

**TAHOE TRANSPORTATION DISTRICT (TTD)
PROGRAM IMPLEMENTATION COMMITTEE**

Meeting Agenda

**Tahoe Regional Planning Agency
128 Market Street
Stateline, NV 89449**

**March 2, 2022
1:00 p.m.**

The Tahoe Transportation District Program Implementation Committee meeting will be physically open to the public at Tahoe Regional Planning Agency, Stateline, NV 89449 and in accordance with California and Nevada law, Committee members may be teleconferencing into the meeting via GoToWebinar. This meeting will be held in accordance with requirements under Government Code section 54953(e) as enacted by California AB-361 and a determination of TTD to waive certain requirements regarding teleconferencing. Members of the public may observe the meeting and submit comments in person at the above location or via GoToWebinar.

Committee members: Wesley Rice-Chair, Cody Bass, Brian Bigley, Andy Chapman, Sherry Hao

To register for the TTD Program Implementation Committee Meeting go to:

<https://attendee.gotowebinar.com/register/2061164709965707277>

After registering, you will receive a confirmation email containing information about joining the webinar.

Members of the public may provide public comment by sending comments to the Clerk to the Board by email at jallen@tahoetransportation.org. Please note which agenda item the comment pertains to. Comments will be distributed at the meeting and attached to the minutes of the meeting. All comments should be a maximum of 500 words, which corresponds to approximately three minutes of speaking time. Comments for each agenda item should be submitted prior to the close of that agenda item.

Any member of the public who needs accommodations should email or call Judi Allen who will use her best efforts to provide reasonable accommodations to provide as much accessibility as possible, while also maintaining public safety in accordance with TTD's procedure for resolving reasonable accommodation requests. All reasonable accommodations offered will be listed on the TTD website at tahoetransportation.org.

All items on this agenda are action items unless otherwise noted. Items on the agenda may be taken out of order. The Committee may combine two or more items for consideration. The Committee may remove an item from the agenda or delay discussion relating to an item on the agenda at any time.

I. CALL TO ORDER AND GENERAL MATTERS

- a. Roll Call and Determination of Quorum
- b. Approval of Agenda for March 2, 2022 (*for possible action*)
- c. Approval of Minutes of February 2, 2022 (*for possible action*)

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II. PUBLIC INTEREST COMMENTS

All comments are to be limited to no more than three minutes per person. Comments made cannot be acted upon or discussed at this meeting, but may be placed on a future agenda for consideration.

III. DISCUSSION ITEMS

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IV. DISTRICT MANAGER REPORT

V. COMMITTEE MEMBER REQUESTS AND COMMENTS

This portion of the agenda is for members to make requests for future agenda items or to make a brief report about personal activities without further deliberation by the committee, although any member may request an item to be placed on a future agenda in response to such remarks.

VI. PUBLIC INTEREST COMMENTS

VII. ADJOURNMENT

COMPLIANCE WITH PUBLIC NOTICE REQUIREMENTS

This notice and agenda has been posted at the TTD office and at the Stateline, Nevada post office. The notice and agenda has also been posted at the North Tahoe Conference Center in Kings Beach, the Incline Village GID office and the North Tahoe Chamber of Commerce and on the TTD website: www.tahoetransportation.org.

For those individuals with a disability who require a modification or accommodation in order to participate in the public meeting, please contact Judi Allen at (775) 589-5502 or jallen@tahoetransportation.org.

Nevada Open Meeting Law Compliance

Written notice of this meeting has been given at least three working days before the meeting by posting a copy of this agenda at the principal office of TTD and at three other separate, prominent places within the jurisdiction of TTD not later than 9 a.m. of the third working day before the meeting.

Written notice of this meeting has been given by providing a copy of this agenda to any person who has requested notice of the meetings of the Committee. Such notice was delivered to the postal service used by the Committee not later than 9 a.m. of the third working day before the

meeting for transmittal to the requester by regular mail, or if feasible for TTD and the requester has agreed to receive the public notice by electronic mail, transmitted to the requester by electronic mail sent not later than 9 a.m. of the third working day before the meeting.

Supporting materials were provided to any person requesting such materials and were made available to the requester at the time the material was provided to the members of the Committee or, if provided to the members of the Committee at the meeting, were made available to the requester at the meeting and are available on the TTD website: www.tahoetransportation.org. Please send requests for copies of supporting materials to Judi Allen at (775) 589-5502 or jallen@tahoetransportation.org.

**TAHOE TRANSPORTATION DISTRICT
PROGRAM IMPLEMENTATION
COMMITTEE MEETING MINUTES
December 10, 2021**

Committee Members in Attendance:

Cody Bass, City of South Lake Tahoe
Brian Bigley, Member at Large (attended remotely)
Andy Chapman, TNT-TMA (attended remotely)
Sherry Hao, CA Gov Appointee (attended remotely)
Wesley Rice, Douglas County (attended remotely)

Others in Attendance:

Carl Hasty, Tahoe Transportation District
George Fink, Tahoe Transportation District
Judi Allen, Tahoe Transportation District

I. CALL TO ORDER AND ROLL CALL

The meeting of the Committee was called to order by Mr. Hasty at 10:12 at the Tahoe Regional Planning Agency and via GoToWebinar. Roll call was taken and it was determined a quorum was in attendance for the Committee.

II. PUBLIC INTEREST COMMENTS

Public interest comment was submitted via e-mail and is attached.

III. NOMINATE AND ELECT A CHAIRPERSON FOR THE PROGRAM IMPLEMENTATION COMMITTEE

Mr. Chapman nominated Mr. Rice for Chairperson. Mr. Bass seconded the nomination. The motion passed unanimously.

IV. DISCUSSION ITEMS

A. Discuss and Determine the Program Implementation Committee's Purpose, Scope of Work, and Meeting Calendar for Recommendation to the TTD Board of Directors

Mr. Hasty reviewed this item. Mr. Rice asked about a update regarding the Incline Village Elementary School site. Mr. Hasty responded the purchase of the property is currently in escrow, once the sale is completed, a site assessment will be conducted to determine the feasibility of the location for a mobility hub. Mr. Chapman added the Incline Village Mobility Hub committee will add local representation. Mr. Bass asked if the committee will be dealing with the East Shore Express program and the SR89 corridor. Mr. Hasty responded yes, along with the Short-Range Transit Plan and potential micro transit. Mr. Bigley's understanding from the workshop was the focus of this group is to help prioritize projects through deeper understandings; determine who should operate transit; and help transit be more successful. Mr. Rice proposed he, Mr. Bass, and Mr. Hasty develop a mission statement for the committee.

Mr. Fink gave a presentation regarding the Short Range Transit Plan. Mr. Bass asked if the consultant will be reviewing past plans. Mr. Fink responded yes, they

will, along with seeing how far the District got with the previous plan. Ms. Hao stated she was pleased to see the electrification focus for the plan and feels Stantec is a good choice to develop the plan. Mr. Rice asked if a goal of the committee would be to connect the various transit operations around the Lake. Mr. Hasty agreed there is a need to do an assessment and push for greater communication.

Mr. Hasty reminded the committee of Mr. Chapman's proposal at the last Board meeting to have the Board meet every other month, with the committee meetings held on the alternate months, if needed.

Action Requested: For Review and Discussion

B. Discuss the Sustainable Transportation Funding Initiative Report and Determine the Process for Decision Making as it Relates to the Program Implementation Committee for Recommendation to the TTD Board on Establishing a Sustained Regional Revenue Package

Mr. Hasty and Mr. Spencer reviewed this item. Mr. Chapman noted his concern of the Bi-State committee recommendation of moving forward with the zonal fee and parking fee for the two corridors. Mr. Bass stated it would be very unlikely for the voters to approve more taxes in the City and sees the Basin entry fee becoming a viable option. Mr. Bigley stated he feels the local tax would affect residents more than the day visitor and the TOT tax is inequitable, again not affecting the day visitor. Mr. Spencer noted in order for the states to consider funding, they need to see a local match. He added a regional source, such as TOT or vacancy tax, is needed to support a regional vision. Ms. Hao asked about mixing and matching the options. Mr. Spencer confirmed they are looking at them. Mr. Chapman noted the majority of the options don't mitigate the day visitation. Ms. Hao suggested the zonal fee could be the gateway to the basin entry fee. Mr. Bass asked would it work if the counties appropriated local contributions to transit. Mr. Spencer replied yes, that would avoid the tax and is an excellent idea.

Action Requested: For Review and Discussion

V. PUBLIC INTEREST COMMENTS

No public interest comments were made.

VI. ADJOURNMENT

The meeting adjourned at 12:03 p.m.

Respectfully Submitted:

*Judi Allen
Executive Assistant
Clerk to the Board
Tahoe Transportation District*

(The above meeting was recorded in its entirety, anyone wishing to listen to the aforementioned tapes, please contact Judi Allen, Clerk to the Board, (775) 589-5502.)



MEMORANDUM

Date: February 25, 2022
To: Tahoe Transportation District (TTD) Program Implementation Committee
From: TTD Staff, Carl Hasty – District Manager
Subject: Review and Discussion of Fiscal Year 2023 Proposed Work Program

Action Requested:

It is requested the Project Implementation Committee hear the item, discuss the Fiscal Year 2023 (FY23) proposed work program (Attachment A), and provide input.

Fiscal Analysis:

Staff is in the process of accessing and projecting all revenues that are allocated or are confident will be allocated for transit operations, capital projects, parking systems and general uses. The overall budget for FY23 is being developed and will be brought to the Finance Committee in April for projected staff costs, along with the Parking System budget. It is anticipated the proposed FY23 budget (mapped by funding sources) will be presented to the Finance Committee in May for final suggestions; with the final budget presented in a financial format, in accordance with Generally Accepted Accounting Principles and Governmental Accounting Standards, brought back to the Finance Committee and Board for approval in June.

Work Program Analysis:

The work program staff and hours have been adjusted in the FY23 budget, at 62 full-time (40 represented) and 13 part-time (9 represented) employees for a total of 75 at 140,324 work hours for the fiscal year. A Deputy District Manager position is not included at this time.

Background:

Annually, TTD's budget is developed and adopted by the Board. The budget is based on the anticipated work program with projected hours, anticipated professional services and contracts, operational projections, and anticipated revenues. The budget is developed in accordance with TTD's financial policies, summarized as follows:

Budgeting Policy

- TTD shall maintain a structurally balanced budget, where revenues equal or exceed expenditures.
- TTD shall prepare an annual budget that is presented to the Board for adoption 60 days prior to the beginning of the fiscal year.
- Budgets will be prepared in accordance with generally accepted accounting principles using the modified accrual basis of accounting for the governmental funds and full accrual basis of accounting for the proprietary fund(s).

- The level of budgetary control (the level at which expenditures cannot legally exceed the appropriated amount) is established at the fund level.
- The Chief Financial Officer (CFO) shall submit regular operating reports to TTD's Finance Committee comparing actual revenues and expenditures with budgeted revenues and expenditures.
- Board approval is required for budget revisions that affect the total appropriations of each fund.
- Appropriations lapse at the end of the fiscal year unless they are re-appropriated through the formal budget process.

Discussion:

The transit service plan remains the same as the original FY22 operations and may need to be adjusted throughout the year, similar to this year based on staffing and vehicle availability. Operations remains a challenge, most especially because of labor availability as is reflected in continuing openings for drivers and other support staff, although most recent recruitment has been encouraging. The tight job market continues to place upwardly pressure on wages and staff will be looking at suggestions the Compensation Class study provide to help TTD become the preferred employer. Staff is also anticipating a cost of living increase in response to purchasing power due to inflation.

On the capital project side, the work program focuses mostly on the NV Bikeway to Bikeway Central Corridor and North Demonstration of the East Shore Trail on the SR 28 corridor, and in particular parking lots; Regional Revenue Development; the Facility Assessment for both Incline Village and Warrior Way; US 50 Community Revitalization project; Hazard Mitigation; and transit capital purchases. SR89 Fanny Bridge Community Revitalization, US50 East Corridor, Communication/Technology Infrastructure and Broadband projects will incur minimal staff time for FY23.

The parking system budget is mainly directed by the SR28 Corridor Management Team, reviewed by TTD staff, with adjustments made, including staffing costs.

Without a designated funding source for FY23 at this time, the general fund cannot operate as a true compartmentalized fund. Costs that can be directly charged to the other programs will continue, as well as the 10 percent reimbursement for indirect costs within the transit operations and capital improvement programs.

The initial appropriation of hours is allotted as follows and is subject to change as the budget process is being developed.

Work Element 1	2,396
Work Element 2	3,864
Work Element 3	2,564
Work Element 4	128,223
Work Element 5	519
Work Element 6	<u>2,758</u>
Total Hours for FY23:	140,324

Staff is requesting the Committee's input on the development of FY23 work program.

Additional Information:

If you have any questions or comments regarding this item, please contact Joanie Schmitt at (775) 589-5507 or jschmitt@tahoetransportation.org, or Carl Hasty at (775) 589-5501 or chasty@tahoetransportation.org.

Attachment:

A. Draft FY23 Work Program Outline

FISCAL YEAR 2023 (FY 23) WORK ELEMENTS

WORK ELEMENT 1: TTD ADMINISTRATION AND OUTREACH

To provide the District Board support and communication; development and management of the District's work program and budget; District outreach and public awareness; Board administration and record keeping; and administrative coordination with Federal Highways, the Tahoe MPO (TMPO), the California Department of Transportation (Caltrans), the Nevada Department of Transportation (NDOT), and other transportation system partners.

TASKS

- 1.1 – Board Relations, Policy Meetings, Community Relations
- 1.2 – Work Program and Budget Development and Management
- 1.3 – Report/Coordinate with TMPO, State DOTs, FTA, FHWA, Local/Regional Transportation Organizations

WORK ELEMENT 2: PROGRAM MANAGEMENT FOR PROJECTS AND SERVICES

This work element addresses the time necessary to provide administrative oversight and development of the District's Capital Improvement and Transit Service programs. The strategic plan approach is to use an enterprise structure organized into three sub-program components. They are capital improvements, service improvements, and intelligence improvements.

TASKS

- 2.2 – Capital Improvement Program Development and Management
- 2.5 – Fiscal Administration and Controls, Risk Management, Record Keeping
- 2.7 – Human Resources

WORK ELEMENT 3: TTD PROJECT DEVELOPMENT AND IMPLEMENTATION

To provide regional coordination and value-added project development support for identified regionally significant transportation projects provided through TTD; to provide additional project implementation capacity for Lake Tahoe transportation projects; to provide dedicated project management resources to oversee TTD project delivery program; to coordinate with TMPO planning and programming staff to ensure timely project delivery and use of funds.

TASKS

- 3.1 – US 50/South Shore Community Revitalization Project
- 3.3 – Nevada Stateline to Stateline Bikeway Project
 - 3.3.2 – North Demo – Phase II
 - 3.3.3 – Central Corridor - Phase III
- 3.4 – SR 89 Fanny Bridge Community Revitalization Project
- 3.11 – Transit Corp Yard Facility Project (Warrior Way)
- 3.16.2 – US50 East Corridor
- 3.17 – Mobility Hubs
 - 3.17.1 – Incline Village Mobility Hub Project
- 3.18 – Transportation Resiliency Infrastructure
 - 3.18.2 – Hazard Mitigation Plan
 - 3.18.5 – Communication/Technology Infrastructure

** numbering gaps due to completed or inactive projects being removed from list

Tahoe Transportation District

WORK ELEMENT 4: TTD TRANSIT SERVICE AND ASSET MANAGEMENT

To provide oversight and management of the TTD transit program, as well as TTD owned assets, in the interest of private and public entities which have a financial stake, as well as the citizens which they serve. Manage assets consistent with all applicable funding agreements, management agreements, Memorandums of Understanding, and operating agreements to ensure maximum benefit to TTD and the public. Establish and monitor asset replacement program.

TASKS

- 4.3 – Manage TTD Assets and Procurement Process
- 4.7 – Transit System Administration

WORK ELEMENT 5: CAPACITY DEVELOPMENT FOR PROJECTS AND TRANSIT SERVICE

To work with the public, private sector, local, state, regional, and federal partners to obtain funding for capital project and transit services through new funding authorities and sources, as well as ensure that regional planning efforts benefit from TTD experience.

TASKS

- 5.1 – State and Local Revenue Development for Transportation Program
 - 5.1.2 – State and Local Revenue Development
- 5.2 – Legislative/ Association Coordination/ Development/ Outreach
- 5.5 – Communication Network Infrastructure and Public Safety Support
 - 5.5.3 – Broadband

WORK ELEMENT 6: TTD PARKING SYSTEMS/FACILITIES OPERATIONS

TASKS

- 6.1 – Park Tahoe
 - 6.1.1 – Parking Systems
 - 6.1.2 – Non-Compliance

Mission Statement

The Tahoe Transportation District advances a variety of collaborative and innovative transportation solutions that help preserve the beauty and natural environmental of the Lake Tahoe Basin for residents and visitors alike.

