



# TRI DELTA TRANSIT

Eastern Contra Costa Transit Authority  
801 Wilbur Avenue • Antioch, California 94509  
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## **APPENDIX A**

### **Agenda Item 7b**

## **Tri Delta Transit Safety Plan**

### **Board of Directors Meeting**

Wednesday September 23, 2020

# Eastern Contra Costa Transit Authority (Tri Delta Transit) Safety Plan



**Contact Information:**  
**Eastern Contra Costa Transit Authority**  
**(ECCTA)- Recipient ID 5617**  
Tania Babcock  
SMS Executive  
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Revised September 2020

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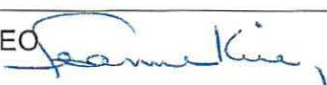
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# Eastern Contra Costa Transit Authority (Tri Delta Transit) Safety Plan

## 1. Transit Agency Information

<b>Transit Agency Name</b>	Eastern Contra Costa Transit Authority (ECCTA) doing business as Tri Delta Transit		
<b>Transit Agency Address</b>	801 Wilbur Avenue, Antioch, CA 94509		
<b>Name and Title of Accountable Executive</b>	Jeanne Krieg, Chief Executive Officer (CEO)		
<b>Name of SMS Executive</b>	Tania Babcock, SMS Executive		
<b>Mode of Service Covered by This Plan</b>	Fixed Route Bus; Non-Fixed Route Bus	<b>List All FTA Funding Types</b>	5307, 5339, JARC, Lifeline
<b>Mode of Service Provided by the Transit Agency</b>	ECCTA contracts with First Transit to operate fixed route and ADA/paratransit bus service. ECCTA operates 14 local bus routes on weekdays, 5 local bus routes on weekends and holidays, on-demand shuttle service on weekdays, and ADA/paratransit bus service on weekdays and weekends. ECCTA provides the vehicles, maintenance, and administration staff. First Transit provides the operations staff.		
<b>Does the Agency Provide Transit Services on Behalf of Another Transit Agency or Entity?</b>	Yes X	No <input type="checkbox"/>	<b>Description of Arrangement</b> Early bird service
<b>Name and Address of Transit Agency or Entity for Which Service Is Provided</b>	Bay Area Rapid Transit (BART) 300 Lakeside Drive Oakland, CA 94612		

## 2. Plan Development, Approval, and Updates

<b>Name of Entity That Drafted This Plan</b>	ECCTA	
<b>Signature by the Accountable Executive</b>	<b>Signature of Accountable Executive</b>	<b>Date of Signature</b>
	Jeanne Krieg, CEO 	9/23/2020
<b>Approval by the Board of Directors</b>	<b>Name of Entity That Approved This Plan</b>	<b>Date of Approval</b>
	ECCTA Board of Directors	9/23/2020
	<b>Relevant Documentation (title and location)</b>	
	Resolution #200923B Eastern Contra Costa Transit Authority (Tri Delta Transit) Safety Plan; Located in ECCTA CEO's office at 801 Wilbur Avenue, Antioch, CA 94509	
<b>Certification of Compliance</b>	<b>Name of Individual That Certified This Plan</b>	<b>Date of Certification</b>
	Jeanne Krieg, CEO	2020; annual certification
	<b>Relevant Documentation (title and location)</b>	
	<p>Certifications and Assurances for ECCTA submitted in TrAMS (<a href="http://www.transit.dot.gov/trams">www.transit.dot.gov/trams</a>)- category 08- Public Transportation Agency Safety Plan.</p> <p>ECCTA's Safety Plan addresses all applicable requirements and standards as set forth in FTA's Public Transportation Safety Program and the National Public Transportation Safety Plan.</p>	

<b>Version Number and Updates</b>				
<b>Version Number</b>	<b>Section/Pages Affected</b>	<b>Reason for Change</b>	<b>Date Issued</b>	<b>Resolution</b>
1	N/A	Initial release of Safety Plan	12/11/2019	#191211F
2	All Sections	Updated plan at annual review	9/23/2020	#200923B

### **Annual Review and Update of the Public Transportation Agency Safety Plan**

The Safety Plan is a "living document" and must address issues associated with system safety on a timely and proactive basis. The Safety Plan will be updated at any point when ECCTA determines that its SMS approach to safety has identified a need for change. In addition, an annual review of the Safety Plan will be conducted by the Accountable Executive, SMS Executive, and SMS leadership and executive management at the end of each fiscal year. The review will be completed annually by July 31. During the annual review, if changes are needed, ECCTA will revise the Safety Plan and training to reflect the changes. The Accountable Executive will approve the revised Safety Plan and then present to the Board of Directors for approval. ECCTA's Accountable Executive annually certifies SMS compliance with 49 C.F.R. Part 673.

### 3. Safety Performance Targets

<b>Safety Performance Targets</b>				
<i>Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.</i>				
	<b>Safety Performance Measure</b>	<b>Agency Definition</b>	<b>Total Number Per Fiscal Year</b>	<b>Rate Per Total Vehicle Revenue Miles Per Fiscal Year</b>
<b>Mode of Transit Service: Fixed Route Bus</b>	<b>Relevant Documentation (title and location):</b> Resolution #200923A Objectives, Measures, and Standards, Productivity Guidelines. Located in ECCTA CEO's office at 801 Wilbur Avenue, Antloch, CA 94509			FY 18/19 Total Vehicle Revenue Miles 1,937,713
	Fatalities	Death confirmed within 30 days.	0	0
	Injuries	Harm to person that requires immediate medical attention away from the scene.	3	.0000015
	Safety Events	Safety Events: Collisions, Fires, Derailments, Hazardous Material Spills, Acts of God, Other Safety Events (events that do not fall into any of the other categories, yet meet a reporting threshold other than immediate transport for medical attention for one person).	28	.0000144
	System Reliability	Miles between road calls (major mechanical failure).	50,000	N/A
<b>Mode of Transit Service: Non-Fixed Route Bus</b>				FY 18/19 Total Vehicle Revenue Miles 647,360
	Fatalities	Death confirmed within 30 days.	0	0
	Injuries	Harm to person that requires immediate medical attention away from the scene.	2	.000003
	Safety Events	Safety Events: Collisions, Fires, Derailments, Hazardous Material Spills, Acts of God, Other Safety Events (events that do not fall into any of the other categories, yet meet a reporting threshold other than immediate transport for medical attention for one person).	5	.0000077
	System Reliability	Miles between road calls (major mechanical failure).	100,000	N/A

ECCTA reviewed data for fatalities, injuries, and safety events for the previous two fiscal years and established the safety performance targets by averaging the data for each safety performance measure.

The total number and rate for safety performance targets in the charts are provided as annual fiscal year targets. The rate is based on total vehicle revenue miles for the fiscal year FY 18/19.

<b>Safety Performance Target Coordination</b>		
<p>ECCTA will transmit safety performance targets to Caltrans Division of Rail and Mass Transit (Caltrans) and to Metropolitan Transportation Commission (MTC). Safety performance targets will be transmitted to Caltrans and to MTC after the annual review of the Safety Plan. The targets will be transmitted annually by September 30. FTA requires ECCTA to coordinate with Caltrans and MTC to the maximum extent practicable. Safety performance targets will be transmitted to help Caltrans and MTC with the planning process for the future and for developing investment priorities for upcoming transit projects. Caltrans conducts coordination meetings with ECCTA for the selection of State and MPO safety performance targets and goals.</p>		
<b>Targets Transmitted to the State</b>	<b>State Entity Name</b>	<b>Date Targets Transmitted</b>
	Caltrans (Transmitted in writing to Safety Management System contact: Brian Travis: brian.travis@dot.ca.gov)	Annually by September 30
<b>Targets Transmitted to the Metropolitan Planning Organization</b>	<b>Metropolitan Planning Organization Name</b>	<b>Date Targets Transmitted</b>
	MTC (Transmitted in writing to Transit Asset Management contact: Shruti Harl: shari@bayareametro.gov)	Annually by September 30



## 4. Safety Management Policy

### **Safety Management Policy Statement**

*Include the written statement of safety management policy, incorporating safety objectives.*

The management of safety is a top priority for Eastern Contra Costa Transit Authority (ECCTA). ECCTA is committed to developing, implementing, maintaining and constantly improving processes to ensure that all our transit service delivery activities take place under a balanced allocation of organizational resources, aimed at achieving the highest level of safety performance and meeting established standards.

All levels of management and all employees are accountable for the delivery of this highest level of safety performance, starting with the Chief Executive Officer (CEO).

ECCTA's commitment is to:

- Support the management of safety through the provision of appropriate resources that will result in an organizational culture that fosters safe practices, encourages effective employee safety reporting and communication, and actively manages safety with the same attention to results as that given to the other management systems of the organization;
- Integrate the management of safety among the primary responsibilities of all managers and employees;
- Clearly define for all staff, managers, employees and contractors alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of our safety management system;
- Establish and operate hazard identification and analysis, and safety risk evaluation activities, including an employee safety reporting program as a fundamental source for safety concerns and hazard identification, in order to eliminate or mitigate the safety risks of the consequences of hazards resulting from our operations or activities to a point which is consistent with our acceptable level of safety performance;
- Ensure that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures;
- Comply with and, wherever possible, exceed legislative and regulatory requirements and standards;
- Ensure that sufficiently skilled and trained human resources are available to implement safety management processes;
- Ensure that all staff are provided with adequate and appropriate safety-related information and training, are competent in safety management matters, and are allocated only tasks commensurate with their skills;
- Establish and measure ECCTA's safety performance against realistic and data-driven safety performance targets; and
- Ensure externally supplied systems and services to support operations are delivered meeting our safety performance standards.

  
\_\_\_\_\_  
Jeanne Krieg, Chief Executive Officer

12/11/2019  
Date

**Safety Management Policy Communication**

*Describe how the safety management policy is communicated throughout the agency's organization. Include dates where applicable.*

ECCTA's Safety Management Policy Statement is communicated to all employees, contractors and the Board of Directors. The statement was communicated to the Board of Directors at a scheduled board meeting on 12/11/2019 and will be discussed again after the annual review in July, when any changes are made to the Safety Plan and to safety performance targets. The statement was posted on 12/12/2019 on the communication board near the maintenance computer station, on the "In the Spotlight" communication board in the driver's room, and on the communication board in the administration break room. The statement will be reviewed annually at an operations safety meeting and at the "Hazard Communication" maintenance and administration safety training class, upon hire and every two years at the SMS training class.

