



2024

EXECUTIVE SUMMARY STATEMENT

South Metro Area Regional Transit (SMART) mission of providing safe, reliable, and cost-effective transportation services to our customers. Safety and security are paramount to SMART, its employees, its vendors, its contractors, and to the customers it serves. Therefore, all SMART personnel, associated contractors, and vendors are responsible for promoting and ensuring the safety and security of all customers, employees, property, and the public through specific Safety Management Systems as outlined in this Public Transportation Agency Safety Plan.

All employees, vendors, and contractors of SMART are expected to accomplish their tasks safely, with the goal of always preventing, controlling, and minimizing undesired events, such as customer or employee injury, equipment or property damage, or degradation to system safety and security in any of the SMART transportation systems. Employees and our customers are SMART's most precious assets, and their safety and security are among SMART's greatest responsibilities. While the elimination of unsafe conditions and the prevention of accidents in SMART's transportation system and facilities are the responsibility of each employee, they are first and foremost the responsibility of SMART's leadership team. SMART's leadership team is responsible for developing programs to promote the safety and security of all employees and customers. SMART is fully committed to providing a safe and secure work environment, vehicles, systems, and facilities. The SMART leadership team will promote safety and security throughout the organization. The Transit Director, along with the management team, will be continually and directly involved in formulating, reviewing and revising safety and security policies, goals, and objectives. SMART's leadership team will provide the authority, support, and resources to establish and maintain high safety and security standards throughout the organization. To this end, the Transit Director approves the development, distribution, implementation, and administration of a comprehensive and integrated Public Transportation Agency Safety Plan.

Each SMART employee, vendor, and contractor is governed by the requirements and terms of these plans, and must conscientiously learn and follow prescribed safety and security rules and procedures. Each employee must operate safely, use equipment, tools and materials properly, and be trained in the work rules and procedures for his/her area of responsibility, including contingency plans for abnormal and emergency conditions. Each employee shall take an active part in the hazard identification and reporting process, as well as identifying and reporting suspicious packages, behavior, and other security threats. Management shall actively participate in a hazard/threat assessment and resolution process and shall receive the full cooperation and support of the Transit Director to prioritize safety and security.

The Public Transportation Agency Safety Plan is the governing document encompassing all of SMART's modes of transportation including fixed-route, demand response, and non-revenue operations. The document identifies tasks and requirements to be applied at all levels of SMART's organization using specific Safety Management System practices.

—
Dwight Brashear, Director/Accountable Executive

Date

Table of Contents

- 1. Purpose..... 6
- 2. Transit Agency Information..... 6
- 3. Plan Development, Approval, and Updates 6
- 4. Safety Performance Targets 8
- 5. Safety Management Policy Statement..... 9
 - 5.1 Policy Communication 9
 - 5.1.1 Organizational Chart..... 10
 - 5.2 Authorities, Accountabilities, and Responsibilities 11
 - 5.2.1 Transit Director/Accountable Executive 11
 - 5.2.2 Transit Training Supervisor/Chief Safety Officer (CSO)..... 11
 - 5.2.3 Agency Leadership and Executive Management 12
 - 5.2.4 Key Staff and Activities 13
 - 5.3 Employee Safety Reporting Program (ESRP)..... 13
- 6. Safety Risk Management (SRM) 15
 - 6.1 Safety Risk Management Process 15
 - 6.2 Safety Hazard Identification 15
 - 6.3 Safety Risk Assessment 17
 - 6.4 Safety Risk Mitigation..... 17
- 7. Safety Assurance 19
 - 7.1 Safety Performance Monitoring and Measurement..... 19
 - 7.1.1 Accident Review Board..... 20
 - 7.1.2 SMART Safety Committee: 20
- 8. Safety Promotion..... 22
 - 8.1 Competencies and Training..... 22
 - 8.2 Safety Communication 22
- 9. Exhibits 24
 - 9.1 SMART Safety Committee Roster (October 2024) 24
 - 9.2 Safety Risk Matrix..... 25

1. Purpose

The purpose of the PTASP is to set forth the requirements for identifying, evaluating, and minimizing safety risks throughout all elements of SMART including the relationships and responsibilities with city departments and other organizations and agencies which affect transit system safety. The PTASP is the blueprint for SMART’s efforts in strengthening its overall safety management and its goal of continuous improvement in safety performance using Safety Management Systems (SMS) methods.

2. Transit Agency Information

South Metro Area Regional Transit (SMART) is owned and operated by the City of Wilsonville, Oregon and is governed by the Wilsonville City Council. The department is supported by a Wilsonville payroll tax and by State and Federal grant funding, including Federal Transit Administration (FTA) Section 5307, 5310, and 5339 funding. SMART does not provide services on behalf of other agencies or entities.

