LaCrosse MTU

MUNICIPAL TRANSIT UTILITY

La Crosse Municipal Transit Utility

Public Transportation Agency Safety Plan

LAST UPDATED: July 22, 2020

The WisDOT Public and Specialized Transit section, in collaboration with several local partners and stakeholders, created the WisDOT Public Transportation Agency Safety Plan template to fulfill its regulatory requirements under 49 CFR Part 673.

Once a provider completes its own plan (based on WisDOT's template), the provider is responsible to carry out the plan.

49 CFR 673.11(d)

A State must draft and certify a Public Transportation Agency Safety Plan on behalf of any small public transportation provider that is located in that State. A State is not required to draft a Public Transportation Agency Safety Plan for a small public transportation provider if that agency notifies the State that it will draft its own plan. **In each instance, the transit agency must carry out the plan.** If a State drafts and certifies a Public Transportation Agency Safety Plan on behalf of a transit agency, and the transit agency later opts to draft and certify its own Public Transportation Agency Safety Plan, then the transit agency must notify the State. The transit agency has one year from the date of the notification to draft and certify a Public Transportation Agency Safety Plan that is compliant with this part. The Public Transportation Agency Safety Plan drafted by the State will remain in effect until the transit agency drafts its own Public Transportation Agency Safety Plan.

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN for La Crosse MTU

TRANSIT AGENCY INFORMATION

La Crosse Municipal Transit Utility	**Name** La Crosse MTU		**Address** 2000 Marco Drive, La Crosse, WI 54601-8100
Accountable Executive	**Name** Adam Lorentz		**Title** Transit Manager
Chief Safety Officer	**Name** James R Krueger Jr.		**Title** Transit Operations Manager
Mode(s) of Service Covered by This Plan: MB, Paratransit	**List All FTA Funding Types (e.g., 5307, 5337, 5339):** 5307,5339		
Mode(s) of Service Provided by the La Crosse MTU (Directly operated or contracted service)			
Motor Bus, Paratransit			
Does the agency provide transit services on behalf of another entity?	**Yes**	**No** X	**Description of Arrangement(s)**
La Crosse MTU or Entity(ies) for Which Service Is Provided	**Name** La Crosse MTU		**Address** 2000 Marco Drive, La Crosse, WI 54601-8100

PLAN DEVELOPMENT, APPROVAL, AND UPDATES

Signature by the Accountable Executive	**Name** Adam Lorentz, Transit Manager	**Date of Signature**
	Signature	
Approval by MTU Board	**Approving Entity** Tim Kabat, Mayor	**Date of Approval**
	Signature	

ACTIVITY LOG

Version Number and Updates			
Complete history of successive versions of this plan			
Version No.	**Section/Pages Affected**	**Reason for Change**	**Date Issued**
001-2020	All	Initial Creation	06/24/2020

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DEFINITIONS AND ACRONYMS

The following definitions may be used throughout this document, and correspond to the definitions provided in 49 CFR 673.5.

Accident means an "event", as defined below, that involves any of the following:
1. A loss of life,
2. A report of a serious injury to a person,
3. A collision of public transportation vehicles,
4. A runaway train,
5. An evacuation for life safety reasons, or
6. Any derailment of a rail transit vehicle (any location, any time, any cause).

Accountable Executive means a single, identifiable individual who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan (as defined below) of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan (as defined below), and control or direction over the human and capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the agency's Transit Asset Management Plan in accordance with 49 U.S.C. 5326.

Chief Safety Officer means an adequately trained individual who has responsibility for safety and reports directly to the La Crosse MTU's chief executive officer, general manager, president, or equivalent officer. A Chief Safety Officer may not serve in other operational or maintenance capacities, unless the Chief Safety Officer is employed by a transit agency that is a small public transportation provider as defined in this part, or a public transportation provider that does not operate a rail fixed guideway public transportation system.

Equivalent Authority means an entity that carries out duties similar to that of a Board of Directors, for a recipient or subrecipient of FTA funds under 49 U.S.C. Chapter 53, including sufficient authority to review and approve a recipient or subrecipient's Public Transportation Agency Safety Plan.

Event means an "accident", as defined above, or "incident" or "occurrence" (each as defined below).

FTA means the Federal Transit Administration, an agency within the United States Department of Transportation.

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 (as defined below).

Incident means an "event" (as defined above), that involves any of the following:
1. A personal injury that is not a serious injury,
2. One or more injuries requiring medical transport, or
3. Damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of the La Crosse MTU.

Investigation means the process of determining the causal and contributing factors of an "accident", "incident", or "hazard" (each as defined here), 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" (as defined above), without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of the La Crosse MTU.

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 the La Crosse MTU 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 the La Crosse MTU's Safety Management System that functions to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the La Crosse MTU meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

Safety Management Policy means the La Crosse MTU's documented commitment to safety, which defines the La Crosse MTU'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 the La Crosse MTU's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.

Safety performance target means a Performance Target related to safety management activities.

Safety Promotion means a combination of training and communication of safety information to support SMS as applied to the La Crosse MTU's public transportation system.

Safety risk assessment means the formal activity whereby the La Crosse MTU determines Safety Risk Management priorities by establishing the significance or value of its safety risks.

Safety Risk Management means a process within the La Crosse MTU'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 – La Crosse MTU 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.

CFR	-	Code of Federal Regulations
CSO	-	Chief safety officer
FTA	-	Federal Transit Administration
MAP-21	-	Moving Ahead for Progress in the 21st Century
NTD	-	National Transit Database
PTASP	-	Public transportation agency safety plan
SGR	-	State of good repair
SMS	-	Safety management system
SOP	-	Standard operating procedure
TAM	-	Transit asset management
U.S.C.	-	United States Code

BACKGROUND

The Moving Ahead for Progress in the 21st Century (MAP-21) Act grants the Federal Transit Administration (FTA) the authority to establish and enforce a comprehensive regulatory framework to oversee the safety of public transportation throughout the United States. As a component of this safety oversight framework, MAP-21 requires certain recipients of FTA Chapter 53 funding to develop and implement a Public Transportation Agency Safety Plan (PTASP).

In addition to greater safety oversight responsibilities, MAP-21's grant of expanded regulatory authority puts FTA in a position to provide guidance to transit agencies that strengthens the use of safety data to support management decisions, improves the commitment of transit leadership to safety, and fosters a culture of safety that promotes awareness and responsiveness to safety risks. The framework to this approach is called a safety management system (SMS), which moves the transit industry towards a more holistic, performance-based approach to safety. The SMS framework has been adopted by FTA in its National Public Transportation Safety Plan ("national safety plan").

The PTASP for the La Crosse MTU supports and is consistent with an SMS approach to safety risk management. SMS is an integrated collection of policies, processes, and behaviors meant to ensure a formalized, proactive, and data-driven approach to safety risk management. The aim of an SMS is to increase the safety performance of transit systems by proactively identifying, assessing, and controlling safety risks. The approach is meant to be flexible and scalable, so that transit agencies of all types and sizes can efficiently meet the basic requirements of MAP-21. The PTASP for the La Crosse MTU addresses the following elements, outlined in **Table 1** (below):

☐	**Safety Management Policy Statement:**	A policy statement establishing senior management commitment to continual safety improvement, signed by the executive accountable for the operation of the agency and the board of directors.
☐	**Document Control:**	A description of the regular annual process used to review and update the plan including a timeline for implementation of the process.
☐	**Core Safety Responsibilities:**	A description of the responsibilities, accountabilities, and authority of the accountable executive, the key safety officers, and key members of the safety management team.
☐	**Safety Training Program:**	A description of the comprehensive safety training program for agency staff that ensures that staff are trained and competent to perform their safety duties.
☐	**Safety Risk Management:**	A description of the formal processes the agency uses to identify hazards, analyze and assess safety risks, and develop, implement and evaluate risk controls.
☐	**Safety Risks:**	A description the most serious safety risks to the public, personnel and property.
☐	**Risk Control:**	A description of the risk control strategies and actions that the agency will undertake to minimize exposure of the public, personnel and property to hazards, including a schedule for implementing the risk control strategies and the primary entity responsible for each strategy.

	Safety Assurance:	A list of defined safety performance indicators for reach priority risk and associated targets the agency will use to determine if it is achieving the specified safety goals.
	Desired Safety Outcomes:	A description of desired safety outcomes for each risk using the measurable safety performance indicators established.

Table 1: Elements of a Public Transportation Agency Safety Plan (PTASP)

1 SAFETY POLICIES AND PROCEDURES

1.1 COMMITMENT TO SAFETY

La Crosse MTU's Policy Statement

The La Crosse MTU recognizes that the management of safety is a core value of our business. The management team at the La Crosse MTU will embrace the Safety Management System (SMS) and is committed to developing, implementing, maintaining, and constantly improving processes to ensure the safety of our employees, customers, and the general public. All levels of management and frontline employees are committed to safety and understand that safety is the primary responsibility of all employees.

The La Crosse MTU is committed to:

- Communicating the purpose and benefits of the SMS to all staff, managers, supervisors, and employees. This communication will specifically define the duties and responsibilities of each employee throughout the organization and all employees will receive appropriate information and SMS training.

- Providing appropriate management involvement and the necessary resources to establish an effective reporting system that will encourage employees to communicate and report any unsafe work conditions, hazards, or at-risk behavior to the management team.

- Identifying hazardous and unsafe work conditions and analyzing data from the employee reporting system. After thoroughly analyzing provided data, the transit operations division will develop processes and procedures to mitigate safety risk to an acceptable level.

- Ensuring that no action will be taken against employees who disclose safety concerns through the reporting system, unless disclosure indicates an illegal act, gross negligence, or deliberate or willful disregard of regulations or procedures.

- Establishing safety performance targets that are realistic, measurable, and data driven.

- Continually improving our safety performance through management processes that ensure appropriate safety management action is taken and is effective.

