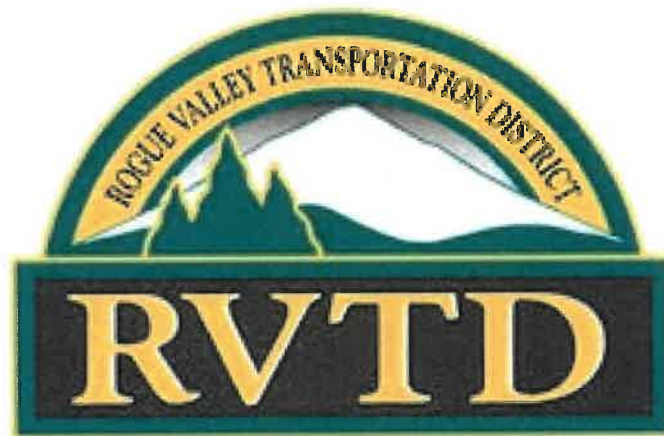


Public Transportation Agency Safety Plan

Rogue Valley Transportation District



February 2020

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Section 1. Transit Agency Information

General Information

Rogue Valley Transportation District	Accountable Executive: Julie Brown, GM
Administrative Offices	Chief Safety Officer: Tim D'Alessandro
3200 Crater Lake Avenue	
Medford, OR 97504-9075	
541-779-5821	

Modes of Service: Fixed Route Bus, Demand Response

FTA Funding Sources: FTA Sections 5307, 5339, 5309, 5310

Modes of Service Directly Provided: Fixed Route Bus

Modes of Service contracted: Complimentary Paratransit through Translink

RVTD does not provide transit services on behalf of another transit agency or entity.

Additional Facility Information

Facility Locations:

Main Office, Maintenance Facility, and Transportation Office

3200 Crater Lake Ave.

Medford, OR 97504

Front Street Transfer Station

200 South Front St.


Medford, OR 97501

Translink

239 E. Barnett Rd.

Medford, OR 97501

Section 2. Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	Oregon Department of Transportation (RLS & Associates) in cooperation with RVTB		
Signature by the Accountable Executive	Signature of Accountable Executive	Date of Signature	
		2/21/2020	
Approval by the Board of Directors or an Equivalent Authority	Name of Individual/Entity That Approved This Plan	Date of Approval	
	RVTB Board of Directors	2/26/2020	
	Relevant Documentation (title and location)		
	RVTB Regular Board Meeting, Jackson County Courthouse Auditorium, February 26, 2020, 5:30 p.m.		
Certification of Compliance	Name of Individual/Entity That Certified This Plan	Date of Certification	
	Relevant Documentation (title and location)		
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
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>			
The Plan will be reviewed and updated on an annual basis in October of each year. Updated targets will be included in our annual NTD reporting and amendments to the Plan will be approved by RVTB Board of Directors.			

Section 3. Safety Performance Targets

Safety Performance Targets <i>Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.</i>							
Mode of Transit Service	Fatalities	Injuries	Safety Events	System Reliability	Other	Other	Other
Fixed Route Bus	0	.528	.528	7,200			
Demand Response	0	0	0	63,000			

Safety Performance Target Coordination <i>Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.</i>		
Once targets are developed as part of the Plan update in October of each year, RVTD will share and discuss those targets and amendments with the Rogue Valley MPO and submit to ODOT at requested time.		
Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
Targets Transmitted to the Metropolitan Planning Organization(s)	Metropolitan Planning Organization Name	Date Targets Transmitted

Section 4. Safety Management Policy

Safety Management Policy Statement

Rogue Valley Transportation District (RVTD) 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 RVTD system operations. By using the procedures contained in the PTASP, RVTD can continue to improve the safety and security of RVTD's operation and services.

This PTASP describes the policies, procedures, and requirements to be followed by management, maintenance, and operations personnel to provide a safe environment for RVTD employees, customers, and the general public. The goal of this program is to eliminate the human and fiscal cost of avoidable personal injury and vehicle accidents.

Each department has a responsibility under the PTASP. Directors and managers shall provide the continuing support necessary to achieve the PTASP objectives. A key to the success of this effort is for employees to be aware that they are accountable for safely performing the requirements of their position. The success of the program also depends on all employees actively identifying potential hazards and making a commitment to the safety of others.

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

RVTD'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 managers and employees;
- **Clearly define** for all staff, managers, and employees alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of RVTD'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 RVTD operations or activities to a point which is consistent with an 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 sufficient 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** safety performance against realistic and data-driven safety performance indicators and safety performance targets;
- **Continually improve** safety performance through 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.

RVTD's Goals for Safety are established as follows:

- Design, construct, test, and operate a transportation system that achieves an optimum level of safety, exceeding the safety performance of other transit districts of a similar size in the United States.
- Identify and evaluate, then eliminate or control hazards to employees, customers, and the public.
- Meet or exceed all government and industry occupational health and safety standards and practices.
- Maximize the safety of future operations by affecting the design and procurement processes.

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

- Integrate safety management and hazard control practices within each RVTD department.
- Assign responsibilities for developing, updating, complying with, and enforcing safety policies, procedures, and requirements.
- Verify compliance with RVTD safety policies, procedures, and requirements through performance evaluations, accident/incident trends, and internal audits.

- 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.
- Provide oversight of contracted services to ensure elements of SMS are being applied.

RVTD takes these commitments seriously as the lives of RVTD riders, employees, and the general public depend on RVTD's ability to operate in a culture of safety.


Accountable Executive

2/21/2020

Date

Safety Management Policy Communication

RVTD realizes the importance of ensuring its employees and riders are aware of RVTD safety management policies and procedures to effectively manage the system's day-to-day operations. To do this, RVTD relies on several forms of effective communication.

Employees: RVTD is constantly evaluating existing policies and procedures to verify their effectiveness. To do this, RVTD seeks input from all staff 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:

- ◆ Employee memoranda through paycheck, daily manifest of work orders, agency meetings
- ◆ Bulletin board notices
- ◆ Employee email notification
- ◆ Labor Union notification

RVTD includes a training element for safety management policies impacting safety or service delivery and is conducted before the policy effective date. New policies and procedures are incorporated into orientation training for new employees as well.

Depending on the importance of the policy or procedure change, an acknowledgement signature is required of each employee verifying their understanding of the change.