Five-year Strategic Goals

- Improve TTD's reputation and working relationship with constituents and partners region-wide, including addressing any on-going issues and clarifying roles between TTD and TRPA.
- Collaborate with state, local and regional partners to support establishment of a sustainable funding source for implementation of the Regional Transportation Plan.
- Increase the connectivity and reliability of a regional multi-modal transit system around the Basin, which includes micro-transit and other support components.
- Effectively deliver TTD operations and implement the Regional Transportation Plan by actively seeking sustainable funding resources for capital projects, staff, operations, and planning.



MEMORANDUM

Date: February 25, 2022

To: Tahoe Transportation District (TTD) Program Implementation Committee and Regional Partnerships and Communication Committee

From: TTD Staff, Danielle Hughes – Capital Program Manager

Subject: Informational Item on Implementation Planning Efforts Associated with Emergency Coordination and Transportation Infrastructure Adaptation Projects

Action Requested:

It is requested the committee hear this informational item and discuss planning efforts related to emergency coordination and potential transportation infrastructure adaptation projects.

Fiscal Analysis:

Within the current TTD work program and budget are Hazard Mitigation Plan (HMP) grant funds awarded to TTD through California Office of Emergency Services (CalOES). Additional funds for the planning activity are expected to be awarded from Nevada Department of Emergency Management (NVDEM) to support a bi-state planning effort. Current funding approved through CalOES is \$174,625, with an in-kind match of \$43,625 in the form of the vulnerability assessment completed by the California Tahoe Conservancy. Additional funding is expected to be provided through NVDEM at approximately \$50,000 to support this planning effort. Funds will be used to hire a consultant to develop the plan and to support staff time.

Federal funding is provided under the authority of the Robert T. Stafford Emergency Assistance and Disaster Relief Act (Stafford Act) through Federal Emergency Management Agency (FEMA) and administered by Cal OES and NVDEM. Each State Agency is responsible for identifying program priorities, reviewing sub-applications from state agencies, tribal governments, local governments, special districts, and private non-profits and forwarding recommendations for funding to FEMA. FEMA has final approval for activity eligibility and funding.

The HMP is a five-year funding document which outlines proposed hazard mitigation strategies. The HMP is required to obtain FEMA funding through the program. This planning effort will open funding opportunities for projects and programs currently not available to TTD and other partners who participate in the planning effort. There are several grant programs that require a FEMA approved HMP to seek funding intended to reduce loss of life and property by minimizing the impact of disasters. These include the Hazard Mitigation Grant Program (HMGP), the HMGP Post Fire Grant Program, Flood Mitigation Assistance Program, Pre-Disaster Mitigation Grant Program, and the Building Resilient Infrastructure and Communities (BRIC) Program. Millions of dollars are made available annually through these programs to the States. The States have established priorities to accept applications from sub-applicants statewide and have

expressed interest in working with TTD. Examples of projects that have been funded through these programs include the Richmond Ferry Port in the Bay Area, investment in fire safe improvements in housing projects, evacuation improvements, replacement of seismically vulnerable bridges, transit coordination with public safety for evacuation, and replacement of infrastructure/fleets damaged in the event of a natural disaster depending on state and federal priorities.

Work Program Analysis:

As noted above, the HMP is part of the current work program. The development of potential projects and funding sources is part of TTD's Capital Improvement Program development process to secure resources necessary to achieve needed transportation related infrastructure and services. Project development work is included in the work program and TTD's Capital Improvement Program. Future work associated with this effort will be captured under respective elements of the future Work Program and allotted corresponding staff time.

- The work related to this item contributes to addressing the following Board strategic goals: Collaborate with state, local, and regional partners to support establishment of a sustainable funding source for implementation of the Regional Transportation Plan.
- Increase the connectivity and reliability of a regional multi-modal transit system around the Basin, which includes micro-transit and other support components.
- Effectively deliver TTD operations and implement the Regional Transportation Plan by actively seeking sustainable funding resources for capital projects, staff, operation, and planning.

Background:

This item was originally brought to the Board in March 2019 in consideration of regional climate adaptation planning projects as Staff were in collaboration with the CTC-led project study, known as the Climate Adaption Action Plan and Vulnerability Assessment that included preparation of a basin-wide vulnerability assessment, gap analysis, economic analysis, and an interagency climate adaption strategy for multi-modal transportation infrastructure. CalOES and NVDEM are allowing TTD to use this study as in-kind match funds for the HMP.

As noted in the fiscal analysis section, the benefit to the transportation program is the eligibility of certain transportation system improvements and services for FEMA funding. FEMA is an agency of the Department of Homeland Security (DHS). As described in the discussion below, additional funding and studies beneficial to the regional transportation system are being provided directly from DHS. These non-traditional transportation funding sources and partnerships support transportation adaptation measures, hazard mitigation strategies and emergency preparedness that improve resiliency of the transportation system. The grants will satisfy a regional or bi-state approach for Tahoe, supported by CalOES and NVDEM, aggregating elements of the local plans into one and supplementing as needed for multi-jurisdictional improvements.

On-going discussions, recent experiences, and opportunities have contributed to Staff evaluating larger technological and communication system and protocol partnership needs, including the Park Tahoe program implementation, Regional Revenue implementation technology needs, congestion management, wayfinding for the traveler, the Caldor fire evacuation, and the most recent December snow event and highway operations.

Discussion:

As was evident during the disaster declarations related to the winter holiday extreme snow event and the Caldor fire, Tahoe and its transportation network is increasingly vulnerable to natural hazards. Wildfire and climate related events require planned and coordinated response and adequate communications when it comes to the movement of goods, services, and people. The year of 2021 has illustrated once again that with Tahoe's visitation and severe weather events, the ingress and egress of vehicles has major impacting consequences to travelers, law enforcement services, emergency services, the economy, and communities. Recent fire and flood events in California illustrate how extreme weather events can result in disaster—including injuries and loss of life, damage and disruption to critical infrastructure, and economic losses.

Emergency Communication Networks and Vulnerability

Identifying areas of the region where transportation networks and built infrastructure are most vulnerable to potential climate impacts—and developing adaption strategies to address these risks—are important steps to increase the region's resilience to climate change. TTD staff have served to facilitate development of coordinated multi-jurisdictional/multi-agency implementation/operational planning efforts in partnership with Federal, State, and local partners. Those recently completed or underway include the following:

- Tahoe Regional Command Center Study Operations Assessment Report
 - Completed March 2020
 - Prepared by Department of Homeland Security (DHS) Cybersecurity and Infrastructure Security Agency (CISA), Interoperable Communications Technical Assistance Program (ICTAP), for CalOES in coordination with NVDEM and local fire partners that evaluated existing radio infrastructure in the Basin in consideration of locational opportunities for a joint 911 Dispatch Center and Traffic Operations Center.

- Bi-State Regional Command Center Technical Assessment Report
 - Completed July 2021
 - Prepared by DHS CISA, ICTAP for NVDEM, in coordination with CalOES and regional fire chiefs that evaluated radio infrastructure in the Basin in consideration of an identified location for a joint 911 Dispatch Center and Traffic Operations Center.

- Tactical Interoperable Communications Plan
 - Kicked off January 28, 2022 and led by DHS CISA, ICTAP for NVDEM, in coordination with CalOES on behalf of public safety, transportation, schools, utilities to develop a coordinated communication response plan.

- A basin-wide Hazard Mitigation Plan (HMP)
 - Led by TTD
 - Required to receive FEMA funding that will provide a new funding source to TTD and regional partners to implement transportation mitigation strategies that complements each County's HMP.

- Tahoe Regional Broadband Committee meetings
 - Kicked off December 10, 2021, facilitated by Tahoe Prosperity Center (TPC) and initially included TTD, TRPA, local jurisdictions, TPC, and Sierra Business Council. It was recognized that with current funding opportunities and implementation policy directions associated with Senate Bill 53 in Nevada and

California Assembly Bill 1549 that facilitate partnerships in implementation, it was important to include representatives from Caltrans and NDOT. Fiber optics and cellular connectivity are not only important for regional prosperity of our communities, but are critical for optimization of the multi-modal system improvements of the Regional Transportation Plan. TTD, as an implementing partner on SR28 Corridor Improvements, further facilitated collaborative efforts adopted in the California Broadband Action Plan that included working with adjacent states to prioritize interstate connections and addressing the bandwidth demand associated with a tourism-based economy. TTD continues to support local jurisdictions multi-jurisdictional implementation strategies through developed working relationships with the Nevada Governor's Office of Science and Technology, NevadaNet (Nevada System of Higher Education) and others associated with the California Middle Mile Committee.

Advanced Innovation Demonstration (AID)

Staff has also submitted an Advanced Innovation Demonstration (AID) grant application in partnership with Caltrans District 3 through Caltrans Headquarters for infrastructure and a Software As A Service (SaaS) technology operating system. This SaaS system will support a regional 511 system bridging transit system operations, transportation, and parking management - promoting cross-agency collaboration in the Tahoe Basin to combat pressures on facilities caused by an influx of visitor traffic in peak seasons, as well as during extreme events. This project establishes the interoperability needed for the approved US50 South Shore Community Revitalization Project (US50 SSCRCP) within the tourist core area at Stateline, Nevada in Douglas County to Pioneer Trail in South Lake Tahoe, California, while supporting the goals envisioned in the Main Street Management Plan. The intent is to provide traveler information prior to arrival, thus planning and implementation is expected to also include the Basin entry points of US50 E Spooner Summit, NV; US50 W Echo Summit, CA; and SR 207 Kingsbury Grade, NV, at a minimum and could be considered Basin-wide without additional costs. Award notifications are expected in March 2022.

Research Application

Similarly, Staff has submitted a research proposal through NDOT for NDOT to consider technology improvements and real-time data collection necessary to enhance the multi-jurisdictional road network functions for optimal engineering design and operations that can be adaptively managed. This research has implications for policy recommendations currently being considered to address multiple challenges within the basin including:

- emergency access, evacuation, and travel-related issues
- pedestrian/bike/vehicle interactions
- vehicle miles traveled (VMT)
- congestion pricing
- flexible parking pricing,
- user fee administration, and
- other technology systems

Use of technology infrastructure can help shift travel demand and support implementation of the Regional Transportation Plan through increased transit availability and service, shared-use paths, technology improvements that allow for optimization of the multi-modal system, and other incentives to reduce private vehicle travel and improve safety.

Update on Staff and Transportation Partner Discussions and Actions:

The Board item at the January meeting on the concerns related to the December snow event, highway closures, and highway reopening's have helped catalyze discussions for the benefit of the bi-state region and brought additional partners to the table, namely the state DOT operations teams. TTD staff continue to work with NDOT, Caltrans, and local jurisdictions to discuss implementation strategies and areas of development on research activities and advanced technology grant opportunities to support these efforts. This item is a standing agenda item that TTD will lead in collaboration with the Tahoe Transportation Implementation Committee. Staff recommend a continued supporting role with the DHS, CalOES, NVDEM, and local jurisdictions in the development of improved cellular, fiber, and radio networks and interoperability issues that will benefit the optimization of the transportation network.

Summary:

The speed, scale, and devastation of the Santa Rosa Fire in 2017 and the Camp Fire in 2018 proffered lessons in preparation and catalyzed partnerships for Tahoe. Among those who led that discussion was the North Tahoe Fire Protection District, in partnership with the Regional Fire Chiefs and TTD who realized how vulnerable emergency and traveler communication networks are, as well as the role of public transit in evacuation scenarios, especially for those most vulnerable in our communities. That new partnership led to interaction with CalOES, NVDEM, DHS, and others to address how those vulnerabilities could be ameliorated resulting in the work that DHS has completed and continues to address through dialogs with fire protection districts, CalOES, NVDEM, the county emergency services, law enforcement, TTD, Public Utilities and other transportation partners.

The 2021 Caldor Fire and December snow event fostered greater awareness and firsthand experience with evacuation and traffic management vulnerabilities.

Additional Information:

If you have any questions or comments regarding this item, please contact Danielle Hughes at dhughes@tahoetransportation.org or (775) 557-4901.



MEMORANDUM

Date: February 25, 2022

To: Tahoe Transportation District (TTD) Program Implementation Committee

From: TTD Staff, George Fink – Transit System Program Manager

Subject: Recommend Adoption of Resolution 2022-003 Approving the Update to the Public Transit Agency Safety Plan for the Tahoe Transportation District to the TTD Board of Directors

Action Requested:

It is requested the Program Implementation Committee recommend adoption of Resolution 2022-003 approving the update to the Public Transit Agency Safety Plan (Attachment B) for the Tahoe Transportation District to the TTD Board of Directors.

Fiscal Analysis:

All expenditures associated with this item are accounted for in the Work Program and associated budget.

Work Program Analysis:

This project is included in the work program. All future work associated with this effort will be captured under respective elements of the existing Work Program and corresponding allotted staff time.

Background:

On July 19, 2018, the Federal Transit Administration (FTA) published the Public Transportation Agency Safety Plan (PTASP) Final Rule (49 C.F.R. Part 673), which requires certain operators of public transportation systems that receive federal funds under the FTA's Urbanized Area Formula Grants to develop safety plans that include the processes and procedures to implement Safety Management Systems (SMS). A SMS is a comprehensive, collaborative approach to managing safety. It brings management and labor together to better control risk, detect and correct safety problems earlier, share and analyze safety data more effectively, and measure safety performance more precisely.

Transit agencies must review the plan annually and certify compliance with the final rule. To ensure TTD's compliance with 49 C.F.R. Part 673, FTA requires the PTASP be approved by the Board of Directors with the date of approval listed. The original plan was approved by the TTD Board of Directors on May 8, 2020, with Resolution 2020-005.

Discussion:

Staff began the annual review in fall of 2021 while enrolled in the San Jose State University, Mineta Transportation Institute, Transportation Safety and Compliance Management course. This course offered an opportunity to review other agency's PTASPs and provided resources to

augment TTD's plan. Specifically, the Department of Defense Standard Practice, System Safety: Mil Standard 882E and the Risk Assessment Matrix. The matrix assesses risks using a Risk Assessment Code (RAC), which is a combination of one severity category and one probability category. While the original plan included a safety matrix, having the resource document provides additional guidance in using this tool. The matrix is revised with the related severity and probability tables included. A risk-based decision-making matrix is also added to guide conversations around risk response options.

FTA also offered a webinar that outlined ways to use the National Transit Database (NTD) data to identify patterns and evaluate the likelihood of a safety event. Given TTD's exceptional safety record, no changes to the safety targets are needed at this time. Even though this did not initiate a change to this version of the plan, the guidance may be used in the future and the methodology is included.

The TAPTCO foundational training curriculum used by TTD was updated in 2020 and a supplement was released in December of 2021. These updates reflect the most current safety training information in the transit industry and introduce the concept of a SMS to staff when they begin their classroom training. These elements are added to the updated version.

In addition to the changes listed above, new safety practices and policies are included and staff titles updated in this version.

Additional Information:

If you have any questions or comments regarding this item, please contact George Fink at gfink@tahoetransportation.org or (775) 589-5325.

Attachments:

- A. Resolution 2022-003
- B. TTD Public Transit Agency Safety Plan 2022

TAHOE TRANSPORTATION DISTRICT
RESOLUTION NO. 2022-003

**A RESOLUTION APPROVING THE PUBLIC TRANSIT AGENCY
SAFETY PLAN FOR THE TAHOE TRANSPORTATION DISTRICT**

WHEREAS, the Tahoe Transportation District (TTD) is a public entity eligible to receive local, state, and federal funding for transportation and public works improvement projects, through Article IX of Public Law 96-551; and

WHEREAS, TTD is required by the Federal Transit Administration (FTA) to develop a Public Transit Agency Safety Plan (PTASP) under final rule (49 C.F.R. Part 673); and

WHEREAS, TTD has developed safety plans that include the processes and procedures to implement Safety Management Systems (SMS); and

WHEREAS, TTD has developed safety performance targets in compliance with FTA's PTASP guidance; and

WHEREAS, TTD staff has prepared the PTASP in compliance with the final rule attached hereto as Exhibit A;

NOW, THEREFORE, BE IT RESOLVED, that the TTD Board of Directors hereby adopt the revised Public Transit Agency Safety Plan for the Tahoe Transportation District.

PASSED AND ADOPTED by the TTD Board of Directors at its regular meeting held on April 6, 2022 by the following vote:

Ayes:

Nays:

Abstain:

Absent:

Cindy Gustafson
Chairperson



Tahoe Transportation District

Public Transit Agency Safety Plan



Board Adopted: May 8, 2020
Update Adopted: pending



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Transit Agency Information

Transit Agency: Tahoe Transportation District (Hereafter referred to as “TTD”)

Transit Agency Addresses

Administrative Office: 128 Market St. Suite 3F, Stateline, NV 89449

Corporation Yard: 1669 Shop St. South Lake Tahoe, CA 96150

Y Transit Center: 1000 Emerald Bay Rd. South Lake Tahoe, CA 96150

Accountable Executive: Carl Hasty, District Manager

Chief Safety Officer: George Fink, Transit System Program Manager

Modes of Service: Motor Bus, Commuter Bus, and Demand Response (all directly operated)

FTA Funding Received: 5307, 5310, 5311, 5339, and 5311(f)

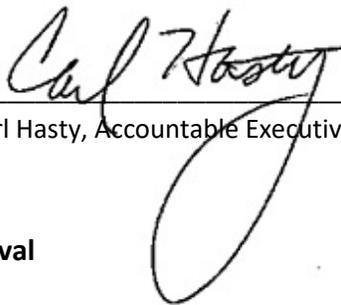
Tahoe Transportation District does not provide transit services to another transit agency or service.



