



Twin Cities Area
Transportation Authority
(TCATA)

Public Transportation Agency
Safety Plan

Board Chair: *Ron Singh*

Approval Date: *9-16-2024*

TRANSIT AGENCY INFORMATION

Transit Agency	Name	Address
	Twin Cities Area Transportation Authority / Dial-A-Ride	275 East Wall Street Benton Harbor, MI 49022
Accountable Executive	Name	Title
	Todd Shurn	Executive Director
Chief Safety Officer	Name	Title
	Nick Fort	Operations Director
Mode(s) of Service Covered by This Plan:		List All FTA Funding Types (e.g., 5307, 5337, 5339):
Demand Response		5307, 5339
Deviated Fixed Route		5307, 5339
Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)		
Directly Operated Bus		

Does the agency provide transit services on behalf of another transit agency or entity?	Yes	No	Description of Arrangement(s)
		X	
Transit Agency(ies) or Entity(ies) for Which Service Is Provided	Name		Address
	n/a		

PLAN DEVELOPMENT, APPROVAL, AND UPDATES

Signature by the Accountable Executive	Name	Date of Signature
	Todd Shurn	
Approval by Board of Directors (or Equivalent)	Signature	9/16/2024
	Approving Entity	Date of Approval
	TCATA Board	
	Resolution #	

ACTIVITY LOG

Version Number and Updates

Complete history of successive versions of this plan

[illegible]

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1 BACKGROUND

The Moving Ahead for Progress in the 21st Century (MAP-21) Act, and subsequent legislation, the Fixing America's Surface Transportation (FAST) Act, grant the Federal Transit Administration (FTA) the authority to establish and enforce a comprehensive regulatory framework to oversee the safety of public transportation throughout the United States. As a component of this safety oversight framework, the legislation requires certain recipients of FTA Chapter 53 funding to develop and implement a Public Transportation Agency Safety Plan (PTASP).

In addition to greater safety oversight responsibilities, MAP-21's grant of expanded regulatory authority puts the FTA in a position to provide guidance to transit agencies that strengthens the use of safety data to support management decisions, improves the commitment of transit leadership to safety, and fosters a culture of safety that promotes awareness and responsiveness to safety risks. The framework to this approach is called a safety management system (SMS), which moves the transit industry towards a more holistic, performance-based approach to safety. The SMS framework has been adopted by FTA in its National Public Transportation Safety Plan.

The PTASP for the Twin Cities Area Transportation Authority TCATA supports and is consistent with an SMS approach to safety risk management. SMS is an integrated collection of policies, processes, and behaviors meant to ensure a formalized, proactive, and data-driven approach to safety risk management. The aim of an SMS is to increase the safety performance of transit systems by proactively identifying, assessing, and controlling safety risks. The approach is meant to be flexible and scalable, so that transit agencies of all types and sizes can efficiently meet the basic requirements of MAP-21 and the FAST Act. The TCATA PTASP addresses the following elements:

- Safety Management Policy Statement - A policy statement establishing management commitment to continual safety improvement.
- Document Control - A description of the regular annual process used to review and update the plan including.
- Core Safety Responsibilities – Includes a description of the responsibilities, accountabilities, and authority of the accountable executive, and key members of the safety management team.
- Safety Risk Management - A description of the processes the agency uses to identify hazards, analyze and assess safety risks, and develop, implement, and evaluate risk controls.
- Risk Control - A description of the risk control strategies and actions that the agency will undertake to minimize exposure of the public, personnel, and property to hazards.
- Safety Assurance - Defined safety performance measures that the agency will use to determine if it is achieving the specified safety goals.
- Safety Training Program - A description of the safety training for agency staff that ensures that staff are trained and competent to perform their safety duties.
- Safety Communication – A description of methods used to communicate safety information throughout the agency.

DEFINITIONS AND ACRONYMS

The following definitions may be used throughout this document and correspond to the definitions

provided in 49 CFR 673.5.

Accident means an “event”, as defined below, that involves any of the following:

1. A loss of life,
2. A report of a serious injury to a person,
3. A collision involving public transportation vehicles,
4. An evacuation for life safety reasons,

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

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

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 an “accident”, as defined above, or “incident” or “occurrence” (each as defined below).

FTA means the Federal Transit Administration, an agency within the United States Department of Transportation.

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 (as defined below).

Incident means an “event” (as defined above), that involves any of the following:

1. A personal injury that is not a serious injury,
2. One or more injuries requiring medical transport, or
3. 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” (each as defined here), 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” (as defined above), 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(14).

