Public Transportation Agency Safety Plan

Link Transit System

City of Burlington, NC

July 2020

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Section 1. Transit Agency Information

General Information

Link Transit System

Burlington NC 27215

(336) 222-5465

linktransit.org

Accountable Executive & Chief Safety Officer:

Link Transit Manager

Modes of Service: Fixed Route Bus; Paratransit

FTA Funding Sources: FTA Sections 5307 & 5339

Modes of Contracted Service:

☒Fixed Route Bus ☐Intercity Bus ☐Bus Rapid Transit

☐Demand Response ☒Complimentary Paratransit

☐Link Transit does not provide transit services on behalf of another transit agency or entity.

☒Contracted Service Provider provides fixed route transit service and complimentary paratransit service on behalf of Link Transit System for the City of Burlington NC.

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

Section 2. Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	Link Transit System	
Signature by the Accountable Executive	**Signature of Accountable Executive**	**Date of Signature**
		9/5/2021
Approval by the Board of Directors or an Equivalent Authority	**Name of Individual/Entity That Approved This Plan**	**Date of Approval**
	City of Burlington City Council	**7/21/2020**
	Relevant Documentation (title and location)	
	Burlington City Council Meeting __7/21/2020_____	
Certification of Compliance	**Name of Individual/Entity That Certified This Plan**	**Date of Certification**
	North Carolina Department of Transportation	
	Relevant Documentation (title and location)	

Version Number and Updates

Record the complete history of successive versions of this plan.

Version Number	Section/Pages Affected	Reason for Change	Date Issued
1		New Document	

Annual Review and Update of the Public Transportation Agency Safety Plan

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

The Link Transit AE/CSO and Service Provider's General Manager will jointly review, update and implement changes annually no later than July 1st. The AE/CSO will approve any changes, sign the new ASP, then forward to the Burlington City Council for review and approval. Any necessary updates outside the annual update window will be

handled as a PTASP addendum and be incorporated in the body of the document. The PTASP updates will be shared with the MPO, NCDOT and FTA during Triennial Reviews.

Section 3. Safety Performance Targets

Safety Performance Targets

Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.

Mode of Transit Service	Fatalities	Fatalities (per 100k VRM)	Injuries	Injuries (per 100k VRM)	Safety Events	Safety Events (per 100k VRM)	System Reliability (failures/VRM)
Fixed Route Bus	0	0	5	2.2	7	3.11	56068
ADA/Paratransit	0	0	2	3.8	3	5.7	13113

Performance Measures (based on fiscal year):

- SAFETY PERFORMANCE MEASURE: FATALITIES (total number of reportable fatalities and rate per total vehicle revenue miles by mode)
  - Customers, employees and the public
    - Performance target: Maintain a fatality rate of 0 for both modes
- SAFETY PERFORMANCE MEASURE: INJURIES (total number of reportable injuries and rate per total vehicle revenue miles by mode)
  - Customers, employees and the public
    - Performance target: Reduce the number of injuries on fixed route bus to be under 5 per year and under 2 for paratransit services
- SAFETY PERFORMANCE MEASURE: SAFETY EVENTS (total number of reportable events and rate per total vehicle revenue miles by mode)
  - Combined above with reportable incidents for customers, employees and the public
    - Performance target: Reduce the number of safety events on fixed route bus to be under 7 per year and under 3 for paratransit services
- SAFETY PERFORMANCE MEASURE: SYSTEM RELIABILITY (mean distance between major mechanical failures by mode)
  - Relationship with TAM Plan – State of Good Repair (SGR) by mode
    - Performance target for fixed route bus
      - Maintain a system reliability of at least 56068 miles between major mechanical failures (25% of total VRM)
    - Fixed Route Bus VRM for FY2019: 224274
    - Performance target for paratransit
      - Maintain a system reliability of at least 13113 miles between major mechanical failures (25% of total VRM)

- Paratransit Bus VRM for FY2019: 52453
- Major mechanical failure definition
    - Mechanical issue where a vehicle is required to be towed from service and is out of service for 5 or more business days
    - FY2019: 0 meeting the above criteria
- Overall Performance target for both modes
    - In the event of a major mechanical failure, as defined above, the maximum response time from the moment a trouble call is received until a substitute vehicle arrives is not greater than 15 minutes.

Safety Performance Target Coordination *Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.*		
Link Transit shares safety performance targets with the Burlington-Graham Metropolitan Planning Organization (MPO) annually, after local review and approval, as part of our continued coordination of transit data. This data also includes Transit Asset Management Plan updates and anticipated capital replacement schedules.		
Targets Transmitted to the State	**State Entity Name**	**Date Targets Transmitted**
	NCDOT Public Transportation Division	
Targets Transmitted to the Metropolitan Planning Organization(s)	**Metropolitan Planning Organization Name**	**Date Targets Transmitted**
	Burlington-Graham MPO	3/23/2021

Section 4. Safety Management Policy

Safety Management Policy Statement

Link Transit strives to provide safe, reliable, comfortable, and innovative transportation options to every member of the community. The Public Transportation Agency Safety Plan (PTASP) has been developed to integrate safety into all Link Transit system operations. By using the procedures contained in the PTASP, Link Transit can continue to improve the safety and security of Link Transit's operation and services.

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

The Transit Manager and service contractor's managers and supervisors shall provide the continuing support necessary to achieve the PTASP objectives. A key to the success of this effort is for employees to be aware that they are accountable for safely performing the requirements of their position. The success of the program also depends on all employees actively identifying potential hazards and making a commitment to the safety of others.

