



Transit Commission
Agenda
August 19, 2020

PLEASE TAKE NOTICE that there will be a meeting of the Eau Claire Transit Commission on Wednesday, August 19, 2020 at 6:00 p.m. virtually through online meeting systems and will be available to the public via Webex using a computer, tablet, or smartphone (Webex app required) or telephone (audio only), using the link or dial-in number:

August 19 Transit Commission Connection Info

Event Address for Attendees:

<https://eauclairewi.webex.com/eauclairewi/onstage/g.php?MTID=e41ca1ddb84a597adb4c9aa39f50f2d71>

Audio Only Dial in number (users will only be able to listen and not participate in this mode)

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Access code: 146 851 1676

1. **Call to Order**
2. **Roll Call**
3. **Reading and approval of minutes of the past meeting on July 15, 2020**
4. **Open Public Comment Period for Items that do not appear on this Agenda noted as Public Hearings or Items for Public Discussion**
5. **Public Hearings and Discussions**
 - A. Transfer Center Project Status Discussion
 - B. Transit Development Plan Status Discussion
6. **Other Business Agenda items**
6. **Discussion and Direction**
 - a. Ridership and Revenue Reports
 - b. Manager's Report
 - i. Budget Process
 - ii. Update on ECT Public Transportation Agency Safety Plan
 - iii. Fare Collection/Tablet System RFP
 - iv. Coronavirus Actions
8. **Adjournment**

Bob Schraufnagel, Chairperson
c: News Media



Eau Claire Transit Commission Minutes

Wednesday, July 15, 2020

Call to Order at 6:28PM

NOTE: Technical issues caused this meeting to begin later than scheduled.

1. Call for Public Comment for items not on the agenda
 - a. None
2. Roll Call
 - a. **Members Present In-Person: Bob Schraufnagel, Georgia Eaton, Rose Fowler**
 - b. **Members Present Virtually: Joshua Clements, Jeremy Gragert**
 - c. Members Absent: Riley Rakowiecki, Chandler Lorentz, and Cheryal Kiesler
 - d. Staff Present: **Tom Wagener, Amber Willi**
 - e. Others Present: Jackie Pavelski
3. Approval of the Minutes for the regular meeting on **June 17, 2020**.
 - a. Motion to approve by Commissioners Clements, seconded by Commissioner Eaton. All votes in favor. Minutes approved as submitted.

Business Agenda

4. Discuss and consider a motion to approve the Eau Claire Transit Public Transportation Agency Safety Plan.
 - a. Request to table to future meeting. Hearing no objections, this item is

Discussion Agenda

5. Discuss the status of the Transfer Center project.
 - a. Brief update by Transit Manager Wagener
6. Discuss the status of the Transit Development Plan
 - a. Brief update by Transit Manager Wagener

Staff Reports

7. Ridership and Revenue Reports.
 - a. Presented by Transit Manager Wagener
8. Manager's Report
 - a. Presented by Transit Manager Wagener
 - i. Budget Process
 - ii. Fare Collection/Tablet System RFP
 - iii. Coronavirus Actions
9. Adjournment
 - a. Motion to adjourn by Commissioner Fowler, seconded by Commissioner Eaton. Meeting adjourned at 7:22PM



City of Eau Claire- Eau Claire Transit

Public Transportation Agency Safety 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 EAU CLAIRE TRANSIT

TRANSIT AGENCY INFORMATION

Transit Agency	Name		Address
	Eau Claire Transit		910 Forest St, Eau Claire, WI 54703
Accountable Executive	Name		Title
	Thomas Wagener		Transit Manager
Chief Safety Officer	Name		Title
	Josslyn Barnes		Driver Supervisor
Mode(s) of Service Covered by This Plan:		List All FTA Funding Types (e.g., 5307, 5337, 5339):	
Fixed Route, Paratransit ADA Service		5307, 5339	
Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)			
Fixed Route (DO), Paratransit ADA Service (CS)			
Does the agency provide transit services on behalf of another transit agency or entity?	Yes	No	Description of Arrangement(s)
		X	
Transit Agency(ies) or Entity(ies) for Which Service Is Provided	Name		Address

PLAN DEVELOPMENT, APPROVAL, AND UPDATES

Signature by the Accountable Executive	Name		Date of Signature
	Signature		
Approval by Board of Directors (or Equivalent)	Approving Entity		Date of Approval
	Transit Commission		
	Signatures		
	Chair:		

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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, or
4. An evacuation for life safety reasons.

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 a transit agency'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 a transit agency.

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 a transit agency.

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

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

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

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

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

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

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

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

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

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

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

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

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

Serious injury means any injury which:

1. Requires hospitalization for more than 48 hours, commencing within 7 days from the date of the injury was received;
2. Results in a fracture of any bone (except simple fractures of fingers, toes, or noses);
3. Causes severe hemorrhages, nerve, muscle, or tendon damage;
4. Involves any internal organ; or
5. Involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.