1.2 Annual PTASP Review and Update

The management of the La Crosse MTU will review the PTASP annually, update the document as necessary, and implement the changes within a timeframe that will allow the agency to timely submit to any annual or other periodic reviews, including its annual self-certification of compliance. At minimum, annual self-certification will consist of both the Accountable Executive and MTU Board President signing and dating this document.
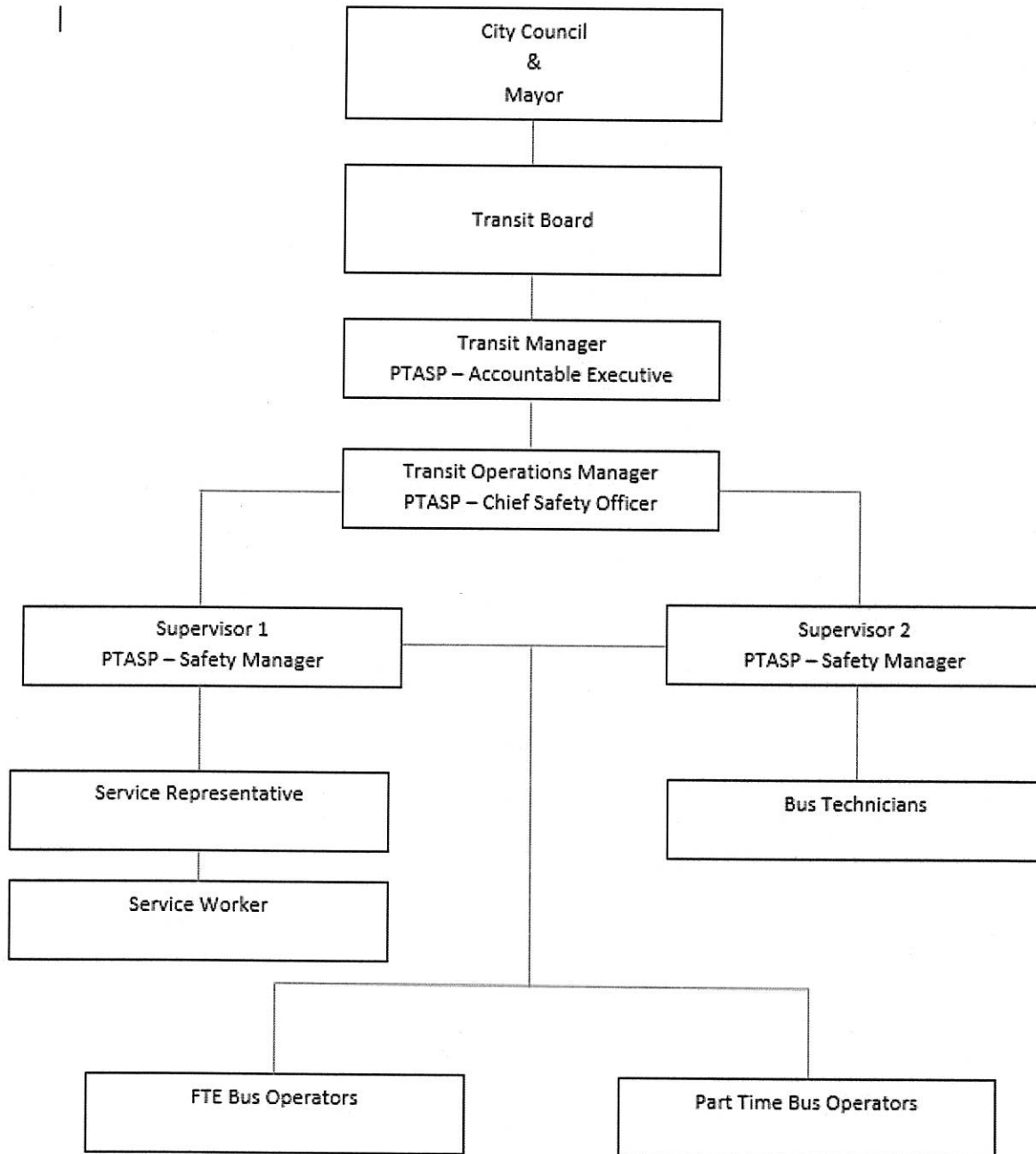
Annual review of the PTASP will be conducted by or within the first sixty days of each calendar year. Necessary updates outside the annual update window may be handled as PTASP addenda. Reviews of the PTASP and any subsequent updates, addenda, adoption, and distribution activities will be documented in the Activity Log at the beginning of this document.

1.3 Organization Structure and System Safety Responsibilities

While the Accountable Executive has the ultimate responsibility for the La Crosse MTU's implementation of its PTASP, the La Crosse MTU's management team has the overall responsibility of safe and secure operations of the La Crosse MTU and contracted service operators. Each employee is required to carry out specific system safety responsibilities, depending on the employee's position, in compliance with the PTASP.

The information provided in the Staff Safety Roles and Responsibilities table (Appendix A) describes each position and general system safety responsibilities, and the agency's reporting structure. Included below is the organizational chart for the La Crosse MTU.

LA CROSSE MTU ORGANIZATIONAL CHART

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┌─────────────────────────┐
│       City Council      │
│            &            │
│          Mayor          │
└─────────────────────────┘
            │
┌─────────────────────────┐
│       Transit Board     │
└─────────────────────────┘
            │
┌─────────────────────────────────┐
│         Transit Manager         │
│  PTASP – Accountable Executive  │
└─────────────────────────────────┘
            │
┌─────────────────────────────────┐
│    Transit Operations Manager   │
│   PTASP – Chief Safety Officer  │
└─────────────────────────────────┘
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Supervisor 1 PTASP – Safety Manager	Supervisor 2 PTASP – Safety Manager
Service Representative	Bus Technicians
Service Worker	

FTE Bus Operators	Part Time Bus Operators

2 SAFETY RISK MANAGEMENT

2.1 HAZARD IDENTIFICATION

Establishing an effective hazard identification program is fundamental to safety management at the La Crosse MTU, hazard identification can be reactive or proactive in nature: safety event reporting, incident investigation, and trend monitoring are essentially reactive; other hazard identification methods proactively seek feedback through data collection, observation, and day-to-day operations analysis. Common hazard identification activities include:

- Safety assessments
- Trend monitoring
- Hazard and safety event reporting (with causal factor analysis)
- Safety surveys
- Safety audits
- Evaluating customer suggestions and complaints

The number of near-misses, known as accident precursor data, is significantly greater than the number of accidents for comparable types of events. The practice of reporting and learning from accident precursor data is a valuable complement to other hazard identification practices. To be successful, hazard identification must take place within a non-punitive and just safety culture. MTU employs systematic safety improvements by discovering and learning of potential weaknesses in the system's safety.

La Crosse MTU's safety objectives include:

- MTU aims to support a robust safety culture. We will conduct an annual safety culture survey of our employees and share results throughout our organization, working with our employees to develop and track initiatives that support continuous improvement.

- We will support reducing the number of safety events caused by excessive speeds of our transit vehicles.

- For our first annual PTASP, we will reduce safety events overall, as specified in our safety performance targets.

- We are committed to improving our preventative maintenance practices and reducing our annual number of maintenance road calls.

- We plan to double the current level of coaching provided to our operators, enhancing their skills, and making them the safest drivers on the road.

MTU will distribute this Safety Management Policy Statement to each employee and will review it with employees during employee safety meetings and toolbox talks with supervisors. A special session will be conducted with our Transit Board to review the Policy Statement and discuss SMS implementation.

Safety is a core value of the MTU. MTU will use SMS processes to direct the prioritization of safety and allocate our organizational resources-people, processes, and technology-in balance with our other core business functions.

All levels of management are responsible for ensuring the performance of MTU's SMS. Managers and Supervisors must take an active role in the Safety Risk Management (SRM) process and ensure that Safety Assurance (SA) functions are adequately supported. Managers Supervisors also are responsible for ensuring that SRM is being performed in their operational areas of control so that safety risk associated with safety hazards is assessed and mitigated. As of July 1, 2020, safety performance targets will be an important part of performance evaluations for MTU's managers, supervisors and employees. All employees and contractors will support safety management by ensuring that safety concerns are identified and reported.

Our overall safety objective is to proactively manage safety hazards and their associated safety risk, with the intent to eliminate unacceptable safety risk in our transit operations.

To that end, we will continuously examine our operations for hazards. We will establish a non-punitive employee safety reporting program, train staff on safety management, document our findings and safety risk mitigations, and strive for continuous improvement of our safety performance.

As required by the Federal Transit Administration, we have established annual safety performance targets to help us measure the safety of our transit service. In addition, to address our overall safety objective, we will conduct hazard identification workshops with all frontline, supervisory, and management personnel during the remainder of this calendar year and the next calendar year. We also will work to increase the annual number of voluntary reports received from employees by 10 percent and actively track our safety risk mitigations. To

ensure we meet this objective, our Chief Safety Officer will report after each quarter to our entire agency on the number of:

- Hazard identification workshops carried out in the quarter;
- Number and type of hazard reports received per employee in the quarter, versus the same quarter last year; and
- Number and type of safety risk mitigations implementation in the quarter.

The La Crosse MTU commits to providing appropriate management involvement and the necessary resources to establish an effective reporting system that will encourage employees to communicate and report any unsafe work conditions, hazards, or at-risk behavior to the management team. The MTU will ensure that no action will be taken against employees for disclosing safety concerns through the reporting system, unless disclosure indicates an illegal act, gross negligence, or deliberate or willful disregard of regulations or procedures.

MTU will establish and operate an employee safety reporting program as a fundamental source for safety concerns and hazard identification; and ensure that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures.

Appendix B provides a Safety Assessment and System Review of The La Crosse MTU. Areas of deficiency and identified hazards will be addressed by this plan. Hazards can be identified by any employee, customer or visitor. Any complaints that are received are logged by the Transit Supervisors, and the investigation is documented by the investigating Supervisor. Once complete, the complaint is reviewed by the Transit Operations Manager who must determine the legitimacy of the complaint and the appropriate action to be taken. The Transit Operations Manager is required to review all complaints with the Transit Manager on a monthly basis.