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

Link Transit's commitment is to:

- **Support** the management of safety through the provision of appropriate resources that will result in an organizational culture that fosters safe practices, encourages effective employee safety reporting and communication, and actively manages safety with the same attention to results as the attention to the results of the other management systems of the organization;
- **Integrate** the management of safety among the primary responsibilities of all managers and employees;
- **Clearly define** for all staff, managers, and employees alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of Link Transit's safety management system;

- **Establish and operate** hazard identification and analysis, and safety risk evaluation activities--including an employee safety reporting program as a fundamental source for safety concerns and hazard identification--to eliminate or mitigate the safety risks of the consequences of hazards resulting from Link Transit operations or activities to a point which is consistent with an acceptable level of safety performance;

- **Ensure** that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures;

- **Comply** with, and wherever possible exceed, legislative and regulatory requirements and standards;

- **Ensure** that sufficient skilled and trained human resources are available to implement safety management processes;

- **Ensure** that all staff are provided with adequate and appropriate safety-related information and training, are competent in safety management matters, and are allocated only tasks commensurate with their skills;

- **Establish and measure** safety performance against realistic and data-driven safety performance indicators and safety performance targets;

- **Continually improve** safety performance through management processes that ensure that appropriate safety management action is taken and is effective; and

- **Ensure** externally supplied systems and services to support operations are delivered, meeting established safety performance standards.

Link Transit's Goals for Safety are established as follows:

- In collaboration with the Burlington-Graham Metropolitan Region, design, construct, test, and operate a transportation system that achieves an optimum level of safety, exceeding the safety performance of other transit systems of a similar size in the United States.

- Identify and evaluate, then eliminate or control hazards to employees, customers, and the public.

- Meet or exceed all government and industry occupational health and safety standards and practices.

- Maximize the safety of future operations by affecting the design and procurement processes.

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

- Integrate safety management and hazard control practices within the department

- Assign responsibilities for developing, updating, complying with, and enforcing safety policies, procedures, and requirements.
- Verify compliance with Link Transit safety policies, procedures, and requirements through performance evaluations, accident/incident trends, and internal audits.
- Investigate all accidents/incidents, including identifying and documenting the causes for the purpose of implementing corrective action to prevent a recurrence.
- Increase investigation and systematic documentation of near misses.
- Identify, analyze and resolve safety hazards in a timely manner.
- Minimize system modifications during the operational phase by establishing and utilizing safety controls at system design and procurement phases.
- Ensure that system modifications do not create new hazards.
- Train employees and supervisors on the safety components of their job functions.

Link Transit takes these commitments seriously as the lives of Link Transit riders, employees (including the service contractor's employees) and the general public depend on Link Transit's ability to operate in a culture of safety.

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Accountable Executive
9/5/2021

_____

Date

Safety Management Policy Communication

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

Service Contractor & City Employees: Link Transit is constantly evaluating existing policies and procedures to verify their effectiveness. To do this, Link Transit seeks input from all staff, including other city departments such as Human Resources/Safety, Fleet Management Services, and Finance/Risk Management, to determine if change is necessary based on trends, data analysis, operational changes or new assets. Several methods are used to communicate policy and/or procedure changes, including:

- Bulletin board notices
- Service Contractor/employee email notification
- Service Contractor/City departmental meetings

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

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

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

- Notice posted on vehicle and facilities including effective date and who to contact for more information
- Changes to digital rider guidance including schedules and ride guides as appropriate
- Public Meetings
- Social Media
- Rider Application (TransLoc)
- Any services impacted by policies changes will include outreach as required by Federal Guidance.

Authorities, Accountabilities, and Responsibilities

As mentioned in the Safety Policy Statement, the ultimate authority for the success of this PTASP falls to the Accountable Executive (AE)/Chief Safety Officer (CSO), the City and service contractor's

administration and management team, as well as employees fulfilling their commitment to safety on a day-to-day basis support the AE/CSO.

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

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

The Transit Manager is designated as the AE and has ultimate responsibility for carrying out the PTASP of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's PTASP, in accordance with 49 U.S.C §5329(d), and the agency's Transit Asset Management Plan in accordance with 49 U.S.C. §5326.

Chief Safety Officer (CSO): Due to the department's layout, Link Transit has concluded the AE also be designated as the CSO and the individual will manage the day to day adherence to this Plan. The AE/CSO will work closely with the service contractor's managers and supervisors to manage the day to day adherence to this plan. As AE/CSO, this individual will monitor safety and security throughout the organization including sub-contractors. Service contractor and other department employees have been notified of the AE/CSO's role and the established reporting requirements relating to safety-related matters. The AE/CSO has been adequately trained for this role and has the authority and responsibility for day-to-day implementation and operation of the Link Transit's SMS.

Link Transit's AE/CSO will be responsible for the following:

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

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

Accountable Executive

The Accountable Executive (AE) will work closely with the service contractor's manager/supervisor(s) to adjust the PTASP as needed based on staff feedback, trends, and data analysis. The AE is vested with the primary responsibility for the activities of the transit system and overall safety performance. The AE

fulfills these responsibilities by providing the resources necessary to achieve PTASP goals and objectives by exercising the approval authority for system modifications as warranted. The AE also sets the agenda and facilitates the cooperative decision making of the Leadership Council (management team).

Chief Safety Officer (CSO)

Since the AE is also the CSO for Link Transit, for purposes of managing the SMS and PTASP, the individual will determine strategy, policy, and goals for maintaining safety and security for passengers, employees, and the general public. The AE/CSO will monitor day to day operations and work with staff to identify and mitigate risk through evaluation, feedback, and data analysis.

Supervisors

The Service contractor's managers and supervisors are responsible for the safety performance of all personnel and equipment under their supervision. They are responsible for the initial investigation of all accidents and incidents, and for reporting these accidents and incidents to the AE/CSO. The AE/CSO will be responsible for reporting these incidents to Finance/Risk Management, Fleet Management and notify the Director of Transportation.

Employees

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

Key Staff

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

Link Staff and service contractor's staff will be involved with updates, modifications and implementation of the PTASP. Each staff member brings a valued perspective to the development of policies and procedures he or she will be expected to implement. Every opportunity will be given for employees and riders to provide input to increasing safety at Link Transit. Those opportunities include monthly safety meetings (more frequent as needed, annual employee meetings and training, department meetings, customer and employee surveys and an open-door policy with access to all management staff, including City of Burlington/Link Transit staff.