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

- ◆ Notice posted on vehicle and facilities including effective date and whom to contact for more information
- ◆ Changes to digital rider guidance including schedules and ride guides as appropriate
- ◆ Public Meetings
- ◆ Social Media
- ◆ 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). The Chief Safety Officer (CSO), the administration and management team, 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 senior staff, the level of Safety Management System principles to maintain to ensure a safe work environment, rider experience, and community safety. RVTD's AE is committed to providing employees with the tools and training needed to be successful and safe in their roles with RVTD. The AE will continually strive to create a culture of safety among the employees, and RVTD expects each employee to play a role in maintaining a safe workplace.

RVTD's AE will be responsible for developing an annual budget to provide the necessary funding to support training for new hires and experienced staff while also maintaining assets in a State of Good Repair (SGR) and/or replacing them, if they are no longer able to function as originally intended.

The current Accountable Executive, Julie Brown is also the General Manager and is responsible for implementation and changes to this Plan.

Chief Safety Officer (CSO): RVTD has concluded one CSO will be sufficient to manage the day-to-day adherence to this Plan and, while in this role, report directly to the AE. As CSO, this individual will monitor safety and security throughout the organization including sub-contractors. All departments have been notified of the CSO's role and the established reporting requirements relating to safety-related matters.

RVTD's CSO will be responsible for the following:

- ◆ Developing and maintaining Safety Management Systems (SMS) documentation;
- ◆ Directing hazard identification and safety risk assessment;
- ◆ Monitoring safety risk mitigation activities;
- ◆ Providing periodic reports on safety performance;
- ◆ Briefing the Accountable Executive and Board of Directors on SMS implementation progress; and
- ◆ Planning safety management training.

Roll of Staff to Develop and Manage Safety Management Systems (SMS)

Accountable Executive (AE)

The AE, who also serves as General Manager, will work with the Chief Safety Officer (CSO) and administrative staff to adjust the PTASP as needed based on staff feedback, trends, and data analysis. The AE is vested with the primary responsibility for the activities of the transit district and overall safety performance. The AE fulfills these responsibilities by providing the resources necessary to achieve PTASP goals and objectives by exercising the approval authority for system modifications as warranted. The AE also sets the agenda and facilitates the cooperative decision making of the Leadership Council (management team).

Chief Safety Officer (CSO)

For purposes of managing the SMS and PTASP, the CSO will report directly to the AE to determine strategy, policy, and goals for maintaining safety and security for passengers, employees, and the general public. The CSO will monitor day-to-day operations and work with staff to identify and mitigate risk through evaluation, feedback, and data analysis.

Managers

Managers are responsible for safety within their organizational units, including employees, facilities, operations, and services provided. This responsibility includes determining and implementing measures required to counteract safety hazards and problems and coordinating the implementation and maintenance of safety programs within their functional areas. They are also responsible for ensuring that employees have required licenses and up-to-date certifications. Furthermore, they are responsible

for communicating safety information to employees, and for ensuring that all employees follow all appropriate safety rules and procedures.

Supervisors

Supervisors are responsible for the safety performance of all personnel and equipment under their supervision. They are responsible for the initial investigation of all accidents and incidents, and for reporting these accidents and incidents to the Human Resources and Operations Departments.

Employees

All RVTD personnel are responsible for performing their work safely and for following established safety-related rules, procedures, and work practices. This includes reporting all accidents, incidents, and hazards to their supervisor per established requirements for the protection of themselves, co-workers, customers, facilities, and equipment.

Key Staff

RVTD staff will be responsible for maintaining high standards of safety, customer service, and security. The Employee Safety Reporting Program (ESRP) will define the employees' role to identify and mitigate risk through open communication to superiors including the CSO and AE. Administrative staff will be instrumental in ensuring action is taken to reduce risk and the whole system is continuously monitored to ensure actions are effective and appropriate.

RVTD staff will be involved with updates, modifications, and implementation of the PTASP. Each staff member brings a valued perspective to the development of policies and procedures he or she will be expected to implement. Every opportunity will be given for employees and riders to provide input to increasing safety at RVTD. Those opportunities include monthly safety meetings, annual employee meetings and training, department meetings, customer and employee surveys, and an open-door policy with access to all management staff.

Employee Safety Reporting Program (ESRP)

As stated in the [Safety Management Policy Statement](#), RVTD is determined to provide a safe working environment for its employees, riders, and the general public. To ensure success, RVTD has developed an ESRP to enable employees to report any risk or perceived risk to a supervisor, CSO, or member of administration.

The ESRP allows each employee to report detailed information and observations whether they are a driver in service, maintenance staff, or other on-duty employee. This program dovetails with other methods currently in place to proactively identify hazards or threats. Those methods include but are not limited to the following:

- ◆ Pre/Post Trip Inspections
- ◆ Preventive Maintenance Inspections
- ◆ Employee Evaluations
- ◆ Facility Maintenance Plan
- ◆ Service Evaluation and Planning Program
- ◆ Training Program
- ◆ Rider and Public Complaint/Compliment Process

- ◆ Safety and Employee Meetings
- ◆ Incident/Accident Policies
- ◆ Safety Committee

RVTD has developed a Hazard Reporting Form used to identify and provide information about hazards observed by RVTD employees while on-duty. The three-page form identifies vital information to assist employees in determining an action to mitigate the threat or hazard. This form is not meant to replace accident or incident forms currently being used. It is proactive reporting method to identify a perceived threat or hazard, potentially endangering employees, riders or the general public.

Effective July 20, 2020, all RVTD employees will receive one hour of training on the procedures associated with the Hazard Reporting Form. The training will cover the following areas:

- ◆ Locations of blank Hazard Reporting Forms
- ◆ When to use a Hazard Reporting Form
- ◆ Capturing critical information on the form
- ◆ Notification process, depending on the hazard
- ◆ Proper assessment of the reported hazard
- ◆ Supervisor and CSO role in completing the form
- ◆ Follow-up process to determine effectiveness of mitigation

The following process is used as part of the Employee Safety Reporting Program.

Immediate Action Required

Once a hazard has been identified and is perceived to be a risk to the employee, fellow employees, passengers, or public it is reported immediately to the on-duty supervisor/dispatcher. After reporting the hazard, it will be determined if immediate action is necessary to prevent additional risk. If so, communication to a supervisor before taking action is required if time allows. Once action has been taken to mitigate the potential harm to the employee, others or property a supervisor is advised of the results of actions taken. The employee will complete the Hazard Reporting Form with complete information and give to supervisor on-duty.