Plan Development, Approval, and Updates

Development

The Tahoe Transportation District drafted this plan. By signature below, the Accountable Executive confirms the development this plan.



 Carl Hasty, Accountable Executive

 Date Signed

Approval

The Tahoe Transportation District Board of Directors approved this plan as so indicated by the signature of the Board of Directors' Chair on the date noted below, and as specified in Resolution Number 2020-005 and the Board of Directors Meeting Minutes from May 8, 2020. The meeting minutes can be reviewed on the Tahoe Transportation District website.

 Cindy Gustafson, Chairman, TTD Board of Directors

 Date Signed

Certification

The Tahoe Transportation District's Public Transit Agency Safety Plan (PTASP) addresses all applicable requirements. TTD's Agency Plan was certified by George Fink, Transit System Program Manager, on May 15, 2020, which can be reviewed in Transit Award Management System (TrAMS).

Annual Review and Revisions of the Public Transportation Agency Safety Plan

Each spring, the PTASP will be reviewed by the Chief Safety Office and updated, if needed. All substantive revisions will be presented to the Accountable Executive and TTD Board of Directors for annual approval. A table that records the history of revisions made to the Agency's PTASP is contained in Appendix A of this document.



Glossary and Acronyms

A glossary of terms and acronyms can be found in Appendix B.

Safety Performance Targets

TTD's safety performance targets are reviewed and updated during the annual review. National Transit Database safety data is reviewed to determine how actual metrics compared to targets. The specific performance targets are based on the safety performance measures established under the National Public Transportation Safety Plan and any additional performance goals set by TTD. These targets are specific numerical targets set by TTD, and must be based on the safety performance measures established by FTA in the National Public Transportation Safety Plan referenced in the Safety and Security Quick Reference Guide in Appendix C.

TTD fleet vehicles are interchanged between modes. TTD uses the Predominant Use Rule when an event affects more than one mode. If two or more transit modes are affected by an event, TTD will report the event in only one mode. Most passengers are served by the fixed routes (motor buses). When an event affects more than one mode, the event will be assigned to a motor bus.

Fatalities: Total number of reportable fatalities and rate per total vehicle revenue miles by mode in a calendar year.

Injuries: Total number of reportable injuries¹ (defined in the NTD Safety and Security Reporting Manual) and rate per total vehicle revenue miles by mode in a calendar year.

¹NTD: *An injury (employee or passenger) requiring immediate medical attention away from the scene for one or more persons.*

Safety Events: Total number of reportable events² and rate per total vehicle revenue miles by mode in a calendar year.

²NTD: *Preventable events that occur at transit revenue facilities, on transit infrastructure, or during a transit maintenance activity.*

Total injuries and safety events are calculated by averaging previous year totals and the rates are indicated as a fraction with the total over the estimated ridership per mode.



System Reliability: Mean distance, in miles, between major mechanical failures by mode in a calendar year.

System reliability is calculated using the Predominant Use Rule. The miles between road calls are averaged for previous years and the total is divided by the percentage assigned to each mode.

Mode of Transit Service	Fatalities (Total)	Fatalities (Rate)	Injuries (Total)	Injuries (Rate)	Safety Events (Total)	Safety Events (Rate)	System Reliability (miles)
Motor Bus (MB)	0	0	4	1/381,539	1	1/381,539	10,000
Commuter Bus (CB)	0	0	1	1/48,802	1	1/48,802	10,000
Demand Response (DR)	0	0	1	1/13,309	1	1/13,309	10,000

There was one occupant injury in 2019 and one operator injury in 2020. The safety targets align with the current system; however, there were significantly less passenger trips in 2020 due to the COVID-19 pandemic and the related stay at home orders.

Safety Performance Target Coordination

TTD's safety performance targets are provided to California Department of Transportation (Caltrans), Nevada Department of Transportation (NDOT), and Tahoe Metropolitan Planning Organization (TMPO), along with the safety plan.

Targets Transmitted

Organization	Date Transmitted
TMPO	May 5, 2020
NDOT	May 5, 2020
Caltrans	May 9, 2020

Safety Management System (SMS)

A Safety Management System (SMS) is a comprehensive approach to managing safety within the transit system. Management and staff work together to control risk, identify, and correct hazards, measure and analyze safety performance metrics, and disseminate safety information. The SMS helps transit agencies apply resources to risk and ensure they have an organizational infrastructure to support decision-making at all levels regarding the assignment of resources. Using NTD safety data TTD can identify patterns and



problematic situations to identify ways to mitigate risks. There is also an opportunity to benchmark TTD against other agencies of similar size and with the same mode by comparing public NTD safety data.

Key components include:

- Effective policies and procedures
- Strong executive leadership focused on safety
- Clearly defined safety roles and responsibilities
- Safety accountabilities and communication
- Active employee involvement

TTD's core training program, TAPTCO, introduces the SMS components to staff at the beginning of their classroom training. Included in the training is 18 safe behaviors related to SMS, listed below.

HAZARD IDENTIFICATION	HAZARD MITIGATION
Unsafe Behaviors	Remove or Reduce Risk
Following too closely	Leave room. Always stay back at least four seconds
Unprepared for what is coming	Look ahead
Not being prepared for what is around you	Look around
Not communicating with other drivers or pedestrians	Communicate
Speeding	Stay within posted speed limits
Rushing	Be in control, take your time. If late, stay late
Backing without a spotter or GOAL	Avoid backing the bus or use a spotter or GOAL
Not rocking & rolling to see around blind spots	Rock & roll for turns
Turning without using your reference points	Use your reference points
Not adjusting your mirrors to minimize blind spots	Adjust your mirrors
Operating unsafe equipment	Do a thorough Pre & Post Trip and only operate a safe vehicle
Having confrontations or heated discussions with passengers	Smile and be polite at all times. Use Verbal Judo
Distractions – texting, dialing, or reading maps	Focus on the driving
Rolling through stop signs	Always stop at stop signs
Driving too fast for conditions	Slow down and pull back for rain, snow, ice, or fog
Driver fatigue	Get enough sleep, always be alert and awake
Slips, trips & falls	Always keep your balance, no rushing, use three-point contact
Drugs & alcohol	Never be under the influence of drugs or alcohol

The attributes of the SMS are incorporated throughout the TAPTCO training. The Federal Motor Carrier Safety Administration (FMCSA) Entry Level Driver Training (ELDT) regulation, effective February 7, 2022, provides another safeguard to ensure that new, or entry-level, drivers are fully prepared for the responsibility of being a professional operator. The TAPTCO course provided a ELDT supplement to their training that identifies 62 additional elements to meet the FMCSA requirements. The District is exempt



from the FMCSA requirement since the agency was established under a compact between States and the compact was approved by the Congress of the United States.

Federal Motor Carrier Safety Administration Regulation Section 380.501 Applicability states, *"...except drivers who are subject to the jurisdiction of the Federal Transit Administration or who are otherwise exempt under 390.3 (f)..."*

Section 390.3 (f)(2) Exemptions states: *"Transportation performed by the Federal government, a State, or any political subdivision of a State, or an agency established under a compact between States that has been approved by the Congress of the United States..."* Despite the exemption, the regulation has an excellent premise, and the training standards are included in TTD's training program.

Safety Management Policy

Safety Management Policy Statement

TTD is committed to the management of safety. TTD will develop, implement, maintain, and constantly improve processes to ensure that all the transit service delivery activities take place under a balanced allocation of organizational resources. As a core business function, TTD is aimed at achieving the highest level of safety performance and meeting established standards.

All levels of management and all employees are accountable for the delivery of this highest level of safety performance, starting with the District Manager.

TTD is committed to:

- Support safety management through the provision of appropriate resources. This will result in a District culture that fosters safe practices, encourages effective employee reporting and communication;
- Integrate the management of safety among the primary responsibilities of all managers and employees;
- Clearly define for all staff and managers alike their accountabilities and responsibilities for the delivery of the District's safety performance and the performance of the safety management system;
- Establish and operate hazard identification and analysis, and safety risk evaluation activities, including an employee safety reporting program in order to eliminate or mitigate the safety risks resulting from operations or activities consistent with acceptable level of safety performance;



- Ensure that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of the collective bargaining agreement, regulations, policies, or procedures;
- Comply with, and wherever possible exceed, legislative and regulatory requirements and standards;
- Ensure that sufficient skilled and trained staff are available to implement safety management processes;
- Ensure that all staff are provided with adequate and appropriate safety-related information and training, are competent in safety management matters, and are allocated only tasks commensurate with their skills;
- Establish and measure safety performance against realistic and data-driven safety performance indicators and safety performance targets;
- Continually improve safety performance through management processes that ensure appropriate safety management action is taken and is effective; and
- Ensure externally supplied systems and services to support operations are delivered meeting safety performance standards.

Safety Management Policy Communication

The Safety Management Policy is posted at TTD's Administrative Office and in the employee breakroom at the Corporation Yard. The Safety Management Policy was first shared with employees after the completion of the PTASP. TTD disseminated the Safety Management Policy to the public in the following manner:

- TTD Board of Directors meeting (Date of Publication: May 5, 2020)
- TTD website (Date of Publication: May 15, 2020)
- Staff intranet (Date of Publication: pending)
- Employee newsletter (Date of Publication: May 14, 2020)
- New hire orientation-ongoing
- TTD email blasts (Date of Publication: May 18, 2020)

In addition to the Safety Management Policy, TTD has numerous standard operating procedures (SOPs) and operational policies to supplement, detail, and support the overall the SMS. Examples of TTD's policies include Smoking, Employee Appearance, CDL Testing Policy, Vehicle Backing/Spotters, Ladder Safety, Lost and Found, and Reasonable Modification. Each policy includes safety components to ensure



the wellbeing of TTD staff, passengers, and the greater community. Similarly, there are various SOPs (e.g. Snow Routes and Detours, Service Adjustments, Stop Announcements and Route Identification, Chaining, Driver Vehicle Inspection Report, Driver Logs, Biohazard Waste Disposal, Boarding and Securement, Use of Force Policy, Hazard Communication, Post Incident, Radio Communication) for maintenance and operations to safeguard everyone. Several pandemic SOPs have been developed and reviewed with staff. Staff sign acknowledgments for all policies and procedures after they receive training and have an opportunity to ask questions. Staff participation in all safety trainings and the safety committee meetings is recorded through a sign-in sheet. TTD will maintain documentation related to the implementation of the SMS; the programs, policies, and procedures used to carry out the PTASP; and the results from its SMS processes and activities for three years after creation. This documentation will be available to the FTA or other Federal or oversight entity upon request.

Authorities, Accountabilities, and Responsibilities

Safety is everyone's responsibility at TTD. Anyone may observe a hazard that could result in an event. All employees must remain alert and observant to ensure hazards are mitigated to the greatest extent possible. Below are the authorities, accountabilities, and responsibilities of the following individuals in the development and management of TTD's SMS.

Accountable Executive

The Accountable Executive may delegate specific responsibilities, but not their accountability for the transit agency's safety performance and PTASP in accordance with 49 U.S.C. 5329(d) and 49 U.S.C. 5326.

TTD's Accountable Executive reviewed the draft policy after it had been developed by staff. Comments and recommended changes were taken into account when the final document was developed. The Accountable Executive then submitted the policy to the TTD Board of Directors for approval. Once approved, the Accountable Executive signed the policy. Additional responsibilities include, but are not limited to:

- Decision-making regarding resources (e.g. staff and funds) to support asset management, SMS activities, and capital investments;
- Signing SMS implementation planning documents; and
- Endorsing SMS implementation team membership.

Chief Safety Officer

The Chief Safety Officer oversaw the development of the Safety Management Policy. The Chief Safety Officer worked with Chief Financial Officer, Human Resources/Risk Manager, Controller, Fleet and Facilities Manager, Operations Manager, and safety committee to develop the plan. TTD's Chief Safety



Officer was the team's liaison with the Accountable Executive. The Chief Safety Officer's duties include, but are not limited to:

- Developing and maintaining SMS documentation;
- Directing hazard identification and safety risk assessment;
- Monitoring safety risk mitigation activities;
- Providing periodic reports on safety performance;
- Briefing the Accountable Executive and Board of Directors on SMS implementation progress; and
- Planning safety management training.

Key Staff

Below are TTD's managers and supervisors who play leadership roles in providing important data or resources to accomplish the agency's safety goals and ensure the day-to-day safe operation of TTD's modes of transportation.

District Manager (Accountable Executive)

- Provides guiding direction to staff on TTD's mission, vision, and goals. Leads the organization's safety culture
- Makes decisions regarding resources (e.g., staff and funds) to support asset management, SMS activities, and capital investments
- Signs SMS implementation planning documents and endorses SMS implementation and team participation

Transit System Program Manager (Chief Safety Officer)

- Leads all transit efforts
- Allocates funds to transit safety programs (capital and operating)
- Participates in root cause investigations
- Reviews route development for safety consideration
- Ensures compliance to include monitoring the industry for best practices, new regulations, and even trainings

Chief Financial Officer and Controller

- Reports to funding agencies on revenue mileage, insurance costs, and experience modification
- Reports expenditures on safety and security
- Oversees insurance claims
- Ensures financial securities including:
 - Daily backups, both to the physical server and cloud
 - Security cameras inside the vault



- Armored truck collection for cash collection; related protocols
- Separation of financial duties
- Limited access and privileges to accounting software and cash account
- Bank verification of expenses
- Annual financial audits

Human Resources/Risk Manager

- Records the employee retention rates
- Recordkeeping and reporting OSHA injury and illness
- Coordinates and tracks worker's compensation cases
- Participates on the safety committee
- Coordinates safety meeting facilitators for staff
- Reviews standard operating procedures with staff
- Directs the risk management program, including insurance and liability
- Sets up and monitors records and program functions for risk management activities relating to proper appraisal and insuring of District properties, fixed assets and other items
- Recommends and implements policy/procedure updates as they relate to legal, legislative and other developments concerning risk management matters and related impacts on operations

Fleet and Facility Manager

- Supervisory and administrative responsibility for the maintenance and safety of all revenue and non-revenue vehicles, equipment, and facilities
- Administers the Transit Management Plan
- Inspects buildings, equipment, utility systems and facilities to determine needed repairs and maintenance and ensure they are kept in a State of Good Repair, consistent with FTA guidance and TTD adopted standards
- Maintains the collection and provision of maintenance data, such as frequency, cost of materials, and cost of labor for repairs
- Provides training to maintenance staff, assists in safety meeting deliverables, contributes to the safety committee, and participates in root cause investigations
- Establishes and monitors work policies, procedures and safety standards; trains assigned staff accordingly; executes corrective disciplinary actions, as required
- Prepares and maintains records, logs, and reports related to activities, inventory, MSDS (materials data safety sheet) documentation, work requests, accident and safety issues

Operations Manager

- Monitors and supervises operator performance and policy adherence to assure a safe, high quality, fixed-route and paratransit service is provided to the public
- Assesses, develops, and provides appropriate training as necessary



- Visits the field to interact and develop positive rapport with operators, road supervisors and the public to assure safe, courteous and reliable service
- Conducts investigations and interviews, levies discipline for operators concerning performance issues, up to and including termination
- Updates the PTASP
- Responds to employee incident reports and safety concerns in the Operations Department
- Participates in root cause investigations, manages safety related data collection
- Assists with the development of routes, including timing and safety considerations
- Assists in safety meeting deliverables, coordinates facilitators for safety meetings, contributes to the safety committee, and participates in root cause investigations
- Leads customer complaint investigation
- Leads the develop of SOPs; trains and reviews with staff
- Distributes information to external partners and passengers
 - Rider alerts posted on social media
 - Rider alerts on the TTD website
 - Transit app alerts

Operations Supervisor

- Leads root cause investigations, tracks safety events, identifies trends or patterns, and oversees training and retraining of all operations staff
- Leads in route development, including timing and safety considerations
- Schedules road supervisors, operators, and dispatchers; monitors hours per DOT regulations
- Inspects and verifies work in progress and completed work of assigned employees and contractors for accuracy, proper safe work methods, techniques, and compliance with applicable safety standards and specifications
- Participates in the Safety Committee
- Assists in the customer complaint investigation
- Assists in the development of SOPs
- Assists with distribution of external information

Road and Maintenance Supervisors

- Responsible for self-inspections and reporting unsafe work practices/conditions to one or more of the above parties, ensures operators properly complete pre/post-trip inspections
- Observes driving skills and work habits of operators in the field; evaluates and trains operators; responds to problems in the field, such as equipment failures and incidents
- Makes work practice observations to all areas under their supervision
- Completes accident investigation forms and participates in determining the root cause of an accident/incident; assists in investigating and resolving customer complaints
- Oversees and provides input to route changes/emergency needs due to inclement weather or other situations that demand attention



