



## Public Transportation Agency Safety Plan

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## Section 1. Transit Agency Information

### General Information

LifeTime Resources, Inc. dba **Catch-A-Ride**

13091 Benedict Drive, Dillsboro, IN 47018

800-330-7603

[www.lifetime-resources.org/catch-a-ride](http://www.lifetime-resources.org/catch-a-ride)

Accountable Executive: Michelle Guidice, Catch-A-Ride Director

Chief Safety Officer: Debbie Horton, Senior Field Supervisor

Modes of Service: *DR*

FTA Funding Sources: FTA Section 5311, *FTA Section 5310*

Modes of Service Directly Provided:

- Fixed Route Bus                       Intercity Bus                       Bus Rapid Transit
- Demand Response                       Complimentary Paratransit

*Catch-A-Ride* does not provide transit services on behalf of another transit agency or entity.

*Catch-A-Ride* provides transit service on behalf of the following transit agency(s) or entity(s): Southeastrans, Modivcare, LCP, WellTrans, and Access2Care. *LifeTime* also operates a separate service (Margaret Mary Health Rides) for Margaret Mary Health.

*Service description:*

- *Mon-Fri 6am to 6pm*
- *Dearborn, Ohio, Ripley, Decatur, Switzerland, and Jefferson Counties in southeast IN*
- *Approximately 43 safety-sensitive employees; approximately 41 Drivers & 2 Field Supervisors*
- *33 Vehicles in the Fleet; 100% accessible*

## Section 2. Plan Development, Approval, and Updates

<b>Name of Entity That Drafted This Plan</b>	<i>LifeTime Resources, Inc.dba Catch-A-Ride</i>		
<b>Signature by the Accountable Executive</b>	<b>Signature of Accountable Executive</b>	<b>Date of Signature</b>	
<b>Approval by the Board of Directors or an Equivalent Authority</b>	<b>Name of Individual/Entity That Approved This Plan</b>	<b>Date of Approval</b>	
	<b>Relevant Documentation (title and location)</b>		
<b>Certification of Compliance</b>	<b>Name of Individual/Entity That Certified This Plan</b>	<b>Date of Certification</b>	
	<b>Relevant Documentation (title and location)</b>		
<b>Version Number and Updates</b>			
<i>Record the complete history of successive versions of this plan.</i>			
<b>Version Number</b>	<b>Section/Pages Affected</b>	<b>Reason for Change</b>	<b>Date Issued</b>
1	Full Document	New Plan	

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

*Describe the process and timeline for conducting a review and update of the PTASP prior to INDOT's three year review of the plan that occurs that occurs in February.*

*Catch-A-Ride's Public Transportation Agency Safety Plan also referred to as Agency Safety Plan, will be jointly reviewed and updated by CAR's Accountable Executive and Chief Safety Officer in July of each year. The Executive Director will review any recommended changes, get any necessary approval from INDOT, and then forward to LifeTime's Board of Directors for final review and approval.*

Along with annual updates, CAR may update the plan if CAR:

- 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 impact safety;
- A change in contractors; and/or
- Significant changes to CAR's organizational structure

Upon adoption and/or updates, revisions will be communicated to CAR's staff and contractor employees.

## Section 3. Safety Management Policy

### Safety Management Policy Statement

*Catch-A-Ride* (CAR) 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 CAR system operations. By using the procedures contained in the PTASP, CAR can continue to improve the safety and security of CAR'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 CAR 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. The Director and supervisors 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.

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

CAR'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 CAR'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 CAR 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 goals;
- **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.

CAR's Goals for Safety are established as follows:

- In collaboration with Historic Hoosier Hills and any local government staff, if necessary, design, construct, test, and operate a transportation system that achieves an optimum level of safety
- 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 CAR's safety efforts. The PTASP objectives are:

- Integrate safety management and hazard control practices within each CAR department.
- Assign responsibilities for developing, updating, complying with, and enforcing safety policies, procedures, and requirements.
- Verify compliance with CAR 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.

