# SMART Board Meeting



# <u>MEMORANDUM</u>

TO: SMART Board of Directors

FROM: Chairperson

DATE: September 25, 2025

SUBJECT: Call to Order



### **MEMORANDUM**

TO: SMART Board of Directors

FROM: Chairperson

DATE: September 25, 2025

SUBJECT: Pledge of Allegiance



I pledge allegiance to the flag of the United States of America and to The Republic for which it stands: one nation under God, indivisible with liberty and justice for all.



Buhl Building • 535 Griswold St, Suite 600 • Detroit, MI 48226 • (313) 223-2100

### **ROLL CALL**

Date: September 25, 2025

CHAIRPERSON, MR. JOHN PAUL REA

VICE-CHAIRPERSON, MR. ELI COOPER

MS. SHEILA COTE

DR. CURTIS IVERY

MR. ROYCE MANIKO

MS. DIANA MCBROOM

MR. ASSAD TURFE



### **SMART Board Meeting Agenda**

September 25, 2025 12:00 PM Buhl Building 535 Griswold St. Suite 600 Detroit, MI 48226

ITEM		ACTION	PRESENTED BY
1. Call to Order			John Paul Rea
2. Pledge of Allegiance			John Paul Rea
3. Roll Call			John Paul Rea
4. Adoption of Agenda		Approval	John Paul Rea
5. Certification of Public Noti	ce	Information	Tiffany Martin
6. Minutes		Approval	John Paul Rea
A. Board Meeting Minutes	s for August 28, 2025		
B. Executive Session Min	utes for August 28, 2025		
7. Public Participation		Discussion	
8. Chairperson's Report		Information	John Paul Rea
9. General Manager's Report		Information	Tiffany Gunter
A. Informational: 2020 Agreement with Oa			
10. Board Briefings			
A. HR Hiring Update			Tianna Leapheart Interim VP of Human Resources
11. New Business			
A. Resolution: SMART F Projects	Y 2025 5310 Program of	Approval	Ian Holme Transit Asset Management Capital Planning Manager
B. Resolution: Approval of Agency Safety Plan 20:		Approval	Amie May VP of Safety
C. Resolution: Authorizati Customer Relationship		Approval	Bernard Parker VP of External Affairs

D. Resolution: Authorization to Award a Contract for Paratransit Customer Service Training	Approval	Daniel Whitehouse VP of Paratransit and On- Demand Services
12. Closed Session to Consider Material Exempt from Disclosure pursuant to MCL § 15.268(h)	Discussion	John Paul Rea
13. Board Member Business	Discussion	John Paul Rea
14. Adjournment	Discussion	John Paul Rea



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#### **PUBLIC NOTICE**

SMART will hold its Rescheduled Board of Directors meeting on Thursday, September 25, 2025 at 12:00 P.M. at the Buhl Building, located at 535 Griswold St., Detroit, MI 48226, The agenda can be found on SMART's website: <a href="http://www.smartbus.org/About/Our-Organization/Board-of-Directors/Board-Meeting-Schedule.">http://www.smartbus.org/About/Our-Organization/Board-of-Directors/Board-Meeting-Schedule.</a>
Members of the public may attend in person or via zoom. The Meeting will be live streamed on YouTube and available at the following link: <a href="https://www.youtube.com/@MySMARTBus">https://www.youtube.com/@MySMARTBus</a>.

To attend virtually; on a smartphone, tablet, or computer; please enter this URL in a web browser:

- https://smartbus.zoom.us/j/86728758619
- Via phone only, please dial: +1 305 224 1968
- Webinar ID: 867 2875 8619 (no password required)
- One-tap mobile: +19292056099,,86728758619# US

Members of the public may also submit a written comment by emailing <u>SMARTBoard@smartbus.org</u> by 11:00 AM on the day of the meeting.

Requests for reasonable accommodations at SMART require advanced reservations. Individuals with disabilities requiring assistance should contact <a href="mailto:SMARTBoard@smartbus.org">SMARTBoard@smartbus.org</a> or 313-223-2110 as soon as possible. If you have difficulties joining the virtual session, contact <a href="mailto:SMARTBoard@smartbus.org">SMARTBoard@smartbus.org</a> and we will assist you to the best of our abilities. ASL interpreter services will be provided for the 12:00 PM. Board Meeting. Should an individual require any other interpretation services for the 12:00 PM. Meeting, please contact <a href="mailto:SMARTBoard@smartbus.org">SMARTBoard@smartbus.org</a> or 313-223-2110 at least 72 hours prior to the Meeting.

#### Public Comment will proceed as follows:

- All comments: 3-minute limit per member of the public.
- Public comments will be received in the following order:
  - 1. Members of the public who attend in person
  - 2. Members of the public present via Zoom
  - 3. Written comments via email.

Public comment shall be allowed for one participant at a time. Participants shall not speak until recognized by the Chairperson. Each participant, remote and in person, will be required to provide their name, county of residence, and the topic they would like to address. Online participants must also provide an email address, by sending the email address to SMARTBoard@smartbus.org. Online participants must also have camera access. Virtual participation will be facilitated through Zoom. (link provided) To register to speak via zoom, a comment participant must "raise hand." The meeting administrator will select individuals in the order received. Online participants will have 3 minutes to speak. Participants will be muted when the time expires. The Chairperson shall designate a timekeeper for purposes of enforcing the time limit.

Emailed public comment will not be read but printed, copied, and made available at the meeting.

# SUBURBAN MOBILITY AUTHORITY FOR REGIONAL TRANSPORTATION

#### **BOARD OF DIRECTORS' MEETING**

#### PROPOSED MINUTES -August 28, 2025

The Board of Directors of the Suburban Mobility Authority for Regional Transportation (SMART) met on Thursday, August 28, 2025, at 2:00 PM at the Grosse Pointe War Memorial, located on 32 Lake Shore Drive, Grosse Pointe Farms, MI 48236.

#### **ATTENDANCE**

SMART Board of Directors: Chairperson Mr. John Paul Rea

Mr. Eli Cooper Ms. Sheila Cote Dr. Curtis Ivery Mr. Royce Maniko Ms. Diana McBroom Mr. Assad Turfe

General Manager: Ms. Tiffany J Gunter

**SMART Board Administrator:** Ms. Tiffany Martin-Patterson

**SMART Staff Present:** Ms. Laura Bieniek

Ms. De'Shalon Brownlee

Mr. Le Juan Burt Mr. Ryan Byrne Ms. Beth Gibbons Ms. Harmony Lloyd Mr. Bernard Parker Mr. Sean Riopelle Mr. Corey Rowe Mr. Jordan VonZynda

Mr. D'Andrae Whitley

Mr. Danny Whitehouse Ms. Cassandra Whitfield

#### **Public Registered:**

Brother Cunningham
Mr. Philip Donleo
Mx. Lukas Laseki
Ms. Kim Moon
Mr. Nikki Nolan
Mr. Robert Pawlowski
Joel Batterman (Present via Zoom)
Steven Boyle (Present via Zoom)
Patty Fedewa (Present via Zoom)
Michael Willard (Present via Zoom)
Meeko Williams (Present via Zoom)

- 1. Call to Order
- 2. Pledge of Allegiance
- 3. Roll Call

**Present:** Chairperson Mr. John Paul Rea, Vice-Chairperson Mr. Eli Cooper, Ms. Sheila Cote, Dr. Curtis Ivery, Mr. Royce Maniko, Ms. Diana McBroom, Mr. Assad Turfe

A quorum was present.

#### 4. Adoption of Agenda

**MOTION:** Moved by Mr. Royce Maniko, seconded by Ms. Diana McBroom to adopt the Agenda for the Thursday, August 28, 2025 Board of Directors Meeting.

#### **DISCUSSION**

None

**VOTE: THE MOTION CARRIED.** 

#### 5. Certification of Public Notice

The Board Administrator read the Public Notice and Rules of Order into the record.

#### 6. Minutes

# **A.** Board Meeting Minutes for SMART's July 24, 2025 Special Board of Directors Meeting

**MOTION:** Moved by Dr. Curtis Ivery, seconded by Ms. Sheila Cote, to approve the minutes for the Thursday, July 24, 2025 Special Board of Directors Meeting.

#### **DISCUSSION:**

None

**VOTE: THE MOTION CARRIED.** 

# **B.** Board Meeting Minutes for SMART's July 24, 2025 Board of Directors Meeting

**MOTION:** Moved by Ms. Diana McBroom, seconded by Ms. Sheila Cote, to approve the minutes for the Thursday, July 24, 2025 Board of Directors Meeting.

#### **DISCUSSION:**

None

**VOTE: THE MOTION CARRIED.** 

C. Board Meeting Minutes for SMART's August 21, 2025 Special Board Policy Committee Meeting

**MOTION:** Moved by, seconded by, to approve the minutes for the Thursday, August 21, 2025 Special Board Policy Committee Meeting

#### **DISCUSSION:**

None

**VOTE: THE MOTION CARRIED.** 

#### 7. Special Board Policy Committee Report

#### A. Authorization to Amend SMART Board of Directors Policy 9

**MOTION:** Moved by, seconded by, that the SMART Board of Directors hereby amends Board Policy 9 to establish rules and guidelines regarding "out of order" speakers during public participation as outlined in the attached proposed amended Board Policy No. 9.

#### **DISCUSSION:**

Special Board Policy Committee Chairperson Ms. Sheila Cote shared the topics discussed in the August 21, 2025 Special Board Policy Committee meeting to recommend SMART's Board of Directors amend Board Policy 9, establishing rules and regulations regarding speakers deemed "out of order."

**VOTE: THE MOTION CARRIED.** 

B. Authorization to Amend the By-Laws of the SMART Board of Directors

**MOTION:** Moved by, seconded by, that the SMART Board of Directors hereby amends: (1) Article III, Section 3 of its By-Laws to amend the Chairperson and Vice-Chairperson terms to two (2) years instead of one (1) year; (2) Article III, Section 4 of its By-Laws to provide that any Chairperson or Vice-Chairperson vacancy shall automatically be filled by the other Board Member from the same county for the remainder of the term; and (3) Article V, Section 1(B) of its By-Laws to remove the one (1)-year expiration of special committees and allow special committees to remain until the duty assigned to them is accomplished. All other provisions remain unchanged.

#### **DISCUSSION:**

The Special Board Policy Committee agreed to recommend the Board of Directors amend the By-Laws of the SMART Board of Directors, extending the terms of the Chairperson and Vice-Chairperson from one year to two years, allow any vacancy from the aforementioned positions to be filled by the Board member representing the county as the previous office holder for the remainder of the term, and to remove the one year expiration of special committees, allowing them to remain active until assigned duties are completed.

VOTE: THE MOTION CARRIED.

#### 8. Public Participation

Chairperson Mr. John Paul Rea declared the meeting open for Public Participation.

