAL-A-RIDE** is committed to Safety Management Systems (SMS) as a systematic and comprehensive approach to identifying safety hazards and risks associated with transit system operations and related maintenance activities. **CITY OF MIDLAND DIAL-A-RIDE** has adopted a Safety Management Systems (SMS) framework as an explicit element of the agency's responsibility by establishing a safety policy; identifying hazards and controlling risks; goal setting, planning and measuring performance. Furthermore, **CITY OF MIDLAND DIAL-A-RIDE** has adopted SMS as means by which to foster agency-wide support for transit safety by establishing a culture where management is held accountable for safety and everyone in the organization takes an active role in securing transit safety.

- **Safety Beliefs**

1. Safety is a core business value;
2. Safety goals contribute to the success of our SMS
3. Safety performance is assessed annually for every employee
4. Safety excellence is a key component of our operation
5. Safety is a source of our competitive advantage; our business will be strengthened by making safety excellence an integral part of all our public transportation activities;

- **Safety Culture**

**CITY OF MIDLAND DIAL-A-RIDE** believes safety promotion is critical to the success of SMS by ensuring that the entire organization fully understands and trusts the SMS policies, procedures, and structure. It involves establishing a culture that recognizes safety as a core value, training employees in safety principles, and allowing open communications of safety issues.

Positive safety culture must be generated from the top-down. The actions, attitudes, and decisions at the policy-making level must demonstrate a genuine commitment to safety. Safety must be recognized as the responsibility of each employee with the ultimate responsibility for safety resting with the Director and the Dial-A-Ride Manager. Employees

must trust that they will have management support for decisions made in the interest of safety while recognizing that intentional breaches of safety will not be tolerated.

- ***Safety Reporting***

**CITY OF MIDLAND DIAL-A-RIDE** is committed to the safest transit operating standards possible. To achieve this, it is imperative that **CITY OF MIDLAND DIAL-A-RIDE** have uninhibited reporting of all incidents and occurrences which may compromise the safe conduct of our operations. To this end, every employee is responsible for the communication of any information that may affect the integrity of transit safety. Such communication must be completely free of any form of reprisal.

- ***Funding***

**CITY OF MIDLAND DIAL-A-RIDE** develops an annual budget to address safety training needs and other aspects of passenger/driver safety.

- ***Whistleblower Protections***

The **CITY OF MIDLAND DIAL-A-RIDE** fully supports the Whistle Blower Protection Act which provides protection for employees from retaliation for reporting safety concerns.

- ***Discipline***

CITY OF MIDLAND DIAL-A-RIDE employees are subject to disciplinary action up to and including discharge for:

- Knowingly failing to report obvious safety incidents
- Causing hazardous or unsafe working conditions intentionally or through negligence
- Failing to follow policies and/or any action which threatens the safe or efficient operation of the City
- Failing to cooperate in the investigation of an offense or in the maintenance of a safe work environment

The CITY OF MIDLAND DIAL-A-RIDE

\_\_\_\_\_  
Karen Murphy, Director of Public Services

\_\_\_\_\_  
Date

\_\_\_\_\_  
Amy Bidwell, Dial-A-Ride Manager

\_\_\_\_\_  
Date

\_\_\_\_\_  
Rodney Merillat, Dispatch Supervisor

\_\_\_\_\_  
Date

## **Safety Management Policy Communication**

The City of Midland Dial-A-Ride Safety Management Policy Statement will be provided initially as a handout for all Dial-A-Ride employees and then posted in the Dial-A-Ride breakroom. The policy will be shared with all new employees as part of their initial new driver orientation.

The Safety Management Policy Statement will be shared at the annual meeting with the Dial-A-Ride Commission and then reviewed annually.

## **SMS Authorities, Accountabilities and Responsibilities**

**Accountable Executive:** *Karen Murphy, Director of Public Services*

**Chief Safety Officer:** *Amy Bidwell, Dial-A-Ride Manager*

### **Safety Responsibilities:**

- Promoting safety awareness throughout the organization;
- Ensuring that safety documentation is current and accessible to all employees;
- Communicating changes in safety documents to all personnel;
- Monitoring the effectiveness of corrective actions;
- Providing periodic reports on safety performance;
- Rendering independent advice to the Director of Public Services and other personnel on safety-related matters; and
- Ensuring that safety management has a high priority throughout the organization
- Implementation of the City of Midlands Fleet Operation & Accident Investigation Policy

**Safety Management Executive:** *Rodney Merillat, Dispatch Supervisor*

### **Safety Responsibilities:**

- Having full knowledge of all standard and safety operating procedures
- Ensuring that drivers make safety a primary concern when on the job
- Listening and acting upon any safety concerns raised by the drivers
- Immediately reporting safety concerns to the Chief Safety Officer
- Provide leadership and direction to employees during security incidents
- Handle minor non-threatening rule violations
- Defuse minor arguments
- Determine when to call for assistance
- Respond to fare disputes and service complaints
- Respond to security related calls with police officers when required, rendering assistance with crowd control, victim/witness information gathering, and general on-scene assistance
- Complete necessary security related reports
- Take photographs of damage and injuries
- Coordinate with all outside agencies at incident scenes

**Bus Operator Coordinators & Part Time Drivers:** *See Driver Roster*

**Attachment 4-A:** City of Midland Dial-A-Ride Organizational Chart

## **Safety Responsibilities:**

- Take charge of a hazard incident scene until the arrival of supervisory or emergency personnel
- Collect fares in accordance with agency policy
- Be familiar and complying with
  - City of Midland Dial-A-Ride Personnel Manual and Procedures
  - Task Coordinator Manual and Procedures
  - On The Road Emergency Manual and Procedures
- Attempt to handle minor non-threatening rule violations
- Respond verbally to complaints
- Attempt to defuse minor arguments
- Determine when to call for assistance
- Maintain control of the vehicle
- Report all safety incidents to the Dispatch Office or a Supervisor immediately
- Complete all necessary safety related reports
- Making recommendations for improving safety
- Actively promoting a safe work environment
- Using tools, equipment and vehicles safely and for their intended use
- Wearing personal protective equipment when required by City rules and procedures
- Performing all work in a safe manner
- Being alert to safety and health hazards and correcting or reporting them

## **Employee Safety Reporting System**

The City of Midland Dial-A-Ride uses three forms for employees to report safety conditions:

**Employee Incident Report** – Used to report personal injury, property damage, a near miss, other. This form is followed by a 3-page investigation completed by the Dial-A-Ride Supervisor which includes pictures, background information, direct causes, indirect or contribution causes, plan for corrective action.

### **Attachment 4-B:** Employee Incident Report

All Employee Incident Reports are reviewed by the Director of Public Services, the Assistant Director of Public Services, and the Dial-A-Ride Safety Committee. All comments from the reviewers are shared with the employee submitting the form and then the employee has an opportunity to state if they agree with the report, disagree with the report, provide comments and sign off.

**Non-Employee Incident Report** – Used to report incidents involving non-employee injuries, Non-employee safety concerns, passenger disputes, property damage, etc. This form is reviewed and followed up by the Dial-A-Ride Supervisor. Follow up may include but not limited to, interview with employee completing form, contact with non-employee and/or witnesses (if necessary) and provide resolution to the situation. All Non-Employee Incident Reports are reviewed by the Dial-A-Ride Manager, the Dispatch Supervisor and the Dial-A-Ride Safety Committee.

### **Attachment 4-C:** Non-Employee Incident Report

**Safety Suggestion Form** – Used to report any safety concern of any sort. Forms are reviewed by the Dial-A-Ride Manager, the Dispatch Supervisor and the Dial-A-Ride Safety Committee. A formal written response is provided to all individuals who submit a safety suggestion form.

**Attachment 4-D:** Dial-A-Ride Safety Suggestion Form

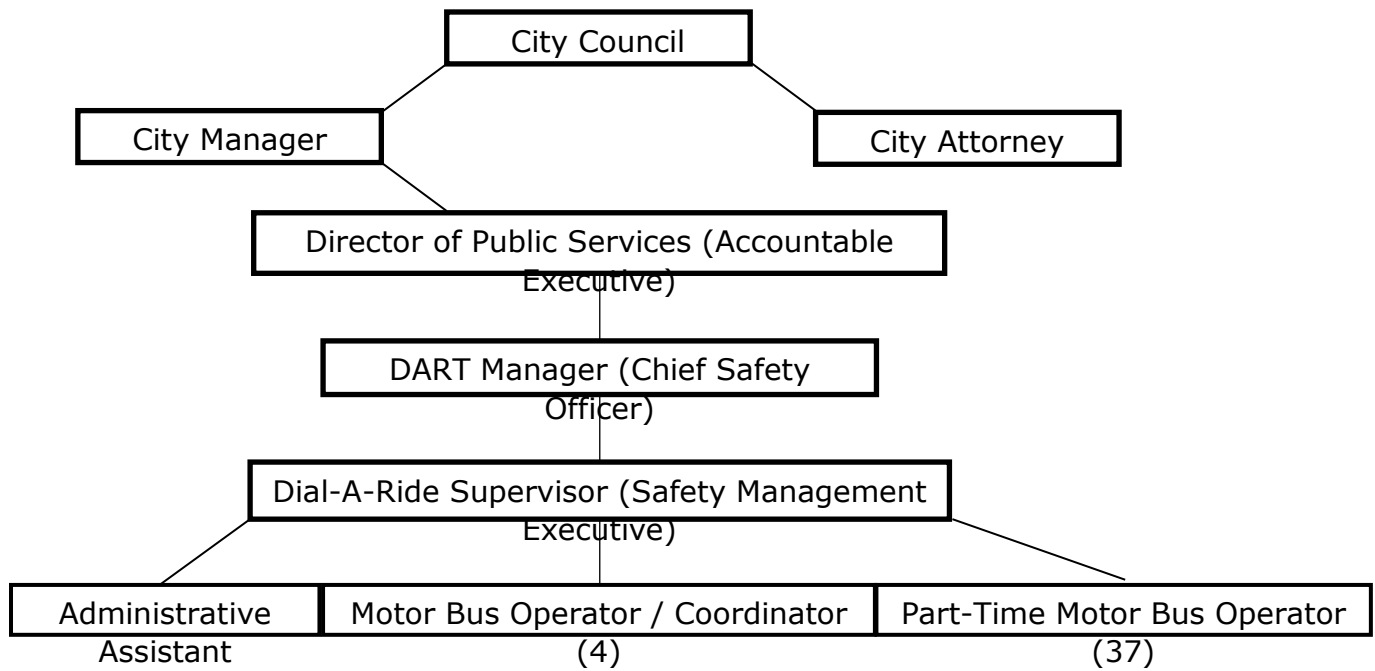
**Verbal Safety Concern** – Verbal communication from an employee to upper management or the Dispatch Office are encouraged and may also be used to submit any safety concern. Verbal suggestions are also reviewed by the Dial-A-Ride Manager, the Dispatch Supervisor and the Dial-A-Ride Safety Committee. A formal written response is documented within the published safety committee minutes. All submitted suggestions and follow up response are displayed on the scrolling screen in the Dial-A-Ride Breakroom.

**Employee Protection When Reporting Safety Conditions** – Dial-A-Ride employees are protected under the Whistle Blower Protection Act which provides protection for employees from retaliation for reporting safety concerns.

## **Section 4 Attachments**



## Attachment 4-A: City of Midland Dial-A-Ride Organization Chart



## Attachment 4-B: Employee Incident Report

City of Midland

### EMPLOYEE INCIDENT REPORT

**Instructions: Photocopy or fax pages 1 & 2 to Human Resources ASAP (837-5718), but no later than two (2) working days after the incident.** The original completed full report (including pages 3-5) must be submitted within 30 days of the incident unless an "Accident Investigation/Root Cause Analysis (AIRCA)" is to be done. Please **print** clearly and provide complete, detailed information. **DO NOT LEAVE BLANKS!** For incidents involving non-employee injury or property damage, use the Non-Employee Incident Report and notify the Attorney's Office (837-3395) immediately; email: [at@cityofmidland-mi.org](mailto:at@cityofmidland-mi.org).

#### To be completed by employee

Employee affected: \_\_\_\_\_ Dept.: \_\_\_\_\_

Job title: \_\_\_\_\_ Date of hire: \_\_\_\_\_ Home phone: \_\_\_\_\_

Work phone: \_\_\_\_\_ Supervisor: \_\_\_\_\_

a.m.

Date of incident: \_\_\_\_\_ Time: \_\_\_\_\_ p.m. Location: \_\_\_\_\_ Date reported: \_\_\_\_\_

Type of Incident: ☐ Personal injury ☐ Property damage ☐ Near miss ☐ Other (specify): \_\_\_\_\_

Witnesses: \_\_\_\_\_ How to contact: \_\_\_\_\_

What happened? (describe in detail)

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---

---

Describe injury and/or property damage (*be specific*: indicate left or right, which finger, etc.):

---

---

---

Vehicle number for City vehicles sustaining damage: \_\_\_\_\_

Was 911 called? ☐ Yes ☐ No If yes, by whom?: \_\_\_\_\_

Was a police report taken? ☐ Yes ☐ No ☐ NA Report # \_\_\_\_\_ (Please attach report.)

Did you seek medical care? ☐ Yes ☐ No ☐ NA

If yes, where? ☐ MidMichigan Urgent Care - Midland ☐ Other (specify): \_\_\_\_\_

If treatment was sought at location other than MidMichigan Urgent Care - Midland, explain why: \_\_\_\_\_

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_

**IMPORTANT!** If you are given a drug prescription after your Urgent Care visit for a work related injury, ask Urgent Care or Human Resources for a "First Fill" card. DO NOT fill the prescription through your health insurance!

**Submit original to your supervisor ASAP for review and investigation.**

Supervisor signature: \_\_\_\_\_ Date: \_\_\_\_\_

Pages 1 & 2 faxed (837-5718) to HR by: \_\_\_\_\_ Date: \_\_\_\_\_

### Supervisor's Initial Report of Investigation

Supervisors – Please complete this section immediately after an incident occurs, attach it to page 1 of the incident report, and fax it to HR (837-5718). The purpose of this is to get information needed to assess if a root cause analysis (RCA) is warranted.

**Did the incident involve a severe injury?**

(e.g., compound fracture, loss of consciousness, loss of limb or eye, surgery needed, any life-threatening injury)

☐ No ☐ Yes

☐ Possibly ☐ NA

**Did the incident involve multiple employees and multiple injuries?**

☐ No ☐ Yes

☐ Possibly ☐ NA

**Did the incident involve property damage >\$5000?**

☐ No ☐ Yes

☐ Possibly ☐ NA

**Was the incident a near miss, with potential for any of the above?**

☐ No ☐ Yes

☐ Possibly ☐ NA

**Does the incident have learning potential for improving safety?**

☐ No ☐ Yes

☐ Possibly ☐ NA

**Was the incident largely preventable?**

☐ No ☐ Yes

☐ Possibly ☐ NA

**How frequently has this incident (or similar incident) occurred in the past?**

- ☐ Never
- ☐ Occasional
- ☐ Frequent

Explain:

**This incident appears to be caused by (check all that apply):**

- ☐ Faulty equipment
- ☐ Hazardous conditions
- ☐ Human behavior
- ☐ Policies/procedures/practices in place
- ☐ "Act of God" conditions (weather, etc.)

**Supervisor:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**For HR use:** ☐ **RCA needed – HR to set up department meeting**

☐ **RCA not needed – proceed with supervisor investigation of incident**

**Supervisor's Investigation of Incident**

**Background information**

A. City personnel involved:

B. Non-City individuals involved

B. Witnesses

C. Activity/work being done:

D. Location:

E. Equipment being used:

F. Personal protective equipment being used:

G. What happened? (Describe in detail. Attach photos, sketch, police report, etc. as appropriate)

H. Describe injury or property damage in detail:

**Direct causes** (point of incident or harm-inflicting contact)

**Indirect or contributing causes** (unsafe acts or conditions leading up to incident, system inadequacies, "acts of God", etc.)

**Plan for correction/prevention** (consider training, equipment, policies/procedures, materials used; engineering and administrative controls, supervision, employee behavior change, working conditions, etc.)