Employee Safety Reporting Program (ESRP)

As stated in the Safety Management Policy Statement, Link Transit is determined to provide a safe working environment for its employees, service contractor employees, riders and the general public. To ensure success, Link Transit has developed an ESRP to enable employees to report any risk or perceived risk to the AE/CSO, or a service contractor's manager and supervisors.

The ESRP allows each employee to report detailed information and observations whether they are a driver in service, maintenance staff, or other on-duty employee. This program dovetails with other

methods currently in place to proactively identify hazards or threats. Those methods include but are not limited to the following:

- Pre/Post Trip Inspections
- Preventive Maintenance Inspections
- Employee Evaluations
- Service Evaluation and Planning Program
- Training Program
- Rider and Public Complaint/Compliment Process
- Safety and Employee Meetings
- Incident/Accident Policies
- Email or written notification to AE/CSO or a service contractor's manager and supervisors

Hazard Reporting Process

Link Transit has developed a Hazard Report Form used to identify and provide information about hazards observed by Link Transit or service contractor employees while on-duty. The two-page form identifies vital information to assist employees in determining an action to mitigate the threat or hazard. This form is not meant to replace accident forms currently being used, but instead used in conjunction with the accident forms. It is proactive reporting method to identify a perceived threat or hazard, potentially endangering employees, riders or the general public. The form serves a dual role as an incident, illness, and near miss report. The form is attached to this plan.

Effective December 31, 2020 all Link Transit and service contractor employees will receive one hour (30 minutes for initial training (new & existing) and 30 minutes semi-annually during a monthly safety meeting/training) of training on the procedures associated with the Hazard Report Form and associated policies. The training will cover the following areas:

- Locations of blank Hazard Report Form
- When to use a Hazard Report Form
- Capturing critical information on the form
- Notification process depending on the hazard
- Proper assessment of the reported hazard
- Levels of likelihood of repeat
- Supervisor and AE/CSO role in completing the form
- Follow-up process to determine effectiveness of mitigation

The following process is used as part of the ESRP.

Immediate Action Required

If you have identified a hazard which you perceive to be a risk to yourself, fellow employees, passengers, or the public you must report it immediately to the on-duty supervisor. Once reported you must determine if immediate action is necessary to prevent additional risk. If so, communicate to supervisor before taking action if time allows. Once action has been taken to mitigate the potential harm to yourself, others or property advise a supervisor of the results of your actions. Once you are able, complete an Incident Report with complete information and give to supervisor on-duty.

Delayed Action Required

Once a hazard has been identified, the Link Transit or service contractor's employee should assess if the hazard requires immediate action to reduce the risk or if delayed action can be taken. If the employee determines delayed action is appropriate a full report must be completed using the Hazard Report Form and submitted to the on-duty supervisor.

Role of Supervisor

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

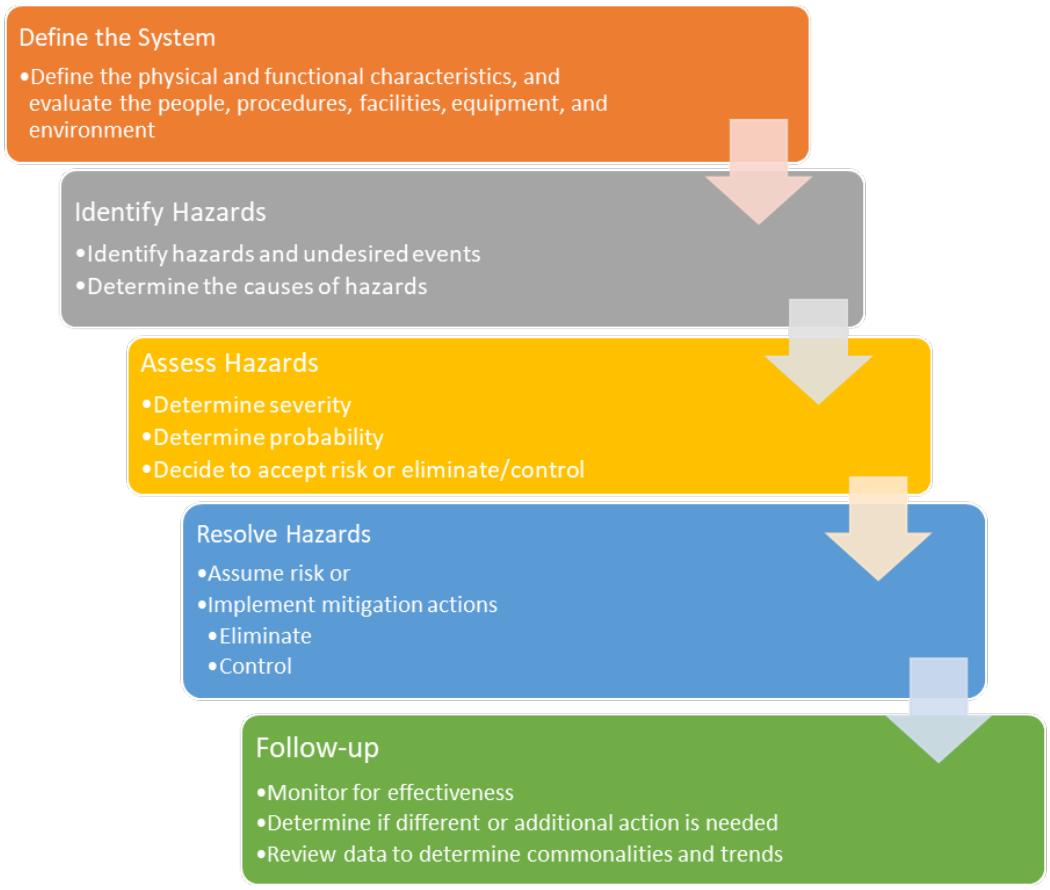
The AE/CSO is responsible for determining the status of each hazard reported. In some cases hazards may be identified and are not able to be resolved but actions are taken to reduce the risk of the hazard. It is Link Transit's goal to eliminate all identified hazards if possible. Some hazards may require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