SMART operates 32 active buses as of October 2024. The number of buses in SMART’s fleet is determined by the projected annual bus schedule requirements with additional spares, to account for buses in maintenance and inspection, or awaiting repair. The average age of the active bus fleet was nine (9) years as of October 2024.

City of Wilsonville’s Fleet Services maintains all SMART vehicles, equipment, and facilities and performs routine maintenance in accordance with manufacturers’ manuals, codes, standards, and established procedures. The overall philosophy is to maintain a level of readiness that will ensure safe, efficient, and reliable public transit for the City of Wilsonville.

Agency Address:	Administrative Office and Fleet Services 28879 Boberg Road, Wilsonville, OR, 97070	
Accountable Executive:	Dwight Brashear, Transit Director	
Chief Safety Officer:	Robin Fryer, Training Supervisor	
Service Type:	Hours of Service:	Type of Funding:
Fixed-Route Bus	5:00 AM – 9:00 PM, M-F 8:30 AM – 6:00 PM, Saturday	5307
Paratransit & Demand Response	5:00 AM – 9:00 PM, M-F	5307, 5310

3. Plan Development, Approval, and Updates

Name of Person Who Drafted This Plan:	Brad Dillingham, Operations Manager	
Signature by the Accountable Executive:	Signature of Accountable Executive:	Date of Signature:

Approval by the Wilsonville City Council:	Wilsonville City Council (Resolution Number)	Date of Approval:
	Relevant Documentation (Title and Location)	

Version Number:	Reason for Change:	Date Issued:
2020	New Document	6-15-2020
2022	Update	12-19-2022
2023	Update	12-4-2023
2024	Update	11-18-2024

The PTASP analysis, review, revision, and publication process is the responsibility of the Chief Safety Officer (CSO). The Transit Director is responsible for the control and update of the PTASP. Input for these annual reviews is requested from all SMART managers, the Assistant City Manager, City Manager, the agency safety committee, and other regulatory agencies. SMART will evaluate the Plan in October of each year. Once an update to the plan is drafted, it is reviewed and approved by the safety committee, followed by City Council.

4. Safety Performance Targets

Annual Safety Performance Targets <i>Based on the safety performance measures established under the National Public Transportation Safety Plan.</i> Vehicle Revenue Miles (VRM) based on 2022 NTD Data							
Mode of Service	Fatalities (total)	Fatalities (per 100k VRM)	Injuries (total)	Injuries (per 100k VRM)	Safety Events (total)	Safety Events (per 100k VRM)	System Reliability (VRM / failures)
Fixed-Route Bus	0	0	0	0	1	0.20	0
Paratransit & Demand Response	0	0	0	0	1	1.21	0

Safety Performance Target Coordination		
Coordination with the State and Metropolitan Planning Organization (MPO) in the selection of State and MPO safety performance targets.		
SMART coordinates with Oregon Department of Transportation (ODOT) and Metro, Portland's MPO, to establish and maintain safety performance targets.		
Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
	Oregon Department of Transportation	September 2024
Targets Transmitted to the Metropolitan Planning Organization(s)	Metropolitan Planning Organization	Date
	Oregon Metro	September 2024

5. Safety Management Policy Statement

South Metro Area Regional Transit (SMART) is committed to providing safe, secure, clean, reliable, and efficient transportation services to its patrons. This policy statement serves to express management's commitment to and involvement in providing and maintaining a safe and secure transit system using Safety Management Systems (SMS) as its foundation. In the interest of safety and security, SMART has developed and adopted this Public Transit Agency Safety Plan (PTASP and also referred to as 'the Plan'). The Plan is intended to document all policies, functions, responsibilities, etc., of the agency necessary to achieve a high degree of system safety and applies to all areas of the transportation system, including procurement, administration, operations, maintenance, etc.

SMART management is responsible for maintaining a coordinated safety system in order to identify and prevent unsafe acts and conditions that present a potential danger or threat to public safety. Management has responsibility for maintaining and implementing the Plan and complying with the policies, procedures, and standards included in this document. All departments, personnel, and contract service operators are charged with the responsibility of adhering to this Plan. Any violation of safety and security practices is subject to appropriate administrative action. Management is ultimately responsible for enforcing the Plan, ensuring resources are available to sustain the Plan and maintaining a safe and secure system.

The goals of the Plan are to ensure the safety and security of SMART customers, employees, first responders to incidents, the public, equipment, and infrastructure throughout the life of the system.

Plan objectives are to define safety-related activities, management controls, and to plan and establish a process for monitoring and ensuring safety in accordance with SMART's Mission Statement and values.

