



## Board of Directors – Remote Meeting

July 1, 2021 at 4:00 p.m.

Zoom Webinar:

<https://us02web.zoom.us/j/81999892035?pwd=TWhtTSHhvU0dTRzQzMCs5QXU1UkF6dz09>

By phone: +1-646-558-8656    Webinar ID: 819 9989 2035    Passcode: 232141

### MEETING AGENDA

AGENDA ITEM	PRESENTER	ACTION or INFORMATION
<b>1. Call Meeting to Order (4:00)</b>	Paul Bradbury, Treasurer	N/A
<b>2. Public Comment (4:05-4:10)</b> The Board of Directors welcomes public comment. For items NOT on this agenda, the chair will recognize speakers at this point on the agenda. <b>For items on the agenda, the chair will recognize public comment following staff’s presentation.</b> There is a 3-min. time limit per citizen.	Paul Bradbury, Treasurer	Information
<b>3. Meeting Minutes (4:10-4:15)</b> The Board will be asked to approve minutes from the April 22, 2021, April 29, 2021, and May 12, 2021 meetings of the Board of Directors.	Paul Bradbury, Treasurer	<b>ACTION</b>
<b>4. Metro Agency Safety Plan</b> The Board is asked to approve, following a presentation, the final version of Metro’s agency safety plan, which is the result of a new Federal Transit Administration requirement.	Greg Jordan, METRO Executive Director	<b>ACTION</b>
<b>5. Executive Session (4:30-5:55)</b> The board will vote to enter into executive session to discuss the possible acquisition of real property pursuant to 1 MRSA Section 405 (6) (C) & (E).	Greg Jordan, METRO Executive Director	<b>ACTION</b>
<b>6. Future Agenda Items (5:55-6:00)</b> The following list of agenda items are planned for future meetings: <ul style="list-style-type: none"> <li>• Strategic Planning Process</li> <li>• Transit Tomorrow – Next Steps</li> </ul>	Hope Cahan, Board President	Information
<b>7. Upcoming Meetings (5:55-6:00)</b> <ul style="list-style-type: none"> <li>• Finance Committee – June 2, 2021 at 4:00 p.m.</li> <li>• Executive Committee – June 9, 2021 at 3:30 p.m.</li> <li>• Ridership Committee – June 17, 2021 at 4:00 p.m.</li> <li>• Board of Directors – June 24, 2021 at 4:00 p.m.</li> </ul>	Paul Bradbury, Treasurer	Information
<b>8. Adjournment (6:00)</b>	Paul Bradbury, Treasurer	<b>ACTION</b>

## Board of Directors – Remote Meeting

Minutes of the GP Metro Board of Directors meeting of Thursday, April 22, 2021 at 4:00 p.m. via Zoom

<https://us02web.zoom.us/j/81999892035?pwd=TWWhTSHhvU0dTRzQzMCs5QXU1UkF6dz09>

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### Board Members Present:

Hope Cahan, President  
Mike Foley, Vice President  
Belinda Ray, Chair Emerita  
Ashley Rand  
Pious Ali  
Ed Suslovic  
John Thompson  
Pious Ali  
Merrill Barter

### Staff and Others Present:

Greg Jordan, Executive Director  
Ellen Sanborn, Finance Director  
Danielle Nemeth, HR Director  
Denise Beck, Marketing Manager  
Denise Beck, Marketing Manager  
Casey Leonard, RKO  
Parker Madden, RKO  
Lauren Shaw, Executive Assistant

### Board Members Absent:

Bill Rixon  
Paul Bradbury  
Nat Tupper  
Ryan Leighton

### Public:

None

1. **With a quorum in place, the meeting was called to order at 4:01 p.m. by Hope Cahan, Board President.**
2. **Public Comment – no members of the public were present.**
3. **Meeting Minutes**  
John Thompson moved, seconded by Mike Foley, to approve the minutes of the March 25, 2021 Greater Portland Metro Board of Directors meeting as written. A roll call vote was taken by Lauren Shaw, Executive Assistant. With approval by Mike Foley, Hope Cahan, John Thompson, Belinda Ray, Ed Suslovic, Pious Ali, Merrill Barter, Ashley Rand, and Jeff Levine **the motion passed unanimously by all those present.**
4. **Executive Director’s Report**
  - Ridership showed a slight increase and fare revenue was up in March.
  - GPCOG added an interactive tool on [transittogether.org](http://transittogether.org) for vaccine site access.
  - FTA requested that transit agencies report several COVID-19 statistics. Metro staff is 65% vaccinated.
  - Suggestion to hand out cards out to cash payers about saving money, etc. when use electronic fare. Maybe combine with marketing around new UMO app. Greg will explore this or something similar.
5. **2020 Financial Audit**  
The presentation of the FY 2020 Financial Audit was made by Casey Leonard and Parker Madden of Runyon Kersteen Ouellette (RKO). Metro received an unmodified, clean opinion overall.

- Government auditing standards – no material weaknesses or significant deficiencies.
- Uniform Guidance – audited the Federal Transit Cluster – no findings.
- MUAAPCA review (Special Expenditures & Department Agreements): no modifications.

The auditors made several recommendations for improving processes related to documenting payroll authorizations, tracking and maintaining employee ICMA documents, and treating employer provided uniforms as taxable income. The auditors also noted that a 2019 finding related to inventory management was properly rectified in 2020.

The auditors presented information on the financial trends and status of the agency in 2020, and offered thanks to Metro management and finance staff for making the audit run smoothly and quickly.

Belinda Ray, moved to accept the 2020 Financial Audit as presented, seconded by Pious Ali. A roll call vote was taken by Lauren Shaw, Executive Assistant. With approval by Mike Foley, Hope Cahan, John Thompson, Belinda Ray, Ed Suslovic, Pious Ali, Merrill Barter, Ashley Rand, and Jeff Levine **the motion passed unanimously by all those present.**

**6. Requests to Advertise on Metro’s Buses/Shelters**

This item was tabled to a later date.

