

Year 2016

New Employee Orientation Handbook

Designed by
Business Services Division
Diversity and Inclusion Department



WELCOME TO VTA!

I am extremely pleased that you have chosen a career opportunity with the Santa Clara Valley Transportation Authority (VTA). As you will soon experience, being a part of VTA is more than a means of income. You are now part of a cohesive team that is committed to serving our community through delivering transportation services and facilities that connect people to employment, education, essential services and culture. Together we enhance mobility, access, freedom and quality of life and contribute to stimulating the economy and reducing the county's environmental footprint.

Our success as an organization has been, and will continue to be dependent upon the daily contributions of individuals such as you. We are a unique organization made up of talented people committed to work cooperatively with each other and to provide quality services to all our customers. It is my expectation that you will find both career and personal fulfillment at VTA. You will also find people throughout this organization who want to ensure your success. Your ideas and opinions are welcomed and encouraged through a number of venues including VTA's new Great Ideas Program; please take advantage of them.

Opportunities to improve who we are and the contributions we make will always be in front of us. I challenge you, as well as all VTA employees to seek out those opportunities and bring them forward so that together we structure our organization to meet the growing and changing needs and expectations of our customers and stakeholders.

I hope you will feel the same pride that I do, as a member of the VTA team. What we do in our work impacts the lives of every individual that lives, works or plays within our community. Welcome to the team and joining the effort to make VTA the connection to Silicon Valley's future.

Be safe,

A handwritten signature in black ink that reads "Nuria".

Nuria Fernandez
General Manager



New Employee Orientation

August 11 & 12, 2016

Agenda

August 11th

8:00 AM.....	Introduction.....	Geoff
8:15 AM.....	Executive Presentation and Welcome	Inez and Alberto
8:30 AM.....	Ethics.....	Vic
8:45 AM.....	Civil Rights.....	Baljinder
9:45 AM.....	Break	
10:00 AM.....	Cerone Tour.....	Heidi
11:45 PM	Lunch	
1:00 PM	Title VI.....	Ibraheem
1:15PM.....	ETID	Ken
1:30 PM	Risk Management	Rachelle
1:45 PM	Service Ops and Planning	Kermit
2:00 PM	Substance Abuse.....	Juan
3:00 PM	Break	
3:15 PM	Service Accessibility.....	David
3:30 PM	Environmental Planning	Lani/Christina
3:45 PM	Violence Free Workplace	Christie

August 12th

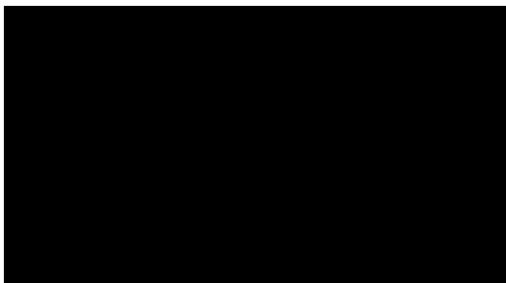
Systems Safety and Security

New Employee Orientation

August 2016

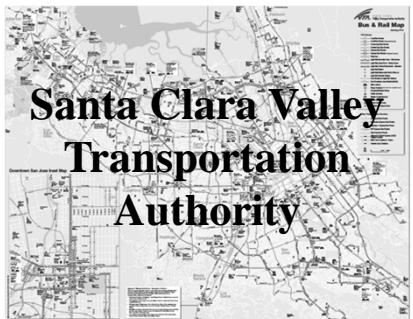


GM Welcome – Nuria Fernandez



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What is Our Official Name?



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How We Formed...



- In 1969, three smaller, private bus companies were running operations in Santa Clara County (all were in financial trouble)
- In 1973, welcome Santa Clara County Transit District (SCCTD)
- In 1995, merger with the county Congestion Management Agency to become Santa Clara County Valley Transportation Authority (VTA)

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Mission Statement



VTA provides sustainable, accessible, community-focused transportation options that are innovative, environmentally responsible, and promote the vitality of our region.



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Vision Statement



We build partnerships to deliver transportation solutions that meet the evolving mobility needs of Santa Clara County



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The Values on which We Provide Service



- Dependability
 - Quality
 - Sustainability
 - Safety
 - Integrity
 - Diversity
 - Accountability



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Goals



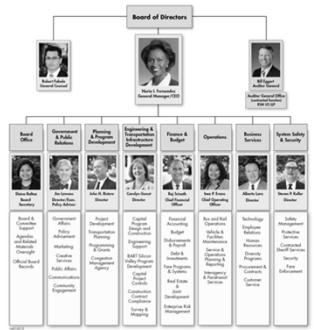
1. Increase Ridership
 2. Complete Phase 1 of VTA's extension of BART to Silicon Valley and begin Phase 2
 3. Provide outstanding service to Levi's Stadium
 4. Implement true Bus Rapid Transit
 5. Enhance community engagement

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Organizational Chart



Santa Clara Valley Transportation Authority (VTA)
Organizational Structure
as of March 24, 2016



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Executive Presentation & Welcome

Evans, Lara & Fabela
Operations, Business Services and
General Counsel



Ethics for Employees

Victor Pappalardo
Office of the General Counsel



Public Employment is Different



- Taxpayer-Funded Salaries
- Oath of Office
- Heightened Ethical Duties

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Basic Rule

- Public officials and employees have a duty to exercise their powers of office and employment for the public trust.
- Public servants should not receive special benefits beyond the compensation provided by law for being in public service, either from those who may seek to influence their decisions, or by using public resources for personal benefit.

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General Illegal Activities

- Bribery
- Embezzlement
- Computer Crimes

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Ethics Laws that Apply to Public Employees

- Political Reform Act
- Government Code Section 1090
- FPPC Disclosure Regulations – Form 700
- Restrictions that Apply to Form 700 Filers

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Code of Ethics

- Administrative Code Chapter 2 Article VII
- No incompatible employment
- No acceptance of gratuities from potential contractors or consultants
- Prohibition on working for a VTA contractor

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Personnel Policies

Policy Numbers 410 - 540

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Resolving Ethical Decisions

- What decision better promotes the public good?
- Use common sense
- Consult your supervisor

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Civil Rights

Baljinder Sandhu
Business Services



Course Outline



- Review Harassment Issues
- Define Harassment
- Recognize Potential Harassment Issues
- Respond to Harassment Issues
- Strategies for Preventing Harassment in the Workplace

Ground Rules



- Treat others with respect
- No legal advice provided
- No debating policies and procedures
- Please do not discuss specific incidents due to confidentiality

Reasons for Preventing Harassment



- Maintain respect in the workplace
- Reduce workplace conflict
- Compliance with VTA's policy
- Avoid lawsuits and bad publicity

Who Must Comply with this Policy?



- Employees
- Contractors
- Vendors
- Visitors
- Customers
- The Public
- Unpaid Interns and Volunteers (new)

What is Harassment?



- **Defined by VTA's policies:** Verbal, physical or visual conduct of a racial, ethnic or other type, which, in the employee's opinion is unwelcome, disruptive, interferes with his/her ability to perform his/her job, and/or which creates an intimidating, offensive or hostile environment.
- Demeaning/derogatory/hostile comments or behavior
- Based on a “protected characteristic”

AB2053-New for 2015

- An employer shall also include prevention of abusive conduct as a component of the training and education.

AB2053-Cont'd

- Abusive conduct may include repeated infliction of verbal abuse, such as the use of derogatory remarks, insults, verbal or physical conduct that a **reasonable** person would find threatening, intimidating, or humiliating, or the gratuitous sabotage or undermining of a person's work performance.

AB2053-Cont'd

- Significantly, AB 2053 does not change California's anti-harassment or anti-discrimination rules. It does not make "abusive conduct" (or "bullying") illegal.

What are the Protected Characteristics?



- Age
- Ancestry
- Color
- Gender Identity
- GINA
- Marital Status
- Mental or Physical Disability
- National Origin
- Pregnancy Medical Condition
- Race
- Religion
- Religious Creed
- Sex
- Sexual Orientation
- Disabled Veteran
- Veteran

What is NOT Harassment?



- General teasing
- A supervisor who addresses performance issues with an employee
- An “unfair” work assignment
- A complaint of harassment against another person

Types of Sexual Harassment



Quid Pro Quo

- “This for that”
- Supervisor or manager improperly uses position of authority
- Request for sexual favors in exchange for job benefits

Hostile Work Environment

- Any person can create
- Inappropriate behavior based on protected characteristics
- Negatively impacts the workplace

Forms of Harassment



Physical

Unwelcome touching, hugging, caressing, rubbing

Verbal

Demeaning jokes, sexual banter, innuendo, racial slurs, unwelcome nicknames based on protected characteristics

Visual

Sexual or derogatory cartoons, magazines, pictures or posters

Inappropriate emails, tattoos or apparel

Methods of Harassment



Direct

Behavior between 2 or more persons

Can occur between persons of same gender or ethnicity

Indirect

Impact of behavior on a third party

Anyone can be a third party affected by inappropriate workplace behavior

When & Where Does the Policy Apply?



- While on transit property
- Any time performing work-related activities
- During events sponsored by VTA

Retaliation is Prohibited



What is retaliation?

- Getting even or getting back at someone
- Action against a person who complains about harassment or participates in an investigation regarding harassment

Examples: silent treatment, change in work assignment, subject to harsher standards

Recognizing Inappropriate Behavior



Intentions vs. Perceptions

Has there been a violation of VTA's policy?

What is the perception of the person impacted by the behavior?

Reasonable Person Standard

Would a reasonable person consider the behavior to be offensive?

Recognizing Inappropriate Behavior



• “Red Light” Behavior

STOP! Inappropriate, unsafe, disrespectful

• “Yellow Light” Behavior

Risky

• “Green Light” Behavior

Appropriate, safe, respectful

What are the Protected Characteristics?



- Age
- Ancestry
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- Marital Status
- Mental or Physical Disability
- National Origin
- Pregnancy Medical Condition
- Race
- Religion
- Religious Creed
- Sex
- Sexual Orientation
- Disabled Veteran
- Veteran

13 Hazard Zones



1. Jokes
2. Cartoons, tattoos, pictures, magazines
3. Inappropriate intra-agency communication (email, radio, internet)
4. Cursing/Profanity
5. Sexual banter/innuendo
6. Unwelcome nicknames
7. Stereotypes

13 Hazard Zones



8. Touching
9. Comments about personal appearance
10. Dating and personal relations
11. Off-premises conduct
12. Retaliation
13. Demeaning or derogatory remarks or behavior based on a protected characteristic

Responding to Potential Harassment Issues



What to do?

- Address the situation
- Report the inappropriate behavior
- Speak out about the inappropriate behavior
- Give feedback to the offending person

Responding to Potential Harassment Issues



What NOT to do:

- Ignore or pretend that the behavior did not occur
- Get even with the person
- Gossip about the behavior to others
- Accuse or verbally attack the person

Tips for Providing Feedback



- Be specific in describing the behavior
- Discuss the impact of the behavior on yourself and/or others
- Request that the behavior not continue

Tips for Receiving Feedback



If you are approached with feedback regarding your behavior:

- Don't automatically get defensive
- Don't accuse the person of being oversensitive.
- Listen with an open mind – see other point of view
- Apologize for behavior if appropriate

How can Employees Report Concerns?



To whom can employees report their concerns?

- Immediate supervisor
- Any manager or supervisor
- Union representative (if applicable)
- HR, EEO, Labor Relations, or other appropriate designated person or office.