The following participants voiced their concerns and made comments:

- ➤ Brother Cunningham of Wayne County showed appreciation to SMART's new General Manager, Tiffany Gunter, by offering a card. He mentions that he gives ou bus tickets at the bus stops during all seasons. While he does this for fixed route, he also wants to find a way to do the same for paratransit.
- ➤ Philip Donleo of Wayne County extended a welcome to SMART, who hosted the Board meeting in Grosse Pointe. because this is where SMART was formed as SEPTA. He provided a brief history lesson: in 1974 in the act of creating Act 304, along with Chairman, William C Marshall, SMART's first chairman. In 1992, he convinced the Board to shut SMART down and lay off everyone. He convened with House members in Lansing at Cobo Hall Sports Center and attracted over 2000 people to protest that decision. Two days later, Mark Steinberg had the board vote to overturn the motion to close SMART. That motion passed, and the rest is history.
- ➤ Kim Moon of Oakland County criticized SMART for untimely service. Service timeliness was semi-tolerable pre-COVID but has worsened recently. In her experience, buses were at least seven minutes late, and sometimes as much as 40 minutes late. She questions how anyone can depend on SMART when service is usually late. She complained to my state reps about this, who asked for a response from SMART. The response was that factors beyond their control, such as traffic and high ridership are leading to delays. These are factors that every transit system

- on Earth deals with and their buses run on time. This is the response of an organization that has given up. And from my experience, this is something that's a top down attitude. And I know Ms. Gunter is the new GM, and I want to give her a chance, but what's going on right now is unacceptable.
- ➤ Lukas Laseki of Oakland County began by congratulating Tiffany Gunter for becoming SMART's new General Manager. Laseki and the others at TRU have believe she will be a welcome change to this organization. Laseki also addressed SMART's policy, prohibiting electric bikes and electric scooters from being taken on the bus. That can have devastating consequences when people are turned away from SMART service. They urged the Board and staff to conduct a review of that policy and at the very least give the public some solid reasoning as to why that's enforced..
- ➤ Mr. Robert Pawlowski of Wayne County mentioned that August 2025 will be his final board meeting for some time, as he is starting classes at Oakland Community College in the fall. He encouraged everyone to continue to do good work and reach out to advocates, and that ultimately, he and other transit advocated will always support you.
- ➤ Nicki Nolan of Macomb County congratulated Ms. Tiffany Gunter on the full upwind into General Manager and CEO and acknowledged the paratransit scheduling and driving team. Over the past month, Nolan used the service extensively and provided some more complicated requests. They've emailed trips on 5pm Saturday that are intended for the next day, and emailed trips for others as well. SMART happily provided this service, though it is legally required, it's still appreciated.
- ➤ Patty Fedewa via Zoom informed SMART that over the last three months, I've experienced several late buses and missing buses. The two times she called customer service the individual told me that SMART did not have enough drivers. As a result, some buses were not coming. In response to asking the representative how she would be informed of bus arrivals, Fedewa was told she should call whenever she needs to determine bus availability, which is impractical. The transit app has been inaccurate regarding bus arrivals.
- Meeko Williams via Zoom thanked SMART you for this opportunity to speak via Zoom, as it allows him to participate from work. He agreed with a previous caller, who stated that Woodward buses need to be faster, more accurate, and possibly run a bit later. Hopefully there will be campaigns for people to ride the SMART buses when going to the games and other events in downtown Detroit.
- ➤ Steven Boyle via Zoom stated appreciation for SMART opening virtual public comments. He'd like to encourage ridership of the buses by staff members on a regular basis, as it is important for people to have regular encounters with the service they provide.
- ➤ Joel Batterman via Zoom echoed the congratulations toward Tiffany Gunter stated by others. He again registered concern about offsite Board meeting locations. As an example, the War Memorial is not easily accessible by transit. The closest stop offering mid-day service is nearly a mile away and only runs on an hourly basis. To get there from Dearborn, for instance, would be a two and a half hour trip assuming that all buses run on time. He was glad shuttles were provided but was not aware of them before the meeting started. Downtown

Detroit is the most accessible location by far for the majority of transit riders across the region, and at minimum, SMART should commit to holding meetings along fast routes where there is more frequent service. He and others believe it's essential for the voices of riders to be heard at these meetings, preferably in person, though virtual participation is good. Second, TRU would also like to urge SMART to begin publishing key performance metrics such as bus pull out as trips on time performance and ridership monthly.

#### 9. Chairperson's Report

#### **DISCUSSION:**

Chairperson John Paul Rea began his report by welcoming back fellow Board member Royce Maniko. Next, he detailed some events taking place with members of the Board, starting with Mr. Assad Turfe, who has worked tirelessly with Wayne County community engagement. Thirty communities have had visiting sessions on getting involved.

Oakland County facilitated another successful Dream Cruise. That event has enthusiasts all around Southeast Michigan State and the globe attending. Rea also want to thanked Board member Sheila Cote of Oakland County, as she's doing an exceptional job in engaging our community providers; SMART's looking for ways to modernize the ways the necessary programs receive resources.

Such is also true for Macomb County, which engages in similar conversations with their community partners and the Macomb County Board of Commissioners to ensure resources are allocated to necessary programs there and with Wayne County. Oakland County has done much foundational work with its millage. Ensuring that investments are made into transit and allowing it to grow for future generations is critical.

Lastly, he thanked the advocacy community for their conversations regarding opportunities in the region and encouraged further communication from them going forward.

#### 10. General Manager's Report

#### **DISCUSSION:**

Tiffany Gunter, SMART's General Manager and CEO, started the report by acknowledging the public's overarching concern from this and other meetings that SMART staff should also utilize the service they provide to the community. She, along with other executives, are doing so, and not solely to places where they know buses will show up; they are conducting full tests of the system. This also includes visiting garages and terminals in the early parts of the morning and late at night to modernize and improve service.

Gunter continued by disclosing the results of the Federal Transit Administration's Triennial Review of SMART's system. The findings came back in July. The deficiencies found were subrecipient oversight, financial reporting delays, and inventory procedure gaps. The Safety Management Plan also required updates, as some preventative measures were below expectations. SMART is committed to addressing these issues and will report to the Board in

following meetings.

On August 18, SMART executives attended the Michigan Public Transit Association Conference, and as a result, SMART was able to strengthen leadership, participate, and advocate at the conference. SMART also received a Michigan Transit Impact Award due to its work on SMARTer Mobility. Harmony Lloyd was appointed as President of the MPTA Board.

SMART is monitoring state's budget for transit funding. Overall, there is lesser funding allocated for SMART, which could impact service overall and halt SMARTer Mobility's rollout.

Employees for SMART were acknowledged. Jaylon Branch assisted law enforcement with a missing child's recovery. Sean Adkins assisted a distressed passenger during finding a missing phone during the Dream Cruise.

SMART is also committed to improving bus infrastructure, but improving over 5,000 bus stops, improving accessibility, and updating infrastructure. Along with that, there have been multiple efforts from all three counties regarding community engagement.

#### 11. Board Briefings

#### A. Adopt-a-Stop Briefing

**MOTION:** Moved by Mr. Royce Maniko, seconded by Dr. Curtis Ivery, to receive and file the Adopt-a-Stop Briefing as presented by Corey Rowe

#### **DISCUSSION:**

Corey Rowe, SMART's Public Policy and Planning Coordinator, shared the efforts the authority has taken for the Adopt-a-Stop program. The program, which was started in 2017 and paused during COVID, has been brought back. Through this, anyone who wishes to can apply to assist with maintaining bus stop cleanliness along with SMART. Any interested would receive materials from the authority to allow them to effectively do so.

#### **VOTE: THE MOTION CARRIED.**

#### **B.** Quarterly Ridership Report

**MOTION:** Moved by Ms. Diana McBroom, seconded by Ms. Sheila Cote, to receive and file the Quarterly Ridership Report as presented by Jordan VonZynda and Daniel Whitehouse.

#### **DISCUSSION:**

Jordan VonZynda, SMART's Manager of Planning, and Daniel Whitehouse, SMART's Vice

President of Paratransit and On-Demand Services, presented the ridership information for fixed route, Flex, and paratransit services.

**VOTE: THE MOTION CARRIED.** 

#### 12. New Business

A. Resolution: Approval of Disadvantaged Business Enterprise (DBE) Program Manual Amendment(s))

**MOTION:** Moved by Ms. Diana McBroom, seconded by Mr. Royce Maniko, that the Board of Directors of Suburban Mobility Authority for Regional Transportation approves the Disadvantaged Business Enterprise (DBE) Program Manual.

#### **DISCUSSION:**

None

**VOTE: THE MOTION CARRIED** 

**B.** Resolution: Approval and Endorsement of the SMART Amended Equal Employment Opportunity (EEO) Policy

**MOTION:** Moved by Mr. Eli Cooper, seconded by Ms. Sheila Cote, the Board of Directors of Suburban Mobility Authority for Regional Transportation approves the amended SMART EEO Program Policy.

#### **DISCUSSION:**

None

**VOTE: THE MOTION CARRIED.** 

C. Resolution: Approval of the FY 2026 Unified Work Program (UWP) Budget and Local Match

**MOTION:** Moved by Ms. Sheila Cote, seconded by Mr. Royce Maniko, that the Authority's FY 2026 Unified Work Program referred to herein is approved and the General Manager is authorized to execute a negotiated project agreement with SEMCOG for \$318,806 of FTA Section 8 technical studies funds; represent that \$70,694 is available for the local match of these funds; and to negotiate, as may be required, the scope, cost, emphasis, etc. of the content of this program.

#### **DISCUSSION:**

None

**VOTE: THE MOTION CARRIED.** 

D. Resolution: Authorization of Contract Amendment No.1 to Increase Funding for Heating, Ventilation, and Air Conditioning (HVAC) Preventative Maintenance and Repair Services.

**MOTION:** Moved by, seconded by, that the General Manager of the Suburban Mobility Authority for Regional Transportation is authorized to approve Contract Amendment No. 1 with Johnson Controls, Inc. for HVAC services. This amendment will increase funding by an amount not to exceed \$80,000 for both the base year and each additional option year. As a result, the total funding will not exceed \$264,000 per year, with a cumulative total not to exceed \$792,000 over the three years.

#### **DISCUSSION:**

Chairperson Rea noted that HVAC has risen in priority, and as a result, investment is crucial. Vice-Chairperson Eli Cooper stated it was foundational to staff for to examine the systems as well, specifically with respect to energy utilization and ensuring the systems will remain usable for a long period of time. Dr. Curtis Ivery requested to read a copy of the contract.

**VOTE: THE MOTION CARRIED.** 

E. Resolution: Authorization to Award a Contract for Antifreeze, Grease, Gear Oil, and Windshield Solvent

**MOTION:** Moved by Mr. Royce Maniko, seconded by Ms. Sheila Cote, that the General Manager of the Suburban Mobility Authority for Regional Transportation is hereby authorized to award a contract for antifreeze, grease, gear oil and windshield solvent to Rowleys Wholesale for one year beginning October 1, 2025, through September 30, 2026, for an amount not to exceed \$210,000.00.

#### **DISCUSSION:**

None

VOTE: THE MOTION CARRIED.

F. Resolution: Authorization to Award a Contract for Oil and Transmission Fluids

**MOTION:** Moved by Ms. Diana McBroom, seconded by Mr. Eli Cooper, that the General Manager of the Suburban Mobility Authority for Regional Transportation is hereby authorized to award a contract for oil and transmission fluids to Major Brands Oil Co. for one year, beginning October 1, 2025, through September 30, 2026, at an amount not to exceed \$630,000.00.

#### **DISCUSSION:**

None

#### **VOTE: THE MOTION CARRIED**

#### 13. Closed Session

#### Roll Call

**Present:** Chairperson Mr. John Paul Rea, Vice-Chairperson Mr. Eli Cooper, Ms. Sheila Cote, Dr. Curtis Ivery, Mr. Royce Maniko, Ms. Diana McBroom, Mr. Assad Turfe

MOTION: Moved by, seconded by, that the Board of Directors of the Suburban Mobility Authority for Regional Transportation **proceed into** Executive Session.

**VOTE: THE MOTION CARRIED.** 

#### **DISCUSSION:**

Confidential

**MOTION:** Moved by Dr. Curtis Ivery, seconded by Mr. Royce Maniko, that the Board of Directors of the Suburban Mobility Authority for Regional Transportation **proceed out of** Executive Session.

#### **DISCUSSION:**

None

**VOTE: THE MOTION CARRIED.** 

#### **14.** Board Member Business

#### **DISCUSSION:**

Mr. Royce Maniko discussed recent developments at the Toldeo Metropolitan Area Council of Governments. He attended an event on August 14<sup>th</sup>, in which three items were discussed: the Gordie Howe Bridge, the future of transportation on the Lakewood Campus, and increasing communication with smartphones and other devices.

#### 15. Adjournment

There being no further business to come before the Board. The meeting was adjourned at 4:10 P.M. upon a motion made by Mr. Assad Turfe, seconded by Mr. Eli Cooper and unanimously carried.