Recommendations to prevent this from happening again:

A. What has been done?

B. What will be done? When?

IV. Comments, additional information

V. Conclusion

Signature of supervisor: \_\_\_\_\_ Date: \_\_\_\_\_

Other investigators of this incident: \_\_\_\_\_

#### Department Head Response

Do you agree with report? ☐ Yes ☐ No ☐ Partially (explain)

Comments/recommendations: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of department head: \_\_\_\_\_ Date: \_\_\_\_\_

#### Department Safety Committee Response

Do you agree with report? ☐ Yes ☐ No ☐ Partially (explain)

Comments/recommendations: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Was this reviewed at a safety committee meeting? ☐ Yes ☐ No

Signature of department safety committee chair: \_\_\_\_\_ Date: \_\_\_\_\_

## Employee Response

Do you agree with report? ☐ Yes ☐ No ☐ Partially (explain)

Comments/Recommendations: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Employee signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Return final original form to Human Resources.**

Mid Michigan Urgent Care – Midland  
Treatment Authorization

Name \_\_\_\_\_ Date \_\_\_\_\_

Employer \_\_\_\_\_

- |  |   |
|--|---|
| <input type="checkbox"/> Injury – to Urgent Care         | <input type="checkbox"/> Injury – to Emergency Room |
| <input type="checkbox"/> Physical (Employment/Insurance) | <input type="checkbox"/> Respirator Fit Test        |
| <input type="checkbox"/> Urine Substance Screen          | <input type="checkbox"/> Blood Alcohol Screen       |
| <input type="checkbox"/> Back Assessment                 | <input type="checkbox"/> Breath Alcohol Screen      |

☐ Other \_\_\_\_\_  
\_\_\_\_\_

Authorizing Signature \_\_\_\_\_

Title \_\_\_\_\_ Telephone \_\_\_\_\_

**MidMichigan  
Urgent Care**

3009 North Saginaw  
Midland, Michigan 48640  
Phone (989) 633-1350

## Attachment 4-C: Non-Employee Incident Report

City of Midland

### Non-Employee Incident Report

**Instructions:** Complete report and notify the Attorney's Office (837-3395) immediately for incidents involving non-employee injury or property damage. Email: AT@midland-mi.org

Prepared by: \_\_\_\_\_ Dept.: \_\_\_\_\_ Date: \_\_\_\_\_ Time: \_\_\_\_\_

Name of non-employee involved: \_\_\_\_\_

Address: \_\_\_\_\_

Street

City

State

Zip

Home phone: \_\_\_\_\_ Work phone: \_\_\_\_\_

If a minor, parent/guardian: \_\_\_\_\_

Address: \_\_\_\_\_

Street

City

State

Zip

Home phone: \_\_\_\_\_ Work phone: \_\_\_\_\_

Date of incident: \_\_\_\_\_ Time of incident: \_\_\_\_\_ Location: \_\_\_\_\_

Type of Incident: ☐ Personal injury  
☐ City property damage  
☐ Personal property damage  
☐ Other \_\_\_\_\_

Was 911 called? ☐ Yes ☐ No If yes, by whom? \_\_\_\_\_

If yes, what was the result? \_\_\_\_\_

Describe the incident and how it happened (use additional sheets if necessary): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Describe injury and/or property damage (if applicable): \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Was first aid administered? ☐ Yes ☐ No

If yes, by whom? \_\_\_\_\_ Phone: \_\_\_\_\_



What was done? \_\_\_\_\_

Were photos taken? ☐ Yes ☐ No If yes, by whom? \_\_\_\_\_

Current location of photos: \_\_\_\_\_

Additional comments/explanation: \_\_\_\_\_

Were there any witnesses to this incident? ☐ Yes ☐ No

If yes, complete the following:

1st Witness name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Street

City

State

Zip

Witness statement: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Date: \_\_\_\_\_

Witness signature

2nd Witness name: \_\_\_\_\_ Phone: \_\_\_\_\_

Address: \_\_\_\_\_

Street

City

State

Zip

Witness statement: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Date: \_\_\_\_\_

Witness signature

### Signatures

Non-employee involved: \_\_\_\_\_

Employee assisting in completion of this form: \_\_\_\_\_

Supervisor or dept. head: \_\_\_\_\_

Copies to: Finance, City Attorney

**Attachment 4-D: Dial-A-Ride Safety Suggestion Form**

# Safety Suggestion Form

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Dial-A-Ride Employees – Submit a safety suggestion and it will be considered for a special parking spot in the employee parking lot. The Dial-A-Ride Safety Committee will consider suggestions that address any safety problem and offer a practical solution that can be put in place.

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Name:

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Suggestion:

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Date:

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***Your idea could earn you 30 days of privileged parking in the Employee Lot!***

## **Section 5: Safety Risk Management**

### **Safety Hazard Identification**

- Safety hazard identification information is gathered at safety meetings, through incident reporting and verbal communication from the drivers.
- Safety hazard identification is also performed with pre and post trip inspections by drivers for each route.
- Vehicles exceeding useful life
- Down time between failures
- Personal Injury or Property Damage – Employee Incident Reporting
- Passenger issues (i.e. too many groceries) – Non-Employee Incident Reporting
- Driver fit for duty
- Reasonable suspicion

### **Safety Risk Assessment**

- Drivers report any issues found during pre-trip inspection to the Maintenance Garage to have a mechanic determine if the issue they have identified presents safety concerns
- Drivers report to the Maintenance Garage for any issue found during post trip inspection. If the Maintenance Garage is closed when the post-trip inspection issue is found the bus is tagged out-of-service until a mechanic can evaluate the vehicle.
- Asset management plans with vehicle replacement being based on Altoona testing standards which allows vehicles to be replaced prior to the vehicle becoming a burden to the transit system.
- Semi-Annual Safety Inspection/Condition Assessment
- Preventive Maintenance Services of Vehicles
- Employee Incident Reporting Form
- Non-Employee Incident Form
- City of Medical Card Program
- Drug Testing Program

### **Safety Risk Mitigation**

- As safety hazards are identified the Dial-A-Ride Safety Committee, upper management and other appropriate personnel work to mitigate the hazard and communicate resolution to the drivers.
- Dial-A-Ride's Preventive Vehicle Maintenance program and a proactive approach to our vehicle maintenance plan allows potential vehicle hazards to be identified in advance of a vehicle breakdown.
- The City of Midland manages 5307 and 5339 grant funding to assure capital expenditures such as vehicle replacements are done as early as possible utilizing the Altoona testing standards to mitigate extended life bus failures due to excessive miles on vehicles.
- Memos are distributed to drivers detailing safety issues and subsequent resolution. Memos must be signed for by each member of the department receiving the memo.

- Quarterly maintenance meetings between the Dial-A-Ride Manager and Fleet Manager to confirm semi-annual inspections and preventive maintenance services are being performed within Dial-A-Ride Vehicle Maintenance Plan criteria.
- All Employee Incident Reports for personal injury or property damage are fully investigated by the Dial-A-Ride Supervisor, signed off by the Director of Public Services, shared at safety meetings with the Safety Committee for recommendations and then this information is shared with all employees in the form of the safety minutes and the safety highlights.
- All property damage claims require a City of Midland police report.
- All Non-Employee Incident Reports are submitted daily to the Dial-A-Ride Supervisor to ensure a timely response and appropriate follow up. These reports are also reviewed by the Dial-A-Ride Safety Committee for recommendations.
- The Dial-A-Ride Supervisor compares pre and post trip inspection information submitted via tablets with completed services from the Garage to ensure all issues reported by the drivers have been addressed.

Severity Categories		
Description	Severity Category	Criteria
Catastrophic	1	Fatality, injury resulting in permanent disability, loss exceeding \$250,000, system shutdown lasting 4 or more hours, irreversible severe environmental damage that violates law or regulation
Serious	2	Injury requiring hospitalization of at least one person, property damage exceeding \$25,000 but less than \$250,000, system shutdown lasting between 10 minutes and 4 hours or reversible environmental damage causing a violation of law or regulation
Marginal	3	Minor injury or occupational illness resulting in one or more lost workday(s), property damage up to \$25,000, system shutdown of less than 10 minutes or mitigatable environmental damage without violation of law or regulation.
Low/No Impact	4	No injury, property damage up to \$5,000, no system shut down.

Likelihood Levels			
Description	Level	Individual Item	System of Vehicle Fleet
Frequent	A	Likely to occur 4 times per year	Continuously experienced. Potential consequence may occur once in 100,000 vehicle revenue miles (annual vehicle revenue miles 430,000)
Occasional	B	Likely to occur 2 times per year	Will occur a few times. Potential consequence may occur once in 200,000 vehicle revenue miles (annual vehicle revenue miles 430,000)
Remote	C	Unlikely to occur in the life of an item.	Unlikely but possible. Potential consequence may be experienced once in 5,000,000 vehicle revenue miles (annual vehicle revenue miles 430,000)

Risk Assessment Matrix				
Likelihood/Severity	Catastrophic (1)	Serious (2)	Marginal (3)	Low/No Impact
Frequent (A)	High (1A)	High (2A)	Medium (3A)	Little to No Impact (4A)
Occasional (B)	High (1B)	Medium (2B)	Low (3B)	Little to No Impact (4B)
Remote (C)	High (1C)	Medium (2C)	Low (3C)	Little to no Impact (4C)

Safety Risk Index	Criteria by Index
High	Unacceptable – Action Required: Safety risk must be mitigated or eliminated.
Medium	Undesirable – Management Decision: Executive management must decide whether to accept safety risk with monitoring or require additional action.

Refer to attachment 4B Employee Incident Report. The City of Midland Dial-A-Ride uses the Employee Incident Report as an investigation tool for all property damage, injury and near miss incidents. The Chief Safety Officer or Safety Management System Executive is required to do a thorough investigation, including photographs, employee interviews, witness interviews and working with the Fleet Manager to determine the dollar value of any damage for each incident, to determine:

- **Personnel Involved**
- **Witnesses**
- **Activity of work being performed**
- **Location of incident**
- **Type of equipment being used**
- **Personal protective equipment being used**
- **Detailed description of what happened**
- **Detailed description of point of incident or harm-inflicting contact**
- **Indirect or contribution causes**
- **Plan for correction/prevention**
- **Recommendation to prevent this from happening again**
- **Conclusion**

This report is reviewed by both the Chief Safety Officer and the Accountable Executive to determine if additional action should be taken.

The Accountable Executive provides comments/recommendations and determines appropriate level of discipline based on the City of Midland Fleet Operation & Accident Investigation Policy (**Attachment 5A**) and signs off on all Employee Incident Reports.

The Dial-A-Ride Safety Committee is presented with the results of the investigation, reviews all related information and provides comments/recommendations and signs off on all Employee Incident Reports.

The employee involved in the incident is then presented with all of the information from the investigation, comments/recommendations from the Accountable Executive and the Dial-A-Ride Safety Committee. The employee then provides any comments/recommendations and signs off on the report. At this time any additional actions that need to be taken are provided to the employee and implemented.

## **Section 5 Attachments**

## **Attachment 5-A: City of Midland Fleet Operation & Accident Investigation Policy**

The purpose of this policy is to ensure the safety of employees and the safe operation of City vehicles and equipment. It is the employee's responsibility to operate vehicles and equipment in a safe manner, to drive defensively to prevent injuries and property damage, and to drive in a manner that maximizes fuel efficiency. It is expected that all employees will comply with all applicable motor vehicle regulations and to drive in a safe and courteous manner pursuant to the following safety rules.

**DRIVING RECORD CHECK:** Prior to extending an offer of employment to any applicant or prior to promoting or transferring any employee for any position that may operate City vehicles/equipment, a check shall be made of the individual's driving record according to the following:

- Applicant shall complete the employment application and shall be required to provide a current and valid driver's license.
- The applicant's motor vehicle record shall be obtained from the Michigan Secretary of State.
- Employment with the City shall be prohibited if any of the following are reported:
  - Six or more points
  - Three (3) or more moving violations within the past thirty-six (36) months.
  - Two (2) or more chargeable accidents in the past thirty-six (36) months.
  - One of the following violations in the past five (5) years:
    - Driving under the influence of drugs or alcohol
    - Refusing to take a substance test
    - Reckless Driving/Careless Driving
    - Driving with a suspended license
    - Racing/Speeding Contest
    - Vehicular Assault
    - Hit and Run

The City shall enroll all employees operating City vehicles and equipment into a notification service through the Secretary of State that will advise the City on all driving infractions or accidents incurred by the employee. In the event an employee is found to have one of the violations listed above, two moving violations, or one at fault accident, a driving record check will be completed every six months and the employee may be restricted from operating City vehicles and/or equipment.

**DRIVER TRAINING & CERTIFICATION:** No employee shall operate City vehicles or equipment without proper training except under the direct supervision of a trainer. Vehicles and equipment licensed for over-the-road travel shall require a valid Michigan Driver's License. A Commercial Driver's License (CDL) may also be required. Employees required to possess a CDL will be subject to random drug and alcohol testing in compliance with DOT regulations.



Employees operating passenger transportation vehicles will be required to comply with FTA regulations and will be subject to random drug and alcohol testing.

**FLEET SAFETY RULES:** All drivers or passengers in City vehicles or in personal vehicles traveling on City related business are expected to comply with the following safety rules:

1. At the start of each shift or as required to comply with CDL pre-trip regulations, vehicles/equipment shall be inspected to ensure proper operation and to assess any damages or unsafe conditions. Check must include lights, tires, brakes, and steering. An unsafe vehicle should not be operated until repairs are made. Employee should immediately contact Fleet Services if they detect any issue or defect that may prevent the vehicle or equipment from operating safely. Documentation of the inspection shall be made in accordance with each department's policy or if no department policy is in place, utilizing the form provided by Fleet Services.
2. City vehicles/equipment shall be driven by authorized drivers only.
3. All employees and passengers shall wear seat belts at all times while in a moving vehicle.
4. Use of cell phones is a primary cause of distracted driving. Use of cell phones while operating City vehicles/equipment is strongly discouraged. If it is necessary to effectively conduct City business, cell phone use is permitted provided that a hands free feature is used requiring no more than a single touch to initiate, answer or terminate a call. At no time, shall employees read or respond to text messages while the vehicle is in motion.
5. Engaging in other distracting activities including, but not limited to, eating, reading, or changing radio stations, is strongly discouraged while operating a vehicle, even in slow-moving traffic.
6. Employees must notify their supervisor of any medical conditions that could impair their driving ability, even if only temporary.
7. Use of alcohol, drugs or other substances, including certain over-the-counter medications that may impair driving ability, is strictly prohibited.
8. Employees shall not operate a vehicle when his/her ability to do so safely has been impaired by illness, fatigue, or injury.
9. Employees are expected to comply with all State and local driving and traffic laws and to operate the vehicle in a safe manner consistent with weather and road conditions.
10. Employees are expected to follow defensive driving guidelines to include:
  - Observing safe following distances
  - Yield to pedestrians and bicycles
  - Using turn signals when turning, passing or changing lanes.
  - Complying with posted speed limits and adjusting speed limits to road and weather conditions.
  - Anticipate stops and avoid harsh braking and acceleration.
  - Obeying all traffic signals and signage at all times.
  - Employees required to back-up vehicles must visually assess their surroundings and walk around the vehicle to identify any hazards before proceeding. Whenever possible, a spotter shall be used.

11. Employees are responsible for the security of any vehicle assigned to them. Unless responding to an emergency situation or public safety issue or necessary to maintain electronic equipment within the vehicle, the engine must be shut off, ignition keys removed, and vehicle doors locked whenever the vehicle is left unattended.
12. No passengers shall be allowed in vehicles that are not equipped with passenger seating. Transporting of Non-City employees is discouraged and should be limited to work related situations. Any exceptions must be approved by the City Manager.
13. Only City employees may operate City vehicles and equipment.
14. Smoking is prohibited in all City vehicles and equipment.

**TRAFFIC ACCIDENT INVESTIGATION AND CORRECTIVE ACTION:** The purpose of investigating an accident is to find out the cause and initiate action to eliminate or control it in the future. Investigation also provides information to determine whether the accident was preventable or non-preventable. Any incident in which a City vehicle/equipment comes in contact with another vehicle, person, object or animal which results in death, personal injury or property damage **shall be reported**, regardless of who was injured, what property was damaged or to what extent, where it occurred, or who was responsible.

The following procedures provide consistent guidelines for appropriate corrective or disciplinary action. Please note that each situation is different and that mitigating circumstances may require variances to the procedure and corrective action steps.

**REPORTING ACCIDENTS:**

- All accidents must be reported immediately. If accident occurred while operating the vehicle/equipment on the road or in parking lots when damage is incurred to private property or vehicles, employee shall, while on the scene, report the accident to the Police Department and as soon as practical thereafter, complete the City's incident form. Accidents occurring at City facilities that do not involve the public do not need to be reported to the Police Department.
- Accidents involving a fatality, injuries, or damage requiring that any of the vehicles/equipment involved be towed from the scene, shall be reported to the Midland Police Department.
- At the discretion of the City Manager or Police Chief, an outside police agency may be used to investigate an accident involving City vehicles/equipment. The Midland Police Department shall be responsible for coordinating any investigation conducted by an outside police agency.
- Employee must also notify their immediate supervisor of the accident as soon as possible. The supervisor should be provided with a copy of the police report (or police report number) and a written statement made on the City's incident report form detailing the circumstances of the accident.

