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PUBLIC TRANSPORTATION AGENCY SAFETY PLAN



June 2024

Mission Statement

The Luzerne County Transportation Authority (LCTA), through the operation of fixed route and shared ride divisions, seeks to provide high quality affordable public transportation services that are safe, reliable, useful, accessible and efficient. To this end, members of the Board of Directors and all employees shall conduct themselves in a professional manner; work to ensure the safety and security of passengers; seek new opportunities to improve and/or expand services; and coordinate public transit services with other agencies, organizations, and transit providers.

About LCTA

The Luzerne County Transportation Authority (the “LCTA”) or (the “Authority”) is an independent local governmental unit classified as a Pennsylvania municipal authority, which is responsible for providing both fixed route bus and paratransit public transportation service in Luzerne County, Pennsylvania.

The fixed route bus system has been operated by the Authority since October 1972. In May 2012, the Authority acquired the administration, operations, and maintenance responsibilities for the Shared Ride Program (paratransit service) from Luzerne County government.

The Authority’s efforts to implement a safety plan began in 2014 when a new management team was installed with a creation of a safety and training manager position for both the fixed route and paratransit (Demand Response) divisions.

The Luzerne County Transportation Authority currently provides the Wilkes-Barre urbanized area with scheduled mass transportation bus service across 17 routes. LCTA’s bus fleet operates on routes serving 31 municipalities within the urbanized area, so that approximately 88% of the population resides within one-quarter of a mile of a bus route. Route frequency of the various routes averages out to about every forty-five minutes, with some routes operating every half-hour. Our current service hours are between approximately 5:00 AM and 1:00 AM, Monday thru Friday and between approximately 9:00 am and 6:00 pm on Saturdays. The Luzerne County Transportation Authority also assists persons with disabilities in fulfilling their transportation needs and to meet requirements of the Americans with Disabilities Act of 1990. This paratransit Special Transportation Efforts Program (S.T.E.P.) is available in the General Service Area of the Luzerne County Transportation Authority.

TABLE OF CONTENTS

Section	Page
EXECUTIVE SUMMARY	1.
SECTION 1: TRANSIT AGENCY INFORMATION	2.
SECTION 2: PLAN DEVELOPMENT, APPROVAL & UPDATES	3.
SECTION 3: SAFETY PERFORMANCE TARGETS	5.
SECTION 4: SAFETY MANAGEMENT POLICY	7.
SECTION 5: SAFETY RISK MANAGEMENT	15.
SECTION 6: SAFETY ASSURANCE	20.
SECTION 7: SAFETY PROMOTION	25.
SECTION 8: SUPPORTING DOCUMENTATION	29.
Item 8.1: LCTA Risk Assessment Matrix	30.
Item 8.2: Event Investigation Casual Factor Analysis Form	32.
Item 8.3: Safety Performance Targets Tracking Sheet	32.
Item 8.4: LCTA All Hazards Risk Register Tracking Sheet	32.
Item 8.5: LCTA Driver Incident Report Form	33.
Item 8.6: LCTA Employee Accident Report Form	34.
Item 8.7: LCTA Transit Vehicle Pre-Trip Inspection Report Form	40.
Item 8.8: LCTA Transit Vehicle Technology Defect Report	41.
Item 8.9: LCTA Transit Vehicle Operator Defect Report Form	42.
Item 8.10: LCTA ESRP Safety Concern Reporting Form	43.
Item 8.11: LCTA Near Miss Incident Report Form	44.
Item 8.12: LCTA Organizational Chart	45.
Item 8.13: PennDOT LCTA ASP Self-Certification Letter	46.
Item 8.14: Risk Reduction Program: Transit Worker Accidents, Incidents, and Assaults	47.
Item 8.15: Risk Reduction Program: Operator Visibility Impairments and Accident Prevention	50.
Item 8.16: Risk Reduction Program: Infectious Diseases & Bloodborne Pathogens	52.
Item 8.17: Comprehensive Transit Worker Safety Training Program	55.
Item 8.18: Authority Board Meeting Agenda (2024)	56.
Item 8.19: Authority Board PTASP Adoption Resolution (2024)	58.
SECTION 9: DEFINITIONS OF TERMS USED IN THE SAFETY PLAN	60.
SECTION 10: COMMONLY USED ACRONYMS	66.
SECTION 11: 49 CFR part 673 Changes (April 2024)	68.

Executive Summary

The Luzerne County Transportation Authority (“*the LCTA*” or “*the Authority*”) is a municipal authority, established in October of 1972, and governed by the Pennsylvania Municipal Authorities Act of 1945. The LCTA operates both fixed route bus and demand response paratransit public transportation services in Luzerne County, Pennsylvania. The LCTA does not purchase transportation services from a subcontractor, and does not provide transportation services on behalf of another entity or subcontractor. The LCTA is a recipient/subrecipient of DOT/FTA Section 5307, 5310, and/or 5311 funds.

The Luzerne County Transportation Authority has developed this Public Transportation Agency Safety Plan in accordance with the provisions of 49 C.F.R. Part 673. At the time of this writing, the LCTA has opted to draft and monitor its own internal safety plan, and opt out of a PennDOT sponsored plan. However, as the regulatory environment develops, the LCTA may choose to formally opt in to join the Pennsylvania Department of Transportation (PennDOT) state-sponsored public transportation agency safety plan.

As a small public transportation provider with less than 100 or fewer vehicles in peak revenue service, this safety plan shall apply to both fixed route (bus) and demand responsive (paratransit) modes. The Authority does not operate rail fixed-guideway public transportation services.

Should the LCTA develop so that it no longer meets the definition of a small public transportation provider, it will within one year from that date, draft and certify a plan compliant with requirements of systems operating greater than 100 vehicles in a single mode.

This public transportation agency safety plan shall have an effective date of December 1, 2020, with annual certification by the Authority taking place at the June meeting of the Authority Board of Directors.


The goals of this safety plan are to:

- Assist in the prioritization of both human and capital investment through safety performance-based planning;
- Further establish and reinforce a culture of safety responsibility and accountability among all Authority employees, managers, contractors, and officials;
- Cross reference safety performance data with Authority Transit Asset Management Plan (TAM) data to ensure the transit system is operating in a state of good repair (SGR);
- Advance and promote use of the Authority Employee Safety Reporting Program (ESRP);
- Implement Safety Management Systems (SMS) to manage and mitigate safety risks;
- Identify, establish, monitor, and update safety performance targets;
- Identify and deliver safety training resources to Authority employees, including operations, maintenance, and administrative departments (see Item 8.17);
- Establish document retention protocols; and
- Share safety performance data with Federal, state, and local (MPO) planning partners.

SECTION 1: TRANSIT AGENCY INFORMATION

Transit Agency Name	Luzerne County Transportation Authority (LCTA)			
Transit Agency Address	315 Northampton Street Kingston, PA 18704			
Name and Title of Accountable Executive	Mr. Robert Fiume, Executive Director			
Name of Chief Safety Officer or SMS Executive	Mr. Eugene Mirriggi, Director of Safety and Training			
Mode(s) of Service Covered by This Plan	Fixed Route (MB/DO) Paratransit (DR/DO)	FTA Funding Types	5307, 5339; 5311 & 5310 (Subrecipient)	
Mode(s) of Service Provided by the Transit Agency	Fixed Route (MB): Directly Operated Demand Response (Paratransit Van): Directly Operated			
Does the agency provide transit services on behalf of another transit agency or entity?	Yes	No X	Description of Arrangement(s)	N/A
Name and Address of Transit Agency(ies) or Entity(ies) for Which Service Is Provided	N/A			

SECTION 2: PLAN DEVELOPMENT, APPROVAL & UPDATES

Name of Entity That Drafted This Plan	Luzerne County Transportation Authority, Office of Regulatory Compliance & Administrative Services and CSO	
Signature by the Accountable Executive	Signature of Accountable Executive	Date of Signature
		
Approval by the Board of Directors or an Equivalent Authority	Name of Individual/Entity That Approved This Plan	Date of Approval
	LCTA Board of Directors	
	Relevant Documentation	
	2.1 LCTA Board Agenda (12/1/2020, 11/22/2022, June 2024) 2.2 Board Action Resolution (12/1/2020, 12/22/2022, June 2024)	
Certification of Compliance	Name of Individual/Entity That Certified This Plan	Date of Certification
	Board of Directors of the Luzerne County Transportation Authority	December 1, 2020
	Relevant Documentation	
<p>A copy of the LCTA Board of Directors Authorizing Resolution and Meeting Minutes (December 1, 2020), approving the Agency Safety Plan (ASP), is maintained by the Secretary of the Board and the Chief Safety Officer, LCTA.</p> <p>Pursuant to 49 CFR Parts 673.13(a) and 673.13(b), the Luzerne County Transportation Authority certifies that it has established this Public Transportation Agency Safety Plan, meeting the requirements of 49 CFR Part 673 one year after the effective date of the final rule. On an annual basis taking place during the month of June, with the completion on or by June 30th, the LCTA shall certify its compliance with 49 CFR Part 673. The FTA does not require this plan to be submitted to FTA on a regular basis. Instead, the LCTA shall certify that it has established this Safety Plan, which fulfills the requirements under Part 673, and attach such certification to this Public Transportation Agency Safety Plan. The FTA annually amends and issues the list of Certifications and Assurances. The LCTA shall review such guidance for incorporation into the safety program as necessary.</p>		

Version Number and Updates			
Version Number	Section/Pages Affected	Reason for Change	Date Issued
1.0	All	New Document	12/1/2020
1.1	All	Annual Review, No Changes; Updated Annual Safety Targets	6/22/2021
2.0	All	Annual Review, Bipartisan Infrastructure Regulations.	11/23/2022
3.0	All	Annual Review, 49 CFR Part 673 Changes	6/25/24

Annual Review and Update of the Public Transportation Agency Safety Plan

The Authority’s PTASP shall be jointly reviewed and updated by the CSO, Director of Operations, and the Director of Maintenance on an annual basis, to take place during the month of June, with the completion on or by June 30th, the LCTA shall certify its compliance with 49 CFR Part 673. Safety performance data shall be reviewed at this time and compared to historical data. The Accountable Executive will review and approve any changes, signing the new ASP, then forward to the LCTA Board of Directors for review and formal approval.

During this review, if any updates are required to be made to the plan, the following actions shall take place: (1) Documented updates and revisions in Section 2; (2) Communicate updates and revisions to all managers and employees via internal memo; (3) Communicate updates and revisions to state and local (MPO) planning partners; and (4) Communicate updates and revisions to the Authority Board of Directors at their June meeting.

In addition, the LCTA Shall update its ASP at any point when information, processes or activities change within the Agency and/or when Part 673 undergoes significant changes, or annually, whichever comes sooner. As the LCTA collects data through its Safety Risk Management and Safety Assurance processes, the Authority will evaluate its safety performance targets (SPTs) to determine whether they need to be changed, as well.

Specifically, LCTA will review its ASP when it:

- Determines its approach to mitigating safety deficiencies is ineffective;
- Makes significant changes to service delivery;
- Introduces new processes or procedures that may impact safety;
- Changes or re-prioritizes resources available to support SMS; and/or
- Significantly changes its organizational structure.

SECTION 3: SAFETY PERFORMANCE TARGETS

See updates at end for 2024

*Targets are based on review of the previous 5 years of LCTA's safety performance data. FY: 7/1 to 6/30.

Safety Performance Measure Definitions:

- **FATALITIES** (The total number of reportable fatalities and rate per total vehicle revenue miles by mode). Measuring the number of fatalities over vehicle revenue miles, by mode, provides a fatality rate from which to assess future performance. Fatalities include death(s) confirmed within 30 days, excluding suicide, trespassers, illness, or natural causes.
- **INJURIES** (The total number of reportable injuries that meet NTD S&S-40 classification, and rate per total vehicle revenue miles by mode). Injuries occur much more frequently, and are due to a wide variety of circumstances. Analyzing the factors that relate to injuries is a significant step in developing actions to prevent them. Measuring the number of injuries by mode, over vehicle revenue miles provides an injury rate from which to assess future performance. Injuries include harm to a person that requires immediate medical attention away from the event scene.
- **SAFETY EVENTS** (The total number of reportable events that meet NTD S&S-40 classification, and rate per total vehicle revenue miles by mode). The safety events measure captures all reported safety events that occur during transit operations and the performance of regular supervisory or maintenance activities. A reduction in safety events will support efforts to reduce fatalities and injuries, as well as damages to transit assets. Measuring the number of safety events by mode over vehicle revenue miles provides a safety event rate from which future performance can be compared. A safety event includes a collision, fire, hazardous material spill, or evacuation.
- **SYSTEM RELIABILITY** (The mean distance between major mechanical failures by mode). The system reliability measure expresses the relationship between safety and asset condition. The rate of vehicle failures in service, defined as mean distance between major mechanical failures, is measured as revenue miles operated divided by the number of major mechanical failures. System reliability includes any major mechanical failure(s) that prevent a revenue vehicle from completing or starting a scheduled trip.

Safety Performance Target Coordination

The Authority shall coordinate safety performance management and planning with its state DOT and MPO planning partners in order to identify investment and management strategies to improve or preserve the condition of transit capital assets in order to achieve and maintain a state of good repair and safe transit operations.

The Authority’s Accountable Executive shares the ASP, including safety performance targets, with the Lackawanna/Luzerne Metropolitan Planning Organization (MPO) each year after its formal adoption by the LCTA Board of Directors. The Authority’s Accountable Executive also provides a copy of our formally adopted plan and performance targets to the PennDOT Bureau of Public Transportation. Authority personnel are available to coordinate with PennDOT and the MPO in the selection of specific PennDOT and MPO safety performance targets upon request.

The Metropolitan Transportation Plan shall include integration of the Authority’s PTASP. This coordination shall take place in two ways:

- (1) A description of the performance measures and targets; and
- (2) A report evaluating the condition of the transit system(s) with respect to the State and MPO performance measures and targets, including the progress achieved in meeting performance targets compared with system performance recorded in previous years.

With this data, both the MPO and the Authority can prioritize capital investment planning while balancing SGR and supporting safe transit operations.

	State DOT	Dates Targets Transmitted
Targets Transmitted to the State DOT	PennDOT, Bureau of Public Transportation	On or by 7/7 of each calendar year.
	Metropolitan Planning Organization (MPO)	Dates Targets Transmitted
Targets Transmitted to the Metropolitan Planning Organization(s) (MPO)	The Lackawanna/Luzerne MPO	On or by 7/7 of each calendar year.

Safety Management Policy Communication

Both the Authority Executive Director and the Chief Safety Officer introduced SMS principles in June 2020, at a senior staff meeting. The Authority has incorporated review and distribution of the Safety Management Policy Statement into new-hire training and all-staff annual refresher training. Upon inaugural certification and LCTA Board approval in (November 2020), the safety management policy (SMP) shall be communicated, internally, throughout the agency in the following ways:

- The inaugural copy of the LCTA Safety Management Policy Statement shall be distributed to each employee in the form of a handout, to be distributed by the CSO and each department manager on or by the conclusion of the fiscal year.
- A copy of the SMP will be made available for all Authority employees upon hire during initial onboarding training.
- A copy of the SMP will be made available for all Authority employees during annual refresher training (October).
- A copy of the SMP will be made available for all Authority employees upon any updates or revisions to the policy and ASP (Annually/June).

Additionally, the Authority CSO shall also posts copies of the Safety Management Policy Statement on bulletin boards at headquarters and in the operations and maintenance break areas of each operating division within the LCTA. The Safety Management Policy Statement will be posted in the following locations:

- In employee common areas;
- Operator lounge and maintenance employee lunchroom;
- Dispatch Office;
- Training Room;
- Safety Communication Board;
- Board Room; and
- Employee policy bulletin boards on Authority property.

Safety Authorities, Accountabilities and Responsibilities

The following LCTA staff members are charged with the overall responsibility and authority of directing the Agency Safety plan, SMS, and in establishing and monitoring safety performance objectives.