Delayed Action Required

Once a hazard has been identified, the RVTD employee should assess if the hazard requires immediate action to reduce the risk or if delayed action can be taken without increasing the risk. If the employee determines delayed action is appropriate a full report must be completed using the Hazard Reporting Form and submitted to the on-duty supervisor.

Role of Supervisor

The on-duty supervisor is responsible for advising the employee on immediate action or delayed action to mitigate a hazard. The supervisor must then review the Hazard Reporting Form to ensure all information is included, adding additional information from their perspective. Once the form is complete it must be reviewed by the CSO to determine action necessary, investigate root cause of hazard, and follow up.

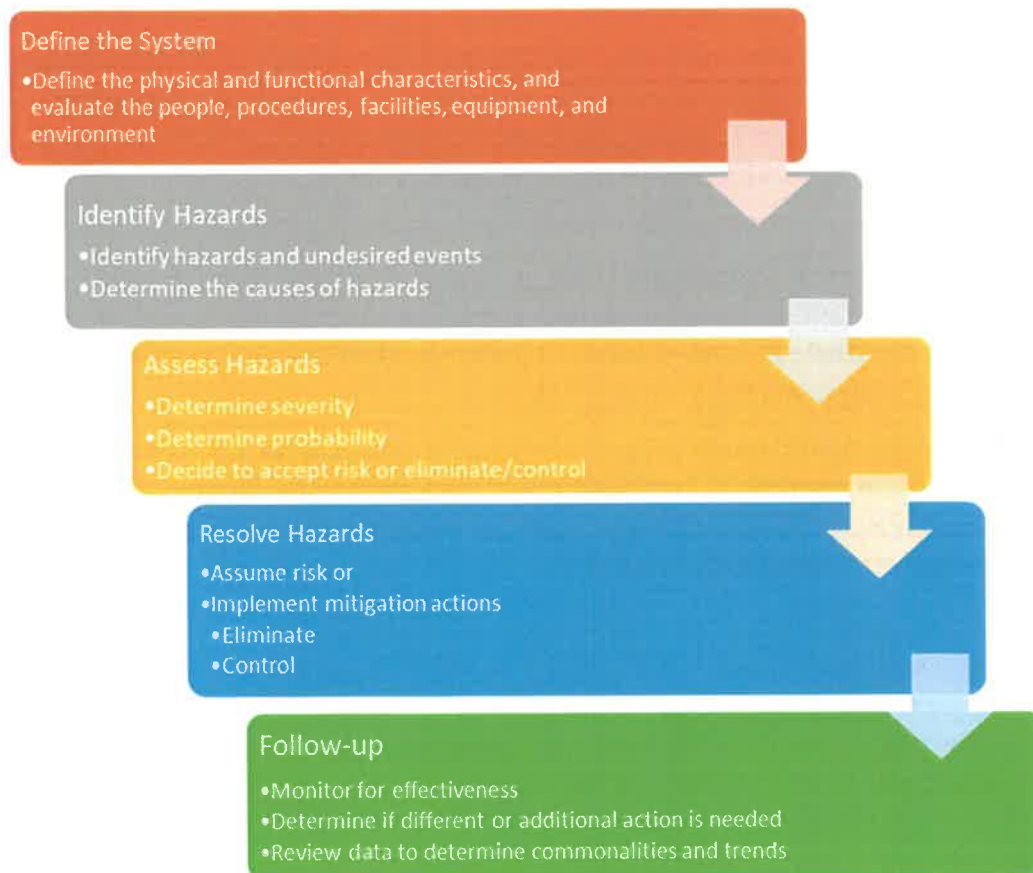
The CSO is responsible for determining the status of each hazard reported. In some cases hazards may be identified and are not able to be resolved, but actions are taken to reduce the risk of the hazard. It is the goal of RVTD to eliminate all identified hazards if possible. Some hazards may require continuous monitoring to ensure the hazard does not elevate to an action level.

All hazard reports will be documented and integrated into current performance measures and data collection. The CSO will track each hazard to completion and recommend policy or procedural changes if needed as a result of the hazard mitigation.

RVTD Responsibility

RVTD takes every hazard report seriously and investigates each one to determine if it's an isolated case, or emerging trend requiring evaluation of policies and procedures or service modifications. Employees reporting hazards will not face disciplinary action unless that employee contributed to the hazard. RVTD wants to encourage all employees to report any hazard or threat they observe and help make the RVTD system as safe as possible for its employees, riders, and the general public. An employee 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.



Section 5. Safety Risk Management

RVTD provides training to all personnel in the identification of hazards and security threats while also providing tools to enable personnel to report these risks. Once the risk has been identified, RVTD conducts an assessment of the risk to determine the necessary response and response time. The response may include further investigation or monitoring, action(s) to mitigate the hazard or security threat, and follow-up assessment to ensure action taken is appropriate and effective.

Safety Hazard Identification:

Hazard and security threats are identified through different methods of monitoring the system. This includes system, employee, and asset assessments conducted daily and on incremental basis. RVTD conducts the following routine and random evaluations of the system in the following departments:

Personnel

Each RVTD employee is evaluated annually to ensure they are performing their job to the expectations of the agency. As part of their orientation process the employee is provided training and tools to perform their job while not receiving permanent status until completing 180 days of employment. During the 180 - day period, the employee is evaluated to determine if they are properly prepared to perform their job.

Additional evaluations of the employee are conducted throughout the year through spot-checks of some aspect of their job function. If through spot-check or annual evaluation it is determined the employee's performance does not meet expectations or training standards, remedial training will be provided and additional evaluations will take place to ensure remedial training was effective.

Assets

Rolling stock, facilities, and equipment are monitored through a vigorous preventive maintenance plan aimed at identifying hazards and deficiencies as part of daily and scheduled inspections. Operations and Maintenance Departments coordinate the preventive maintenance program including daily Vehicle Inspection Reports (VIRs), and incremental and annual inspections.

RVTD updates the FTA-required Transit Asset Management (TAM) Plan annually with data relevant to each asset to include a condition assessment, miles (with rolling stock and non-revenue vehicles), and age as to whether the asset is in a State of Good Repair (SGR). The TAM Plan allows RVTD management to plan asset replacement or rehabilitation for future years.

