AUGUSTA TRANSIT

SAFETY PLAN

DECEMBER 2024

Augusta
GEORGIA
TRANSIT

AUTHORIZATIONS

Moving Ahead for Progress in the 21st Century (MAP-21) and the Fixing America's Surface Transportation (FAST) Act granted the Federal Transit Administration (FTA) the authority to establish and enforce a comprehensive framework to oversee the safety of transit bus systems throughout the United States. On July 19, 2018, the FTA promulgated its final rule 49 CFR Part 673 - Public Transportation Agency Safety Plan (PTASP), which requires recipients of FTA Chapter 5307 funds to develop and implement a safety plan based on Safety Management Systems (SMS) principles and methods.

Augusta Transit has established this Safety Plan as our agency's commitment to system safety and the principles of SMS. The objectives of our plan are to:

- Increase the safety of our transit system by proactively identifying, assessing, and controlling risks;
- Continually improve safety performance;
- Improve the commitment of transit leadership to safety; and
- Foster a culture of safety awareness and responsiveness.

Augusta Transit is committed to implementing a systematic and comprehensive safety program. Leadership will visibly demonstrate its commitment to safety by monitoring hazards, enforcing, and supporting safety programs, and promoting an open and transparent environment to discuss and address safety issues.

This Safety Plan was developed by the Georgia Department of Transportation (GDOT), and Augusta Transit has adopted it to comply with FTA Part 673 requirements. The Augusta-Richmond County Commission, the transit director, and chief safety officer (CSO) have reviewed and approved this Safety Plan and assure that its contents establish a comprehensive SMS framework and meet the requirements of Part 673.

To ensure that the necessary processes are in place to accomplish both enhanced safety at the local level and the goals of the National Public Transportation Safety Plan (NPTSP), Augusta Transit has adopted this PTASP and the tenets of SMS, including a Safety Management Policy (SMP) and the processes for Safety Risk Management (SRM), Safety Assurance, and Safety Promotion, per 49 USC 5329(d)(1)(A) . While safety has always been a primary function at Augusta Transit, this document lays out a process over the next several years to fully implement an SMS that complies with the PTASP final rule, as amended.

Additionally, the FTA recently released a Notice of Proposed Rulemaking (NPRM) with proposed revisions to the NPTSP to address the new requirements in the Bipartisan Infrastructure Law (BIL), enacted as the Infrastructure Investment and Jobs Act to further advance transit safety. The revision supersedes the one which the FTA published in January 2017. It lays out a performance-based approach to reduce injuries and fatalities on transit systems under the FTA's safety jurisdiction. If these changes are ratified, this plan will be updated to include safety training for maintenance staff as well as de-escalation training for all safety sensitive personnel. Three new Safety Performance Measures will be added for tracking: "Transit Worker Fatality Rate," "Assaults on Transit Workers," and "Rate of Assaults on Transit Workers." This plan will then be updated to include two new Safety Risk Reduction Program Measures—"Assaults on Transit Workers" and "Rate of Assaults on Transit Workers—both of which are already reported by Augusta Transit to the FTA through the National Transit Database (NTD).

Furthermore, in April 2024, the FTA made important updates to the PTASP regulations to improve safety management and performance monitoring for transit agencies. These updates stress the need for decisions based on data and proactive risk management. Key changes include using advanced safety performance metrics to provide a more complete view of safety by recording a wider range of incidents and near-misses. This helps agencies spot potential hazards earlier and take action to prevent them. Additionally, the FTA now requires more thorough training programs for transit staff, focusing on modern SMS practices and emergency preparedness to create a knowledgeable workforce focused on the culture of safety.

The updated PTASP regulation also adds stronger oversight and accountability measures for 5307 agencies. These agencies must now conduct regular safety audits and submit detailed reports on their safety performance and compliance with SMS as detailed in their PTASP plans. These reports should include specific plans for addressing any safety issues identified and providing a commitment to continuous improvement. The regulation also highlights the importance of management in promoting a safety-first culture and encouraging executives to be actively involved in safety planning and decision-making processes, thereby promoting safety communications in a top-down and bottom-up feedback.

Safety is a core business function of all public transportation providers and should be systematically applied to every aspect of service delivery. At Augusta Transit, all levels of management, administration, and operations are responsible for the safety of their customers and themselves. To improve public transportation safety to the highest practicable level in the state and comply with FTA requirements, the GDOT originally developed this PTASP in collaboration with Augusta Transit.

This PTASP will be distributed to all transit employees and will be reviewed and updated annually.

Approved by	Date
Sharon Dottery, Transit Director	
Augusta Transit Safety Committee	

Revision Record				
Revision #	**Review Date**	**Reviewer**	**Revision Date**	**Approved By**
2	12/31/22	GDOT	12/31/22	GDOT
3	12/31/23	GDOT	12/31/23	GDOT
4	12/31/24	GDOT	12/21/24	GDOT

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Definitions

Accident: An event that involves any of the following – loss of life; a report of a serious injury to a person; a collision of a public transit vehicle; an evacuation for life safety reasons at any location, at any time, whatever the cause.

Accountable Executive: A single, identifiable person who has ultimate responsibility for carrying out the PTASP of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management (TAM) Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's PTASP, in accordance with 49 USC § 5329(d), and the agency's TAM Plan in accordance with 49 USC § 5326.

Agency Leadership and Executive Management: Those members of agency leadership or executive management (other than an accountable executive, CSO, or SMS executive) who have authorities or responsibilities for day-to-day implementation and operation of an agency's SMS.

Chief Safety Officer: An adequately trained individual who has responsibility for safety and reports directly to a transit agency's chief executive officer, general manager, president, or equivalent officer. A CSO may not serve in other operational or maintenance capacities, unless the CSO is employed by a transit agency that is a small public transportation provider as defined in this part, or a public transportation provider that does not operate a rail fixed guideway public transportation system.

Event: Any accident, incident, or occurrence.

Fatality: A death or suicide confirmed within 30 days of a reported event. Does not include deaths in or on transit property that are a result of illness or other natural causes; collision (including suicides), fire, hazardous material spill or exposure, Acts of God, system or personal security event (including suicides), and other safety events.

Hazard: 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.

Hazard Likelihood: Probability of a hazard consequence to occur.

Hazard Severity: The effect/damaging result of a hazards consequence.

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

Injury: Any damage or harm to persons that requires immediate medical attention away from the scene because of a reportable event. Agencies must report each person transported away from the scene for medical attention as an injury, whether or not the person appears to be injured.

Key staff: A group of staff or committees to support the accountable executive, CSO, or SMS executive in developing, implementing, and operating the agency's SMS.

Major Mechanical Failures: Failures caused by vehicle malfunctions or subpar vehicle condition which require that the vehicle be pulled from service.

National Public Transportation Safety Pla: The plan to improve the safety of all public transportation systems that receive federal financial assistance under 49 USC Chapter 53.

Notice of Proposed Rulemaking: A proposed new regulation or proposed changes to an existing regulation. A federal agency is only allowed to issue regulations if authorized to do so by Congress, so the NPRM also provides the statutory authority under which the agency is proposing the regulation. The NPRM also explains the background and history of the issue that generated the regulation and avenues for public participation.

Occurrence: 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.

Passenger: A person, other than an operator, who is on board, boarding, or alighting from a vehicle on a public transportation system for the purpose of travel.

Preventative Maintenance: Regular, scheduled, and/or recurring maintenance of assets (equipment and facilities) as required by manufacturer or vendor requirements, typically for the purpose of maintaining assets in satisfactory operating condition. Preventative maintenance is conducted by providing for systematic inspection, detection, and correction of anticipated failures either before they occur or before they develop into major defects. Preventative maintenance is maintenance, including tests, measurements, adjustments, and parts replacement, performed specifically to prevent faults from occurring. The primary goal of preventative maintenance is to avoid or mitigate the consequences of failure of equipment.

Public Transportation Agency Safety Plan: The documented comprehensive agency safety plan for a transit agency that is required by 49 USC 5329 and this part.

Performance Target: 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.

Reportable: An event occurring on transit right-of-way, in a transit revenue facility, in a transit maintenance facility, or involving a transit revenue vehicle, excluding occupational safety events occurring in administrative buildings.

Risk: An assessed probability and severity calculation to classify the overall potential consequences of a hazard.

Safety Assurance: A list of defined safety performance indicators for each priority risk and associated targets the agency will use to determine if it is achieving the specified safety goals.

Safety Committee: A committee convened by a joint labor-management process comprised of an equal number of frontline employees (selected by a labor organization representing the plurality of the frontline workforce employed by the recipient or, if applicable, a contractor to the recipient, to the extent frontline employees are represented by labor organizations) and management.

Safety Events: Include but are not limited to slips, trips, falls, smoke, power failure, maintenance-related issues, or electric shock. To be reported as a major event, these events must **either** meet the fatality, evacuation, or property damage threshold **or** result in two or more injured persons. Other safety events that cause only one person to be immediately transported from the scene for medical attention, and that do not trigger any other reporting threshold, are reported on the Non-Major Monthly Summary Report form. The FTA includes other safety events that occur in a transit maintenance facility and meet a reporting threshold but continues to exclude occupational safety events occurring in administrative buildings.

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

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

Safety Management System Executive: A CSO or an equivalent.

Safety Objective: A general goal or desired outcome related to safety.

Safety Performance: An organization's safety effectiveness and efficiency, as defined by safety performance indicators and targets, measured against the organization's safety objectives.

Safety Performance Measure: 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.

Safety Performance Monitoring: Activities aimed at the quantification of an organization's safety effectiveness and efficiency during service delivery operations through a combination of safety performance indicators and safety performance targets (SPTs).

Safety Performance Target: A performance target related to safety management activities.

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

Safety Risk: The assessed probability and severity of the potential consequence(s) of a hazard, using as reference the worst foreseeable, but credible, outcome.

Safety Risk Assessment: The formal activity whereby a transit agency determines SRM priorities by establishing the significance or value of its safety risks.

Safety Risk Management: A process within a transit agency's Safety Plan for identifying hazards, assessing the hazards, and mitigating safety risk.

Safety Risk Mitigation: The activities whereby a public transportation agency controls the probability or severity of the potential consequences of hazards.

Safety Risk Probability: The likelihood that a consequence might occur, taking as reference the worst foreseeable, but credible, condition.

Safety Risk Severity: The anticipated effects of a consequence, should the consequence materialize, taking as reference the worst foreseeable, but credible, condition.

Serious Injury: Any injury which:

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

Small Public Transportation Provider: A recipient or subrecipient of federal financial assistance under 49 USC 5307 that has one hundred (100) or fewer vehicles in peak revenue service and does not operate a rail fixed guideway public transportation system.

State: A State of the United States, the District of Columbia, the Territories of Puerto Rico, the Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands.

State of Good Repair: The condition in which a capital asset is able to operate at a full level of performance.

State Safety Oversight Agency: An agency established by a State that meets the requirements and performs the functions specified by 49 USC 5329(e) and the regulations set forth in 49 CFR Part 674.

Transit Agency: An operator of a public transportation system.

Transit Asset Management Plan: 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 USC 5326 and 49 CFR Part 625.

Vehicle Revenue Miles (VRM): The miles that vehicles are scheduled to or actually travel while in revenue service. VRMs include layover/recovery time and exclude deadhead, operator training, vehicle maintenance testing, and school bus and charter services.

