



Waccamaw Regional Transportation
Authority
(dba Coast RTA)

Public Transportation Agency Safety Plan
(PTASP)

Demand, and Transit Bus Operations

This record contains information as relates to the Public Transportation Safety Plan as outlined within 49 CFR 672, 49 CFR 673, and/or 49 CFR 674. Any information deemed to contain Sensitive Security Information are not contained within this record as defined in 49 CFR parts 15 and 1520 but may be referred to as "Contained within the Agencies System Security and Emergency Preparedness Plan

ASP Policy Statement

The management of safety is the top priority of the Waccamaw Regional Transportation Authority; WRTA (d/b/a Coast RTA). Coast RTA is committed to implementing, maintaining and constantly improving processes to ensure that all our operational and maintenance activities are supported by an appropriate allocation of organizational resources and aimed at achieving the highest level of transit safety performance. Coast RTA has adopted the principles and methods of Safety Management Systems (SMS) as the basis for enhancing the safety of public transportation within the CPTA service footprint. CPTA will follow the principles and methods of SMS in its development of rules, regulations, policies, guidance, best practices, and technical assistance.

Our commitment is to:

- Support the management of safety by providing appropriate resources to support an organizational culture that fosters safe operational practices, encourages effective safety reporting and communication, and actively manages safety with the same attention to results as that given to the other management systems of the transit agency.
- Integrate the management of safety as an explicit responsibility of all transit manager and employees.
- Clearly define for all transit management, staff and employees, their accountabilities and responsibilities for the delivery of safety transit services and the performance of our safety management system.
- Establish and operate a safety reporting program as a fundamental tool in support of transit agency hazard identification and safety risk evaluation activities to eliminate or mitigate the safety risks of the consequences of hazards resulting from our operations or activities to a point that is as low as reasonably practicable.
- Ensure that no action will be taken against any transit employee who discloses a safety concern through the safety reporting program, unless such disclosure indicates, beyond a reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures in accordance with the establish policies and procedures of the COAST RTA.
- Comply with and, wherever possible, exceed any applicable legislative and regulatory requirements and standards.
- Ensure that sufficiently trained and skilled personnel are available and assigned to implement the transit agency's safety management processes and activities.
- Ensure that all transit staff are formally provided with adequate and appropriate safety management information, are competent in safety management system activities, and are assigned only safety related tests commensurate with their skills.
- Establish and measure our transit agency safety performance against a realistic safety performance indicators and safety performance targets.
- Continually improve our transit agency safety performance for rule management processes that ensure relevant safety action is taking in a timely fashion and is effective when carried out.
- Ensure contracted services that support our transit mission are delivered in meeting our safety performance standards.

Table of Contents

SECTION 1.	PLAN CHRONOLOGY AND INFORMATION	1
SECTION 2.	OVERVIEW & INTRODUCTION	2
SECTION 3.	EMPLOYEE SAFETY REPORTING PROGRAM	9
SECTION 4.	SAFETY & SECURITY PLAN INTERACTION	11
SECTION 5.	SAFETY RISK MANAGEMENT	11
SECTION 6.	SAFETY ASSURANCE	14
SECTION 7.	SAFETY PROMOTION	21
SECTION 8.	SUPPORTING DOCUMENTATION	22
SECTION 9.	DEFINITIONS OF SPECIAL TERMS USED IN THE SAFETY PLAN	24

Section 1. PLAN CHRONOLOGY AND INFORMATION

PLAN PROGRESSION, HISTORY AND COMMENTS

Date	Version	Comments
July 2018'	- - - -	<i>Initial</i> Draft new plan
July 2019	Draft 1	Process of formatting various ideas into a workable plan
November 2019	1 st Draft finalization	Formatting to begin review process
January 2020	1 st Draft Review	Review of proposed plan with selected personnel
April 2020	Policy Section Only	Board review
April 2020	2 nd Draft Review	Review and input from selected personnel on plan
April 2020	Final Draft	Submitted to Coast RTA Board

Requests for interpretation of this document and suggestions for changes should be addressed to the person mentioned below:

Jay P. Smith
ASP – Chief Safety Officer
1418 3RD Ave
Conway, SC 29579
jaysmith@coasrta.com

NAME OF ENTITY THAT DRAFTED THIS PLAN

Waccamaw Regional Transportation Authority (d/b/a Coast RTA)

This document has been approved by the Authority's Board of Directors at their regularly scheduled meeting held on April 29, 2020. A copy of their resolution signed by the GM/CEO and Board Members is included in the appendices of this document.

RELEVANT DOCUMENTATION (TITLE AND LOCATION)

Certification of Compliance: The certification of compliance/resolution of board will be kept on file in the Safety manager's office and is available for review

NAME OF INDIVIDUAL/ENTITY THAT CERTIFIED THIS PLAN

Date of Certification: May 1st, 2020 by WRTA/Coast RTA, Jay P. Smith, Safety Manager and Relevant Documentation (title and location): Coast RTA ASP, Copy in Safety Manager's Office

VERSION, PAGES AFFECTED, REASON FOR CHANGE, DATE ISSUED

Version 1, all pages, New Document, April 29, 2020

Section 2. OVERVIEW & INTRODUCTION

PLAN OVERVIEW

Coast RTA's safety management system shall focus upon applying resources to established risk and is based on ensuring that the Transit Agency has the organizational infrastructure to support decision-making at all levels regarding the assignment of resources.

Principles of the Safety Management System

Safety Policy – Includes the Board of Directors Policy Statement and other procedures utilized to foster the SMS.

Safety Risk Management – Includes the identification of hazards, hazard analysis and the evaluation of risk. Mitigation strategies, methods, considerations, actions and reassessment are vital parts of the success of the system.

Safety Assurance – Includes the ongoing monitoring and assessment of the current state of safety, monitoring of performance, monitoring metrics and recording the efforts of the organization to manage safety. The Authority will work to be vigilant at monitoring changes to the overall safety aspect when items within their control change. It will also work to monitor change outside of agency control. The goal is continuous improvement of the safety of the system and reviewed on a regular basis or when warranted.

