



To: Board of Commissioners

From: Bob Schneider, Executive Director

Re: Tim Collins & Associates Critical Incident Review, Assessment & Report

Date: March 29, 2018

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**Issue Review:** Following two incidents where a First Transit operator made unauthorized use of an OmniRide bus within four months, I asked for a 3<sup>rd</sup>-party, fact-finding review of the two incidents. I identified Tim Collins, an established industry manager who has worked in management for a number of private firms (First Transit, as well as their primary competitors) and most recently has been performing consulting work on behalf of the Metro Washington Council of Governments (MWCoG). His experience includes safety & operations reviews at large and small systems.

The emphasis for the fact-finding was along three key questions:

1. Was the event predictable/preventable?
2. What was the response by both PRTC and First Transit during each of the critical incidents?
3. What changes have been instituted/implemented to: a) avoid additional or future critical incidents; and b) better respond during such events if they occur.

Staff prepared a list of sub-questions in each of these major areas to assist the review process. PRTC and First Transit provided access to all employees and documents to Mr. Collins with PRTC's Quality Assurance Manager as the designated point-of-contact for materials and information. The review began the third week of January and concluded late February with a final report in early March.

**Next Steps:**

1. At the April 5<sup>th</sup> PRTC Commission Meeting, Tim Collins will present his finding to the Commission and answer questions for the Board.
2. The final report, with legally required redactions, will be provided and made available to the public.
3. I will provide a separate assessment of the report and recommendations to the Commission.

Materials may be distributed to the Commissioners prior to the meeting to help provide deeper background on the presentation.