



Western Contra Costa Transit Authority
Public Transit Agency Safety Plan
(PTASP)

November 12, 2020



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1. Transit Agency Information

Transit Agency Name	Western Contra Costa Transit Authority		
Transit Agency Address	601 Walter Ave., Pinole, CA 94564		
Name and Title of Accountable Executive	Charles Anderson, General Manager		
Name of Chief Safety Officer	Denise Williams, Safety Manager		
Mode(s) of Service Covered by This Plan	Fixed Route, Paratransit	List All FTA Funding Types (e.g., 5307, 5310, 5311)	5307
Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)	Fixed Route, Paratransit		
Does the agency provide transit services on behalf of another transit agency or entity?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Description of Arrangement(s) Early Morning Bus Service During Track Improvements & Retrofits
Name and Address of Transit Agency(ies) or Entity(ies) for Which Service Is Provided	Bay Area Rapid Transit (BART) 300 Lakeside Drive, Oakland, CA 94612		

2. Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	Western Contra Cosa Transit Authority	
Signature by the Accountable Executive	Signature of Accountable Executive	Date of Signature
	 _____ Charles Anderson, General Manager	11/12/2020
Approval by the Board of Directors	Name of Individual/Entity That Approved This Plan	Date of Approval
	 _____ Norma Martinez-Ruben, Board Chair	11/12/2020

	Relevant Documentation (title and location)	
	A copy of the approved Public Transportation Safety Plan and relevant documents will be electronically maintained by the Accountable Executive and Chief Safety Officer on the WCCTA Share Drive in the SMS folder.	
Certification of Compliance	Name of Individual/Entity That Certified This Plan	Date of Certification
	Charles Anderson, General Manager	11/12/2020
	Relevant Documentation (title and location)	
	FTA Certifications and Assurances - TrAMS WCCTA Certification Letter- WCCTA Share Drive in the SMS folder.	

Version Number and Updates			
Version Number	Section/Pages Affected	Reason for Change	Date Issued
001	N/A	N/A - Initial Draft	11/12/2020

Annual Review and Update of the Public Transportation Agency Safety Plan
<i>Describe the process and timeline for conducting an annual review and update of the Public Transportation Agency Safety Plan.</i>
<p>WCCTA's Safety Plan will be reviewed by the Agency's Safety Committee:</p> <ul style="list-style-type: none"> • Annually prior to the June or July meeting of the Board of Directors. • When information, processes or activities required under Part 673 undergo significant changes. • And when the Agency: <ul style="list-style-type: none"> ○ 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 Safety Management Systems; and/or ○ Significantly changes its organizational structure. <p>Additionally, as data is collected through the Safety Risk Management and Safety Assurance processes, the Agency will evaluate its safety performance targets (SPTs) to determine whether they need to be changed. Revisions will be submitted to the Board for approval at their June or July meeting. Amendments to the PTASP will be communicated to staff per the <i>Safety</i></p>

Management Policy Communication outlined in this plan. The Accountable Executive certifies SMS compliance with 49 C.F.R. Part 673.

The Agency's Safety Committee will consist of the Accountable Executive, Chief Safety Officer, Director of Maintenance, Operations Manager, and front line employees including drivers upon availability.

3. Safety Performance Targets

Safety Performance Targets							
<i>Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.</i>							
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 (failure/VRM)
Fixed Route	0	0	2	.11	5	.28	178,278
Paratransit	0	0	1	.48	2	.95	209,597

Targets above numbers are based on review of the previous 5 years of WCCTA's safety performance data.

Total Vehicle Revenue Miles

- Fixed Route: 1,782,778
- Paratransit: 209,597

In addition to the Agency's annual review of the Safety Plan, as data is collected through the Safety Risk Management and Safety Assurance processes, the Agency will evaluate its safety performance targets (SPTs) to determine whether they need to be changed. Safety Targets will be communicated to staff annually and anytime changes are made.

Safety Performance Target Coordination		
<i>Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.</i>		
WCCTA's Accountable Executive shares our ASP, including safety performance targets, with the Metropolitan Transportation Commission (MTC) each year after its formal adoption by the Board of Directors. WCCTA's Accountable Executive also provides a copy of our formally adopted plan to CalTrans. WCCTA personnel are available to coordinate with CalTrans and MTC in the selection of CalTrans and MTC safety performance targets upon request.		
Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
	CalTrans Safety Management Systems Brian Travis: brian.travis@dot.ca.gov	11/12/2020
Targets Transmitted to the	Metropolitan Planning Organization Name	Date Targets Transmitted

Metropolitan Planning Organization(s)	Metropolitan Transportation Commission (MTC) Shruti Hari: shari@bayareametro.gov	11/12/2020
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4. Safety Management Policy