Respectfully submitted,

Tiffany Martin-Patterson Board Administrator

# <u>MEMORANDUM</u>

TO: SMART Board of Directors

FROM: Chairperson

DATE: September 25, 2025

SUBJECT: Public Participation

TO: SMART Board of Directors

FROM: Chairperson

DATE: September 25, 2025

SUBJECT: Chairperson's Report

TO: SMART Board of Directors

FROM: Chairperson

DATE: September 25,2025

SUBJECT: General Manager's Report



TO: SMART Board of Directors

FROM: SMART Staff

DATE: September 25, 2025

SUBJECT: Board Briefings



TO: SMART Board of Directors

FROM: SMART Staff

DATE: September 25, 2025

SUBJECT: New Business





# agenda item

DATE: September 25, 2025 DISPOSITION SOUGHT: Board Approval

TO: SMART Board of Directors SUBMITTED BY: MGR TAM & Cap Plan

FROM: Capital and Grant Programs APPROVED BY: General Manager

SUBJECT: SMART FY 2025 5310 Program of Projects

#### **RECOMMENDATION**

That the Board adopt the attached resolution authorizing the Program of Projects to Federal Transit Administration (FTA):

- for the grant application under provisions of 49 U.S.C. Section 5310, as amended for 5310 funds
- to SMART and it's Subrecipients
- for FY 2025
- for the grant amount of \$4,796,889.00

#### **DISCUSSION**

In February, the Regional Transit Authority of Southeast Michigan (RTA) conducted a regional call for projects for Section 5310 formula funds for FY 2025 in the Detroit Urbanized Area (UZA). Multiple projects from SMART's partners in Wayne, Oakland and Macomb Counties were approved for funding during the RTA call for projects. Separately, the Toledo Area Regional Transit Authority (TARTA) allocated FY 2025 5310 funding for Bedford in Monroe County as part of the Toledo UZA process.

Per 49 U.S.C. Section 5310, as amended, eligible transportation authorities are required to annually submit a Program of Projects to the FTA. A program of projects has been created to apply for a Federal amount of \$4,796,889 for FY 2025 Section 5310 Funding. SMART has prepared a final Program of Projects for FY 2025 5310 funds for Board approval that includes the identification of each subrecipient, the number of subrecipients, a description of each project, the total project cost and the federal share

#### **ATTACHMENTS**

- Resolution
- FY 2025 5310 Program of Projects



#### SUBURBAN MOBILITY AUTHORITY FOR REGIONAL TRANSPORTATION

#### RESOLUTION

#### Approval of SMART FY 2025 Section 5310 Program of Projects Consistent with FTA Regulations

Whereas,	Under Federal Transit Administration (FTA) guidelines, the Authority must make known, by formal resolution, its intent to submit a Program of Projects to the FTA under provisions of 49 U.S.C. Section 5310, as amended; and
Whereas,	49 U.S.C. Section 5310, as amended, requires that the Authority prepare and submit a Program of Projects for each fiscal year; and
Whereas,	The Program of Projects for FY 2025 includes a list of approved projects to be funded by Federal capital financial assistance; and
Whereas,	The Regional Transit Authority (RTA) and Toledo Area Regional Transit Authority (TARTA) approved the funding levels proposed for this Program of Projects; and
Whereas,	In its Master Agreement with Public Transportation Providers of July 9, 2013, the RTA provided approval for SMART to make a direct application to the FTA based on approved funding levels; now, therefore be it
Resolved,	That the Board of Directors of SMART authorizes the General Manager of the Suburban Mobility Authority for Regional Transportation to submit the Program of Projects for FY 2025 for \$4,796,889.00 to FTA in compliance with the requirements of 49 U.S.C. Section 5310, as amended.
	CERTIFICATE
Transportation, c	duly qualified Board Administrator of the Suburban Mobility Authority for Regional certifies the foregoing is a true and correct copy of a resolution adopted at a legally g of the Board of the Suburban Mobility Authority for Regional Transportation held 2025.
Date	Board Administrator

#### FY 2025 - 5310

# Program of Projects As of August 22, 2025

Additional details of the applications, evaluation criteria, and awarded projects can be found on file with SMART by request.

Project Description	FY Funding	Recipient	Recipient Status	Adoption Date	Coordinated Plan Page(s)	Category	FTA Amount	STATE Amount	Local Recipient	Total Project Cost
Traditional Capital										
	2025		Public		61	Α	104,000	26,000		130,000
	2025		Public		61	Α	136,000	34,000		170,000
	2025	•	Public		61	Α	136,000	34,000		170,000
	2025		Public		61	Α	104,000	26,000		130,000
	2025		Public		61	Α	136,000	34,000		170,000
	2025		Public		61	A	136,000	34,000		170,000
	2025		Public		61	A	136,000	34,000		170,000
	2025		Public		61	A	136,000	34,000		170,000
	2025		Non-Profit		61	A	104,000	26,000		130,000
	2025 2025		Public Public		61 61	A	136,000	34,000		170,000
	2025		Public		61	A A	136,000 136,000	34,000		170,000 170,000
	2025		Public		61	A	104,000	34,000		130,000
	2025		Public		61	A	272,000	26,000 68,000	\$80,000	420,000
	2025		Public		61	A	208,000	52,000	φου,υυυ	260,000
	2025		Public		61	A	136,000	34,000		170,000
	2025		Public		61	A	136,000	34,000		170,000
	2025		Public		61	A	104,000	26,000		130,000
	2025		Public		61	A	136,000	34,000		170,000
	2025		Public		61	A	136,000	34,000		170,000
	2025		Public		61	A	136,000	34,000		170,000
	2025	•	Public		61	Α	272,000	68,000		340,000
	2025		Non-Profit		61	Α	136,000	34,000	\$80,000	250,000
Total 2025 Traditional Capital							\$3,312,000	\$828,000	\$160,000	\$4,300,000
Operating										
	2025		Public		61	Α	32,930		\$32,930	65,860
	2025		Non-Profit		61	Α	26,825		\$26,825	53,650
	2025		Public		61	A	37,000		\$37,000	74,000
	2025		Non-Profit		61	A	73,025		\$73,025	146,050
	2025		Non-Profit		61	A	303,400		\$303,400	606,800
	2025		Public Non Profit		61	A	22,200		\$22,200	44,400
	2025 2025		Non-Profit Public		61 61	A A	22,200 321,295		\$22,200 \$321,295	44,400 642,590
	2025		Public		61	A	37,296		\$37,296	74,592
	2025		Non-Profit		61	A	66,600		\$66,600	133,200
	2025		Non-Profit		61	Ā	139,406		\$139,406	278,812
	2025		Public		61	A	129,500		\$129,500	259,000
	2025		Public		61	A	7,400		\$7,400	14,800
	2025		Non-Profit		61	A	223,812		\$223,812	447,624
Total 2025 Operating	2020		Tion Tronc		<b>V</b> 1	, ,	\$1,442,889	\$0		\$2,885,778
GRAND TOTAL							\$4,754,889	\$828,000	\$1,602,889	\$7,185,778
Toledo UZA										
Project Description	FY Funding	Recipient	Recipient Status	Adoption Date	Coordinated Plan Page(s)	Category	FTA Amount	STATE Amount	Local Recipient	Total Project Cost
Operating	2025	Bedford	Public	2010	1 iuii 1 ugo(o)	Α	\$42,000	\$0	\$42,000	\$84,000
Bedford GRAND TOTAL							\$42,000	\$0	\$42,000	\$84,000
SMART/Bedford FY 2025 Totals							\$4,796,889	\$828,000	\$1,644,889	\$7,269,778
Subrecipient Codes:	150	Invitati Familia Osmi (111)	D-4'4	0510	:		-11-4-			
	JFS	Jewish Family Service of Metropolitan	Detroit	PEAC	Program to Edu					
	MCA	Macomb Community Action	,	RLEMS				Community Transit	ī	
	NOTA	North Oakland Transportation Authority	,	STAR			ugh Advance Reg	istration		
	OPC	Older Persons' Commission	· · · · · · · · · · · · · · · · · · ·							
	PAATS	Pointe Area Assisted Transportation Se		DCC		•	rerence			
	FRTA	Freedom Road Transportation Authority	′	PEX	People's Expre	55				



# agenda item

DATE: September 25, 2025 DISPOSITION SOUGHT: Board Approval TO: SMART Board of Directors SUBMITTED BY: VP of Safety FROM: VP of Safety APPROVED BY: General Manager

SUBJECT: Approval of the Revised SMART Agency Safety Plan 2026

#### RECOMMENDATION

That the Board adopt the attached resolution approving the revised SMART Agency Safety Plan (ASP).

#### **DISCUSSION**:

The Federal Transit Administration (FTA) requires transit agencies to update their Agency Safety Plan (ASP) annually by December 31st. During the FY25 FTA Triennial Review, certain areas were identified that needed updating in the SMART ASP. The proposed 2026 ASP addresses a deficiency related to document maintenance that was discovered during the Triennial Review. In addition, the proposed 2026 ASP incorporates an annual update to Safety Performance Targets.

The 2026 ASP, developed by the SMART Safety Management System Committee comprising an equal representation of frontline Union representatives and management, contains the following updates:

- Safety Performance Targets
- ASP Documentation Maintenance

The proposed revised Plan has undergone a thorough review and received unanimous approval from the SMART Safety Management System Committee.

#### **ATTACHMENT**

- Revised SMART Agency Safety Plan 2026
- Resolution



#### SUBURBAN MOBILITY AUTHORITY FOR REGIONAL TRANSPORTATION

#### RESOLUTION

#### Approval of the Revised SMART Agency Safety Plan 2026

-	Approval of the Revised SMART Agency Safety Plan 2026
Whereas,	In December 2024, the Suburban Mobility Authority for Regional Transportation (SMART) Board approved the 2025 Agency Safety Plan as required by the Federal Transit Administration (FTA); and
Whereas,	The Plan aims to minimize exposure to infectious diseases; reduce collisions and injuries; reduce visibility impairments for bus operators that contribute to vehicle & pedestrian accidents; and mitigate assaults on transit workers by optimizing bus operator barrier technology; and
Whereas,	Certain areas and issues were identified as needing improvement in the SMART ASP; and
Whereas,	In collaboration with the SMART Safety Management System Committee, comprising an equal representation of frontline Union representatives and management, the SMART Agency Safety Plan has updated Safety Performance Targets and ASP Documentation Maintenance; and
Whereas,	The revised plan has undergone a thorough review and received unanimous approval from the SMART Safety Management System Committee; now, therefore be it
Resolved,	That the Suburban Mobility Authority for Regional Transportation Board of Directors adopt the revised SMART Agency Safety Plan.
	CERTIFICATE
	igned, duly qualified Board Administrator of the Suburban Mobility Authority for Regional

The undersigned, duly qualified Board Administrator of the Suburban Mobility Authority for Regional Transportation, certifies that the foregoing is a true and correct copy of the resolution adopted at a legally convened meeting of the Board of the Suburban Mobility Authority for Regional Transportation on September 25, 2025.

Date	Board Administrator



# 1. Transit Agency Information

Transit Agency Name	Subur	Suburban Authority for Regional Transportation (SMART)						
Transit Agency Address	535 G	riswold	St., Ste 600	, Detroit,	MI 48226			
Name and Title of Accountable Executive	Tiffan	Tiffany J. Gunter						
Name of Chief Safety Officer or SMS Executive	Amie	Amie May						
Mode(s) of Service Covered by This Plan	MB/DO DR/DO List All FTA Funding Types (e.g., 5307, 5309, 5310, 5339 5337, 5339)  List All FTA Funding Types (e.g., 5307, 5309, 5310, 5339							
Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)	MB/DO DR/DO DR/PT (Subrecipients, managed via SMART oversight procedures and State of Michigan)							
Does the agency provide transit services on behalf of another transit agency or entity?	Yes	Yes No Description of X Arrangement(s)						
Name and Address of Transit Agency(ies) or Entity(ies) for Which Service Is Provided	N/A							

### 2. Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	Suburban Mobility Authority for Regional Transportation (SMART)				
Signature by the	Signature of Accountable Executive	Date of Signature			
Accountable Executive					
	Name of Individual/Entity That Approved This Plan	Date of Approval			
Approval by the Board of Directors or	SMART Board of Directors				
an Equivalent Authority	Relevant Documentation (Title and Location)				
,,	A copy of the Board Resolution approving the Agency Safety Plan is maintained on file by Chief Safety Officer.				