**POST ACCIDENT TESTING:**

Employees involved in an accident involving personal injury to the employee and/or others and/or significant damage to the vehicles/equipment may be subject to drug and alcohol testing. Mandatory testing will be required for any accident involving a fatality.

The City will comply with applicable drug and alcohol post-accident testing procedures for employees subject to DOT and FTA requirements. Refusal of an employee to submit to a drug or alcohol test shall result in immediate termination of employment. Any accident in which the employee was found to be under the influence of drugs or alcohol shall result in immediate termination of employment.

## DEFINITION OF ACCIDENTS

**CLASS A (Non-preventable):** Accidents in which the vehicle/equipment is standing still, legally parked, rear-end collisions in which other cars run into the rear of City vehicle/equipment while the vehicle/equipment is standing still, or other similar circumstances but excluding accidents in which the vehicle is in motion.

**CLASS B (Non-preventable):** Accidents in which the vehicle/equipment is in motion but where it is decided that prevention was beyond the control of the driver.

**CLASS C (Preventable):** Accidents in which the blame was evenly divided or where the primary responsibility rested with a person or persons other than the driver. This class includes cases in which it is believed that the operator failed to exercise preventative measures within their control.

**CLASS D (Preventable):** Accidents in which it is determined that the responsibility rested chiefly and wholly upon the driver, including violation of traffic regulations, City policy, unsafe conduct, and other similar acts.

**DISCIPLINARY ACTIONS:** While the City generally follows progressive discipline when addressing employee accidents with the goal of correcting employee behavior, the level of disciplinary action taken will be determined by the nature of the accident. Factors that will be considered in determining discipline shall include injuries, fatalities, the level of damage to vehicles/equipment, and the actions of the employee. Any accident in which the employee was found to be under the influence of drugs or alcohol shall result in immediate termination of employment.

Should an employee maintain an accident-free record for twenty-four (24) consecutive months, their record shall be deemed clear.

**Class A and Class B – Non-preventable Accidents:** Supervisor will review accident with employee and discuss what employee could have done to avoid the accident and employee should be reminded of the responsibility for prevention of accidents. Generally, no disciplinary action will be taken. However, more than three Class A and/or Class B accidents within a twelve (12) month period may result in training and/or a driver assessment program.

**Class C – Preventable Accidents:** Although the City generally follows progressive discipline within the framework described herein, the level of disciplinary action taken will be determined by the department head based on the nature of the accident and the actions of the employee.

1. First Offense: Documented Counseling. Supervisor will review accident with employee and discuss what the employee did or failed to do that contributed to the accident and provide guidance on what must be done to prevent similar accidents in the future. Employee may be required to attend training and/or a driver assessment program.
2. Second Offense – Verbal Reprimand. Reprimand shall explain to the employee what they did or failed to do that contributed to the accident and provide guidance on what must be done to prevent similar accidents in the future. If they have not already done so, employee will be required to attend a driver assessment program.
3. Third Offense: Written Reprimand. Reprimand shall explain what the employee did or failed to do that contributed to the accident, provide guidance on what must be done to prevent similar accidents in the future, and inform the employee that future preventable accidents will result in more severe discipline up to and including discharge.
4. Fourth Offense: One-to-Five Days Unpaid Suspension and/or Reassignment. The employee should be counseled as stated above and it should be made clear that future preventable accidents shall be cause for discharge.
5. Fifth Offense: Termination

**Class D – Preventable Accidents:** Although the City generally follows progressive discipline within the framework described herein, the level of disciplinary action taken will be determined by the department head based on the nature of the accident and the actions of the employee.

1. First Offense: Written Reprimand. However, should an accident be the result of deliberate or willful violation of a safety or traffic regulation, or involve a grossly negligent unsafe act, the employee may be suspended or discharged for the first offense.
2. Second Offense: One-to-Five Days Unpaid Suspension

## **3 . T h i r d   O f f e n s e : T e r m i n a t i o n**

## Section 6: Safety Assurance

### Safety Performance Monitoring and Measurement

Activities used to monitor system for compliance with procedures for operations and maintenance include:

- Quarterly Maintenance meetings with Fleet Manager and the Dial-A-Ride Manager to ensure preventive maintenance and vehicle safety inspections are completed according to FTA approved Vehicle Maintenance Plan
- Semi-annual vehicle assessment rating system through Faster to provide vehicle condition assessment based on maintenance items performed
- Daily pre/post-trip inspections completed daily by drivers
- The Dial-A-Ride Supervisor compares pre and post trip inspection information submitted via tablets with completed services from the Garage to ensure all issues reported by the drivers have been addressed
- Monthly audits of vehicles are done to ensure appropriate interior safety equipment is in place and is in good working order on the vehicles
- Monthly facility audits are performed to ensure fire extinguishers and other building safety items are in place and in good working order
- Access control system used for building entry to limit access by non-employees.
- Security gate system used to limit access to compound after-hours
- Formal written Emergency Evacuation Plan in place with annual training and drill requirements
- Extended service hours for bus maintenance (Monday – Thursday 6:30 am 11:30 pm, Friday 6:30 am – 3:30 pm)
- Random drug testing
- Pre-employment background check/CDL holders previous employer drug related offenses

Activities used to monitor operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended:

- The Dial-A-Ride Safety Committee meets every 6-weeks to address all safety concerns related to the transportation operation
- Safety meeting agendas and minutes are used to document and track progress of safety related issues
- The Safety Committee reviews all Employee Incident Reports, Non-Employee Incident Reports and Safety Suggestions and provides input and recommendations.
- Semi-annual audit of access control users for building entry
- Semi-annual audit of asset conditions

Activities used to conduct investigations of safety events, including the identification of casual factors:

- Employee Incident Reporting Form
- Non-Employee Incident Reporting Form
- Coaching Form

- Post-Accident Check List
- Dial-A-Ride vehicles are equipped with a minimum 6 cameras. Camera reviews are conducted for any reported incident.
- A Police Report is required for any vehicle accident (no matter how minor)
- Upper management is required to respond to any vehicle accident (no matter how minor)
- Vehicles are inspected by a mechanic after any vehicle accident to assess damage before the vehicle can be returned to operation
- DOT Drug and Alcohol requirements are followed subsequent to any vehicle accident/incident as per FTA requirements
- City of Midland Fleet Operation & Accident Investigation Policy

**Attachment 4-B:** Employee Incident Report

**Attachment 4-C:** Non-Employee Incident Report

**Attachment 5-A:** City of Midland Fleet Operation & Accident Investigation Policy

**Attachment 6-A:** Coaching Form

**Attachment 6-B:** Post Accident Check List

**Attachment 6-C:** Garage Maintenance Request Form

Activities used to monitor information reported through internal safety reporting programs.

- Annual NTD reporting provides a second look back a safety issues to see if any trends were developed.
- As a small urban agency with a fleet of only 14 busses monitoring safety related incidents/accidents, etc. through our normal reporting processes and management follow up provides adequate identification and appropriate follow through of safety issues.

## **Section 6 Attachments**

## Attachment 6-A: Coaching Form

City of Midland

### Employee Coaching/Constructive Feedback

The goal of coaching is to work with the employee to solve performance problems and improve the work of the employee and the department before it progresses to a disciplinary issue. Employee coaching requires respectful, interactive conversations with the employee.

If there are several areas that need correction, consideration should be given to using a performance improvement plan rather than the coaching form.

#### Coaching Tips:

- To be effective, coaching and communicating constructive feedback requires interactive conversations conducted in a face-to-face meeting. During the meeting, communicate expectations clearly & concisely, listen to the employee and answer questions.
- Show confidence in the employee's ability and willingness to solve the problem.
- Clearly describe the performance problem. Focus on the problem or behavior that needs improvement, not the person. Be specific, describing the job responsibilities and/or behaviors that need to change.
- Ask for the employee's view of the situation and for input in solving the problem(s).
- Identify if there are any barriers that impact the employee's ability to perform the task or accomplish the objective and determine how to remove these barriers. Examples of barriers might be the need for additional training or tools. Discuss and document any actions you will take to remove these barriers.
- Discuss potential solutions to the problem or improvement actions to take. Ask the employee for ideas on how to correct the problem, or prevent it from happening again.
- Establish expectations for resolving the problems/issues.
- Provide periodic feedback and set a date to meet with the employee to review progress.



## Employee Coaching/Constructive Feedback Form

Employee coaching is not considered formal discipline. The goal is to provide constructive feedback and define expectations so that the employee can correct problems and issues before the problem/issue progresses to the disciplinary process.

Employee: \_\_\_\_\_

Date: \_\_\_\_\_

Describe problem/issue (attached documentation if necessary):

Identify any barriers impacting employee performance:

Plan for Correcting Problem/Issue:

Actions to be taken by employee:

Actions to be taken by supervisor:

Date for follow-up and review of progress: \_\_\_\_\_

Employee signature is intended only to acknowledge that the problem/issue has been explained to you and that the supervisor's expectations and the required corrective action have been reviewed with you. If you refuse to sign, it will be noted on the coaching form and the department head or supervisor will initial the form indicating that you received a copy of the form and are aware of the corrective action required.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor Signature

Date: \_\_\_\_\_

Date: \_\_\_\_\_

## Attachment 6-B: Post Accident Check List

Items to take to the scene of an accident	
1	DART Emergency Accident Procedures Book
2	Safety Shoes/Boots
3	Safety Vest/Jacket
4	Handheld Radio

***If you take a radio with you, you can turn this on immediately and listen to either the 911 conversation or the radio communication with dispatch to figure out what they are doing***

Be Prepared	
1	Where are you going? Where did that accident happen? _____
2	Who is the driver involved? _____
3	What Bus number was involved? _____
4	Has 911 been contacted? _____
<i>911 <b>must</b> respond to all Dial-A-Ride accidents</i>	
5	Severity of the accident
<i>Did the Dial-A-Ride driver hit something other than a vehicle?</i> _____	
<i>Did the Dial-A-Ride driver hit another vehicle?</i> _____	
<i>Did someone hit the Dial-A-Ride bus?</i> _____	
6	How many passengers are on board? _____

## Step 2: Police & Medical Checklist

1-6	Police & Medical Checklist	Yes	No	N/A	Comments
1	<b>Police Incident Report number</b> (or attach the incident report card to this document). Vehicle Registration & Vehicle Information Card are located in the overhead compartment, taped to the inside of the door OR in the section of the this book labeled "Vehicle Information."				
2	If there is any question whether the driver, passengers or any persons involved have been injured EMS must be called. <b>Was EMS called?</b>				
3	Were there any fatalities as a result of the accident? <b>If yes, contact the Public Services Director immediately at (989) 513-1053</b>				
4	Are any persons at the scene (including the driver/passenger(s)/other parties) being transported away from the scene for medical treatment? <i>If so, indicate their names on this report.</i>				
5	If a passenger is being transported to the hospital via ambulance check to see if that passenger had a mobility device such as a wheelchair, amigo, walker? If so, work with emergency personnel to safely remove the mobility device from the bus. <b>Did you remove the mobility device from the bus?</b>				
6	If you answered yes to question 5, you will need to coordinate with dispatch/task coordinator the best way to get the person their mobility device. Some devices may be easily removed and taken in the supervisors vehicle. Other's may require transport via the Dial-A-Ride bus. <b>Please indicate the names of the passengers whose mobility device you transported, how you transported it and where it is (if you were unable to get it to the passenger).</b>				

### Step 3: Bus Evacuation

7-10	Bus Evacuation	Yes	No	N/A	Comments
Is a bus evacuation necessary? <i>If yes, answer the following questions 9-12</i>					
7	Work with emergency personnel to evacuate passengers to a safe location. <i>Have you coordinated with emergency personnel to determine a safe location to evacuate the passengers?</i>				
8	To evacuate a bus you will need another bus (if at all possible only send one bus to the scene to evacuate all passengers on board). Determine if there is another driver on the road that can respond to the scene by calling on the radio. Let the other driver know it's OK if they run behind schedule to assist you. If there is not another driver call in a full-time dispatcher (reference the Dial-A-Ride Employee Seniority List). <i>Have you called another driver to respond to the scene?</i>				
9	As the bus is being evacuated, <u>if it is safe to do so</u> remove the following items from the bus: driver and passenger personal belongings, driver tablet, DART handheld radio/DART cell phone if the driver was the task coordinator. The handheld radio and cell phone should be handed off to another driver at the scene. The tablet can be returned to DART base. <i>Have you removed all necessary items from the bus if safe to do so?</i>				
10	It is also important to ensure that any passengers evacuating have received their ID's back from the police department prior to being sent home on another bus. <i>Have you confirmed that personal IDs have been returned from the MPD to the passengers?</i>				

### Step 4: Assessing Damage

11-15	Assessing Damage	Yes	No	N/A	Comments
11	If the Dial-A-Ride bus or any other vehicle involved must be towed from the scene have you or emergency responders called the towing company? <b>Discount Towing (989)773-6999</b>				
12	Take pictures of the accident at the scene. While the Dial-A-Ride bus does have camera video, the video is not always reliable. Therefore pictures at the scene are essential. Be sure to photograph the points of collision on any vehicles involved and the surrounding areas. <b>Have you taken both close up pictures and wide angle pictures of the property damage of all vehicles involved at the scene?</b>				
13	Assess the damage to the Dial-A-Ride bus and any other vehicle involved in the accident. Do any involved vehicles have disabling damage which will result in them having to be towed away from the scene?				
14	If the Dial-A-Ride bus appears operational but you are concerned it may not be safe to drive, arrange for a towing company to bring it back to base. <b>Have you called the towing company to take the bus back to base? Discount Towing - (989)773-6999</b>				
15	If the Dial-A-Ride bus is still operational and appears safe to drive, the bus should be taken back to base to be evaluated by the garage. It is recommended that the supervisor follow the bus back to base once the scene has been cleared. <b>Have you followed the bus back to base, parked the bus outside of door 10 and provided the bus keys to the garage?</b>				

### Step 5: Assessing the Driver

16-23	Assessing the Driver	Yes	No	N/A	Comments
<b><i>*Please have the Dial-A-Ride bus driver complete page 1 of an Employee Incident Report*</i></b>					
16	Determine if the Dial-A-Ride driver must complete a post-accident drug/alcohol test. <b><i>*If the Dial-A-Ride driver does need to complete a post-accident drug/alcohol test, be sure to scan page 1 of the employee incident report to HR, Amy Bidwell and Karen Murphy*</i></b>				
17	If you answered yes to question 3 (Were there any fatalities as a result of the accident?) <b><i>The driver must be tested.</i></b>				
18	If you answered yes to question's 4 <b><i>OR</i></b> 13 <b><i>AND</i></b> the driver cannot be completely discounted as a contributing factor in the accident, <b><i>The driver must be tested. *Note: police should make the determination as to whether or not the Dial-A-Ride driver can be completely discounted as a factor in the accident.*</i></b>				
19	If you answered yes to any of the above, you will need to have the Dial-A-Ride bus towed back to base to be evaluated by the garage when they are available. <b><i>Discount Towing (989)773-6999</i></b>				
20	If you answered yes to any of the above, you will need to transport the driver to <b><i>Urgent Care if it is Monday - Friday between 8:00am-7:00pm, Saturday - Sunday from 8:00am-3:00pm. OR to the Hospital Emergency Room (if Urgent Care is closed) to be tested. Have you transported the driver for their DOT post-accident drug &amp; alcohol test?</i></b>				

21	If the driver is not receiving medical treatment or being sent for a post-accident drug/alcohol test, they may or may not be able to continue working depending on how they feel. Talk with them and see if they feel comfortable to continue working. If the driver is not fit to return to duty, you may need to call in a full-time driver to relieve their shift. Reference the Dial-A-Ride Employee Seniority list to call employees. <b>Have you assessed the driver to determine if they are fit to return to duty?</b>				
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22	If the driver passes the alcohol test and feels fit to continue driving they may return to work. <b>Did the driver return to work? If not, did you fill the rest of their shift?</b>				
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23	If the driver fails the alcohol test they may not return to work and you MUST arrange transportation for the driver home. <b>Did the driver fail the alcohol test? Did you make arrangements for them to get home? Did you drive them home yourself?</b>				
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**\*Dial-A-Ride driver will be paid for their entire shift after an accident even if they are not fit to continue their shift\***

#### Step 6: Passenger Follow-Up

24-25	Passenger Follow-Up	Yes	No	N/A	Comments
	<b>If there is any question whether a passenger involved in the accident has been injured, EMS must be called. However, passengers can refuse medical treatment upon EMS arrival. In the event that you need to contact a parent, guardian or staffing agency, inform them there has been an accident, it is still under investigation and if they have any questions they can contact Amy Bidwell at (989) 615-5977.</b>				
24	Is the passenger refusing medical treatment under the age of 18 years old? If the passenger is under the age of 18 years old, a parent/guardian should be contacted. <b>Did you contact the child's parent/guardian?</b>				

25

Does the passenger refusing medical treatment have disabilities under the Americans with Disabilities Act (ADA)? If the passenger is a person(s) with disability, a parent/guardian/staffing agency should be contacted. *Did you contact the persons parent/guardian/staffing agency?*

Email any pictures you have taken from the scene of the accident and submit the completed checklist to the Dial-A-Ride Supervisor.