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

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

State of good repair means the condition in which a capital asset is able to operate at a full level of performance.

Transit agency means an operator of a public transportation system.

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

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 **EAU CLAIRE TRANSIT** 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 **EAU CLAIRE TRANSIT** addresses the following elements, outlined in **Table 1** (below):

<input type="checkbox"/> 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.
<input type="checkbox"/> Document Control:	A description of the regular annual process used to review and update the plan including a timeline for implementation of the process.
<input type="checkbox"/> 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.
<input type="checkbox"/> 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.
<input type="checkbox"/> 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.
<input type="checkbox"/> Safety Risks:	A description the most serious safety risks to the public, personnel and property.
<input type="checkbox"/> 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.
<input type="checkbox"/> 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.
<input type="checkbox"/> 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

EAU CLAIRE TRANSIT will maintain an active safety management system (SMS) that encourages the open sharing of information on all safety issues. We expect our employees to report their safety concerns to agency management. No employee will be asked to compromise safety to “get the job done.”

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 (FTA), 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 this 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 safety department will report out 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.

Ultimate responsibility for safety at **EAU CLAIRE TRANSIT** rests with the Accountable Executive.

Responsibility for making our operations safer for everyone lies with each one of us – from executive management to frontline employees.

1.2 ANNUAL PTASP REVIEW AND UPDATE

EAU CLAIRE TRANSIT management 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 Chair of the Transit Commission signing and dating this document.

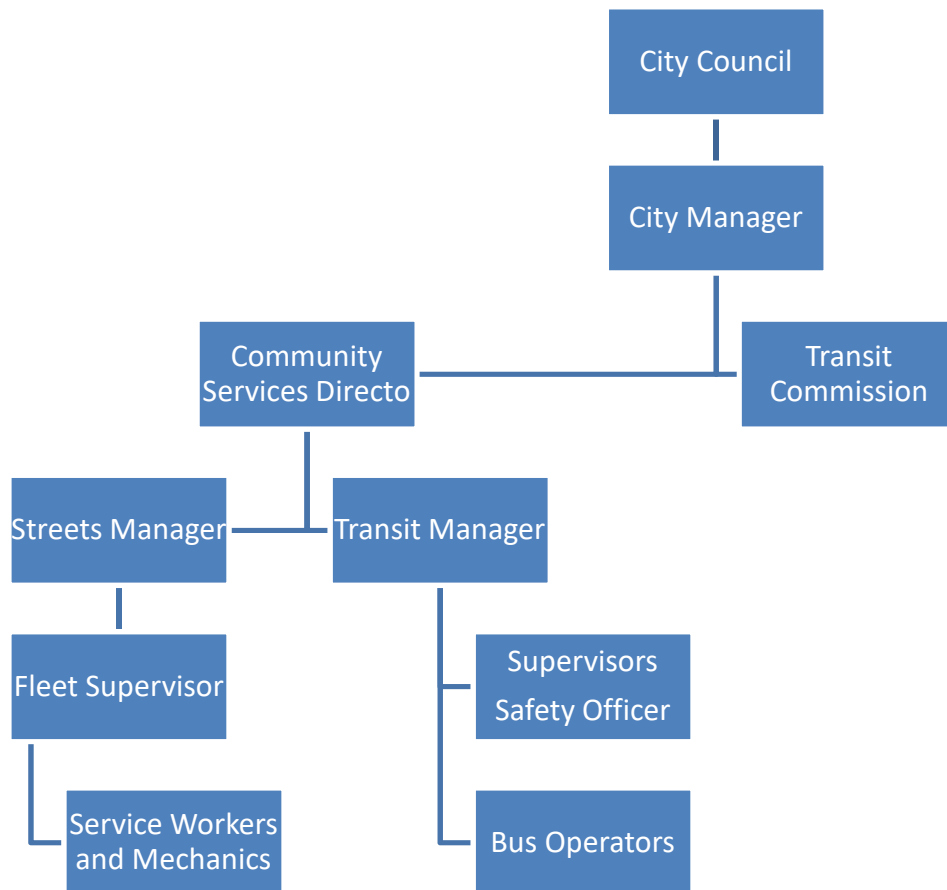
Annual review of the PTASP will be conducted by **EAU CLAIRE TRANSIT** on January 31 of each calendar year. Necessary updates outside the annual update window may be handled as PTASP addenda. Reviews of the PTASP and any subsequent updates, addenda, adoption, and distribution activities will be documented in the Activity Log at the beginning of this document.

1.3 ORGANIZATION STRUCTURE AND SYSTEM SAFETY RESPONSIBILITIES

The Transit Manager has the ultimate responsibility for **EAU CLAIRE TRANSIT**'s implementation of its PTASP and **EAU CLAIRE TRANSIT**'s Transit Manager has the overall responsibility of safe and secure operations of **EAU CLAIRE TRANSIT** and contract 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.