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 Federal Transit Administration (FTA).

Public Transportation Agency Safety Plan (PTASP) means the documented comprehensive agency safety plan for a transit agency that is required by 49 U.S.C. 5329 and this part.

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 (SMS) that functions 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 its safety objectives and the accountabilities and responsibilities of its employees.

Safety Management System (SMS) 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 (SRM) means a process within a transit agency's PTASP 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 of 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.

Small public transportation provider means a recipient or subrecipient of Federal financial assistance under 49 U.S.C. 5307 that has one hundred (100) or fewer vehicles in peak revenue service and does not operate a rail fixed guideway public transportation system.

State of good repair (SGR) means the condition in which a capital asset can operate at a full performance level.

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.

2 SAFETY POLICIES AND RESPONSIBILITIES

3.1 Safety Management Policy Statement

Safety management is fundamental to TCATA operations. The TCATA management team embraces the Safety Management System (SMS) and is committed to developing, implementing, maintaining, and constantly improving processes to ensure the safety of our employees, customers, and the general public. TCATA management and frontline employees are committed to safety and understand that safety is the primary responsibility of all employees.

For passengers and employees, we will minimize the safety risk associated with transit service to as low as reasonably practicable and we will work to comply with and, wherever possible, exceed legislative and regulatory requirements and standards. We also will work to ensure that all employees are provided with adequate and appropriate safety information and training, are competent in safety matters, and are only allocated tasks commensurate with their skills.

In addition, we commit to providing appropriate management involvement and the necessary resources to establish an effective reporting system that will encourage employees to communicate and report any unsafe work conditions, hazards, or at-risk behavior to the management team. We ensure that no action will be taken against employees who disclose safety concerns through the reporting system, unless disclosure indicates an illegal act, gross negligence, or deliberate or willful disregard of regulations or procedures.

Finally, we have established realistic safety performance targets to help us measure the overall effectiveness of our processes and ensure we meet our safety objectives.

3.2 Annual PTASP Review and Update

TCATA management will review the PTASP of each year, update the document as necessary, and submit the document to TCATA Board for review and approval if plan had changes. Necessary updates outside the annual update window may be handled as PTASP addenda. Reviews of the PTASP and any subsequent updates, addenda, adoption, and distribution activities will be documented in the Activity Log at the beginning of this document.

3.3 Organization Structure and System Safety Responsibilities

While the TCATA Executive Director is responsible for implementing the PTASP, the entire TCATA team is responsible for safe and secure transit operations. Each employee must carry out specific system safety responsibilities, depending on their position, in compliance with the PTASP.

The information provided in the Staff Safety Roles and Responsibilities table (Appendix A) describes each position and general system safety responsibilities, and the agency's reporting structure.

3.4 Non-Punitive Reporting Policy

TCATA is committed to the safest transit operating standards practicable. To achieve this, TCATA encourages uninhibited reporting of all safety events that may compromise safe operations. To this end, every employee is responsible for the communication of any information that may affect the integrity of transit safety. Such communication will be completely free of any form of reprisal.

Employees can report safety conditions multiple methods:

- Directly to the dispatcher, who will add them to the maintenance ticket for repair. The Operations Supervisor reviews the dispatcher ticket.
- Note on Driver Pre/Post Trip forms. The Maintenance Technician reviews the Pre/Post Trip for safety concerns.
- Correspond in-person and/or via email to the Operations Supervisor, Executive Director, and/or Maintenance Technician.

TCATA management will review and address each employee report, ensuring that hazards and their consequences are appropriately identified and resolved through TCATA's safety risk management (SRM) process and that reported deficiencies and non-compliance with rules or procedures are managed through TCATA's safety assurance process. The CSO will conduct investigations or analysis related to any safety incident or concern. The ED is responsible for safety reporting process and record keeping.

TCATA will protect employees that report safety conditions in good faith. However, TCATA may take disciplinary action if the report involves any of the following:

- Willful participation in illegal activity, such as assault or theft;
- Gross negligence, such as knowingly utilizing heavy equipment for purposes other than intended such that people or property are put at risk;

- Deliberate or willful disregard of regulations or procedures, such as reporting to work under the influence of controlled substances.