The purpose of these goals and objectives is to minimize the exposure of the public, personnel, and SMART property to hazards and unsafe conditions; and to ensure that no single point of failure of a system or equipment results in an unsafe condition. These goals and objectives are reflected in the planning, design, construction, operation, and maintenance of the system. The goals and objectives are accomplished through the performance of the following functions:

- Safety, fire protection, and emergency management considerations are incorporated into all design and specification development and design reviews for the system;
- Hazards associated with SMART's system are identified, assessed, and then eliminated or minimized to attain an acceptable level of risk;
- A safety culture is instilled throughout SMART that emphasizes preventive measures over corrective measures to eliminate unsafe conditions;
- All managers, supervisors, and employees comply with Federal and State OSHA Standards, local codes, and environmental regulations.

Dwight Brashear, Director/Accountable Executive

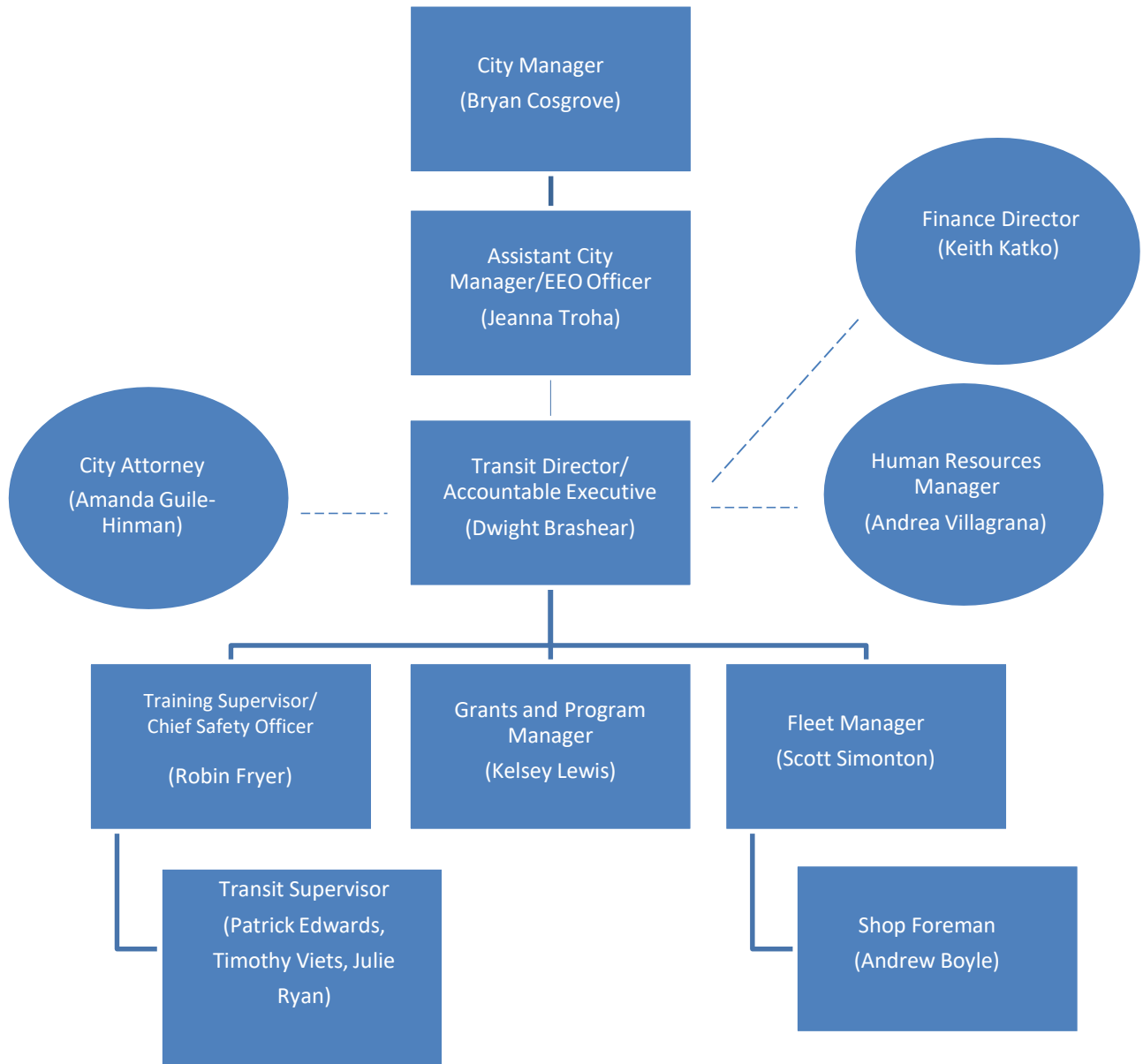
Date

5.1 Policy Communication

This PTASP is updated on an annual basis, but modifications may happen at any time during the year. If a change is made to the Plan, SMART notifies all staff through daily communication methods, posted

memos, and daily posted notifications. Depending on the significance of the change, immediate training may take place or be incorporated into the annual training curriculum.