# STOP HERE!

Turn this entire packet into the Dial-A-Ride Supervisor. They will complete the remaining sections.

## Dial-A-Ride Supervisor Follow-up



### Step 7: Dial-A-Ride Supervisor Follow-Up

1-12	Supervisor Follow-Up	Yes	No	N/A	Comments
1	Have you removed and saved applicable camera video to the temp drive and stored the REI hard drive? <b>Where is it saved? What is it saved under?</b>				
2	Is the tablet that was with the driver involved in the accident, back at base and in proper working order? <b>What number is the tablet that was involved in the accident? (In case problems start happening).</b>				
3	If the TC Cell Phone was with the driver involved in the accident, is it back at base and in proper working order?				
4	Have you removed and saved any affected Q'straint's? <b>Where did you save the affected Q'straints?</b>				
5	Did you replace the bad Q'straint's with good Q'straint's?				
6	If the bus is totaled have fleet services remove the following - <b>Q'straint's &amp; Loops, Tablet Arm, Tablet Charger, Oxygen Tank Holder, Fold-Up Walker Wall Mount, All contents in the over-head compartment. Where did you put these items?</b>				
7	Have you followed up with all passengers the following day? <b>If so, what passengers?</b>				
8	Within 24 hours have you completed the supervisors investigation on the Employee Incident Report and scanned it to the Public Services Director, HR and the city attorney's office?				
9	Have you ensured the affected employees timecard was completed correctly?				

10	Have you followed up the next day with the injured employee?				
11	Does the employee have restrictions? <b>If so, work with HR to determine if the employee can continue working.</b>				
12	Inform the employee that if their symptoms worsen they should seek treatment from the Mid-Michigan Urgent Care or Mid-Michigan ER. <b>Note: Certain treatments may not be covered. This is why it's important for the employee to seek treatment from the Mid-Michigan Urgent Care/ER.</b>				

## Attachment 6-C: Garage Maintenance Request Form

### City of Midland Garage Maintenance Request

Unit: \_\_\_\_\_ Miles/Hours \_\_\_\_\_ Date: \_\_\_\_\_

Dept: \_\_\_\_\_ Name: \_\_\_\_\_ Phone: \_\_\_\_\_

#### Body

☐ Door ☐ Damage ☐ Other

#### Brakes

☐ Pull ☐ Left ☐ Right  
☐ Fade ☐ Grab ☐ Noise  
☐ Trailer Control

#### Engine

☐ Runs rough ☐ Low power  
☐ Other

#### Exhaust

☐ Loud ☐ Loose ☐ Other

#### Gauges/Warning Lights

☐ Red ☐ Amber  
☐ Engine ☐ ABS ☐ Charging  
☐ Brake ☐ Air ☐ Other

#### Interior

☐ Seat ☐ Seatbelt ☐ Other  
☐ Air Conditioning

#### Leaks

☐ Oil ☐ Coolant ☐ Other  
☐ Front ☐ Middle ☐ Rear

#### Lights

☐ Emergency ☐ Head ☐ Tail  
☐ Brake ☐ Turn Signal  
☐ Left ☐ Right ☐ Interior

#### Mower

☐ Sharpen blades

#### Steering

☐ Pulls ☐ Left ☐ Right  
☐ Alignment (Describe)  
☐ Loose ☐ Hard

#### Suspension

☐ Springs ☐ Shocks ☐ Other  
☐ Front ☐ Rear

#### Tarp

☐ Arms ☐ Fabric ☐ Controls

#### Tires

☐ Balance ☐ Wear ☐ Pressure  
☐ Left ☐ Right  
☐ Front ☐ Intermediate ☐ Rear

#### Transmission

☐ Slips ☐ Noise ☐ Other  
☐ Up-shift ☐ Down-shift

#### Warning Systems

☐ Siren ☐ Horn ☐ Backup beeper  
☐ Rear camera

#### Wipers

☐ Blades ☐ Inop ☐ Washers

Additional details/other concerns:

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## 7: SAFETY PROMOTION

### Comprehensive Training Program

The City of Midland Dial-A-Ride provides a comprehensive initial new driver training program which includes:

New Driver Orientation Safety Training Topics	New Driver Orientation Safety Training Topics
DART Performance Expectations	Bloodborne Pathogens
DART Customer Service	Dashboard Indicator Lights
ADA Complaint Policy	Fire Extinguisher Training
Use of Cellular and Wireless Telephones	Hawk Signal
Compliance with the Drug-Free Workplace Act	Radio Etiquette
Random Drug Testing	Railroad Crossings
Non-Discrimination and Harassment Policy	Road Rage
People First Language	Safety Sign Recognition
MIOSHA Rights and Responsibilities	Winter Driving
Title VI	Traffic Lane Markings
City Safety Orientation	Wheelchair Securement/Q-Straints
Safety Committee Information	Lift Operation
Emergency Procedures Guide	Q-Straint On-Line Training
Defensive Driving	PASS Training
Radio Communication – 10-Codes	Pre/Post Trip Inspections
Back Safety	Vehicle Maintenance Request Form
Safety Suggestion Form	Safety Kit Replacement
Employee Incident Form	Non-Employee Incident Form
On the Road Emergencies	Hawk Signal
Emergency Codes	Bus Evacuation
SDS	CDL License Training

**On Going Training:** Refresher on-line PASS training is provided every 2 years to meet the requirements of the CTAA. Refresher on-line and hands on Q-Straint/Securement training is provided every other year to meet Q-Straint requirements.

Safety goals are developed each year by the Dial-A-Ride Safety Committee.

**\*\*NOTE: Due to COVID-19 and various orders from the Governor Whitmer and the Center for Disease Control gatherings of people indoors was limited and did not allow for the usual number of safety meetings, trainings, etc. in 2020. Many of the safety topics that were covered on Safety Saturday were conducted with handouts and quizzes on the same topics.**

**Attachment 7-E:** Safety Meeting Agenda

**Attachment 7-F:** Safety Meeting Minutes

The Safety Training Needs Assessment is reviewed annually by the Dial-A-Ride Safety Committee to visit current training requirements to see if they adequately meet the department's needs.

**Attachment 7-C:** Driver Training Needs Assessment

Monthly safety training topics with quizzes are provided to all Dial-A-Ride staff.

**Attachment 7-D:** 2021 Monthly Safety Trainings

In addition, Dial-A-Ride dedicates two Saturdays each fall to the training/refresher training of drivers on various safety topics. Safety topics will vary from year to year.

**Attachment 7-A:** 2021 Safety Saturday Agenda

On-going training records are maintained to ensure drivers are receiving training as determined by the Driver Training Needs Assessment.

NOTE: In 2020 due to Covid-19 we could not gather in one place to provide the drivers with our normal required safety topics presented during Safety Saturday. Instead we provided our Safety Saturday topics as monthly trainings in a format where the drivers would review the information in handout or video form and take a quiz. See Attachment 7B for topics completed. Some topics that required in person training were not covered: Drug and Alcohol Training, Community CPR, Fire Safety and First Aid.

**Attachment 7-B:** Driver Training Record

### **Communication of Safety**

Communication of Dial-A-Ride's commitment to safety is shared via:

- Posting of Safety Minutes on Bulletin Board
- Scrolling Screen in DART Breakroom of safety Highlight information and other safety related concerns presented during the Dial-A-Ride Safety meeting.
- Distribution of safety related memos (all memos require driver signature upon receipt)
- Incident Reporting System
- Annual posting OSHA300 form on safety board

## Document Retention

Documentation not included or referenced elsewhere in the Agency Safety Plan, related to:

- The implementation of the Safety Management System;
- The programs, policies and procedures that are used to carry out the Safety Plan, and;
- Results from Safety Management System processes and activities.

The documents must be maintained for three years after they are created and must be available upon request by the FTA or other Federal Entity.

## Definition of Terms Used in this Safety Plan

**Hazard** means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.

**Incident** means an event that involves any of the following: A personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.

**Investigation** means the process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.

**National Public Transportation Safety Plan** means the plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.

**Occurrence** means an event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.

**Operator of a Public transportation System** means a provider of public transportation as defined under 49 U.S.C. 5302(14).

**Performance Measure** means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.

**Performance Target** means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the Federal Transit Administration (FTA).

**Public Transportation Agency Safety Plan** means the documented comprehensive agency safety plan for a transit agency that is required by 49 U.S.C. 5329 and this part.

**Risk** means the composite of predicted severity and likelihood of the potential effect of a hazard.

**Risk Mitigation** means a method or methods to eliminate or reduce the effects of hazards.

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

**Safety Management Policy** means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees in regard to safety.

**Safety Management System (SMS)** means the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.

**Safety Management System (SMS) Executive** means a Chief Safety Officer or an equivalent. *Safety performance target* means a Performance Target related to safety management activities.

**Safety Promotion** means a combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.

**Safety Risk Assessment** means the formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.

**Safety Risk Management** means a process within a transit agency's Public Transportation Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.

**Serious Injury** means any injury which:

- (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date of 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.

**Small Public Transportation Provider** means a recipient or subrecipient of Federal financial assistance under 49 U.S.C. 5307 that has one hundred (100) or fewer vehicles in peak revenue service and does not operate a rail fixed guideway public transportation system.

*State* means a State of the United States, the District of Columbia, Puerto Rico, the Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands.

**State of Good Repair** means the condition in which a capital asset is able to operate at a full level of performance.

**Transit Agency** means an operator of a public transportation system.

**Transit Asset Management Plan** means the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost-effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR part 625.

## Acronym List

Acronym	Definition
ADA	Americans with Disabilities Act
CDL	Commercial Driver's License
DART	Dial-a-Ride Transportation
FTA	Federal Transit Administration
MDOT	Michigan Department of Transportation
MIOSHA	Michigan Occupational Safety and Health Administration
MPO	Metropolitan Planning Organization
NTD	National Transit Database
PASS	Passenger Assistance Safety and Sensitivity
PTASP	Public Transit Agency Safety Plan
SDS	Safety Data Sheets
SMS	Safety Management System

**Attachment 7-A:** 2018 & 2019 Safety Saturday Agendas

**Attachment 7-B:** 2020 Driver Training Record

**Attachment 7-C:** Driver Training Needs Assessment

**Attachment 7-D:** 2020 Monthly Safety Trainings

**Attachment 7-E:** Safety Meeting Agenda

**Attachment 7-F:** Safety Meeting Minutes

**Attachment 7-G:** Driver Breakroom Scrolling Screen

**Attachment 7-H:** Driver Breakroom Safety Board

**Attachment 7-J:** Safety Memo & Signature Page

**Attachment 7-K:** Archived Safety Performance Data



## **Section 7 Attachments**

## Attachment 7-A: Agenda from Safety Saturday Training 2018 and 2019

### *DART Safety Saturday*

September 14, 2019

8:00 a.m. – 4:00 p.m.

<u>Time</u>	<u>Subject</u>	<u>Presenter</u>
8:00 – 9:00	Mobility Device Securement & Lift Training	Rod Merillat
9:00 – 9:45	Tablet Training	Courtney Brubaker
9:45 – 10:00	BREAK	
10:00-12:00	Great Lakes Safety Training – Awareness Training: Lock Out Tag Out, Confined Space, Back Safety, Hazard Communication, Safety Data Sheets, Fire Safety, Medical Records Access, Incident Reporting, MIOSHA Rights and Responsibilities, Slips/Trips/Falls, PPE	James McDaniel
12:00-12:30	LUNCH	
12:30 – 1:30	Drug/Alcohol Policy Training	Kristin Mehl, Perspectives Psychological Associates of Mid-Michigan
1:30 - 2:30	DART Jeopardy – Department Emergency Plan, On The Road Emergencies	Courtney Brubaker
2:30 – 2:45	Video – Disability Etiquette, Active Shooter, HAWK signal	
2:45 – 3:00	BREAK	
2:00 – 3:00	Task Coordinator Training	Amy Bidwell
3:00 – 3:15	Radio Etiquette / Switching to Central Dispatch	Amy Bidwell
3:15 – 3:30	Miscellaneous Topics	
3:45 – 4:00	Training Evaluation	
4:00	End of Training	

*DART Safety Saturday September 11<sup>th</sup> and 18<sup>th</sup>, 2021*

<u>Time</u>	<u>Subject</u>	<u>Presenter</u>
8:00-10:00am	CPR & First Aid Training	Fire Lieutenant Matt Schieber
10:00-10:15am	BREAK	
10:15-11:00am	Fire Safety & Emergency Bus Evacuation	Fire Lieutenant Matt Schieber
11:00-12:00	FTA Drug and Alcohol Training	Video
12:00-12:30pm	LUNCH	
12:30-1:30pm	DART Jeopardy – Policies	Courtney Brubaker
1:30-2:00pm	Defensive Driver Training	Video
2:00-2:45pm	Blind Spot Training & Securement Refresher	Rod Merillat
2:45-3:00pm	BREAK	
3:00-3:15pm	Tablet Refresher	Rod Merillat
3:15-4:00pm	Human Trafficking Presentation	Victor Jurkowski, Michigan State Police
4:00 – 4:30	Wrap Up	

NOTE: In 2020 due to Covid-19 we could not gather in one place to provide the drivers with our normal required safety topics presented during Safety Saturday. Instead we provided our Safety Saturday topics as monthly trainings in a format where the drivers would review the information in handout or video form and take a quiz. See Attachment 7B for topics.

# Attachment 7-B: Driver Training Records

DART - New Driver Training Test Documents Tracking- 2021

Employee Name	Start Date	TEST NAME (*denotes files to turn in to Jan Yuergens #HR gets original copies)															
		10 Codes Quiz	Alcohol/Drug Testing Recdpts #*	BACK to Basics Quiz	See Sing Quiz	Cell Phone Policy Signature *	Dashboard Indicator Light Quiz	Defensive Driving Quiz	Dual A Ride Safety Review *	Emergency Code Signature *	Emergency Contact Info.	Emergency Procedures Scavenger Hunt	First Aid Accident Policy	Hands On Mobility Training	Measurement Awareness Signature *	MAWA Sign Quiz	PASS Training Certificate *
Danien, Michael		7/29/2021	8/4/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021
Kothbauer, Frank		7/29/2021	8/4/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021	7/29/2021
Weiler, Alex		8/9/2021	8/22/2021	8/9/2021	8/22/2021	8/9/2021	8/9/2021	8/9/2021	8/9/2021	8/22/2021	8/22/2021	8/9/2021	8/9/2021	8/22/2021	8/9/2021	8/22/2021	8/22/2021

Note: date document was completed to the right.

