

Public Transportation Agency Safety Plan



City of Decatur **Public Transit**

December 2020

Amended March 2024

Table of Contents

- Section 1. Transit Agency Information 4**
- General Information 4**
- Section 2. Plan Development, Approval, and Updates 5**
- Section 3. Safety Performance Targets 6**
- Section 4. Safety Management Policy 8**
- Safety Management Policy Statement 8**
- Safety Management Policy Communication 11**
- Authorities, Accountabilities, and Responsibilities 11**
 - Accountable Executive (AE)..... 11**
 - SMS Executive (SME)..... 12**
 - Chief Safety Officer (CSO) 12**
 - Contractor Facility and Vehicle Maintenance Manager 13
 - Contractor Operations Manager 13
 - Contractor Information Technology Manager 13
 - Contractor Quality Assurance Manager 13
 - Contractor Paratransit Manager..... 13
 - Contractor General Manager {SMS Executive}..... 14
 - Contractor Training Manager 14
 - Customer Service Manager 14
- Employee Safety Reporting Program 14**
 - City of Decatur Responsibility 16
- Safety Performance Targets and Measures..... 16
- Section 5: Safety Risk Management..... 17**
- Safety Hazard Assessment..... 19
 - Table 1- Risk Assessment Matrix..... 20
 - Table 2 - Safety Risk Index..... 20
- Safety Risk Mitigation 20
- Section 6: Assurance 22**
- Monitoring Compliance Activities 22
- Monitoring Service 22**
- Investigation of Activities 23**
- Section 7: Safety Promotion 24

Safety Training24

Safety Communication24

Section 8: Additional Information 26

Section 9: Definitions of Terms Used in the Safety Plan.....27

Section 10: Commonly Used Acronyms29

Appendix 30

Section 1. Transit Agency Information

General Information

Decatur Public Transit System	Accountable Executive: Transportation
555 E. Wood Street	Services Director
Decatur, IL 62523	SMS Executive:
Phone: 217.424.2959	Chief Safety Officer:

Modes of Service: Fixed Route Bus, Demand Response,

FTA Funding Sources: FTA Section 5307,

Modes of Service Directly Provided: None

The City of Decatur does not provide transit services on behalf of another transit agency or entity. The City contracts management and operations service for fixed route, and demand response services with one contractor. The service operates within the City limits

Contracted services are provided by MV Transportation. The City provides the facility and capital assets to the contractor to use in provision and support of services.

Contracted Service Information:

The Decatur Public Transit System (DPTS) under contract with MV Transportation operates and maintains 15 bus routes and a downtown trolley route on a pulse system with buses departing the downtown Transit Center at 15 and 45 minutes past each hour. Hours of operation are Monday through Friday from 5:30 A.M. to 7:15 P.M., Saturday from 6:15 A.M. to 7:15 P.M., and Sunday 9AM to 6PM No service is provided on major holidays, which include: Memorial Day, 4th of July, Labor Day, Thanksgiving Day, Christmas Day and New Year's Day.

Complimentary paratransit service, Operation Uplift, is also provided by MV and operates a similar schedule to the fixed route. MV is responsible for eligibility, scheduling and dispatching and maintenance of the paratransit fleet.

<p>The Agency 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>
--

Section 2. Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	Illinois Department of Transportation in cooperation with the City of Decatur		
Signature by the Accountable Executive	Signature of Accountable Executive	Date of Signature	
Approval by the Board of Directors or an Equivalent Authority	Name of Individual/Entity That Approved This Plan	Date of Approval	
	<i>Decatur City Council</i>	12/21/2021, 3/18/2024 (amendment)	
	Relevant Documentation (title and location)		
Certification of Compliance	Name of Individual/Entity That Certified This Plan	Date of Certification	
	N/A		
	Relevant Documentation (title and location)		
	N/A		
Version Number and Updates			
<i>Record the complete history of successive versions of this plan.</i>			
Version Number	Section/Pages Affected	Reason for Change	Date Issued
#1	Pg 4, 19	Update to reflect personnel changes, added language for infectious disease, establish frontline employee feedback ASP	3/18/2024
Annual Review and Update of the Public Transportation Agency Safety Plan			
<i>Describe the process and timeline for conducting an annual review and update of the Public Transportation Agency Safety Plan.</i>			
<p>The City of Decatur provides no direct transit services. All operations services for public transit are contracted. The City provides oversight and contract management and meets a minimum of once a month with contractor to review their Safety Management Systems, compliance and contractual obligations.</p> <p>The City's Public Transportation Agency Safety Plan also referred to as Agency Safety Plan, will be jointly reviewed and updated by the City's Accountable Executive, and contractor Chief Safety Officers in July of each year. The</p>			

Accountable Executive will review and approve any changes, sign the revised Agency Safety Plan, and forward to the Decatur City Council for final review and approval.

Along with annual updates, The City may update the plan if the City:

- Determines its approach to mitigating safety deficiencies is ineffective;
- Makes significant changes to service delivery;
- Introduces new processes or procedures that may impact safety;
- Changes or re-prioritizes resources available to support Safety Management Systems and the Public Transportation Agency Safety Plan;
- Changes are made to facilities, equipment or rolling stock with a potential to safety;
- A change in contractors; and/or
- Significant changes to the City's organizational structure

Section 3. Safety Performance Targets

Safety Performance Targets Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.