5.1.1 Organizational Chart



5.2 Authorities, Accountabilities, and Responsibilities

5.2.1 Transit Director/Accountable Executive

The Transit Director plans, coordinates, directs, and supervises public transportation system operations and fleet maintenance. Responsibilities include long-range planning and goal setting within the department; implementation of department strategies and the Transit Master Plan; and recommending and implementing SMART policies. The Transit Director manages the budgetary aspects of the Transit department.

The Transit Director has specific responsibilities for the management, oversight, and delegation of system safety, hazard management, occupational safety and health, accident and incident investigation, oversight of construction safety, safety and security certification, environmental management, safety training, and monitoring the effectiveness (internal safety review) of the implementation of the PTASP. The Transit Director has delegated the CSO with the responsibility for establishing and implementing policies, procedures, and programs to ensure that SMART is effectively implementing its responsibilities under the PTASP. The Transit Director has delegated the CSO to collaboratively implement employee safety, industrial safety, and occupational safety training aspects of the PTASP. The Transit Director has delegated to the CSO the responsibility of overseeing all related aspects of the PTASP including the bus operations, bus maintenance, and safety programs for pedestrians and cyclists.

The Transit Director serves as SMART's Accountable Executive with the following authorities, accountabilities, and responsibilities under this plan:

- Controls and directs human and capital resources needed to develop and maintain the ASP and SMS.
- Designates an adequately trained Chief Safety Officer who is a direct report.
- Ensures that SMART's SMS is effectively implemented.
- Ensures action is taken to address substandard performance in CT's SMS.
- Assumes ultimate responsibility for carrying out CT's ASP and SMS. • Maintains responsibility for carrying out the agency's Transit Asset Management Plan.

5.2.2 Transit Training Supervisor/Chief Safety Officer (CSO)

The Training Supervisor oversees the day-to-day implementation of SMART's transportation safety and training programs and is designated as the CSO and ensures SMS oversight. All transit drivers and dispatchers report to this position either directly or indirectly. The Training Supervisor oversees the Employee Safety Reporting Program (ESRP) and chairs the SMART Safety Committee.

The Accountable Executive designates the Training Supervisor as SMART's Chief Safety Officer. The Chief Safety Officer has the following authorities, accountabilities, and responsibilities under this plan:

- Develops SMART's ASP and SMS policies and procedures.
- Ensures and oversees day-to-day implementation and operation of SMART's SMS.
- Manages SMART's ESRP.
- Chairs the SMART Safety Committee
 - Coordinates the activities of the committee;
 - Establishes and maintains SMART's Safety Risk Register and Safety Event Log to monitor and analyze trends in hazards, occurrences, incidents, and accidents; and
 - Maintains and distributes minutes of committee meetings.
- Advises the Accountable Executive on SMS progress and status.
- Identifies substandard performance in SMART's SMS and develops action plans for approval by the Accountable Executive.
- Ensures SMART policies are consistent with SMART's safety objectives.
- Provides Safety Risk Management (SRM) expertise and support for other SMART personnel who conduct and oversee Safety Assurance activities.

5.2.3 Agency Leadership and Executive Management

Agency Leadership and Executive Management also have authorities and responsibilities for day-to-day SMS implementation and operation of SMART's SMS under this plan. SMART Agency Leadership and Executive Management include:

- Grants and Programs Manager
- Fleet Manager

SMART Leadership and Executive Management personnel have the following authorities, accountabilities, and responsibilities:

- Participate as members of SMART's Safety Committee
- Complete training on SMS and SMART's ASP elements.
- Oversee day-to-day operations of their divisions and workgroups and report safety concerns to the CSO.
- Modify policies in their divisions and workgroups to be consistent with implementation of the SMS, as necessary.
- Provide subject matter expertise to support implementation of the SMS as requested by the Accountable Executive or the Chief Safety Officer, including SRM activities, investigation of safety events, development of safety risk mitigations, and monitoring of mitigation

effectiveness.

5.2.4 Key Staff and Activities

SMART uses the SMART Safety Committee, as well as the semi-annual All-Staff Meetings, to support its SMS and safety programs:

- SMART Safety Committee: See Section 7.1.2.
- Semi-annual All-Staff Meetings: Hazard reports and mitigations will be shared, safety topics will be brought up for open discussion, further feedback solicited, and hazard self-reporting further encouraged. The information discussed in these meetings will be documented.

5.3 Employee Safety Reporting Program (ESRP)

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

- Report conditions directly to the dispatcher, who will add them to the daily Operations Log.
- Report conditions anonymously via the suggestion box, a locked comment box in the driver area.
- Report conditions through email to SMART@rideSMART.com.
- Report conditions directly to any supervisor, manager, or director.