## DART - Annual Safety Trainings

Name	Back Safety/Body Mechanics	Bloodborne Infectious Disease - Awareness	Confined Spaces	Driving & Vehicle Safety	Emergency Response / Department Emergency Plan & Procedures	Fire Safety	Hazard Communication	LockOut / TagOut	Employee Medical Record Access	Personal Protective Equipment	MIOSHA Rights & Responsibilities
Harrell, Denise	7/31/2020	2/13/2020	7/23/2020		1/6/2021		10/6/2020	6/5/2020	9/30/2020	9/30/2020	9/30/2020
Bement, Dale	8/10/2020	2/4/2020	7/6/2020		1/5/2020		10/1/2020	5/24/2020	9/29/2020	9/29/2020	9/29/2020
Caldwell, Ken	12/9/2020	2/19/2020	12/9/2020		12/22/2020		12/9/2020	12/8/2020	12/9/2020	12/9/2020	12/9/2020
Robertson, Walt											
Hall, Bill	8/6/2020	2/18/2020	7/22/2020		12/30/2020		1/19/2021	5/23/2020	9/29/2020	9/29/2020	9/29/2020
Drew-Dehart, Jan	8/3/2020	2/1/2020	7/27/2020		1/7/2021		12/18/2020	6/15/2020	9/28/2020	9/28/2020	9/28/2020
Shields, Chris	7/31/2020	1/31/2020	7/14/2020		1/5/2020		10/1/2020	5/31/2020	10/14/2020	10/14/2020	10/14/2020
Costley, Larry	9/17/2020	2/17/2020	7/6/2020		1/8/2021		10/14/2020	5/31/2020	10/14/2020	10/14/2020	10/14/2020
Long-Trofatter, Toni	8/14/2020	2/6/2020	7/18/2020		12/15/2020		10/9/2020	5/28/2020	11/9/2020	11/9/2020	11/9/2020
Shields, Rick	8/5/2020	2/6/2020	7/16/2020		12/31/2020		10/7/2020	5/28/2020	10/12/2020	10/12/2020	10/12/2020
Chritz, Pat		2/1/2020						6/5/2020			
Dellar, David		2/6/2020									
McPhillips, Mark	8/4/2020	2/7/2020	7/6/2020		1/8/2021			6/11/2020	1/13/2021	1/13/2021	1/13/2021
Ware, Mary	8/3/2020	2/5/2020	7/10/2020		12/21/2020		10/9/2020	5/28/2020	9/30/2020	9/30/2020	9/30/2020
McKinlay, Craig	8/3/2020	2/4/2020	7/6/2020		12/16/2020		10/1/2020	6/8/2020	10/1/2020	10/1/2020	10/1/2020
Furst, Jim	8/4/2020	2/4/2020	7/6/2020		12/11/2020		1/6/2021	6/3/2020	1/15/2021	1/15/2021	1/15/2021
Hawkings, Jennifer	9/11/2020	2/12/2020	7/20/2020		12/11/2021		1/8/2021	6/3/2020	10/19/2020	10/19/2020	10/19/2020
Gregg, Steven	7/30/2020	2/3/2020	7/1/2020		1/5/2020		10/14/2020	5/20/2020	10/20/2020	10/20/2020	10/20/2020
Bennett, Roxann	8/6/2020	2/6/2020	7/6/2020		Dec-20		Oct-20	5/20/2020	11/12/2020	11/12/2020	11/12/2020
Collins, Blaine		2/18/2020									
Weigl, Dan		2/4/2020									
Young, John		2/2/2020									
Naessens, Richard	8/4/2020	2/3/2020	7/2/2020		12/16/2020		10/5/2020	5/17/2020	10/19/2020	10/19/2020	10/19/2020
Dougherty, John	8/4/2020	2/12/2020	7/10/2020		1/6/2021		10/2/2020	5/27/2020	1/13/2021	1/13/2021	1/13/2021
Nephew, Amanda	8/4/2020	2/3/2020	7/8/2020		12/20/2020		10/2/2020	5/28/2020	9/28/2020	9/28/2020	9/28/2020
Fauver, Jeff	8/4/2020	2/2/2020	7/11/2020		12/14/2020		10/2/2020	5/16/2020	9/28/2020	9/28/2020	9/28/2020
Mills, Lonny	7/31/2020	2/7/2020	7/2/2020		12/12/2020		11/10/2020	5/19/2020	11/10/2020	11/10/2020	11/10/2020
Springer, Suzanne	8/1/2020	2/12/2020	7/10/2020		12/22/2020		10/12/2020	5/18/2020	1/12/2021	1/12/2021	1/12/2021
Betron, Joni	8/17/2020	2/10/2020	7/2/2020		12/16/2020		10/6/2020	5/19/2020	11/10/2020	11/10/2020	11/10/2020
Welter, Peter	8/17/2020	2/10/2020	7/9/2020		12/24/2020		10/5/2020	5/15/2020	10/13/2020	10/13/2020	10/13/2020
Bober, Ed	7/31/2020	2/10/2020	7/6/2020		12/26/2020		10/16/2020	5/26/2020	11/9/2020	11/9/2020	11/9/2020
Curtis, Rick	7/31/2020	2/13/2020	7/2/2020		12/12/2021		10/6/2020	5/18/2020	1/12/2021	1/12/2021	1/12/2021
Schultz, Kurt	8/1/2020	2/4/2020	7/6/2020		12/11/2020		10/12/2020	6/6/2020	1/11/2021	1/11/2021	1/11/2021
Roebuck, Darby	7/31/2020	2/5/2020	7/7/2020		1/8/2021		9/30/2020	7/7/2020			
Everett, Rob	7/31/2020	2/7/2020	7/1/2020		12/19/2021		10/10/2020	5/23/2020			
Merillat, Rodney	8/8/2020	2/8/2020	7/2/2020		12/11/2020		9/30/2020	5/16/2020			
Long, Jeremy	7/30/2020	2/7/2020	7/1/2020		12/11/2020		9/30/2020	5/14/2020			

R:\DART - Manager\DART - Safety\2020 - Safety Training Records

## DART - Annual Safety Trainings

Name	Slips, Trips & Falls	Bee Stings	Incident Reporting	On The Road Emergencies	Wheelchair Securement	Emergency Bus Evacuation	PASS Training Certificate	PASS Expiration Date	Q'Straint Training Certificate	Q'Straint Expiration Date
Harrell, Denise	11/5/2020	6/2020	3/13/2020	9/2020	2/25/2020		6/19/2019	6/19/2021	2/25/2020	2/25/2022
Bement, Dale	11/10/2020	6/2020	3/1/2020	9/2020	3/5/2020		5/16/2019	5/16/2021	3/5/2020	3/5/2022
Caldwell, Ken	12/8/2020	12/9/2020	2/25/2020	12/9/2020	2/27/2020		4/30/2019	4/30/2021	2/27/2020	2/27/2022
<del>Robertson, Walt</del>							<del>4/25/2019</del>	<del>4/25/2021</del>		
Hall, Bill	12/7/2020	6/2020	3/3/2020	9/2020	3/3/2020		5/23/2019	5/23/2021	3/3/2020	3/3/2022
Drew-Dehart, Jan	1/7/2021	6/2020	2/25/2020	9/2020	6/25/2020		5/7/2019	5/7/2021	6/25/2020	6/25/2022
Shields, Chris	11/6/2020	6/2020	2/25/2020	9/2020	3/12/2020		6/5/2019	6/5/2021	3/12/2020	3/12/2022
Costley, Larry	1/8/2021	6/2020	3/11/2020	9/2020	3/12/2020		6/5/2019	6/5/2021	3/12/2020	3/12/2022
Long-Trofatter, Toni	11/10/2020	6/2020	3/9/2020	9/2020	3/10/2020		5/9/2019	5/9/2021	3/10/2020	3/10/2022
Shields, Rick	11/7/2020	6/2020	2/27/2020	9/2020	3/3/2020		5/31/2019	5/31/2021	3/3/2020	3/3/2022
Chritz, Pat		6/2020	2/27/2020		2/25/2020		5/21/2019	5/21/2021	2/25/2020	2/25/2022
<del>Dellar, David</del>			<del>3/5/2020</del>		<del>2/12/2020</del>		<del>5/10/2019</del>	<del>5/10/2021</del>	<del>2/12/2020</del>	<del>2/12/2022</del>
McPhillips, Mark	11/18/2020	6/2020	2/10/2020	9/2020	6/24/2020		5/29/2019	5/29/2021	7/9/2020	7/9/2022
Ware, Mary	11/13/2020	6/2020	2/26/2020	9/2020	3/5/2020		5/29/2019	5/29/2021	3/5/2020	3/5/2022
McKinlay, Craig	11/4/2020	6/2020	2/25/2020	9/2020	6/25/2020		5/21/2019	5/21/2021	6/25/2020	6/25/2022
Furst, Jim	11/6/2020	6/2020	3/10/2020	9/2020	6/25/2020		6/6/2019	6/6/2021	7/7/2020	7/7/2022
Hawkings, Jennifer	1/8/2021	6/2020	2/25/2020	9/2020	6/25/2020		4/30/2019	4/30/2021	6/25/2020	6/25/2022
Gregg, Steven	11/4/2020	6/2020	2/26/2020	9/2020	2/25/2020		2/25/2019	2/25/2021	2/25/2020	2/25/2022
Bennett, Roxann	11/5/2020	6/2020	2/28/2020	9/2020	2/27/2020		5/23/2019	5/23/2021	2/27/2020	2/27/2022
<del>Collins, Blaise</del>			<del>2/10/2020</del>				<del>5/17/2019</del>	<del>5/17/2021</del>		
Weigl, Dan			2/24/2020		2/27/2020		5/20/2019	5/20/2021	2/27/2020	2/27/2022
<del>Young, John</del>			<del>2/25/2020</del>		<del>2/10/2020</del>		<del>5/16/2019</del>	<del>5/16/2021</del>	<del>2/10/2020</del>	<del>2/10/2022</del>
Naessens, Richard	11/4/2020	6/2020	3/3/2020	9/2020	6/23/2020		4/25/2019	4/25/2021	6/23/2020	6/23/2022
Dougherty, John	11/19/2020	6/2020 3/2/2021		9/2020	6/23/2020		5/1/2019	5/1/2021	6/23/2020	6/23/2022
Nephew, Amanda	11/6/2020	6/2020	2/26/2020	9/2020	6/23/2020		5/22/2019	5/22/2021	6/23/2020	6/23/2022
Fauver, Jeff	11/3/2020	6/2020	3/3/2020	9/2020	3/10/2020		2/19/2019	2/19/2021	3/10/2020	3/10/2022
Mills, Lonny	11/5/2020	6/2020	2/25/2020	9/2020	6/23/2020		2/19/2019	2/19/2021	6/23/2020	6/23/2022
Springer, Suzanne	11/25/2020	6/2020	3/9/2020	9/2020	3/3/2020		2/19/2019	2/19/2021	3/3/2020	3/3/2022
Betron, Joni	11/6/2020	6/2020	2/27/2020	9/2020	6/24/2020		11/27/2019	11/27/2021	12/16/2019	12/16/2021
Weiter, Peter	11/16/2020	6/2020	3/2/2020	9/2020	6/24/2020		11/27/2019	11/27/2021	12/16/2019	12/16/2021
Bober, Ed	11/9/2020	6/2020	3/4/2020	9/2020	2/14/2020		2/1/2020	2/1/2022	2/4/2020	2/4/2022
Curtis, Rick	11/7/2020	6/2020	2/25/2020	9/2020	2/14/2020		1/29/2020	1/29/2022	1/30/2020	1/30/2022
Schultz, Kurt	11/7/2020	6/2020	3/12/2020	9/2020	2/14/2020		1/29/2020	1/29/2022	1/30/2020	1/30/2022
Roebuck, Darby	11/4/2020	7/7/2020	2/24/2020	9/2020			8/29/2019	8/29/2021	8/21/2020	8/21/2022
Everett, Rob	11/7/2020	6/2020	2/28/2020	9/2020	7/1/2020		7/12/2019	7/12/2021	7/1/2020	7/1/2022
Merillat, Rodney	1/5/2020	6/2020	2/28/2020	9/2020			2/1/2020	2/1/2023		
Long, Jeremy	11/3/2020	6/2020	2/24/2020	9/2020	6/24/2020		6/26/2019	6/26/2021	6/24/2020	6/24/2022

R:\DART - Manager\DART - Safety\2020 - Safety Training Records

## Attachment 7-C: On-Going Training Needs Assessment

Required Training Topics - 2020

Training	Bi-Annually		Expiration Date		Skip This Year		
			Date of Training				
	2019	2020	2021	2022	2023	2024	2025
Back Safety/Body Mechanics	Safety Saturday	August - 2020 Safety Quiz	September Quiz				
Bee Stings	June - 2019	June - 2020 Safety Quiz	June Safety Quiz				
Bloodborne Infectious Disease - Awareness	Safety Saturday	February - 2020 Safety Quiz	February Quiz				
Confined Spaces	Safety Saturday	July 2020 - Safety Quiz	August Quiz				
CPR		COVID	Safety Saturday				
Driving & Vehicle Safety		November - 2020 Safety Quiz	Safety Saturday				
Drug and Alcohol Training	Safety Saturday		Safety Saturday				
Emergency Bus Evacuation		COVID	Safety Saturday				
Emergency Response / Department Emergency Plan & Procedures	Safety Saturday	December 2020 Safety Quiz	December Quiz				
Employee Medical Record Access	Safety Saturday	Powerpoint Individual Training	December				
Fire Safety	Safety Saturday		Safety Saturday				
First Aid		COVID	Safety Saturday				
Hazard Communication	Safety Saturday	October 2020 Safety Quiz	November Quiz				
Incident Reporting	Safety Saturday	March 2020 Safety Quiz	March Quiz				
LockOut/ TagOut	Safety Saturday	April 2020 Safety Quiz	April Quiz				
MIOSHA Rights & Responsibilities	Safety Saturday	Powerpoint Individual Training	December				
On The Road Emergencies	Safety Saturday	September 2020 Safety Quiz	Safety Saturday (Dart Jeopardy)				
PASS Training/Certificate Every 3 Years	X		X				
Personal Protective Equipment	Safety Saturday	Powerpoint Individual Training	Safety Saturday				
Q'Straint Training Certificate Every 2 Years	X		X				
Slips, Trips & Falls	Safety Saturday	November - 2020 Safety Quiz	November Quiz				
Mobility & Securement	Safety Saturday		Safety Saturday				

NOTE: In 2020 due to Covid-19 we could not gather in one place to provide the drivers with our normal required safety topics presented during Safety Saturday. Instead we provided our Safety Saturday topics as monthly trainings in a format where the drivers would review the information in handout or video form and take a quiz. See Attachment 7B for topics completed. Some topics that required in person training were not covered: Drug and Alcohol Training, Community CPR, Fire Safety and First Aid.

## **Attachment 7-D    2020 Monthly Safety Trainings**

- **Back Safety/Body Mechanics**
- **Bloodborne Infectious Disease Awareness**
- **Confined Space Awareness**
- **Emergency Response – Department Emergency Procedures**
- **Hazard Communications**
- **Log Out/Tag Out Awareness**
- **Employee Medical Record Access**
- **Personal Protective Equipment**
- **MIOSHA Rights Responsibilities**
- **Slips, Trips and Falls**
- **Bee Stings**
- **Incident Reporting**
- **On The Road Emergencies**
- **Wheelchair Securement**
- **CPR**
- **Driving & Vehicle Safety**
- **Drug & Alcohol Training**
- **Emergency Bus Evacuation**
- **Fire Safety**
- **First Aid**
- **PASS Training/Certificate**

## Attachment 7-E: Safety Meeting Agenda

### AGENDA

#### Dial-A-Ride Safety Committee Meeting

#### Thursday, November 4<sup>th</sup>, 2021

1. Roll Call: Amy Bidwell, Rodney Merillat, Courtney Brubaker, Robert Everett, Steven Gregg, Rick Curtis.
2. Introduction to the Safety Meeting.
3. Review of August Safety Meeting Minutes.

Safety Suggestions			
Updates	Name	Suggestion	Committee Response
New	Name	Suggestion	Committee Response
	Bement, Dale	Turn on the heated mirrors when you are on your way back to DART base (around Dow High area) because of the cold weather.	

Going the Extra Mile (GTEM) / Safety Suggestion Award Nominees		
Date	Name	Recognition
7/27/2021	Bement, Dale	Thank you for helping out with a Hospital ER ride first thing in the morning.
9/8/2021	Betron, Joni	Thanks for volunteering to stay over at the end of your shift when another driver had bus maintenance issues.
9/30/2021	Betron, Joni	Thank you for completing 2 reconciliation sheets when you had to switch busses.
8/10/2021	Bober, Ed	Amazing job catching a passenger who was falling off of the lift.
8/12/2021	Bober, Ed	Thank you for taking on an unscheduled chair lift at 9:00pm. Thanks for the service.
9/8/2021	Bober, Ed	Thanks for taking my passenger while I worked with the garage on a maintenance issue with my bus.
9/20/2021	Costley, Larry	Thank you for being the TC. We know you weren't scheduled to & it was a last minute change, but we appreciate you.



9/9/2021	Furst, Jim	Thank you for handling an emergency situation with a driver and doing a great job at it! Way to go!
9/9/2021	Kothbauer, Frank	Thank you for staying late when we had an emergency situation & needed help.
9/30/2021	Kothbauer, Frank	Thank you for putting a note in a bag with your tickets, which included your name and route number when you forgot to put it with the rest of your stuff.
8/12/2021	Long-Trofatter, Toni	Thank you for help us out of a jam at the end of your 7 hour shift. Thanks!
8/3/2021	Mills, Lonny	A rider called in to say how great you did and how you helped her so much.
10/1/2021	Naessens, Richard	Thank you so much for picking up one of my rides. It helped me so much.
9/9/2021	Shields, Rick	Thank you for taking one of my rides to help me out!
8/11/2021	Springer, Suzanne	Thank you for taking on an extra rider at the end of your shift. You helped us out a lot.
8/12/2021	Welter, Peter	Thank you for taking the time to help me look for my bracelet on the bus.
7/13/2021	Everett, Rob	Thank you for picking up a passenger for me. It helped out with getting the other riders on time.
10/22/2021	Everett, Rob	Thank you for taking 3:30pm pick-ups to help another driver.