The following targets were developed based on the transit safety data collected by Decatur Transit and anticipated service level changes.

Mode of Service	Fatalities (Total)	Fatalities (Rate) per 100kVRM	Injuries (Total)	Injuries (Rate) per 100kVRM	Safety Events (Total)	Safety Events (Rate) per 100kVRM	System Reliability
Fixed Route (MB)	0	0	8	0.88	2	0.219	3,510
Demand Response/ Paratransit (DR)	0	0	2	2.46	0	0.00	13,567

Safety Performance Target Coordination

Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.

Once targets are developed as part of the Plan update in July of each year, the City of Decatur will share and discuss those targets and amendments with the Decatur Area Transportation Study (DUATS) MPO and submit to IDOT at requested time.

Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
	Illinois Department of Transportation	N/A
Targets Transmitted to the Metropolitan Planning Organization(s)	Metropolitan Planning Organization Name	Date Targets Transmitted
	Decatur Area Transportation Study (DUATS) MPO	7/1/2020, 8/1/2021, 8/1/2022, 7/1/2023

Section 4. Safety Management Policy

Safety Management Policy Statement

The City of Decatur strives to provide safe, reliable, comfortable, and innovative transportation options to every member of the community. The Public Transportation Agency Safety Plan (PTASP) has been developed to integrate safety into all Decatur Public Transit System (DPTS) operations. By using the procedures contained in the PTASP, DPTS can continue to improve the safety and security of the its transit contracting services.

This PTASP describes the policies, procedures, and requirements to be followed by DPTS management, to ensure a safe environment for contracted transit employees, riders, and the general public. The goal of this program is to eliminate the human and fiscal cost of avoidable personal injury and vehicle accidents.

DPTS and the service contractor have a responsibility under the PTASP. The Accountable Executive will provide the continuing support necessary to achieve the PTASP objectives. A key to the success of this effort is for contracted employees to be aware that they are accountable for safely performing the requirements of their contract. The success of the program also depends on all contracted employees actively identifying potential hazards and making a commitment to the safety of others.

DPTS and its contractor must be aware that decisions and actions often affect the safety of those in other operations. By following the processes described in the PTASP, DPTS will continue to monitor performance and the safety of the system while creating a culture of safety.

DPTS'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 the attention to the results of the other management systems of the organization;
- **Integrate** the management of safety among the primary responsibilities of all DPTS staff, contract managers and employees;
- **Clearly define** for all contractor staff, managers, and employees alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of DPTS's 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--to eliminate or mitigate the safety risks of the consequences of hazards resulting from DPTS contracted operations or activities to a point which is consistent with an acceptable level of safety performance;

- **Ensure** that DPTS and contractor will take no action 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 sufficient skilled and trained human resources are available to implement safety management processes;
- **Ensure** that contract staff provides 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** safety performance against realistic and data-driven safety performance indicators and safety performance targets;
- **Continually improve** safety performance through contract management processes that ensure that appropriate safety management action is taken and is effective; and
- **Ensure** externally supplied systems and services to support operations are delivered, meeting established safety performance standards.

DPTS's Goals for Safety are established as follows:

- In collaboration with the contracted service provider, design, construct, test, and operate a transportation system that achieves an optimum level of safety performance of other transit systems of a similar size in the United States.
- Identify and evaluate, then eliminate or control hazards to contracted employees, customers, and the public.
- Ensure Contractor meet or exceed all government and industry occupational health and safety standards and practices.

The objectives of the PTASP are the means to achieving its goals. They also provide a method of evaluating the effectiveness of DPTS's safety efforts. The PTASP objectives for DPTS and contractor are:

- Integrate safety management and hazard control practices within each contracted service provider.
- Assign responsibilities for developing, updating, complying with, and enforcing safety policies, procedures, and requirements.
- Verify compliance with the contractor's safety policies, procedures, and requirements through performance evaluations, accident/incident trends, and contract oversight.

- Investigate all accidents/incidents, including identifying and documenting the causes for the purpose of implementing corrective action to prevent a recurrence.
- Increase investigation and systematic documentation of near misses.
- Identify, analyze and resolve safety hazards in a timely manner.
- Minimize system modifications during the operational phase by establishing and utilizing safety controls at system design and procurement phases.
- Ensure that system modifications do not create new hazards.
- Train employees and supervisors on the safety components of their job functions.

The City takes these commitments seriously as the lives of City riders, contracted employees, and the general public depend on the City's ability to oversee the contractor's culture of safety.

Accountable Executive

Date

Safety Management Policy Communication

DPTS realizes the importance of ensuring its employees and riders are aware of DPTS's safety management policies and procedures to effectively manage the system's day to day operations. DPTS meets weekly with the contractor to review performance and safety.

Contracted Employees: DPTS is constantly evaluating existing contractor policies and procedures to verify their effectiveness. To do this, DPTS seeks input from all staff, including other DPTS departments, to determine if change is necessary based on trends, data analysis, operational changes or new assets. Several methods are used to communicate policy and/or procedure changes, including:

- ◆ Formal notice to contractor
- ◆ Informal communication to contractor
- ◆ Contract amendments
- ◆ The Contract

In addition to DPTS safety notices and communication with the contractor, MV Transportation provides, through their regional and National offices additional safety instruction, safety notices and processes to improve risk management. This National company collects safety data from all its contracts and monitors performance and safety events to identify trends or contracts where safety is below MV Transportation standards. DPTS ensures through oversight, the contractor is following their company-wide Agency Safety Plan {ASP} which has been provided to DPTS.

