

Public Transportation Agency Safety Plan

Ride Hancock



2023

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Section 1. Transit Agency Information

General Information – Ride Hancock

Accountable Executive: Suzanne Derengowski, Executive Director, Hancock County Senior Services

Chief Safety Officer: Joyce Harris, Transportation Coordinator, Hancock County Senior Services

Address:

Hancock County Senior Services
1870 Fields Blvd
Greenfield, IN 46140
Phone: (317) 462-3758

Mode of Service: Demand Response

FTA Funding Sources: Section 5307 Urbanized Area Formula Program; Section 5310 Enhanced Mobility of Seniors & Individuals with Disabilities Program; Section 5339 Grants for Buses and Bus Facilities Program

Modes of Service Directly Provided: None

Modes of Contracted Services Provided: Demand Response (DR)

Brief description of services provided:

Hancock County is a subrecipient of FTA Section 5307 funding from the Indianapolis Public Transportation Corporation (ITPC, doing business as IndyGo), to provide general public transit service in Hancock County through contracted service provided by Hancock County Senior Services, a non-profit organization.

Service is available Monday to Friday from 7AM to 5PM. Limited service is provided to out-of-county destinations at a premium fare.

Rides are scheduled on a first come-first served basis. Seniors ages 60 and over may ride to essential destinations for a donation. The general public fare is \$4 per stop. Seniors can also ride to non-essential destinations for the \$4 fare.

<p>The Agency Safety Plan addresses all applicable requirements and standards as set forth in FTA's Public Transportation Safety Program and the National Public Transportation Safety Plan.</p>

Section 2. Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	Hancock County, IN		
Signature by the Accountable Executive	Signature of Accountable Executive	Date of Signature	
	Suzanne Derengowski	12/19/2022	
Safety Committee Date of Approval	12/19/2022		
Approval by the Board of Directors or an Equivalent Authority	Name of Individual/Entity That Approved This Plan	Date of Approval	
	Hancock County Commissioners	12/20/2022	
	Relevant Documentation (title and location)		
	A copy of the Hancock County Commissioners' Minutes from December 20, 2022, approving the county's Agency Safety Plan is maintained on file by the Accountable Executive and Chief Safety Officer.		
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
1	n/a	Original Document	(DATE)

Annual Review and Update of the Public Transportation Agency Safety Plan

Describes the process and timeline for conducting an annual review and update of the Public Transportation Agency Safety Plan.

This Hancock County Public Transportation Agency Safety Plan (PTASP) will be jointly reviewed and updated by the Accountable Executive and Chief Safety Officer by July 1st of each year. The Accountable Executive will review and approve any changes, sign the revised PTASP, and forward to the Hancock County Board of Commissioners for final review and approval.

Along with annual updates, Hancock County may update the plan if the County:

- 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;
- Makes changes to facilities, equipment or rolling stock with a potential to affect safety;
- Changes contracted service providers; and/or
- Significantly changes the County's organizational structure impacting transit.

Revisions will be submitted to the Board of County Commissioners. Upon adoption by the Board, revisions will be communicated to applicable County staff and contractor employees.

Section 3. Safety Performance Targets

Safety Performance Targets							
<i>Specifies performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.</i>							
The following targets were developed based on the transit safety data collected by Ride Hancock from the last three years and anticipated service level changes.							
Mode of Service	Fatalities (Total)	Fatalities (Rate) per 100k Vehicle Revenue Miles (VRM)	Injuries (Total)	Injuries (Rate) per 100k VRM	Safety Events (Total)	Safety Events (Rate) per 100k VRM	System Reliability
Demand Response/ Paratransit (DR)	0	0	0	0	0	0	0

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>		
The Accountable Executive shares the Agency Safety Plan, including safety performance targets, with the Indianapolis Metropolitan Planning Organization (IMPO), each year after its formal adoption by the Hancock County Board of Commissioners. The Accountable Executive also provides a copy of the formally adopted plan to the Indiana Department of Transportation (INDOT) and IPTC. County and contracted personnel are available to coordinate with INDOT and the IMPO in the selection of safety performance targets upon request.		
Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
	Indiana Department of Transportation Office of Public Transit	12/21/2022
Targets Transmitted to the Metropolitan Planning Organization(s)	Metropolitan Planning Organization Name	Date Targets Transmitted
	Indianapolis Metropolitan Planning Organization (IMPO)	12/21/2022

Section 4. Safety Management Policy

Safety Management Policy Statement

Ride Hancock strives to provide safe, efficient, and courteous public and specialized transportation service throughout Hancock County. The Agency Safety Plan (ASP) has been developed to integrate safety into the Ride Hancock's transit system operations. By using the procedures contained in the ASP, Ride Hancock can continue to improve the safety and security of the transit operation and services. The ASP is the central element of the system's Safety Management System (SMS), a formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.

This ASP describes the policies, procedures, and requirements to be followed by contracted management, maintenance, and operations personnel to provide a safe environment for transit 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 employee has a responsibility under the ASP. The contracted Director and supervisors shall provide the continuing support necessary to achieve the ASP 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 positions. The success of the program also depends on all employees actively identifying potential hazards and making a commitment to the safety of others.

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

Ride Hancock's commitment is to:

- ◆ Support the service contractor's management of safety through the provision of appropriate resources, resulting 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 outcomes of other management systems in the contractor's organization;
- ◆ Integrate the management of safety among the primary responsibilities of all transit system 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 our safety management system;
- ◆ Establish and operate hazard identification and analysis, and safety risk evaluation activities, including an employee safety reporting program as a fundamental source for safety concern and hazard identification, in order to eliminate or mitigate the safety risks of 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 transit system 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 our safety performance against realistic and data-driven safety performance indicators and safety performance targets;
- ◆ Continually improve our safety performance through management processes that ensure that appropriate safety management action is taken and is effective; and is within the FTA SMS Framework;
- ◆ Ensure that externally supplied systems and services to support our operations meet our safety performance standards; and,
- ◆ Include front line staff in the development, updates and implementation of the ASP.