#### **Version Number and Updates**

Record the complete history of successive versions of this plan.

Version Number	Section/Pages Affected	Reason for Change	Date Issued
1		New Document	12/10/2020
2	3,4,8,12,23 & affected sections	Update FTA & Bipartisan Infrastructure Law Requirements	12/31/2022
3	2,4	New Chief Safety Officer, Update Safety Performance Targets	12/31/2023
4	2,4,6	Update Safety Performance Targets, Accountable Executive, Chair Board of Directors	12/31/2024
5	9,12,26,27	Update Authorities, Accountabilities, and Responsibilities; Voluntary Employee Safety Reporting Program; Risk Reduction Program; Dispute Resolution	06/26/25
6	4, 27	Update Safety Performance Targets, Supporting Documents	12/31/25

#### Annual Review and Update of the Agency Safety Plan

SMART's Chief Safety Officer will coordinate the annual review and update of the ASP, beginning with a notification to all departments and Union leadership by March 1 of each year that they must review and provide any update recommendations to the ASP. The ASP review and update will be completed before December 31 of each year.

### 3. Safety Performance Targets

#### **Safety Performance Targets**

Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.

SMART's established safety performance targets for the period January 1, 2026, through December 31, 2026, are based on our review of the last three (3) years of SMART's safety performance data, vehicle revenue miles (VRM), and major mechanical system failures fatalities and injuries reported to the National Transit Database (NTD).

Mode of Transit Service	Fatalities Total	Fatalities /1M miles	Injuries Total	Injuries /1M miles	Safety Events Total	Safety Events /1M Miles	Mean Dist. Between Major Failures
Fixed Route	0	0	41.33	< 4.30	32.67	<3.40	<mark>&gt;5,531</mark>
Connector	<u>0</u>	0	<mark>7.33</mark>	< 2.90	<mark>7.33</mark>	<2.8 <mark>5</mark>	> 29,303

#### **Safety Performance Target Coordination**

Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.

SMART's Accountable Executive will share our ASP, including safety performance targets, with SEMCOG (MPO) each year.

In addition, SMART will coordinate with the State and MPO in the selection of State and MPO safety performance targets as requested and outlined in SMART's Metropolitan Planning Agreement.

Targets Transmitted to the	Metropolitan Planning Organization Name	Date Targets Transmitted
Metropolitan		
Planning Organization	SEMCOG	<mark>9/12/2024</mark>

#### 4. Safety Management Policy

#### **Safety Management Policy Statement**

Use the written statement of safety management policy, including safety objectives.

Safety is a core value at SMART, embodied in everything we do. As documented in our ASP, we commit to developing, implementing, maintaining, and continuously improving processes to ensure the safety of our system, employees, and the public we serve. SMART's Safety Management System (SMS) encourages the open sharing of information on all safety issues throughout our organization. We will review and update these objectives, as needed, each year.

#### Responsibilities and Accountabilities for Safety

To remain consistent with the top-down, organization-wide nature of SMS, our Executives and Board of Directors ensure that organizational resources are allocated to further this commitment and achieve the highest level of transit safety performance. This accountability is supported by all agency employees, who ensure that management has access to the information necessary to strategically deploy resources based on identified safety concerns, establish and support accountability for safety decision-making, and address unacceptable safety risk.

Our overall safety objective is to proactively manage safety hazards and their associated safety risk, with the intent to eliminate unacceptable safety risk in our transit operations. To that end, we will continuously examine our operations for hazards. As required by the Federal Transit Administration, we have set annual safety performance targets to help us measure the safety of our transit service. In addition, to address our overall safety objective, we have established mandatory and voluntary employee safety reporting programs and will communicate these programs to all frontline, supervisory, and management personnel.

#### **Safety Objectives**

SMART has established a set of safety objectives to help us assess our safety performance and the effectiveness of our SMS. Our objectives include the following:

- Continuously examining our operations for hazards, through active employee reporting and review and analysis of data;
- Clearly explaining to all staff their accountabilities and responsibilities for the development and operation of SMART's SMS;
- Ensuring that employees charged with implementing the agency's SMS processes, methods and activities are adequately trained and only assigned tasks commensurate with their skills and experience;
- Providing SMART employees and contractors with formal, ongoing SMS communications; and
- Continuously improving SMART's safety performance through the management of processes that ensure effective safety risk mitigations are implemented in a timely manner.

#### **Twice a Year Progress Report**

Twice a year, and as needed, the Chief Safety Officer will report to our entire agency regarding how well we are meeting our safety objectives.

#### **Signatures**

As required by 49 CFR Part 673 and Section 2 of this document, SMART's ASP, which describes our agency's commitment to continuously monitoring, measuring, and improving safety performance, has been approved by the Board of Directors and endorsed by the Accountable Executive

Tiffany J. Gunter, Accou	ntable Executive	Date	
John Paul Rea, Chair Bo	pard of Directors	Date	
Safety Management Po	olicy Communication		
Describe how the safety	management policy is commu	unicated throughout the agency.	
	nas issued a written Safety Ma	es and responsibilities for its SMS anagement Policy (SMP) statemen	
	, who leads SMART's SMS ac opy to all employees and conti	ctivities, ensures the SMP statemoractors operating service.	ent is distributed via
supervisors, administrati	ive and frontline employees, u	nent is readily available to all execution leadership. The Chief Safety services seemeting the safety objectives seeme	y Officer prepares
	es of the SMP statement and r unication tools (e.g. ADP).	eports on bulletin boards at each	SMART facility as
		r, the Chief Safety Officer will red o ensure it is provided to all emplo	
	ection of this ASP outlines addit formation on SMART's SMP s	tional mechanisms and processes statement.	s available to support
Authorities, Accountab	pilities, and Responsibilities		
Describe the role of the Safety Management Sys		evelopment and management of the	he transit agency's
	accountable for compliance Agency Safety Plan (ASP)	cutive holds SMART's management with the processes and proced to ensure adequate safety per ransportation Agency Safety Plan	dures detailed in the erformance and fulfill
Accountable Executive	The Accountable Executive responsibilities under this pla	e, has the following authorities, an:	accountabilities, and
Accountable Executive	Controls and directs hu	ıman and capital resources nee	eded to develop and

- maintain the ASP, SMS, and Transit Asset Management Plan;
- Designates a Chief Safety Officer with a direct line of reporting to the Accountable Executive;
- Issues annual SMP statement and safety objectives;
- Ensures that SMART's SMS is effectively implemented throughout the system; Ensures action is taken to address substandard performance in SMART's SMS;

Monitors SMART's safety performance; Accepts safety risk associated with hazards or mitigates unacceptable safety Assumes ultimate responsibility for carrying out SMART's ASP and SMS. The Accountable Executive designates the Chief Safety Officer as the position with the authority and responsibility for day-to-day implementation and operation of SMART's SMS. SMART's Chief Safety Officer has direct access to, and coordination with, the Accountable Executive regarding Safety matters. The Chief Safety Officer has the following authorities, accountabilities, and responsibilities under this plan: Leads the development and update of SMART's ASP; Develops SMART's SMS policies and procedures; Monitors day-to-day implementation and operation of SMART's SMS; Establishes and maintains SMART's safety data information management and reporting systems; Chairs the SMS Committee and reviews Project Management Safety Implication Analyses (Management of Change) o Coordinates the activities of the committees with other members; Develops agendas and sets topics for discussion; Keeps and distributes minutes of committee meetings; **Chief Safety Officer** Maintains documentation and decisions made by committees. Develops and distributes reports on SMART's progress in meeting the safety objectives specified in the SMP statement; Develops and distributes reports that monitor and analyze trends in hazards and safety events; Develops and issues Safety Reporting Bulletins and manages SMART's mandatory and voluntary safety reporting programs; Provides information and analysis on reports made through the mandatory reporting program and voluntary employee safety reporting program (ESRP); Develops and issues SMART's annual safety performance targets (in coordination with the Accountable Executive); Identifies deficiencies and substandard performance in SMART's SMS, notifies the Accountable Executive, and works with the Accountable Executive to develop action plans to address the identified deficiencies; Advises the Accountable Executive on SMS progress and status; and Supports SMART departments in managing safety risk by providing Safety Risk Management (SRM) expertise and conducting and overseeing Safety Assurance activities. SMART Agency Leadership and Executive Management include staff who report directly to the General Manager: · Deputy General Manager • VP of Bus Operations, Agency Leadership and **Executive Management**  VP of Maintenance, • VP of Human Resources, VP of Finance.

General Counsel

SMART's Agency Leadership and Executive Management have authorities and responsibilities for day-to-day implementation and operation of SMART's SMS. In addition, they support system wide SMS implementation as requested by the Chief Safety Officer and SMS Committee.

Specific authorities, responsibilities and accountabilities for Agency Leadership and Executive Management under this plan include, but are not limited to, the following:

- Allocating resources to accomplish safety objectives identified in the SMP statement and to address substandard performance in the SMS;
- Overseeing the safety of day-to-day operations and SMS implementation;
- Coordinating with the Safety Department on the implementation of SMS and providing subject matter expertise as requested; and
- Modifying departmental policies consistent with implementation of the SMS and other safety regulations.

#### **Key Staff**

SMART's Key Staff includes those positions that directly oversee SMART's Transportation, Maintenance, Human Resources, Finance, IT, Marketing, and Legal Departments. Specific authorities, responsibilities and accountabilities for Key Staff under this plan include, but are not limited to, the following:

- · Complying with SMS programs and processes;
- Supporting development, implementation, and operation of SMART's SMS;
- Maintaining documents that support SMS implementation;
- Reviewing and investigating employee reports, in coordination with the Chief Safety Officer and/or SMS Committee, and documenting results;
- Providing subject matter expertise to support implementation of SMART's SMS;
- Verifying compliance with safety requirements and reporting deviations to the Safety Department.

#### **Key Committees**

SMART uses committees and processes to support SMS implementation:

- SMS Committee
- Safety Committees
- Quarterly Terminal Inspection
- Project Management: Safety Implication Analysis (Management of Change)
- Driver Forums and Service Development Process
- Accident Review Board

Each of these committees and processes is briefly described below.

#### SMS Committee

SMART has established an SMS Committee to support and oversee implementation of our SMS and to promote interagency coordination and action. The committee will be chaired by the Chief Safety Officer. Committee members consist of an equal number of frontline employee representatives and management representatives. Each Union will appoint members to the committee, and the Chief Safety officer will appoint an equal number of Management members to the committee. These meetings may be in various format (i.e. in- person, virtual, etc.)

#### **Key Staff**

The SMS Committee meets biannually and has the following responsibilities:

- Reviews and approves SMART's Public Transportation Agency Safety Plan and all updates prior to the Board of Directors;
- Reviews, sets, and approves annual safety performance targets prior to Board of Directors approval;
- Reviews the timely collection of information related to hazards, potential consequences, and safety events;
- Reviews reported hazards and supports the analysis of hazards;
- Investigates, analyzes, and identifies causal factors for safety events;
- Identifies and recommends safety risk mitigations strategies to reduce potential consequences identified through the safety risk assessment when safety performance targets are not met;
- · Monitors and analyzes trends in hazards and safety events;
- Monitors and evaluates the effectiveness of safety risk mitigations strategies implemented to address assessed safety risk and reports findings to the Accountable Executive:
- Monitors and evaluates the effectiveness of corrective actions implemented to address non-conformances and to prevent the recurrence of safety events, and reports findings to the Accountable Executive;
- Monitors industry data and reports from FTA and oversight authorities, industry associations, and manufacturers and other vendors;
- Determines the adequacy of the training provided to the individuals responsible for maintenance, operations, and other personnel who are assigned duties related to the SMS;
- · Identifies safety deficiencies for purposes of continuous improvement; and
- Supports day-to-day implementation and operation of SMART's SMS.