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

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Accountable Executive

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Date

## Safety Management Policy Communication

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

**Employees:** CAR is constantly evaluating existing policies and procedures to verify their effectiveness. To do this, CAR seeks input from 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 email/fax notification
- ◆ Departmental meetings
- ◆ Training programs
- ◆ Annual *LifeTime* Employee Handbook update
- ◆ Annual Driver Manual update

CAR includes a training element for safety management policies impacting safety or service delivery and is conducted *during new employee orientation and, as necessary, upon any policy update*. 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, participation in training, or testing of the employee may be required* of each employee verifying their understanding of the change.

**Riders:** If a rider policy is changed or added, CAR 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
- ◆ Any services impacted by policy changes will include outreach as required by Federal Guidance.
- ◆ Notification via the hold message that riders hear when calling to schedule a ride

## 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 Accountable Executive will determine, based on feedback from senior staff, the level of Safety Management System principals to maintain to ensure a safe work environment, rider experience and community safety. CAR's AE is committed to providing employees with the tools and training needed to be successful and safe in their roles with CAR. The AE will continually strive to create a culture of safety among the employees, and CAR expects each employee to play a role in maintaining a safe workplace.

CAR's AE will be responsible for developing an annual transportation 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 it, if it is no longer able to function as originally intended.

The current Accountable Executive is also the *Catch-A-Ride Director* and is responsible for implementation and changes to this Plan.

**Chief Safety Officer (CSO):** CAR 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.

CAR's CSO will be responsible for the following SMS tasks:

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

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

### 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 *Catch-A-Ride Director, Human Resources, the Director of Operations, and Indiana Department of Transportation (INDOT), as necessary.*

### Employees

All CAR 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

CAR 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.

CAR 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 CAR. Those opportunities include *Injury, Incident or Concern Forms, employee*

*meetings and trainings, 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, CAR is determined to provide a safe working environment for its employees, riders and the general public. To ensure success, CAR 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-Trip Inspections
- ◆ Supervisor Ride-A-Long Evaluations
- ◆ Employee Evaluations
- ◆ Service Evaluation and Planning
- ◆ Training Program
- ◆ Surveys
- ◆ Safety and Employee Meetings
- ◆ Incident/Accident Policies

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. CAR 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 CAR'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:

- Complete an Injury, Incident or Concern form
- Report conditions directly to a dispatcher
- 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).

CAR has developed an SMS Incident Report Form, titled the **Injury, Incident, or Concern** form, used to identify and provide information about hazards observed by CAR employees while on-duty. The *one* 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 forms currently being used, but instead used in conjunction with the accident forms. It is proactive reporting method to identify a perceived threat or hazard, potentially endangering employees, riders or the general public. The form serves a dual role as an incident, illness, and near miss report. The form is located in the Appendix of this Plan.

All CAR employees will receive training on the procedures associated with the SMS Incident Report Form. The training will cover the following areas:

- ◆ Locations of blank Injury, Incident or Concern Form
- ◆ When to use an Injury, Incident or Concern 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 ESRP.

#### Immediate Action Required

If an employee identifies a hazard which is perceived to be a risk to the employee, fellow employees, passengers, or the public the employee must report it immediately to the on-duty *supervisor/dispatcher*. Once reported the employee must determine if immediate action is necessary to prevent additional risk. If so, communicate to supervisor before taking action, if time allows. Once action has been taken to mitigate the potential harm to the employee, others or property advise a supervisor of the results of actions taken. Once able, the employee will complete the Injury, Incident or Concern form with complete information and submit the report to the *supervisor within 24 hours*.

#### Delayed Action Required

Once a hazard has been identified, the CAR employee should assess if the hazard requires immediate action to reduce the risk of if delayed action can be taken. If the employee determines delayed action is appropriate a full report must be completed using the Injury, Incident or Concern form and submitted to the *supervisor*.