System

As part of RVTD's safety management system monitoring, the agency uses service evaluations when planning, spot-checking, or responding to an event like an accident or incident. New routes are strategically developed with safety being the first priority and passenger access second. RVTD route planners plan and test all routes before activating the route for revenue service. All routes are reviewed periodically to determine if environmental hazards may exist requiring modification to the route, schedule, or vehicle.

All front-line staff have been trained to note any changes to service that may be considered a hazard or security threat and through the ESRP, and notify their supervisors immediately or upon return to RVTd, depending on the severity of the hazard.

Hazard Identification Procedure

Any employee seeing something through inspection or observation they deem to be a hazard is instructed to immediately report that hazard to the immediate supervisor regardless of the perceived level of threat. Depending on the situation, either the immediate supervisor or the employee will complete a Hazard Reporting Form and submit it to the CSO.

If the hazard requires immediate mitigation, the employee will be instructed on steps to take to reduce the risk, which may or may not alleviate the risk completely. Additional actions may be taken once the immediate risk mitigation has been taken. Some hazards may not pose an immediate risk but are still reported and the CSO will be responsible for risk assessment, investigation and mitigation strategy.

In some cases, a passenger or member of the general public may call RVTd with a complaint about a front-line employee which may rise to the level of hazardous behavior or actions. RVTd currently documents all customer complaints/compliments and takes appropriate action to investigate any complaints. Complaints deemed hazardous will trigger immediate action by on-duty supervisors.

Hazard Identification Forms will be located on all vehicles along with standard safety kits for accident and incident reporting, with all customer service representatives (CSRs), and Dispatch, Operations, and Maintenance Departments.

The Hazard Identification Form will require the employee to briefly describe the hazard noting date, time of day, location, and other pertinent information. The form includes a section for the CSO or immediate supervisor to document immediate action taken to reduce risk, a risk assessment chart prioritizing the risk, and a section for additional follow-up action. All forms will be processed by the CSO and summarized periodically for trend analysis and included in safety performance measures.

49 CFR part 673.5

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.

Safety Risk Assessment

All RVTd staff have been provided with training appropriate for their positions within the organization. RVTd expects its employees to respond to hazards or threats with professional judgment as sometimes there might not be time to contact a supervisor to prevent an emergency event. In cases where the

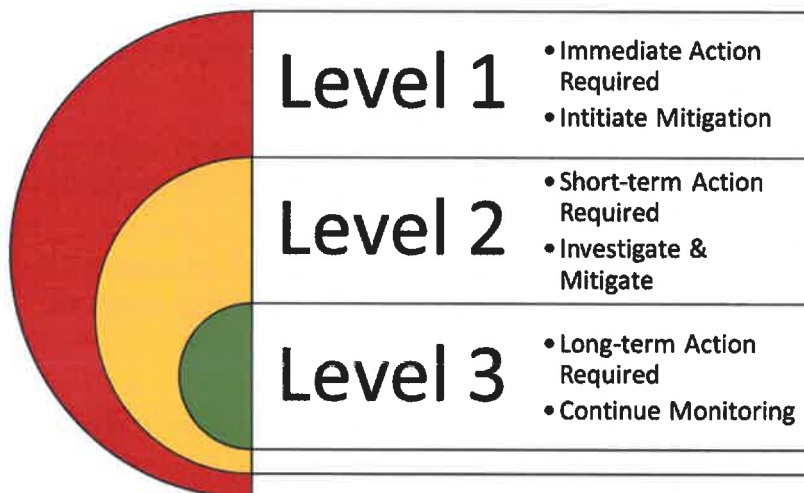
hazard can be reported without immediate risk, the employee will make an initial assessment of the risk as part of their report.

Once received by the CSO, the initial risk assessment may be amended requiring immediate, short, or long-term response.

Level 1 - Immediate: A deficiency, threat, or hazard requiring immediate attention to mitigate risk either temporarily until further action can be taken or complete mitigation.

Level 2 – Short-term: Action is needed within seven days to mitigate an identified deficiency, threat, or hazard. The deficiency, threat, or hazard does not pose immediate danger but if no action is taken could elevate to an immediate level risk.

Level 3 – Long-term: A deficiency, threat or hazard has been identified that does not pose a threat currently but could at a later time. Continued monitoring and awareness are required.



The CSO in coordination with staff will investigate each identified hazard, assess the risk, and take appropriate action to mitigate the risk. Additional mitigation may be needed based on follow-up monitoring to the action taken.

Safety Risk Mitigation

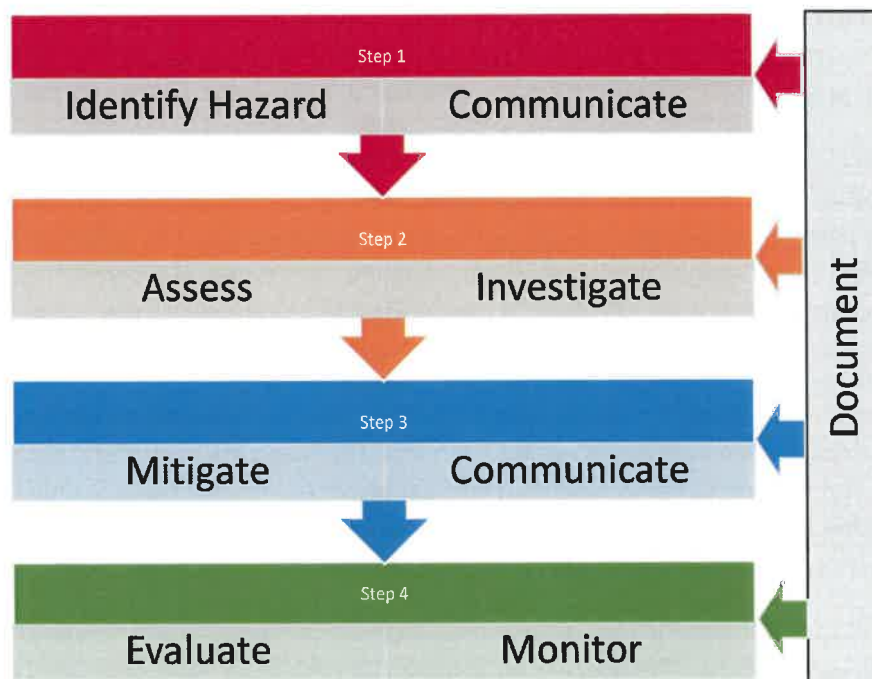
In response to all identified and assessed hazards, RVTD will take steps to mitigate the hazard and reduce or eliminate the risk to employees, riders, and general public. Mitigation strategies will be

dependent on results of investigation into the elements contributing to the risks. The investigation may include more than one department and may include interviews outside of the transit system.