Safety Promotion - Includes the communication of information to our employees and stakeholders. It also involves communication and interactions with those that rely on the service of the Coast RTA every day. Further promotion of the overall program is contained in the training program of both new and established employees of the organization.

Safety Management Policy Communication

Coast RTA's Safety Management Policy has been read, adopted and approved by the organization's Board of Directors.

Any subsequent actions regarding the policy by the Board of Directors, the Safety Management Policy shall be disseminated to all staff, management, employees, and contractors of the organization for the established methods of the Coast RTA including, but not limited to both printed and electronic methods.

Authorities, Accountabilities, and Responsibilities

Various members of the agency through their normal work flow and plan, in addition to assigned duties and responsibilities, have a responsibility to create a safe workspace, area and service delivery. In addition, certain designated positions of the following listed duties:

Stakeholder and contractors of the agency, dependent on their role and mission, are and will be considered for their part(s) in the plan and guiding principles of the SMS for the Authority.

Accountable Executive

General Manager, Coast RTA shall serve as the accountable executive for the Code of Federal Regulations governing this plan.

In regards to the plan, the terms of Accountable Executive and Executive Director shall refer to the same role within the ASP. If and when the job title of the Executive Director was to change, the responsibilities listed within this plan remain in the role of the person, designated by the Board of Directors to lead the Authority. In the event of a temporary vacancy in the role, the Board may designate the person that would fulfill that role in this plan, until notified differently or the role filled by the Board.

The General Manager shall:

- Ensure safety concerns are considered in the agency's on going budget planning process.
- Ensure transparency in safety management priorities, for both the Board of Directors and for the employees.
- Establish guidance on the level of safety risk acceptable to the agency.
- Assure safety management policy statement is appropriate and communicated throughout the agency.
- Coordinates the membership of the Safety Committee

Chief Safety Officer or SMS Executive

Safety, Security, and Training Officer, Coast RTA shall, for the purposes of this plan and regulations governing this plan, serve as the Chief Safety Officer and manages the SMS on behalf of the General Manager.

The General Manager may designate an SMS Executive, That individual shall perform within the duties and the titles shall be interchangeable as it relates to this plan.

- Direct hazards identification and safety risk evaluation as part of the regular duties of the position and also at the direction of the Safety Committee or General Manager.
- Monitors mitigation activities, evaluates effectiveness, and when needed or guided by an existing hazard analysis shall report those results to the General Manager or Safety Committee.
- Provides periodic reports on safety performance to various levels of the organization as warranted by this plan, determined as made by the position, or at the direction of the General Manager or safety committee.
- Maintains safety documentation in accordance with the rules and regulations governing this plan.
- Plans and organizes safety management training in cooperation with the training staff of the agency.

Agency Leadership and Executive Management

- Participate in the Safety Committee (if so assigned by the General Manager). This committee provides strategic direction to any local office safety committee (if so created) and the group of General and Local Managers, Supervisors and Key Staff as needed
- Strategic safety management functions
- Ensures that resources are allocated to achieve agreed safety performance
- Monitors SMS performance against established safety performance indicators and targets

Key Staff

Will support the implementation, routine, and day-to-day functions of the Coast RTA Safety Management System (SMS) in accordance with the Agency Safety Plan (ASP).

Members of the Key Staff, as relates to this plan are listed with some specific responsibilities within this plan. They are further listed in the Appendices in the Transit System Description – Organization structure as it relates to the plan. This breaks out various departments within the agency as they relate to the plan and SMS development or administration.

These duties may include:

- Coordinates implementation of safety risk mitigation
- The identification of hazards within their area of expertise

- Receiving strategic direction from the Executive Level Safety Committee
- Performing of risk assessments
- Monitor safety promotion within the individual departments.
- Participate in safety assurance
- Assessment of the impact of safety on operational changes through analyzing reports and data, direct observation, or related duties as assigned by the General manager.

Members of the staff in leadership roles will be prominent and mentoring of the individuals they encounter in their department or areas of responsibility, utilizing one on one interaction to promote the safety program within their area and the agency as a whole.

All Employees

All employees of Coast RTA have, within their respective Job Descriptions; duties, responsibilities or other objectives, as relates to safety at the Authority as a whole.

PURPOSE OF PLAN

The ASP establishes formal mechanisms through which an effective, agency wide Safety Management System can be developed, implemented and maintained, working in concert with GSATS.

It is also the purpose of the ASP to establish mechanisms through which Coast RTA and its employees, passengers, contractors and other personnel can appropriately identify and report safety concerns and events within Coast RTA's operations to the correct personnel and/or external parties (emergency response agencies, law enforcement agencies, etc.) so that preventive actions may be implemented to eliminate, control or minimize their impact.

SCOPE OF PLAN

The ASP represents the agency's commitment to improving and maintaining safety and safety management functions across all operations and services and is designed to incorporate security into every aspect of the organization. The scope of the ASP therefore applies to all Coast RTA organizational units, employees and contractors. This security plan is to include all current modes of transportation but be scalable to incorporate any new service if and when it is introduced.

Description of Service Modes and Funding

Coast RTA primarily provides fixed route and ADA complementary paratransit services. Coast RTA also provides emergency evacuation and relocation services for Horry County in declared states of emergency. The Authority serves as a back-up transportation provider for Georgetown County during states of emergency.

Description of Federal Funding Types

Coast RTA receives urban formula funds (5307) and rural formula funds (5311) that support the operation, planning and preventive maintenance of our transit system. Local

funds from Horry County, Georgetown County, Myrtle Beach and several smaller municipalities provide local match. The Authority also receives State Mass Transit Funds from the South Carolina Department of Transportation.

Coast RTA receives formula funds from two capital sources: 5339 Bus and Bus Facilities; and, 5310 Elderly & Disabled Transportation funds, which are administered by the Grand Strand Area Transportation Study (GSATS), the regional Metropolitan Planning Organization.

