



**PUBLIC TRANSIT AGENCY
SAFETY PLAN
(PTASP)**

Prepared By:
Training & Safety Department

Approved By:
Ryan I. Daniel, Chief Executive Officer
Board of Commissioners

Effective Date: March 1, 2026
Board Approval: February 17, 2026

Public Transit Agency Safety Plan

St. Cloud Metropolitan Transit Commission (Metro Bus)



Board Adopted: 11/17/2020

Last Board Approval: 2/17/2026

Last Revision Date: 2/11/2026

Effective Date of Last Revisions: 3/1/2026

The purpose of this Public Transit Agency Safety Plan (PTASP) is to provide consistent, systematic and integrated program guidance. This guidance will enable Metro Bus to properly identify and address safety concerns or hazardous conditions while evaluating processes to mitigate those risks with the least amount of impact on our employees, passengers and equipment.

Transit Agency Information

1) Transit Agency Name and Address

St. Cloud Metropolitan Transit Commission (Metro Bus)
665 Franklin Ave NE
St. Cloud, MN 56304

2) Name and Title of Accountable Executive

Ryan I. Daniel, Chief Executive Officer

3) Name and Title of Chief Safety Officer

J. Scott Stark, Training and Safety Manager

4) Modes of service provided and directly operated by the transit agency and covered by this plan.

- a) City Motor Bus (MB)
- b) Demand Response (DR)

5) FTA Funding Types (identify ALL)

- a) 5307
- b) 5339
- c) FHWA

6) Plan Creation and Revisions

- a) This PTASP was created by the Metro Bus Training and Safety Manager.
- b) The PTASP will be reviewed annually by the Chief Safety Officer, Safety Committee and Executive Management Team.
- c) Revisions will be brought to the Board of Commissioners for review and approval on an annual basis as appropriate.

Safety Performance Targets

1. Performance targets based on metrics established under the National Public Transportation Safety Plan.
2. Metro Bus safety performance targets are derived from the FY18–FY19 average and re-evaluated with FY21–FY25 data as defined by the National Transit Database (NTD) by mode.

Mode of Transit Service	Total Fatalities	Fatalities per 65,000 vehicle revenue miles (VRM)	Total Injuries	Injuries per 65,000 VRM	Total Safety Events	Safety Events per 65,000 VRM	System Reliability (65,000 VRM/failure)
Fixed Route Bus	0	0	2	.2	2	.25	<3
Paratransit Bus	0	0	2	.1	3	.15	<3

Fatalities: Death confirmed within 30 days excluding trespassing and suicide-related fatalities.

Fatalities (per XXX VRM): Total number of fatalities per total VRM by mode.

Injuries: Harm to a person requiring immediate medical attention away from the scene excluding injuries resulting from assaults and other crimes.

Injuries (per XXX VRM): Total number of injuries per total VRM by mode.

Safety Events: All events reported on the Safety & Security (S&S-40) form for NTD (major safety event, excluding major security events).

Safety Events (per XXX VRM): Total number of safety events per total VRM by mode.

System Reliability (VRM/Failures): Mean distance between major mechanical failures as defined by NTD - a failure of some mechanical element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip because actual movement is limited or because of safety concerns.

3. Safety Performance Target Coordination

- Metro Bus will publish and provide performance targets to the State following the April Board meeting of the next year.
- Metro Bus coordinates, to the maximum extent practicable, with the State and Municipal Planning Organization (MPO) in the selection of State and MPO performance targets.
- Metro Bus will publish a copy of the approved Safety Plan on our website at ridemetrobust.com. A copy of the Safety Plan is available upon request.

Safety Management Policy

Policy Statement

Metro Bus recognizes safety as a core organizational value. We are committed to developing, implementing, maintaining, and continuously improving effective processes that protect our customers, employees, and the public.

Metro Bus is committed to the following safety objectives:

- Clearly communicating the purpose and benefits of the Public Transit Agency Safety Plan (PTASP) to all employees.
- Fostering a culture in which employees feel empowered to report unsafe conditions, hazards, or at-risk behaviors **without fear of retribution**.
- Providing appropriate management involvement and allocating the necessary resources to ensure an effective PTASP.
- Identifying hazardous or unsafe conditions and establishing procedures to mitigate risks to an acceptable level.
- Establishing **realistic, measurable, and data-driven** safety performance targets.
- Continually improving safety processes to ensure the effectiveness of safety management practices.

Authorities, Accountability, and Responsibilities

Accountable Executive

The Chief Executive Officer serves as the Metro Bus Accountable Executive and:

- Meets all requirements outlined in 49 CFR 673.5 and 673.23, including ultimate responsibility for carrying out the PTASP.
- Oversee the human and financial resources necessary to develop, implement, and maintain the PTASP.
- Designates the Chief Safety Officer.

Chief Safety Officer

The Training and Safety Manager is designated as the Metro Bus Chief Safety Officer and:

- Meets all requirements outlined in 49 CFR 673.5 and 673.23.

Duties of the Chief Safety Officer include:

- Developing and maintaining Metro Bus safety-related policies and procedures.
- Overseeing day-to-day implementation of the PTASP.
- Chairing the Metro Bus Safety Committee and maintaining all related documentation.
- Providing safety and risk-management expertise across the organization.
- Delegating responsibilities as appropriate.
- Assigning staff to verify and monitor compliance with safety requirements.

Authorities, Accountability, and Responsibilities Continued

Staff Responsibilities

All employees share responsibility for supporting and implementing the PTASP.

