

RTAP Peer Roundtable Notes
Incident/Accident Response
7/17/2024, 10–11:30am

Participants

1. Lezlie Grubich, Paul Bunyan Transit
2. Stacy Struck, Prairie Lakes Transit
3. Randy Jahnke, Friendly Rider Transit
4. Heather Vinson, Three Rivers Community Action, Inc. / Hiawathaland Transit
5. Amy Nieland, Central Community Transit
6. Annette Punt, United Community Action Partnership, Inc. / Community Transit
7. Cecilia Kenneh, Central Community Transit
8. Christine Thompson, Cedar Valley Services, Inc./ SMART
9. Jeremy Monahan, Prairie Lakes Transit
10. Bill Spitzer, Rolling Hills Transit/ SEMCAC
11. Doug Sweeter, Central Community Transit
12. James Wolter, MnDOT OTAT
13. Joanne Brackey, Cedar Valley Services, Inc. / SMART
14. Kirk Kuchera, Cedar Valley Services, Inc. / SMART
15. Melinda Estey, MnDOT OTAT
16. Patti Flannigan, Central Community Transit
17. Kayla Sullivan, Transit Alternatives
18. Pat LaCourse, Brown County Heartland and Hermann Express
19. Hugh Killam, Three Rivers Community Action, Inc. / Hiawathaland Transit
20. Tina Neary, MnDOT OTAT
21. Ted Nelson, MnDOT OTAT
22. Mariah Kathan, RTAP
23. Jaycie Kratky, RTAP

Roles

- Moderator: Mariah
- Note taker: Jaycie
- Timekeeper: Pat
- Parking Lot Attendant: Kayla S.

Summary

1. Participants shared their previous experience with incident/accident response and how they handled different situations while also offering tips and cheat sheets on how to make improvements.
 - a. Challenges identified included: documentation, consistency, remembering requirements, pressure to make the right decision, concerns over lawsuits, what to do when a vehicle is no longer usable, and concern for the safety of drivers and passengers in the event of an accident.
 - b. Many agencies agreed that documentation was a large concern. They also agreed that identifying a chain of command for immediate response to an accident/incident was a large issue.
 - c. It was stressed that agencies need to know and understand FTA guidelines for drug and alcohol testing.
2. Solutions were offered based on tools that were created at a previous spring training and Mariah offered links to a list of sheets available that could also be customized to each agency. Please see the PPT to view the list. This solution could also assist in developing consistency from managers down to the drivers on how to handle accidents/incidents.
3. What is not working/challenges
 - a. Prairie Lakes Transit incident: Challenges that came from that included having to use an old bus because the bus involved in the incident was no longer useable, and vehicles accumulating more mileage than expected in a shorter time. There were no major physical injuries, however, two years later there is still some mental trauma associated

with the incident for a few of the passengers. The driver was taken to a hospital in Rochester as a precaution and due to how far away the incident was, they had to do their sobriety test in the ER. The driver was found not to be at fault because the video showed it was clearly the truck driver on the farming vehicle running a stop sign.

- b. Cedar Valley Services incident: A driver unfortunately made an error with a passenger in a wheelchair that ended in a minor incident. Through proper identification it was shown that the driver had all the required training, and it was an unfortunate mistake.
 - c. It was noted that there does not seem to be a clear uniform process in how agencies handle accident/incident reporting.
 - d. There was also discussion on how to handle lawsuits. Solutions were offered in the way that reports are filled out and making sure that cameras are functioning before a drive.
 - e. Post incident/accident there was discussion in policy changes, taking an observation drive, and making sure to retrain drivers.
4. What is working well?
- a. Cedar Valley Services offered quite a few solutions based on how they operate in the event of an accident. JoAnne mentioned that they have a binder and clearly defined roles, so everyone understands how to handle a situation. It was also mentioned that they remind drivers and staff of the procedures often on in addition to their yearly training.
 - b. The idea of creating “fire drills” to practice what to do in the event of an accident/incident was suggested, as well as to increase readiness and consistency.
5. Ask a Peer!
- a. Prairie Lakes Transit asked what other agencies are doing to recruit more drivers. Has anyone received the new smaller non-CDL buses? Has it been easier to hire drivers? Joanne shared about a job fair that she has had success with this year. She has also had success with using dingle to get candidates, but still struggles to find CDL candidates. SMART does not have the smaller, non-CDL buses. She also mentioned that her agency helps acquire CDL training. Patrick shared that he got a non-CDL driver driving within 10 days of his start date on one of his new smaller buses. Even though he has buses that do not require CDLs, he still asks that his drivers obtain their CDL with the help of his agency.
6. Upcoming Peer Roundtables — The goal is to give more notice. You can move a topic in there if something is more pressing. Can also revisit topics if you want. Participants were encouraged to email Mariah with ideas at any time. There is only one roundtable currently scheduled, but we will be looking at other topics for the future. Please email Mariah with suggestions. **RTAP/DRB to update calendar invites with topics.**

August 14th - Fleet Maintenance: Inspection Process, Tracking, and Electronic Inspection Options

7. Roundtable facilitation: RTAP is currently facilitating discussions. Mariah invited others to facilitate. Facilitating provides participants with the chance to have the conversations they want to have. RTAP can help with creating and running PowerPoint if that assistance is needed.

Next Meeting: August 14, 2024