Reporting the Concern



- When should the report be made?
Immediately (within 24 hours)
- What should be reported?
The facts – who/what/when/where
Refrain from speculation & conclusory remarks

Investigations



- Conducted according to VTA policy
- Are confidential to the extent possible
- Vary according to the concern reported
- Determination is made whether a policy was violated
- May result in discipline or other appropriate actions

Strategies for Preventing Harassment



1. Avoid inappropriate behaviors
2. Lead by example; Be a role model
3. Address all concerns
4. Do not engage in demeaning or derogatory physical, visual or verbal behaviors
5. Avoid retaliating against others who report concerns

Questions & Comments?



**Organizational Development
and Training (OD&T)
(408) 321-5600**

Thank you for your participation!

Lunch

Enjoy



Title VI and Environmental Justice

Ibraheem Fakira
Business Services



Title VI



- Enacted as part of the Civil Rights Act of 1964
 - 42 U.S.C. §2000d et seq.
- “*Simple justice requires that public funds, to which all taxpayers of all races [colors, and national origins] contribute, not be spent in any fashion which encourages, entrenches, or subsidizes or results in racial [color or national origin] discrimination.*” – John F. Kennedy, 1963

Title VI



- Prohibits discrimination based on:
 - **Race**
 - All races protected
 - **Color**
 - Skin color
 - Complexion
 - **National Origin**
 - Foreign born ancestry
 - Limited English proficiency

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Title VI



- Disparate Treatment
 - Intentional Discrimination
 - Actions resulting in circumstances where similarly situated persons are treated differently because of their race, color, or national origin.
- Disparate Impact
 - Unintentional Discrimination
 - Procedure or practice that may appear neutral but has the effect of disproportionately excluding or adversely affecting members of a protected class without substantial legitimate justification.

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Disparate Treatment & Disparate Impact Scenarios



- Bus seating practice
- Eliminating a bus line due to low ridership

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What Does Limited English Proficiency (LEP) Mean?



- An LEP person...
 - Does not speak English as their primary language
 - Has a limited ability to read, write, speak or understand English
 - May be competent in English for certain types of communication (e.g., speaking or understanding), but may not be able to read or write in English

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Impacts of Language Barriers



- Cannot:
 - Learn how to buy fares or how to get to their destination
 - Understand important transit signs or announcements
 - Communicate with VTA during emergencies or service disruptions

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VTA Language Line Services



- LEP customers can call the customer service center to request real-time language assistance from people who speak their primary language.

Customer Service Center • (408) 321-2300

- Bookmarks have been created so customers can identify their primary language and call customer service for assistance. Operators can give bookmarks to customers who are limited English proficient.

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Environmental Justice



- Executive Order 12898
- Address, as appropriate, disproportionately high and adverse human health or environmental effects of their programs, policies, and activities on **minority populations and/or low-income populations.**
- Required for VTA per FTA master agreement

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Environmental Justice Principles



- Avoid, minimize, or mitigate disproportionately high and adverse human health and environmental effects, including social and economic effects, on minority populations and low-income populations.
- Ensure full and fair participation by all potentially affected communities in the transportation decision-making process.
- Prevent the denial of, reduction in, or significant delay in the receipt of benefits by minority and low-income populations.

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Environmental Justice Scenario



- New maintenance facility
- Disparate impact (minority populations)?
- Disproportionate burden (low-income populations)?
- Compounding Effects

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Title VI Complaints



- Information about filing Title VI complaints for race, color, or national origin can be found on VTA's website.
- Title VI information on the website is provided in multiple languages.
- <http://www.vta.org/about-us/title-vi/santa-clara-valley-transportation-authority-title-vi>

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Title VI Complaints Continued



- Anyone can file a Title VI complaint.
- In addition to the form on the website, customers can also call VTA's customer service center to file complaints.
- Complaints must be filed within 180 days of the alleged discriminatory act.

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Title VI Complaints Continued



- Complaints can also be filed with any of the following agencies. Please refer to their websites for more information:
 - Federal Transit Administration (www.fta.dot.gov)
 - Department of Fair Employment and Housing (www.dfeh.ca.gov)
 - Caltrans (www.dot.ca.gov)
 - Federal Highway Administration (www.fhwa.dot.gov)
 - Equal Employment Opportunity Commission (www.eeoc.gov)

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Title VI: Notice to the Public



Description of protections under Title VI, posted at LR stations

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Title VI: Notice to the Public



Description of protections under Title VI, posted inside all bus and LR vehicles.

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Questions?



- Please contact VTA's Title VI Unit:
 - Camille C. Williams, Project Manager
 - camille.williams@vta.org, or
 - (408) 952-8989
 - Ibraheem Fakira, Associate HR Analyst
 - ibraheem.fakira@vta.org, or
 - (408) 321-5632
- The HUB: http://vtaps.vta.org/div/adminservice/Employee_Relations/OfficeOfCivil_Rights_and_TitleVI/Title%20VI/Forms/AllItems.aspx
- VTA website: <http://www.vta.org/about-us/title-vi/santa-clara-valley-transportation-authority-title-vi>

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Engineering and Transportation Infrastructure Development

Ken Ronse
ETID



This may not be exciting.....



But, you may learn something new about VTA.

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Engineering & Transportation Infrastructure Development



- Located at River Oaks in Building A
- Approximately 100 employees
- Division called ETID



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Work with all of the other Divisions.....



to avoid getting stuck.

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Division Does What?



- Responsible to build capital projects
- Projects for transit, facilities and highways
- Manage the design through construction

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Types of Projects



- Engineering and Transportation Infrastructure Development implements projects identified by other divisions:
 - Planning identifies transit projects
 - Operations identifies facility needs

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Types of Capital Projects



- **Transit:** Bus and light rail expansion
- **Facility:** Rehabilitation or improvement of existing bus or light rail infrastructure
- **Highway:** As the Congestion Management Agency for Santa Clara County, work in conjunction with Caltrans for highway projects

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ETID Projects



ETID is currently responsible for over **\$1 billion** in projects

Measure A

- Transit improvement

Facility

- Bus stop and transit center
- Light rail rehabilitation
- Bus and rail yard improvement

Highway

- Interchange
- Auxiliary lane
- Express connector
- Express lane

Freight Rail Relocation

- Supports BART Silicon Valley

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Project Phasing



**ETID
Responsibility**



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ETID Responsibility



Manage project:

- Scope of Work (what to build)
- Budget (cost to build it)
- Schedule (time to build it)
- Quality (ensure meets expectation)



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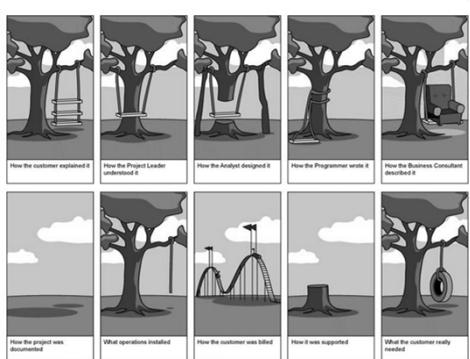
ETID Staff



- Engineers
- Architects
- Construction Inspectors
- Land Surveyors
- CAD Technicians
- Project Control (schedule, cost, etc.)
- Administration

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Goal to Build the Right Project



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Sample Projects



Rehabilitation

- Platform retrofit
- Light rail track and overhead power rehabilitation
- Structure repair
- Elevator and escalator retrofit



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Sample Projects



Transit

- Bus Rapid Transit
- Eastridge Transit Center
- Light Rail Service Upgrades
- Levi's Stadium Operation Support



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Sample Projects



Facility

- Add bus bay at North Coach Facility
- Install hoist at Light Rail Facility
- Replace fueling station at Cerone Coach Facility
- Add LED lighting at facilities and platforms



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Sample Projects



Safety and Security

- CCTV at facilities and light rail platforms
- Security fences at bus coach facilities
- Laser intrusion on light rail structure and tunnel
- Between car barriers



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Sample Projects



Highway

- Highway Interchange (Highway 101 at Tully and Yerba Buena)
- Direct Connector
- Express Lanes
- Pedestrian bridge (Blossom Hill)



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Alum Rock - Santa Clara BRT



Photo simulation of median King platform

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Any Questions



**ENTERPRISE RISK
MANAGEMENT**

Rachelle Tagud
Finance and Budget



Workers' Compensation



- Self-insured, administered by Tristar Risk Management
- Employer's Responsibility
- Employee's Responsibility
- Physician pre-select form
- Medical Provider Network

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Public Liability



- Self-insured, administered by Carl Warren
- What is a liability claim?
- VTA Contact – Peter Lim

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SERVICE & OPERATIONS PLANNING DEPARTMENT

Kermit Cuff
Operations



What Our Department Does



- Plans bus routes, bus stops
- Decides service hours, frequency
- Develops bus and light rail schedules
- Special Event planning
- Develops transit service plan

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Monitoring Service



- Automatic passenger counters record ridership, running times 7 days per week
- Receive input from operators, information service reps, public
- Importance of operator comment forms

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Scheduling Process



- Schedule changes every 3-6 months (Jan, Apr, Jul, Oct)
- Analyze available data for accurate running times
- Coordinate with Caltrain, BART, schools
- Develop operator runs each sign-up

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Transit Service Plan



- Developed every 2 years
- Prioritize needed improvements and service requests
- Reallocate unproductive service
- Implement changes on a quarterly basis

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Contact



For more information, contact Kermit Cuff at 321-7062

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Substance Abuse Program

Juan Mateo-Delgado



About



- Course

Effects and Consequences of Prohibited Drug Use

- Does not include alcohol
- Does not include OTC/Rx drugs

Meets requirements of section 655.14(b)(1)

- Speaker

Juan Delgado, Substance Abuse Control Program

49 CFR Part 655.14(b)(1)



- required 60-minute training
 - “Effects & consequences of prohibited drug use on personal health, safety and the work environment, and on the signs and symptoms that may indicate prohibited drug use.”

Drug Use – Work Environment



- 75% of adult illicit drug users are employed*
Transportation: 4th most likely profession/trade for illicit users.
- Users are more likely to:
Change jobs frequently
Be late or absent from work regularly
Be less productive employees
Be involved in a workplace accident
File a worker's compensation claim
Steal from fellow employees
Use health benefits
Use sick time

*National Institute on Drug Abuse (www.drugabuse.gov)

Drug Use – Work Environment



- Illegal Drug Abusers
 - 10x more likely to miss work
 - 3x more likely to be late
 - 2.5x more likely to have absences ≥ 8 days
 - 3.6x more likely to have on-the-job accident
 - 5x more likely to injure self on-the-job
 - 5x more likely to file worker's comp claim
 - 2.2x more likely to ask for early dismissal

*National Institute on Drug Abuse (www.drugabuse.gov)

Drug Use – Employment History



- Illegal Drug Users - Employment History
2x more likely to have multiple employers in a year
3.3x more likely to have been fired
2x more likely to have left voluntarily

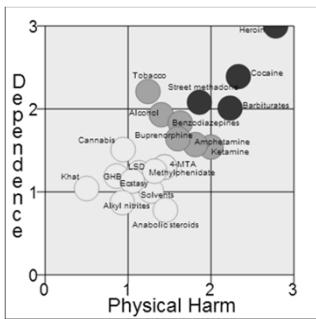
*National Institute on Drug Abuse (www.drugabuse.gov)

Drug Use – Cost to Society



- Annual cost to society (U.S.) = \$193,000,000,000 (\$193 Billion)
Lost Productivity = \$120.3 Billion
Lost Productivity due to Incapacitation
 - Lack of Motivation
 - Incarceration
 - Treatment Facility
 - Hospital
 - Prison
- Medical claims average 300% - 400% of non-abusers
- 10% – 20% of deaths at workplace, test positive for drugs or alcohol