Appendix C provides a Facility Safety and Security Assessment of the La Crosse MTU. Areas of deficiency and identified hazards will be addressed by this plan. The MTU utilizes the City of La Crosse Safety Director to provide a threat and vulnerability assessment of the Transit System properties every three years or as needed. Hazards can be identified by any employee, customer or visitor, or by the City of La Crosse Safety Committee. All hazards identified are reviewed by the Transit Supervisors/Safety Managers, Transit Operations Manager/Chief Safety Officer, and the Transit

Manager/Accountable Executive who work to determine the appropriate actions needed to mitigate the hazard in accordance with this PTASP.

2.1.1 Non-Punitive Reporting Policy

MTU is committed to the safest transit operating standards practicable. To achieve this, it is imperative that the MTU have uninhibited reporting of all safety events that may compromise safe 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.

MTU will not take disciplinary action against any employee for disclosing a safety event. This policy shall not apply to information received by the MTU from a source other than the employee, or that involves an illegal act, or a deliberate or willful disregard of rules, regulations, or agency policies or procedures.

MTU's method of collection, recording, and disseminating information obtained from transit safety reports has been developed to protect, to the extent permissible by law, the identity of any employee who provides transit safety information. The non-punitive reporting policy (Appendix I) is described in detail in this document which will be included in the La Crosse MTU Employee Manual.

2.2 SAFETY RISK ASSESSMENT

Once a hazard has been identified, the La Crosse MTU will conduct an assessment to determine the potential consequences. Factors to be considered are the likelihood of occurrence, the severity of the consequences (should there be an occurrence), and the level of exposure to the hazard. MTU will assess risks subjectively by experienced personnel using a risk assessment matrix. Results of the risk assessment process will help determine whether the risk is being appropriately managed or controlled. If the risks are acceptable, the hazard will continue to be monitored. If the risks are unacceptable, steps will be taken by MTU to lower the risk to an acceptable or tolerable level, or to remove, avoid, or otherwise eliminate the hazard.

2.3 SAFETY RISK MITIGATION

The assessment process may indicate that certain hazards have an acceptable level of risk, while others require mitigation to an acceptable or tolerable level. MTU will further manage risk by completing a **Hazard Assessment Log (Appendix E)** that can help prioritize safety risks. The level of risk can be lowered by reducing the severity of the

potential consequences, likelihood of occurrence, exposure to that risk, or by some combination.

In general, MTU will take the following safety actions to mitigate risk – these actions can be categorized into three broad categories, including:

1. **Physical Defenses:**
   These include objects and technologies that are engineered to discourage, or warn against, or prevent inappropriate action or mitigate the consequences of events (e.g. traffic control devices, fences, safety restraining systems, transit controls/signals, transit monitoring systems, etc.)
2. **Administrative Defenses:**
   These include procedures and practices that mitigate the likelihood of accident/incident (e.g. safety regulations, standard operating procedures, personnel proficiency, supervision inspection, training, etc.)
3. **Behavioral Defenses:**
   These include behavioral interventions through education and public awareness campaigns aimed at reducing risky and reckless behavior of motorists, passengers and pedestrians; factors outside the control of the agency (e.g. the *Zero in Wisconsin* campaign)

2.4 SAFETY RISK PRIORITIZATION

Once a hazard has been identified and the risk level assessed, MTU will prioritize safety risks.

A **Prioritized Safety Risk Log (Appendix F)** is used to organize MTU's safety risks. The Prioritized Safety Risk Log should identify:

- The priority level for safety risks
- A description of the risk
- Planned mitigation strategies to address the risk
- The outcome of the planned mitigation strategies
- Responsible staff
- A timeline of the planned mitigation strategies
- The status of the prioritized safety risk

MTU will update the Prioritized Safety Risk Log frequently to ensure continual progress towards risk reduction.

3   SAFETY ASSURANCE

Safety assurance provides the necessary feedback to ensure that the SMS is functioning effectively and that MTU is meeting or exceeding its safety objectives. Safety assurance requires a clear understanding of how safety performance will be evaluated, or in other words, what metrics will be used to assess system safety and determine whether the SMS is working properly. Having decided on the metrics by which success will be measured, safety management requires embedding these metrics in the organizational culture and encouraging their use for ongoing performance improvement.

3.1   DEFINING SAFETY GOALS AND OBJECTIVES/OUTCOMES

Setting safety goals and objectives is part of strategic planning and establishing safety policy for MTU   Clearly defining safety goals is the first part in creating a safety performance measurement system.

Safety goals are general descriptions of desirable long-term impacts. For example, a general safety goal might be:

> *"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 objectives or outcomes are more specific statements that define measurable results. For example, a specific safety objective for the goal stated above might be:

> *"Establish regular transit safety meetings comprised of staff at varying levels, including executives, officers, managers, operators and maintenance personnel."*

The safety objective/outcome will then be measured by defining specific performance metrics, including a baseline and target, that Metro will determine is reasonable.

3.2   DEFINING SAFETY PERFORMANCE MEASURES

Performance measurement is the regular systematic collection, analysis, and reporting of data that track resources used, work produced, and whether specific outcomes were achieved. In other words, it is a tool to quantify and improve performance, and engage and communicate with MTU staff and external stakeholders. Collection of data is a critical component of the performance measurement process and analysis of accident

performance depends on collecting information through the accident investigation process. Appendix J – Accident Procedures MTU outline the procedures used by the Transit Supervisors when investigating accidents involving MTU equipment and employees. Another source of data is the Transit Mutual Insurance Loss Run that is provided to MTU on a monthly basis by the liability insurance carrier. This report, Appendix L, 06-20 June LC Monthly Loss Run, provides an overview of the system's accident claim performance for the current year to date. Additionally, MTU tracks all accidents in an annual spreadsheet, Appendix K – Master ACCREV2020, which is used to analyze safety performance and to assess and develop corrective actions.

The two core functions of performance measurement include monitoring and evaluating progress. Performance can be measured in terms of inputs, outputs, outcomes, and efficiency, among many other criteria.

MTU will utilize these basic principles of performance measurement, including:

- Stakeholder involvement and acceptance
- Focus on agency goals and activities
- Clarity and precision
- Creditability and robustness
- Variety of measures
- Number of measures
- Hierarchy of measures
- Forward-looking measures
- Integration into agency decision-making
- Timely reporting
- Understand agency specifics, including context and scale of operations
- Realism of goals and targets

3.2.1   Metrics

System safety data can be collected through a variety of sources, including:

- Near miss information
- Accident investigation reports (with causal factor analysis)
- Internal safety audits (or reviews)
- Safety committee meetings
- Injury reports (including occupational injury)
- Safety event reports (including accidents, incidents, and occurrences)
- System monitoring (including testing and inspection records)
- Hazard management program

This safety data will be analyzed and used for development of key safety performance indicators and targets.

MTU will initially focus on areas based on data delivered to the National Transit Database (NTD), as the following:

- **Fatalities**
    1. Total number of reportable fatalities
    2. Rate of reportable fatalities per total vehicle revenue miles
- **Injuries**
    3. Total number of reportable injuries
    4. Rate of reportable injuries per total vehicle revenue miles
- **Safety Events**
    5. Total number of reportable safety events
    6. Rate of reportable safety events per total vehicle revenue miles
- **System Reliability**
    7. Mean distance between major mechanical failures

These safety performance measures are used to select improvement targets for these four measures and for each mode of transit, in order to encourage improvements and monitor the safety performance of delivering transit services. In addition, MTU will select additional performance measures and targets, both leading and lagging, to insure continual improvement of our SMS.

MTU will make its safety performance measures improvement targets available to applicable state agencies and metropolitan planning organizations (MPOs), and, to the maximum extent practicable, will coordinate with both in the selection of safety performance targets. Targets will be adopted into local Transportation Improvement Plans (TIP) or TIP amendment.

As identified in the Public Transportation Agency Safety Plan (PTASP) regulation (49 C.F.R. Part 673), the La Crosse Area Planning Committee (LAPC), as the Metropolitan Planning Organization (MPO) for La Crosse and La Crescent urbanized area, will integrate transit agency performance targets and performance plans into the next plan after the current "Beyond Coulee Vision 2040" expires, the regional land use and transportation system plan for the metropolitan transportation improvement Program (TIP). The LAPC will include a description in the TIP of how the programmed projects promote the achievement of the highway and transit performance targets, including the established metropolitan transit safety performance targets.

As part of this cooperative process, transit operators will share transit safety performance data and targets with the LAPC to assist with the development of initial regional safety performance targets for consideration by transit operators in the urbanized area. LAPC will coordinate with transit operators on the development of the regional transit safety performance targets. The final transit safety performance targets will be integrated into the next long range plan after the "Beyond Coulee Vision 2040" and the future TIP.

The safety data collected from the above sources will be analyzed for potential safety impacts. Identified areas of concern are reported to appropriate personnel in the form of specific project reports, memos, and recommendations from the safety committee.

Records of system safety data are maintained for a minimum of three years. Certain information, such as safety certification backup documentation is maintained by MTU's document control process. In addition to safety data, MTU maintains other data and documentation of activities required by the PTASP. Distribution of safety-related reports and data is accomplished through the MTU's safety committee.

3.3 MONITORING PERFORMANCE AND EVALUATING RESULTS

Once safety goals, objectives/outcomes, and measures have been defined, they can be organized into a **Safety Performance Matrix (Appendix G)** or **Safety Performance Outline (Appendix F)**. Organizing information, particularly in a matrix, will allow MTU to continuously monitor safety performance and evaluate results. MTU will evaluate safety performance and update documentation at least semi-annually.