### **Past Going the Extra Mile (GTEM) / Safety Suggestion Award Winners**

Month	Name	Reason
January:	Chris Shields	For making every driver a tablet cover.
February:	Courtney Brubaker	For all the hard work she does for the drivers, and for mounting the new washer solvent bin in cold storage.
April:	Joni Betron	For helping fill so many call-ins, being very flexible with her schedule and her continuous efforts with Dial-A-Ride.
May:	Rodney Merillat	For helping with weekend sign-up and always being so helpful.
June:		N/A
July:		N/A
August:	Lonny Mills	For your awesome customer service!
September:		
October:		
November:		

December:		
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<b>Old Business</b>		
<b>Wheelchairs Marked Last Month</b>		
<i>Name</i>	<i>Name</i>	<i>Name</i>
Ellenora Schoenherr		

<b>Wheelchairs to be marked/remarked</b>		
<i>Name</i>	<i>Name</i>	<i>Name</i>
Blake Simpson 101 Oakwood	Onalaa Yott	

<b>Locations to Audit</b>			
<i>Location Name</i>	<i>Address</i>	<i>Issue</i>	<i>Committee Response</i>

<b>Locations audited this month:</b>			
<i>Location Name</i>	<i>Address</i>	<i>Issue</i>	<i>Committee Response</i>
<i>Residential</i>	4812 Claremont	Drivers have reported several issues trying to find addresses within Birchwood Pointe Apartments.	New map for Birchwood Pointe Apartments. Added to new driver training, map binder in the breakroom - distribute to all drivers?
<i>Residential</i>	815 Jerome Street	Passenger requesting to be dropped off on Jerome, rather than her driveway on hines.	P/u & D/o at ramp on Jerome.
<i>Residential</i>	7423 Shamrock Street	Passenger has an address that does not follow the rest of the neighborhood. The address is on the opposite side of the street.	Turn RIGHT onto Shamrock from Alpine Dr.

A- 1 Westside Storage	4120 Isabella	Driver reporting they cannot drive into parking lot.	The stop was put in at the storage units, not the office. Can P/u & D/o @ the office - updated the stop information.
CCC - Christian Celebration Center	6100 Swede Ave	The location has a canopy too low to drive under, but it is not listed on the canopy clearance chart.	We do NOT P/u or D/o @ the canopy entrance. We only P/u & D/o at the <b>Day Entrance</b> in the back.
Creation Coffee	5023 Eastman	This parking lot is not ideal for our busses.	P/u & D/o in KP's cash advance - Trend's Salon was also updated to reflect the same.
Dollar General M-20	400 Sandow	New Location	P/u & D/o on Sandow.
Full Circle Vision	217 N Saginaw	New Location	Can pull in here.
G & B Storzall	4609 Isabella	New to us location.	P/u & D/o @ A1 Water Conditioning.
Jefferson Middle School	800 W Chapel Lane	Driveway has been redone, driver asking if we can pull in here.	P/u & D/ in the Cutout by the Flag pole.
Midland Physical Therapy	5319 N Saginaw	No place close to turn around in, have to pick up at the road.	P/u & D/o on Saginaw Road. Turn around at Ducks memorial OR go up to Stark road.

Soccer Fields		Northbound on Jefferson, street sign indicates "no trucks" can we pull in here?	No, do not use this driveway.
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Tree Trimming			
Location	Address	Notes	Completed?
Corner of Jefferson & Dartmouth	2614 Jefferson & 105 Dartmouth	On the corner of Jefferson & Dartmouth you cannot see South Bound (coming from the North) traffic.	Completed.
Woodpointe Lane		Several trees hitting the top of the bus.	Completed.

Audits			
Audit	Date of Completion	Who Completed	Notes:
Bus Audit:	10/29/2021 - 11/2/2021	Jeremy Long, Rob Everett	Bus 13 does not have fish on emergency door. Bus 16 Insurance papers are expired.
Bodily Fluids Kit:	10/27/2021	Robert Everett	Bucket #1 is low on germicidal wipes.
Office Audit:	10/27/2021	Robert Everett	
Safety Kit Audit:	10/29/2021	Jeremy Long, Rob Everett	
Seatbelt Audit:	7/31/2021, 8/21/2021, 8/28/2021, 9/4/2021, 9/25/2021, 10/16/2021	Mary Ware, John Dougherty	
Sign Audit (Quarterly):	N/A	N/A	N/A
Q'Straint Audit (Quarterly):	N/A	N/A	N/A

Additional Old Business	
Topic	Notes

Covid19 Response Program	Amy - we continue to monitor transit related COVID-19 protocols. At this time we must still adhere to wearing masks on the bus through September 13, 2021. We have had discussions w/County Health Department to increase our social distancing from 50% to 100% in September.
ADEPT Training	Now available - offering this training next week!
Jackets & Vest	Completed
MCTV	Completed.

<b>New Business</b>	
<i>Topic</i>	<i>Notes</i>
FTA Drug & Alcohol Audit	We will be audited the end of August. They will examine all components of our program for compliance.
Customer Service Training	December 11th & 18th from 8:00am-2:30pm
Weekend Sign-Up	Has Begun!
Black Friday	Sign-Up will begin next week!

<b>2021 Monthly Trainings (TBD)</b>	
<i>January:</i>	DART Potpourri
<i>February:</i>	Blood borne Pathogens
<i>March:</i>	Incident Reporting / Central Dispatch Radio Check
<i>April:</i>	Lock Out - Tag Out
<i>May:</i>	Cycle Safety
<i>June:</i>	Bee Sting
<i>July:</i>	N/A
<i>August:</i>	Confined Spaces / Tornado Exercise
<i>September:</i>	BACK to Basics - Back Safety & Body Mechanics / Safety Saturday
<i>October:</i>	N/A
<i>November:</i>	Slips, Trips & Falls / Hazard Communication
<i>December:</i>	Driving & Vehicle Safety - Winter Driving

<b>Completed Safety Goals</b>
Quarterly Q'Straint Audit
Updated Pre/Post Trip Inspection Form
Updated Driver Reconciliation Sheet
New Location Audit Form
Updated Time Off Request Form
Title IV

ADA Certification
Compliance Plans Edits - Bloodborne, Hazard Communication, Confined Spaces
Cancellation / No Show Card
Dispatch Office Reorganization
Safety Saturday
Emergency Procedures Guide
Drug & Alcohol Training
Emergency Bus Evacuation
First Aid
Fire Safety
CPR
Tablet Refresher - Update
Drug & Alcohol Training
Emergency Response / Department Emergency Plan & Procedures
Fire Safety
On the Road Emergency Procedures
Personal Protective Equipment
Mobility & Securement

### **2021 Safety Goals**

School Post Card	Hand out before the end of school, give to parents to return to the driver stating they to be added to the school rider list for the next year.
Driver topic suggestions from Safety Saturday -	Employee Medical Records
	MiOSHA Rights & Responsibilities
	Customer Service / De-escalation Training

### **Non-Employee Incident Report**

<i>Date</i>	<i>Location</i>	<i>Non-Employee Involved</i>	<i>Report</i>
7/30/2021	Bus 18	Amanda Ledrow & Austin Shaver	After one passenger got off the bus, another passenger informed the driver that the passenger was making her feel uncomfortable, making gestures at her with his water bottle.

*Camera Review. Rodney spoke w/ passengers guardian. The passenger wasn't doing anything wrong, but his actions were perceived to be offensive. Spoke w/ passenger who was offended, explained the passenger didn't violate any policies, but he did speak with him guardian.*

8/17/2021	720 Villate East Drive	Crystal Lopiccolo	Driver reporting they have had to ask the same passenger numerous times lately to where their mask. Passenger gets upset every time, uses foul language and nasty comments.
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*Camera Review. Rodney spoke w/ passenger about putting a mask on before they board the bus. Spoke w/ driver about deescalating.*

8/7/2021	Blessed Sacrament	Marion Bappler	Passenger lost balance while exiting the lift. Driver grabbed left wrist to prevent falling backward.
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*Camera Review. Driver made an excellent save. Spoke with the passenger, she's OK.*

8/9/2021	Days Inn	Lewis Johnson	Driver reporting passenger without a mask
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*FRO.*

8/9/2021	Days Inn	Lewis Johnson	Driver reporting passenger took their mask off on the bus.
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*FRO.*

8/9/2021	2500 Waldo Ave	Tomeka and Aalilah Nealy	Passengers did not have fare, brought too many groceries on the bus and left trash.
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*Unable to contact, note in rider profile.*

8/11/2021	Cottage Creamery	LEAP Program	LEAP program volunteers were upset over where the P/u & D/o location was for their pick up.
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*One time drop-off for the LEAP program.*

8/17/2021	N/A	Lewis Johnson	Driver reporting passenger not wearing a mask.
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*No number in profile. Note in profile to wear mask.*

8/17/2021	710 Village East	Sally McQueen	TC reporting passenger called on Monday looking for a ride they did not have schedule. Next night passenger was no showed for the ride they were looking for on Monday.
Mix-Up. Ride was cancelled.			
8/23/2021	103 Meadowbrook	Miracle Abikphi	Driver reporting passenger not wearing a mask.
FRO.			
8/26/2021	2500 Waldo Ave	Tomeka and Aailah Nealy	Driver reporting passengers brought too many groceries on the bus.
Second complaint. Called the passengers, and was hung up on as the policy was being explained by Rodney.			
8/28/2021	Kroger	Ed Nichols	Passenger used the lift to get on the bus, when the driver went inside the bus the passenger was laying on the floor. Passenger was able to get himself up.
Called for a wellcheck - passenger is ok.			
8/30/2021	Ware Smith Funeral Home	Lance Henderson	Driver reporting passenger not wearing a mask.
FRO.			
8/30/2021	Ware Smith Funeral Home	Lance Henderson	Driver reporting passenger not wearing a mask.
No number in profile. Note in profile to wear mask.			
8/31/2021	1402 Michigan Street	Neveah Jacobs	Driver reporting passenger not wearing a mask.
FRO.			
9/1/2021	Days Inn	Hulbert Children	Driver reporting passengers not wearing a mask.
FRO.			
9/1/2021	Clay St at E Patrick Rd	N/A	Driver reporting a missing street sign at the corner.



Sign has been replaced.			
9/5/2021	N/A	Stacy Krantz	Driver reporting passenger not wearing a mask.
FRO.			
9/5/2021	100 Brackenwood	Traci Hennigar	Passenger forgot their mask, went back into the apartment. Driver had to wait over 2 minutes.
FRO.			
9/5/2021	WW2	Ann Martin	Driver reporting passenger not wearing a mask. Passenger told driver, all of the drivers give her one.
Rodney left the passenger a message explaining she must board the bus with a mask.			
9/7/2021	Days Inn	Hulbert Children	Driver reporting passengers not wearing a mask.
Rodney called mom and explained kids need to have a mask to board the bus.			
9/7/2021	Campus Ridge	Cathy Heng	Driver reporting they had to assist the passenger into the building. Passenger was unable to propel their mobility device on their own.
FRO.			
9/7/2021		Aaliyah Nealy	Driver reporting passenger not wearing a mask.
FRO.			
9/7/2021	4311 E Ashman	Johnathon Tablet	Driver reporting passenger not wearing a mask.
FRO.			
9/8/2021	2812 Washington	Karyn Schmitt	Passenger tripped on the step while boarding the bus.
FRO.			
9/9/2021	3608 Lawndale	Jade O'Sullivan	Driver reporting passenger not wearing a mask.
Rodney called mom and explained kids need to have a mask to board the bus.			

9/9/2021	Central Park Elementary	Raymond Hulbert	Child came on the bus kicking, acting violent. Slammed hands against the Plexi glass at the driver. Would not put his mask on. School staff had to calm him down.
Talked with mom. Made a rider event.			
9/10/2021	Ware Smith Funeral Home	Lance Henderson	Driver reporting passenger not wearing a mask.
2nd violation - Rider event.			
9/13/2021	Days Inn	Hulbert Children	Driver waited a little longer for the kids to come out, then the kids didn't have enough tickets for their rides. Driver waited for kids to get their fare. Then the driver had to pull over to tell the kids to stop changing seats and put their seatbelts on.
Spoke w/ mom. Rider event.			
9/13/2021	H Hotel	Islam Elebedewi	Passenger boarding the bus did not have fare again. Another passenger paid for his ride.
Rider event.			
9/14/2021	N/A	Daniel Nye	Driver reporting passenger not wearing a mask.
FRO.			
9/14/2021	N/A	Benjamin Swarthout	Driver reporting passenger not wearing a mask.
FRO.			
9/14/2021	N/A	Mohammed Alshais	Driver reporting a child was scheduled to go to the wrong soccer field. Driver had the child call their parents and took them to the right field.
Put a note in rider profile to double check the field.			
9/16/2021	Helen St.	Jon Donker	Driver reporting passenger not wearing a mask.
FRO.			
9/16/2021	1599 Renee Apartments	Sherri Thompson	Driver reporting passenger not wearing a mask.
FRO.			
9/17/2021	118 E Haley	Robin Crider	Driver reporting passenger not wearing a mask.
FRO.			

9/17/2021	Greenhill Apartments	Tracey Schnepf	Driver reporting a passenger was scheduled to be picked up from the wrong location.
Rider event.			
9/20/2021	105 Oakwood Apartments	Brianna Hulbert	Driver reporting passenger not wearing a mask.
FRO.			
9/20/2021	Jerome St Parking Lot	Eric Conner	Driver reporting passenger not wearing a mask.
FRO.			
9/23/2021	3205 Lancaster	Caramai Weidman	Driver reporting passenger not wearing a mask.
FRO.			
9/24/2021	Jerome St Parking Lot	Thomas Torpey	Driver reporting passenger not wearing a mask.
FRO.			
9/24/2021	504 Morning Side	Emily Boychuck	Driver reporting passenger not wearing a mask. Gave the driver a hard time about wearing the mask. Driver had to tell the passenger multiple times to put their mask on.
Rodney spoke w/ the passenger about wearing a face shield instead of a mask. Passenger was more concern over political views, than the medical concerns. Passenger agreed to wear the face shield.			
9/28/2021	4808 Perinne Road	Mohammed Alshais	Driver reporting passenger not wearing a mask.
FRO.			
9/29/2021	Community Center	N/A	Stop sign exiting from the Community Center to George Street is missing.
Resolved - Stop sign has been replaced.			
10/7/2021	James Savage	N/A	Railroad crossing sign is missing on James Savage, headed to Costco.
Resolved - Sign has been replaced.			
10/8/2021	Walmart	Christina Leffel	Driver reported this is the second time they have transported a passenger with too many groceries. Did explain the policy.
Rodney left the passenger a message and made a rider event.			
10/11/2021	501 Charter Square	Katelyn Jarvis	Driver reporting passenger not wearing a mask.

FRO.			
10/12/2021	301 Wilson	Aaron Urlaub	Driver reporting passenger not wearing a mask.
FRO.			
10/16/2021	Horizon Court Apt. 1	Robert Rourk	Passenger boarded the bus with a wheelchair and an oxygen cart, refusing the let the driver secure the oxygen tank.
Note put on rider profile, Driver's MUST tie down oxygen tank.			
10/16/2021	4312 Quincy	Marion Bappler	Passenger went to sit down, but sat over to far and fell off the seat. Passenger stated her new medication makes her dizzy sometimes, but she was ok.
Rodney spoke w/ the passenger, passenger stated she was ok. Made a rider event.			
10/19/2021	4901 Universal Drive	Jodee Miller	Driver reporting passenger not wearing a mask.
FRO.			
10/19/2021	4903 Claremont	Mohammed Alshais	Driver reporting passenger not wearing a mask.
2nd violation - spoke w/ passengers Dad.			
10/20/2021	615 Mill Street	Tina Whipple	Driver reporting passenger not wearing a mask.
This particular passenger has been OK'd to not wear a mask for medical reasons.			
10/25/2021	Riverside Place	Dan Roberts	Driver reporting passenger not wearing a mask.
2nd violation - spoke w/ passengers Dad.			
10/29/2021	2431 Damman Drive	Jennifer Fenzel	Passenger boards the bus wearing their mask, but removes the mask ones they get to their seat. Tries hiding being the seats without it on.
Rodney spoke w/ the passenger about wearing their mask from now on.			

<b>Employee Incident Report</b>		
<i>Date</i>	<i>Location</i>	<i>Report</i>
8/20/2021	Kroger	Driver was dropping off a passenger with a mobility device. As the passenger was being lowered on the lift, a truck tried to go around the bus and hit the left, rear bumper/body of bus #15. Truck took off.