Accountable Executive: The Accountable Executive (Executive Director) is a single, identifiable individual who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of the LCTA with the following authorities, accountabilities, and responsibilities:

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

Additionally, the Accountable Executive is responsible for ensuring all LCTA managers and supervisors share in the responsibility of ensuring compliance is achieved through understanding, communication, and active involvement in the support of the SMS. Performance evaluations of managers and supervisors shall include evaluating the success of the PTASP in the same manner as performance on other goals.

Chief Safety Officer (CSO): The Chief Safety Officer (Assistant Executive Director) is an adequately trained individual who has responsibility for safety and reports directly to the LCTA Accountable Executive (Executive Director). The LCTA CSO will manage and administer the day-to-day operation of the Agency Safety Plan and SMS.

The CSO shall possess the following essential characteristics in order to be effective in the discharge of their duties:

- Sensitivity to, and subject-matter expertise of, the varied ways in which accidents and safety hazards occur;
- Strategic safety management function, and total commitment to SMS goals and objectives;
- Knowledge of applicable laws, policies, rules, regulations, and guidelines; and
- Sufficient authority and ability to work and communicate, via tailored communication methods and training materials, with others (e.g., department heads, employees) to achieve SMS goals and objectives.

The responsibilities of the Authority CSO include, but are not limited to, the following duties:

1. Develop and implement the Authority's the Safety Management Policy Statement and a written ASP.
2. Advise senior management on safety matters, and provide strategic direction.
3. Maintain documentation and records of all safety-related (ASP/SMS) operational activities.
4. Collect, track and analyze safety management performance data, identifying problem areas, setting safety performance targets and timetables, and developing mitigation efforts to achieve goals.
5. Monitors SMS safety performance against established safety performance indicators and targets.
6. Design, implement, and monitor internal audit and reporting systems to measure program effectiveness and to determine where progress has been made and where proactive action is needed.
7. Review of the Authority's ASP and SMS with all managers and supervisors to ensure that the policy is understood.
8. In conjunction with the Authority Human Resources Department, periodically review employment practices and policies.
9. Report, at least semiannually, to the Accountable Executive on safety performance progress in relation to the agency's goals, and on applicable contractor and vendor compliance.
10. Serve as a safety matter SME and liaison between the Authority; Federal, state, county, local governments, and regulatory agencies.
11. Maintain awareness of current safety laws and regulations, and ensuring the laws and regulations affecting the Authority are disseminated to responsible officials.
12. Hold regular discussions with other managers, supervisors, and employees to ensure Authority safety policies and procedures are being followed.
13. Conduct periodic inspections to ID safety hazards and perform safety risk analysis.
14. Respond to and Investigate complaints of safety hazards and accidents.
15. Develop curriculum and deliver safety training to employees and managers.

16. Provides official notification of safety hazards to all employees.
17. Coordinate the implementation of safety risk mitigations, and review the effectiveness of safety mitigation(s).
18. Assess the impact on safety of operational changes.
19. Monitor and document safety promotion activities.
20. Identifies and describes the interface with external public safety and emergency preparedness organizations.
21. Ensures coordination in plans for dealing with the management of emergencies/unexpected events and abnormal operations, and the return to normal operations.
22. Maintain records and their retention for inputs and outputs of the safety risk and safety assurance management process; SMS training and employee communications; safety performance data and reporting; ASP updates; and SMS activities.
23. Serves as NTD safety & security incident reporter (S&S).
24. Chairs the LCTA Safety Committee.

Agency Leadership and Executive Management:

Director of Administrative Services: The Director of Administrative Services is accountable and responsible for:

- The implementation of the Authority's PTASP by ensuring employee and customer safety hazard complaints are forwarded to the CSO.
- Ensure safety hazard communications are distributed to employees.
- Coordinate with the Authority CSO, Human Resources Manager, and Director of Operations to develop employee safety training courses.
- Complete training on SMS and LCTA's ASP elements.
- Oversee day-to-day operations of the SMS within department.
- Modify policies within department, consistent with implementation of the SMS, as necessary.

Director of Maintenance: The Director of Maintenance is accountable and responsible for:

- Ensure the implementations of the Authority's PTASP by ensuring employee safety hazard complaints are forwarded to the CSO.
- Ensure safety hazard communications are distributed to employees.
- Responsible for ensuring TAM inspections and maintenance protocols are followed.
- Complete training on SMS and LCTA's ASP elements.
- Oversee day-to-day operations of the SMS within department.
- Modify policies within department, consistent with implementation of the SMS, as necessary.

Director of Operations (Fixed Route): The Director of Operations is accountable and responsible for:

- The implementation of the Authority's PTASP by ensuring employee safety hazard complaints are forwarded to the CSO, and safety hazard communications are distributed to employees.
- Assist the CSO in the collection of safety performance data.
- Coordinate with CSO, Director of Administrative Services, and Human Resources Manager to develop employee safety training courses.
- Incorporate safety hazard information into and delivering employee training programs.
- Assist the CSO in investigating safety hazard complaints and safety incidents (accidents).
- Complete training on SMS and LCTA's ASP elements.
- Oversee day-to-day operations of the SMS within department.
- Modify policies within department, consistent with implementation of the SMS, as necessary.
- Serve as a member of the Authority Safety Committee, and as the Authority's Drug and Alcohol Program Manager (DAPM).

Human Resources Manager: The Human Resources Manager is accountable and responsible for:

- The implementation of the Authority's PTASP by ensuring employee safety hazard complaints are forwarded to the CSO, and safety hazard communications are distributed to employees.
- Coordinate with CSO, Director of Administrative Services, and Director of Operations to develop employee safety training courses.
- Complete training on SMS and LCTA's ASP elements.
- Oversee day-to-day operations of the SMS within department.
- Modify policies within department, consistent with implementation of the SMS, as necessary.
- Serve as a member of the Authority Safety Committee.

Authority Board of Directors: The Authority Board of Directors are accountable and responsible to the implementation and maintenance of the Authority's PTASP by ensuring the provisions of the safety plan are being observed and followed by the agency Accountable Executive and Chief Safety Officer. A member of the Authority Board shall be nominated to Chair the Board Safety & Security Committee, and serve on the LCTA Safety Committee by being present at all Authority Safety Committee meetings. The Authority Board shall aid in the establishment and monitoring of annual safety performance metrics, and preside over the annual update and formal approval of the ASP.

Paratransit (Shared Ride Program) Operations Manager: The Paratransit Program Operations Manager is accountable and responsible for:

- The implementation of the Authority's PTASP by ensuring employee and client safety hazard complaints are forwarded to the CSO, and safety hazard communications are distributed to employees.
- Serve as a member on Authority Safety Committee.
- Responsible for incorporating safety hazard information into and delivering employee training programs.
- Complete training on SMS and LCTA's ASP elements.
- Oversee day-to-day operations of the SMS within department.
- Modify policies within department, consistent with implementation of the SMS, as necessary.

Paratransit (Shared Ride Program) Assistant Operations Manager & Safety Training Manager: The Paratransit Program Assistant Operations Manager & Safety Training Manager is accountable and responsible for:

- The implementation of the Authority's PTASP by ensuring employee and client safety hazard complaints are forwarded to the CSO.
- Ensure safety hazard communications are distributed to employees.
- Serve as a member on Authority Safety Committee.
- Incorporate safety hazard information into and delivering employee training programs.
- Assist the CSO in investigating safety hazard complaints and safety incidents.
- Complete training on SMS and LCTA's ASP elements.
- Oversee day-to-day operations of the SMS within department.
- Modify policies within department, consistent with implementation of the SMS, as necessary.

Key Staff:

Maintenance Manager: The Authority Maintenance Manager is accountable and responsible for:

- Confirm the implementation of the Authority's PTASP by ensuring employee safety hazard complaints is forwarded to the CSO.
- Ensure safety hazard communications are distributed to employees.
- Ensuring safety, maintenance, and TAM protocols are followed.
- Complete training on SMS and LCTA's ASP elements.
- Oversee day-to-day operations of the SMS within department.
- Modify policies within department, consistent with implementation of the SMS, as necessary.

Compliance Analyst: The Authority Compliance Analyst assists both the Accountable Executive and CSO by monitoring state and federal regulatory updates, and providing legal updates to senior staff. Assists in the development and drafting of the ASP, and in collecting and analyzing both ASP/SMS and TAM data sets.

Fixed Route Dispatcher: The role of the Authority Fixed Route Dispatcher is to notify both the Director of Operations and CSO of safety hazards and safety incidents in-real-time, and enters safety-related information into the daily dispatch log. Also, distributes safety communication information to/from the CSO and to operators when they report/end for their shift.

Paratransit (Shared Ride Program) Dispatcher: The role of the Authority Paratransit Dispatcher is to notify both the Director of Operations and CSO of safety hazards and safety incidents in-real-time, and enters safety-related information into the daily dispatch log. Also, distributes safety communication information to/from the CSO and to operators when they report/end for their shift.

Key Staff Activities:

The LCTA utilizes a monthly safety committee meeting, bi-monthly senior staff meetings and bi-annual all-staff training meetings, to support its SMS and safety programs:

- **Safety Committee Meeting:** The LCTA holds a monthly safety committee meeting. Membership is open to any Authority employee. Any safety hazards reported will be jointly evaluated by the Authority Safety Committee and the Chief Safety Officer during the monthly meeting. The Authority Safety Committee members include the Chief Safety Officer, HR Manager, Director of Operations (SR and FR), Paratransit Assistant Manager, an operations manager, a representative of both the ATU and Teamsters Union(s), a representative from fixed route, a representative from paratransit, and a representative from the LCTA Board who meet monthly to review issues and make recommendations to improve safety.

The monthly safety committee meeting also includes a component to serve as a driver and maintenance employee meeting. Each safety committee meeting contains a documented record of written meeting minutes and a permanent agenda. All safety issues are discussed and documented.

- **Bi-Monthly Senior Staff Meetings:** The members of the Authority's executive management hold bi-monthly meetings to discuss various business, operational and regulatory items. In addition to the Authority Executive Director, all senior level (Director) management employees of the Authority are required to attend. Safety performance metrics, data, and safety hazard information will be shared by the CSO with those in attendance for review and deliberation toward a mitigation or solution. Safety items discussed in this meeting will be utilized by the CSO for safety policy development and SMS monitoring. Information discussed in these meetings will be documented and retained by the CSO.

- **Bi-Annual All-Staff Training Meetings:** Hazard reports and mitigations shall be shared, safety topics will be brought up for open discussion, further feedback solicited, and hazard self-reporting further encouraged. The CSO will also deliver safety training course content during these meetings. Training and information discussed in these meetings will be documented and retained by the CSO.

Employee Safety Reporting Program

The LCTA Employee Safety Reporting Program (ESRP) encourages employees who identify safety concerns in their day-to-day duties to report them to senior management in good faith without fear of retribution. All new hires shall be trained on the process of how to report a safety hazard using the Authority's ESRP. Additionally, all employees will receive introduction and refresher training on how to report safety hazards during semi-annual training. It is required that all reported safety hazards be documented in a written format and submitted to the CSO. All written/documented safety concern reports (see Item 8.10) will be logged in the safety report register (see Item 8.4), followed up on, and investigated by the CSO within 36 hours of submission. There are many ways employees can report safety conditions:

1. Any Authority employee who, upon observation of an unsafe condition or safety hazard that poses, an immediate danger, is to directly and immediately notify their respective dispatcher, supervisor or CSO verbally, when conditions permit. The dispatcher on duty shall enter all reported safety hazards into the daily operations log. Additionally, a completed written safety concern form shall also be required to be filed at the conclusion of the reporting employee's shift and filed with the CSO via the locked safety concern box outside the office of the CSO near the safety communication board.
2. When hazardous conditions are present or observed that do not require an immediate mitigation response (including all near misses), the Authority employee is required to verbally report the hazard to their immediate supervisor and/or dispatch office. The dispatcher on duty shall enter all reported safety hazards into the daily operations log. Additionally, a completed written safety concern form shall also be required to be filed at the conclusion of the reporting employee's shift and filed with the CSO via the locked safety concern box outside the office of the CSO near the safety communication board.
3. Safety concerns can also be verbally expressed at the monthly safety committee meeting. Additionally, a completed written safety concern form shall also be required to be filed at the conclusion of the meeting by the reporting employee and provided to the CSO.
4. Although not encouraged, any Authority employee may file a written safety concern form anonymously. A blank sheet of paper with a written narration of an unsafe condition or hazard can also be submitted to the CSO via the locked safety concern box outside of the office of the CSO near the safety communication board.

On a daily basis, the CSO reviews the dispatch Daily Operations Log (DOL), checks the comment box, and documents identified safety conditions in the electronic Safety Risk Register (SRR). The LCTA CSO, ensuring that hazards and their consequences are appropriately identified and resolved through the Authority's SRM process and that reported deficiencies and non-compliance with rules or procedures are managed through the safety assurance process.

Once a completed written Safety Concern Form (SCF) is completed by the employee, the CSO shall coordinate with the dispatcher or departmental supervisor to develop a hazard mitigation plan and employee communications strategy. Documentation reporting, safety database tracking, and investigation of the incident shall then take place. Upon close out of the incident, an “after actions” brief will take place among senior Authority management and applicable employees. New safety rules and/or training curriculum shall then be developed and implemented.

The Authority CSO shall discuss actions taken to address reported safety conditions during both the bi-monthly senior staff meetings, and the monthly Authority Safety Committee meeting. Additionally, if the reporting employee provided his or her name during the reporting process, the CSO or designee follows up directly with the employee when the Authority determines whether or not to take action, and after any mitigation are implemented.

The Authority encourages participation in the ESRP by protecting employees that report safety conditions in good faith. The Authority shall not retaliate against any employee, as per state and federal regulations, for reporting an observable safety hazard. However, the Authority shall take and enforce the progressive disciplinary process, up to and including termination of employment, as outlined in the applicable non-union employment policy and/or the collective bargaining agreement in the following instances if it is determined:

- Willful participation in illegal activity, such as assault or theft;
- Gross negligence, such as knowingly utilizing Authority property and/or 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;
- Knowingly operating Authority-owned property that is deemed to be in an unsafe condition;
- Knowingly signs off on the maintenance report of an Authority-owned asset when it presents an unsafe condition;
- Violations of the Authority DOT Drug and Alcohol Policy;
- Not conducting protocols for pre- and post-trip inspections; and/or
- Knowingly not reporting an observable safety hazard within the provisions of this safety policy.

SECTION 5: SAFETY RISK MANAGEMENT

Safety Risk Management Program

Safety Risk Management (SRM) Process:

The LCTA uses the SRM process as a primary method to ensure the safety of our operations, passengers, employees, vehicles, and facilities. The Authority’s SRM process consists of the following activities:

- **Safety Hazard Identification:** The methods or processes to identify hazards, level of risk, and consequences of the hazards.
- **Safety Risk Assessment:** The methods or processes to assess the safety risks associated with identified safety hazards.

- **Safety Risk Mitigation:** The methods or processes to identify mitigations or strategies necessary as a result of safety risk assessment.

Additionally, SRM is a process whereby hazards and their consequences are identified, assessed for potential safety risk, and resolved in a manner acceptable to the Authority's leadership. The LCTA 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. The steps to the SRM process include:

1. Hazard Identification (a real or potential condition) and level of risk (severity and probability);
2. Hazard Analysis (determine consequence);
3. Evaluate the Safety Risk;
4. Mitigate the Safety Risk;
5. Manage Safety Risks; and
6. Monitor and Measure Safety Risk after Mitigation Implemented.

The LCTA Chief Safety Officer (CSO) leads the Authority's SRM process, working with the LCTA Safety Committee to identify hazards and consequences, assess safety risk of potential consequences, and mitigate safety risk. The results of the LCTA SRM process are documented in our safety risk register (see Item 8.4) and referenced materials.

The LCTA SRM process applies to all functioning elements of our system including: operations and maintenance; facilities and vehicles; administration; and personnel recruitment, training, and supervision.