City of Eau Claire Organizational Chart



2 SAFETY RISK MANAGEMENT

2.1 HAZARD IDENTIFICATION

Establishing an effective hazard identification program is fundamental to safety management at **EAU CLAIRE TRANSIT**. 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. **EAU CLAIRE TRANSIT** employs systematic safety improvements by discovering and learning of potential weaknesses in the system's safety.

ACTION REQUIRED:

- 1. Review and follow the instructions in the SRM Checklist document, included with this template.**
- 2. Complete the sample Safety Assessment and System Review (Appendix B). Describe how hazards are reported and customer complaints are addressed.**
- 3. Complete the Facility Safety and Security Assessment (Appendix C) if your transit agency owns and operates a vehicle facility.**

2.1.1 Non-Punitive Reporting Policy

EAU CLAIRE TRANSIT is committed to the safest transit operating standards practicable. To achieve this, it is imperative that **EAU CLAIRE TRANSIT** 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.

EAU CLAIRE TRANSIT will not take disciplinary action against any employee who discloses a safety event. This policy shall not apply to information received by **EAU CLAIRE TRANSIT** 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.

EAU CLAIRE TRANSIT'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.

2.2 SAFETY RISK ASSESSMENT

Once a hazard has been identified, **EAU CLAIRE TRANSIT** 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. **EAU CLAIRE TRANSIT** 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 **EAU CLAIRE TRANSIT** to lower the risk to an acceptable or tolerable level, or to remove, avoid, or otherwise eliminate the hazard.

ACTION REQUIRED:

- 1. Review and follow the instructions in the SRM Checklist document, included with this template.**
- 2. Review and complete the Risk Assessment Matrix (Appendix D).**

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. **EAU CLAIRE TRANSIT** 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, **EAU CLAIRE TRANSIT** 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, **EAU CLAIRE TRANSIT** will prioritize safety risks.

A **Prioritized Safety Risk Log (Appendix F)** can be used to organize your system's safety risks. Your 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

Update your Prioritized Safety Risk Log frequently to ensure continual progress towards risk reduction.

ACTION REQUIRED:

- 1. Complete the Hazard Identification and Risk Assessment Log (Appendix E). Begin to analyze your transit system. Identify specific staff responsible for any necessary corrective action and develop a mitigation strategy for each identified hazard.**
- 2. Complete the Prioritized Safety Risk Log (Appendix F), and identify a timeline for corrective action and the status of said action.**

3 SAFETY ASSURANCE

Note: Section 3 may be a good place to locate your current accident investigation procedures (or include reference to them as an attached appendix). Among other requirements (generally included in this template), 49 CFR 673.27(b)(3) requires that a Eau Claire Transit must establish activities to "conduct investigations of safety events to identify causal factors."

Safety assurance provides the necessary feedback to ensure that the SMS is functioning effectively and that **EAU CLAIRE TRANSIT** 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 **EAU CLAIRE TRANSIT**. 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 **EAU CLAIRE TRANSIT** 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 **EAU CLAIRE TRANSIT** staff and external stakeholders.

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.

EAU CLAIRE TRANSIT 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

Note: your agency should evaluate this list and add to/change any sources according to your actual processes and procedures.

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

EAU CLAIRE TRANSIT 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, **EAU CLAIRE TRANSIT** will select additional performance measures and targets, both leading and lagging, to insure continual improvement of our SMS.

EAU CLAIRE TRANSIT 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.

Note: Include more detailed description of your agency's interaction with MPO and local planning processes.

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 **EAU CLAIRE TRANSIT**'s document control process. In addition to safety data, **EAU CLAIRE TRANSIT** maintains other data and documentation of activities required by the PTASP. Distribution of safety-related reports and data is accomplished through the **EAU CLAIRE TRANSIT** 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 **EAU CLAIRE TRANSIT** to continuously monitor safety performance and evaluate results. **EAU CLAIRE TRANSIT** will evaluate safety performance and update documentation at least semi-annually.

ACTION REQUIRED:

- 1. Provide additional details in this section to describe how (specifically) your agency will monitor its system for compliance with operations and maintenance procedures (and how your agency will determine whether those procedures are sufficient). Some examples might be:**
 - a. Announced compliance reviews**
 - b. Unannounced compliance reviews**
 - c. Ride-along evaluations**
 - d. Internal audits**
 - e. Peer reviews**
- 2. Specify within the section (and/or Appendix A) who is responsible for identifying, tracking, and monitoring safety risk mitigations.**
- 3. Include timeframe on how frequently the hazard log(s) is reviewed to identify safety risk mitigations and assess their effectiveness.**
- 4. Complete the Safety Performance Matrix (Appendix G).**
- 5. The Safety Performance Outline (Appendix H) can also be completed.**

3.4 INTEGRATING RESULTS INTO AGENCY DECISION-MAKING PROCESSES

EAU CLAIRE TRANSIT 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, **EAU CLAIRE TRANSIT** 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, **EAU CLAIRE TRANSIT** 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, should be actively engaged in creating measurement-friendly culture by promoting performance measurement as a means of continuous improvement. Senior managers 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. **EAU CLAIRE TRANSIT** will demonstrate a commitment to performance measurement by establishing a formal process of reporting performance results, such as including transit safety and performance measurement as a standing agenda item at city council and county board meetings.