**7. Executive Session**

John Thompson moved, seconded by Belinda Ray, to enter into Executive Session pursuant to 1 MRSA, Section 405 (6) (C). A roll call vote was taken by Lauren Shaw, Executive Assistant. With approval by Mike Foley, Hope Cahan, John Thompson, Belinda Ray, Ed Suslovic, Pious Ali, Merrill Barter, Ashley Rand, and Jeff Levine **the motion passed unanimously by all those present and the Board entered into Executive Session at 4:50 p.m.**

**The Board exited Executive Session at 5:22 p.m.**

**8. Future Agenda Items – none added**

**9. Upcoming Meetings**

- Finance Committee – May 5, 2021 at 4:00 p.m.
- Executive Committee – May 12, 2021 at 3:30 p.m.
- Ridership Committee – May 20, 2021 at 4:00 p.m.
- Board of Directors – May 27, 2021 at 4:00 p.m.

**10. Adjournment**

John Thompson moved, seconded by Ed Suslovic, to adjourn. A roll call vote was taken by Hope Cahan. With approval by Mike Foley, John Thompson, Belinda Ray, Ed Suslovic, Merrill Barter, Ashley Rand, Jeff Levine, and Hope Cahan, **the motion passed unanimously by all those present and the meeting adjourned at 5:25 p.m.**

## Board of Directors – Special Meeting

Minutes of the GP Metro Board of Directors Special Meeting of Thursday, April 29, 2021 at 4:00 p.m. via Zoom

<https://us02web.zoom.us/j/81999892035?pwd=TWhtTSHhvU0dTRzQzMCs5QXU1UkF6dz09>

By phone: +1-646-558-8656

Webinar ID: 819 9989 2035

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### Board Members Present:

Hope Cahan, President  
Mike Foley, Vice President  
Paul Bradbury, Treasurer  
Nat Tupper, Secretary  
Belinda Ray, Chair Emerita  
Merrill Barter  
John Thompson  
Pious Ali  
Ed Suslovic  
Jeff Levine

### Staff and Others Present:

Greg Jordan, Executive Director  
Glenn Fenton, Chief Transportation Officer  
Ellen Sanborn, Finance Director  
Drew Sigfridson  
Lauren Shaw, Executive Assistant

### Public:

None

### Board Members Absent:

Bill Rixon, Ashley Rand, Ryan Leighton

1. **With a quorum in place, the meeting was called to order at 4:05 p.m. by Hope Cahan, Board President.**

2. **Public Comment – no members of the public were present.**

### 3. Executive Session

John Thompson moved, seconded by Mike Foley, to enter into Executive Session pursuant to 1 MRSA, Section 405 (6) (C). A roll call vote was taken by Lauren Shaw, Executive Assistant. With approval by John Thompson, Nat Tupper, Merrill Barter, Ed Suslovic, Paul Bradbury, Pious Ali, Mike Foley, Belinda Ray, Hope Cahan, and Jeff Levine **the motion passed unanimously by all those present and the Board entered into Executive Session at 4:07 p.m. (Note: Glenn Fenton, Ellen Sanborn, and Drew Sigfridson attended Executive Session).**

The Board exited Executive Session at 5:15 p.m.

### 4. Upcoming Meetings

Finance Committee – May 5, 2021 at 4:00 p.m.  
Executive Committee – May 12, 2021 at 3:30 p.m.  
Ridership Committee – May 20, 2021 at 4:00 p.m.  
Board of Directors – May 27, 2021 at 4:00 p.m.

### 5. Adjournment

Nat Tupper moved, seconded by Belinda Ray, to adjourn. A roll call vote was taken by Hope Cahan, President. With approval by John Thompson, Nat Tupper, Merrill Barter, Ed Suslovic, Paul Bradbury, Mike Foley, Belinda Ray, Jeff Levine, and Hope Cahan, **the motion passed unanimously by all those present and the meeting adjourned at 5:20 p.m.**

## Board of Directors – Special Meeting

Minutes of the GP Metro Board of Directors Special Meeting of Wednesday, 5/12/21, 2021 at 3:30 p.m.  
via Zoom

<https://us02web.zoom.us/j/89905019291?pwd=RldydFc5L1ZYSktUd0pLM1pWZjlhUT09>

By phone: +1-646-558-8656 Webinar ID: 899 0501 9291 Passcode: 415996

### Board Members Present:

Hope Cahan, President  
Mike Foley, Vice President  
Paul Bradbury, Treasurer  
Nat Tupper, Secretary  
Belinda Ray, Chair Emerita  
Merrill Barter  
John Thompson  
Pious Ali  
Ed Suslovic  
Jeff Levine  
Bill Rixon

### Staff and Others Present:

Greg Jordan, Executive Director  
Glenn Fenton, Chief Transportation Officer  
Ellen Sanborn, Finance Director  
Gary Vogel, Drummond Woodsum  
Lauren Shaw, Executive Assistant

### Public:

None

### Board Members Absent:

None

- 1. With a quorum in place, the meeting was called to order at 3:32 p.m. by Hope Cahan, Board President.**
- 2. Public Comment – no members of the public were present.**
- 3. Executive Session**  
Nat Tupper moved, seconded by Ashley Rand, to enter into Executive Session pursuant to 1 MRSA, Section 405 (6) (C) and (E). A roll call vote was taken by Lauren Shaw, Executive Assistant. With approval by John Thompson, Ryan Leighton, Nat Tupper, Merrill Barter, Ed Suslovic, Ashley Rand, Paul Bradbury, Mike Foley, Belinda Ray, and Hope Cahan **the motion passed unanimously by all those present and the Board entered into Executive Session at 3:35 p.m. (Note: Greg Jordan, Glenn Fenton, Ellen Sanborn, Gary Vogel attended Executive Session).**  
  