Dependence & Harm



Source: The Lancet

Marijuana



Marijuana



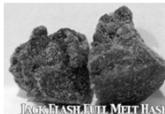
- Most commonly abused drug
- Estimated 15.2 million past-month users*
- US ranks first for prevalence of use
- THC is the main active ingredient
- Marijuana is made up of parts of a plant called Cannabis sativa
- Usually found as:

Dried plant

Blocks of resin (hash)

Oils or tinctures

*2008 National Survey on Drug Use and Health
(NSDUH)



JACK HASH FULL MELT HASH

Types of Use



- Smoked
- Joint, Pipe or Bong/water-pipe
- Vaporized
- Ingested
- Oils or food



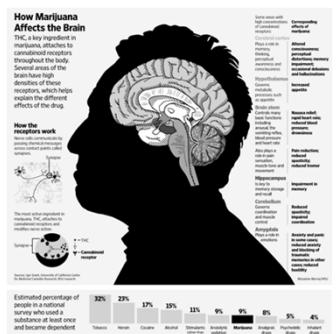
Effects



- When smoked: effect almost immediate
Lasts 1-3 hours
 - When consumed: effects 30-60 min. later
Can last up to 4 hours
 - Binds to cannabinoid receptors in brain
Receptors are high-density in areas that influence pleasure, memory, thinking, concentration, movement, coordination and sensory and time perceptions



Effects



Source: The Wall Street Journal

Signs and Symptoms



- Balance problems-coordination
 - Alertness, perception, reflexes
 - Red or bloodshot eyes
 - Memory difficulties
 - Hunger
 - Sleepy



Effects on Memory



- Long-term users' memory recall still impaired one week after last use up to 4 weeks to return to base-line recall
- Effects can build up and deteriorate critical life skills over time
- May be worse in those with mental disorders or because of the normal aging process



Marijuana



Physical Health



- Heart rate speeds up
- Smoke consists of toxic mixture, effecting lungs and throat
- The cancer-causing chemicals in tobacco smoke are also found in marijuana smoke, often in greater amounts.



Quiz time!!!!

1. Marijuana is made up of parts of a plant called _____.
 - a. Cannabis sativa
 - b. Fern
 - c. Ivy
2. The chemical in marijuana that causes the user to feel “high” is _____.
 - a. Dopamine
 - b. Norepinephrine
 - c. Delta-9-tetrahydrocannabinol (THC)

Quiz time!!!!

3. Marijuana users experience short-term memory loss because of the drug’s effect on _____.
 - a. The heart
 - b. The hippocampus
 - c. The basal ganglia
4. Drivers on marijuana have an increased risk of getting into an accident because of _____.
 - a. Slowed reaction time
 - b. Impaired judgment
 - c. Both A & B

Cocaine

Cocaine



- 2nd most commonly abused drug*

- 1.9 million past-month users*

- Originally derived from coca bush leaves

- Usually found as:

Hydrochloride salt or powder

“Crack” or “Freebase”



*National Institute on Drug Abuse (www.drugabuse.gov)

Types of Use



- Snorted

- Injected

- Smoked

Glass pipes, light bulbs, water bottles, soda cans, etc.



Effects



- When injected: effect immediate

Lasts 10-20 minutes or more to start



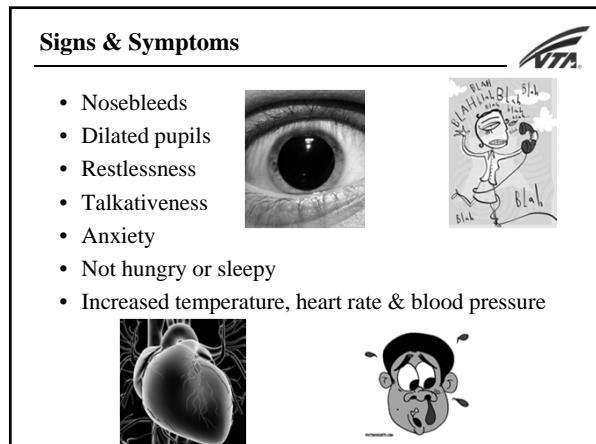
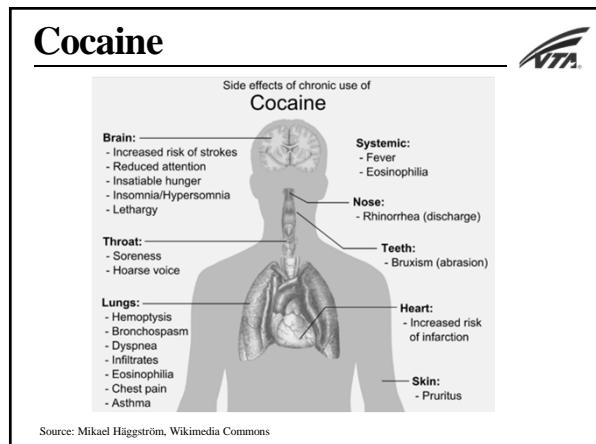
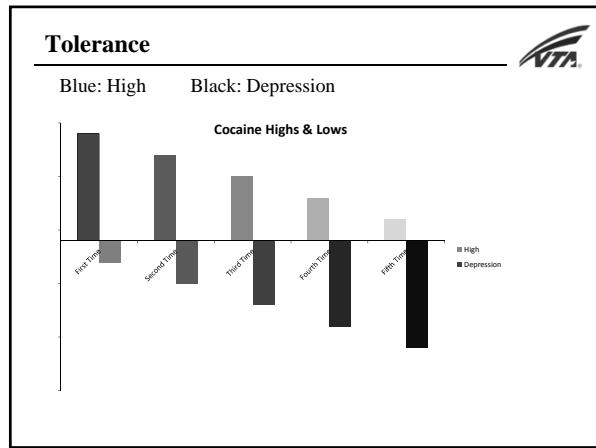
- When smoked (crack): effect almost immediate

Lasts 5-10 minutes or more to start

- When snorted: effect within a couple minutes

Lasts 15-30 minutes

- Blocks removal of dopamine



Physical Health



- Strokes, brain seizures & hemorrhage
- Heart attacks & hemorrhage
- Convulsions
- Gangrene (injection into artery instead of vein)
- Liver Damage - Hepatitis
- DEATH

Quiz time (again)!!!!



1. Cocaine:
 - a. Comes from coca leaves
 - b. Is made synthetically
 - c. Comes from coca leaves or is made synthetically
2. Once the drug starts leaving the brain, the user experiences a_____ that includes depression, irritability and fatigue.
 - a. A dip
 - b. Sleepy haze
 - c. A crash
 - d. A let down

Quiz time (again)!!!!



3. The euphoric effects of cocaine last about:
 - a. 5-20 minutes
 - b. $\frac{1}{2}$ an hour
 - c. 45 minutes to an hour
4. True or False: If used a couple times, a person knows how much and what effects the drug will have on them.

Amphetamines

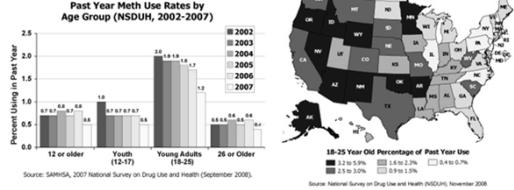


Amphetamines



- Meth is 4th most commonly abused substance
3/4 of a million past month users
- Hallucinogens – ecstasy included is 3rd most commonly abused substance

1 million past month users



Sources: NIDA & SAHMSA

Amphetamines-general



- 1930's - First used for nasal congestion
 - 1937 – prescription tablet
 - Still used in prescriptions today
- MUST HAVE CURRENT PRESCRIPTION**
- Pilots! Too Many Missions?**
Don't Get Awake at the Alt!
- Used during WWII to keep soldiers going and pilots for long missions
 - As use spread, so did abuse

Take Amphetamines!
Watch Out Canadians!
Here comes the USAF!

Physical Effects

- Hyperactivity
- Dilated pupils
- Flushing
- Tachycardia / Bradycardia
- Diarrhea / Constipation
- Dizziness
- Tremors
- Seizure, stroke, coma, heart attack & Death



Psychological Effects



- Euphoria
- Concentration
- Energy
- Anxiety
- Irritability
- Aggression
- Repetitive and obsessive behaviors
- Paranoia

Withdrawal



- May last for days, weeks or months
- Mental Fatigue
Mental Depression
Increased appetite
Anxiety
Agitation
Excessive sleep/vivid dreams
Suicidal ideation
- Tolerance developed rapidly



MDA (3,4-methyldioxyamphetamine)



- Usually pill form, but can be powder
- Effects last for 5-6 hours, but up to 10
- Serotonin & dopamine release
- Euphoric & empathogenic effects
- More psychedelic than Ecstasy
- More toxic than Ecstasy

Agitation, sweating, increased blood pressure, heart rate & body temp, convulsions & death

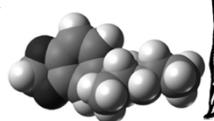


MDEA (3,4-methylenedioxy-N-ethylamphetamine, a.k.a. Eve)



- Usually pill form – not common anymore
- Effects last for 3-5 hours
- Serotonin, norepinephrine & dopamine release
- Euphoric & “loved up” effects

Not as pronounced as Ecstasy
Somewhat of a stoning effect



MDMA (Ecstasy)

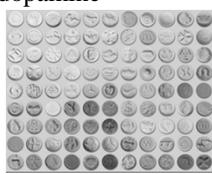


- Usually pill form

Primary precursor – Safrole

500 ml of Safrole = 1300-2800 120mg tablets

- Effects last for 2-3 hours, comedown 2 hours
- Serotonin, norepinephrine & dopamine release
- Euphoric & empathogenic effects caused by indirect secretion of oxytocin



Common Reported Effects



- Strong sense of inner peace & self acceptance
- Diminished aggression, hostility & jealousy
- Extreme mood lift with accompanying euphoria



- Feelings of empathy, compassion & forgiveness towards others
- Intensification of bodily senses
- Stimulation, arousal & hyperactivity

Physical Side Effects



- Difficulty concentrating
- Jaw clenching/chewing/grinding obsession
- Grinding of teeth during sleep
- Lack of appetite
- Dry mouth/thirst



Psychological After Effects



- Reported to last up to 3-7 days after
- Anxiety and paranoia
- Depression
- Irritability
- Fatigue
- Impaired attention, focus & concentration
- Low drive and motivation
- Residual feeling of empathy and sense of closeness



Physiological After Effects



- Reported to last up to 3-7 days after
- Dizziness, lightheadedness or vertigo
- Loss of appetite
- Diarrhea or constipation
- Insomnia
- Exhaustion
- Jaw soreness
- Memory: significant short & long term verbal memory impairment (70-80% of users)



Physiological After Effects



- Purity is unknown to users
- Can contain other active ingredients
- Sometimes not even MDMA



Methamphetamines



- Speed or crystal – swallowed or snorted
- Crank – injected
- Ice/Glass – smoked (most common)
- Serotonin, norepinephrine & dopamine release
- FDA approved for treatment of ADHD & exogenous obesity



Methamphetamines



- Very high potential for abuse & addiction
- Same physical & psychological effect as amphetamines
- Withdrawal symptoms last up to 10 days
Depression, fatigue, excessive sleeping & increased appetite
- Mental depression from withdrawal – longer and more severe than cocaine
- Tolerance varies widely between individuals



Meth Labs



- Acetone
- Anhydrous ammonia
- Battery acid (sulfuric acid)
- Brake cleaner (toluene)
- Cold tablets containing pseudoephedrine
- Drain cleaner (sodium hydroxide)
- Freon
- Iodine crystals
- Paint thinner
- Reactive metals (sodium or lithium)
- Red phosphorus
- Starting fluid (ether)



Meth Labs



- Long term effects:
- Psychiatric disorders
Cognitive impairment
Serious heart disease
Amphetamine psychosis
Anxiety & violent behaviors



Meth Labs



- Health issues:

Meth Mouth

Hygiene

Increased risk of STDs

Increased risk of blood-born diseases



Quiz time!!!!