MTU will monitor the system for compliance in the following ways:

1. **Safety Performance Monitoring**
   a. Maintenance Records; repairs, inspections, road calls, maintenance training
   b. Operations Records; new employee training, employee refresher training, supervisor training, complaint logs including investigation and actions taken documentation, accident records and accident log from the property (Appendix K – Master ACCREV2020), TMI monthly loss runs (Appendix L – 06-20 June LC – Monthly Loss Run), daily operation reports.
   c. Communications through safety committees, one on one conversations, near miss reporting, road-supervision, ride checks, trail checks, video from on-board and security cameras, On-Board Ride Checks.
   d. Operational changes; route changes, schedule changes, equipment changes, environmental changes.

2. **Monitor the safety risks identified and the system safety performance. Identify mitigation procedures to address the safety risks and improve the safety performance through review of the records available as described in item 1.**

   Sample: passenger falls on moving vehicles = safety risk.

   a. Procedure to mitigate the safety risk = educate the riding public to remain seated while the bus is in motion.
   b. Create and install signage on vehicles requesting that passengers remain seated while the vehicle is in motion.
   c. Train the operators to communicate with the passengers to remain seated and offer a reminder if they see a passenger getting up while the vehicle is in motion.
   d. Monitor the effects of the educational efforts and determine if there is a change in the number of occurrences of passengers falling while the vehicle is in motion. If the number of occurrences decrease, it is indicating that the mitigation is working. If the number of occurrences fail to decrease, it is indicating that the mitigation needs adjustment.
   e. Documentation of the process, review of the data and the findings must be recorded.

3. Create benchmarks for monitoring the continuous improvement of the system's performance.

   Samples of measurements and benchmarks:
   Measure activity compared to an established goal/benchmark set by the system
   a. Valid complaints received
   b. Accidents per (XXX) miles operated
   c. Preventable accidents per month/year/YTD
   d. Non-Preventable accidents per month/year/YTD
   e. Number of claims submitted by type per month/year/YTD
   f. Number of claims submitted by type, and claim payment per month/year/YTD

g. Number of claims submitted by type, and no claim payment per month/year/YTD

h. Number of near miss incidents per month/year/YTD

4. Monitor the effects of the safety promotion. Is the promotion (message) successful in improving the system's safety performance. Use the feedback to determine if the promotion, or the procedures, or both must be adjusted for continuous improvement.

5. Review all mitigations, policies and procedures on a periodic basis documenting the review and the findings of the review. The Chief Safety Officer and the Safety Managers are responsible for the review and documentation of the findings on a quarterly basis.

6. The Chief Safety Officer and the Safety Managers will review the findings with proposed changes with the Accountable Executive and other SRM team members.

3.4 INTEGRATING RESULTS INTO AGENCY DECISION-MAKING PROCESSES

MTU is committed to using the data collected and information learned to inform decision-making and instill positive change. The main objective is the continuous improvement of transit system safety. When performance goals are not met, MTU will work to identify why such goals were not met and what actions can be taken to minimize the gap in achieving defined goals. However, when goals are easily achieved, action will be taken to exceed expectations and re-establish a reasonable baseline.

Uses of performance results include:

- Focus attention on performance gaps and trigger in-depth investigations of what performance problems exist
- Help make informed resource allocation decisions
- Identify needs for staff training or technical assistance
- Help motivate employees to continue making program improvements
- Support strategic planning efforts by providing baseline information for tracking progress
- Identify best practices through benchmarking
- Respond to elected officials and the public's demand for accountability

3.5 SUSTAINING A SAFETY MANAGEMENT SYSTEM

In order to sustain the SMS, MTU will ensure that particular processes are employed to instill an organizational foundation. Examples of actions taken to sustain the SMS include:

- **Create measurement-friendly culture:**
  All staff, including senior managers and supervisors, should be actively engaged in creating measurement-friendly culture by promoting performance measurement as a means of continuous improvement. Senior managers and supervisors will also lead by example and utilize performance metrics in decision making processes.

- **Build organization capacity:**
  Investment in developing skilled human resources capacity is essential to sustaining an SMS. Both technical and managerial skills will be needed for data collection and analysis, and setting goals. Managing staff and the governing board will commit the financial resources required for organizational capacity and maintaining an SMS on a continuous basis.

- **Reliability and transparency of performance results:**
  The SMS will be able to produce and report its results, both good and bad. Performance information should be transparent and made available to all stakeholders. Messengers should be protected to preserve the integrity of the measurement system. The focus should be on opportunities for improvement rather than allocating blame.

- **Demonstrate continuous commitment to measurement:**
  Visible commitment to using metrics is a long-term initiative. MTU will demonstrate a commitment to performance measurement by establishing a formal process of reporting performance results, such as reporting transit safety and performance measurement to the La Crosse MTU Transit Board.

4   SAFETY PROMOTION

4.1 SAFETY PROMOTION, CULTURE, AND TRAINING

MTU believes safety promotion is critical to the success of an SMS by ensuring that the entire organization fully understands and trusts its safety policies, procedures, and structure. Further, safety promotion involves establishing an organizational and workplace culture that recognizes safety as a core value, training employees in safety principles, and allowing open communications of safety issues.

4.1.1 Safety Culture

Positive safety culture must be generated from the top. 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 Accountable Executive. Employees must trust that they will have management support for decisions made in the interest of safety, while also recognizing that intentional breaches of safety will not be tolerated.

The primary goal of safety promotion at MTU is to develop a positive safety culture that allows the SMS to succeed. A positive safety culture is defined as one which is:

A. An Informed Culture
- Employees understand the hazards and risks involved in their areas of operation
- Employees are provided with the necessary knowledge, training and resources
- Employees work continuously to identify and overcome threats to safety

B. A Just Culture
- Employees know and agree on what is acceptable and unacceptable behavior
- Human errors must be understood, but negligence and willful violations cannot be tolerated

C. A Reporting Culture
- Employees are encouraged to voice safety concerns and to share critical safety information without the threat of punitive action
- When safety concerns are reported, they are analyzed, and appropriate action is taken

D. A Learning Culture
- Learning is valued as a lifetime process beyond basic-skills training
- Employees are encouraged to develop and apply their own skills and knowledge to enhance safety

- Employees are updated on safety issues by management, and safety reports are fed back to staff so that everyone learns the pertinent lessons

MTU Safety Promotion activities and processes include methods for implementing safety hazard identification, risk assessment, risk mitigation:

Hazard Identification

1. **Safety committee**: body made up of 2 transit bus operators, 1 maintenance personnel, and 1 safety manager/supervisor. Topics of discussion to include:

   A. Historical safety records
   B. Accident trends analyses
   C. Employee complaints/suggestions
   D. Employee near miss reporting
   E. Past incidents/accidents
   F. Other perceived safety items

Committee meets on a quarterly basis to discuss issues of potential hazards/accident trends/employee suggestions etc. Committee is also a conduit to employees for discussing privately near misses or unsafe acts.

2. **Critical safety behaviors (csb)**: a system to help identify and record certain unsafe behaviors. Designed by the management team and implemented for observation. examples:

   A. Work area/ site inspections
   B. Welcome creative thinking about what could go wrong
   C. Identified hazards to be documented and observed regularly
   D. Employee input (survey or questionnaire)
   E. Daily safety walkthrough checklist - Transit Supervisors are responsible for the daily walkthrough at the Transit Center. The Transit Supervisor in charge of the shop area is responsible for the daily walkthrough at the Maintenance and Operations Facility on 2000 Marco Drive.

Critical safety behaviors should be reviewed and updated as a facilities' needs change. Management and safety should update regularly

Risk Assessment

1. **Risk management assessment (rma):** format for determining risk associated with certain types of actions. topics of discussion to include:

   A. Properly trained to perform such task
   B. Perform the task without assistance
   C. Severity of risk
   D. Actions taken to control the risk
   E. Are existing control measures adequate
   F. Corrective actions to be performed
   G. Contributing factors
   H. How often a task is performed

A risk assessment should be documented and reviewed for all jobs deemed to be a safety risk by management/safety committee.

Safety Risk Mitigation

1. **Training**: training is a primary component to mitigating risk at a site. it is imperative to find the hazard, assess the risk of it, and then properly train to reduce that risk: suggestions for standard training:

   A. New hire classroom training to include defensive driving, distracted driving, operator fatigue, ADA law, customer service.
   B. New hire behind the wheel training to include left/right turns, backing, intersections, railroad crossings, defensive driving, bus stop procedures, emergency management, and transit security
   C. OSHA training for general industry
   D. global harmonizing system (sds)
   E. Forklift training/certification
   F. Hazardous chemical training
   G. Risk management assessment
   H. Quarterly safety meetings
   I. Retraining for accidents and incidents
   J. Remedial action training for employees who get injured on the job

4.1.2   Training

During the initial implementation of an SMS, specific training will be required for all employees and contract staff, to explain the agency's safety culture and describe how MTU's SMS works. The Chief Safety Officer is the resource person for providing a corporate perspective on MTU's approach to safety management.

All new employees undergo defensive driver training through the MTU Driver Training Program. New employees complete the three to four-week training class which includes behind-the-wheel training.

MTU training provides the necessary tools to pass the CDL drivers' test in addition to the skills needed to become a fixed route bus operator. All initial behind-the-wheel training is conducted with the Training Supervisor. Once the employee has obtained the CDL license, and has shown proficiency in operating each type of MTU vehicle, the trainee employee, (drives in service) with an experienced bus operator. The experienced bus operator is asked to sign off on the training assignment sheet for the training employee if they perform satisfactorily in the opinion of the experienced bus operator. The training assignment sheet is then reviewed by the Training Supervisor to determine if additional training is required or if the progress of the trainee is acceptable.

Current employees are asked to participate in refresher training after any incidents or observations when a Manager or Supervisor feels it is warranted, which includes classroom and behind-the wheel training.

Any employee who has a CDL license, and has been off of work for 61 days or more, must undergo a minimum of 3 hours of retraining with the trainer before they will be allowed to return to work in the same capacity as before they went on extended leave. All retraining must be documented by the training supervisor, signed off on by the Transit Manager, and placed into the employee's file.

Any employee who has a CDL license, and has had a preventable accident, must undergo retraining, within 5 days of the determination of the accident being preventable, with the trainer. The type and length of retraining shall be determined based on the type of preventable accident. All retraining must be documented by the training supervisor, signed off on by the Transit Manager, and placed into the employee's file.