The Board exited Executive Session at 4:45 p.m.
- 4. Upcoming Meetings**  
Finance Committee – June 2, 2021 at 4:00 p.m.  
Executive Committee – June 9, 2021 at 3:30 p.m.  
Ridership Committee – May 20, 2021 at 4:00 p.m.  
Board of Directors – May 27, 2021 at 4:00 p.m.
- 5. Adjournment**  
Nat Tupper moved, seconded by John Thompson, to adjourn. A roll call vote was taken by Hope Cahan, President. With approval by John Thompson, Nat Tupper, Merrill Barter, Ed Suslovic, Paul Bradbury, Mike Foley, Belinda Ray, Jeff Levine, and Hope Cahan, **the motion passed unanimously by all those present and the meeting adjourned at 4:50 p.m.**

## **BOARD OF DIRECTORS**

## **AGENDA ITEM 4**

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### **DATE**

July 1, 2021

### **SUBJECT**

Metro Agency Safety Plan

### **PURPOSE**

Staff will present the final version of Metro's Agency Safety Plan, which is the result of a new Federal Transit Administration (FTA) requirement.

### **BACKGROUND/ANALYSIS**

The FTA is requiring all transit agencies receiving federal funding to produce a Safety Management System (SMS) for their organization. Part of this SMS is an Agency Safety Plan (ASP). The ASP must meet FTA requirements and be submitted to the FTA no later than July 21, 2021.

Metro's ASP has been reviewed twice by the FTA and is now ready for Board review and approval. Utilizing an FTA blueprint, Metro's Executive Director drafted the initial ASP before handing it over to Metro's Safety and Training Manager. From there, the ASP was fleshed out using FTA guidelines, and the best practices from other agencies' plans.

The ASP includes Metro's safety management policy and Metro's safety performance targets. It also documents how safety risk management, safety assurance, and safety promotion are handled from within the agency.

Metro's safety management policy outlines Metro's safety priorities and objectives. It explains the authorities, accountabilities, and responsibilities of the different individuals involved. It also explains how the Employee Safety Reporting Program (ESRP) works, and how everything gets communicated throughout the agency.

Metro's safety performance targets are based on our vehicle revenue miles and historical data. This is a way for Metro to document, and show improvement, through the implementation of the SMS.

Risk management explains how Metro staff identify hazards and safety risks to allow for proper assessment, and the creation of effective mitigation strategies. This includes data analysis and trend reviews, risk classification, and documentation with follow-ups to ensure successful risk elimination.

Safety assurance explains how Metro staff monitor the system for compliance, monitor risk mitigations for effectiveness, and monitor Metro's safety risk reporting programs. Assurance also includes the oversight of safety performance as it pertains to day-to-day operations (indicators) versus safety goals (targets).

Safety promotion lays out the different pathways for keeping employees, contractors, and passengers up-to-date with Metro's safety goals. For example: Metro's website, social media accounts, and newsletters may address the public, while trainings, emails, and the employee portal may address employees.

The ASP is the foundation to a better, safer agency. The ASP allows for greater accountability in regards to safety related issues and hazards as they arise. It also enhances the effectiveness of data collection and the management of ongoing issues. The ASP does not replace any previous safety protocols that were in place, but rather brings them all together into a formal system.

**FISCAL IMPACT**

None

**RECOMMENDATION**

Staff recommend Board action to approve the Metro Agency Safety Plan.

**CONTACT**

Seth Page  
Safety and Training Manager  
[spage@gpmetro.org](mailto:spage@gpmetro.org)

**ATTACHMENTS**

Attachment A – Public Transportation Agency Safety Plan Ver. 1.2



# Public Transportation Agency Safety Plan

-Version 1.2-

Seth Page, Safety and Training Manager, CSO

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Under Part 673, Greater Portland Transit District (METRO) is required to maintain documents that describe its Agency Safety Plan including those related to implementation and results from processes and activities. METRO has existing outside documentation that describes processes, procedures, and other information required in Part 673. This outside material may be referenced in this ASP by specifying the document name and locations within the appropriate sections of this plan.

Since METRO is considered a small public transportation provider not all requirements of Part 673 are applicable to METRO’s ASP. METRO may choose to provide additional information beyond what is required if they so choose. Any documents related to METRO’s SMS will be made available when requested by the FTA, or any other oversight agencies.

Version Numbers and Updates			
Version Number	Section/Pages Affected	Reason for Change	Date Issued
1.0	All	originating document	12/17/2020
1.1	All	draft document – out for review by FTA	05/03/2021
1.2	Small changes made by FTA request, RTP added into doc	Suggestions made by FTA for correction	05/25/2021

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## Safety Management Policy Statement

This document lays the framework for Great Portland Transit District's Agency Safety Plan. The policies and procedures chronicled within allow METRO to maintain a safe work environment for its employees, its contractors, its passengers, and the public at large. Safety is a core value, and managing safety is a core business function for METRO. METRO is committed to developing, implementing, maintaining, and continuously improving our processes to provide the highest level of safety performance while meeting, or exceeding, all established safety standards.

All levels of METRO's personnel are accountable for delivering the highest level of safety performance, starting with METRO's Executive Director.

**METRO is committed to:**

**Executive Commitment to Safety:** Executive Management will lead the development of an organizational culture that promotes safe operations and provides appropriate resources to supporting this core management function through fostering and ensuring safe practices, improving safety when needed, and encouraging effective employee safety reporting and communication. METRO will hold executives, managers, and employees accountable for safety performance.