Examples of information typically reported include:

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

The CSO reviews the dispatch daily Operations Log daily and checks the suggestion box on a weekly basis. Incidents and Accidents are reviewed as they occur. All Safety conditions are documented in the Safety Risk Register to be reviewed by the SMART Safety Committee. SMART's CSO, supported by the Safety Committee, will review and address each employee report, ensuring that hazards and their consequences are appropriately identified and resolved through SMART's Safety Risk Management process and that reported deficiencies and non-compliance with rules or procedures are managed through SMART's Safety Assurance process. SMART's CSO discusses actions taken to address reported safety conditions during the

biennial All-Staff Meetings.

Additionally, if the reporting employee provided his or her name during the reporting process, the CSO, or designee follows up directly with the employee when SMART determines whether to take action and after any mitigations are implemented.

SMART encourages participation in the ESRP by protecting employees that report safety conditions in good faith. However, SMART may take disciplinary action if the report involves any of the following:

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

Each observation is considered credible unless through assessment and investigation it is found not to be a risk. Employees are encouraged to report suspicious, or unsafe conditions to their immediate supervisor but also may report directly to the CSO.

6. Safety Risk Management (SRM)

6.1 Safety Risk Management Process

SMART uses the SRM process as a primary method to ensure the safety of our operations, passengers, employees, vehicles, and facilities. It is a process whereby hazards and their consequences are identified, assessed for potential safety risk, and resolved in a manner acceptable to SMART's leadership. SMART's SRM process allows us to carefully examine what could cause harm and determine whether we have taken sufficient precautions to minimize the harm, or if further mitigations are necessary.

SMART's Chief Safety Officer leads SMART's SRM process, working with SMART's Safety Committee to identify hazards and consequences, assess safety risks of potential consequences, and mitigate safety risks. The results of SMART's SRM process are documented in our Safety Risk Register and reference materials.

SMART's SRM process applies to all elements of our system including our operations and maintenance; facilities and vehicles; and personnel recruitment, training, and supervision.

In carrying out the SRM process, SMART uses the following terms:

- **Event** – Any accident, incident, or occurrence.
- **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 belonging to SMART; or damage to the environment.
- **Risk** – Composite of predicted severity and likelihood of the potential effect of a hazard.
- **Risk Mitigation** – Method(s) to eliminate or reduce the effects of hazards.
- **Consequence** – An effect of a hazard involving injury, illness, death, or damage to SMART property or the environment.

6.2 Safety Hazard Identification

The safety hazard identification process offers SMART the ability to identify hazards and potential consequences in the operation and maintenance of our system. Hazards can be identified through a variety of sources, including:

- ESRP;
- Review of vehicle camera footage;
- Review of monthly performance data and safety performance targets;
- Observations from supervisors;
- Maintenance reports;
- Comments from customers, passengers, and third parties, including SMART's transit insurance pool and vendors;

- SMART Safety Committee, Drivers', and All-Staff Meetings;
- Results of audits and inspections of vehicles and facilities;
- Results of training assessments;
- Investigations into safety events, incidents, and occurrences; and
- Federal Transit Administration (FTA) and other oversight authorities (mandatory information source).

When a safety concern is observed by SMART's management or supervisory personnel, whatever the source, it is reported to SMART's Chief Safety Officer. Procedures for reporting hazards to SMART's Chief Safety Officer are reviewed during All-Staff Meetings and in the Safety Committee. SMART's Chief Safety Officer also receives employee reports from the ESRP, customer comments related to safety, and the dispatch daily Operations Log. SMART's Chief Safety Officer reviews these sources for hazards and documents them in SMART's Safety Risk Register.

SMART's Chief Safety Officer also may enter hazards into the Safety Risk Register based on their review of SMART's operations and maintenance, the results of audits and observations, and information received from FTA and other oversight authorities, as well as the National Transportation Safety Board.

SMART's Chief Safety Officer may conduct further analyses of hazards and consequences entered into the Safety Risk Register to collect information and identify additional consequences and to inform which hazards should be prioritized for safety risk assessment. In following up on identified hazards, SMART's Chief Safety Officer, or its delegates may:

- Reach out to the reporting party, if available, to gather all known information about the reported hazard;
- Conduct a walkthrough of the affected area, assessing the possible hazardous condition, generating visual documentation (photographs and/or video), and taking any measurements deemed necessary;
- Conduct interviews with employees in the area to gather potentially relevant information on the reported hazard;
- Review any documentation associated with the hazard (records, reports, procedures, inspections, technical documents, etc.);
- Contact other departments that may have association with or technical knowledge relevant to the reported hazard;
- Review any past reported hazards of a similar nature; and
- Evaluate tasks and/or processes associated with the reported hazard.