**Authorities, Accountabilities, and Responsibilities**

*Describe the authorities, accountabilities, and responsibilities of the following individuals for the development and management of the transit agency's Safety Management System (SMS).*

<p><b>Accountable Executive</b></p>	<p>The CEO is the Accountable Executive. The Accountable Executive meets all the requirements in §673.5 and §673.23(d)(1) in that this position is ultimately responsible for:</p> <ul style="list-style-type: none"> <li>• Carrying out the Safety Plan and the Transit Asset Management (TAM) Plan,</li> <li>• Controlling or directing the human and capital resources needed to develop and maintain the Safety Plan and the TAM Plan, and</li> <li>• Ensuring that ECCTA's SMS is effectively implemented, and action is taken, as necessary, to address substandard performance in ECCTA's SMS.</li> </ul> <p>Roles include:</p> <ul style="list-style-type: none"> <li>• Decision-making about resources to support asset management, SMS activities, and capital investments</li> <li>• Approving SMS implementation documents</li> <li>• Annually certifying SMS compliance with 49 C.F.R. Part 673</li> <li>• Communicating the Safety Management Policy Statement to ECCTA's Board of Directors and throughout the agency</li> <li>• Endorsing SMS implementation team and SMS processes</li> <li>• Providing guidance to the Safety Solutions Team on recommended SMS actions/SMS agency decision making</li> </ul>
<p><b>SMS Executive</b></p>	<p>The SMS Executive reports directly to the Accountable Executive as shown in the organizational chart. The SMS Executive received training from the US Department of Transportation on SMS Awareness, Safety Assurance, and SMS Principles for Transit. The SMS Executive also participated in the US Department of Transportation Federal Transit Administration Public Transportation Agency Safety Plan Workshop and webinars. The SMS Executive has the authority and responsibility for implementation and operation of ECCTA's SMS. Roles include:</p> <ul style="list-style-type: none"> <li>• Developing and maintaining SMS documentation</li> <li>• Directing safety risk management activities</li> <li>• Briefing the Accountable Executive on SMS</li> <li>• Assisting with safety management training</li> </ul>

	<ul style="list-style-type: none"> <li>• Reviewing the SMS agency plan on an annual basis with the Accountable Executive, leadership and executive management</li> <li>• Transmitting safety performance targets to Caltrans and to MTC on an annual basis</li> <li>• Ensuring the Safety Management Policy Statement is communicated throughout the agency</li> <li>• Ensuring communication of follow up information on identified safety concerns reported through the employee safety reporting program</li> </ul>
<p><b>Agency Leadership and Executive Management</b></p>	<p>Other members of ECCTA's leadership and executive management with authority and responsibility for implementation and operation of the agency's SMS include:</p> <ul style="list-style-type: none"> <li>• <b>Chief Operating Officer (COO)</b> <ul style="list-style-type: none"> <li>○ Assisting with identification of safety concerns and hazards</li> <li>○ Assessing and mitigating risk through safety risk management</li> <li>○ SMS agency decision making</li> </ul> </li> <li>• <b>Contract General Manager</b> <ul style="list-style-type: none"> <li>○ Assisting with identification of safety concerns and hazards</li> <li>○ Assessing and mitigating risk through safety risk management</li> <li>○ Overseeing employee safety reporting program for operations employees; communicating program to employees</li> <li>○ Ensuring each accident/injury is investigated and documented</li> <li>○ Ensuring provision of adequate and appropriate occupational safety and health training for employees</li> <li>○ Ensuring that safety devices are properly maintained and available and that employees are properly trained in their use</li> <li>○ Ensuring that safety communication boards are updated and that required SMS communication is posted</li> <li>○ Reporting safety performance target data to the SMS Executive</li> </ul> </li> <li>• <b>Director of Maintenance</b> <ul style="list-style-type: none"> <li>○ Assisting with identification of safety concerns and hazards</li> <li>○ Assessing and mitigating risk through safety risk management</li> <li>○ Ensuring that safety devices are properly maintained and available and that employees are properly trained in their use</li> <li>○ Ensuring the maintenance safety communication board is updated and that required SMS communication is posted</li> </ul> </li> <li>• <b>Manager of Administrative Services</b> <ul style="list-style-type: none"> <li>○ Assisting with identification of safety concerns and hazards</li> <li>○ Assessing and mitigating risk through safety risk management</li> <li>○ Communicating employee safety reporting program to administrative and maintenance employees</li> <li>○ Ensuring provision of adequate and appropriate</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>o occupational safety and health training for employees</li> <li>o Ensuring that safety devices are properly maintained and available and that employees are properly trained in their use</li> <li>o Ensuring the administration safety communication board is updated and that required SMS communication is posted</li> </ul>
<ul style="list-style-type: none"> <li>• <b>Key Staff</b></li> </ul>	<p><b>The Operations Manager, Facilities Manager, Safety Manager and Special Project Analyst</b> will serve as key staff in assisting with identification of safety concerns and hazards, assessing and mitigating risk through safety risk management.</p> <p><b>Safety Solutions Team (SST)</b>- SST membership includes: COO, Contract General Manager, Operations Manager, Safety Manager, SMS Executive, Director of Maintenance, Manager of Administrative Services, Special Project Analyst, Paratransit Coordinator, Bus Operator(s), and Transit Supervisor(s). The SST is a key element to ensure the safety of employees, customers, contractors and the public. SST members identify safety concerns through the employee reporting system, seek solutions to the concerns, and communicate follow up information on identified safety concerns reported through the employee safety reporting program through posted SST minutes. The SST assists in identifying safety concerns and hazards, and in assessing and mitigating risk through safety risk management. The SMS Executive will provide monthly meeting minutes to the Accountable Executive and communicate regarding SST deliberations, decisions and recommendations as needed. SST meetings are scheduled for the third week of the month. The Safety Manager maintains the meeting minutes.</p> <p><b>Each Employee will:</b></p> <ul style="list-style-type: none"> <li>• Be an active participant in the safety and health program</li> <li>• Perform all tasks in accordance with established policies, procedures and safe work practices</li> <li>• Perform a safety evaluation of his/her workspace daily</li> <li>• Inspect all tools and equipment prior to use to identify any hazards</li> <li>• Report any unsafe or unhealthy practice or condition and act to correct the condition if it is safe and the employee has the authority and ability to do so</li> <li>• Report any injuries, illnesses, incidents or accidents to the appropriate person</li> </ul>
<p><b>Employee Safety Reporting Program</b></p> <p><i>Describe the process and protections for employees to report safety conditions to senior management. Describe employee behaviors that may result in disciplinary action (and therefore, are excluded from protection).</i></p>	
<p>Safety is a core value at ECCTA. ECCTA is committed to providing a safe work environment for employees. Employees are the eyes and ears of the organization and a source of safety management information for ECCTA. Any employee discovering an unsafe condition is expected to eliminate the situation if it is safe for them to do so and within their authorization to act. Imminent hazards that may be life threatening or cause serious injury must be immediately reported to a supervisor. Any employee who has the authority and ability to abate and/or resolve a hazard safely should do so until the issue is fully resolved. For injury prevention and hazard identification, ECCTA has established various employee safety reporting programs.</p>	

## **Operations**

### **• Near Miss and Hazard Reporting**

ECCTA contracts with First Transit to operate ECCTA's demand response and fixed route bus service. Each First Transit employee is issued a Near Miss and Hazard Reporting pad to document and report safety, route, and security concerns. Employees are asked to report anything they determine to be a hazard. Each employee is also encouraged to report any near miss incidents and hazards. For near miss and hazard reporting purposes, First Transit defines a near miss as "an event you witnessed where no harm was caused, but there was the potential to cause injury or ill health; a dangerous occurrence." And hazard is defined as "anything that may cause harm in the near future." In addition to each employee being issued a Near Miss and Hazard Reporting pad, the reporting pads are also located in the driver's room, next to the safety suggestion box. Employees may choose to identify themselves by name or to provide an anonymous report. The program functions as follows:

- 1) If the safety or security hazard requires immediate attention, dispatch is notified immediately. If immediate attention is not required, the employee is encouraged to submit the information to management by the end of their workday. The employee completes the Near Miss and Hazard Reporting form and gives the form to management or places the form in the safety suggestion box located in the driver's room.
- 2) Contract General Manager or Safety Manager reviews the report, meets with employee if necessary, and has the authority to take immediate and appropriate action to correct the hazardous conditions or unsafe work practices and procedures, and to establish rules of safety as soon as they are identified. If necessary, assistance may be obtained through First Transit's Region Safety Manager.
- 3) For hazards that cannot be immediately corrected due to reasons such as the availability of needed equipment, materials and/or personnel; time for delivery, installation, modification, or construction; training periods; etc., protection shall be provided in the interim to employees who need it while correction of hazard is proceeding.
- 4) Contract General Manager or Safety Manager notes on the reporting form any corrective action taken, or the reason for no action taken, and submits a copy to the Region Safety Manager and to the employee. The employee has the right to appeal the determination by submitting the executed form to the Safety Manager for review.
- 5) Contract General Manager or Safety Manager maintains a written log of reported hazards and enters the information into First Transit's Safety Toolbox as an identified hazard. The hazard information is also recorded in ECCTA's Systems Hazards electronic database. The reported information is shared with the Safety Solutions Team (SST), where the information is reviewed, addressed and documented. Safety concerns reported through the employee safety reporting program will include follow up with the employee and through posted SST minutes.
- 6) Positive reinforcement and recognition are given to employees who demonstrate correct procedures and actions through Near Miss and Hazard Reporting. In addition, one winner is randomly selected from all reports at each safety meeting held once a month. Each winner receives a \$25 gift card.

**The "Near Miss and Hazard Reporting" form is listed in Appendix A.**

### **• Threatening or Suspicious Activity**

First Transit encourages anyone who sees, hears, or learns of any conduct or statement that seems threatening or suspicious, and/or any weapons on company premises or in company vehicles, to immediately report such conduct or statement, either to his/her supervisor or manager, to the Human Resources Department, FirstGroup America Security, and/or to the confidential Ethics and Compliance Hotline at 1.877.3CALLFG (1.877.322.5534), contact the Hotline intake site at [ethicsfirst.ethicspoint.com](mailto:ethicsfirst.ethicspoint.com), or email

Compliance@firstgroup.com.