4 SAFETY PROMOTION

4.1 SAFETY PROMOTION, CULTURE, AND TRAINING

EAU CLAIRE TRANSIT 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 **EAU CLAIRE TRANSIT** 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

ACTION REQUIRED:

- 1. Describe your agency's specific safety promotion activities and processes.**

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 **EAU CLAIRE TRANSIT**'s SMS works. The Chief Safety Officer is the resource person for providing a corporate perspective on **EAU CLAIRE TRANSIT**'s approach to safety management.

Note: Once the SMS is implemented, safety training needs will depend on the safety responsibilities of the individual staff members and the nature of tasks performed.

ACTION REQUIRED:

- 1. Using the outline below, describe how your agency will implement its safety training program and what staff are involved. Your description can take a narrative form or be outlined using bullets and numbers. Either way, provide examples of specific courses, conferences or training seminars staff will attended. Elements might include:**
 - a. Defensive driver training**
 - b. Behind-the-wheel training**
 - c. On-the-job training for maintenance functions**
 - d. Occupational safety training**
 - e. Informal staff meetings**
 - f. Webinars**
 - g. Formal certification from accredited institutions**
 - h. Other forms of training required for employees and contractors designated as "directly responsible for safety"**

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. Transit agency'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

Eau Claire Transit Commission
 Monthly Ridership Report
 June 2020

	Monthly			YTD Ridership		
	2019	2020	% Change	2019	2020	% Change
Full Cash Fare	3,317	0	-100.00%	19,960	8,253	-58.65%
Full Fare Tickets	2,444	0	-100.00%	16,342	7,555	-53.77%
\$1.50 Cash Fare	32	0	-100.00%	304	411	35.20%
Student Cash Fare	1,069	0	-100.00%	4,559	1,358	-70.21%
Student Fare Tickets	154	0	-100.00%	661	117	-82.30%
1/2 Cash Fare	1,422	0	-100.00%	8,554	3,030	-64.58%
Reduced Fare Tickets	671	0	-100.00%	3,792	1,519	-59.94%
Monthly Pass	9,977	0	-100.00%	62,371	20,454	-67.21%
\$45 Pass	633	0	-100.00%	1,806	1,566	-13.29%
Half Fare Pass	12,695	0	-100.00%	74,188	30,282	-59.18%
CVTC Pass	293	0	-100.00%	3,987	1,104	-72.31%
Day Pass	2,980	0	-100.00%	17,973	6,094	-66.09%
MAX Pass	2,244	0	-100.00%	13,322	7,949	-40.33%
Non-UWEC Ridership	37,931	0	-100.00%	227,819	89,692	-60.63%
UWEC	1,856	0	-100.00%	224,974	78,299	-65.20%
Total	39,787	0	-100.00%	454,352	167,991	-63.03%
Community Table	139	0	-100.00%	995	789	-20.70%
Paratransit	2,741	2,155	-21.38%	17,011	11,917	-29.95%
Free	957	23,909	2398.33%	4,915	69,290	1309.77%
Pool	779	0	-100.00%	779	0	-100.00%
Library	237	0	-100.00%	237	0	-100.00%
Transfer	3,983	0	-100.00%	23,880	9,593	-59.83%
Total	48,623	26,064	-46.40%	502,169	259,580	-48.31%
Evening Ridership	2,711	1,436	-47.03%	21,733	11,442	-47.35%
Saturday Ridership	4,895	2,656	-45.74%	27,529	19,352	-29.70%
Miles of Service-Day	44,770	45,521	1.68%	299,796	290,162	-3.21%
Passenger / Mile-Day	1.03	0.54	-47.24%	1.60	0.86	0.30
Hours of Service-Day	2,990	3,173	6.13%	20,988	20,613	-1.79%
Passenger / Hour-Day	15.36	7.76	-49.46%	22.89	12.04	-47.41%
Miles of Service-Eve.	6,912	6,912	0.00%	48,952	42,527	-13.13%
Passenger / Mile-Eve.	0.39	0.21	-47.03%	0.44	0.27	-39.40%
Hours of Service-Eve.	470	470	0.00%	3,359	3,271	-2.61%
Passenger / Hour-Eve.	5.77	3.06	-47.03%	6.47	3.50	-45.94%
Saturday	5	4	-20.00%	26	26	0.00%
Weekday School	8	0	-100.00%	80	49	-38.75%
Weekday Non-school	12	22	83.33%	49	81	65.31%