Ride Hancock's Goals for Safety are established as follows:

- ◆ Require all prospective operators to have at least a driver's license for-hire endorsement as a minimum qualification prior to consideration for employment;
- ◆ Provide operators with proper safety equipment;
- ◆ Review accident/incident records and define where problems reside;
- ◆ Identify, eliminate, minimize, and/or control all safety hazards;
- ◆ Establish a high level of safety comparable to other transit systems;
- ◆ Provide appropriate action and measures to obtain necessary safety-related agreements, permits and approvals from outside agencies, where applicable; and,
- ◆ Reduce the number of preventable accidents and incidents.

The objectives of the ASP are the means to achieving these goals. They also provide a method of evaluating the effectiveness of system safety efforts. The ASP objectives are:

- ◆ Integrate safety management and hazard control practices within the transit system;
- ◆ Assign responsibilities for developing, updating, complying with, and enforcing safety policies, procedures, and requirements;
- ◆ Verify compliance with Ride Hancock safety policies, procedures, and requirements through performance evaluations, accident/incident trends, and internal reviews;
- ◆ 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;
- ◆ Ensure that system modifications do not create new hazards;
- ◆ Train employees and supervisors on the safety components of their job functions; and,
- ◆ Conduct oversight and safety reviews of contracted service providers.

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

Suzanne Derengowski
Accountable Executive

12/19/2022
Date

Safety Management Policy Communication

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

Employees: Ride Hancock is constantly evaluating existing policies and procedures to verify their effectiveness. To do this, Ride Hancock 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 memorandum requiring acknowledgement signature
- ◆ Electronic messages
- ◆ Bulletin board notices
- ◆ Employee email notification
- ◆ Departmental/Shift Team meetings
- ◆ Group discussions

Ride Hancock includes a training element for safety management policies impacting safety or service delivery. Training 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.

Contractors: Hancock County provides oversight of Ride Hancock to ensure SMS methods are in place and followed. Through regular monthly meetings and oversight by the Contract Administrator, the County is able to communicate changes to the ASP and the impacts with the contractor.

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

- ◆ Notice posted on vehicle and facilities including effective date and who to contact for more information
- ◆ Changes to digital rider guidance including schedules and ride guides as appropriate
- ◆ Social media
- ◆ Other outreach as required by Federal Guidance

Authorities, Accountabilities, and Responsibilities

As stated in the Safety Policy Statement, the ultimate authority for the success of this ASP 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 determines, based on feedback from the contractor's senior staff, the level of Safety Management System principles to maintain to ensure a safe work environment, safe rider experience and community safety. The AE is committed to providing its contractor(s) with the tools and

training needed to be successful and safe in their roles with Ride Hancock. The AE continually strives to create a culture of safety among the contractor's employees, and Ride Hancock expects each employee to play a role in maintaining a safe workplace.

The AE is accountable for ensuring that the contracted agency's SMS is effectively implemented throughout transit system. The AE is accountable for ensuring action is taken, as necessary, to address substandard performance in the contracted agency's SMS. They may delegate specific responsibilities, but the ultimate accountability for the contracted agency's safety performance cannot be delegated and always rests with the AE.

The Accountable Executive (AE), who also serves as Executive Director of Hancock County Senior Services, works with the Chief Safety Officer (CSO) and administrative staff to adjust the ASP as needed based on staff feedback, trends, and data analysis. The AE is vested with the primary responsibility for the activities of the transit system and overall safety performance. The AE fulfills these responsibilities by providing the resources necessary to achieve ASP 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 management team.

The current AE, Suzanne Derengowski, has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan for Ride Hancock; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. § 5329(d), and the agency's Transit Asset Management Plan in accordance with 49 U.S.C. § 5326.

Chief Safety Officer (CSO)

Ride Hancock has concluded that one CSO is needed to manage the day-to-day adherence to this Plan and, while in this role, reports directly to the AE. The CSO monitors safety and security throughout the transportation system. All transit system personnel have been notified of the CSO's role and the established reporting requirements relating to safety-related matters. The CSO has been adequately trained for this role and has the authority and responsibility for day-to-day implementation and operation of the Ride Hancock's SMS. The CSO is also the Transportation Coordinator for Hancock County Senior Services, a position currently held by Joyce Harris.

For purposes of managing the SMS and ASP, 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.

The CSO is specifically charged with the following responsibilities:

- ◆ Have full knowledge of all standard and emergency operating procedures;
- ◆ Perform safety audits of operations;
- ◆ Ensure that employees make safety a primary concern when on the job;
- ◆ Actively investigate all incidents and accidents;
- ◆ Prohibit unsafe conduct and conditions;
- ◆ Conduct safety meetings
- ◆ Convene Safety Committee as needed;
- ◆ Listen and act upon any safety concerns raised by employees; and,

- ◆ Report to management any safety concerns or possible hazards.

The CSO is also be responsible for the following under the direction of the AE:

- ◆ 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 SMS training.

Transportation Coordinator

As the supervisor for Ride Hancock, the Transportation Coordinator is responsible for the safety performance of all personnel and equipment under their supervision. This position is responsible for the initial investigation of all accidents and incidents, and for reporting these accidents and incidents to the Director of Operations.

Because of the close relationship with the employee and intimate knowledge of operating procedures, the role of the Transportation Coordinator is key in regard to loss control. They serve as the point of implementation for most safety activities. Therefore, the Transportation Coordinator shall assume the responsibility of thoroughly instructing their personnel in safe practices to be followed in their work situations. The Transportation Coordinator is charged with the responsibilities of quality and quantity of production within the department, and therefore are responsible for the work conduct of same. They shall consistently enforce safety standards and requirements to the utmost of their ability and authority. The Transportation Coordinator shall be proactive in eliminating any potential hazards concerning activities under their purview, and they shall set an example of good safety practice.