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

Link Transit's Responsibility

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

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



Section 5. Safety Risk Management

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

Safety Hazard Identification:

Hazard and security threats are identified through different methods of monitoring the system. This includes system, employee and asset assessments conducted daily and on incremental basis. Additionally, Link Transit communicates with peers across the state, FTA and NCDOT to identify common hazards impacting multiple systems. Link Transit and the service contractor conduct the following routine and random evaluations of the system in the following departments:

Personnel

Each Link Transit and service contractor's employees are evaluated annually to ensure they are performing their job to the expectations of the Agency. As part of their orientation process the employee is provided training and tools to perform their job while not receiving permanent status until

6 months (Link Transit) or 90 days (Service Contractor) of employment is completed. During the 6 month (Link Transit) or 90-day (Service Contractor) period, the employee is evaluated to determine if they are properly prepared to perform their job.

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

Assets

Rolling stock, facilities and equipment are monitored through a vigorous preventive maintenance plan aimed at identifying hazards and deficiencies as part of daily and scheduled inspections. The service contractor operations and maintenance departments coordinate the preventive maintenance program including Daily Vehicle Inspection Reports (DVIR), incremental and annual inspections.

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

System

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

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

Hazard Identification Procedure

Any employee seeing something through inspection or observation they deem to be a hazard are instructed to immediately report that hazard to the immediate supervisor regardless of the perceived level of threat. Depending on the situation, either the immediate supervisor or the employee will complete a Hazard Report Form and submit it to the service contractor's manager. The service contractor's manager will share the Hazard Report Form with the AE/CSO within one (1) week of the date of completion.

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

In some cases, a passenger or member of the general public may call Link Transit with a complaint about a front-line employee (including service contractor employee(s)), which may rise to the level of

hazardous behavior or actions. Link Transit and the service contractor currently document all customer complaints/compliments and takes appropriate action to investigate any complaints. Complaints deemed hazardous will trigger immediate action by on-duty supervisors.

Hazard Report Forms will be located on all vehicles along with standard safety kits for accident and incident reporting, with all Customer Service Representatives (CSR)'s, Dispatch, Operations, and Maintenance Departments. A copy of the form is attached to this plan.

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

49 CFR part 673.5

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

Safety Risk Assessment

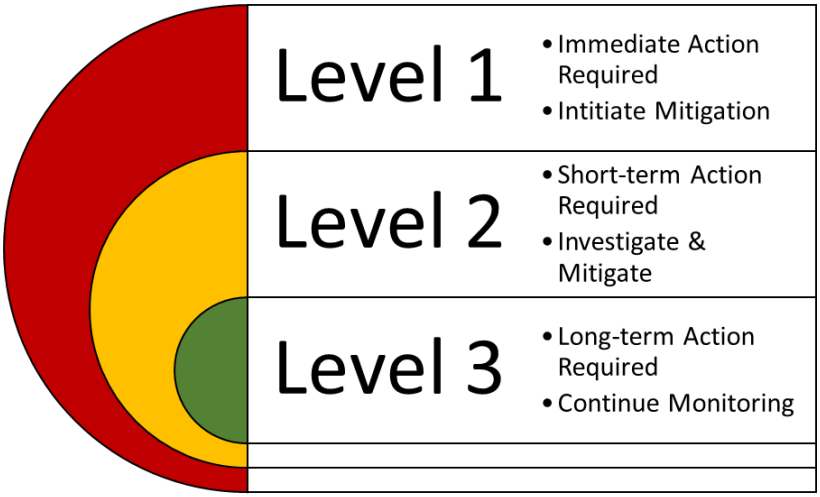
All Link Transit and service contractor's staff have been provided with training appropriate for their positions within the organization. Link Transit expects its employees to respond to hazards or threats with professional judgement as sometimes there might not be time to contact a supervisor to prevent an emergency event. In cases where the hazard can be reported without immediate risk, the employee will make an initial assessment of the risk as part of their report.

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

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

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

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



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

Link Transit and the service contractor's staff, especially the managers and supervisors, will conduct an investigation and assessment of all safety hazards identified. Employees should ensure that while conducting investigations and assessments that they are continuously aware of their surroundings and ensuring that there are no safety risks involved with the processes they are taking to conduct an investigation and/or assessment. Employees should utilize the initial risk assessment, previous safety training and their knowledge of the job to assess for the likelihood and severity of the consequences of the hazards that are identified. Employees should always err on the side of caution and know the resources available to them to ensure their safety while identifying safety hazards and the risks involved.

Safety Risk Mitigation

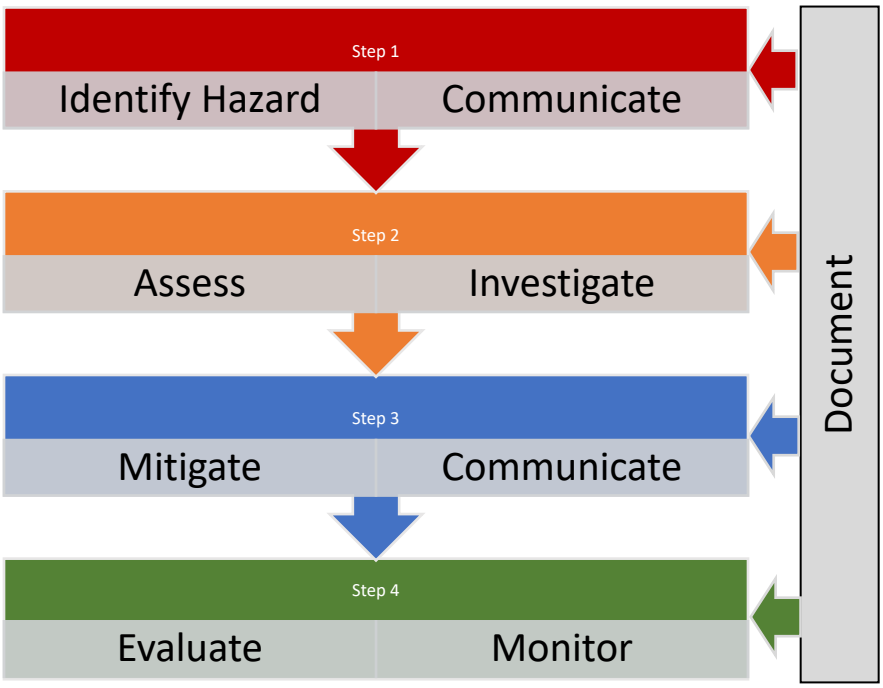
In response to all identified and assessed hazards, Link Transit and service contractor managers/supervisor(s) will take steps to mitigate the hazard and reduce or eliminate the risk to employees, riders, and public. Mitigation strategies will be dependent on results of investigation into the elements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