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

- **Event:** Any accident, incident, or occurrence (not a real or potential condition, has already occurred).
- **Hazard:** Any real or potential condition that can cause a consequence: injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure belonging to the Authority; or damage to the environment.
- **Risk:** Composite of predicted severity and likelihood of the potential effect of a hazard.
- **Risk Mitigation:** Method(s) to eliminate or reduce the effects of hazards.
- **Consequence:** An effect of a hazard involving injury, illness, death, or damage to Authority property or the environment.

Safety Hazard Identification:

As the first step in the safety risk management process, safety hazard identification involves identifying hazards and potential consequences of the hazards to address them before they escalate into incidents or accidents. Safety hazard Identification also provides a foundation for the safety risk assessment and mitigation that follows. Hazards are an inevitable part of transit operations. Only after the Authority identifies hazards, can they be addressed. The Authority shall utilize the following hazard identification sources:

- Employee safety concern reporting program (ESRP);
- Review of vehicle camera footage;
- Checklists and physical ride checks;
- Review of monthly performance data and safety performance targets;
- Observations of operations by supervisors;
- Maintenance reports;
- Internal safety investigations into safety events, incidents and occurrences;
- Accident reports and data sets;

- Compliance programs;
- Results of training assessments;
- Industry data (APTA, PPTA);
- Governmental oversight sources and authorities (PENNDOT, PSP, FTA, NTSB, NTD);
- Comments and feedback from customers, passengers, and third parties, including Authority transit insurance pool and vendors;
- Safety Committee and Staff Meetings; and
- Results of audits and inspections of vehicles and facilities, including TAM asset inspections.

The key attributes of effective hazard identification include:

- Determine the appropriate and potential consequence for the hazard (most common, worst possible, and/or worst credible consequence);
- Determine the severity of the hazard (characteristics of potential consequence as they relate to severity, and determine if singular or multiple criteria need to be addressed at the same time or at one at a time);
- Determine the likelihood of the hazard (Scope and location or equipment, Exposure and opportunity for occurrence, and Experience and probability of event);
- The more comprehensive the data sources and documentation, the more confident Authority management can be that safety concerns are being identified;
- Training all Authority employees on proper identification and reporting of safety concerns increases the likelihood that hazards can be addressed;
- Focus on the collection of safety concerns while coordinating with operations (CSO) and management personnel to identify the exact hazard(s); and
- Promote and support agency-wide safety concern reporting and hazard identification.

The process to identify a hazard comes from an employee, customer or manager. When a safety concern is observed by LCTA management or supervisory personnel, whatever the source, it is reported to the Authority Chief Safety Officer, preferably by completing the Safety Concern reporting form. For reporting hazards to the LCTA CSO are reviewed during both Staff Meetings and Safety Committee Meetings. The LCTA CSO also receives employee reports from the ESRP, customer comments related to safety, and the dispatch daily Operations Log. The LCTA CSO reviews these sources for hazards and documents them in the LCTA Safety Risk Register. Also, once incident and/or safety concern data is cataloged in the safety/incident database, trend and ratio analysis shall be performed to determine any recurrent or emerging trends that are occurring on a regular basis.

The LCTA CSO also may enter hazards into the Safety Risk Register based on their review of Authority operations and maintenance, the results of audits and observations, and information received from FTA and other oversight authorities.

Next, an investigation is conducted by the CSO to determine the amount and type of risk a hazardous safety condition presents, and how to best mitigate the hazardous safety condition. The LCTA CSO may conduct further analyses of hazards and consequences entered into the Safety Risk Register to collect information and identify additional consequences and to inform which hazards should be prioritized for safety risk assessment.

In following up on identified hazards, the LCTA CSO may:

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

The LCTA CSO will then prepare an agenda to discuss identified hazards and consequences with both senior managers during bimonthly meetings and with the LCTA Safety Committee during their monthly meeting. The agenda may include additional background on the hazards and consequences, such as the results of trend analyses, vehicle camera footage, training needs, vendor documentation, reports and observations, or information supplied by FTA or other oversight authority.

Additionally, if any identified hazard that poses a real and immediate threat to life, property, or the environment must immediately be brought to the attention of the Accountable Executive and addressed through the SRM process for safety risk assessment and mitigation. This means that the CSO believes immediate intervention is necessary to preserve life, prevent major property destruction, or avoid harm to the environment that would constitute a violation of EPA or PA DEP environmental protection standards. Otherwise, the CSO will prioritize hazards for further SRM activity.

Finally, if applicable a training course is developed as part of the safety hazard mitigation strategy. Finally, the CSO develops a hazard communication product and distributes it throughout the applicable workforce.

Safety Risk Assessment:

The Authority assesses safety risk associated with identified safety hazards using its safety risk assessment process. This includes: (1) Hazard Identification; (2) documentation and an assessment of risk (the likelihood and severity of the consequences of hazards), including existing mitigations; and (3) categorizing and prioritizing hazards based on safety risk.

The term “safety risk” represents the likelihood that people could be harmed, or equipment could be damaged, by the potential consequences of a hazard and the extent of the harm or damage. Therefore, safety risk is expressed and measured by the predicted probability and severity of a hazard’s potential consequences, as a percentage.

The safety risk assessment considers existing mitigations when determining whether further measures are needed to reduce the likelihood and severity of the potential consequences of a hazard.

The CSO assesses prioritized hazards using the LCTA Safety Risk Matrix (see Item 8.1). 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 probability ratings will be considered unacceptable and require action from the Authority to mitigate the safety risk.
- “**Medium**” hazard probability ratings will be considered undesirable and require the Authority CSO to make a decision regarding the acceptability of risk, and
- “**Low**” hazard probability ratings may be accepted by the CSO without additional review.

Using a categorization of High, Medium, or Low allows for hazards to be prioritized for mitigation based on their associated safety risk. The table below summarizes the safety risk assessment process:

Table 5.1

Safety Risk Assessment Analysis				
Event Probability	Percentage Rating	Potential Safety Consequences	Employee/Public Communication	Training Required
High Risk (1)	66% to 100%	Severe/Immediate Risk	YES	YES
Medium Risk (2)	31% to 65%	Moderate/Pending Risk	YES	YES
Low Risk (3)	0% to 30%	Minimal Risk	YES	If Applicable

The Authority CSO schedules safety risk assessment activities on the safety committee agenda and prepares a safety risk assessment package for the preceding month. This package is distributed at least one week in advance of the monthly safety committee meeting. During the meeting, the CSO reviews the hazard and its consequence(s) and reviews available information distributed in the safety risk assessment package on severity and likelihood. The CSO may request support from members of the safety committee in obtaining additional information to support the safety risk assessment.

Once sufficient information has been obtained, the CSO will facilitate completion of the remaining relevant sections of the Safety Risk Register, using the Authority Safety Risk Assessment Matrix. The CSO will document the safety risk assessment, including hazard rating and mitigation options for each assessed safety hazard in the Authority Safety Risk Register. The CSO will maintain on file safety

committee agendas, safety risk assessment packages, additional information collection, and completed safety risk register sections for a period of three years from the date of generation.

Safety Risk Mitigation:

Following the safety risk assessment, the Authority shall identify and develop a safety mitigation strategy that may be necessary to protect the public and personnel from an unsafe condition(s). Both the Authority Accountable Executive and Chief Safety Officer shall review current methods of safety risk mitigation and establish methods or procedures to mitigate or eliminate safety risk associated with specific hazards based on recommendations from all reporting sources. It is these actions that can reduce safety risk by reducing the likelihood and/or severity of potential consequences of hazards.

The safety risk mitigation actions taken by the Authority are designed to reduce the probable likelihood and/or severity of the potential consequences of a safety hazard. The Authority CSO tracks and updates safety risk mitigation information in the Safety Risk Register and makes this data and information available to the Authority Safety Committee during monthly meetings, and to senior staff upon request. This safety risk mitigation strategy enables the Authority to actively “manage” safety risk(s) in a manner that is aligned with the Authority’s safety performance targets, and consists of initial, ongoing, and revised mitigations.

Categorization and prioritization of safety risk mitigations is based on the results of safety risk assessments. The Authority CSO shall document and review the specific measures, activities (observations and audits) and mitigation strategies employed and conducted for each specific safety incident/hazard. This shall take place, at a minimum, of once per each quarter (90 days) and updated as applicable to monitor the effectiveness of the mitigations once implemented. Additionally, all safety events and hazards shall have a safety risk mitigation analysis performed to determine the severity of potential consequences, mitigation approaches, and both training and communications needs (See Table 5.2). All mitigation strategies shall be documented in the Safety Risk Register by the CSO. All mitigation strategies shall be communicated by the CSO to all Authority employees and the public (as applicable).

Table 5.2

Safety Risk Mitigation Analysis					
Event Probability	Percentage Rating	Potential Safety Consequences	Employee/Public Communication	Training Required	Mitigation Strategy (Initial, Ongoing, Revised)
High Risk (1)	66% to 100%	Severe/Immediate Risk	YES	YES	As applicable
Medium Risk (2)	31% to 65%	Moderate/Pending Risk	YES	YES	As applicable
Low Risk (3)	0% to 30%	Minimal Risk	YES	If Applicable	As applicable

SECTION 6: SAFETY ASSURANCE

Safety Assurance:

The safety assurance component ensures that safety hazard/event mitigations and safety training protocols are implemented, adhered to, appropriate, effective, and sufficient in addressing the potential consequences of identified hazards. The data derived from the mitigations developed under the safety risk management process are analyzed and reviewed to determine if (1) the mitigations are effective, and (2) that no new risks have been introduced through implementation of the mitigations.

Safety assurance is the process within the Authority's SMS that functions to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the Authority meets or exceeds its safety performance objectives through the collection, analysis, and assessment of information. Through our safety assurance process, the Authority:

- Determines if and how well mitigation strategies and actions are working;
- Evaluates our compliance with operations and maintenance procedures to determine whether our existing rules and procedures are sufficient to control our safety risk;
- Provides key information for data-driven unformatted decision making, and timely information on safety performance;
- 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;
- Analyzes information from safety reporting, including data about safety failures, defects, or conditions; and
- Verifies safety performance and validate the effectiveness of safety risk mitigation activities.

Safety Performance Monitoring and Measurement:

The Authority utilizes the following processes and activities to monitor its entire transit system for compliance with operations and maintenance procedures, including:

- Safety audits (Training, safety committee meeting minutes);
- Informal inspections;
- Monitoring operational and maintenance data (Dispatch logs, TAM Fleet/Facility Inspections);
- Assess external information (Industry, DOT, NTD, insurance, customer complaints);
- Regular review of onboard camera footage to assess drivers and specific incidents;
- Conduct safety surveys (Driver and passenger);
- Assess the ESRP (Number and type of complaints);
- Conduct evaluations of the SMS (Are we safer?);
- Investigation of safety occurrences (Accident reports. Both reported events and near misses);
- Safety review prior to the launch or modification of any facet of service (Tabletop exercise);
- Daily data gathering and monitoring of data related to the delivery of service (including field observations); and;
- Regular vehicle inspections and preventative maintenance (TAM, Ecolane, FRITS, and Dossier reports).

These activities are designed to support safety oversight and performance monitoring, with data and physically observable standards being critical to the safety assurance methodology. The results from the above processes are

compared against recent performance trends quarterly and annually by the Authority CSO to determine where action needs to be taken. The CSO enters any identified non-compliant or ineffective activities, including mitigations, back into the SRM process for reevaluation by the Authority Safety Committee, as applicable. Annual monitoring of operations and maintenance activities shall take place each May of the calendar year.

Monitoring the Effectiveness of Safety Risk Mitigations:

The Authority monitors safety risk mitigations to determine if they have been implemented and are effective, appropriate, and working as intended. The CSO maintains a list of safety risk mitigations in the safety risk register. The mechanism for monitoring safety risk mitigations varies depending on the mitigation.

By its very nature, the SMS generates data and information that the Authority's CSO and senior management needs in order to evaluate whether implemented safety risk mitigations are appropriate and effective and how well the Authority's safety performance is in line with established safety objectives and safety performance targets. Safety performance monitoring does not focus on monitoring individuals, but rather monitoring the safety performance of the Authority, itself, through routine monitoring of operations, training, and maintenance activities.

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

The Authority CSO may consult with the safety committee, as applicable, to review the performance of individual safety risk mitigations during monthly safety committee meetings, based on the reporting schedule determined for each mitigation, and determine if a specific safety risk mitigation is not implemented or performing as intended. If the mitigation is not implemented or performing as intended, the CSO will propose a course of action to modify the mitigation or take other action to manage the safety risk. The CSO will approve or modify this proposed course of action and oversee its execution.

The CSO shall monitor the Authority's operations on a large scale to identify mitigations that may be ineffective, inappropriate, or not implemented as intended by the following methods:

- Reviewing results from accident, incident, and occurrence investigations and reports;
- Review of CCTV video footage;
- Monitoring of the Employee Safety Reporting Program;
- Reviewing results of internal safety audits and inspections;
- Analyzing operational and safety data to identify emerging safety concerns; and
- Implementation of a Risk Reduction Program (RRP) (see Items 8.14 to 8.16).

The Authority CSO coordinates with the safety committee (as applicable) and Accountable Executive to carry out and document all monitoring activities.

Investigations of Safety Events to Identify Causal Factors:

The Authority 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. These procedures also reflect all traffic safety reporting and investigation requirements established PennDOT.

The CSO maintains all documentation of the Authority’s investigation policies, processes, forms, checklists, activities, and results. When an investigation is commissioned by the CSO, the following causal factors shall be analyzed to identify causal factors, as displayed in Table 6.1. Using table 6.1, the CSO shall conduct the investigation and gather data using the following resources:

- Physical in-person interviews with all involved participants;
- Review of CCTV video footage;
- Review of Accident/Incident/Police Reports;
- Review of service delivery activities (field observations);
- Review of operational, training, and maintenance data;
- Development of simulated physical event using a tabletop exercise;
- Development of mitigation and communication strategy; and
- Development of training update/implementation.

Table 6.1

Safety Assurance Event Investigation Causal Factor Analysis Form			
Causal Factor	Contributing Factor Present (Y/N)	Describe Causal Events Leading to Event	Describe the Mitigation Strategy for Causal Event
Operator Error			
Operator Fitness for Duty			
Operator Action(s)			
Vehicle Condition			
Road Conditions			
Weather Conditions			
Passenger/Public Contribution			
Training/Policy Deficiency			
Existing Mitigation Failure			
External Conditions/Factors (other)			
Event Type:		Event Date:	Investigator:
Investigation Start Date:		Event Location:	LCTA Division:
Investigation End Date:			Incident Number:
Investigation Review Dates:			

Upon completion of the investigation process, the Authority CSO shall draft a written investigation report. The CSO shall determine in this report whether:

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

The Authority CSO shall meet with the applicable employees, union representatives and managers to discuss any facets of the investigation that identified causal factors, and mitigation/training/monitoring/communication strategies. Finally, upon the investigation close out or ongoing monitoring, the safety hazard/event database shall be updated. If an ongoing training or mitigation phase is implemented, the review schedule shall also be documented by the CSO.

ESRP Information Monitoring Activities:

The Authority’s Employee Safety Reporting Program (ESRP) is essential to the safety assurance function. The safety assurance process also helps the Authority evaluate whether an anticipated change may affect the safety of operations. There are six steps to the ESRP management:

1. **Ease of Reporting:** Events/circumstances reported shall be accurate and concise by utilizing a format and reporting medium that is simple to use and devoid of complicated requisites.
2. **Storage:** The CSO has implemented a retention system that is standardized in its application, while allowing for ease of access.
3. **Analysis:** The format used to collect, store and examine data allows for the user to make informed decisions.
4. **Information Exchange:** Data and subsequent reporting derived from the ESRP allows for the creation and development of mitigation strategies that are based on actual and factual evidence.
5. **Feedback:** A timely, accessible, and informative response motivates reporters by showing that the Authority values the time and effort involved in submitting a report.
6. **Protection of Information:** All information submitted in a report is confidential in nature, and must not be used for purposes other than those for which it was collected. All information shall be documented and stored in a secure, password-protected or key locked, location.