<p>Safety Management Policy Statement</p> <p><i>Include the written statement of safety management policy, incorporating safety objectives.</i></p>
<p>Safety is WCCTA’s first priority. WCCTA is committed to implementing, developing, and improving strategies, management systems, and processes to ensure that all our activities uphold the highest level of safety performance and meet required safety standards.</p> <p>We will develop and embed a safety culture in all our activities that recognize the importance and value of effective safety management and acknowledges at all times that safety is paramount.</p> <p>We will clearly explain for all staff their accountabilities and responsibilities for the development and operation of the Safety Management System.</p> <p>For passengers and employees, we will minimize the safety risk associated with transit service to as low as reasonably practicable and we will work to comply with and, wherever possible, exceed legislative and regulatory requirements and standards. We also will work to ensure that all employees are provided with adequate and appropriate safety information and training, are competent in safety matters, and are only allocated tasks commensurate with their skills.</p> <p>We have established safety performance targets to help us measure the overall effectiveness of our processes and ensure we meet our safety objectives. We will review our adherence to our Safety Plan annually to identify how well we met our safety performance targets and any safety risk mitigations we implemented to reduce safety risk.</p>
<p>Safety Management Policy Communication</p> <p><i>Describe how the safety management policy is communicated throughout the agency’s organization. Include dates where applicable.</i></p>
<p>WCCTA’s Safety Management Policy Statement will be communicated to all employees, contractors and the Board of Directors. The statement will be reviewed annually at the June or July meeting of the Board of Directors and added to the employee manual, a copy of which will be provided to all new employees. A copy of the statement will be posted in common/shared WCCTA work areas (Administrative Office lobby, employee breakroom, and employee bulletin board). Additionally, the Agency will make available to the public a copy of the Safety Management Plan via the Agency Web site.</p>
<p>Authorities, Accountabilities, and Responsibilities</p> <p><i>Describe the authorities, accountabilities, and responsibilities of the following individuals for the development and management of the transit agency’s Safety Management System (SMS).</i></p>

<p>Accountable Executive</p>	<p>The Accountable Executive is accountable for ensuring that WCCTA's SMS is implemented effectively and action is taken, as necessary, to address substandard performance in the agency's SMS. The Accountable Executive reviewed the draft policy once it had been developed by our agency. Comments and recommended changes were taken into account when the final document was developed. The Accountable Executive then submitted the policy to the Agency Board of Directors for approval. Once their approval was given, the Accountable Executive signed the policy. Additional responsibilities include, but are not limited to:</p> <ul style="list-style-type: none"> • Decision-making about resources to support asset management, SMS activities, and capital investments; • Signing SMS implementation planning documents; and • Endorsing SMS implementation team membership.
<p>Chief Safety Officer</p>	<p>The Chief Safety Officer has the authority and responsibility for day-to-day implementation and operation of a transit agency's SMS. The Chief Safety Officer's duties include, but are not limited to:</p> <ul style="list-style-type: none"> • Developing and maintaining SMS documentation • Directing hazard identification and safety risk assessment • Ensures and oversees day-to-day implementation and operation of WCCTA's SMS • Monitoring safety risk mitigation activities • Maintaining Safety Risk Register (Appendix B) to monitor and analyze trends in hazards, occurrences, incidents, and accidents • Providing periodic reports on safety performance • Briefing the Accountable Executive and Board of Directors on SMS implementation progress • Planning safety management training
<p>Agency Leadership and Executive Management</p>	<p>Other members of WCCTA's leadership and executive management with authorities and responsibilities for day-to-day implementation and operation of the agency's SMS include:</p> <p>Assistant General Manager:</p> <ul style="list-style-type: none"> • Assumes all roles of the Accountable Executive in his/her absence • Assists with identification of safety concerns and hazards • Assessment and mitigation of risk through safety risk management <p>Director of Maintenance:</p> <ul style="list-style-type: none"> • Provides maintenance data, including frequency and cost of materials and labor for in-house repairs • Assists with identification of safety concerns and hazards • Assessment and mitigation of risk through safety risk management • OSHA Compliance and site maintenance activities <p>Director of Operations (Contractor):</p>