Depending on the importance of the policy or Standard Operating Procedure (SOP) change, an acknowledgement signature is required of each employee verifying their understanding of the change.

The contract with MV Transportation began recently and took effect January 1, 2020. The City has a collective bargaining agreement with Amalgamated Transit Union set to expire in the Spring of 2020.

Riders: If a rider policy is changed or added, DPTS and contractor notifies riders through the following methods:

- ◆ Notice posted on vehicle and facilities including effective date and who to contact for more information
- ◆ Changes to digital rider guidance including schedules and ride guides as appropriate
- ◆ Public Meetings
- ◆ Social Media and Website Service Notices
- ◆ Any services impacted by policies changes will include outreach as required by Federal Guidance.

Authorities, Accountabilities, and Responsibilities

As mentioned in the Safety Policy Statement, the ultimate authority for the success of this PTASP falls to the Accountable Executive (AE), DPTS department managers, contract managers, as well as employees fulfilling their commitment to safety on a day-to-day basis support the AE.

Accountable Executive (AE): The AE will determine, based on feedback from DPTS staff and contractor, the level of Safety Management System {SMS} principals to maintain to ensure a safe work environment, rider experience and community safety. DPTS's AE is committed to providing contracts that will enable

contract management to provide the tools and training needed to be successful and safe providing service for OPTS.

The AE, John Williams, and his staff will provide contract oversight and monitoring to include accountability for all aspects of safety. The AE is responsible for developing the RFP process for contracted service and will include language relative to the responsibility of the contractor to manage and operate service using SMS principals. Though contractors are not required under 49 CFR Part 673 to develop their own PTASP, they are required to follow SMS methods of managing risk to include compliant Employee Safety Reporting Program. MV Transportation has developed a Transit Agency Safety Plan for all its employees to follow and the City ensures the Plan is being followed.

SMS Executive (SME): The Safety Management Systems Executive will serve as an intermediary between the contractor's Chief Safety Officer and the Accountable Executive associated with a contract with Decatur Public Transit. The position requires oversight and interaction with contract operations, maintenance, human resources, training and safety to ensure the Agency Safety Plan is being followed and a culture of safety is present among all contract employees.

Chief Safety Officer (CSO): The DPTS CSO, works with the contracted service and is responsible for ensuring safety elements in the following areas are properly managed with the intent of creating a culture of safety. The CSO will participate in training relative to their role in implementing SMS per requirements in 49 CFR Part 673. For DPTS the CSO shall be the General Manager of the Contracted Transportation Service Provider.

- Implementing an Employee Safety Reporting Program
- Establishing Safety Performance Targets and Measures
- Raising awareness of Safety Risk Management, including:
 - o Safety Hazard Identification
 - o Safety Risk Assessment
 - o Safety Risk Mitigation
- Assuring Safety via a Safety Assurance
 - o Safety Performance Monitoring and Measurement
- Promoting Safety through the following methods and key staff:
 - o Competencies and Training
 - o Safety Communication
 - o Assigning an Accountable Executive
 - o Customer Service and Compliance Manager
 - o Training the Contractor General Manager
 - o Contractor Operations Manager
 - o Contractor Facility and Vehicle Maintenance Manager
 - o Contractor Safety and Training Manager
 - o Contractor Paratransit Operations Manager
 - o Contractor Human Resource Generalist
- Maintains Safety Management Systems documentation
- Direct hazard identification and safety risk assessments
- Monitor safety risk mitigation activities

- Provide monthly safety performance reports to the AE
- Facilitate and document Safety Committee meetings
- Develop and implement Safety Management Systems training
- Conduct safety analysis to identify trends
- Initiate root cause analysis through investigation of safety events

The following key contractor staff positions will support the City's Agency Safety Plan and implement SMS principles in their respective roles within the organization.

Contractor Facility and Vehicle Maintenance Manager

- o Total maintenance (labor and parts) cost per system
- o A monthly report regarding road calls including major breakdowns
- o A monthly report regarding the cost of in-house repairs (both labor and parts) per mode of transit service
- o A monthly report of facility inspections and repair completed
- o Participates in root cause occurrence investigations

Contractor Operations Manager

- o Ensures the trainers of operators and maintenance personnel conduct and document evaluations for operators and maintenance personnel
- o Reviews quarterly data provide by the Chief Safety Officer and trainers, and use that information to modify existing training or create new training
- o Participates in root cause occurrence investigations
- o Communicates with Chief Safety Officer on Safety Management System elements like Hazard Identification, Hazard Assessment, Hazard Mitigation and Follow-up of mitigation strategies.