The Authority’s safety concern reporting form has a built-in internal monitoring mechanism in place, via a carbon copy of the document, which assures a safety concern is reported to multiple Authority managers when an employee submits the form. When an employee submits the safety concern reporting form, the following employees receive a copy within 24 hours or by the start of the next shift: The reporting employee, the director of operations, the employee’s immediate supervisor / applicable department manager, safety committee file.

Next, the Authority CSO will enter the reported information into the safety concern/event tracking database within 24 hours of receipt. All safety concerns shall have the investigation started within 48 hours of receipt. All safety concerns shall be closed within 30 days of receipt, or continually monitored and updated every 30 days until deemed closed. If an anticipated change is determined to introduce safety risk, the Authority shall conduct safety risk management activities, via a tabletop exercise, to minimize the safety risk associated with the change via a simulation.

Additionally, the Authority CSO shall routinely review safety data captured in employee safety reports, safety meeting minutes, customer complaints, and other safety communication channels. When necessary, the CSO and safety committee ensure that the concerns are investigated or analyzed through the Authority’s SRM process.

Last, the Authority CSO shall also review internal and external reviews, including audits and assessments, with findings concerning the Authority’s safety performance targets, compliance with operations and maintenance procedures, or the effectiveness of safety risk mitigations.

NOTE: *In the event of a fatality, the Authority must comply with all FTA drug and alcohol requirements and 75 Pa. C.S. Section 4704. Pursuant to the Commonwealth statute, in the event a motor carrier vehicle or mass transit vehicle is involved in an accident that causes the death of the vehicle operator or another person, the motor carrier vehicle or mass transit vehicle and its equipment, load, driver and documents shall be inspected by a qualified Commonwealth employee as designated by 75 Pa. C.S. Section 4704 before the vehicle or driver will be allowed to continue operation. The LCTA Executive Director or designee will contact the nearest PUC District Office to request a post-accident MCSAP bus inspection. The following table lists PUC District Offices:*

PUC District Office	Manager	Telephone	Fax
Harrisburg District	Andrew Turriziani	717.787.7598	717.787.3114
Philadelphia District	Anthony Bianco	215.965.3721	215.965.4262
Pittsburgh District	Kimberly Johnston	412.423.9310	412.820.2607
Scranton District	Andrew Turriziani	570.963.4590	570.614.2070

SECTION 7: SAFETY PROMOTION

The safety promotion component requires a combination of competency training and communication of safety information to employees that will enhance the Authority's safety performance. The Authority has established competencies and training for all agency personnel directly responsible for safety, and to establish and maintain the means for communicating safety performance and safety management information. This training program contains both new-hire and refresher training, as necessary.

Competencies and Training:

In accordance with 49 C.F.R. Part 672, the Authority shall require voluntary compliance of the Authority's Chief Safety Officer (CSO) to complete and maintain credentialing via the online safety training curriculum (or equivalent), as specified by the FTA Public Transportation Safety Certification Training Program on or by the effective date of this document, or within 60 days of appointment:

- SMS Awareness
- Safety Assurance
- SMS Principles for Transit

The development of safety training curricula and courses meet the following criteria:

- Perform an analysis to identify critical safety training needs, scheduling, and determine Authority personnel to receive training;
- Design the curriculum for both initial new-hire and refresher training, in order to establish training tasks, competencies, qualification standards, and evaluation criteria for performance measurement;
- Develop the curriculum delivery method (filed, classroom, online), lessons, exercises, activities, tests, and evaluations; and
- Implement the training curriculum, and document all training records for future analysis in revising training materials.

The delivery of safety training programs utilized by the Authority may include both in-house training systems, and/or contracted training entities, defined as:

- In-House Training Program: A combination of classroom, on-line, self-directed study, workshops, seminars, lunch-and-learn and/or toolbox talks, presented by the Authority personnel.
- Contracted Training Program: A combination of classroom and/or online training, presented by a third party.

The Authority 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 both new-hire and annual refresher training, is appropriate to each employee's individual safety-related job responsibilities and their role in the SMS, as detailed in Table 7.1.

Table 7.1

LCTA Personnel Competency and Training Requirements		
All Employees	Managers & Supervisors	Senior Management & Officials
Everyone needs to be trained and educated on the SMS.	Managers and Supervisors need training on safety data management.	Management & leadership commitment.
<ul style="list-style-type: none"> • Understanding of safety performance targets. • Fundamentals of SMS. • Safety reporting. • Individual roles within SMS. 	<ul style="list-style-type: none"> • Analyze safety data. 	<ul style="list-style-type: none"> • Shows commitment by ensuring resources are sufficient to carry out an effective safety management training program.
	<ul style="list-style-type: none"> • Extract information from safety data. 	
	<ul style="list-style-type: none"> • Look for trends from data reported. 	
	<ul style="list-style-type: none"> • Commitment to SMS Process. 	

The Authority’s comprehensive safety training program applies to all employees in their duty to be directly responsible for safety, including the following job groups:

- Bus & revenue vehicle operators;
- Dispatchers & Spotters;
- Maintenance technicians;
- Managers and supervisors;
- Administrative staff;
- Agency Leadership, Officials and Executive Management;
- Chief Safety Officer; and
- Accountable Executive.

The Authority Accountable Executive, agency leadership, and executive management team must complete the FTA SMS Awareness online training module presented by TSI (<https://tsi-dot.csod.com/>).

Operations safety-related skill training includes the following:

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

Transit vehicle maintenance safety-related skill training includes the following:

- Ongoing vehicle maintenance technician skill training;
- Ongoing skill training for vehicle maintenance supervisors;
- Accident investigation training for vehicle maintenance supervisors;

- Ongoing infectious disease mitigation, transit operator assault mitigation infrastructure, and hazardous material training for vehicle maintenance technicians and supervisors; and
- Training provided by vendors.

Safety Communication:

The Authority shall communicate safety and safety performance information throughout the organization that, at a minimum, conveys information on hazards and safety risks relevant to employees' roles and responsibilities and informs employees of safety actions taken in response to reports submitted through an employee safety reporting program.

Specifically, the Authority CSO and Human Resources Manager shall coordinate the agency's safety communication activities for the SMS. These activities focus on the three categories of communication activity established in 49 CFR Part 673 (Part 673):

- **Communicating safety and safety performance information throughout the agency:** The Authority communicates information on safety and safety performance in its monthly safety committee meetings and bi-monthly senior staff meetings. The Authority also has a permanent agenda item in all monthly safety committee meetings. Information typically conveyed during these meetings includes safety performance statistics, lessons learned from recent occurrences, upcoming events that may impact Authority service or safety performance, and updates regarding SMS implementation. The Authority also requests information from drivers during these meetings, which is recorded in meeting minutes. Finally, the Authority Human Resources Manager and CSO posts safety bulletins and flyers on the bulletin boards located in all bus operator and maintenance technician break rooms, advertising safety messages and promoting awareness of safety issues. The efficient and effective distribution of safety information should answer six main questions:
 1. What is the information being communicated?
 2. Who is your audience (target)?
 3. Why is this being communicated (purpose)?
 4. Where is it being communicated (identify the best venues)?
 5. When will it be communicated (identify the timing and frequency)?
 6. How will it be communicated (identify the best mediums and format)?

The process of safety communication is a two-way feedback loop between frontline employees and management about safety information in establishing a positive safety culture. Thus, all employees are instructed to file a formal safety concern form (SCF) with their immediate supervisor. Within one business day, the supervisor must supply the safety concern form to the Authority's Chief Safety Officer. Upon receipt of the (SCF), the CSO shall enter the hazard information into the Safety Concern/incident tracking spreadsheet. Next, an investigation into the safety concern/incident shall take place. This way of communication makes Authority personnel aware of safety priorities and initiatives, and ensures that feedback is captured and acted upon as appropriate.

The platforms and tools used for agency-wide safety communications include:

- The Safety Management Policy Statement;
- Safety Reporting & Communications Bulletin Board;
- Safety meetings;
- Electronic, audio, and/or video, hardcopy distribution;
- Web-based, intranet, podcasts, or social media;
- Safety bulletins, notices, policies, and posters;

- CDs and DVDs;
 - Newsletters;
 - Briefings, seminars, and workshops; and
 - Formally documented sign-off sheets.
- **Communicating information on hazards and safety risks relevant to employees' roles and responsibilities throughout the agency:** As part of new-hire training, the Authority distributes safety policies and procedures, included in the Employee Handbook, to all employees. The Authority provides training on these policies and procedures and discusses them during safety talks between supervisors and bus operators and vehicle maintenance technicians. For newly emerging issues or safety events at the agency, the Authority Chief Safety Officer issues bulletins or messages to employees that are reinforced by supervisors in one-on-one or group discussions with employees.

Safety-related information shall be actively and routinely communicated, and must focus on raising awareness of hazards and potential safety risks. Potential sources for safety topics and information include, but are not limited to:

- Investigation results from accidents and incidents;
- Close calls/near miss reporting;
- Hazard(s) identified through employee safety reporting;
- Observations from routine safety inspections and audits; and
- Similar information from other agencies and government oversight agencies.

There are three levels of identifiable hazards, each with its own emergency communication protocols detailed below:

1. **Level 1 (High):** Immediate Hazard Condition. Communication is needed on a mass scale to alert all employees in the least amount of time as an immediate need.
2. **Level 2 (Medium):** High Safety Alert. Communication is needed on a mass scale to applicable employees in an efficient amount of time.
3. **Level 3 (Low):** General Safety Alert. Communication is needed on a reduced scale to alert applicable employees in a static amount of time.

Once a safety hazard level is identified, depending on the severity and nature of the hazard, the CSO shall communicate information about the hazard to applicable employees in the following manner:

- Utilize the dispatch radio system to alert employees who are out in the field operating a vehicle (Level 1).
- Utilize the facility (HQ) PA system to alert administrative, office, maintenance, and employees stationed at the facility of an immediate hazard (Level 1).
- Utilize an email message to alert applicable employees of a hazard (Level 2 or 3).
- Utilize a verbal message from the CSO or immediate supervisor to the applicable employee department(s) upon reporting to work or learning of a hazard (Level 1, 2 or 3).
- Utilize a written memo from the CSO to each immediate supervisor or dispatcher to share with the applicable employee. The written memo will appear either as an individually addressed letter to all employees, or the memo will appear at the dispatch office memo board. Upon the employee's report time, the dispatcher on duty will instruct the operations employee to review the daily safety memo board (Level 3).

- **Informing employees of safety actions taken in response to reports submitted through the ESRP:** The Authority provides targeted communications to inform employees of safety actions taken in response to reports submitted through the ESRP, including handouts and flyers, safety talks, updates to bulletin boards, and one-on-one discussions between employees and supervisors.

The Authority shall host regular discussion of safety concerns, at its monthly safety committee meeting in order to promote an environment that encourages employees to report concerns, and demonstrates management commitment to both the employees and the agency's safety performance objectives.

Authority safety committee meetings shall take place on the last Tuesday of each month. A meeting schedule to the year shall be posted in employee common areas. Safety committee meetings shall have recorded minutes, and a report issued at the conclusion of each meeting for review by all Authority staff. The Authority safety committee shall maintain compliance certification from HARIE on an annual basis. These reports shall be retained via an electronic folder on the Authority's intranet. A monthly report of the safety committee meeting minutes shall be submitted by the CSO to both the Authority Accountable Executive and the Authority Board of Directors.

Safety committee meetings are open to all Authority employees to participate. The agenda for each meeting shall allow for a monthly progress review of all safety hazard complaints and incidents reported to date. Those in attendance shall also have the opportunity to submit new safety hazard complaints for the CSO and Safety committee to intake and review.

SECTION 8: SUPPORTING DOCUMENTATION

Pursuant to 49 CFR Part 673.31, The Luzerne County Transportation Authority shall maintain records of its documents that are developed in accordance with this policy and FTA requirements. The DOT/FTA expects a transit agency to maintain documents that set forth its agency safety plan, including those related to the implementation of its SMS such as the results from SMS processes and activities. For the purpose of reviews, investigations, audits, or other purposes, this section requires the transit agency to make these documents available to PennDOT, FTA, and other Federal agencies as appropriate. The Authority shall maintain these documents for a minimum of three years. Documents shall also be retained and disposed of within the regulatory schedules specified by the Commonwealth of Pennsylvania Historical & Museum Commission Municipal Records Manual (<https://www.phmc.pa.gov/Archives/Records-Management/Documents/2019-Municipal-Records-Manual-rev-with-links.pdf>).

Additionally, Section 8 of this document shall also serve as the appendix for exhibits, charts and tables featured and/or referenced in this safety plan.

Item 8.1: LCTA Risk Assessment Matrix

LCTA RISK ASSESSMENT MATRIX					
PROBABILITY		SEVERITY			
		1. Catastrophic	2. Critical	3. Marginal	4. Negligible
a. Frequent	High	High (1a)	High (2a)	Serious (3a)	Medium (4a)
b. Probable		High (1b)	High (2b)	Serious (3b)	Medium (4b)
c. Occasional	Medium	High (1c)	Serious (2c)	Medium (3c)	Low (4c)
d. Remote	Low	Serious (1d)	Medium (2d)	Medium (3d)	Low (4d)
e. Improbable		Medium (1e)	Medium (2e)	Medium (3e)	Low (4e)
f. Eliminated		Eliminated			

RESOLUTION REQUIREMENTS			
High	High	Unacceptable	Correction required due to existing conditions.
Serious		Undesirable	Correction may be required due to existing conditions, decision by management.
Medium	Medium	Acceptable w/ Review	Acceptable with review, monitoring, and documentation by management.
Low	Low	Acceptable	Acceptable under existing circumstances, without review.
Eliminated		Acceptable	Acceptable under existing circumstances, no action needed.

CONDITION/CONSEQUENCE PROBABILITY & FREQUENCY TABLE					
Probability Level		Likelihood of event in specific item	MTBE* Operating Hours	Occurrence in Time	Occurrence Description
a. Frequent	High	Will occur frequently.	Less than 1,000 OH	1 per month	Continuously experienced.
b. Probable		Will occur several times.	1,000 to 100,000 OH	> 1 per year	Will likely occur.
c. Occasional	Medium	Likely to occur sometimes.	100,000 to 1,000,000 OH	1 per 2 years	Will occur several times.
d. Remote	Low	Unlikely, but possible to occur.	1,000,000 to 100,000,000 OH	1 per 5 years	Unlikely, but can be expected to occur.
e. Improbable		So unlikely, occur may not be experienced.	Greater than 100,000,000 OH	1 per 10 years	Unlikely to occur, but possible.
f. Eliminate		Risk removed / eliminated.	Never	N/A	Will not occur.

***Mean Time Between Events:** The likelihood that hazards will be experienced during the planned life expectancy of the system. Can Be estimated in potential occurrences per unit of time, events, population, items, or activity.

SAFETY HAZARD CONSEQUENCES and SEVERITY CRITERIA	
Consequences	Severity Criteria Categories
Death	Number of fatalities, types of fatalities, priority given to fatalities under specific conditions (i.e, striking passengers, pedestrians or bicyclists vs. trespassers).
Injury	Number of injuries, types of injuries, priority for passenger and employee injuries or other injuries, full or partial disability, hospitalization, lost workdays.
Illness	Full or partial disability, hospitalization, lost workdays.
Property Damage	Range of dollar values, total or partial destruction of vehicle or infrastructure element of a public transportation system.
Loss of Service & Facilities	System-wide shutdown, partial shutdown, significant limitations on service. Loss of facilities, rolling stock, equipment, or infrastructure of a public transportation system.
Damage to the Environment	Extent of damage (reversible, reversible with mitigations, irreversible), legal determination regarding failure to comply with environmental regulations.