Employee duties may include:

- Participating as members of the Metro Bus Safety Committee.
- Completing required training on Metro Bus' safety elements as determined by the Chief Safety Officer.
- Ensuring their work practices align with the safety objectives outlined in the PTASP.

Meetings and Trainings

Metro Bus utilizes organizational meetings and trainings to support the PTASP. These forums are used to share updates, raise concerns, discuss safety topics, and solicit feedback. All safety-related discussions are documented.

Examples of safety-related meetings include:

- **Safety Committee Meetings:**
Reported safety hazards are evaluated by the Safety Committee, which includes representatives from various Metro Bus departments and at least one representative from our insurance provider. The committee meets regularly to review safety issues and develop recommendations for improvement.
- **Operator Meetings**
- **Administrative Staff Meetings**
- **Maintenance Meetings**
- **Dispatcher Meetings**

Employee Safety Reporting

- Metro Bus encourages employees who identify safety concerns to report them in good faith without fear of retribution. There are many ways employees can report safety concerns:
 - Report anonymously via a locked Employee Comment Box in the Employee Communications Area at the Operations Center.
 - Report concerns directly to any management staff via the Incident, Accident, Safety (IAS) Report form identifying the report as a safety concern, near miss or hazardous condition. Examples of information typically reported include:
 - Safety concerns in the operating environment (for example, county or city road conditions or the condition of facilities or vehicles).
 - Policies and procedures that are not working as intended (for example, insufficient time to complete pre-trip inspections).
 - Events that senior managers might not otherwise know about (for example, near misses).
 - Information about why a safety event occurred (for example, radio communication challenges).
- The Chief Safety Officer reviews any documents identifying safety concerns in the Safety Risk Register. Every concern will be acknowledged. Any confirmed deficiency and/or safety rule or procedure violation will be managed through Metro Bus's Safety Assurance process. Metro Bus's Chief Safety Officer will provide safety updates during staff meetings. Additionally, if the reporting employee provided his or her name during the reporting process, the Chief Safety Officer or designee will follow up directly with the employee once the concern has been addressed.
 - Metro Bus encourages employees to report safety concerns in good faith.
 - Disciplinary action may be taken if the safety concern and/or incident includes, but is not limited to, any of the following:
 - Willful participation in illegal activity, such as assault or theft.
 - Gross negligence, such as knowingly utilizing heavy equipment for purposes other than intended such that people or property are put at risk.
 - Deliberate or willful disregard of regulations or procedures, such as reporting to work under the influence of controlled substances.
 - Unsafe behavior or incident reflects actions that have been previously addressed or that the employee has been coached on for correction.

Safety Assurance

Through the Safety Assurance process, safety procedures are evaluated to determine whether they are sufficient to control safety risk. Safety risk mitigations are assessed to ensure mitigations are appropriate and implemented as intended. Investigations of safety events are used to identify causal factors.

- **Safety Performance Monitoring and Measurement**

- Compliance monitoring activities
 - Metro Bus staff monitors its system for compliance with Operations and Maintenance procedures, utilizing the following methods:
 - Safety audits
 - Informal inspections
 - Regular review of onboard camera footage
 - Onboard visits
 - Employee safety surveys
 - Investigation of safety occurrences
 - Safety review prior to the launch or modification of any facet of service
 - Gathering and monitoring data related to the delivery of service
- Regular vehicle inspections and preventative maintenance.
 - Results from these activities are compared against recent performance trends to determine where action needs to be taken. The Chief Safety Officer identifies non-compliant or ineffective activities, including mitigations, and brings the information forward as an assessment for the Safety Committee.

- **Safety Risk Mitigation Activities**

- The Chief Safety Officer will ensure mitigation procedures are implemented, effective, appropriate and working as intended. This information is maintained in the Safety Risk Register. The mechanism for monitoring safety risk mitigations varies depending on the mitigation.
 - Monitoring mechanisms may include:
 - Tracking a specific metric on daily, weekly or monthly logs or reports
 - Conducting job performance observations
 - Metro Bus's Safety Committee reviews the performance of individual and large-scale safety risk mitigations during meetings, based on the reporting schedule determined for each mitigation.
 - The Committee will determine if a specific safety risk mitigation is not implemented or performing as intended.
 - If this occurs, the Safety Committee will propose a course of action to modify the mitigation or manage the safety risk.
 - The Chief Safety Officer will oversee any changes.
 - Monitoring activities may include, but are not limited to:
 - Reviewing results from accident, incident and occurrence investigations.
 - Monitoring employee safety reporting.
 - Reviewing results of internal safety audits and inspections.
 - Analyzing operational and safety data to identify emerging safety concerns.
 - Results of monitored activities will be documented.

Safety Assurance Continued

• Investigations

- Documented procedures for conducting safety investigations can be found in the accident packet. These procedures follow all traffic safety reporting and investigation requirements established by Minnesota's Department of Motor Vehicles. Investigations of events (accidents, incidents and occurrences, as defined by FTA) will be performed to find causal and contributing factors and review the existing mitigations in place at the time of the event.
- The Chief Safety Officer maintains all documentation of Metro Bus's investigation policies, processes, forms, checklists, activities and results.
- An investigation report is prepared and sent to the Accident/Incident Review Committee to aid in their analysis of the event.
- Metro Bus's Accident/Incident Review Committee consists of members that represent Management, Operations and Safety departments.
- The Chief Safety Officer chairs the board.
- Metro Bus's Accident/Incident Review Board determines whether:
 - The accident was preventable or non-preventable
 - Casual factor(s) contributed to or were present during the event
 - The accident appears to involve underlying organizational causal factors

• Information Monitoring Activities

- The Safety Committee reviews safety data captured in employee safety reports, safety meeting minutes, customer complaints and other safety communication channels.
- The Safety Committee reviews audits and assessments, with findings concerning Metro Bus's safety performance, compliance with procedures or the effectiveness of safety risk mitigations.