Eau Claire Transit Commission
 Monthly Ridership Report
 July 2020

	Monthly			YTD Ridership		
	2019	2020	% Change	2019	2020	% Change
Full Cash Fare	3,174	0	-100.00%	23,134	8,253	-64.33%
Full Fare Tickets	2,574	0	-100.00%	18,916	7,555	-60.06%
\$1.50 Fare	28	0	-100.00%	332	411	23.80%
Student Cash Fare	951	0	-100.00%	5,510	1,358	-75.35%
Student Fare Tickets	99	0	-100.00%	760	117	-84.61%
1/2 Cash Fare	1,420	0	-100.00%	9,974	3,030	-69.62%
Reduced Fare Tickets	700	0	-100.00%	4,492	1,519	-66.18%
Monthly Pass	10,018	0	-100.00%	72,389	20,454	-71.74%
\$45 Pass	675	0	-100.00%	2,481	1,566	-36.88%
Half Fare Pass	12,865	0	-100.00%	87,053	30,282	-65.21%
CVTC Pass	279	0	-100.00%	4,266	1,104	-74.12%
Day Pass	3,407	0	-100.00%	21,380	6,094	-71.50%
MAX Pass	2,257	0	-100.00%	15,579	7,949	-48.98%
Non-UWEC Ridership	38,447	0	-100.00%	266,266	89,692	-66.31%
UWEC	1,964	0	-100.00%	226,938	78,299	-65.50%
Total	40,411		-100.00%	494,763	167,991	-66.05%
Community Table	257	0	-100.00%	1,252	789	-36.98%
Paratransit	2,999	2,340	-21.97%	20,010	14,257	-28.75%
Free	2,101	28,682	1265.16%	7,016	97,972	1296.41%
Pool	1,356	0	-100.00%	2,135	0	-100.00%
Library	984	0	-100.00%	1,221	0	-100.00%
Transfer	3,947	0	-100.00%	27,827	9,593	-65.53%
Total	52,055	31,022	-40.41%	554,224	290,602	-47.57%
Evening Ridership	3,024	1,868	-38.23%	24,757	13,310	-46.24%
Saturday Ridership	3,351	2,159	-35.57%	30,880	21,511	-30.34%
Miles of Service-Day	49,275	47,669	-3.26%	349,071	337,831	-3.22%
Passenger / Mile-Day	1.00	0.61	-38.54%	1.52	0.82	-45.89%
Hours of Service-Day	3,157	3,366	6.60%	24,145	23,978	-0.69%
Passenger / Hour-Day	15.53	8.66	-44.22%	21.93	11.56	-47.26%
Miles of Service-Eve.	7,584	7,584	0.00%	56,536	50,111	-11.36%
Passenger / Mile-Eve.	0.40	0.25	-38.23%	0.44	0.27	-39.34%
Hours of Service-Eve.	516	515	-0.16%	3,874	3,786	-2.28%
Passenger / Hour-Eve.	5.86	3.63	-38.13%	6.39	3.52	-44.98%
Saturday	4	3	-25.00%	30	29	-3.33%
Weekday School	0	0	0.00%	80	49	-38.75%
Weekday Non-school	22	23	4.35%	71	104	46.48%