Acronyms

ADA	Americans with Disabilities Act
ARTS	Augusta Regional Transportation Study
AP	Administrative Procedure
BIL	Bipartisan Infrastructure Law
CSO	Chief Safety Officer
FTA	Federal Transit Administration
FY	Fiscal Year
GDOT	Georgia Department of Transportation
KPI	Key Performance Indicator
MAP-21	Moving Ahead for Progress in the 21st Century
NPRM	Notice of Proposed Rulemaking
NPTSP	National Public Transportation Safety Plan
NTD	National Transit Database
PTASP	Public Transportation Agency Safety Plan
RATP-Dev	Régie Autonome des Transports Parisiens-Développement
SCAT	Safety Committee Augusta Transit
SMP	Safety Management Policy
SMS	Safety Management System
SPT	Safety Performance Target
SRM	Safety Risk Management
SSC	Site Safety Council
TAM	Transit Asset Management
VRM	Vehicle Revenue Miles

1 Transit Agency Information

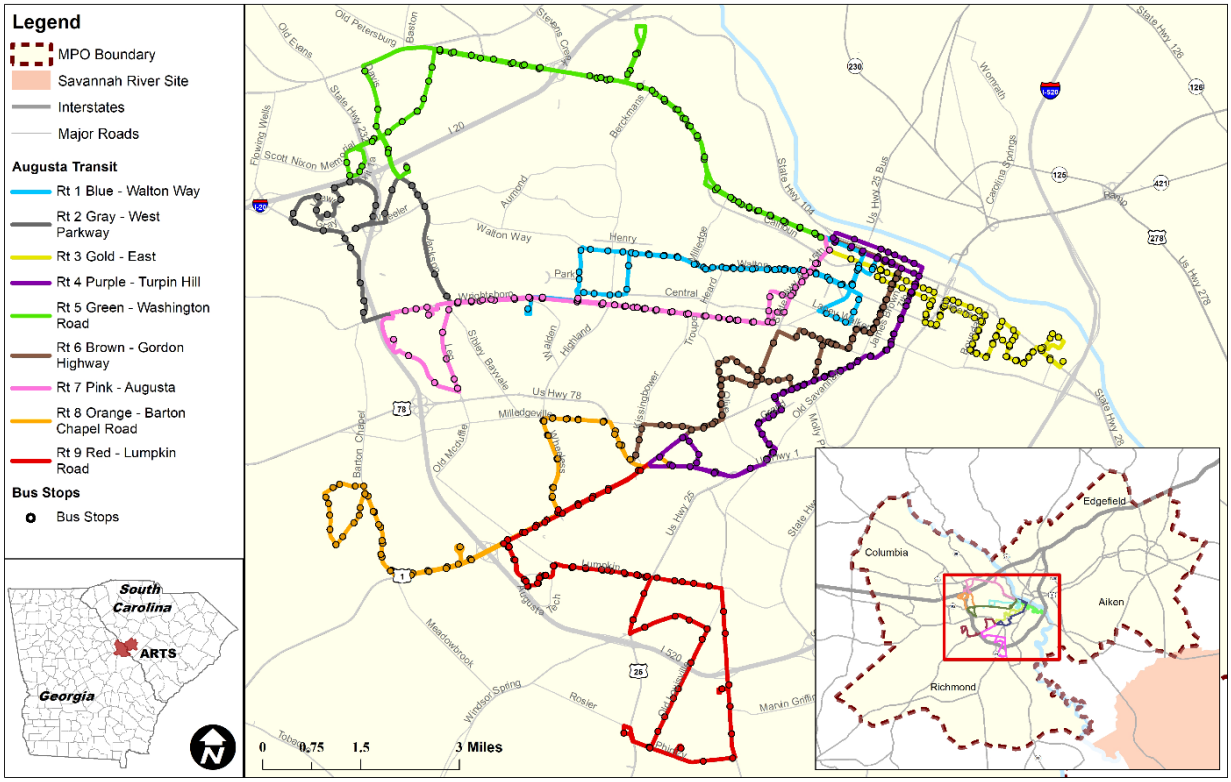
Augusta Transit is the public transportation provider in the consolidated Augusta-Richmond County area. Since 2011, Augusta Transit has contracted with a third-party operator, Régie Autonome des Transports Parisiens-Développement USA, Inc. (RATP-Dev), to provide bus service along nine routes as well as Americans with Disabilities Act (ADA)-compliant comparable paratransit and demand response transit to the rural areas of Richmond County (Richmond Transit). RATP-Dev also provides maintenance of the transit vehicles. A map of the fixed-route Augusta Transit system is provided in **Figure 1** on the following page.

Transit Agency Name	Augusta Transit		
Transit Agency Address	2844 Regency Boulevard Augusta, Georgia 30904		
Accountable Executive (Name and Title)	Sharon Dottery, Transit Director		
Chief Safety Officer (Name and Title)	Kevin Smith, Safety and Training Manager		
Mode(s) of Service Provided (e.g., Fixed Route, Demand Response, ADA Paratransit, etc.)	Fixed-Route Bus, ADA Paratransit, Rural Demand Response	**List All FTA Funding Types (e.g., 5307, 5310, 5311)**	Sections 5307, 5339, 5311
Vehicles Operated in Maximum Service, by Mode	Fixed-Route Bus: 18 ADA Paratransit: 7 Rural Demand Response: 6		
Mode(s) of Service Contracted Out to Third Party Operators (TPOs)	All		
Name of Third Party Operator (if applicable) and contact person	RATP-Dev USA, Inc.		
Does the agency provide transit services on behalf of another transit agency or entity?	No	**Description of Arrangement(s)**	N/A
No. of Fixed Bus Routes:	9		

Annual Vehicle Revenue Miles (VRM) (Yr 2023)	Fixed-Route Bus VRM	Demand Response/ Paratansit VRM
	525,624	117,158
Annual Unlinked Passenger Trips (UPT) (Yr 2023)	Fixed Route Bus UPT	Demand Response/Paratansit UPT
	405,478	18,504

Figure 1, shown below, maps Augusta Transit's nine bus routes and their stops.

Figure 1 – Augusta Transit Fixed Routes and Stops



2 Safety Management

2.1 Safety Management Policy - 673.23(a)

Augusta Transit, and our third-party operator (currently RATP-Dev), strives to provide the safest and most secure experience for the riding public and our employees. All levels of management and employees are accountable for the delivery of the highest level of safety performance, starting with the transit director. Every employee must practice workplace safety; use equipment, tools, and materials properly; and be trained in the agency's work rules and procedures for his or her respective areas of responsibility, including contingency plans for abnormal and emergency conditions.

Augusta Transit is committed to:

- Supporting 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 paid to other management systems of the organization;
- Integrating the management of safety as a primary responsibility of all managers and employees, including contractors;
- Defining for all staff, managers, and employees alike their accountability and responsibility for the delivery of the organization's safety performance and the overall implementation of our Safety Plan;
- Establishing and implementing a proactive safety program to manage risks to a level that is acceptable and consistent with safety performance;
- Ensuring protections for any employee who discloses a safety concern through the employee safety reporting program;
- Complying with, and wherever possible, exceeding the expectations of legislative and regulatory requirements and standards;
- Ensuring all staff are provided with adequate and appropriate safety-related information, personal protective equipment, and training; are competent in safety management matters; and are allocated only to tasks commensurate with their skills;
- Communicating the purpose and benefits of the SMS to all staff, managers, supervisors, and employees. This communication will specifically define the duties and responsibilities of each employee throughout the organization, and all employees will receive appropriate information and SMS training;
- Verify the SMP is signed by the transit director (accountable executive) to convey that SMS is important to the highest level of the organization;
- Establishing and measuring our safety performance against realistic and data-driven safety performance indicators and SPTs;
- Continually improving our safety performance through management processes that ensure appropriate safety management actions are taken and are effective;
- Verify externally supplied systems and services to support our operations are delivered to meet our safety performance standards; and
- Verify that the strategies and guidelines to address infectious disease planning and response are consistent with the Centers for Disease Control and Prevention, the Georgia Department of Public Health, and local health authorities in order to minimize exposure to infectious diseases in accordance with 49 USC Section 5329 (d)(1)(D).

This PTASP describes our safety efforts and programs, and through our thorough implementation of such efforts and programs we explicitly show our commitment to system safety based on SMS principles as per 49 CFR Part 673 and requirements dictated in 49 USC Section 5329.

2.2 Employee Safety Reporting – 673.23(b)

Employees are required to embrace Augusta Transit's safety goals and objectives and are encouraged to report safety concerns, issues, or hazards. Executive management together with the contractor have established a safety reporting process for employees to voice their safety concerns without fear of retribution or blame. All frontline personnel will be responsible for utilizing this program as necessary. Our employees (including all third-party operator employees) have a duty to report any unsafe condition to their supervisor, manager, or the CSO. Unsafe conditions may include issues with policies, procedures, physical conditions, events, or information about an issue, among others.

All violations of agency safety rules or procedures (including regulatory requirements of the agency) may result in disciplinary action. No action will be taken against any employee who communicates a safety condition through our reporting program unless such disclosure indicates an illegal act, gross misconduct, or negligence or a deliberate or willful disregard of our rules, policies, and procedures. Once actions to remediate a safety violation have been determined, they shall be communicated throughout the organization and carried out.

Augusta Transit emphasizes that unsafe conditions should be timely identified, corrected, anticipated, and reconciled before serious accident, injury, or damage occurs. To verify that we provide as safe and reliable transportation services as possible, we have established a process by which hazards are identified, analyzed for potential impact on the operating system, and resolved in a manner acceptable to management and applicable regulatory agencies.

2.2.1 Safety Management Policy Communication - 673.23(c)

Augusta Transit staff (including all third-party operator employees) are informed of their responsibilities related to safety and the requirements of our Safety Plan during onboarding. Communicating the purpose and benefits of this Safety Plan and SMS principles among executive and senior management, supervisors, and frontline staff is the most important job of all our employees. All employees understand their respective safety roles and obligations to identify and assess safety risks in the workplace and agency operations. Fostering and reinforcing these obligations through regular agency-wide communications and programs are critical functions of senior management and the CSO. Methods of communicating our safety practices include:

- Mandated monthly safety meetings;
- Operator meetings with supervisors and managers;
- Newsletters;
- Safety bulletins;
- Safety emails and text message alerts;
- Radio supervisor communication with operators;
- One-on-one communication between supervisors and frontline employees;
- Meetings with contractors;
- Committee meetings;

- Safety campaigns; and
- Flyers posted throughout Augusta Transit properties;

2.2.2 Safety Responsibilities

The purpose of this Safety Plan is to maintain a formal safety program and establish a coordinated safety effort responsive to the needs of the operating, maintenance, and support departments. We emphasize the goal of all personnel and contractors to working toward minimizing the occurrence of customer and employee accidents and incidents by providing safe revenue service to our customers and a safe work environment for our employees.

The following personnel lead the organization in the implementation of our Safety Plan:

Accountable Executive – Transit Director (Sharon Dottery, current incumbent)

- Establishes and sets an organizational example for safety objectives and goals;
- Directs human resources;
- Manages agency finances;
- Oversees operations and maintenance programs;
- Promotes and communicates safety policy and programs;
- Participates in regular meetings with key staff to understand the status of safety programs and data; and
- Ultimately holds responsibility for all agency safety outcomes.

CSO – Safety and Training Manager (Kevin Smith, current incumbent)

- Manages and implements the Safety Plan throughout the agency;
- Chairs safety committee meetings with key departmental managers, including Operations and Maintenance;
- Participates in formal meetings with the FTA and GDOT safety regulatory program;
- Reports safety performance measures/targets to the Augusta Regional Transportation Study (ARTS);
- Develops and implements safety policies, procedures, and programs;
- Supervises and oversees work of assigned safety staff, conducts performance reviews with staff, and initiates appropriate actions related to such;
- Directs the SRM process and provides notification of reportable accidents, incidents, and hazardous conditions;
- Investigates employee and vehicle accidents/incidents and injuries and works to develop programs to reduce accidents and injuries;
- Conducts inspections and research safety codes, standards, and regulations;
- Compiles and analyzes health and safety statistics;
- Produces safety reports, records, documents, and manifests;
- Accesses and updates database safety-related files;
- Coordinates staff safety meetings and attends meetings, conferences, and group functions related to safety;
- Develops and conducts training sessions relating to safety issues;
- Identifies health and safety concerns and analyzes reports and information;

- Develops programs for accident/injury prevention and submits recommendations to reduce frequency of accidents;
- Develops departmental and organizational key performance indicators (KPIs); and
- Conducts risk identification, evaluation, control, funding, and administration.

In addition, SMS implementation is supported by other positions within Augusta Transit and its third-party operator, including:

- The Deputy Director;
- The operations manager;
- The special services manager;
- The maintenance manager; and
- The shop foreman.

These personnel have the following authorities, accountabilities, and responsibilities:

- Participate as members of the Safety Committee Augusta Transit (SCAT);
- Complete training on Safety Plan elements;
- Oversee and adhere to day-to-day operations of the Safety Plan in their departments;
- Modify policies in their departments consistent with implementation of the Safety Plan, as necessary; and
- Provide subject matter expertise to support implementation of the Safety Plan as requested by the transit director or the CSO, including SRM activities, investigation of safety events, development of safety risk mitigations, and monitoring of mitigation effectiveness.

A chart outlining the organization responsible for implementing Augusta Transit's SMS is provided in **Figure 2,** depicting the structure of reporting between the public owner of the transit system (Augusta-Richmond County Government) and the third-party operator (currently RATP-Dev).