The Transportation Coordinator is charged with daily operational oversight. They should be afforded the necessary knowledge to carry out their duties with efficiency and safety. They will receive and conduct training designed to lessen the likelihood of injury to staff or damage equipment. The Transportation Coordinator will be encouraged and, in some cases, mandated to secure training or information from various sources that will sustain or increase their knowledge of the operation. It is the responsibility of the Transportation Coordinator to:

- ◆ Have a thorough knowledge of the System Safety Policy and have a working knowledge of State and Federal regulations such as USDOT (U.S. Department of Transportation) and Americans with Disabilities Act (ADA) rules.
- ◆ Provide instruction and training to workers so that they conduct their job in a safe manner. (See section on Training)
- ◆ Make daily inspections of the work area and neighboring workspaces to ensure that no unsafe conditions or unsafe practices exist.
- ◆ Initiate a recommendation to the appropriate manager for immediate corrective action where unsafe conditions or practices are found. When a capital expenditure is required to make necessary corrections, a written recommendation will be forwarded to the Director of Operations and AE.

- ◆ Properly complete Accident Reports and investigate all accidents to make recommendations for final approval by the Director of Operations and AE on what must be done to prevent recurrence of a similar accident.
- ◆ Be familiar with procedures that must be followed in case of an emergency; establish positive relationships with local agencies such as law enforcement, fire and emergency management.
- ◆ Enforce safety rules and regulations of the organization.
- ◆ Be aware and advise the Director of Operations and AE of any new trends that result in injury to staff or damage to equipment.
- ◆ Set a good example for safety by working in a safe manner and encouraging others to do so.

Employees

All Ride Hancock 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.

It is the responsibility of the employee to:

- ◆ Abide by the safety rules and regulations of the organization and seek clarification for abnormal circumstances.
- ◆ Regard the safety of fellow workers and the public at all times.
- ◆ Report any unsafe condition that has potential to result in injury to staff or damage to equipment to the Supervisor on duty.
- ◆ Contribute ideas and suggestions for improving the safety of conditions, procedures and ASP updates to the Supervisor.
- ◆ Use individual knowledge and influence to prevent accidents.
- ◆ Attend safety training sessions.
- ◆ Report accidents and injuries immediately.
- ◆ Wear the prescribed uniform and employ all safety equipment necessary to perform the essential job requirements.
- ◆ Report, no matter how slight, all fires, accidental damage to property, hazardous material spills and other emergency occurrences to your supervisor.
- ◆ Dispose of all hazardous materials in an acceptable and lawful manner.
- ◆ Working under the influence of alcohol or illegal drugs is specifically forbidden. Use of prescription drugs, which may affect the employee's alertness or work abilities, shall be reported to a supervisor (49 CFR parts 40 and 655).
- ◆ Take care not to abuse tools and equipment, so these items will be in usable condition for as long as possible, as well as ensure they are in the best possible condition while being used.

Safety Committee

The contractor's Safety Committee is tasked with reviewing all safety events, investigation information and accounts by employee(s) involved in the event. The Committee will make a determination, based on the information provided, as to whether the event was preventable or not and if employee directly or indirectly contributed to the safety event through their action or inaction. Disciplinary action will be determined by the AE. If the employee disagrees with the conclusions of the Safety Committee, he or she may appeal to the AE for final determination. In addition, the Committee may meet to review changes in policy impacting the system's operational safety, provide feedback to CSO on impact of

service changes on safety, or review monthly safety performance measures to proactively identify negative trends in safety.

The Committee is made up of a combination of operators, dispatchers, supervisors and administration staff participating in terms of two years with half beginning on alternate years. The Committee will meet monthly or as needed and will include a scribe to take minutes. Committee selections will be conducted by the CSO from employees who have at least one year experience with the system, are not on probation and are able to participate in regular meetings. Every effort is made to include equal representation from all transit-related departments.

Key Staff

Ride Hancock staff will be responsible for maintaining high standards of safety, customer service, and security. The Employee Safety Reporting Policies (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.

Ride Hancock staff will be involved with updates, modifications and implementation of the ASP. 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. Those opportunities include periodic safety meetings, Safety Committee meetings, customer and employee surveys and an open-door policy with access to all management staff.

Employee Safety Reporting Policy (ESRP)

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

The ESRP allows each employee to report detailed information and observations whether they are a operator 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
- ◆ Facility and Safety Review Committees
- ◆ Anti-Retaliation Policy
- ◆ Discrimination Policy

Ride Hancock has modified its Incident Report Form to identify and provide information about hazards observed by 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 used in conjunction with the accident forms. It is a proactive reporting method to identify a perceived threat or hazard that potentially endangers employees, riders or the general public. The form serves a dual role as an incident, illness, and near miss report. The form is located the Appendix of this Plan.

All hazards reported under the ESRP go straight to the CSO for review, assessment, investigation, mitigation and follow-up. If the hazard directly impacts the working relationship between two or more employees, the CSO will ensure no retaliation or hostile work environment will take place. Ride Hancock will ensure that no action will be taken against any employee who discloses a safety concern under the ESRP 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.

Ride Hancock will follow the ESRP, encouraging employees who identify safety concerns in their day-to-day duties to report them to the CSO or AE in good faith without fear of retribution.

There are many ways the employees can report safety conditions:

- ◆ Report conditions directly to the dispatcher, who will communicate them to management.
- ◆ Report conditions anonymously via locked comment box in the operator area.
- ◆ Report conditions directly to any supervisor, manager, or director.

Examples of information typically reported through the ESRP 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).