- Ensures all TTD policies and procedures are followed by staff; models safe practices
- Routinely utilizes video management system (VMS) software to document incidents and submit reports and statements as necessary

Shop Stewards

- Assist in achieving buy-in from frontline staff, monitor safe practices on a daily basis, and provide input from the membership

Trainers

- Observations of unsafe trends or patterns
- Provisions training needs
- Ensures acceptable pass rates for new operators
- Performs evaluations of new operators

Transit Planner/Analysts

- Reports to the National Transit Database (NTD)
- Participates in route development, including timing and safety considerations
- Leads Short Range Transit Plan (SRTP) development

Safety Sensitive Staff (Operators, Maintenance Technician, Dispatchers, and Facility Technicians)

- Responsible for self-inspections and reporting safety concerns immediately, either to a supervisor, Human Resources/Risk Manager, one or more of the above parties, or anonymously by way(s) per the agency's policy
- Responsible for participating in mandatory safety meetings; voluntary participation in safety committee
- Responsible for all aspects related to fitness for duty
- Abides by all Department of Transportation (DOT) regulations
- Obeys all traffic laws
- Monitors passengers' behavior to ensure their safety and the safety of other passengers

Employee Safety Reporting Program

TTD's system of communication (management, supervisors, and employees), is designed to facilitate a continuous flow of two-way safety information in a form that is readily understandable to, and between, all affected personnel. This two-way communication may include language interpreters, when appropriate. Safety information is entered, aggregated, and queried through an information management system, The Reporting Solution. Below are the current methods of information sharing:



- All TTD staff participate in a new staff orientation, including a discussion of site-specific safety and health policies and procedures; the policies and procedures are referenced throughout training to ensure understanding, implementation, and retention
- Transit staff attend monthly safety training meetings which encourage employee participation and dialog, including topic suggestions
- Routine completion of the Daily Vehicle Inspection Reports (DVIRs) of operators to alert maintenance of any mechanical defect
- Staff are trained and encouraged to enter the following in The Reporting Solution (Appendix D):
 - Fleet and Facility Requests for maintenance
 - Service Incidents to alert all staff of impacts on the routes (e.g. detours, hazards, snow routes, etc.)
 - Employee Incident Reports are required for all near misses and other safety events
- Staff may anonymously report safety concerns and inform management of workplace hazards through safety suggestion boxes or the safety concern entry screen in The Reporting Solution (Appendix D)
- Dispatchers, Road Supervisors and management make safety announcements over the two-way radio
- Staff may review safety promotional materials on the safety communication board, agency e-mails, memorandums, and employee newsletter
- Monthly Safety Committee Meetings
 - New policies/procedures are discussed to help determine implementation
 - Workplace hazards are discussed in detail on how to prevent events from re-occurring
 - Root cause investigation outcomes are discussed
 - Internal Controls and Personal Protective Equipment (PPE) are evaluated to assist in reducing injuries/illnesses
 - All employees are invited, and attendees are urged to suggest ways to maintain a safe working environment and serve as role models for the entire team
 - Anonymous safety concerns are documented in the Safety Committee minutes; the appropriate manager(s) address the concern, and the resolution is documented in the Safety Committee minutes
 - Safety Committee minutes are posted on the Safety Communication Board

Depending on the method in which the safety concern was communicated will dictate how the manager responds, including how the employee will receive updates, and how the resolution will be communicated. If the report was made to a manager or entered into The Reporting Solution with the employee's name in the "reported by" field, the manager may review the report with the employee to ensure all information is clear and understood. In this situation, the manager will follow-up directly with the employee with status updates and the resolution. If the report was made anonymously, the receipt of the concern is documented in the safety committee meeting minutes, as well as the outcome.



The Collective Bargaining Agreement (CBA) outlines the disciplinary process for all representative staff. Management encourages honest accountability when safety events occur. Unless there is an egregious violation of a serious safety infraction, the employee's honesty in reporting will be considered as a mitigating factor in the disciplinary process.

Safety Risk Management Process

Safety Risk Management is an essential process within TTD's SMS for identifying hazards, assessing, and reducing safety risk.

Safety Hazard Identification

Routine inspections are an important source of information about safety concerns. Results from inspections may also help identify areas where mitigations were designed and adopted to manage safety risk but have not been carried out as required. Inspections include personnel, vehicles, facilities, and data that identify potential safety concerns:

Personnel:

- Operations personnel fitness-for-duty checks, which may identify:
 - Impairment
 - Fatigue
 - Absence of corrective lenses
 - Missing credentials (e.g. medical certification, driver's license, VTT)
 - Apparent injuries, and
 - Uniform or equipment issues
- Operator gate/field checks; operator evaluations
- Customer complaints
- Radio or digital communication checks

Vehicles:

- Routine Preventive Maintenance Inspections (PMIs)
- Pre/Post trip vehicle inspections
- Fleet and Facility Requests and Service Incidents
 - Facilities inspections
 - Bus stop inspections
 - Employee observations
- Federal Transit Administration (FTA) notices and announcements
- Transit industry publications



Facilities:

- Targeted inspections to identify and evaluate workplace hazards are performed by management when the following situations occur:
 - New substances, processes, procedures, or equipment that presents the potential for new safety concerns are introduced into the workplace
 - New or previously unidentified hazards are recognized
 - New job duties are introduced or assigned
 - Facility conditions warrant an inspection
 - Transit Asset Management (TAM) assess condition assessments

Administrative:

- Rules compliance checks, which may identify:
 - Non-compliance with safety rules
 - Challenges in complying with safety rules
 - Emerging practices
- Incident reports, including near misses
 - Trend and pattern identification
- Electronic Pull Notice (EPN) program
- Third Party Administrators for Worker's Compensation and for Liability Claims
 - Cal-OSHA lost and restricted days reported on the Cal-OSHA 300
 - Occupational illnesses/ injuries occurrence (i.e. workers compensation claims)

Safety Risk Assessment

Methods and processes used to assess the safety risks associated with identified safety concerns and prioritizing the hazards are based on the level of safety risk. Safety risk must be assessed in terms of likelihood or the probability of a consequence occurring and the severity or seriousness of the consequence, if it occurs. TTD uses the Department of Defense Standard Practice, System Safety: Mil Standard 882E as a guide for the risk assessment matrix with the associated severity category table and probability levels table located in Appendix E. The severity table quantifies mishaps and assigns the severity a numerical value (1-4). The probability table describes frequencies at different levels and assigns a letter (A-F) signifying the level of the probability. On the risk assessment matrix, the Y axis is probability and the X axis is severity. Events are analyzed by using the relevant number on the X axis and the relevant letter on the Y axis. The intersecting square where the X and Y axis meet is used to denote the level of risk.

When a safety concern is identified, the affected supervisors and/or managers use the matrix and legend to understand when actions are necessary to reduce or mitigate the safety risk and the urgency of the mitigation.



TTD assesses safety risk by evaluating unsafe work conditions, practices or procedures at the facility. Safety risks shall be corrected in a timely manner, based on the severity of the hazards and according to the following procedures:

- When observed, or discovered
- When an imminent hazard exists, which cannot be immediately abated without endangering employees(s) and or property, TTD will remove all exposed employees from the area except those necessary to correct the existing condition. Employees required to remain available to correct the hazardous condition shall be provided with the necessary PPE.
- All such actions taken and dates of the completed corrections will be documented

Investigation of workplace events, hazards, and near misses are completed by the affected employee's supervisor, and include:

- Visiting the scene as soon as possible
- Interviewing affected worker and any witnesses
- Examining the workplace for factors associated with the event/hazard/near miss
- Determine the root cause and any associated causes of event/hazard/near miss
- Near misses may be treated with the same urgency as an actual event
- Take corrective actions to prevent the event from reoccurring
- Document findings and actions taken
- Management is notified immediately of a fatality or serious injury or illness and notifies the nearest office of the Division of Occupational Safety and Health by phone or fax within eight (8) hours (CCR Title 8, Section 342)

Safety Risk Mitigation

The goal is hazard elimination, when possible. If a hazard cannot be eliminated, the risk should be reduced to the lowest acceptable level with consideration for cost, schedule, service, and performance. If a hazard cannot be eliminated, TTD will implement training, signage/notices/alerts, standard operating procedures/policies, or personal protective equipment (PPE) to reduce the risk to an acceptable level.

The methods or processes to identify mitigations or strategies necessary will depend on the event and who in the agency is qualified to select appropriate safety risk mitigations. TTD may survey other transit agencies to ensure any proposed safety mitigation is appropriate and there are no unintended effects (i.e. new hazards).

The team who evaluates the risk and the mitigation will be determined based on the risk. If an event occurs at the facility, it is likely the Fleet and Facility Manager will be involved in the mitigation assessment



to offer insights about the building or property. Facility risks may be mitigated by improved snow removal or upgrades to the building and property.

As TTD identifies operational risks, the operations manager and other operations staff will assess mitigation strategies. New trainings may be implemented, or existing training curriculum may be revised to address operational risks. If risks emerge on an existing route, TTD may opt to engage a planner to gather perspective on changes to the path of travel. Each mitigation will depend on the circumstances of the risk and practical, yet creative, options available. TTD will monitor the effectiveness of the approach and make adjustments as needed.

Safety Assurance

Safety Performance Monitoring and Measurement

Safety hazards are identified in a number of ways as outlined in the previous sections. TTD's activities to monitor compliance with operations and maintenance procedures are described below.

Direct observation is the most valuable method of monitoring the safety of the system. All TTD employees are responsible for this observation as they navigate through the facilities and greater service area. Environmental challenges such as icy roads, inadequate snow removal, traffic, malfunctioning traffic signals, road construction, and road closures are all common when operating in a mountainous environment with high visitation. To stay current on all conditions, road supervisors continuously check the service area with heightened attention to the more dangerous regions. Two-way radio communication is the most immediate method to alert operators of potential hazards, move to a detour or snow route, or suspend service.

Operators and road supervisors have the most first-hand opportunities to recognize hazards in the field. As hazards are identified, they are recorded in The Reporting Solution as service incidents or fleet and facility requests. The system emails notifications to supervisors and management when a service incident or fleet and facility request is entered, which can be updated as conditions change. This allows all key personnel to respond as necessary and stay current on the situation. Service incidents and fleet and facility requests can be aggregated and reports are generated to identify patterns. Fleet and facility requests are used to create work orders or to create a ticket with the local Public Works Department for facilities leased by TTD. All of The Reporting Solution entries are saved indefinitely and can be queried at any time.

Employees are encouraged to complete employee incident reports any time something out of the ordinary occurs, including near misses. Each employee incident report is entered into The Reporting Solution. After review of the employee incident report, at least two supervisor(s) or manager(s) will review the video of the incident, depending on the seriousness and probability using the Safety Risk Matrix. If the initial review of the event creates concern around the employee's performance, the deficiency is



addressed with retraining and coaching. Depending on the situation, this may include video review of the unsafe behavior with the employee, review of training materials, and remedial hands-on behind the wheel training. All training is documented on a coaching form and, if necessary, disciplinary action is included in the file. All training, coaching, and disciplinary records are retained for at least three years.

Every collision, regardless of how minor, is evaluated using a notice of collision determination form. At least two supervisor(s) or manager(s) review all of the information related to the event and make a determination if it was preventable, non-preventable, or undeterminable. A root cause investigation may be conducted for preventable and undeterminable safety events.

A root cause investigation is an in-depth analysis of all possible causal factors. A root cause investigation is usually conducted by a team, which may include supervisors, operators, risk management, and union representatives. The following factors are evaluated to determine causation or contribution:

- TTD and other vehicle(s)
- Environment (weather, time of day, road conditions)
- Passengers
- Policies & Procedures
- Mobility device, if applicable
- Pedestrians
- Operator's training, previous coaching, and active discipline

All members of the team share their perspectives and a final root cause report is drafted. Root cause reports are shared at the safety committee meetings to reduce the likelihood of the event reoccurring and this information is saved at least three years.

Per TTD standard operating procedure, and in alignment with DOT regulations, operators complete pre-trip and post-trip inspections on the vehicles driven over the course of the day using a DVIR. The completed DVIRs are turned into the maintenance department and reviewed for safety defects. Work orders are generated through The Reporting Solution for each defect noted on the DVIR. Each vehicle has a designated clipboard with all open work orders attached, the clipboards are accessible to all staff. This allows operators to see the progress on the defect they reported. Incomplete or unclear DVIRs are reviewed with the operator to ensure accurate completion in the future.

TTD's maintenance department monitors road calls, fleet and facility requests, DVIRs, service incidents, and routinely visually inspects the vehicles. Preventive maintenance inspections are regulated based on a calculation of miles (i.e., annual miles each subfleet traveled divided by the inspection interval miles for that subfleet) and the results of oil analyses. The PMI schedule is tracked in The Reporting Solution and the PMI includes a multi-item checklist, followed by a road test to verify serviceability of the vehicle. PMIs assess the conditions of TTD's assets on a routine basis. TTD's inspections include a multi-item check list



that touches on every wearing item/system on the bus and is followed by a road test to verify the serviceability of the bus. Inspection of all electrical equipment including video cameras, farebox, destination signs, and radios are also performed at this time.

Operational Safety Inspections are also tracked through The Reporting Solution and are performed every 90 days in compliance with the California Highway Patrol, California Vehicle Code. The maintenance department monitors technical bulletins, manufacturing notifications, and recall notifications. Defects identified will be handled in-house within TTD's resources and its personnel's scope of training. All other defects are contracted with professionals who specialize in the area of expertise.

All maintenance work, regardless of the source, is entered into The Reporting Solution. Data can be aggregated in various ways to query different reports depending on the need. Updates are entered for ongoing repairs, providing electronic documentation of the full evolution of the repair.

The Reporting Solution allows management to search key words and create reports on any fleet and facility requests, service incidents, employee incidents, or customer comments entered into the software. Custom reports may also be made when a unique situation arises. Key performance indicator reports are available to outline the number of work orders created and closed, labor hours, road calls, bus availability, and part requests. This level of monitoring allows management to identify safety risk mitigations that are ineffective or inappropriate. The Reporting Solution maintains an indefinite retention of data, entries, and reports at this time.

All safety concerns and suggestions, anonymous or not, are reviewed at the monthly safety committee meeting. The concerns/suggestions are documented in the meeting minutes for all staff to review. If the topic requires immediate attention, the approach will be documented in the meeting minutes (i.e. fleet and facility request will be entered to initiate a work order or an investigation will commence). If the suggestion has a limited likelihood of occurring and the severity is negligible, the item is delegated to the appropriate person to investigate the issue and report back at the next safety meeting. Depending on the complexity of the matter, the issue might be mitigated or it might require more group input at the next meeting. Regardless of the process, it is documented through the safety committee meeting minutes.

The Cal-OSHA 300 Log is a record of work-related injuries and illnesses. The log classifies work-related injuries and illnesses and notes the extent and severity of each case. When an incident occurs, the log is used to record specific details about what happened and how it occurred. TTD has logs for each physical location. An annual summary shows the totals for the year in each category. The annual summary is posted for employees to be aware of the injuries and illnesses occurring at their workplace. After the Cal-OSHA 300 Log is posted for two months, the Human Resources/Risk Manager retains the log for at least three years.



Safety Promotion

Competencies and Training

TTD requires employees including the Accountable Executive, Chief Safety Officer, and contractors, to complete training to be able to fulfill their safety-related roles and responsibilities. Initial training will be completed at hire/assignment, refresher training will be provided when behaviors indicate a need, and/or there are changes to the PTASP, operations, procedures, organizational structure, or when new safety concerns are identified, and mitigation measures are developed. On adoption, and each time the Plan is revised and approved, the TTD Board of Director's receives a copy of the Plan.

All transit staff are required to participate in Harassment, Distracted Driving, Injury and Illness Prevention Program, Hazardous Communication, Stress Management, Workplace Violence, Active Shooter, and Ethics. All safety sensitive staff are required to complete the National Rural Transit Assistance Program (RTAP) Substance Abuse Awareness Training Program.

The Transit and Paratransit Company, or TAPTCO, training is the foundation of TTD's road supervisors, dispatchers, and operators. It is augmented with several specialized trainings for TTD's environment, policies/procedures, PASS: Passenger Assistance Safety and Sensitivity, and technologies (i.e., winter driving, chaining, passenger policies, paratransit policies and procedures, sensitivity and securement, electronic farebox procedures, paratransit training with a mobile data terminal (MDT)). The road supervisor and dispatcher training includes more emphasis on the office technologies such as Computer Aided Dispatch and Automatic Vehicle Locator software (CAD-AVL), paratransit scheduling software, and The Reporting Solution software. The road supervisors also receive training on farebox troubleshooting, video review, and supervisor-specific reasonable suspicion and harassment trainings. All of the training is also available in an open format for retraining to ensure all staff feel confident in their skills.