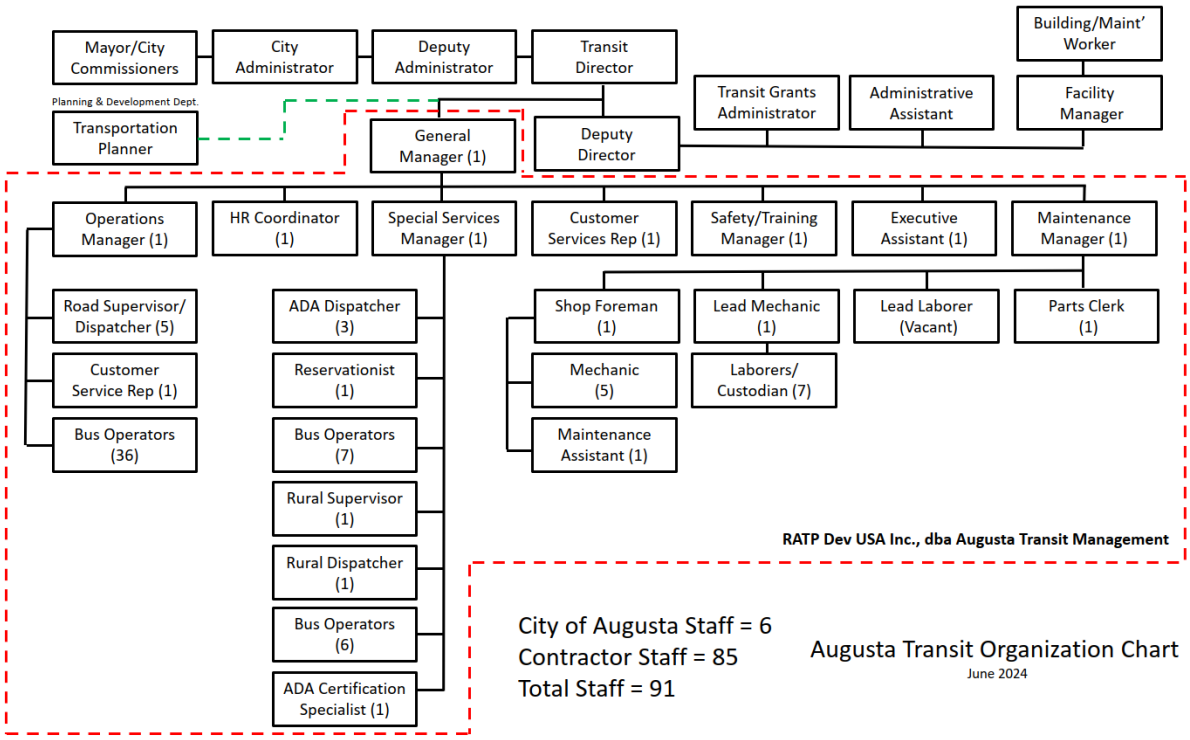
2.2.3 Safety Committee

The CSO will periodically convene meetings of SCAT to discuss safety program issues, safety data/performance indicators, and Safety and TAM Plans updates, among various other issues that pertain to overall agency safety matters. The safety committee is a group of executive and frontline staff that will at minimum include the transit director or nominated representative and key representatives from Operations and Maintenance, with a 50 percent split of frontline Augusta Transit staff, and will be chaired by the CSO. The objectives of regular meetings of the safety committee are to ensure that the transit director is well-versed in the implementation of the Safety Plan, KPIs, and other important data and that executive-level staff have a regular multidisciplinary forum to discuss pertinent safety issues and policy, including risk reduction activities.

In accordance with the BIL amendments to 49 USC Section 5329(d), Augusta Transit has established a safety committee, also known as SCAT, which consists of equal representation of both frontline staff and management representatives. The primary responsibility of the safety committee is to, at a minimum:

- Conduct annual review of the PTASP to recommend for approval by the County Commission;

Figure 2 – Augusta Transit Organizational Chart



- Identify and recommend risk-based mitigations or strategies necessary to reduce the likelihood and severity of consequences identified through the agency's safety risk assessment;
- Identify mitigations or strategies that may be ineffective, inappropriate, or were not implemented as intended; and,
- Identify safety deficiencies for purposes of continuous improvement.

See more information on RATP-Dev's Site Safety Council (SSC) meetings under Section 5.

2.3 Safety Committee of Augusta Transit

2.3.1 Name

Augusta Transit as a Department of the City of Augusta (COA) together with labor representation representing the front line employees created the Safety Committee of Augusta Transit (SCAT). The Safety Committee ("the Committee") is established as required by U.S. law (49 USC 5329, 49 CFR 673).

2.3.2 Membership

SCAT is composed of equal representation of frontline employees and management representatives. At no point may appointees from either Augusta Transit or appointed by a labor organization comprise more than 50% of SCAT membership.

SCAT shall be made up of six (6) voting members. The labor representative and Augusta Transit shall each appoint half of these members.

SCAT shall coordinate meeting times and locations far enough in advance to allow all voting members attend and to adequately prepare for meeting deliberations.

SCAT shall also agree to an agenda prior to the start of each meeting; this agenda shall include topics to be discussed, as well as any proposals to be voted on during the meeting. This agenda shall be distributed to SCAT voting members in advance of the meeting.

Both the Labor representative and Augusta Transit shall retain the right to replace their appointees on the Committee at any time.

2.3.3 Voting Members

SCAT shall be made up of an equal number (frontline employees and management representatives) of voting members.

2.3.4 Purpose

SCAT will facilitate a joint Labor-Management process to ensure and raise the level of safety in Augusta Transit's system.

SCAT serves as the basic forum to review safety issues and hazards, safety inspection reports, risk reduction activities, accident investigations, and corrective actions.

SCAT members work together in a cooperative effort to promote safety and security in the workplace and areas of operation such as transfer facilities, routes and bus stops.

SCAT members communicate safety concerns from their work areas and areas of operation to SCAT, and report back to management.

SCAT is empowered to look toward opportunities to reduce incidents or occurrences by looking for ways to improve the work environment and safety culture by acknowledging safe actions and work and other areas that contribute to safety in the workplace. It can achieve this by:

- Identifying and recommending safety risk mitigations necessary to reduce the likelihood and severity of potential consequences identified through Augusta Transit's safety risk assessment, including safety risk mitigations associated with any instance where a safety performance target was not achieved.
- Identifying safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended, including safety risk mitigations associated with any instance where the safety performance target was not achieved; and,
- Identifying safety deficiencies for purposes of continuous improvement, including any instance where annual safety performance targets were not met.

SCAT shall review, amend, and approve the Public Transportation Agency Safety Plan (PTASP) no less than annually prior to the PTASP being ratified by the Augusta, Georgia Commission.

SCAT shall set internal goals for the safety risk reduction program. SCAT shall review and analyze all Augusta Transit safety data to determine appropriate goals and make safety recommendations.

2.3.5 Meetings

SCAT will meet at least four (4) times a year, with authority to convene additional meetings, as circumstances require. SCAT members are expected to attend each meeting.

SCAT may invite others to attend meetings and provide pertinent information, as necessary.

Meeting times and meeting locations shall be determined far enough in advance to allow SCAT members to attend and to adequately prepare for meeting deliberations.

SCAT shall take up and consider any other items as directed by SCAT members.

SCAT shall require a quorum before conducting any business. A quorum shall require at least three-quarters of the voting members of the Committee be present.

Records of meetings shall be maintained by Augusta Transit for no less than three (3) years and shall be made available to SCAT members upon request.

SCAT members shall have access to safety data collected by Augusta Transit and/or RATP-DEV. Augusta Transit shall prepare in-depth data reports for SCAT meetings upon request. Augusta Transit shall prepare and share summary data of safety and security incidents in advance of each SCAT meeting.

Both the Labor Representative and Augusta Transit shall have the opportunity to invite subject matter experts to speak on any topic covered during a Committee meeting.

2.3.6 Voting process and tie break procedures

Following discussion of any proposal included on the agenda. SCAT shall then consider amendments to the proposal. Following discussion and votes on any amendments, SCAT shall vote on the final proposal. Passage of a proposal or an amendment shall require a majority of all voting members in attendance.

3 Safety Risk Management (673.25)

3.1 Safety Risk Management Program

By adopting this PTASP, Augusta Transit is establishing the SRM process presented below for identifying hazards and analyzing, assessing, and mitigating safety risk in compliance with the requirements of 49 CFR Part 673.25. The SRM processes described in this section are designed to implement the Augusta Transit SMS.

Augusta Transit promotes the proactive identification and evaluation of hazards before they escalate into accidents or incidents. This Safety Plan and its programs must be effective in identifying and minimizing hazards in the operational environment. All operations must be viewed from a systems perspective in that the safety-critical functions of one group may impact those of one or more others. This focus on system safety is meant to foster the understanding of the interdependence of actions on overall safety. As such, our hazard management program involves a multi-disciplinary review process that is ultimately managed by the safety committee, led by the CSO. There are three basic objectives:

- Hazard identification;
- Hazard assessment; and
- Hazard resolution.

3.2 Safety Risk Identification

Safety Risk identification and resolution is a core element of this Plan emphasizing timely correction, anticipation, and reconciliation of unsafe conditions before a serious accident, injury, or damage occurs. Our risk management program includes the following practices:

- FTA recommendations;
- Employee safety reporting;
- Driver, dispatcher, supervisory, and maintenance performance information;
- Rules compliance checks;
- ADA compliance reviews;
- Asset conditions assessments;
- Camera and event recorder reviews;
- Environmental information;
- Safety observations;
- Pre- and post-trip inspections;
- Vehicle, facility, and equipment inspections;
- Internal safety investigations;
- Fitness for duty checks;
- Accident reports as seen through the Accident Procedure;
- Compliance programs;
- Safety committee reviews; and
- Public feedback/complaints.

Augusta Transit emphasizes the timely identification, correction, anticipation, and reconciliation of unsafe conditions before serious accident, injury, or damage occurs. To ensure we provide as safe and reliable transportation services as possible, we have established a process by which hazards are identified, analyzed for potential impact on the operating system, and resolved in a manner acceptable to management and applicable regulatory agencies. All management, staff, contractors, and suppliers are required to implement high standards of safety and system assurance throughout the design, construction, testing, and operational phases of our projects. Hazards which cannot be eliminated with design mitigations, including the implementation of safety warning devices, are usually addressed by training and/or written procedures to prevent mishaps. Most hazards are identified in the field, reported, entered in reports, and addressed by the responsible departments through routine corrective measures that do not require special attention.

Safety risks can be identified through a host of sources ranging from daily experience (accidents, incidents, or safety concerns), gathered data, and information submitted by patrons, to detailed analyses and assessments of existing conditions, among others. Once hazard causes, consequences, and likelihood of occurrence have been assessed, priorities for resolution can be established. The risks associated with hazards are accepted, minimized, controlled, or identified for future remedy. However, safety efforts must continue to ensure that the implementation of hazard remedies do not create new safety concerns (e.g., Safety Rule Testing).

3.3 Safety Risk Assessment

Safety risk assessments shall include specific inputs, reviews, and comments from any department and personnel, as necessary. To categorize the severity of a hazard, the likely effects on passengers, employees, general public, and assets must be established. Hazard severity ratings are based on categories from Military Standard 882E (MILSTD-882E) and require system key agency stakeholders to make subjective determinations of the worst case that could be anticipated to result from design inadequacies, human error, component failure, or malfunction. Hazard severity categories are defined to provide a qualitative measure of the worst credible mishap resulting from personnel error, environmental conditions, design inadequacies, and procedural deficiencies for a system, subsystem, or component failure or malfunction. **Table 1** below summarizes the hazard severity categories. It reflects the principle that not all hazards pose an equal amount of risk to personnel safety.

Table 1 – Safety Risk Severity

Characteristics				
Severity Level	**People**	**Equipment/Services**	**Financial**	**Reputational**
Catastrophic 1	Several deaths and/or numerous severe injuries (per event)	Total loss of equipment or system interruption, requiring months to repair	Estimated loss in excess of $5 million	Ongoing media coverage, irreparable reputational damage, government intervention (weeks to months)
Critical 2	Low number of deaths and/or severe injuries (per event)	Significant loss of equipment or system interruption requiring weeks to repair	Estimated loss in the range of $500,000 to $5 million	Prolonged media campaign, serious reputational damage, sustained government

Characteristics				
Severity Level	**People**	**Equipment/Services**	**Financial**	**Reputational**
				involvement (days to weeks)
Major 3	Minor injury and possible serious injury (per event)	Some loss of equipment or system interruption requiring 7 days or less to repair	Estimated loss in the range of $50,000 to $500,000	Adverse media coverage, reputational damage, government involvement
Marginal 4	Possible minor injury (per event)	Some loss of equipment, no system interruption, less than 24 hours to repair	Estimated loss in the range of $1000 to $49,999	Local media coverage and some reputational damage
Insignificant 5	No injury	Minor damage to equipment, no system interruption, no immediate repair necessary	Estimated loss is likely less than $1000	No adverse media or reputational damage

The likelihood that a hazard will occur during the planned life expectancy of a system element, subsystem, component, or daily operational function can be described subjectively in potential occurrences per unit time, event, population, items, or activity. A qualitative hazard likelihood may be derived from research, analysis, and evaluation of historical safety data or a similar system. The CSO, departmental managers, or the safety committee can assign a probability rating to a particular event or a specific hazard. Supporting rationale for assigning a hazard likelihood is documented in hazard analysis reports, memos, or minutes from meetings. The assessment of the likelihood of hazard occurrence will consider specific system operations based on the current system configuration. Hazard frequency levels to be considered are shown in **Table 2**.

