MONDAY, NOVEMBER 28, 2022, 3:30 P.M. 801 GROVE STREET
Fort Worth, Texas 76102

CALL TO ORDER

PLEDGE ALLEGIANCE

CITIZEN COMMENTS

MEETING MINUTES
1. Approval of October 24, 2022 Board Meeting Minutes

COMMITTEE REPORTS
1. Regional Transportation Council November 10, 2022 Tito Rodriquez
2. Commuter Rail Committee Meeting November 21, 2022 Charles Edmonds
3. Planning/Operations/Marketing Committee Meeting November 21, 2022 Ben Robertson
4. Finance & Audit Committee Meeting November 21, 2022 Nick Genua

ITEMS TO BE WITHDRAWN FROM CONSENT AGENDA

CONSENT AGENDA
1. BA2023-08 TEXRail Extension-Project Management Jon-Erik Arjanen
2. BA2023-09 Mobility on Demand (ZIPZONE) Contract Amount Wayne Gensler
Increase – River North Transit, LLC (Via)
3. BA2023-10 Purchase of Fleet Air Conditioning Parts Wayne Gensler
4. BA2023-11 Approval of General Planning Consultant (GPC) Contract Chad Edwards

ACTION ITEM
1. BA2023-12 Public Transit Agency Safety Plan Annual Review & New Wayne Gensler
Bipartisan Infrastructure Law Requirement Change Approval

INFORMATION ITEM
1. Lancaster T&P Passage Project Andy Taft
2. 2023 Trinity Metro Board Meeting Schedule Richard Andreski
3. Online Ridership Dashboard Chad Edwards

RESOLUTION
1. R2023-01 Appreciation for the Service of Alan Hooks Richard Andreski

PRESIDENT’S REPORT

CHAIR’S REPORT

OTHER BUSINESS
EXECUTIVE SESSION
The Board of Directors may convene in Executive Session under the Texas Open Meetings Act for the consultation with its Attorney pursuant to Section 551.071; deliberation regarding real property pursuant to Section 551.072; deliberation regarding prospective gift pursuant to Section 551.073; deliberation regarding personnel matters pursuant to Section 551.074; deliberation regarding security devices pursuant to Section 551.076 and/or deliberations regarding economic development negotiations pursuant to Section 551.087.

VOTE ON ACTION TAKEN ON MATTERS DELIBERATED IN EXECUTIVE SESSION

ADJOURN
ATTENDEES:

Board Members Present: Jeff Davis, Chairman, Teresa Ayala, Nick Genua, Chris Nettles, Ben Robertson, Tito Rodriguez, Paul Slechta

Board Members Absent: Michael Crain, Charles Edmonds, Alan Hooks

Executive Leadership Team: Rich Andreski, Christine Black, Melissa Chrisman, Fred Crosley, Chad Edwards, Wayne Gensler, Kelli Shields, Detra Whitmore

Board Attorney: Albon Head

CALL TO ORDER
With a quorum of the Board of Directors present Chair, Jeff Davis, called the Board of Directors meeting to order at 3:30 p.m. at 801 Grove Street, Fort Worth, Texas 76102.

PLEDGE OF ALLEGIANCE

CITIZEN COMMENTS
There were no citizen comments.

MEETING MINUTES
Motion: Tito Rodriguez made a motion to approve the September 26, 2022, Board of Director Meeting Minutes as submitted. Teresa Ayala seconded. Motion passed unanimously.

COMMITTEE REPORTS
1. Regional Transportation Council – Jeff Davis reported on the October 13, 2022 meeting.
2. Commuter Rail Committee Meeting – Ben Robertson reported on October 17, 2022 meeting.
3. Planning/Operations/Marketing Committee Meeting – Chris Nettles reported on the October 17, 2022 meeting.
4. Finance & Audit Committee Meeting – Nick Genua reported on October 17, 2022 meeting.

ITEMS TO BE WITHDRAWN FROM THE CONSENT AGENDA
No items were withdrawn from the Consent Agenda.

CONSENT AGENDA
The following Board Action Items were submitted by Consent Agenda:
1. BA2023-01 Fiscal 2023 Authorization to Submit Grant Applications to Support Transportation Initiatives of Trinity Metro Chad Edwards
2. BA2023-02 Fleet Vehicle Camera System Replacement Wayne Gensler
3. BA2023-03 Extension of ILA 079 for First/Last Mile Service in Alliance between Trinity Metro and Denton County Transportation Authority (DCTA) Wayne Gensler
4. BA2023-04 IT Firewall Additions Bruce Lewis
5. BA2023-05 Operations FY2023 Key Performance Indicators Wayne Gensler
6. BA2023-06 State Legislative Agenda Approval Steve Montgomery
7. BA2023-07 TEXRail FY2023 Key Performance Indicators Jon-Erik Arjanen
Motion: Nick Genua motioned to approve Consent Agenda items as submitted. Ben Robertson seconded. Motion passed by unanimous vote.

INFORMATION ITEM
1. Observance of Juneteenth Beginning FY23
2. Ridership Task Force Update

Kelli Shields presented the information item on our Observance of Juneteenth beginning in 2023. Melissa Chrisman introduced Evan Escher and Sarah Rogers from the Ridership Task Force. Both Escher and Rogers recognized all the participants in attendance and presented the Directors with the Ridership Task Force’s findings and ideas. The task force included a final summary of 9 tactics with suggested timing on the implementation of same.

PRESIDENT’S REPORT
Richard Andreski gave the President’s Report and reported on our Executive Leadership Team and the Board’s engagement with our employee listening campaign over the summer. Trinity Metro took action on several items. Mr. Andreski discussed our successful bus roadeo competition and the amazing skills shown by our bus operators, technicians, customer service representatives and others. Mentioned several planned initiatives and company social events that show how much we care for our employees so they in turn can take great care of our customers. Changes were made to our health insurance plan for those employees who participate in Trinity Metro’s Wellness Program which is specifically designed to prioritize our health and wellness. By participating in the plan, they will no longer pay a premium for insurance or gym membership fees. Additionally, the Bus Stop Cleanup Day was a tremendous success with over 400 volunteers and successful collaboration with several Councilmembers, the Fort Worth Transportation and Public Works Department and the community.

CHAIR’S REPORT
Chair Report was given by Jeff Davis. Mr. Davis who acknowledged the broad-based support Trinity Metro is receiving from every facet of the city, county and many communities we serve. He’s excited about our continued advancement in technology and our vision and future growth. He thanked the entire Trinity Metro team for all their hard work and commitment to continued progress.

OTHER BUSINESS
1. Many of the Directors thanked the entire Ridership Task Force for their dedication and culmination of tactics presented.
2. The Members stressed to staff that they are available to assist us in any way possible.
3. There was discussion regarding a Reduced Fare for all veterans and free trips to the VA hospital which is currently being reviewed.

EXECUTIVE SESSION
No Executive Session was held.

VOTE ON ACTION TAKEN ON MATTERS DELIBERATED IN EXECUTIVE SESSION

ADJOURN
Meeting adjourned at 4:12 pm.
BACKGROUND
Trinity Metro is seeking to expand TEXRail from its current terminus station at the Fort Worth Texas & Pacific (T&P) Station to the Near Southside Station located in the Fort Worth Medical District. The TEXRail Extension will consist of new single-track passenger rail construction funded by both Federal and Local dollars within mainly the existing freight (Union Pacific Railroad and Fort Worth and Western Railroad), City of Fort Worth, Texas Department of Transportation, and Baylor Scott and White All-Saints right of way. The TEXRail Extension will extend TEXRail 2.1 miles and add 1-new passenger rail station.

Trinity Metro completed the Environmental Assessment (EA) and received the Finding of No Significant Impacts (FONSI) from FTA on the extension project in December 2021, and is currently wrapping up the Preliminary Engineering 30% design effort targeted to be finalized by the end of this year. The next phases of the project will include completing the Final Design, Construction, and Revenue Operations. In order to complete the next phases Trinity Metro is needing to hire a Project Management Consultant to complement Trinity Metro’s project management staff to complete the following tasks:

- Project Management
- Project Controls
- Quality Assurance/Quality Control
- Design Management
- Construction Management
- Value Engineering/Risk Assessments
- Environmental Services
- Community Outreach
- Procurement/Contract Management Services
- Real Estate Support Services
- Safety Certification and Startup
- Survey and Mapping Services (if needed)

This contract will continue for the remaining term of the TEXRail Extension Project including startup and operations. It is not to exceed, cost plus fixed fee contract that is billed on: 1) actual salaries of the assigned staff; 2) audited Federal Acquisition Regulation overhead rate; 3) an agreed upon profit percentage of 10% for the prime contractor and 8% for the subcontractors.

In accordance with Trinity Metro’s Procurement Policy, a Request for Qualifications (RFQ 22-T059) for TEXRail Extension Project Management Consultant Services was issued and advertised on Trinity Metro’s website. Four firms/teams responded to the Request for Qualifications and complied with the requirements. Responding Firms/Teams include:

- Bowman Engineering/Consulting, Inc.
- Hill International, Inc.
- Jacobs
- WSP USA, Inc.

A Trinity Metro evaluation committee reviewed and evaluated the statement of qualifications. Four firms/teams made oral presentations and were interviewed by the evaluation committee. As a result of
the evaluations, Bowman Engineering/Consulting, Inc. was selected as the highest qualified for entering into negotiations and contract award.

**PROCUREMENT**
The Trinity Metro Procurement Department has followed its procurement policies and procedures with this purchase and complies with all applicable Federal, State, and Trinity Metro procurement requirements.

**DISADVANTAGED BUSINESS ENTERPRISE UTILIZATION**
The Disadvantaged Business Enterprise (DBE) Goal for this solicitation is 25%.

**FINANCING**
The cost for this authorization is included in Trinity Metro’s FY 2023 Capital Budget. Funds for future years of the authorization will be considered in their respective proposed budgets.

**RECOMMENDATION**
We request that the Commuter Rail Committee recommends to Trinity Metro’s Board of Directors to authorize the President / Chief Executive Officer to execute a five (5) year contract for Project Management Services with Bowman Engineering/Consulting, Inc. in the amount of $10,805,350.00 with a 10% contingency ($1,080,535.00) for an amount not to exceed $11,885,885.00.

**STAFF DISPOSITION**
Jon-Erik Arjanen
November 14, 2022

**EXECUTIVE LEADER APPROVAL**

**DISPOSITION BY BOARD OF DIRECTORS**

**SECRETARY APPROVAL**
BACKGROUND
On December 17, 2018, the Trinity Metro Board of Directors approved BA2019-26 for Pilot on-Demand Ride Share Services Program to address the first-mile/last-mile challenges for connecting our customers to rail stations and bus routes. River North Transit, LLC (Via) and Circuit (formally TFR Transit, Inc.) were selected as the contractor to provide the on-demand rideshare service with a combined not-to-exceed amount of $10,000,000 for up to five one-year term agreements. On May 18, 2020, BA2020-56 was approved for a 12-month extension to base contract No. 18-030A. In subsequent years, BA2021-55 and BA2022-38 approved additional 12-month extensions to the base contract with Via for Trinity Metro’s On-Demand Rideshare Service, ZIPZONE.

The Trinity Metro Operations, Planning, and Marketing Departments continue to develop options to support core services that meet the needs of employers and employees throughout Fort Worth and Tarrant County. ZIPZONE added new zones and subsequently extended the zones resulting in increased ridership. In order to keep up with the demand, additional vehicles were placed in service.

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Board Approved Contract: $10,000,000.00
Total Approved/Committee: $7,652,348.66
Remaining Balance: $2,347,651.34

Due to the increases in demand (see attachment) and vehicles, as well as a scheduled hourly rate increase beginning June 1, 2023, the $10,000,000 not to exceed amount of the five year contract with
River North Transit, LLC (Via) will need to be increased. Based on current service levels, and leaving some room for growth during the last option year of the contract beginning in June 2023, the not to exceed amount will need to be increased by $2,500,000 for a total not to exceed amount of $12,500,000.

