

Safety Concern	Root Cause	Suggestion for improvement	Action Taken	STATUS	CLOSED
CARTA provides much safety for our drivers and riders, but then the safety stops when the buses are allowed to except to many riders at a time. This really causes a lot of stress to the driver and riders who are waiting and some that can't get on at that particular time, they throw things, they yell verbally, to the bus driver its becoming a little stressful because of full buses.	This ridership thing is a factor when allowed to many riders its not safe for drivers and riders. Most of the riders are not mentally stable, take medication and most are homeless. this minute that can't board the bus on or off the bus they get very irritated this can cause major stress with these riders that are aboarding the buses.	Send more staging buses out, ready to start the back up when a bus is really full this will help the safety of the driver and cut relief on the riders that are impatience and over bearing from waiting on next bus. It's just a matter of time before something happens crazy on our buses.	Spoke with Zik, he has buses staging so that there is no more than a five minute wait for the next bus. He will continue to monitor to determine if more staging buses are needed.	IN PROCESS	
Temptation arising for customers to not wear mask after they've received a vaccination or had covid and recovered. Customer may still pose a lethal threat to other customers and the driver, and their families. CARTA has a responsibility to protect our most vulnerable customers who have no choice of transportation (the over-60s, diabetic, overweight, asthmatic, poor immune system, etc.). And riding public transit is the definition of exposure.	1. Customers who don't want to wear a mask may lie and say they've had the vaccine or had covid and recovered. 2. No vaccine is 100% effective. Some who get it are still at risk. 3. Vaccines don't provide immediate protection. Immunity occurs two weeks after the second shot. 4. Epidemiologists know the vaccine keeps you from getting ill, but don't know yet if it also keeps you from transmitting it to others. 5. Masks protect people with compromised immune systems and other at-risk conditions; the vaccine may not work for them (cancer patients, or those who cannot get the shots due to allergies to something in the vaccine. "The best hope for ending the pandemic isn't to choose between masks, physical distancing and vaccines, but to combine them. "The three approaches work best as a team.'" See <a href="https://www.pbs.org/newshour/health/5-reasons-to-wear-a-mask-even-after-youre-vaccinated">https://www.pbs.org/newshour/health/5-reasons-to-wear-a-mask-even-after-youre-vaccinated</a>	Educate drivers on policy and need for vigilance and why.	In accordance with Presidential Executive Order "Promoting COVID-19 Safety in Domestic and International Travel, the CDC order "Requirement for Face Masks on Public Transportation Conveyances and at Transportation Hubs", and the TSA "Security Directive 1582/84-21-01", CARTA has established Enforcement Procedures required for mask to be worn on all transit vehicles with few exceptions "The following categories of people are exempt from the requirement to wear a mask: •A child under the age of 2 years; •A person with a disability who cannot wear a mask, or cannot safely wear a mask, for reasons related to the disability; •A person for whom wearing a mask would create a risk to workplace health, safety, or job duty as determined by the relevant workplace safety guidelines or federal regulations."	IN PROCESS	
there have been too many domestic disputes with drivers and their spouses. It's my concern that its not safe to drive up to work in the middle of a dispute it bothers me that its not safe for other drivers. Please bring this to your attention.	Some times drivers bring their issues to work maybe sharing information with other drivers which makes this unsafe for everyone.	Maybe light parking lot up a little brighter.		IN PROCESS	
CAV Elevator taken out of service - due to pressure test not performed since 10/18 and water leak	SETHRA failed to have elevator inspected.		LM notified Chris Kleehammer @ SETHRA. 1/7 - BM is working with the elevator co. to repair.	IN PROCESS	
OB # 16 @ Food City not safe for walker/wheelchair passengers. There is no curb cut or ramp on either end of the street.	We have to put wheelchairs/scooters down in the pavement at the entrance driveway. Walker passengers have to negotiate grass and then down from the curb into the parking lot.	Work with shopping center and City to make a way	1/20/21 - DC "I put on a request for ramps to be installed at the Food City on Hixson Pike with the city traffic engineering department. I'll let you know if I have any progress on getting them done. " "I just met with the city and presented the location of those ramps we need installed. They are going to write up a work order for the Northbound side in front of the Food City on both ends so hopefully they will get them installed soon. "	CLOSED	
To dark at Admin Front Entry (no clear visibility to the outside when it is dark. )	Too dark before 8am because the lighting in public areas is not working	Better lighting @ Front Door (and sign to indicate hours of operation)	1) requested Maintenance dept repair exterior lighting. 2) Ordered a sign to indicate hours of operation. (Installed) **BM is in the process of getting quotes to replace the lighting fixtures as they cannot be repaired.	IN PROCESS	
Passengers boarding without mask		Start a "Mask Up" campaign	Requested VP to consider updating signs on buses.	IN PROCESS	
Inside lights putting a glare on windshield that is blinding	No roadside lights	Lights need to be adjusted so the driver won't be blinded. On buses 151, 152, 153, and 154 Clever Screen won't dim.	per RH - maintenance has added blue light tinting to front interior lights on both sides of bus , we have completed this today on all 4 buses 151-154	CLOSED	
need new bus stop sign IB9 at Dodds & E 32nd	sign missing	replace sign	Requested BM have sign replaced	IN PROCESS	
Car vehicle partition	new vans come without it a partition that separates a seated rider from getting hurt by the wheelchair lift.	install a partition between the seat and wheelchair lift	Requested Maintenance dept. install partitions on all vehicles w/o partition.	CLOSED	