#### Safety Committees

Terminal Superintendent/Manager chairs this monthly committee meeting. Some labor agreements with SMART's local unions set forth specific provisions for a Safety Committee. This committee is directed to act in an advisory capacity to management. The Joint Safety Committee discusses safety concerns and makes recommendations to the appropriate departments for additional actions, including enhanced compliance activities, safety risk management, tracking and monitoring, training, and communication. These meeting may be in various format (i.e. inperson, virtual, etc.)

#### **Quarterly Terminal Inspection**

The Risk Manager and a Third-Party Administrator inspect each terminal for safety hazards on a quarterly basis to identify safety issues and potential safety hazards. Results from these reviews may support safety risk management activities, including the identification of hazards and the mitigation of safety risk. Such reviews and worksite inspections are performed during normal business hours and are scheduled in advance with appropriate SMART staff. The results of the reviews and inspections are not used for disciplinary purpose but serve to support implementation and oversight of SMART's SMS.

# Project Management Process: Safety Implication Analysis (Management of Change)

SMART's Project Management Process includes a Safety Implication Analysis as a key component of Management of Change. The Safety Implication Analysis identifies and assesses changes associated with a project that may introduce new hazards or impact the transit agency's safety performance (e.g. new equipment, policies, or procedures are introduced).

# **Driver Forums and Service Development**

Driver Forums offer a key opportunity for Drivers to provide input on the safety of existing and proposed routes. This information is used by the Service Development Department to assess routes and safety improvements.

### **Accident Review Board**

SMART's Accident Review Board reviews the results of SMART accident determinations that are appealed by an employee and makes the final determination regarding preventability of such accident. SMART's Accident Review Board consists of members that represent Management, Union Officials, and an officer or investigator from a local police department.

# **Employee Safety Reporting Program**

Describe the process and protections for employees to report safety conditions to senior management. Describe employee behaviors that may result in disciplinary action (and therefore, are excluded from protection).

SMART's frontline personnel are our best source of information on safety conditions throughout our system. Nobody knows more about the actual safety performance of the transit system than the employees who deliver the service.

To collect information critical to the safety of our operations, SMART uses two types of employee reporting:

- Mandatory
- Voluntary

# **Mandatory Safety Reporting**

SMART requires its employees to report the occurrence of safety events immediately (injuries, accidents, mechanical/vehicle issues or unusual occurrences) through one or more of the following methods:

- -Immediate Reporting to Supervisory Staff
- -Injury Report Form
- -Transit Accident and Crime Report Form
- -Driver Pre-Trip Inspection Form
- -Daily Physical Check Sheet (Driver Write Up Card)
- -Driver Maintenance Write-up Log
- -Preventative Maintenance Inspection Form

SMART requires drivers or other employees who are away from the facility to immediately report accidents, incidents, or unusual occurrences immediately to Dispatch, or to the first available supervisor if radio contact is not an option. All employees must fill out SMART's written reporting forms as soon as possible and provide information to support SMART's event investigation process, as necessary.

If an employee fails to report or reports false information regarding safety rules, SMART may take disciplinary action. Reports must be made to the employee's supervisor no later than by the end of shift, unless otherwise specified in an extension as granted by the labor agreement. In cases of an employee self-reporting non-compliance with safety rules, SMART may consider a non-punitive response. Any discipline will be determined on a case-by-case basis by the Terminal Manager/Transportation Manager and Department Director with the assistance of the Human Resources Department.

# **Voluntary Employee Safety Reporting Program**

In an effort to maximize available safety information and to ensure that safety concerns are reported freely and without prejudice, SMART has established a process through which employees and contractors can report safety conditions, unsafe acts/practices, and/or close-call incidents without fear of discipline, reprisal or penalty. Examples of the types of information reported include:

- Safety hazards in the operating environment (for example, county or city road conditions),
- · Policies and procedures that are not working as intended
- Events that senior managers might not otherwise know about (for example, near misses in a bus garage)
- · Information about why a safety event occurred (for example, radio communication challenges).

Acceptable means of reporting safety conditions include:

- · Emailing a report to SMART's Chief Safety Officer
- Using the Suggestion Box located in each Driver's Lounge
- Submitting Operator Comment Cards, a Miscellaneous 67 Report, Driver Pre-Trip Inspection Form, or Daily Physical Check Sheet (Driver Write Up Card) to Supervisory Staff
- Notifying Bus Dispatch
- Providing verbal or email notification to a supervisor or union steward
- Hazard Identification QR Code via the See Something/Say Something Program.

SMART's Accountable Executive is responsible for ensuring protections for employees who report safety conditions to senior management. SMART provides employees who voluntarily report safety conditions in good faith with protections from any form of discipline, retribution or penalty, consistent with State and Federal guidelines regulations, and collective bargaining agreements.

When requested, the name of the employee providing information related to safety conditions will be kept anonymous to the extent permissible by law.

While SMART places a very high value on employees reporting important safety information, in cases where the reporting employee engaged in an illegal act, committed gross negligence, or deliberately or willfully disregarded regulations or procedures, or other wrongdoing is discovered SMART reserves the right to pursue disciplinary action.

# 5. Safety Risk Management

# Safety Risk Management Process

# Safety Risk Management Process

SMART's Safety Risk Management (SRM) process includes the activities and tools needed to identify and analyze hazards and assess safety risk. SMART uses its SRM process to proactively manage safety hazards and their associated safety risk, with the intent to mitigate the safety risk in our transit system to a point that is as low as reasonably practicable.

SMART's Chief Safety Officer leads SMART's SRM process, with support from SMART's Safety Department and ensures that trained safety personnel work with SMART's subject matter experts to identify hazards and consequences, assess the safety risk of the consequences of hazards, and mitigate safety risk, as necessary.

SMART's SRM process applies to:

- Existing SMART operations and maintenance procedures;
- Changes to SMART's public transportation system;
- Design of new SMART public transportation service, vehicles, equipment, and capital projects; and
- Strategies to minimize the exposure of the public, personnel, and property to hazards and unsafe conditions, and consistent with guidelines of the Centers for Disease Control and Prevention or a State health authority, minimize exposure to infectious diseases.
- Risk reduction programs to reduce the number and rates of accidents, injuries, and assaults on transit workers based on data submitted to NTD.
- Strategies to reduce visibility impairments for bus operators that contribute to accidents including vehicle retrofits and future procurements.
- Strategies to mitigate assaults on transit workers including barriers to restrict the unwanted entry of individuals and objects into the workstations of bus operators.

Key terms used in our SRM process include:

- **Event**: Any accident, incident, or occurrence including but not limited to involving a vehicle, injury, machine, etc.
- **Hazard**: Any real or potential condition that can cause injury, illness, or death; damage to or loss of facilities, equipment, rolling stock, or infrastructure belonging to SMART; or damage to the environment.
- Risk: Composite of predicted severity and likelihood of the potential effect of a hazard.
- Risk mitigation: Method(s) to eliminate or reduce the effects of hazards.
- Consequence: An effect of a hazard involving injury, illness, death, or damage to SMART's property or the environment.

### Safety Hazard and Consequence Identification

SMART identifies hazards and potential consequences from a variety of sources, including the following:

- Voluntary Employee Safety Reporting Program and mandatory safety reporting program;
- Results from the review of smart camera technology video from vehicles;
- Meetings and workshops with employees to discuss safety concerns;
- · Results of employee surveys and outreach;
- Results of activities completed via Project Management to identify changes that may introduce new hazards or impact the SMART's safety performance;
- Monthly safety committee meetings with staff and Union employees at each terminal;
- Monthly fleet maintenance meetings;
- Results of reports documenting SMART's Safety Assurance activities, highlighting safety concerns and changes, including the following:
  - o Pre-trip and post-trip vehicle condition reports that identify bus safety concerns to maintenance and supervisory staff;
  - o Results of routine observations of the workplace by management personnel;
  - o Information collected from reports and investigations of safety events;
  - o Information collected from other Safety Assurance activities, including maintenance reports, vehicle inspection reports, system inspection reports, quality inspections and reports, and special studies or reviews.
- Results of condition assessments undertaken for the Transit Asset Management plan;
- Results of inspections, audits, and observations performed by Safety Department personnel;
- Review of the drawings and specifications for new or modified equipment or facilities;
- Findings or recommendations made as a result of audits, reviews, studies, or assessments from internal or external departments or agencies;
- Information from customer reports and reports of unsafe behavior from the public and law enforcement;
- Information from industry associations, manufacturers and other vendors, and oversight authorities, such as the National Transportation Safety Board and the Federal Motor Carrier Safety Administration, as well as state and local transportation agencies; and
- Information from FTA, including safety directives, bulletins, alerts, and technical assistance, as well as regulations and recommended practices.

SMART's Safety Department, SMS Committee, and subject matter experts identify hazards and consequences from these sources. For sources not managed by the Safety Department, SMART departments provide reports and hazard information to the Safety Department using forms and notification protocols established by the SMS Committee. SMART departments also provide subject matter experts to support identification of hazards and consequences from available reports and information sources.

For all sources, the Safety Department's SRM Lead reviews information collected to identify specific hazards and consequences and determine the potential impact on transit operations and the health and safety of employees.

### Safety Risk Assessment

SMART will assess the safety risk associated with identified safety hazards and their consequences. This process will include an assessment of the likelihood and severity of the consequences of hazards, including existing mitigations, and prioritizing hazards based on safety risk.

The SRM Lead, with support from Safety Department staff, manages SMART's safety risk assessment activities. In some instances, safety risk assessment may be performed by other SMART departments or contractors.

To conduct the assessment, the SRM Lead may assemble a small team of subject matter experts based on their knowledge of the factors and potential consequences of a hazard and its potential consequence(s) under assessment. Additionally, SMART may use outside resources with specialized expertise in the safety risk assessment process or a transit technical discipline.

SMART's safety risk assessment process has five steps:

- Step 1: Collecting Information;
- Step 2: Assessing Severity;
- Step 3: Assessing Likelihood;
- Step 4: Determining the Safety Risk Index; and
- Step 5: Documenting Results. Each step is summarized below.

### Step 1: Collecting Information

SMART's SRM Lead collects information on identified hazards and its potential consequence(s).

Typical information collection activities include:

- Reviewing SMART's safety information system and records to identify information relevant to the hazard and its potential consequence(s);
- Interviewing employees and contractors that work in the area or discipline where the hazard and potential consequence(s) have been identified, in coordination with Labor Relations;
- Conducting a walkthrough of the affected area or system, generating visual documentation (photographs and/or video), and taking any measurements deemed necessary;
- Conducting interviews with subject matter experts to gather potentially relevant information on the hazard and potential consequence(s);
- Reviewing any documentation associated with the hazard (records, reports, procedures, inspections, technical documents, etc.);
- Contacting other departments or agencies that may have association with or technical knowledge relevant to the hazard or its potential consequence(s);
- Reviewing any past reported hazards of a similar nature;
- · Reviewing information provided by FTA or an oversight authority; and
- Evaluating tasks and/or processes associated with the hazard and its potential consequence(s).