**PROCUREMENT**
The Trinity Metro Procurement Department has followed its procurement policies and procedures with this contract change order and complies with all applicable Federal, State, and Trinity Metro procurement requirements.

**DISADVANTAGED BUSINESS ENTERPRISE UTILIZATION**
The Disadvantage Business Enterprise (DBE) Goal for this contract is 5%.

**FINANCING**
Funds are available in Trinity Metro’s FY2023 Operating Budget, which includes a contribution from the City of Fort Worth and a partnership with Mercantile Partners Inc. Funds for future years of the contract will be considered in their respective proposed budgets along with any applicable contributions from local partners.

**RECOMMENDATION**
The Planning, Operations & Marketing Committee recommends that the Trinity Metro’s Board of Directors authorize the President & Chief Executive Officer to increase the total not to exceed amount of the contract with River North Transit, LLC (Via) from $10,000,000 to $12,500,000.

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**STAFF DISPOSITION**

Wayne Gensler

November 7, 2022

EXECUTIVE LEADER APPROVAL

DATE

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**DISPOSITION BY BOARD OF DIRECTORS**

SECRETARY APPROVAL

DATE

Attachment
Via ZIPZONE Monthly Ridership

TRINITY METRO

Fiscal Year Ridership to Date
- FY2019: 547
- FY2020: 6,921
- FY2021: 21,103
- FY2022: 57,553
BOARD ACTION ITEM

Item Number: BA2023-10  Meeting Date: November 28, 2022
Item Title: Purchase of Fleet Air Conditioning Parts

BACKGROUND
Air conditioning parts are critical to bus operations. They are a vital component of the day-to-day operations of our bus system due to the heat during our extended summer months. Most of Trinity Metro’s bus air conditioning units are manufactured by Thermo King Corporation. Trinity Metro purchases Thermo King Parts as required for maintenance and repair. An annual contract secures the provision of meeting demands for parts as needed.

Thermo King is a global manufacturer of HVAC equipment for the transportation industry, and multiple independent distributors provide the services and parts for the Thermo King line. Convoy Servicing Company is an independent distributor located in Dallas, Texas, and has been providing this service to Trinity Metro for the past ten (10) years. Trinity Metro issued IFB-22-T067 on August 17, 2022, to purchase Air Conditioner Parts for Buses. Convoy Servicing company was the single responder to the bid.

PROCUREMENT
The Trinity Metro Procurement Department has followed procurement policy with this request for proposal and complies with all applicable Federal, State, and Trinity Metro procurement requirements.

FINANCING
Funding for the first year of the contract is included Trinity Metro’s FY2023 Operating Budget. Funds for future contract years will be considered in their respective proposed budgets.

RECOMMENDATION
The Planning, Operations & Marketing Committee recommends that the Trinity Metro’s Board of Directors authorize the President & Chief Executive Officer to enter into a five-year contract with Convoy Servicing Company to purchase Thermo King air conditioner parts for buses. Based upon the projected usage of products, the estimated cost of the agreement for one year with Convoy Servicing Company is $75,000 for a total five-year cost not to exceed $375,000.

STAFF DISPOSITION
Wayne Gensler  November 10, 2022

EXECUTIVE LEADER APPROVAL

DATE

DISPOSITION BY BOARD OF DIRECTORS

SECRETARY APPROVAL

DATE
BACKGROUND
Trinity Metro is seeking a General Planning Consultant (GPC) that will assist staff in a series of task order-based consultant services in the following areas:

1. Program Management & Administration
2. Corridor Planning
3. Environmental Planning
4. System Planning
5. Service / Operations Planning
6. Economic Development
7. Preliminary Engineering Services
8. General Support (Technical and Graphic)

The contract will be three years plus two one-year options to renew. The anticipated work program includes a variety of planning activities that address ongoing and emerging issues related to planning, designing, constructing, financing, maintaining, and improving the Trinity Metro transportation system. The GPC is expected to be an extension of Trinity Metro staff and provide additional functions that the agency currently does not perform.

Initial projects include a Transit Value Proposition Study, Transit Oriented Development Planning Study for TEXRail Stations, the development of a Capital Improvement Program, and a review of the current fixed route system that resulted from A Better Connection.

In accordance with Trinity Metro’s Procurement Policy, a Request for Proposals (RFP 22-T064) for General Planning Consultant Services was issued and advertised on Trinity Metro’s website on August 30, 2022. Five firms/teams responded to RFP 22-T064 and complied with the requirements.

A Trinity Metro evaluation committee reviewed and evaluated the proposed statement of qualifications. Three firms/teams were shortlisted, made oral presentations, and were interviewed by the evaluation committee. As a result of the evaluations, HDR Engineering Inc. was selected as the highest-qualified firm for entering into negotiations and contract award.

PROCUREMENT
The Trinity Metro Procurement Department has followed its procurement policies and procedures with this purchase and complies with all applicable Federal, State, and Trinity Metro procurement requirements.

DISADVANTAGED BUSINESS ENTERPRISE UTILIZATION
The Disadvantaged Business Enterprise (DBE) Goal for this solicitation is 15%.

FINANCING
The cost for this authorization is included in Trinity Metro’s FY2023 Budget.
RECOMMENDATION
The Planning, Operations & Marketing Committee recommends that Trinity Metro’s Board of Directors authorize the President & Chief Executive Officer to execute a contract with HDR Engineering Inc., for a three-year term with two one-year optional term extensions, for planning and other professional services in an amount not to exceed $10,000,000 over the life of the contract.

STAFF DISPOSITION

Chad Edwards November 21, 2022
EXECUTIVE LEADER APPROVAL DATE

DISPOSITION BY BOARD OF DIRECTORS

SECRETARY APPROVAL DATE
BACKGROUND
The Federal Transit Administration (FTA) adopted the principles and methods of Safety Management Systems (SMS) to enhance public transportation safety in the United States. Per 49 CFR Part 673, Trinity Metro was required to have a Public Transportation Agency Safety Plan (PTASP) by December 31st of, 2020. The plan is intended to reflect the specific safety objectives, standards, and priorities of the transit agency implementing an SMS approach. The PTASP, and subsequent updates, must be signed by the Union Representatives and Accountable Executive and approved by the agency's Board of Directors or an Equivalent Authority. The new bipartisan infrastructure law requires the Safety Committee to be comprised of 50 percent frontline employees and 50 percent management staff.

The Bipartisan Infrastructure Law requires the Safety Committee to approve an agency’s Public Transit Agency Safety Plan (PTASP) and any updates. This approval must occur before the agency’s Board of Directors adopts the plan or updates. The Bipartisan Infrastructure Law also requires maintenance personnel, operations personnel, and personnel directly responsible for safety to complete de-escalation training.

Updates to the Public Transit Agency Safety Plan (PTASP):
- All appendices have been reviewed and updated to reflect the annual review of the plan.
- Organizational chart has been updated to reflect staff changes.
- Signature lines have been added to the plan for the Union Representatives.
- Appendix J – Joint Labor and Management Safety Committee Charter has been added to the plan. This appendix is the policy and procedures of the safety committee.

PROCUREMENT: N/A

FINANCING: N/A

RECOMMENDATION
The Planning, Operations, and Marketing Committee recommend that the Trinity Metro Board of Directors authorize the President/Chief Executive Officer to sign as the Accountable Executive approving the Trinity Metro Public Transportation Agency Safety Plan as required by 49 CFR Part 673.

STAFF DISPOSITION
Wayne Gensler November 7, 2022

EXECUTIVE LEADER APPROVAL DATE

DISPOSITION BY BOARD OF DIRECTORS

SECRETARY APPROVAL DATE
Public Transportation Agency Safety Plan PTASP

By Chief Safety Officer – Bus & Rail

Effective Date: 10/26/2020

Updated: 7/7/2022
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SMS – Safety Promotion .................................................. 19

Other Referenced Documents not Included:

ADDENDUMS:
Addendum 1 – Definitions per Part 49 CFR Part 673
Addendum 2 – Trinity Metro PTASP Acronyms

APPENDICES:
Appendix A – Organization Chart
Appendix B – Accountable/Responsible Designees
Appendix C – Employee Communication, an SMS Safety Promotion Process
Appendix D – SOP, Potential Hazard Reporting
Appendix E – Key Performance Indicators and Target Goals
Appendix F – Hazard Analysis Matrix
Appendix G – Street Supervisor Manual: Collisions and Incidents Excerpt
Appendix H – ARB Procedures
Appendix I – Safety Performance Improvement Techniques
Appendix J – Joint Labor & Management Safety Committee Charter
As required by 49 CFR Part 673 and Section 2 of this document, Trinity Metro's PTASP, which describes our agency's commitment to continuously monitoring, measuring, and improving safety performance, has been approved by the Union Representatives, Board of Directors, President/CEO, frontline employees, and endorsed by the Chief Executive Officer.

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Trinity Metro – An Overview

The Fort Worth Transportation Authority dba Trinity Metro is a regional transportation authority of the State of Texas created pursuant to Chapter 452 of the Texas Transportation Code and confirmed by a public referendum on November 8, 1983. At the time of inception, a $.0025 or one-fourth cent sales tax was approved on certain retail sales within the City of Fort Worth to provide a stable funding source for mass transit operations. As called for on the original ballot, the sales tax rate was increased to $.0050 or one-half cent in January 1989. Trinity Metro provided services only to Fort Worth for the first several years of its existence. Trinity Metro provided services only to Fort Worth. Over the years, services have expanded across Tarrant County.

Effective November 8, 2016, voters in the City of Richland Hills elected to withdraw as a member of the transportation system. On November 7, 2006, voters in the City of Grapevine elected to approve a $.0050 or half-cent sales tax increase for Economic Development (4B), of which Trinity Metro will receive $.0038 or three-eighths cent sales tax for the construction and operation of a commuter rail through Fort Worth, Grapevine, and into DFW Airport. This was a significant milestone in support of public transportation in Tarrant County. This action by the Grapevine citizens marks the first time in 15 years that a new city has joined with Trinity Metro, which will help make public transit options available on a regional basis.

The President and Chief Executive Officer, Richard Andreski, is a Trinity Metro employee who works directly for the Board of Directors. Approximately 202 employees also work for Trinity Metro under his direction. Under a contractual agreement, RATPDev manages the remaining employees working for the Operations, ACCESS, and Maintenance Departments.

On January 29, 2018, the Board of Directors approved a change in the name and logo of the Fort Worth Transportation Authority from “The-T” to Trinity Metro for marketing purposes. The purpose of the change was to convey the forward-thinking of the Transit Master Plan. Although the authority has begun doing business as Trinity Metro, the authority is still legally the Fort Worth Transportation Authority located at 801 Grove Street, Fort Worth, TX 76102.
Trinity Metro – Mission Statement

The mission of Trinity Metro is to provide safe, reliable, customer-focused, fiscally responsible public transportation services to the citizens of Tarrant County. We strive to improve the quality of life for our residents and drive economic development in our region.

Trinity Metro – Safety Policy Statement

With support from the Trinity Metro Board of Directors, Trinity Metro management is dedicated to safety for all patrons – passengers and employees, including contracted workers. Accordingly, our mission statement reflects our commitment to safety. To this end, Trinity Metro implements a formal Safety Management System (SMS) approach for all its modes of transportation: Fixed Route, Paratransit, and Commuter Railroad, operated by contractor revenue service providers.

SMS reflects the following four components, each with an empirical statement representing each component:

- SMS Safety Policy → the documents that indicate safety practices, processes, and procedures;
- SMS Safety Assurance → the process to assess the agency’s practices throughout the organization to ensure improvement and, as needed, revise safety relative dynamic documents accordingly;
- SMS Safety Risk Management → is the process of prioritizing and managing hazards reactively and proactively employing a hazard resolution process with the intent of establishing an ongoing and continuous improvement process; and
- SMS Safety Promotion → effective dissemination of SMS program and plan information and progress throughout the agency with the primary intent to enable active SMS ongoing practices and facilitate continuous improvement.