If there is an immediate risk or imminent threat of violence, serious harm, or life-threatening conduct, employees should immediately call 911, local police, or other law enforcement.

**Conditions that protect a reporting employee from discipline or enforcement action**

First Transit will not retaliate against nor impose any other form of retribution on any employee because of his or her good faith reporting of a safety issue/concern, another person's suspected violation of company policies or guidelines, or any alleged violations of federal, state, or local laws.

The employee's contribution to the cause of the injury or collision is considered in disciplinary action, up to and including termination. If after analysis it has been determined that the incident resulted from an overt decision, disciplinary action is indicated. If not, then the appropriate counselling and/or training is indicated.

**Possible Disciplinary Actions**

First Transit uses a tiered approach to determine possible disciplinary actions. Infractions that lead to disciplinary action are categorized into four categories;

- Class 1- Dischargeable offenses, the most serious and unacceptable behavior
- Class 2- Serious violations of the First Transit performance code
- Class 3- Secondary violations of the First Transit performance code
- Class 4- Lesser violations of the First Transit performance code that may result in disciplinary action depending on the circumstances or repeated violations

Examples of **Class 1 Dischargeable Offenses** include:

- Convictions and imprisonment for such offenses as DUI, DWI, child abuse, etc.
- Safety; some offenses are of such a serious nature that termination is appropriate for the first offense. Those include but are not limited to:
  - Failure to properly secure mobility devices
  - Cell phone use while operating a company vehicle
  - Striking a pedestrian
  - Colliding into the rear of another vehicle or stationary object
  - Entering a railroad crossing when the lights are flashing
- Violation of the Drug & Alcohol Policy
- Dishonesty
- Stealing/Theft
- Unauthorized use or removal of company/client property or vehicle
- Violence/fighting/threats
- Harassment
- Insubordination
- Security
- Sleeping on the job
- Destruction of property
- Failure to return to work
- Leaving bus or passengers
- Failure to follow sleeping passenger rules

Examples of **Class 2 Infractions**, considered to be serious violations of the First Transit performance code include:

- Abusing or misusing sick leave
- Exchanging work assignments (trade) without proper authority

- Stopping work prior to the end of any shift without management's permission
- Excessive absenteeism, tardiness, starting work late after on the clock, or a pattern of unexcused absences unless otherwise permitted by law
- Reporting for work in an unfit condition
- Failing to obtain permission to leave work during normal working hours
- Discourteous or inappropriate attitude or behavior toward passengers or other members of the public
- Failure to comply with PPE directives
- Failure to wear a high visibility safety vest, reflective safety vest, or company issued high visibility uniform shirt according to company policies
- Failure to wear safety glasses in compliance with PPE directives
- Failure to wear company assigned shoe grips when directed to do so
- Violation of vehicle operating regulations
- Failure to observe safety, sanitation, or disciplinary policies of the client or company, or laws and regulations of Local, State, or Federal governments
- Failure to comply with the Risk Assessment policy
- Working more than an employee's regularly scheduled hours without advanced approval of the company
- Failure to operate a company vehicle according to assigned route or timetable
- Failure of any operator, safety sensitive employee, or employee required to be licensed for driving, to renew and maintain a valid, appropriate driver's license with required endorsements and a medical certificate for driving a company vehicle
- Failure to wait for connections or passing up passengers
- Transport of unauthorized persons
- Attempting to enter, entering or assisting any person to enter, or attempt to enter a company location or restricted area without proper authority

Examples of **Class 3 Infractions**, considered to be secondary violations of the First Transit performance code, include:

- Failure to report defective equipment
- Failure to report a safety hazard
- Failure to procure necessary information for an accident report or submitting an inaccurate or incomplete report
- Posting, circulating or distributing written or printed material during working times and in working areas
- Failure to adhere to the company reverse parking policy for company vehicles and personal vehicles
- Use of a company-owned radio or cell phone for non-company business during working time
- Failure of any operator to have in his or her possession a valid, appropriate driver's license with required endorsements and a medical certificate while driving a company vehicle

Examples of **Class 4 Infractions**, considered to be lesser violations of the First Transit performance code that may result in disciplinary action depending on the circumstances or repeated violations, include:

- Failure to comply with the dress code, uniform policy, cleanliness, personal hygiene, personal grooming habits, or other requirements established by the client or company
- Reporting for duty in an improper uniform, presenting an untidy, unkempt or dirty appearance of person or uniform, or improperly displaying uniform articles, company emblem, or authorized pins and badges
- Parking a personal vehicle in a restricted area at a company location
- Neglect of job duties and responsibilities, or lack of application or effort on the job

- Incompetence or failure to meet reasonable standards of efficiency or effectiveness
- Failure to provide First Transit with a current address or telephone number
- Failure to inform First Transit of changes in status of dependents for insurance coverage
- Littering the employee lounge area, restrooms, or any other company property
- Failure to read notices and bulletins and not making an effort to stay informed

### **Applying Disciplinary Actions**

Although employment may be terminated at-will by either employee or First Transit at any time in accordance with applicable law, without following any formal system of discipline or warning, First Transit may exercise discretion to utilize forms of discipline that are less severe than termination.

Whenever an employee is subject to discipline, the employee's work record, including violations occurring in the relevant time period, is reviewed before determining penalty.

### **Facilities**

ECCTA maintenance and administration employees are encouraged to report anything believed to be a hazardous condition or practice that may cause injury to people, property, or the environment. In addition, employees are encouraged to share any suggestions to improve safety in the workplace. All injuries, accidents and near misses must be reported.

- **Unsafe Conditions Report**

Employees use the Unsafe Conditions Report to communicate any safety concerns. Forms are available in the administration hallway filing cabinet and in the maintenance work station. Employees may choose to identify themselves by name or to provide an anonymous report. The program functions as follows:

- 1) Employee completes the Unsafe Conditions Report and gives the form to their supervisor or to the Manager of Administrative Services (in person or in mailbox), or places it in the Administration Communications Confidential Mailbox located in the maintenance computer station. The Manager of Administrative Services reviews the report, meets with the employee if necessary, and has authority to take immediate and appropriate action to correct the hazardous conditions or unsafe work practices and procedures, and to establish rules of safety as soon as they are identified.
- 2) For hazards that cannot be immediately corrected due to reasons such as the availability of needed equipment, materials and/or personnel; time for delivery, installation, modification, or construction; training periods; etc., protection shall be provided in the interim to employees who need it while correction of hazard is proceeding.
- 3) The Manager of Administrative Services notes any corrective action or the reason for no action taken on the Unsafe Conditions Report and submits a copy to the employee.
- 4) The Manager of Administrative Services records the hazard information in ECCTA's Systems Hazards electronic database. The reported information is shared with the Safety Solutions Team (SST), where the information is reviewed, addressed and documented. Safety concerns reported through the employee safety reporting program will include follow up with the employee and through posted SST minutes.
- 5) The Manager of Administrative Services saves the Unsafe Conditions Report in a binder.

If there is an immediate risk or imminent threat of violence, serious harm, or life-threatening conduct, employees should immediately call 911, local police, or other law enforcement.



- **Employee Suggestion Box**

Maintenance and administration employees may also report any suggestions through an Employee Suggestion Box. Employees may choose to identify themselves by name or to provide an anonymous suggestion. An employee suggestion box is located in the maintenance computer station and in the administration copy room. The program functions as follows:

- 1) The employee completes the Suggestion form located next to the Suggestion Box and places the form in the Suggestion Box.
- 2) Suggestions are reviewed quarterly by the Manager of Administrative Services.
- 3) The Manager of Administrative Services distributes suggestions to CEO, COO and Director of Maintenance for review.
- 4) If there is a hazard or safety concern reported, the Manager of Administrative Services records the information in ECCTA's Systems Hazards electronic database. The reported information is shared with the Safety Solutions Team (SST), where the information is reviewed, addressed and documented. Safety concerns reported through the employee safety reporting program will include follow up with the employee and through posted SST minutes.

If an employee's suggestion is chosen to be implemented and acted upon, the employee receives a \$50 check and recognition for their suggestion.

**The Unsafe Conditions Report and Suggestion form are listed in Appendix A.**

**Conditions that protect a reporting employee from discipline or enforcement action:**

No action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures.

The following conditions protect a reporting employee from discipline or enforcement action:

- The employee's action or lack of action was not intended to cause damage to ECCTA's operations, equipment or personnel;
- The employee's action or lack of action does not involve a criminal offense;
- The employee's behavior does not involve substance abuse or inappropriate use of controlled substances;
- The report does not contain falsified information;
- The event did not result in an accident/incident that qualified as reportable under State or Federal law;
- The event did not result in an identifiable release of a hazardous material.

## 5. Safety Risk Management

### **Safety Risk Management Process**

*Describe the Safety Risk Management process, including:*

- *Safety Hazard Identification: The methods or processes to identify hazards and consequences of the hazards.*
- *Safety Risk Assessment: The methods or processes to assess the safety risks associated with identified safety hazards.*
- *Safety Risk Mitigation: The methods or processes to identify mitigations or strategies necessary as a result of safety risk assessment.*

ECCTA's Safety Risk Management Process applies to all elements of the transit system.

### **Safety Hazard Identification**

ECCTA desires to identify and address hazards before they cause problems. Many programs, procedures, and reporting forms are in place to assist with safety hazard identification. A hazard is defined as any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment. To assist in safety hazard identification at ECCTA, employees are trained that a hazard is a real or potential condition; can cause a consequence; not an event (an accident, incident or occurrence). If a hazard is identified through any of ECCTA's programs, procedures or reporting forms, potential consequences of the hazard are evaluated through the risk assessment process and the information is entered in ECCTA's Systems Hazards electronic database. The programs, procedures and reporting forms used for safety hazard identification include the following:

#### **1) Employee Safety Reporting Program**

Through the employee safety reporting program, employees are encouraged to report anything believed to be a hazardous condition or unsafe practice that may cause injury to people, property, or the environment. In addition, employees are encouraged to share any suggestions to improve safety in the workplace. All injuries, accidents and near misses are to be reported. Hazards identified through the employee safety reporting program and potential consequences of the hazards are recorded in ECCTA's Systems Hazards electronic database by the Manager of Administrative Services and Safety Manager.