Eau Claire Transit System

Operating Revenues

Report Date: June 30, 2020

% of Year Expired: 50.0%

	Prior Year		Current Year		% of Budget
	2019 Budget	2019 Y-T-D	2020 Budget	2020 Y-T-D	
Full Fare Cash	\$ 73,000	\$ 34,774	\$ 70,000	\$ 14,646	20.9%
Full Fare Pass	\$ 122,000	\$ 85,400	\$ 170,000	\$ 45,880	27.0%
Full Fare Tickets	\$ 47,800	\$ 24,388	\$ 50,000	\$ 12,844	25.7%
Tokens Redeemed	\$ -	\$ -	\$ -	\$ -	
Day Pass	\$ 51,700	\$ 13,605	\$ 27,000	\$ 5,475	20.3%
Total Full Adult Fares	\$ 294,500	\$ 158,167	\$ 317,000	\$ 78,845	24.9%
Income-Qualifying Cash	\$ 1,900	\$ 456	\$ 1,000	\$ 624	62.4%
Income-Qualifying Pass	\$ 5,400	\$ 4,140	\$ 8,000	\$ 2,340	29.3%
Total I-Q Fares:	\$ 7,300	\$ 4,596	\$ 9,000	\$ 2,964	32.9%
Reduced Fare Cash	\$ 15,000	\$ 7,226	\$ 15,000	\$ 2,621	17.5%
Reduced Fare Pass	\$ 70,000	\$ 45,986	\$ 90,000	\$ 26,602	29.6%
Reduced Fare Tickets	\$ 7,800	\$ 5,507	\$ 10,000	\$ 2,165	21.7%
Total Reduced Fares	\$ 92,800	\$ 58,719	\$ 115,000	\$ 31,388	27.3%
Student Fare Cash	\$ 21,000	\$ 5,639	\$ 11,000	\$ 1,704	15.5%
Student Fare Tickets	\$ 1,900	\$ 1,185	\$ 2,200	\$ 288	13.1%
Student MAX Pass	\$ 21,200	\$ 21,415	\$ 40,000	\$ 7,750	19.4%
CVTC Student Pass	\$ 11,800	\$ 3,500	\$ 7,500	\$ -	0.0%
UW - Eau Claire	\$ 389,000	\$ 263,000	\$ 400,000	\$ 195,507	48.9%
Pool/Library	\$ 7,000	\$ -	\$ 8,500	\$ -	0.0%
Total Student Fares	\$ 451,900	\$ 294,739	\$ 469,200	\$ 205,248	43.7%
Paratransit Co-Pay	\$ 175,000	\$ 50,820	\$ 101,500	\$ 22,918	22.6%
Agency Fare	\$ 180,500	\$ 100,662	\$ 209,000	\$ 51,186	24.5%
Local Reimbursement	\$ 3,200	\$ 361	\$ 1,100	\$ 83	7.6%
State PT Assistance	\$ 61,900	\$ 62,450	\$ 61,500	\$ 68,547	111.5%
Total Paratransit	\$ 420,600	\$ 214,293	\$ 373,100	\$ 142,734	38.3%
Federal Assistance	\$ 1,787,100	\$ -	\$ 1,813,000	\$ 670,050	37.0%
State Assistance	\$ 1,402,900	\$ 332,322	\$ 1,487,000	\$ -	0.0%
EC County Assistance	\$ 134,800	\$ 53,638	\$ 132,700	\$ 45,754	34.5%
Altoona Assistance	\$ 67,900	\$ -	\$ 70,300	\$ -	0.0%
Total Assistance	\$ 3,392,700	\$ 385,960	\$ 3,503,000	\$ 715,804	20.4%
Advertising	\$ 52,000	\$ 39,393	\$ 71,400	\$ 13,928	19.5%
Vending Commission	\$ -	\$ 1,590	\$ 4,000	\$ 1,759	44.0%
Gifts & Donations	\$ -	\$ -	\$ -	\$ -	
Other Penalties	\$ -	\$ -	\$ -	\$ 36	
Miscellaneous	\$ 1,000	\$ 314	\$ 600	\$ 638	106.3%
General Fund - Operation:	\$ 1,106,000	\$ 576,398	\$ 1,182,100	\$ 591,050	50.0%
Sale of Capital Assets	\$ -	\$ -	\$ -	\$ 974	
Fund Balance Applied	\$ -	\$ -	\$ 17,500	\$ -	
Fund Balance Used for CI	\$ -	\$ -	\$ -	\$ -	
Total Other	\$ 1,159,000	\$ 617,694	\$ 1,275,600	\$ 608,385	47.7%
TOTAL REVENUES	\$ 5,818,800	\$ 1,734,168	\$ 6,061,900	\$ 1,785,368	29.5%