Actions to mitigate risk will include all employees, riders, and general public who may be impacted by either the hazard or the actions to reduce or alleviate the risk. RVTD will communicate actions to appropriate staff through methods appropriate risk assessment. In some cases, immediate communication through two-way communications (dispatch system, text burst, email, or web alert) may be necessary. In other cases, bulletin board notices or memoranda posting may be appropriate.

Once a risk mitigation strategy has been implemented RVTD will monitor the actions to determine if full mitigation is possible and if not, is additional action necessary to alleviate the risk or is stepped-up monitoring necessary. Some risks may not be completely mitigated but awareness to the risk is a top priority.

All actions taken to mitigate risk will be documented by the CSO and associated staff, and linked to the initial deficiency, threat, or hazard identification step.



Section 6. Safety Performance Monitoring and Measurement

Safety performance monitoring and measurement involves the continual monitoring of the agency's activities to understand safety performance. Through these efforts, RVTD can determine whether it is meeting its safety objectives and safety performance targets, as well as the extent to which it is effectively implementing SMS.

RVTD is constantly striving to maintain the highest level of safety through its monitoring methods to include adherence to policies and procedures, safety and maintenance plans, and system and employee evaluation processes. These methods allow RVTD to determine the need to make changes to improve policies, employee training, and service delivery.

Maintenance

Maintenance Standards and Procedures Standards and procedures are included in the Rogue Valley Transportation District Fleet Maintenance Plan. In general, maintenance procedures are designed to ensure that the maintenance recommendations of the manufacturer are met, maximum efficiency in performance and operation is obtained, and maximum bus life and condition are maintained. Daily bus inspections, an active preventive maintenance program, contractor oversight, and careful monitoring are included in procedures to ensure the safety of buses and adequacy of the Fleet Maintenance Plan.

Operator Inspections. All operators are required to perform a pre-trip and post-trip inspection to ensure that the vehicle is safe and in good operating condition. If any defects are noted by the operator, a Defect Slip is completed and, depending on the severity and extent of the defect, the vehicle may be repaired or taken out of service until a repair can be made. In the case of a defect that develops or is noted once a vehicle is in service, the operator is required to communicate the problem to Maintenance.

Daily Servicing and Inspections. The service lane employees of the Maintenance Department inspect and service every bus used in revenue service each day. The buses are fueled and washed, all fluids are checked, tires and lugs are checked, and the vehicle is inspected for any leaks or unusual noises. The cleaners clean the bus interiors each day. When a defect is noted, it is reported to the lead mechanic or supervisor on shift so that evaluation and, if necessary, a repair can be conducted.

Mileage-Based Maintenance Inspections. All buses receive preventive maintenance inspections at designated mileage intervals. Mileages are determined by vehicle and subcomponent manufacturers and real-world experience. Oil sampling is performed periodically for both engines and transmissions. A description of the schedule and type of inspections and services performed for each bus series is included in the Fleet Maintenance Plan.

Maintenance Inspections of Contracted Providers. RVTD contracts for the operation and maintenance of paratransit services. The contractor must ensure that all passenger vehicles and associated equipment are maintained in proper working condition. The contractor is required to implement a maintenance and safety program that includes a preventive maintenance schedule that complies with FTA requirements for preventive maintenance for vehicles. Further, contractors are required to maintain comprehensive maintenance records on each vehicle and send the information to

RVTD. The information is reviewed by RVTD weekly along with a scheduled weekly meeting with the sub-contractor, Paratransit Services, Inc. In addition, on-site inspections are conducted at least quarterly to verify vehicle condition.

Operations

Facility Monitoring

Formal facility inspections of all RVTD facilities and grounds are conducted by members of the Safety Committee quarterly using a facility checklist. The purpose of the inspections is to identify any unsafe or unhealthy conditions which may exist, and that may require maintenance or modification. Each facility is also visually inspected for compliance with Occupational Safety and Health Administration and local fire codes.

Any guests to RVTD's administration facility must check in through a secured process requiring check-in and validation of visit purpose. Employees are trained on procedures for visitors in the workplace and facility access is limited through security systems.

Frequency

The Safety Committee conducts its safety inspections on a quarterly basis. Mechanics and Facilities Maintenance employees look for potential hazards with equipment whenever they are using that equipment. The vehicle hoists, chain pulls, and cranes in the vehicle maintenance shop are inspected annually by contractors. Preventive maintenance of equipment and facilities is performed in accordance with the manufacturer's recommended practice. Hazards are also identified by analyzing work accident trends, through Hazard Report Forms submitted by employees. Forms are used by employees to report safety concerns and to make safety recommendations.

Reporting

When deficiencies are noted during quarterly inspections, they are documented and reported to the director of the department in which the safety hazard is located. When safety hazards are noted by non-scheduled observation, they must be reported by the observer to a supervisor. Hazard Reporting Forms are routed to the department, CSO or director best equipped to evaluate the concern and, when necessary, propose a resolution.

Hazard Resolution

The primary purpose of facility inspections and hazard reporting is to identify conditions that could lead to accidents and losses. In view of this, it is crucial that all departments and employees be involved in the facility inspection and the hazard identification and resolution processes. Hazard resolution is related to the severity of the hazard and the probability and severity of a negative consequence of the hazard.

Follow-up

Corrective action for a confirmed hazard that has been identified by any established process is the responsibility of the director of the department area in which the hazard exists or the CSO. This includes arranging for the services of other RVTD departments or outside parties, as necessary, to eliminate or control the hazard.

Documentation

Hazards that have been identified, proposed resolutions, and corrective actions are recorded in hard copy by the Safety Committee and maintained by CSO

All front-line personnel are responsible for monitoring safety and security as part of their respective positions. If a hazard is identified through observation or interaction with customers or the general public, it is reported to the immediate supervisor as well as following RVTD's hazard reporting process.

Employee Hazard Reporting

Reporting Cards

Employees can fill out a Hazard Reporting Form which is turned into the affected department and the CSO, or talk with a supervisor or the operations manager. They can also contact a Safety Committee member which is composed of union and administrative members. Depending on the severity/risk of the hazard identified, immediate action may be taken, or the input will be brought to the Safety Committee for discussion. Feedback will be provided to the employee on what action, if any, will be taken. All employees follow the Employee Hazard Reporting Program policy.