**Communication and Training:** Employee engagement is crucial to a functioning Safety Management System.

**Responsibility and Accountability:** All levels of management will be responsible for delivering safe and quality transit services that represent METRO's performance of its Safety Management System.

- Managers will take an active role in Safety Risk Management process and ensure that Safety Assurance functions are supported.
- Managers are responsible for ensuring that Safety Risk Management is being performed in their operational areas of control to assure that the safety risk associated with safety hazards is assessed and mitigated.
- Safety performance will be an important part of performance evaluations for METRO managers and employees.

**Responsibility of Employees and Contractors:** All employees and contractors will support safety management by ensuring that hazards are identified and reported.

**Employee Reporting:** Executive management will use METRO's safety reporting program as a viable tool for employees to voice their safety concerns. All frontline employees will be responsible for utilizing this program as part of the Safety Management System. No action will be taken against any employee who communicates a safety condition through the METRO

safety reporting program unless such a disclosure indicates the following: an illegal act, gross misconduct or negligence, or a deliberate or willful disregard of METRO rules, policies, and procedures.

**Performance Monitoring and Measuring:** METRO will use industry standards, and in-house data, to establish realistic measures for safety performance, and to set safety performance targets to ensure continual improvement in safety performance. Managers will verify that the safety risk mitigations put in place are appropriate and effective.

**Review and Evaluation:** METRO will measure Safety Management System performance through the Safety Risk Register. Analyzing key safety performance indicators, reviewing inspections, investigations and corrective action reports, and auditing the processes that support the Safety Management System will become the basis for revising and/or developing safety objectives, safety performance targets, and safety improvement plans.

#### Key Objectives:

1. Executive staff and managers will communicate the purpose and benefits of the Safety Management System to all staff, managers, supervisors, and employees through METRO's All Staff meetings, bulletin boards, emails, and newsletters.
2. Providing appropriate management involvement and the necessary resources to ensure an effective Employee Safety Reporting Program (ESRP) that will encourage employees to communicate and report unsafe work conditions, hazards, or at-risk behavior to the management team.
3. Nurturing a culture of open reporting of all safety concerns, ensuring that no action will be taken against any employee who discloses a safety concern through METRO's ESRP, unless such disclosure indicates, beyond a reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard for regulations or procedures.
4. Utilizing data from the ESRP, historical data, and best industry practices, Operations will develop processes and procedures to mitigate safety risk to an acceptable level.
5. Safety performance targets will be established that are realistic, measurable, and data driven. Continuous improvement of METRO's safety performance through management processes that ensure appropriate safety management action is both taken and effective.

## Definitions

Term	Definition
Accident	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 vehicle, or an evacuation for life safety reasons.
Accountable Executive	A single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsible 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 USC 5329(d), and the agency's Transit Asset Management Plan, in accordance with 49 USC 5326.
Employee Safety Reporting Program	A program that gives all METRO employees and contractors the ability to report safety concerns and issues to management.
Equivalent Authority	An entity that carries out duties similar to that of a Board of Directors for a recipient or sub recipient of FTA funds under 49 USC Chapter 53, including sufficient authority to review and approve a recipient or sub recipient's Public Transportation Agency Safety Plan.
Event	An 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 of a public transportation system; or damage to the environment.
Incident	An event that involves any of the following: a personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.
Investigation	The process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.
METRO	The public facing name for Greater Portland Transit District.
National Public Transportation Safety Plan	The plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 USC Chapter 53.
Near Miss	A future event that could take place due to a hazard.
Occurrence	AN event without any personal injury in which any damages to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.
Operator	A public transportation system means a provider of public transportation as defined under 49 USC 5302.
Performance Measure	An expression based on a quantifiable indicator of performance or condition that is used to establish targets ad to assess progress toward meeting the established targets.

Performance Target	A quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the FTA.
Public Transportation Agency Safety Plan (or Agency Safety Plan)	The documented comprehensive Agency Safety Plan for a transit agency that is required by 49 USC 5329 and Part 673.
Risk	The composite of predicted severity and likelihood of the potential effect of a hazard.
Risk Mitigation	A method or methods to eliminate or reduce the effects of hazards.
Safety Assurance	Processes within a transit agency's Safety Management System that function to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.
Safety Committee	Responsible for reviewing any and all hazards on a bimonthly basis.
Safety Management Policy	A transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees in regard to safety.
Safety Management System	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	A performance target related to safety management activities.
Safety Promotion	A combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.
Safety Risk Assessment	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	A process within a transit agency's Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.
Safety Risk Register	A record of identified hazards and their potential consequences. Used to record their safety risk ratings, mitigations, monitoring measures, implementation, and effectiveness of such actions.
Serious Injury	<ul style="list-style-type: none"> <li>• Hospitalization for more than 48 hours, commencing within 7 days from the date when the injury was received.</li> <li>• Results in a fracture of any bone (except for simple fractures of fingers, toes, or noses).</li> <li>• Causes severe hemorrhages, nerve, muscle, or tendon damage.</li> <li>• Involves any internal organ.</li> <li>• Involves second or third degree burns, or any burns affecting more than 5 percent of the body surface.</li> </ul>
Transit Agency	An operator of a public transportation system.