1. Psychological after effects of ecstasy can last _____.

- a. 1-2 days
- b. 3-7 days
- c. Several weeks
- d. A month or more

2. Meth is found as 3 main types. Which is not one of them?

- a. Ice/Glass
- b. Crank
- c. Rocket Fuel
- d. Crystal/Speed

Quiz time!!!!



3. True or False: Ritalin is an amphetamine sometimes prescribed for the treatment of attention deficit hyperactivity disorder in children.

4. True or False: Amphetamines are stimulants.

Opiates



Opium



- Immature flower pod
 - Incised
 - Milky juice collected
 - Juice is distilled
- Medicinal products:
 - Morphine
 - Codeine
 - Papaverine
- Non-Medicinal:
 - Heroin

Morphine

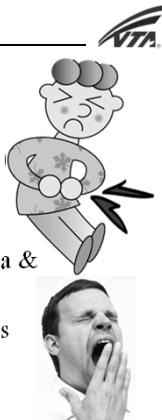


- Discovered in 1804
 - Distributed in 1817
 - Commercially sold in 1827
 - High potential for addiction, tolerance and psychological dependence
 - Relieves severe/agonizing pain/suffering
 - Acts directly on central nervous system
 - 15 min-1 hr to feel effects
- Effects last 4-5 hours



Side Effects

- Euphoria
- Constipation
- Tolerance & Addiction
- Long drawn out withdrawal
- Easy to overdose causing asphyxia & death
- Sleepiness/wakeful alternate states
- Low blood pressure
- Masks possible illness



Effects on Human Performance

- Impaired visual memory
- Difficulty following instructions
- Propensity toward impulsive behavior
- Diminished reflexes
- Depressed consciousness



Codeine

- 2nd most predominant alkaloid in opium
- Isolated in 1832
- Most widely used opiate in the world
- Physical & Psychological addiction
- Side effects include:

Itching, nausea, drowsiness, & constipation



Heroin



- Synthesized from morphine
- Marketed by Bayer in 1898
- 1.5-2 x more potent than morphine
- No acceptable medical use in US currently
- Often cut with meth or cocaine
- Similar effects/side effects as morphine



wikimedia commons

Quiz time!!!!



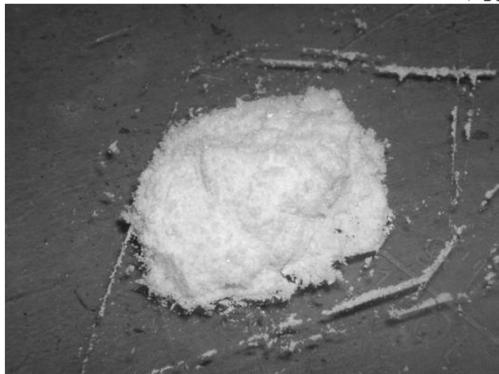
1. True or False. Opiates like heroin are stimulants.
2. A side effects of opiate use is:
 - a. Better reflexes
 - b. High blood sugar levels
 - c. Energy
 - d. Constipation

Quiz time!!!!



3. Dependence on heroin can be _____.
 - a. Psychological
 - b. Physical
 - c. Both A & B
4. True or False: A significant risk from opioid use is overdose.

PCP



PCP



- Developed in 1926
- Used as an anesthetic
- Hallucinations & neurotoxic effects
- Recreational use in 60's
- Powder & Liquid form
- Most often smoked
 - Low doses:
 - Numbness, intoxication effects
 - Moderate doses:
 - Analgesia and anesthesia effects
 - High doses: convulsions



Psychological effects



- Severe changes in body image
- Paranoia
- Depersonalization
- Hallucinations
- Suicidal impulses
- Aggressive behavior
- Variable mood alteration
- Symptoms like schizophrenia

Quiz time!!!!



1. True or False. At high doses, PCP's effect may resemble the symptoms associated with schizophrenia.

2. What does PCP look like?
 - a. Tablet
 - b. Capsule
 - c. Liquid
 - d. Powder
 - e. All of the above

Quiz time!!!!



3. True or False: PCP use often causes a user to feel detached, distant and estranged from his surroundings. Numbness, slurred speech and loss of coordination can be accompanied by a sense of strength and invulnerability.

4. True or False: PCP is illegal to buy, sell or possess in the USA.

Other Drugs



- Ketamine, LSD, "Shrooms", Peyote
Hallucinogenic, effect senses & coordination
- GHB
Drowsiness, nausea, visual impairment
- Khat
Hypertension, insomnia, gastric disorders



Opiate Testing – To Be Expanded



- DHHS / SAMSHA
 - Approved Recommendations of Drug Testing Advisory Board (DTAB)
 - Include Oxycodone, Oxymorphone, Hydrocodone, Hydromorphone
 - Schedule II Prescription Drugs
 - Include in Mandatory Guidelines for Federal Workplace Drug Testing Programs
 - Federally-Regulated Drug Testing Programs - DOT

Oxycodone / Hydrocodone / Hydromorphone



- Semi-Synthetic
- Similar to Morphine (Stronger)
- Taken Orally for Prescription
- High potential for addiction, tolerance and psychological dependence
- Relieves severe/agonizing pain and cough
- Acts directly on central nervous system
- Time – Released
 - Broken, chewed or injected for quick effect

Side Effects



- Nausea, Vomiting
- Dizziness, Headache
- Hypoventilation
- Dry Mouth
- Drowsiness, Changes in Sleep Cycle
- Lower Heart Rate and Blood Pressure
- Loss of Appetite
- Sweating, Itching

Effects on Human Performance



- Impaired memory
- Impaired reactions
- Loss of Strength
- Depressed consciousness



Oxycodone / Hydrocodone / Hydromorphone



- Hydrocodone – Most Frequently Prescribed Opiate in U.S. (111 Million Prescriptions in 2003)
- Oxycodone – Production - 3.5 Tons (1993) to 41 Tons (2003)

Resources



- National Institute on Drug Abuse (NIDA):
<http://www.drugabuse.gov/>
- Substance Abuse & Mental Health Services Administration:
<http://www.samhsa.gov/>
- Coalition Against Drug Abuse:
<http://www.drugabuse.com/>
- Office of National Drug Control Policy:
<http://www.whitehouse.gov/ondcp>
- DOT Office of Drug & Alcohol Policy & Compliance
<http://www.dot.gov/odapc>
- Partnership for a Drug Free America
<http://www.drugfree.org>

Thank you...



Service Accessibility at VTA

David Ledwitz
Operations



The ADA of 1990



- The ADA is a Civil Rights Law
- Access to public transit service and information is a civil right
- Transit service and information must be accessible to all

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Topics of Discussion



- Mobility Device Access and Securement
- Calling Stops and Priority Seats
- Service Animals and Oxygen
- Fare Discounts and Payment
- ADA Paratransit
- Rule and Procedure Reasonable Modification

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Mobility Device Access / Lift & Ramp Use



- Cycle the lift or ramp before pull-out
- Know the lift and ramp failure protocol and how to use the securement system
- Provide Mandated Mobility Device Securement
- Any person may use a lift or ramp

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Calling Stops



- **Stops announced automatically inside vehicle:**
All major bus stops
Major intersections
Connections with other routes
Destination points
- **Stops announced by Operator:**
Upon request from customers
When the annunciator system does not work

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VTA Paratransit Service



- For persons with disabilities who are unable to:
 - navigate on the system;
 - get on the system; or,
 - get to the system.
- Service where and at the times of bus & light rail
- Fares twice the regular bus & light rail fare

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VTA Discount Fares Cards



- RTC Clipper
- Senior Clipper
- OUTREACH ID Card
 - Old Card
 - Current Card

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Committee for Transit Accessibility (CTA)



A 23-member advisory committee comprised of:



- Individuals with disabilities;
- Human service agency representatives; and,
- Non-voting representatives of VTA's paratransit broker and Board of Directors.

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Environmental Awareness Training

Lani Lee-Ho

Planning and Program Development



Introduction



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Overview of the Sustainability Program



- Adopted by VTA Board in 2008
 - “To reduce consumption of natural resources, greenhouse gases and pollution in the provision of transportation services.”
- Initiatives
 - LED lighting retrofits
 - Electric vehicle charging stations
 - Drought tolerant landscaping
 - Greenhouse gas inventory
 - Many more!



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What Can You Do?



- ✓ Think before you print
- ✓ Not in use? Turn off the juice
- ✓ Be water wise
- ✓ Reduce and Reuse
 - Can it be reused? Do I need to purchase? If so, is there an environmentally friendly alternative?
- ✓ Recycle
 - Mixed recycling program + Special handling items
- ✓ Ride VTA! Carpool to meetings/field visits, opt for conference call, and don't idle.
 - Conserves fuel, spares the air, and reduces greenhouse gas emissions!

Thank You

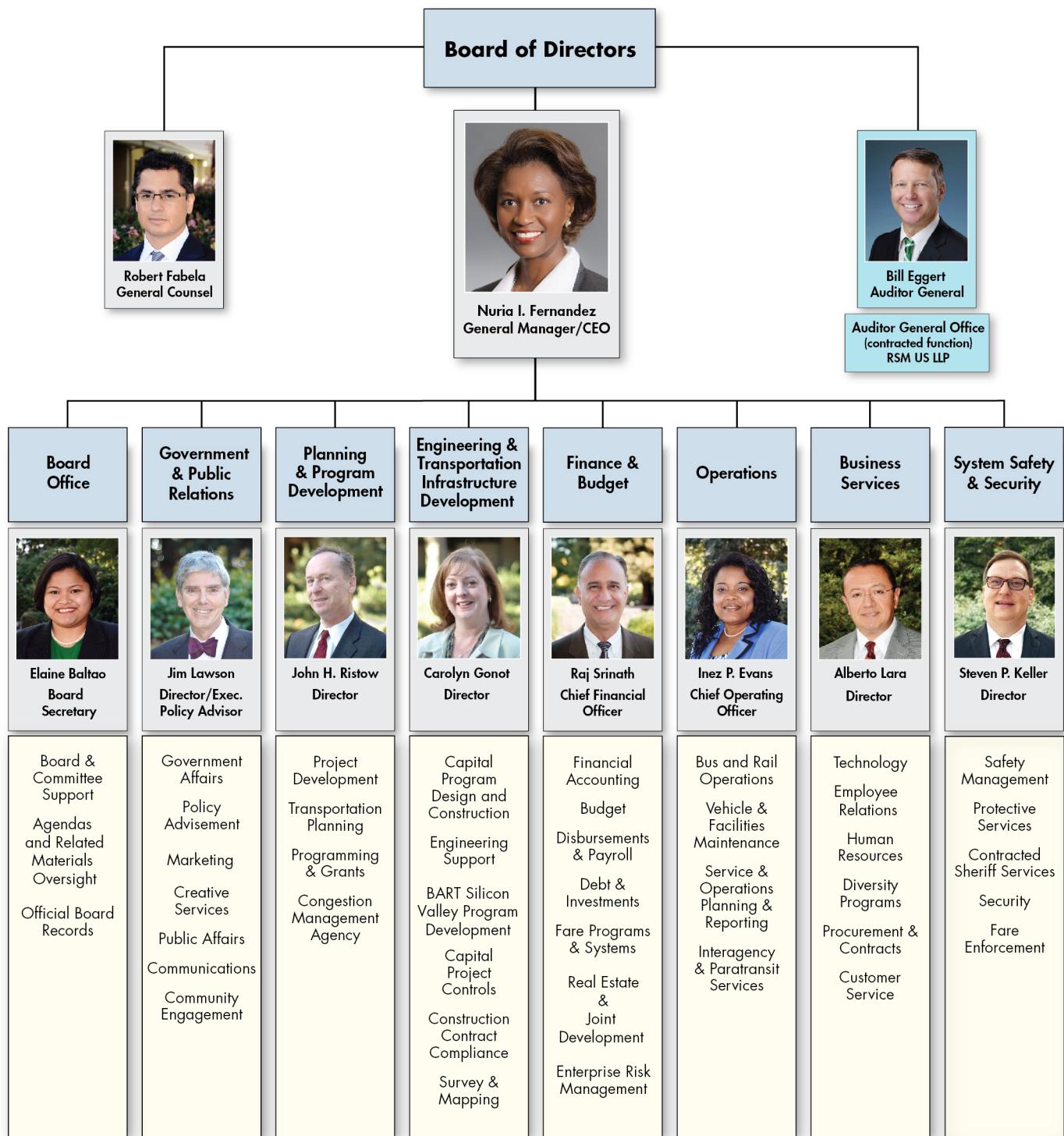
www.vta.org/sustainability



Santa Clara Valley Transportation Authority (VTA)