Safety Risk Management

- **Process**

- Metro Bus uses the Safety Risk Management process as a primary method to ensure the safety of our operations, passengers, employees, vehicles and facilities. Hazards and their consequences are identified and assessed for potential safety risk. Assessments allow Metro Bus to examine what could cause harm and determine whether sufficient precautions have been taken to minimize any resulting harm, or if further mitigations are necessary. The Chief Safety Officer leads the Safety Risk Management process. The results of the Safety Risk Management process are documented in the Safety Risk Register. This process is applied to all components and departments of Metro Bus.
- In carrying out the Safety Risk Management process, Metro Bus uses the following terms:
 - **Event** – Any accident, incident or occurrence.
 - **Hazard** – Any real or potential condition that can cause injury, illness or death; damage to or loss of the facilities, equipment, rolling stock or infrastructure belonging to Metro Bus; or damage to the environment.
 - **Risk** – Composite of predicted severity and likelihood of the potential effect of a hazard.
 - **Risk Mitigation** – Method(s) to eliminate or reduce the effects of hazards.
 - **Consequence** – An effect of a hazard involving injury, illness, death or damage to a person, property or the environment.

- **Safety Hazard Identification**

- Safety Hazards and potential consequences can be identified through a variety of sources, including, but not limited to:
 - Review of vehicle camera footage
 - Review of monthly performance data and safety performance targets
 - Observations from supervisors
 - Maintenance reports
 - Comments from customers, passengers and third parties
 - Organizational meetings
 - Results of audits and inspections of vehicles and facilities
 - Results of training assessments
 - Investigations into safety events, incidents and occurrences
 - The FTA and other oversight authorities (mandatory information source)
 - Submission of Incident/Safety/Accident Reports from employees

- **Safety Risk Assessment**

- Metro Bus uses a Safety Risk Assessment to determine the likelihood and severity of the consequences relating to hazards, including existing mitigations, and prioritizing hazards based on safety risk.
- The Safety Committee will assess hazards using Metro Bus's Safety Risk Matrix (Appendix A). This matrix expresses assessed risk as a combination of one severity category and one likelihood level; also referred to as a hazard rating. For example, a risk may be assessed as "1A" or the combination of a Catastrophic (1) severity category and a Frequent (A) probability level.
 - This matrix categorizes combined risks into levels based on the likelihood of occurrence and severity of the outcome. Risk levels:

- High - hazard ratings are considered unacceptable and require action to mitigate the safety risk.
- Medium - hazard ratings are considered undesirable. The Safety Committee will make a decision of acceptability.
- Low - hazard ratings may be accepted by the Chief Safety Officer without additional review.

Using a categorization of High, Medium or Low allows for hazards to be prioritized for mitigation based on their associated safety risk.

The Chief Safety Officer will schedule safety risk assessments with the Safety Committee. When an assessment is scheduled, the following information will be included for review:

- (i) Any available information relating to the severity and likelihood of the risk
- (ii) Relevant sections of the Assessment Matrix

Once sufficient information has been obtained to make an informed decision on the risk and any mitigation, the Safety Committee will document their determination. The Chief Safety Officer is responsible for completing the Safety Risk Register with all applicable details. And for retention of all related documentation for three years from the date of generation.

To ensure sufficient analysis is complete relating to hazards, consequences and mitigation, Metro Bus staff may:

- Reach out to the reporting party to gather all known information about the reported hazard
- Conduct a walkthrough of the applicable area
- Generate visual documentation (photographs and/or video)
- Take any measurements deemed necessary
- Conduct interviews with employees to gather relevant information on the reported hazard
- Review any documentation associated with the hazard (records, reports, procedures, inspections, technical documents, etc.)
- Contact other sources that may have association with or technical knowledge relevant to the reported hazard
- Review any previously reported hazards of a similar nature
- Evaluate tasks and/or processes associated with the reported hazard

If a hazard is identified and the reporter believes immediate intervention is necessary to preserve life, prevent major property destruction, or avoid harm to the environment that would constitute a violation of any Minnesota protection standard, the Accountable Executive and/or the Chief Safety Officer has full authority to bypass the assessment process and mitigate the immediate threat.

- **Safety Risk Mitigation**

- Metro Bus's Accountable Executive and Chief Safety Officer will establish and review procedures to mitigate or eliminate safety risk(s) associated with specific hazards based on recommendations from the Safety Committee.
- Prioritization of safety risk mitigations is based on assessment results.

- **Safety Risk Register**

- The Chief Safety Officer maintains the Safety Risk Register.
- The Safety Risk Register will include all assessments and related, applicable documentation completed by the Safety Committee.
- The Safety Risk Register will be available for review upon request.

Safety Promotion

- **Competencies and Training**

- Metro Bus's comprehensive safety program applies to all Metro Bus employees.
- Metro Bus dedicates resources to the PTASP. The scope of safety training is appropriate to each employee's individual safety-related job responsibilities and their role in the organization.
- Basic training requirements for Metro Bus employees, including frequencies and refresher training, are documented in Metro Bus's Training Matrix.
 - Operations safety-related skill training includes the following:
 - New-hire bus vehicle Operator classroom and hands-on skill training
 - Bus vehicle Operator refresher training (annual)
 - Bus vehicle Operator retraining (remedial or return to work)
 - Classroom and on-the-job training for Dispatchers
 - Classroom and on-the-job training for Operations Supervisors and Managers
 - Accident investigation training for Operations Supervisors and Managers
 - Vehicle maintenance safety-related skill training includes the following:
 - On-going vehicle maintenance technical skill training
 - Accident investigation training for Maintenance Supervisors and Manager
 - Ongoing hazardous material training for Maintenance department staff
 - Training provided by vendors
 - Metro Bus Management staff are required to complete FTA's Safety Management System (SMS) Awareness online training.
 - The PTASP is available to all employees and the public. Staff will be advised of any modification.