All CDL holders have a minimum of 15 hours of classroom training and 20 hours of behind the wheel training. The exact number of training hours varies depending on the operator's license and endorsements. Operators who have a CDL with passenger endorsement and no air brake restriction generally receive fewer hours of training. Those who already possess a CDL, but need the air brake restriction removed or need to add the passenger endorsement may require less training. New employees training with TTD to obtain their CDL average over 100 hours of training.

Maintenance staff (Maintenance Technician and Facility Technicians) must complete the following trainings:

- Preventive Maintenance checklist training
- Personal Protective Equipment (PPE) selection and use
- Shop cleaning procedures
- Removal of coolant from clothing



- Proper hydration during summer months
- Tire training
- Cold vehicle pull out
- Removing motor oil and grease from hands
- Eye wash use and procedure
- Proper use of a fire extinguisher
- Spill prevention
- Proper air conditioning refrigerant recovery
- Safety Data Sheet (SDS) location and understanding
- Walking safely in shop
- Proper lifting, bending, carrying
- Moving/test driving vehicles
- Use of hydraulic lift
- Working under vehicles
- Use of powered hand tools
- Use of compressed air tools
- Use of air hoses
- General use of electric machinery
- Charging and cleaning batteries
- Battery jump starting

TTD's insurance companies: California Transit Indemnity Pool (CalTIP), CSAC Excess Insurance Authority, and Nevada Public Agency Insurance Pool all provide various in-person and online safety training opportunities. TTD also prioritizes training for staff through the Transit Safety Institute (TSI) and National Transit Institute (NTI).

Monthly safety meetings are held for all maintenance and operations staff. The topics of the safety trainings are often suggested by staff, as a result of a pattern identified within TTD, or something that is a current transit trend or update.

TTD will implement the electrical safety trainings once the electric buses are put in service.

Safety Communication

Passengers and Community Communication

External communication occurs through email distribution lists, social media, TTD website, and mobile application alerts. Additionally, informational flyers and public notices are posted in the buses, bus shelters, and transit centers. Rider guides and passenger policies are distributed to local medical centers,



government and non-profit agencies, lodging properties, recreation centers, and other popular destinations in the community.

Internal Communication

The following is TTD's system of communication, designed to facilitate a continuous flow of two-way (management, supervisors & employees) safety and health information in a form that is readily understandable to and between all affected personnel:

- New worker orientation, including a discussion of site-specific safety and health policies and procedures
- Follow through by supervision to ensure effectiveness
- Monthly safety training meetings that encourage employee input
- Posted and distributed safety information
- Paper and electronic systems for employees to anonymously inform management about workplace hazards or safety concerns
- Safety Communication Board
- Agency e-mails, memorandums, and agency employee newsletter with a safety column
- Posters, notices, memos, white board announcements
- Safety messages over the two-way radio
- Quarterly transit reports to the Board of Directors
- Monthly Safety Committee Meetings
 - All employees are encouraged to attend
 - New policies/procedures are discussed to help determine employee safety
 - Workplace hazards addressed throughout the month are discussed in detail on how to prevent events from re-occurring
 - Status of on-going safety-related improvements
 - Root Cause solutions are discussed
 - Internal Controls and Personal Protective Equipment (PPE) are discussed to assist in reducing injuries/illnesses
 - Attendees are urged to contribute to suggestions on how to maintain a safe working environment and serve as role models for the entire team



Appendices

Appendix A: Record of Revisions

A table that records the history of revisions made to the agency's PTASP is contained in the table that follows. The history of the changes was placed in this appendix to help preserve the page numbering to the extent possible.

Plan Version Number and Updates			
Reersion Number	Section/Pages Affected	Reason for Change	Date Issued
1	Various updates throughout document	Updates to the risk assessment matrix, safety policies, staff titles, training updates, and use of NTD data.	



Appendix B: Glossary of Terms and Acronyms

Term	Definition
Accident	Accident means an Event that involves any of the following: a loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; a runaway train; an evacuation for life safety reasons; or any derailment of a rail transit vehicle, at any location, at any time, whatever the cause. (per § 673.5)
Accountable Executive	<p>§ 673.5 Definitions – Accountable Executive means a single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency’s Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency’s Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. § 5329(d), and the agency’s Transit Asset Management Plan in accordance with 49 U.S.C. § 5326.</p> <p>§ 673.23(d)(1) – The transit agency must identify an Accountable Executive. The Accountable Executive is accountable for ensuring that the agency’s SMS is effectively implemented throughout the agency’s public transportation system. The Accountable Executive is accountable for ensuring action is taken, as necessary, to address substandard performance in the agency’s SMS. The Accountable Executive may delegate specific responsibilities, but the ultimate accountability for the transit agency’s safety performance cannot be delegated and always rests with the Accountable Executive.</p> <p><i>Each transit agency must identify an Accountable Executive within its organization who ultimately is responsible for carrying out and implementing its Safety Plan. A State that drafts a plan on behalf of another recipient or sub-recipient is not the Accountable Executive.</i></p>
Chief Safety Officer/SMS Executive	<p>§ 673.31 Definitions – Chief Safety Officer means an adequately trained individual who has responsibility for safety and reports directly to a transit agency’s chief executive officer, general manager, president, or equivalent officer. A Chief Safety Officer may not serve in other operational or maintenance capacities, unless the Chief Safety Officer is employed by a transit agency that is a small public transportation provider as defined in this part, or a public transportation provider that does not operate a rail fixed guideway public transportation system.</p> <p>Safety Management System (SMS) Executive means a Chief Safety Officer or an equivalent.</p> <p>§ 673.23(d)(2) – The Accountable Executive must designate a Chief Safety Officer or SMS Executive who has the authority and responsibility for day-to-day implementation and operation of an agency’s SMS. The Chief Safety Officer hold a</p>



Term	Definition
	<p>direct line of reporting to the Accountable Executive. A transit agency may allow the Accountable Executive to also serve as the Chief Safety Officer or SMS Executive.</p> <p><i>Each transit agency must identify a Chief Safety Officer within its organization who has the authority and responsibility for day-to-day implementation and operation of the agency's SMS. The Chief Safety Officer must meet the requirements specified in § 673.31 and § 673.23(d)(2). For SMS to be successful and effective, this person should have a strong working relationship with the operations and asset management functions at the transit agency.</i></p> <p><i>Small public transportation providers may designate a Chief Safety Officer or SMS Executive who also manages other functions, such as operations, maintenance, and grant administration. For these transit agencies, the Chief Safety Officer may be a full-time employee of the transit system who has responsibility for duties other than safety, a part-time employee of the transit system, or a contracted employee.</i></p> <p><i>Bus transit systems that operate more than 100 vehicles in peak revenue service should have a dedicated Chief Safety Officer, given the increased safety risk of those systems. However, this is not a requirement.</i></p>
Consequence	Consequences are outcomes or what those conditions can cause. Transit agencies should assess the likelihood and severity of the <i>consequences</i> of a hazard, not of the hazard itself (per § 673.5)
Event	Event means any Accident, Incident, or Occurrence. (per § 673.5)
Hazard	Hazard means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment. Hazard are conditions. (per § 673.5)
Incident	Incident means an Event that involves any of the following: A personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency. (per § 673.5)
Occurrence	Occurrence means an Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency. (per § 673.5)
Performance Target	Performance target means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the Federal Transit Administration (FTA). (per § 673.5)



Term	Definition
Safety Performance Target	Safety performance target means a Performance Target related to safety management activities. (per § 673.5)
Serious Injury	Serious injury means any injury which: (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date the injury was received; (2) Results in a fracture of any bone (except simple fractures of fingers, toes, or noses); (3) Causes severe hemorrhages, nerve, muscle, or tendon damage; (4) Involves any internal organ; or (5) Involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface. (per § 673.5)

Acronyms:

Caltrans: California Department of Transportation

Cal-OSHA: California Department of Occupational Safety and Health

CB: Commuter Bus

CSO: Chief Safety Officer

DR: Demand Response

FTA: Federal Transit Administration

MB: Motor Bus

NTD: National Transit Database

NDOT: Nevada Department of Transportation

PPE: Personal Protective Equipment

PTASP: Public Transit Agency Safety Plan

SMS: Safety Management System

SOP: Standard Operating Procedure

TMPO: Tahoe Metropolitan Planning Organization

TTD: Tahoe Transportation District

TrAMS: Transit Award Management System



Appendix C: 2018 NTD Safety & Security Quick Reference Guide – Non-Rail Mode Reporting

Reportable Event: A safety or security event occurring: on transit right-of-way or infrastructure, at a transit revenue facility, at a maintenance facility or rail yard, during a transit-related maintenance activity, or involving a transit revenue vehicle. Excluded from this event reporting requirement are events that occur off transit property where affected persons, vehicles, or objects come to rest on transit property after the event, OSHA events in administrative buildings, deaths that are a result of illness or other natural causes, other events (assault, robbery, non-transit vehicle collisions, etc.) occurring at bus stops or shelters that are not on transit-controlled property, collisions that occur while travelling to or from a transit-related maintenance activity, collisions involving a supervisor car, or other transit service vehicle operating on public roads.

Alaska (AR) and Commuter rail (CR) modes report only SECURITY events that meet a Major event threshold.

S&S-40 Major Event Report	S&S-50 Non-Major Monthly Summary
MAJOR THRESHOLDS	NON-MAJOR THRESHOLDS
<p>An event meeting the reportable event definition AND meeting <i>one or more</i> of the following reporting thresholds:</p> <ul style="list-style-type: none"> • A fatality confirmed within 30 days (including suicide) • An injury requiring transport away from the scene for medical attention for one or more persons (partial exception in the case of Other Safety Events) • Estimated property damage equal to or exceeding \$25,000 • An evacuation for life safety reasons • Collisions involving transit roadway revenue vehicles that require towing away of a transit roadway vehicle or other non-transit roadway vehicle <p>Reports are due within 30 days of the date of the event.</p>	<p>Less severe Other Safety Occurrence Not Otherwise Classified (OSONOC) injuries meeting the reportable event definition that is NOT a result of a collision, derailment, evacuation, security event, hazmat spill, or Act of God and non-major fires.</p> <p>OSONOC:</p> <ul style="list-style-type: none"> • Single injury event requiring transport away from the scene for medical attention (do not report “minor” collisions on S&S-50) <p>Fires:</p> <ul style="list-style-type: none"> • Requires suppression that does not meet a major incident reporting threshold <i>injury, fatality, evacuation, or property damage of \$25,000 or more</i>) <p>Reports due by the end of the following month (e.g., January data due by end of February)</p>



S&S-40 Major Event Report	S&S-50 Non-Major Monthly Summary
EVENT TYPES	EVENT TYPES
<ul style="list-style-type: none"> • A collision (including suicide/attempted suicide) • A fire • A hazardous material spill (requires <i>specialized</i> clean-up) • Acts of God (nature) • System security: <ul style="list-style-type: none"> ○ Arson ○ Bomb threat/bombing ○ Burglary/vandalism ○ Chemical/biological/radiological/nuclear release ○ Cyber security event ○ Hijacking ○ Sabotage ○ Suspicious package ○ Other security event (shots fired, projectiles, etc.) • Personal Security: <ul style="list-style-type: none"> ○ Assault ○ Homicide ○ Robbery ○ Larceny/theft ○ Motor vehicle theft ○ Rape ○ Other personal security events (non-collision suicide/attempted suicide, etc.) • OSONOC (two injuries and/or another threshold) <ul style="list-style-type: none"> ○ Miscellaneous events that meet a threshold 	<p>OSONOC:</p> <p>Injury due to:</p> <ul style="list-style-type: none"> • Slip/trip • Fall <ul style="list-style-type: none"> ○ Including person making contact with a non-moving transit vehicle • Injury to maintenance workers • Boarding/alighting • Electric shock/burns • Abrupt or evasive transit vehicle maneuvers • Mobility device (e.g. wheelchair) securement issues • Injury sustained on a mobility device lift • Stairs/elevator/escalator injury <p>Fire:</p> <ul style="list-style-type: none"> • Requires suppression but no major threshold is met <ul style="list-style-type: none"> ○ Small fire in transit station ○ Small engine fire on transit vehicle



Appendix D: The Reporting Solution Entry Screens

The Reporting Solution screen shots illustrating the entry screens for safety information collection and ultimately aggregation and reporting

Fleet and Facility Request Entry Screen

TTD Dispatch	Daily Log	Roadcall	Service Incident	Ops Issue	FF Request	Entry Screens	Snapshots	Review	Depls
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Making a difference
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Connecting Our Communities
Tahoe Transportation DISTRICT

Fleet/Facility Request

The Fleet/Facility Request Notification Screen is used to report items that need attention. It should be used when the bus does not need to be taken out of service or does not require a mechanic to correct the issue.

If a mechanic is being dispatched, use the Roadcall Notification Screen.

Items in gray are read-only. They will automatically populate when you open the entry screen. When you save the entry, an e-mail notification will go to those on the Fleet/Facility Request Notification List.

Only press "Save" once. There may be a slight delay in the transmission of the data depending on your internet speed.

Fleet/Facility Request Snapshot

Fleet Request **Facility Request**

Bus #: Stop ID#:

Stop Name:

Other:

Category:

Description:

Reported By:

Date Entered: 03/24/20 13:02 Entered by: Tara Styler

Stop ID#:

Stop Name:

Other:

Category:

Description:

Reported By:

Date Entered: 03/24/20 13:02 Entered by: Tara Styler

Service Incident Entry Screen

TTD Dispatch	Daily Log	Roadcall	Service Incident	Ops Issue	FF Request	Entry Screens	Snapshots	Review	Depls
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Service Incident

The Service Incident Notification Screen is used to record a variety of incidents that happen as part of the service. This includes incidents such as minor accidents, injuries, and unruly passengers, as well as service cancellation and bus availability. Select the appropriate incident from the Category dropdown.

If the incident is related to specific employees, use the Employee Incident Notification Screen.

Items in gray are read-only. They will automatically populate when you open the entry screen. When you save the entry, an e-mail notification will go to those on the Service Incident Notification List.

Only press "Save" once. There may be a slight delay in the transmission of the data depending on your internet speed.

Service Incidents Snapshot

File(s) of 5 | Max 5000 KB per item

No Files Found

Please save new incidents before adding files.

Choose a new file to upload:

No file chosen

Incident Date: Time:

Bus #: Employee:

Route: Location:

Category:

Incident:

Maintenance On-Site: No Yes

Operations On-Site: No Yes

Emergency Response On-Site: No Yes

If Emergency Response is on-site, what services (i.e. Police, Fire, Ambulance):

of Injuries: # of Vehicles: # Towed:

Date Entered: 03/24/20 13:05 Entered by: Tara Styler



Employee Incident Report Entry Screen

TTD Dispatch	Daily Log	Roadcall	Service Incident	Ops Issue	FF Request	Entry Screens	Snapshots	Review	Depts
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Employee Incident

The Employee Incident Notification Screen is used to record a variety of incidents that are related to employees. This includes incidents such as vehicle collisions, workplace incidents, and passenger injuries. Select the appropriate incident from the Type dropdown.

If the incident is related to the service, use the Service Incident Notification Screen.

Items in gray are read-only. They will automatically populate when you open the entry screen. When you save the entry, an e-mail notification will go to those on the Employee Incident Notification List.

Only press "Save" once. There may be a slight delay in the transmission of the data depending on your internet speed

[Employee Incidents Snapshot](#)

Date Reported: Time: Incident Date: Time:

Bus #: Route: Location:

Type: If Other, specify:

Employee Reporting: Regarding Another Employee:

Incident:

Was Video Tagged: No Yes

Witness: No Yes If Yes, Witness to Incident:

Witness Name: E-Mail Address:

Phone: 2nd Phone:

Address: City, St: Zip:

Witness Statement Provided: No Yes If yes, with whom?

Other Witness Information:

In your opinion, was this incident in violation of a TTD Policy? No Yes

If yes, specify which policy and how the violation resulted in the incident:

Date Entered: Entered by:

Safety Concern Entry Screen (anonymous)

TTD Administration	Vehicle Status	Snapshots	Notifications	Ops Reports	FR & DR Reports	Planning Reports	PTASP	Depts
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Safety Concern

The Safety Concern entry screen was created to allow you to enter any safety concerns you have about the work place in a confidential format. This information will go to the Safety Officer for resolution.

If "Other" is selected from "Location" dropdown list, please describe the location in the "Other" field.

Only press "Save" once. There may be a slight delay in the transmission of the data depending on your internet speed.

Date/Time Reported:

Reported By (Optional):

Location:

Other:

Concern:

Priority:



Appendix E: Risk Assessment Matrix

Department of Defense Standard Practice, System Safety: Mil Standard 882E and the Risk Assessment Matrix. The matrix assesses risks using a Risk Assessment Code (RAC) which is a combination of one severity category and one probability category.

The severity table below is used to determine the appropriate severity category.