4 SAFETY RISK MANAGEMENT

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

4.1 Hazard Identification

Establishing an effective hazard identification program is fundamental to safety management at TCATA. Hazard identification can be reactive or proactive in nature. Safety event reporting, incident investigation, and trend monitoring are reactive. Other hazard identification methods proactively seek feedback through data collection, observation, and day-to-day operations analysis. Common hazard identification activities include:

- Review of vehicle camera footage;
- Review of performance data and safety performance targets;
- Observations from supervisors;
- Maintenance reports;
- Comments from customers, passengers, and third parties, including TCATA's insurance pool and vendors;
- Staff meetings;
- Results of audits and inspections of vehicles and facilities;
- Results of training assessments;
- Investigations into safety events, incidents, and occurrences; and
- FTA and other oversight authorities (mandatory information).

When a safety concern is observed or reported, it is reviewed by TCATA management. The TCATA ED, or designee, may conduct additional investigations or analyses related to any safety incident or concern. Any identified hazard that poses a real and immediate threat to life, property, or the environment will receive immediate attention.

4.2 Safety Risk Assessment

Once a hazard has been identified, TCATA will assess the potential consequences. Factors to be considered are the likelihood of occurrence, the severity of the consequences, and the level of exposure to the hazard.

TCATA staff assess prioritized hazards using a 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.

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

- “High” hazard ratings will be considered unacceptable and require action from TCATA to mitigate the safety risk,
- “Medium” hazard ratings will be considered undesirable and require TCATA management to decide regarding their acceptability, and
- “Low” hazard ratings may be accepted by the Chief Safety Officer without additional review.

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

Results of the risk assessment process will help determine whether the risk is being appropriately managed or controlled. If the risks are acceptable, the hazard will continue to be monitored. If the risks are unacceptable, steps will be taken to lower the risk to an acceptable or tolerable level, or to remove, avoid, or otherwise eliminate the hazard.

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

Unacceptable under any circumstance	HIGH
Accepted, but monitor closely	Medium
Acceptable under existing circumstances	Low

4.3 Safety Risk Mitigation

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

In general, TCATA will take/provide the following safety actions to mitigate risk:

- 1. Physical Defenses** - These include objects and technologies that are engineered to discourage, warn against, or prevent inappropriate action, or mitigate the consequences of events (e.g. fences, safety restraining systems, transit controls/signals, transit monitoring systems, etc.).

2. Administrative Defenses - procedures and practices that mitigate accidents (e.g. safety regulations, signs, standard operating procedures, personnel policies, inspections, training, etc.).

3. Behavioral Defenses - These include behavioral interventions through education and public awareness campaigns aimed at reducing risky and reckless behavior of motorists, passengers, and pedestrians. These factors are generally outside the control of the transit agency.

Safety risk mitigation priorities are based on safety risk assessments. TCATA's Chief Safety Officer tracks and updates safety risk mitigation information in a Safety Risk Log and makes the log available to the TCATA Board and to TCATA staff upon request.

In the Safety Risk Log, TCATA's Chief Safety Officer will also document any specific measures or activities, such as reviews, observations, or audits, that will be conducted to monitor the effectiveness of mitigations once implemented.

5 SAFETY ASSURANCE

Safety assurance provides the necessary feedback to ensure that the SMS is functioning effectively and that TCATA is meeting or exceeding its safety objectives. Safety assurance requires a clear understanding of how safety performance will be evaluated, or in other words, what metrics will be used to assess system safety and determine whether the SMS is working properly.

Through our Safety Assurance process, TCATA:

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

TCATA maintains documented procedures for conducting safety investigations of events (accidents, incidents, and occurrences, as defined by FTA) to find causal and contributing factors and review the existing mitigations in place at the time of the event (Appendix B TCATA Accident/Incident Investigation Procedures). These procedures also reflect traffic safety reporting and investigation requirements established by Michigan's Department of Motor Vehicles.

The TCATA ED maintains documentation of investigation policies, processes, forms, checklists, activities, and results. Following any incident, the ED works with appropriate City leadership to determine whether:

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

5.1 Defining Safety Performance Measures

Performance measurement is the regular systematic collection, analysis, and reporting of data that track resources used, work produced, and whether specific outcomes were achieved. In other words, it is a tool to quantify and improve performance and engage and communicate with TCATA staff and external stakeholders.

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

- Regular vehicle inspections and preventative maintenance,
- Regular review of onboard camera footage to assess drivers and specific incidents,
- Formal and informal facility inspections,
- Investigation of safety occurrences,
- Safety review prior to the launch or modification of service, and

- Daily data gathering and monitoring of data related to the delivery of service.

Results from the above processes are compared against recent performance trends quarterly and annually by the ED to determine where action needs to be taken.