#### **Operations**

Upon hire, each operations employee is provided the First Transit Employee Handbook with information on the employee safety reporting program and a Near Miss and Hazard Reporting pad. Additionally, employees learn about the Near Miss and Hazard Reporting form at each monthly safety meeting when positive reinforcement and recognition is given to employees who demonstrate correct procedures and actions through Near Miss and Hazard Reporting.

#### **Facilities**

Upon hire, maintenance and administration employees are provided information on the employee safety reporting program and Safety Management Policy Statement. Additionally, The Safety Management Policy Statement is reviewed and employees learn about the reporting forms available to them annually at a "Hazard Communication" training class and every two years at a SMS training class. The reporting forms include: Unsafe Working Condition Report and Suggestion form. Employees are also reminded quarterly about the Suggestion Box and Suggestion form when suggestion winners are recognized and rewarded.

## 2) Facility Inspections

ECCTA management is responsible for overseeing periodic occupational and operational inspections of facilities and equipment to identify hazards on a proactive basis. Inspection types include safety/health inspections, facility inspections, and preventative equipment and vehicle inspections. Hazards identified through facility inspections and potential consequences of the hazards are recorded in ECCTA's Systems Hazards electronic database by the Facilities Manager and Director of Maintenance.

### Operations

#### • **Daily Safety and Health Walkthrough and Checklist**

A routine safety and health walkthrough is performed daily to promptly identify hazardous conditions at the facility and to notify employees of the hazards identified and mitigation measures to help protect employees from personal injury. Any identified hazards, potential consequences of the hazards, and corrective action taken from the Daily Safety and Health Walkthrough are recorded in ECCTA's Systems Hazards electronic database by the Safety Manager. First Transit's SOP #802- Daily Safety and Health Walkthrough and #802a- Daily Safety and Health Walkthrough Checklist outlines procedures followed.

#### • **Facility Parking Risk Management Assessment**

Inadequate turning areas, blind corners, and uneven walking surfaces can all cause collisions or employee injury in parking areas. First Transit's SOP #501- Facility Parking Risk Assessment helps identify and prevent these types of collisions for both buses and personal vehicles. The Contract General Manager must ensure compliance with all provisions of this SOP. The risk of the facility is assessed as follows:

- Annually
- Unscheduled- whenever a significant vehicle collision or a pedestrian strike occurs in the bus yard or on company premises.
- SOP #501a- Facility Parking Risk Assessment Guide and SOP #501b- Facility Parking Risk Assessment Form are tools to help with this assessment.
- Any identified hazards, potential consequences of the hazards, and corrective action taken from the Facility Parking Risk Management Assessment are recorded in ECCTA's Systems Hazards electronic database by the Safety Manager.

### Facilities

#### • **Administration, Operations & Maintenance Facility Plan**

The schedule for daily, weekly, monthly, quarterly and annual facility inspections is outlined in ECCTA's Administration, Operations & Maintenance Facility Plan. Any identified hazards, potential consequences of the hazards, and corrective action taken from the facility inspections are recorded in ECCTA's Systems Hazards electronic database by the Facilities Manager and Director of Maintenance.

#### • **Stormwater Prevention Plan (SWPP)**

As part of ECCTA's SWPP, weekly inspections are performed on the spill covers, storm drains, sump, and sweeper. Monthly inspections are performed on eye wash stations and fire extinguishers. Any identified hazards, potential consequences of the hazards, and corrective action taken from the inspections are recorded in ECCTA's Systems Hazards electronic database by the Facilities Manager and Director of Maintenance.

- **Maintenance Plan**

ECCTA's Maintenance Plan outlines the schedule for preventative maintenance and vehicle inspections. Any identified hazards, potential consequences of the hazards, and corrective action taken is recorded in ECCTA's Systems Hazards electronic database by the Facilities Manager and Director of Maintenance.

- **Injury and Illness Prevention Plan (IIPP)**

As documented in ECCTA's IIPP, a Hazard Assessment Checklist for the facility is completed annually. Any identified hazards, potential consequences of the hazards, and corrective action taken from the inspections are recorded in ECCTA's Systems Hazards electronic database by the Facilities Manager and Manager of Administrative Services.

**3) Positive Check-In Procedures and Reasonable Suspicion**

Positive check-in procedures are to ensure operators reporting are fit-for-duty. First Transit's SOP #804- Positive Check-In Procedures and Reasonable Suspicion outlines procedures followed.

**4) On-Board Video Technology**

First Transit's SOP #704- On-Board Video Technology provides a summary of the on-board video system and company standards that all operations employees must follow when operating a company vehicle equipped with on-board video technology. This technology is a valuable resource that helps operations instill positive driving behaviors by providing opportunities to view recorded driving events, driver history, and company trends. The goal of this in-cab camera technology is to proactively identify unsafe behaviors and improve those identified behaviors through coaching, retraining, and if necessary, disciplinary measures in accordance with the provisions of First Transit's Employee Handbook and applicable Collective Bargaining Agreements. Hazards identified through on-board video technology and potential consequences of the hazards are recorded in ECCTA's Systems Hazards electronic database by the Safety Manager.

**5) Incident Report and Initial Exposure Incident Report**

**Operations**

Operations employees document incidents that occur on the road, on the bus, or at the facility through an Incident Report. Incident Reports are for reporting any of the following that occurred: injury to employee, dispute between employees, dispute between operator/passenger, dispute between operator, motorist, dispute between passengers, operator/passenger victim of assault/theft, intoxicated passenger, passenger illness, vandalism/damage to bus, fire on bus, bus struck animal, witness report, dispute- fare/transfer, missed passenger, object struck bus, off route, other.

Incidents with passengers involving slips and falls on or near the vehicle, fights, police action, or removal of a passenger, must be reported to dispatch immediately and require a SOP #700a- Auto & General Liability Claim Form to be completed by management before going off duty for the workday.

All other incidents and occurrences out of the norm, no matter how slight, are to be reported to dispatch upon return to the yard.

The following are examples of incidents that must be reported:

- Broken or cracked windows from unknown causes,
- Cut seats,
- Service delays,
- Passing up passengers,
- Insufficient or excessive running time in schedule,

- Overloads, etc.

If in doubt, operators are to immediately contact dispatch.

If there is a hazard or safety concern reported, the information is recorded in ECCTA's Systems Hazards electronic database by the Safety Manager. ECCTA's CEO and COO receive a quarterly report on all operations Incident Reports. Any risk of operator assault is identified and mitigated through incident reporting.

#### **Facilities**

Maintenance and administration employees document incidents that occur on the road, on the bus, or at the facility through an Incident Report. Incident Reports are for reporting any of the following that occurred: employee injury, dispute between employees, property damage, environmental issue, other. If there is a hazard or safety concern reported, the information is recorded in ECCTA's Systems Hazards electronic database by the Manager of Administrative Services.

Maintenance and administration employees document blood borne pathogen incidents that occur on the road, on the bus, or at the facility through an Initial Exposure Incident Report. If there is a hazard or safety concern reported, the information is recorded in ECCTA's Systems Hazards electronic database by the Facilities Manager.

### **6) Incident Alert and Security Incident Report**

#### **Operations**

##### **Incident Alert**

The Incident Alert documents incidents that occur on ECCTA vehicles. The Incident Alert is for reporting employee injury, collision, passenger/third party injury, assault, injury to passengers with disabilities, security event, facility/property damage, sleeping children, media event, and other event. Any identified hazards, potential consequences of the hazards, and corrective action taken are recorded in ECCTA's Systems Hazards electronic database by the Safety Manager. Any risk of operator assault is identified and mitigated through Incident Alert reporting.

#### **Facilities**

##### **Security Incident Report**

The Security Incident Report documents incidents that occur on ECCTA property. Security Incident Reports are for reporting any of the following that occurred: arson, aggravated assault, burglary, breaking or entering, forcible rape, homicide, larceny/theft, motor vehicle theft, robbery, alcohol/drunkenness, bomb threat, disorderly conduct, drunk driving, fighting, gambling, kidnapping, liquor law violations, narcotics, sexual offenses (indecent exposure), suspicious activity, trespassing, vagrancy/loitering, vandalism, weapons, fare evasion, lost child, medical assistance, public excretion/urination, sleepers, smoking/eating/drinking, suspicious activity, and vehicle towing. Any identified hazards, potential consequences of the hazards, and corrective action taken are recorded in ECCTA's Systems Hazards electronic database by the Manager of Administrative Services. Any risk of operator assault is identified and mitigated through Security Incident Reporting.

### **7) Accident Investigation**

#### **Operations**

##### **Operator Incident Report**

##### **Auto & General Liability Claim Form**

##### **Accident & Safety Data Acquisition and Reporting**

##### **Courtesy Card**

Accidents are considered to be any collision that occurs while an operator is on duty.

Operators are to report all accidents and collisions to dispatch immediately upon occurrence.

SOP #700c– Operator Incident Report and SOP #700a– Auto & General Liability Claim Form, must be completed by the operator involved and First Transit management for accidents, possible claims of accidents, damage to equipment, injury and possible injury not later than one hour after completion of shift on the day of occurrence. Any vehicle defects that may have contributed to an accident shall be included in the report.

SOP #700– Accident & Safety Data Acquisition and Reporting, and the supporting SOP's, 700a– Auto and General Liability Claim Form; 700b– Courtesy Card; 700c– Operator Incident Report; ensure that the appropriate actions happen at the scene for the safety and security of First Transit passengers and employees; and that the appropriate data is collected to evaluate the incident, determine culpability; and develop actions to limit or eliminate the possibility of the incident occurring in the future.

Any identified hazards, potential consequences of the hazards, and corrective action taken from the accident investigation are recorded in ECCTA's Systems Hazards electronic database by the Safety Manager.

### **Facilities**

#### **Occupational Incident/Injury/Illness Investigation Report**

All maintenance and administration employees are required to immediately report and document accidents, incidents, and occurrences. The Occupational Incident/Injury/Illness Investigation Report is used to investigate reported accidents, incident, and occurrences. Root cause analysis is documented during the investigation. Any identified hazards, potential consequences of the hazards, and corrective action taken from the accident investigation are recorded in ECCTA's Systems Hazards electronic database by the Manager of Administrative Services.