Transit Asset management Plan	The strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost-effective, and reliable public transportation, as required by 49 USC 5326 and 49 CFR Part 625.
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## Commonly Used Acronyms

Acronym	Phrase
ADA	American’s with Disabilities Act of 1990
ASP	Agency Safety Plan
CFR	Code of Federal Regulations
CSO	Chief Safety Officer
ESRP	Employee Safety Reporting Program
FTA	Federal Transit Administration
GPCOG	Greater Portland Council of Governments (MPO)
GPTD	Greater Portland Transit District (METRO)
MPO	Metropolitan Planning Organization
PACTS	Portland Area Comprehensive Transportation System
PTAC	State of Maine’s Public Transit Advisory Council
RTP	Regional Transportation Program, METRO’s contracted paratransit provider
SMS	Safety Management System
SOP	Standard Operating Procedure
SRM	Safety Risk Management
USC	United States Code
VRM	Vehicle Revenue Miles



## 1. Transit Agency Information

<b>Transit Agency Name</b>	Greater Portland Transit District
<b>Transit Agency Address</b>	114 Valley Street, Portland Maine 04102
<b>Name and Title of Accountable Executive</b>	Greg Jordan, Executive Director
<b>Name of Chief Safety Officer or SMS Executive</b>	Seth Page, Safety and Training Manager
<b>Modes of Service Covered by This Plan</b>	Fixed Route Bus Paratransit
<b>List All FTA Funding Types</b>	5309, 5339
<b>Modes of Service Provided by the Transit Agency</b>	Fixed Route Bus is directly operated; Paratransit is contracted
<b>Does this agency provide transit service for another agency or entity?</b>	NO
<b>Description of Arrangement(s)</b>	n/a
<b>Name and address of Agencies/Entities for which service is provided?</b>	n/a

## 2. Plan Development and Approval

<b>Name of Entity That Drafted This Plan</b>	Greater Portland Transit District	
<b>Signature of Accountable Executive</b>		<b>Date</b>
<b>Approval by the Board of Directors or an Equivalent Authority</b>	<b>Name of Entity That Approved This Plan</b>	<b>Date</b>
	Board of Directors	12/17/2020
	<b>Relevant Documentation (Title and Location)</b>	
	Draft meeting minutes associated with Dec. 17, 2020 Board meeting	

### Annual Review and Update of the Agency Safety Plan

METRO's ASP meets all applicable requirements and standards set forth in FTA's Public Transportation Safety Program and the National Public Transportation Safety Plan. The CSO will keep a written record of any changes that take place in the requirements from the FTA. These requirement changes will be crafted into METRO's ASP in a timely manner to meet or exceed any deadlines set forth by the FTA.

METRO's ASP will be jointly reviewed and updated by METRO's Director of Operations, Chief Safety Officer, and the Executive Director (Accountable Executive) starting no later than October 1<sup>st</sup> of each year. The parties will review and approve any changes, sign the new ASP, and submit it to the Board of Directors for review and approval. The updated AP will be distributed to GPCOG and Maine's Department of Transportation for reference no later than January 31<sup>st</sup> of the upcoming year.

Revisions will be given a new version number, and documented in the table located at the front of this safety plan.

### 3. Safety Performance Targets

Safety Performance Targets							
Mode of Transit Service	Fatalities (Total)	Fatalities (Rate)	Injuries (Total)	Injuries (Rate*)	Safety Events (Total)	Safety Events (Rate*)	System Reliability (VRM/failures)
Fixed Route Bus (DO)	0	0	1	0.07	3	0.2	22000
Paratransit (PT)	0	0	4	0.4	8	0.8	96614

\*Rate is per 100,000 vehicle revenue miles

#### Safety Performance Target Coordination

METRO generates its safety performance targets in coordination, to the maximum extent practicable, with the State of Maine’s Department of Transportation (MaineDOT) and with the Portland Area Comprehensive Transportation System (PACTS).

METRO shares the PTASP, including safety performance targets, with PACTS, which serves as the region’s Metropolitan Planning Organization (MPO), and with MaineDOT each year after its formal adoption by METRO’s executive staff and Board of Directors. METRO will also provide updates to the State of Maine’s Public Transit Advisory Council (PTAC) on an annual basis.

Targets transmitted to the State	
State Entity Name	Date Targets Transmitted
Maine Department of Transportation	January 2 <sup>nd</sup>
Targets Transmitted to the Metropolitan Planning Organization(s)	
Metropolitan Planning Organization Name	Date Targets Transmitted
Portland Area Comprehensive Transportation System	January 2 <sup>nd</sup>

## 4. Safety Management Policy

### **Safety Management Policy Statement**

*Full Safety Management Policy Statement is at the beginning of this plan. The following represents an excerpt and includes the introduction and objectives:*

This document lays the framework for Great Portland Transit District's Agency Safety Plan. The policies and procedures chronicled within allow METRO to maintain a safe work environment for its employees, its contractors, its passengers, and the public at large. Safety is a core value, and managing safety is a core business function for METRO. METRO is committed to developing, implementing, maintaining, and continuously improving our processes to provide the highest level of safety performance while meeting, or exceeding, all established safety standards.

All levels of METRO's personnel are accountable for delivering the highest level of safety performance, starting with METRO's Executive Director.

#### **Key Objectives:**

1. Executive staff and managers will communicate the purpose and benefits of the Safety Management System to all staff, managers, supervisors, and employees through METRO's All Staff meetings, bulletin boards, emails, and newsletters.
2. Providing appropriate management involvement and the necessary resources to ensure an effective Employee Safety Reporting Program (ESRP) that will encourage employees to communicate and report unsafe work conditions, hazards, or at-risk behavior to the management team.
3. Nurturing a culture of open reporting of all safety concerns, ensuring that no action will be taken against any employee who discloses a safety concern through METRO's ESRP, unless such disclosure indicates, beyond a reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard for regulations or procedures.
4. Utilizing data from the ESRP, historical data, and best industry practices, Operations will develop processes and procedures to mitigate safety risk to an acceptable level.
5. Safety performance targets will be established that are realistic, measurable, and data driven. Continuous improvement of METRO's safety performance through management processes that ensure appropriate safety management action is both taken and effective.

### **Safety Management Policy Communication**

The Safety Management Policy Statement will be distributed to each employee by the CSO. Copies of the Safety Management Policy Statement will be posted on the Safety Communication Boards in the Operations, Maintenance, and Administrative common areas.