Contractor Information Technology Manager

- o Ensures that Decatur Transit data is protected from cyber-crime and viruses
- o Maintains software with required updates
- o Communicates with technology vendors if problems occur
- o Assists personnel with technology issues or questions
- o Oversees social media platforms and the transit system's web site

Contractor Quality Assurance Manager

- o Works with all departments to ensure local, State and Federal regulations are being followed
- o Reviews inspections and evaluations conducted by outside agencies
- o Ensures data collection and reporting methods are consistent with the City's contract

Contractor Paratransit Manager

- o Ensures paratransit operators are meeting the City's training standards for working with persons with cognitive and physical disabilities

- o Oversight of service following Americans With Disabilities (ADA) Act requirements under Federal Transit Administration's 49 CFR part 27, 37 and 38
- o Conduct outreach when necessary to care givers or human service agencies to provide appropriate transportation services for individuals having difficulty using the paratransit transportation services
- o Identify areas of training needing modifications based on incident trends, new regulations or feedback from employees

Contractor General Manager

- o Provide oversight and management of all City of Decatur contracted services
- o Communicate with the AE on a regular basis to update on services provided
- o Work with management staff to address identified safety risks or hazards
- o Oversee safety mitigation strategies
- o Ensure a high level of system safety in all departments
- o Conduct weekly management meetings to discuss safety and performance of contracted services

Contractor Training Manager

- o Identify training programs needing modifications based on trends, regulation changes or Best Practices found through communications with local, State and Federal subject matter experts
- o Ensure employees are performing to the training standards
- o Ensure all trained employees are trained to proficiency
- o Track, document and maintain all safety information
- o Ensure all employees are current on training certifications, refresher training programs and new policy training
- o Coordinate with Operations and Maintenance Departments on training needs
- o Initiate, maintain and modify Safety Management System principles as needed to ensure the Agency Safety Plan (ASP) is being followed by all contracted employees
- o Participate in monthly safety committee meetings and convene the committee if a safety event occurs and immediate mitigation strategies are necessary

Customer Service Manager

- o Work closely with Customer Service Representatives to identify safety and customer service issues needing immediate action
- o Review safety data entering through Customer Service feedback opportunities like social media, direct contact, phone comments and surveys
- o Design surveys to identify the passenger's experience
- o Ensure all aspects of the contracted services are following the clearly defined contract with the City
- o Provide monthly reports to the City on customer service data

Employee Safety Reporting Program

As part of the contracting process beginning in July of 2020, the City will require each contracted service provider to include an Employee Safety Reporting Program (ESRP) as part of their responsible bid

package. The ESRP will include the importance of safety and hazard reporting, elements covering retaliation assurances for reporting safety risks and penalties for false reporting.

The City, in addition to its internal Employee Safety Reporting Program, will require all contractors to develop an Employee Safety Reporting Program that applies to staff associated with Decatur Public Transit Service. The City as part of its oversight, will require reporting data on a monthly basis as part of the required performance and safety data reports.

All hazards reported through the Employee Safety Reporting Program go straight to the Chief Safety Officer for review, assessment, investigation, mitigation and follow-up. If the hazard directly impacts the working relationship between two or more employees, the Chief Safety Officer will ensure no retaliation or hostile work environment will take place. The City and its contractors will ensure that no action will be taken against any employee who discloses a safety concern through the respective Employee Safety Reporting Program unless the employee engaged in the following:

- Willful participation in illegal activity, such as assault or theft;
- Gross negligence, such as knowingly utilizing heavy equipment for purposes other than intended such that people or property are put at risk; or
- Deliberate or willful disregard of regulations or procedures, such as reporting to work under the influence of controlled substances.

The contractor's Employee Safety Reporting Program encourages employees who identify safety concerns in their day-to-day duties to report them to senior management in good faith without fear of retribution. There are many ways employees can report safety conditions:

- Report conditions directly to the dispatcher, who will add them to the daily Operations Log.
- Report conditions anonymously via locked comment box in the driver area.
- Report conditions directly to any supervisor, manager, or director.

Examples of information typically reported include:

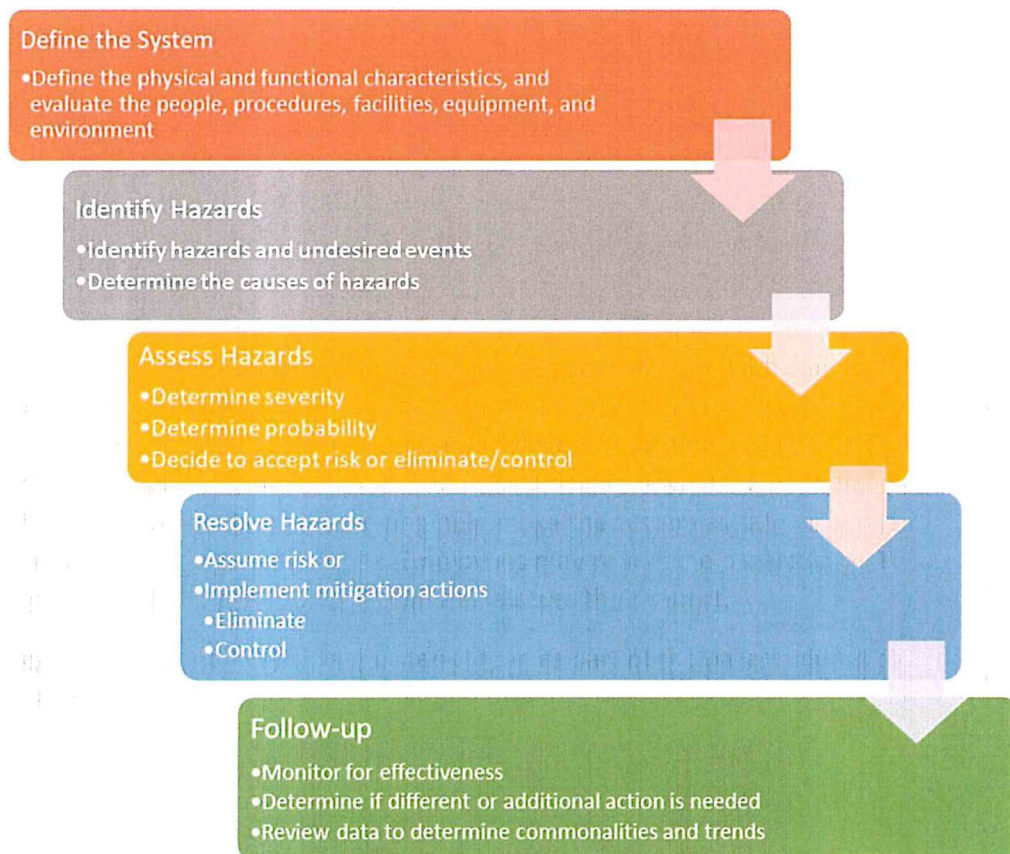
- Safety concerns in the operating environment (for example, county or city road conditions or the condition of facilities or vehicles);
- Policies and procedures that are not working as intended (for example, insufficient time to complete pre-trip inspection);
- Events that senior managers might not otherwise know about (for example, near misses); and
- Information about why a safety event occurred (for example, radio communication challenges).