Route/Operations Safety

Employees can fill out a Hazard Reporting Form or discuss suggestions for making the system/route safer. RVTD encourages employees to be advocates for safety while also suggesting methods of increasing performance. Management has an open-door policy and makes clear the importance of employee feedback; positive and negative.

Safety Events

Accident and Incident Reporting Process

All accidents and loss incidents are to be investigated. RVTD's safe driving standards require professional safe performance of all operators. To ensure better than average safety performance, RVTD employs the Smith System Defensive Driving guidelines to determine if a collision or onboard incident could have been prevented. All Transportation Department personnel operating any RVTD vehicle are held to this standard.

The Rogue Valley Transportation District Operator's Manual includes procedures and responsibilities for accident/incident investigation. The combined manuals establish procedures for accident notification, response, and investigation.

Transit Operations coordinates with outside law enforcement agencies if they investigate an event. Administrative staff coordinates with outside insurance providers and provides support among RVTD departments and independent investigation to manage RVTD liability and claims.

Most accidents and incidents RVTD are involved in are relatively minor in severity and are investigated by operations field supervisors. Since most accidents involve buses, this section focuses on bus accidents. However, all non-bus accidents and incidents are also investigated.

Notification

Bus operators are to notify the operations system supervisor anytime an RVTD vehicle might have been damaged, anytime an RVTD vehicle and another vehicle come into contact, or anytime an instance occurs in where a customer may have been injured. An operations supervisor will be directed to the scene. Police and ambulance will be dispatched, if necessary.

At-Scene Procedures

Bus operators will adhere to the following procedures defined in the Rogue Valley Transportation District Operator's Manual:

- Assist the injured.
- If blocking traffic, set out reflective triangles.
- Do not move the coach unless required to do so by an operations supervisor, fire or police order, or impending danger from traffic.
- Obtain names, addresses, and phone numbers of all witnesses.
- Have all customers sign the customer list.

Operations supervisors are responsible for conducting on-scene investigations of accidents and incidents. Depending on the severity and the nature of the event, various mechanisms will be used for preserving transient evidence. These may include digital photography, bus video, field sketches, interviews, and observations.

Investigation

An attempt is made to complete the investigation of most accidents within three days. Operators and RVTD employees are required to complete an Accident/Incident Report. The supervisor is required to file both reports electronically as well as a hard copy and attach all relevant media for use by transportation manager and the Safety Committee.

A Report of Injury Form must be completed if an employee suffers an injury or illness as a result of an accident or incident. An 801 Form must be filed if medical treatment is necessary.

Accident Review Process

Accidents and incidents are classified as preventable or non-preventable.

Preventable accidents are defined as those accidents that could have been reasonably avoided if the operator had followed all defensive driving techniques as established by the National Safety Council Guidelines, the Five Keys of the Smith System, and/or Transit Operations Procedures and Policies.

The final accident determination is made by the Safety Committee. The committee meets a minimum of once monthly and is composed of two union-elected bus operators, a maintenance supervisor, a transit

operations supervisor, a Support Services representative and the administrative representative. Duties are assigned and described in the by-laws.

The Committee follows all policies, procedures, and definitions as established in the Accident Route Review Committee by-laws. Committee members are trained in accident investigation and hazard identification. Examples of investigations may include reviews of accident and injury reports, vehicle condition reports, witness statements, employee interviews, accident scene sketches, bus videos, physical evidence, brake test reports, training manuals, and accident site visits. Employees who are not in agreement with the committee's determination can appeal directly to the committee by providing additional evidence and testimony. If the employee is not in agreement with the appeal results, he or she can make a second and final appeal to the AE. The AE may review all relevant information, interview the employee making the appeal, interview Safety Committee members, and confer with any available person or resource he or she considers valuable to his or her deliberation.

Hazard Resolution

The primary purpose of the accident investigation process is to determine the cause(s) of accidents so that they may be prevented or mitigated in the future. To this end, it is crucial that all relevant departments be appropriately involved in the process. A serious attempt is made to use lessons learned through the investigatory process to incorporate hazard resolutions into future procedures, designs, construction, modifications, training, and procurements.

Follow-up

Follow-up in the form of corrective actions is the responsibility of the employee's director. The responsibility may be delegated to the employee's manager, supervisor, or CSO.

Any disciplinary action will be assessed using the Collective Bargaining Agreement procedures and/or the Administrative Handbook. Disciplinary consequences for accidents may include warnings, suspensions, and discharge.

Training will be provided, in most cases, for employees who have been involved in two preventable accidents within one year. Training and re-training are not disciplinary in nature.

Internal Reporting

The director of operations is responsible for ensuring that all accident reports are completed and filed with the transportation manager. The Human Resources Department will advise on the history of the employee if a pattern of safety events is evident.

Documentation

Transit operations and Human Resources and CSO maintain the accident investigation documentation.

Performance Measures

Through a series of performance measures relative to operations, maintenance, and safety, RVTD can monitor the system's safety by identifying trends and gaps in policies, procedures, training, and monitoring efforts. The following performance measures are on a daily, monthly, and quarterly basis.

Maintenance

- ◆ **Preventive Maintenance On-time Inspection Percentage** – determines the effectiveness of the maintenance department to ensure all inspections are conducted per manufacturing and RVTD mileage intervals.
- ◆ **Vehicles Removed from Revenue Service** – tracks vehicles are removed from service due to a mechanical defect developed while in service requiring immediate service either on-site of failure or once returned to the facility.
- ◆ **Annual Vehicle Condition Assessment** – through annual inspection, determines on a scale of 1-5 the overall condition of the asset. This performance measure is also used in annual updates of RVTD's Transit Asset Management Plan.

Operations

- ◆ **Customer Complaints Per Month** – tracks all customer complaints to identify areas of deficiency with vehicle, driver, or other RVTD areas. Safety-related complaints are immediately routed to a supervisor on-duty or the CSO for investigation mitigation and response. Complaints may be a result of phone calls, website, or RVTD public forums.
- ◆ **On-time Performance** – serves as an indicator to issues with time management, environmental factors, scheduling, and vehicle and driver performance.
- ◆ **On-board Surveys** – conducted annually, allow RVTD to receive rider feedback about bus operator performance, customer service, and vehicle safety.