New-hire training and annual refresher training for all METRO employees will include information on the Safety Management Policy Statement. Any changes or updates made to the policy will be distributed and explained by the CSO to all METRO employees in a timely manner.

The CSO will make the ASP available to RTP (METRO's contracted paratransit) through their CSO. Any updates to the policy will be forwarded to RTP's CSO for appropriate distribution where needed.

Authorities, Accountabilities, and Responsibilities	
<b>Accountable Executive</b>	<ul style="list-style-type: none"> <li>• METRO’s Executive Director is the Accountable Executive.</li> <li>• Controls and directs human and capital resources needed to develop and maintain the ASP and SMS.</li> <li>• Designates an adequately trained CSO who is a direct report.</li> <li>• Ensures that METRO’s SMS is effectively implemented.</li> <li>• Ensures action is taken to address substandard performance in METRO’s SMS.</li> <li>• Assumes ultimate responsibility for carrying out METRO’s ASP and SMS.</li> <li>• Maintains responsibility for carrying out METRO’s Transit Asset Management Plan.</li> </ul>
<b>Chief Safety Officer SMS Executive</b>	<ul style="list-style-type: none"> <li>• The CSO is currently the Safety and Training Manager.</li> <li>• Develops METRO’s ASP and SMS policies and procedures.</li> <li>• Ensures and oversees day-to-day implementation and operation of METRO’s SMS.</li> <li>• Manages and coordinates the activities of METRO’s Safety Committee.</li> <li>• Advises the Accountable Executive on SMS progress and status.</li> <li>• Identifies substandard performance in METRO’s SMS and develops action plans for approval by the Accountable Executive.</li> <li>• Ensures METRO’s policies are consistent with METRO’s safety objectives.</li> <li>• Provides Safety Risk Management (SRM) expertise and support for other METRO personnel who conduct and oversee Safety Assurance activities.</li> </ul>
<b>Agency Leadership Executive Management</b>	<ul style="list-style-type: none"> <li>• Responsible for day-to-day SMS implementation and operation of METRO’s SMS under this plan.</li> </ul> <p><b>METRO Agency Leadership and Executive Management include:</b></p> <ul style="list-style-type: none"> <li>• Executive Director (Accountable Executive)</li> <li>• Director of Operations</li> <li>• Safety and Training Manager (Chief Safety Officer)</li> <li>• Operations Manager</li> <li>• Maintenance Manager</li> <li>• Director of Human Resources</li> <li>• Operations Supervisors (Dispatchers and Road Supervisor)</li> </ul>
<b>Key Staff</b>	<p>METRO uses the Safety Committee, as well as All-Staff Meetings, to support its SMS and safety programs:</p> <ul style="list-style-type: none"> <li>• Safety Committee: Any hazards reported will be evaluated by the Safety Committee and the Chief Safety Officer during their bimonthly meeting.</li> <li>• Operators’ Meeting: A permanent agenda item in all monthly Operators’ Meetings is dedicated to safety. Safety issues are discussed and documented.</li> <li>• 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. Information discussed in these will be documented.</li> </ul>

RTP’s authorities, accountabilities, and responsibilities can be found on pages 4 – 6 of their ASP.

## Employee Safety Reporting Program

METRO'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. A Safety Risk – Hazard Report form is available for employees to report safety conditions. These forms should be turned in to:

- The on-duty dispatcher
- Anonymously via a locked Safety Reporting box in the drivers' lobby
- Via email at [Safety@gpmetro.org](mailto:Safety@gpmetro.org)
- Directly to any supervisor, manager, director, or the CSO

Examples of information typically reported include:

- Safety concerns in the 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 inspections)
- Events that senior managers might not otherwise know about (for example, near misses)
- Information about why a safety event occurred (for example, radio communication challenges)

The CSO checks the Safety Reporting box, the [Safety@gpmetro.org](mailto:Safety@gpmetro.org) email address, and meets with dispatch to review any and all safety issues on a daily basis. All reported hazards are documented in the Safety Risk Register. The CSO reviews and addresses each employee report, ensuring that hazards and their consequences are appropriately identified and resolved through METRO's Safety Risk Management Process. All verified deficiencies, and confirmed acts of non-compliance with rules and procedures, are handled through METRO's Safety Assurance Process. The CSO will also work with the CSO of RTP (METRO's contracted paratransit) to ensure their ESRP is being handled appropriately. RTP outlines their ESRP on page 6 of their ASP. When needed, the CSO can utilize the Safety Committee for additional support. METRO's Safety Committee meetings will be used to verify ESRP compliance for both METRO and RTP.

METRO's CSO discusses actions taken to address reported and verified safety conditions during All-Staff Meetings. Additionally, if the reporting employee provided their name during the reporting process, the CSO follows up directly with the employee once appropriate action has been determined and after any mitigations are implemented.

The CSO may designate a stand-in when needed.

METRO encourages participation in the ESRP by protecting employees that report safety conditions in good faith (Appendix H in METRO's Bus Operator Handbook and pages 13 – 14 in the Non-Union Policy Manual). However, METRO 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 METRO equipment for purposes other than intended such that people, property, or the environment are put at risk
- Deliberate or willful disregard of regulations or procedures, such as reporting to work under the influence of controlled substances.

## 5. Safety Risk Management

### Safety Risk Management

METRO uses the SRM process as a primary method to ensure the safety of our operations, passengers, employees, vehicles, and facilities. This process identifies hazards and their consequences, assesses them for potential safety risk, and resolves them in a manner acceptable to METRO's leadership. The SRM process allows METRO to carefully examine what could cause harm, determine whether we have taken sufficient precautions to minimize the harm, and if further mitigations are necessary.