CONDITION/EVENT SEVERITY LEVEL SCALE				
Severity Level	1. Catastrophic	2. Critical	3. Marginal	4. Negligible
System Disruption	Greater than 24 Hours	12 to 24 Hours	4 to 12 Hours	Less than 4 Hours
Service/ Operation	Substantial or total loss of operation.	Partial shutdown of operation.	Brief disruption to operation.	No disruption to operations.
People	Mass casualty incident with major loss of life.	Some fatalities or major critical injuries requiring immediate medical	Minor injuries requiring immediate medical attention.	No or some minor injuries, not requiring medical attention.
Financial	Greater than \$1,000,000.	Less than \$1,000,000.	Less than \$250,000.	Less than \$100,000.
Legal and Regulatory	Significant breach of the law. Individual or agency law suits.	Breach of law; report/investigation by authority. Attracts compensation/penalties/enforcement action.	Breach of regulatory requirements; report/involvement of authority. Attracts administrative fine.	Technical non-compliance. No warning received; no regulatory reporting required.
Environmental	Permanent impact; affects a whole region; highly sensitive environment.	Lasting months; impact on an extended area; area with some environmental sensitivity.	Lasting weeks; reduced area; no environmentally sensitive surroundings.	Lasting days or less; limited to small area; low significance/sensitivity.
Social	Major widespread social impacts.	Significant, ongoing social issues.	Some impacts on local population, mostly repairable.	Minor disturbance of cultural/social structures.
Reputation & Public Relations	Noticeable reputational damage; national/international public attention and repercussions.	Suspected reputational damage; local/regional concern and reactions.	Limited, local impact; concern/complaints from certain groups/organizations.	Minor impact, awareness/concern from specific individuals.
Injury	Death (Not including suicides or by natural causes.)	Fracture, Severe Bleeding, Brain injury, Dismemberment.	Bruising, Abrasions, Bleeding (Ambulance transport)	Bruising, Abrasions, Sprains (No Ambulance transport)
Emergency Management	Major widespread impacts.(No supplies, no service, curfew, martial law)	Significant, ongoing issues. (Lack of supplies, martial law)	Some impacts on local population, able to be mitigated and recover.	Minor or short-term disturbance of effected area.
Health	Exposure with irreversible impacts with loss of life of a numerous group/populations or multiple fatalities.	Exposure with irreversible impact on health with loss of quality of life or single fatality.	Exposure with reversible impacts on health or permanent change with no disability or loss of quality of life.	Exposure to health hazard resulting in symptoms requiring medical intervention, with full recovery.
Safety	Severe accident with major service disruption or loss of life; Potential Federal agency involvement, damages over \$250,000.	Accident with serious injuries, damages exceed \$100,000.	Reportable accident with over \$25,000 in damages.	Incident with minor damage.
Technology & Infrastructure	Critical technology and infrastructure cannot be accessed via primary infrastructure, which includes data and major fiscal loss.	Critical infrastructure and technology has an outage, but agency can restore services at the primary datacenter site in an allotted SLA timeframe. Causing operations and fiscal loss.	Critical Infrastructure and technology has an outage, but the agency can restore services at the primary datacenter site in an allotted SLA timeframe. Causing no operations or fiscal loss.	Critical infrastructure and technology systems not on list, has a brief outage that is not noticed by the users, nor affects any Operation, or causes fiscal loss.
Information Security	A breach of customer, Authority employee information, network infrastructure or security systems:			
	Where PII/PCI data is exposed/accessed by malware, viruses or ransomware, an external or internal hacker, employee abusing trusted elevated permissions and breach is of non-encrypted data or cause the encryption of data causing data loss.	Where no PII/PCI data is exposed/accessed by malware, virus or ransomware, an external or internal hacker, employee abusing trusted elevated permissions and breach is of non-encrypted data or cause the encryption of data. Data is recoverable by backup.	Where no PII/PCI data is exposed/accessed by malware, virus or ransomware, an external or internal hacker, employee abusing trusted elevated permissions and breach is of non-encrypted data information, but quickly fail-over to backup site.	Malware or other type of virus is identified on a PC, Server, or another network node, but does not affect any process nor accesses data, and is quickly eliminated.
Security/ Law Enforcement	Criminal or terrorism attack of system resulting in death or serious bodily harm to customers. Violent attack /terrorism at Authority business unity or administrative/maintenance facility with grave loss of life or significant bodily harm to multiple employees and/or civilians.	Non-life-threatening workplace violence incident or significant targeted criminal damage to business unit facilities, or Authority critical infrastructure.	Suspicious package resulting in minor system delays; or trespasser (suicide) within or on the system (classified as security incident).	Assault of employee or customer; minor criminal activity on system or at a business unit/administrative facility.

OTHER PARTIES INVOLVED IN EVENT

Circle One: Vehicle Driver Vehicle Passenger Bus Passenger Pedestrian Property Owner Bicyclist

Last Name:		First:	Middle:	
Address:		City:	County:	
State:		Zip Code:		
Home Phone #				
Vehicle Make:	Model:	Year:	Color:	Lic. Plate # & State:
Driver's License #		State:	Date of Birth:	
Insurance Company:			Policy #	
Registered Owner's Name (if different from above) Last:				First: MI.
Address:		City:	County:	
State:		Zip Code:		
Home Phone #		Work Phone & ext. #		
Insurance Company:		Agency:	Policy #	

Circle One: Vehicle Driver Vehicle Passenger Bus Passenger Pedestrian Property Owner Bicyclist

Last Name:		First:	Middle:	
Address:		City:	County:	
State:		Zip Code:		
Home Phone #				
Vehicle Make:	Model:	Year:	Color:	Lic. Plate # & State:
Driver's License #		State:	Date of Birth:	
Insurance Company:			Policy #	
Registered Owner's Name (if different from above) Last:				First: MI.
Address:		City:	County:	
State:		Zip Code:		
Home Phone #		Work Phone & ext. #		
Insurance Company:		Agency:	Policy #	

PASSENGER INFORMATION CARD

DATE: _____

YOUR NAME: _____

ADDRESS: _____

PHONE: () _____

ARE YOU HURT? NO YES

IF YOU WERE HURT, PLEASE DESCRIBE YOUR INJURY:

DID YOU SEE THE ACCIDENT HAPPEN? _____

DESCRIBE WHAT HAPPENED: _____

SITTING STANDING

WERE YOU SITTING OR STANDING (CIRCLE ONE). PLEASE

MARK (X) YOUR APPROXIMATE LOCATION ON THE BUS.

DOOR			
	FRONT	MIDDLE	REAR
DRIVER			

SIGNATURE _____

Thank You!

Item 8.7: LCTA Transit Vehicle Pre-Trip Inspection Report Form

<u>Pre-Trip Inspection:</u>	<u>Bus Number:</u>
Interior	Exterior
____ AVL Login	____ Low Beams
____ Fare Box Check	____ High Beams
____ Horn	____ Brake Lights
____ Door Controls	____ Marker and DOT Lights
____ A/C & Heat Controls	____ Windshield/ Glass / Cracks
____ Defroster Operation	____ Mirrors/ Set for Driver/Loose/Crack
____ Wipers	____ Tires/Wheels/Cracks/Lug nuts
____ Washer Fluid	____ Body Damage
____ Destination Sign	____ Turn Signals
____ WC Lift	____ Bike Rack (Working Order?)
____ WC Restraints	Notes: _____
____ Fire Extinguisher	_____
____ Registration & Insurance Card	_____
____ Seats	_____
____ Camera/Monitor	_____
____ Vent Hatch	_____
____ Emergency Window Release	_____
____ Stop Signal	
____ Brake Test	

PRINT NAME _____

OPERATOR SIGNATURE: _____ DATE: _____

THIS MUST BE TURNED IN BEFORE STARTING SHIFT!

Item 8.8: LCTA Transit Vehicle Technology Defect Report (AVL/FRITS/EcoLane)

Luzerne County Transportation Authority

TECHNOLOGY DEFECT REPORT

Bus No:	Date:
Job:	Route:

AVL / OBU

- OBU does not turn on (blank screen)
- OBU does not turn on (blue screen with words)
- Cannot login (passcode incorrect)
- Jobs are wrong or missing
- Turn-by-turn is wrong
- There is a problem with a stop
- There is a different problem with the AVL / OBU

Destination Signs

- Sign code is wrong or missing
- Destination names are wrong or missing
- Incorrect spelling or unreadable abbreviations
- There is a different problem with the signs

Which sign code has the problem?

Comments:

Item 8.10: LCTA Employee Safety Reporting Program (ESRP) Safety Concern Reporting Form



Safety Concerns #SC 0297



Location of Safety Concern: _____

Employee Name (Please Print): _____

Signature: _____ Date: _____

Please fill out and return to: Becky Dennis @ Shared Ride
 Rich McNeil @ LCTA

Employee Copy

Item 8.11: LCTA Near Miss Incident Report Form



Near Miss Incident Report Form

A near miss is an unplanned potentially hazardous incident, event, or condition that has not resulted in an injury, illness or damage. Other familiar terms for these events are a “close call,” a “narrow escape,” or in the case of moving objects, “near collision” or a “near hit.” It is everyone’s responsibility to report any potential hazards immediately. Please use this form to report near-misses and assist us in preventing future incidents and in making the LCTA a safer workplace.

LCTA Work Department:	Incident Location:						
Date of Incident:	Time of Incident:						
<table style="width: 100%; border: none;"> <tr> <td style="width: 50%; padding: 5px;"> Type of Incident: <input type="checkbox"/> Unsafe Act. </td> <td style="width: 50%; padding: 5px;"> <input type="checkbox"/> Unsafe condition of area. </td> </tr> <tr> <td style="padding: 5px;"> <input type="checkbox"/> Unsafe condition of equipment. </td> <td style="padding: 5px;"> <input type="checkbox"/> Unsafe use of equipment. </td> </tr> <tr> <td style="padding: 5px;"> <input type="checkbox"/> Missed collision. </td> <td style="padding: 5px;"> <input type="checkbox"/> Other (describe): </td> </tr> </table>		Type of Incident: <input type="checkbox"/> Unsafe Act.	<input type="checkbox"/> Unsafe condition of area.	<input type="checkbox"/> Unsafe condition of equipment.	<input type="checkbox"/> Unsafe use of equipment.	<input type="checkbox"/> Missed collision.	<input type="checkbox"/> Other (describe):
Type of Incident: <input type="checkbox"/> Unsafe Act.	<input type="checkbox"/> Unsafe condition of area.						
<input type="checkbox"/> Unsafe condition of equipment.	<input type="checkbox"/> Unsafe use of equipment.						
<input type="checkbox"/> Missed collision.	<input type="checkbox"/> Other (describe):						
Describe the potentially hazardous incident/condition, possible outcome, and safety suggestion (in as much detail as possible):							
Employee Name and Title:	Phone Number:						
LCTA Email Address (if applicable):	Date Reported:						

Submit this completed form to the LCTA Chief Safety Officer.

Item 8.14:



LCTA PUBLIC TRANSIT AGENCY SAFETY PLAN

TRANSIT OPERATIONS RISK REDUCTION PROGRAM: TRANSIT WORKER ACCIDENTS, INJURIES, and ASSAULTS

The primary mission of this risk reduction program (RRP) is ensuring the safety of the Luzerne County Transportation Authority's ("the Authority") transit system by evaluating safety risks and managing those risks in order to reduce the numbers and rates of transit employee accidents, incidents, injuries, and assaults.

The is accomplished by:

- Risk Management: Identifying, collecting, and analyzing accident, incident, and assault data to detect risks to Authority employees;
- Safety Promotion: Developing and implementing training programs, in cooperation with stakeholders, that are designed to mitigate identified and potential risks;
- Applying safety management system (SMS) principles to the prevention of transit worker assaults;
- Policy: Institutionalizing best practices and lessons learned from the public transit industry; and
- Safety Assurance: Providing operational support, data, and recommendations needed by Authority management and stakeholders to develop strategies, plans, and processes to augment the Authority's public transportation agency safety plan.

Risk-based approaches present an opportunity to protect the minimum standard created by regulations while at the same time creating an environment that values and encourages the adoption of supplemental risk reduction programs.

A successful risk reduction program will incorporate the following standards:

1. Commitment from all stakeholders;
2. Voluntary, confidential, non-punitive participation;
3. Systematic and objective data gathering, analysis, and reporting;
4. Problem solving and corrective action; and
5. Long-term sustaining mechanisms.

For purposes of this risk reduction program, "assault" is defined broadly to include overt physical and verbal acts by a passenger that interfere with the mission of a transit worker to complete his or her scheduled run or other duties safely, and that adversely affect the safety of the transit employee and customers. Furthermore, this RRP focuses on assaults by passengers against fixed Route bus and demand response paratransit operators, and transit center personnel. While passenger-against-passenger assaults also impact the ability of transit workers to safely perform their job functions, these incidents more closely relate to transit security than to transit safety.

Based on a review of available data, the Authority has identified the following summary of contributing risk factors for assaults against Authority employees:

- Direct interaction with the public, especially with passengers who may be intoxicated, have mental illness, or be experiencing frustration due to fare increases, service reductions, or delays. Bus and paratransit operators interact directly with passengers, while customer service personnel are subject to verbal abuse;
- Working alone, routes operating in isolated or high-crime areas, during late night or early morning hours raises the risk of assault against transit operators;
- Handling and/or enforcing fares, cash transactions. Most assaults against bus operators occur during fare disputes;
- Service problems (delays, service reductions, etc.);
- Gang-related and school/youth-related violence;
- Having inadequate escape routes. Transit operators often lack a way to escape from passengers who threaten or begin to assault them; and
- Race and gender-based sexual harassment and violence.

The Authority has identified the following assault-specific risk factors:

- System factors are factors that potentially impact the risk of driver assault on any route within the LCTA system.
- Route factors are tied to a specific route geography/demographics/trip generator, and potentially impact the risk of driver assault on a specific route.
- Operation factors are within the scope of the Authority to manage and/or change in a system or on a specific route.

ASSAULT RISK FACTORS	CHARACTERISTICS
SYSTEM FACTORS	
<i>REGION</i>	South, Midwest, West, Northeast
<i>POPULATION DENSITY</i>	Metropolitan areas, cities, nonmetropolitan areas
ROUTE FACTORS	
<i>INCIDENT HISTORY</i>	Aggravated and simple assault rates, previous driver incidents
<i>NUMBER OF BARS/CRIME PRONE SPOTS</i>	Bars, sports venues, gang territories, juvenile crime areas
<i>KNOWN THREATS</i>	Previous/current verbal or other threats to driver, route, system
OPERATIONAL FACTORS	
<i>FARE COLLECTION POLICIES</i>	Cash/Cashless fare collection, enforcement responsibilities, transfer policy and processes
<i>HOURS OF OPERATION</i>	Graveyard, morning/midday, school dismissal times, peak traffic, evenings
<i>MANAGEMENT PRACTICES</i>	Incident reporting, training, signage/media campaigns, prosecution of offenders, zero tolerance/suspension of service

The Authority shall implement and monitor the following risk control strategies and infrastructure to prevent assaults, they include:

- Installing/updating protective barriers, video surveillance, automatic vehicle location (AVL) systems, and overt or covert alarms on bus and paratransit transit vehicles;
- Training safety-sensitive employees about how to de-escalate potentially violent situations, the important of reporting assaults, and the standard agency response to reports of assault;
- Educating the public about reporting assaults by conducting public awareness campaigns, providing resources and incentives for passengers to report assaults, and meeting with passengers to discuss strategies for preventing assaults;
- Providing support for transit workers by offering psychological support and post-incident counseling (EAP), responding to every report of assault or other serious incident, and involving transit workers in safety committees;
- Apply the SMS to track, investigate, monitor, record, and analyze transit operator accidents and incidents that indicate operator assault as the casual factor;
- Enforcing transit agency policy by posting passenger codes of conduct, suspending service for assailants, posting police officers on transit vehicles and property in high-risk areas, providing legal support for transit workers who file complaints, and collaborating with other agencies and organizations to develop social safety plans and advocate for changes in state and local legislation to better address assaults against transit employees; and
- Performing route and system-level threat assessments by collecting data regarding the number, location, times, and types of assaults as well as the number, type, and implementation timelines of each risk control strategy, to enable the evaluation of the effectiveness of each strategy and the overall SMS in preventing transit worker assaults.