Safety

- ◆ **Safety Performance Measure: Fatalities** (total number of reportable fatalities and rate per total vehicle revenue miles by mode)
- ◆ **Safety Performance Measure: Injuries** (total number of reportable injuries and rate per total vehicle revenue miles by mode)
- ◆ **Safety Performance Measure: Safety Events** (total number of reportable events and rate per total vehicle revenue miles by mode)
- ◆ **Safety Performance Measure: System Reliability** (mean distance between major mechanical failures by mode)

7. Safety Promotion

Operator Selection

Hiring Practices

Selecting applicants best suited to excel at the bus operator job requirements is critical to safe transit operations. The bus operator is directly responsible for the safety of not only the passengers, but also the pedestrians, bicyclists, drivers, and all others who share the road with the transit vehicle. RVTD's hiring process includes the following components:

Applications

Applicants are sought through postings in traditional and culturally diverse media, postings distributed to other transit districts in the region, referrals from current employees, and applications filed by prospective candidates when there are no positions available. The applications are screened by key personnel in Human Resources and Transit Operations.

Interview

After application reviews, applicants are then interviewed by a panel comprised of an Operations Manager, the Transportation Manager, and an HR or other administrative staff person. The interview process is designed to evaluate a candidate's strengths in customer service, the ability to simultaneously perform tasks, conflict resolution, and the ability to perform well under temporal and interpersonal pressure.

Driving Record

To be eligible for hire, a candidate must submit an acceptable driving abstract dating back five years. This establishes 21 years as the de facto minimum age requirement for new hire bus operators.

Licensing

To be eligible for hire, a candidate must be able to earn a Class B Oregon CDL with a Passenger and Air Brake Endorsement.

Criminal Background Check

To be eligible for hire, a candidate must submit to a Criminal Background Check administered by the Oregon State Police with the Federal Bureau of Investigation. The results must meet all statutory and RVTD standards for the bus operator position.

Drug Testing

To be eligible for hire, a candidate must produce a negative result for a pre-employment drug test.

Physical Capacities Testing

To be eligible for hire, a candidate must pass a position-specific physical capacities test.

Training

There are formal training programs for bus operators, maintenance employees and operations employees. These include training classes, manuals, RVTD Standard Operating Procedures, and on-the-job training.

The safety component of training is designed to make employees aware of the hazards associated with their jobs and the appropriate methods for controlling these hazards. The training is intended to motivate employees to work safely. Trainings fall into three main categories: (1) Initial, (2) Periodic, and (3) Remedial or Refresher.

Initial Bus Operator Training

New bus operators receive an intensive four to five-week training course that covers every aspect of their new job. Some components of the training are delivered in the classroom. The majority of learning occurs on the buses during off-route and on-route training. The training includes, but is not limited to, the following areas:

- Smith System of Driving
- Orientation to Rogue Valley Transportation District
- Basic Bus Maneuvers
- Advanced Bus Maneuvers
- Service Stops
- System Overview
- System Procedures
- Communication skills
- Customer Service
- Accessible Service
- Emergency Management
- Fleet Services
- Personal Safety
- Health/Injury Prevention
- Stress Management
- CDL Preparation
- On-route Training
- Vehicle Orientation of all Vehicles

On-route training provides real service experience with an operator instructor on the new operator's regularly scheduled work. The time the new employee operates the revenue route is increased daily. Each day the student receives a full review and debriefing from his or her instructor. Instructors communicate among one another regarding where additional training for new operators is required. Student rotation among the operator instructor group provides each student with experience across a variety of routes, vehicles, times of day, instructional styles, and driving conditions.

After the initial training, new bus operators receive additional support and training, including:

- Check-rides at the following intervals: one week, two months, four months, six months, nine months, and twelve months
- Four-week follow-up: Procedure and Policy Review
- Fall bad weather: Driving and Defensive Driving Course (DDC)
- Refresher
- One-year follow-up: Debriefing with operations training supervisor and safety review with Human Resources, Operations Management, and CFO
- Two-year follow-up: DDC
- Three-year follow-up: Dealing with Difficult People
- Four-Year bus operators are invited to become secondary mentors to new bus operators

Annual Training For All Bus Operators

Every year, each bus operator receives one full day of refresher and topical training during the autumn months. The training addresses, but is not limited to, the following topics:

- Fatigue Awareness
- Dealing with Difficult People
- Resolving Conflict
- Harassment
- Effectively Dealing with People of Differing Ages
- Proper Securement of Mobility Devices
- Defensive Driving Course
- Bloodborne Pathogens
- Safety/Security Update
- Injury Prevention

- Accessible Service Sensitivity
- PTASP

Partial-day trainings are also scheduled on safe winter driving and whenever warranted by the addition of new equipment or a change in configuration.

Initial Operation Supervisor Training

Transit operations supervisors begin their career path, almost exclusively, as bus operators. A temporary supervisor performs many functions of the full supervisory position and receives training in, but not limited to, the following areas:

- Drug & Alcohol (policy and procedures for all types of FTA-mandated testing)
- Accident Investigation (based on the Transportation Safety Institute model)
- Emergency Procedures
- Security Procedures
- On-the-job Injury Claims
- Bloodborne Pathogens
- Data Entry and Recordkeeping
- Harassment
- Cultural Diversity
- Coaching/Criticism/Discipline
- Dispatch Operations
- Field Operations
- First Aid and Defibrillator
- Basic Writing
- Conflict Resolution

Injury and Illness Prevention Training

Injury and Illness Prevention Training is directed toward achieving a safe working environment for all employees and reducing the chance of occupational-related injuries and illnesses. The majority of training, targets employees working in the Maintenance and Facilities Maintenance Departments because these employees have the greatest exposure to occupational hazards. The program is based on applicable Federal, State, and local safety codes and regulations. Some areas addressed in training include:

- Handling Hazardous Materials (Right to Know)

- Slips, Trips, and Falls
- Personal Protection Equipment
- Material Safety Data Sheets (MSDS) and Labels
- First Aid
- Forklift Safety
- Bloodborne Pathogens
- Hazardous Materials Storage
- Strains and Sprains
- Fall Protection
- Confined Space Program
- Crane Operation
- Ergonomics
- Hazard Communication Program

Emergency Response Planning and Coordination

Details are contained in the RVTB Emergency Action Plan and Evacuation Request Procedures.