SMART's Chief Safety Officer will then prepare an agenda to discuss identified hazards and consequences with the Safety Committee. This agenda may include additional background on the hazards and consequences, such as the results of trend analyses, vehicle camera footage, vendor documentation, reports and observations, or information supplied by FTA or other oversight authorities. Any identified hazard that poses a real and immediate threat to life, property, or the environment must immediately be brought to the attention of the Accountable Executive and addressed through the SRM process (with or without the full Safety Committee) for safety risk assessment and mitigation. This

means that the Chief Safety Officer believes immediate intervention is necessary to preserve life, prevent major property destruction, or avoid harm to the environment that would constitute a violation of Environmental Protection Agency or Oregon environmental protection standards. Otherwise, the Safety Committee will prioritize hazards for further SRM activity.

6.3 Safety Risk Assessment

SMART assesses safety risk associated with identified safety hazards using its safety risk assessment process. This includes an assessment of the likelihood and severity of the consequences of hazards, including existing mitigations, and prioritizing hazards based on safety risk.

The Chief Safety Officer and Safety Committee assess prioritized hazards using SMART's Safety Risk Matrix (Section 9.2). This matrix expresses assessed risk as a combination of one severity category and one likelihood level, also referred to as a hazard rating. For example, a risk may be assessed as "1A" or the combination of a Catastrophic (1) severity category and a Frequent (A) probability level.

This matrix also categorizes combined risks into levels, High, Medium, or Low, based on the likelihood of occurrence and severity of the outcome. For purposes of accepting risk:

- "High" hazard ratings will be considered unacceptable and require action from SMART to mitigate the safety risk,
- "Medium" hazard ratings will be considered undesirable and require SMART's Safety Committee to make a decision regarding their acceptability, and
- "Low" hazard ratings may be accepted by the Chief Safety Officer without additional review.

Using a categorization of High, Medium, or Low allows for hazards to be prioritized for mitigation based on their associated safety risk.

The Chief Safety Officer schedules safety risk assessment activities on the Safety Committee agenda and prepares a Safety Risk Assessment Package. This package is distributed at least one week in advance of the Safety Committee meeting. During the meeting, the Chief Safety Officer reviews the hazard and its consequence(s) and reviews available information distributed in the Safety Risk Assessment Package on severity and likelihood. The Chief Safety Officer may request support from members of the Safety Committee in obtaining additional information to support the safety risk assessment.

Once sufficient information has been obtained, the Chief Safety Officer will facilitate the completion of relevant sections of the Safety Risk Register, using the SMART Safety Risk Matrix, with the Safety Committee. The Chief Safety Officer will document the Safety Committee's safety risk assessment, including hazard rating and mitigation options for each assessed safety hazard in the Safety Risk Register. The Chief Safety Officer will maintain on file Safety Committee agendas, Safety Risk Assessment Packages, additional information collection, and completed Safety Risk Register sections for a period of three years from the date of generation.

6.4 Safety Risk Mitigation

SMART's Accountable Executive and Chief Safety Officer review current methods of safety risk

mitigation and establish methods or procedures to mitigate or eliminate safety risk associated with specific hazards based on recommendations from the Safety Committee. SMART can reduce safety risk by reducing the likelihood and/or severity of potential consequences of hazards.

Prioritization of safety risk mitigations is based on the results of safety risk assessments. SMART's Chief Safety Officer tracks and updates safety risk mitigation information in the Safety Risk Register and makes the Register available to the Safety Committee during meetings and to SMART staff upon request. In the Safety Risk Register, SMART's Chief Safety Officer will also document any specific measures or activities, such as reviews, observations, or audits, that will be conducted to monitor the effectiveness of mitigations once implemented.

7. Safety Assurance

Through our Safety Assurance process, SMART:

- Evaluates our compliance with operations and maintenance procedures to determine whether our existing rules and procedures are sufficient to control our safety risk;
- Assesses the effectiveness of safety risk mitigations to make sure the mitigations are appropriate and are implemented as intended;
- Investigates safety events to identify causal factors; and
- Analyzes information from safety reporting, including data about safety failures, defects, or conditions.

7.1 Safety Performance Monitoring and Measurement

SMART has many processes in place to monitor its entire transit system for compliance with operations and maintenance procedures, including:

- Safety audits and assessments,
- Informal inspections,
- ESRP,
- Investigation of safety occurrences,
- Daily data gathering and monitoring of data related to the delivery of service, and
- Regular vehicle inspections and preventative maintenance.

Results from the above processes are compared against recent performance trends quarterly and annually by the Chief Safety Officer to determine where action needs to be taken. The Chief Safety Officer enters any identified non-compliant or ineffective activities, including mitigations, back into the SRM process for reevaluation by the Safety Committee.