From time to time, Coast RTA receives discretionary portions of all of these funding sources, as well.

Description of Arrangements or Services

Coast RTA does not provide any other services nor contracts with other transportation providers for services.

GOALS OF PLAN

The overall goal of Coast RTA's Agency Safety Plan is to establish the highest reasonable level of safety that can be afforded to all employees, passengers, contractors, equipment and facilities. Through the implementation of an effective safety program, Coast RTA will plan to provide training for employees and contractors to supply the knowledge and skills necessary to effectively respond to and control safety risk and other major events. These goals include the following.

- Maintain and promote a plan that compliments and harvest a Safety Management System that leads the agency wide safety program.
- Foster the development of an agency wide safety program that complements the agency's System Security and Emergency Preparedness Plan.
- Heighten safety awareness among all employees, passengers, and contractors.
- Develop relationships and coordinate with local emergency response agencies and local and state government agencies along with the FTA to share and exchange information that will enhance the agency wide safety program and response.

Safety Performance Targets

In accordance with safety performance measures established by the FTA's safety performance measures, Coast RTA shall set safety performance targets by mode.

These modes, by FTA guidelines, are Fixed Route Bus Modes and Non-Fixed Route Bus Modes.

- Fixed Routes Bus Modes include – Fixed Route Service
- Non-Fixed Route Bus Modes include –Demand Response(Para Transit)

These targets will be measured in events per 1,000,000 (1 million) of total vehicle revenue miles (VRM) by mode and reported events.

A reported event is one that meets the criteria, under the National Transit Database (NTD) as reportable under the current guidelines and standard in affect for the calendar year of that event.

- Major Incident Reporting form: Data of fatalities, injuries and safety events
- Non-Major Summary Reporting form: Data on injuries
- Service form: Data on vehicle revenue miles

System Reliability is based on mean distance between major mechanical using VRM.

- Maintenance Performance form: Data on system reliability
- Service form (S-10): Data on vehicle revenue miles

Safety Target Dashboard VRM = Vehicle Revenue Miles	Mode of Service (FY 19 date)	
	Fixed Route	Paratransit
Annual Reported Fatalities	0	0
Fatalities (per 1 million VRM)	0	0
Annual Reported Injuries	11	4
Injuries (per 1 million VRM)	11.8	16.4
Annual Reported Safety Events	17	9
Safety Events (per 1 million VRM)	18.3	37
System Reliability (Breakdowns per 1M VRM)	72	6

Safety Performance Targets 2020-2021: Coast RTA will reduce its events across the board by at least 5% in the 2020-2021 year.

Coast RTA will monitor these targets as part of the Safety Assurance process. In addition, Coast RTA will, at a minimum tri-annual interval, update, amend, adjust or otherwise revise these targets, based upon data collected in the period preceding the review. Coast RTA shall review and make modification of any target based upon solid data for a three (3) year period to better identify variation. Coast RTA retains the ability to make modifications or additions during the annual review, at the direction of the Accountable Executive or Board of Directors in the event, for example, of significant changes to the service delivery of the Authority.

Additionally Coast RTA will to the extent possible, transmit performance data, against a safety performance targets, to SC DOT and the metropolitan planning organization on an annual basis as required by the FTA.

Safety performance targets will undergo an annual review as part of this safety plan contents as listed in part 673 of the requirements.

Safety Performance Target Coordination

Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.

Coast RTA will submit its Agency Safety Plan to its two coordinating agencies, the Grand Strand Area Transportation Study and South Carolina Department of Transportation. The document will be delivered once it receives conditional approval by the Coast RTA Board of Directors. Coordination will include the integration of our safety targets into the regional and statewide planning process.

Annual Review and Update(s) of the ASP

The Coast RTA-ASP shall undergo review on an annual basis. The review, along with any updates, revisions or references, shall be under the guidance of the Chief Safety Officer or SMS Executive. The Chief Safety Officer or SMS Executive shall include any personnel or departments needed to perform this task and prepare for review by the Accountable Executive.

The agency goal for completion of the annual review shall be in the fourth quarter of the calendar year.

In addition to annually, a review shall take place when:

- Significant change to service delivery occurs;
- Significant changes to the organizational structure of the agency;
- A determination by the Accountable Executive, Safety Committee and/or Chief Safety Officer/SMS Executive that part(s) of the plan are unproductive;
OR
- Determination that resources prioritization has changed regarding supporting the SMS in part or whole.

OBJECTIVES OF PLAN

It is the objective of the ASP to establish procedures and/ requirements that can be used by personnel and contractors to integrate safety systems into all processes, decision making and operations. Therefore it is the objective of the program, through this safety plan, to do the following:

- Define roles and responsibilities for all personnel with regards to security and emergency preparedness.
- Develop a management structure to maintain, evaluate and modify the plan.
- Enable employees, passengers, contractors, and other personnel to identify possible dangers, events and other safety concerns identified within Coast RTA operations and to properly report and address such events.

- Solicit safety concerns from employees, passengers, and contractors.
- Comply with the applicable requirements of regulatory agencies, as well as all local, state and federal requirements.
- Implement an annual safety review and assessment process and verify adherence to Coast RTA's safety policies, procedures and requirements.
- Administer safety -related training courses to address safety concerns and emergency response.
- Meet or exceed safety requirements in all operations, services and maintenance activities.
- Thoroughly investigate all events involving safety related events or other safety related concerns or vulnerabilities.
- Thoroughly evaluate the safety implications of all proposed system modifications before implementation and ensure that system modifications do not create new safety risks.
- Coast RTA Mission Statement

“Provide safe, reliable, affordable and courteous mass public transportation that enhances the quality of life for the residents supports the growth of tourism.”

In alignment with the mission statement of the agency, the development of a functional ASP is paramount to maintaining its core principles of safety, service, and stewardship for the mobility needs of the future.