SMS will enhance reactively and proactively from top-down agency support combined with bottom-up personnel support and participation.

All personnel and contracted workers are expected to drive Trinity Metro’s formal improvement processes in accordance with mandatory guidelines and relevantly customized best management practices for Trinity Metro patrons.

Multiple safety and security committees will be established to enable executive management decisions to include frontline employee participation to collect input and feedback representative of the agency’s task force and implement practicable mitigation actions and practices.

Trinity Metro is subject to the requirements under 49 CFR Part 673 due to receiving federal financial assistance under 49 U.S.C. Chapter 53 – specifically 5307, 5310, 5337, and 5339 funds.

The FRA System Safety Program Plan (SSPP) requirement, per Part 270, as of this SMS Policy Statement, had an implementation date of March 4th of, 2020.

Trinity Metro’s Chief Safety Officer implemented and utilized an SMS approach to safeguard employees, co-workers, and riders on all modes of revenue service provided by Trinity Metro – Fixed Route, Paratransit, and Commuter Rail passenger services effectively since February 28th, 2020. Having established what is considered the essence and intent of SMS and SSP at Trinity Metro, a Hazard Management Process was established initially for Fixed Route and Paratransit in December of 0 and later for Commuter Railroad Passenger service.

The intent is to establish a management system approach consistently throughout Trinity Metro transit services; SMS will be implemented consistently agency-wide with the exception of separating safety-related data for each mode of transportation provided by Trinity Metro: Bus Operations, Paratransit Operations, and Commuter Rail Operations. This data protection is established per 49 CFR Part 270 for Commuter Rail operations. This applies to information generated solely for planning, implementing, and evaluating its corresponding system safety program to improve the railroad through structured and proactive/reactive processes and procedures reflective of a Safety Management System approach and methodology.

Agency-wide deemed appropriate, Addendums and Appendices will also be labeled as Sensitive Security Information to protect information per (USDOT) 49 CFR Part 15, Protection of Sensitive Security Information, and (TSA) 49 CFR Part 1520, Protection of Sensitive Security Information, accordingly. Accordingly, transportation safety and security are interlinked and intended to protect and safeguard people and property from potential harm. Actual intentional harm revealed from safety processes’ identification of hazards and potential hazards.

Trinity Metro’s SMS will remain as transparent as is practical while safeguarding data and other records, which can be intentionally used to harm individuals and damage property. At the same time, we endeavor to protect and engage the public we serve.

The Trinity Metro PTASP will be reviewed annually by the Chief Safety Officer and/or designee. Revisions of the PTASP will be triggered by substantive needs for changes, such as a result of regulatory compliance, internal assessment safety improvement determination(s), external assessment requirement, and/or Executive Safety Committee deeming this as appropriate action. The Trinity Metro PTASP will be presented to the Board of Directors for acceptance whenever applicable.

__________________________  __________________________
Chief Safety Officer          Date

__________________________  __________________________
Accountable Executive        Date
Executive Summary

Moving Ahead for Progress in the 21st Century (MAP-21) granted the Federal Transit Administration (FTA) the authority to establish and enforce a comprehensive framework to oversee public transportation safety throughout the United States. MAP-21 expanded the regulatory authority of FTA to oversee safety, providing an opportunity to assist transit agencies in moving towards a more holistic, performance-based approach to Safety Management Systems (SMS). This authority was continued through the Fixing America’s Surface Transportation Act (FAST Act).

The Federal Transit Administration (FTA) promulgated a Public Transportation Safety Program on August 11, 2016, that adopted another USDOT administration’s Safety Management System (SMS) approach to formalize a performance-based approach as the foundation for developing and implementing a Transit Agency Safety Program (TASP) or simply the Agency Safety Plan (ASP). FTA’s intentions included developing and implementing a continuous improvement management system toward a sound safety culture. This will consistently improve strategies and processes towards the highest practicable level at each safety agency. SMS helps organizations improve their safety performance by supporting the institutionalization of beliefs, practices, and procedures for identifying, mitigating, and monitoring safety risks.

There are several components of the national safety program, including the National Public Transportation Safety Plan (NSP) that the FTA published to provide guidance on managing safety risks and hazards. One element of the NSP is the Transit Asset Management (TAM) Plan towards facilitating the improvement of fleet and facilities’ State of Good Repair (SOGR). The subject of this document is the Public Transportation Agency Safety Plan (PTASP) rule, 49 CFR Part 673, and guidance provided by FTA and PTASP Technical Assistance Center.

Accordingly, per 49 CFR Part 673, Trinity Metro’s Chief Safety Officer and Executive Safety Committee also review internal and external reviews, including audits and assessments, compliance with operations and maintenance procedures, and the effectiveness of safety risk mitigations. The Chief Safety Officer discusses relevant safety issues and concerns with the Accountable Executive and executive management towards developing continuous safety improvement for Trinity Metro employees, co-workers, and customers.

NOTE: The Chief Safety Officer and Accountable Executive meet and follow regulatory compliance requirements per 49 CFR Part 673. This PTASP complies with FTA’s Public Transportation Safety Program and the National Public Transportation Safety Plan.

Trinity Metro’s Chief Safety Officer initiated the implementation of an SMS-based program prior to the development of this PTASP, which includes the four components:

- Safety Management Policy (SMP),
- Safety Risk Management (SRM),
- Safety Assurance (SA), and
- Safety Promotion (SP).

NOTE: Trinity Metro also operates TEXRail, a Commuter Passenger Railroad, under mandatory compliance with Federal Railroad Administration (FRA) regulations. 49 CFR Part 270, System Safety Program, requires a similar formal safety management process.
Accountabilities and Responsibilities for Safety

To remain consistent with the top-down, organization-wide nature of SMS, our Executives and Board of Directors ensure that organizational resources are allocated to further this commitment and achieve the highest level of transit safety. All agency employees and contractor co-workers support this accountability or co-workers to ensure that management has access to the information necessary to deploy resources based on identified safety concerns strategically, establish and support accountability for safety decision-making, and address unacceptable safety risks as well as prioritize corrective actions, preventive measures, and other safety improvement practices.

SMS documentation will be retained for at least three years, reflective of a three-year cycle of internal SMS assessments. The three-year cycle may not necessarily coincide with FTA Triennial Reviews. Trinity Metro will make this documentation available to FTA or authorized oversight agencies upon written request.

Appendix A – Organization Chart

Appendix B – Accountable/Responsible Designees

Trinity Metro’s overall safety objective is to proactively manage safety hazards and their associated safety risk intending to eliminate unacceptable safety risks in our transit operations. To that end, we will continuously examine our operations for hazards. As required by the Federal Transit Administration, we have set annual safety performance targets to help us measure the safety of our transit service. In addition, to address our overall safety objective, we have established mandatory and voluntary employee safety reporting programs and will disseminate SMS program information as part of our SMS Safety Promotion practices through coaching, counseling, development, familiarization, and training as well as through the Trinity Metro Information Messaging System (IMS), which is used to communicate with those individuals on our voluntary distribution list via text, e-mail, and audio message. All employees of Trinity Metro are provided with e-mail addresses to receive notifications and other information.

Appendix C – Employee Communication, an SMS Safety Promotion Process

Employees, contractor co-workers, and front-line employees are encouraged to report potential hazards. They can proactively report potential risks without repercussions through a radio call to a dispatcher, the ELERTS app, a suggestion box near dispatch, and a Union Steward.

Appendix D – SOP, Potential Hazard Reporting
Safety Objectives

Trinity Metro has established safety objectives to help us assess our safety performance and the effectiveness of our SMS. Objectives include the following:

- Continuously examining our operations for hazards. Ensure active employee reporting, review, and analysis of data;
- Clearly explaining to staff their accountabilities and responsibilities for the development and operation of Trinity Metro’s SMS;
- Periodically ensuring that employees charged with implementing the agency’s SMS processes, methods, and activities are adequately trained and assigned tasks commensurate with their accountabilities and responsibilities and as practicable commensurate with skills, training, and experience;
- Providing employees and contractor workers with ongoing SMS communications; and
- Continuously improving safety performance through the management of managing processes intended adequately to ensure risk mitigations are implemented promptly.

Quarterly Progress Report

The Chief Safety Officer or designee will report to the Executive Safety Committee every quarter. In keeping with pre-established safety objectives, this report will include progress within the four components of Trinity Metro’s SMS. The focus will be on Hazard Management and related Key Performance Indicators (KPIs).

Trinity Metro receives reactive and proactive concerns and determines corrective actions, preventive measures, and other safety improvement efforts as a result of various levels of staff and workers’ participation applicable through two Safety Committees: The Safety Committee intended for frontline workers and the Executive Safety Committee.

Through the Executive Safety Committee, concerns needing escalation from the general Safety Committee can be reviewed towards a practical resolution.

Appendix E - Key Performance Indicators and Target Goals

Goals, objectives, and KPIs will be reviewed annually and, if needed, revised to improve safety performance and establish a more robust safety culture at Trinity Metro.
SMS – Safety Assurance

Trinity Metro has implemented SMS Safety Assurance to monitor safety practices in keeping with the SMS Safety Policy and related safety documents. Internal Assessments will be conducted quarterly on a pre-determined schedule intended to complete a rotation and full round of internal assessments tri-annually. This will enable a comprehensive benchmark every three years while permitting flexibility to adjust internal assessment safety improvement action intended to address safety-related concerns or trends that may arise as needed. SMS Safety Assurance at Trinity Metro is intended to improve hazard management processes. Policies and S.O.P.s will be developed and implemented or revised as deemed necessary.

Trinity Metro Safety & Risk Management applies a configuration management document control process for safety documents - identifying the date produced, revision, and version number as applicable. Only the most recent revision or version document will be considered current and operable. This will facilitate reviewing this PTASP annually and other safety documents at least every three years. As needed, revisions will be made to maintain records updated and relevant. This also complements the same approach for operations-approved documents to keep documents relevant and updated as necessary.

Such organizations may also conduct external assessments as FTA or APTA. Formal External Assessments would be welcomed to have a fresh-eyes evaluation and viewpoint. External Assessments typically target mandatory compliance programs to include this PTASP and relevant and affiliated safety documents.

Trinity Metro utilizes mandatory reporting programs and voluntary reporting programs.

Appendix D – SOP, Potential Hazard Reporting
Trinity Metro introduced a Standard Operating Procedure primarily as a proactive practice to averting reports of incidents that may practicably be eliminated or mitigated before anyone gets harmed or property is damaged. Anyone working on behalf of Trinity Metro is welcome to report potential hazards and will trigger someone investigating the reported concern and placing channeling around the area until mitigated satisfactorily. This is a voluntary reporting program.

Trinity Metro also utilizes mandatory reporting as part of SMS Safety Assurance and regulatory-driven, recommended, or required guidelines and regulations.

SMS Safety Assurance assessments will be evaluated after being conducted. Safety Improvement items to include corrective action and/or preventive measures will be introduced into SMS Risk Management processes to address mitigation intended as safety improvement actions.

Once a year, the Executive Safety Committee will be informed by the Chief Safety Officer of progress within the SMS Risk Management processes. Essential recaps will focus on opportunities for improvement and other open safety improvement actions. Some safety improvement actions may require capital assets and decisions and planning by the stakeholder Executive Management, a.k.a. Trinity Metro Senior Staff.