SEVERITY CATEGORIES		
Description	Severity Category	Mishap Result Criteria
Catastrophic	1	Could result in one or more of the following: death, permanent total disability, irreversible significant environmental impact, or monetary loss equal to or exceeding \$10M.
Critical	2	Could result in one or more of the following: permanent partial disability, injuries or occupational illness that may result in hospitalization of at least three personnel, reversible significant environmental impact, or monetary loss equal to or exceeding \$1M but less than \$10M.
Marginal	3	Could result in one or more of the following: injury or occupational illness resulting in one or more lost work day(s), reversible moderate environmental impact, or monetary loss equal to or exceeding \$100K but less than \$1M.
Negligible	4	Could result in one or more of the following: injury or occupational illness not resulting in a lost work day, minimal environmental impact, or monetary loss less than \$100K.

The probability table below is used to determine the appropriate level of probability.

PROBABILITY LEVELS			
Description	Level	Specific Individual Item	Fleet or Inventory
Frequent	A	Likely to occur often in the life of an item.	Continuously experienced.
Probable	B	Will occur several times in the life of an item.	Will occur frequently.
Occasional	C	Likely to occur sometime in the life of an item.	Will occur several times.
Remote	D	Unlikely, but possible to occur in the life of an item.	Unlikely, but can reasonably be expected to occur.
Improbable	E	So unlikely, it can be assumed occurrence may not be experienced in the life of an item.	Unlikely to occur, but possible.
Eliminated	F	Incapable of occurrence. This level is used when potential hazards are identified and later eliminated.	Incapable of occurrence. This level is used when potential hazards are identified and later eliminated.

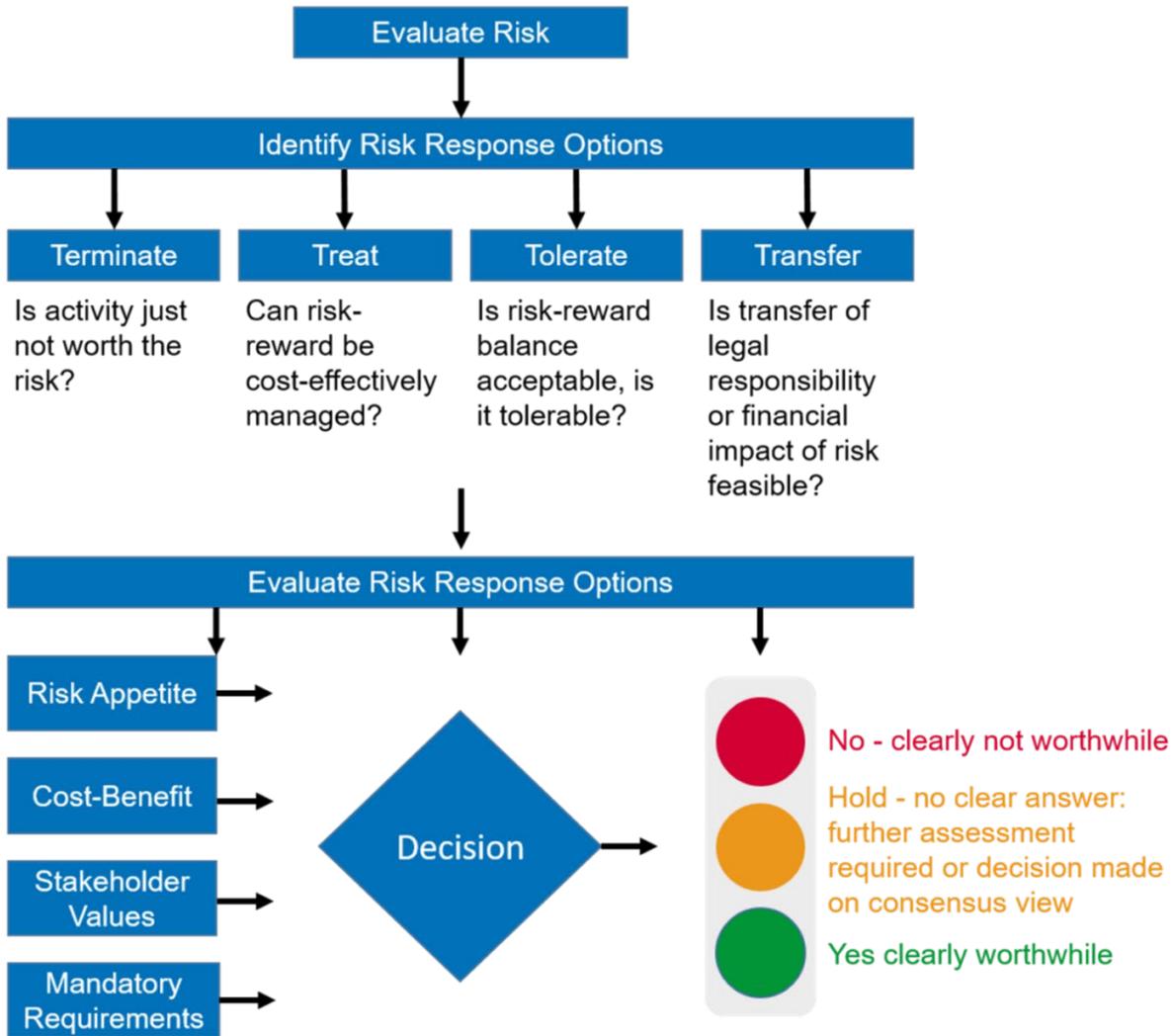


Risk Assessment Matrix

RISK ASSESSMENT MATRIX				
SEVERITY PROBABILITY	Catastrophic (1)	Critical (2)	Marginal (3)	Negligible (4)
Frequent (A)	High	High	Serious	Medium
Probable (B)	High	High	Serious	Medium
Occasional (C)	High	Serious	Medium	Low
Remote (D)	Serious	Medium	Medium	Low
Improbable (E)	Medium	Medium	Medium	Low
Eliminated (F)	Eliminated			



Appendix F: Risk Based Decision Making Matrix





Appendix G: Resolution

(To be inserted after approval)



MEMORANDUM

Date: February 25, 2022

To: Tahoe Transportation District (TTD) Program Implementation Committee

From: TTD Staff, George Fink – Transit System Program Manager

Subject: Update and Discussion on the Release of a Request for Proposals for the East Shore Express Seasonal Transit Service as an Option to Direct Operations to Begin Summer 2022

Action Requested:

It is requested the Program Implementation Committee hear the presentation and discuss with Staff the idea of issuing a Request for Proposals (RFP) as an option for the East Shore Express seasonal transit service.

Fiscal Analysis:

All expenditures associated with this item are accounted for in the FY22 approved budget and future contract obligations will be budgeted in accordance with contract obligations. It is anticipated the contract will be for three years, with not to exceed amounts of \$250,000 for the 2022 season, \$262,500 for the 2023 season, and \$275,625 for the 2024 season for a total contract not to exceed amount of \$788,125. A five percent inflator was applied to each additional season to cover increases in costs.

Work Program Analysis:

This project is included in the work program. All work associated with this effort will be captured under respective elements of the existing and future Work Programs and corresponding allotted staff time.

Background:

TTD has operated the East Shore Express (ESE) from 2012 to 2019, with ridership increasing annually to approximately 40,000 in 2019. ESE is a seasonal service deployment and requires TTD to scale up buses and Operators in a remote location, approximately 30 miles from the corp yard. The schedule is created to accommodate visitor patterns and is consistent over the typical 77 operating days. The ESE begins in mid-June and ends at the conclusion of Labor Day weekend, with daily service during the busiest days of July and August. Staff typically transports Operators and rotates vehicles to Incline Village daily allowing for preventive maintenance and data exchange.

Discussion:

The 2020 and 2021 seasons of ESE were suspended due to the COVID pandemic. TTD expects to resume service for the 2022 season. However, challenges with labor and delays in launching the new fleet have impacted TTD's ability to reliably field transit service. Due to these

variables, staff are exploring contracting the operation of the East Shore Express as an alternative service delivery option if staffing and fleet levels are not adequate.

The draft RFP (Attachment A) contemplates a contractor providing the management, labor, vehicles, maintenance, dispatch, and reporting for three seasons of ESE operations. It is not known, at this time, if any contractors will have the labor necessary to operate ESE. Anecdotal evidence from other entities that contract out transportation services in or near Tahoe indicate contractors are suffering the same labor shortage that have impacted public transit operators. This RFP will gauge both the interest and ability of contractors to assist in providing seasonal visitor services in a busy corridor.

The budget amounts listed in the fiscal analysis do not include the staff time necessary to administer the contracted service. Contracting transit service has a similar complexity as direct operations, but there is a difference in emphasis. TTD staff will be required to closely monitor contractor compliance to all the same rules the Federal Transit Administration (FTA) applies to direct operators. TTD staff will have to verify records, confirm reports, and support invoicing. Staff will continue to be the primary contact with the Nevada Division of State Parks-Sand Harbor and Washoe County School District for the leased parking lot at 915 Northwood Blvd., as well as the vendors necessary for seasonal amenities at the intercept parking lots.

Staff recommends proceeding to finalize and release the RFP for the East Shore Express seasonal transit service. A successful proposal will be brought to the Board for award of a contract, if this option is determined to be necessary.

Additional Information:

If you have any questions or comments regarding this item, please contact George Fink at (775) 589-5325 or gfink@tahoetransportation.org.

Attachment:

- A. Draft East Shore Express Request For Proposal



REQUEST FOR PROPOSALS
FOR A
TRANSIT SERVICE PROVIDER
FOR
TAHOE TRANSPORTATION DISTRICT'S
EAST SHORE EXPRESS

Tahoe Transportation District
P.O. Box 499
Zephyr Cove, NV 89448

SECTION 1 – PROCUREMENT SCHEDULE

The Tahoe Transportation District (TTD) is issuing this Request for Proposals (RFP) a transit service provider for the East Shore Express.

The following is the timeline for the procurement process:

Date:	Activity:
TBD	Request for Proposals Issued
TBD	Pre-Proposal Conference
TBD	Deadline for Submitting Questions
TBD	Response to Questions Posted
TBD	Deadline for Submittals
TBD	Notice of Intent to Award Contract
TBD	TTD Board Approval

TTD shall award a contract to the responsible proposer whose proposal is most advantageous to TTD, i.e., the “best value,” with price and other factors considered. TTD reserves its right to award to other than the low bidder.

This RFP does not commit TTD to award a contract. TTD reserves the right to accept or reject any or all proposals. No proposal shall be binding upon TTD until after a contract is executed by duly authorized representatives of TTD and the selected proposer.

SECTION 2 – DESCRIPTION OF TTD

TTD is a bi-state, special purpose transportation district with jurisdiction to implement transportation projects in and around the Lake Tahoe basin. TTD is governed by a fourteen-member Board of Directors made up of local jurisdictions, private transportation management associations, both state’s governor’s and TRPA’s appointees, an at-large member, and two state DOT agencies.

TTD provides both intra- and interregional connectivity that is vital to the region. TTD operates a coordinated transit system for the South Shore of Lake Tahoe and connects to other areas in the region. South Shore area services include local fixed-route serving South Lake Tahoe, California, and Stateline, Nevada, along with commuter service which connects South Lake Tahoe, California, to Carson City, Nevada via the rural Nevada communities of Minden and Gardnerville. TTD provides supplemental summer service known as the East Shore Express, a transit link between Incline Village and Sand Harbor State Park.

SECTION 3 – SCOPE OF SERVICES

Purpose

TTD is soliciting competitive proposals for a qualified and experienced turn-key transit provider for the East Shore Express. The successful proposer will provide:

1. Vehicles
2. Labor
3. Dispatching
4. Maintenance
5. Management
6. Insurance
7. Reporting

TTD partners with the Nevada Division of State Parks (NDSP) to provide a seasonal shuttle service between Incline Village and Sand Harbor State Park. When the parking lot at Sand Harbor reaches capacity, visitors can access the park by taking the East Shore Express shuttle.

The service operates each summer from mid-June through Labor Day. It begins on weekends only for the first two weekends in June, then transitions to daily service in late June through Labor Day. Service hours are 9:00 a.m. to 7:00 p.m. Service operates a 30-minute loop between Incline Village and Sand Harbor. There are two intercept parking lots in Incline Village (771 Southwood Blvd. and 915 Northwood Blvd.) and six bus stops along SR 28.

During the Sand Harbor Shakespeare Festival, the service hours extend until after the conclusion of the evening production (usually 10:30 pm). Service will not need to loop during the Sand Harbor Shakespeare Festival. All buses will layover at Sand Harbor from the beginning of the event until the conclusion of the event, when the fleet will return passengers to their vehicles.

Scope of Work

TASK 1: Operations

A minimum of two 35 ft. buses are necessary to meet the ridership demands on weekdays, on weekends and holidays, a third bus is necessary. All vehicles must be ADA accessible and have bike racks.

Passengers are allowed to bring coolers and beach chairs on the bus. There may be an opportunity to leave buses at the primary parking lot overnight.

There may be slight seasonal adjustments based on need or agreements with TTD’s partners. Coordination with Nevada Division of State Parks, Washoe County School District, Washoe RTC and TART may be necessary.

Task	Deliverable
1	Provide up to three (3) 35’ ADA-accessible buses with bike racks

TASK 2: Data Collection, Review, and Analysis

- 2.1: The contractor must track and share customer complaint/comments/commendations, service interruptions, and employee incidents.
- 2.2: The contractor shall have onboard surveillance and automatic vehicle locator (AVL) system and TTD shall have access to video footage, as well as the AVL software to investigate incidents.
- 2.3: Using data generated from Contractor’s AVL system(s), conduct a review of allocated running time by segment, pattern, and route. Compile running time information by the time of day and day of week
- 2.4: Review and analyze route on-time performance (OTP) to identify problematic segments
- 2.5: Review ride check reports
- 2.6: Conduct field review of service area, including an assessment of the options and opportunities to expand service
- 2.7: Develop baseline stop-level, segment level, and time-of-day ridership and operational data
 - a. Ridership activity by direction, trip, and stop by service day
 - b. Ridership activity for each stop by direction, trip, and service day
 - c. Bicycles transported for each stop by direction, trip, and service day
 - d. Mobility devices (i.e., wheelchairs) transported for each stop by direction, trip, and service day
 - e. Revenue Miles and Total Miles by direction, trip, segment, and service day
 - f. Revenue Hours and Total Hours by direction, trip, segment, and service day
 - g. Run times by direction, trip, segment, and service day
 - h. Origin and destination data for each route

All reports are due before the close of business after the first seven (7) calendar days of the month for the preceding month of service.

Task	Deliverable
2.1	Customer Complaint/Comment/Commendations log with customer contract information, time/date received, respondent information, time/date responded to, and resolution.
2.2	Provide an AVL system and video/audio surveillance system; grant TTD access; and maintain all media throughout the contract term.
2.3	Conduct a review of allocated running time by segment, pattern, and route and submit report to TTD monthly.

2.4	Generate OTP reports and submit to TTD monthly with recommendations to improve.
2.5	Perform and document ride checks and submit reports to TTD monthly with recommendations to improve.
2.6	Submit field review of operational area within 30 days of commencing operations with any recommendations for improvements or service expansions.
2.7	Develop & report on baseline stop-level, segment level, and time-of-day ridership and operational data as indicated in the Scope of Work.

TASK 3: Parking Attendants

3.1: The service requires a parking attendant on-site at the primary parking lot (771 Southwood Blvd.) during service hours. Below is a list of the responsibilities of the parking attendant.

- Unlock and open the gates and dumpsters.
- Inspect parking lot for any damage or vandalism.
 - Document with photographs and alert management.
- Position signs on Southwood Blvd.
- Make sure restrooms are in good condition. If there are problems with the restrooms or dumpsters, please notify management.
- As cars pull into the lot, greet them, and direct them where to park.
- Inform passengers where to wait to be transported by the bus to Sand Harbor. Explain how often buses leave the lot and when the last bus departs Sand Harbor.
- Remind them when the parking lot closes and gates lock.
- When the main parking lot gets full, send customers to the overflow parking lot, give them the directions with the map or brochure.
- Throughout the day
 - Communicate with bus operators throughout the day.
 - Ensure signage is upright and in the correct position.
 - Pick up trash and make sure both lots, if used, are clean.
 - Monitor parking area to ensure there is no smoking on school property and everyone is staying in designated areas.
- At the end of the shift, lock the gates and trash dumpsters, and leave the key in the lock box. Make sure the lot is clean at the end of the day.

3.2: Document the number of vehicles parked in the lot throughout the day using the ESE Parking Log. Note any vehicles remaining in the lot after the last trip; record make, model, and license plate number.

3.3: If any vehicles are locked in the lot, notify TTD's dispatch (775) 589-5500 ext. 3 or ext. 2 after 8:00 p.m.

Task	Deliverable
3.1	Provide an adequate number of Parking Attendant(s) for uninterrupted coverage for onsite parking area during service hours.
3.2	Provide daily reports to TTD by close of business the following day inclusive of all data required by this deliverable in the Scope of Work.
3.3	Call Dispatch each evening before leaving the site to report any vehicles remaining in the lot.

Contract Term:

Duration of this contract would be for three (3) years encompassing three (3) seasons, totaling nine months of service.