Organizational Structure

as of March 24, 2016





S A N T A C L A R A
Valley Transportation Authority

BOARD OF DIRECTORS

April 2016

Cindy Chavez, Chairperson
Jeannie Bruins, Vice Chairperson

GROUP 1 (San Jose)

City of San José

Magdalena Carrasco
Rose Herrera
Johnny Khamis
Sam Liccardo*
Manh Nguyen
Raul Peralez, Alternate

GROUP 2 (North West)

City of Los Altos
Town of Los Altos Hills
City of Mountain View
City of Palo Alto

Jeannie Bruins
John McAlister, Alternate

GROUP 3 (West Valley)

City of Campbell
City of Cupertino
Town of Los Gatos
City of Monte Sereno
City of Saratoga

Jason Baker*

Howard Miller, Alternate

GROUP 4 (South County)

City of Gilroy
City of Morgan Hill

Perry Woodward
Larry Carr, Alternate

GROUP 5 (North East)

City of Santa Clara
City of Sunnyvale
City of Milpitas

Teresa O'Neill
Glenn Hendricks
Jose Esteves, Alternate

GROUP 6 (Santa Clara County)

County of Santa Clara

Cindy Chavez
Ken Yeager
Dave Cortese,* Alternate

Ex-Officio**

Metropolitan Transportation Commission (MTC) Commissioners representing
Santa Clara County, Cities of Santa Clara County, and City of San Jose

None

**These individuals also serve on the MTC.*

*** There are no Ex-Officio Board Members for 2016 as the MTC representatives from Santa Clara County, Cities of Santa Clara County and City of San Jose are also VTA Board Members or Alternate VTA Board Members.*

The Board of Directors generally meets on the first Thursday of the month at 5:30 PM in the Board Chambers, 70 West Hedding Street, San José, California. The meeting schedule can be found on www.vta.org.

Please address all correspondence to:

Office of the Board Secretary
Santa Clara Valley Transportation Authority
3331 North First Street, Bldg. B-1
San José, CA 95134-1927
Telephone: 408.321.5680
E-Mail: board.secretary@vta.org.



VTA BOARD OF DIRECTORS OVERVIEW

The VTA Board of Directors sets VTA policy. The Board has 12 voting members and 6 alternates, all of whom are elected governing board members appointed to serve on our Board by the jurisdictions they represent. Fifteen Directors are city council members and three are County Supervisors. In addition, Metropolitan Transportation Commissioners who reside in Santa Clara County and who are not members or alternates of the Board are invited to serve as Ex Officio members. The Board of Directors meets once a month, except in July.

Approval by the Board of Directors is required for the following:

- Entering into service agreements worth more than \$500,000 per year for a maximum term of seven years.
- Executing purchase orders for non-routine goods, supplies and equipment with a value over \$500,000.
- Amending the VTA Administrative Code or Board Rules of Procedure.
- Supporting or opposing a piece of state or federal legislation.
- Adopting resolutions and ordinances.
- Adopting the annual VTA budget.
- Approving collective bargaining agreements.
- Recommending major capital improvement projects to the appropriate regional, state and federal funding authorities.

The Board of Directors may also authorize the General Manager to act on its behalf.

Given the range and complexity of the policy issues they deal with, the VTA Board of Directors has established a set of committees to advise it on policy matters and to provide an in-depth review of individual issues before the Board of Directors takes final action. These committees are described on the following pages.



The Board of Directors has established five Board Standing Committees and meets as scheduled to review proposed policies. Committee recommendations are forwarded to the full Board of Directors for final approval.

The five (5) Standing Committees are:

Administration & Finance (A&F)

Reviews and recommends to the Board policy decisions pertaining to the general administration and financial management of VTA. Areas of responsibilities include but are not limited to: administrative affairs, legislative affairs; Human Resources; Budget & Finance; Purchasing; and Information Technology.

Congestion Management Program & Planning (CMPP)

Reviews and recommends to the Board policy decisions pertaining to the congestion management program and the development of the countywide transportation plan for Santa Clara County. Areas of responsibilities include but are not limited to: Congestion Management Agency duties; comprehensive countywide multi-modal transportation plan for Santa Clara County; grants; and transportation and air quality planning.

Governance and Audit

Reviews and recommends to the Board policy decisions pertaining to Board and organizational goal setting and prioritization. Oversees the activities of the VTA Auditor General function and recommends to the Board policy decisions required to fulfill the Board's oversight responsibilities. Areas of responsibilities include but are not limited to: internal audits; risk assessments; Board and Board-direct report performance evaluation; strategic initiative framework development, budget development, and Board and committee processes.

SVRT Program Working Committee (SVRT PWC)

Reviews and recommends to the Board policy decisions pertaining to the activities and imminent issues of the Silicon Valley Rapid Transit (BART to Silicon Valley) Program. Areas of responsibilities include but are not limited to: project monitoring; project scoping; and project community outreach.

Transit Planning & Operations (TP&O)

Reviews and recommends to the Board policy decisions pertaining to transit planning, transit capital projects and transit operations and marketing. Areas of responsibilities include but are not limited to: performance objectives for transit services; bus and light rail operations and service planning; paratransit; operations monitoring; marketing; and transit capital improvement program.



VTA Advisory Committees

Advisory Committees serve in an advisory capacity to the Board. The Committees provide input, expertise and perspective in their assigned areas of responsibility. Advisory committees serve at the pleasure of Board and have no independent duties or authority to take actions that bind VTA. They do not review all items going to Board, just those within their defined area of responsibility.

The five (5) Advisory Committees are:

Bicycle & Pedestrian Advisory Committee (BPAC)

Provides expertise and guidance to the VTA Board on promoting and enhancing non-motorized transportation opportunities throughout the county and to serve as a liaison between VTA and the Member Agency bicycle and pedestrian advisory committees.

Committee for Transit Accessibility (CTA)

Provides guidance and perspective to the Board of Directors on VTA transit and transportation accessibility matters to help ensure complete access to all users in Santa Clara County.

Citizens Advisory Committee (CAC)

Provides a communication channel for transportation stakeholders and residents of the county by providing input, analysis, perspective and timely recommendations prior to VTA Board of Directors action on transportation policy issues and initiatives.

CAC also serves in two other functions: (1) ballot-specified Citizens Watchdog Committee (CWC) for the 2000 Measure A Transit Improvement Program; and (2) the 2008 Measure D ballot-specified advisory body that reviews and comments on VTA's comprehensive transit program as part of the countywide transportation plan.

Policy Advisory Committee (PAC)

Represents the prioritized transportation policy views of the Member Agencies, individually and collectively, to the VTA Board. The PAC proposes approaches to transportation issues identified by the Board, VTA staff, and the PAC itself.

Consists of one governing board member with alternate from each of the 15 cities in the county and the County of Santa Clara.

Technical Advisory Committee (TAC)

Provides in-depth analysis, technical expertise and timely recommendations to the VTA Board regarding projects, programs, funding and other policy matters while giving voice to and reconciling local and regional perspectives.

Consists of one management-level staff member from each of the 15 cities and the county. In addition, the California Department of Transportation (Caltrans) and the Santa Clara Valley Water District each have one non-voting member to provide feedback directly to the committee.



Transportation Corridor Policy Advisory Boards (PABs)

PAB's are established to ensure that the local jurisdictions most affected by major transportation improvement projects are involved in guiding the planning, design and construction of these projects.

Summary

All VTA board and committee meetings are open to the public and an opportunity for public comment is provided at every meeting. Agenda materials are available in advance from the Board Secretary's Office at 3331 North First Street, Building B or at www.vta.org.



Sustainability Program

Overview

The Santa Clara Valley Transportation Authority (VTA) is committed to environmental sustainability. This includes using resources, like energy and water, wisely and preventing pollution to air and land.

Energy

- Elevated solar carports are installed at VTA's three bus maintenance divisions, totaling 2.1 megawatts. Solar panels also provide lighting at bus stops that do not have access to a power source.
- Administration buildings and facilities are retrofitted with energy efficient lighting, computer, and office equipment. Employees are encouraged to turn lights and other electrical equipment off when not in use.
- Electric-vehicle charging ports are installed at VTA's administration division for employee and public use. Additional charging ports are planned for transit centers and maintenance divisions.
- VTA operates an all electric light rail fleet. By turning off auxiliary power systems to parked light rail vehicles and reducing the number of cars per train, VTA saves an estimated five million kilowatt hours per year.



Water

- VTA uses less water and produces less hazardous waste by utilizing recycled water in bus washers and equipping two VTA bus divisions with waste water treatment plants.
- With the support of the Santa Clara Valley Water District, VTA replaced older toilets and faucets with more efficient models and installed weather based irrigation controllers, allowing maintenance staff to monitor changes remotely through a web based interface and to respond quickly and accurately to leaks.
- VTA adopted Sustainable Landscape Guidelines and strives to use drought tolerant and water efficient landscaping whenever possible.

continued on back

Sustainability Program

Air

- A single commuter switching his or her commute to public transportation can reduce a household's carbon emissions by 10 to 30 percent. VTA helps reduce emissions and improve air quality by implementing projects to manage traffic congestion, enhance public transportation systems, and improve bicycle and pedestrian infrastructure.
- Hybrid vehicles are being added to VTA's revenue and non-revenue fleet to replace older vehicles that have exceeded their useful life span. VTA's fleet of diesel electric hybrid buses reduce particulate matter, improve fuel economy, and offer a smoother, more comfortable ride for passengers.



Land

- VTA works with local jurisdictions to promote transit-oriented development that targets new growth in existing transit corridors and station areas.
- Keeping our streets and waterways clean and free of litter is important for our communities. VTA encourages passengers to recycle and dispose of trash in the appropriate containers.



- VTA is committed to reducing solid and hazardous waste of its operations. This includes following procedures to prevent pollution, improving waste management programs, and incorporating green building elements into project design and construction.
- VTA designs highway, transit, and facility projects to avoid or minimize permanent impacts to sensitive habitats. When impacts are unavoidable, VTA mitigates for the loss of habitats by preserving, enhancing, restoring, or creating habitats near the project site in coordination with the appropriate resource agencies.