The current contractor, MV Transportation, includes an ESRP that applies to staff associated with the DPTS contract including all operations and support personnel. DPTS as part of its oversight, will require reporting data on a monthly basis as part of the required performance and safety data reports.

City of Decatur Responsibility

The City takes every hazard report seriously and in close coordination with contractors, investigates each one to determine if it's an isolated case, or emerging trend requiring evaluation of policies and procedures or service modifications. Contractor employees reporting hazards will not face disciplinary action unless that employee contributed to the hazard. The City wants to encourage all employees to report any hazard or threat they observe and help make the system as safe as possible for its employees, riders, and the general public. Employees may report the hazard to their immediate supervisor or go directly to the CSO to submit and discuss their report.

The following process chart illustrates the steps taken as part of the hazard identification process through the ESRP.



Safety Performance Targets and Measures

The City collects monthly data from contractors to include safety and performance data. This data is used annually to develop safety performance targets included in this plan. The City uses current and historic safety data to develop targets while also monitoring monthly data to identify trends requiring mitigation actions.

Section 5: Safety Risk Management

DPTS collects monthly data from contractor to include safety and performance data. This data is used annually to develop safety performance targets included in this plan. DPTS uses current and historic safety data to develop targets while also monitoring monthly data to identify trends requiring mitigation actions.

Contractors operating transit services for the City have risk management policies, procedures and processes in place to identify, assess and mitigate hazards. Any hazard identified is properly documented and provided to the City if needed as part of the monthly data collection process.

Documents related to risk management and monitoring are included in periodic site reviews. The City ensures all safety events are properly identified, assessed, investigated and mitigated. Each contractor has a process of conducting a root cause analysis and the results are conveyed to the City with information on each event. As part of the periodic inspections performed by the AE, safety event documentation is reviewed for SMS process of risk management.

The following are the methods and processes the contractors will use to identify hazards and consequences to hazards. Inspections are conducted and are an important source of information about hazards. Results from these inspections also help identify areas where mitigations designed and adopted to manage safety risks are not being carried out as required.

Inspections include personnel, vehicles, facilities and data that identify potential safety concerns or potential safety events. Inspections focus on the following:

- Compliance with rules and regulations, which may identify:
 - Non-compliance with safety rules
 - Challenges in complying with safety rules, and
 - Emerging practices
- Operations personnel fitness-for-duty checks, which may identify:
 - Impairment
 - Fatigue
 - Attentiveness
 - Absence of corrective lenses
 - Apparent injuries, and
 - Uniform or equipment issues
- Radio or digital communication checks, which may identify defective equipment, low or no signal zones, or employee procedures not being followed
- CDL and operator citation checks, which may identify driver non-compliance with driving regulations and requirements
- Pre/Post-trip inspection, which may identify vehicles being used without proper inspections to identify safety defects
- Vehicle inspection, which may identify a series of defects in components and part with the potential to impact the safety performance of the vehicle

- Facility inspection, which may identify conditions with the potential to impact the safety of employees, passengers or the public

Inspections conducted include:

- **Facility Inspections** - Routine facility inspections will be conducted monthly by the Contractor's Facility and Vehicle Maintenance Manager to identify hazardous conditions of the facilities and hazardous behaviors of the employees. The inspections will be documented in writing and reported to the Chief Safety Officer.

- **Bus Stop Inspections** - Bus stops, and transfer points, will be inspected at least monthly to identify unsafe conditions and Americans with Disabilities Act (ADA) compliance issues. The inspection will be documented in writing and shared in a summary report to the Contractor Facility and Vehicle Maintenance Manager and Chief Safety Officer. Operators will be responsible for notifying dispatch if they notice a hazard at any stop.

- **Pre-Trip and Post-Trip Inspections** - Pre-Operation vehicle inspections are conducted before each vehicle enters revenue service. The Pre-Trip inspection requires the operator to conduct a systematic inspection of the interior, exterior and mechanical operations of the vehicle. Maintenance staff is available if a safety, mechanical or cleaning defect is found. The maintenance staff will determine if repairs can be made without disrupting service or if a replacement vehicle will be provided. Post trip inspections are required and are meant to document any issues experienced with the vehicle during revenue service. All Pre and Post Inspections are reviewed by the maintenance department daily.

