

RTAP Peer Roundtable Notes Incident / Accident Reporting

5/10/23 10-11:30 am CT

Participants: 19 Attendees; 16 from agencies

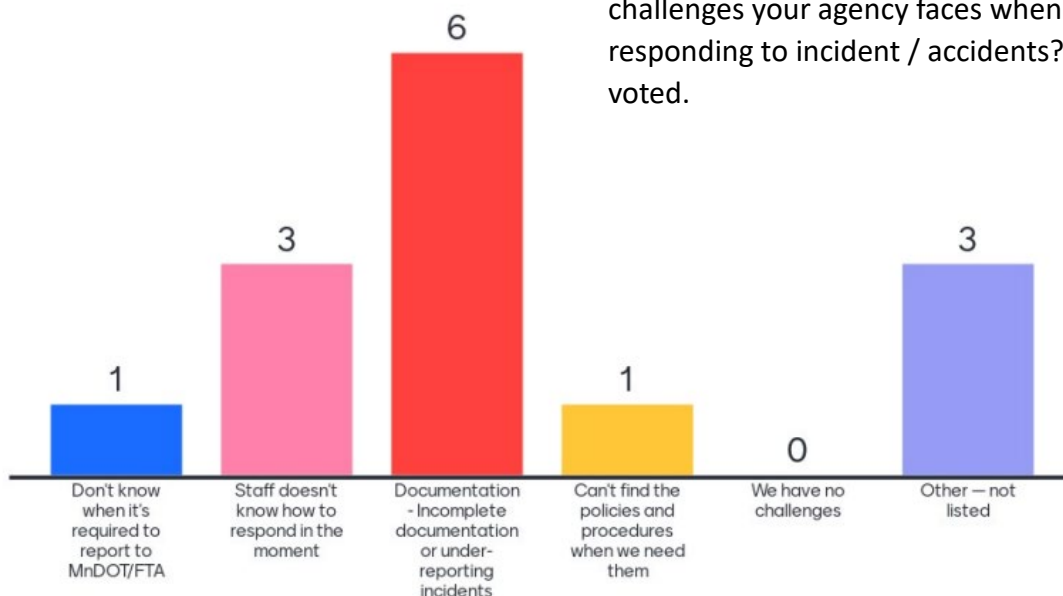
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| 1. Christine Thompson, SMART Transit | 11. Tracy Borgschatz, Three Rivers Community Action / Hiawatha Transit |
| 2. Gary Ludwig, Trailblazer Transit | 12. Paul Coyour, Prairie Five RIDES |
| 3. Jeremy Monahan, Prairie Lakes Transit | 13. Melinda Estey, MNDOT |
| 4. Joanne Brackey, SMART Transit | 14. Randy Janke, Wadena Co. Friendly Rider |
| 5. Kirk Kuchera, SMART Transit | 15. Marion Henry, Tri-Valley Transportation |
| 6. Pat LaCourse, Brown County Heartland Express, Hermann Express | 16. Mindy Fields, Rolling Hills Transit |
| 7. Reese Hauser, New Tracks | 17. Nick Leske, United Community Action Partnership |
| 8. Scott Stark, St. Cloud Metro Bus | 18. Rob Slivers, Tri-Valley Transportation |
| 9. Shelly Rockman, SMART Transit | 19. Berta Hartig, RTAP |
| 10. Torey Hunkus, MnDOT | |

Roles

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| • Moderator & Note Takers: Berta Hartig | • Timekeeper: Pat LaCourse |
| • Process observer: None | • Parking Lot Attendant: Nick Leske |

Summary:

Menti Meter Poll: What are the biggest challenges your agency faces when it comes to responding to incident / accidents? 8 people voted.



Challenge and hoping to get out of this session:

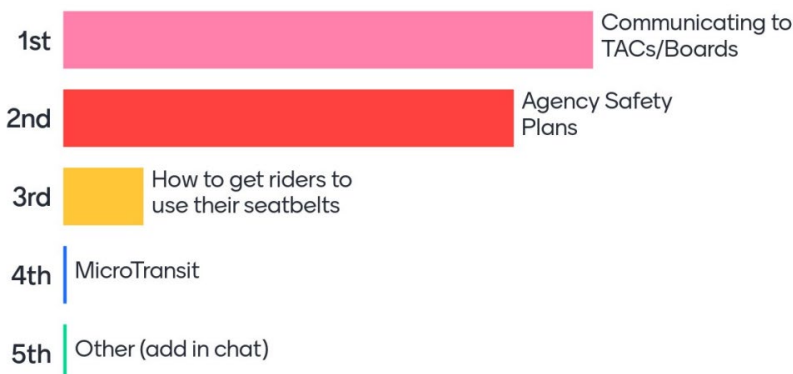
- Prior to Spring Workshop, the biggest challenge was knowing what to report and when
Now it's sharing the information with staff
- Incomplete incident reports from drivers
- Geographical area covering, when manager is in southern part and accident is in northern part
- Will be implementing the visor card shared at workshop.
- Drivers don't report accidents until later
- Consistency for drivers and dispatchers on what to report and to whom
- Would like more universal responses and reduce incidents
- Drug and Alcohol testing, want to be sure doing correctly with documentation
- Good discussion

Other discussion:

- Shared where Spring Workshop Resources are saved on the RTAP website
- Farmers have different standards. Even if they have a Class A license. They do not fall under the same drug and alcohol testing requirements transit does with FTA/DOT.
- There was discussion about what an agency considers an incident and how they follow up:
 - Some are told by their insurance not to talk to the other party
 - Most reported they follow up with the other party/passenger to see how they are doing
 - Several agencies state that an incident is "anything out of the ordinary"
 - File incident if someone falls on the way to the bus
 - Something unusual or out of the ordinary happens
 - At Trailblazer: Driver can file incident to dispatch with Radio Code
 - Driver witnesses injuries and medical attention needs
 - Driver does not believe there are injuries
 - At Trailblazer response to ACC = Assess the information, Communicate to Dispatch, Comfort and Coach the Passenger(s)
 - Manager asks driver four questions to help assess if someone needs medical attention as a follow up via cell phone
 - Driver is relieved for the day if there is a need to send anyone for medical attention – they may be shaken up. That also covers them while the video is reviewed
 - Driver writes a sentence on their pre/post check. In order to take it off the plate of the driver and dispatcher, the actual reporting is the responsibility of the manager with an interview with the driver
 - How does a broad definition of incidents impact insurance, because there is a high number of incidents?

- Don't report incidents that don't develop into something
- Agencies shared they have cameras on buses to help review incidents/accidents. Most had them inside, very few had them outside. Some were able to angle interior cameras to see outside too
- There was discussion about review incident logs
 - Look for themes and share with drivers in general – teaching tools, prevention/reduction.
 - Review patterns with individual drivers
- Question: Do you get input from drivers on your policies? There was a conversation about the benefits of working with drivers to develop policies
- There was a question about why there seems to be a hesitancy to do drug and alcohol testing?
 - Joanne, who attends the yearly drug and alcohol conference, said it's about protecting your driver. Only test if they meet the criteria. She recommends attending this event to get a better understanding and context
 - Others recommend just following the matrix
 - Gary shared that in the early days of the drug and alcohol testing there was more direction to be safe and test, then advocacy groups got involved to protect the rights of employees. He said when you think of it, collecting urine is a private thing

Menti Meter Poll: What should the next session be? 5 people voted. Will get input from those not in this session as well.



Next Roundtable: June 14, 2023 (Later it was determined to cancel June, July and August Peer Roundtables)