Maintenance personnel are provided with on-the-job training which is delivered by the manufactures or vendors of the products/equipment purchased by MTU.

Occupational Safety Training is provided to all employees. The training curriculum is provided from in-house training staff, outside vendors, representatives from the

Workman's Compensation Insurance Carrier, or Transit Mutual Insurance's Safety Director.

Mandatory safety meetings for all employees are held semi-annually and topics covered vary based on need. The meetings are a minimum of two hours in length and employees are compensated at their hourly wage rate for their attendance. Maintenance staff participate in daily safety meetings with the Transit Shop Supervisor to discuss daily activities. Transit Supervisors also conduct a weekly safety talk with reporting operators in the report area. Daily safety messages are announced over the radio system by the Transit Supervisor on duty.

Weekly safety tips are generated from Transit Mutual Insurance and posted for all employees to view on the bulletin boards. Safety posters covering a wide variety of topics are produced and displayed for employee viewing. If it is determined a message needs to get out on any specific area or item, staff will create safety posters and tips to get the message out.

On-line training, when available, are utilized by transit employees as another training tool.

Individual and group sponsored training is utilized when it is available.

All employees are provided with documents outlining policies and procedures in place for MTU. These include the La Crosse MTU Employee Manual which can be found in Appendix M. The policy manual includes Personnel Policies, a Bus Drivers' Guide, a Transportation Safety Policy, a Performance Code. A copy of the La Crosse MTU Drug and Alcohol Testing Policy is also distributed and both have a Policy Acknowledgement.

Safety Management training topics may include:

A. Initial Safety Training for All Staff
1. Basic principles of safety management including the integrated nature of SMS, risk management, safety culture, etc.
2. Corporate safety philosophy, safety goals and objectives, safety policy, and safety standards
3. Importance of complying with the safety policy and SMS procedures, and the approach to disciplinary actions for different safety issues
4. Organizational structure, roles and responsibilities of staff in relation to safety
5. MTU's safety record, including areas of systemic weakness

6. Requirement for ongoing internal assessment of organization safety performance (e.g. employee surveys, safety audits, and assessments)
7. Reporting accidents, incidents, and perceived hazards
8. Lines of communication for safety managers
9. Feedback and communication methods for the dissemination of safety information
10. Safety promotion and information dissemination

B. Safety Training for Operations Personnel
1. Unique hazards facing operational personnel
2. Seasonal safety hazards and procedures (e.g. winter operations)
3. Procedures for hazard reporting
4. Procedures for reporting safety events (accidents and incidents)
5. Emergency procedures

C. Safety Training for Management
1. Principles of the SMS
2. Management responsibilities and accountabilities for safety
3. Legal issues (e.g. liability)

D. Training for the Safety Officer
1. Familiarization with different transit modes, types of operation, routes, etc.
2. Understanding the role of human performance in safety event causation and prevention
3. Operation of the SMS
4. Investigating safety events
5. Crisis management and emergency response planning
6. Safety promotion
7. Communication skills
8. Performing safety audits and assessments
9. Monitoring safety performance
10. National Transit Database (NTD) safety event reporting requirements

APPENDICES

Appendix A – Staff Safety Roles and Responsibilities
Appendix B – Safety Assessment and System Review
Appendix C – Facility Safety and Security Assessment
Appendix D – Risk Assessment Matrix
Appendix E – Hazard Identification and Risk Assessment Log
Appendix F – Prioritized Safety Risk Log
Appendix G – Safety Performance Matrix
Appendix H – Safety Performance Outline
Appendix I – Non-Punitive Reporting Policy
Appendix J – Accident Procedures La Crosse MTU Employee Manual
Appendix K – Master ACCREV2020
Appendix L - 06-20 June LC Monthly Loss Runs
Appendix M – La Crosse MTU Employee Manual

La Crosse MTU
STAFF SAFETY ROLES AND RESPONSIBILITIES

Completed by: James Krueger Jr.   **Date: July 22, 2020**

Position Title	Name of Staff Member	Position Description	Safety Responsibilities
Accountable Executive	Adam Lorentz	49 CFR § 673.5 – Accountable Executive means a single, identifiable person who has ultimate responsibility for carrying out the PTASP; responsibility for carrying out the agency's TAM Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's PTASP, in accordance with 49 U.S.C. § 5329(d), and the agency's TAM Plan in accordance with 49 U.S.C. § 5326.	• Ultimate responsibility for carrying out the PTASP • Responsibility for carrying out the TAM Plan • Control or direction over the human and capital resources needed to develop and maintain both plans • Ensuring the agency's SMS is effectively implemented throughout the system • Ensuring action is taken, as necessary, to address substandard performance in the agency's SMS • May delegate specific responsibilities, except ultimate accountability for the agency's safety performance, which always rests with the Accountable Executive
Chief Safety Officer	James Krueger Jr	49 CFR § 673.5 – Chief Safety Officer means an adequately trained individual who has responsibility for safety and reports directly to a transit agency's chief executive officer, general manager, president, or equivalent officer. A Chief Safety Officer (CSO) for a small public transportation provider (as defined in Part 673) may serve in capacities (operational or maintenance) unless the agency ceases to be a small public transportation provider or operates a rail transit system.	• Is adequately trained • Responsibility for safety • Reports directly to agency's Accountable Executive • Authority and responsibility for day-to-day implementation and operation of agency's SMS
Safety Managers	Timothy Koterwski John Cordes	Ensure coordinated implementation of the PTASP.	• Maintains a safe working environment • Adheres to all safety policies and procedures • Promotes safety awareness throughout the organization • Ensures safety documentation is current and accessible to all employees • Communicates changes in safety documents to all personnel • Monitors effectiveness of corrective actions • Provides periodic reports on safety performance • Renders independent advice to the CEO, senior managers, and other personnel on safety-related matters • Ensures that safety management has a high priority throughout the organization

Transportation Personnel	See Current Seniority Roster	Supervisors are responsible for communicating the transit agency's safety policies to all employees.	• Maintains a safe working environment • Adheres to all safety policies and procedures • Full knowledge of all standard and safety operating procedures • Ensures that drivers make safety a primary concern when on the job • Listens and acts upon any safety concerns raised • Immediately reports safety concerns to the CSO/SM • Provides leadership and direction to employees during security incidents • Handles minor non-threatening rule violations • Defuses minor arguments • Determines when to call for assistance • Responds to fare disputes and service complaints • Responds to security related calls with police officers when required, rendering assistance with crowd control, victim/witness information gathering, and general on-scene assistance • Completes necessary security related reports • Takes photographs of damage and injuries • Coordinates with all outside agencies at incident scenes
Bus Operators	See Current Seniority Roster	Operators are responsible for exercising maximum care and good judgment in identifying and reporting suspicious activities, in managing security incidents, and in responding to emergencies.	• Maintains a safe working environment • Adheres to all safety policies and procedures • Takes charge of a hazard incident scene until the arrival of supervisory or emergency personnel • Collects fares in accordance with agency policy • Familiar with Professional Transit Management of Waukesha, Inc., Employee Manual and Procedures • Attempts to handle minor non-threatening rule violations • Responds verbally to complaints • Attempts to defuse minor arguments • Determines when to call for assistance • Maintains control of the vehicle • Reports all safety incidents to Supervisor on duty • Completes all necessary safety related reports
Maintenance Personnel	See Current Seniority Roster	Mechanic performs major running repairs of buses. Fully qualified and completely capable of repairing, maintaining, and rebuilding all parts of all equipment.	• Maintains a safe working environment • Adheres to all safety policies and procedures • Responsible for repair of vehicle components, including engine and transmission rebuilds • Conducts all levels of inspections • Assists in all aspects of repair and maintenance work • Makes bus assignments (if needed) • Maintains a safe working environment and adheres to all safety policies and procedures • Makes road calls • Tire changes and repairs • Brake relines • Driver reported defects • Supervises bus-washing activities

	See Current Seniority Roster	Service Workers perform repairs and maintenance of facilities	• Maintains a safe working environment • Adheres to all safety policies and procedures • Maintains indoor and outdoor areas of the facilities. • Alerts Transit Supervisors of any potential hazards in or out of the facilities. • Clears walkways and parking areas from hazards, including but not limited to snow, ice, or other tripping hazards.
Facility Maintenance			
Maintenance Servicing	See Current Seniority Roster	Service Workers perform daily servicing and cleaning of revenue and non-revenue vehicles.	• Maintains a safe working environment • Adheres to all safety policies and procedures • Makes bus assignments (if needed) • Maintains a safe working environment and adheres to all safety policies and procedures • Bus-washing activities • Bus cleaning activities • Bus fueling and servicing activities
Administrative Personnel	See Current Seniority Roster	Administrative Personnel are responsible for assisting in communicating the transit agency's safety policies to all employees.	• Maintains a safe working environment • Adheres to all safety policies and procedures • Listens and assists the CSO and Safety Manager with handling of any safety concerns raised

La Crosse MTU

SAFETY ASSESSMENT AND SYSTEM REVIEW

Complete this form semi-annually to identify potential safety hazards. It is imperative that completion of this review includes only accurate and correct information – data collected from this assessment will guide agency resource allocation and focus priority needs appropriately. Not all questions will apply.