System Modification Design Review and Approval

General Process

The RVTB bus system is regularly modified in response to operational experience, the addition of new types of service, and changes in service design and levels. RVTB's philosophy is to utilize appropriate new technologies to benefit the environment and the community it serves. The challenge is to review any proposed modification adequately before it is approved. Any proposed modification should be evaluated to ensure it is compatible with existing systems and does not introduce new hazards to the system or reduce the effectiveness of existing hazard controls.

Equipment modifications may be proposed by any employee of any department that uses the equipment. Changes may also occur from an analysis of reliability performance, historical data, and available improvements in equipment design and components.

Modification Design Review

A review of any modification in equipment design shall be made by the director and managers of the department responsible for the equipment. It is an informal practice to include Human Resources and

Operations Departments in the review of any change that might affect safety. The impact on the safety of all designs and specifications should be identified and evaluated before the change is approved. Some of the areas to be considered include, but are not limited to:

- Hazardous Materials (handling and use)
- Motor Vehicle Safety
- Human Factor
- Occupational Health and Safety
- Materials Compatibility
- Fire Protection
- Lighting
- Braking systems
- Mirrors
- Warning Devices

Modifications must not be made before it is determined how they might affect the safety of the system, or any other systems. Other departments may evaluate a proposed change to determine its compatibility with other systems (e.g., hoists, fueling systems, communications systems). The evaluation may also include a review of applicable regulations, such as the Federal Motor Vehicle Safety Standards and Regulations and the U.S. Department of Labor's Occupational Safety and Health Act.

Testing may also be performed to evaluate the safety of a proposed modification. The testing of small changes may be minimal. For substantial modifications, extensive field testing, mock-ups, and structural evaluations may be employed.

Modification Design Approval

Final approval is generally made by the operations manager. When modifications are made by a bus manufacturer, the director of maintenance works with the manufacturer, and contractual changes may be made. If changes are substantial, additional training will be provided for maintenance and operations staff.

Monitoring

Once a modification is put in place, feedback from the operating department is solicited to evaluate the performance of the modification. Unsolicited input from the operations department and its employees (end users) is also encouraged. Depending on the nature of the modification, human resources, Planning and the Safety Committee may be involved for input.

Documentation

The Maintenance Department is responsible for documenting any vehicle modifications. Facilities Services is responsible for documenting any modifications made to a facility. Documentation may

involve changing diagrams, schematics, manuals, service bulletins, service intervals, standard operating procedures, and Material Safety Data Sheets. Maintenance supervisors are responsible for updating Safety Data Sheets based on input from product manufacturers.

Routes

Route modifications are designed by the Planning Department. Planning may use a current bus operator to test routing and bus stop placement. This experience-based, real-world process is designed to protect the safety of the bus, passengers, other vehicles, and pedestrians.

The Planning Department informs the Operations Department and Safety Committee of any proposed route modifications. The Planning Department can request that the Committee evaluate a specific proposal, or the Committee can choose to evaluate any proposed modifications.

Transit operations management may request a route modification it believes will improve operations. It may also choose to evaluate a modification that has been proposed by another department. Input from individual bus operators is encouraged through the Hazard Reporting Form, direct communication, and periodic surveying of operators conducted by service planners.

Finally, the Planning Department maintains a cooperative working relationship with the appropriate planning and road departments of all municipal levels of government within which RVTD operates.

Additional Information

This PTASP was developed from information in other RVTD documents, policies and procedures and manuals. Those documents are listed below:

- RVTD Employee Manual 5-1-218
- Emergency Action Plan
- Evacuation Request Procedures

Appendix

RVTD HAZARD REPORTING FORM

Reporting Employee _____ Date of Report _____ Time of Hazard _____ Location of Hazard _____ Supervisor Notified _____	Report # Time Report Submitted _____ Route/Manifest _____
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(Check all that apply)

Type of Hazard

Vehicle	<input type="checkbox"/>	Weather Related	<input type="checkbox"/>
Passenger	<input type="checkbox"/>	Road Condition	<input type="checkbox"/>
Facility	<input type="checkbox"/>	Security	<input type="checkbox"/>
Employee	<input type="checkbox"/>	Near Miss	<input type="checkbox"/>

Description of Hazard

Initial Action Taken to Mitigate Hazard

Initial Assessment of Hazard

	Level 1 - Immediate: A deficiency, threat, or hazard requiring immediate attention to mitigate risk either temporarily until further action can be taken or complete mitigation.
	Level 2 - Short Term: Action is needed within seven days to mitigate an identified deficiency, threat, or hazard. The deficiency, threat, or hazard does not pose immediate danger, but if no action is taken could elevate to an Immediate level risk.
	Level 3 - Long Term: A deficiency, threat or hazard has been identified but does not pose a threat currently, but could at a later time. Continued monitoring and awareness are required.

Likelihood of re-occurrence of this hazard (1-10)

Received by: _____ Date/Time _____/_____/_____

RVTD HAZARD MITIGATION			
Investigating Supervisor			Title
Date of Investigation			Time
Additional Information			
Assessment Classification (Circle)	Level 1	Level 2	Level 3
			Report # <input type="text"/>
Mitigation Action(s) Taken			
Action(s) Designed to:	Eliminate	Control	(Circle one)
Describe Communication of Action(s)			
Follow-up			
Date		Contact	
Status of Action Taken			
Is additional action needed?	YES	NO	
Additional Action Taken			
Follow-up			
Date		Contact	
Status of Action Taken			
Is additional action needed?	YES	NO	

HAZARD CLASSIFICATION

		Report #	
Category of Hazard			
Vehicle		Passenger	
Mechanical		Behavior	
Performance		Weapon	
Interior		Suspended from svc.	
Exterior		Medical Emergency	
Towed		Injury	
Repaired on scene		Death	
Safety equipment		Mobility Devise	
Lift/Ramp/Securemt			
See Pre-Trip			
 Facility		 Facility	
Safety Equipment		Shelter	
Security Systems		Fueling	
Plumbing		Hazardous Materials	
Electrical		Fencing/Gate	
Foundation		Passenger Amenities	
Parking			
Equipment		 Employee	
HVAC/Heat		Behavior	
Roof		Theft	
Storage		Endangering Others	
Computer/Data		Property Abuse	
Farebox/Vault		Illegal Activity	
		Chief Safety Officer Initials	