TCATA will set performance measures that focus on the areas based on data delivered to the National Transit Database (NTD), as follows:

A. Fatalities

- Total number of reportable fatalities
- Rate of reportable fatalities per total vehicle revenue miles

B. Injuries

- Total number of reportable injuries
- Rate of reportable injuries per total vehicle revenue miles

C. Safety Events

- Total number of reportable safety events
- Rate of reportable safety events per total vehicle revenue miles

D. System Reliability

- Mean distance between major mechanical failures

TCATA has developed the targets below based on the previous 3 years' worth of data.

Service Mode	Fatalities	Fatalities per 10K VRM	Injuries	Injuries per 10K VRM	Safety Events	Safety Events per 10K VRM	System Reliability VRM/Failures
Demand Response	0	0	2	.2	8	.8	195,000
Deviated Fixed Route	0	0	0	0	4	.46	120,000

TCATA will make its safety performance targets available to applicable state agencies and metropolitan planning organizations (MPOs), and, to the maximum extent practicable, will coordinate with both in the selection of safety performance targets. Targets will be adopted into local Transportation Improvement Plans (TIPs) or Long Range Plans (LRPs) as required by MPO planning requirements.

5.2 Monitoring Performance and Evaluating Results

TCATA monitors safety risk mitigations to determine if they have been implemented and are effective, appropriate, and working as intended. The ED works closely with the Operations Supervisor and Maintenance Technician to carry out and document all monitoring activities. System safety data and related activities records are maintained for at least three years.

6 SAFETY PROMOTION

TCATA believes safety promotion is critical to the success of an SMS by ensuring that the entire organization fully understands and trusts its safety policies, procedures, and structure. Further, safety promotion involves establishing an organizational and workplace culture that recognizes safety as a core value, training employees in safety principles, and allowing open communications of safety issues.

6.1 Training

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

- Bus vehicle operators,
- Dispatchers,
- Custodians,
- The Maintenance Technician,
- The Operations Supervisor, and
- The Executive Director.

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

Operations safety-related skill training includes the following:

- New-hire bus vehicle operator coursework and hands-on skill training,
- Bus vehicle operator refresher training,
- Coursework and on-the-job training for dispatchers, supervisors, and managers, and
- Accident investigation training for supervisors and managers.

Vehicle maintenance safety-related skill training includes the following:

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

TCATA's management team must also complete FTA's SMS Awareness online training.

6.2 Safety Communication

TCATA's Executive Director, Operations Supervisor, and Maintenance Technician coordinate TCATA's safety communication activities for the SMS. TCATA's activities focus on the three categories of communication activity established in 49 CFR Part 673 (Part 673):

1. Communicating safety and safety performance information throughout the agency
 - TCATA communicates information on safety and safety performance in written and

- electronic communications and during staff safety meetings. Information typically conveyed during these meetings includes safety performance statistics, lessons learned from recent occurrences, upcoming events that may impact TCATA's service or safety performance, and updates regarding SMS implementation. TCATA also requests information from drivers during these meetings, which is recorded in meeting minutes. Finally, TCATA management posts safety information and flyers on the bulletin boards located in the break rooms promoting awareness of safety issues.
- 2. Communicating information on hazards and safety risks relevant to employees' roles and responsibilities throughout the agency
 - As part of new-hire training, TCATA distributes safety policies and procedures to all employees. TCATA provides training on these policies and procedures and discusses them during safety talks between supervisors and staff. For newly emerging issues or safety events at the agency, TCATA's ED issues communications to employees that are reinforced by supervisors in one-on-one or group discussions with employees.
- 3. Informing employees of safety actions taken in response to reports submitted
 - TCATA provides targeted communication to inform employees of safety actions taken in response to submitted reports, including handouts, flyers, memos, emails, safety talks, updates to bulletin boards, and/or one-on-one discussions between employees and supervisors.

6.3 Document Retention

TCATA will maintain documentation related to the implementation of its SMS; the programs, policies, and procedures used to carry out this ASP; and the results from its SMS processes and activities for three years after creation. They will be available to the FTA or other Federal or oversight entity upon request.