Completed by: James Krueger Jr   **Date: July 22, 2020**

SECTION	REVIEW QUESTIONS	YES	NO	N/A
Safety Policies:				
	• Are all safety policies up to date and reviewed?	☒	☐	☐
	• Is a Public Transit Agency Safety Plan (PTASP) or any other System Safety Plan written for the transit system?	☒	☒	☐
	• Is the Drug and Alcohol Policy current and up to date?	☒	☐	☐
New Hire Employee Files:				
	• Was there a structured interview conducted and documented?	☒	☐	☐
	• Is the applicant asked the questions relating to previous experience with drug and alcohol testing?	☒	☐	☐
	• Is the offer of employment documented in writing?	☒	☐	☐
	• Is there a pre-employment drug screen?	☒	☐	☐
	• Is there a pre-employment physical exam?	☒	☐	☐
	• Are safety sensitive responsibilities outlined in the job description?	☒	☐	☐
	• Is there a completed Substance Abuse Policy and Drug Free Workplace Policy Acknowledgement form?	☒	☐	☐
	• Is there a Current Policies and Procedures Acknowledgement Form?	☒	☐	☐
Post Hire Employee Files:				
	• Is a current employee roster available?	☒	☐	☐
	• Are the employee files maintained by the transit system?	☒	☐	☐
	• Do existing employee files contain:	☒	☐	☐
	➢ Background check?	☒	☐	☐
	➢ Previous employer request form?	☒	☐	☐
	➢ Verification of current driver's license and CDL?	☒	☐	☐
	➢ Current MVR?	☒	☐	☐
	➢ PARS Reports?	☒	☐	☐
	➢ Current copy of physical exam certificate?	☒	☐	☐
	➢ Signed Substance Abuse Policy Acknowledgement?	☒	☐	☐
	➢ Drug and Alcohol Testing Record with COC and authorization forms?	☒	☐	☐
Verify	➢ Record of annual supervisor ride checks and evaluations?	☐	☐	☐

Education and Training:

- Are operator certifications current and up to date?
- Have managers completed Safety Management Systems (SMS) training?
- Are employees familiar with OSHA topics, including:
  - Hazard Communication?
  - Emergency Action Planning?
  - Bloodborne Pathogens?
  - Lockout/Tagout?
  - Personal Protective Equipment (PPE)?
  - Injury Prevention Planning?
- Have all safety sensitive employees received Drug and Alcohol Training?
- Do new mechanics receive classroom training?
- Do existing mechanics receive ongoing training?

Safety Meetings:

- Is there an active Safety Committee at the transit agency?
- Are safety meetings held on a regular basis?
- Are safety meetings and sign in sheets documented, with publically posted agendas and minutes?
- Do senior managers attend safety meetings?
- Do vehicle operators attend safety meetings?
- Do mechanics attend safety meetings?

Incident and Accident Investigation Procedures:

- Are policies in place dictating which incidents are reported and which are not?
- Are incident report forms kept on board the vehicle?
- Are accident reports completed for all situations?
- Are incident/accident reports used as pre-accident training material?
- Are incident/accident reports used as post-accident training material?
- Are incident/accident reports used to identify potential hazards and analyzed in a Risk Assessment Matrix (RAM)?
- Are complaint forms kept on all vehicles?
- Are all operators provided with safety vests on their vehicles?
- Are incident/accident photos taken?

Substance Abuse:

- Is there a current and updated Drug and Alcohol Policy?
- Do all staff members understand the Drug and Alcohol Policy?
- Is random testing being completed?
- Is reasonable suspicion testing being completed?

Facility and Shop Inspections:

- Are monthly facility inspections conducted as scheduled?
- Are facility inspection forms completed properly?
- Are unsafe conditions or acts, regarding the facility corrected and documented?
- Are fire extinguishers up to date with annual servicing requirements?

Question			
Are fire extinguishers inspected on a monthly basis?	☐	☐	☒
Are routing inspections of the fire extinguishers documented?	☐	☐	☒
Are eye wash stations available with unobstructed access?	☐	☐	☒
Are eye wash stations inspected on a scheduled basis?	☐	☐	☒
Is machine guarding in place?	☐	☐	☒
Are batteries stored safely?	☐	☐	☒
Are all containers marked with the contents clearly identified?	☐	☐	☒
Are floors clear of tripping hazards?	☐	☐	☒
Are hazardous materials stored safely?	☐	☐	☒
Are emergency exits clearly marked?	☐	☐	☒
Are lights out?	☐	☒	☐
Are jack stands available for use?	☐	☐	☒
Are jack stands used whenever a vehicle is elevated on a lift?	☐	☐	☒
Is a lock out tag out program in place?	☐	☐	☒

Asset Management (Vehicles):

Question			
Is a current and updated list of vehicles readily available?	☐	☐	☒
Is all maintenance activity completed on vehicles tracked?	☐	☐	☒
Is a regular maintenance schedule written and followed?	☐	☐	☒
Are work order forms, service order forms and parts requested documented?	☐	☐	☒
Are vehicle inspection forms completed on a regular basis and available?	☐	☐	☒
Are habitual maintenance issues reported to WisDOT?	☐	☒	☐
Are maintenance issues analyzed and used to forecast future vehicle needs?	☐	☐	☒
Are maintenance issues analyzed and used to identify potential hazards and evaluated in a Risk Assessment Matrix (RAM)?	☐	☒	☐
Are pre-trip inspection forms completed daily?	☐	☐	☒
Are post-trip inspection forms completed daily?	☐	☐	☒

Comments:

La Crosse MTU

FACILITY SAFETY and SECURITY ASSESSMENT

Complete this form semi-annually to identify potential safety hazards. It is imperative that the completion of this review includes only accurate and correct information – data collected from this assessment will guide agency resource allocation and focus priority needs appropriately. Not all questions will apply.

Completed by: James Krueger Jr   **Date: July 22, 2020**

SECTION	REVIEW QUESTIONS	YES	NO	N/A
Buildings and Facility Grounds:	• Are facility grounds randomly and frequently patrolled?	☒		
	• Are daily security sweeps conducted?	☒		
	• Are smoke/fire/carbon monoxide detectors provided and working?	☒		
	• Are distribution and number of keys known and controlled?	☒		
	• Are all keys labeled as "DO NOT DUPLICATE"?		☒	
	• Are all unoccupied areas locked and secured?	☒	☒	
Lighting:	• Is entire perimeter of facility properly illuminated?	☒		
	• Is lighting mounted at approximately second story level?	☒		
	• Are lights provided over all entrance doors?	☒		
	• Is lighting provided in staff parking areas?	☒		
Entrance Doors and Windows:	• Are all doors:			
	➢ Built of commercial grade with metal framing?	☒		
	➢ Outside hinges hidden and protected from vandalism?	☒		
	➢ Provided with a commercial grade, one-sided lock?		☒	
	➢ Provided with push "panic" bar releases?		☒	
	➢ In case of breakage or opening are all windows and doors connected to a central station alarm?	☒		
Electronic Surveillance:	• Is the entire perimeter of facility protected by a CCTV system?	☒		
	• Is this system monitored by management and/or a security company?		☒	
	• Is this system always on or activated by motion sensors?	☒		
Non-Employee Access:	• Is access restricted to persons without proper credentials and clearance?		☒	
	• Are supply deliverers required to show proper I.D. and sign-in a log book?		☒	
Some are – some are not	• Are all non-employees accompanied and/or observable at all times?		☒	

Category	Question			
Surrounding Environment:	Are there other non-City/County buildings connected to the facility that may be vulnerable to unauthorized entry to City/County property?	☐	☐	☐
Transit Center/MSC	Are all utility components (power transformers, back-up generators) protected and secured from vandalism or attack?	☐	☒	☐
	Are all outdoor storage areas adequately lighted and secured?	☒	☒	☐
Material Storage:	Are all hazardous and flammable materials properly identified?	☐	☐	☒
	Are all materials properly labeled, stored, and secured?	☐	☐	☒
Forms and Written Plans: **In key locations – not at every phone**	Are emergency numbers (police, fire, ambulance, FBI) current and prominently displayed at each phone?	☐	☒	☒
	Is a Chain of Command and emergency call list prominently displayed?	☐	☒	☐
Re-training is needed	Are employees trained and checklists provided on how to handle a physical threat or incident called in on the phone?	☐	☐	☒
Evacuation Plan/Procedures	Are there evacuation plans for this facility?	☐	☐	☒
	Are staff members trained on this plan?	☐	☐	☒
	Are assembly areas and alternate assembly areas identified, validated and coordinated with the County Emergency Management Office?	☐	☐	☒
	Have the primary and alternate assembly areas, evacuation sites, and evacuation routes been verified and coordinated with all appropriate agencies?	☐	☐	☒
	Has the Emergency Evacuation Plan been reviewed, coordinated, and briefed to staff as appropriate?	☐	☐	☒
Training:	Is an orientation program in place for each new staff member?	☐	☐	☐
	Do all staff members receive safety and security training appropriate to their position and level of responsibility?	☐	☐	☒
Documentation is needed	Are periodic safety and security training and briefings completed with staff?	☐	☐	☒
Documentation is needed	Do all new staff members receive briefings on the City/County Evacuation Plan, the Disaster Preparedness Plan, and other security policies and procedures?	☐	☐	☒
Administrative Procedures:	Is a record of emergency data on file for each staff?	☐	☐	☒
Documentation is needed	Have incident reporting format and procedures been established and staff briefed on them?	☐	☐	☒
	Are all incident reports treated with confidentiality and transmitted by secure means to the appropriate City/County department?	☐	☐	☒
	Are background checks conducted and verified on all prospective new hires?	☐	☐	☒
Cash Handling and Transfer:	Has a secure method for receipt, transfer and storage of cash been established and have appropriate staff members been trained on them?	☐	☐	☒
	Is cash transported by at least two individuals with cash divided between them?	☐	☒	☐

Question	☐	☐	☐
• Do all staff members understand that in the event of a robbery they should never risk their lives to protect cash or other valuables?	⊠	☐	☐
Fire and Electrical Safety:			
• Are fire extinguishers installed in all appropriate locations?	⊠	☐	☐
• Are smoke and heat detectors installed, at least one on each floor?	⊠	☐	☐
• Is a first aid kit present and maintained?	⊠	☐	☐
• Are all electrical devices, outlets, circuit breakers and cords free of damage that may pose a shock hazard?	⊠	☐	☐
• Are all electrical circuit, gas, and telephone boxes, if accessible from the outside, locked to prevent tampering?	⊠	☐	☐
• Do any non-employees have access from outside the building to any fire escapes, stairways, and/or the roof?	☐	⊠	☐
Within five feet of the buidling			
• Are all outdoor trash containers and storage bins located away from the building in the event of a fire?	☐	⊠	☐

APPENDIX D

La Crosse MTU

Safety Risk Assessment Matrix

Risk Assessment Matrix				
Severity **Likelihood**	**Catastrophic** 1	**Critical** 2	**Marginal** 3	**Negligible** 4
Frequent - A	HIGH - 1A	HIGH - 2A	HIGH - 3A	MEDIUM - 4A
Probable - B	HIGH - 1B	HIGH - 2B	MEDIUM - 3B	MEDIUM - 4B
Occasional - C	HIGH - 1C	MEDIUM - 2C	MEDIUM - 3C	LOW - 4C
Remote - D	MEDIUM - 1D	MEDIUM - 2D	LOW - 3D	LOW - 4D
Improbable - E	LOW - 1E	LOW - 2E	LOW - 3E	LOW - 4E

La Crosse MTU
HAZARD ASSESSMENT LOG

This form can be used to provide a record of identified hazards and actions taken to eliminate or mitigate the risks associated with it. The recommended action should be associated with a specified individual (i.e. a supervisor, manager, or front-line personnel), and must include a target date for completion. As a rolling log, entries for identified hazards and their associated mitigations should never be removed, even after required action(s) is completed. Any related forms, logs, or records should be retained permanently.