	<ul style="list-style-type: none"> • Provides accident data and investigation results, driver evaluation results • Ensures that appropriate safety training is provided to contracted employees • Assists with identification of safety concerns and hazards • Assessment and mitigation of risk through safety risk management • Promoting operational safety and adhering to policies and procedures
Key Staff	<p>Trainers/Supervisors:</p> <ul style="list-style-type: none"> • Provide necessary training to ensure we are training employees to proficiency in accordance with performance standards • Provide pass/fail rates for new drivers, and evaluations of current drivers • Provide sufficient road observations and identify potential safety hazards with recommended solutions <p>All Employees</p> <ul style="list-style-type: none"> • Will assist with identification of safety concerns and hazards – A permanent agenda item dedicated to safety will be included at all bi-monthly Driver’s Meetings. • Will report safety hazards through the agency prescribed Safety Reporting Program
<p>Employee Safety Reporting Program</p> <p><i>Describe the process and protections for employees to report safety conditions to senior management. Describe employee behaviors that may result in disciplinary action (and therefore, are excluded from protection).</i></p>	
<p>The purpose of WCCTA's Employee Safety Reporting Program is to ensure that all safety hazards (real and potential) are reported, recorded, investigated, and communicated. Reporting and sharing information with relevant parties creates an opportunity to prevent an incident from occurring or to answer the questions of <i>what</i> happened and <i>why</i> and then to use this insight to determine <i>how</i> to prevent reoccurrence. Following the steps outlined in this program will:</p> <ul style="list-style-type: none"> • Promote an open, learning culture in regards to safety and accident prevention; • Employ a systematic approach for all administration, maintenance employees and drivers to report hazards and safety concerns; • Encourage an opportunity to gain understanding and insight from an incident or situation’s analysis; • Utilize knowledge gained to prevent or reduce future risk of reoccurrence; and • Support management’s goal of establishing a reporting culture with an aim to identify and control hazards, reduce risk and prevent harmful incidents. <p>Scope</p> <p>This program applies to all employees and contractors of WCCTA, who, regardless of level, location, or job description, all have a role in creating and maintaining a safe workplace. While the Management of WCCTA acknowledges responsibility for implementing and managing health and safety for the workplace as a whole, employees must also recognize and accept responsibility for</p>	

their decisions and actions, which can, and will, affect their own personal safety as well as the personal safety of others.

Relevance

Many safety activities are reactive and not proactive, waiting for losses to occur before taking preventative measures. Potential hazards are often overlooked, as there was no harm (no injury, damage or loss). An opportunity to prevent an incident is lost if these hazards are not reported. Recognizing, reporting and investigating hazards can significantly improve worker safety and enhance an organization's safety culture.

Procedure for Reporting a Hazard or Potential Hazard

An employee who identifies a hazard (real or potential) may communicate/report it in one of several manners. The reporting system is non-punitive and, if desired by the person reporting, anonymous:

- Suggestion box;
- Verbal or written report (Hazard Report Form, Appendix A) submitted to the Chief Safety Officer or supervisor
- Driver meetings; and/or
- Reports issued to dispatch over the radio or on mobile data terminals.

On a regular basis, the Chief Safety Officer reviews the dispatch Operations Log, checks the suggestion box, and documents identified safety conditions in the Safety Risk Register. The Chief Safety Officer, supported by the Safety Committee, as necessary, will review and address each employee report, ensuring that hazards and their consequences are appropriately identified and resolved through WCCTA's SRM process and that reported deficiencies and non-compliance with rules or procedures are managed through WCCTA's Safety Assurance process.

The Chief Safety Officer discusses actions taken to address reported safety conditions during the quarterly TAC Meetings. Additionally, if the reporting employee provided his or her name during the reporting process, the Chief Safety Officer or designee follows up directly with the employee when WCCTA determines whether or not to take action and after any mitigations are implemented.

Communication

The steps taken (training, new policies & procedures, etc.) to improve safety as a result of the hazard investigation will be reported to the Accountable Executive. Monitoring and investigation results of hazards will be communicated to employees in at least one of the following venues:

- Management discussion with employees;
- Bulletin board postings; and/or
- Bi-Monthly Safety Meetings.

Non-Punitive Exemptions

Hazard reporting is non-punitive and employees will not be subject to progressive disciplinary measures unless their behavior coincides with one of the following serious offences:

- Willful breach of professional codes;
- Acts of gross negligence;

- Acts of gross misconduct (e.g. possession of alcohol, illicit narcotics or non-prescribed pharmaceuticals while on company property, or use thereof while operating WCCTA equipment);
- Repeated unreported violations;
- Malicious activities (including malicious reporting of untrue allegations against a colleague);
- Workplace violence, including but not limited to fighting, assault, harassment or possession of a weapon.
- Record falsification

5. Safety Risk Management

Safety Risk Management Process

Describe the Safety Risk Management process, including:

- *Safety Hazard Identification: The methods or processes to identify hazards 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.*

Safety Hazard Identification

WCCTA is committed to identifying and correcting hazards before they have consequences. WCCTA and Contractor staff participate in bi-monthly safety meetings where safety is a standard agenda item. Input is sought from all staff regarding any/all safety concerns – hazards, real or potential conditions that can cause injury, illness or death; damage to or loss of facilities, equipment, or rolling stock; or damage to the environment.