For more information on VTA's Sustainability Program, visit our website at www.vta.org/sustainability or contact VTA at (408) 321-7575, TTY (408) 321-2330. Find us on Facebook under "SCVTA", Twitter under "VTA", and YouTube at www.youtube.com/scvta.



VTA Mission: VTA provides sustainable, accessible, community-focused transportation options that are innovative, environmentally responsible, and promote the vitality of our region.



VTA OCCUPATIONAL HEALTH & SAFETY POLICY

It is VTA's policy to:

- Provide a safe and healthy workplace for employees.
- Conduct operations in a manner consistent with the protection of the natural environment.
- Maintain compliance with all applicable local, state, federal laws and regulations, and VTA standards.

Detailed environmental, health and safety procedures are set forth in the VTA Occupational Injury and Illness Prevention Program. The primary responsibility for compliance rests with the management of each division, department and unit. The Enterprise Risk Management Department will oversee and direct the environmental health and safety compliance activities at VTA.

The VTA commitment to protect the environment and to provide a safe and healthy workplace extends as follows:

- No operation shall be performed in such a manner as to permit undue hazard to personnel or property, or to cause environmental contamination.
- Any recognized safety, health and environmental hazard shall be promptly corrected.
- Training of employees shall be provided to increase their awareness and knowledge of a safe, health and environmentally protective workplace.
- The Enterprise Risk Management Department is responsible for extending technical assistance to all VTA administrative, maintenance and operations Divisions in planning and implementing environmental, health and safety programs and activities.

A handwritten signature in black ink, appearing to read "Nuria I. Fernandez".

Nuria I. Fernandez
General Manager

January 17, 2014

Violence Free Workplace

Prevention, Response, and Recovery

Organizational Development
and Training

Christie Lee
Instructor



Ground Rules

- Treat others with respect
- Avoid stereotyping and discriminatory remarks
- No legal advice or debating VTA Policy
- Do not discuss incidents at your unit due to confidentiality
- Turn off or silence your electronic devices

Course Goal

- To communicate VTA's policy, standards, and expectations regarding violence in the workplace and to promote a violence free workplace.
- To provide VTA employees with the knowledge and skills to prevent, recognize, appropriately respond to, and recover from workplace violence.

SANTA CLARA Valley Transportation Authority

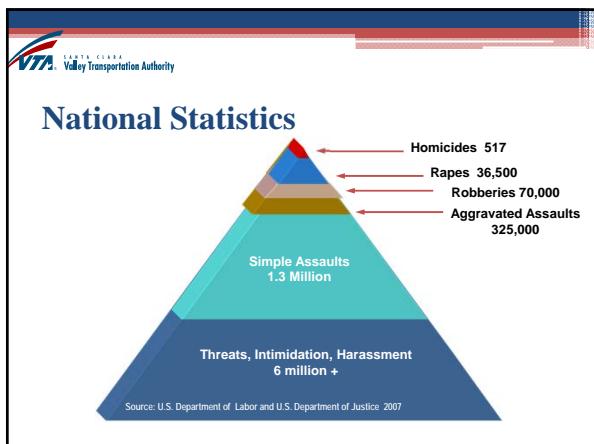
Course Objectives

- Define workplace violence and recognize warning signs of potentially violent behavior
- Identify security measures that can reduce the risk of workplace violence incidents
- Describe strategies for dealing with different, difficult, and dangerous people
- Discuss the value of reporting workplace violence
- Review the importance of recovering from workplace violence

SANTA CLARA Valley Transportation Authority

Course Outline & Objectives

- Defining Workplace Violence
- Recognizing Warning Signs
- Dealing with Different, Difficult, and Dangerous People
- Recovering from Workplace Violence



SANTA CLARA Valley Transportation Authority

Overview of Work Environment

- Working in an open and accessible environment
- Handling money or items of value
- Working alone
- Interacting with the public and dealing with customer and/or employee complaints



SANTA CLARA Valley Transportation Authority

Module 1

Defining Workplace Violence

SANTA CLARA Valley Transportation Authority

VTA's Violence Free Workplace Policy

2.0 Scope

VTA property and off premises	
In or around VTA buildings	Parking lots
Maintenance facilities	Bus or train yards
All other VTA and transit grounds	Vehicles
In the vicinity where transit vehicle picks up and carries passengers	
Anywhere else work is being performed	

3.0 Responsibilities

- 3.1 Employees
- 3.2 Supervisors, Managers, Chiefs
- 3.3 Human Resources Department
- 3.4 Risk Management
- 3.5 Protective Services Department
- 3.6 Visitors, Vendors, and Consultants
- 3.7 General Manager

VTA SANTA CLARA Valley Transportation Authority

VTA's Violence Free Workplace Policy

5.0 Definition

5.1 Workplace Violence

4.0 Policy - Behaviors

Any physical assault, threatening behavior, or verbal abuse (4.0 A-L) pg 3-4

VTA SANTA CLARA Valley Transportation Authority

Types of Workplace Violence

- Employee/Employee Conflicts
- Criminal Intent
- Customer Conflicts
- Domestic Violence



VTA SANTA CLARA Valley Transportation Authority

Learning Activity 1

What is Workplace Violence?

SANTA CLARA Valley Transportation Authority

What is Workplace Violence?

1. An employee is robbed at gunpoint in the agency's parking lot.



2. A customer who is upset and angry that service is behind schedule spits on you as he enters the vehicle.



SANTA CLARA Valley Transportation Authority

3. A recently fired employee says to his supervisor, "You haven't heard the last of me. I don't get mad, I get even!"



4. As you are driving the bus through an underpass someone from above throws a brick that hits the roof of the vehicle.



SANTA CLARA Valley Transportation Authority

5. While at work another employee grabs your hand and asks you out on a date. When you say "no" he/she doesn't let go of your hand and says, "I don't take no for an answer."



6. A customer yells at you that the train is "late again." When you try to check his fare he calls you "stupid" and makes a racial slur.



VTA SANTA CLARA Valley Transportation Authority

7. Your ex-boyfriend unexpectedly shows up on your route and says to you, "You'll never get rid of me." He then walks away.



8. You are driving a transit vehicle when an impatient driver behind you gives you the middle finger and cuts you off almost causing an accident.



VTA SANTA CLARA Valley Transportation Authority

9. A mechanic yells at another mechanic that he is a "worthless employee" who should never have been hired by the agency.



10. Several teenagers sit down in the back of your bus, start acting rowdy, and are being disruptive to other customers.



VTA SANTA CLARA Valley Transportation Authority

Physical Assault





VTA SANTA CLARA Valley Transportation Authority

Threatening Behavior

VTA SANTA CLARA Valley Transportation Authority

Verbal Abuse

VTA SANTA CLARA Valley Transportation Authority

Different Perspectives

- Determination is often times made by an individual's assessment based on his/her perception
 - Perception is based on individual's cultural background, upbringing, occupation, and work and life experiences.
 - Trust your judgment in determining what is a threatening or intimidating situation
 - Do not second-guess yourself
 - Be prepared to ask for help

- Management – take report seriously no matter how minor you think the incident is

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A Three-Pronged Prevention Approach

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Managing Security Risks

- Your work environment is open and accessible, you may work alone, or handle money/valuables.
- Your risks are reduced through:
 - Physical protective measures (p7)
 - Procedural security measures (p7)
 - Employee actions (p8)

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Conclusion

- The transit environment involves a variety of security risks
- Workplace violence includes a broad range of situations often based on a personal assessment of the situation
- A proactive approach can help minimize the risk of workplace violence
- Take action on a daily basis to reduce your risks

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Module 2

Recognizing Warning Signs

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Recognizing Signs

- A change in behavior on the part of a co-worker or “regular” customer that causes concern
- Behavior that is unacceptable or inappropriate for the situation displayed by employees, customers, or “strangers”

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Lesson Learned

- Missed warning signs
- Ignored or unreported warning signs
- Reported warning signs that were not acted upon

Examples: [Select Violence cases](#)



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Warning Signs

Expressions of violence and/or an unusual interest in weapons	Exhibits signs of depression
---	------------------------------




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Warning Signs

Increased work problems	Signs of domestic violence
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Learning Activity 2

Recognizing Warning Signs

Case Study 1 – 4, pg 10-13

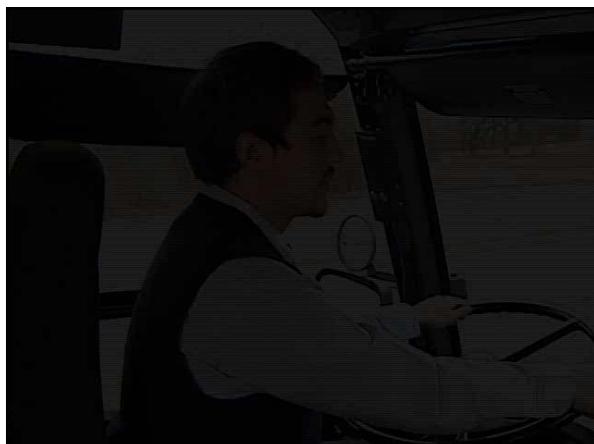
Group Activity





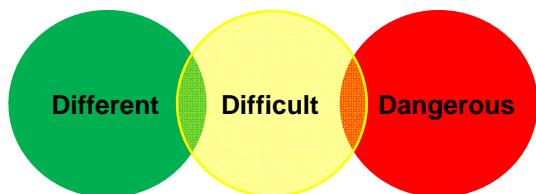
Conclusion

- Remain alert to warning signs of potentially violent behavior, but keep in mind that not all “warning signs” are indicators of potential workplace violence.
- Be aware of a negative change in behavior, or behavior that is inappropriate or unacceptable for the situation.
- If you recognize a warning sign, report your concerns in a timely manner to appropriate agency personnel.



The logo for the Valley Transportation Authority (VTA) is located in the top left corner of the slide. It features a stylized blue and red 'V' shape followed by the text 'VTA Valley Transportation Authority'.

Module 3 Dealing with Different, Difficult, and Dangerous People



VTA Valley Transportation Authority

Dealing with People



Different

- We all have differences
- Recognize your own biases
- Be aware of responses to differences that don't value diversity and increase conflict
- Don't act upon inaccurate assumptions and stereotypes
- Treat others with dignity and respect regardless of your personal views and opinions

Offer Help, Options,
or a Referral

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Dealing with People



Difficult

- **Maintain self-control**
 - Project Calmness
 - Slow down your responses – pause, deep breath, think before speaking
 - Identify your “hot buttons” and don’t take the bait

Acknowledge the Person's Feelings

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Dealing with People



Difficult

- Avoid confrontation

Summarize with Empathy

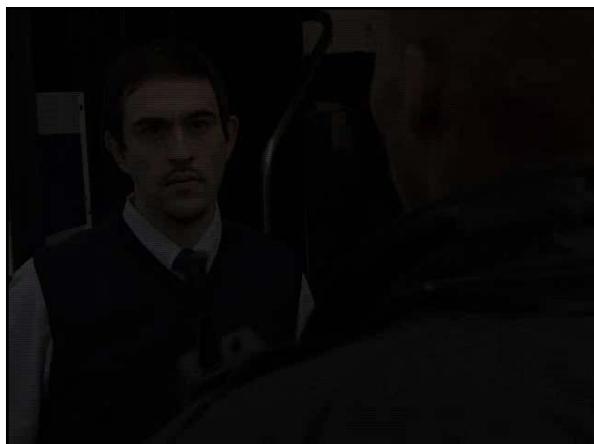
 Valley Transportation Authority

Dealing with People

Difficult

What to do?

Diffuse the situation.