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

Once a risk mitigation strategy has been implemented, Link Transit and service contractor's managers/supervisor(s) will monitor the actions to determine if full mitigation is possible and if not, is

additional action necessary to alleviate the risk or is stepped up monitoring necessary. Some risks may not be completely mitigated but awareness to the risk will is a top priority.

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



Section 6. Safety Performance Monitoring and Measurement

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

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

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

Maintenance

Maintenance Standards and Procedures.

Standards and procedures are included in the Service Contractor's Maintenance Plan. In general, maintenance procedures are designed to ensure that the maintenance recommendations of the manufacturer are met, maximum efficiency in performance and operation is obtained, and maximum bus life and condition are maintained. Daily bus inspections, an active Preventive Maintenance Program, contractor oversight, and careful monitoring are included in procedures to ensure the safety of buses and adequacy of the Fleet Maintenance Plan.

Operator Inspections.

All operators are required to perform a Daily Vehicle Inspection Report (DVIR) to ensure that the vehicle is safe and in good operating condition. If any defects are noted by the operator, a Defect Slip is completed and, depending on the severity and extent of the defect, the vehicle may be repaired or taken out of service until a repair can be made. In the case of a defect that develops or is noted once a vehicle is in service, the operator is required to communicate the problem to Operations, who will then notify Maintenance.

Daily Servicing and Inspections.

The Service Contractor's Maintenance Department inspects and services buses used in revenue service each day. The buses are fueled and washed, all fluids are checked, tires and lugs are checked, and the vehicle is inspected for any leaks or unusual noises. The Cleaners/Bus Drivers clean the bus interiors each day and exterior on a rotating basis. When a defect is noted, it is reported to the Lead Mechanic or Maintenance Manager on shift so that evaluation and, if necessary, a repair can be conducted.

Mileage-Based Maintenance Inspections.

All buses receive preventive maintenance inspections (PMI) at designated mileage intervals. Mileages are determined by vehicle and subcomponent manufacturers and real-world experience. Oil sampling is performed periodically for both engines and transmissions. A description of the schedule and type of inspection and service performed for each bus series is included in the Service Contractor's Maintenance Plan.

Maintenance Inspections of Contracted Providers.

Link Transit contracts for the operation and maintenance of fixed and paratransit services. The contractor must ensure that all passenger vehicles and associated equipment are maintained in proper working condition. The contractor is required to implement a maintenance and safety program that includes a preventive maintenance schedule that complies with FTA requirements for preventive maintenance for vehicles. Further, contractors are required to maintain comprehensive maintenance records on each vehicle and have the records available to Link Transit at any time. In addition, on-site inspections are conducted at least quarterly to verify vehicle condition.

Operations

Facility Monitoring

Currently, Link Transit's service contractor houses all vehicles within their building. Link Transit staff is housed within the City of Burlington's Transportation and Public Works Building. The AE/CSO inspects the service contractor's facility at least quarterly. The City of Burlington utilizes Solid Waste staff to inspect bus shelter facilities on a weekly basis and complete the Link Transit Bus Stop Checklist. The purpose of the inspections is to identify any unsafe or unhealthy conditions which may exist, and that

may require maintenance or modification. Each facility is also visually inspected for compliance with OSHA and local fire codes.

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

Frequency

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

Reporting

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

Hazard Resolution

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

Follow-up

Corrective action for a confirmed hazard that has been identified by any established process is the responsibility of the service contractor's manager and/or supervisor with assistance from the AE/CSO as necessary.

Documentation

Hazards that have been identified, proposed resolutions, and corrective actions are recorded in hard copy by the service contractor's manager and sent to the AE/CSO within one (1) week of the date of completion of the corrective actions.

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

Employee Hazard Reporting

Loss Reports

Employees can fill out a Hazard Report Form and turn it into their immediate supervisor. The supervisor will consult with the service contractor (if applicable) and the AE/CSO as needed. Depending on the severity/risk of the hazard identified, immediate action may be taken, or the input will be brought to the Safety Committee for discussion. Feedback will be provided to the employee on what action, if any, will be taken. All employees follow the Employee Hazard Reporting Program Policy.

Route/Operations Safety

Employees can fill out a Hazard Report Form or discuss suggestions for making the system/route safer. Link Transit encourages employees to be advocates for safety while also suggesting methods of increasing performance. Both Link Transit and the service contractor management have an open-door policy and makes clear the importance of employee feedback; positive and negative.

Safety Events

Accident and Incident Reporting Process

All accidents and loss incidents are to be investigated. Both the City of Burlington and the service contractor's safe driving standards require professional safe performance of all operators. To ensure better than average safety performance, Link Transit vehicles have cameras and vehicle tracking technology to determine if a collision or onboard incident could have been prevented. All personnel operating any Link Transit vehicle are held to this standard.

The service contractor Operator's Manual includes procedures and responsibilities for accident/incident investigation. The combined manuals establish procedures for accident notification, response, and investigation.