For purposes of this plan, a Hazard is defined as a real or potential condition that is NOT an event that can cause a consequence. WCCTA's sources for Identifying Hazards include:

- FTA data and information
 - Bulletins
 - General Directives
 - Notices
- NTSB/Oversight Authority information
- Employee safety reports
- Passenger feedback and complaints
- Internal investigations, reviews, and audits
- Industry data
- Operational data/observations
- Dispatch logs
- Maintenance records
- On board video data

- Claims and occupational injury reports

Inspections are an important source of information about hazards. Results from these inspections also help us identify areas where mitigations designed and adopted to manage safety risk are not being carried out as required. Inspections include personnel, vehicles, facilities, and data that identify potential safety concerns or issues. Inspections focus on:

- Rules compliance checks, which may identify:
 - Non-compliance with safety rules;
 - Challenges in complying with safety rules; and
 - Emerging practices
- Operations personnel fitness-for-duty checks, which may identify:
 - Impairment;
 - Fatigue;
 - Absence of corrective lenses;
 - Apparent injuries; and
 - Uniform or equipment issues
- Radio or digital communication checks, which may identify radio failures, dead spots, and areas of high interference
- CDL and driver citations checks, which may identify driver non-compliance with driving regulations and requirements
- Pre-trip inspections, which may identify instances of a bus beginning revenue service after failing a pre-trip inspection
- Vehicle inspection, which may identify a series of defects in components and parts with the potential to impact the safety performance of the vehicle
- Facilities inspections, which may identify conditions with the potential to impact safety
- Events, incidents and occurrences: near misses, close calls, etc.

When a safety concern is observed by WCCTA's management or supervisory personnel, whatever the source, it is reported to the Chief Safety Officer who documents it in the Safety Risk Register. The Chief Safety Officer also may enter hazards into the Risk Register based on their review of WCCTA's operations and maintenance, the results of audits and observations, and information received from FTA and other oversight authorities, as well as the National Transportation Safety Board.

The Chief Safety Officer may conduct further analyses of hazards and consequences noted on 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 Chief Safety Officer may:

- Reach out to the reporting party, if available, to gather all known information about the reported hazard;

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

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. Otherwise, the Chief Safety Officer will prioritize hazards for further SRM activity.

Safety Risk Assessment

Once a hazard has been identified, it must be assessed. WCCTA assesses safety risk associated with identified safety hazards with an assessment of the likelihood and severity of the consequences of hazards, including existing mitigations, and prioritizing hazards based on safety risk.

The Chief Safety Officer assess prioritized hazards using WCCTA’s Safety Risk Matrix. This matrix expresses assessed risk as a combination of severity and likelihood levels. This matrix also categorizes combined risks into levels, High, Medium, or Low, based on the likelihood of occurrence and severity of the outcome. For purposes of accepting risk:

- “High” hazard ratings will be considered unacceptable and require action to mitigate the safety risk,
- “Medium” hazard ratings will be considered undesirable and require WCCTA’s Accountable Executive to make a decision regarding their acceptability, and
- “Low” hazard ratings may be accepted by the Chief Safety Officer without additional review.

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

Once sufficient information has been obtained, The Chief Safety Officer will document the safety risk assessment, including hazard rating and mitigation options for each assessed safety hazard in the Safety Risk Register. The Chief Safety Officer will maintain completed Safety Risk Register sections for a period of three years from the date of generation.

Risk Probability:

The likelihood that the consequence of the hazard might occur, considering the worst foreseeable-but credible- condition.

Probability Level	Likelihood of event in specific item	MTBE* in Operating Hours	Occurrence in time	Occurrence Description
Frequent - A	Will occur frequently	< 7500 oh	1 per month	Continuously Experienced
Probable - B	Will occur several times	7500 - 90,000 oh	1 per year	Will likely occur
Occasional- C	Likely to occur sometimes	90,000 - 180,000 oh	1 per 2 years	Will occur several times
Remote - D	Unlikely but possible to occur	180,000 - 900,000	1 per 5 years	Unlikely, but can be expected to occur
Improbable - E	So unlikely, occur may not be experienced	>900,000 oh	1 per 10 years	Unlikely to occur, but possible

*Mean Time Between Events

*Mean Time Between Events

Risk Severity:

The anticipated effects of a consequence of the hazard, should it materialize.

Severity	1. Catastrophic	2. Critical	3. Marginal	4. Negligible
System Disruption	> 24 hrs	12 - 24 hrs	4 - 12 hrs	< 4 hrs
Service/ Operation	Substantial or total loss of operation	Partial shutdown of operation	Brief disruption to operation	No disruption
Financial	> \$ 100,000	> \$10,000 but less than \$100,000	< \$ 10,000	No monetary loss
Environment	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
Injury	Death (not include suicides or by natural causes)	Fracture, Severe Bleeding, Brain injury, Dismemberment	Bruising, Abrasions, Bleeding (Ambulance transport)	Bruising, Abrasions, Sprains (No Ambulance transport)
Health	Exposure with irreversible impacts with loss of quality of life of a numerous group/ population or multiple fatalities	Exposure with irreversible impact on health with loss of quality of life or single fatality	Exposure with reversible impact 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