#### **8) Data and Information Provided by Oversight Authority and Federal Transit Administration (FTA)**

ECCTA will monitor data and information provided by an oversight authority and FTA for any identified hazards and safety concerns. If the identified hazards and safety concerns are applicable to ECCTA, the SMS Executive will record the information in the Systems Hazards electronic database.

The Maintenance Plan is located in the Director of Maintenance office. The Administration, Operations & Maintenance Facility Plan, Security Incident Report, and Initial Exposure Incident Report are located in the Facilities Manager office. The SWPP, IIPP, Incident Report, and Occupational Incident/Injury/Illness Investigation Report are located in the Manager of Administrative Services office. The Daily Health and Safety Walkthrough, Daily Health and Safety Walkthrough Checklist, Incident Report, Incident Alert, Auto & General Liability Claim Form, Accident & Safety Data Acquisition and Reporting, and Courtesy Card are located on First Transit's corporate website.

### **Safety Risk Assessment**

#### **Systems Hazards electronic database**

ECCTA uses a Systems Hazards electronic database to assist with safety risk assessment. When a hazard is identified, a Systems Hazards Sheet is created to measure and analyze the safety risk. The Systems Hazards Sheet is saved in the Systems Hazards electronic database. The risk description is documented on the Systems Hazards Sheet. Applicable details such as bus number and location are reported. The risk likelihood and risk severity are determined taking into account existing mitigations, then a risk assessment is automatically calculated based on the Risk Assessment Matrix. Risk impact, risk response, and response strategy are documented. A contingency plan is documented if it is determined necessary. The information

is shared with the Safety Solutions Team. After approval of mitigation, mitigation steps are implemented, then there is follow-up of the safety risk and its corrective actions to make certain there is reduction of severity or elimination of the safety risk.

### 1) Risk Likelihood

The definition of risk likelihood is how often the consequence of the hazard might occur, considering the worst foreseeable- but credible- condition. Determination of risk likelihood must take into account existing mitigations. The subjective measure is ranked as follows:

- A) **Frequent**- Will occur frequently in the life of an item; continuously experienced in fleet/inventory
- B) **Probable**- Will occur several times in the life of an item; will likely occur in fleet/inventory
- C) **Occasional**- Likely to occur sometimes in the life of an item; will occur several times in fleet/inventory
- D) **Remote**- Unlikely but possible to occur in life of an item; unlikely, but can be expected to occur in fleet/inventory
- E) **Improbable**- So unlikely, occurrence may not be experienced; unlikely to occur, but possible to occur in fleet/inventory
- F) **Eliminated**- Risk removed/eliminated; will not occur in fleet/inventory

Likelihood Level	Likelihood of event in specific item	Occurrence Description
a	Frequent	Will occur frequently
b	Probable	Will occur several times
c	Occasional	Likely to occur sometimes
d	Remote	Unlikely but possible to occur
e	Improbable	So unlikely, occurrence may not be experienced
f	Eliminated	Risk removed / eliminated

### 2) Risk Severity

Risk severity is the anticipated effects of a consequence of the hazard, should it materialize. It is a subjective assessment of the damaging potential of the consequence of the hazard under the worst foreseeable- but credible- condition. Determination of risk severity must take into account existing mitigations. Risk severity is categorized as follows:

- 1) **Catastrophic**- Death or system loss
- 2) **Critical**- Severe injury, severe occupational illness, or major system damage
- 3) **Marginal**- Minor injury, minor occupational illness, or minor system damage
- 4) **Negligible**- Less than minor injury, less than minor occupational illness, or less than minor system damage

Severity	1. Catastrophic	2. Critical	3. Marginal	4. Negligible
Injury	Death	Severe Injury	Minor Injury	Less Than Minor Injury
Occupational Illness	Death	Severe Occupational Illness	Minor Occupational Illness	Less Than Minor Occupational Illness
Service/ Operation	System Loss	Major System Damage	Minor System Damage	Less Than Minor System Damage

**3) Risk Assessment Matrix**

The Risk Assessment Matrix calculates the risk level based on the risk likelihood and risk severity analysis. The risk assessment allows ECCTA to evaluate the acceptability of the safety risk and prioritize safety risk mitigation efforts.

- 1) High
- 2) Serious
- 3) Medium
- 4) Low
- 5) Eliminated

**ECCTA RISK ASSESSMENT MATRIX**

ECCTA Risk Assessment Matrix		SEVERITY			
		1. Catastrophic	2. Critical	3. Marginal	4. Negligible
LIKELIHOOD	a. Frequent	High (1a)	High (2a)	Serious (3a)	Medium (4a)
	b. Probable	High (1b)	High (2b)	Serious (3b)	Medium (4b)
	c. Occasional	High (1c)	Serious (2c)	Medium (3c)	Low (4c)
	d. Remote	Serious (1d)	Medium (2d)	Medium (3d)	Low (4d)
	e. Improbable	Medium (1e)	Medium (2e)	Medium (3e)	Low (4e)
	f. Eliminated	Eliminated			
<b>Resolution Requirements</b>					
High		Unacceptable	correction required		
Serious		Undesirable	correction may be required, decision by management		
Medium		Acceptable w/ review	with review and documentation by management		
Low		Acceptable	without review		
Eliminated		Acceptable	no action needed		

Based on Military Standard 882E

**4) Risk Impact**

Risk impact describes the effects or consequences of the risk associated with the hazard.

**5) Risk Response**

Risk response strategies are the approaches ECCTA can take to manage the risk associated with the hazard. Risk response is categorized as follows:

- 1) **Acceptance.** Accept the consequences of the hazard.
- 2) **Avoidance.** Avoid the consequences of the hazard.
- 3) **Contingency.** Backup solution to reduce the likelihood and/or severity of consequences of the hazard.
- 4) **Mitigation.** Solution to reduce the likelihood and/or severity of consequences of the hazard.
- 5) **Transfer.** Shift the consequences of the hazard from one party to another.

The Systems Hazards Sheet is listed in Appendix B.

**Safety Risk Mitigation**

ECCTA strives to reduce to the lowest level practical, the safety risk associated with an identified hazard. Safety risk mitigation is not synonymous with hazard elimination. ECCTA's transit environment contains some hazards that are impossible to eliminate and others that are highly impractical to eliminate. Accomplishing reduction of risk to the lowest practical level occurs in a variety of ways, from protective and warning devices to special procedures. There are, however, some hazards that present unacceptable risk requiring elimination. Part of the safety risk mitigation process is the use of the Risk Assessment Matrix. The matrix describes if the safety risk level is acceptable, acceptable with review, undesirable, or unacceptable.



ECCTA's Risk Assessment Matrix is as follows:

### ECCTA RISK ASSESSMENT MATRIX

ECCTA Risk Assessment Matrix		SEVERITY			
		1. Catastrophic	2. Critical	3. Marginal	4. Negligible
LIKELIHOOD	a. Frequent	High (1a)	High (2a)	Serious (3a)	Medium (4a)
	b. Probable	High (1b)	High (2b)	Serious (3b)	Medium (4b)
	c. Occasional	High (1c)	Serious (2c)	Medium (3c)	Low (4c)
	d. Remote	Serious (1d)	Medium (2d)	Medium (3d)	Low (4d)
	e. Improbable	Medium (1e)	Medium (2e)	Medium (3e)	Low (4e)
	f. Eliminated	Eliminated			
Resolution Requirements					
High		Unacceptable	correction required		
Serious		Undesirable	correction may be required, decision by management		
Medium		Acceptable w/ review	with review and documentation by management		
Low		Acceptable	without review		
Eliminated		Acceptable	no action needed		

Based on Military Standard 882E

After the risk assessment is complete, resolution requirements indicate if the safety risk level is:

- 1) **High- Unacceptable** with correction required
- 2) **Serious- Undesirable** and correction may be required, decision by management needed
- 3) **Medium- Acceptable with review** and documentation by management
- 4) **Low- Acceptable** without review by management
- 5) **Eliminated- Acceptable** with no action needed

Elimination or reduction of hazards with safety risk in the highest risk category in the Risk Assessment Matrix (High: 1a, 1b, 1c, 2a, 2b) occurs until the hazards are in a lower risk category and acceptable. Elimination or reduction of hazards with safety risk in the second highest risk category in the Risk Assessment Matrix (Serious: 1d, 2c, 3a, 3b) occurs until the hazards are in a lower risk category and acceptable.

#### Approach to Hazard Elimination and Mitigation

If the safety risk associated with an identified hazard requires correction, mitigation efforts will occur. Risk mitigation is a solution that reduces the likelihood and/or severity of consequences of the hazard. If mitigation is recommended, ECCTA uses a hierarchal approach to eliminate or reduce the safety risk associated with the hazard:

- 1) **Design for minimum risk**
- 2) **Use of safety devices**
- 3) **Use of warning devices**
- 4) **Provide special procedures and training**
- 5) **Provide Personal Protective Equipment (PPE)**

#### Design for minimum risk

When designing for minimum risk, there should be provisions in all designs to identify and eliminate hazards through appropriate safety and security design concepts. To the extent permitted by cost and practicality, identified hazards are eliminated or controlled by the design of equipment, systems and facilities. Design provides mitigation to the lowest practical risk level for hazards not eliminated.

#### Use of safety devices

After design, the use of fixed, automatic, or other protective safety devices may reduce remaining hazards to an acceptable risk level. These safety devices are critical system elements and will be inspected and maintained as such.

**Use of warning devices**

When design and safety devices cannot effectively mitigate hazards, use of warning devices may provide timely detection of the activated hazard and generate adequate warning signals to alert persons of the hazard. Design of warning signals shall minimize the probability of incorrect reaction to the warning by employees or other individuals. These warning devices are critical system elements and will be inspected and maintained as such.

**Provide special procedures and training**

Where it is impossible to adequately mitigate hazards through design, safety devices, or warning devices, written procedures and training are used to either reduce the likelihood of the hazard occurring, reduce the severity of the hazard if it does occur, or both, so that an acceptable risk level is achieved.

