

Mountain Metropolitan Transit Safety Committee Agenda

Thursday, May 16th, 2024

2:00 p.m.

Transit Administration Building, Medium Conference Room

I. Call to Order/Establish Voting Members

Voting

- Matt Heafner, management representative
- Rich VanWinkle, management representative
- Laura Zapien, management representative
- Chris Kaplan, management representative
- Margie Sullivant, frontline representative
- Torrance Armstead, frontline representative
- Patina Tamati, frontline representative
- Karlus Dobbin, frontline representative

Guests

- Sharon Clemmons
- Jessica Abbas
- Noah Harper

II. Approval of Agenda
Action: Approve

Ms. Sullivant motioned to approve. Mr. Heafner seconded. **Motion carried 8-0.**

III. Approval of Minutes from April 11th, 2024, Meeting (Enclosure)
Action: Approve

Mr. Heafner motioned to approve. Mr. Dobbin seconded. **Motion carried 8-0.**

IV. Urgent Business (Discussion)
a. Masabi JRV Update

Mr. Kaplan provided update on JRV situation. Mr. Armstead asked whether this would resolve the need to still use key 7 to ensure counts occur. Mr. Kaplan agreed to investigate.

Mr. Armstead opened a general discussion about the new seats. Mr. Armstead stated that drivers weren't offered an opportunity to give feedback. Mr. Kaplan agreed to investigate. Mr. Armstead, Ms. Sullivant, and Mr. Dobbin relayed various concerns about the seats, including: seat fabric causes users to slide around; lap belt locks and causes excessive numbness, even when using lumbar cushions; mandatory shoulder belt rubs into neck when performing rock-and-roll; seats do not move forward far enough for shorter drivers; the seats are very uncomfortable, even when using a support pillow. Mr. Kaplan agreed to discuss the matter with management staff.

V. New Business

a. K-Bus cleaning

Action: Discussion

Mr. Kaplan agreed to investigate the need for trash cans in the K-buses. Mrs. Zapien agreed to work with her utility crew to ensure contingency K-buses are being cleaned regularly.

b. Routes 13/34 Safety

Action: Discussion

Mr. Kaplan presented information about the signal change for Union/Austin Bluffs. Mr. Armstead complained about the duration of signal change and asked if that is something that can be adjusted. Mr. Kaplan agreed to investigate the question.

c. Easing Driver-Passenger Conflicts

Action: Discussion

Mrs. Zapien discussed the efforts Transdev is making regarding training for de-escalation. Ms. Sullivant expressed a need for mockup/roleplay practice. Mr. Heafner presented additional information about how the upcoming training will involve mockups/practice/roleplay.

Ms. Sullivant brought up what can be done when there are security concerns at stops. Mr. Kaplan stated that at present, relying on Operations Supervisors or police is the only option for incidents that occur in the system.

Ms. Tamati asked whether there is a written standard operating procedure for high-priority calls. Mrs. Zapien and Mr. Kaplan referred back to MMT and Transdev documentation for emergency situation management.

Ms. Sullivant asked if there is a protocol for active shooters. Mr. Kaplan and Mrs. Zapien referred Ms. Sullivant to the MMT Operations PPM and to similar Transdev documentation.

d. Lighting at Stops & Transfer Stations

Action: Discussion

Mr. Armstead presented a general discussion about how transfer stations and bus stops are very dark, and how drivers receive frequent complaints about lighting from passengers. Mr. Kaplan agreed to coordinate with Facilities about the fixed locations and provided an update on agency efforts to investigate bus stop lighting options.

e. Downtown Terminal Restrooms

Action: Discussion

Mr. Kaplan and Mrs. Zapien agreed to resolve a recent situation where the Terminal restrooms were not unlocked due to Operations Supervisors being in revenue operation.

Ms. Clemmons requested a handle on the inside face of the restroom doors. Mr. Kaplan agreed to request this of Facilities.

f. Budget Discussion – Safety & Security set aside breakout

Action: Discussion

Mr. Kaplan presented this information. There was no substantive feedback or discussion.

g. Biohazards on Bus – Protocol

Action: Discussion

Ms. Sullivant inquired as to policy and procedure for handling biohazard events on buses. Mrs. Zapien stated that supervisors have biohazard clean-up kits. Mrs. Zapien stated that for any situations too severe to handle in the field, that buses would be returned to base.

Ms. Sullivant asked about airborne particulates from biohazard events. Mr. Kaplan stated that the coach HVAC systems are equipped with filters.

h. Route 22 – Substance Use Events

Action: Discussion

This item was addressed during the general discussion that occurred during the urgent business agenda item.

VI. Old Business

a. Committee Bylaws

Action: Approve

Ms. Sullivant motioned to defer this item to June 13, 2024. Mr. Armstead seconded. **The motion carried 8-0.**

b. Annual Update to Safety Plan

Action: Approve

Ms. Sullivant motioned to defer this item to June 13, 2024. Mrs. Zapien seconded. **The motion carried 8-0.**

VII. Reports

a. Monthly Safety Data (April and trends)

b. Driver Barrier & Seats Update

VIII. Next Meeting Topics

IX. Adjourn

Ms. Sullivant motioned to adjourn. Mr. Dobbin seconded. **Motion carried 8-0.**