Effective January 27, 2023, all the contracted employees will receive one hour of training on the procedures associated with the updated Incident Report Form. The training will cover the following areas:

- ◆ Locations of blank Incident Report Forms
- ◆ When to use an Incident Report Form
- ◆ Capturing critical information on the Form
- ◆ Notification process depending on the hazard
- ◆ Proper assessment of the reported hazard
- ◆ Levels of likelihood of repeat

- ◆ 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 a transit employee has identified a hazard which is perceived to be a risk to the employee, fellow employees, passengers, or the public it must be reported immediately to the on-duty dispatcher. Once reported the employee must determine if immediate action is necessary to prevent additional risk. If so, that action must be communicated to the CSO if time allows. Once action has been taken to mitigate the potential harm to employee, others or property, the employee will contact the CSO of the results of actions taken. Once able, the employee will complete the Incident Report Form and give it to the CSO or dispatcher.

Delayed Action Required

Once a hazard has been identified, the employee should assess if the hazard requires immediate action to reduce the risk or if delayed action can be taken. If the employee determines delayed action is appropriate, a full report must be completed using the Incident Report Form and submitted to the on-duty supervisor. Alternatively, employees may go directly to the CSO to submit and discuss their report.

Role of Dispatcher

The on-duty dispatcher is responsible for advising the employee on immediate action or delayed action to mitigate a hazard. The CSO must then review the Incident Report Form to ensure all information is included adding additional information from their perspective. The completed form must be reviewed by the CSO to determine if additional action is necessary, investigate root causes of the hazard, and follow-up action.

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 created by the hazard. It is Ride Hancock'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 incident reports will be documented and integrated into current performance measures and data collection processes. The CSO will track each hazard to completion and recommend policy or procedural changes if needed as a result of the hazard mitigation.

AE's Responsibility

The AE takes every hazard report seriously and reviews each one to determine if it's an isolated case, or an 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. Ride Hancock wants to encourage all employees to report any hazard or threat they observe and help make the transit system as safe as possible for its employees, riders, and the general public.

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

Define the System

- Define the physical and functional characteristics, and evaluate the people, procedures, facilities, equipment, and environment

Identify Hazards

- Identify hazards and undesired events
- Determine the causes of hazards

Assess Hazards

- Determine severity
- Determine probability
- Decide to accept risk or eliminate/control

Resolve Hazards

- Assume risk or
- Implement mitigation actions
 - Eliminate
 - Control

Follow-up

- Monitor for effectiveness
- Determine if different or additional action is needed
- Review data to determine commonalities and trends

Section 5. Safety Risk Management

Ride Hancock will provide 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, the staff 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 an incremental basis. Additionally, Ride Hancock communicates with peers across the state, FTA and IPTC to identify common hazards impacting multiple systems. Ride Hancock conducts the following periodic and random evaluations of the system:

Personnel

Each employee is evaluated annually to ensure they are performing their job to the expectations of the employer. As part of their orientation process, the employee is provided with 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.

Additional evaluations of the employee are conducted throughout the year through spot-checks of various aspects 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. Evaluations include ride-along, follow-along and video reviews.

Assets

Rolling stock, facilities and equipment are monitored through a rigorous preventive maintenance plan aimed at identifying hazards and deficiencies as part of daily and scheduled inspections. Operations and maintenance personnel coordinate the preventive maintenance program including daily Vehicle Inspection Reports (VIR)s, incremental, and annual inspections. Personnel also perform inspections of all rolling stock to further monitor for deficiencies at intervals based on the manufacturer's recommendations. These inspections may be contracted out to a third-party maintenance vendor.

Ride Hancock cooperates with IPTC during updates the FTA-required Transit Asset Management (TAM) Plan annually with data relevant to each asset including a condition assessment, miles (with rolling stock and non-revenue vehicles) and age to determine whether the asset is in a State of Good Repair (SGR). The TAM Plan allows the transit system to plan asset replacement or rehabilitation for future years. IPTC is responsible for collecting the annual data and updating the TAM Plan every four years.

System

As part of Ride Hancock's safety management system monitoring, the system uses service evaluations when planning, spot-checking or responding to an event like an accident or incident. Demand response routes are strategically developed with safety being the first priority, passenger access second and

service efficiency third. Call intake staff and schedulers plan and test routes periodically to determine performance and safety.

All operators 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 the garage depending on the severity of the hazard.

Hazard Identification Procedure

Any employee seeing something through inspection or observation they deem to be an immediate hazard is instructed to immediately report that hazard to the on-duty supervisor regardless of the perceived level of threat. Depending on the situation, either the supervisor or the employee will complete an Incident Report 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 the contractor with a complaint about a front-line employee which may rise to the level of hazardous behavior or actions. The contractor currently documents all customer complaints and compliments and takes appropriate action to investigate any complaints. Complaints deemed hazardous will trigger immediate action by on-duty supervisors.

Incident Report Forms and Accident Report Forms will be located on all vehicles along with standard safety kits. Forms will be available at the contractor's facility, including in the office/dispatch area and operators' area. A copy of the Incident Report Form is located in the Appendix.

Accident and incident forms will require the employee to briefly describe the hazard noting date, time of day, location, and other pertinent information. The forms each include 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 inclusion in safety performance measures. All information from the forms will be documented electronically allowing multiple supervisors access and ability to update the file as each SMS step is conducted.

If an employee is injured while performing their job, supervisors will work with the employee to ensure a Worker's Compensation Report is completed.