- **Routine Preventive Maintenance Vehicle Inspections** - Preventive maintenance inspections are conducted based on mileage and manufacture recommended intervals. The inspections follow manufacturer's guidelines and provide an opportunity to identify mechanical degradation, replace parts, identify safety hazards, and ensure the vehicle is ready for revenue service. Any hazards identified are reported on inspection documents and deficiencies are corrected or the vehicle is placed out of service using lock out/tag out procedures until corrections can be made.

Other hazard identification methods include:

- **Results of the annual Transit Asset Management Condition Assessments** - Facilities, rolling stock and equipment are inspected annually as part of the update to The City's Transit Asset Management (TAM) Plan as required by the Federal Transit Administration's 49 CFR Part 625. The Contractor's Facility and Vehicle Maintenance Manager will conduct the assessments to ensure the contractor's fleet is in a State of Good Repair (SGR) and per the Federal Transit Administration regulation and the City's Transit Asset Management Plan. Results from these assessments will be provided to the Accountable Executive.

- **Employee Observations** - Through the City's Employee Safety Reporting Program, Safety Committee meetings, training programs and open-door policies, the contractor will document, assess and mitigate safety risks identified by employees.

- **Federal Transit Administration (FTA) Notices and Announcements** - The contractor's Safety and Training Manager will monitor updates, best practices and training opportunities through the Federal Transit Administration's Office of Safety and Security web notification process. The

notification process provides information on safety trends across the country and provides remedies to trending safety hazards.

- **Transit Industry Peer Information** - The contractor will maintain information sharing with local, State and National transportation peers to share ideas and solutions to safety issues affecting transit systems. This includes participation in the Illinois Transportation Association, interaction with Illinois Department of Transportation, and Illinois transit systems. On a National level, the contractor and the City employees will monitor information relative to transit safety through American Public Transit Association (APTA), Community Transportation Association of America (CTAA), National Transit Institute (NTI), Transportation Safety Institute (TSI) and National Transportation Safety Board (NTSB).
- **Customer Feedback** - The contractor's Customer Service Manager will share information on safety and performance complaints and document these complaints for mitigation and analysis.
- **Near Miss Reports** - Employees will be encouraged to report near miss incidents utilizing the Employee Safety Reporting Program, Hazard Reporting Form or Incident Report. These incidents will be investigated and analyzed for trends or isolated occurrences. Subject matter experts may be called upon to assist in mitigating a hazard based on the near miss.
- **Workers Compensation Claims** - The City and its contractor will monitor Workers Compensation Claims to identify trends, conduct root cause analysis and develop mitigation strategies to create a safer working environment for contract employees.
- **Safety Event Data** -The City's contractor will document and summarize safety events monthly as part of the contract with the City, but also to conduct analysis on trending safety data which may be indicators of safety risk.
- **Infectious Disease Mitigation**- The City and its contractor will work within guidelines established by the Centers for Disease Control and Prevention (CDC), along with the Illinois Department of Public Health (IDPH) and the DeKalb County Health Department to mitigate against the spread of infectious disease. Mitigation strategies may include, but will not be limited to, increased cleaning frequency, suspension of fares, and masking requirements.

Contractors will provide a safety committee to review all safety events, perform root cause analysis, review mitigation strategies and make safety recommendations to the Chief Safety Officer and Accountable Executive. In addition, contractors will schedule and conduct monthly safety meetings to communicate current safety concerns, provide feedback on existing mitigation actions taken as a result of safety event or concern and share safety and training information. The contractors have safety policies and procedures in place in cases of incidents or accidents, and a reporting process with designated forms to follow if there is a safety event or hazard identified.

The contractor's dispatch has a reporting process in place to document safety and security events, passenger complaints, fare disputes and any other situation outside of normal operating activities. The dispatch daily reports are meant to document these events and provide the ability for internal and external follow-up. Follow-up includes outcomes, employee response, and supervisor action.

Using Safety Management System principles, the Dispatch Report is used to identify a risk or hazard and then sent to Chief Safety Officer for review, assessment, investigation and follow-up. Once an internal investigation is completed by the contractor the report is sent to the Accountable Executive for further assessment.

Safety Hazard Assessment

As part of the accident investigation, incident investigation, or hazard identification process, an assessment will be conducted to determine the level of potential threat or hazard requiring immediate, delayed, or monitoring response. Each event assessment will include a determination of the likelihood of the event being repeated. If there is a potential for repeated safety events or hazards, the City and its contractor will review the related areas of the system for potential opportunities to reduce risk through modifications.

In some cases, it may be as simple as modifications in training, but in other cases, it may extend to policies, procedures, processes, or personnel. The following tables indicate how the agency can assign values and measure risk to ascertain the severity and probability of operational hazards.

Table 1. Risk Assessment Matrix

Risk Assessment Matrix				
Likelihood/ Severity	Catastrophic (1)	Critical (2)	Marginal (3)	Negligible (4)
Frequent (A)	HIGH	HIGH	HIGH	MEDIUM
Probable (B)	HIGH	HIGH	MEDIUM	MEDIUM
Occasional (C)	HIGH	MEDIUM	MEDIUM	LOW
Remote (D)	MEDIUM	MEDIUM	LOW	LOW
Improbable (E)	LOW	LOW	LOW	LOW

Table 2. Safety Risk Index

Safety Risk Index	Criteria by Index
HIGH	<u>Unacceptable – Action Required:</u> Safety risk must be mitigated or eliminated.
MEDIUM	<u>Undesirable – Management Decision:</u> Executive management must decide whether to accept safety risk with monitoring or require additional action.
LOW	<u>Acceptable with Review:</u> Safety risk is acceptable pending management review.