# Step 2: Assessing Severity

The SRM Lead, working with a small team, if one is assigned, will assess the severity of impact of the worst credible potential consequence(s) of the hazard if it/they occurred, taking into account existing mitigations. This includes impact to people, systems, equipment, and the environment. The assessment must be credible and will be used to produce a potential severity matrix. This matrix uses four severity levels:

- 1. Catastrophic
- 2. Critical
- 3. Marginal
- 4. Negligible

### Step 3: Assessing Likelihood

The SRM Lead, working with a small team, if one is assigned, will assess the likelihood of the worst credible potential consequence(s) of the hazard taking into account existing mitigations and outcome likelihood to determine six likelihood levels:

- A. Frequent
- B. Probable
- C. Occasional
- D. Remote
- E. Improbable
- F. Eliminated

### Step 4: Determining the Safety Risk Index

The SRM Lead, working with a small team, if one is assigned, will combine the assessed severity and likelihood into a safety risk index. SMART uses a Safety Risk Assessment Matrix that assigns a rating for each potential consequence to prioritize safety risk. This step assists SMART's SRM lead in rating the tolerability of the safety risk as:

- Low (Acceptable without Review) SMART determines that existing mitigations adequately address safety risk and management review is not necessary.
- Medium (Acceptable with Existing Mitigations and Management Review) SMART determines that mitigations currently in place adequately address safety risk with management review. Evaluations of existing mitigations include observation and analysis by subject matter experts and the review of any historical data related to the hazard and consequence under assessment. When necessary, evaluation of the effectiveness of mitigations may include reaching out to external transit experts and discussions with peer transit agencies facing similar concerns.
- Serious (Acceptable with Monitoring and Management Review) SMART requires management review, and ongoing monitoring activities to determine if the safety risk mitigation is ineffective, inappropriate, or not implemented as intended.
- High (Unacceptable; Management Approval required) SMART requires action to mitigate safety risk. SMART will suspend service or activities related to hazards with a high safety risk index until the safety risk has mitigated to an acceptable level. Management approval is required prior to resuming suspended activities.

# Step 5: Documenting Results

The SRM Lead will document the hazard, hazard type, identification source and date, and the hazard's consequences, including the worst credible potential consequence(s), and the existing mitigations that address the worst credible potential consequence(s), assessments regarding severity and likelihood of the worst credible potential consequence(s), and any related or supporting documentation. Required management reviews and approvals will also be documented.

#### **Policies and Procedures**

The Safety Department maintains the policies, procedures, checklists, and forms that support safety risk assessment activities. The SRM Lead records the results of the safety risk assessment process. Completed safety risk assessments and supporting attachments are documented by the Safety Risk Manager and will be periodically reviewed by the SMS Committee.

### Safety Risk Mitigation

Based on the results of the safety risk assessment, the safety risk associated with the worst credible potential consequences of identified hazards will be resolved through the development and implementation of mitigations. Mitigations may:

- Eliminate the safety risk of a hazard;
- Reduce the likelihood of the potential consequences of a hazard; and/or
- Reduce the severity of the potential consequences of a hazard.

The goal of SMART's safety risk mitigation process is to eliminate the hazard if possible. When a hazard cannot be eliminated, SMART will reduce the associated risk to the lowest acceptable level within the constraints of cost, schedule, and performance by the following methods:

- Eliminate hazards through design selection;
- Reduce risk through design alteration;
- · Incorporate engineered features or devices;
- Provide warning devices; and
- Incorporate signage, procedures, training, and personal protective equipment.

The supervisor or project manager with oversight of the organizational entity will develop mitigations with the Chief Safety Officer, supported by the SMS Committee, and SMART's subject matter experts. The appropriate department head, superintendent, or manager of the impacted department will approve the safety risk mitigation. Depending on the nature of the safety risk or mitigation, additional approvals may be required from SMART's Leadership and Executive Management and/or the Accountable Executive. Where appropriate, safety risk mitigations will include milestones, schedule, budget and the part(ies) responsible for implementation. SMART will monitor its operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended. This activity may include the use of mitigation monitoring plans.

The supervisor or project manager that developed the mitigation will be responsible for documenting the issue. The SMS Committee will review the status of actions to implement mitigations and report any findings or concerns to the Accountable Executive. The Safety Department will include information on the development and implementation of safety risk mitigations in reports shared throughout the agency, as specified in SMART's SMP statement.

# 6. Safety Assurance

### **Safety Performance Monitoring and Measurement**

SMART uses **Safety Performance Monitoring and Measurement** to evaluate our compliance with operations and maintenance procedures and to determine whether our existing rules and procedures are sufficient to control our safety risk. SMART also uses Safety Performance Monitoring and Measurement to assess the effectiveness of safety risk mitigations and to make sure the mitigations are appropriate and implemented as intended. Safety Performance Monitoring and Measurement activities also include investigating safety events to identify causal factors and analyzing the information from safety reporting, including data about safety failures, defects, and conditions.

### Compliance with and Sufficiency of Operations and Maintenance Procedures

SMART bus operations are governed by memos, policies, notices, and standard operating procedures (SOPs) issued by the authority.

SMART bus maintenance is governed by maintenance manuals, instructions, memos and vendor information. Maintenance procedures are established by the Director of Maintenance.

To ensure compliance with and sufficiency of operations and maintenance procedures, SMART carries out the following activities:

- **Driver Training/Retraining**: Driver training/retraining provides an opportunity for one-on-one interaction between SMART Operators and SMART instruction staff. During these evaluations, SMART Transportation staff perform firsthand observations of the operator's driving habits and provide immediate verbal and written feedback. Training evaluations are designed to uncover and point out unsafe practices, as well as to give positive reinforcement for safe driving practices. Driver retraining evaluations can occur as a reactive measure (post-event training or training initiated in response to customer complaints or documented violations of safety rules) or proactively, such as when the operator is learning a new bus line or receiving other types of instruction.
- Random Observations: SMART Management and supervisory personnel may conduct observations of bus operators for compliance with traffic laws, SMART operating rules, and procedures. Any observed rule violations will be documented and submitted to Terminal Management staff.
- Behavior-Based Safety Observations: SMART Management and supervisory personnel may observe employees or contractors performing their assigned tasks and evaluate their actions based on SMART's safety policies and procedures and task-specific processes or procedures, if applicable. Terminal Management staff may discuss what they observed with the employee and union or contractor they observed and discuss any unsafe or potentially unsafe acts they may have observed. Discussions focus on constructively and positively reinforcing safe acts, gaining employee commitment to identify and avoid unsafe acts, and encouraging two-way communication about safety-related concerns. Supervisory staff performing the observations immediately addresses and acts on any observed life-threatening and unsafe behaviors.
- Vehicle and Facility Inspections and Records Reviews: Safety Staff conduct quarterly terminal loss control inspections and document and report any observed issues. Safety personnel also perform records reviews and trend analyses regarding the results of vehicle and facility inspections to focus follow-up activities. Results are documented on standard SMART departmental forms. Daily vehicle pre-trip inspections are completed and documented by the drivers, and the maintenance department performs and documents regularly scheduled physical maintenance inspections of the vehicles.
- Video Monitoring: SMART buses incorporate an onboard video monitoring system. When a safety event occurs on a bus, the system video footage is preserved. Supervisory staff will review recordings when operators report an event, if Supervisory staff is made aware of a potential safety event or non-compliance with safety rules, or as a result of other safety event reporting. The reviewing of audio and video will be done pursuant to the Audio and Video Recording Policy.

Describe activities to monitor operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.

### **Monitoring Safety Risk Mitigations**

SMART monitors safety risk mitigations to determine if they may be ineffective, inappropriate, or not implemented as intended. SMART supervisors, managers and subject matter experts, working with the SMART Safety Department, develop mitigation monitoring plans for mitigations implemented through SMART's SRM process. The SMS Committee approves mitigation monitoring plans and tracks them.

Mitigations found to be ineffective, inappropriate or not implemented, as intended, must go through the SRM process. The Safety Department oversees and tracks the assignment of responsibilities and timelines for implementing new mitigations and eliminating mitigations that are no longer necessary or effective.

To measure the effectiveness of existing safety risk mitigations, which may not have been assessed yet through SMART's SRM process, SMART's Safety Department and SMS Committee also:

- · Review results from safety event investigations;
- · Monitor employee safety reporting;
- · Monitor the service delivery and operational environment;
- Monitor operational functions to verify that operations activities are carried out in accordance with standard operating procedures (SOPs);
- Monitor maintenance functions to verify that maintenance activities are carried out in accordance with SOPs;
- Review results of internal safety audits and inspections;
- Review results of safety inspections by external entities; and
- Analyze operational and safety data to identify emerging safety concerns.

During SMS Committee meetings, a standing agenda item focuses on the results of these reviews and monitoring activity. Based on its assessment of the situation, the SMS Committee and the Chief Safety Officer will determine whether additional investigation and/or monitoring is required, or if the specific issue or condition needs to be addressed through SMART's SRM process.

The Safety Department ensures that SMART carries out and documents all monitoring activities. The Safety Department reports the results to the Accountable Executive and/or executive management as directed by the Accountable Executive or SMS Committee. Specific procedures on how to carry out safety risk mitigation monitoring activities and forms to document those activities are on file in the Safety Department.

Describe activities to conduct investigations of safety events, including the identification of causal factors.

# Safety Event Investigations to Identify Casual Factors

SMART maintains procedures for conducting investigations of safety events (accidents, incidents, and occurrences, as defined in 49 CFR Part 673) to find causal and contributing factors and review the existing mitigations in place at the time of the safety event. Local law enforcement also may respond to any SMART safety event. SMART will coordinate its investigation process with local law enforcement.

Operations and maintenance management are responsible for immediately notifying the Safety Department of any safety event that meets SMART's thresholds. The Safety Department notifies the Accountable Executive (or designated personnel) of any events that resulted in a fatality, serious injury, or property damage to SMART's vehicles or private vehicles that may exceed \$25,000. Department Managers ensure that all safety events in their department are documented.

The Safety Department also ensures compliance with reporting thresholds, requirements, and processes defined in *FTA's NTD Safety and Security Policy Manual* and with notification thresholds established by the National Transportation Safety Board and the Michigan Department of Transportation.

SMART's general safety investigation process consists of five basic phases.

- Set up: Assemble an investigation team with the required skills and expertise.
- Fact gathering: Record facts pertinent to understanding the circumstances leading to the safety event.
- Event reconstruction: Reconstruct the sequence of events.
- **Data analysis**: Analyze the information obtained through fact gathering and event reconstruction to assess the safety risk and provide explanations of the technical and operational factors and any underlying organizational factors and issues.
- Establish conclusions: Draw conclusions from the collected and analyzed information based on:
  - o Main and direct causes and contributing factors leading to the event.
  - o Findings that point out additional hazards that have the potential to introduce safety risk but did not play a direct role in the event.
  - o Other findings that have potential to improve the safety of the transit system.

# **General Investigation Process**

### Safety Event Investigation Procedures

SMART's safety event investigation procedures follow these steps:

- Bus Operators or Operations Supervisors notify Dispatch of the safety event. The Operator of the affected transit vehicle follows seven basic emergency steps:
  - o Stay calm
  - o Assess the situation
  - o Obtain help
  - o Protect people, then property
  - o Reassure and assist the passengers
  - o Secure the scene
  - o Ask witnesses or others involved in the accident to fill out a Courtesy Card
  - o Complete Transit Accident and Crime Report
- Dispatch immediately notifies Road Supervisor, emergency personnel and, when appropriate, ASU (Adjusting Services Unlimited).
- Road Supervisor gathers information and interviews all involved in accident/incident
- Terminal Manager reviews Road Supervisor's information, reviews video and interviews employee
- Severe accidents/incidents investigations may also involve the Legal Department
- ASU investigates as needed.
- The Road Supervisor and ASU, as needed, arrives at the scene as soon as possible to conduct the investigation.
- The Road Supervisor secures the scene and collects facts about what occurred, including interviewing the operator involved, and any witnesses.
- The Road Supervisor begins the investigative process, which includes but is not limited to the following:
  - o Noting the environmental factors surrounding the safety event, such as lighting and visibility, road surface conditions, climate, and weather conditions
  - o Collecting vehicle and roadway evidence, including vehicle condition and position for all vehicles involved in the incident
  - o Recording tire marks, skid marks, tire tread prints, and yaw marks
  - o Observing braking-related factors
  - o Observing debris and vehicle fluids
  - o Observing contact and induced damage
  - o Making exterior damage assessments
  - o Photographing the scene

- o Sketching the field
- o Interviewing other drivers; witnesses; passengers; fire, emergency medical services, and police personnel at the scene. Interviewing maintenance personnel, if necessary, at a later date
- o Making a drug-and-alcohol testing decision pursuant to 49 CFR Part 40 and 655
- o Complete the Road Supervisor's Report
- The Terminal Manager will investigate the accident and determine if the Accident was "Preventable" or "Non-Preventable"

### Identifying Causal and Contributing Factors

SMART is committed to examining all safety events to determine causal and latent organizational factors that may have contributed to the safety event. This includes examining:

- · Processes;
- · People/human factors;
- · Management decision-making and resource support;
- · Equipment, tools, and materials;
- · Operating environment;
- Environmental issues;
- · Existing relevant mitigations; and
- Other causes and contributing factors, as appropriate.