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

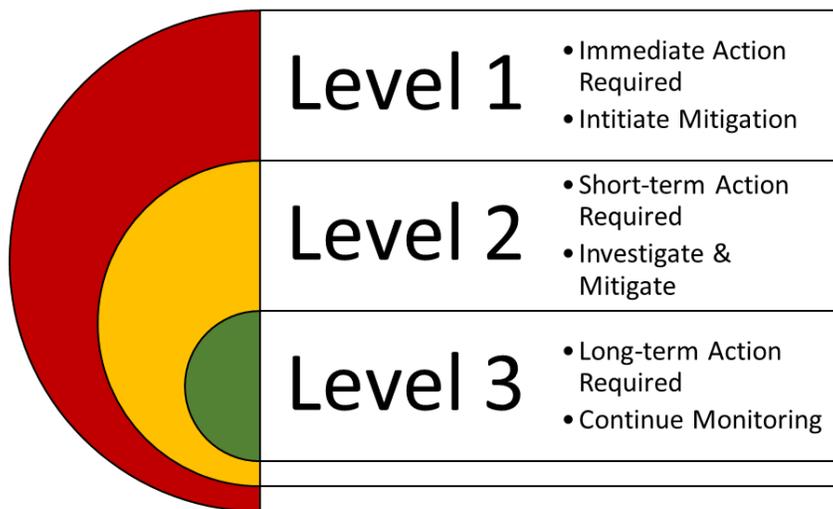
All staff have been provided with training appropriate for their positions within the organization. Ride Hancock employees are expected to respond to hazards or threats with professional judgement, particularly when there is no time to contact a supervisor to prevent an emergency event. In cases where 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-term, 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.



Additionally, the CSO or on-duty dispatcher will conduct an additional risk assessment to determine the level and timeline of mitigation response using the following Risk Assessment Matrix. The matrix allows the transit system to further define the initial assessment as well as modify mitigation strategies as appropriate. In some cases, complete risk removal may not be achieved, but reduced to the point of safe operation with routine monitoring of the risk.

The Risk Assessment Matrix includes four levels of consequence severity and five levels of likelihood of the risk/hazard repeating. For example, broken glass at a bus stop shelter may be the result of an isolated incident with a “Occasional” chance of repeating, but the consequence of not mitigating the broken glass may have a “Critical” level of severity if not mitigated, resulting in a “Medium” level of response. Initial mitigation actions might include sending a notice to all passengers through web and social media outlets indicating the stop is closed until further notice, placement of safety tape around the stop, notification to all operators on the route of the hazard, and removal of all remnants of broken glass. Additional actions would be glass repairs or shelter replacement.

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

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

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

Safety Risk Mitigation

In response to all identified and assessed hazards, Ride Hancock will take steps to mitigate the hazard and reduce or eliminate the risk to employees, riders, and the public. Mitigation strategies will be dependent on the 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. The CSO will communicate actions to appropriate staff through methods appropriate based on 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 memorandum posting may be appropriate.

Once a risk mitigation strategy has been implemented, the contractor 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 of the risk will be a top priority.

All actions taken to mitigate risk will be responsibility of the CSO, 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 system's activities to understand safety performance. Through these efforts, Ride Hancock 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.

Ride Hancock 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 Ride Hancock to determine the need to make changes to improve policies, employee training and service delivery.

The CSO will monitor operations daily through observation, data analysis, communication and safety updates to identify mitigation strategies that may be ineffective. If mitigation actions are found to be ineffective, additional strategies will be developed through key and impacted staff feedback.

Maintenance

Maintenance Standards and Procedures

Standards and procedures are included in the 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 vehicle life and condition are maintained. Daily vehicle inspections, an active system Preventive Maintenance Program, contractor oversight, and careful monitoring are included in procedures to ensure the safety of vehicles and adequacy of the 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, and submitted on the back of the inspection sheet. 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 a supervisor or dispatcher.

Mileage-Based Maintenance Inspections

All vehicles receive preventive maintenance inspections (PMI) at designated mileage intervals. Mileage intervals are determined by vehicle and subcomponent manufacturers and real-world experience. A description of the schedule and type of inspection and service performed for each vehicle series is included in the Fleet Maintenance Plan.

Operations

Facility Monitoring

Formal facility inspections of all system transit facilities and grounds are conducted by Ride Hancock management staff throughout the year, depending on the facility. 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 the U.S. Department of Labor's Occupational Safety and Health Act (OSHA) and local fire codes.

Any guests to the transit 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

Ride Hancock management staff conducts its safety inspections as required by the Facility Maintenance Plan for each transit facility. Employees look for potential hazards with equipment whenever they are using that equipment. 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 Incident Report Forms and Accident Reports submitted by employees. Forms are used by employees to report safety concerns and to make safety recommendations.

Reporting

When hazards or deficiencies are noted, they are documented and reported to the supervisor 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 the CSO or AE. Incident Report Forms and Accident Reports are routed to the individual 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 supervisor of the department area in which the hazard exists or the CSO. This includes arranging for the services of other 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 CSO and documented electronically.

Safety Events

Accident and Incident Reporting Process

All accidents and loss incidents are to be investigated. The system's safe driving standards require professional safe performance of all operators.

Ride Hancock's Accident and Incident Policy includes procedures and responsibilities for accident/incident investigation. The policy establishes procedures for accident notification, response, and investigation.

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

Most accidents and incidents are relatively minor in severity and are investigated by the CSO. Since most accidents involve vehicles, this section focuses on vehicle accidents. However, all non-vehicular accidents and incidents are also investigated.

Notification

Operators are to notify the transit system supervisor anytime a transit vehicle might have been damaged, anytime a transit vehicle and another vehicle come into contact, or anytime an instance occurs in which a customer may have been injured. A supervisor will be directed to the scene. Police and ambulance will be dispatched, if necessary.