Safety Risk Mitigation

The City currently mitigates risk as it happens in coordination with its contractors. Actions taken might include route changes due to construction or ensuring that there is a spare bus in case of breakdown or safety event. These actions are taken as a result of identifying potential risk to employees or passengers and preparing for the likelihood of an accident/incident resulting in service disruption. The Contractors in coordination with the AE are responsible for conducting route analysis and reviews for determining safety and performance. All route or service reviews must be documented properly to include safety elements. Information collected from route and demand response manifest reviews are provided to the Safety Committee for evaluation during monthly safety meetings. Contract managers also review the documents for safety and performance information.

Safety Management System principles dictate that transit employees must document when mitigation actions are taken. Documentation is essential to understanding whether actions taken were appropriate to the level of risk or if additional actions are necessary. By documenting hazards, hazard assessments/investigations and mitigation actions, The City is collecting information to analyze trends and effective responses. It is also required as part of the safety performance target development mentioned in Section 3.

Section 6: Assurance

Monitoring Compliance Activities

The City has monitoring practices in place for Federal and State compliance, including 49 CFR Part 673. A process for determining effectiveness of the Agency Safety Plan includes the collection of data for analysis to determine trends. Various software programs are used to monitor safety in Maintenance, Operations, Customer Service, Training and Human Resources areas.

The Chief Safety Officer for each contract is responsible for reviewing all safety events, mitigation strategy, reviewing events and recommending any necessary disciplinary action. They work closely with all departments and communicates well. The Chief Safety Officer is not only responsible for internal reporting to the contractor headquarters, but also for external reporting to the City's Accountable Executive.

The contractors Operations Department is responsible for monitoring and modifying routes, primarily for performance reviews. Safety elements added to the existing service performance review allows safety data to be collected with route proposals or modifications.

Customer service representatives monitor incoming customer feedback and if safety issues are presented, the customer service representative forward the documented customer feedback to the appropriate department for further investigation.

Monitoring Service

The City collects performance and safety data from its contractor as required by the contract. The data includes safety performance targets as required by the FTA's National Transit Database and Illinois

Department of Transportation. The Accountable Executive evaluates this information to identify trends in performance and safety. If anomalies are noted in the data, contact with the contractor will be made by AE to identify the cause.

The monthly data collected include:

- Passenger Counts by Route by Day
- Total Revenue Hours
- Accident Logs (Preventable/Non-Preventable) (AFR)
- Employee Injuries (IFR)
- Complaints (Valid/Invalid)
- Road Calls (Vehicle Breakdowns that Require Maintenance to Scene and/or Towing)
- Monthly National Transit Database (NTD) Reports including the following:
 - Fatalities
 - Injuries
 - Safety Events
 - System Reliability
 - Vehicle Inspection Reports (Maintenance and Daily Vehicle Inspection Reports)
 - Facility/Equipment Inspections

The City uses an Excel program to track these data points and conduct analyses to identify trends.

Additionally, the City's AE or designated staff will visit the contractor facility and vehicles periodically to conduct reviews of assets, records, and processes to ensure adherence to contractual obligations and Federal compliance issues.

Investigation of Activities

The AE and associated staff will establish and carry out a schedule of regular safety inspection tours of the contractor facility. The main purpose of this safety inspection will be to highlight any unsafe conditions or acts that might exist and effectuate corrective actions before an accident can occur. A regular dialogue will take place between the AE and management of both contracted organizations. The AE or its designee will make a written report of their findings.

The contractor will conduct daily, monthly and annual reviews of employees, assets, policies, procedures, training, and processes to ensure that they are meeting the intent of Safety Management System principles and City required safety policies and performance. These safety reviews include but are not limited to the following.

- Vehicle Pre/Post-trip inspections;
- Facility reviews including shelters, transfer points, bus stop signs, maintenance facilities; administrative facilities, storage, and parking areas;
- Preventive maintenance program;

- Employee evaluations – video reviews, ride-along assessments, follow-along assessments;
- Policy and procedure reviews;
- Fire Marshall and/or OSHA reviews;
- Assessments of technology;
- Review and monitoring social media compliments and complaints;
- Threat and vulnerability assessments;
- Route evaluations for safety and performance — new and existing; and
- Training program effectiveness.

The City has established safety performance goals within its contractor and will maintain accurate records of performance and accidents. These goals and records will be reviewed regularly and appropriate action will be taken as a measure of managerial and supervisory proficiency. The AE will be responsible for reviewing all accident and investigation reports as they occur, within 24 hours of the incident. All accidents will be investigated thoroughly regardless of severity through root cause analysis conducted by the contractor and the AE. Information derived from investigation and analysis may lead to changes in policy, procedures, or processes to mitigate or reduce future occurrences.

Section 7: Safety Promotion

Safety Training

Training programs for the contractor relate to safety, policies, procedures, Federal, State and local regulatory compliance and performance monitoring related to efficiency, productivity, and safety. The contractor also provides thorough new hire training and remedial/refreshers training. Additionally, contract employees receive training from outside organizations like local first responders as well as Federal, State and local training programs.