Difficult Interaction



Top 10 Guidelines for Defusing Difficult People

1. Acknowledge the person's feelings to indicate that you can see that they are upset or angry.
2. Use respectful and non-confrontational language.
3. Summarize with empathy to show concern.
4. Don't take things personally. Accept criticism in a positive way.
5. Allow the person to maintain his/her dignity.



Top 10 Guidelines for Defusing Difficult People

6. Be patient and tolerant when dealing with a difficult person.
7. Give reasonable choices and consequences to defuse a difficult person by encouraging him or her to modify behaviors.
8. Don't let the person push your "hot buttons."
9. Avoidance is not always the best defense, especially when there is a policy violation or the situation needs to be addressed.
10. Maintain self-control.



Difficult Interaction – Re-visited

Difficult Interaction Re-Visited

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Dealing with People



Dangerous

- Protect yourself
- React appropriately to the situation
- Call for help – 911, VTA Alert, OCC, Protective Services
- Report the incident

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Identifying the Perpetrator

Eyes	Hat
Ears	Jewelry
Mouth/Nose	Shirt/Blouse/Dress
Hair/Facial Hair	Coat
Forehead	Pants/Skirt
Cheeks/Chin	Socks/Shoes
Neck	Oddities/Tattoos
Complexion	General Appearance
Body Shape/Size	Accessories



WB Pg 28

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Report the Incident

- Policy AS-HR-PL-2600 4.1 Reporting Acts or Threats of Violence, page 5
- Policy AS-HR-PL-2600 4.2 Mitigating Measures (Managers and Supervisors) page 5
- Policy AS-HR-PL-2600 3.0 & 3.1 Responsibilities (All Employees) pg 1
- Incident Report (last 2 pages)
- 9-1-1
- VTA Alert App
- O.C.C.

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Conclusion

- Protecting yourself is your top priority
- Call for immediate assistance when the person becomes (or is) dangerous
- Treat everyone with dignity and respect regardless of differences
- When dealing with difficult people, apply defusing strategies based on the situation
- Report all incidents so appropriate measures can be taken

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Module 4

Recovering from Workplace Violence

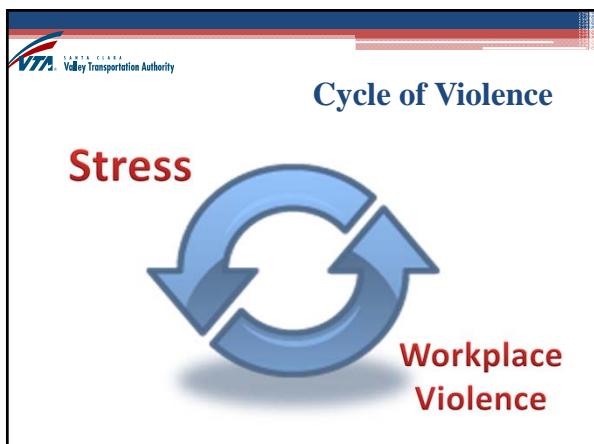
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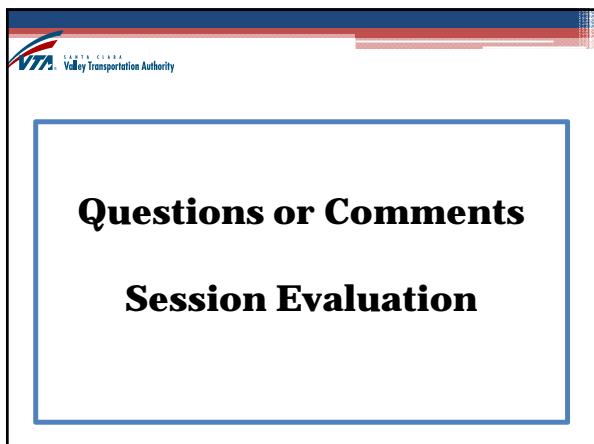
Who is Affected

```

graph TD
    WV((Workplace Violence)) --> V((Victims))
    WV --> W((Witnesses))
    WV --> F((Friends))
    WV --> CP((Customers and the Public))
    WV --> F2((Family))
    CW((Co-Workers)) --> F2
  
```







The slide features the VTA logo at the top left. It contains two large, bold, black text boxes with a blue border. The top box contains the text "Questions or Comments" and the bottom box contains the text "Session Evaluation".





EQUAL EMPLOYMENT OPPORTUNITY/AFFIRMATIVE ACTION POLICY STATEMENT

The Santa Clara Valley Transportation Authority (VTA) is an equal opportunity employer. VTA offers equal opportunity for employment or advancement to all qualified applicants or employees, including recruitment, selection, transfer, promotion, demotion, discharge, layoff, and all other terms and conditions of employment such as benefits, professional development, and pay.

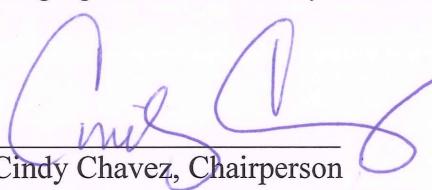
VTA does not and will not tolerate discrimination against applicants or employees on the basis of AGE, ANCESTRY, COLOR, MARITAL STATUS, MENTAL OR PHYSICAL DISABILITY, PREGNANCY, GENETIC INFORMATION, NATIONAL ORIGIN, RACE, RELIGION, CREED, SEX, SEXUAL ORIENTATION, MEDICAL CONDITION, DISABLED VETERAN OR VETERAN STATUS, ETC.

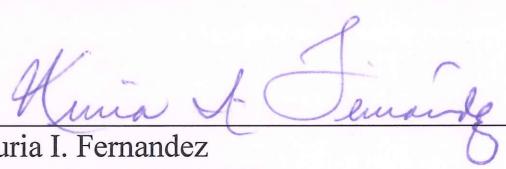
We are committed to equal employment opportunity and a diverse workforce. It is our mandate that all VTA employees and contractors adhere to both the spirit and the letter of this policy by maintaining an environment free from discrimination.

To implement our commitment to equality of opportunity and nondiscrimination, VTA has in place an Equal Employment Opportunity/Affirmative Action Program with goals and timetables to overcome the effects of past discrimination of minorities and women. State and federal executive orders, statutes, and regulations are the legal basis for the program. The successful achievement of these goals will provide benefits through full utilization and development of previously underutilized human resources.

The General Manager has overall responsibility for the Equal Employment Opportunity/Affirmative Action Program. However, the effective implementation of VTA's Equal Opportunity/Affirmative Action Program is the responsibility of all management and employees of VTA. Thus, performance of managers and supervisors will be evaluated on the success of the Equal Employment Opportunity/Affirmative Action Program in the same manner as performance on other agency goals.

On a day-to-day basis, Mitsuno Baurmeister, EEO Officer, closely monitors the Equal Employment Opportunity/Affirmative Action Program. Applicants and employees have the right to file complaints alleging discrimination by contacting the EEO Officer at (408) 321-5600.


Cindy Chavez, Chairperson
Santa Clara Valley Transportation Authority
Board of Directors


Nuria I. Fernandez
General Manager/CEO

DECEMBER 17, 2015
Date



SERVICE ACCESSIBILITY AT VTA

VTA's must meet service accessibility requirements of the **Americans with Disabilities Act (ADA)** to allow persons with disabilities equal access to transportation services, facilities and information. Following is a brief description of the services that are required to ensure that VTA is accessible to all of its customers:

ADA Paratransit Services: The ADA requires that public transit systems provide paratransit services that are comparable to regular fixed-route services. Paratransit services are specialized door-to-door services that are provided to persons with disabilities who are unable to use regular bus and rail services. VTA contracts with a local non-profit agency, Outreach, to provide paratransit services.

Accessible Services staff are responsible for managing and administering this contract to ensure compliance with the ADA. Paratransit services are offered to eligible persons during days and times that VTA buses and light rail operate. Where buses and light rail operate 24-hours a day, paratransit service is offered 24-hours/day in these transit corridors. VTA has arrangements with transit operators in neighboring counties to provide paratransit transfer trips.

Customers are charged a fare of \$4.00 per one-way trip. Persons who are interested in using these services must first become certified according to ADA criteria. Interested applicants must contact VTA's paratransit broker Outreach and Escort, Inc. (Outreach) to take part in a telephone interview for paratransit eligibility certification. Once the interview is completed, the applicant is notified of the outcome of the eligibility certification process within 10 business days. During FY 2009, VTA provided 1,067,115 paratransit trips. This represents an increase of 1.1% compared to the prior year.

Outreach can be reached at **408-436-2865**, or TDD **408-436-0155**.

Regional Transit Connection Discount Program (RTC): The RTC Program is a regional program offered throughout the Bay Area that provides seniors aged 65 years and older and persons with qualifying disabilities with a discount for bus and rail services. While not a requirement of the ADA, a program like the RTC Program is required by other federal regulations. At VTA, the RTC Program provides people with a picture ID, which entitles them to purchase a sticker each to ride bus or light rail services at no charge when boarding. If a monthly sticker is not purchased, or is not affixed to the card, the cardholder may show the RTC card to the bus operator when boarding and pay the senior/disabled discounted fare. In addition to VTA's administrative office and Downtown Customer Service Center, there are several sites throughout the community where people can obtain a RTC Program card. While persons with other forms of ID, (i.e. Medicare card, DMV Placard ID) can obtain the senior/disabled discounted cash fares or day passes, a RTC Program ID card is required to make use of the monthly sticker.

Accessible Transit Services: VTA must ensure that transit services and facilities are accessible. The ADA specifies requirements, including but not limited to:

- Calling Stops and Announcing Routes and Destinations at Multiple Stops
- Ensuring Priority Seating
- Assisting Persons with Disabilities with Boarding, Disembarking and Securement of Mobility Devices
- Allowing Service Animals On-board Buses and Light Rail Vehicles,
- Keeping Wheelchair Lifts in Working Order
- Providing an Option within 30 Minutes if a Wheelchair Lift Strands a Customer. Contacting Radio Control if a Lift is Inoperable When Attempting to Board a Customer.

The ADA also includes design requirements that apply to any new construction of facilities, to purchase of equipment and vehicles and to development of any new service that may be offered to the public. Examples of accessibility features included in the design of new light rail facilities include:

1. Station platform warning bands - truncated domes
2. Hazardous Vehicular areas - truncated domes before pedestrian track crossings
3. Station Visual Message Boards
4. Signage
 - a. Sign on platform entrance naming station - Braille and Raised letters
 - b. Sign on each side of platform - seen from each side of train – station name
 - c. Emergency exit sign - Braille and Raised letters
 - d. Accessible Entrance signage - especially for stations with elevators
 - e. Information signage - specific requirements
6. Platform entrance ramps - must have handrails if exceeding minimum slope. Ramps have specific requirements for slope, length etc.
7. Direct connections - any other transit facilities built as part of project (i.e. Park and Ride) must have direct connection to station platform, including accessible route.
8. Elevators - specific access requirements for signage, call lights and alarms, window panel, etc.
9. Fare Vending machines - with audio instruction and Braille and Raised letters, with specified reach range to operable controls and sufficient clearance around machine to allow side-reach to operable controls.
10. Accessible Route - minimum width for circulation around platform, avoidance of platform furniture (Le. benches, shelters, planters etc) and route to platform in surrounding area.
11. Illumination - Shall minimize glare on signage
12. Pedestrian Track crossings - route surface shall be level and flush with rail top at the outer edge and between the rails, except for a maximum 2-1/2 inch gap on the inner edge of each rail to permit passage of wheel flanges.
13. Rail to platform height coordinated with floor height of new vehicles maximum vertical difference between floor of vehicle and platform when vehicle at rest, and maximum horizontal gap. Exceptions specified.
14. Escalators - specified width, operational requirements, tread strip color, slip resistance



SANTA CLARA VALLEY TRANSPORTATION AUTHORITY (VTA) 457 DEFERRED COMPENSATION PLAN

VTA offers its employees a 457 Deferred Compensation Plan through ICMA-RC, a non-profit independent financial services organization focused on providing retirement plans and related services to public sector employees.