The Authority has developed this risk reduction program to complement the agency's SMS. The Safety Management Systems (SMS) is a collection of policies, processes, and behaviors that ensure a formalized, proactive approach to safety risk management. When SMS is applied to risk control strategies, as part of this risk reduction program, they include:

- Asset management and maintenance of protective infrastructure;
- Health, wellness, and fatigue management of transit employees;
- Training in de-escalation techniques;
- Defensive driving and operations;
- Crisis management and continuity of operations; and
- Emergency response procedures to transit employee assaults and incidents.

Item 8.15:



LCTA PUBLIC TRANSIT AGENCY SAFETY PLAN

**TRANSIT OPERATIONS RISK REDUCTION PROGRAM:
OPERATOR VISIBILITY IMPAIRMENTS & VEHICULAR and PEDESTRIAN ACCIDENTS**

The primary mission of this risk reduction program (RRP) is ensuring the safety of the Luzerne County Transportation Authority's ("the Authority") transit system by evaluating safety risks and managing those risks in order to reduce the numbers and rates of transit employee/pedestrian accidents, incidents, and injuries due to operator visibility impairments. The overarching goal of this RRP, is to protect transit vehicle operators from assault and improve their view of the road.

The is accomplished by:

- Risk Management: Identifying, collecting, and analyzing accident, incident, and assault data to identify risks to Authority employees;
- Safety Promotion: Developing and implementing training programs, in cooperation with stakeholders, that are designed to mitigate identified and potential risks;
- Applying safety management system (SMS) principles to the prevention of transit operator accidents due to visibility impairments;
- Policy: Institutionalizing best practices and lessons learned from the public transit industry; and
- Safety Assurance: Providing operational support, data, and recommendations needed by Authority management and stakeholders to develop strategies, plans, and processes to augment the Authority's public transportation agency safety plan.

Risk-based approaches present an opportunity to protect the minimum standard created by regulations, while at the same time creating an environment that values and encourages the adoption of supplemental risk reduction programs and activities.

A successful risk reduction program will incorporate the following standards:

1. Commitment from all stakeholders;
2. Voluntary, confidential, non-punitive participation;
3. Systematic and objective data gathering, analysis, and reporting;
4. Problem solving and corrective action; and
5. Long-term sustaining mechanisms.

The Authority has identified the following visual impairment-specific risk factors:

- System factors are causes that potentially impact the risk of a transit operator experiencing conditions of a visual impairment on any route within the LCTA system.
- Route factors are tied to a specific route geography/topography/road design/trip generator/demographics and potentially impact the risk of a transit operator worker being exposed conditions of a visual impairment on a specific route.
- Operation factors are within the scope of the Authority to manage and/or change in a system, or on a specific route, revenue vehicle type or facility.

Transit vehicle Operator Visibility Impairment Risk Reduction Strategies:

- Increase bus operator safety from assaults by use of both situational awareness and de-escalation training;
- Coordinate with the Authority maintenance department and transit vehicle industry OEMs to design operator compartments that increase operator visibility to improve safety of pedestrians and other roadway users (e.g. minimizing bus operator blind spots);
- Utilize transparent barriers to protect the driver and to increase passenger accessibility for positive interactions between operators and passengers, including assisting passengers in need of special assistance;
- Obtain operator feedback via surveys and focus groups to improve ergonomics to reduce bus operator work-related health issues and injuries, as well as locate instrument and vehicle control interfaces to improve operational efficiency;
- Apply the SMS to track, investigate, monitor, record, and analyze transit operator accidents that indicate visual impairments as the casual factor.
- Reduce operator distractions and visual impairments via hands-on training and use of onboard cameras; and
- Implement policies that balance operator safety and accommodate Americans with Disabilities Act compliance for passenger boarding, alighting and securement.

The Authority has developed this risk reduction program to complement the agency's SMS. The Safety Management Systems (SMS) is a collection of policies, processes, and behaviors that ensure a formalized, proactive approach to safety risk management. When SMS is applied to risk control strategies, as part of this risk reduction program, they include:

- Asset management and maintenance of protective infrastructure;
- Health, wellness, and fatigue management of transit employees;
- Training in de-escalation techniques;
- Defensive driving and operations;
- Crisis management and continuity of operations; and
- Emergency response procedures to transit employee visual impairment incidents.

Item 8.16:



LCTA PUBLIC TRANSIT AGENCY SAFETY PLAN

**TRANSIT OPERATIONS RISK REDUCTION PROGRAM:
INFECTIOUS DISEASES & BLOODBORNE PATHOGENS**

The primary mission of this risk reduction program is ensuring the safety of the Luzerne County Transportation Authority’s (“the Authority”) transit system by evaluating safety risks and managing those risks in order to reduce the numbers and rates of transit employee and rider exposure/transmission of infectious diseases and bloodborne pathogens.

The is accomplished by:

- Risk Management: Identifying, collecting, and analyzing infectious disease exposure data to identify risks to Authority employees and the riding public;
- Safety Promotion: Developing and implementing training programs, in cooperation with stakeholders, that are designed to mitigate identified and potential risks;
- Applying safety management system (SMS) principles to the prevention of infectious disease exposure;
- Policy: Institutionalizing best practices and lessons learned from the public transit industry; and
- Safety Assurance: Providing operational support, data, and recommendations needed by Authority management and stakeholders to develop strategies, plans, and processes to augment the Authority’s public transportation agency safety plan.

Risk-based approaches present an opportunity to protect the minimum standard created by regulations while at the same time creating an environment that values and encourages the adoption of supplemental risk reduction programs.

A successful risk reduction program will incorporate the following standards:

1. Commitment from all stakeholders;
2. Voluntary, confidential, non-punitive participation;
3. Systematic and objective data gathering, analysis, and reporting;
4. Problem solving and corrective action; and
5. Long-term sustaining mechanisms.

The Authority has identified the following infectious disease-specific risk factors:

- System factors are causes that potentially impact the risk of a transit worker being exposed to an infectious disease on any route within the LCTA system.
- Route factors are tied to a specific route geography/trip generator/demographics and potentially impact the risk of a transit worker being exposed to an infectious disease on a specific route.

- Operation factors are within the scope of the Authority to manage and/or change in a system, or on a specific route or revenue vehicle type or facility.

Infectious Disease Risk Reduction Strategies

These strategies help reduce the risk of spreading infectious diseases, including COVID-19:

- Stay up to date on immunizations, including seasonal Flu and COVID-19 vaccines;
- Stay home when you're sick;
- If necessary, reduce service;
- Conduct daily health checks on employees, including temperature screenings;
- Implement social distancing onboard and at the transit center;
- Utilize contactless fare payment methods to minimize operator contact with passengers and/or suspend fare collection;
- Reduce seating capacity inside transit vehicles by tagging seats as unavailable, and implement maximum capacity standards;
- Use the rear doors of the transit vehicle to board and alight passengers to minimize operator contact;
- Increase the flow of fresh air within the transit vehicle and to transit facility ventilation systems;
- Encourage frequent hand washing;
- Install transparent protective barriers on the interior of the transit vehicle driver compartment;
- Communicate risk reduction strategies and policies with transit employees and the riding public;
- Wear a mask, and cover your mouth when coughing,
- Clean, sanitize, and disinfect transit vehicle touch surfaces multiple times a day;
- Coordinate with, and follow recommendations from the CDC and state/local public health agencies.
- Follow recommendations, for what to do if you were exposed to COVID-19 or a bloodborne pathogen;
- Reference the Authority's bloodborne pathogens policy & exposure control plan;
- Apply the SMS to track, investigate, monitor, record, and analyze transit worker incidents that indicate exposure to an infectious disease as the casual factor; and/or
- If you test positive or have symptoms of COVID-19, follow recommendations for isolation.

The Authority's utilization of multiple risk reduction strategies at the same time helps reduce the risk of illness among transit employees and the public.

The Authority has developed this risk reduction program to complement the agency's SMS. The Safety Management Systems (SMS) is a collection of policies, processes, and behaviors that ensure a formalized, proactive approach to safety risk management. When SMS is applied to risk control strategies, as part of this risk reduction program, they include:

- Asset management and maintenance of protective infrastructure;
- Health, wellness, and fatigue management of transit employees;
- Training in de-escalation techniques;
- Defensive driving and operations;
- Crisis management and continuity of operations; and
- Emergency response procedures to transit employee infectious disease exposure incidents.



SECTION 9: DEFINITIONS OF TERMS USED IN THE SAFETY PLAN

The Luzerne County Transportation Authority incorporates all of FTA's definitions that are in 49 CFR § 673.5 of the Public Transportation Agency Safety Plan regulation.

- **Accountable Executive** means a single, identifiable person who has ultimate responsibility carrying out the Public Transportation Agency Safety Plan of a transit agency; responsibility for carrying out the transit agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the transit 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 or Transit Agency** means the Luzerne County Transportation Authority or "the Authority".
- **Assault on a transit worker** means, as defined under 49 U.S.C. 5302, a circumstance in which an individual knowingly, without lawful authority or permission, and with intent to endanger the safety of any individual, or with a reckless disregard for the safety of human life, interferes with, disables, or incapacitates a transit worker while the transit worker is performing the duties of the transit worker.
- **Board** means governing body of the Luzerne County Transportation Authority or "the Authority".
- **CDC** means the Centers for Disease Control and Prevention of the United States Department of Health and Human Services.
- **Chief Safety Officer (CSO)** means an adequately trained individual who has responsibility for safety and reports directly to a transit agency's CEO, general manager, president or equivalent officer. A Chief Safety Officer may not serve in other operational or maintenance capabilities, unless the CSO is employed by a transit agency that is a small public transportation provider as defined by this part, or a public transportation provider that does not operate a rail fixed guideway public transportation system.
- **Consequence** means the potential outcome of a hazard.
- **Continuous Improvement** means a process by which a transit agency examines safety performance to identify safety deficiencies and carry out a plan to address the identified safety deficiencies.
- **Corrective Action Plan (CAP)** means a plan developed by a transit agency that describes the actions the transit agency will take to minimize, mitigate, correct, or eliminate risks and hazards, and the schedule for taking those actions. Either a State Safety Oversight Agency (SSOA) or the FTA may require a Rail Transit Agency (RTA) to develop and carry out a corrective action plan.
- **Direct Recipient** means an entity that receives Federal financial assistance directly from the Federal Transit Administration.
- **Equivalent entity** 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.
- **Emergency** means, as defined under 49 U.S.C. 5324, a natural disaster affecting a wide area (such as a

flood, hurricane, tidal wave, earthquake, severe storm, or landslide) or a catastrophic failure from any external cause, as a result of which the Governor of a State has declared an emergency and the Secretary has concurred; or the President has declared a major disaster under section 401 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. 5170).

- **FTA** means the Federal Transit Administration, an operating administration 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; damage to the environment; or reduction of ability to perform a prescribed function.
- **Hazard Analysis** means the formal activities to analyze potential consequences of hazards during operations related to provision of service.
- **Human Factors** refers to applied technology comprising principles that apply to equipment design, certification, training, operations and maintenance, which seek safe interface between the human and other system components by proper consideration to human performance.
- **Hazard Identification** means formal activities to analyze potential consequences of hazards during operations related to provision of service.
- **Human Performance** means human capabilities and limitations that have an impact on the effectiveness and efficiency of operations related to provision of service.
- **Injury** means any harm to persons as a result of an event that requires immediate medical attention away from the scene.
- **Investigation** means the process of determining the causal and contributing factors of a safety event or hazard, for the purpose of preventing recurrence and mitigating safety risk.
- **Joint labor-management process** means a formal approach to discuss topics affecting transit workers and the public transportation system.
- **Lagging Indicators** provide evidence, through monitoring, that intended safety management outcomes have failed or have not been achieved.
- **Large urbanized area provider** means a recipient or subrecipient of financial assistance under 49 U.S.C. 5307 that serves an urban area with a population of 200,000 or more as determined by the most recent decennial Census.
- **Leading Indicators** provide evidence, through monitoring, that key safety management actions are undertaken as planned.
- **Major Mechanical Failures** are failures caused by vehicle malfunctions or subpar vehicle condition which requires that it be pulled from service. Major mechanical system failures are failures of some mechanical element of the revenue vehicle not caused by a collision, natural disaster, or vandalism and a vehicle from completing or starting a scheduled revenue trip because actual movement is limited or because of

safety concerns.

- **Mechanical Failures (other)** are failures of some other mechanical element of the revenue vehicle not caused by a collision, natural disaster, or vandalism, but, because of local agency policy, prevents the revenue vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip even though the vehicle is physically able to continue in revenue service. Common examples include breakdowns of Fareboxes; Wheelchair lifts; or Heating, ventilation, and air conditioning (HVAC) systems
- **Management of Change** means a process for identifying and assessing changes that may introduce new hazards or impacts the transit agency's safety performance. If a transit agency determines that a change may impact its safety performance, then the transit agency must evaluate the proposed change through its Safety Risk Management process.
- **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.
- **Near-miss** means a narrowly avoided safety event.
- **Operator** of a public transportation system means a provider of public transportation.
- **Operational System Description** means the analysis of operations to gain an understanding of critical operational interactions to identify hazards, or those that have been identified, as well as to identify the mitigations in place to safeguard against the consequences of hazards.
- **Organizational Accident** means an accident that has multiple causes involving many people operating at different levels of the respective agency.
- **Part 673** means 49 CFR (Code of Federal Regulations) Part 673.
- **Practical Drift** means the slow and inconspicuous, yet steady, uncoupling between written procedures and actual practices during provision of services.
- **Passenger** means a person other than an operator who is on board, boarding, or alighting from a vehicle on a public transportation system for the purpose of travel.
- **PennDOT** means the Pennsylvania Department of Transportation.
- **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 Criteria** means categories of measures indicating the level of safe performance within a transit agency.
- **Potential Consequence** means the effect of a hazard.

- **Public transportation** means, as defined under 49 U.S.C. 5302, regular, continuing shared-ride surface transportation services that are open to the general public or open to a segment of the general public defined by age, disability, or low income; and does not include:
 1. Intercity passenger rail transportation provided by the entity described in 49 U.S.C. chapter 243 (or a successor to such entity);
 2. Intercity bus service;
 3. Charter bus service;
 4. School bus service;
 5. Sightseeing service;
 6. Courtesy shuttle service for patrons of one or more specific establishments; or
 7. Intra-terminal or intra-facility shuttle services.
- **Public Transportation Agency Safety Plan** means the documented comprehensive Agency Safety Plan for a transit agency that is required by 49 U.S.C. 5329 and Part 673.
- **Public Transportation System** means the entirety of a transit provider's operations, including the services provided through contractors.
- **PUC** means Pennsylvania Public Utility Commission.
- **Rail fixed guideway public transportation system** means any fixed guideway system, or any such system in engineering or construction, that uses rail, is operated for public transportation, is within the jurisdiction of a State, and is not subject to the jurisdiction of the Federal Railroad Administration. These include but are not limited to rapid rail, heavy rail, light rail, monorail, trolley, inclined plane, funicular, and automated guideway.
- **Rail transit agency** means any entity that provides services on a rail fixed guideway public transportation system.
- **Recipient** means a State or local governmental authority, or any other operator of a public transportation system, that receives financial assistance under 49 U.S.C. chapter 53.
- **Roadway** means land on which rail transit tracks and support infrastructure have been constructed to support the movement of rail transit vehicles, excluding station platforms.
- **Safety** means the state in which the potential harm to persons or property damage during operations related to provision of services is reduced to and maintained at an acceptable level through continuous hazard identification and safety risk management activities.
- **Safety Assurance** means the process within a transit agency's Safety Management System 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 Committee** means the formal joint labor-management committee on issues related to safety that is required by 49 U.S.C. 5329 and this part.