Completed by: James Krueger Jr		Last Updated: July 22, 2020					
Risk Type	Risk Description	Current Measures to Reduce Risk	Risk Rating Likelihood	Risk Rating Severity	Risk Rating Value (Likelihood x Severity)	Further Action Required to Reduce Risk	Staff Responsibility
Human Error	Non-compliance with agency maintenance protocol	• Minimum competency requirements • Effective safety culture in agency (maintenance department) • Effective task planning • Availability of procedures • Procedure reviews and simplification into tasks • Recurrent training	5	4	20	• Introduce compliance monitoring • Effective supervision including work compliance assessment • Competency assessments • Maintenance policy to reinforce need for compliance	• Safety Assurance • Line Manager • Maintenance Manager

La Crosse MTU
PRIORITIZED SAFETY RISK LOG

This form is used to organize identified safety risks facing La Crosse MTU. The log should be updated frequently to demonstrate continual progress towards risk reduction through mitigation strategies. A timeline is used to highlight projected completion dates.

Completed by: James Krueger Jr.   **Last Updated: July 22, 2020**

Priority	Risk Description	Planned Mitigation Strategies	Outcomes of Planned Mitigation Strategies	Responsible Staff	Timeline	Status
1	Non-compliance with agency maintenance protocol	• Introduce compliance monitoring • Effective supervision including work compliance assessment • Competency assessments • Maintenance policy to reinforce need for compliance		• Safety Assurance • Line Manger • Maintenance Manager	• Begin January 2020 • Complete August 2020	Open
2						
3						
4						
5						
6						
7						
8						
9						
10						

La Crosse MTU
SAFETY PERFORMANCE MATRIX

This form allows La Crosse MTU to organize, monitor, and evaluate identified safety goals and objectives/ outcomes.

Completed by: James Krueger Jr	Last Updated: July 22, 2020

GOAL 1: SMS TO REDUCE CASUALTIES/OCCURRENCES

La Crosse MTU will utilize a safety management systems framework to identify safety hazards, mitigate risk and reduce casualties and occurrences resulting from transit operations.

OBJECTIVE/OUTCOME	METRICS	BASELINES	TARGETS
Reduce the number of reportable fatalities	Total number of reportable fatalities	Identify	Establish reasonable measure using past and present performance data and trends
	Rate of reportable fatalities per total vehicle revenue miles	Identify	Establish reasonable measure using past and present performance data and trends
Reduce the number of reportable injuries	Total number of reportable injuries	Identify	Establish reasonable measure using past and present performance data and trends
	Rate of reportable injuries per total vehicle revenue miles		Establish reasonable measure using past and present performance data and trends
Reduce the number of reportable safety events	Total number of reportable safety events	Identify	Establish reasonable measure using past and present performance data and trends
	Rate of reportable safety events per total vehicle revenue miles		Establish reasonable measure using past and present performance data and trends
Reduce mean distance between major mechanical failures	Average distance between major mechanical failures	Identify	Establish reasonable measure using past and present performance data and trends
Increase assessment and analysis of existing personnel, equipment and procedures to identify and mitigate any potential safety hazards	Number of safety audits, inspections, or assessments completed per specified period of time	Identify	Establish reasonable measure using past and present performance data and trends
Develop a corrective action plan and mitigation strategies to address identified hazards	Percent of corrective action strategies completed per specified period of time	Identify	Establish reasonable measure using past and present performance data and trends

GOAL 2: CULTURE

La Crosse MTU will 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.

OBJECTIVE/OUTCOME	METRICS	BASELINES	TARGETS
Establish a dedicated staff person as the Transit Agency Safety Officer to manage the agency's transit safety program	*Number of years of transit safety experience*	Identify	Establish reasonable measure using past and present performance data and trends
Establish regular transit safety meetings comprised of staff at varying levels, including executives, officers, managers, operators and maintenance personnel	*Number of meetings per specified period of time or number of meetings per incidents/occurrences*	Identify	Establish reasonable measure using past and present performance data and trends

OBJECTIVE/OUTCOME	METRICS	BASELINES	TARGETS
Develop and promote a Non-Punitive Reporting Policy	*Percent of staff receiving Non-Punitive Reporting Policy*	Identify	Establish reasonable measure using past and present performance data and trends
Increase the reporting of near miss occurrences and incidents that would otherwise go unreported	*Number of near miss occurrences/incidents reported per specified passenger-miles traveled or per specified period of time*	Identify	Establish reasonable measure using past and present performance data and trends
Increase employee safety training opportunities and attendance	*Number of employee safety training hours completed per specified period of time*	Identify	Establish reasonable measure using past and present performance data and trends
Increase safety material distributed amongst employees and the general public	*Number of manuals, brochures, posters or campaigns distributed per specified period of time*	Identify	Establish reasonable measure using past and present performance data and trends

GOAL 3: SYSTEMS/EQUIPMENT:

La Crosse MTU will provide a safe and efficient transit operation by ensuring that all vehicles, equipment and facilities are regularly inspected, maintained and serviced as needed.

OBJECTIVE/OUTCOME	METRICS	BASELINES	TARGETS
Reduce the number of vehicle/equipment/facility maintenance issues reported	*Number of vehicle/equipment/facility maintenance issues reported per specified period of time*	Identify	Establish reasonable measure using past and present performance data and trends
Increase scheduled preventative maintenance	*Number of preventative maintenance inspections completed per specified period of time or specified vehicle mileage*	Identify	Establish reasonable measure using past and present performance data and trends

La Crosse MTU
SAFETY PERFORMANCE OUTLINE

This form allows **La Crosse MTU** to organize, monitor, and evaluate identified safety goals and objectives/outcomes.

Completed by: James Krueger Jr   **Last Updated: July 22, 2020**

GOAL 1: SMS TO REDUCE CASUALTIES/OCCURRENCES
La Crosse MTU will utilize a safety management systems framework to identify safety hazards, mitigate risk and reduce casualties and occurrences resulting from transit operations.

1. Objective/Outcome:
    Reduce the number of transit related fatalities
    a. *Metric: Number of fatalities per specified passenger miles traveled*
    b. *Baseline: Identify a baseline*
    c. *Target: Establish a reasonable measure using past and present performance data and trends*

2. Objective/Outcome:
    Reduce the number of transit related injuries
    a. *Metric: Number of injuries per specified passenger miles traveled*
    b. *Baseline: Identify a baseline*
    c. *Target: Establish a reasonable measure using past and present performance data and trends*

3. Objective/Outcome:
    Increase assessment and analysis of existing personnel, equipment and procedures to identify and mitigate any potential safety hazards
    a. *Metric: Number of safety audits, inspections, or assessments completed per specified period of time*
    b. *Baseline: Identify a baseline*
    c. *Target: Establish a reasonable measure using past and present performance data and needs*

4. Objective/Outcome
    Develop a corrective action plan and mitigation strategies to address identified hazards
    a. *Metric: Percent of corrective action strategies complete per specified period of time*
    b. *Baseline: Identify a baseline*
    c. *Target: Establish a reasonable measure using past and present performance data and needs*

GOAL 2: CULTURE
La Crosse MTU will 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.

1. Objective/Outcome:

Establish a dedicated staff person as the Transit Agency Safety Officer to manage the agency's transit safety program
   a. *Metric: Number of years of transit safety experience*
   b. *Baseline: Identify a baseline*
   c. *Target: Establish reasonable measure using past and present performance data and trends*

2. Objective/Outcome:
Establish regular transit safety meetings comprised of staff at varying levels, including executives, officers, managers, operators and maintenance personnel
   a. *Metric: Number of meetings per specified period of time or number of meetings per incidents/occurrences*
   b. *Baseline: Identify a baseline*
   c. *Target: Establish reasonable measure using past and present performance data and trends*

3. Objective/Outcome:
Develop and promote a Non-Punitive Reporting Policy
   a. *Metric: Percent of staff receiving Non-Punitive Reporting Policy*
   b. *Baseline: Identify a baseline*
   c. *Target: Establish reasonable measure using past and present performance data and trends*

4. Objective/Outcome:
Increase the reporting of near miss occurrences and incidents that would otherwise go unreported
   a. *Metric: Number of near miss occurrences/incidents reported per specified passenger-miles traveled or per specified period of time*
   b. *Baseline: Identify a baseline*
   c. *Target: Establish a reasonable measure using past and present performance data and trends*

5. Objective/Outcome:
Increase employee safety training opportunities and attendance
   a. *Metric: Number of employee safety training hours completed per specified period of time*
   b. *Baseline: Identify a baseline*
   c. *Target: Establish a reasonable measure using past and present performance data and trends*

6. Objective/Outcome:
Increase safety material distributed amongst employees and the general public
   a. *Metric: Number of manuals, newsletters, brochures, posters or campaigns distributed per specified period of time*
   b. *Baseline: Identify a baseline*
   c. *Target: Establish a reasonable measure using past and present performance data and trends*

GOAL 3: SYSTEMS/EQUIPMENT:
La Crosse MTU will provide a safe and efficient transit operation by ensuring that all vehicles, equipment and facilities are regularly inspected, maintained and serviced as needed.