As part of the annual training curriculum, and as required by contract, the City will require the contractor to be flexible to include additional or replacement training based on current safety trends requiring new or revised training as part of the safety mitigation strategy. As mentioned in Section 6, trends in safety data through safety performance measurement will allow the City and its contractors to identify if there is an upward trend in a particular safety category and respond with appropriate training to prevent incidents from occurring.

Training files are included in periodic site reviews by the AE or his designee to ensure training programs are kept current and are relative to current events or trends in safety. All contracted employees must meet the contractual training requirements and achieve proficiency before operating in revenue service without supervision.

Additional evaluations above and beyond normal frequency will be conducted on new employees or employees required to take remedial training to ensure they are performing to the training standard. If not, additional training or counseling may be conducted or termination if all methods have been

exhausted.

Safety Communication

The City's contractors display information relating to safety warnings in various locations for easy employee visibility, including breakrooms, dispatch areas and in garages. Any changes made to policies, procedures or processes is distributed to all employees impacted by the change. In turn, training programs, employee handbooks and all relevant documents, including policies or procedures, are updated to reflect the change. If the change is considerable, the City may require training of contracted employees prior to release of the change to ensure employees understand the change.

The City's contractors will notify their employees of policy, procedure or process changes through various methods including but not limited to the following:

- Memorandum;
- Bulletin board posting;
- Training; and
- Electronic notification process, such as emails.

Weekly or monthly contractor meetings and Safety Committee meetings are also used to convey hazard or safety issues that have been identified with mitigation actions being taken. Minutes of the meeting are taken, and contractor management staff attend. The meetings are meant to discuss safety event response, mitigation analysis, trend analysis, training and safety performance measures.

Section 8: Additional Information

This PTASP was developed from information in the contractor documents, policies and procedures, and manuals listed below:

- Transit Service Provider Agreement
- Vehicle Maintenance Plans
- Facility Maintenance Plans
- Transdev Employee Handbook
- Transdev Safety Security and Emergency Preparedness Plan (SSEPP)

Section 9: Definitions of Terms Used in the Safety Plan

The City of Decatur incorporates all of FTA's definitions from 49 CFR § 673.5 of the Public Transportation Agency Safety Plan regulation.

• **Accident** means an Event that involves any of the following: Loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; a runaway train; an evacuation for life safety reasons; or any derailment of a rail transit vehicle, at any location, at any time, whatever the cause.

Accountable Executive means a single, identifiable person who has ultimate responsibility for carrying out

the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan in accordance with 49 U.S.C. 5329(d), and the agency's Transit Asset Management Plan in accordance with 49 U.S.C. 5326.

- **Equivalent Authority** means an entity that carries out duties similar to that of a Board of Directors for a recipient or subrecipient of FTA funds under 49 U.S.C. Chapter 53, including sufficient authority to review and approve a recipient or subrecipient's Public Transportation Agency Safety Plan.
- **Event** means any Accident, Incident, or Occurrence.
- **Hazard** means 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.
- **Incident** means an event that involves any of the following: a personal injury that is not serious; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.
- **Investigation** means the process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.
- **National Public Transportation Safety Plan** means the plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.
- **Occurrence** means an Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.
- **Operator** of a public transportation system means a provider of public transportation as defined under 49 U.S.C. 5302.
- **Performance measure** is an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.
- **Performance target** means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the FTA.
- **Public Transportation Agency Safety Plan (or Agency Safety Plan)** means the documented comprehensive Agency Safety Plan for a transit agency as required by 49 U.S.C. 5329 and Part 673.
- **Risk** means the composite of predicted severity and likelihood of the potential effect of a hazard.
- **Risk mitigation** means a method or methods to eliminate or reduce the effects of hazards.
- **Safety Assurance** means a process within a transit agency's Safety Management System that functions 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.
- **Safety Management Policy** means 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.

- **Safety Management System** means the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation efforts. SMS includes systematic procedures, practices, and policies for managing risks and hazards.
- **Safety performance target** means a performance target related to safety management activities.
- **Safety Promotion** means a combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.
- **Safety risk assessment** means the formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.
- **Safety Risk Management** means a process within a transit agency's Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.
- **Serious injury** means any injury which: (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date when the injury was received; (2) Results in a fracture of any bone (except simple fractures of fingers, toes, or noses); (3) Causes severe hemorrhages, nerve, muscle, or tendon damage; (4) Involves any internal organ; or (5) Involves second or third-degree burns, or any burns affecting more than 5 percent of the body surface.
- **Transit agency** means an operator of a public transportation system.
- **Transit Asset Management Plan** means the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost-effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR Part 625.

Section 10: Commonly Used Acronyms

Acronym	Word or Phrase
ADA	American's with Disabilities Act of 1990
ASP	Agency Safety Plan (also referred to as a PTASP in Part 673)
CFR	Code of Federal Regulations
ESRP	Employee Safety Reporting Program
FTA	Federal Transit Administration
IDOT	Illinois Department of Transportation
MPO	Metropolitan Planning Organization
Part 673	49 CFR Part 673 (Public Transportation Agency Safety Plan)
SMS	Safety Management System
U.S.C.	United States Code
VRM	Vehicle Revenue Miles

Appendix