Name and Title of Accountable Executive

Brian Piascik, General Manager

Name of Chief Safety Officer or SMS Executive

Jay P. Smith, Deputy Transportation Manager

Section 3. EMPLOYEE SAFETY REPORTING PROGRAM

Coast RTA utilizes a written reporting system for all safety, security, unusual events, injuries, incidents, and other areas of concern for all employees of the agency. In addition, a written reporting system for both concerns and events that occur by authorized contractors, utilized by the organization, is part of the reporting program.

This reporting program allows employees at all levels of the organization to report safety concerns, events, near miss events and any other unusual event. This system is set up to allow reporting, without fear of reprisal. However, activities by any employee, listed in the current Employee Manual (or Handbook) as an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures, would not be exempt from disciplinary actions.

This system, known by the Coast RTA as a **NEAR MISS/EVENT** shall be utilized and practiced at all levels of the organization.

Event reports once received and reviewed shall be classified if and when applicable to the guidelines of this plan.

The Employee Safety Reporting Program is also listed and mentioned within the SSEPP with reference to the Coast RTA ASP. This ASP will host the details of the reporting program and serve as the guideline for the report handling system for both programs.

NEAR MISS/EVENT

Event reports shall be filled out and turned in to any dispatcher, supervisor or other management level employee.

Dispatchers Role

Dispatchers receiving event reports shall note on report, date and time of receipt and immediately forward to their respective supervisor.

Supervisors/Managers Role

Supervisors/Managers receiving event reports shall note on the report, date and time. They shall review and, dependent on the information or type of event, begin investigation(s) and take actions reasonable to the event report up to and including the immediate mitigation of danger. However, this investigation and/or other efforts shall not delay forwarding the initial report to the Safety Officer.

Directors and Administrators Role

Directors and Administrators receiving event reports shall perform the duties listed under Supervisor/Manager and also initiate needed actions dependent on the report received.

Safety Department Role

The Safety Department serves as the central collection point for all event reports and records these in the agencies established record keeping system. The Chief Safety Officer, as defined by this plan, shall upon receipt and review of all information on an event classify it within the definitions of the plan.

Program Reporting Outline

Events and concerns reported using the established event reporting procedure and the employee safety reporting program, shall be handled and forwarded as below:

- Reports generated by the Safety Team are distributed at various levels of the organization, dependent on content. This is done at regular intervals at the direction of the Chief Safety Officer, Safety Committee or Accountable Executive.
- Detailed reports containing confidential information, will be available to distinct members of the management team. Reports containing this confidential information, are not public documents and are not circulated due to the sensitive nature of the information. Information considered confidential would include disclosing or violating employee privacy, agency security, legal process, work product doctrine and/or other overwhelming circumstances. The agency will, when applicable, provide this type information in a more generalized format that would be acceptable in the situation, if one exists.

- Employees reporting security concerns, events, and related security matters, including, but not limited to matters of combined safety and security sensitivity, shall be afforded the confidentiality of the systems security plan(s). These matters may be referred to and/or covered by the agency security plan(s).

Section 4. SAFETY & SECURITY PLAN INTERACTION

Coast RTA recognizes that not all risk, hazards, events and other unknown events will simply fall within parameters of one set plan. Further, Coast RTA recognizes plan interaction is key to adherence to the plans and successful outcomes for all involved.

DESIRE TO WORK WITHIN A SINGLE PLAN

Coast RTA, when practical and reasonable, shall work within the confines of a single plan as listed.

- Instances reported, discovered or otherwise within the aspect of the ASP, reported thought either the ASP or SSEPP, shall be handled within the ASP.
- Instances reported, discovered or otherwise within the aspect of the SSEPP, reported thought either the ASP or SSEPP, shall be handled within the SSEPP.

SYSTEM SECURITY & EMERGENCY PREPAREDNESS PLAN (SSEPP)

When instances reported, discovered, upgraded through hazard analysis, or otherwise combine both Security and Safety, the SSEPP need to protect sensitive information shall take precedence. It shall be recorded on any written public forms that additional information contained under the SSEPP is available only to those with a need to know, per the current SSEPP.

Section 5. SAFETY RISK MANAGEMENT

SAFETY HAZARD IDENTIFICATION

A hazard is 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; damage to the environment; or reduction of ability to perform a prescribed function.

Coast RTA seeks to identify and analyze safety deficiencies and hazards within the scope of this plan and addresses all applicable requirements in the FTA's Public Agency Safety Program and the National Public Transportation Safety Program. To do this, the agency will attempt to capture safety hazard information from all available sources and analyze those hazards for potential consequence.

These shall include, but not limited to:

- Safety reporting program (event reporting) – all employees and contractors may utilize
- Inspections – performed by staff, contractors, vendors and insurance representatives
- Internal safety investigation
- Accident reporting and results of data analysis
- Compliance programs
- FTA, transit oversight agencies and other governmental sources
- Customer and public feedback and or complaints
- New projects
- Injury reporting data
- Event data from events reports from operators' specific to field operations and observations.
- Information gathered during the bi-annual safety & training meetings held with operators and/or staff members.

The General Manager, Chief Safety Officer, and/or Safety Committee, shall establish the scope of the hazard analysis that may need to be performed in accordance with this plan.

SAFETY RISK ASSESSMENT

Upon identification of hazard, a person, small group, or committee shall be assigned to assess the likelihood and severity of the hazard. This scope and size of group shall come from the General Manager, Chief Safety Officer, Member of Management and/or the Safety Committee. A timeline goal shall be established upon assignment of a Risk Analysis.

Person(s) performing their risk assessment shall document same, preserving documentation and presenting the information from the documentation similar to Event Reports.

Risk Assessment Forms

Coast RTA shall utilize two (2) general forms for use during a Risk Assessment. The current forms are within Appendices of this plan.

The “**Short Form**” shall be utilized for less complex assessments, to document an assessment and mitigation(s) that occur, eliminating the hazard in simple fashion, or any situation deemed by the Chief Safety Officer as appropriate. The short form can also be used to request a more in-depth assessment.

The “**Long Form**” will be utilized for complex assessments, for any hazard or risk determined to be unacceptable utilizing this plan's Safety Matrix, or any situation deemed by the Safety Committee or Chief Safety Officer.