Table 2 – Safety Risk Likelihood

Likelihood	Specific Item	Fleet / Inventory	Frequency
A Frequent	Likely to occur frequently in the life of an item	Continuously experienced	26 or more events in a year
B Probable	Will occur often in the life of an item	Will occur frequently in the system	13 to 25 events in a year
C Occasional	Likely to occur sometime in the life of an item	Will occur several times	6 to 12 events in one year, or less than 24 events in 5 years
D Remote	Unlikely but possible to occur in the life of an item	Unlikely, but can be expected to occur	1 to 5 events in one year or less than 10 events in 10 years
E Improbable	Unlikely to occur but possible	Unlikely to occur, but possible	1 event in 25 years
F Eliminated	Incapable of occurrence. This level is used when potential hazards are identified and later eliminated.		

The Safety Risk Index (**Table 3**) combines hazard categories, severity, and probability to constitute a chart to assist in the evaluation of specific hazards and their associated levels of risk.

Table 3 – Safety Risk Index

Hazard Categories					
Frequency	**1** Catastrophic	**2** Critical	**3** Major	**4** Marginal	**5** Insignificant
A Frequent	**1A**	**2A**	**3A**	**4A**	**5A**
B Probable	**1B**	**2B**	**3B**	**4B**	**5B**
C Occasional	**1C**	**2C**	**3C**	**4C**	**5C**
D Remote	**1D**	**2D**	**3D**	**4D**	**5D**
E Improbable	**1E**	**2E**	**3E**	**4E**	**5E**
F Eliminated	**1F**	**2F**	**3F**	**4F**	**5F**

Hazard Risk Index	Risk Decision Criteria
Unacceptable	Hazard must be mitigated
Undesirable	Requires acceptance from management
Acceptable with Review	Hazard may be accepted with management review
Acceptable	Risk level is acceptable
Eliminated	No hazard remains

3.4 Safety Risk Resolution

Once a risk has been evaluated, the agency will determine a course of action to address a given risk. As per the process above, a risk may be eliminated by eliminating the source of the hazard. For example, if a special service route has experienced incidents, such hazards will be eliminated when such special service is also eliminated. In other instances, for example, the CSO and safety committee may utilize accident/incident data over time to discuss the hazards of vehicle rear-endings and evaluate the type, severity, and probability of these accidents and mitigation measures to prevent these mishaps in the future. Such mitigations may include new standard operating procedures, policies, additional training requirements, public awareness campaigns, or even vehicle design changes.

This methodology may be applied for the analysis of risks of day-to-day operations as well as for preliminary hazard assessments when designing new system infrastructure. During the safety certification process to develop system expansions, identified hazards can be addressed by designing system elements for minimum risk and/or incorporating safety and warning devices.

3.5 Safety Risk Tracking

Some more complex safety risks may require the use of a tracking log, which may consist of the following information:

- Assigned hazard number;

- Date hazard identified;
- Hazard title;
- Hazard description;
- Sources from which a hazard was identified;
- The element of operation affected by the hazard;
- Initial hazard classification;
- Current hazard classification; and
- Corrective Action Plan.

The safety risk tracking log, when used, is updated regularly until the hazard has been closed out. All captured data is analyzed for the identification of developing trends to ensure future safety risks/hazards can be mitigated and/or eliminated. A sample log is presented below:

Table 4 – Sample Log

Hazard ID	Hazard Type	Source	Identification Date	Description	Hazard Rating (Likelihood and Consequence)	Mitigation	Status of Feedback with Reporter (if applicable)	Updated Hazard Rating (after mitigation)

4 Safety Assurance – 673.27 (a)

The purpose of Safety Assurance is to evaluate the overall effectiveness of safety risk controls established under the SRM program. The transit director and CSO are responsible for monitoring and evaluating day-to-day operations to ensure that 1) emerging risks are identified, 2) Augusta Transit is in compliance with regulatory requirements applicable to the Safety Plan, and 3) that our safety programs are meeting our safety goals and objectives. Safety Assurance programs provide important feedback and data into the risk management process and vice versa to promote safer operations. Through our SRM and Safety Assurance activities, we will evaluate the adequacy of procedures, processes, personnel performance, our data collected, and compliance with procedures and programs. Augusta Transit safety data and incident records are maintained in an Excel spreadsheet, with original hard copies stored in the supervisor's office alongside any related work orders.

4.1 Safety Performance Monitoring and Measuring – 673.27 (b)

49 CFR Part 673.27 requires transit agencies to establish activities to:

- Monitor its system for compliance with, and sufficiency of, the agency's procedures for operations and maintenance;
- Monitor its operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended;
- Conduct investigations of safety events to identify causal factors; and
- Monitor information reported through any internal safety reporting programs.

4.2 Monitoring Operations and Maintenance Compliance – 673.27(b)(2)

The transit director has the ultimate responsibility of verifying safe and secure operations for the riding public and employees . Each employee is required to carry out specific system safety responsibilities in compliance with their job specifications, agency rules and regulations, and this Safety Plan. Each department generates its own performance data used for the detection of trends or problems in operations and maintenance prior to the development of a major safety concern. The various Safety Assurance activities overseen by the transit director and CSO include:

- Fleet operations;
- Road supervision;
- Fleet maintenance;
- Drug and Alcohol Program;
- TAM;
- Resource planning;
- Internal operations reviews;
- Accident/incident investigations and other means to determine causal factors;
- Contractor safety efforts;
- Data collection and analysis; and
- Security activities.
- Post-accident retraining

For maintenance activities, August Transit uses the RATP-Dev Maintenance Management Policy Manual, which includes preventive maintenance inspection forms for both motorbuses and paratransit vehicles. The results of these inspections are used in the Safety Assurance program to monitor and assess trends in maintenance needs.

It is the task of the CSO to monitor and measure the safety performance of operations through data provided from the various departments and periodically report to the transit director and safety committee. Using collected data and assessing trends, we develop minimum performance standards to meet agency safety targets and goals. From there, we may create KPIs that help us understand whether or not we are achieving our safety targets and goals. Selected data is accumulated and analyzed for ongoing trending and performance measurement, including fatalities, injuries to passengers and/or personnel, system reliability, and other safety-related events. This data comes from various sources, including but not limited to:

- Event reports;
- Observations of operations reports;
- Internal and external inspection, survey, and audit reports;
- Safety suggestions from employees and customers;
- Historical knowledge;
- Seasonal events and effects;
- Environmental considerations;
- New equipment or facility deployments;
- Fleet issues;
- Process reviews and audits;
- Training efforts; and
- Peer reviews.

For example, Augusta Transit conducts safety investigations of events (accidents, incidents, and occurrences, as defined by FTA) to find causal and contributing factors and review the existing mitigations in place at the time of the event. Augusta Transit reports accidents in compliance with its Administrative Procedure (AP) “AP-002 Revenue vehicle Accident Investigation” (Appendix D). This AP lays out the responsibilities and duties that must be performed after an accident occurs by each job function. When an accident or an injury on a vehicle occurs, bus operators follow the Accident Procedures checklist. This form serves as the guide for operators who are involved in an accident and details how to properly handle and document the incident and properly communicate with passengers, law enforcement, supervisory staff, and management.

The Safety Department issues a comprehensive Final Incident Report generated by Safe Tracker (RATP-Dev proprietary software) to the RATP-Dev General Manager within 30 days of the accident, unless the investigation is continuing, in which case a status update report will be issued. This process allows Augusta Transit to track the findings and results of accident investigations to improve the agency’s safety protocols within SMS by monitoring safety trends.

Monitoring and measurement of our Safety Assurance program establishes a baseline which we can use to compare criteria and conditions at other specific points in time. Once a baseline is established through monitoring and measurement, data can be used as criteria in evaluating operations to reduce risk and overall safety objective/goal achievement. Ongoing monitoring is built into our operations, performed continually, and responsive to change. Ongoing monitoring

includes regular management and supervisory activities, comparisons, reconciliations, and other routine actions.

4.3 Safety Performance Measures and Targets – 673.11(a)(3)

Among the various KPIs that we use are the five safety performance measures that are required by the NPTSP::

- Fatalities – Total number of reportable fatalities and rate per total VRM by mode;
- Injuries – Total number of reportable injuries and rate per total VRM by mode;
- Safety Events – Total number of reportable events and rate per total VRM by mode; and
- System Reliability – Mean distance between major mechanical failures by mode.
- Assaults on Transit Workers

These SPTs are based on data submitted to the NTD. The SPTs were identified based on a 3-year rolling average of data from 2021 to 2023. Our annual performance targets for these measures for Fiscal Year (FY) 2024 are as below in **Table 5**. Additionally, these SPTs are reviewed and assessed by the safety committee to ensure consistency with risk reduction programs. These SPTs will be shared with ARTS and GDOT to aid in the planning process. Augusta Transit will coordinate with GDOT and ARTS in the selection of state and regional performance targets as requested.

In accordance with 49 USC 5329(d)(1)(I)(i), these SPTs are set to work towards a reduction of vehicular and pedestrian accidents involving buses. In order to reduce such events, Augusta Transit will utilize the SRM process. Mitigations that may be taken to reduce events may include measures to reduce visibility impairments that contribute to accidents, including retrofits to buses in revenue service and specifications for future procurements that reduce visibility impairments for bus operators.

Additionally, per 49 USC 5329(d)(1)(I)(ii), Augusta Transit will also continue to take further measures to mitigate assaults on transit workers, including the deployment of assault mitigation infrastructure and technology on buses, such as barriers to restrict the unwanted entry of individuals and objects into the workstations of bus operators. For this review, SCAT will conduct risk analyses to determine if such physical mitigations are necessary to reduce assaults and injuries to transit workers.

Table 5 – FY 2024 Safety Performance Targets[1]

Motorbus (per 100,000 VRM)							
Mode - MB	**Fatalities**	**Rate* of Fatalities**	**Injuries**	**Rate* of Injuries**	**Safety Events**	**Rate* of Safety Events**	**System Reliability****
2021 Actual	1	0.18	0	0.00	1	0.18	1,760
2022 Actual	0	0.00	0	0.00	0	0.00	1,865
2023 Actual	0	0.00	1	0.23	1	0.23	1,482

[1] NTD data from May S&S Time Series – May 2023-230907, downloaded October 5, 2023

Motorbus (per 100,000 VRM)							
Mode - MB	**Fatalities**	**Rate* of Fatalities**	**Injuries**	**Rate* of Injuries**	**Safety Events**	**Rate* of Safety Events**	**System Reliability****
Average	0.33	0.06	0.33	0.08	0.67	0.14	1,692
2024 SPT	1	0.06	1	0.00	1	0.14	1,692

Demand Response (per 100,000 VRM)							
Mode - DR	**Fatalities**	**Rate* of Fatalities**	**Injuries**	**Rate* of Injuries**	**Safety Events**	**Rate* of Safety Events**	**System Reliability****
2021 Actual	0	0.00	0	0.00	0	0.00	8,158
2022 Actual	0	0.00	0	0.00	0	0.00	6,082
2023 Actual	0	0.00	0	0.00	2	1.43	2,585
Average	0.00	0.00	0	0.00	0.67	0.48	5,608
2024 SPT	0	0.00	0	0.00	1	0.48	5,608

*Rate = Events per 100,000 VRM

**System Reliability = Miles between major mechanical failures

5 Safety Promotion

Safety promotion fosters a positive safety culture and improves safety performance by increasing safety awareness through training and communication. Appropriate training for all employees regardless of their position within the agency provides knowledge for a successful safety program. Through communication of lessons learned and safety performance data, employees are made aware of safety priorities and concerns as they relate to their individual job tasks and the entire organization.

5.1 Safety Training

In accordance with 49 USC Section 5329 (d)(H)(i)(II Augusta Transit will ensure all operations and maintenance personnel receive the necessary safety training, including refresher and de-escalation training. However, for contractor employees, the responsibility for providing safety training lies solely with the contractor. Moreover, August Transit maintains a comprehensive training program with elements directly identified regarding safety. All new and existing employees, whether in-house or under contract, undergo Safety Plan familiarization training. Employees at all levels of the agency need to understand 1) what the Safety Plan is, 2) how it supports the agency's mission, and 3) what their specific individual Safety Plan responsibilities are. Augusta Transit (including RATP-Dev) has developed job specifications for all job classifications which require certain skills training for personnel to perform job functions safely. For certain positions this will include initial as well as refresher training. Augusta Transit maintains records of all employees upon hire and manages their progress through training, annual recertification, and retraining, if required.

Our safety training programs include, but are not limited to, the following:

- De-escalation training;
- RATP-Dev New Employee Handbook;
- RATP-Dev Operator Training Program (developed by Traffic and Parking Control Co., Inc. (TAPCO);
- RATP-Dev Presentation: The ABC's of RATP Dev USA Safety Training;
- RATP-Dev Maintenance Employee Training Program;
- Defensive Driving Certification Program;
- Monthly operations division safety meetings; and
- Monthly maintenance division safety meetings.

Initial safety training conducted by RATP-Dev includes detailed information on Occupational Safety and Health Administration requirements, internal business safety requirements, and FTA safety regulations.