Appendix A – Organization Chart

When design or re-design issues are identified, a Capital Improvement Project (CIP) may be required to mitigate identified and potential hazards. Depending on cost, Corrective Action Plan(s) (CAPs) may be needed and will include an expected timeline to complete. Some CAPs and CIPs may take several years. These safety improvement actions may consist of temporary or alternative mitigation practices or equipment.
SMS – Risk Management

SMS Risk Management is considered the overarching intent of SMS implementation as well as SSP implementation for Trinity Metro’s Commuter Railroad, TEXRail. Trinity Metro has incorporated a Hazard Analysis matrix and process based on Mil Std 882E.

Appendix F – Hazard Analysis Matrix

Hazard Analysis (HA) within SMS is a process or tool intended to conduct and facilitate hazard (and potential risk) assessments – internal and external assessments and resolution decision determinations. Hazard Analysis provides for a prioritization dealing with multiple or numerous accident/incident events, inspections, and internal-external assessments. Findings can be grouped or categorized into four determinations or priorities:

- **High** → a.k.a. Unacceptable: must be addressed as soon as is practicable to mitigate to lesser priority following. For construction projects (equipment and/or facilities) subject to safety criticality and/or FTA funding, a resolution to a lesser level is required before the project into the construction phase.
- **Serious** → a.k.a. Unacceptable with Management Decision: addressed typically as part of an ongoing review process periodically by the Chief Safety Officer or designee to a lesser priority following. This is the second highest priority of events or assessment items. Safety improvement recommendations include Corrective Actions and/or Preventive Measures to reduce recurrence.
- **Medium** → a.k.a. Acceptable with Management Decision: addressed typically as part of an ongoing review process periodically by the Chief Safety Officer or designee. This is the third highest priority of events or assessment items. Safety improvement recommendations include Corrective Actions and/or Preventive Measures to reduce recurrence.
- **Low** → a.k.a. Acceptable: addressed typically as part of an ongoing review process periodically by the Chief Safety Officer or designee. This is ideally considered the targeted best resolution category when the hazard or potential hazard cannot be practically eliminated through design/redesign or engineering out resolution practice(s). Often, this priority level or category of assessed items may result from safety improvement recommendations that include Corrective Actions and/or Preventive Measures to reduce recurrence, as referenced above.
- **Eliminated** → Addressed item has been eliminated through design/redesign, engineering a resolution, or other practice(s) and/or technology.

Hazard Analysis assessment variations to include Preliminary Hazard Analysis (PHA) for Capital projects prior to the project with a follow-up HA for mitigating/eliminating unacceptable assessments typically during the Design or Planning phase of a construction project for equipment and/or facility.

Investigations to Determine Safety Improvement Actions

Trinity Metro maintains documented procedures for conducting investigations of events resulting in property damage and/or personal injury. These events include reported accidents, incidents, near misses, and other reported occurrences requiring assessment but not substantiated. Investigations are intended to reduce the reoccurrence of identified hazards or potential hazards. This typically results in identifying contributing factors and/or cause(s) leading to safety improvement actions. Safety Improvement actions include corrective actions and preventive measures. Corrective actions typically pertain to the event in question being investigated –
accident, incident, or near-miss accident, and determining action specifically addressing harm and/or property damage resulting from the event. Preventive Measures typically pertain to causal factors related to the event and similar potential events subject to similar causal factors.
Appendix G → Street Supervisor Manual – Collisions and Incidents Excerpt

Trinity Metro's Street Supervisor Manual includes procedures to follow upon investigating collisions and other reported incidents. Completed reports are forwarded to a designee within the Safety & Risk Management Department to follow through with the site investigation conducted by a trained Supervisor. A determination of whether the event could have been prevented is performed for events involving the operation of revenue service vehicles. This introduces the event into Trinity Metro's Hazard Management Process.

Trinity Metro's Chief Safety Officer introduced a Hazard Management process about a month after being hired at Trinity Metro. This process was disseminated by applying SMS Safety Promotion methods in meetings held at least every two months targeting safety improvement practices. The stakeholders involved agency internal representatives from:

- Operations – Fixed Route & Paratransit
- Safety & Risk Management
- Training
- Human Resources
- Maintenance

The HA Matrix was introduced and implemented for reported accidents and incidents commencing October 2020, the start of Fiscal Year 2021. Mitigation and safety improvement practices evolved from this Hazard Management Process, which is the foundation of SMS Risk Management at Trinity Metro.

NOTE: The Safety & Risk Management Department participates in compliance with reporting thresholds, requirements, and processes defined in FTA's NTD Safety and Security Policy Manual and with other mandatory compliance notification thresholds.

Trinity Metro's approach to producing this PTASP was to establish the SMS program and processes prior to writing the PTASP for Trinity Metro. Efforts are made to establish consistency across all modes of passenger transportation provided by Trinity Metro. This includes primarily Fixed Route and Paratransit but also with System Safety Program (per 49 CFR Part 270) plan. This includes empirical practices for TEXRail and, to some extent, with Trinity Railway Express, co-operated with and primarily by Dallas Area Rapid Transit (DART). The intent is that consistency agency-wide facilitates promoting, assessing, monitoring, and developing policies and procedures for all modes of revenue service while establishing recognizable consistency for our customers, passengers, and other patrons.

Data capture and analysis are consistent between Bus and Rail Operations. Best Management Practices and safety improvement resolutions are interfaced whenever and wherever applicable.

An excellent example of this has been the way Trinity Metro managed COVID-19 Exposure Reduction by applying an SMS approach to analyze, develop and implement best practices, and consistently SMS Safety Promote communications internally and externally with relevant patrons.

Trinity Metro has established and shown a commitment to examining safety-related events to determine causal and latent organizational factors in efforts to continuously improve safety agency-wide for the benefit of its personnel, co-workers, and customers, as well as reaching out and providing recommendations to regional Transit Agencies via the Texas Transit Safety Professionals Association (TTSPA).
NOTE: The TTSPA was founded as a collaboration between Transit Agencies throughout Texas to improve safety at participating stakeholder Texas Transit Agencies since 2002.

In addition to the Hazard Management Process referenced previously, Trinity Metro initiated a working group to address State of Good Repair (SOGR) as part of both its safety program and Transit Asset Management process to facilitate pull-out safety of rubber tire revenue service vehicles and introduce practical safeguards to enhance vehicle safety and reliability. Safety assessments of vehicles are performed during Pre-Trip Inspections by Operators and overseen by Operations Supervisors facilitated as needed by Trinity Metro’s Maintenance Department. This requires consistent communications and standards conformance between Operators to Dispatchers and interface with Maintenance Supervisors as needed to practice and maintain ongoing day-to-day sound and safety best practices.

**Accident Review Board**

Trinity Metro’s Accident Review Board (ARB) is a check and balance protocol for reviewing and determining accidents/incidents determined to be Preventable. It provides a sounding board for Operators and others involved in what are deemed Preventable Accidents/Incidents. Upon a review of the event facts and records from the investigation process, the determination of Preventability is assessed. It is subject to being reversed to a decision of non-preventable.

**Appendix H – Accident Review Board Procedures**
Recordkeeping

Trinity Metro’s Safety & Risk Management Department maintains records related to Trinity Metro’s SMS program and other safety-related documents. This includes a Chain of Custody process from producing records to controlled access and, as needed, safeguarding the exchange of documents and other records.

As referenced within the SMS Safety Policy section, Trinity Metro Safety & Risk Management applies a configuration management document control process to keep safety documents relevant and updated. This includes identifying the effective date or date produced, the date revised, and the revision/version number. This complements the same approach accordingly for Operations approved documents to keep documents relevant and updated as is deemed necessary upon review.
SMS – Safety Promotion

SMS Safety Promotion will be the process of disseminating information about SMS and its components:

- SMS Safety Policy
- SMS Safety Assurance
- SMS Risk Management and
- SMS Safety Promotion

SMS Safety Promotion will include formal processes traditionally a part of Mass Transit agencies, including:

- Initial New Hire Orientation – includes SMS overview
- Training for new Trinity Metro personnel to include Operators
- Ongoing Development by front-line field personnel Supervisors and/or Managers
- Follow up safety improvement practices to include:
  - Counseling
  - Coaching
  - Refresher Training to include targeted event corrective action

Appendix I – Safety Performance Improvement Techniques

Previously referenced, Safety Improvement actions included corrective action and/or preventive measures and were identified in SMS Risk Management processes to address mitigation as deemed appropriate.

SMS Safety Promotion establishes a way for SMS and its components to be revisited repeatedly and completes the SMS circle of information sharing. To this end, Safety Committee involving frontline employees and management will have been established to vet SMS, receive feedback, and share information related to SMS processes. The Safety Committee will recap actions within SMS Risk Management processes, such as Hazard Analysis and respective safety improvement actions, to include corrective actions, preventive measures, and reported concerns. The joint labor and management Safety Committee will be essential to vet respective agency internal assessments, inspections, investigations, and/or mitigation practices.

To complete the circle of information exchange within Trinity Metro’s SMS, interface with Safety Committee to facilitate continuous improvement processes agency-wide will be captured during Executive Safety Committee SMS Safety Promotion activities to include quarterly meetings. Safety improvement actions may be escalated to Executive Safety Committee when necessary, especially when Capital Improvement Projects are recommended. The Executive Safety Committee will determine what action to take when practicable.

Appendix D – SOP Reporting Potential Hazard

Appendix J – Joint Labor & Management Safety Committee Charter

As referenced within the SMS Safety Policy section, other forms of communication at Trinity Metro for conveying safety-related concerns and updates include Incident Management System (IMS) messaging. IMS, which is used to communicate with those individuals on our voluntary distribution list via text, e-mail, and/or audio message, can provide reminders about safety and updates. All
employees of Trinity Metro are provided with Trinity Metro e-mail addresses to receive notifications and other information.

Appendix C – Employee Communication, an SMS Safety Promotion Process
NOTE: The following Appendices, Addendums, and other PTASP support documents may be considered and labeled as Sensitive Security Information to protect information per (USDOT) 49 CFR Part 15, Protection of Sensitive Security Information, and/or (TSA) 49 CFR Part 1520, Protection of Sensitive Security Information, accordingly. Accordingly, transportation safety and security are interlinked and intended to protect and safeguard people and property from potential and intentional harm revealed by safety processes’ identification of and potential hazards.

Trinity Metro’s SMS-based PTASP will remain as transparent as is practical while safeguarding data and other records, which can be intentionally used to harm individuals and/or property. At the same time, we endeavor to protect and interface with the public we serve.

SMS documentation will be retained for at least three years, reflective of a three-year cycle of internal SMS assessments. The three-year cycle may not necessarily coincide with FTA Triennial Reviews. Trinity Metro will make this documentation available to FTA or authorized oversight agencies upon written request.
Change Record

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<th>Responsible Person</th>
<th>Description of Change</th>
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<td>10/20/2022</td>
<td>Jessica Powers</td>
<td>Organizational Chart changed</td>
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TRINITY METRO
ORGANIZATIONAL CHART

Richard Andreski
President/CEO

Christine Black
Executive Assistant

Detra Whitmore
VP of Customer Experience
Customer Care
Customer Relations
Transit Envoy
VanPool
EEO Officer

Fred Crosley
VP/CFO
Finance
Accounting

Kelli Shields
VP of Human Resources and IT
Human Resources
Training
Information Technology
Fort Worth Bike Sharing

Melissa Chrisman
VP of Mktg & Comm
Marketing
Communication

Chad Edwards
VP of Planning & Development
Planning
Scheduling
Facilities
Grants
Government Affairs
Project Mgmt

Al Arjana
VP/COO of Rail
TexRail
TRE

Wayne Genster
VP/COO of Bus & Paratransit
Fixed Route
Paratransit
Maintenance
Procurement
Safety
Security
Risk Management

Jessica Powers
Chief Safety Officer

Jennifer Griffin
DBE Administrator

As of July 7, 2022
As required within 49 CFR Part 673, the following individuals/parties fulfill mandatory compliance designee positions (listed in alphabetical order):

**Accountable Executive:** Chief Executive Officer → Richard W. Andreski  
**Role defined:** an identifiable person who has ultimate responsibility for carrying out the PTASP on behalf of Trinity Metro; responsibility for carrying out the agency's Transit Asset Management Plan (TAM) plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's PTASP and TAM plan.