The long form assessment should include:

- Utilizing their risk assessment matrix to assess the hazard consequences in terms of likelihood
- Utilizing their risk assessment matrix to assess the hazards consequences in terms of their severity

- Evaluate the impacts of the consequences if they occur
- Evaluate the current safety risk mitigation in place, if any
- Evaluate any defense already in place (human, technological, barrier, machine guarding)

Existing mitigation and other corrections or defenses against harm

In the case of existing mitigation or defense that is already in place by the Authority, the evaluation shall factor in the impact of establish corrections or mitigation in place at the time of assessment.

Determine level of acceptability

This evaluation shall be forwarded to the Chief Safety Officer. The Chief Safety Officer will review and forward the assessment to the requesting member and Safety Committee for any assessment that is unacceptable, requires a management decision and/or review by management.

Evaluations found to be acceptable without review or the hazard eliminated, shall still be recorded and records stored, per current Authority procedures.

SAFETY RISK MITIGATION

Coast RTA shall consider the availability, knowledge and expertise of agency personnel in consideration of mitigation strategies and actions. In more complex matters, or in situations where additional expertise from subject matter experts outside of the agency, the Chief Safety Officer or Safety Committee shall inform the accountable executive of said need. However, this plan will allow actions by the Chief Safety Officer or Safety Committee to initiate the process, as not to warrant unreasonable delay.

The mitigation of risk is a complicated process and the agency recognizes that not all risk, hazards, or other dangers may not be correctable completely or in part by any mitigation strategy by the Central Pennsylvania transportation authority.

The agency mitigation tactics when performed within this plan, shall:

- Consist of initial, ongoing and revised mitigation strategies;
- Make mitigation activities clear so they can be monitored for ongoing effectiveness; and
- Align with the agency's safety performance objectives.

Uncomplicated hazards

The agency acknowledges that some mitigation efforts, actions, or strategies may often take place at the local level with acceptable outcome. Local office personnel along with their management team may easily find a solution and produce a mitigation removing the hazard or bringing it to an acceptable level without a full hazard assessment program taking place. It is the intention of this plan, in consideration of this process and effort in these cases, to allow this to take place and accept the documentation presented from that local management team. The acceptance of this information, for example an event report

closed out with risk mitigation illuminating the hazard, will be with the approval of the Chief Safety Officer, General Manager, and/or the Safety Committee accordance with this plan.

Complex hazards

In consideration of more complex hazards, hazards needing review, or found to be unacceptable may require a more in-depth analysis according to this plan. In these cases mitigation efforts, suggestions, or planning may be at the discretion of the Safety Committee or executive. The Chief Safety Officer will report these situations to the Safety Committee along with the preliminary mitigation thoughts, plans, or strategies.

Strategy considerations

The agency in accordance with this plan and efforts of those performing the hazard analysis in regards to mitigation, will when possible utilize the agency's preferred safety risk mitigation strategies to include:

- Safety risk elimination
- Safety risk avoidance
- Safety risk reduction
- Segregation of exposure

Section 6. SAFETY ASSURANCE

To better ensure the performance and effectiveness of any mitigation, risk control, or other program in place as part of this plan and/or other established training or operations of the agency, the agency shall take the actions to assure effectiveness.

This safety assurance Information can be collected from operations, maintenance, staff members, and outcomes of investigations to assist with this process. This will allow the agency to monitor its performance in terms of safety and the safety management systems impact on the agency. Additionally, the valuation of protocols, procedures, training, broadcast, and any other related activities or information provided to our personnel as a whole can lend information in regards to safety assurance. If during the safety assurance process a lapse, deficiency, or cases of non-compliance, is discovered, the application of hazard analysis, risk assessment, and/or mitigation to correct the situation will be employed at the direction of the key personnel within this plan.

SAFETY PERFORMANCE MONITORING AND MEASUREMENT

The agency will utilize activities to monitor the system for compliance with procedures for operations and maintenance. These may include but are not limited to:

Monitor employee safety reporting program (Event Reports)

- Performed by – Safety Committee
- Information needed – event report form and any subsequent investigation by supervisor or manager

- When performed – information shall be entered upon receipt and reviewed by routine basis of the Chief Safety Officer
- Method –primary messages will be a compilation of data received a broken down into categories for reporting using SMS criteria, Insurance Data, and Coast RTA related event classifications
- Information reported to – regular reports go to department heads, monthly information for reporting to the board of directors, special reporting to the Safety Committee, bi-annual reports given during bi-annual training and safety meetings. Other information can and shall be reported by the Chief Safety Officer as needed or request.

Monitor service delivery activities (must include field observations)

- Performed by – training staff, Safety Department, direct supervisors and managers, or other assigned personnel.
- Information needed – information is gathered on the current employee evaluation form for employee ride along for operators in the field. Maintenance supervisors may use appropriate check off or observation forms for specific mechanical test being performed. In the event specific observation form is not available, due to the employee's unique job classification or skill, the observing manager or supervisor will detail in writing any findings.
- When performed – observations are performed prior to release into operations for operators and mechanical staff, additional observations are performed at the discretion of management after any reported event, observations performed on an annual basis. Observations of personnel not directly involved in operations or mechanical service are performed as part of their annual employee evaluation and assessment process.
- Location(s) – on route observations may be performed with the observer on the bus or vehicle, they also may be performed from outside of the vehicle or in a trailing vehicle as appropriate. Maintenance Department evaluations are performed while those employees are involved in assigned job task possibly at any location. Other personnel's observations shall be done in their place of work.
- Method – reports upon completion shall be scanned and sent electronically, also the original reports shall be sent as listed below. This is to insure the original signed documents are on file.
- Information reported to – all operator and the mechanical evaluations are forwarded to the attention of the Chief Safety Officer electronically utilizing the established method. An evaluation of all other employees are forwarded to the Director of Human Resources utilizing the established method in place at that time.