**Provide Personal Protective Equipment (PPE)**

When design, safety devices, warning devices, written procedures and training cannot effectively mitigate hazards, PPE may be used to achieve an acceptable risk level. The use of PPE ensures employees wear the proper protective clothing, gloves, safety glasses, ear protection, etc. for the job.

The documented risk response strategy is shared with the Safety Solutions Team. After concurrence by the Safety Solutions Team, the risk response strategy for a safety risk of high, serious, or medium level is presented to the CEO who may accept, modify, or reject the recommendation. Upon modification or rejection of the recommendation, the Safety Solutions Team will further analyze, determine strategy and recommend other actions until final approval by the CEO. Referral of the approved risk response strategy is directed to the responsible department for implementation. After the risk response strategy is implemented, the safety risk is re-evaluated by the Safety Solutions Team for acceptability or the need for further mitigation.

## 6. Safety Assurance

### Safety Performance Monitoring and Measurement

*Describe activities to monitor the system for compliance with procedures for operations and maintenance.*

ECCTA monitors the system for compliance with procedures for operations and maintenance according to the following chart.

Safety Assurance Process	If yes, then....
Procedures Monitoring and Measurement	
Inadequate compliance?	Address non-compliance
Insufficient?	Evaluate hazards through Safety Risk Management

#### Operations

##### **On-Board Video Technology**

On-Board Video Technology is a valuable resource that helps operations instill positive driving behaviors by providing opportunities to view recorded driving events, driver history, and company trends. The goal of this in-cab camera technology is to proactively identify unsafe behaviors and improve those identified behaviors through coaching, retraining, and if necessary, disciplinary measures in accordance with the provisions of First Transit's Employee Handbook and applicable Collective Bargaining Agreements. If monitoring On-Board Video Technology documents that procedures are insufficient, operations will evaluate any identified hazards through the Safety Risk Management process. The Safety Manager monitors On-Board Video Technology.

##### **Performance Audits**

Operators are required to receive a pre-training evaluation, final evaluation, annual evaluation and retraining evaluation. Operations monitors operator performance to identify any non-compliance with procedures or insufficient procedures. If monitoring documents that employees are not complying with procedures, operations will address the non-compliance. If monitoring documents that procedures are insufficient, operations will evaluate any identified hazards through the Safety Risk Management process. The Safety Manager monitors operator performance.

#### Maintenance

##### **Road Calls and Vehicle Break Downs**

Through monitoring road calls and vehicle break downs, maintenance monitors that employees are complying with procedures. If monitoring documents that employees are not complying with procedures, maintenance will address the non-compliance. If monitoring documents that procedures are insufficient, maintenance will evaluate any identified hazards through the Safety Risk Management process. The Director of Maintenance monitors road calls and vehicle break downs.

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

ECCTA monitors operations to identify any safety risk mitigations that may be ineffective, inappropriate, or not implemented as intended according to the following chart.

Safety Assurance Process	If yes, then....
<b>Safety Risk Mitigation Monitoring and Measurement</b>	
Ineffective?	Evaluate hazards through Safety Risk Management
Inappropriate?	Identify new mitigation under Safety Risk Management
Not implemented?	Address non-compliance

**Safety Solutions Team (SST) and Employee Reporting Program**

Information reported through the employee safety reporting program is monitored by the Safety Solutions Team (SST). SST members identify safety concerns through the employee reporting system, seek solutions to the concerns, and communicate follow up information on identified safety concerns reported through the employee safety reporting program through posted SST minutes. Throughout this process, SST members also monitor safety risk mitigations. If monitoring identifies any safety risk mitigation that is ineffective, then hazards will be evaluated through the Safety Risk Management process. If monitoring identifies any safety risk mitigation that is inappropriate, then new mitigation will be identified under the Safety Risk Management process. If monitoring identifies any safety risk mitigation that was not implemented, then the non-compliance will be addressed.

*Describe activities to conduct investigations of safety events to identify causal factors.*

A safety event is any accident, incident, or occurrence. ECCTA conducts investigations of safety events to identify causal factors according to the following chart.

Safety Assurance Process	If yes, then....
<b>Safety Event Investigations</b>	
Causal factors identified?	Evaluate hazards through Safety Risk Management
Information collected?	Use to monitor and measure through other Safety Assurance processes

**Operations**

First Transit has a “zero” tolerance for preventable injuries and collisions. Elimination of preventable injuries and collisions is the number one goal.

Accidents, incidents, and occurrences are investigated. Any injury, collision or incident that occurs is investigated to determine preventability or non-preventability. Investigations include all instances in which:

- a vehicle was damaged
- a vehicle leaves the traveled roadway
- a passenger is injured or
- an employee is injured

**SOP #700-Accident & Safety Data Acquisition** describes the data collection process including:

- Defining the Event & What to Do
- Accidents– Defining the Accident

- "Five Cardinal Rules That Apply to an Accident"
- Operator Responsibility
- Dispatcher on Duty Accident Investigation Responsibility

The Safety Manager reviews the data collected to determine if the accident/incident was preventable or non-preventable and to identify measures to reduce the risk of the accident/incident occurring in the future. When causal factors are identified through investigation, the hazards will be evaluated through the Safety Risk Management process. Information collected from investigations will be used to monitor and measure through other Safety Assurance processes.

**Facilities**

**Occupational Incident/Injury/Illness Investigation Report**

All maintenance and administration employees are required to immediately report and document accidents, incidents, and occurrences. The Occupational Incident/Injury/Illness Investigation Report is used to investigate reported accidents, incident, and occurrences. Root cause analysis is documented during the investigation. When causal factors are identified through investigation, the hazards will be evaluated through the Safety Risk Management process. Information collected from investigations will be used to monitor and measure through other Safety Assurance processes. The Manager of Administrative Services oversees this process.

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

ECCTA monitors information reported through internal safety reporting programs according to the following chart.

<b>Safety Assurance Process</b>	<b>If yes, then....</b>
<b>Internal Reporting Programs Monitoring and Measurement</b>	
Safety concerns identified?	Evaluate hazards through Safety Risk Management
Information collected?	Use to monitor and measure through other Safety Assurance processes

**Safety Solutions Team (SST) and Employee Reporting Program**

Information reported through the employee safety reporting program and Occupational Safety and Health Administration (OSHA) reporting is monitored by the Safety Solutions Team (SST). SST members identify safety concerns through the employee reporting system, seek solutions to the concerns, and communicate follow up information on identified safety concerns reported through the employee safety reporting program through posted SST minutes. Throughout this process, SST members also monitor safety risk mitigations. Safety concerns are identified and hazards are evaluated through the Safety Risk Management process. Information collected through the employee safety reporting program is used to monitor and measure through other Safety Assurance processes.

**Management of Change and Continuous Improvement**

*As a small agency, ECCTA is not required to implement a management of change process or a continuous improvement process. ECCTA does not implement these processes.*

## 7. Safety Promotion

### Competencies and Training

*Describe the safety training program for all agency employees and contractors directly responsible for safety.*

Safety is a top priority at ECCTA. Safety information and training is provided to all employees, both ECCTA employees and First Transit employees. First Transit provides the training program for all operations employees, which includes operators, dispatchers, schedulers, and operations lead staff. ECCTA provides the training program for all maintenance and administrative employees.

First Transit communicates hazards and safety risks relevant to employee's roles and responsibilities for operations employees during New Hire Training, as documented below. ECCTA communicates hazards and safety risks relevant to employee's roles and responsibilities for maintenance and administrative employees in its training program, as documented in Appendix C, and in individual job descriptions. Job descriptions are reviewed with maintenance and administrative employees upon hire, at SMS training, and are included in the employee handbook.

ECCTA has the following safety training programs:

#### Operations

First Transit provides the training program for all operations employees. Training employees to assess risks and recognize and avoid hazards in the workplace is critical to the overall safety of the workplace. Every First Transit employee is trained in "**BeSafe**" and "**Safe Work Methods**". "**BeSafe**" is First Transit's company-wide approach to safety management. This program takes safety performance to the next level through behavioral change. "BeSafe" is inclusive, collaborative and focuses on recognizing and acknowledging safe behavior and actions through positive reinforcement such as debriefs, tours, and touchpoints. All employees are trained in the principles of "BeSafe." First Transit's "**Safe Work Methods**" is designed to educate employees on how to identify conditions and actions posing risks to their well-being and that of their coworkers. This training is to be used:

1. In training new hire employees
2. In leading supervisors in identifying root causes of workplace injuries
3. In retraining injured workers so that re-occurrences are avoided
4. To supplement First Transit's First Occupational Rehabilitation Management (F.O.R.M.) light duty and return to work management program, in controlling workers compensation losses

The "Safe Work Methods" training curriculum includes:

- **New Hire Training**

New hire training is designed to educate the new employee to the hazards commonly found in the transportation environments including in vehicle maintenance shops, bus yards, fuel islands, wash bays, and office environments. The program also makes employees aware of injuries that can result from physical activities such as entering and exiting vehicles, assisting persons with disabilities, and handling mobility devices.

- PPE program including requirements for appropriate
  - Safety eyewear
  - Safety footwear
  - Safety hand wear
  - Hi-Vis vests
  - Disposal contaminated materials

- Risk Assessment and Injury Avoidance
  - Walking and Climbing
  - Lifting, Carrying, Holding, and Lowering Objects
  - Pushing, Pulling, and Twisting
  - Burns, Scalds
  - Exposed Fluids, Chemicals, Smoke
  - Cuts, Punctures, Abrasions, Lacerations
  - Mobility Device Lifts/Ramps

## 1. Requirements for Operator Training

Applicants are required to successfully complete a comprehensive training program prior to transporting passengers. Trainees are continually evaluated and tested throughout the training program. Trainees who do not demonstrate the required level of proficiency are provided additional training or are removed from training. The operator training program combines instructor-led sessions, video instruction, facilitated discussion, and opportunities for the trainees to practice what they have learned. Training topics include:

### Classroom Training

The first part of operator training at First Transit, classroom training, begins the process of instilling the safety culture into each operator. Helping the student operators understand the importance of keeping themselves and each passenger safe, and their responsibilities in maintaining a safe environment, is a theme integrated throughout.