VTA's 457 plan can help you save and invest in your future with tax advantages. You may elect to make pre-tax contributions which means you pay less taxes each pay period by deferring money from your salary to your 457 plan. The amount you defer is not taxed until you receive it so your earnings accumulate tax-deferred. You may also elect to make Roth contributions which are made on an after-tax basis. While Roth contributions do not reduce your taxable income for the current year, the contributions and associated earnings can be withdrawn tax free if you meet certain criteria. Contributions can be made on both a pre-tax and post-tax (Roth) basis but the combined contributions cannot exceed the annual maximum IRS contribution limit of \$18,000 in 2016. If you are least age 50, you can make additional pre-tax or post-tax (Roth) contributions up to a maximum of \$6,000 in 2016 under the 'Age-50 Catch-up' provision.

To simplify your finances and consolidate your accounts, you may also transfer or rollover other eligible retirement accounts to your 457 plan.

VTA's 457 plan includes a variety of investment options including mutual funds, index funds, stable value funds, and target-date funds.

In addition, VTA's 457 plan offers:

- Mobile app services
- An interactive internet website at www.icmarc.org/vta 24-hour personal online access to your account, including fund transfers and account statements on-demand
- On-site educational seminars and individual meetings with an ICMA-RC Retirement Specialist
- A detailed quarterly investment newsletter
- The availability of loans of up to 50% of your funds (minimum of \$1,000 and maximum of \$50,000) for the purchase a principal residence, paying college tuition and fees, or for unreimbursed medical expenses
- A self-directed brokerage option

Because VTA is a public sector employer, the rules for the 457 plan are slightly different than those for 401(k) private sector plans. One of the key benefits of a 457 plan is that you can choose to receive your deferred compensation funds when you separate from employment without paying a tax penalty, even if you are not yet age 59 ½.

If you have any questions or would like additional information, please contact Sue Cabrera, Human Resources Analyst – Deferred Compensation at (408) 321-5570 or Susan Chang, ICMA-RC's Retirement Specialist at (866) 620-6064 or via email at: schang@icmarc.org.



California Family Rights Act (CFRA)

Both CFRA and FMLA entitles eligible employees of covered employers to take unpaid, job-protected leave for specified family and medical reasons with continuation of group health insurance coverage under the same terms and conditions as if the employee had not taken leave. CFRA and FMLA will run concurrently when applicable.

Eligible employees are entitled to:

- Birth of a child for purposes of bonding
- Placement of a child in the employee's family for adoption or foster care
- For the serious health condition of the employee's child, parent or spouse
- For the employee's own serious health condition

Leave under the California Family Rights Act (CFRA) may total up to 12 workweeks in a 12-month period. It does not need to be taken in one continuous period of time.

Requirements employee must satisfy to be eligible to take a CFRA leave

To be eligible for CFRA & FMLA leave, an employee must be either a full-time or part-time employee working in California, have more than 12 months (52 weeks) of service with the employer, have worked at least 1,250 hours in the 12-month period before the date the leave begins, and work at a location in which the employer has at least 50 employees within 75 miles radius of the employee's work site.

Family Medical Leave Act (FMLA)

Twelve workweeks of leave in a 12-month period for:

- In addition to the 4 items listed under CFRA;
- any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a covered military member on "covered active duty;" or Twenty-six workweeks of leave during a single 12-month period to care for a covered service member with a serious injury or illness if the eligible employee is the service member's spouse, son, daughter, parent, or next of kin (military caregiver leave).

Pregnancy Disability Act Leave (PDL)

PDL is for any period(s) of actual disability caused by your pregnancy, childbirth or a related medical condition up to four months (or 88 work days for a full-time employee) per pregnancy.

No years of service requirement. Medical documentation is required. PDL will run concurrently with CFRA/FMLA when applicable

- PDL does not need to be taken in one continuous period of time but can be taken on an as needed basis.
- Time off needed for prenatal care, severe morning sickness, doctor-ordered bed-rest, childbirth, and recovery from childbirth would all be covered by your PDL.



State Disability & Paid Family Leave

- Is a wage replacement programs only. It do not offer job guarantee.

We work on your schedule

Get started now

Quality health plans & benefits
Healthier living
Financial well-being
Intelligent solutions

aetnaSM

We know you're busy. That's why we're available anytime, day or night. Just need to talk? Give us a call. And you can always log on to our website for information, tools and resources to help you overcome life's obstacles. It's that simple and convenient!

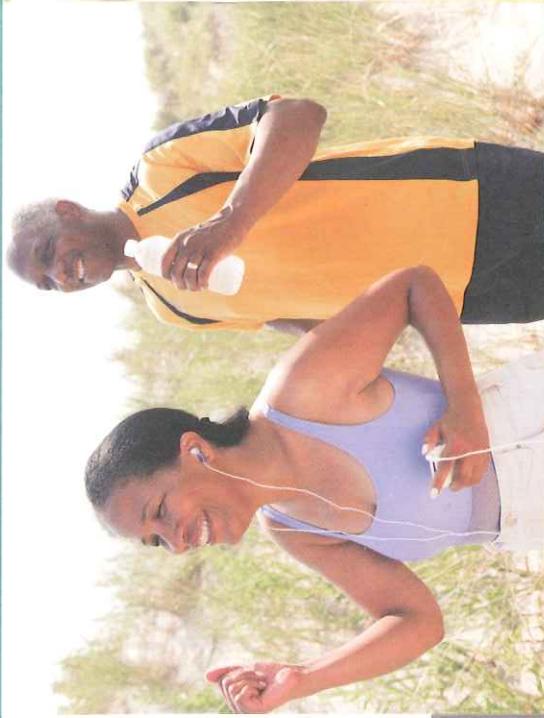
Santa Clara Valley Transportation Authority

1-800-962-1306

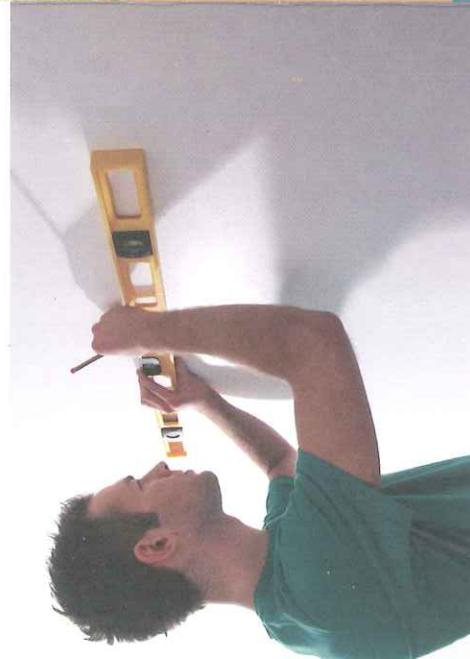
www.mylifevalues.com

Log In: Valley Transportation Authority

Password: eap



Everyone has a goal. How close are you to yours? We can help you build the confidence you need to succeed — at work and at home. We're here to help you thrive. Because you deserve the support needed to be the best YOU can be.



Take advantage of these services by calling today. Tear off the wallet card below and keep it handy.

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Password: eap

Aetna Resources for LivingSM is the brand name used for products and services offered through the Aetna group of subsidiary companies. The EAP is administered by Aetna Behavioral Health, LLC, Aetna Health of California, Inc. and Aetna Health and Human Resources Company, Inc.

This material is for informational purposes only. All calls are confidential, except as required by law (i.e., when a person's emotional condition is a threat to himself/herself or others, or there is suspected child, spousal or elder abuse, or abuse to people with disabilities). Services are available to you and your household members, including dependent children up to age 26, whether they live at home or not. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to www.aetna.com.

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Real solutions for real life

Aetna Resources For LivingSM

Everyday help

But it doesn't end there. Need help finding a local plumber? How about help planning your next vacation? We cover it all. Our worklife specialists can help you stay on top of life's everyday demands—and it's all available 24/7, 365 days a year.

We're here for all of life's moments: the good, the challenging and everything in between. Think of us as an extra hand when you're busy. Or an extra pair of eyes when you're lost. We're here to help you be your best — any time you need it.

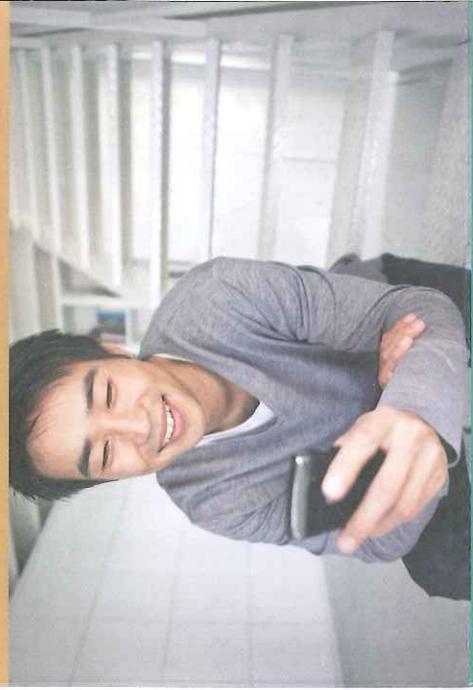
Our services are confidential and free of charge to you and members of your household. We can help you with:

- Social development
- Stress management
- Anxiety and depression
- Legal and financial matters
- Worklife balance
- Relationships and marriage
- Child and elder care
- Education planning
- Substance abuse
- Weight loss and more



Aetna Resources For Living

We understand there are times when each of us could use a little extra help. Staying on top of the demands of work, family and finances can be overwhelming. For those times, we're here to partner with you so you can return to a place of well-being.



Aetna Resources For Living

Real solutions for real life



All calls are confidential, except as required by law (i.e., when a person's emotional condition is a threat to himself/herself or others, or there is suspected child, spouse or elder abuse, or abuse to people with disabilities). Services are available to you and your household members, including dependent children up to age 26, whether they live at home or not. Information is believed to be accurate as of the production date; however, it is subject to change. For more information about Aetna plans, refer to www.aetna.com. ©2012 Aetna 44-02-916-1-ARFL (8/12)



THE EMPLOYEE ADVISORY COMMITTEE

The duty of the EAC is to act in an advisory capacity to the General Manager, serving as a communications link among employees, managers, and supervisors with the purpose of assisting VTA in enhancing employee ownership, improving the work place environment, and increasing morale.

The EAC makes and forwards recommendations to the General Manager or designee, in an advisory capacity. The EAC shall function within the following parameters including, but not limited to: communications, organization culture improvements, identification of training and educational needs, diversity promotion, and selection of various recognition awards. The EAC shall review, discuss, and make recommendations only on issues within its parameters. No recommendations are binding on the General Manager.

Members of the EAC are full-time VTA employees appointed by their respective Bargaining Unit. The EAC shall be composed of 12 members and their alternates, appointed as follows: Six (6) Division 265, Amalgamated Transit Union (ATU) representatives; Two (2) Local 101, American Federation of State County and Municipal Employees (AFSCME) representatives; Two (2) Local 521, Service Employees International Union (SEIU) representatives; One (1) Local 21, Transportation Authority Engineers and Architects' Association (TAEA) representative; and one (1) Non-represented member.