Monitor operational and maintenance data

- Performed by – Under the direction of the Safety Manager the Maintenance Manager shall oversee the collection and monitoring of the information

- Information needed – Preventive Maintenance (PM) intervals, vehicle mileage, PM completed, road call information and miles between major mechanical events.
- When performed – Ongoing, with progress monitored throughout each month.
- Location(s) – All locations with vehicles assigned
- Method – Vehicle use, concerns, defects, and mileage is collected through fueling records, daily operator inspection reports, direct inspection and/or unscheduled repairs/maintenance.
- This information is tracked by the Maintenance Department and allows for scheduling of inspections and repairs. In addition, each vehicle receives a State Inspection, by an approved and authorized technician. These State Inspections can be performed by authorized and certified personnel of Coast RTA or its authorized contractor(s).
- Information reported to – Maintenance Manager, Safety Manager, General Manager and/or Board of Directors

Conduct safety surveys

- Performed by – Safety Department, supervisors and managers, or other assigned personnel
- Information needed – the reporter generalized form shall be provided with space for information needed in the specific survey assigned.
- When performed – these reports are gathered monthly if they are part of the regular reporting process. An example would be the monthly safety and security building walk around form. Other surveys, on a specific timeline, when assigned or distributed.
- Information reported to – the information is reported back to the Safety Manager and/or the Operations Manager for needed follow up our evaluation

Conduct safety audits, studies, reviews, and inspections

- Performed by – training staff, Safety Department, supervisors, managers, directors or other assigned personnel
- Information needed – the forms outlining or containing the information needed shall be distributed
- When performed – the due date will be provided upon distribution
- Location(s) – area or locations will be assigned upon distribution
- Method – the methods may vary including in-person interviews, visits to specific locations, or review of specific information
- Information reported to - the information is reported back to the Safety Manager and/or the Operations Manager for needed follow up our evaluation

Conduct annual review of motor vehicle driving records

- Performed by – Human Resources and Safety with support from local management
- Information needed – every employee shall provide their name, state of licensure, driver's license number, and declaration of their driving history for the previous year.

- When performed – annually, beginning in January of each year
- Location(s) –all offices and locations
- Method – Human Resources and safety will review the form to be distributed annually. Beginning the first weeks of January, the form will be distributed to every employee in the organization. Every employee will fill out and return the form to their supervisor, and those forms will then be forwarded to Human Resources. Human Resources shall obtain a copy of the driving record and examine to confirm is the correct information for the employee. Human Resources will then forward the driving records to safety for review. After review by safety, the records are returned to Human Resources for filing. Safety shall note any records with discrepancies, infractions, or other concerns and report the Director of Human Resources.
- Information reported to – Human Resources, Chief Safety Officer, and General Manager

Conduct annual hours of service confirmations and acknowledgement

- Performed by – Human Resources and agency management of overseeing operations and maintenance, supported by the Safety Department
- Information needed – employee shall provide their name and date of that knowledge on the form provided for that year.
- When performed – annually, forms are distributed at the end of the month of May to each year, with collection in the month of June.
- Location(s) –all offices and locations, specific to operators and maintenance personnel
- Method – Human Resources and safety will review the form to be distributed annually. During the last weeks of May, the form shall be distributed to all operators and maintenance personnel. Employee shall review and sign the acknowledgment, returning same to the managers, with the final destination in the human resource department.
- Information reported to - Human Resources, Chief Safety Officer, and General Manager

Conduct annual facilities audit

- Performed by – Maintenance Manager
- Information needed – various locations and equipment may have specific forms to be utilized. Also the Maintenance Department has plans and logs for this process.
- When performed – the Maintenance Department shall maintain the plan and logged all activities regarding the audit process, as different locations and equipment are done during different months of the year.
- Location(s) –all offices and locations
- Method – the Maintenance Manager shall schedule personnel and equipment needed for any inspection. The Operations Manager and Chief Safety Officer, by the nature of their duties, may assist or conduct portions of these inspections or audit. Also, due

to the nature or type of equipment/facility, the Maintenance Manager may need to utilize the vendor of record, the current contracted maintenance vendor, or other contractor to assist in this process.

- Information reported to – while the Maintenance Manager annually reports to the board of directors, various ongoing reporting during the year will be made to the safety committee, Operations Manager, Chief Safety Officer, and/or General Manager.

Conduct fire prevention and suppression activities

- Performed by – Safety Department, Training Department, Maintenance Department
- Information needed – confirmation of training of any new or existing employee. Certification by outside agency or contractor annually for fire extinguishers and extinguishment systems. Other logs and documentation as needed to complete as monthly inspections.
- When performed – annually, all fire extinguishers and fire extinguishment systems shall be tested and/or certified. Monthly fire extinguisher checks shall be done and noted for buildings. Vehicle systems are checked by the operators during their daily vehicle inspections. Building evacuation drills shall be performed annually at the various sites.
- Location(s) –all offices and locations, including all vehicles
- Method – the Maintenance Manager will coordinate the scheduling and accessibility for systems on vehicles and portable extinguishers. The Maintenance Manager, with any needed assistance from the Operations Manager or Chief Safety Officer, shall schedule and coordinate any sprinkler system, natural gas detection system, the overhead door system and elevators for their annual certification or inspections. The Maintenance Superintendent along with any building and grounds maintenance personnel, shall set ensure any fire department hydrant or valve on any property owned or leased by Coast RTA is readily accessible and not blocked by debris or vegetation.
- Information reported to - Human Resources, Chief Safety Officer, and General Manager

Conduct safety investigations

- Performed by – supervisors and managers are tasked to perform initial investigations of all events reported to them by their staff or employees. Additional detailed investigation utilizing current accident or injury report forms by the assigned management personnel for events such as but not limited to vehicle accidents, property damage, employee injuries, passenger injuries, liability cases, along with any other cases or events where that need to defend the authority through investigation is present. Additional safety investigations may be assigned as needed by the Accountable Executive, Safety Committee, Chief Safety Officer, Operations Manager, Director of Human Resources, or other authorized member of the executive management team.