APPENDICES

Appendix A – Staff Safety Roles and Responsibilities

TWIN CITIES AREA TRANSPORTATION AUTHORITY TCATA STAFF SAFETY ROLES AND RESPONSIBILITIES

Completed by:

Date:

Position Title	Name of Staff Member	Position Description	Safety Responsibilities
Accountable Executive	List all names that apply Todd Shum	49 CFR § 673.5 – Accountable Executive means a single, identifiable person who has ultimate responsibility for carrying out the PTASP, responsibility for carrying out the agency's TAM Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's PTASP, in accordance with 49 U.S.C. § 5329(d), and the agency's TAM Plan in accordance with 49 U.S.C. § 5326.	• Ultimate responsibility for carrying out the PTASP • Responsibility for carrying out the TAM Plan • Control or direction over the human and capital resources needed to develop and maintain both plans • Ensuring the agency's SMS is effectively implemented throughout the system • Ensuring action is taken, as necessary, to address substandard performance in the agency's SMS • May delegate specific responsibilities, except ultimate accountability for the agency's safety performance, which always rests with the Accountable Executive
Chief Safety Officers	List all names that apply Nick Fort, Jeff Halliburton	49 CFR § 673.5 – Chief Safety Officer means an adequately trained individual who has responsibility for safety and reports directly to a transit agency's chief executive officer, Executive Director, president, or equivalent officer. A Chief Safety Officer (CSO) for a small public transportation provider (as defined in Part 673) may serve in capacities (operational or maintenance) unless the agency ceases to be a small public transportation provider or operates a rail transit system. Ensure coordinated development and implementation of the PTASP	• Is adequately trained • Responsibility for safety • Reports directly to agency's Accountable Executive • Authority and responsibility for day-to-day implementation and operation of agency's SMS • Maintains a safe working environment • Adheres to all safety policies and procedures • Promotes safety awareness throughout the organization • Ensures safety documentation is current and accessible to all employees • Communicates changes in safety documents to all personnel • Monitors effectiveness of corrective actions • Provides periodic reports on safety performance • Renders independent advice to the Executive Director and other personnel on safety-related matters • Ensures that safety management has a high priority throughout the organization • Maintains a safe working environment • Adheres to all safety policies and procedures • Full knowledge of all standard and safety operating procedures • Ensures that drivers make safety a primary concern when on the job • Listens and acts upon any safety concerns raised • Immediately reports safety concerns to the Executive Director • Provides leadership and direction to employees during security incidents • Handles minor non-threatening rule violations • Defuses minor arguments
Operations Supervisor	Nick Fort	Supervisors are responsible for communicating the transit agency's safety policies to all employees.	

			• Determines when to call for assistance • Responds to fare disputes and service complaints • Responds to security related calls with police officers when required, rendering assistance with crowd control, victim/witness information gathering, and general on-scene assistance • Completes necessary security related reports • Takes photographs of damage and injuries • Coordinates with all outside agencies at incident scenes
Bus Operator	Corveta Meridy, Debra Bailey, Doris Sallie, Doris Sanders, Dwints Alexander, Giovannie Westmoreland, James Watson, Jill Page, Joann Rayford, Joy Leonard, Letecia Henderson, Lillian Bryant, Lorelle Pernell, Marcus Black, Margaret Jackson, Martell Turner, Michael Cook, Moses Simmons, Northern Williams, Tywana Williams, Yvette Wooden.	Drivers are responsible for exercising maximum care and good judgement in identifying and reporting suspicious activities, in managing security incidents, and in responding to emergencies.	• Maintains a safe working environment • Adheres to all safety policies and procedures • Takes charge of a hazard incident scene until the arrival of supervisory or emergency personnel • Collects fares in accordance with agency policy • Familiar with City of Niles/Niles TCATA Employee Manual and procedures • Attempts to handle minor non-threatening rule violations • Responds verbally to complaints • Attempts to defuse minor arguments • Determines when to call for assistance • Maintains control of the vehicle • Reports all safety incidents to Supervisor on duty • Completes all necessary safety related reports

Dispatchers	Carla Choudry Nidra Singleton	Like drivers, dispatchers are responsible for exercising maximum care and good judgment in identifying and reporting suspicious activities, in assisting in managing security incidents, and in responding to emergencies.	• Maintains a safe working environment • Adheres to all safety policies and procedures • Familiar with City of Niles/Niles TCATA Employee Manual and procedures • Responds verbally to complaints • Attempts to defuse minor arguments • Determines when to call for assistance • Reports all safety incidents to Supervisor on duty ☐ Completes all necessary safety related reports
Maintenance	Jeffrey Halliburton, Donnel Kyle St., Carl Sargent	Maintenance technician performs repairs of buses. Fully qualified and completely capable of repairing, maintaining, and rebuilding all parts of all equipment. Technician is also responsible for managing facility maintenance and repairs.	• Maintains a safe working environment • Adheres to all safety policies and procedures • Responsible for repair of vehicles and vehicle components, including but not limited to engine and transmission rebuilds, tire changes and repairs • Conducts all levels of inspections • Assists in all aspects of repair and maintenance work • Makes bus assignments (if needed) • Makes road calls • Driver reported defects • Supervises bus-washing activities