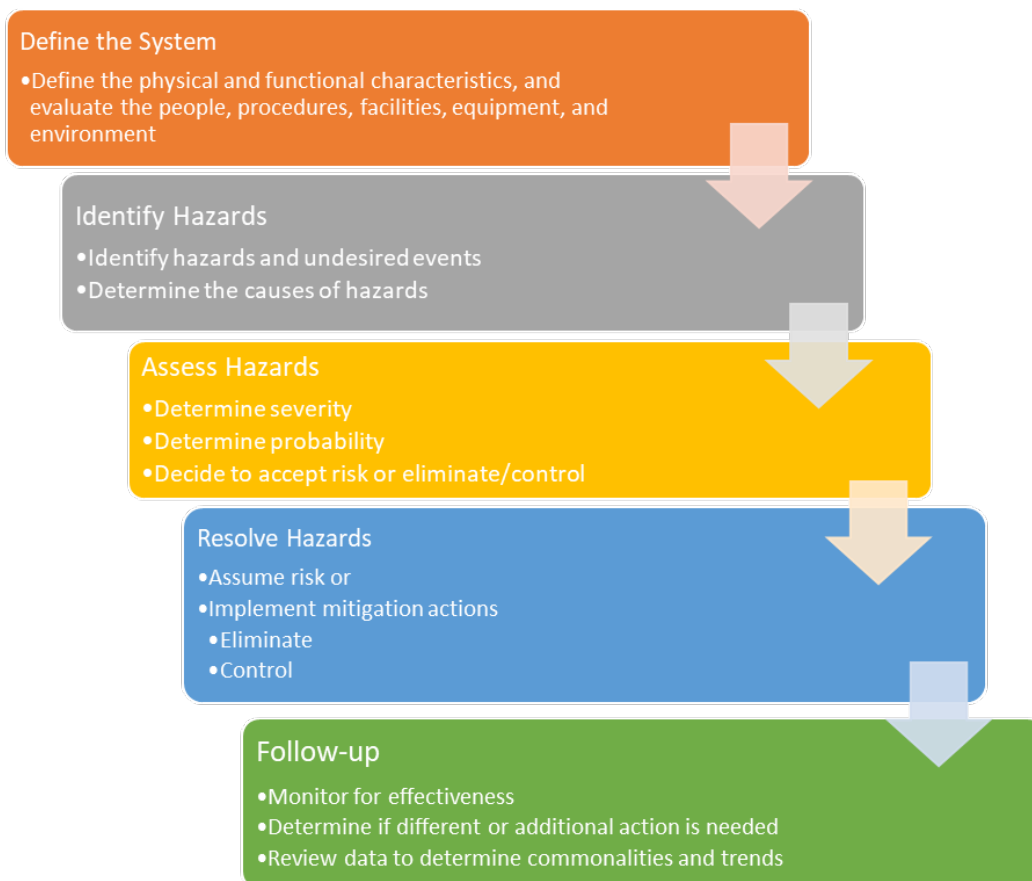
## Role of Supervisor/Dispatcher

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 Injury, Incident or Concern form to ensure all information is included, adding additional information from *supervisor/dispatcher* 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 CAR's goal 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 Injury, Incident or Concern forms 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.

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



## Section 5. Safety Risk Management

CAR provides training to all personnel in the identification of hazards and security threat while also providing tools to enable personnel to report these risks. Once the risk has been identified CAR 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. CAR conducts the following routine and random evaluations of the system in the following departments:

#### Personnel

Each CAR 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 90 days of employment. During the 90 - day period, the employee is evaluated to determine if they are properly prepared to perform their job. Documentation is kept in the employee's HR file.

Additional evaluations of the employee are conducted throughout the year through spot-checks of some aspect of their job function. CAR documents spot checks on a Driver Ride-A-Long Evaluation form. 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. All spot-checks and annual reviews are documented as required by INDOT and may be included in annual INDOT inspections.

#### 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. *The CSO is responsible for* overseeing the preventive maintenance program including daily *Pre-Trip Inspections*, incremental and annual inspections.

CAR 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 CAR management to plan asset replacement or rehabilitation for future years.

Please refer to *LifeTime's* **Facility Maintenance Plan** for additional information.

#### System

As part of CAR'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 and services are strategically developed with safety being the first priority and passenger access second. All routes, services 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 which may be considered a hazard or security threat and through the ESRP, notify their supervisors immediately or upon return to CAR depending on the severity of the hazard.

### Hazard Identification Procedure

Any employee seeing something through inspection or observation deemed to be a hazard are instructed to immediately report that hazard, regardless of the perceived level of threat. Depending on the situation, either the immediate supervisor or the employee will complete an **Injury, Incident or Concern 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 CAR with a complaint about a front-line employee which may rise to the level of hazardous behavior or actions. CAR 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.