- Information needed –the supervisor’s investigative report for accidents and or injuries provide a guide of the general information needed. Additional information may be available through the police or other authorized agencies who are also investigating.. Investigators may utilize other techniques and gather information through a narrative format and provide that as part of the investigative process.
- When performed – investigations shall be started as soon as possible and without a delay. Additional investigations or more detail investigations may be assigned and will begin upon assignment.
- Location(s) – visits to the location of the event, other locations as needed, along with interviews conducted in office where in the field.
- Information reported to – the Safety Department shall be the collector of all reports, investigations from the field, unless the accountable executive has specifically designated someone else in the agency to receive the investigative report. Information from the investigation shall be distributed to the agency’s insurance carrier, legal counsel, supervisor of employee, department heads, the Safety Committee, the accountable executive, or other personnel with a specific need to know and you are authorized to receive such information. Everyone concerned must be aware and acknowledge confidential matters, personnel information and other privileged information contained in investigation. Due to this sensitivity, information received for the investigative process may fall under Atty. Client privilege or the work product doctrine, which would include conveying information to our insurance carrier. The accountable executive, in coordination with the agency’s legal counsel, may need to determine if some or any of the information contained in an investigation must remain confidential.

Evaluate data and information from external agencies or peers

- Performed by – department heads, members of management
- When performed – as assigned by the accountable executive, Safety Committee or Chief Safety Officer
- Method – this may be the review of Electronic Data, print data or other information as supplied
- Information reported to – information will be reported back to the assigning official

SAFETY PERFORMANCE MONITORING ACTIVITIES

Timelines Regarding Assessment & Reassessment

When mitigations are put in place in regards to a hazard analysis, the timeframe shall be established to revisit the mitigations in place, and review the effectiveness along with proper implementation.

Upon review of a Risk Assessment and/or a Hazard Analysis, the Accountable Executive, Safety Committee and/or the Chief Safety Officer shall set a timeline for reassessment. This may be set as (by) a specific date or a generalized time frame. When setting a

generalized timeframe, block 90 periods may be referenced up to one year and timeframe greater than one year shall be set in six month periods.

When the hazard analysis with or without mitigation has determined the reported hazard to have been eliminated, the setting of a timeframe for reassessment may not be necessary. If this is the case, it shall be indicated on the initial hazard analysis form.

The setting of any timeframe for reassessment greater than four years (48 months) shall be reported and confirmed by the Safety Committee.

If at any time during the initial timeframe, a newer hazard analysis is performed for any reason, the dates, recommendations and determinations of the newest approved hazard analysis shall take precedence.

Authorization for Periodic Evaluation

Further periodic evaluation of any formal mitigation or informal mitigation may be performed at any time as deem necessary by management or other authorized personnel. When any member or management or other authorized personnel seek an evaluation, outside of preset, predetermined, or current need, they shall inform the Chief Safety Officer in writing (paper or electronic) as to the need, scope and related information. There will be no need for formally notify the Accountable Executive or Safety Committee before the Chief Safety Officer approves, coordinates, assist with coordination or assigns personnel to the evaluation, assessment or analysis.

Review of Current Events and Trends

In review of accidents, Coast RTA road supervisors/safety manager investigates and reviews all accidents and safety events. The review process starts with on scene investigation and interaction with police agency and their causal report. Operator incident reports, rider interviews, as well as bus video is all looked at in determining causal factors. The Safety Manager in accordance with policies and handbooks of Coast RTA.

Monitoring of the Employee Reporting System

The Chief Safety Officer shall coordinate the continuous monitoring and evaluation of the employee reporting system, is also known as event reports, for any increase in trends, failure to decrease any specific hazards once mitigation efforts have been put in place, or any new or unknown factors.

Monitoring of Vehicle Maintenance and Reliability

The management team of the Maintenance Department shall coordinate the continuous monitoring of system reliability, as relates to revenue vehicles, through routine preventive maintenance along with monitoring unexpected parts failure trends. This information shall be routinely reported to the Executive Safety Committee as part of the Executive Director's staff meeting agenda(s).

Section 7. SAFETY PROMOTION

Safety Promotion provides visibility of executive management's commitment to safety, and fosters improved safety performance by increasing safety awareness through safety communication and training.

Through communication of lessons learned and broader safety information, employees are made aware of safety priorities and safety concerns at both the organizational level and as they relate to their own duties and responsibilities.

COMPETENCIES AND TRAINING

Coast RTA's training programs include new hire, continuing education, and refresher training for all employees regardless of position or time with the authority. Additional information is often passed onto employees in targeted groups, face-to-face and small group meetings when sudden changes to current policy, procedures or other safety concerns are discovered and addressed for this plan.

Training Program

All new employees are given a comprehensive training program containing importance safety information in regards to personal safety, driving safety, route safety, mobility securement and safe practices, employee event reporting program, accident and injury reporting and investigations, and many other personnel, and agency-related safety programs.

Ongoing Training, Meetings, Events

The authority also utilizes an active bi-annual training program for all employees that conveys all hazards and safety messages along with actively soliciting information from employees in these meetings regarding safety concerns or known hazards. During these training sessions, the employee's roles and responsibilities are covered on multiple levels and often are conveyed in specialized sessions specific to their roles and the authority.

SAFETY COMMUNICATION

Coast RTA recognizes the communication of information is the backbone of the program and ASP. The Board of Directors along with the General Manager employ and encourage the use of the open door ideology for the reporting of any safety or security concern by all employees and contractors of the agency. It further emboldens all key personnel to guide new or unknowing employees through the process of reporting and follow up.

Conveying Information

Meeting and Events

During bi-annual training meetings, when concerns on all topics are taken from the employees, lists are made and addressed through the Safety and HR office to all levels of

management and staff that would be affected and information solicited and passed back to the employees through this messaging program.

Employee Reporting System

The current event reporting system utilized by Coast RTA, allows for the manager or supervisor that first handles the report, to indicate they have spoken to and completed the feedback loop with the employee. In the event that this cannot be performed at the manager or supervisor level, additional follow up can take place up when needed.