**NOTE:** Trinity Metro's Chief Executive Officer, as the Accountable Executive, meets the requirements of 49 CFR Part 673. As such, the Accountable Executive, through the Chief Safety Officer, establishes the implementation of SMS throughout the appropriate modes of the transit agency and safety improvement processes resulting from identified hazards and/or potential hazards practically.

**Chief Safety Officer:** Chief Safety Officer → Jessica Powers  
**Role defined:** an adequately trained individual responsible 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.

**NOTE:** Trinity Metro's Chief Safety Officer has implemented the SMS program and developed this PTASP on behalf of Trinity Metro to manage daily SMS safety improvement processes, plans, and actions accordingly as is practical. This applies to Trinity Metro personnel and contractor co-workers.

**Equivalent Authority:** Trinity Metro's Board of Directors is an eleven-member board of directors, with eight appointed by the Fort Worth City Council and three by Tarrant County Commissioners Court  
**Role defined:** an entity that carries out duties similar to that of a Board of Directors for a recipient or sub-recipient of Federal Transit Administration funds under 49 U.S.C. Chapter 53, including the sufficient authority to review and approve a recipient or sub-recipient(s).

**Key Staff:** Trinity Metro Executive Leadership Team → eight executive team leaders are responsible for running all departments within Trinity Metro.  
**Role defined:** Key staff members that lead vital departments that support the Accountable Executive and Chief Safety Officer in developing, implementing, and operating the agency's SMS.
APPENDIX C

Employee Communication, an SMS Safety Promotion Process

TRINITY METRO
AS OF: JUNE 20, 2022
Trinity Metro has established mandatory and voluntary employee safety reporting programs and disseminates SMS program information as part of our SMS Safety Promotion practices through Safety Performance Improvement Techniques as defined within Appendix I, which includes coaching, counseling, development, familiarization, and training as well as through the Trinity Metro Information Messaging System (IMS), which is used to communicate with those individuals on our voluntary distribution list via text, e-mail, and/or audio message.

All employees of Trinity Metro are provided with Trinity Metro e-mail addresses to receive notifications and other information. Accordingly, employees and contractor co-workers will at least receive e-mails as part of ongoing communications, including SMS Safety Promotion Alerts and Messages.

New hire employee orientation is conducted during initial employee training and includes fundamentals of Trinity Metro's Safety Management System (SMS). This includes notifying employees and contracted co-workers about the basics of SMS and Trinity Metro’s PTASP.

As referenced within Section 4.4, Special Considerations, within our Incident Management/notification System (IMS) following, the IMS communication process will be a substantial supplement tool to keep co-workers informed regarding relevant safety guidelines and/or practices, including:

- This will enhance SMS Safety Promotion messages whenever deemed necessary.

- This process provides a means to promptly communicate current and/or newly relevant safety and operations information readily and timely.

- This process allows responding to a question from any co-worker about any message via e-mail by a Safety & Risk Management Department designee. Whenever numerous co-workers raise a safety concern, the IMS Alert or Message may be sent to all co-workers whenever deemed appropriate.

IMS messaging is intended to fulfill SMS Safety Promotion with training and ongoing safety improvement techniques. This will promote opportunities for employees to be engaged in safety improvement.
NOTE: Employees and contractor co-workers can proactively report potential hazards without repercussions anonymously through: the ELERTS app, Suggestion Box located near Dispatch, and/or through a Union Steward. Reporting events retroactively, such as collisions, incidents, and other events, are subject to review and possibly disciplinary action accordingly.

Fixed Route & ACCESS SOP – All Services/Incident Management Notification

Distribution List

All approved Transportation Directors, Managers, and Employees.

1.0 Introduction (Purpose and Scope):

1.1 Procedure for utilization of Incident Management Notification System (IMS). The IMS immediately reports incidents to “need-to-know” personnel.

1.2 The scope of this procedure is for all Trinity Metro operations that have primary responsibility with Radio Control Supervisors.

2.0 Responsibilities:

2.1 The Directors are responsible for providing the resources and programs to perform the functions listed below. Street, Dispatch, and Radio Supervisors are responsible for executing the procedures below.

3.0 Glossary of Terms:

3.1 Incident Management Notification System (IMS):

3.1.1 A notification process is used to alert additional levels of management of an incident requiring immediate attention or their “need to know” so that they can interact with other responders, employees, the media, and/or other agencies.

4.0 Procedure(s):

4.1 Level 1 Incidents – Minor Incidents

4.1.1 Level 1 incidents include the following:

- Fixed object collision involving minor damages (bus is still operable)
- Vehicular collisions result in no injuries or minor damage to involved vehicles. (bus and other vehicles are still operable)
- Bio-Hazard on board vehicle.
- Passenger falls require no immediate transportation to a healthcare facility, resulting in no injury. (Operations only)
- Failed boarding of any passenger (not just ADA)
- Loiters at any bus stop or transfer center

4.2 Level 2 Incidents – Serious Incidents

4.2.1 Level 2 incidents include the following:
- Any collision that would require a mandatory FTA Drug & Alcohol test (injury requiring immediate transportation to a healthcare facility or a vehicle towed due to disabling damage, where the coach Operator cannot be ruled out as being a contributing factor)
- Any injury of a Trinity Metro employee who does not require transportation by an emergency vehicle
- Any physical fight between passengers
- Any incident resulting in the arrest of a passenger
- Any vehicle or facility fire (fire is defined as visible flames or smoke)
- Passenger fall requiring immediate transportation to a healthcare facility or response by an EMT service. (All ACCESS falls)
- Any incident that requires police, fire, or medical response does not meet level 3 thresholds.
- Any street closure that will cause a major service disruption (Jones, Lancaster, etc.)

4.3 Level 3 Incidents – Emergency Incidents

4.3.1 Level 3 incidents include the following:
- Any fatality or critical injury to a Trinity Metro employee, visitor, contractor, or passenger, regardless of how the fatality or critical injury occurred.
- Any fatal or critical injury to anyone else where the death or injury was directly caused by a Trinity Metro employee or Trinity Metro equipment
- Any incident involving the collision of a Trinity Metro vehicle and a pedestrian or bicyclist.
- Anytime that news media shows up at the FWCS for any reason
- Any incident where the news media arrives on the scene
- Any discharging of firearms by Trinity Metro personnel
- Any assault of a Trinity Metro employee or contractor
- Any physical fight between Trinity Metro employees
- Any request for bus bridging
- Any request for buses for emergency services (police, fire, etc.)
4.4 Special Considerations

4.4.1 Trinity Metro recognizes that there may be situations that fall outside the definitions defined in the three incidents described above; when these unusual situations present themselves, supervisors should exercise good decision-making and classify the incident into the level closest to the definitions.

4.5 Notifications

4.5.1 Radio Supervisors are required to make the initial determination of what level an incident is defined as using the criteria explained in section 4.0

4.5.2 Radio Supervisors are required to send an email to the appropriate level email group. (See Section 5.0 for examples)

4.5.3 Street Supervisors who respond to the scene are required to update Radio Supervisors so that the incident can be raised or lowered as more information becomes available.

4.5.4 Radio Supervisors are required to send updates as the situations develop to keep Trinity Metro updated with information for all level 2 and 3 incidents. (See Section 5.0 for examples)

4.5.5 Radio Supervisors are required to send a closing message once the incident has concluded for all level 2 and 3 incidents. (See Section 5.0 for examples)

4.5.6 During all level 2 and 3 events, the Incident Management System Phone Tree must also be activated. (See Attachment I)

5.0 Communications

5.1 Communication Examples - below are examples of the initial determination, updates, and closing notifications.

5.1.1 Initial Notification-

_Subj:_ Level 2 - Passenger Assault
_Route/Blk:_ 4/31
_Details:_ Female passenger was assaulted by a male passenger in the rear of coach @ Rosedale and New York outbound. FWPD is responding. Details to follow.

_Operator:_ Doe
_Contractor:_ (if not an FWTA employee)
_Responder:_ Doe, FWPD, MedStar

5.1.2 Update Notification-

_Subj:_ Level 2 - Passenger Assault – UPDATE
_Route/Blk:_ 4/31
Details: FWPD on the scene; the female passenger has minor injuries.
Operator: Wilson
Contractor: (if not a Trinity Metro employee)
Responder: Chess, FWPD, MedStar

5.1.3 Closing Notification-
Subj: Level 2 - Passenger Assault – CLOSED
Route/Blk: 4/31
Details: FWPD has arrested a male passenger, and a female passenger was transported to the hospital by MedStar for evaluation of minor injuries. The coach is running 7 minutes late. Incident Closed.
Operator: Wilson
Contractor: (if not a Trinity Metro employee)
Responder: Chess, FWPD, MedStar

6.0 Management of Email Groups

6.1 The General Manager of Operations and the Directors of Operations, ACCESS, and Maintenance are required to determine which employees belong to each incident-level email group.

6.2 Only the General Manager of Operations and the Directors of Operations, ACCESS, and Maintenance can authorize the addition of personnel to the email groups.

6.3 Employees assigned to a group must provide an email address and a "text message" email address (if they wish to receive text messages).

6.4 The Fixed Route & ACCESS Managers are responsible for adding/removing group members after being instructed in writing by either the General Manager of Operations & Maintenance or the Manager of Radio Communications.

7.0 Attachments

7.1 Incident Management System Phone Tree – The General Manager of Operations maintains the Incident Management System Phone Tree includes the mandatory call options for all Level 2 and 3 Incidents.

Incident Management System Phone Tree
Level 2 Incidents

All level 2 incidents require immediate notification of one of the Operations Managers (ACCESS Manager for ACCESS) by phone. If all of the Operations Managers cannot be reached, the Director of Fixed Route Services or Director of ACCESS should be contacted by phone. If the
Director of Fixed Route Services & the General Manager cannot be contacted, the cycle should restart with attempts at contacting a Manager. Upon notification of a Manager, it will then be the responsibility of the Manager to contact the General Manager of Operations & Maintenance.

**Level 3 Incidents**

All level 3 incidents require immediate notification of the GM of Operations & Maintenance (Director of ACCESS for ACCESS) by phone. If the General Manager of Operations & Maintenance cannot be reached, one of the Operations Managers (ACCESS Manager for ACCESS) should be contacted by phone. If the Directors and the Managers cannot be reached, then the GM of Operations & Maintenance should be contacted by phone. Upon notification, it will then be that person’s responsibility to contact all necessary staff.

**Operations Managers:**

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<tr>
<td>Chief Operations Officer</td>
<td>Wayne Gensler</td>
<td>(817) 228-9478</td>
</tr>
<tr>
<td>Chief Safety Officer</td>
<td>Jessica Powers</td>
<td>(682) 429-0015</td>
</tr>
<tr>
<td>General Manager</td>
<td>Jeff Matland</td>
<td>(817) 215-8672</td>
</tr>
<tr>
<td>Operations Director</td>
<td>Ronald Newman</td>
<td>(682) 402-8499</td>
</tr>
<tr>
<td>ACCESS Manager</td>
<td>Sharon Bailey</td>
<td>(817) 215-8985</td>
</tr>
<tr>
<td>Contract Services Director</td>
<td>Carla Forman</td>
<td>(817) 296-0767</td>
</tr>
</tbody>
</table>
TRINITY METRO

TITLE

Trinity Metro Policy Number: SAF-001  Description: Reported Hazard
Revision Number: 1  Page Number: Page 1 of 2
Prepared by: Joe Acosta, Chief Safety Officer  Approved by:
Issued by:  Issue Date: 10/28/2019

Change Record

<table>
<thead>
<tr>
<th>Revision Number</th>
<th>Date</th>
<th>Responsible Person</th>
<th>Description of Change</th>
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<tr>
<td>1</td>
<td>10/09/20</td>
<td>Joe Acosta</td>
<td>Added NOTE below: non-substantive revision</td>
</tr>
<tr>
<td>2</td>
<td>10/26/2022</td>
<td>Jessica Powers</td>
<td>Reviewed and non-substantive revision</td>
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NOTE: Employees and contractor co-workers can proactively report potential hazards without repercussions anonymously through: the ELERTS app, Suggestion Box located near Dispatch, and/or through a Union Steward. Reporting events retroactively, such as accidents, incidents, and other events, are subject to review and possibly disciplinary action accordingly.