*Injury, Incident or Concern Forms* will be located on all vehicles along with standard safety kits and accident reports. It will also be located on the Drivers page on the website ([www.lifetime-resources.org/drivers](http://www.lifetime-resources.org/drivers)) and on the Company Drive. A copy of the form is located in the Appendix.

The *Injury, Incident or Concern 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 indicate that additional documentation regarding the resolution has been attached. The documentation will include immediate action taken to reduce risk, a risk assessment prioritizing the risk, and additional follow-up action. All forms will be processed by the CSO and summarized periodically for trend analysis and include 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 CAR staff have been provided with training appropriate for their positions within the organization. CAR expects its employees to respond to hazards or threats with professional judgement 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.

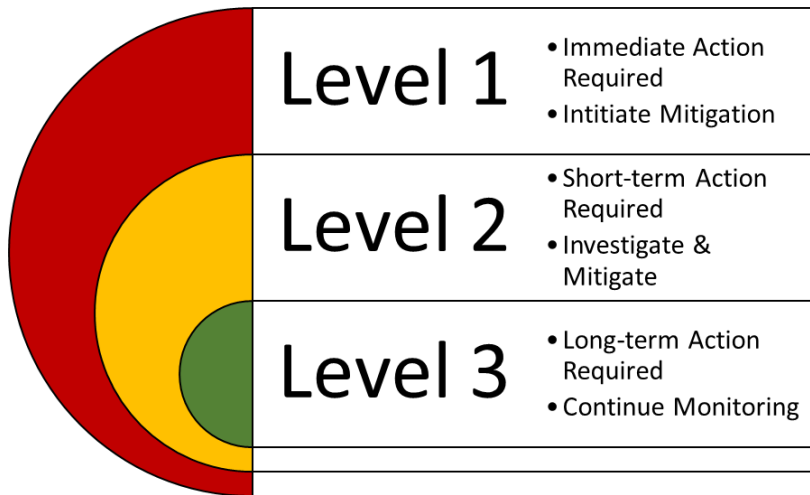
Once received by the CSO, the initial risk assessment may be amended requiring immediate, short, or long-term response.



**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 but 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

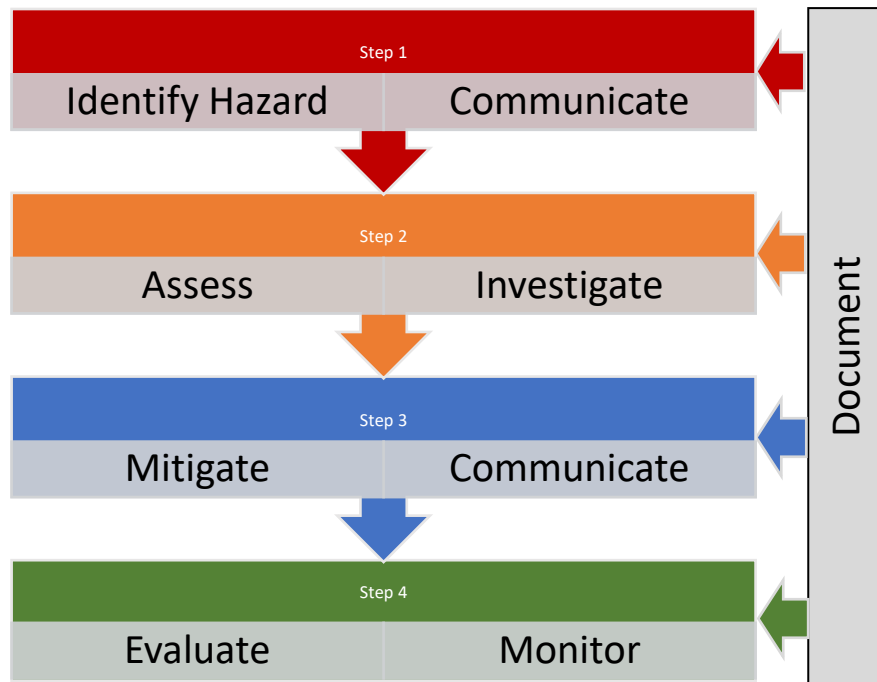
In response to all identified and assessed hazards, CAR will take steps to mitigate the hazard and reduce or eliminate the risk to employees, riders, and public. Mitigation strategies will be dependent on results of investigation into the elements contributing to the risks. The investigation may include more than one department and may include interviews outside of the transit system.