Written and Published Materials

Job descriptions, the employee handbook, collective bargaining agreements, and other important employee procedural manuals contains sections on safety and expectations. This information is accessible to employees in either print or electronic form at all times. Employees are informed at their time of hire, that any request for specific information to safety or concerns for safety may be handled by their first level supervisor.

Awareness of Plan and Programs

Coast RTA utilizes both print and electronic means to actively communicate with its staff, operators, Maintenance Department and other active personnel to include safety messages, alerts and general information.

Section 8. SUPPORTING DOCUMENTATION

SAFETY PROGRAMS AND INITIATIVES

Coast RTA maintains programs and procedures, outside of this plan related to the safety and security of organizational units, employees, passengers, our community members, community stakeholders and/or contractors.

These programs and procedures are an integral part of the agency as a whole, yet are maintained, updated and created separately. All documentation will be made available to the FTA or other oversight organizations via electronic media as well as hard copies kept on file with Coast RTA for a period of three(3) years.

The following is an overview of some of the programs currently in use. As the range of activities and needs of the agency change, this list can and will be modified to enhance the overall safety, training and overall health of Coast RTA.

New Hire Training Program

Active and in place, ongoing to meet the needs of the organization. Information on some of the safety related topics covered are listed in the appendices of this document.

Employee Assistance Program (EAP)

EAP is included in Safety & Training Program/Procedure(s). The program is active and in place and presented to all new hires. The supervisor, manager, HR manager or other authority personnel may initiate and introduce to any employee.

Forklift Training

Safety & Training Program/Procedure(s) Active and in place, The shop/maintenance employees and others in need of forklift safety training participate.

Human Trafficking Training Program

Safety & Training Program/Procedure(s) Active and in place, all newly hired operators and employees are scheduled for training. Open to all employees.

Violence Prevention, De-escalation and Conflict Resolution Training

Safety & Training Program/Procedure(s). Active and in place, annual topic during one of the biannual meetings

Bloodborne Pathogens

Safety & Training Program/Procedure(s). Active and in place, all new hires receive training. Covered in part at every bi-annual training. For managers, supervisors, dispatchers and other staff, we perform an online training program, in addition to the above. HEP B program for mechanics, porters and shop personnel includes either pre-approved shot program or declination form.

Fatigue

Safety & Training Program/Procedure(s). Active and in place, all new hires receive training. Covered in part at every bi-annual training. For managers, supervisors, dispatchers and other staff, we perform an online training program, every 2 years in addition to the above.

Hazard Communication (Haz-Com)

Safety & Training Program/Procedure(s) Program. Active and in place during new hire training and yearly refresher for all employees

Hearing Protection

Safety & Training Program/Procedure(s). Active and in place, part of the maintenance shop program for shop/maintenance employees and others in need of hearing protection safety training participate

Pandemic Preparedness and Response

Safety & Training Program/Procedure(s). Active and in place, new hire and refresher training as needed. This is a constantly evolving and changing program to meet the current needs of the community and organization.

Lockout Tagout (LOTO) Program and Equipment

Safety & Training Program/Procedure(s). Active and in place, program and equipment is maintained at various offices and locations, dependent on the operations that take place.

Section 9. DEFINITIONS OF SPECIAL TERMS USED IN THE SAFETY PLAN

Term	Definition
Accident	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; an evacuation for life safety reasons.
Accountable Executive	The single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of the Agency; responsibility for carrying out the Agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the Agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. § 5329(d), and the Agency's Transit Asset Management Plan in accordance with 49 U.S.C. § 5326.
Agency, Transit Agency or Authority	Waccamaw Regional Transportation Authority/dba/ Coast RTA
Board	Board of Directors, WRTA
Chief Safety Officer	Adequately trained individual who has responsibility for safety and reports directly to the Transit Agency's General Manager.
Consequence	Potential outcome(s) of the hazard
Event	Any Accident, Incident, or Occurrence.
FTA	Federal Transit Administration, an operating administration within the United States Department of Transportation
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 transit system; damage to the environment
Hazard Analysis:	The formal activities to analyze potential consequences of hazards during operations related to provision of services
Hazard Identification	Formal activities to analyze potential consequences of hazards during operations related to provision of service
Incident	An Event that involves any of the following: one or more injuries (a personal injury that is not a serious injury) requiring medical transport

	away from the scene, or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of the Transit Agency. one or more non-serious injuries (FTA's SSO rule at 40 CFR part 674, updated definitions listed in Fed.Register/Vol.83, No.139,July 19.2018))
Investigation	Process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.
National Public Transportation Safety Plan	The plan to improve the safety of all public transportation systems that receive federal financial assistance under 49 U.S.C. Chapter 53.
Occurrence	An Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of the Transit Agency.
Operational System Description	A formal description of the structure of a transit agency, including departmental interfaces; functions and responsibilities directly and indirectly related to the delivery of transit service; and functions and responsibilities related to the safety management of service delivery
Performance Measure	An expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.
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 Federal Transit Administration (FTA).
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 the Transit Agency's Safety Management Systems 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 Deficiency	A condition that is a source of hazards and/or allows the perpetuation of hazards in time
Safety Promotion	A combination of training and communication of safety information to support SMS as applied to the Transit Agency's public transit system.
Safety Risk	The assessed probability and severity of the potential consequence(s) of a hazard, using as reference the worst foreseeable, but credible, outcome

Safety Risk Mitigation	The activities whereby a public transportation agency controls the probability or severity of the potential consequences of hazards
Safety Risk Probability	The likelihood that the consequence might occur, taking as reference the worst foreseeable – but credible – condition
Safety Risk Severity	The anticipated effects of a consequence, should it materialize, taking as reference the worst foreseeable – but credible – condition
Serious injury	Any injury which: (1) requires hospitalization for more than 48 hours, commencing within seven days from the date 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 five percent of the body surface.
State of good repair	The condition in which a capital asset is able to operate at a full level of performance.
Transit Asset Management Plan	The strategic & 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.