The RATP-Dev New Employee Handbook is distributed to all new employees at Augusta Transit as a supplement to classroom training. It outlines and details the following policies, documents, and procedures:

- Employee Memos (Safety & Training)
- Safety Violations Policy
- Substance Abuse Policy
- Bloodborne Pathogens Policy

- Electronic Communications Device Policy
- Accident Procedures
- Radio 10-codes
- Headlight Memo
- Parking Lot Memo
- Lot Speed Memo
- Emergency Brake Memo
- Tips for Alighting Passengers That Appear Under the Influence or are slow to move
- Railroad Crossings Memo
- Workplace Safety Rules
- General Safety Rules

5.2 Safety Communication

All employees, from the transit director and the RATP-Dev general manager to frontline personnel, shall communicate the virtues and requirements of this Safety Plan and program elements. Safety communication activities ensure that all employees and contractors are aware of the following goals and responsibilities:

- The observance of all agency standard operating procedures, policies, and plans;
- The need to systematically identify safety hazards, mitigate risk, and reduce fatalities and injuries resulting from transit operations;
- The need to reduce the injury incidence rate by minimizing exposure to unsafe conditions and reducing hazardous employee behavior;
- Providing safe and efficient transit services by ensuring that all vehicles, equipment, and facilities are regularly inspected, maintained, and serviced as needed; and
- Achieving 100 percent of scheduled routine inspections, preventative and regular maintenance work is completed on time, and essential repairs addressed in a designated time.

Further, Augusta Transit encourages employees and contractors to be mindful of their safety responsibilities, and we review various safety issues, recommendations, policies, etc. by various means which include but are not limited to:

- Employee Safety Reporting Program;
- Safety meetings;
- Bus operator meetings with supervisors and managers;
- Safety updates posted to bulletin boards checked daily by operators;
- Newsletters;
- City of Augusta safety bulletins;
- RATP-Dev safety bulletins;
- Monthly Safety Tip emails from the City Office of Risk Management;
- City of Augusta Annual Safety Training;
- City of Augusta Safety Recognition program;
- Monthly facility safety inspections;
- Text message alerts;

- Radio supervisor communication with operators;
- One-on-one communication between supervisors and frontline employees;
- Meetings with contractors;
- SCAT meetings;
- Safety announcements regularly disseminated to operators;
- Public address system safety reminders regularly broadcast at the Broad Street Transfer Facility; and
- Safety campaigns.

One of the key activities to maintain a positive and open safety communication loop is to hold the SCAT meeting. These meetings are an opportunity to discuss new and open safety issues, service system failures, workplace safety statistics, training, trespassing, and SPTs. These meetings also ensure that frontline staff can see a positive feedback loop of reported safety risks.

In addition to SCAT, RATP-Dev properties also convene monthly SSC meetings. The purpose of these meetings is to promote safety and safety culture, review safety data, discuss safety campaigns, and review outstanding hazards. See AP-001 – SSC Requirements (Appendix E) for further details on the meetings.

A positive safety culture focuses on finding and correcting systemic issues rather than finding someone or something to blame. A positive safety culture flourishes in an environment of trust, encouraging error-reporting and discouraging covering up mistakes. The need to address behavior that is malicious or recklessly negligent must be balanced with the need for a just culture that is not excessively punitive. A positive safety culture goes beyond simply adhering to procedures. It is demonstrated when employees carry out their duties correctly, with alertness, full knowledge, sound judgment, and a sense of accountability.

6 Operational Perspectives

6.1 Assaults On Transit Officers and Staff

Assaults on Augusta Transit officers and/or its Contractor's bus operators and other contract workers both on-board and in and around transit facilities must be reduced through the adoption of an Assault on Workers Plan. As a risk reduction measure, Augusta Transit to the extent allowed by law in partnership with its Contractor commits to reduce assaults on officers and workers in the transit system. Augusta Transit to the extent allowed by law in partnership with its Contractor will advance specific measures below to achieve this goal.

Throughout this plan "assault on a transit worker" is defined in 49 USC 5302 including the following: 'A circumstance in which an individual knowingly, without lawful authority or permission, and with intent to endanger the safety of any individual, or with a reckless disregard for the safety of human life, interferes with, disables, or incapacitates a transit worker while the transit worker is performing the duties of the transit worker.' (1)

6.2 De-escalation Training

Augusta Transit to the extent allowed by law in partnership with its Contractor will facilitate the expansion and improvement of de-escalation training for all transit officers and contract workers; this training shall be recurrent - happening at least once every twelve months - during working or operational hours - and shall allow transit officers and contract workers the opportunity to practice these skills with trained experts.

6.3 Assaults on Workers Plan

Augusta Transit and its Contractor and a labor representatives of the Contractor (as a standing member of the Safety Committee) will establish an Assaults on Workers Plan during calendar year 2024 that address and/or facilitate the implementation of the following. Augusta Transit to the extent allowed by law in partnership with its Contractor shall implement the following measures and strategies to protect Augusta Transit officers and/or its Contractor's bus operators and other contract workers from assault.

- Installation of barriers or bus shields between bus operators and riders. Barriers or bus shields shall be tall enough to completely cover the operator when closed and extend across the entire workstation without obscuring views of driver mirrors; shall be strong enough to withstand the force of a human body ramming against it; shall be easily installed, maintained, and repaired by the Contractor's maintenance workforce; and shall be required for all buses entering service on or after 12/31/2024.
- Augusta Transit's Contractor will train its dispatchers and staff on the proper response to reports of assault across the transit system. This training shall include reinforcing the urgency of responding timeously and appropriately to reported assaults, proper protocols for connecting with law enforcement, and crisis management.
- Augusta Transit to the extent allowed by law in partnership with its Contractor continue to upgrade and maintain common areas used by Augusta Transit officers and Contractor staff, including parking lots. In addition, Augusta Transit to the extent allowed by law in

partnership with its Contractor will ensure adequate lighting, safe and secure areas where people congregate; full coverage of common areas by security cameras, and the implementation of other infrastructure and design elements that enhance safety and security for all users of Augusta Transit's facilities and vehicles.

- Augusta Transit to the extent allowed by law in partnership with its Contractor continue to engage in ongoing public information initiatives through posters, flyers and social media posts that target passengers and deter acts of violence through effectively communicating the legal and personal consequences of antisocial behavior.

6.4 Response To Physical Assaults

The Contractor in consultation with Augusta Transit shall adopt the following assault response protocols:

- Immediately contact law enforcement and request police presence at the site of the assault.
- Ensure the victim of the assault receives immediate medical and other necessary care and support if requested or incapacitated.
- Where feasible and within the Contractor's contractual responsibilities support and defend the victim of the assault throughout the response, the investigation and the treatment and recovery phases, if requested or incapacitated.
- Provide law enforcement with data and materials necessary to pursue assailants, including video surveillance if the victim so requests pursuing the offender in the courts. The union shall receive data electronically at the permission of the victim. Any data shared will not contain any information that may personally identify the victim.
- Provide the victim if a contract worker, with the resources necessary to fully recover and return to work, including leave, as necessary, for mental and physical recovery, work with law enforcement to convict their assailant (if requested by the victim), and other time off related to recovering from the assault.
- Implement a clear policy that bars anyone who assaults an Augusta Transit officer or Contractor staff from riding the system for a period of one year on a first offence depending on the severity or type of assault.

6.5 Continuous Review of Assaults

The process of reducing worker assaults must be a dynamic one. The Safety Committee shall review measures and strategies adopted on an ongoing basis, but at least quarterly, to assess effectiveness, review data collected, incorporate best practices from government regulators, other transit systems and law enforcement authorities, and develop and implement new strategies that are proven to work in assault reduction.

6.6 Refusal to Work in Unsafe Conditions

The Contractor will take reasonable measures in order to prevent and eliminate any present or potential job hazards that its employees may encounter at their places of work. The Contractor will work with the labor representatives representing Contractor's staff on all safety issues.

All Contractor staff shall have the opportunity to refuse to work in unsafe conditions whether perceived or real without penalty or retribution. Details of such an arrangement will be between the Contractor's staff and the labor representatives of the Contractor's staff if so represented.

Unsafe work includes tasks and/or projects that would be performed without proper safety preparations; tasks and projects without proper safety equipment; tasks which cannot be completed in their entirety under given time constraints; fatigued work; and tasks which would conflict with the directives and protections contained in this Safety Plan.

The Contractor's employee will notify the Contractor verbally and/or in writing of any such job hazard as soon as the employee becomes aware of such unsafe areas, conditions or equipment. The Contractor, upon notification of any alleged unsafe condition, shall investigate such condition, and shall make adjustments in such condition, or alternatively, recommend to the party responsible for the premises that it make such adjustments, if, in the Contractor's investigation, the alleged unsafe condition is found to be a hazard to its employee. The Contractor will report back to its employee the adjustment or action to be taken to eliminate the verified hazard to its employee.

Contractor's employees shall immediately, or at the end of their shift, report all defects of equipment on a suitable form furnished by the Contractor. The Contractor shall not require any of its employees to take out equipment that has been reported by any other employee as being in an unsafe operating condition until same has been approved as being safe. The final determination as to whether the equipment is in safe operating condition will be made by the Contractor's Maintenance Manager or their designee.

Disputes over whether work is unsafe shall be addressed by a joint labor-management resolution process. Furthermore, such a process will not involve Augusta Transit as Contractor staff are not Augusta, Georgia employees.

6.7 Fatigue Risk Management Plan

Augusta Transit to the extent allowed by law in partnership with its Contractor and a frontline Safety Committee member as a representative of a labor organization representing Contractor staff will establish a Fatigue Risk Management Plan (FRMP) during calendar year 2024 that will address and/or facilitate the implementation of the following.

- The Safety Committee recognizes that staffing decisions can elevate safety risks and shall work with the Contractor to review current policies and procedures on hours worked, scheduling, and time off between shifts.
- The Contractor shall ensure that bus operators, mechanics and other contract staff receive time off between shifts where necessary and to return to work properly rested and ready to begin the next shift safely.
- The Contractor will ensure operators mechanics and other contract staff schedules include time for the consumption of proper meals and allow bathroom breaks by December 31, 2024.
- The Contractor shall institute new procedures that mitigate fatigue and health risks associated with hours worked, scheduling, and time off between shifts. This may mean a reduction in paid hours due to the maximum hours that can be worked each day. However

current regular working hours will not be reduced by the results of an established Fatigue Risk Management Plan.
- On a quarterly basis, the Safety Committee shall meet to assess the effectiveness of any new measures adopted.

6.8 Pedestrian Knockdowns

Augusta Transit to the extent allowed by law in partnership with its Contractor and a labor organization representative as member of the Safety Committee will establish a Pedestrian Knockdowns plan during calendar year 2024 that will address and/or facilitate the implementation of the following interventions.

- The Contractor commits to reduce pedestrian knockdowns as a risk reduction measure. The Safety Committee shall review as necessary, but not less than quarterly, data from pedestrian knockdowns in the system including the location, time, and circumstances for each incident.
- The Safety Committee will review the trends and specifics of these knockdowns and recommend actions to prevent these accidents. These recommendations may include:
    - Adjusting schedules on identified problem routes to allow for longer wait times at busy crosswalks.
    - Utilizing technology such as GPS, collision avoidance, electronic mirrors, and sensors, to assist operators in recognizing and avoiding pedestrians.
    - Maintain transit equipment and work with the Augusta, Georgia Departments to keep streetlights, signs, and other infrastructure in good repair to make sure drivers and pedestrians can see, hear, and respond to each other.

6.9 Infectious Diseases

Augusta Transit is committed to mitigating the spread of and exposure to infectious diseases. Federal Transit Administration guidance declares that under the Infrastructure Investment and Jobs Act (IIJA), transit agencies must comply with either Centers for Disease Control or State Department of Health guidelines and best practices regarding infectious diseases. Augusta Transit shall consider and implement these guidelines and best practices in the public transportation system as soon as practical after they are issued or amended.

The Contractor shall implement transit-specific best practices including the highest rated Personal Protective Equipment (PPE) and products for vehicle and facility sanitation and cleaning.

Augusta Transit management representatives responsible for infectious disease mitigation shall submit progress reports, with data, twice a year to the Safety Committee.

6.10 Collection of and Access to Data

Augusta Transit is responsible for collecting and reporting required safety data to the Federal Transit Administration (FTA), Georgia Department of Transportation (GDOT) and law enforcement (Richmond County Sheriff). In order to perform its functions, the Safety Committee may have access to all safety data subject to the Georgia Open Records Request Act, O.C.G.A. § 50-18-70 et seq. Safety Committee members may submit requests for and receive specific types of data for review by the Safety Committee.

Augusta Transit will provide where possible, data upon request and in a timely manner to the Safety Committee. Collectively Safety Committee members may request data prior to beginning the annual process of reviewing and renewing the Public Transportation Agency Safety Plan (PTASP). Augusta Transit may prepare summaries of data in aggregate and provide this information to the Safety Committee.

Furthermore, in order to ensure the Safety Committee collectively has access to comprehensive safety data that considers frontline employee concerns, the processes for frontline workers to report safety concerns shall be easy to understand, quick to complete, and facilitated by Contractor staff.