The service contractor coordinates with outside law enforcement agencies if they investigate an event. Insurance claims are handled through the service contractor's policies unless otherwise required or necessary by the city's insurance provider. The City's Risk Management staff coordinates with outside insurance providers and provides support as needed.

Most accidents and incidents involving Link Transit vehicles are relatively minor in severity and are investigated by the service contractor's operations supervisors with assistance from police reports, witness reports, video evidence and associated incident reports. Since most accidents involve buses, this section focuses on bus accidents. However, all non-bus accidents and incidents are also investigated.

Notification

Bus Operators are to notify the service contractor's supervisor anytime a Link Transit vehicle might have been damaged, anytime a Link Transit vehicle and another vehicle come into contact, or anytime an instance occurs in where a customer may have been injured. A service contractor's supervisor will be directed to the scene. Police and ambulance will be dispatched, if necessary. The service contractor's supervisor and/or manager is required to notify Link Transit staff within 15 minutes of the incident and incident reports/associated information within 24 hours of the incident.

At-Scene Procedures

Bus Operators will adhere to the following procedures defined in the service contractor Operator's Manual:

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

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

Investigation

An attempt is made to complete the investigation of most accidents within three days. Operations Supervisors and Operators are required to complete an Accident/Incident Report. The Supervisor is required to file reports as required by the service contractors. The General Manager or designee is required to send electronic copies of all Accident/Incident Reports with all relevant files and media.

Required service contractor forms must be completed if an employee suffers an injury or illness as a result of an accident or incident.

Accident Review Process

Accidents and Incidents are classified as Preventable or Non-Preventable.
Preventable accidents are defined as those accidents that could have been reasonably avoided if the operator had followed all defensive driving techniques as established by the National Safety Council Guidelines and/or Transit Operations Procedures and Policies.

After reviewing all related documents and evidence, the investigating service contractor's operations supervisor and/or general manager makes an independent preliminary determination of whether the accident was preventable.

The final accident determination is made by the service contractor's Safety Committee. The committee meets as needed and is comprised of service contractor's administration staff, the service contractor's regional safety staff and bus operators. The AE/CSO provides input and is involved in meetings as necessary.

The Committee follows all policies, procedures, and definitions as established in the service contractor Operator's Manual and related policies. Examples of investigations may include reviews of accident and injury reports, vehicle condition reports, witness statements, employee interviews, accident scene sketches, bus videos, physical evidence, brake test reports, training manuals, and accident site visits. Employees who are not in agreement with the Committee's determination can appeal directly to the

Committee by providing additional evidence and testimony. The Committee will review the additional information provided and make a final determination.

Hazard Resolution

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

Follow-up

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

Any disciplinary action will be assessed using the City of Burlington and service contractor's personnel policy respectively. Disciplinary consequences for accidents may include warnings, suspensions, and discharge.

Training will be provided, in most cases, for employees who have been involved in any preventable accidents, as a deemed necessary by the employee's supervisor or manager. All training and re-training are not disciplinary in nature, but instead to attempt to refresh the employee's knowledge on specific areas and to attempt to prevent future preventable accidents.

Internal Reporting

The service contractor's supervisor(s)/manager(s) is responsible for ensuring that all accident reports are completed and filed appropriately with the service contractor's human resources and risk management staff. The service contractor's supervisor(s)/manager(s) is also responsible for ensuring that all accident reports are completed and filed with the AE/CSO who will report the information to the City's Finance/Risk Management and Fleet Management departments. Human Resources will advise on the history of the employee if a pattern of safety events is evident.

Documentation

The service contractor's transit operations and respective departments maintain the accident investigation documentation. The AE/CSO and City's Finance/Risk Management department also maintain the accident investigation documentation.

Performance Measures

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

Maintenance

- **Preventive Maintenance On-time Inspection Percentage** – determines the effectiveness of the maintenance department to ensure all inspections are conducted per manufacturing and Link Transit mileage intervals.

- **Vehicles Removed From Revenue Service** – tracks vehicles removed from service due to a mechanical defect developed while in service requiring immediate service either on-site of failure or once returned to the facility.
- **Annual Vehicle Condition Assessment** – through annual inspection, determines on a scale of 1-5 the overall condition of the asset. This performance measure is also used in annual updates of Link Transit's Transit Asset Management Plan.

Operations

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

Safety

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

7. Safety Promotion

Operator Selection

Hiring Practices

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

Applications

Applicants are sought through postings in traditional and culturally diverse media, referrals from current employees, posted on the City and the service contractor's website, at the City's human resources office and other job sites such as Indeed. Applications are only accepted during an active positing for a position. The applications are screened by key personnel in Human Resources and Transit Operations.

Interview

For City positions, after application reviews, applicants are then interviewed by a panel determined by the appropriate City department in conjunction with the City's Human Resources department. For service contractor position, after application reviews, applicants are then interviewed by a panel determined by the service contractor's manager and related staff. The interview process is designed to evaluate a candidate's strengths in customer service, the ability to simultaneous perform tasks, conflict resolution, and the ability to perform well under temporal and interpersonal pressure.

Driving Record

To be eligible for a bus operator position, a candidate must submit an acceptable driving record (as defined by the service contractor) and be at least 21 years old or older with a high school diploma/GED equivalent.

Licensing

To be eligible for a fixed bus operator position, a candidate must possess or earn (as determined by the service contractor) a CDL with a Passenger Endorsement and a valid DOT physical card. To be eligible for a paratransit bus operator position, a candidate must possess a normal class driver's license per state requirements.

Criminal Background Check

To be eligible for hire, a candidate must submit to a Criminal Background Check administered by the service contractor or a contracted entity the service contractor utilizes. The results must meet all statutory and the service contractor's standards for the Bus Operator position.

Drug Testing

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

Physical Capacities Testing

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

Training

There are formal training programs for Bus Operators, Maintenance employees and Supervisors. These include training classes, manuals, service contractor standard operating procedures, and on-the-job training.