DART Driver called 911. The passenger on the lift did not suffer any injuries. Camera review was done. Accident did not meet the MDOT post-accident drug/alcohol testing requirements.

Risk Assessment	Severity Category	Likelihood Level
	Risk Assessment Matrix	

### ***Employee Incident Report***

<i>Date</i>	<i>Location</i>	<i>Report</i>
9/1/2021	CMH	Driver struck a branch that was laying in the road. Left minimal damage to the bus.

Camera Review was done. The branch was difficult to see. This incident did not meet the MDOT post-accident drug/alcohol testing requirements.

Risk Assessment	Severity Category	Likelihood Level
	Risk Assessment Matrix	

### ***Employee Incident Report***

<i>Date</i>	<i>Location</i>	<i>Report</i>
9/10/2021	807 Gordon	Passenger with a mobility device drove into a pothole. The passengers foot bent backwards as it caught the pavement, causing him to break his foot.

Camera Review was done. This incident did not meet the MDOT post-accident drug/alcohol testing requirements. 807 Gordon was determined that potholes needed to be fixed in the driveway. The passenger requested the bus drop off in the middle of Gordon street and not so close to the driveway. This was determined not to be safe. The home owner needs to fix their driveway. Also recommended the passenger lean their mobility device back while exiting the bus as the passenger does not use foot pegs to hold his feet up.

Risk Assessment	Severity Category	Likelihood Level
	Risk Assessment Matrix	

## Attachment 7-F: Safety Meeting Minutes

### Minutes

### Dial-A-Ride Safety Committee Meeting

Thursday, November 4<sup>th</sup>, 2021

1. Roll Call: Amy Bidwell, Rodney Merillat, Courtney Brubaker, Robert Everett, Steven Gregg, Rick Curtis.
2. Introduction to the Safety Meeting.
3. Review of August Safety Meeting Minutes.

Safety Suggestions			
Updates	Name	Suggestion	Committee Response
New	Name	Suggestion	Committee Response
	Bement, Dale	Turn on the heated mirrors when you are on your way back to DART base (around Dow High area) because of the cold weather.	Great Reminder! Used as safety tip in the schedule email.

Going the Extra Mile (GTEM) / Safety Suggestion Award Nominees		
Date	Name	Recognition
7/27/2021	Bement, Dale	Thank you for helping out with a Hospital ER ride first thing in the morning.
9/8/2021	Betron, Joni	Thanks for volunteering to stay over at the end of your shift when another driver had bus maintenance issues.
9/30/2021	Betron, Joni	Thank you for completing 2 reconciliation sheets when you had to switch busses.
8/10/2021	Bober, Ed	Amazing job catching a passenger who was falling off of the lift.
8/12/2021	Bober, Ed	Thank you for taking on an unscheduled chair lift at 9:00pm. Thanks for the service.
9/8/2021	Bober, Ed	Thanks for taking my passenger while I worked with the garage on a maintenance issue with my bus.
9/20/2021	Costley, Larry	Thank you for being the TC. We know you weren't scheduled to & it was a last minute change, but we appreciate you.
9/9/2021	Furst, Jim	Thank you for handling an emergency situation with a driver and doing a great job at it! Way to go!

9/9/2021	Kothbauer, Frank	Thank you for staying late when we had an emergency situation & needed help.
9/30/2021	Kothbauer, Frank	Thank you for putting a note in a bag with your tickets, which included your name and route number when you forgot to put it with the rest of your stuff.
8/12/2021	Long-Trofatter, Toni	Thank you for help us out of a jam at the end of your 7 hour shift. Thanks!
8/3/2021	Mills, Lonny	A rider called in to say how great you did and how you helped her so much.
10/1/2021	Naessens, Richard	Thank you so much for picking up one of my rides. It helped me so much.
9/9/2021	Shields, Rick	Thank you for taking one of my rides to help me out!
8/11/2021	Springer, Suzanne	Thank you for taking on an extra rider at the end of your shift. You helped us out a lot.
8/12/2021	Welter, Peter	Thank you for taking the time to help me look for my bracelet on the bus.
7/13/2021	Everett, Rob	Thank you for picking up a passenger for me. It helped out with getting the other riders on time.
10/22/2021	Everett, Rob	Thank you for taking 3:30pm pick-ups to help another driver.

### **Past Going the Extra Mile (GTEM) / Safety Suggestion Award Winners**

Month	Name	Reason
January:	Chris Shields	For making every driver a tablet cover.
February:	Courtney Brubaker	For all the hard work she does for the drivers, and for mounting the new washer solvent bin in cold storage.
April:	Joni Betron	For helping fill so many call-ins, being very flexible with her schedule and her continuous efforts with Dial-A-Ride.
May:	Rodney Merillat	For helping with weekend sign-up and always being so helpful.
June:		N/A
July:		N/A
August:	Lonny Mills	For your awesome customer service!
September:		N/A
October:		N/A
November:	Ed Bober	For saving a passenger who was falling while on the lift.
December:		



<b>Old Business</b>		
<b>Wheelchairs Marked Last Month</b>		
<i>Name</i>	<i>Name</i>	<i>Name</i>
Ellenora Schoenherr		

<b>Wheelchairs to be marked/remarked</b>		
<i>Name</i>	<i>Name</i>	<i>Name</i>
Blake Simpson 101 Oakwood	Onalaa Yott	Duffy Doxtater

<b>Locations to Audit</b>			
<i>Location Name</i>	<i>Address</i>	<i>Issue</i>	<i>Committee Response</i>
<i>Bakeman, DDS</i>	<i>207 Harold</i>	<i>P/u &amp; D/o on Harold, but drivers think we can pull in here.</i>	

<b>Locations audited this month:</b>			
<i>Location Name</i>	<i>Address</i>	<i>Issue</i>	<i>Committee Response</i>
<i>Residential</i>	<i>4812 Claremont</i>	<i>Drivers have reported several issues trying to find addresses within Birchwood Pointe Apartments.</i>	<i>New map for Birchwood Pointe Apartments. Added to new driver training, map binder in the breakroom - distribute to all drivers?</i>
<i>Residential</i>	<i>815 Jerome Street</i>	<i>Passenger requesting to be dropped off on Jerome, rather than her driveway on hines.</i>	<i>P/u &amp; D/o at ramp on Jerome.</i>
<i>Residential</i>	<i>7423 Shamrock Street</i>	<i>Passenger has an address that does not follow the rest of the neighborhood. The address is on the opposite side of the street.</i>	<i>Turn RIGHT onto Shamrock from Alpine Dr.</i>
<i>A- 1 Westside Storage</i>	<i>4120 Isabella</i>	<i>Driver reporting they cannot drive into parking lot.</i>	<i>The stop was put in at the storage units, not the office. Can P/u &amp; D/o @ the office - updated the stop information.</i>

CCC - Christian Celebration Center	6100 Swede Ave	The location has a canopy too low to drive under, but it is not listed on the canopy clearance chart.	We do NOT P/u or D/o @ the canopy entrance. We only P/u & D/o at the <b>Day Entrance</b> in the back.
Creation Coffee	5023 Eastman	This parking lot is not ideal for our busses.	P/u & D/o in KP's cash advance - Trend's Salon was also updated to reflect the same.
Dollar General M-20	400 Sandow	New Location	P/u & D/o on Sandow.
Full Circle Vision	217 N Saginaw	New Location	Can pull in here.
G & B Storzall	4609 Isabella	New to us location.	P/u & D/o @ A1 Water Conditioning.
Jefferson Middle School	800 W Chapel Lane	Driveway has been redone, driver asking if we can pull in here.	P/u & D/ in the Cutout by the Flag pole.
Midland Physical Therapy	5319 N Saginaw	No place closeto turn around in, have to pick up at the road.	P/u & D/o on Saginaw Road. Turn around at Ducks memorial OR go up to Stark road.
Soccer Fields		Northbound on Jefferson, street sign indicates "no trucks" can we pull in here?	No, do not use this driveway.

### Tree Trimming

Location	Address	Notes	Completed?
Corner of Jefferson & Dartmouth	2614 Jefferson & 105 Dartmouth	On the corner of Jefferson & Dartmouth you cannot see South Bound (coming from the North) traffic.	Completed.
Woodpointe Lane		Several trees hitting the top of the bus.	Completed.

Audits			
Audit	Date of Completion	Who Completed	Notes:
Bus Audit:	10/29/2021 - 11/2/2021	Jeremy Long, Rob Everett	Bus 13 does not have fish on emergency door. Bus 16 Insurance papers are expired.
Bodily Fluids Kit:	10/27/2021	Robert Everett	Bucket #1 is low on germicidal wipes.
Office Audit:	10/27/2021	Robert Everett	
Safety Kit Audit:	10/29/2021	Jeremy Long, Rob Everett	
Seatbelt Audit:	7/31/2021, 8/21/2021, 8/28/2021, 9/4/2021, 9/25/2021, 10/16/2021	Mary Ware, John Dougherty	
Sign Audit (Quarterly):	N/A	N/A	N/A
Q'Straint Audit (Quarterly):	N/A	N/A	N/A

Additional Old Business	
Topic	Notes
Covid19 Response Program	Amy - we continue to monitor transit related COVID-19 protocols. At this time we must still adhere to wearing masks on the bus through September 13, 2021. We have had discussions w/County Health Department to increase our social distancing from 50% to 100% in September.
ADEPT Training	Training has started.

New Business	
Topic	Notes

FTA Drug & Alcohol Audit	We will be audited the end of August. They will examine all components of our program for compliance.
Customer Service Training	December 11th & 18th from 8:00am-2:30pm
Weekend Sign-Up	Has Begun!
Black Friday	Sign-Up has Begun!

<b>2021 Monthly Trainings (TBD)</b>	
January:	DART Potpourri
February:	Blood borne Pathogens
March:	Incident Reporting / Central Dispatch Radio Check
April:	Lock Out - Tag Out
May:	Cycle Safety
June:	Bee Sting
July:	N/A
August:	Confined Spaces / Tornado Exercise
September:	BACK to Basics - Back Safety & Body Mechanics / Safety Saturday
October:	N/A
November:	Slips, Trips & Falls / Hazard Communication
December:	Driving & Vehicle Safety - Winter Driving
<b>Completed Safety Goals</b>	
Quarterly Q'Straint Audit	
Updated Pre/Post Trip Inspection Form	
Updated Driver Reconciliation Sheet	
New Location Audit Form	
Updated Time Off Request Form	
Title IV	
ADA Certification	
Compliance Plans Edits - Bloodborne, Hazard Communication, Confined Spaces	
Cancellation / No Show Card	
Dispatch Office Reorganization	
Safety Saturday	
Emergency Procedures Guide	
Drug & Alcohol Training	
Emergency Bus Evacuation	
First Aid	

Fire Safety
CPR
Tablet Refresher - Update
Drug & Alcohol Training
Emergency Response / Department Emergency Plan & Procedures
Fire Safety
On the Road Emergency Procedures
Personal Protective Equipment
Mobility & Securement
Jackets & Vest
MCTV - Videos

### **2021 Safety Goals**

School Post Card	Hand out before the end of school, give to parents to return to the driver stating they to be added to the school rider list for the next year.
Driver topic suggestions from Safety Saturday -	Employee Medical Records
	MIOSHA Rights & Responsibilities
	Customer Service / De-escalation Training

### **Non-Employee Incident Report**

<i>Date</i>	<i>Location</i>	<i>Non-Employee Involved</i>	<i>Report</i>
7/30/2021	Bus 18	Amanda Ledrow & Austin Shaver	After one passenger got off the bus, another passenger informed the driver that the passenger was making her feel uncomfortable, making gestures at her with his water bottle.
<i>Camera Review. Rodney spoke w/ passengers guardian. The passenger wasn't doing anything wrong, but his actions were perceived to be offensive. Spoke w/ passenger who was offended, explained the passenger didn't violate any policies, but he did speak with him guardian.</i>			
8/17/2021	720 Villate East Drive	Crystal Lopiccolo	Driver reporting they have had to ask the same passenger numerous times lately to where their mask. Passenger gets upset every time, uses foul language and nasty comments.
<i>Camera Review. Rodney spoke w/ passenger about putting a mask on before they board the bus. Spoke w/ driver about deescalating.</i>			

8/7/2021	Blessed Sacrament	Marion Bappler	Passenger lost balance while exiting the lift. Driver grabbed left wrist to prevent falling backward.
<i>Camera Review. Driver made an excellent save. Spoke with the passenger, she's OK.</i>			
8/9/2021	Days Inn	Lewis Johnson	Driver reporting passenger without a mask
FRO.			
8/9/2021	Days Inn	Lewis Johnson	Driver reporting passenger took their mask off on the bus.
FRO.			
8/9/2021	2500 Waldo Ave	Tomeka and Aailah Nealy	Passengers did not have fare, brought too many groceries on the bus and left trash.
Unable to contact, note in rider profile.			
8/11/2021	Cottage Creamery	LEAP Program	LEAP program volunteers were upset over where the P/u & D/o location was for their pick up.
One time drop-off for the LEAP program.			
8/17/2021	N/A	Lewis Johnson	Driver reporting passenger not wearing a mask.
No number in profile. Note in profile to wear mask.			
8/17/2021	710 Village East	Sally McQueen	TC reporting passenger called on Monday looking for a ride they did not have schedule. Next night passenger was no showed for the ride they were looking for on Monday.
Mix-Up. Ride was cancelled.			
8/23/2021	103 Meadowbrook	Miracle Abikphi	Driver reporting passenger not wearing a mask.
FRO.			

8/26/2021	2500 Waldo Ave	Tomeka and Aalilah Nealy	Driver reporting passengers brought too many groceries on the bus.
Second complaint. Called the passengers, and was hung up on as the policy was being explained by Rodney.			
8/28/2021	Kroger	Ed Nichols	Passenger used the lift to get on the bus, when the driver went inside the bus the passenger was laying on the floor. Passenger was able to get himself up.
Called for a wellcheck - passenger is ok.			
8/30/2021	Ware Smith Funeral Home	Lance Henderson	Driver reporting passenger not wearing a mask.
FRO.			
8/30/2021	Ware Smith Funeral Home	Lance Henderson	Driver reporting passenger not wearing a mask.
No number in profile. Note in profile to wear mask.			
8/31/2021	1402 Michigan Street	Neveah Jacobs	Driver reporting passenger not wearing a mask.
FRO.			
9/1/2021	Days Inn	Hulbert Children	Driver reporting passengers not wearing a mask.
FRO.			
9/1/2021	Clay St at E Patrick Rd	N/A	Driver reporting a missing street sign at the corner.
Sign has been replaced.			
9/5/2021	N/A	Stacy Krantz	Driver reporting passenger not wearing a mask.
FRO.			
9/5/2021	100 Brackenwood	Traci Hennigar	Passenger forgot their mask, went back into the apartment. Driver had to wait over 2 minutes.
FRO.			

9/5/2021	WW2	Ann Martin	Driver reporting passenger not wearing a mask. Passenger told driver, all of the drivers give her one.
Rodney left the passenger a message explaining she must board the bus with a mask.			
9/7/2021	Days Inn	Hulbert Children	Driver reporting passengers not wearing a mask.
Rodney called mom and explained kids need to have a mask to board the bus.			
9/7/2021	Campus Ridge	Cathy Heng	Driver reporting they had to assist the passenger into the building. Passenger was unable to propel their mobility device on their own.
FRO.			
9/7/2021		Aaliyah Nealy	Driver reporting passenger not wearing a mask.
FRO.			
9/7/2021	4311 E Ashman	Johnathon Tablet	Driver reporting passenger not wearing a mask.
FRO.			
9/8/2021	2812 Washington	Karyn Schmitt	Passenger tripped on the step while boarding the bus.
FRO.			
9/9/2021	3608 Lawndale	Jade O'Sullivan	Driver reporting passenger not wearing a mask.
Rodney called mom and explained kids need to have a mask to board the bus.			
9/9/2021	Central Park Elementary	Raymond Hulbert	Child came on the bus kicking, acting violent. Slammed hands against the Plexi glass at the driver. Would not put his mask on. School staff had to calm him down.
Talked with mom. Made a rider event.			
9/10/2021	Ware Smith Funeral Home	Lance Henderson	Driver reporting passenger not wearing a mask.
2nd violation - Rider event.			