The CSO leads METRO's SRM process, working with the Safety Committee to identify hazards and consequences, assess safety risk of potential consequences, and mitigate safety risk. The results of the SRM process are documented in METRO's Safety Risk Register and referenced materials.

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

In carrying out the SRM process, METRO uses the following items:

- Safety 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 GPTD; or damage to the environment.
- Risk – Composite of predicted severity and likelihood of the potential effect of a hazard.
- Risk Management – Method(s) to eliminate or reduce the effects of hazards.
- Consequence – An effect of a hazard involving injury, illness, death, or damage to GPTD property or the environment.

### Safety Hazard Identification

The safety hazard identification process provides METRO with 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 METRO's transit insurance pool and vendors
- 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
- Federal Transit Administration (FTA) and other oversight authorities (mandatory information source).

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

METRO's CSO also may enter hazards into the Safety Risk Register based on their review of METRO'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.

The CSO 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, METRO's Chief Safety Officer 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
- Evaluate tasks and/or processes associated with the reported hazard

METRO's Chief Safety Officer will then prepare an agenda to discuss identified hazards and consequences with the Safety Committee during bimonthly meetings. 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.

RTP outlines their own safety hazard identification process on pages 8 – 9 of their ASP. METRO will ensure compliance through regular contact between agency CSOs and through Safety Committee meetings.

### **Safety Risk Assessment**

METRO uses its safety risk assessment process to determine the safety risk associated with identified safety hazards. 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 CSO and Safety Committee assess prioritized hazards using the Safety Risk Matrix. 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.

- “High” hazard ratings will be considered unacceptable and require action from METRO to mitigate the safety risk.
- “Medium” hazard ratings will be considered undesirable and require METRO’s Safety Committee to make a decision regarding tier acceptability.
- “Low” hazard ratings may be accepted by the CSO without additional review.

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

The CSO 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 CSO reviews the hazard and its consequences and reviews available information distributed in the Safety Risk Assessment Package on severity and likelihood. The CSO 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 CSO 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.

Safety risk assessment for RTP is on pages 9 – 10 of their ASP. Compliance will be ensured through Safety Committee meetings.

Table 1: Risk Assessment Matrix

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

Table 2: Safety Risk Criteria

Safety Risk Criteria	
Safety Risk	Criteria by Index
	Unacceptable under the existing circumstances.
	Acceptable based upon mitigations.
	Acceptable with CSO approval.

Table 3: Severity Categories for Hazard Assessment

Severity Categories		
Description	Value	Criteria
<b>Catastrophic</b>	<b>1</b>	<p>Could result in one or more of the following:</p> <ul style="list-style-type: none"> <li>• death</li> <li>• permanent total disability</li> <li>• high monetary loss and/or property damage</li> <li>• irreversible and severe environmental impact</li> </ul>
<b>Critical</b>	<b>2</b>	<p>Could result in one of more of the following:</p> <ul style="list-style-type: none"> <li>• permanent partial disability</li> <li>• injury, or occupational illness that may result in hospitalization of at least three people</li> <li>• moderate monetary loss and/or property damage</li> <li>• reversible environmental impact</li> </ul>
<b>Marginal</b>	<b>3</b>	<p>Could result in one or more of the following:</p> <ul style="list-style-type: none"> <li>• injury or occupational illness resulting in one or more lost workdays</li> <li>• minor monetary loss and/or property damage</li> <li>• mitigatable environmental impact</li> </ul>
<b>Negligible</b>	<b>4</b>	<p>Could result in one or more of the following:</p> <ul style="list-style-type: none"> <li>• injury or occupational illness with no loss in work</li> <li>• little or no monetary loss and/or property damage</li> <li>• minimal environmental impact</li> </ul>

Table 4: Likelihood Levels for Hazard Assessment

Likelihood Levels		
Description	Value	Definition
<b>Frequent</b>	<b>A</b>	Repeat occurrences will happen often.
<b>Probable</b>	<b>B</b>	Repeat occurrences will happen sometimes.
<b>Occasional</b>	<b>C</b>	Repeat occurrences may happen.
<b>Remote</b>	<b>D</b>	Occurrence unlikely to happen, and/or be repeated.
<b>Improbable</b>	<b>E</b>	Occurrence is highly unlikely to happen, and/or be repeated.

## Safety Mitigation

METRO’s Accountable Executive and CSO review the 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. RTP’s ASP discusses mitigation on page 10. METRO will ensure RTP’s mitigation strategies are appropriate through the Safety committee. The reduction of potential hazards’ likelihood and severity can reduce safety risk for both agencies.

Prioritization of safety risk mitigations is based on the results of safety risk assessments. METRO’s CSO tracks and updates safety risk mitigation information in the Safety Risk Register and makes the Register available to the Safety Committee during bimonthly meetings and to the METRO staff upon request. In the Safety Risk Register, the CSO 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.

## 6. Safety Assurance

### Safety Performance Monitoring and Measurement

METRO utilizes many different processes to monitor its entire transit system for compliance with operations and maintenance procedures, including:

- Safety audits
- Informal inspections
- Regular review of onboard camera footage to assess drivers and specific incidents
- Safety surveys
- ESRP
- Investigation of safety occurrences
- Safety review prior to the launch or modification of any facet of service
- Daily data gathering and monitoring of data related to the delivery of service
- Regular vehicle inspections and preventative maintenance
- Communications with RTP’s CSO (RTP’s safety assurance is on pages 10 – 12 of their ASP)

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

METRO monitors safety risk mitigations to determine if they have been implemented and are effective, appropriate, and working as intended. The CSO 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 CSO 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 CSO will endeavor to make use of existing METRO processes and activities before assigning new information collection activities.

The CSO and Safety Committee review the performance of individual safety risk mitigations during bimonthly 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 performed 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 CSO will approve or modify this proposed course of action and oversee its execution.