6.11 Data Protection

The data disseminated during Safety Committee meetings may be sensitive, confidential and/or proprietary. Under no circumstances will any Safety Committee member be allowed to share this data with non-Safety Committee members. If necessary to comply with Federal, state, or local law, Augusta Transit or its Contractor will require Safety Committee members to sign non-disclosure or other agreements developed and/or approved by the Safety Committee to protect the sensitive, confidential and private information from public disclosure. Additionally, the unauthorized dissemination of any information shared, reviewed or presented to Safety Committee members in pursuance of their duties represents a violation of this restriction and may result in the suspension of the offending member/s from the Safety Committee.

6.12 Zero Emission Buses

As Augusta Transit meets its Climate Action Plan goals and moves towards a zero-emission fleet as envisioned in 49 USC 5339(c)(3)(D), the Safety Committee shall be informed on updates to the Climate Action Plan and Transition Plan periodically.

Members of the Safety Committee shall be given an opportunity to provide input and make recommendations to complement anticipated safety measures adopted in the procurement of zero-emission vehicles.

The Safety Committee shall meet as needed to ensure the safe integration of zero-emission vehicles into Augusta Transit revenue fleet. Augusta Transit to the extent allowed by law in partnership with its Contractor shall utilize and consider safety best practices as identified by the FTA, GDOT and Transit Workforce Center (TWC).

The Contractor will ensure that mechanics, technicians and other Contractor staff as needed working on electric engines and batteries and bus operators shall receive quality training and

have access to high quality Personal Protective Equipment (PPE) specifically designed to ensure the safety of all and any workers in a high voltage work environment, whether they are inside a repair shop, operating a bus or responding to a bus breakdown.

A Safety Committee member represented by a labor organization shall have an officially designated position on the team responsible for developing and implementing training and safety protocols for workers in the transition to zero-emission vehicles. If there is a requirement of Safety Committee members for offsite visits to identify safety best practices the cost of such visit will be borne by the representative organization of the Safety Committee member.

PPE shall meet the requirements outlined in National Fire Protection Association (NFPA) 70E, as well as the best practices listed in the manufacturer's maintenance/repair manuals. The Contractor shall allocate sufficient resources in its budget for this PPE and all necessary training to ensure a safe work environment.

7 Annual Update Process

The CSO will review and update this Safety Plan annually. The updated version will be preliminarily approved by the safety committee to be signed by the transit director and approved by the Augusta-Richmond County Commission. The newly authorized version will be reissued to all transit personnel for their perusal and comprehension. Augusta Transit will maintain all documents that are related to the implementation of this Safety Plan and results from SMS processes and activities. These documents will be made available upon request by the FTA or other related entities.

All such documents will be maintained for a minimum of 3 years after they are created. Per 49 USC 5329(d)(1)(D), this plan includes provisions for annual updates of the SMS. As part of Agusta Transit's ongoing commitment to fully implementing SMS and engaging our agency employees in developing a robust safety culture, Augusta Transit will review the PTASP and all supporting documentation annually. The review will be conducted as a precursor to certifying to FTA that this PTASP is fully compliant with 49 CFR Part 673 and accurately reflects the agency's current implementation status. Certification will be accomplished through Augusta Transit's annual Certifications and Assurances reporting to FTA.

The annual PTASP review will follow the update activities and schedule provided in **Table 6**.

Table 6 – Annual Review/Update Timeline

Task	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
Review Agency Operations	→	→	→	→							
Review SMS Documentation • *Safety Policy* • *Risk Management* • *Safety Assurance* • *Safety Promotion*				→	→	→	→	→	→		
Review Previous Targets and Set or Continue Targets				→	→						
Report Targets to NTD, Metropolitan Planning Organization					→						
Make Any Necessary Adjustments to PTASP									→	→	
Update Version No., Adopt & Certify Plan Compliance											★

Appendix A: Public Transportation Agency Safety Plan Relationship to Other Federal Laws and Regulations

1. Public Transportation Safety Program Rule - 49 USC § 5329

The Public Transportation Safety Program Rule establishes substantive and procedural rules for the FTA's administration of the Public Transportation Safety Program authorized by 49 USC § 5329. The rule establishes the FTA's SMS approach to the development and implementation of the Safety Program. Further, it sets rules of practice for the FTA's enforcement authority and describes the contents of a NPTSP.

National Public Transportation Safety Plan – Section 5329(b)

Through the NPTSP, the FTA has adopted the principles and methods of SMS as the basis for enhancing the safety of public transportation in the United States. The NPTSP is a policy document, communications tool, and a repository of standards, guidance, best practices, tolls, technical assistance, and other resources.

This Safety Plan was written in accordance with the Public Transportation Safety Program Rule and the NPTSP.

2. Public Transportation Agency Safety Plan Rule – 49 CFR Part 673

The FTA published a final rule for PTASP as authorized by MAP-21. This final rule requires States and certain operators of public transportation systems that receive federal financial assistance under Urbanized Area Formula Program (49 USC § 5307) to develop safety plans that include the processes and procedures to implement SMSs. Transit operators must certify they have a safety plan, meeting the requirements of the rule, in place by July 20, 2020.

3. Transit Asset Management Rule – 49 CFR Part 625

The PTASP final rule applies to only Section 5307 recipients and sub-recipients, and the TAM rule applies to all operators of public transit. However, the two plans can support one another by providing useful data for agency use and NTD reporting. Pursuant to 49 CFR Part 625, condition assessments were performed as part of SRM and Safety Assurance activities. The results of TAM condition assessments and subsequent SMS analysis can help prioritize a transit agency's TAM Plan elements. Condition assessments help identify potential safety issues, which could undergo a safety risk assessment as part of SRM. Further, TAM data and analysis can also be used for performance monitoring and measurement as part of Safety Assurance. Results of safety risk assessments and safety performance monitoring and measurement can guide the prioritization of an asset for repair or replacement.

4. National Transit Database Rule 49 USC 5335(a)

Transit agency's receiving funding from the Urbanized Area Formula Program (5307) or Rural Formula Program (5311) are required to submit data to the NTD in uniform categories. Agencies submit reports to NTD each fiscal year. The PTASP rule and NTD reporting rule are related, as both rules require agencies to track data based on the same data points; fatalities, injuries, and

safety events per total revenue vehicle mile by mode, with the additional requirement of mean distance between major mechanical failures.

Appendix B: Approval by Governing Body

I hereby certify on behalf of Augusta Transit, that on _____, 2024, the Augusta-Richmond County Commission approved the enclosed Agency Safety Plan in accordance with 49 CFR 673.11(a)(1).

Signature of Authorized Official: _____

Printed Name and Title: _____

Date: _____

Appendix C: GDOT Plan Certification

[ATTACH CERTIFICATION LETTER]

Appendix D: AAP 002 Revenue Vehicle Accident Investigation

RATP Dev USA Corporate Safety

ADMINISTRATIVE PROCEDURES

TITLE: **REVENUE VEHICLE ACCIDENT INVESTIGATION**	NO. 002
	EFFECTIVE April 1, 2020
Prepared By: VP, Safety and Security	Issued By: VP, Safety and Security

1.0 PURPOSE/SCOPE

1.1 This Administrative Procedure establishes the procedures for RATP Dev USA employees to conduct investigations of accidents involving revenue vehicles and operations. This includes how the personnel of RATP Dev USA initially report, respond to, and investigate accidents. The procedures established herein will be adhered to by employees in all Divisions and Departments within RATP Dev USA where we own the risk.

1.2 The procedures herein apply to any accident in which a person or persons are injured or property damage is incurred as a result of a vehicle mechanical failure/mishap (i.e. vehicle fire, pantograph entanglement, derailment etc.) and/or vehicle collision, which involves any revenue vehicle operated by an RATP DEV USA employee acting as an agent for RATP Dev USA or the Client. This includes accidents and/or vehicle mechanical failure/mishap which involve the general public either in vehicular accidents, passenger accidents, or accidents which occur on RATP DEV USA/Client property. This procedure refers to revenue service vehicles. Sections 7.1 NOTIFICATION and Section 7.2 AT THE SCENE ACTIVITIES AND RESPONSIBILITIES are also applicable to non-revenue vehicles.

1.3 This procedure can apply to industrial accidents if the reporting format best reduces or mitigates risk of future damages. Crimes are not covered under this format.

1.4 ***Employees in all RATP DEV USA departments are required to cooperate and share information on investigations of accidents and/or vehicle mechanical failure/mishap to ensure that causes and contributing factors can be identified and remedial action taken.***

2.0 REFERENCES

2.1 This procedure was developed in conjunction with RATP Dev USA System Safety SMS and existing policy/procedures.

2.2 Specific References include:

- Non-Revenue Vehicle Accident Procedures
- AP-003 Accident Investigation Reports

3.0 DEFINITIONS

3.1 **Accident:** An unforeseen event or occurrence, which causes property damage, personal injuries or fatalities, or any combination thereof.

3.2 **Collision:** An accident involving undesired/unplanned contact between RATP DEV USA vehicles; between a RATP DEV USA vehicle and another vehicle; between a RATP DEV USA vehicle and a stationary object; between a RATP DEV USA vehicle and work equipment; between a RATP DEV USA vehicle and a pedestrian or an individual on the rail right-of-way; between a RATP DEV USA vehicle and a bicyclist.

3.3 **Damage:** Includes damage to RATP DEV USA equipment and any other property involved in the accident.

3.4 **Damage – Major:** Damage to RATP DEV USA or vehicles that require a tow from the scene or are otherwise disabled and/or property damage that requires immediate, temporary repairs.

3.5 **Damage – Minor:** Damage to RATP DEV USA or other vehicles that does not disable them and/or property damage that does not require immediate, temporary repairs.

3.6 **Derailment:** When the normal relationship between the “head of the rail” and the “tread of the wheel” are lost. A wheel, whose flange is on top of the head of the rail/switch point/frog, is considered to be derailed. Likewise, a wheel that is suspended above a rail, whether or not the act of lowering the wheel directly to the rail’s head will result in the wheel being re-railed is considered to be derailed.

3.7 **Fatality:** A victim of an accident is pronounced dead by medical professional.

3.8 **Fatal Accident (Rail):** A fatality at the scene; or where an individual is confirmed dead within thirty (30) days of a rail transit-related accident.

3.9 **Fatal Accident (Bus/Paratransit/Non-Revenue):** A fatality at the scene; or where an individual is confirmed dead within 24 hours after the accident.

3.10 **Fire:** An unexpected event that results in the release of smoke and flame, either from an electrical or mechanical defect, or of undetermined origin that results in personal injury or damage to the vehicle or its components. When a fire is caused by a mechanical defect the accident will be classified as a mechanical failure. The rationale for this being that the accident should be classified to reflect the initial condition that resulted in the accident.

3.10.1 **Class A Fires:** Class A fires involve ordinary combustible materials like paper, wood and fabrics, rubber. Most of the times, this type of fire is effectively quenched by water or insulating by suitable chemical agent.

3.10.2 **Class B Fires:** Class B fires mostly involve flammable liquids (like gasoline, oils, greases, tars, paints etc.) and flammable gases. Dry chemicals and carbon dioxide are typically used to extinguish these fires.

3.10.3 **Class C Fires:** Class C fires involve live electrical equipment like motors, generators, and other appliances. For safety reasons, non-conducting extinguishing agents such as dry chemicals or carbon dioxide are usually used to put out these fires.

3.10.4 **Arson:** The act of intentionally or recklessly setting fire to another's property in order to damage or destroy (i.e. Person lights a fire on a vehicle or at a station) – **Security Issue**.

3.11 **Hard Couple (Rail):** Accidents resulting from contact between equipment where the contact is planned and desired but results in damage to equipment. A contact incident that results in damage to equipment, regardless of cost, may not be classified as a hard couple as no intent, or requirement, to make a couple existed. Hard couples must be reported to the Operations Control Center (OCC).

3.12 **Incident:** An unforeseen event or occurrence which does not necessarily result in death, injury or property damage.

3.13 **Injury:** Includes physical harm or damage to a passenger(s), operator and others directly involved in an accident.

3.14 **Injury – Apparent:** Any accident that causes any person to show evidence of an abrasion, bruise, swelling, burns, limping or obviously painful movement and/or bleeding wound, distorted member, etc. or causes any person to receive medical treatment at the scene of the accident or to be transported to a hospital of treatment.

3.15 **Injury – Claimed:** No apparent evidence of injury to any person involved in the accident by the observer but claimed by a person.

3.16 **Injuries – Multiple:** All accidents in which two or more persons are injured.

3.17 **Mechanical Failure Accident:** An accident caused by the failure of a component or assembly that causes the vehicle to malfunction regardless of whether the failure occurred because of human error, maintenance, or design deficiencies. An accident will also be classified as a mechanical failure if an operator alleges that such failure has occurred and was the cause of the accident, whether or not the allegation is found to be true.