9/13/2021	Days Inn	Hulbert Children	Driver waited a little longer for the kids to come out, then the kids didn't have enough tickets for their rides. Driver waited for kids to get their fare. Then the driver had to pull over to tell the kids to stop changing seats and put their seatbelts on.
Spoke w/ mom. Rider event.			
9/13/2021	H Hotel	Islam Elebedewi	Passenger boarding the bus did not have fare again. Another passenger paid for his ride.
Rider event.			
9/14/2021	N/A	Daniel Nye	Driver reporting passenger not wearing a mask.
FRO.			
9/14/2021	N/A	Benjamin Swarthout	Driver reporting passenger not wearing a mask.
FRO.			
9/14/2021	N/A	Mohammed Alshais	Driver reporting a child was scheduled to go to the wrong soccer field. Driver had the child call their parents and took them to the right field.
Put a note in rider profile to double check the field.			
9/16/2021	Helen St.	Jon Donker	Driver reporting passenger not wearing a mask.
FRO.			
9/16/2021	1599 Renee Apartments	Sherri Thompson	Driver reporting passenger not wearing a mask.
FRO.			
9/17/2021	118 E Haley	Robin Crider	Driver reporting passenger not wearing a mask.
FRO.			
9/17/2021	Greenhill Apartments	Tracey Schnepf	Driver reporting a passenger was scheduled to be picked up from the wrong location.
Rider event.			
9/20/2021	105 Oakwood Apartments	Brianna Hulbert	Driver reporting passenger not wearing a mask.
FRO.			
9/20/2021	Jerome St Parking Lot	Eric Conner	Driver reporting passenger not wearing a mask.

FRO.			
9/23/2021	3205 Lancaster	Caramai Weidman	Driver reporting passenger not wearing a mask.
FRO.			
9/24/2021	Jerome St Parking Lot	Thomas Torpey	Driver reporting passenger not wearing a mask.
FRO.			
9/24/2021	504 Morning Side	Emily Boychuck	Driver reporting passenger not wearing a mask. Gave the driver a hard time about wearing the mask. Driver had to tell the passenger multiple times to put their mask on.
Rodney spoke w/ the passenger about wearing a face shield instead of a mask. Passenger was more concern over political views, than the medical concerns. Passenger agreed to wear the face shield.			
9/28/2021	4808 Perinne Road	Mohammed Alshais	Driver reporting passenger not wearing a mask.
FRO.			
9/29/2021	Community Center	N/A	Stop sign exiting from the Community Center to George Street is missing.
Resolved - Stop sign has been replaced.			
10/7/2021	James Savage	N/A	Railroad crossing sign is missing on James Savage, headed to Costco.
Resolved - Sign has been replaced.			
10/8/2021	Walmart	Christina Leffel	Driver reported this is the second time they have transported a passenger with too many groceries. Did explain the policy.
Rodney left the passenger a message and made a rider event.			
10/11/2021	501 Charter Square	Katelyn Jarvis	Driver reporting passenger not wearing a mask.
FRO.			
10/12/2021	301 Wilson	Aaron Urlaub	Driver reporting passenger not wearing a mask.
FRO.			
10/16/2021	Horizon Court Apt. 1	Robert Rourk	Passenger boarded the bus with a wheelchair and an oxygen cart, refusing the let the driver secure the oxygen tank.
Note put on rider profile, Driver's MUST tie down oxygen tank.			

10/16/2021	4312 Quincy	Marion Bappler	Passenger went to sit down, but sat over to far and fell off the seat. Passenger stated her new medication makes her dizzy sometimes, but she was ok.
Rodney spoke w/ the passenger, passenger stated she was ok. Made a rider event.			
10/19/2021	4901 Universal Drive	Jodee Miller	Driver reporting passenger not wearing a mask.
FRO.			
10/19/2021	4903 Claremont	Mohammed Alshais	Driver reporting passenger not wearing a mask.
2nd violation - spoke w/ passengers Dad.			
10/20/2021	615 Mill Street	Tina Whipple	Driver reporting passenger not wearing a mask.
This particular passenger has been OK'd to not wear a mask for medical reasons.			
10/25/2021	Riverside Place	Dan Roberts	Driver reporting passenger not wearing a mask.
2nd violation - spoke w/ passengers Dad.			
10/29/2021	2431 Damman Drive	Jennifer Fenzel	Passenger boards the bus wearing their mask, but removes the mask ones they get to their seat. Tries hiding being the seats without it on.
Rodney spoke w/ the passenger about wearing their mask from now on.			

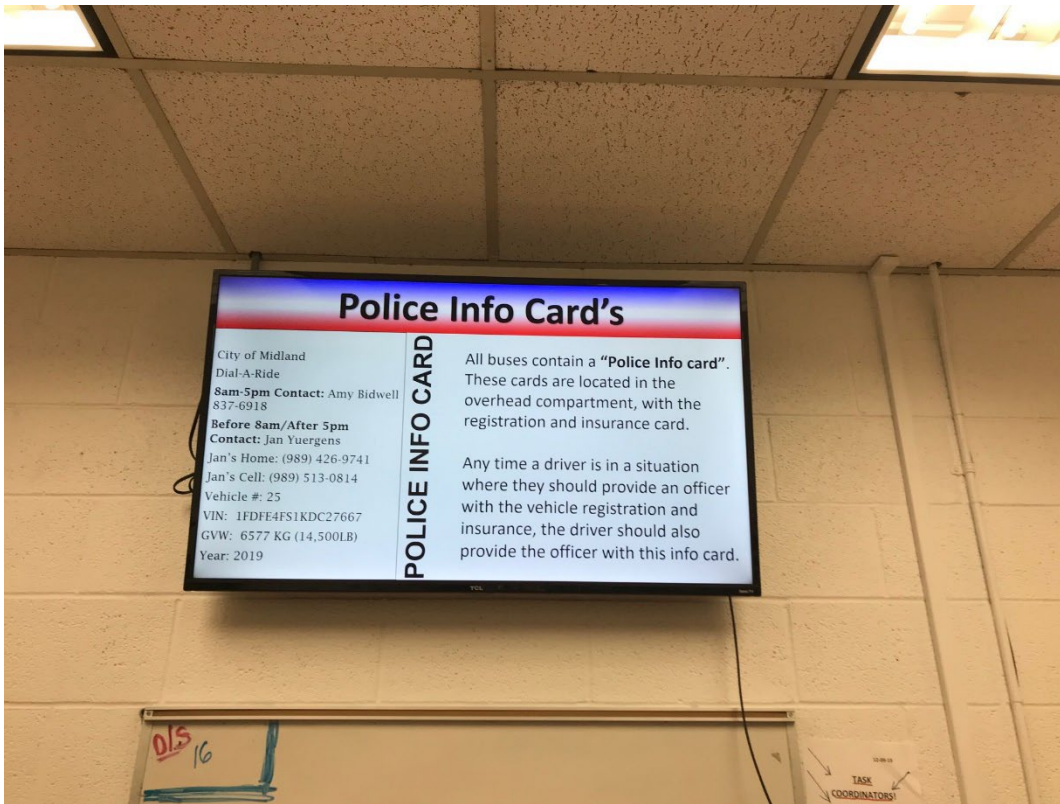
<b>Employee Incident Report</b>		
<i>Date</i>	<i>Location</i>	<i>Report</i>
8/20/2021	Kroger	Driver was dropping off a passenger with a mobility device. As the passenger was being lowered on the lift, a truck tried to go around the bus and hit the left, rear bumper/body of bus #15. Truck took off.
DART Driver called 911. The passenger on the lift did not suffer any injuries. Camera review was done. Accident did not meet the MDOT post-accident drug/alcohol testing requirements.		
<b>Risk Assessment</b>	<b>Severity Category</b>	<b>Likelihood Level</b>
	4	B
	<b>Risk Assessment Matrix</b>	
	4B - Little to no impact.	

<b>Employee Incident Report</b>
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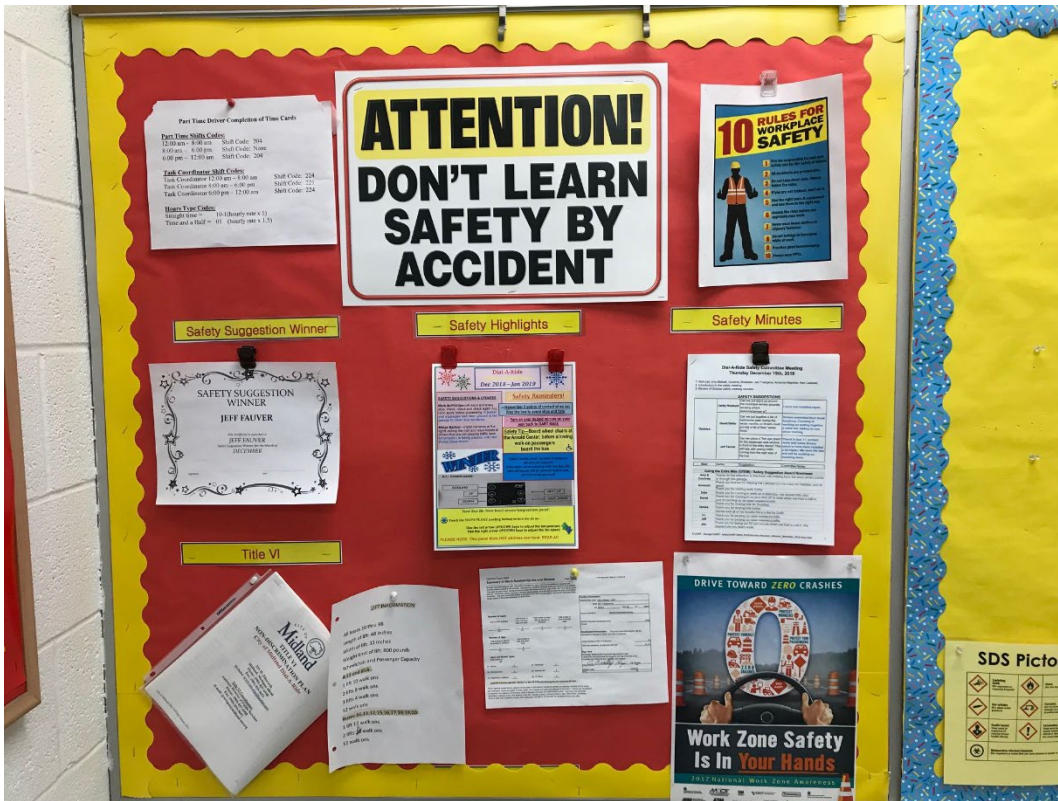
<i>Date</i>	<i>Location</i>	<i>Report</i>
9/1/2021	CMH	Driver struck a branch that was laying in the road. Left minimal damage to the bus.
Camera Review was done. The branch was difficult to see. This incident did not meet the MDOT post-accident drug/alcohol testing requirements.		
<b>Risk Assessment</b>	<b>Severity Category</b>	<b>Likelihood Level</b>
	4	C
	<b>Risk Assessment Matrix</b>	
	4C - Little to no impact.	

<b><i>Employee Incident Report</i></b>		
<i>Date</i>	<i>Location</i>	<i>Report</i>
9/10/2021	807 Gordon	Passenger with a mobility device drove into a pothole. The passengers foot bent backwards as it caught the pavement, causing him to break his foot.
Camera Review was done. This incident did not meet the MDOT post-accident drug/alcohol testing requirements. 807 Gordon was determined that potholes needed to be fixed in the driveway. The passenger requested the bus drop off in the middle of Gordon street and not so close to the driveway. This was determined not to be safe. The home owner needs to fix their driveway. Also recommended the passenger lean their mobility device back while exiting the bus as the passenger does not use foot pegs to hold his feet up.		
<b>Risk Assessment</b>	<b>Severity Category</b>	<b>Likelihood Level</b>
	3	C
	<b>Risk Assessment Matrix</b>	
	3C - Low.	

## Attachment 7-G: Photo of Scrolling Screen in Dial-A-Ride Breakroom



## Attachment 7-H: Photo of Safety Board in Dial-A-Ride Breakroom



## Attachment 7-J: Safety Memo & Signature Page

TO: All DART Employees  
FROM: Courtney Brubaker  
Date: November 29, 2021  
RE: School pick-up & drop-off

DART Drivers,

With school starting on August 23<sup>rd</sup>, I wanted all of you to have a fresh copy of the school pick-up and drop-off information. The attached includes information on where to pick-up & drop-off at each school, as well as both the start and end times for each school.

This year you will also notice on the standing order rides I have included the start and end times. There are several elementary schools that end at 3:55pm, but the children have a 4:00pm pick-up time. This is because the schools do not want the kids waiting after school, without anybody there to watch them. On these specific standing orders I have also included a note that says "P/u AFTER 4:00PM." This can be confusing for some, however with school getting out at 3:55pm, you typically cannot get up to the school any sooner because of parent pick-up and the school buses. If you have other 4:00pm rides, I recommend picking them up before heading to the school.

**Example:** Some of the Chestnut and Plymouth kids get picked-up at the same time (4:00pm). Chestnut gets out at 3:40, Plymouth gets out at 4:00pm. The most efficient way to pick-up these passengers is to go to Chestnut first, then pick-up your Plymouth kids.

As another reminder it is imperative that you all take Child Responsibility Violation Slips with you at all times. Even if you don't typically have a school route, you may get a child on your route. There are two parts to the violation slips. The top portion that you fill out will go to the child to give to their parents. The bottom portion that you fill out will go to Rodney. We always follow up on these violations, so any time you have issues with a child, please fill out a violation slip. Remember, if you don't report it, we don't know about it.

The first week of school is kind of our trial run. We expect last minute phone calls to set up more standing order rides. But if you notice any problems, please let us know. We want these routes to run as smoothly as possible.

Thanks,

Courtney Brubaker



## DRIVER ROSTER RECIEPT OF DART MEMO

School Pick-Up & Drop-Off

8/19/2021

<u>Employee</u>	<u>Signature</u>	<u>Date</u>	<u>Employee</u>	<u>Signature</u>
1 Denise Harrell	<u>Denise Harrell</u>		16 Amanda Nephew	<u>Amanda Nephew</u>
2 Dale Bement	<u>Dale Bement</u>		17 Jeff Fauver	<u>LOA</u>
3 Ken Caldwell	<u>Ken Caldwell</u>		18 Lonny Mills	<u>Lonny Mills</u>
4 Larry Costley	<u>Larry Costley</u>		19 Suzanne Springer	<u>Suzanne Springer</u>
5 Toni Long-Trofatter	<u>Toni Long-Trofatter</u>		20 Joni Betron	<u>Joni Betron</u>
6 Rick Shields	<u>Rick Shields</u>		21 Peter Welter	<u>P. Welter</u>
7 Pat Chritz	<u>Pat Chritz</u>		22 Ed Bober	<u>Ed Bober</u>
8 Mark McPhillips	<u>Mark McPhillips</u>		23 Rick Curtis	<u>Rick Curtis</u>
9 Craig McKinlay	<u>Craig McKinlay</u>		24 David Dellar	<u>David Dellar</u>
10 Jim Furst	<u>Jim Furst</u>		25 Michael Dorrien	<u>M. Dorrien</u>
11 Jennifer Hawkins	<u>Jennifer Hawkins</u>		26 Frank Kothbauer	<u>Frank Kothbauer</u>
12 Steven Gregg	<u>Steven Gregg</u>		27 Rob Everett	<u>Rob Everett</u>
13 Roxann Bennett	<u>Roxann Bennett</u>		28 Jeremy Long	<u>Jeremy Long</u>
14 Dan Weigl	<u>Dan Weigl</u>		29 Mary Ware	<u>Mary Ware</u>
15 Richard Naessens	<u>Richard Naessens</u>		30 John Dougherty	<u>John Dougherty</u>



## Archived Safety Performance History Data

Safety Performance History for the period of July1, 2018 – June 30, 2019.

Revenue Miles	Fatalities (Total)	Fatalities (rate)	Injuries (Total)	Injuries (Rate) Injuries/100,000miles	Safety Events (total)	Safety Events (Rate) Events/100,000 Miles
430,274	0	0	1	.23	13	3.02

Revenue Miles	Major System Failures – Bus out of Service More Than 48 Hours	System Reliability – Miles/Failures
430,274	14	30,733 Miles

Safety Performance History for the period of July 1, 2019 – June 30, 2020.

Revenue Miles	Fatalities (Total)	Fatalities (rate)	Injuries (Total)	Injuries (Rate) Injuries/100,000miles	Safety Events (total)	Safety Events (Rate) Events/100,000 Miles
347,305	0	0	0	0	11	3.16

Revenue Miles	Major System Failures – Bus out of Service More Than 48 Hours	System Reliability – Miles/Failures
347,305	4	86,826 Miles

History for period of July1, 2018 – June 30, 2019:

Safety Events Total	Safety Events – Not At Fault	Safety Events - At Fault	Near Miss - At Fault
13	6	4	3

History for period of July1, 2019 – June 30, 2020:

Safety Events Total	Safety Events – Not At Fault	Safety Events - At Fault	Near Miss - At Fault
11	4	7	0