At-Scene Procedures

Operators will adhere to the following procedures defined in the Ride Hancock Accident and Incident Policy:

Response to any accident

1. The operator, if physically capable, shall immediately notify the designated employee in their department of any vehicle accident. The operator is required to establish voice contact with the designated person or to confirm receipt by him/her of any non-voice communication.
2. The designated employee(s) will verify that the responsible law enforcement agency has been notified and emergency services, if needed, are contacted.
3. The designated employee(s) will respond to the accident scene to perform the following tasks:
 - a. Determine the status of the operator, other parties, and property damage.
 - b. Collect information needed to submit an Accident Report to the CSO within 24 hours of the accident.
 - c. Contact the County Equipment Management Division for all towing requests involving transit system vehicles. The County's contracted wrecker service provider is to be used for transit system vehicle that requires towing while in Hancock County. The law enforcement agency investigating the accident may require the use of a rotation wrecker if the accident is outside of Hancock County. Notify Equipment Management if this occurs.
 - d. Inform the CSO of any mechanical defects that may have contributed to the accident. Information concerning any mechanical failure should also be included in the Accident Report submitted to the CSO.
 - e. Inform the CSO of any mechanical problems that may have contributed to the accident involving a rental vehicle or any other vehicle operated by an employee that is not owned by Hancock County or its contractor.
 - f. Ride Hancock is not responsible for the towing or storage of a personal vehicle used for transit system business.

- g. In addition to the Accident Report, an On-the-Job Injury Report must be completed for any employee who is injured. An employee with a serious injury should be transported by Emergency Medical Services (EMS) to the nearest emergency care facility. Employees requesting treatment for minor injuries that do not require EMS should be transported by the department to the nearest Urgent Care facility. Trips to the emergency room should be avoided for a minor injury provided an Urgent Care facility is open.
- h. Take photographs of the accident scene and send to the CSO along with the Accident Report form.
- i. Inform the chain of command of each involved employee so that the appropriate level of supervision can determine whether drug and alcohol tests must be completed by any employee. The appropriate supervisor will assure the completion of the necessary form(s) and will escort (or cause the escort of) the employee to the testing location.
- j. In the event of an accident outside of Hancock County that prohibits the designated employee from responding to the scene of the accident, information concerning the accident should be collected and immediately provided to the CSO or on-duty dispatcher if the accident involves a transit system vehicle. The CSO or on-duty dispatcher may elect to send a representative to the accident scene to gather additional information and photographs.

Response to Vehicle Accident Involving Serious Injury or Major Property Damage

In addition to the procedures outlined in the previous section, the following procedures will be followed for any accident involving a serious injury or major property damage. These procedures will be followed even if the accident is outside of Hancock County.

1. Immediately, while the vehicles are still at the accident scene, contact the CSO or on-duty dispatcher with details of the accident. The CSO or on-duty dispatcher will provide additional direction if the vehicles have been removed from the accident scene.
2. Avoid starting the vehicle or turning on the vehicle's ignition switch. Valuable information can be lost from the onboard computer if this occurs.
3. If directed by the CSO or on-duty dispatcher, arrange for secure movement and storage of the transit system vehicle.
4. The law enforcement agency investigating an accident outside of Hancock County may require that the transit system vehicle be towed to a local facility.

Isolation of Transit System Vehicles

In addition to a criminal investigation conducted by law enforcement, the AE, CSO or Director of Operations may elect to have a transit system vehicle involved in a serious accident isolated at a secured facility.

1. Ride Hancock procedures for any vehicle in a secure storage status will be followed. Only those persons who are authorized by the AE will be given access to the vehicle.
2. Vehicle testing or repairs of any kind are not permitted for a vehicle in isolation without approval from the AE.
3. The AE must be contacted before any vehicle is released from isolation.

Personal Vehicles Used for Transit System Business

Employees who drive their personal vehicles on transit system business must maintain the minimum liability insurance coverage required by their State of licensure. The contractor does not provide coverage for damage to personal vehicles used for transit system business. Employees must immediately notify their supervisor of any accident while operating their personal vehicle on transit system business. In addition to these requirements, employees are responsible for following the reporting requirements to their insurance carrier as outlined in their personal auto insurance policy. The employee is responsible for submitting an Accident Report to the CSO.

On-Scene Investigations

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 are required to complete an Accident Report and submit it to a supervisor. The CSO is required to file the report and attach all relevant media.

A On the Job Injury Report must be completed if an employee suffers an injury or illness as a result of an accident or incident.

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 Smith System Guidelines and/or the transit system's safe driving policies and procedures.

After reviewing all related documents and evidence, the CSO or Director of Operations makes an independent preliminary determination of whether the accident was preventable.

The final accident determination is made by the CSO, Director of Operations or AE in consultation with the transit system's Safety Committee. This is done by analyzing the police report, maintenance reports, and a calculation of payout and risk. If necessary, a third party will be brought in to help aid in the decision.

Hazard Resolution

The primary purpose of the Accident Review 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.

Corrective Actions

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

Any disciplinary action will be assessed using the contractor's Employee Handbook. Disciplinary consequences for accidents may include warnings, suspensions, and discharge.

Internal Reporting

The CSO is responsible for ensuring that all Accident Reports are completed and filed with contractor. The contractor's human resources manager will advise on the history of the employee if a pattern of safety events is evident.

Documentation

The CSO and other management staff maintain the accident investigation documentation in both paper copies and electronic file storage.

Performance Measures

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

Maintenance

Preventive Maintenance On-time Inspection Percentage – determines the effectiveness of the maintenance department to ensure all inspections are conducted per manufacturer and system transit mileage intervals.

Vehicles Removed from Revenue Service – 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 inspection, determines on a scale of 1-5 the overall condition of the asset. This performance measure is also used in annual updates of the County's Transit Asset Management Plan data provided to ITPC.

Operations

Customer Complaints – tracks all customer complaints to identify areas of deficiency with vehicle, operator or other transit 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 County transit public forums.

On-time Performance – serves as an indicator to issues with time management, environmental factors, scheduling, and vehicle and operator performance.

Customer Feedback – conducted annually through surveying, allow the system 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)

Section 7. Safety Promotion

Operator Selection

Hiring Practices

Selecting applicants best suited to excel at the operator job is critical to safe transit operations. The transit 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. The contractor's hiring process includes the following components.

Applications

Applicants are sought through postings in traditional and culturally diverse media, referrals from current employees, postings on the system's website, and applications filed by prospective candidates when there are no positions available. The applications are screened by key personnel.