Custodian	Girmai Zerom, Damon Parker	Custodians are responsible for cleaning bus and facility interiors. Custodians are also partially responsible for maintaining the TCATA grounds.	• Maintains a safe working environment • Adheres to all safety policies and procedures • Reports safety incidents/concerns to Maintenance Technician
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Appendix B - TCATA Accident/Incident Investigation Procedures

- 1) Upon arriving at the scene, determine whether there are passengers, staff, or other involved parties who may need medical attention. (This should have already been done by the driver.)
 - a) If yes, render aid to the extent of your medical training and work with dispatch to notify the police and request an ambulance if necessary. If there are injuries on site that require attention, supervisor or dispatch must call 911.
- 2) Confirm whether police should be/have been called to scene.
 - a) If the accident was caused by TCATA or occurred in the public right-of-way (i.e., the street), the relevant police agency must be contacted for a police report. Work with dispatch to ensure police are sent to scene.
 - i. If an accident is within Benton Harbor Limits, call Benton Harbor Police Department at 9-1-1 or the non-emergency number: 269-927-8436.
 - ii. If accident occurs outside City Limits, call Berrien County Sheriff's Department at 269-684-5274.
 - b) If the accident occurred on private property, is very minor, and was not caused by a TCATA driver, police may not need to be called.
- 3) Obtain a verbal summary of the incident from the driver (or other staff, as appropriate for incident at the office).
- 4) Ask the driver if accident/incident forms have been started or completed.
 - a) If yes, check to make sure relevant information has been obtained from passengers, witnesses, and other parties involved.
 - b) If no, ensure the driver begins to complete forms (unless the driver is incapacitated).
- 5) Determine whether accident meets DOT threshold* (for vehicle-related incident) and complete related form.
- 6) Determine whether there is reasonable suspicion to send driver for a drug or alcohol test and complete relevant form.
 - a) If accident/incident rises to DOT* threshold or there is reasonable suspicion, work with dispatch to arrange another staff member to take the driver to the Corewell Lakeland Hospital for post-accident drug and alcohol test. Staff members sent for testing are NOT allowed to drive themselves.
- 7) Take photos of the following:
 - a) Damage to the TCATA vehicle (or lack thereof)
 - b) Damage to other vehicle(s) (or lack thereof)
 - c) Damage to other property (if applicable)
 - d) Any landmarks or signage noting location of accident
- 8) Assist driver and PD as requested to provide relevant agency, insurance, and other information.
- 9) DO NOT accept or deny fault.
- 10) DO NOT offer to pay for damages.

- 11) DO NOT discuss the accident with anyone EXCEPT for the Police, other emergency service personnel, or TCATA supervisors.
- 12) Work with Operations Supervisor or Maintenance Tech to pull hard drive from bus and save relevant incident video to the network.
- 13) Complete any additional forms (i.e., insurance) and submit incident paperwork to HR within 5 business days.
- 14) Follow up as needed, depending on circumstances of incident, including but not limited to:
 - a) Documentation organized to ensure completeness of file
 - b) Property/vehicle repairs
 - c) Policy/procedure changes
 - d) Personnel/disciplinary issues
 - e) Legal proceedings

**DOT Threshold:*

- *There is a fatality or injury requiring immediate medical attention away from the scene*
- *A Vehicle (transit or non-transit) that sustained disabling damage and must be towed away from the scene*

Appendix C- Infectious Disease Risk Management

TCATA practices strategies consistent with Center for Disease Control and Prevention and or the State Michigan Health Agencies guidelines if any of the following occur: Epidemic, or Pandemic.

Epidemic/Pandemics: Although different definitions both will be treated with the same urgency as far as safety for our drivers, staff, riders, and community.

Appendix D-Responsibilities of the Safety Committee

1. Identifying and recommending risk-based mitigation or strategies necessary to reduce the likelihood and severity of consequences identified through the recipient's safety risk assessment.
2. Identifying mitigations or strategies that may be ineffective, inappropriate, or were implemented as intended.
3. Identifying safety deficiencies for purposes of continuous improvement. Identifying evidence used to substantiate this.