- **Safety Deficiency** means a condition that is a source of hazards and/or allows the perpetuation of hazards in time.
- **Safety Event** means an unexpected outcome resulting in injury or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.
- **Safety Management Policy** means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities for the management of safety.
- **Safety Management System (SMS)** means the formal 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 hazards and safety risk.
- **Safety Management System (SMS) Executive** means a Chief Safety Officer or an equivalent.
- **Safety Objective** means a high-level, global, generic and non-quantifiable statement regarding conceptual safety achievements to be accomplished by an organizational regarding its safety performance.
- **Safety performance** means an organization's safety effectiveness and efficiency, as defined by safety performance indicators and targets, measured against the organization's safety objectives.
- **Safety performance indicator** refers to a data-driven, quantifiable parameter used for monitoring and assessing safety performance.
- **Safety Performance Measure** is 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.
- **Safety Performance Measurement** means the assessment of non-consequential safety-related events and activities that provide ongoing assurance that safety risk mitigations work as intended.
- **Safety Performance Monitoring** means activities aimed at the quantification of an organization's safety effectiveness and efficiency during service delivery operations, through a combination of safety performance indicators and safety performance targets.

- **Safety Performance Target** means a quantifiable level of performance or condition, expressed as a value for the measure, related to safety management activities, to be achieved within a specified time period.
- **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 Performance Monitoring and Measurement** means activities a transit agency must establish to:
 1. Monitor its system for compliance with, and sufficiency of, the agency's procedures for operations and maintenance;
 2. Monitor its operations to identify hazards not identified through the Safety Risk Management process;
 3. Monitor its operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended;
 4. Investigate safety events to identify causal factors; and
 5. Monitor information reported through any internal reporting programs.
- **Safety Reporting Program** means a process that allows employees to report safety conditions to senior management, protections for employees who report safety conditions to senior management, and a description of employee behaviors that may result in disciplinary action.
- **Safety risk** means the composite of predicted severity and likelihood of a potential consequence of a hazard.
- **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 risk.
- **Safety Risk Evaluation** means the formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value to its safety risk.
- **Safety risk management** means a process within a transit agency's Public Transportation Agency Safety Plan for identifying hazards, and analyzing, assessing, and mitigating the safety risk of their potential consequences.
- **Safety risk mitigation** means a method or methods to eliminate or reduce the severity and/or likelihood of a potential consequence of a hazard.
- **Safety Risk Probability** means the likelihood that a consequence might occur, taking as reference the worst foreseeable—but credible—condition.
- **Safety Risk Severity** means the anticipated effects of a consequence, should it materialize, taking as reference the worst foreseeable—but credible—condition.

- **Safety set-aside** means the allocation of not less than 0.75 percent of assistance received by a large urbanized area provider under 49 U.S.C. 5307 to safety related projects eligible under 49 U.S.C. 5307.
- **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 across all non-rail fixed route modes or in any one non-fixed route mode and does not operate a rail fixed guideway public transportation system.
- **State** means a State of the United States, the District of Columbia, Puerto Rico, the Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands.
- **State of Good Repair** means the condition in which a capital asset is able to operate at a full level of performance.
- **State Safety Oversight Agency** means an agency established by a State that meets the requirements and performs the functions specified by 49 U.S.C. 5329(e) and (k) and the regulations set forth in 49 CFR part 674.
- **Subrecipient** means an entity that receives Federal transit grant funds indirectly through a State or a direct recipient.
- **Transit Agency** means an operator of a public transportation system that is a recipient or subrecipient of Federal financial assistance under 49 U.S.C. 5307 or a rail transit agency.
- **Transit Asset Management Plan (TAMP)** 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.
- **Transit worker** means any employee, contractor, or volunteer working on behalf of the transit agency.
- **Urbanized area** means, as defined under 49 U.S.C. 5302, an area encompassing a population of 50,000 or more that has been defined and designated in the most recent decennial census as an urban area by the Secretary of Commerce.
- **Vehicle Revenue Miles (VRM)** Means the miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles includes: Layover / recovery time. However, it excludes: Deadhead; Operator training; Vehicle maintenance testing; and School bus and charter services.

SECTION 10: COMMONLY USED ACRONYMS

Acronym	Word or Phrase
LCTA	Luzerne County Transportation Authority or “the Authority”
ASP	Agency Safety Plan
AE	Accountable Executive
PTASP	Public Transportation Agency Safety Plan
CFR	Code of Federal Regulations
CDL	Commercial Driver’s License
ESRP	Employee Safety Reporting Program
FTA	Federal Transit Administration
PennDOT	Pennsylvania Department of Transportation
PV	Private Vehicle
MPO	Metropolitan Planning Organization
MTBE	Mean Time Between Events
NSP	National Public Transportation Agency Safety Plan
Part 673	49 CFR Part 673 (Public Transportation Agency Safety Plan)
SMS	Safety Management System
SRM	Safety Risk Management
SA	Safety Assurance
SMP	Safety Management Policy
SOP	Standard Operating Procedure
SP	Safety Promotions
SPI	Safety Performance Indicator
SPT	Safety Performance Target
STIP	Statewide Transportation Improvement Program

TSO	Office of Transit Safety and Oversight
TSI	Transportation Safety Institute (DOT)
U.S.C.	United States Code
VRM	Vehicle Revenue Miles
NTD	National Transit Database
TAM	Transit Asset Management Plan
CSO	Chief Safety Officer
DOT	U.S. Department of Transportation
PUC	Pennsylvania Public Utility Commission
FMCSA	Federal Motor Carrier Safety Administration
PPTA	Pennsylvania Public Transportation Association
SGR	State of Good Repair

SECTION 11: 49 CFR part 673 Changes (April 2024)

Subpart B—Safety Plans

§ 673.11 General requirements.

- (a) A transit agency or State must establish a Public Transportation Agency Safety Plan that meets the requirements of this part and, at a minimum, consists of the following elements:
- (1) The Public Transportation Agency Safety Plan, and subsequent updates, must be signed by the Accountable Executive and approved by
 - (i) For a large urbanized area provider, the Safety Committee established pursuant to § 673.19, followed by the transit agency's Board of Directors or an equivalent entity; or
 - (ii) For all other transit agencies, the transit agency's Board of Directors, or an equivalent entity.
 - (2) The Public Transportation Agency Safety Plan must document the processes and activities related to Safety Management System (SMS) implementation, as required under subpart D of this part.
 - (3) The Public Transportation Agency Safety Plan must include annual safety performance targets based on the safety performance measures established under the National Public Transportation Safety Plan. Safety performance targets for the safety risk reduction program are only required for large urbanized area providers.
 - (4) The Public Transportation Agency Safety Plan must address all applicable requirements and standards as set forth in FTA's Public Transportation Safety Program and the National Public Transportation Safety Plan. Compliance with the minimum safety performance standards authorized under 49 U.S.C. 5329(b)(2)(C) is not required until standards have been established through the public notice and comment process.
 - (5) Each transit agency must establish a process and timeline for conducting an annual review and update of the Public Transportation Agency Safety Plan.
 - (6) A rail transit agency must include or incorporate by reference in its Public Transportation Agency Safety Plan:
 - (i) An emergency preparedness and response plan or procedures that addresses, at a minimum, the assignment of worker responsibilities during an emergency; and coordination with Federal, State, regional, and local officials with roles and responsibilities for emergency preparedness and response in the transit agency's service area.

- (c) A transit agency must maintain its Public Transportation Agency Safety Plan in accordance with the recordkeeping requirements in subpart D of this part.
- (d) A State must draft and certify a Public Transportation Agency Safety Plan on behalf of any small public transportation provider that is located in that State. A State is not required to draft a Public Transportation Agency Safety Plan for a small public transportation provider if that transit agency notifies the State that it will draft its own plan. In each instance, the transit agency must carry out the plan. If a State drafts and certifies a Public Transportation Agency Safety Plan on behalf of a transit agency, and the transit agency later opts to draft and certify its own Public Transportation Agency Safety Plan, then the transit agency must notify the State. The transit agency has one year from the date of the notification to draft and certify a Public Transportation Agency Safety Plan that is compliant with this part. The Public Transportation Agency Safety Plan drafted by the State will remain in effect until the transit agency drafts its own Public Transportation Agency Safety Plan.
- (e) Agencies that operate passenger ferries regulated by the United States Coast Guard (USCG) or rail fixed guideway public transportation service regulated by the Federal Railroad Administration (FRA) are not required to develop Transportation Agency Safety Plans for those modes of service.

§ 673.13 Certification of compliance.

- (a) Each recipient, or State as authorized in § 673.11(d), must certify that it has established a Public Transportation Agency Safety Plan meeting the requirements of this part the start of operations. A direct recipient must certify that it and all applicable subrecipients are in compliance with the requirements of this part. A State Safety Oversight Agency must review and approve a Public Transportation Agency Safety Plan developed by a rail fixed guideway public transportation system, as authorized in 49 U.S.C. 5329(e) and its implementing regulations at 49 CFR part 674.
- (b) On an annual basis, a direct recipient, or State must certify its compliance with this part. A direct recipient must certify that it and all applicable subrecipients are in compliance with the requirements of this part.

§ 673.15 Coordination with metropolitan, statewide, and non-metropolitan planning processes.

- (a) A State or transit agency must make its safety performance targets available to States and Metropolitan Planning Organizations to aid in the planning process.

- (b) To the maximum extent practicable, a State or transit agency must coordinate with States and Metropolitan Planning Organizations in the selection of State and MPO safety performance targets.

Subpart C—Safety Committees and Cooperation with Frontline Transit Worker Representatives

§ 673.17 Cooperation with frontline transit worker representatives.

- (a) Each large urbanized area provider must establish a Safety Committee that meets the requirements of § 673.19.
- (b) Each transit agency that is not a large urbanized area provider must:
 - (1) Develop its Public Transportation Agency Safety Plan, and subsequent updates, in cooperation with frontline transit worker representatives; and
 - (2) Include or incorporate by reference in its Public Transportation Agency Safety Plan a description of how frontline transit worker representatives cooperate in the development and update of the Public Transportation Agency Safety Plan.

§ 673.19 Safety Committees.

- (a) Establishing the Safety Committee. Each large urbanized area provider must establish and operate a Safety Committee that is:
 - (1) Appropriately scaled to the size, scope, and complexity of the transit agency; and
 - (2) Convened by a joint labor-management process.
- (b) Safety Committee membership. The Safety Committee must consist of an equal number of frontline transit worker representatives and management representatives. To the extent practicable, the Safety Committee must include frontline transit worker representatives from major transit service functions, such as operations and maintenance, across the transit system.
 - (1) The labor organization that represents the plurality of the transit agency's frontline transit workers must select frontline transit worker representatives for the Safety Committee.
 - (2) If the transit agency's frontline transit workers are not represented by a labor organization, the transit agency must adopt a mechanism for frontline transit workers to select frontline transit worker representatives for the Safety Committee.

(c) Safety Committee procedures. Each large urbanized area provider must include or incorporate by reference in its Public Transportation Agency Safety Plan procedures regarding the composition, responsibilities, and operations of the Safety Committee which, at a minimum, must address:

- (1) The organizational structure, size, and composition of the Safety Committee and how it will be chaired;
 - (2) How meeting agendas and notices will be developed and shared, and how meeting minutes will be recorded and maintained;
 - (3) Any required training for Safety Committee members related to the transit agency's Public Transportation Agency Safety Plan and the processes, activities, and tools used to support the transit agency's SMS;
 - (4) The compensation policy established by the agency for participation in Safety Committee meetings;
 - (5) How the Safety Committee will access technical experts, including other transit workers, to serve in an advisory capacity as needed; transit agency information, resources, and tools; and submissions to the transit worker safety reporting program to support its deliberations;
 - (6) How the Safety Committee will reach and record decisions;
 - (7) How the Safety Committee will coordinate and communicate with the transit agency's Board of Directors, or equivalent entity, and the Accountable Executive;
 - (8) How the Safety Committee will manage disputes to ensure it carries out its operations. The Safety Committee may use the dispute resolution or arbitration process from the transit agency's Collective Bargaining Agreement, or a different process that the Safety Committee develops and agrees upon, but the Accountable Executive may not be designated to resolve any disputes within the Safety Committee; and
 - (9) How the Safety Committee will carry out its responsibilities identified in paragraph (d) of this section.
- (d) Safety Committee responsibilities. The Safety Committee must conduct the following activities to oversee the transit agency's safety performance:
- (1) Review and approve the transit agency's Public Transportation Agency Safety Plan and any updates as required at § 673.11(a)(1)(i);
 - (2) Set annual safety performance targets for the safety risk reduction program as required at § 673.11(a)(7)(iii); and
 - (3) Support operation of the transit agency's SMS by:

- (i) Identifying and recommending safety risk mitigations necessary to reduce the likelihood and severity of potential consequences identified through the transit agency's safety risk assessment, including safety risk mitigations associated with any instance where the transit agency did not meet an annual safety performance target in the safety risk reduction program;
- (ii) Identifying safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended, including safety risk mitigations associated with any instance where the transit agency did not meet an annual safety performance target in the safety risk reduction program; and
- (iii) Identifying safety deficiencies for purposes of continuous improvement as required at § 673.27(d), including any instance where the transit agency did not meet an annual safety performance target in the safety risk reduction program.

Subpart D— Safety Management Systems

§ 673.21 General requirements.

Each transit agency must establish and implement a Safety Management System under this part. A transit agency Safety Management System must be appropriately scaled to the size, scope and complexity of the transit agency and include the following elements:

- (a) Safety Management Policy as described in § 673.23;
- (b) Safety Risk Management as described in § 673.25;
- (c) Safety Assurance as described in § 673.27; and
- (d) Safety Promotion as described in § 673.29.

§ 673.23 Safety Policy.

- (a) A transit agency must establish its organizational accountabilities and responsibilities and have a written statement of Management Policy that includes the transit agency's safety objectives and a description of the transit agency's Safety Committee or approach to cooperation with frontline transit worker representatives.
- (b) A transit agency must establish and implement a process that allows workers to report safety concerns, including assaults on transit workers, near-misses, and unsafe acts and conditions to senior management, includes protections for workers who report, and includes a description of

worker behaviors that may result in disciplinary action.

- (c) The Safety Management Policy must be communicated throughout the transit agency's organization.
- (d) The transit agency must establish the necessary authorities, accountabilities, and responsibilities for the management of safety amongst the following individuals or groups within its organization, as they relate to the development and management of the transit agency's (SMS):
 - (1) *Accountable Executive.* The transit agency must identify an Accountable Executive. The Accountable Executive is accountable for ensuring that the transit agency's SMS is effectively implemented, throughout the transit agency's public transportation system. The Accountable Executive is accountable for ensuring action is taken, as necessary, to address substandard performance in the transit agency's SMS. The Accountable Executive may delegate specific responsibilities, but the ultimate accountability for the transit agency's safety performance cannot be delegated and always rests with the Accountable Executive.
 - (i) The Accountable Executive of a large urbanized area provider must implement safety risk mitigations for the safety risk reduction program that are included in the Agency Safety Plan under § 673.11(a)(7)(iv).
 - (ii) The Accountable Executive of a large urbanized area provider receives and must consider all other safety risk mitigations recommended by the Safety Committee, consistent with requirements in §§ 673.19(d) and 673.25(d)(6).
 - (2) *Chief Safety Officer or Safety Management System (SMS) Executive.* The Accountable Executive must designate a Chief Safety Officer or SMS Executive who has the authority and responsibility for day-to-day implementation and operation of a transit agency's SMS. The Chief Safety Officer or SMS Executive must hold a direct line of reporting to the Accountable Executive. A transit agency may allow the Accountable Executive to also serve as the Chief Safety Officer or SMS Executive.
 - (3) Safety Committee. A large urbanized area provider must establish a joint labor-management Safety Committee that meets the requirements of § 673.19.
 - (4) Transit agency leadership and executive management. A transit agency must identify those members of its leadership or executive management, other than an Accountable Executive, Chief Safety Officer, or SMS Executive, who have authorities or responsibilities for day-to-day implementation and operation of a transit agency's SMS.
 - (5) *Key staff.* A transit agency may designate key staff, groups of staff, or

committees to support the Accountable Executive, Chief Safety Officer, Safety Committee, or SMS Executive in developing, implementing, and operating the transit agency's SMS.