Actions to mitigate risk will include all employees, riders, and public who may be impacted by either the hazard or the actions to reduce or alleviate the risk. CAR 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 tablet alert message)* may be necessary. In other cases, a *memorandum* may be appropriate.

Once a risk mitigation strategy has been implemented CAR 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 will be a top priority.

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



## Section 6. Safety Assurance

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

CAR 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 CAR 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 **Catch-A-Ride's Preventative 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 vehicle inspections, an

active Preventive Maintenance Program, contractor oversight, and careful monitoring are included in procedures to ensure the safety of vehicles and adequacy of the Fleet Maintenance Plan.

## Operations

### Facility Monitoring

Formal facility inspections of all CAR facilities and grounds are conducted per ***LifeTime's Facility Maintenance Plan***. The purpose of the inspections is to identify any unsafe or unhealthy conditions which may exist, and that may require maintenance or modification. *The* facility is also visually inspected for compliance with OSHA and local fire codes.

*Any guests to CAR's administration facility, LifeTime Resources, 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.*

### Employee Hazard Reporting

#### Injury, Incident or Concern Report

Employees can fill out an *Injury, Incident or Concern form*, which is turned into *the effected department and the CSO or talk with a supervisor* . Depending on the severity/risk of the hazard identified, immediate action may be taken, or the input may be brought to *the CSO, AE, supervisor, Dispatcher, or Executive Director* for discussion. Feedback will be provided to the employee on what action, if any, will be taken. All employees follow the ***Safety Section of the Employee Handbook or their position manual***.

#### Route/Operations Safety

Employees can fill out an *Injury, Incident or Concern form* or discuss suggestions for making the system/route safer. CAR 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. CAR's safe driving standards require professional safe performance of all operators. To ensure better than average safety performance, CAR Drivers receive *INRTAP's Defensive Driving training*.

*Catch-A-Ride's **Accident and Moving Violation Policy** and **Driver Manual*** include procedures and responsibilities for accident/incident investigation. The *combined manuals* establish procedures for accident notification, response, and investigation.

### Accident Review Process

Please refer to Catch-A-Ride's **Accident and Moving Violation Policy** for details regarding the accident review process.

## Performance Measures

Through a series of performance measures relative to operations, maintenance, and safety, CAR 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, quarterly, or annual basis.

#### Maintenance

- ◆ **Preventive Maintenance On-time Inspection Percentage** – determines the effectiveness of the maintenance department to ensure all inspections are conducted per manufacturing and CAR mileage intervals.
- ◆ **Vehicles Removed from Revenue Service (Road Calls)** – tracks vehicles 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 assessment, determines on a scale of 1-5 the overall condition of the asset. This performance measure is also used in annual updates of CAR's Transit Asset Management Plan.

#### Operations

- ◆ **Customer Complaints Per Month** – tracks all customer complaints to identify areas of deficiency with vehicle, driver or other CAR 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 CAR public forums.
- ◆ **On-time Performance** – serves as an indicator to issues with time management, environmental factors, scheduling, and vehicle and driver performance.
- ◆ **Passenger Surveys** – allow CAR to receive rider feedback about driver 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 frequency of 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 transit 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. CAR's hiring process includes the following components:

#### *Applications*

Applicants are sought through postings in traditional and culturally diverse media, referrals from current employees, posted *in local newspapers, through the Chamber of Commerce, on the CAR website and Facebook page, etc.* 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 CAR Field Supervisor*. 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 record dating back five years and be at least 21 years of age for new hire drivers. Please refer to CAR's **BMV Record Policy** for additional information.

#### *Licensing*

To be eligible for hire, a candidate must be able to earn a CDL *or a For Hire Endorsement*.

#### *Criminal Background Check*

To be eligible for hire, a candidate must submit to a Criminal Background Check. The results must meet all statutory and CAR standards for the Driver position.

#### *Drug Testing*

To be eligible for hire, a candidate must produce a negative result for a pre-employment drug test. Please refer to CAR's **Drug & Alcohol Policy** for additional information.

#### *Physical Capacities Testing*

To be eligible for hire, a candidate must pass a position-specific physical capacities test. Please refer to CAR's **Medical Qualifications Policy** for additional information.