Risk Assessment Matrix

RISK ASSESSMENT MATRIX				
Severity Likelihood	Catostrophic (1)	Critical (2)	Marginal (3)	Negligible (4)
Frequent (A)	High (1A)	High (2A)	High (3A)	Medium (4A)
Probable (B)	High (1B)	High (2B)	Medium (3B)	Medium (4B)
Occasional (C)	High (1C)	Medium (2C)	Medium (3C)	Low (4C)
Remote (D)	Medium (1D)	Medium (2D)	Low (3D)	Low (4D)
Improbable (E)	Medium (1E)	Low (2E)	Low (3E)	Low (4E)

Resolution Requirements

Resolution Requirements		
High	Unacceptable	correction required
Medium	Undesirable	correction may be required, decision by management
Low	Acceptable w/ review	with review and documentation by management

Safety Risk Mitigation

Following Risk Assessment, the next step is to develop possible mitigation strategies that address identified safety risks. Safety Risk Mitigations are actions taken to reduce the likelihood and/or severity of the potential consequences of a hazard. Potential risk mitigations shall be identified and prioritized based on the accepted Risk Assessment Matrix. The expected risk reductions of the alternatives shall be estimated and documented. The goal should always be to eliminate the hazard completely if possible. However, when a hazard cannot be totally eliminated, the associated risk will be reduced to the lowest acceptable level.

- 1) Eliminate hazards by making immediate changes to the conditions contributing to the hazard: service, service design, associated materials and equipment, environmental influences, policy etc.
- 2) Reduce the risk by altering conditions contributing to the hazard.
- 3) Incorporate procedures and training to avoid the identified risk.

Prioritization of safety risk mitigations is based on the results of safety risk assessment. Risk mitigations will be developed and applied whenever a risk is identified as High. Risks deemed to be Medium or Low will be reviewed by the Chief Safety Officer and the Accountable Executive and mitigations developed at their discretion. Input will be obtained from subject matter experts from different departments to ensure that the selected safety risk mitigation is appropriate for the identified risk. Mitigations will be applied only when approved by the Accountable Executive. The Safety Officer tracks and updates safety risk mitigation information in the Safety Risk Register. Safety Assurance activities will be conducted to determine whether mitigations are having the intended effect.

6. Safety Assurance

Safety Performance Monitoring and Measurement

Describe activities to monitor the system for compliance with procedures for operations and maintenance.

WCCTA Monitors the system for compliance with, and sufficiency of, the Agency's procedures for operations and maintenance utilizing the following activities:

- Safety audits,
- Informal inspections, road observations, and evaluations
- Regular review of on-board camera footage to assess drivers and specific incidents,
- Safety surveys,
- Employee safety reporting program,
- Investigation of safety occurrences,
- Safety review prior to the launch or modification of any facet of service,
- Daily data gathering and monitoring of data relating to the delivery of service,
- Regular vehicle inspections and preventative maintenance, and
- Continuous feedback loop between leadership and all levels of the agency.

Describe activities to monitor operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.

All mitigations implemented by staff will be monitored by the Chief Safety Officer to assure they are effective, appropriate and working as intended. This will be accomplished through the collection, analysis, and assessment of relevant information and data, including but not limited to:

- Reviewing results from accident, incident, and occurrence investigations
- Measures of mitigation outcomes / available statistics
- Monitoring employee safety reporting,
- Reviewing results of internal safety audits and inspections,
- Direct observation by staff
- Analysis of operational and safety trends to identify emerging safety concerns
- Subject matter expertise of staff

The Agency's safety assurance activities are designed to:

- Ensure that mitigation procedures are in place and are effective
- Identify potential, or further, safety issues
- Make sure safety objectives/desired outcomes are being achieved

When safety risk mitigations are deemed necessary, measurable objectives (desired outcomes) will be established. Appropriate mitigations will be developed to achieve the desired outcome. A schedule for implementation and review will be generated by the Chief Safety Officer to monitor mitigation progress and effectiveness. Following implementation, safety staff will review the outcome of safety mitigations and evaluate their effectiveness. The Chief Safety Officer maintains a list of safety risk mitigations in the Safety Risk Register.

If a mitigation is not implemented or performing as intended, safety staff will propose a course of action to modify the mitigation or take other action to manage the safety risk. The Chief Safety Officer will approve or modify this proposed course of action and oversee its execution.

Describe activities to conduct investigations of safety events to identify causal factors.

To ensure proper steps will be taken to prevent recurrence, we will identify all factors that came into play to cause an incident, accident, or injury. This includes examining driving and work procedures and revising them if found faulty; and identifying violations of our contractor's policies, as well as OSHA, DOT, FTA, or other rules or regulations. Additional procedures established to conduct investigations of safety events to identify causal factors are identified in WCCTA's System Safety Program Plan (SSPP), "Section 7, Incident Management." This document in its entirety is available for review and is located in the WCCTA Administrative Office located at 601 Walter Avenue, Pinole, CA.