- **Safety Communication**

- All employees receive a copy of the PTASP.
- Safety updates and reminders are posted on bulletin boards at the Operations Center in the Operations Communications Area and emailed to all exchange users.
- Safety Communication activities focus on three categories (established in 49 CFR Part 673):
 - Communicating safety and safety performance
 - Metro Bus communicates information about safety and safety performance in its monthly newsletter, on information screens with bi-monthly updates, on bulletin boards and during staff meetings. Information typically conveyed during these meetings includes safety performance statistics, lessons learned from recent

occurrences, upcoming events that may impact Metro Bus's service or safety performance, and revised procedures.

- Communicating hazards and safety risks
 - As part of new-hire training, all employees receive safety policies and procedures.
 - For newly emerging issues or safety events at the agency, memorandums are posted in the Operations Communications Area at the Operations Center, emails are sent to all exchange users, and meetings may be held as applicable.
- Informing employees of safety actions taken
 - Metro Bus provides targeted communications to inform employees of safety actions taken. Examples include handouts, flyers, safety talks, updates to bulletin boards and one-on-one discussions between employees and supervisors.

Additional Information

- **Documentation** The PTASP documentation will be retained for three years. This information will be available upon request. Form examples are included in the appendix.
- **Term Definitions**
 - Safety Management System - a formal, comprehensive, collaborative approach to managing safety bringing management and labor together to control risk better, detect and correct safety problems earlier, share and analyze safety data more effectively, and measure safety performance more precisely.
 - Safety Risk Management – the process that comprises activities aimed at identification of hazards in the operational environment and initial control of their consequences.
 - Safety Risk Assurance – verifying that safety mitigation activities are being implemented, appropriate and effective.
 - Safety Risk Mitigation – Formal activities to control the probability or severity of the potential consequence(s) of hazards during operations related to providing services.
- **Common Acronyms**
 - FTA – Federal Transit Administration
 - FMCSA – Federal Motor Carriers Safety Administration
 - ASP – Agency Safety Plan
 - PTASP – Public Transportation Agency Safety Plan
 - MPO – Municipal Planning Organization
 - APO – Area Planning Organization
 - CSO – Chief Safety Officer
 - SMS – Safety Management System
- **Appendices**
 - Appendix A - Safety Risk Matrix
 - Appendix B - Safety Risk Register
 - Appendix C - Employee Safety Reporting Document (Incident/Accident/Safety Report)
 - Appendix D - Safety Inspection / Audit Checklist
 - Appendix E - OTP-SI-Log FYXXXX
 - Appendix F – Infectious Disease Plan
 - Appendix G – Operator Assault Awareness Plan

Signatures

The St. Cloud Metro Bus Agency Safety Plan addresses all applicable requirements and standards as set forth in the FTA's Public Transportation Safety Program and the National Public Transportation Safety Plan.

Ryan I. Daniel

Ryan I. Daniel, CEO
Accountable Executive
St. Cloud Metropolitan Transit Commission

2/17/26

Date

Dave Kleis

Dave Kleis, Board Chair
St Cloud Metropolitan Transit Commission

2/17/26

Date

Appendix A – Safety Risk Assessment Matrix

Safety Risk Assessment Matrix

MIL-STD-882E	Safety Risk Assessment Matrix			
Severity \ Probability	Catastrophic 1	Critical 2	Marginal 3	Negligible 4
A - Frequent	1A	2A	3A	4A
B - Probable	1B	2B	3B	4B
C - Occasional	1C	2C	3C	4C
D - Remote	1D	2D	3D	4D
E - Improbable	1E	2E	3E	4E
F - Eliminated				

1A, 1B, 1C, 2A, 2B

1D, 2C, 3A, 3B

1E, 2D, 2E, 3C, 3D, 3E, 4A, 4B

4C, 4D, 4E

High
Serious
Medium
Low

Unacceptable

Undesirable with management decision required

Acceptable with review by management

Acceptable without review

Incident/Accident/Safety Report



Safety Incident Accident Accident w/injury Other Date & time of incident: _____ AM PM

WERE YOU OR ANOTHER EMPLOYEE INJURED? Yes No **WAS ANYONE ELSE INJURED?** Yes No

DESCRIPTION OF OCCURRENCE Please give a detailed description of the incident, include route and bus # if appropriate.

DIAGRAM OF OCCURRENCE Please diagram the incident the best you can.

All sections must be filled in. If a section does not apply to the incident, please write "N/A" to indicate it is not applicable.