Interview

After application reviews, applicants are interviewed to evaluate their 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

For a candidate to be eligible for hire, a contractor must obtain an acceptable driving record dating back five years.

Licensing

For a candidate to be eligible for hire, they must be able to earn a driver's license for-hire endorsement or a Commercial Driver's License (minimum: Class B with Passenger Endorsement).

Criminal Background Check

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

Drug Testing

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

Training

There are formal training programs for operators and other transit system employees. These include training classes, manuals, 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 Operator Training

New operators receive an intensive 1-2 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 vehicles during off-route and on-route training. The training includes, but is not limited to, the following safety training areas:

- ◆ Bloodborne Pathogens
- ◆ Passenger Assistance/ADA
- ◆ Customer Service
- ◆ Emergency Procedures
- ◆ Drug and Alcohol Policy
- ◆ Orientation Curriculum and Policies
- ◆ Defensive Driving
- ◆ SMS Training

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 in revenue service is increased daily. Each day the trainee 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.

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

- ◆ 3-5 days of riding with a veteran operator
- ◆ Random spot checks
- ◆ Monthly safety meeting trainings

Annual Training for All Operators

Every year, each 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:

- ◆ Workplace Violence/Harassment
- ◆ Passenger Assistance Safety and Sensitivity (PASS)
- ◆ Bloodborne Pathogens
- ◆ Safety/Security Update
- ◆ Drug-Free Workplace
- ◆ Agency Safety Plan and SMS
- ◆ ADA, HIPAA and Title VI

Emergency Response Planning and Coordination

The Hancock County Emergency Operations Plan includes roles and responsibilities relative to the County's transit system. The AE or designee oversees the transit system, and is responsible for providing vehicles and operators for transporting personnel and materials required to meet the needs of the County, and for coordinating the utilization of all transportation resources made available to the County through the supporting agencies. Internal and external emergency action plans may be activated depending on the event.

System Modification Design Review and Approval

General Process

The transit system can be regularly modified in response to operational experience, the addition of new types of service, and changes in service design and levels. Ride Hancock'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. Additional modifications may be evaluated through reasonable accommodations for employees with disabilities.

Modification Design Review

A review of any modification in equipment design shall be made by the AE and managers of the department responsible for the equipment. The AE is currently responsible for equipment adjustments. 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 OSHA requirements.

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. Examples of modifications include pickup location changes, scheduling software updates, vehicle configurations and policy changes.

Modification Design Approval

Final approval is generally made by either the AE or CSO. When modifications are made by a vehicle manufacturer, the contractor 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 various other staff members may be involved for input.

Documentation

The Transit Coordinator is responsible for documenting any vehicle modifications and any modifications made to a facility. Documentation may involve changing diagrams, schematics, manuals, service bulletins, service intervals, standard operating procedures, and Safety Data Sheets (SDS). The CSO is responsible for updating SDS based on input from product manufacturers.

Section 8. Definitions of Terms Used in the Safety Plan

Ride Hancock incorporates all of FTA's definitions that are in 49 CFR § 673.5 of the Public Transportation Agency Safety Plan regulation.

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

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

Equivalent Authority means an entity that carries out duties similar to that of a Board of Directors for a recipient or subrecipient of FTA funds under 49 U.S.C. Chapter 53, including sufficient authority to review and approve a recipient or subrecipient's Public Transportation Agency Safety Plan.

Event means any Accident, Incident, or Occurrence.

Hazard means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.

Incident means an event that involves any of the following: a personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.

Investigation means the process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.

National Public Transportation Safety Plan means the plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.

Occurrence means an Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.

Operator of a public transportation system means a provider of public transportation as defined under 49 U.S.C. 5302.

Performance measure means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.

Performance target means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the FTA.

Public Transportation Agency Safety Plan (or Agency Safety Plan) means the documented comprehensive Agency Safety Plan for a transit agency that is required by 49 U.S.C. 5329 and Part 673.

Risk means the composite of predicted severity and likelihood of the potential effect of a hazard.

Risk mitigation means a method or methods to eliminate or reduce the effects of hazards.

Safety Assurance means processes within a transit agency's Safety Management System that function to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

Safety Committee means a group of employees tasked with reviewing safety events and making determinations on their preventability.

Safety Data Sheets are detailed informational documents prepared by the manufacturer or importer of hazardous chemicals. They describe the physical and chemical properties of the product and contain useful information such as toxicity, flash point, procedures for spills and leaks, storage guidelines, and exposure control.

Safety Management Policy means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees regarding safety.

Safety Management System means the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.

Safety performance target means a performance target related to safety management activities.

Safety Promotion means a combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.

Safety risk assessment means the formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.

Safety Risk Management means a process within a transit agency's Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.

Serious injury means any injury which: (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date when the injury was received; (2) Results in a fracture of any bone (except simple fractures of fingers, toes, or noses); (3) Causes severe hemorrhages, nerve, muscle, or tendon damage; (4) Involves any internal organ; or (5) Involves second or third-degree burns, or any burns affecting more than 5 percent of the body surface.

Transit agency means an operator of a public transportation system.

Transit Asset Management Plan means the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR Part 625.

Section 9. Commonly Used Acronyms

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

Section 10. Additional Information

This ASP was developed from information Ride Hancock documents, policies and procedures and manuals. Those documents are listed below:

- the Transit Service Evaluation Form
- the Hancock County Senior Services Maintenance Plan
- the HCSS Accident Report
- the HCSS Accident and Incident Policy

Appendix

The following Service Evaluation Form is used on a periodic basis to evaluate routed/demand response services to determine the safety of the route, timing, pickup location, ridership and facilities. The form is then reviewed by the Safety Committee and CSO to assess and determine if changes or enhancements must be made to mitigate safety or security threats. If changes to the service are made, follow-up evaluation of the change(s) will be conducted to determine the effectiveness of the change(s). The CSO will evaluate the event to determine the likelihood of a similar event/hazard happening again. If the likelihood of re-occurrence is rated “High” or “Medium”, additional action may be necessary.