1. Objective/Outcome:
Reduce the number of vehicle/equipment/facility maintenance issues reported
   a. *Metric: number of vehicle/equipment/facility maintenance issues reported per specified period of time*
   b. *Baseline: Identify a baseline*

      c. Target: Establish a reasonable measure using past and present performance data and trends

2. <u>Objective/Outcome:</u>
   Increase scheduled preventative maintenance
      a. Metric: Number of preventative maintenance inspections completed per specified period of time or specified vehicle mileage
      b. Baseline: Identify a baseline
      c. Target: Establish a reasonable measure using past and present performance data and trends

APPENDIX I

La Crosse MTU

Proposed Non Punitive Reporting Policy

APPLIES TO

All La Crosse MTU employees.

PURPOSE

La Crosse MTU (MTU) is committed to the safest transit operating standards practicable. To achieve this, it is imperative that the La Crosse MTU have uninhibited reporting of all safety events that may compromise safe 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.

STATEMENT OF POLICY

The La Crosse MTU will not take disciplinary action against any employee for disclosing a safety event. This policy shall not apply to information received by the La Crosse MTU from a source other than the employee, or that involves an illegal act, or a deliberate or willful disregard of rules, regulations, or agency policies or procedures.

The La Crosse MTU's method of collection, recording, and disseminating information obtained from transit safety reports has been developed to protect, to the extent permissible by law, the identity of any employee who provides transit safety information.

Procedure

The La Crosse MTU will ensure that every employee can share their thoughts freely without fear of disciplinary action or retaliation. Employees are encouraged to report hazards that they become aware of anywhere throughout their work environment. Employees are also encouraged to report details of near misses for the purpose of educating all employees and providing a safer working environment.

We will install a suggestion box in a secluded, camera free area of the MTU Office at the municipal service center, that employees may use to voice their opinions anonymously on a variety of subjects. This suggestion box will be checked weekly by the Transit Manager, and all suggestions will be documented.

These suggestions will be discussed by management, and then taken to the Safety Committee, which comprises management, maintenance, supervisory personnel and operators. This

committee will meet quarterly (January, April, July, October), and will discuss the validity of these suggestions. Every suggestion will be discussed, as to not dismiss any potential ideas.

We will also be posting the names of every individual on the Safety Committee, in the event that someone would feel more comfortable talking about their concerns and ideas face to face. These measures will ensure uninhibited reporting.

A response to the concerns, ideas and/or suggestions will be posted following review and discussion by the Safety Committee for all employees to view.

5.10 ACCIDENTS/INCIDENTS

A. <u>Definition of an accident/incident</u>:

An accident/incident is defined as any situation which results, or can result, in <u>actual</u> or <u>potential</u> personal injury or property damage.

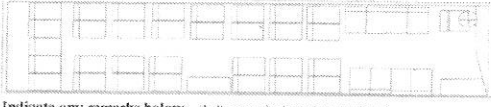B. <u>Operator Responsibility When Involved in an Accident</u>:

1. Keep your passengers and yourself from injury.

2. Assist your passengers and help to keep them calm.

3. Keep yourself and the transit system from excessive or fraudulent liability claims.

5.11 PROCEDURES AT THE SCENE OF AN ACCIDENT/INCIDENT

A. <u>OPERATORS</u>:

The order of the following steps is given as a guide. Depending upon the severity of the accident, the operator must use good judgment in determining which steps are necessary and the order in which they should be followed:

1. Stop the bus.
2. Protect your passengers and yourself from hazards created by the accident. Check quickly to see if anyone is injured badly enough to require an ambulance.
3. Check for fire.
4. Evacuate the bus if necessary.
5. Call 911 dispatch on radio Talk group Lax Disp to report the accident.
6. Assist injured passengers.
7. Without directly discussing the accident, give passengers as much information as possible.
8. Pass out "Courtesy Cards" as shown below to all passengers and witnesses **no matter how minor the incident may seem.** Pick up the cards as soon as possible, making sure they are completed and clearly written.
9. Cooperate with the police officer at the scene and get information necessary for your accident report.
10. Notify base as soon as possible and when the accident is cleared.

Date _____ Bus # _____
(Fecha)   (El autobús #)

Name _____ Date of Birth _____
(Nombre)   (Fecha Del Nacimiento)

Address _____ City _____
(Dirección)   (Ciudad)

Home Phone(_____) State _____ Zip Code _____
(En casa Número de teléfono) (Estado) (Código postal)

Work Phone(_____)
(Trabajo el Número de teléfono)

                                    Yes No   Yes No
Did you see the accident happen?   ☐   ☐   Was anyone injured? ☐   ☐
(¿Vio usted que el accidente sucede?)   (¿Fue herido cualquiera?)

Were you riding in an involved vehicle? ☐ ☐   Were you injured? ☐ ☐
(¿Cabalgaba usted en un vehículo implicado?)   (¿Fue herido usted?)

Please indicate by an X where you were seated or standing at the time of the accident. *(Indique por favor por una X donde usted se sentaron o parándose en el tiempo del accidente.)*

Indicate any remarks below. *(Indique cualquiera observa abajo.)*
_____
_____
_____
_____

5.12 ACCIDENT/INCIDENT REPORTS

All accidents/incidents involving an MTU vehicle, passenger, or pedestrian must be reported to the MTU office. A written report is required any time an operator is involved in an occurrence with an MTU vehicle. Accident reports must be made out the day of the occurrence, if possible to do so.

Unless otherwise instructed by the MTU office, operators will first report to the MTU office before testifying in court relative to any case where the MTU may be concerned. Operators must never sign documents pertaining to anything which took place while on duty, unless an MTU official, City Attorney, or City investigator is present and approves.

APPENDIX K

La Crosse MTU Master Accident Review

Type	2019	2019	TOTALS
Vehicle Hit Bus	6	6	6
Bus Hit Vehicle	11	11	11
While Turning	0	0	0
Fixed Objec	0	0	0
RR Gate	0	0	0
Object Hit Bus	0	0	0
Snow Bank	2	2	2
Garage Door	0	0	0
Pedestrian	0	0	0
Hard Braking	1	1	1
Moving Slip & Fall	0	0	0
Stopped Slip & Fall / Stopped Bus: Slip & Fall	1	1	1
On/Off Slip & Fall	3	3	3
Away from Bus	1	1	1
moving (WC, stroller)	0	0	0
stopped (WC, stroller)	0	0	0
on/off (WC, stroller)	1	1	1
away (WC, stroller)	0	0	0
Door Closing	1	1	1
Medical Condition	0	0	0
Psgr Assault	0	0	0
Other	1	1	1
Preventable	10	10	10
Non-Preventable	6	6	6
Incident	0	0	0

Total 2019 Accidents: 28

APPENDIX L

06-20 June LC Monthly Loss Runs

Occurrence	ClaimNumber	Coverage	VehicleOperator	Claimant	InsVehType	Description	LocStreet 1	LocStreet 2	LocationCity	Route	Claimar	BusDriv	ReserveYo	TotalPaid	TotalReco	Status
10-Jan-20		TPD			Staff Vehicle	OV backed into IV.	Transit Center		La Crosse		16	07	No	0.00	0.00	DC
16-Feb-20		TPD			Bus	OV merged into lane of IV.	South	14th	La Crosse	12629	16	04	No	0.00	0.00	DC
11-Mar-20		TPD			Bus	OV backed into IV.	La Crosse	West	La Crosse	4530	16	07	No	0.00	0.00	DC
12-Mar-20		AL			Bus	IV hit parked OV.	6th	Main	La Crosse	CIR1	12	14	No	0.00	0.00	DC
18-May-20		TPD			Bus	Vandalism on IV.	East	Farwell	La Crosse	4540	14	04	No	0.00	0.00	DC
23-Jun-20		AL			Bus	IV braked hard.	16th	Redfiled	La Crosse	12620R	01	03	No	0.00	0.00	DC
27-Jun-20		AL			Bus	IV passenger fell exiting IV.	Pet Smart		La Crosse	4519	02	07	No	0.00	0.00	DC

La Crosse MTU Employee Manual

TRANSIT OPERATOR HANDBOOK

WELCOME ABOARD THE MTU

TO ALL TRANSIT OPERATORS:

The intent of this Transit Operator's Handbook is to consolidate into one publication general information, rules, and current operating procedures that will enable each operator to perform his/her job effectively and with the utmost professionalism.

This transit Operator's Handbook is intended to be complimentary to the current Collective Bargaining Agreement between the City of La Crosse and the Amalgamated Transit Union, Local 519 Agreement.

When it is necessary to amend or make additions to this handbook, corrected pages will be issued to each employee. These revisions or additions should be inserted into the handbook in the proper place.

It is your responsibility to be familiar with the contents of this handbook. By being fully aware of the information contained in this handbook, each operator will be able to provide safe, dependable, and courteous service our passengers deserve. I encourage you to study this handbook carefully and to refer to it often.

It cannot be emphasized enough that you are one of the most important keys to the success of the MTU and the essential service we provide. You are one of our frontline customer service representatives, and how you choose to present yourself, the consideration you give your customers, the smoothness, comfort and safety of the ride you offer, and the judgment you use in dealing with customers – even in difficult situations – has a lot to do with the image of our transit system.

You have chosen a rewarding career. What you make of it and what it ultimately brings to you and your family is largely up to you. MTU supervisors will assist you in every way possible. MTU management staff is here to advise you on any problems you may encounter or questions you may have. Please do not hesitate to call on any of them for help.

Welcome to the MTU team!

Adam Lorentz
Transit Director