SMART monitors safety risk mitigations to determine if they have been implemented and are effective, appropriate, and working as intended. The Chief Safety Officer maintains a list of safety risk mitigations in the Safety Risk Register. The mechanism for monitoring safety risk mitigations varies depending on the mitigation.

The Chief Safety Officer establishes one or more mechanisms for monitoring safety risk mitigations as part of the mitigation implementation process and assigns monitoring activities to the appropriate director, manager, or supervisor. These monitoring mechanisms may include tracking a specific metric on daily, weekly, or monthly logs or reports; conducting job performance observations; or other activities. The Chief Safety Officer will endeavor to make use of existing SMART processes and activities before assigning new information collection activities.

SMART's Chief Safety Officer and Safety Committee review the performance of individual safety risk

mitigations during SMART Safety Committee meetings, based on the reporting schedule determined for each mitigation, and determine if a specific safety risk mitigation is not implemented or performing as intended. If the mitigation is not implemented or performing as intended, the Safety Committee will propose a course of action to modify the mitigation or take other action to manage the safety risk. The Chief Safety Officer will approve or modify this proposed course of action and oversee its execution. SMART's Chief Safety Officer and Safety Committee also monitor SMART's operations on a large scale to identify mitigations that may be ineffective, inappropriate, or not implemented as intended by:

- Reviewing results from accident, incident, and occurrence investigations;
- Monitoring employee safety reporting;
- Reviewing results of internal safety audits and inspections; and
- Analyzing operational and safety data to identify emerging safety concerns.

The Chief Safety Officer works with the Safety Committee and Accountable Executive to carry out and document all monitoring activities.

The Chief Safety Officer and Safety Committee routinely review safety data captured in employee safety reports, safety meeting minutes, customer complaints, and other safety communication channels. When necessary, the Chief Safety Officer and Safety Committee ensure that the concerns are investigated or analyzed through SMART's SRM process. The Chief Safety Officer and Safety Committee also review internal and external reviews, including audits and assessments, with findings concerning SMART's safety performance, compliance with operations and maintenance procedures, or the effectiveness of safety risk mitigations.

7.1.1 Accident Review Board

SMART maintains an Accident Review Board for conducting 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.

SMART's Accident Review Board consists of five members that represent equally management and the union, and these positions are held by both employees of operations and maintenance. The Chief Safety Officer chairs the board. SMART's Accident Review Board determines whether:

- The accident was preventable or non-preventable;
- Personnel require retraining;
- The causal factor(s) indicate(s) that a safety hazard contributed to or was present during the event; and
- The accident appears to involve underlying organizational causal factors beyond just individual employee behavior.

7.1.2 SMART Safety Committee:

The SMART Safety Committee consists of an equal number of management representatives (4) and frontline employee representatives (4), selected by the labor organization representing the plurality of the frontline transit workforce employed by the City of Wilsonville (SEIU).

In general, the committee meets quarterly. Committee members serve two-year terms to maintain a stable process in reviewing safety data, creating performance targets, and plan approval.

Any safety hazards reported will be jointly evaluated by the SMART Safety Committee and the Chief Safety Officer during the quarterly meeting.

The Safety Committee will establish performance targets for the risk reduction program to improve safety by reducing the number and rates of accidents, injuries, and assaults on transit workers based on data submitted to the national transit database (NTD). Based on NTD data, the committee will work to reduce vehicular and pedestrian accidents involving buses that includes measures to reduce visibility impairments for bus operators that contribute to accidents, including retrofits to buses in revenue service and specifications for future procurements that reduce visibility impairments. The committee will also work to mitigate assaults on transit workers, including the deployment of assault mitigation infrastructure and technology on buses, including barriers to restrict the unwanted entry of individuals and objects into the workstations of bus operators when a risk analysis performed by the Safety Committee determines that such barriers or other measures would reduce assaults on transit workers and injuries to transit workers.

8. Safety Promotion

8.1 Competencies and Training

SMART's comprehensive safety training program applies to all SMART employees directly responsible for safety, including:

- Bus vehicle operators,
- Dispatchers,
- Maintenance technicians, and
- Managers and supervisors.

SMART dedicates resources to conduct a comprehensive safety training program, as well as training on SMS roles and responsibilities. The scope of the safety training, including annual refresher training, is appropriate to each employee's individual safety-related job responsibilities and their role in the SMS. Basic training requirements for SMART employees, including frequencies and refresher training, are documented in SMART's Training Program. Safety-related skill training includes the following:

- New-hire bus vehicle operator classroom and hands-on skill training,
- Bus vehicle operator refresher training,
- Bus vehicle operator retraining (recertification or return to work),
- Classroom and on-the-job training for dispatchers,
- Classroom and on-the-job training for operations supervisors and managers, and
- Accident investigation training for operations supervisors and managers.