Describe activities to monitor information reported through internal safety reporting programs.

Safety Committee and Employee Reporting Program:

The Chief Safety officer and Safety Committee periodically review and evaluate accumulated information received from its internal safety reporting system as well as other safety communication channels. The collective reports provide an important source of safety data and help identify trends, an analysis of which may lead to the identification of hazards that can be addressed through Safety Risk Management. The Safety Committee considers all safety reports (verbal, written, etc.) as well as relevant background knowledge about the hazard. The members of the Safety Committee will provide their input and collective subject matter expertise to complete their evaluation.

The primary responsibilities of the Safety Committee are to 1) periodically review and evaluate accumulated safety reports, 2) Identify possible or previously missed safety deficiencies, and 3) make recommendations to management concerning the continuation, modification, or elimination of procedures, behavior, or environmental situations that may contribute to an unsafe situation/event. The Chief Safety Officer discusses relevant safety issues and concerns with the Accountable Executive and executive management and documents the results of these reviews.

7. Safety Promotion

Competencies and Training

Describe the safety training program for all agency employees and contractors directly responsible for safety.

WCCTA's safety training program applies to all WCCTA employees and Contractor employees responsible for safety. This includes but is not limited to:

- Vehicle operators,
- Dispatchers,
- Mechanics,
- Managers and supervisors,
- Agency Leadership and Executive Management,
- Chief Safety Officer, and
- Accountable Executive.

WCCTA requires employees and contractors, including the Chief Safety Officer to complete training to be able to fulfill their safety-related roles and responsibilities. Ongoing training programs target the Agency's accidents, incidents, and their exposure to such situations as well as the need to comply with applicable regulations. Initial training will be completed at hire/assignment, and refresher training will be provided when behaviors indicate a need, and/or there are changes to the PTASP, operations, procedures, organizational structure, and when new hazards are identified and mitigation measures are developed.

WCCTA's Employee Training Program, including frequencies and refresher training, is described in detail within the Agency System Safety Program Plan (SSPP). This document in its entirety is available for review and is located in the WCCTA Administrative Office located at 601 Walter Avenue, Pinole, CA.

WCCTA's contractor provides job-specific training programs to enhance safety skills necessary for safe, secure, and reliable service. This includes training for operators, yainers, supervisors, maintenance staff, operations, and management personnel. All employees will undergo new-hire training based upon type of service and experience level. Mastery is verified through evaluations prior to being released for service.

Maintenance monthly training will focus on OSHA compliance for shop safety. The training complies with current state and federal standards and covers potential safety and health hazards as well as safe work practices and procedures to eliminate or minimize hazards.

All contractor operators will receive refresher or remedial training as necessary throughout their employment. This can include, but is not limited to, defensive driving techniques, ADA and Wheelchair Securement activities, Fatigue Management, Pedestrian and Bicyclist Awareness, as well as hands-on training. This training provides a procedure for evaluation of job skills and determining subsequent retraining needs of employees who are returning to work after extended leave, employees who have been involved in an accident and refresher skill training.

Training, retraining, proficiency checks, and safety meeting attendance will be recorded and documented. Contractor's training records are kept by the department supervisors and managers and will include:

- Date of training
- Employee Names
- Copies of training materials
- Training subject
- Location of training
- Name of trainer
- Signature of trainer and trainee

A training audit and training needs assessment will be conducted at least bi-annually, or as a result of activities that come out of the SRM process.

Operations safety-related skill training includes the following:

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

Vehicle maintenance safety-related skill training includes the following:

- Ongoing mechanic skill training,
- Ongoing skill training for mechanic supervisors,
- Accident investigation training for mechanic supervisors,
- Ongoing hazardous material training for mechanics and supervisors, and
- Training provided by vendors

TSA Security Training for Surface Transportation Employees

Operations Staff performing security-sensitive functions will receive TSA-approved security training. The training curriculum will teach employees how to observe, assess, and respond to terrorist-related threats and/ or incidents. Security-sensitive employees will receive recurrent training every three years after initial training.

First Observer Plus™

Operations Staff will utilize First Observer Plus™, a security awareness training program managed by the Transportation Security Administration (TSA) to promote surface transportation security within the United States. Its mission is to increase security awareness of frontline transportation professionals by providing training to recognize suspicious activity that may be related to terrorism, to assess what they see, and methods for reporting their observations. Its message is simple: “**Observe, Assess, and Report** suspicious activities.”

Safety Communication

Describe processes and activities to communicate safety and safety performance information throughout the organization.