3.18 **Near Miss:** All incidents which did not involve personal injury or damage to equipment or property but could have resulted in death or serious injury.

3.19 **Obstruction Accident:** An accident involving contact between rail vehicles/equipment with other miscellaneous objects, such as construction materials, mattresses, televisions sets, shopping carts, etc. which cause light to negligible damage and does not result in a derailment. All obstruction accidents must be reported to OCC.

3.20 **Property:** Vehicles, equipment or other physical objects that are owned/leased by the RATP DEV USA/Client or others that were involved in an accident.

3.21 **Yard Tracks (on Mainline):** Mainline tracks that have been taken out-of-service under the provisions of a Work Order/General Order. Rail transit incidents that occur on these tracks will be considered to be "Yard" incidents unless the incident affects mainline service or meets the injury and fatality criteria thresholds.

4.0 GOALS/OBJECTIVES

The following accident investigation objectives are:

4.1 To conserve life and property and provide immediate assistance.

4.2 Determining the sequence of events leading to failure.

4.3 To determine the cause of the accident:

- Procedural
- Training
- Quality Control
- Communications
- Management System
- Human Engineering
- Work Direction
- Human Performance
- Equipment/Mechanical Failure
- Natural Disaster/Sabotage
- Other

4.4 Find methods to prevent the accident from recurring.

4.5 Develop a corrective action plan.

4.6 Implement the corrective action plan.

4.7 To provide concise, accurate, appropriate, and timely information.

4.8 Evaluate the effectiveness of the corrective action plan.

4.9 Make changes for continuous improvement.

5.0 TASKS

5.1 The following three tasks are established and must be accomplished to ensure a complete and thorough accident investigation:

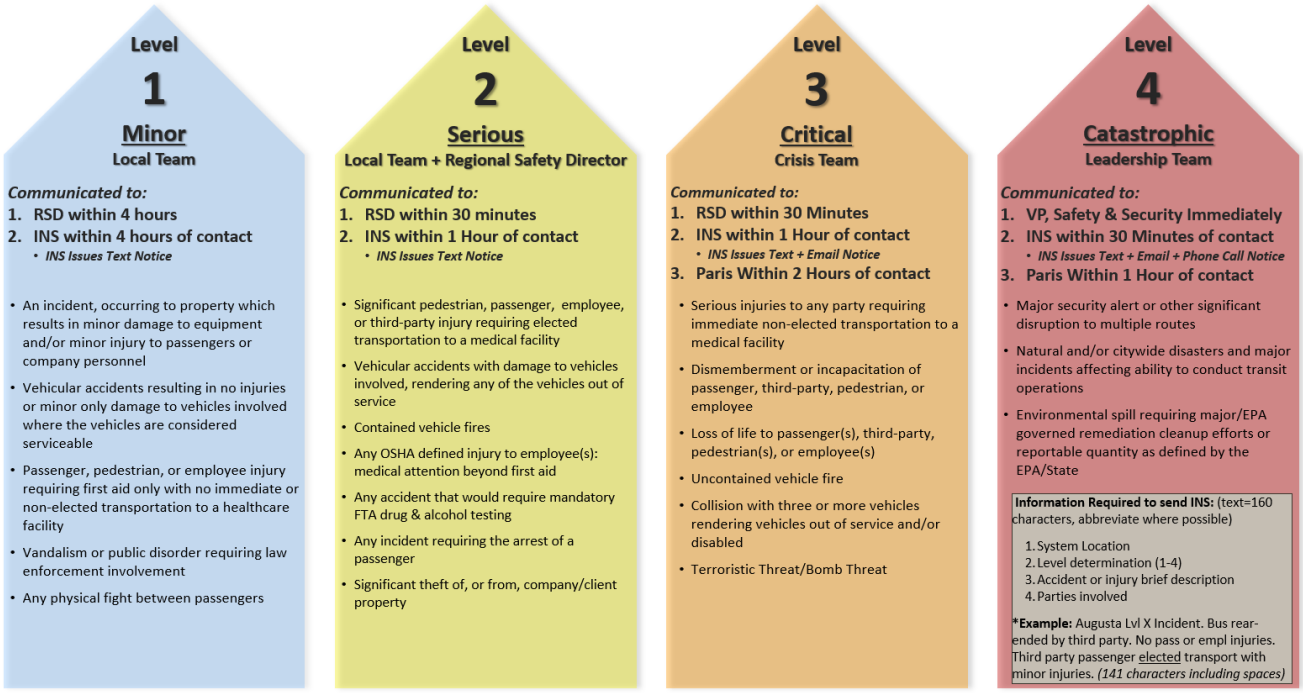
- Notification
- At the scene activities and responsibilities
- Follow-up activities and responsibilities

5.2 Each of these tasks is dependent upon the successful achievement of the preceding task. Each task is equally critical to completion of the accident investigation.

6.0 ACCIDENT STATUS

6.1 Four accident levels are established which regulate what RATP DEV USA personnel positions/departments will be notified, respond to, and generate some form of a report as specified later in these procedures. This shall be referred to as the "Accident Status." The Accident Status Levels and description of each level are as follows:

Incident Notification Levels 1-4



6.2 In the event an accident status level is borderline, the accident status shall be upgraded to the next level of seriousness.

Note: Rail Incidents including accidents resulting in damage of $150,000 or more to railroad and non-railroad property (preliminary assessment), and accidents resulting in $25,000 more to a passenger train (preliminary assessment) will be classified as level 3. All rail vehicle fires will be classified as Level 3.

7.0 PROCEDURES

7.1 NOTIFICATION

7.1.1 The operator (or other RATP DEV USA employee) notifies the Operations Control Center (Bus, Rail and Non-Revenue) or Paratransit Control of his/her involvement in an accident stating:

- Vehicle Information (Block # and Vehicle(s) #)
- Route Information
- Location
- Direction of Travel

- Accident Description
- Number of persons claiming injury and/or requiring medical assistance
- Damage Assessment
- Towing Assistance
- Any other assistance that may be required (i.e. EMS, Fire and/or Police)

7.1.2 This notification shall be done by radio, unless the vehicle radio is inoperable, in which case some type of phone should be used in calling.

7.1.3 Buses equipped with buttons for certain events shall be used. These codes may include, but are not limited to:

- Covert:
- Overt: 9-1-1 Situation, but the operator is not in danger
- Fire on Vehicle
- Collision with Vehicle – EMS Required
- Passenger Accident – EMS Required
- Priority Injury/Illness – EMS Required
- Collision/Accident – EMS Required
- Passenger/Operator Sick – EMS Required
- Pedestrian Struck by RATP DEV USA – EMS Required
- Disturbance on Vehicle – EMS Required
- Non-RATP DEV USA Related – EMS Required
- Assault/Robbery/Disturbance – Injury
- Other – Police Required
- 1Emergency – Non-RATP DEV USA

7.1.4 Rail and Paratransit shall report the accident status verbally by radio/phone.

7.1.5 All others will contact their respective Operation Control Center by direct radio communications stating their call sign, giving the specific information previously mentioned.

7.1.6 The respective Control Center Personnel shall notify relevant departments, services, and RATP DEV USA personnel, listed in priority order. Levels 3 and 4 require notification to Senior RATP Dev USA Management

Whenever contacting RATP DEV USA personnel the Radio Controller shall identify the seriousness of the accident by opening his/her report with the Accident Level.

NOTE: In the event the Accident Level becomes upgraded, the Radio Controller will again activate the notification sequence.

1. Corporate Safety Department will be notified of all **Level 3 and 4** accidents.

2. As required, the Local Safety Manager will contact the State Department of Transportation (ODOT) and FTA regarding the following **Rail** Accidents/Incidents:

    i. Fatality at the scene or where an individual is confirmed dead within 30 days of a rail transit related incident
    ii. One or more persons suffering serious injury
    iii. A collision between a rail transit vehicle and another rail transit vehicle
    iv. A collision at a grade crossing
    v. A collision with an object
    vi. Evacuation due to life safety reason
    vii. Any derailment (mainline or yard)
    viii. Fires resulting in serious injury or fatality

    b. NTSB must be contacted by the Safety Department within 2 hours of the following Rail Accidents/Incidents at 1-800-424-0201:

    i. Passenger or employee fatality (except suicide and exclude trespassers)
    ii. Two or more passengers or crewmembers seriously injured or hospitalized
    iii. Accident requiring emergency evacuation of passengers from the train
    iv. Fatality at Grade Crossing with death occurs 24 hours of accident
    v. Accident resulting in damage of $150,000 or more to railroad and non-railroad property (preliminary assessment)
    vi. An accident resulting in $25,000 more to a passenger train (preliminary assessment)

3. VP, Risk will be notified by phone.

4. The General Manager will be notified via phone

5. Appropriate Managers (i.e. Transportation, Equipment, Facilities Maintenance) will be notified and response is discretionary

6. Other support services (e.g., towing company)

7. Business Development will be contacted for information purposes as needed

8. **The incident notification system to be used is SMARTNOTICE.**

7.1.7 The respective Control Center Personnel will contact the designated individuals. Individuals who must respond to the scene must immediately contact the Operations Control Center. If the respective Control Center Personnel is not

contacted by the individuals who must respond to the scene, the Control Center will contact the alternate(s) for the individual(s).

7.1.8 All individuals who are in the designated notification process shall appoint one alternate in the event they cannot be reached by one of the Control Centers.

7.1.9 The notification process **shall be completed within fifteen (15) minutes of the Operations Control Center being informed** of the accident.

7.2 AT THE SCENE ACTIVITIES AND RESPONSIBILITIES

Responsibility for and command of the accident scene depends on the Accident Status Level. This order shall be as follows:

- The Fire Commanding Officer during rescue, fire fighting or hazardous materials incidents.
- Local Police Jurisdiction when investigation or clearing scene upon non-RATP DEV USA/Client controlled property.
- Safety Department, upon arrival where appropriate.

7.2.1 Protection of the Accident Scene:

A. Take steps to prevent further injury and damage by:

1 Blocking the scene - with vehicles, tape, etc.

2 Moving passengers and others to a safe place, if necessary

3 Close off bus or rail car(s) or paratransit vehicles, if possible, to prevent people from entering. This effort is to prevent fraudulent claims.

B. Ensure evidence and the physical circumstances at the scene are preserved as much as possible.

C. Access to the scene should be controlled. Only police, medical, fire and authorized RATP DEV USA/Client personnel shall be allowed access to RATP DEV USA/Client property at the scene.

D. Protection of the accident scene shall be accomplished by the Transportation Supervisor, until such time as the Police arrive, if responding.

7.2.2 Immediate Actions to be Taken:

A. Transportation Supervisor or first at the accident scene for all levels are responsible for:

1. Protect and assist the injured.

2. Ensure resources are en route (i.e., Fire, Rescue, Police, Towing Company).

3. Protect the accident scene in accordance with 7.2.1

B. Transportation Supervisors are responsible for:

1. Arrange for transportation of vehicle Operator for Drug/Alcohol Test, if the criteria level is met under the RATP DEV USA Drug /Alcohol program and Operator is not hospitalized. See 7.3.2 (B), if operator is hospitalized.

a. The Transportation Supervisor must use a Substance Abuse Assessment Form to determine if the operator is to be tested under RATP DEV USA Policy or FTA Regulations.

C. Responsibilities to clear scene, when appropriate will be as follows:

1. Responding Safety and Transportation Supervisor personnel should work together and with local First Responders in order to determine when to report the scene is clear.

NOTE: In all cases, the Safety Department, if present, will notify the ranking Operations person when the on-scene accident investigation is complete and equipment may be restored to service, returned to the facility or isolated. **RATP Dev USA Safety personnel shall be the last persons to leave the scene.**

7.2.3 Collection of Information

A. Take photographs

1. of accident scene (near and far)

a. try to get pictures with landmarks (i.e. poles, buildings, intersections)

2. of debris field

3. of vehicle(s), building(s), object(s) (near, far, underneath and above – if possible)

a. try to get pictures of the damage from different angles

b. try to get pictures of contact evidence (i.e. scratches & scrapes, scuff marks)

4. of people involved (i.e. pedestrians, bicyclist, other vehicle operator/passengers)

a. try to get pictures of the resting place of the person if contact was made, injuries or contact evidence (i.e. blood, skin, hair)

B. Video

1. Request video from RATP DEV USA Vehicles (vehicles involved or near the accident)

2. Request the video from adjacent buildings, businesses and stations.

C. Gather names, call signs, unit numbers, or departments

1. of injured parties

2. of witnesses, including non-passengers

3. of all parties involved in the accident

4. of RATP DEV USA Operator(s)

5. of RATP DEV USA Personnel at the scene (i.e. supervisors, mechanics, maintainers, Transit Police)

6. of EMS Crew(s), Fire Department(s), Police, and/or Towing Service

D. Take measurements

1. of vehicle(s) resting points from point(s) of impact
    a. RATP DEV USA Vehicles
    b. Other Vehicles (i.e. cars, trucks, motorcycles, bicycles)

2. of a person's resting point from point of contact

3. of vehicle(s) resting points from landmarks (i.e. Target Stop, Intersection, Stop Sign, Catenary Pole, Signal, Station)

4. of debris field

5. of skid marks or other tire/wheel marks or wheel climb on rails

6. of contact markings/damage on vehicle(s) or other objects (i.e. poles, guard, walls, fencing, supports, barriers, rail, ties)

E. Derailment Investigation

1. Properties must conduct a Derailment Investigation on all forms of derailments (i.e. revenue trains, non-revenue trains, rail equipment, etc.).
2. Properties must utilize derailment SOP procedures. **Properties are required** to forward a copy of the completed Derailment

Investigation to the Corporate Safety Department upon completion of investigation.