#### *Training*

There are formal training programs for *all staff*. These include training classes, manuals, 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.

Please refer to the **Driver Manual** and the CAR **Driver Orientation and Training Checklist** for additional information regarding driver training. *LifeTime's **Employee Handbook*** also has additional safety-related information.

## System Modification Design Review and Approval

### General Process

The CAR bus system is regularly modified in response to operational experience, the addition of new types of service, and changes in service design and levels. CAR's philosophy is to use 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 the Director of Operations* 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*
- *Accessibility (ADA)*

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., 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 either the *CSO, AE, or Executive Director*. When modifications are made by a bus manufacturer, the *CSO* works with the manufacturer, and contractual changes may be made. If changes are substantial, additional training will be provided for maintenance and operation 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 operating department and its employees (end users) is also encouraged. Depending on the nature of the modification, *Human Resources and/or the Director of Operations* may be involved for input.

## Documentation

The *maintenance contractor* is responsible for documenting any vehicle modifications.

## Routes

Route modifications are designed by *the Catch-A-Ride Director, with input from the CSO, Field Supervisors, dispatchers and drivers, as necessary*. This experience-based, real-world process is designed to protect the safety of the transit bus, transit passengers, other vehicles, and pedestrians.

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 Drivers is encouraged through the *Injury, Incident or Concern form*, direct communication, and periodic surveying of Operators conducted by CAR.

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

## Additional Information

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

- *LifeTime Resources' Employee Handbook*
- CAR Driver Manual
- CAR Fleet Management Plan
- CAR Preventative Maintenance Plan
- *LifeTime's Facility Maintenance Plan*
- CAR Accident and Moving Violation Policy
- CAR BMV Record Policy
- CAR Driver Orientation and Training Checklist
- Driver Ride-A-Long Evaluation
- CAR Drug & Alcohol Policy
- CAR Medical Qualifications Policy

## Appendix A

# Injury, Incident, or Concern Form

**Instructions:** Report all injuries, incidents, and concerns immediately and submit this form within 24 hours.

Name of Employee Reporting: \_\_\_\_\_ Date of Report: \_\_\_\_\_

Date of Occurrence: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ Time of Occurrence: \_\_\_\_ : \_\_\_\_  AM  PM

Report Type:  Injury  Incident  Concern

Individual(s) Involved					
1	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Name:</td> <td>Phone:</td> </tr> <tr> <td>Address:</td> <td><input type="checkbox"/> Employee <input type="checkbox"/> Client <input type="checkbox"/> Volunteer <input type="checkbox"/> Other _____</td> </tr> </table>	Name:	Phone:	Address:	<input type="checkbox"/> Employee <input type="checkbox"/> Client <input type="checkbox"/> Volunteer <input type="checkbox"/> Other _____
Name:	Phone:				
Address:	<input type="checkbox"/> Employee <input type="checkbox"/> Client <input type="checkbox"/> Volunteer <input type="checkbox"/> Other _____				
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Name:	Phone:				
Address:	<input type="checkbox"/> Employee <input type="checkbox"/> Client <input type="checkbox"/> Volunteer <input type="checkbox"/> Other _____				
<input type="checkbox"/> Additional Information Attached					
Injury Details					
Were there any injuries? <input type="checkbox"/> Yes <input type="checkbox"/> No (If No, skip to the next section)					
If yes, who was injured? <input type="checkbox"/> Individual #1 <input type="checkbox"/> Individual #2 <input type="checkbox"/> Other _____					
Describe the injury:					
Were there any witnesses? <input type="checkbox"/> Yes <input type="checkbox"/> No (If Yes, obtain Witness Reports)					
Was medical attention refused a the time of the injury? <input type="checkbox"/> Yes <input type="checkbox"/> No					
If no, who provided the medical attention (hospital, medical facility, EMT, etc.)?					
Description					
Please describe the incident or concern in detail (Who? What? Where? When? Why? How?):					
<input type="checkbox"/> Additional Information Attached					
Resolution (To be Completed by a Supervisor)					
<input type="checkbox"/> Additional Information Attached					

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date Received

\_\_\_\_\_  
Director Signature

\_\_\_\_\_  
Date Resolved