NAME/CONTACT INFO OF INJURED PERSON		
Injured person's name:		Phone #:
Address:	City:	ZIP:
Description of injury:		

NAME/CONTACT INFO OF INJURED PERSON		
Injured person's name:		Phone #:
Address:	City:	ZIP:
Description of injury:		

Complete this section. **WAS THERE DAMAGE TO METRO BUS PROPERTY?** Yes No

METRO BUS VEHICLE AND/OR PROPERTY INVOLVED (EVEN IF NOT DAMAGED)		POLICE AT SCENE	
Route (if applicable):	Vehicle #:	City:	
Description of damage:		Officer:	
		Badge:	
		-- --	

DAMAGED VEHICLE AND/OR PROPERTY NOT BELONGING TO METRO BUS (IF QUESTIONABLE, PLEASE INCLUDE)			
Owner's name:		Phone #:	
Address:	City:	ZIP:	
Make of vehicle:	Year:	Model:	
License #:	State:	Color:	
Description of damage:			
Insurance company:		Policy #:	

EMPLOYEE INFORMATION	
Name:	Date:
Signature:	

MANAGEMENT USE ONLY	
Employee handling issue or claim:	Issue or Claim #:
Reviewed with Operator (date):	Video downloaded: <input type="checkbox"/> Yes <input type="checkbox"/> No
Signature:	Date:

Appendix F
Infectious Disease Preparedness Plan
St. Cloud Metropolitan Transit Commission

St. Cloud Metropolitan Transit Commission (dba Metro Bus) is committed to providing a safe and healthy workplace for all staff and customers. To ensure we have a safe and healthy workplace, the following Infectious Disease Preparedness Plan has been developed in response to the COVID-19 pandemic.

Our goal is to mitigate the potential for transmission of any Infectious Disease ~~COVID-19~~ in our workplace and communities which requires full cooperation among management and staff. Only through this cooperative effort can we establish and maintain the safety and health of all persons in our workplaces.

This plan would be administered by the Designated Plan Administrator, who maintains the overall authority and responsibility of the plan. However, management and staff are equally responsible for supporting, implementing, complying with, and providing recommendations to further improve all aspects of this plan. Metro Bus managers and supervisors have full support in enforcing the provisions of this plan.

Our people are our most important asset. We take their safety and health seriously. The involvement of everyone is essential in developing and implementing a successful Infectious Disease Preparedness Plan. We have involved our staff in this process by responding to employee suggestions and concerns and implementing changes whenever possible (e.g. concerns regarding available PPE resulted in procurement of hand sanitizer, face coverings, face shields, and reminding staff of location of disposable gloves; concerns regarding contact with passengers at the farebox resulted in implementation of rear door entry, no fare collection, and procurement of Bus Shields; and concerns regarding possible exposure in the reception area at the Mobility Center resulted in installation of a counter shield).

This Infectious Disease Preparedness Plan follows industry guidance by the State of Minnesota, which is based upon Centers for Disease Control and Prevention (CDC) and Minnesota Department of Health (MDH) guidelines for Infectious Diseases, Minnesota's Occupational Safety and Health Administration (Minnesota OSHA) statutes, Rules and standards, and Minnesota's relevant and current executive orders. It addresses:

- Ensure sick staff members stay home and prompt identification and isolation of sick persons
- Social distancing – staff must be at least six-feet apart
- Staff hygiene and source controls

Infectious Disease Preparedness Plan

St. Cloud Metropolitan Transit Commission

- Workplace ventilation protocol
- Workplace cleaning and disinfection protocol
- Drop-off, pick-up and delivery practices and protocol
- Communications and training practices and protocol

Metro Bus has reviewed and incorporated the industry guidance applicable to our business provided by the State of Minnesota for the development of this plan, including the following industry guidance specific to public transportation. Other conditions and circumstances included in the industry guidance and addressed in the plan that are specific to our business include:

1. What customers can do to minimize the transmission
2. Additional protections and protocol for managing occupancy
3. Additional protocols to limit face-to-face interaction
4. Additional protection for receiving or exchanging payment

Limiting the Conditions for Person-to-Person Contact

Metro Bus has developed the following measures for limiting the conditions for person-to-person contact that enables the spread of an Infectious Disease. The following procedures and guidelines are being implemented to assess workers' health status prior to entering the workplace and/or for staff to report when they are sick or experiencing symptoms to ensure sick staff members stay home and prompt identification and isolation of sick persons.

1. **Remote Work.** Staff who can work from home must work from home unless otherwise directed and/or approved by Metro Bus.
2. **Self-Monitor.** Staff members are encouraged to self-monitor for signs and symptoms of an Infectious Disease. Staff members will self-assess their health each morning, paying special attention for the signs and symptoms of an Infectious Disease, as reported by the Center for Disease Control (CDC).
 - Coughing
 - Shortness of breath or difficulty breathing
 - Fever
 - Chills
 - Muscle pain
 - Sore throat

Infectious Disease Preparedness Plan

St. Cloud Metropolitan Transit Commission

- Loss of taste or smell
- Loss of appetite

Any staff member experiencing one (1) or more of these symptoms will stay home and not enter the workplace.

3. **Close Contact.** Staff who have been in close contact with a household member with an Infectious Disease shall immediately contact the Chief Operations Officer (COO) or Director of Human Resources (HR). The staff member shall not report to work until their isolation period is finished (typically 14 consecutive days from exposure). Regular communication with the COO or Director of HR is required throughout the leave period and prior to returning to work.
4. **Infectious Disease.** Symptomatic staff members and staff members who have tested positive for an Infectious Disease regardless of presentation of symptoms shall contact and notify the COO or Director of HR immediately by phone or email.
 - If a staff member is unable to report to work due to Infectious Disease symptoms, they should follow normal call-in procedures for the first missed day and immediately contact the COO or Director of HR.
 - Staff experiencing Infectious Disease symptoms while at work must immediately notify their direct manager or the Street Supervisor on-duty to be relieved from work. They will be sent home immediately and asked to seek medical attention.

Metro Bus has four (4) temporal thermometers available for use by staff members to check their body temperature as they see fit. Thermometers are located in the following areas:

- Reception area at the Mobility Training Center
- Reception area at the Operations Center
- Street Supervisor Vehicles

Staff will administer their own temperature check following the instructions included with the temporal thermometer. Staff must wear disposable gloves when using thermometers.