Safety and Safety Performance information may be communicated throughout the agency in the following ways:

- Discussion at mandatory bi-monthly safety meetings. Safety communication content includes safety-related hazards, discussion, training videos, and safety messaging.
- Memos
- Safety Committees
- E-mail communications
- New hire orientation training
- Bulletin board postings in the driver’s/mechanic’s break room
- Posters in the Administration office on communication boards located in the copy room
- Safety Management Policy Statement posted on the maintenance and Administration communication boards.
- WCCTA also has established processes and activities for communicating safety and health-related issues throughout the organization. This process is described in the Agency’s *Injury and Illness Prevention Plan (IIPP)*. This document in its entirety is available for review and is located in the WCCTA Administrative Office located at 601 Walter Avenue, Pinole, CA.

Additional Information

Supporting Documentation

Include or reference documentation used to implement and carry out the Safety Plan that are not included elsewhere in this Plan.

Pursuant to 49 CFR Part 673.31, WCCTA maintains records related to this Safety Plan and SMS implementation for a minimum of three years. These documents include but are not limited to the results from SMS processes and activities. WCCTA will make these documents available to FTA Region 9, Caltrans, and other Federal and state agencies upon request.

Documentation used to implement and carry out the Safety Plan that are not included elsewhere in this Plan include:

- WCCTA Injury and Illness Prevention Plan: Assists with Safety Hazard Identification
- MV Transit Injury and Illness Prevention Plan: Assists with communicating safety and safety performance information
- WCCTA System Safety Program Plan (SSPP): Assists with
 - 1) Communicating safety and health-related issues throughout the organization;
 - 2) Safety Training for employees.

Glossary of Terms

Term	Definition
Accident	Accident means an Event that involves any of the following: a loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; a runaway train; an evacuation for life safety reasons; or any derailment of a rail transit vehicle, at any location, at any time, whatever the cause. (per § 673.5)
Accountable Executive	<p>§ 673.5 Definitions – Accountable Executive means a single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency’s Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency’s Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. § 5329(d), and the agency’s Transit Asset Management Plan in accordance with 49 U.S.C. § 5326.</p> <p>§ 673.23(d)(1) – The transit agency must identify an Accountable Executive. The Accountable Executive is accountable for ensuring that the agency’s SMS is effectively implemented throughout the agency’s public transportation system. The Accountable Executive is accountable for ensuring action is taken, as necessary, to address substandard performance in the 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.</p>
Chief Safety Officer/SMS Executive	§ 673.31 Definitions – Chief Safety Officer means an adequately trained individual who has responsibility for safety and reports directly to a transit agency’s chief executive officer, general manager, president, or equivalent officer. A Chief Safety Officer may not serve in other operational or maintenance capacities, unless the Chief Safety Officer is employed by a transit agency that is a small public transportation provider as defined in this part, or a public transportation provider that does not operate a rail fixed guideway public transportation system.

Term	Definition
	<p>Safety Management System (SMS) Executive means a Chief Safety Officer or an equivalent.</p> <p>§ 673.23(d)(2) – 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 an 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.</p>
Consequence	Consequences are outcomes or what those conditions can cause. Transit agencies should assess the likelihood and severity of the <i>consequences</i> of a hazard, not of the hazard itself (per § 673.5)
Event	Event means any Accident, Incident, or Occurrence. (per § 673.5)
Fatalities	Deaths, excluding suicides or trespassers
Hazard	Hazard means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment. Hazards are conditions. (per § 673.5)
Incident	Incident means an Event that involves any of the following: A personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency. (per § 673.5)
Injuries	Not including assaults or injuries due to crimes
Occurrence	Occurrence means an Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency. (per § 673.5)
Performance Target	Performance target means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the Federal Transit Administration (FTA). (per § 673.5)
Safety Event	Reportable derailments, collisions, fires, and evacuations.
Safety Performance Target	Safety performance target means a Performance Target related to safety management activities. (per § 673.5)
Serious Injury	Serious injury means any injury which: (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date the injury was received; (2) Results in a fracture of any bone (except simple fractures of fingers, toes, or noses); (3) Causes severe hemorrhages, nerve, muscle, or tendon damage; (4) Involves any internal organ; or (5) Involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface. (per § 673.5)

2018 NTD Safety & Security Quick Reference Guide – Non-Rail Mode Reporting

Reportable Event: A safety or security event occurring: on transit right-of-way or infrastructure, at a transit revenue facility, at a maintenance facility or rail yard, during a transit-related maintenance activity, or involving a transit revenue vehicle. Excluded from this event reporting requirement are events that occur off transit property where affected persons, vehicles, or objects come to rest on transit property after the event, OSHA events in administrative buildings, deaths that are a result of illness or other natural causes, other events (assault, robbery, non-transit vehicle collisions, etc.) occurring at bus stops or shelters that are not on transit-controlled property, collisions that occur while travelling to or from a transit-related maintenance activity, collisions involving a supervisor car, or other transit service vehicle operating on public roads.
Alaska (AR) and Commuter rail (CR) modes report only SECURITY events that meet a Major event threshold.