#### Accident Review Board

SMART's Accident Review Board reviews information on accidents determined to be "preventable" that are appealed by the Operator. SMART's Accident Review Board consists of members that represent management, the union, and a police officer to determine if the accident or incident was preventable or non-preventable. SMART's Accident Review Board refers its findings to supervisory staff.

Describe activities to monitor information reported through internal safety reporting programs.

### **Internal Safety Reporting Programs**

The Chief Safety Officer and SMS Committee review safety data and information captured in employee safety reports, safety meeting minutes, customer complaints, and other safety communication channels. When necessary, the SMS Executive and SMS Committee ensure that the issues and concerns are investigated or analyzed through SMART's SRM process.

The Chief Safety Officer and SMS Committee also review internal and external reviews, including audits and assessments, compliance with operations and maintenance procedures, and the effectiveness of safety risk mitigations. The Chief Safety Officer discusses relevant safety issues and concerns with the Accountable Executive and executive management.

### **Management of Change**

Describe the process for identifying and assessing changes that may introduce new hazards or impact safety performance.

SMART understands that change may affect the appropriateness or effectiveness of existing risk mitigation strategies. In addition, change may inadvertently introduce new hazards and safety risk into SMART's service. Therefore, SMART has established a formal process for identifying and assessing changes that may introduce new hazards or impact our safety performance. If, as a result of this process, we determine a change may impact our safety performance, then we evaluate the proposed change through our SRM process.

SMART conducts this process through Project Management practices and the Service Development Process. It includes changes identified resulting from:

- Design and implementation of new systems and other capital projects,
- · Changes to existing systems or service,
- New services provided to the public,
- Changes to relevant regulations, laws, policies or the FTA's National Public Transportation Safety Plan or Safety Directives or Memos that may impact SMART's safety programs.

Safety Department train managers on when and how to identify and report anticipated changes to the committee. When a change is determined to potentially impact SMART's safety performance, the process/project manager contacts the Chief Safety Officer to evaluate the change through the SRM process.

The SRM process includes identifying a change's associated hazards and potential consequences, assessing safety risk, and, when necessary, creating new safety risk mitigations or modifying existing mitigations. When SMART makes a change that requires new or revised mitigations, it monitors these mitigations as described in the mitigation monitoring section above.

## **Continuous Improvement**

Describe the process for assessing safety performance. Describe the process for developing and carrying out plans to address identified safety deficiencies.

SMART uses a continuous improvement process to monitor and improve our SMS and safety performance. SMART conducts an annual safety performance assessment. If we identify any deficiencies as part of the safety performance assessment, we develop and carry out, under the direction of the Accountable Executive, a plan to address the identified safety deficiencies.

SMART's process for assessing its safety performance includes:

- Monitoring the achievement of safety objectives and safety performance indicators and targets.
- Reviewing the effectiveness of:
  - o Hazard identification, safety risk assessment, safety risk mitigation development, and management of change activities;
  - o Operations and maintenance procedure monitoring activities;
  - o Safety risk mitigation monitoring activities;
  - o Safety investigation activities;
  - o Voluntary ESRP;
  - o Safety competencies and training efforts; and
  - o Safety communication.

The Safety Department is responsible for assessing SMART's safety performance because of its safety expertise and functional independence from operations and maintenance. Safety Department strategies for assessing safety performance and the effectiveness of SMART's SMS operations include but are not limited to the following:

- Reviewing safety data, including data related to safety objectives and safety performance indicators and targets;
- Conducting employee surveys to measure the effectiveness of the ESRP, safety training, and safety communication;
- Using audit checklists to identify how well the processes, activities, and tools within the SMS are performing;
- One-on-one and group interviews of key service-delivery and support stakeholders;
- Attending safety committee meetings and safety meetings;
- · Conducting field observations;
- · Auditing regulatory compliance; and
- Reviewing SMS documentation.

At times, SMART may choose to use an outside independent consultant to assist the Safety Department in its safety performance assessment activities.

The Safety Department provides reports on the results of safety performance assessments to the Accountable Executive and executive management. The Safety Department maintains documentation of the safety performance assessments, including checklists and tools.

SMART supports continuous improvement by addressing deficiencies it discovers during assessments of safety performance and SMS operations assessments. SMART uses corrective action plans to address safety deficiencies and substandard performance of SMS operation to drive the continuous improvement effort. SMART also may choose to use outside expertise to assist in addressing safety deficiencies. These corrective action plans are carried out under the direction of the Accountable Executive and SMART's Chief Safety Officer reports on the status of these corrective action plans to the Accountable Executive each quarter.

# 7. Safety Promotion

# **Competencies and Training**

Safety promotion ensures that SMART employees and contractors are aware of policies and procedures related to the safety of agency operations, and specifically as related to their areas of work. SMART's comprehensive training program applies to all SMART employees directly responsible for safety, including:

- · Bus vehicle operators,
- · Dispatchers,
- · Maintenance technicians,
- · Managers and supervisors,
- Agency Leadership and Executive Management,
- · Chief Safety Officer and Safety Department, and
- Accountable Executive.

Training for operations personnel and personnel directly responsible for safety includes:

- · Completion of a safety training program;
- · Continuing safety education and training;
- · De-escalation training.

Training has been developed for each designated position throughout the agency, appropriate to the position's individual job responsibilities.

Operations skill training includes the following:

- · New hire bus operator classroom and hands-on skill training;
- · Bus operator refresher training;
- Bus operator retraining (recertification or return to work);
- · Skill training for Coach Service and Shelter Attendant;
- Skill training for painting and body-shop personnel;
- On-the-job training for control center employees/schedulers/dispatchers at the time of external hire or internal promotion;
- On-the-job training for operations supervisors at the time of external hire or internal promotion; and
- Safety event investigation training and on-the-job training for Operations Supervisors.

Vehicle maintenance skill training includes the following:

- Ongoing vehicle maintenance technician skill training;
- Ongoing skill training for vehicle maintenance supervisors;
- Safety event investigation training for vehicle maintenance supervisors;
- Ongoing hazardous material training for vehicle maintenance technicians and supervisors; and
- Training provided by vendors.

Facility maintenance safety-related skill training includes the following:

- · Ongoing facility maintenance technician skill training;
- · Ongoing skill training for facility maintenance supervisors;
- · Ongoing hazardous material training for facility maintenance technicians and supervisors; and
- Ongoing fire prevention training for facility maintenance technicians and supervisors.

# **Safety Communication**

Describe processes and activities to communicate safety and safety performance information throughout the organization.

In accordance with SMART's SMP statement, SMART actively encourages the open sharing of information on all safety issues throughout our organization. To ensure effective communication throughout the agency, SMART has established formal processes and approaches, including:

- Dissemination of safety and safety performance information throughout SMART's organization. The communication of safety performance information follows the top-down, agency-wide model of the agency's SMS. The Chief Safety Officer is responsible for reporting on the agency's safety performance to the Accountable Executive. These reports may include, but are not limited to, performance relative to the agency's safety performance targets, updates related to mitigation monitoring plans and corrective action plans, and unusual events. In accordance with guidance distributed by the Chief Safety Officer, leadership throughout the agency (including executives, VPs, superintendents, directors, managers, and supervisors) are responsible for communicating safety performance information with their teams. The Safety Department is responsible for developing regular status reports on safety risk mitigations and open corrective actions for dissemination to the SMS Committee and Joint Labor and Management Safety Committees for discussion. The Safety Department also issues reports on SMART's safety performance and progress in meeting the safety objectives outlined in the SMP statement throughout the agency.
- Communication of information on hazards and safety risk relevant to employees' roles and responsibilities throughout the agency. As part of new-hire training, SMART distributes safety policies and procedures to pertinent employees. SMART provides training on these policies and procedures. For newly emerging safety issues or safety events at the agency, SMART's Chief Safety Officer may issue bulletins or messages to employees to be reinforced by supervisors in one-on-one or group discussions with employees.
- Explaining actions taken in response to employee reporting. SMART provides targeted communications to inform employees of safety actions taken in response to reports submitted through the ESRP, such as newsletters, handouts and flyers, safety talks, updates to bulletin boards, and one-on-one discussions between employees and supervisors.

The Safety Department works with each operating function to ensure that all SMS and safety communication-related activities are communicated. The Safety Department also maintains documentation of communication processes and procedures and records of safety communications.

# 8. Risk Reduction Program

### Safety Risk Reduction Program Focuses

The safety risk reduction program aims to assist the agency in achieving our performance targets and to improve safety by reducing the frequency of collision events, injuries, and assaults on transit workers. As part of SMART's safety risk reduction program, the SMS Committee recommends a safety risk mitigation based on safety risk assessment. When the SMS Committee recommends safety risk mitigation unrelated to the safety risk reduction program, and the Accountable Executive decides not to implement the safety risk mitigation, the Accountable Executive submits a written explanation of the decision to the SMS Committee.

The safety risk reduction program focuses on:

- The reduction of vehicular and pedestrian events involving transit vehicles;
- Efforts to reduce visibility impairments for transit vehicle operators that contribute to accidents;
- Mitigation of assaults on transit workers, including mitigation infrastructure and technology on transit vehicles and facilities.

#### Reduction of Vehicular and Pedestrian Events

As part of SMART's Safety Promotion the Chief Safety Officer provides oversight for each department (i.e. Operations, Maintenance, etc.). The CSO performs a variety of functions to aid in the reduction of events involving transit vehicles, employees, passengers, and the public. These functions include, but are not limited to:

- Accessibility for all employees with a direct line of communication to agency safety and risk management staff
- A review and assessment of all hazards reported communicated via all employee safety reporting programs (mandatory and voluntary), as well as communication through informal discussions
- Investigation of events including, but not limited to, vehicle collisions, employee injuries, and unsafe work conditions
- Generating periodic education opportunities through continuous safety education, safety campaigns, and training related to event trends and prevention methods

# **Safety Committee**

As part of SMART's Safety Promotion of the SMS Committee meet bi-annually to review the year-to-date key performance indicators to discuss trends and mitigation efforts. Additionally, committee members provide vital updates that may impact employee work conditions and are openly discussed during the meeting.

### Mitigation of Assaults on Transit Workers

As agreed upon by the SMS Committee:

SMART is currently in the procurement process of a de-escalation training program. The awardee is required to produce the following during the training:

- Conduct comprehensive Crisis De-escalation Training sessions tailored to specific roles and responsibilities of transit operators, front-line supervisors, maintenance personnel, customer service representatives, and management staff
- Develop a curriculum that includes specialized modules for each level of transit personnel, from operators to management staff
- · Implement practical, scenario-based exercises that focus on real-life transit scenarios
- Deliver training that meets standards in crisis intervention and de-escalation for transit agencies.

SMART is currently in the procurement process of extensions to the barrier on Fixed Route buses. The agreed upon extension has been viewed by Fixed Route operators at all divisions for feedback.

SMART has completed a campaign of Fixed Route and Paratransit vehicles to ensure passenger facing

signage demonstrates a reminder that they are under constant surveillance.

# 9. Additional Information

### **Supporting Documentation**

SMART will maintain documentation related to the implementation of its SMS; the programs, policies, and procedures used to carry out this ASP; and the results from its SMS processes and activities for three (3) years after creation. Many of these documents which are included as a whole and by reference describe the programs, policies, and procedures that SMART uses to carry out our ASP. This documentation will be available to the Federal Transit Administration or other Federal or oversight entity upon request.