- **Unit 1- Introduction**
  - Welcome and Introduction
  - Title VI Civil Rights Act 1964
  - Employee Handbook
  - BeSafe - Making Safety Personal
  - Hazardous Communication
  - Blood borne Pathogens
- **Unit II- Fundamentals**
  - Safe Work Methods
  - Basics of Safety
  - Managing Emergencies
  - Security Awareness
  - Map Reading
  - Communication Devices
  - Navigation and Fare Policies
  - Smith System
- **Unit III- The Operator**
  - Drug and Alcohol Awareness
  - Distracted Driving
  - Fatigue and Sleep Apnea Awareness
- **Unit IV- Transporting Passengers with Disabilities**
  - Transporting Passengers with Disabilities
  - Interacting with Passengers
  - Diffusing Conflict
  - Passenger Care While Loading and Unloading
  - Mobility Aids and Devices
- **Unit V- Driving Fundamentals**
  - Driving Fundamentals I
  - Driving Fundamentals II
  - Roadway Types
  - Railroad Crossings

### **Behind-the-Wheel Training**

Behind-the-Wheel training is conducted in three phases. Since most people coming to work as a bus operator have not been exposed to driving the types of vehicle used at First Transit, the first part of behind-the-wheel training takes place on a closed course. This provides the opportunity for the Instructors to evaluate the skill levels of each employee; and gives each employee the opportunity to make and learn from their mistakes in a safe environment.

The next phase of Behind-the-Wheel training takes place on the road, but in a controlled manner. During the road phase of the training, each student operator works one-on-one with a First Transit Instructor. The road work begins with the basics; intersections, service stops, and backing. The next advanced stage of the road work addresses roadways, highway driving, and continues the instruction on intersections and service stops. The "Smith Driving System" principles are incorporated throughout the entire Behind-the-Wheel training phase.

- **Closed Course (Group Work)**
  - Vehicle Orientation
    - Pre-Trip Inspection
    - Seat Adjustment
    - Mirror Adjustment
    - Braking, Accelerating, and Transmission
    - Wheelchair Securement
  - Reference Points
    - Lane Position
    - Right Side / Left Side
    - Backing Point
    - Forward Stop
    - Pivot Points
    - Turning Points
  - Vehicle Control
    - Straight in Lane
    - Left Turn
    - Right Turn
    - Lane Changing- Moving Right or Left
- **One on One Instruction Behind-the-Wheel**
  - **Basic Road Work**
    - "Smith System"
    - Intersections
    - Service Stops
    - Backing
- **Advanced Road Work**
  - "Smith System" Commentary Driving
  - Roadways
  - Expressway / Highway Driving
  - Intersections
  - Service Stops
- **Final Evaluation**

Upon completion of the training program, before an operator can be placed into service, they must successfully demonstrate their mastery of the skills and practices learned during the training program.
- **Cadet Training**

Once a new operator has been placed into service there is period of observation where an experienced operator, instructor, or supervisor



periodically rides-along to ensure the skills learned in training have successfully transferred to providing service. This includes the securement and transportation of a person with a disability.

## **2. Requirements for Staff Training**

Staff personnel are trained in Safety Leadership and "BeSafe".

- **Safety Leadership**

This is an Interactive CD-ROM course consisting of 5 CD's and leaders guides which are designed to educate all levels of First Transit management on the behaviors surrounding accidents. Every level of management takes the course and successfully pass an online test, found on the Safety Resource Center (SRC), with a passing grade of 90% or better.

The course outline is as follows:

- Safety Leadership
  - Accidents
  - Behavior
  - Leadership
- Supervisor Development
  - The Role of the Supervisor
  - Communication
  - Building Trust
  - Conflict Resolution
  - Performance Management
  - Decisions
- **Additional Safety Training**
  - Reasonable Suspicion
  - Supervisor's Report of Reasonable Suspicion
  - Code of Conduct
  - Customer Service
  - OSHA Requirements
  - Hazard Abatement FORM- CA Only

## **3. Requirements for Continuing Training and Evaluations**

First Transit provides ongoing employee training and evaluations.

The objective of ongoing evaluations is met through a broad spectrum of regularly scheduled management activities including:

- road observations,
- ride along evaluations, and
- daily safety contacts.

Where evaluations and observations identify unsafe acts or conditions, retraining is provided to improve skill levels in accordance with corporate standards.

### **Safety Meetings**

- Twelve (12) safety meetings are held annually
- Each meeting is to be a minimum of one (1) hour in length
- A required topic along with a safety campaign including posters and DVD is presented to all employees
- Attendance is a condition of employment and is mandatory for all operators, management, and operational staff. (*Unless stated otherwise in the Collective Bargaining Agreement.*)
  - Failure to attend all meetings will result in disciplinary actions up to and including termination.

### **Refresher Training**

First Transit has a "zero" tolerance for preventable injuries and collisions. Elimination of preventable injuries and collisions is the number one goal.

An employee involved in a preventable injury or collision is placed on administrative leave pending completion of the investigation and completion of any required refresher training.

### **Facilities**

All ECCTA employees participate in an employee orientation on the first day of being hired. The Workplace Security Program, Safety Management Policy Statement and employee safety reporting program are discussed at orientation. Administration and maintenance employees receive annual training on the Safety Management Policy Statement and employee safety reporting program at the "Hazard Communication" class and training every two years at the SMS training class.

ECCTA has a comprehensive health and safety training program in order to accomplish our safety objectives. The training program is designed to instruct each employee regarding general safety procedures, as well as hazards and safety procedures specific to each employee's duty assignment. Training is provided on an annual basis for all permanent administration and maintenance employees according to the training matrix in **ECCTA's training program (Appendix C)**.

### **Safety Communication**

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

Safety and safety performance information is communicated throughout the organization. Information on the employee safety reporting program, how to communicate safety concerns, and full job descriptions documenting hazards and safety risks relevant to employee's roles and responsibilities is communicated upon hire. For both First Transit and ECCTA employees, follow up to safety concerns reported through the employee safety reporting program will be done through follow up with the employee and through posted SST minutes.

### **Operations**

In addition to safety posters in the driver's room, First Transit has four main communication boards featuring different safety information. Safety communication content includes safety-related hazards and safety messaging for the operations department.

- **BeFirst-** The BeFirst safety communication board is regularly updated to reflect the number of collision free days, injury free days, and lost work days. There are two safety topics communicated on the BeFirst board. Safety topics are selected by the First Transit corporate safety team.
- **In the Spotlight-** In the Spotlight is used to communicate current operational and safety information. Safety department communication, how to report safety concerns, monthly SST minutes which includes follow up information on identified safety concerns reported through the employee safety reporting program, and the Safety Management Policy Statement are posted on this communication board.
- **Hot Spot-** The Hot Spot board is located near the door to the bus yard and displays road safety tips. Road safety tips are updated as needed to focus on the current safety topic.

- **Health & Wellness Board-** The Health & Wellness Board is updated monthly with nutrition, financial, local, safety, fitness, and topic of the month information. This board communicates the health management program to employees.

First Transit has individual motivators in place using individual achievement awards to help affect individual safety improvement through the use of personal recognition awards. Currently established safety awards for First Transit employees are:

- **Annual Safe Driver Awards**
- **Safety Solutions Team Recognition** to identify and recognize safety team members

"First Transit Connect" employee app is a peer to peer safety communication tool offering safety tips, best practices, recognition, offering ideas on "What Works", Safety Happenings, and Safety Pep Rallies.

#### Facilities

The required OSHA, state and federal posters are placed in the maintenance and administration employee break room. In addition, the maintenance department has safety posters at the computer work station and a communication board that is updated as needed. Safety communication content includes safety-related hazards and safety messaging. The administration department has a communication board in the break room that is updated as needed. How to report safety concerns, monthly SST minutes which includes follow up information on identified safety concerns reported through the employee safety reporting program, and the Safety Management Policy Statement are posted on the maintenance and administration communication boards.

ECCTA holds an annual Safety Awards Luncheon for maintenance and administrative employees to recognize the importance of safety at the agency. One maintenance employee and one administration employee are selected as the "Safety Employee of the Year".

## Additional Information

### Supporting Documentation

*Include or reference documentation used to implement and carry out the Safety Plan that are not included elsewhere in this Plan.*

The following additional documents are used to implement and carry out the Safety Plan.

- First Transit Agency Safety Plan. The SMS Executive has a copy of the plan.
- First Transit Safety Management System SOP #801 and #801a Mobility Device & Mobility Device Occupant Securement- Bus Operator Evaluation. This document relates to performance audits and Safety Assurance. The SMS Executive has a copy of the SOP.
- First Transit Safety Management System SOP #803, #803a, and #803b Safety Solutions Team. These documents describe the operation of the safety committee. The SMS Executive has a copy of the SOP.
- First Transit SOP #900 Facility Hazard Recognition Manual. This document outlines First Transit's Safety Management System Policy. The SMS Executive has a copy of the SOP.
- First Transit System Safety & Security Plan. Injury & Illness Prevention Program- CA only. This document assists with Safety Hazard Identification. It is available on First Transit's corporate website.
- First Transit Driver Enhancement Training/Coaching Guidelines assists with the Safety Risk Management process. This document is available on First Transit's corporate website.
- ECCTA Injury Illness and Prevention Plan in the ECCTA Employee Handbook assists with Safety Hazard Identification. The Manager of Administrative Services maintains this document.
- ECCTA Training Program in the Hazardous Materials Business Plan. This document outlines the safety training program that is a component of Safety Promotion. The Manager of Administrative Services maintains this document.
- Security Incident Report in the ECCTA Security and Emergency Preparedness Program (SEPP). This document assists with Safety Hazard Identification. The Facilities Manager maintains the security incident reports and the Manager of Administrative Services oversees the SEPP.

ECCTA maintains records related to this Safety Plan and SMS implementation for a minimum of three years. These documents include, but are not limited to, the results from the SMS processes and activities. ECCTA will make this documentation available upon request to the FTA or other oversight agencies.