All staff have been trained in the importance of periodic evaluations of our service to ensure the safety of the riders, employees, public and assets. The employee self-reporting, customer feedback and management observation play instrumental roles in prioritizing service evaluations. Random service evaluations will also be conducted whether a potential safety or security threat have been identified or not.

Ride Hancock

SERVICE EVALUATION FORM

Date ___/___/_____

The following service was evaluated:

- Fixed Route #/Vehicle # _____
- Demand Response Manifest/Vehicle # _____
- Passenger Pickup Location _____
- Facility _____

Elements of Evaluation:

Location

- Road hazard _____
- Passenger access hazard _____
- Construction zone _____
- Passenger Issue _____
- Traffic Hazard _____
- Facility Hazard _____
- Safety Issue _____
- Security Issue _____
- Timing _____
- Other _____

Provide details below of hazard:

CSO Initials _____

Assessment Level

- High Priority
- Medium Priority
- Low Priority

Hazard Response Action Taken:

Date of Response: _____

Follow-Up

Date: _____

What is the likelihood of this hazard happening again? High Medium Low

**Hancock County Senior Services, Inc.
RIDE Hancock**

Safety & Incident Report

Incident: a happening with an associated potential future consequence or result, an event, occurrence, conflict, disturbance, episode, injury of a person, vehicle damage and/or property damage.

Scope: Required for all staff and volunteers.

Call the office ***immediately***. Complete this required form as soon as possible after the incident. If on rare occasion a report is not required, you will be informed.

Date of event: _____ Time of event: _____ Time called to office: _____

Person completing form: _____

Was a client or passenger present? _____

Was the client or passenger affected? _____

Name and phone number of client or passenger: _____

Location of incident or safety concern: _____

Was any agency property involved? If so, what? _____

Describe the event with as much detail as possible, in the order it happened:

continue on back if needed

If officer involved, officer name _____

Witness? Name and phone number: _____

Signature of staff person or volunteer: _____ Date: _____

Client or passenger signature: _____ Date: _____

If unable to sign, why? _____

Director Signature: _____ Date: _____

Follow up notes: _____



INCIDENT REPORTING FORM

Reporting Employee			Report # <input style="width: 50px;" type="text"/>
Date of Report			
Time of Incident			Time Report Submitted
Location of Incident			Route/Manifest
Supervisor Notified			
(Check all that apply)			

Type of Incident/Hazard			Possible Consequence(s) of Hazard		
Vehicle		Weather Related		Catastrophic	
Passenger		Road Condition		Critical	
Facility		Security		Marginal	
Employee		Near Miss		Negligible	

Description of Incident/Hazard					

Initial Action Taken to Mitigate					

Initial Assessment					
	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 (1-10)	<input style="width: 50px;" type="text"/>
Received by: _____	Date/Time _____/_____/_____

INCIDENT MITIGATION

Investigating Supervisor			Title	
Date of Investigation			Time	

Additional Information

Assessment Classification (Circle)	Level 1	Level 2	Level 3	
			Report #	<input style="width: 80px;" 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

INCIDENT CLASSIFICATION

INCIDENT CLASSIFICATION						
						Report # <input style="width: 80%;" type="text"/>
Category of Incident						
Vehicle			Passenger			
Mechanical	<input type="checkbox"/>		Behavior	<input type="checkbox"/>		
Performance	<input type="checkbox"/>		Weapon	<input type="checkbox"/>		
Interior	<input type="checkbox"/>		Suspended from svc.	<input type="checkbox"/>		
Exterior	<input type="checkbox"/>		Medical Emergency	<input type="checkbox"/>		
Towed	<input type="checkbox"/>		Injury	<input type="checkbox"/>		
Repaired on scene	<input type="checkbox"/>		Death	<input type="checkbox"/>		
Safety equipment	<input type="checkbox"/>		Mobility Devise	<input type="checkbox"/>		
Lift/Ramp/Securemt	<input type="checkbox"/>					
See Pre-Trip	<input type="checkbox"/>					
Facility			Facility			
Safety Equipment	<input type="checkbox"/>		Shelter	<input type="checkbox"/>		
Security Systems	<input type="checkbox"/>		Fueling	<input type="checkbox"/>		
Plumbing	<input type="checkbox"/>		Hazardous Materials	<input type="checkbox"/>		
Electrical	<input type="checkbox"/>		Fencing/Gate	<input type="checkbox"/>		
Foundation	<input type="checkbox"/>		Passenger Amenities	<input type="checkbox"/>		
Parking	<input type="checkbox"/>					
Equipment	<input type="checkbox"/>		Employee			
HVAC/Heat	<input type="checkbox"/>		Behavior	<input type="checkbox"/>		
Roof	<input type="checkbox"/>		Theft	<input type="checkbox"/>		
Storage	<input type="checkbox"/>		Endangering Others	<input type="checkbox"/>		
Computer/Data	<input type="checkbox"/>		Property Abuse	<input type="checkbox"/>		
Farebox/Vault	<input type="checkbox"/>		Illegal Activity	<input type="checkbox"/>		
			Chief Safety Officer Initials			<input style="width: 80%;" type="text"/>

Hancock County Safety Risk Assessment Register						
Identification						
Hazard	Hazard Type	Identification Date	Identification Source	Analysis Date	Worst Possible, Worst Credible, or Most Common Potential Consequence(s)	Existing Mitigation(s)
Initial Safety Risk Rating			Further Mitigation Action	Revised Safety Risk Index		
Severity of Consequences	Likelihood of Consequences	Safety Risk Index	Further Mitigation Action	Revised Safety Risk Index	Revised Safety Risk Index Date	
Mitigation Owner and Implementation Date						
Department Responsible for Mitigation	Estimated Implementation Date	Contact Person				