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

Initial Bus Operator Training

New Bus Operators receive a total of 91 hours of training that covers every aspect of their new job. Some components of the training are delivered in the classroom. The majority of learning occurs on the buses during off-route and on-route training.

Below is the breakdown of how the initial training is held:

Classroom- 21 hours

Get to know the Bus- 7 hours

Closed Course- 6 hours

BTW- 20 hours

Observation- 21 hours

Cadetting- 16 hours

The training includes, but is not limited to, the following areas:

- Orientation to Bus System
- Basic Bus Maneuvers
- Advanced Bus Maneuvers
- Service Stops
- System Overview
- System Procedures
- Communication skills
- Customer Service
- Accessible Service
- Emergency Management
- Fleet Services
- Personal Safety
- Health/Injury Prevention
- Stress Management
- On-route Training
- Vehicle Orientation of all Vehicle
- *SMS Training*

On-route training provides real service experience with an Operator Instructor on the new operator's regularly scheduled work. The time the new employee operates the revenue route is increased daily. Each day the student receives a full review and debriefing from his or her instructor. Instructors communicate among one another regarding where additional training for new operators is required.

Student rotation among the Operator Instructor group provides each student with experience across a variety of routes, vehicles, times of day, instructional styles, and driving conditions.

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

- Check-rides at the following intervals: 45 and 75 day follow ups
- Refresher, annually and as needed
- One-Year Follow-up: Annual ride check, trail check and hands-on wheelchair securement

Annual Training for All Bus Operators

Every year, each Bus Operator receives a minimum of 13 hours of refresher and topical training.

Below is the breakdown of how the annual training is held:

12 monthly safety meetings including defensive driving and occupational safety videos

Annual ride check

Annual trail check

Annual Hands-on Wheelchair Securement

The training includes, but is not limited to, the following areas:

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

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

Initial Operation Supervisor Training

Transit Operations Supervisors begin their career path, almost exclusively, as Bus Operators. All new supervisors receive 12 hours of training that covers every aspect of their new job. Most of the components are delivered in the classroom.

The training includes, but is not limited to, the following areas:

- Reasonable Suspicion
- Managing Conflict
- Safety Management
    - Identifying and Removing Risk from the Environment, Identifying and Removing Risky Behaviors, Accident Investigation Part 1 & 2, Determining Preventability
- Operational Training
    - Operational Leadership, Understanding Human Behavior, Why People Have Accidents, Behavior-Based Safety, Building and Sustaining a Safety-Centric Culture, Communication Principles, Communication Techniques, Leadership Principles Part 1 & 2, Leadership Techniques Part 1 & 2, Building Trust
- Annual Look Ahead, Look Around, Leave Room, Communicate (LLLC) Certification
    - Introduction to LLLC Instructor Certification, Understanding Safety & Risk Review, Learning and Coaching Review, LLLC for Instructors, Commentary Driving

All Transit Operations Supervisors receive the standard annual bus operator training and additional supervisor training as needed or deemed appropriate by the service contractor or City.

Injury and Illness Prevention Training

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

- Handling Hazardous Materials (Right to Know)
- Slips, Trips, and Falls
- Personal Protection Equipment
- Safety Data Sheets (SDS) and Labels
- First Aid
- Bloodborne Pathogens
- Hazardous Materials Storage
- Strains and Sprains
- Hazard Communication Program

Below is an example of the monthly safety training calendar that the service contractor would be required to complete.

2020 Transdev Monthly Safety Calendar

	Fleet Safety Topic	Injury Prevention Topic	Monthly Task	Maintenance Safety Topic
January	Active Looking	Safely Securing Passengers & Mobility Devices	Facility Inspection Complete OSHA Log 2018	Slips / Falls
February	Maintaining a Safe Following Distance	BBP & PPE	Facility Inspection Post 2018 OSHA 300A Summary on 2/1	Bloodborne Pathogen
March	Attentive Driving	Safe Lifting & Ergonomics	Facility Inspection OSHA Log Review	Emergency Action Plan
April	Preventing Pedestrian & Cyclist Collisions	Hazard Communications & Lockout/Tagout	Facility Inspection	HazCom
May	Proper Vehicle Positioning	Safety Management System	Facility Inspection. Remove OSHA 300A Summary on 4/30	Machine Guarding
June	Preventing Rear-End Collisions	Emergency Vehicle Evacuations	Facility Inspection National Safety Month	LO/TO (Lock Out Tag Out)
July	Active Looking (2)	Heat Stress	Facility Inspection Wheelchair Recertification's Due	Heat Stress
August	Attentive Driving (2)	Avoiding Slips, Trips & Falls	Facility Inspection OSHA Log Review	PPE (Personal Protective Equipment)
September	Safe Following Distance in Adverse Weather	Safely Securing Passengers & Mobility Devices	Facility Inspection/ Review and Update Facility Emergency Action Plan	IIPP (Injury and Illness Prevention Program)
October	Safely Navigating Intersections	Fire Prevention & Fire Extinguishers	Facility Inspection	Extinguisher Training
November	Proper Vehicle Positioning (2)	Fatigue Management & Wellness	Facility Inspection	Electrical
December	Defensive Driving Year in Review	Workplace violence	Facility Inspection OSHA Log Review	Housekeeping

Emergency Response Planning and Coordination

Details are contained in the Contracted Service Provider Burlington NC and City of Burlington Transportation Department/Link Transit System Emergency Action Plan and Evacuation Request Procedures.

System Modification Design Review and Approval

General Process

The Link Transit bus system is regularly modified in response to operational experience, the addition of new types of service, and changes in service design and levels. Link Transit's philosophy is to use appropriate new technologies to benefit the environment and the community it serves. The challenge is to review any proposed modification adequately before it is approved. Any proposed modification

should be evaluated to ensure it is compatible with existing systems and does not introduce new hazards to the system or reduce the effectiveness of existing hazard controls.