## Definitions of Special Terms Used in the Safety Plan

Term	Definition
<b>Consequence</b>	An effect of a hazard involving injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.
<b>Hazard (First Transit definition)</b>	Anything that may cause harm in the near future.
<b>Hazard</b>	Any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.
<b>Hazard Analysis</b>	Formal activities to analyze potential consequences of hazards during operations related to provision of services.
<b>Near Miss</b>	An event you witnessed where no harm was caused, but there was the potential to cause injury or ill health; a dangerous occurrence.
<b>Performance Target</b>	A quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the Federal Transit Administration (FTA).
<b>Risk likelihood</b>	The likelihood that the consequence might occur, considering the worst foreseeable-but credible-condition.
<b>Risk</b>	Composite of predicted severity and likelihood of the potential effect of a hazard.
<b>Risk Impact</b>	The effect or consequences of the risk.
<b>Risk Mitigation</b>	The activities whereby a public transportation agency controls the likelihood or severity of the potential consequences of hazards.
<b>Safety Assurance</b>	The processes within a transit agency's SMS that function to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.
<b>Safety Deficiency</b>	A condition that is a source of hazards and/or allows the perpetuation of hazards in time.
<b>Safety Risk Management</b>	A process within a transit agency's safety plan for identifying hazards, assessing the hazards, and mitigating safety risk.
<b>Safety Risk Severity</b>	The anticipated effects of a consequence, should it materialize, taking as reference the worst foreseeable-but credible-condition.
<b>Safety Management Policy</b>	A transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees in regard to safety.
<b>Safety Management System (SMS)</b>	The formal, top down, data-driven, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systemic procedures, practices and policies for

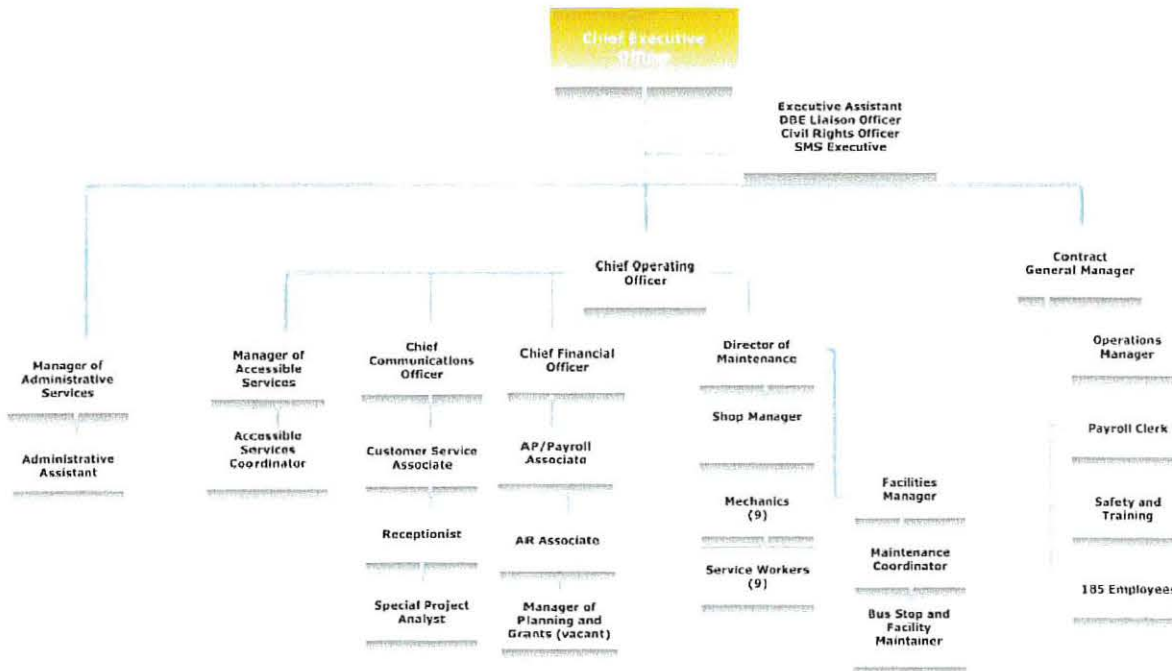
	managing risks and hazards.
<b>Safety Performance Target</b>	A performance target related to safety management activities.
<b>Safety Promotion</b>	A combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.
<b>Safety Risk</b>	The assessed likelihood and severity of the potential consequence(s) of a hazard, using as reference the worst foreseeable, but credible, outcome.
<b>Vehicle Revenue Miles</b>	The miles that vehicles are scheduled to or actually travel while in revenue service.

### List of Acronyms Used in the Safety Plan

<b>Acronym</b>	<b>Word or Phrase</b>
<b>BART</b>	Bay Area Rapid Transit
<b>CEO</b>	Chief Executive Officer
<b>COO</b>	Chief Operating Officer
<b>Caltrans</b>	Caltrans Division of Rail and Mass Transit
<b>DUI</b>	Driving Under the Influence
<b>DWI</b>	Driving While Intoxicated
<b>ECCTA</b>	Eastern Contra Costa Transit Authority
<b>FTA</b>	Federal Transit Administration
<b>IIPP</b>	Injury Illness Prevention Plan
<b>MTC</b>	Metropolitan Transportation Commission
<b>OSHA</b>	Occupational Safety and Health Administration
<b>PPE</b>	Personal Protective Equipment
<b>SEPP</b>	Security and Emergency Preparedness Program
<b>SMS</b>	Safety Management System
<b>SOP</b>	Standard Operating Procedure
<b>SWPP</b>	Storm Water Prevention Plan
<b>TAM</b>	Transit Asset Management
<b>TSI</b>	Transportation Safety Institute

# Organizational Chart

## Tri Delta Transit Organizational Chart Revised 5/2020





## Appendix A

### Employee Reporting Program

#### *Near Miss and Hazard Reporting*

CATEGORY	DEFINITION
Hazard Report	A report of a hazardous condition that has potential to cause injury to people whether within your place of work, on a vehicle or en route.
<p><b>Please use to report anything that may cause harm in the near future.</b></p>	
Safety Issues	A report on any safety issue that has a specific cause - e.g. maintenance, housekeeping, environment and behaviour.
<p><b>Please use to report any safety or security issue that may cause injury or property damage.</b></p>	
Near Miss Report	An incident that could have resulted in an injury within your place of work, on a vehicle or en route.
<p><b>Please use to report an event you witnessed where no harm was caused, but there was the potential to cause injury or ill health – a dangerous occurrence.</b></p>	

**Near miss and hazard reporting**

Date / /    Near miss report    Hazard report

Name

Location

Description:

Actions required

Who is to complete the actions?

Contractor    Employee    Visitor    Other

**First**

***Please use the Near Miss and Hazard Reporting slips. If you need more, please see a manager or supervisor.***

**Think Safe, Act Safe, Be Safe!**



### UNSAFE CONDITIONS REPORT

NAME: <i>OPTIONAL</i>	DATE :
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HAS SUPERVISOR BEEN NOTIFIED OF SAFETY CONCERN?	YES / NO
---	----------

IF YES, PLEASE DETAIL ACTIONS TAKEN:

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SPECIFIC CONCERN/ HAZARD:	HAZARD TYPE – CIRCLE ONE
	<ul style="list-style-type: none"> <li>• IMMEDIATE THREAT TO LIFE</li> <li>• POTENTIAL THREAT TO LIFE OR SERIOUS INJURY</li> <li>• ERGONOMIC</li> <li>• MINOR HAZARD-INJURY UNLIKELY</li> </ul>

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RECOMMENDATION FOR CORRECTION:

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**SUBMIT COMPLETED FORM TO THE MANAGER OF ADMINISTRATIVE SERVICES**

**ACTION TAKEN:**

- ( ) Referred to \_\_\_\_\_ for investigation
- ( ) Action taken \_\_\_\_\_
- ( ) No action taken. Why? \_\_\_\_\_

WHITE COPY – MANAGER OF ADMINISTRATIVE SERVICES

YELLOW COPY – EMPLOYEE

Effective 5/2020

Injury and Illness Prevention Plan

**SUGGESTION**

Instructions: Write your suggestions clearly indicating exactly what is to be done. If you need more space or it is necessary to draw a sketch use the back of this form or attach a sheet of plain paper.

My  
Suggestion  
Is...

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My  
Suggestion  
Will  
Accomplish  
The  
Following...

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**OPTIONAL**

NAME \_\_\_\_\_

DATE SUBMITTED \_\_\_\_\_

SIGNATURE \_\_\_\_\_

# Appendix B

## Systems Hazards Sheet

ID #	<input type="text"/>
Opened Date	<input type="text"/>
Closed Date	<input type="text"/>
Reported By	<input type="text" value="-- Please Select One --"/>
Risk Description	<input type="text"/>
Bus #	<input type="text" value="-- Please Select One --"/>
Location	<input type="text"/>
Current Status	<input type="text" value="-- None --"/>
Probability of Occurrence	<input type="text" value="-- Please Select One --"/>
Risk Severity	<input type="text" value="-- Please Select One --"/>
Risk Assessment	<input type="text" value="Undetermined"/>
Risk Impact	<input type="text"/>
Risk Area	<input type="text" value="-- Please Select One --"/>
Notes & Comments	<input type="text"/>
Notes & Comments Doc.	<input type="text"/> <input type="button" value="Browse..."/>
	No Document Available
Risk Response Strategy	<input type="text" value="-- Please Select One --"/>
Response Strategy	<input type="text"/>
Contingency Plan	<input type="text"/>
Contingency Plan Doc.	<input type="text"/> <input type="button" value="Browse..."/>
	No Document Available
Safety Committee Recommendation	<input type="text"/>
Leadership Decision	<input type="text"/>

**Appendix C**

**ECCTA Training Program**

**ECCTA/Tri Delta Transit  
Employee Training Matrix**

<b>Training</b>	<b>Administration</b>	<b>Maintenance</b>	<b>Timing</b>
Hazard Communication	X	X	Annually
Spill Prevention Control Plan		X	Annually
Spill Containment, Control, and Cleanup		X	Annually
Storm Water Pollution Prevention Plan		X	Annually
Underground Storage Tank Safety Training – including alarms and leaks		X	Annually
Security and Emergency Preparedness Plan	X	X	Annually
Heat Illness Prevention		X	Annually
Bloodborne Pathogens	X	X	Annually
Emergency Evacuation Plan	X	X	Biannually
Fire Extinguisher	X	X	Every two years
Sexual Harassment	X	X	Every two years
Violence in the Workplace	X	X	Every two years
Drug and Alcohol Program	X	X	Every two years
Safety Management System (SMS)	X	X	Every two years