SMART records results achieved from our SMS processes and activities. The records are legible, identifiable, and traceable to each process or activity. These records include, but are not limited to:

- Mandatory Safety Reporting
- Voluntary Safety Reporting
- SRM Processes
- Safety Performance Monitoring and Measuring
- Safety Risk Mitigations
- Safety Event Investigations
- Employee Competencies and Training
- Safety Communications
- Safety Risk Reduction Programs

### **Dispute Resolution**

In the event of a dispute among SMS Committee members, a 30-day period will be allotted for best practices, data, and industry standards to be compiled and reviewed. A new meeting will be scheduled after this period. If a resolution cannot be agreed upon, a subcommittee will be formed of 5 total alternates comprised of one person from each union and one person from management.

#### **Definitions of Special Terms Used in the ASP**

SMART incorporates all of FTA's definitions that are in 49 CFR § 673.5 of the Public Transportation Agency Safety Plan regulation.

- 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.
- 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.
- Agency Safety Plan means the documented comprehensive agency safety plan for a transit agency that is required by 49 U.S.C. 5329 and Part 673.
- 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 Part 673, or a public transportation provider that does not operate a rail fixed guideway public transportation system.

- Equivalent Authority means an entity that carries out duties similar to that of a Board of Directors, for a recipient or subrecipient of FTA funds under 49 U.S.C. Chapter 53, including sufficient authority to review and approve a recipient or subrecipient's Agency Safety Plan.
- Event means any Accident, Incident, or Occurrence.
- **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.
- **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.
- Investigation means the process of determining the causal and contributing factors of an accident, incident, or hazard for the purpose of preventing recurrence and mitigating risk.
- Key Performance Indicator means a quantifiable measure of performance over time for specific objectives.
- National Public Transportation Safety Plan means the plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.
- Occurrence means an Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.
- Operator of a public transportation system means a provider of public transportation as defined under 49 U.S.C. 5302(14).
- **Performance measure** means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.
- **Performance target** means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the FTA.
- Risk means the composite of predicted severity and likelihood of the potential effect of a hazard.
- Risk mitigation means a method or methods to eliminate or reduce the effects of hazards.
- Safety Assurance means processes within a transit agency's Safety Management System that functions to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.
- Safety Management Policy means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees in regard to safety.
- Safety Management System (SMS) means the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.
- · Safety Management System (SMS) Executive means a Chief Safety Officer or an equivalent.
- Safety performance target means a performance target related to safety management activities.
- Safety Promotion means a combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.
- Safety risk assessment means the formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.
- Safety Risk Management (SRM) means a process within a transit agency's Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.

- Serious injury means any injury which: (1) requires hospitalization for more than 48 hours, commencing within 7 days from the date when 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.
- State means a State of the United States, the District of Columbia, Puerto Rico, the Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands.
- Transit agency means an operator of a public transportation system.
- Transit Asset Management Plan means the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost-effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR Part 625.

Acronym Word or Phase
ASP Agency Safety Plan

ESRP Employee Safety Reporting Program FTA Federal Transit Administration

GM General Manager

MPO Metropolitan Planning Organization

PTASP Public Transportation Agency Safety Plan

SMP Safety Management Policy
SMS Safety Management System
SRM Safety Risk Management

SMART Suburban Mobility Authority for Regional Transportation

VRM Vehicle Revenue Miles



# agenda item

DATE: September 25, 2025 DISPOSITION SOUGHT: Board Approval
TO: SMART Board of Directors SUBMITTED BY: General Manager
FROM: VP of External Affairs APPROVED BY: Certification Committee

SUBJECT: Authorization to Award a Contract for Customer Relationship Management Software

# RECOMMENDATION

That the Board adopt the attached resolution authorizing the award of a contract:

- for customer relationship management software
- to Speridian Technologies LLC, 2400 Louisiana Blvd Bldg. 3, Albuquerque, NM 87110
- for a one-year contract beginning November 1, 2025, through October 31, 2026, with no renewal options
- at an amount not to exceed \$82,947.52

### **DISCUSSION**

On July 23, 2020, the Board awarded a five-year contract with Speridian Technologies LLC to develop a Customer Relationship Management (CRM) system. This system streamlines internal workflows to capture, track, and manage customer incidents and cases, enabling SMART Customer Care Agents to respond more effectively.

To ensure the ongoing operation of the CRM system, the contract with Speridian Technologies LLC for licensing and product support needs to be renewed. The licensing will be extended to Fixed Route Customer Care Representatives, Terminal Assistance Vice Presidents, and Paratransit Managers, providing access to the system for processing and resolving customer complaints and incidents. Additionally, product support will include training, analytical reporting, and ongoing software maintenance.

# **PROCUREMENT PROCESS**

Procurement Method:	☐ Sealed Bid	☐ Proposal	☐ Quote	⊠ Sole Source
Rationale for Award:	The actual produ	uct or service ca	n only be ful	filled from one source. FTA
	Circular 4220.1	G states: "When	n the recipies	nt's requirement can only be
	fulfilled from o	one source, the	recipient n	nay make a noncompetitive
	award." The Cl	RM solution ha	s been custo	omized for SMART, and an
	award to anothe	er contractor w	ould result	in substantial duplication of
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costs. Price has been determined to be fair and reasonable.

# **FUNDING & COSTS**

This project is funded via: Operating Funds.

Description	Not to Exceed Amount
One year: November 1, 2025, through October 31, 2026	\$82,947.52
Total	\$82,947.52

# **ATTACHMENTS**

• Resolution

/CB



# SUBURBAN MOBILITY AUTHORITY FOR REGIONAL TRANSPORTATION

# RESOLUTION

	Authorization to Award a Contract for Customer Relationship Management Software
Whereas,	The Suburban Mobility Authority for Regional Transportation (SMART) Board of Directors on July 23, 2020, awarded a contract to Speridian Technologies LLC to develop a Customer Relationship Management (CRM) system to streamline internal workflows for capturing, tracking, and managing customer incidents and cases, enabling SMART Customer Care Agents to respond more effectively; and
Whereas,	To effectively ensure regular software maintenance, training and analytical reporting of the CRM system, licensing and product support are required; and
Whereas,	The actual product or service can only be fulfilled from one source. FTA Circular 4220.1G states: "When the recipient's requirement can only be fulfilled from one source, the recipient may make a noncompetitive award." The CRM solution has been customized for SMART and an award to another contractor would result in substantial duplication of costs. Price has been determined to be fair and reasonable; and
Whereas,	The project is funded via: Operating Funds; and
Whereas,	The Vice President of Finance is satisfied that Speridian Technologies LLC has the potential to perform under the terms and conditions of the contract; and
Whereas,	The EEO Department is satisfied that Speridian Technologies LLC is in compliance with the equal opportunity and affirmative action laws and policies of the Federal and State governments and the affirmative action policies of SMART; now, therefore, be it
Resolved	That the General Manager of the Suburban Mobility Authority for Regional Transportation is hereby authorized to award a contract for CRM software to Speridian Technologies LLC for an amount not to exceed \$82,947.52 for one year with no renewals starting November 1, 2025, through October 31, 2026.
	CERTIFICATE
Transport	rsigned, duly qualified Board Administrator of the Suburban Mobility Authority for Regional ation, certifies the foregoing is a true and correct copy of a resolution adopted at a legally meeting of the Board of the Suburban Mobility Authority for Regional Transportation held aber 25, 2025.
Date	Board Administrator



# agenda item

DATE: September 25, 2025 DISPOSITION SOUGHT: Board Approval TO: SMART Board of Directors SUBMITTED BY: General Manager

FROM: VP of Paratransit and On-Demand APPROVED BY: Certification Committee

SUBJECT: Authorization to Award a Contract for Paratransit Customer Service Training

### **RECOMMENDATION**

That the Board adopt the attached resolution authorizing the award of a contract:

- for paratransit customer service training
- to Asset Based Consulting, LLC, located at 31 Richards Road, Port Washington, NY 11050
- for a two-year contract with two one-year renewal option periods
- at an amount not to exceed \$250,000.00 for the two-year base contract and a not to exceed amount of \$75,000 for each of the two option year periods.

# **DISCUSSION**

The Paratransit Department requires customer service training for its staff and drivers. The training will cover the fundamentals of customer service and expand awareness about disabilities. It aims to prepare staff and drivers to effectively identify, address, and respond to persons with various disabilities they may encounter in their professional duties. In the first year of the contract, initial training sessions will be conducted in-person for approximately 200 paratransit staff employees. After completing the initial inperson training, staff will receive additional virtual training throughout the duration of this contract. In addition, newly hired employees will receive in-person training with classes being held quarterly with virtual training sessions throughout the duration of the contract.

# **PROCUREMENT PROCESS**

Procurement Method:  $\square$  Sealed Bid  $\boxtimes$  Proposal  $\square$  Quote  $\square$  Sole Source

Advertising: Michigan Chronicle and Michigan Inter-governmental Trade Network

Number of Downloads: 44 Downloads Number of Responses: 9 Proposals

Rationale for Award: The proposal submitted by Asset Based Consulting, LLC was found to be

the most responsive and responsible in meeting the scope of work and the most advantageous to SMART with price and other specified evaluation criteria being considered. Price was determined to be fair and reasonable.

## **FUNDING & COSTS**

This project is funded via: Operating

Description	Not to Exceed Amount
Paratransit Customer Service Training Two-year Base Contract	\$250,000.00
Paratransit Customer Service Training Option Year 1	\$75,000.00
Paratransit Customer Service Training Option Year 2	\$75,000.00
Total	\$400,000.00

### <u>ATTACHMENTS</u>

Resolution



# SUBURBAN MOBILITY AUTHORITY FOR REGIONAL TRANSPORTATION

# RESOLUTION

	Authorization to Award a Contract for Paratransit Customer Service Training
Whereas,	The Suburban Mobility Authority for Regional Transportation (SMART) Paratransit Department requires customer service training for staff and drivers to understand the fundamentals of customer service and expand awareness about disabilities; and
Whereas,	Through both in-person and additional virtual training, staff and drivers will be better prepared to effectively identify, address, and respond to persons with various disabilities they may encounter in their professional duties; and
Whereas,	A Request for Proposals (RFP) was advertised in the Michigan Chronicle and published on the Michigan Inter-governmental Trade Network (MITN). SMART received nine (9) proposals; and
Whereas,	The proposal submitted by Asset Based Consulting, LLC was found to be the most responsive and responsible in meeting the scope of work and the most advantageous to SMART with price and other specified evaluation criteria being considered. Price was determined to be fair and reasonable; and
Whereas,	The project is funded via operating funds; and
Whereas,	The Vice President of Finance is satisfied that Asset Based Consulting, LLC has the potential to perform under the terms and conditions of the contract; and
Whereas,	The EEO Department is satisfied that Asset Based Consulting, LLC is in compliance with the equal opportunity and affirmative action laws and policies of the Federal and State governments and the affirmative action policies of SMART; now, therefore, be it
Resolved,	That the General Manager of the Suburban Mobility Authority for Regional Transportation is hereby authorized to award a contract for paratransit customer service training to Asset Based Consulting, LLC for two years, with two one-year renewal options at an amount not to exceed \$250,000.00 for the two year base contract and a not to exceed amount of \$75,000 for each of the two option year periods.
	CERTIFICATE
Transportati	gned, duly qualified Board Administrator of the Suburban Mobility Authority for Regional on, certifies the foregoing is a true and correct copy of a resolution adopted at a legally eeting of the Board of the Suburban Mobility Authority for Regional Transportation held

Date Board Administrator

on September 25, 2025.

# <u>MEMORANDUM</u>

TO: SMART Board of Directors

FROM: Chairperson

DATE: September 25, 2025

SUBJECT: Closed Session



# $\underline{MEMORANDUM}$

TO: SMART Board of Directors

FROM: Chairperson

DATE: September 25, 2025

SUBJECT: Board Member Business

# $\underline{MEMORANDUM}$

TO: SMART Board of Directors

FROM: Chairperson

DATE: September 25, 2025

SUBJECT: Adjournment