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

Modification Design Review

A review of any modification in equipment design shall be made by the director and managers of the department responsible for the equipment. It is an informal practice to include Risk Management and Operations in the review of any change that might affect safety. The impact on the safety of all designs and specifications should be identified and evaluated before the change is approved. Some of the areas to be considered include but are not limited to:

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

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

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

Modification Design Approval

Final approval is generally made by the AE/CSO with input from the service contractor's maintenance manager and general manager. When modifications are made by a bus manufacturer, the service contractor's maintenance manager works with the manufacturer, and contractual changes may be made. If changes are substantial, additional training will be provided for maintenance and operation staff.

Monitoring

Once a modification is put in place, feedback from the operating department is solicited to evaluate the performance of the modification. Unsolicited input from the operating department and its employees (end users) is also encouraged. Depending on the nature of the modification, the City's Risk Management and Fleet Management, in addition to the service contractor's regional safety team, are involved for input.

Documentation

The service contractor's maintenance department is responsible for documenting any vehicle modifications. The service contractor's maintenance department should seek input from the City's Fleet Management department as needed. The City's Facilities Services is responsible for documenting any modifications made to a facility. Documentation may involve changing diagrams, schematics, manuals, service bulletins, service intervals, standard operating procedures, and Safety Data Sheets. The City and service contractor's maintenance manager/supervisor are responsible for updating Safety Data Sheets based on input from product manufacturers.

Routes

Route modifications are designed by Link Transit staff with input from various sources, including but not limited to the MPO and the service contractor's management team. This experience-based, real-world process is designed to protect the safety of the transit bus, transit passengers, other vehicles, and pedestrians.

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

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

Definitions of Terms Used in the Safety Plan

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

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

• **Accountable Executive** means a single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and

capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the agency's Transit Asset Management Plan, in accordance with 49 U.S.C. 5326.

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

• **Event** means any Accident, Incident, or Occurrence.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

• **Transit agency** means an operator of a public transportation system.

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

Commonly Used Acronyms

Acronym	Word or Phrase
ADA	American's with Disabilities Act of 1990
ASP	Agency Safety Plan (also referred to as a PTASP in Part 673)
CFR	Code of Federal Regulations
CT	County Transit
ESRP	Employee Safety Reporting Program
FTA	Federal Transit Administration
NCDOT	North Carolina Department of Transportation

MPO	Metropolitan Planning Organization
Part 673	49 CFR Part 673 (Public Transportation Agency Safety Plan)
SMS	Safety Management System
SSP	System Safety Plan
U.S.C.	United States Code
VRM	Vehicle Revenue Miles

Additional Information

This PTASP was developed from information in the Link Transit SSP, as well as policies and procedure manuals from the service contractor. The following items listed below are located within the Link Transit System Safety Plan (SSP):

1) Emergency Action Plan

2) Fire Prevention Plan

3) Preventative Maintenance Plan

4) Drug and Alcohol Policy

5) Security Plan

6) Continuity of Operations Plan (COOP)

Appendix 1: Link Transit System Hazard Report Form

Attached to this policy.

Link Transit System Hazard Report Form

(Use additional piece of blank paper if needed)

Employee Section

Date: _____ Time of Day: _____

Location(s) of Hazard: _____

Employee Name: _____ Weather: _____

Describe the Hazard: _____

_____

_____

_____

Other Pertinent Information Related to Hazard: _____

_____

_____

To your knowledge has the hazard been reported before? Is so, do you know the outcome?

_____

_____

What do you think needs to be done to correct this hazard? _____

_____

Supervisor Section

Date Received: _____ Supervisor Name: _____

Type of Hazard (vehicle safety, route issue, etc.): _____

Hazard description after preliminary investigation: _____

_____

_____

_____

Other Pertinent Information Related to Hazard: _____

_____

_____

To your knowledge has the hazard been reported before? Is so, do you know the outcome?

_____

_____

Risk Level Assessment

_____ Level 1: Immediate Action Required, Initiate Mitigation

_____ Level 2: Short Term Action Required (within 7 days), Investigate & Mitigate

_____ Level 3: Long Term Action Required (could cause issue in future), Continue Monitoring

Reasoning for Assessment Choice: _____

_____

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

Immediate Action Taken: _____

_____

_____

Plan to address hazard: _____

_____

_____

Date Hazard Addressed: _____

Follow-up action (if applicable): _____

_____

CSO Section

Date Received: _____

Follow-up action (if applicable): _____

_____

Notes: _____

_____

_____

Date Closed: _____

Resolution#20-08

Resolution of the Link Transit System
Public Transportation Agency Safety Plan (PTASP)

WHEREAS, the Link Transit System is the recipient of Federal and State funds to provide public service to the general public; and

WHEREAS, as an operator of a public transportation system that receives Federal financial assistance under 49 U.S.C. Chapter 53, the Link Transit System is required to develop a Public Transportation Agency Safety Plan based on the Safety Management System approach; and

WHEREAS, the Link Transit System PTASP identifies safety performance measures and targets based on the safety performance criteria established under the National Public Transportation Safety Plan (49 CFR 673.11(a)(3)) to be reported to the local Metropolitan Planning Organization (MPO) and the North Carolina Department of Transportation- Public Transportation Division (NCDOT-PTD) (49 CFR 673.15); and

WHEREAS, the Link Transit System PTASP was developed using the prescribed template provided by both the Federal Transit Administration (FTA) and the NCDOT-PTD and will be updated periodically, at a minimum of once a year for updates provided to the MPO and NCDOT-PTD; and

WHEREAS, the Link Transit System PTASP and any subsequent updates will be certified with FTA through the annual Certifications and Assurances process.

NOW THEREFORE BE IT RESOLVED that the Burlington City Council adopt the Link Transit System PTASP to adhere to the requirements identified in 49 CFR Part 673.

****

I, Ian Baltutis, Mayor of the City of Burlington declare that the Burlington City Council approved and adopted the Link Transit System PTASP.

This the 21st day of July 2020.

Ian Baltutis, Mayor

Attest:

Beverly Smith, Interim City Clerk

CITY OF BURLINGTON, N.C. SEAL