§ 673.25 Safety Risk Management.

- (a) *Safety Risk Management process.* A transit agency must develop and implement a Safety Risk Management process for all elements of its public transportation system. The Safety Risk Management process must be comprised of the following activities: hazard identification, safety risk assessment, and safety risk mitigation.
- (b) *hazard identification.*
- (1) A transit agency must establish methods or processes to identify hazards and potential consequences of the hazards.
 - (2) A transit agency must consider, as a source for hazard identification
 - (i) Data and information provided by an oversight authority, including but not limited to FTA, the State, or as applicable, the State Safety Oversight Agency having jurisdiction;
 - (ii) Data and information regarding exposure to infectious disease provided by the CDC or a State health authority; and
 - (iii) Safety concerns identified through Safety Assurance activities carried out under § 673.27.
- (c) *Safety risk assessment.*
- (1) A transit agency must establish methods or processes to assess the safety risk associated with identified hazards.
 - (2) A safety risk assessment includes an assessment of the likelihood and severity of the potential consequences of hazards, taking into account existing safety risk mitigations, determine if safety risk mitigation is necessary and to inform prioritization of safety risk mitigations.
- (d) *Safety risk mitigation.*
- (1) A transit agency must establish methods or processes to identify safety risk mitigations or strategies necessary as a result of the transit agency's safety risk assessment to reduce the likelihood and severity of the potential consequences. For large urbanized area providers, these methods or processes must address the role of the transit agency's Safety Committee.

- (2) A transit agency must consider, as a source for safety risk mitigation:
- (i) Guidance provided by an oversight authority, if applicable, and FTA; and
 - (ii) Guidelines to prevent or control exposure to infectious diseases provided by the CDC or a State health authority.
- (3) When identifying safety risk mitigations for the safety risk reduction program related to vehicular and pedestrian safety events involving transit vehicles, including to address a missed safety performance target set by the Safety Committee under § 673.19(d)(2), each large urbanized area provider and its Safety Committee must consider mitigations to reduce visibility impairments for transit vehicle operators that contribute to accidents, including retrofits to vehicles in revenue service and specifications for future procurements that reduce visibility impairments.
- (4) When identifying safety risk mitigations for the safety risk reduction program related to assaults on transit workers, including to address a missed safety performance target set by the Safety Committee under § 673.19(d)(2), each large urbanized area provider and its Safety Committee must consider deployment of assault mitigation infrastructure and technology on transit vehicles and in transit facilities. Assault mitigation infrastructure and technology includes barriers to restrict the unwanted entry of individuals and objects into the workstations of bus operators.
- (5) When a large urbanized area provider's Safety Committee, as part of the transit agency's safety risk reduction program, identifies and recommends under § 673.19(c)(6) safety risk mitigations, including mitigations relating to vehicular and pedestrian safety events involving transit vehicles or assaults on transit workers, based on a safety risk assessment conducted under § 673.25(c), the transit agency must include or incorporate by reference these safety risk mitigations in its ASP pursuant to § 673.11(a)(7)(iv).
- (6) When a large urbanized area provider's Safety Committee recommends a safety risk mitigation unrelated to the safety risk reduction program, and the Accountable Executive decides not to implement the safety risk mitigation, the Accountable Executive must prepare a written statement explaining their decision, pursuant to recordkeeping requirements at § 673.31. The Accountable Executive must submit and present this explanation to the transit agency's Safety Committee and Board of Directors or equivalent entity.

§ 673.27 Safety Assurance.

- (a) Safety Assurance process.* A transit agency must develop and implement a

Assurance process, consistent with this subpart. A rail fixed guideway public transportation system, and a recipient or subrecipient of Federal financial assistance under 49 U.S.C. chapter 53 that operates more than one hundred vehicles in peak revenue service, must include in its Assurance process each of the requirements in paragraphs (b), (c), and (d) of this section. A small public transportation provider only must include in its Assurance process the requirements in paragraphs (b) and (d) of this section.

(b) *Safety performance monitoring and measurement.* A transit agency must establish activities to:

- (1) Monitor its system for compliance with, and sufficiency of, the transit agency's procedures for operations and maintenance;
- (2) Monitor its operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended. For large urbanized area providers, these activities must address the role of the transit agency's Safety Committee;
- (3) Conduct investigations of safety events to identify causal factors; and
- (4) Monitor information reported through any internal safety reporting programs.

(c) *Management of change.*

- (1) A transit agency must establish a process for identifying and assessing changes that may introduce new hazards or impact the transit agency's safety performance.
- (2) If a transit agency determines that a change may impact its safety performance, then the transit agency must evaluate the proposed change through its Safety Risk Management process.

(d) *Continuous improvement.*

- (1) A transit agency must establish a process to assess its safety performance annually.
 - (i) This process must include the identification of deficiencies in the transit agency's SMS and deficiencies in the transit agency's performance against safety performance targets required in § 673.11(a)(3).
 - (ii) For large urbanized area providers, this process must also address the role of the transit agency's Safety Committee, and include the identification of deficiencies in the transit agency's performance

against annual safety performance targets set by the Safety Committee under § 673.19(d)(2) for the safety risk reduction program required in § 673.11(a)(7).

(iii) Rail transit agencies must also address any specific internal safety review requirements established by their State Safety Oversight Agency.

(2) A large urbanized area provider must monitor safety performance against annual safety performance targets set by the Safety Committee under § 673.19(d)(2) for the safety risk reduction program in § 673.11(a)(7).

(3) A large urbanized area provider that does not meet an established annual safety performance target set by the Safety Committee under § 673.19(d)(2) for the safety risk reduction program in § 673.11(a)(7) must:

(i) Assess associated safety risk, using the methods or processes established under § 673.25(c);

(ii) Mitigate associated safety risk based on the results of a safety risk assessment using the methods or processes established under § 673.25(d). The transit agency must include these mitigations in the plan described at § 673.27(d)(4) and in the Agency Safety Plan as described in § 673.25(d)(5); and

(iii) Allocate its safety set-aside in the following fiscal year to safety-related projects eligible under 49 U.S.C. 5307 that are reasonably likely to assist the transit agency in meeting the safety performance target in the future.

(4) transit agency must develop and carry out, under the direction of the Accountable Executive, a plan to address any deficiencies identified through the safety assessment as described in this section.

§ 673.29 Safety Promotion.

(a) *Competencies and training.*

(1) A transit agency must establish and implement a comprehensive safety training program that includes de-escalation training, safety concern identification and reporting training, and refresher training for all operations transit workers and transit workers directly responsible for safety in the transit agency's public transportation system. The training program must include refresher training, as necessary.

(2) Large urbanized area providers must include maintenance transit workers in the safety training program.

- (b) *Safety communication.* A transit agency must communicate safety and safety performance information throughout the transit agency's organization that, at a minimum, conveys information on hazards and safety risk relevant to workers' roles and responsibilities and informs workers of safety actions taken in response to reports submitted through transit worker safety reporting program. A transit agency must also communicate the results of cooperation with frontline transit worker representatives as described at § 673.17(b) or the Safety Committee activities described in § 673.19.

Subpart E— Safety Plan Documentation and Recordkeeping

§ 673.31 Safety plan documentation.

At all times, a transit agency must maintain documents that set forth its Public Transportation Agency Safety Plan, including those related to the implementation of its SMS and results from SMS processes and activities. A transit agency must maintain documents that are included in whole, or by reference, that describe the programs, policies, and procedures that the transit agency uses to carry out its Public Transportation Agency Safety Plan.

These documents must be made available upon request by FTA or other Federal entity, or State or a State Safety Oversight Agency having jurisdiction. A transit agency must maintain these documents for a minimum of three years after they are created.



2024 LCTA PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

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CY 2024 LCTA Public Transportation Agency Safety Plan Annual Performance Targets

LCTA Annual Safety Performance Targets (CY 2024)*								
CY	Mode of Transit Service	Fatalities (Total)	Fatalities (Per 100K VRM)	Injuries (Total)	Injuries (Per 100K VRM)	Safety Events (Total)	Safety Events (Per 100K VRM)	System Reliability (VRM/Failures)
2024	Fixed Route Bus (MB/DO)	0	0	1	1	2	1	16,481
	ADA Paratransit (DR/DO)	0	0	1	1	1	1	73,763

*Targets are based on review of the previous 5 years of LCTA's safety performance data.



CY 2023-2024 LCTA Public Transportation Agency Safety Plan (PTASP) Safety Data

Monthly Safety Performance Data (2023)							
Month	Mode of Transit Service	Fatalities (Total)	Injuries (Total) (S&S 40 Major)	Safety Events Total (S&S 40 Major)	Major Mechanical Failures (Total)	Transit Worker Assaults (Verbal)	Transit Worker Assaults (Physical)
January	Fixed Route Bus (MB/DO)	0	0	0	1	0	0
	ADA Paratransit (DR/DO)	0	0	0	0	0	0
February	Fixed Route Bus (MB/DO)	0	0	0	1	1	0
	ADA Paratransit (DR/DO)	0	0	0	0	2	0
March	Fixed Route Bus (MB/DO)	0	0	0	0	0	0
	ADA Paratransit (DR/DO)	0	0	0	1	4	1
April	Fixed Route Bus (MB/DO)	0	1	1	0	2	0
	ADA Paratransit (DR/DO)	0	1	1	1	2	0
May	Fixed Route Bus (MB/DO)	0	0	0	3	0	0
	ADA Paratransit (DR/DO)	0	0	0	0	2	0
June	Fixed Route Bus (MB/DO)	0	0	0	3	0	0
	ADA Paratransit (DR/DO)	0	0	0	0	1	0
July	Fixed Route Bus (MB/DO)	0	1	1	3	1	0
	ADA Paratransit (DR/DO)	0	0	0	0	2	0
August	Fixed Route Bus (MB/DO)	0	0	0	2	2	0
	ADA Paratransit (DR/DO)	0	0	0	2	1	0
September	Fixed Route Bus (MB/DO)	0	0	0	3	1	0
	ADA Paratransit (DR/DO)	0	0	0	1	1	0
October	Fixed Route Bus (MB/DO)	0	0	0	1	3	0
	ADA Paratransit (DR/DO)	0	0	0	2	0	0
November	Fixed Route Bus (MB/DO)	0	0	0	0	2	0
	ADA Paratransit (DR/DO)	0	0	0	3	2	0
December	Fixed Route Bus (MB/DO)	0	0	0	1	2	0
	ADA Paratransit (DR/DO)	0	0	0	0	0	0

LCTA Five Year Safety Performance: Fixed Route Bus (MB/DO)						
SPT Category	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	5 Year Average
Total Number of Fatalities	0	0	0	0	0	0
Fatality Rate Per VRM	0	0	0	0	0	0
Total Number of Injuries	2	0	0	0	2	1
Injury Rate Per 100K VRM	0.18	0	0	0	0.16	1
Total Number of Safety Events	3	0	3	0	2	2
Safety Event Rate Per 100K VRM	0.27	0	0.20	0	0.16	1
Total Number of Major Mechanical System Failures	156	96	84	53	18	81
Annual VRM	1,186,452	1,190,994	1,889,154	1,193,421	1,214,940	1,334,992

LCTA Five Year Safety Performance: Paratransit (DR/DO)						
SPT Category	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	5 Year Average
Total Number of Fatalities	0	0	0	0	0	0
Fatality Rate Per VRM	0	0	0	0	0	0
Total Number of Injuries	0	1	3	0	1	1
Injury Rate Per 100K VRM	0	0.14	0.48	0	0.13	1
Total Number of Safety Events	0	1	1	0	1	1
Safety Event Rate Per 100K VRM	0	0.14	0.16	0	0.13	1
Total Number of Major Mechanical System Failures	17	9	9	7	10	10
Annual VRM	936,713	692,636	622,813	674,990	761,016	737,634



Motion to Approve Board Action

Motion to approve, accept or ratify items listed on consent agenda as submitted:

- CY 2024 FTA Public Transportation Agency Safety Plan (PTASP) Annual Safety Performance Targets and Goals.

I certify that the foregoing resolution was duly adopted by the Luzerne County Transportation Authority Board of Directors at a properly noticed open meeting held on this 28th day of May 2024 at which a quorum was present.

By:

Board Chairman

By:

Executive Director

LCTA Five Year Safety Performance: Fixed Route Bus (MB/DO)						
SPT Category	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	5 Year Average
Total Number of Fatalities	0	0	0	0	0	0
Fatality Rate Per VRM	0	0	0	0	0	0
Total Number of Injuries	2	0	0	0	2	1
Injury Rate Per 100K VRM	0.18	0	0	0	0.16	1
Total Number of Safety Events	3	0	3	0	2	2
Safety Event Rate Per 100K VRM	0.27	0	0.20	0	0.16	1
Total Number of Major Mechanical System Failures	156	96	84	53	18	81
Annual VRM	1,186,452	1,190,994	1,889,154	1,193,421	1,214,940	1,334,992

LCTA Five Year Safety Performance: Paratransit (DR/DO)						
SPT Category	CY 2019	CY 2020	CY 2021	CY 2022	CY 2023	5 Year Average
Total Number of Fatalities	0	0	0	0	0	0
Fatality Rate Per VRM	0	0	0	0	0	0
Total Number of Injuries	0	1	3	0	1	1
Injury Rate Per 100K VRM	0	0.14	0.48	0	0.13	1
Total Number of Safety Events	0	1	1	0	1	1
Safety Event Rate Per 100K VRM	0	0.14	0.16	0	0.13	1
Total Number of Major Mechanical System Failures	17	9	9	7	10	10
Annual VRM	936,713	692,636	622,813	674,990	761,016	737,634



CY 2024 LCTA Public Transportation Agency Safety Plan Annual Performance Targets

LCTA Annual Safety Performance Targets (CY 2024)*								
CY	Mode of Transit Service	Fatalities (Total)	Fatalities (Per 100K VRM)	Injuries (Total)	Injuries (Per 100K VRM)	Safety Events (Total)	Safety Events (Per 100K VRM)	System Reliability (VRM/Failures)
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	ADA Paratransit (DR/DO)	0	0	1	1	1	1	73,763

*Targets are based on review of the previous 5 years of LCTA's safety performance data.



CY 2023-2024 LCTA Public Transportation Agency Safety Plan (PTASP) Safety Data

Monthly Safety Performance Data (2023)							
Month	Mode of Transit Service	Fatalities (Total)	Injuries (Total) (SBS 40 Major)	Safety Events Total (SBS 40 Major)	Major Mechanical Failures (Total)	Transit Worker Assaults (Verbal)	Transit Worker Assaults (Physical)
January	Fixed Route Bus (MB/DO) ADA Paratransit (DR/DO)	0	0	0	1	0	0
February	Fixed Route Bus (MB/DO) ADA Paratransit (DR/DO)	0	0	0	1	1	0
March	Fixed Route Bus (MB/DO) ADA Paratransit (DR/DO)	0	0	0	0	2	0
April	Fixed Route Bus (MB/DO) ADA Paratransit (DR/DO)	0	1	1	0	4	1
May	Fixed Route Bus (MB/DO) ADA Paratransit (DR/DO)	0	0	0	1	2	0
June	Fixed Route Bus (MB/DO) ADA Paratransit (DR/DO)	0	0	0	3	0	0
July	Fixed Route Bus (MB/DO) ADA Paratransit (DR/DO)	0	1	1	0	3	0
August	Fixed Route Bus (MB/DO) ADA Paratransit (DR/DO)	0	0	0	2	1	0
September	Fixed Route Bus (MB/DO) ADA Paratransit (DR/DO)	0	0	0	2	2	0
October	Fixed Route Bus (MB/DO) ADA Paratransit (DR/DO)	0	0	0	3	1	0
November	Fixed Route Bus (MB/DO) ADA Paratransit (DR/DO)	0	0	0	2	0	0
December	Fixed Route Bus (MB/DO) ADA Paratransit (DR/DO)	0	0	0	3	2	0