Vehicle maintenance safety-related skill training includes the following:

- Ongoing vehicle maintenance technician skill training,
- Ongoing skill training for vehicle maintenance supervisors,
- Accident investigation training for vehicle maintenance supervisors,
- Ongoing hazardous material training for vehicle maintenance technicians and supervisors, and
- Training provided by vendors.

8.2 Safety Communication

SMART's Chief Safety Officer and the Transit Director coordinate SMART's safety communication activities for the SMS. SMART's activities focus on the three categories of communication activity established in 49 CFR Part 673 (Part 673):

- **Communicating safety and safety performance information throughout the agency:** SMART communicates information on safety and safety performance through staff memos and during All-Staff Meetings. Information typically conveyed during these meetings includes safety performance statistics, lessons learned from recent occurrences, upcoming events that may

impact SMART's service or safety performance, and updates regarding SMS implementation. SMART also requests information from drivers during these meetings, which is recorded in meeting minutes. Finally, SMART's Training Supervisor posts safety bulletins and flyers within the driver area, advertising safety messages and promoting awareness of safety issues.

- **Communicating information on hazards and safety risks relevant to employees' roles and responsibilities throughout the agency:** As part of new-hire training, SMART distributes safety policies and procedures to all employees. SMART provides training on these policies and procedures and discusses them during safety talks between supervisors and bus operators and vehicle technicians. For newly emerging issues or safety events at the agency, SMART's Chief Safety Officer issues bulletins or messages to employees that are reinforced by supervisors in one-on-one or group discussions with employees.
- **Informing employees of safety actions taken in response to reports submitted through the ESRP:** SMART provides targeted communications to inform employees of safety actions taken in response to reports submitted through the ESRP, including handouts and flyers, safety talks, updates to bulletin boards, and one-on-one discussions between employees and supervisors.

9. Exhibits

9.1 SMART Safety Committee Roster (October 2024)

Employee Name	Position	Representative
Vince Espinosa	Driver	SEIU Representative
Karen Kovalik	Driver	SEIU Representative
Jeanette Patton	Dispatcher	SEIU Representative
Katherine Serrano	Driver	SEIU Representative
Brad Dillingham	Operations Manager	City Representative
Robin Fryer	Training Supervisor	City Representative
Scott Simonton	Fleet Services Manager	City Representative
Andrea Villagrana	Human Resources Manager	City Representative

9.2 Safety Risk Matrix

Likelihood of Occurrence of the Consequence					
<i>Qualitative Definition</i>	<i>Meaning:</i>	<i>Value</i>			
Frequent	Likely to Occur Frequently ($>10^{-1}$)	A			
Probable	Likely to Occur Several Times ($<10^{-1}$ but $>10^{-3}$)	B			
Occasional	Likely to Occur Sometime ($<10^{-3}$ but $>10^{-6}$)	C			
Remote	Very Unlikely to Occur ($<10^{-6}$ but $>10^{-8}$)	D			
Improbable	It is almost inconceivable that the event will occur ($<10^{-8}$)	E			
Severity of the Consequence					
<i>Definition Category</i>	<i>Meaning</i>	<i>Value</i>			
Catastrophic	Could result in one or more of the following: death, permanent total disability, irreversible significant environmental impact or monetary loss equal to or exceeding \$10M.	1			
Critical	Could result in one or more of the following: permanent partial disability, injuries or occupational illness that may result in hospitalization of at least three personnel, significant reversible environmental impact, or monetary loss equal to or exceeding \$1M but less than \$10M.	2			
Marginal	Could result in one or more of the following: injury or occupational illness resulting in one or more lost workday(s), reversible moderate environmental impact, or monetary loss equal to or exceeding \$100K but less than \$1M.	3			
Negligible	Could result in one or more of the following: injury or occupational illness not resulting in a lost workday, minimal environmental impact, or monetary loss less than \$100K.	4			
Risk Assessment Matrix					
<i>Likelihood</i>	<i>Severity</i>				
	1 (Catastrophic)	2 (Critical)	3 (Marginal)	4 (Negligible)	
A (Frequent)	1A	2A	3A	4A	
B (Probable)	1B	2B	3B	4B	
C (Occasional)	1C	2C	3C	4C	
D (Remote)	1D	2D	3D	4D	
E (Improbable)	1E	2E	3E	4E	
Risk Assessment Matrix Color Code					
<i>"Tolerability" is based on identified severity and likelihood.</i>					
	Unacceptable under the existing		Acceptable based upon mitigations.		Acceptable with senior management

	circumstances.				approval.
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