Budget:

The budget for this work is not to exceed \$250,000 for the 2022 season; \$262,500 for the 2023 season; and \$275,625 for the 2024 season for a total contract not-to-exceed \$788,125.

SECTION 4 – PROPOSAL REQUIREMENTS

Delivery of Proposals:

Proposals must be submitted to TTD no later than 3:00 p.m. (local time) on [Month Day, 2022]. Proposers must submit proposals via e-mail Judi Allen, Executive Assistant, jallen@tahoetransportation.org. Please mark the e-mail as "East Shore Express RFP Submittal."

Proposal Preparation Costs:

Issuance of this RFP does not commit TTD, in any way, to pay any costs incurred in the preparation and submission of a proposal. TTD will not reimburse responding firms, including the selected firm, for any expenses incurred in preparing or submitting proposals. All costs related to the preparation and submission of a proposal shall be paid by the respondent.

Changes, Additions or Clarifications:

Any changes, additions or clarifications to the RFP will be made by amendments (addenda). Any additional supporting materials and addenda will be posted on the TTD website, <https://www.tahoetransportation.org/procurements/>.

Requests for clarifications about this RFP may be submitted at any time before 3:00 p.m. PST on [Month Day, 2022]. Questions and/or requests for clarifications may be submitted in writing via e-mail to: Judi Allen, Executive Assistant, jallen@tahoetransportation.org.

Responses will be posted [Month Day, 2022] on the TTD website:

<https://www.tahoetransportation.org/procurements/>

Form of Proposals:

Proposals shall include, at a minimum, the following information presented in a clear and concise format in order to demonstrate the firm's competence and professional qualifications for the satisfactory performance of the services:

1. Specifically indicate any requirements in this RFP which are not acceptable or cannot be performed.
2. Discuss project understanding, approach to the Scope of Work, communications with TTD during the project, and identify assigned staff.
3. Specifically indicate any provisions in the form of the agreement (Attachment A), including insurance and indemnification provisions, which are not acceptable and propose any alternative language or terms.
4. Provide a signed copy of the Lobbying Certification (Attachment B).
5. Provide a signed copy of the Certification Regarding Debarment, Suspension, and other Responsibility Matters (Attachment C).
6. Provide a statement which discloses any past on-going or potential conflicts of interest that the firm may have because of providing the service.

RECOMMENDED DETAIL

1. Introductory Letter

- a. Name, address and telephone number of the firm's contact person; and signed by the chief executive officer, owner, or chair of the firm
- b. A company profile including the proposer's name, business address, and telephone number, as well as a brief description of the proposer's size (nationally and locally), date of establishment, type of organization, and local organizational structure
- c. A summary of the proposal
- d. Briefly state the firm's understanding of the work to be done and the commitment to provide the East Shore Express service
- e. Clearly state the scope your firm proposes to provide and which, if any, services will be subcontracted out. As appropriate, include the names and qualifications of Subcontractors and/or associates that will assist on this project.
- f. Statement of acknowledgement of having received all addenda if any are issued
- g. Whether or not the firm is a certified DBE or Small Business Enterprise
- h. If the annual gross receipts of the firm is less than \$1 million, less than \$5 million, less than \$10 million, or less than \$15 million.

2. Qualifications of Firm and Key Team members

Please provide (i) a brief description of the history and background of your firm, (ii) the nature and scope of the firm's experience, if any, in handling projects for public transit or transportation agencies and (iii) how many years the firm has been in business.

Please also provide firm size, number of employees, primary type of business, other affiliated businesses or services, and other descriptive material. This shall also include the following information: Your firm's legal name, Address, telephone number, e-mail, and web address.

Provide a written description of your firm's knowledge areas and relevant experience. Specifically, please cite any experience or knowledge of the following:

- a. Transit planning and operations
- b. Conducting a shuttle service
- c. Contracting with an agency using federal funds
- d. Leasing or purchasing & maintaining vehicles
- e. Developing training documentation
- f. Implementing demand responsive, flexible transportation systems, including overall project outcomes and lessons learned
- g. Implementing automated scheduling, dispatch, and reservations systems, including setting accuracy and performance criteria

Include an organizational chart and an explanation should more than one function be performed by an individual. Submit abbreviated resumes featuring experience, qualifications, and skills for key staff most relevant to this RFP. Resumes should include dates, number of years of experience in both their field of expertise and with the proposed firm, as well as other relevant information. Include the expected amount of involvement for each Respondent team member.

Describe your firm's available resources and capability for undertaking and performing the work including your firm's financial capacity. Provide a written narrative describing your firm's ability and specific approach to providing the services requested in this RFP. If specific tasks will be subcontracted out or your firm is unable to provide services for certain tasks, please clearly state this. Any changes in key personnel after the award of the contract must be approved by TTD in writing before the change is made.

3. Office location from which the work will be performed

Indicate location of the office from which the contract will be managed and/or the majority of the key personnel assigned to the contract will be located. Locations of Subcontractor's offices shall be identified as well.

4. References

This section should describe work which is similar in scope and complexity to the project and which the Respondent team has undertaken in the last five years. A discussion of the challenges faced, and solutions developed by the team is highly recommended. The section shall also include a summary table showing the following information:

- a. Name of project, project cost, and date Respondent services were provided
- b. Names of Respondent's project manager and key team personnel
- c. Scope of the Respondent team's assignment on the project
- d. A letter of recommendation from the reference
- e. Name, Address, and current phone number of the agency and project contact

5. Statement of Project Understanding

Describe your firm's understanding of the East Shore Express' existing conditions, challenges, and needs. Clearly state your understanding of the project needs, and any significant opportunities or constraints posed by the service.

6. Service Approach

Describe your firm's understanding of the service and provide a clear statement of the general approach to be undertaken on the project, including the level of effort required for the work proposed. Submittals are required to propose a comprehensive service approach, describing a specific operational model, technology platform, service plan, vehicle acquisition and maintenance program, operator recruitment, training, and retention program, and a data collection and performance monitoring plan. If your proposal requires a modification or addition to the scope of work, please state this here and describe why your approach is innovative and varies from the scope of work.

Please address each of the following questions/considerations in the Service Approach section:

1. *Service Model Overview:* Include information on schedule and route operations. Describe how the operational model would function from the perspective of the operator, TTD, and the user.
 - a. What is innovative about your proposed approach?
 - b. Why is your proposed approach the best fit for the East Shore Express? Explain your reasoning for proposing the specific service model in your approach.
 - c. Who would be the target audience of the proposed service model? Are there any unique demographic or socioeconomic traits of the target population?
 - d. How many participants or people do you estimate will be reached by the service? Support.
 - e. Describe the user experience.

2. *Customer Service:* Discuss how the proposed service would promote TTD, Nevada Division of State Parks, and Sand Harbor.
 - a. Describe your driver training program for operators.
 - b. Describe the orientation to the East Shore Express that will be provided to each operator.
 - c. Discuss the complaint/comment/compliment process from initiation to resolution.

3. *Coverage Area and Operating Hours:* Describe and include a schedule and map showing the proposed service and stop locations.
 - a. How will your approach to providing service to Sand Harbor during the day differ from the service provided to the Shakespeare Festival events in the evenings?

4. *Fleet:* Describe type and quantity of vehicles required to serve the proposed coverage area(s)/location(s).
 - a. Do you have specific recommendations or requirements about driver training or vehicle type?
 - b. Describe the maintenance program for your fleet?
 - c. Detail your record keeping methodology and pre-/post-trip inspection program.

5. *Technology Platform and Hardware Requirements:* Describe the features and functionality of the technology platform and hardware requirements (if any).
 - a. Will a technology platform be used for this service?
 - b. Describe if/how your platform handles fare collection. Would your system be able to integrate with third party fare collection systems?
 - c. If your technology uses mobile networks, discuss how you will overcome sporadic and unreliable coverage on the east shore?
 - d. Will the data gathered be open and shareable with TTD?

6. *Operator(s):* Describe who you propose would operate the East Shore Express Service, both the system and the vehicles.

7. *Performance Evaluation Plan*: Describe the procedures and methodologies that can be used to calculate and compile actual post-service results. Discuss details of reporting capabilities of your firm, technology platform or software, ease of use, list specific types of data that can be collected/shared with TTD to improve transportation planning.
 - a. When/how should the service be assessed for performance?
 - b. Describe the data you collect and any reports that can be generated from it including standard reports. Describe to what extent data collection and reporting can be customized to suit TTD's needs. Can this customization be performed by TTD?
 - c. Can the service be modified if the program is not performing intended? If so, how?

8. *Accessibility*: Discuss any limitations to your proposed service model.
 - a. How would the service accommodate individuals with mobility challenges, such as seniors or non-ambulatory passengers?
 - b. How would the proposed service enhance connections to other mode choices, such as biking, walking, the East Shore Trail, or linking to other fixed route transit?

Licenses, Permits, Taxes:

The price or prices for the work shall include full compensation for all taxes, permits, etc. that the respondent is or may be required to pay.

Public Record/Confidential Information:

All responses become property of TTD. All responses, including the accepted proposal and any subsequent contract, become public records per the requirements of state public records laws. Proprietary material must be clearly marked as such. Pricing and service elements of the successful proposal are not considered proprietary information.

TTD will treat all information submitted in a proposal as available for public inspection once TTD has selected a contractor. If you believe that you have a legally justifiable basis for protecting the confidentiality of any information contained within your proposal, you must identify any such information, together with the legal basis of your claim in your proposal and present such information separately as part of your response package. This portion of the submittal must be clearly marked "Confidential."

The final determination as to whether TTD will assert your claim of confidentiality on your behalf shall be at the sole discretion of TTD. If TTD decides that your information does not meet the criteria for confidentiality, you will be notified. Any information deemed to be non-confidential shall be considered a public record.

Disadvantaged Business Enterprise (DBE) Requirements:

TTD hereby notifies firms that in regard to any contract entered into pursuant to this RFP, DBE's will be afforded equal opportunities to submit proposals and will not be discriminated against on the grounds of race, color, sex, disability, or national origin in consideration of an award.

A DBE is defined as a small business concern which is at least 51% owned and controlled by one or more socially and economically disadvantaged individuals, or in the case of any publicly owned business, at least 51% of the stock of which is owned by one or more socially and economically disadvantaged individuals.

Socially and economically disadvantaged include Women, Black Americans, Hispanic Americans, Native Americans, Asian-Pacific Americans, and Asian-Indian Americans.

Equal Employment Opportunity:

Each proposer must agree that it will not discriminate in hiring, promotion, treatment, or other terms and conditions of employment based on race, sex, national origin, age, disability, or in any way violate Title VII of the 1964 Civil Rights Act and amendments, except as permitted by said laws.

Review of Proposals, Selection Criteria and Award:

Upon receipt of the proposals, TTD shall review and evaluate the proposals for responsiveness to the RFP in order to determine whether proposers possess the qualifications necessary to provide the goods. TTD may request clarifications of proposals directly from the proposers.

In reviewing the proposals, and negotiating with selected firms, TTD reserves the right to reject all proposals. TTD may negotiate directly with qualified proposers and may request a final best offer from one or more proposers.

TTD will review and evaluate the submitted proposals for responsiveness to the RFP in order to determine whether proposers possess the qualifications necessary to provide the services. Following the evaluation of RFP's, TTD will check references of the top firm(s) prior to selecting.

Submitted proposals will be evaluated using the criteria established below.

CATEGORY	MAX POINTS
Responsiveness to RFP	20
Project understanding	40
References	20
Pricing	20

TTD shall award a contract to the responsible proposer whose proposal is most advantageous to TTD, i.e., the "best value." TTD reserves its right to award to other than the low bidder. TTD reserves the right to reject all proposals and to waive any irregularity, informalities or oversights in the RFP documents, or any corresponding proposals at its sole discretion.

Negotiation and Award:

TTD will work with the selected firm to finalize the scope of work and negotiate a contract between TTD and the selected firm. All costs incurred by the firm in connection with this work and negotiations shall be borne by the firm and the firm shall have no right to reimbursement from TTD. The system and contract that are developed and agreed upon will then be brought back to TTD's Board of Directors with a staff recommendation for contract award.

In the event that TTD and the selected firm fail to finalize the scope of work and cost, or fail to negotiate a contract, TTD will reject the selected firm's proposal. In the event of rejection, the firm shall have no right to reimbursement for costs incurred by the firm in connection with any work and negotiations. TTD will then select another firm that staff believes will provide the best value, qualifications, and work and negotiate with that firm.

TTD reserves the right to award any number of contracts it deems necessary to achieve success. This RFP does not commit TTD to award a contract. TTD reserves the right to accept or reject any or all proposals. If TTD decides to award and receives approval from TTD's Board of Directors, the agreement will be sent to the firm for signature. No proposal shall be binding upon TTD until after a contract is executed by duly authorized representatives of TTD and the selected consultant. No minimum amount of work is implied or guaranteed under the contract.

Additional Contract Provisions:

The proposer and TTD will enter into a contract in the form attached as Attachment A. The proposal must specifically indicate any provisions in the form of the contract which are not acceptable and propose any alternative language or terms.

Required Review and Waiver of Objections by Responding Firms:

Responding firms should carefully review this RFP and all attachments, including but not limited to the form contract (Attachment A) for comments, questions, defects, objections, or any other matter requiring clarification or correction (collectively called "comments"). Comments concerning RFP objections must be made in writing and received by TTD no later than the date specified above.

Protests based on any objection shall be considered waived and invalid if these faults have not been brought to the attention of the TTD, in writing, by the deadline for written comments.

If a consultant that has not been selected wishes to dispute the award recommendation, the protest must be submitted in writing to the contact listed below no later than five (5) calendar days after announcement of the selected consultant, detailing the grounds, factual basis and providing all supporting information. Protests will not be considered for disputes of proposal requirements and specifications. Failure to submit a timely written protest will bar consideration of the protest.

Protest procedures will apply to all procurement actions whether by sealed bid, request for proposal or sole source and regardless of the stage of the procurement process at which the protest is filed. All protest procedures can be found on TTD's website:

<https://www.tahoetransportation.org/procurements/>



MEMORANDUM

Date: February 25, 2022

To: Tahoe Transportation District (TTD) Program Implementation Committee

From: TTD Staff, Danielle Hughes – Capital Program Manager

Subject: Update and Discussion on the Park Tahoe Parking Management Program Implementation Strategies for the 2022 Year That Will Strengthen the Financial Framework for the Nevada State Route 28 East Shore Trailhead Paid Parking Pilot

Action Requested:

It is requested the Committee hear a presentation on the Park Tahoe Parking Management Program and discuss the Corridor Management Team's implementation strategies for the 2022 year that strengthens the financial systems of the Park Tahoe Program for Nevada State Route 28 East Shore Trailhead paid parking pilot.

Fiscal Analysis:

All expenditures associated with this item for the fiscal year are in the approved FY22 budget. Current expenditures associated with the continued set up and operations of both the parking meter and non-compliance systems were funded through the Point of Sale and Non-Compliance Programs to track revenues and expenditures within the Park Tahoe Parking Management Program. Initial set up was funded under a variety of existing mechanisms, including the Value Pricing Pilot Program (VPPP) grant and Washoe County funds.

Work Program Impact:

All work associated with this effort is captured under respective elements of the approved FY22 Work Program and will be included in the FY23 work program, with corresponding allotted staff time.

The work associated with this item addresses the following two strategic goals of the TTD Board:

- Collaborate with state, local, and regional partners to support establishment of a sustainable funding source for implementation of the Regional Transportation Plan.
- Effectively deliver TTD operations and implement the Regional Transportation Plan by actively seeking sustainable funding resources for capital projects, staff, operation, and planning.

Background:

Development of the SR 28 Corridor Parking Management Plan (Parking Plan) was completed under the Value Pricing Pilot Program (VPPP) grant in March 2019 and implementation of the Park Tahoe Program Pilot for related parking began collecting meter revenue at the parking lots on July 27, 2020. The VPPP was intended to demonstrate whether, and to what extent, roadway congestion may be reduced through application of congestion pricing strategies, and the magnitude of the impact of such strategies on driver behavior, including mode shift, carpooling, vehicle miles traveled, traffic volumes, transit ridership, air quality and resulting availability of funds for transportation programs.

As part of the SR28 Corridor Management Plan and project implementation, an Interlocal Agreement between the 13 partner agencies was established to outline roles and responsibilities to operate and maintain the SR28 Corridor improvements and prioritize the revenue investments related to the Park Tahoe Program to assure the maintenance and improvements can be maintained into the future to the greatest extent possible. The program approach established a demand based metered parking system and prioritized investments under the Park Tahoe Parking Management Program brand.

The parking meter program budget goals as outlined in the Interlocal Agreement include the following in order of priority:

1. Pay for the administration and operation of the parking meters.
2. Provide a revenue reserve that would fund the annual operations and maintenance of the Tahoe East Shore Trail and the associated parking.
3. Provide revenue for infrastructure preservation.
4. Provide matching revenue for transit services.