Staff shall not report back to work until their quarantine period is finished and they are released by their physician. Regular communication with the COO or Director of HR is required throughout the leave period and prior to returning to work.

Infectious Disease Preparedness Plan

St. Cloud Metropolitan Transit Commission

5. **Confirmed Positive.** Staff members who test positive for an Infectious Disease shall contact and notify the COO or Director of HR immediately by phone or email.
 - In the event a staff member tests positive for an Infectious Disease, the Director of HR will perform contact tracing 14-days prior to the first date of symptoms
 - Staff members who came into contact, within 6-feet and for more than 10 minutes, will be notified of potential exposure (while respecting to the greatest extent possible, the medical privacy of all staff members) so that they may 1) take steps to notify the people with whom they have been in recent contact, and 2) begin a period of precautionary self-isolation of not less than 14 consecutive days

6. **High Risk.** According to the CDC, the following individuals are at higher risk for severe illness:
 - People 65 years and older
 - People of all ages with underlying medical conditions, particularly if not well controlled, including:
 - People with chronic lung disease or moderate to severe asthma
 - People who have serious heart conditions
 - People who are immunocompromised
 - People with severe obesity (body mass index [BMI] of 40 or higher)
 - People with diabetes
 - People with chronic kidney disease undergoing dialysis
 - People with liver disease

Staff members at high risk or increased vulnerability for severe illness, or who shares a household with a person at high risk, are encouraged to self-identify. Contact the COO or Director of HR.

Social Distancing

Social distancing of six (6) feet will be implemented and maintained between staff members, visitors, and customers in the workplace through the following administrative and operational controls.

1. **Remote Work.** Staff who are able to work from home must work from home unless otherwise directed and/or approved by Metro Bus.

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2. **Collective Gatherings.** Collective gatherings will be limited to 10 people or less as necessary to maintain social distancing of six (6) feet at all times.
3. **Physical Distancing.** Physical distancing of six (6) feet is required in all work areas at the Operations Center, Transit Center, Mobility Training Center, and on buses. This includes:
 - all common work areas such as reception areas, break rooms, hallways, and copy/print areas
 - in all conferences rooms, training areas, offices and workstations
 - in the garage and all maintenance areas
 - in the bus loading, unloading and parking areas outside at the Transit Center
 - at the fuel pumps and in the wash and drive-through bays

In an attempt to increase physical distancing and limit interaction, Metro Bus has implemented rear door boarding and is not collecting fares. This will continue until Operator shields/barriers are installed in all buses to provide additional protection for all Metro Bus Operators.

4. **Vehicle Sharing.** Staff will avoid vehicle sharing, including car-pooling or ride-sharing if the number and arrangement of occupants within a single vehicle does not allow for proper social-distancing.
5. **Office Supplies.** Office supplies such as pens, paper, folders, computer equipment, telephones, etc. Should not be shared between staff.
6. **Travel.** Unnecessary travel is strongly discouraged. In the event a staff person travels outside of Minnesota, they must report their travel to the COO or **Director of HR** immediately to determine whether self-isolation is required upon return from the travel destination.

Staff Hygiene and Source Controls

1. **Handwashing.** Basic infection prevention measures are being implemented in our workplace at all times. Staff members are advised to wash their hands for at least 20 seconds with soap and water frequently throughout the day, but especially at the beginning and end of their time in the workplace, prior to any mealtimes, and after using the restroom. Metro Bus will keep handwashing stations stocked with paper towels and soap for this purpose.

Hand-sanitizer is also available (see #3 Personal Protective Equipment for more information).

Shaking hands in the workplace is prohibited.

2. **Respiratory Etiquette.** Staff members, visitors and customers are instructed to cover their mouth and nose with their sleeve or a tissue when coughing or sneezing and to avoid touching their face, in particular their mouth, nose and eyes, with their hands. Tissues should be disposed of in trash receptacles and hands should be washed or sanitized immediately afterward.

Respiratory etiquette will be supported by making tissues and trash receptacles available in each staff members' workspace and to all visitors.

If a staff member observes any other staff member not following these guidelines, they should remind them of, and encourage adherence to, these guidelines.

3. **Personal Protective Equipment.**

- **Cloth Face Coverings.** Metro Bus has provided all staff members with a supply of cloth face coverings. Staff are encouraged to use face coverings, especially when/if they will have direct interaction with passengers
 - If staff members choose to wear a cloth face covering, it shall be worn so it covers both the nose and mouth

Cloth face coverings are also available to Metro Bus passengers. A supply of face coverings are located at the Transit Center and on all Dial-a-Ride and.

- **Face Shields.** Face Shields have been distributed to all Operators, Dispatchers and Street Supervisors as an option for additional personal protection
- **Disposable Gloves.** Disposable rubber gloves are available for use by all staff. They are located in the Operations Communications Area
- **Hand Sanitizer.** Hand sanitizer is available for all staff, visitors and customers

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- **Metro Bus Staff.** Individual hand sanitizer has been provided to all staff members to keep with them at all times while in the workplace. Additional hand sanitizer is available to refill personal containers as they are depleted

- **Visitors and Customers.** Hand sanitizer is located at all Metro Bus locations.
 - In the main reception areas at the Operations Center and Mobility Training Center
 - At the Dispatch Window at the Transit Center

- **Bus Shields/Barriers.** Bus shields/barriers are being installed in all buses to provide additional protection for all Metro Bus Operators

- **Counter Shields.** A shield has been installed at the reception desk at the Mobility Training facility. A shield is also in place at the dispatch counter of the Transit Center.