Eau Claire Transit System

Operating Expenses

Report Date: June 30, 2020

% of Year Expired: 50.0%

	Prior Year		Current Year		
	2019 Budget	2019 Y-T-D	2020 Budget	2020 Y-T-D	% of Budget
Admin Wages	\$ 300,500	\$ 132,182	\$ 313,400	\$ 152,920	48.8%
Admin OT Wages	\$ 12,000	\$ (101)	\$ 12,000	\$ 202	1.7%
Admin Benefits	\$ 211,239	\$ 87,865	\$ 262,836	\$ 97,720	37.2%
Operator Wages	\$ 1,414,400	\$ 629,294	\$ 1,384,000	\$ 519,814	37.6%
Operator OT Wages	\$ 23,000	\$ 58,909	\$ 23,000	\$ 89,188	387.8%
Operator Benefits	\$ 687,355	\$ 323,197	\$ 721,836	\$ 238,251	33.0%
Shop Wages	\$ 266,900	\$ 124,985	\$ 278,600	\$ 126,466	45.4%
Shop OT Wages	\$ 23,800	\$ 32,729	\$ 23,800	\$ 18,322	77.0%
Shop Benefits	\$ 124,206	\$ 66,814	\$ 164,427	\$ 61,698	37.5%
Total Payroll	<u>\$ 3,063,400</u>	<u>\$ 1,455,874</u>	<u>\$ 3,183,900</u>	<u>\$ 1,304,581</u>	41.0%
Printing & Binding	\$ 15,300	\$ 4,631	\$ 7,500	\$ 4,524	60.3%
Advertising & Marketing	\$ 30,000	\$ 9,211	\$ 28,000	\$ 14,934	53.3%
Custodial	\$ 17,900	\$ 7,913	\$ 17,900	\$ 9,495	53.0%
Security	\$ 33,200	\$ 15,453	\$ 33,200	\$ 16,399	49.4%
Utilities	\$ 12,200	\$ 5,215	\$ 8,800	\$ 4,371	49.7%
Ins & Admin Charges	\$ 177,000	\$ 92,142	\$ 167,800	\$ 98,070	58.4%
Misc. Services	\$ 377,300	\$ 162,451	\$ 323,600	\$ 156,779	48.4%
Total Services	<u>\$ 662,900</u>	<u>\$ 297,015</u>	<u>\$ 586,800</u>	<u>\$ 304,572</u>	51.9%
Office Supplies	\$ 4,400	\$ 728	\$ 3,300	\$ 1,006	30.5%
Uniforms & Clothing	\$ 12,200	\$ 2,256	\$ 11,700	\$ 506	4.3%
Gas	\$ 2,700	\$ 466	\$ 1,500	\$ 329	21.9%
Diesel Fuel	\$ 419,400	\$ 136,444	\$ 381,500	\$ 86,526	22.7%
Motor Oil	\$ 20,500	\$ 7,482	\$ 17,000	\$ 6,627	39.0%
Tires	\$ 38,300	\$ 14,309	\$ 55,000	\$ 6,396	11.6%
Supplies	\$ 274,800	\$ 346,935	\$ 310,900	\$ 172,183	55.4%
Tool/Shop	\$ 7,500	\$ 5,669	\$ 9,100	\$ 11,071	121.7%
Equip Purchase	\$ -	\$ -	\$ 2,500	\$ -	
Misc. Materials/Supplies	\$ 4,900	\$ 1,550	\$ 2,100	\$ 5,548	264.2%
Total Materials/Supplies	<u>\$ 784,700</u>	<u>\$ 515,839</u>	<u>\$ 794,600</u>	<u>\$ 290,193</u>	36.5%
Purchased Transp.	\$ 1,314,200	\$ 534,420	\$ 1,314,200	\$ 333,501	25.4%
Paratransit Cer	\$ 68,000	\$ 29,714	\$ 72,000	\$ 23,893	33.2%
Total Paratransit	<u>\$ 1,382,200</u>	<u>\$ 564,134</u>	<u>\$ 1,386,200</u>	<u>\$ 357,393</u>	25.8%
Unfund Pen	\$ 37,900	\$ 18,950	\$ 37,900	\$ 18,950	50.0%
Loss on Disp of Equip	\$ -	\$ -		\$ -	
Capital Purchases	\$ -	\$ -		\$ -	
Depreciation	\$ -	\$ -		\$ -	
Other Charges/Adj	\$ -	\$ -		\$ -	
Total Other	<u>\$ 37,900</u>	<u>\$ 18,950</u>	<u>\$ 37,900</u>	<u>\$ 18,950</u>	50.0%
TOTAL EXPENSES	<u>\$ 5,931,100</u>	<u>\$ 2,851,813</u>	<u>\$ 5,989,400</u>	<u>\$ 2,275,689</u>	38.0%

Date Total Trips Trips Denied Individuals Denied % of Trips Total Boardings % of Passenger

* Extra bus provided to pick up denials.

Date	Total Trips	Trips Denied	Individuals Denied	% of Trips	Total Boardings	% of Passenger
Wednesday, July 1, 2020	228	0	0	0.00%	1251	0.00%
Thursday, July 2, 2020	231	2	5	0.87%	1161	0.43%
Friday, July 3, 2020	228	1	1	0.44%	1070	0.09%
Monday, July 6, 2020	228	1	3	0.44%	1151	0.26%
Tuesday, July 7, 2020	231	1	1	0.43%	1138	0.09%
Wednesday, July 8, 2020	228	0	0	0.00%	1011	0.00%
Thursday, July 9, 2020	231	2	8	0.87%	964	0.83%
Friday, July 10, 2020	228	4	8	1.75%	1109	0.72%
Saturday, July 11, 2020	132	1	6	0.76%	718	0.84%
Monday, July 13, 2020	228	3	3	1.32%	1129	0.27%
Tuesday, July 14, 2020	231	0	0	0.00%	1036	0.00%
Wednesday, July 15, 2020	228	0	0	0.00%	1220	0.00%
Thursday, July 16, 2020	231	4	12	1.73%	1154	1.04%
Friday, July 17, 2020	228	4	9	1.75%	1197	0.75%
Saturday, July 18, 2020	132	0	0	0.00%	702	0.00%
Monday, July 20, 2020	228	0	0	0.00%	1126	0.00%
Tuesday, July 21, 2020	231	1	1	0.43%	1058	0.09%
Wednesday, July 22, 2020	228	1	8	0.44%	1208	0.66%
Thursday, July 23, 2020	231	2	2	0.87%	1174	0.17%
Friday, July 24, 2020	228	4	17	1.75%	1100	1.55%
Saturday, July 25, 2020	132	2	3	1.52%	739	0.41%
Monday, July 27, 2020	228	3	4	1.32%	1219	0.33%
Tuesday, July 28, 2020	231	2	2	0.87%	1321	0.15%
Wednesday, July 29, 2020	228	1	1	0.44%	1307	0.08%
Thursday, July 30, 2020	231	3	7	1.30%	1181	0.59%
Friday, July 31, 2020	228	0	0	0.00%	1173	0.00%
	5667	42	101	0.74%	28617	0.35%