F. Establish initial damage assessment

1. of RATP DEV USA/Client property
2. of other property
3. total property damage

G. Interview

1. Operator
2. Injured parties
3. All parties involved in the accident
4. Witnesses, including non-passengers
5. RATP DEV USA Personnel at the scene

7.3 FOLLOW-UP INVESTIGATION

7.3.1 Vehicle Isolation

A. Bus/Paratransit/Rail/Non-Revenue Vehicles

1. All RATP DEV USA bus, paratransit, rail and non-revenue vehicles involved in an accident where continued operation cannot or is permitted will be isolated at garage/yard.

B. Isolated Vehicles

1. All RATP DEV USA vehicles that are isolated shall be placed into a secured/locked area.
2. The secured/locked area shall be sealed with evidence tape with a Vehicle Isolation Form affixed to the vehicle with the date, name and department of who isolated the vehicle.
3. If equipment is too large to secure in an enclosed, secure area, it shall be cordoned off with police evidence tape, doors, compartments, entrances/exits shall be sealed with evidence tape and a Vehicle Isolation Form affixed to the inside windshield(s) of the vehicle(s).
4. **Access to the vehicles shall be authorized by the local Safety Department.** When accessing the vehicles, the access section of the Vehicle Isolation Form must be completed indicating the date, name, department or agency and reason for

accessing the vehicle. Any concerns regarding access to a vehicle must be addressed to VP, Safety & Security and/or VP, Risk.

C. Vehicle Release

1. Any vehicle isolated shall not be repaired or returned to revenue service until a Post-Incident Inspection has been completed and the Vehicle Isolation Form has been signed as receiving written authorization from the Safety Department. Corporate Safety and Risk at times may need to authorize release of the vehicle(s).

2. The local Safety Department will check with the respective parties involved in the accident investigation to confirm that they have completed their examination of the involved vehicle, prior to release.

3. Upon completion of all repairs the respective RATP DEV USA Equipment Department will issue a report to the local Safety Department indicating the vehicle is safe for returning to service.

4. The Vehicle Isolation Form is to be kept on file in the respective Equipment Office, along with a copy of the authorization releasing the vehicle.

7.3.2 Accident Investigation Documents and Reviews

A. **Post-Accident Review** – The local Safety Department Personnel will contact all necessary departments within 1 business day after the accident to discuss the details and possible cause. Communication between the local Safety Department and other affected Departments will continue throughout the investigation. All Departments must share information concerning details, a possible cause(s) and remedial measures until the investigation is complete.

B. **Drug/Alcohol Test Results** - When an accident meets the drug/alcohol test criteria as defined in the Drug & Alcohol Policy for Safety-Sensitive Employees, and Substance Abuse Assessment Form, test results are reported to the Safety Department and/or HR. All post-accident testing is performed on an immediate (“stat”) basis 24 hours a day/7 days a week to provide expeditious information. Results of a negative drug test are generally known within 48 hours. Positive drug test results may not be known for 72 hours. Alcohol results are known immediately after testing and are provided verbally to the transporting supervisor.

1. In order to maintain the confidentiality of testing information, identified personnel can contact HR to obtain the results of any post accident drug and alcohol test. Verbal information will be given; however, hard copy of test results will not be provided,

2. In the event an employee is seriously injured, unconscious or dead, rendering the employee incapable of giving consent, post-accident testing cannot be performed per FTA regulations. However, testing may be performed by an applicable law enforcement agency, and the results may be requested from that agency.

C. **Claims Investigation** – Appropriate claims wills be submitted within 0-3 business days whenever possible to ensure timeliness.

D. **Equipment Department Review and Report** - The respective vehicle maintenance section shall complete their review of the vehicle within thirty-six (36) hours after the accident or by 5:00 P.M. Monday if accident occurred Friday night, Saturday or Sunday, unless the vehicle is isolated. If vehicle is isolated, the respective equipment section review will not be conducted until the vehicle is released, unless otherwise requested by the local Safety Department. A Post-Incident Inspection Report will be generated, and copies forwarded to the local Safety Department upon completion of the review.

1. This Post-Incident Inspection Report shall include the following:

- A comprehensive damage assessment and cost estimate for repairs

- A preliminary determination as to whether any component failed and thereby contributed to the accident

F. **Supervisor's Accident Investigation)** The Transportation Supervisor shall complete the Supervisor's Accident Investigation report prior to the end of their shift. A copy will be sent to the Safety Department by noon of the next business day.

G. **Operator's Accident Report** – The appropriate accident report shall be completed by the Operator(s) involved in the accident prior to the end of the employee's shift or run, unless the employee is hospitalized. This report will be submitted to the Transportation Supervisor/dispatcher and reviewed for clarity and completeness. The District will retain their copy, forward the original to the local Safety Department by noon the next business day.

1. In the event the operator is seriously injured, unconscious or hospitalized this report will be completed immediately upon their return to work, if it was not completed prior to their return to work.

H. **Operator's Statement** - A written or recorded statement will be obtained from the operator involved in the accident.

I. **Witness Statements** - The Transportation Supervisor will attempt to obtain interviews with any witnesses at the scene, including a

narrative report of the interview in the body of the Supervisor's Accident Report.

J. **External Reports** - Depending on the circumstances and/or severity of the accident, external reports may be requested. Usually these reports will be requested by and through the local Safety Department. External Reports may include, but are not limited to:

1. Municipal Police Reports
2. Emergency Medical Service Reports
3. Fire Department Reports
4. Coroner's Reports
5. Hospital Reports
6. Original Equipment Manufacturers Reports
7. Accident Reconstruction Reports
8. Other Special Reports

K. Safety Department Investigation and Reports:

1. The Safety Department will complete a comprehensive accident investigation report for the following:

    a. All Bus/Paratransit/Rail accidents responded to by the Safety Department

    b. All rail reportable incidents that meet FTA and/or NTSB notification requirements and/ or state-reportable events.

    c. Other accidents as directed by the General Manager or the local Safety Manager.

2. The initial *Incident Fact Sheet* will be forwarded to the General Manager by the close of business on the first business day after the accident. The Safety Department will review the report status daily and update/revise as information is received. **All *Incident Fact Sheets* will be placed in CORUSON where available.**

3. The Safety Department shall issue a comprehensive Final Incident Report to the General Manager within thirty (30) days of the accident, unless the investigation is continuing, in which case a status update report will be issued**. All *Final Incident Reports* will be placed in CORUSON where available.**

4. Final reports will follow a standard format covering cause/contributory factors, root cause and recommendations for corrective or remedial actions to minimize potential for similar accidents in the future.

5. ***All RATP DEV USA employees are directed to cooperate fully with the local Safety Department in their endeavors of the accident investigation.***

8.0 REPORT RELEASE

General Manager, with advice of RATP Dev Counsel, will determine the distribution and/or release of the Safety Report described under Section 7.3.2 (K)(1).

9.0 MEDIA RELATIONS

Media inquiries at the scene or subsequently thereafter shall be referred to the RATP Dev USA Media Relations Manager/Business Development Department/Client Media Relations team. The only deviation from this policy will be at the direction of the VP, Business Development or the Media Relations Manager.

10.0 RESPONSIBILITY

It is the responsibility of all RATP Dev USA employees to comply with this administrative procedure as may be applicable.

11.0 Referenced Documents

A. Bus Collision Accident Report
B. Bus Passenger Accident Report
C. Rail Collision Accident Report
D. Rail Passenger Accident Report
E. Supervisor's Accident Investigation Report
F. Substance Abuse Assessment Form
G. Incident Report
H. Logging Tape: Playback or Copy
I. Vehicle Isolation Form
J. RATP Dev USA Derailment Investigation Report

Appendix E: AAP 001 Monthly Site Safety Council (SSC) Requirements

RATP Dev USA Corporate Safety

ADMINISTRATIVE PROCEDURES

TITLE **Monthly Site Safety Council (SSC) Requirements**	NO. AP-001 EFFECTIVE: March 1, 2020
Prepared By: VP, Safety and Security	Issued By: VP, Safety and Security

1.0 PURPOSE/SCOPE

This Administrative Procedure establishes the procedures for RATP Dev USA properties, where RATP Dev USA owns the risk, to convene the required monthly Site Safety Council. This procedure outlines what Safety-centric information is **required** to be presented at each Site Safety Council and who is to attend the Site Safety Council.

Identified positions at each property are required to hold and attend the monthly Site Safety Council. The purpose of the Council is to understand the state of your safety culture, both positive areas and those areas that need improvement.

2.0 REFERENCES

This procedure was developed in conjunction with RATP Dev USA SMS and existing policy/procedures.

Specific References include:

- AP-003
- AP-002
- Property SMS document
- SSC slide deck example

3.0 GOALS/OBJECTIVES

The following Site Safety Council objectives are:

3.1 Understand the state of your safety culture.

3.2 Promote safety.

3.3 Review relevant safety data (injuries and accidents).

3.4 Review evidence of positive and subpar safety culture.

3.5 Discuss/plan for relevant current and upcoming safety campaigns.

3.6 Review outstanding CAPs, Hazards, and Audit findings

4.0 SITE SAFETY COUNCIL (SSC) CONTENT

SSC will cover, at a minimum:

- Safety promotion (recognize monthly “Champions of Safety”)
- Safety Data
    - Total Collision rate (YTD vs pervious 2 yr. YTD)
    - Preventable Collision Rate (YTD vs pervious 2 yr. YTD) (US standard is a Preventable Collision Rate of = or < .98 per 100,000 miles driven. Rail target is 0.00)
    - Non-Preventable Collision Rate (YTD vs pervious 2 yr. YTD)
    - Preventable Collison by day and month
    - *Preventables by seniority*
    - *Near misses per month (by type)*
    - *SMARTDRIVE month review* (if at property)
    - Review of most Risky Operators
    - Top 3 collision routes (last month of each quarter)
    - Review of monies spent on monthly Vehicle Maintenance repairs
    - *Solutions for preventable collisions types*
    - *Injury Rate (US standard for Transportation/Trucking is = or < 4.40 per 200,000 hours worked.)*
    - *WC review by department*
    - *Solutions for injury types*
    - *Non-collision injury review by type*
    - *Injury worker graphic review (quarterly)*
- *Relevant video review (with discussion)*
- *Review of any applicable Safety campaigns*
- *Review of any Corporate and/or local Safety bulletins*
- *Local Safety Investigation status updates*
- *On-deck Safety Department activities for the coming months*
- *CAPs/Hazards/Audit Findings/Health Check Review update (coming due in next 30 days and past due – **Must be last item reviewed**)*
- *It is best to have the SSC the same day/time each month to ensure attendance.*

5.0 PROCEDURES

5.1 Required Attendance

5.1.1 Required attendees include the GM, entire local Safety team, Operations Manager, Equipment Manager, HR manager, Field Supervisor Rep, Experienced Operator and Mechanic Reps (if Maintenance is under RATP Dev USA).

5.1.2 Optional attendees include a union and client representative, respectively.

5.2 SSC Deck Build and Minutes

The Site Safety Council slide deck is to be built by the local Safety Manager and his/her team. If the local Safety Manager is also the GM, a sufficiently experienced person may be tasked to complete the deck. **An agenda is required** for each SSC.

Typed minutes of each SSC are required to be distributed locally the week before the next month’s SSC and reviewed at the beginning of the next SSC.

Each SSC presentation, associated minutes, sign-in sheet, and agenda **are required** be sent to the appropriate Regional Safety Director and VP, Safety & Security with 5 business days after the SSC.

6.0 Quarterly Safety Reviews

The month after each quarter end, a *Quarterly Safety Report* is due to the appropriate Regional Safety Director and VP, Safety and Security. The report **must include** at a minimum:

- Safety Data
    - Total Collision rate (YTD vs pervious 2 yr. YTD)
    - Preventable Collision Rate ((YTD vs pervious 2 yr. YTD)
    - Non-preventable Collison Rate
    - Top 5 collision types
    - *Near misses per month (by type)*
    - *SMARTDRIVE review*
    - *Injury Rate*
    - *WC review by department*
- *Local Safety Investigation status with Root Cause*
- *Safety Projects in process*
- *Any relevant info going to SSOA (Rail only)*
- *Safety Promotion Awards*
- *Any Safety Training completed by local Safety Department completed in discussed quarter*
- *Next Quarter look-ahead*