Workplace Ventilation Protocol

The maximum amount of fresh air is being brought into the workplace, air recirculation is being limited, and ventilation systems are being properly used and maintained.

- Air handling systems are on a preventative maintenance schedule and inspected thoroughly
 - Filters are changed per manufacturer specifications
1. **Office and Meeting Spaces.** Office and meeting room doors shall remain open as often as possible when occupied to facilitate the flow of fresh air. Staff are encouraged to open office windows when weather permits to also increase air flow. At the end of the work day, each staff person is responsible to ensure that their office windows are closed and locked. Maintenance staff will ensure unoccupied offices and storage room windows are closed and locked.

 2. **Garage and Parking Areas.** Metro Bus regularly opens the doors in the garage and parking areas to allow for fresh air to circulate. The Metro Bus air handling system has the ability to immediately purge air in the garage area if necessary.

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3. **Buses.** Bus Operators are encouraged to open bus windows while in service to help with air circulation. All buses are equipped with air filters. Air filters are on a preventative maintenance schedule and are cleaned or changed per manufacturer specifications.

Workplace Cleaning and Disinfection Protocol

Metro Bus contracts with **ABM Industries** for all facility and bus cleaning services. ABM uses face coverings and disposable gloves at all times per their internal personal protective equipment (PPE) protocol. Manufacturer recommendations are followed at all times. Should it become necessary, ABM employees have access to full-body PPE.

All facilities and buses are cleaned and sanitized based on the following cleaning schedule:

- Operations Center (office/support areas): Monday through Friday 5 PM – 12 AM*
- Operations Center (designated Operations areas): Sunday through Saturday: 5 PM to 9 PM
- Garage Facilities: Monday through Friday 5 PM to 7 PM**
- Daily Bus Cleaning: Sunday through Saturday 5 PM to 12 AM
- Transit Center: Sunday through Saturday 7 PM – 9 PM
- Mobility Training Center: Monday through Friday 5 PM – 7 PM*

*Employees do not occupy these areas on the weekend.

**Metro Bus employees perform the disinfecting and sanitizing duties in this area on weekends.

ABM Industries uses the following products to conduct routine cleaning throughout all Metro Bus facilities and buses.

- Oxivir
- Alpha HP
- Glance NA
- Stride Citrus Neutral Cleaner
- VSS 130 Hospital/Food Grade Surface Disinfectant/Sanitizer
- Sanitizing Wipes

MSDS sheets are available and on site for all cleaning solutions.

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1. **High-Touch Surfaces.** In the workplace, staff members should take care to limit the number of surfaces they touch during the course of the day.

Sanitizing wipes are available to all staff for immediate cleaning needs. It is recommended that staff members disinfect their most commonly used surfaces (e.g. at least once per day, and each time after someone else touches it).

- **Facility.** Metro Bus frequently cleans and disinfects all high-touch items such as doorknobs, countertops, barriers, railings, handles, and other surfaces. Electronic devices (e.g. light-switches, circuit breakers) are sanitized in accordance with the listing/labeling requirements.
- **Buses.** ABM disinfects the contact points (hand rails, high touch surfaces) on all buses used each day while on a reduced service schedule. After the contact points are disinfecting, ABM applies the VSS 130 to all surfaces including the seats. Upon return to full service on July 12, ABM will provide additional staff to apply these standards to all in-service buses each day.

Metro Bus is also in the process of purchasing and installing a steam cleaning system that will allow for additional deep cleaning options.

- **Tools, Devices and Equipment.** Staff, including those in the field, should avoid sharing tools, devices and equipment. In the event items must be shared, staff must sanitize shared tools, devices and equipment in-between users. ○ Personal belongings (e.g. equipment, tools, devices, phones) should not be shared. Staff should sanitize shared personal belongings after each use.
2. **Metro Bus Staff and Maintenance Vehicles.** Staff and maintenance vehicles are cleaned and disinfected in-between each user.
 3. **Confirmed Case of an Infectious Disease.** In the event Metro Bus has a staff member with a confirmed case of an Infectious Disease, ABM will be immediately contacted to disinfect and sanitize all affected work spaces and/or vehicles. This will include thoroughly disinfecting all surfaces and application of the VSS 130 Surface Disinfectant/Sanitizer. During this process, ABM will follow their PPE protocol. ABM will perform an electrostatic cleaning process to the affected area upon request.

Drop-off, Pick-up and Delivery Practices and Protocol

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1. **Contactless Deliveries.** Metro Bus has contracts in place with all vendors who deliver items based on a schedule. The vendors are issued keycards to make deliveries without assistance from staff. The vendors and their route drivers are provided instructions when the contract is signed. This ensures no contact unless there is an issue.
 - **Major, One-Time Deliveries.** For major, one-time deliveries for which use of a keycard is not an option, there is a doorbell in place that alerts maintenance personnel of a delivery. Delivery instructions are provided to the route driver. Often times, contactless delivery is not an option for this type of delivery.
 - **Daily Deliveries.** Metro Bus has a designated, unmanned delivery area for daily deliveries from FedEx, UPS, etc. Delivery instructions are provided to the vendors.

In the event there are multiple deliveries at one time, the second route driver will be given instructions to wait in their vehicle or directed to another area to complete the delivery.

When contactless delivery is not an option, there is an issue with a delivery, or an over the phone transaction is not an option, social distancing guidelines will be adhered to by both parties. Whenever possible, delivery personnel and maintenance personnel will use their own equipment to finalize transactions.