OVERALL RIDERSHIP SUMMARY					
PREVIOUS MONTH WEEKDAY AVERAGE	1006	JULY SATURDAY AVERAGE =	720	2019 AVERAGES WEEKDAYS =	1956 SATURDAYS = 838
JULY WEEKDAY AVERAGE =	1150	2019 COMPARISONS WEEKDAYS =	-41.21%	SATURDAYS =	-14.08%
JUNE COMPARISON =	14.37%				
INCREASE FROM PREVIOUS MONTH	14.31%				

Date Total Trips Trips Denied Individuals Denied % of Trips Total Boardings % of Passenger

Date	Total Trips	Trips Denied	Individuals Denied	% of Trips	Total Boardings	% of Passenger
Saturday, August 1, 2020	132	2	2	1.52%	811	0.25%
Monday, August 3, 2020	228	0	0	0.00%	1267	0.00%
Tuesday, August 4, 2020	231	1	1	0.43%	1235	0.08%
Wednesday, August 5, 2020	228	6	21	2.63%	1218	1.72%
Thursday, August 6, 2020	231	4	9	1.73%	1108	0.81%
Friday, August 7, 2020	228	0	0	0.00%	1177	0.00%
Saturday, August 8, 2020	132	1	1	0.76%	746	0.13%
Monday, August 10, 2020	228	3	5	1.32%	1263	0.40%
Tuesday, August 11, 2020	231	1	2	0.43%	1205	0.17%
Wednesday, August 12, 2020	228	1	3	0.44%	1119	0.27%
Thursday, August 13, 2020	231	0	0	0.00%	1281	0.00%
Friday, August 14, 2020	228			0.00%		#DIV/0!
Saturday, August 15, 2020	132			0.00%		#DIV/0!
Monday, August 17, 2020	228			0.00%		#DIV/0!
Tuesday, August 18, 2020	231			0.00%		#DIV/0!
Wednesday, August 19, 2020	228			0.00%		#DIV/0!
Thursday, August 20, 2020	231			0.00%		#DIV/0!
Friday, August 21, 2020	228			0.00%		#DIV/0!
Saturday, August 22, 2020	132			0.00%		#DIV/0!
Monday, August 24, 2020	228			0.00%		#DIV/0!
Tuesday, August 25, 2020	231			0.00%		#DIV/0!
Wednesday, August 26, 2020	228			0.00%		#DIV/0!
Thursday, August 27, 2020	231			0.00%		#DIV/0!
Friday, August 28, 2020	228			0.00%		#DIV/0!
Saturday, August 29, 2020	132			0.00%		#DIV/0!
Monday, August 31, 2020	228			0.00%		#DIV/0!

OVERALL RIDERSHIP SUMMARY					
PREVIOUS MONTH WEEKDAY AVERAGE	1150	AUGUST SATURDAY AVERAGE =	779	2019 AVERAGES WEEKDAYS =	1874 SATURDAYS = 992
AUGUST WEEKDAY AVERAGE =	1168	2019 COMPARISONS WEEKDAYS =	-37.67%	SATURDAYS =	-21.47%
JULY COMPARISON =	1.57%				
INCREASE FROM PREVIOUS MONTH	1.57%				

%BOARDING THROUGH					
MONTH	TOTAL TRIP	FRONT DOOR	DENIED TRIPS	% DENIED	TOTAL LOST REVENUE
MARCH	12733	*	*	*	\$4,903.38
APRIL	17255	3.67%	84	0.48%	\$10,947.15
MAY	18996	3.62%	206	1.08%	\$15,541.75
JUNE	24777	4.69%	376	1.56%	\$15,015.83
JULY	27477	4.04%	42	0.77%	\$17,433.98
AUGUST**	12359	5.19%	19	0.15%	\$7,840.58
	113597	3.99%	727	0.97%	\$71,682.67

* Began recording in April

**As of August 13, 2020