The CSO and Safety Committee also monitor METRO's operations on a large scale to identify mitigations that may be ineffective, inappropriate, or not implemented as intended by:

- Reviewing results from accidents, incidents, and occurrence investigations
- Monitoring employee safety reporting
- Reviewing results of internal safety audits and inspections
- Analyzing operational and safety data to identify emerging safety concerns
- RTP monitors their own operations. They can get assistance, if needed, from METRO's CSO, and through the Safety Committee.

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

METRO conducts safety investigations of events (accidents, incidents, and occurrences, as defined by FTA) to find causal and contributing factors, and to review existing mitigations in place at the time of the event. These factors include:

- Organizational: managerial decisions, policies, and procedures that contribute to an event
- Equipment/Infrastructure: vehicles, technology, or buildings that contribute to an event
- Environmental: natural world conditions that contribute to an event
- Human: errors, mistakes, rule violations, personalities, etc. that contribute to an event
- Outside: the area in which the agency operates, but has no control over that leads to an event

These procedures also reflect all traffic safety reporting and investigation requirements established by State of Maine's Department of Motor Vehicles. The CSO maintains all

documentation of METRO's investigation policies, processes, forms, checklists, activities, and results.

The CSO 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 CSO and Safety Committee ensure that the concerns are investigated and/or analyzed through METRO's SRM process.

The CSO and Safety Committee verify internal and external reviews, including audits and assessments, with findings concerning METRO's safety performance, compliance with operations and maintenance procedures, or the effectiveness of safety risk mitigations.

RTP handles their own monitoring, investigating, and reporting. However, METRO is available for assistance with the process at any time. Verification of proper practices will take place during Safety Committee meetings, and through regular communications between CSOs.

## 7. Safety Promotion

### Competencies and Training

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

- Bus operators
- Mechanics
- Building technicians
- Utility workers
- Fleet care workers
- Managers and supervisors
- Agency leadership and executive managers
- Chief Safety Officer
- Accountable Executive

METRO has a comprehensive safety training program as well as in-depth training on SMS roles and responsibilities. The scope of the training, including annual refresher training, is appropriate to each employee's individual safety-related job requirements and their role in the SMS.

Basic training requirements for METRO employees, including frequencies and refresher training, are documented in METRO's Safety Training Matrix and the METRO Employee Handbook.

Operations safety-related skill training includes the following:

- New-hire operator classroom and hands-on training for buses
- Operator retraining (recertification or return to work) for buses

- Classroom and on-the-job training for dispatchers
- Classroom and on-the-job training for operations supervisors and managers
- 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 technicians and supervisors
- Training provided by vendors

RTP's competencies and training can be found on pages 12 – 13 of their ASP.

### Safety Communication

METRO's CSO and Director of Human Resources coordinate METRO's safety communication activities for the SMS. METRO'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:***  
METRO communicates information on safety performance in its quarterly newsletter and during All-Staff meetings. METRO also has a permanent agenda item in all monthly Labor Management meetings dedicated to safety. Information typically conveyed during these meetings includes safety performance statistics, lessons learned from recent occurrences, upcoming events that may impact METRO's service or safety performance, and updates regarding SMS implementation. METRO also requests information from employees during these meetings which is recorded in meeting minutes. Finally, the Director of Human Resources, or the CSO, posts safety bulletins and flyers on the bulletin boards located in all bus operator and maintenance technician break rooms 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, METRO distributes safety policies and procedures, included in the METRO Bus Operator Manual and Personnel Policies, to all employees. METRO provides training on these policies and procedures, and discusses them during safety talks between supervisors and bus operators, and supervisors and mechanics. For newly emerging issues, or safety events at the agency, the CSO issues bulletins or messages 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:***  
Including handouts and flyers, safety talks, updates to bulletins, and one-on-one discussions between employees and supervisors.



Any safety communications that are relevant to RTP will be distributed to their CSO for proper handling. RTP’s own safety communications are outlined on pages 13 -14 of their ASP. Safety Committee meetings will ensure that both agencies handle safety communication in an appropriate and effective manner.

## 8. Safety Groups and Meetings

Group	Staff	Frequency
<b>All Staff</b>	All METRO employees	Once every month
	Operators	Once every month
	Maintenance AM	Once every month
	Maintenance PM	Once every month
<b>Safety Committee</b>	<ul style="list-style-type: none"> <li>• Director of Operations</li> <li>• Operations Manager</li> <li>• Maintenance Manager</li> <li>• Chief Safety Officer</li> <li>• Human Resources</li> <li>• Representatives from:               <ul style="list-style-type: none"> <li>○ Dispatch</li> <li>○ Operators</li> <li>○ Maintenance</li> <li>○ Paratransit</li> <li>○ Admin</li> <li>○ Customer Service</li> </ul> </li> </ul>	Once every 2 months
<b>Labor Management</b>	<ul style="list-style-type: none"> <li>• Director of Operations</li> <li>• Operations Manager</li> <li>• Maintenance Manager</li> <li>• Chief Safety Officer</li> <li>• Human Resources</li> <li>• Representatives from:               <ul style="list-style-type: none"> <li>○ Dispatch</li> <li>○ Operators</li> <li>○ Maintenance</li> <li>○ Admin</li> <li>○ Customer Service</li> </ul> </li> </ul>	Once every 2 month
<b>Management</b>	<ul style="list-style-type: none"> <li>• Director of Operations</li> <li>• Safety and training Manager</li> <li>• Operations Manager</li> <li>• Maintenance Manager</li> <li>• Customer Service Manager</li> <li>• IT</li> </ul>	Weekly

## 9. Safety Training Schedule

Group	Frequency
Staff	Annually
Operators	Annually
Maintenance	Annually
Dispatch	Annually