Distribution List

Departments: Safety, Operations, Maintenance, Facilities

1.0 Introduction (Purpose and Scope): Report on the potential hazard

1.1 Customers and passengers may report potential hazards to Customer Service and/or Trinity Metro employees at Trinity Metro facilities

1.2 Employees, including employees of contractors performing work on behalf of Trinity Metro, may report safety-related concerns that refer to safety practices or on Trinity Metro facilities or vehicles.

2.0 Responsibilities:

2.1 Timely response includes an initial report indicating specifics of the potential hazard and where located/practiced. Recommendations from the individual reporting the potential hazard should also be documented and requests from the report provider.

3.0 Glossary of Terms:

3.1 Hazard: an actual or potential condition that may result in injury, illness, or death and/or damage/loss of equipment, facilities, or infrastructure of the public transportation system sub-component. This condition may be present before anyone sustains harm or anything sustaining damage.
3.2 **Mitigation**: action resulting in reducing the severity and/or frequency of an event to include incident, accident, or potential incident; involves the elimination of potential/real hazard or reducing consequence accordingly.

4.0 **Procedure(s)**:

4.1 **Report**

4.1.1 Initial notification of a potential hazard shall be documented -

- When provided by a passenger/customer – on a Customer Service Report or Supervisor’s Report
  - When applicable, the report shall be documented at the site, and photo(s) of the potential hazard shall also be included with the report;
  - Report to Customer Service should be directed to Operations and/or Safety, so a site visit is conducted within 48 hours to complete a report with at least one photo.

4.2 **Protection from Reported Hazard** - Protection barrier/channeling shall be established around the potential hazard if it cannot be removed, repaired, or otherwise mitigated immediately

4.3 **Investigation**

4.3.1 Operations, to include assistance by Maintenance, shall conduct an investigation with the intent to provide recommendations for corrective action and, whenever applicable, preventive measures regarding similar potential hazards accordingly, on vehicles and at passenger boarding/de-boarding sites;

- Facility Maintenance would be responsible similarly for Trinity Metro facilities to investigate with the intent of corrective action (i.e., mitigation) and preventive measures for possible similar locations as deemed appropriate.

4.4 **Mitigation** – is always the intent towards reactively resolving reported potential hazard(s) and proactively for similar possible events/sites/vehicles as determined. Mitigation shall also be added to the initial report. Direct all reports and supporting documents to Risk Management and Safety for inclusion within the Hazard Management data records.
TRINITY METRO

Change Record

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<td>1</td>
<td>7/7/22</td>
<td>Jessica Powers</td>
<td>Updated KPI 2022</td>
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**Key Performance Indicators (KPIs): FR & Paratransit FY 2021; October 2020+**

Preventable Vehicle Collisions per 100,000 Revenue Service Miles → by mode

Non-Preventable Vehicle Collisions per 100,000 Revenue Service Miles → by mode

Other Preventable Incidents: Revenue Service Vehicle Related/100,000 Rev Miles → by mode

Employee injuries (work-related) →

Passenger Injuries attributed to operations at revenue service locations →

Fatalities: workers & passengers →

**Target Goals FY 2021**

1. Inform all Trinity Metro about the basics of SMS and Trinity Metro PTASP by June 2021.


5. Determine SMS accountabilities and responsibilities for each Trinity Department as participants and stakeholders in SMS by June 2021.

6. Reduce KPIs above by 10% annually first three years. *(This is based on practical implementation and initial expectations of implementing SMS Hazard Management.)*

7. Review PTASP annually and revise as needed to keep relevant policies and safety policies on the tri-annual review cycle.
8. Establish a schedule for internal assessments for three year period → November 2020 thru October 2023.

9. Implement an Internal Assessment process in keeping with SMS Safety Assurance practices by June 2021; develop initial Internal Assessment Checklists.

10. Improvement in reduction of mechanical failures as a measured distance between major mechanical failures; safety-related target set by Transit Asset Management – State of Good Repair working group targeting safety of vehicles for revenue service.

Target Goals

Key Performance Indicators (KPIs): FR & Paratransit → FY 2022+

Our continued goal is to reduce KPIs by 10% annually first three years. (This is based on practical implementation and initial expectations of implementing SMS Hazard Management.)

Preventable Vehicle Collisions per 100,000 Revenue Service Miles → by mode

Non-Preventable Vehicle Collisions per 100,000 Revenue Service Miles → by mode

Other Preventable Incidents: Revenue Service Vehicle Related/100,000 Rev Miles → by mode

Employee injuries (work-related) →

Passenger Injuries attributed to operations at revenue service locations →

Fatalities: workers & passengers →

1. Review PTASP annually and revise as needed to keep relevant policies and safety policies on the Tri-annual review cycle.

2. Trinity Metro will review lagging and leading indicators to set performance targets. As the PTASP evolves, the main goal is to get to the point of a proactive, not reactive, safety environment:

   - Identify trends in past safety performance - assess outcomes and occurrences - have a long history of use - are an accepted standard - are easy to calculate.

   - Reveal areas of weakness in advance of collisions - Be associated with proactive actions to identify hazards - Aid risk assessment and management.
Reported accidents, incidents, potential hazards, and internal assessment results will be evaluated based on Trinity Metro’s Risk Assessment Matrix, which is based on Mil Std 882E. This is incorporated into Trinity Metro’s Hazard Management Process from a Master Incident File, which captures all accidents and reported incidents.

Internal assessments will be conducted using checklists developed by the Chief Safety Officer or designee and captured into a Trinity Metro Risk Assessment Matrix. These checklists will initially be based on SMS Safety Assurance efforts to establish a three-year benchmark.

All items will follow the same mitigation process – 1) rate hazards, potential hazards, and other reported items; 2) assess a hazard rating based on Severity and Probability to determine both priorities and identify trends; 3) propose resolution or safety improvement process by identifying Corrective Action(s) and/or Preventive Measure(s) for each item.

The Severity/Probability composite rating will determine Risk, a.k.a. Priority, per the following Risk Assessment Matrix. The respective rating equates to the level of risk/priority – low to high. High equates to Unacceptable and requires immediate attention as is practical.

<table>
<thead>
<tr>
<th>RISK ASSESSMENT MATRIX</th>
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<tr>
<td><strong>SEVERITY</strong></td>
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<tr>
<td>1)</td>
</tr>
<tr>
<td><strong>PROBABILITY</strong></td>
</tr>
<tr>
<td>Frequent (A)</td>
</tr>
<tr>
<td>Probable (B)</td>
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<tr>
<td>Occasional (C)</td>
</tr>
<tr>
<td>Remote (D)</td>
</tr>
<tr>
<td>Improbable (E)</td>
</tr>
<tr>
<td>Eliminated (F)</td>
</tr>
</tbody>
</table>

**WARNING:** This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a "need to know," as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 USC 552 and 49 CFR parts 15 and 1520.
PROBABILITY:

Frequent - (A) Likely to occur often in the life of an item. Continuously experienced. Potential consequences may be experienced more than TWICE per Week.

Probable - (B) Will occur several times in the life of an item. Will occur often. Potential consequence may be experienced twice to four times per month.

Occasional - (C) Likely to occur sometime in the life of an item. Will occur several times. Potential consequence may be experienced once per month.

Remote - (D) Unlikely, but possible to occur in the life of an item. Unlikely but can reasonably be expected to occur. Potential consequence may be experienced up to six times per year.

Improbable - (E) So unlikely, it can be assumed it will not be experienced in the life of an item. Unlikely to occur, but possible. Potential consequence may be experienced less than twice per year.

SEVERITY:

Catastrophic - (1) Could result or results in: • Multiple deaths; • Permanent total disability; • Irreversible significant environmental impact; or • Monetary loss greater than or equal to $1M.

Serious - (2) Could result or results in: • Death; • Permanent partial disability; • Injury or illness resulting in hospitalization; • Reversible significant environmental impact; or • Monetary loss greater than or equal to $250,000, but less than $1M.

Marginal - (3) Could result or results in: • Injury or occupational illness resulting in one or more lost workday(s); • Reversible moderate environmental impact; or • Monetary loss greater than or equal to $25,000, but less than $250,000.

Negligible - (4) Could result or results in: • Injury or occupational illness not resulting in a lost workday; • Minimal environmental impact; or • Monetary loss less than $25,000.

WARNING: This record contains Sensitive Security Information that is controlled under 49 CFR parts 15 and 1520. No part of this record may be disclosed to persons without a 'need to know,' as defined in 49 CFR parts 15 and 1520, except with the written permission of the Administrator of the Transportation Security Administration or the Secretary of Transportation. Unauthorized release may result in civil penalty or other action. For U.S. government agencies, public disclosure is governed by 5 USC 552 and 49 CFR parts 15 and 1520.
Probability (rate using a letter) is initially somewhat subjective, and it becomes more objective with enough time. A one-year period or more provides an initial benchmark of probability, also known as the frequency or likelihood of a re-occurrence. The possibility of an event happening is typically easier to mitigate regarding safety improvement processes such as Corrective Actions and/or Preventive Measures.

Severity (rate using a number) is considerably more challenging to mitigate, especially considering the result of any respective event, such as a collision, as it usually results in a specific outcome of harm or damage. Through Preventive Measures, sometimes repeat events may result in lower Severity, but this is not to be expected often, if at all.

Analysis, specifically Hazard Analysis, should be performed periodically to determine safety improvement practices such as Corrective Action and Preventive Measures (to reduce repeat events with exact root causes). This is an ongoing practice by the respective Trinity Metro Safety and/or Risk Management designee. Performing this at least monthly and preferably weekly is considered a best practice. Capturing events, especially accidents and incidents resulting in harm or damage, should be recorded daily, depending on manpower availability. Daily recording (weekdays) is acceptable and considered a best practice; this way, severe events, such as a fatality or multiple injuries resulting from one event, can be addressed as soon as is practicable to assess resolution when practical.

Trends can be recognized within less than one year, such as monthly or quarterly, by assessing the specific type of events, locations, individuals having repeat events, routes or runs, and other substantive categories tracked. Preventive Measures can be implemented targeting mitigation of the identified root cause(s) accordingly for each trend or even by an event if deemed necessary as much as is practicable.

Follow Up is also documented and tracked in Trinity Metro's Hazard Management Process within the respective Hazard Analysis spreadsheet (or another tool such as software or application if applicable) to identify resolution effectiveness. For repeat events or High rated events that are not controlled to an acceptable level, at least lower than High, new or modified resolutions need to be determined and implemented as is practical.

Continuous Improvement is the key to improving Trinity Metro's safety culture.
APPENDIX G

Street Supervisors Manual Collisions & Incidents Excerpt

TRINITY METRO
Collision/Incidents

Procedure:

- Radio in when arrived at the location
- Check on Operator
- Check On Passengers
- Check on all other parties related to the accident
- Take Pictures of the Accident Scene
- Take Pictures of Damages
- Get information on Other Vehicle and Driver
- Determine if DOT is recommended
- Keep Radio Control updated
- Complete all reports as soon as possible

Note:
Street Supervisor MUST make all accident/crash scenes. If unable to make it to the scene, a service monitor can gather information and pass it to a street supervisor on duty to finish the EAM, electronic, and email reports.
For clarification, please see a lead supervisor or manager.