2. **Contactless Transactions.** All Metro Bus transactions are done via purchase order, contract or credit card. In the event a credit card must be used to purchase goods from a vendor, Metro Bus employees will make every effort to complete the purchase over the phone to avoid in-person contact.

Communications and Training Practices and Protocol

1. Communications.

- **Metro Bus Staff.** A copy of this Infectious Disease Preparedness Plan was provided to all staff, including temporary and contract workers, on June 29, 2020. It is posted in the Operations Communications Area and is available on Metro Bus's Intranet site (MetroNet). Staff members are able to access the Intranet at work via their workstation or one of the employee kiosks as well as from home or other off-site locations.

The existence and availability of the Infectious Disease Business Preparedness Plan and all established rules and practices related to an Infectious Disease will be communicated to all employees through several channels, including but not limited to coaching and training sessions, informational screens, distributed newsletters, posted and emailed memos, and other printed materials

Staff are expected to comply with and follow this plan and all other established rules and practices related to an Infectious Disease.

Metro Bus uses many mediums to communicate necessary or required policies, rules, protocols and practices to all staff, including temporary and contract workers, including but not limited to:

- Information screens updated bi-monthly in displayed in employee common/break areas
- Monthly internal newsletters placed in all break areas and employee mailboxes and emailed to all employees with Metro Bus email accounts
- Policy and procedure updates as well as other major actions are posted as memos on bulletin boards in an area where all employees have access and have been trained to check every day. The same information is also emailed to all employees with Metro Bus email accounts.

Instructions will be communicated to non-staff committee members and board members about these guidelines whenever they are in the workplace

Communication with staff, non-staff committee members and board members will be ongoing

- **Visitors, Customers and Passengers.** Metro Bus has taken many actions to ensure visitors, customers and passengers are as safe as possible while in Metro Bus facilities or using Metro Bus services.

Visitors, customers and passengers are encouraged to wear face coverings and maintain at least six (6) feet of distance from others while in Metro Bus facilities or on our buses.

- Face coverings are available for all visitors, customers and passengers
- Customer Communications signs are posted in all Metro Bus facilities and buses with information reminding customers of protections and protocols, including social-distancing, hand-washing, respiratory-etiquette and use of personal protective equipment. Signs are changed out as appropriate to be current and relevant at all times
- The Metro Bus website featured blog posts and added content to specific web pages encouraging social distancing and essential travel only
- Social media campaigns have shared changes to service, the availability of face coverings, government guidelines and customer responsibilities when traveling during the an Infectious Disease outbreak
- Communication with visitors and customers will be ongoing

2. **Training.** The Training and Safety Department provides training information to all staff members in various formats – primarily printed and in-person in large and small groups and/or individual sessions.
 - Infectious Disease training will be provided to all staff members as appropriate
 - Managers and Supervisors will be trained to identify and enforce noncompliance with necessary or required rules and practices

Additional Protections and Protocols

Other conditions and circumstances addressed in the Plan that are specific to our business include:

1. **Minimize Transmission.** Customers are advised to:

- Regularly wash and/or sanitize their hands
- Wear a face covering
- Maintain a physical distance of six (6) feet from other people

- Conduct a self-check of their body temperature prior to using any Metro Bus service or visiting any Metro Bus facility
- Stay home if not feeling well or have any symptoms compatible with an Infectious Disease
- Stay home if a household member is experiencing symptoms compatible with an Infectious Disease

2. **Managing Occupancy.**

- **Essential Rides.** During an Infectious Disease outbreak Metro Bus encourages Essential rides only

- **Increases Service.** Metro Bus will regulate regular service volumes to put more service on the street in an effort to alleviate capacity on buses

3. **Limit Face-to-Face Interaction.**

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- **Remote Work.** Staff who are able to work from home must work from home unless otherwise directed and/or approved by Metro Bus.
- **Meetings.**
 - **In-Person Meetings.** In-person meetings are limited to 10 people or less as necessary to maintain social distancing of six (6) feet at all times.
 - **Virtual Meetings.** Virtual meetings are encouraged whenever possible via conference call, Zoom or WebEx platforms.
- **Bus Shields/Barriers.** Bus shields/barriers would be installed as deemed necessary, in all buses to provide additional protection for all Metro Bus Operators
- **Counter Shields.** Metro Bus currently has installed protective shields at the reception desks at the Mobility Training facility. A shield is also in place at the dispatch counter of the Transit Center.

4. Receiving or Exchanging Payment.

- No fares are currently being collected on any modes of transportation
- Metro Bus offers an internet purchasing option
- Metro Bus is in the process of implementing a ticket vending machine at the Transit Center

Certified by: Sunny M. Hesse, Director of Human Resources
J. Scott Stark, Chief Safety Officer



Date: June 23, 2020

Appendix G

Operator Assault Awareness

St. Cloud Metropolitan Transit Commission



St. Cloud Metropolitan Transit Commission (dba Metro Bus) is committed to providing a safe and healthy workplace for all staff and customers. Our goal is to mitigate the potential for harm to fall on our Operators or customers while providing or riding service. This would require full cooperation among management and staff through a cooperative effort to establish and maintain a safe workplace.

While Metro Bus cannot predict or realize every possible assault attempt. A general understanding of how to handle difficult people or de-escalation of conflict situations is a helpful tool to avoid any physical altercation.

Operator Assault Awareness Process

1. Survey of Operators of past occurrences or interactions
2. Review survey results for potential patterns
3. Create a list of cause types for assaults from survey
4. Create a list of contributing factors of assaults
5. Publish the survey and provide results through monthly company newsletter publication.
6. Review and coach Operators on ways to not prompt or de-escalate possible assault situations at annual Operator Training Activities (OTA's).