At the January 22, 2021, Board meeting, the Board approved Ordinance No. 2021-01, which formalized the Park Tahoe Parking Management Program to provide for parking operations, including the collection of parking fees by TTD for the benefit of corridor safety and access. The program further authorized the District Manager or his/her designee to collect fees, maintain responsibility for the administration, operation, maintenance and use of parking meters/kiosks within the Park Tahoe System. Parking meters typically operate between March 1 and November 31 as the lots are not maintained for winter use due to water quality improvements and liability concerns related to steep slopes along the trails, as well as increased operating and maintenance costs. The Corridor Management Team (CMT) meets monthly to discuss ongoing operations and maintenance adaptive strategies and makes recommendations to the TTD Board for budgetary purposes. The organizations represented on the CMT are TTD, Nevada Department of Transportation, Nevada Division of State Lands, Nevada Division of State Parks, Lake Tahoe Basin Management Unit of the US Forest Service, Washoe County Sheriff, Nevada State Police (formerly Nevada Department of Public Safety-Highway Patrol) , Washoe County Community Services Department, Incline Village General Improvement District, Carson City Parks & Recreation Department, Douglas County Parks & Recreation Department, and Tahoe Regional Planning Agency.

Discussion:***Park Tahoe Parking Management System Review of the 2021 Season***

TTD continued collecting meter revenue at the parking lots for the 2021 season on March 15, 2021. The non-compliance program began operations on June 28, 2021, with continued system

integrations ongoing. The program approach establishes a financial system that tracks the metered parking system and the non-compliance system separately and allows for a roll up for a total picture of the Park Tahoe Parking Management Program. The Parking Management Program has been successful at meeting the initial prioritized investments and establishing a rainy-day fund for TTD.

The parking management system was developed as a pilot system. It is expected that as additional parking and parking management is built along the corridor, as envisioned in the SR28 Corridor Parking Management Plan and as TTD refines operations, the associated program costs and operating efficiencies will be gained. Currently, the system requires additional staff time due to the small scale of the system and lack of adequate technology. As technology such as wireless communications/Wi-Fi and License Plate Reader (LPR) infrastructure is improved and the system expands, there should be more automation of elements of the system.

Parking Meter Program (Point of Sale (POS)) Review

The estimated meter transactions for fiscal year 21/22 is 47,142. The smoke and wildfires in the area limited access to Lake Tahoe public lands and an early snowfall in October and a warm November all affected the associated revenues. The actual meter transactions for the first six months of fiscal year 2021 were 21,418. The estimated revenue loss due to these impacts is \$15,000. Below is a budget comparison of the POS for each year:

<u>Year</u>	<u>20/21 Actuals</u>	<u>21/22 Est to Complete</u>	<u>22/23 Projected</u>
Revenue	\$352,181	\$410,749	\$425,000
Expense	\$105,363	\$201,631	\$285,121
Balance	\$246,818	\$209,118	\$139,879

The CMT set out to develop a sustainable program approach. It was recognized the program revenues would not cover all the program goals, so expenditure priorities were considered. The SR28 Interlocal Agreement defines funding priorities for the parking management program. As noted in the budget comparison chart above, the balances are successful in establishing a 'rainy day' fund in the amount of \$200,000 and an annual infrastructure preservation fund goal of \$200,000 to cover near term capital maintenance activities, such as striping and sealing. The CMT's goal is to continue to establish a minimum reasonable net revenue target of \$200,000 to cover basic infrastructure preservation needs with the understanding that additional funds will be required for long-term preservation of the infrastructure. A 30-year preservation plan has been developed and is currently under peer review by Washoe County. Furthermore, the revenue projections above are based on maintaining a reasonably priced average of \$11.49 per car as envisioned in the parking plan and supporting the 2014 Willingness to Pay survey findings that showed people were willing to pay \$10 for safe access along the shoreline.

Non-Compliance Program Review

The program approach was established with the intent that non-compliant parkers pay the cost of the administration of the non-compliant program through notice fees. Keeping the non-compliance system separate simplifies the analysis of cost per notice for future rate structure changes, facilitates monitoring the vendor's success in obtaining payment, and provides easily obtainable future data sets that assist in monitoring and making data driven decisions associated with the parking program. The system began operating at the end of June with

diminimus revenue and expenditures. The chart below establishes the beginning of the non-compliance program:

<u>Dates</u>	<u>7/1 -12/31 Actual</u>	<u>21/22 Est. to Complete</u>	<u>22/23 Projected</u>
Revenue	\$24,879	\$45,379	\$50,000
Expense	\$30,175	\$58,701	\$66,149
Balance	\$-5,296	\$-13,322	\$-16,149

The non-compliance program approach encourages:

- Parkers to pay via messaging, targeting the industry standard of five to seven percent non-complaint parkers to meter transactions
- Establish a technology based system with vendor service to provide DMV lookups and noticing in visitor states that use the parking system the most
- Provide a well-designed non-compliance program to assist in reducing parking meter revenue loss and that minimizes operating expenditures, and
- Provide annual carry over equal to the TTD’s NC operation cost.

The CMT is not currently recommending adjustments in the non-compliance fee structures to cover the negative balance for the following reasons:

- DMV noticing continues to come on-line, thus there is a lag in collections
- Appeal acceptance is expected to decrease
- Improvements in the communications between systems will improve transaction times
- Monitoring of one full year of operational data is needed. In the meantime, the negative balances will be covered by the POS. A conservative estimate was developed for 22/23 until additional data is available.

As the non-compliance system began operations, elements of the notification system were concurrently in development. Specifically, the DMV lookups for unpaid notices, as some state DMV’s have been slow in processing the lookup applications. The following is a summary of the non-compliance system data:

- 1,066 non-compliant notices
- 133 appeals accepted
- 933 total non-compliant parkers (4% of meter transactions)
 - 159 unpaid notices
 - Nevada – 70
 - California – 62
 - Other States - 27
 - Of the 774 non-compliant parkers, 94% pay within 30 days
 - Nevada – 335 (43%)
 - California – 336 (43%)
 - Other States - 103 (14%)
 - 558 or 68% of non-compliant parkers pay within 7 days

A goal has been to automate the system as much as possible, in order to minimize staff time by

requiring the vendor to provide DMV lookups and noticing in those visitor states that use the parking system the most. California DMV lookup approval has been completed and Nevada is currently processing the approval through IT. It is expected that some revenues will continue to come in due to the integration of DMV lookups. For expansion of the non-compliance system and to provide cross-jurisdictional continuity across partnering jurisdictions in the corridor and elsewhere in the Basin, legislative changes to clarify TTD's authority to enforce paid parking should be considered.

Due to the newness of the system more appeals of non-compliance notices were granted initially in consideration of the user becoming familiar with the practice and to allow the program to continue to foster a positive user experience. Appeals that were originally expected to be processed through the vendor must be completed by TTD staff, thus contributing to higher staffing costs than originally projected. It is expected that appeal approvals will decline in the future. Full staffing was not implemented in 2021, due to some staff resigning mid-season which likely effected non-compliance revenues. There were two operating impacts due to the meter system initially having connectivity issues: 1) Meter transactions were duplicated or were not recognized as a parking payment in the enforcement system, and 2) Caused delays in the ambassadors issuing non-compliance notices. The connectivity issues have been minimized through the utilization of a new mobile provider.

Current non-compliance rates are as follows:

- Windshield notice - \$30
- Paid within 30 days - \$30
- Paid within 60 days - \$60
- Paid within 90 days - \$100

Although, the CMT is not recommending rate increases until a full season of data can be analyzed, it should be noted that 94% of non-compliant parkers pay within 30 days of issuance. Therefore, to capture revenue loss rate, increases would likely be needed within the 30 days paid period. Staff are currently working with the vendor to collect information on repeat offenders.

Parking Management Implementation Strategies

The CMT agreed to the following for the parking management implementation strategies adaptive steps for 2022:

- Maintain existing meter and non-compliance rates and on and off dates through summer 2022
- Evaluate one complete year of non-compliance operating data in order to analyze estimated cost per notice and understand if program costs are recovered, including revenue loss from meters
- Establish a minimum reasonable net revenue target of \$200,000 annually to cover basic infrastructure preservation
- Identify legislative changes to clarify TTD's authority to enforce paid parking to provide cross-jurisdictional continuity across partnering jurisdictions in the corridor
- Continue to develop the infrastructure for IT technology along the corridor to provide visitors a better experience through a user app, in-vehicle payment options, and improve operation efficiencies through LPR and other technology customization

Additional Information:

If you have any questions or comments regarding this item, please contact Danielle Hughes at (775) 557-4901 or dhughes@tahoetransportation.org.

Attachment:

- A. Park Tahoe Power Point presentation

Danielle Hughes
Capital Program Manager

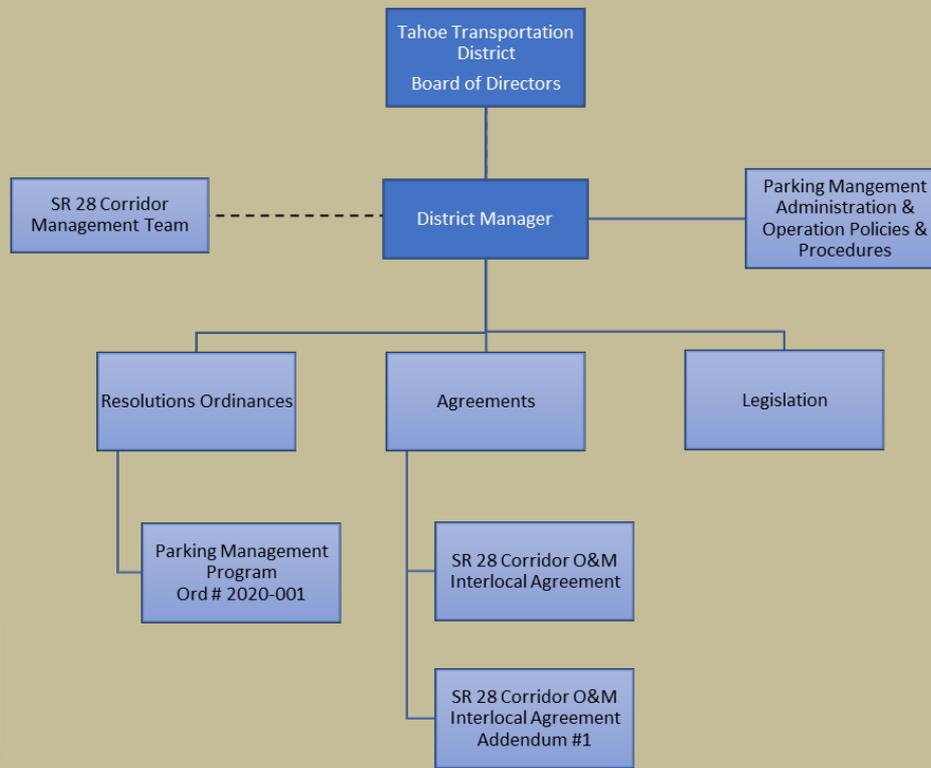


Tahoe Transportation DISTRICT



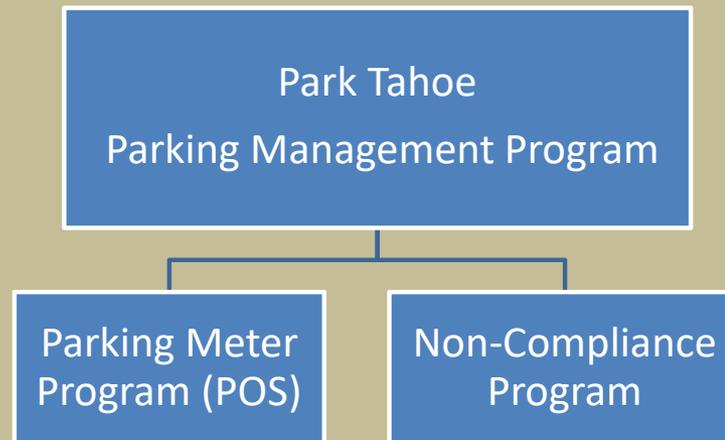
A Shared Vision - Linking Tahoe: “Park Tahoe”

Parking and traveling in the Tahoe Basin should be safe, reliable, sustainable, adaptable, and convenient, giving visitors and residents the opportunity to use technology to make informed decisions on and before their trip.



Report on the Park Tahoe: Parking Management Program for FY 22/23 Implementation

- ✓ Provide recommendations that strengthen the established financial framework for the programs within TTD
- ✓ Six-month review of statistics for Non-Compliance to provide TTD a basis for future comparisons and to improve automated reports by vendor
- ✓ Rate structure evaluation
- ✓ Implementation recommendations



Parking Meter (POS) Program

Interlocal Agreement program goals in priority order:

1. Pay for the administration and operation of the parking meters.
2. Provide a revenue reserve that would fund the annual operations and maintenance of the Tahoe East Shore Trail and the associated parking.
3. Provide revenue for infrastructure preservation.
4. Provide matching revenue for transit services.



Parking Meter (POS) Program

	20/21 Actuals	21/22 Estimate to complete	22/23 Projected Budget
Revenue	\$352,181	\$410,749	\$425,000
Expense	\$105,363	\$201,631	\$285,121
Balance	\$246,818	\$209,118	\$139,879

- Processed transactions of 21,418 from July 1 - Nov 31, 2022 (Annual est. 21/22 at 47,142)
- Fires/smoke/public land closures/early snow reduced revenue Aug – Oct. With strong July and good weather in Nov., the loss was held at ~\$15,000
- ~30% increase annual operating costs of NDSP & WC
 - additional weed control and increased duration and frequency of restroom and trash service
- Higher staffing costs due to technology issues and higher than expected operating costs
- Depreciation schedule prepared and is in peer review, revenues do not cover larger capital infrastructure preservation expenditures
- ✓ Visitors maintain average \$11.49 per car
- ✓ 'Rainy day' target met \$200,000
- ✓ One year infrastructure preservation target met \$200,000



Non-Compliance Program Approach

- Non-compliant parkers should pay for the non-compliant program through Notice fees
- Encourage parkers to pay via messaging targeting industry standard of 5-7% non-complaint parkers to meter transactions
- Establish technology based system with vendor service to provide DMV lookups and noticing in visitor states that use the parking system the most
- Provide a well-designed non-compliance program to assist in reducing parking meter revenue loss and that minimizes operating expenditures.
- Provide annual carry-over equal to the TTD's NC operation cost



Non-Compliance Program Summary and Budget Review

	7/1-12/31 Actual	21/22 Est, to Complete	21/23 Projected Budget
Revenue	\$24,879	\$45,379	\$50,000
Expenses	\$30,175	\$58,701	\$66,149
Balance	\$-5,296	\$-13,322	\$-16,149

July 1- Dec. 31 Operating Period

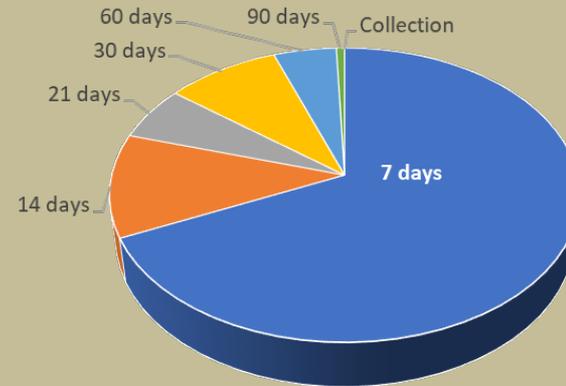
- 1066 Non-compliant notices
- 133 Appeals accepted
- 933 Total non-compliant parkers (4% of Meter Transactions)
- Of the 774 non-compliant parkers 94% paid within 30 days
 - By State: NV 43% (335 paid); CA 43% (336 paid); Other States 14% (103 paid)
- 159 Notices unpaid: NV 70 unpaid; CA 62 unpaid; Other States 27 unpaid.



Non-Compliance Program Rate Structure Evaluation

- When did the 774 non-compliant parkers pay?

– 7 days	528	68%
– 14 days	88	11%
– 21 days	46	6%
– 30 days	69	9%
– 60 days	38	5%
– 90 days	5	1%
– Collections	0	0%



*94% of non-compliant parkers pay within 30 days of issuance

*159 non-compliant parkers are unpaid some should be paid through DMV lookups

- Current Non-Compliance Rates

- Windshield notice \$30
- Paid within 30 days \$30
- Paid within 60 days \$60
- Paid within 90 days \$100
- After 90 days, unpaid notices are sent to collections



Parking Tahoe Program CMT Implementation Recommendations

- Maintain existing meter and non-compliance rates and on and off dates through summer 2022
- Evaluate one complete year of non-compliance operating data in order to analyze estimated cost per notice and understand if program costs are recovered including revenue loss from meters
- Establish a minimum reasonable net revenue target of \$200,000 annually to cover basic infrastructure preservation
- Identify legislative changes to clarify TTD's authority to enforce paid parking to provide cross-jurisdictional flexibility between partnering agencies
- Continue to develop the infrastructure for IT technology along the corridor to provide visitors a better experience through a user app, in-vehicle payment options, and create operation efficiencies through LPR and other technology improvements