Please remember, if approached by any News Media outlet, internet news, or social Regarding information, politely say, “Please contact our media relations department,” and refer them to 817-215-8600.
Sample Pictures of Accidents

Doesn't show the big picture.

This example shows what happened and damages.
All incidents, collisions, unreported damage, trips, falls, and banned passengers Must be entered in the EAM Reporting Module. If you are unable to log in, please contact Your lead or a manager.

Begin with Trapeze EAM welcome screen
After logging in:
- Click Screen Icon above the Trapeze logo with a star.
- Click on Incident Management listed in red (right side)
- Click the plus sign
- Then Click Incident Management again
EAM Module Continued

- Click New (Plus sign +); you should have yellow fill sections.
- Fill out the following blanks:
  Basic Info
  - **Note EAM Number**
  - Incident type
  - Date and Time Occurred
  - Date and Time Reported
  - Operator ID
  - Reported by *(Supervisor Filling out the report)*
  - Supervisor ID *(Supervisor Filling out the report)*
  - Vehicle ID
  - DOT Testing
  - Route #
  - Damage to bus
  - If a portion of the run was missed.

Description of Incident
  - Description *(Short description of what occurred)*
  - Date and Time Occurred

Accident Info
  - Primary Cause
  - Location
  - Contributing Cause
  - # of passengers
  - # of injured passengers
Supervisor Accident Report:
You will need the incident shortcut on your desktop to get started on this form.
You will then go to:
- Blank form and copy the supervisor's Investigation Form
- Then, you will click back to the Current Year Accidents
- Click on the department in which you are reporting the incident or accident form for
- Click on the category in which you are reporting INCIDENT & Collision
- Employee injury
- Video request
- Unreported Damage
- Incident not related to Collison

Create a new folder and name it in this format:
01.21.2020 Operator Name (R. Page) Badge # Bus # EAM 908

- Create in that folder (2) two Folders
  - Pictures
  - Report
- Under the Report folder, Paste or drop the copy of the Supervisor Investigation form
- Open the form and fill out the form – Fill out all lines of the form.
- After completion hit save

Accident Info:
- Primary Cause
- Location
- Contributing Cause
- # of passengers
- # of injured passengers

---

**FOR’TH Worth Transportation Authority**

**Post Incident / Collision Drug and Alcohol Testing Determination Form**

This form is to be completed each time there is an occurrence (accident/individual) associated with the operation of a vehicle which is directly related to the manner in which an employee applied the brake, the vehicle collided with another vehicle, vehicle or object, or sustained any bodily injury. This is to also include incidents such as passenger or pedestrian injuries by in excess operation or at fault when the individual requires immediate transport to a medical facility for emergency medical care. If any injury is sustained, notification of injured personnel or a safety sensitive employee from leaving the scene of an incident/collision to obtain assistance or necessary emergency medical care.

Collision Information:
- Date of Incident/Collision: ____________
- Time of Incident/Collision: ____________
- Employee Name: ____________
- Employee ID #: ____________

Decision Questions (This criterion applies to incidents and/or collisions):
1. Was there a Human Fatality? Yes ☐ No ☐
   (Post-Collision Testing is required)
   (Preceded by ☐ Below)
2. Incident/Collision with no Fatality:
   a. Did any individual suffer bodily injury and immediately receive medical treatment away from the scene (transported by any means)?
      Yes ☐ No ☐
   b. Did any vehicle involved in the accident sustain collision damage requiring any of the vehicle to be removed from the scene by a tow truck or other vehicle?
      Yes ☐ No ☐
3. If marked Yes to Item 2A. Above, FTA post-collision testing is PROHIBITED
4. If marked Yes to EITHER Above, proceed to # 5 below
5. Using the best information available to you, the investigating supervisor from the scene, can you completely discount the operator as a contributing factor to the collision?
   Yes ☐ No ☐

FTA post-Collision testing ☒ PROHIBITED
(Preceded by ☐ on the following page)

FTA post-Collision testing ☒ PROHIBITED
(Preceded by ☐ on the following page)

---

**Revised Form: 20200526**

**Incident / Collision Report Page 3 of 4**
Supervisor Accident Report
Make sure if testing is not needed, you explain why in box #6

Note:
Supervisors are the only personal that may only transport an operator/safety sensitive employee for drug/alcohol testing.

Testing/Treatment Form

Testing/Treatment Form

Please fill out the form properly.

Note:
All accidents/crash that require testing is DOT and must have both Alcohol and drug screen.
Operator injury require both Alcohol and drug screen. Please be sure to check DOT or Non-DOT.

All Testing is DOT unless it has nothing to do with an employee NOT operator a Trinity Metro Vehicle.

Standard Operating Procedure (SOP)

Purpose to instruct Operations staff on how to notify an employee and fill out forms for a Testing Treatment Authorization Scope Instruct users on how to fill out Drug/Alcohol Testing Notification Form
- Instruct users on how to fill out Testing/Treatment form.
- Authorization form.
- Instruct users on how to notify an employee when testing is required.
- Instruct users on how to turn in paperwork when task is completed.
- IF Testing is not completed or required supervisor must answer question (6) six as to why a test was not completed.
- Once an operator or safety sensitive personal has been notified about being required for a test, supervisor must not let said operator out of his/her sight.

Responsibilities All Managers and Supervisors will follow notification protocol and fill out proper paperwork for Drug/Alcohol testing Reporting Communicate, any issues with non-compliance to immediate Manager and employees direct Supervisor.
Accident Review Board Procedures

When an employee has an incident/collision, the Risk Management Department (RMD) will determine if the incident/collision is either preventable or non-preventable. If an incident/collision is determined to be non-preventable, the employee will be notified in writing, and the incident/collision will not be charged against the employee’s record; furthermore, the employee will be compensated for any suspension day(s) served. If an incident/collision is determined to be preventable, the employee has the right to appeal the determination in one of two ways:

- The employee may grieve the discipline through the prescribed grievance procedure established between McDonald Transit Inc. and Teamsters Local 997.

  Or

- The Employee may appeal the preventable determination through the Accident Review Board (ARB). The appeal must be in writing to the Director of Risk Management within (14) days of receipt of the determination letter.
- The Employee will submit the request/appeal to the Operations Manager - Administration. The request will be submitted to the RMD by email within (2) days of receipt.
- Risk Management will then notify the employee by letter advising them of the date and time of the ARB review meeting date.
- The employee must sign the letter of notification with the Operations Manager - Administration as a witness within (5) days of receipt of notification.
- The Operations Manager - Administration will forward the signed notice letter to the RMD within (2) days.
- If the employee does not notify the RMD by a signed notification letter, the employee will not be able to attend.
- If the employee notifies the RMD that they will attend and do not show up for the ARB review meeting, the employee forfeits their right for an appeal, and the original determination will stand. The appeal will not be brought before the ARB again or grieved.
Both methods are binding; once a method is selected, it cannot be stopped or changed to the other.

The ARB will consist of the following:

- Two union members and two alternates will be appointed by the Chief Steward to represent the Union.
- Two management employees and two alternates will be appointed by the Director of Risk Management.
- The union and management will mutually agree to a panel of 5 FWPD police officers organized by the Director of Risk Management.
- One member of the “Police Panel” shall be a voting member.
- No member of the board may serve on a case concerning a family relative.

ARB Procedures:

1. The McDonald Transit Contract Manager shall serve as a non-voting moderator.
2. The Risk Management Department will bring copies of all relevant records concerning the case to the hearing. There should be a total of 8 copies of any corporate record (copies of videos will not be provided).
3. The Director of Risk Management shall have 5 minutes to present his case (excluding time to play any videos) to explain why he felt the collision was preventable.
4. The employee and their union steward will have 2 minutes to ask any questions.
5. The employee and their union steward will have 5 minutes to present their case (excluding time to play any videos.)
6. The Director of Risk Management shall have 2 minutes to ask any questions.
7. The Director of Risk Management shall have 1 minute for a closing statement.
8. The employee and their union steward shall have 1 minute for a closing statement.
9. The Director of Risk Management, Employee, and Union Steward will leave the hearing room.
10. The ARB panel will deliberate and vote by secret ballot. All members of the ARB must cast a vote.
11. The votes will be counted by the hearing moderator, and a ruling will be recorded.
12. The Employee, Union, and Risk Management Representative will be notified in writing the next day by the moderator. An email will be sent to the appropriate group, and notification letters will be placed in the operator’s mailbox.
Coaching:

A method performed by a co-worker's designated next-level Supervisor intended to address a deemed safety improvement typically recommended by a Safety & Risk Management designee, usually due to a collision/incident defined as Preventable. The Supervisor schedules a meeting with the individual to discuss the event that could have been prevented by practicing hazard avoidance techniques. The discussion may lead to hands-on assessment, for example, behind the wheel and having the individual perform the action(s) that would have prevented the collision/incident from being deemed preventable. Coaching assessments may result in the supervisor recommending that the individual be provided "Training" by someone in the Trinity Metro Training Department.

Counseling:

A method performed by a co-worker's designated next-level Supervisor intended to address a deemed safety improvement typically recommended by a Safety & Risk Management designee, usually due to a collision/incident defined as Preventable. The Supervisor schedules a meeting with the individual to discuss and provide guidance as needed. The result should be that the individual understands what should have been practiced to avoid the collision/incident. The Supervisor should ask probing questions related to the collision/incident and receive appropriate responses indicating that the individual comprehends proper actions that could have been applied and practiced to prevent this and the repetition of similar events in the future. The Supervisor may deem it necessary to conduct Coaching or recommend the individual to be provided "Training" by someone in the Trinity Metro Training Department.

Development:

Method and practice by field personnel monitoring front-line co-workers intended to address improvement preferably out in the field upon a Supervisor/Manager just having seen an opportunity for improvement for an individual to avoid and/or prevent a potential hazard. This proactive approach is intended to be practiced before a potential incident or collision. This should be done privately to avoid any embarrassment to the individual being developed and thus improve receptiveness of the intended development.

Smith System 5 Keys:

Method instruction that is initially provided by the Training Department during new Operator Training and may be deemed a safety improvement refresher online typically recommended by a Safety & Risk Management designee usually as a result of a collision/incident designated as Preventable and defensive driver course is deemed appropriate to reduce the likelihood of similar repeat event. Note that this is applicable to provide general defensive driver techniques operating a bus.
Training:

Method improvement instruction intended to correct the behavior that resulted in a deemed Preventable collision/incident. This may include academic (classroom) and/or practical (hands-on) instruction behind the wheel or other apparatus or equipment for the individual to demonstrate proficiency successfully sufficient to indicate that a similar collision/incident in the future is unlikely. This assessment indicating the unlikelihood of a repeat event by the Trainer/Instructor on behalf of the individual is based on current information to date and/or based on this day’s performance by the individual.

Refresher Training or Supervisor’s assessment for Training (or refresher training) is usually recommended for individuals having repeat events. Coaching for a similar event may not have proven successful due to a repeat collision/incident. Training is usually scheduled in one or more 4-hour increments to allow for an Instructor-individual interface for initial assessment, instruction, and proficiency demonstration post-instruction. Refresher Training may take up to three days per the determination of the Instructor/Trainer.
APPENDIX J

JOINT LABOR & MANAGEMENT SAFETY COMMITTEE CHARTER

Safety Committee

TRINITY METRO
AS OF: JULY 25, 2022
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JOINT LABOR & MANAGEMENT SAFETY COMMITTEE APPROVAL/CONCURRENCE

Name - Richard Andreski
Title – CEO/President

Name – Rick Miedema
Title – Secretary-Treasurer/Business Agent Teamsters Local
Union # 997

Name – Jessica Powers
Title – Chief Safety Officer

Trinity Metro Joint Labor & Management Safety Committee
MISSION STATEMENT
Our mission includes but is not limited to identifying and recommending risk-based mitigations or strategies necessary to reduce the likelihood and severity of consequences identified through Trinity Metro's safety risk assessment; identifying mitigations or strategy that may be ineffective, inappropriate, or were not implemented as intended; to identifying safety deficiencies for purposes of continuous improvement; and approving the agency’s Public Transportation Agency Safety Plan (PTASP) and any updates to the PTASP as required by 49 U.S.C § 5329(d)(1)(A).

PURPOSE
The purpose of the Joint Labor and Management Safety Committee (the “Safety Committee” or “Committee”) is to involve frontline employee representatives and management in a non-adversarial and cooperative effort to mitigate risk and improve the safety of Trinity Metro’s public transportation and health in the workplace. The Safety Committee is being formed to ensure compliance with the 2022 Bipartisan Infrastructure Law Changes to Public Transportation Agency Plan (PTASP) Requirements set forth in 49 U.S.C. § 5329(d). These new requirements must be incorporated into Trinity Metro’s PTASP and approved by the Safety Committee by December 31, 2022.

GOAL
The goal of the Committee is to eliminate or reduce identified safety risks to the lowest level practicable. This is accomplished by methods including but not limited to having all Committee representatives participate in the safety risk management and safety assurance processes.

OBJECTIVES
The Committee has at least the following five objectives:
1) Annually reviewing, updating, and approving the Agency Safety Plan before submittal to the Trinity Metro Board of Directors.
2) Identifying and recommending risk-based mitigations or strategies necessary to reduce the likelihood and severity of consequences identified through the agency’s safety risk assessment.
3) Identifying mitigations or strategies that may be ineffective, inappropriate, or were not implemented as intended.
4) Identifying safety deficiencies for purposes of continuous improvement.
5) Establishing performance targets for the risk reduction program for transit operations in accordance with 49 U.S.C. § 5329(d)(1)(I) to improve safety by reducing the number and rates of accidents, injuries, and assaults on transit workers.

APPOINTMENT AND TERM OF APPOINTMENT
Frontline employee representatives shall be appointed by Teamster Local Union # 997, the labor organization representing McDonald Transit, Inc., and Trinity Metro management.
representatives shall be appointed by Chief Safety Officer with the consent of the CEO. Committee representative terms will be staggered, so experienced representatives are always serving on the Committee.

**NUMBER OF REPRESENTATIVES**
The Committee must consist of an equal number of frontline employee representatives and Trinity Metro management representatives. The Committee will have a total of ten (10) representatives. Five representatives will represent frontline employees, and Five will represent Trinity Metro management.

**EXTENT OF AUTHORITY**
Among other tasks to be determined by the Safety Committee, the Safety Committee advises Trinity Metro leadership on public transportation safety and health issues in the workplace. All written recommendations from the safety Committee will be submitted to the appropriate departments and Executive Safety Committee. Management from the committee will review recommendations and consult with departments to mitigate safety concerns or issues. If management within departments cannot rectify safety concerns/issues, it will be elevated to the Executive Safety Committee. Committee recommendations shall be concise, and clear and provide reasons for implementation. In addition, the Safety Committee has the authority to approve Trinity Metro’s PTASP prior to submission to the Board and establish performance targets for the risk reduction program in accordance with the law.

**OFFICERS**
The Committee will have two officers: The Chair and Vice Chair. The Chair will be held continuously by the Chief Safety Officer, and Vice Chair positions will alternate between a Trinity Metro management representative and a frontline employee representative.

**OFFICER’S TERMS OF SERVICE**
Vice Chair will each serve the 6-month term.

**DUTIES OF THE CHAIR**
- Ensure the scheduling of regular Committee meetings.
- Develop written agendas for conducting meetings.
- Conduct the Committee meeting.
- Approve Committee correspondence and reports.
- Supervise the preparation of meeting minutes.
DUTIES OF THE VICE CHAIR

- In the Chair’s absence, the Vice Chair assumes the duties.
- Perform other duties as directed by the Chair.

SELECTION OF VICE-CHAIR

Selection of a Vice Chair will be held during the Committee meeting before the incumbent’s term expires. If the Chair or Vice Chair leaves office before the term expires, an election will be held during the next Safety Committee meeting; the elected officer will serve for the remainder of the term.

TRAINING

All representatives of the Committee will be encouraged to complete training in the Safety Management System (SMS) framework via the Transportation Safety Institute’s SMS Awareness and SMS Safety Assurance online courses. These courses will provide a foundation for Committee representatives to review the Agency Safety Plan for compliance with Trinity Metro’s Safety Management Policy, Safety Risk Management, Safety Assurance, and Safety Promotion.

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<tr>
<th>Course</th>
<th>Committee Representatives</th>
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<tr>
<td>SMS Awareness</td>
<td>Recommend</td>
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<td>SMS Safety Assurance</td>
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<td>SMS Principles for Transit</td>
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<td>Transit Bus System Safety</td>
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<td>Fundamentals of Bus Collision Investigation</td>
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<td>Effectively Managing Transit Emergencies</td>
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<td>Transit System Security</td>
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See the following website for more information about the Individual Training Plans:


MEETINGS

The Committee will meet once a month:

Trinity Metro Joint Labor & Management Safety Committee
Meetings shall be set by the Chief Safety Officer or their designee. Each meeting shall be held at a reasonable time, in a place, or on a virtual platform reasonably accessible to representatives.

ATTENDANCE AND ALTERNATES
Each representative will attend the Committee meetings and participate in other Committee activities. Any representative unable to attend a meeting will appoint an alternate and inform the Chair before the meeting. An alternate attending a meeting on behalf of a regular representative will be a voting representative for that meeting.

AGENDA
The agenda will prescribe the order in which the committee conducts its business. The agenda will also include the following when applicable:

- A status report of the safety risk register.
- A review of the most recent monthly safety trends.
- Mitigation recommendations and follow-up actions for old safety, security, and health concerns
- New safety, security, and health concerns
- Executive Safety Committee follow-up actions
- Review and approval of the PTASP.

MINUTES
Minutes will be recorded by Trinity Metro at each Committee meeting and distributed to all Committee representatives. The Committee will submit a copy of the minutes in Trinity Metro S: Drive. Trinity Metro will retain copies of the minutes for three years or as required by Trinity Metro’s record retention schedule, whichever is longer. The minutes will include all reports, evaluations, and recommendations of the Committee. The minutes will also identify representatives who attended the meeting and representatives who were absent.

- The chairperson or designee will develop the agenda and distribute it to the Committee
- The Chair or designee will develop the minutes.
- Once developed, the meeting minutes will be distributed to Committee members for review and comments within five days.
- Meeting minutes are to be distributed within two weeks of a meeting.
- Meeting minutes will be posted in appropriate locations throughout the system.
VOTING QUORUM

# voting representatives constitute a quorum. A majority vote of attending representatives is required to approve all Safety Committee actions. The Committee must forward issues not resolved by majority vote to Trinity Metro Executive Safety Committee for resolution.

EMPLOYEE INVOLVEMENT

The Committee will encourage employees to identify workplace, health transit operation risks, and safety hazards. Employees may submit concerns via the Employee Safety Reporting System, email, or phone. Those concerns will be included in the Safety Risk Register for review at the next meeting.

SAFETY RISK REGISTER

The Committee will review a log of all employee safety concerns collected from various sources, such as the Employee Safety Reporting system, Safety Committee meetings, inspections, audits, and employee conversations. The Safety Risk Register will contain information including but not limited to the date received, location, hazard type, safety risk index, recommendations to management, final corrective action implemented, and the date the concern was resolved.

SUMMARY

The safety Committee shall be a constructive entity, providing guidance and leadership in matters pertaining to the overall health and safety of Trinity Metro operations.
BOARD INFORMATION ITEM

Item Title: 2023 Trinity Metro Board Meeting Schedule  
Meeting Date:  November 28, 2022

BACKGROUND
Trinity Metro’s Board of Directors currently meets monthly on the third Monday at 3:30pm for Committee Meetings and the fourth Monday at 3:30pm for Board Meetings.

The Directors held a retreat on November 3, 2022 to discuss the format of Trinity Metro board meetings, including the opportunity to increase public engagement and bring greater transparency to how business is conducted at the agency. The Directors recommended consolidating the current two monthly meetings into a single monthly meeting. The monthly meetings will feature presentations by executive leadership and other staff from time to time. Focus areas may include planning, operations, marketing & communications, customer service, finance and human resources, or special topics as may be requested.

The single meeting format eliminates the need to separately convene and adjourn committees to conduct business. The only quorum requirement will be a quorum of the full board.

The new meeting format and schedule will take effect with the first meeting on January 17, 2023. When the third Monday conflicts a with holiday, the meeting will be held on Tuesdays, these dates are specified below. All meetings will begin at 3:00 pm.

2023 Trinity Metro Board Meeting Schedule
1. January 17, Tuesday (Jan. 16 – MLK)
2. February 21, Tuesday (Feb. 20 – President’s Day)
3. March 20
4. April 17
5. May 15
6. June 20, Tuesday (Jun. 19 – Juneteenth)
7. July – no meeting
8. August 21
9. September 18
10. October 16
11. November 20
12. December – no meeting

RECOMMENDATION
This information item is presented for the board's feedback and discussion. No action is required.

STAFF DISPOSITION

Rich Andreski  
November 21, 2022

EXECUTIVE LEADER APPROVAL  
DATE
BOARD INFORMATION ITEM

Item Title: New Online Ridership Dashboard  Meeting Date: November 28, 2022

BACKGROUND
Over the last several years, Trinity Metro has provided ridership data by compiling information, formatting the totals and then distributing by email once a month. Recipients include elected officials and other members of the community who specifically signed up to receive this information.

While the statistics provide good information about Trinity Metro’s ridership, the format has limitations. For example, data trends and daily ridership are not available. If something needs to be updated, that information cannot be conveyed after the email is sent.

NEW DASHBOARD DETAILS
To provide easier accessibility and more data insights, the Marketing & Communications and Planning departments collaborated to create an online ridership dashboard. The online solution features daily ridership information, average ridership by service type and the five bus routes with the highest ridership.

One of the best benefits of the online dashboard is that everyone may access it on the website. Ridership data is no longer limited to only those who are subscribed to an email list. Additionally, users are able to find the data whenever it is convenient for them, and they are able to download the information in various formats. Options such as filtering by month and mode offer much more usable data and transparent information.

RECOMMENDATION
There is no recommendation as this is an information item for the committee’s feedback and discussion.

STAFF DISPOSITION
Chad Edwards  November 22, 2022

EXECUTIVE LEADER APPROVAL  DATE
TRINITY METRO BOARD OF DIRECTORS
RESOLUTION

APPRECIATION FOR THE SERVICE OF

ALAN HOOKS
(R2023-01)

WHEREAS, the voters of Fort Worth established the Fort Worth Transportation Authority (dba Trinity Metro) on November 8, 1983 to provide public transportation within the City of Fort Worth; and

WHEREAS, Trinity Metro has a Board of Directors for establishing policy and overall direction; and

WHEREAS, Alan Hooks has served on the Board of Directors from September 2017 to November 2022; and

WHEREAS, Alan Hooks has served on the Commuter Rail Committee, Planning/Operations/Marketing Committee and Transit Oriented Development Committee; and

WHEREAS, his devotion and dedication have earned him the esteem of the Board of Directors, Trinity Metro, City Councils, Tarrant County and the entire community.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF DIRECTORS OF TRINITY METRO THAT:

The Board of Directors publicly commends and gratefully acknowledges its deep appreciation to Alan Hooks for his years of service and contribution to public transportation.

ADOPTED NOVEMBER 28, 2022

Teresa Ayala  Michael Crain  Jeff Davis
Sharla Horton-Williams  Charles Edmonds  Nick Genua
Chris Nettles  Benjamin Robertson  Tito Rodriguez
Paul Slechta

__________________________     _________________________
Jeff Davis        Richard Andreski
Chair        President & CEO