S&S-40 Major Event Report	S&S-50 Non-Major Monthly Summary
MAJOR THRESHOLDS	NON-MAJOR THRESHOLDS
<p>An event meeting the reportable event definition AND meeting <i>one or more</i> of the following reporting thresholds:</p> <ul style="list-style-type: none"> • A fatality confirmed within 30 days (including suicide) • An injury requiring transport away from the scene for medical attention for one or more persons (partial exception in the case of Other Safety Events) • Estimated property damage equal to or exceeding \$25,000 • An evacuation for life safety reasons • Collisions involving transit roadway revenue vehicles that require towing away of a transit roadway vehicle or other non-transit roadway vehicle <p>Reports are due within 30 days of the date of the event.</p>	<p>Less severe Other Safety Occurrence Not Otherwise Classified (OSONOC) injuries meeting the reportable event definition that is NOT a result of a collision, derailment, evacuation, security event, hazmat spill, or Act of God and non-major fires.</p> <p>OSONOC:</p> <ul style="list-style-type: none"> • Single injury event requiring transport away from the scene for medical attention (do not report “minor” collisions on S&S-50) <p>Fires:</p> <ul style="list-style-type: none"> • Requires suppression that does not meet a major incident reporting threshold <i>injury, fatality, evacuation, or property damage of \$25,000 or more</i> • Reports due by the end of the following month (e.g., January data due by end of February)

S&S-40 Major Event Report	S&S-50 Non-Major Monthly Summary
EVENT TYPES	EVENT TYPES
<ul style="list-style-type: none"> • A collision (including suicide/attempted suicide) • A fire • A hazardous material spill (requires <i>specialized</i> clean-up) • Acts of God (nature) • System security: <ul style="list-style-type: none"> ○ Arson ○ Bomb threat/bombing ○ Burglary/vandalism ○ Chemical/biological/radiological/nuclear release ○ Cyber security event ○ Hijacking ○ Sabotage ○ Suspicious package ○ Other security event (shots fired, projectiles, etc.) • Personal Security: <ul style="list-style-type: none"> ○ Assault ○ Homicide ○ Robbery ○ Larceny/theft ○ Motor vehicle theft ○ Rape ○ Other personal security events (non-collision suicide/attempted suicide, etc.) • OSONOC (two injuries and/or another threshold) <ul style="list-style-type: none"> ○ Miscellaneous events that meet a threshold 	<p>OSONOC:</p> <p>Injury due to:</p> <ul style="list-style-type: none"> • Slip/trip • Fall <ul style="list-style-type: none"> ○ Including person making contact with a non-moving transit vehicle • Injury to maintenance workers • Boarding/alighting • Electric shock/burns • Abrupt or evasive transit vehicle maneuvers • Mobility device (e.g. wheelchair) securement issues • Injury sustained on a mobility device lift • Stairs/elevator/escalator injury <p>Fire:</p> <ul style="list-style-type: none"> • Requires suppression but no major threshold is met <ul style="list-style-type: none"> ○ Small fire in transit station ○ Small engine fire on transit vehicle

Appendices

Appendix A: Employee Report of Unsafe Condition or Hazard Form

MV Transportation SMS Hazard/Risk Report Form	
This report concerns:	<input type="checkbox"/> Hazard <input type="checkbox"/> Risk <input type="checkbox"/> Near Miss <input type="checkbox"/> Other
Hazard Type:	<input type="checkbox"/> Policy/Procedure <input type="checkbox"/> Operational <input type="checkbox"/> Environmental <input type="checkbox"/> Equipment/Design <input type="checkbox"/> Training
REPORTED BY:	<input type="checkbox"/> Employee <input type="checkbox"/> Customer/Passenger <input type="checkbox"/> Other: <small>ie: PD or FD</small>
NAME:	LOCATION:
Description of Safety Concern:	
PHOTOS:	<input type="checkbox"/> Yes <input type="checkbox"/> No
Hazard Analysis: <small>According to Hazard Severity Matrix</small>	<input type="checkbox"/> 1 Catastrophic <input type="checkbox"/> 2 Critical <input type="checkbox"/> 3 Marginal <input type="checkbox"/> 4 Negligible
Recommended Safety Risk Mitigation:	
Supervisor/Safety Manager Comments/Actions:	
Supervisor/Safety Manager:	

Hazard/Risk Resolution			
Is Hazard/Risk corrected "On the Spot"?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If the answer is "No" then proceed with the steps below:	
This report must be forwarded to the SAFETY DEPARTMENT; report is assigned to specific department(s) for hazard rectification; report is assigned a priority			
Priority:	<input type="checkbox"/> High <input type="checkbox"/> Medium <input type="checkbox"/> Low		
Hazard/Risk/ Near Miss deficiency corrected?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date closed if "Yes"	Date
If answer is NO, notify Safety department to begin continuing action for resolution, and send to the Safety Team or Staff for recommendations.			
List how the Hazard/Risk/Near Miss was resolved			
Date Resolved		Date	

Appendix B: Sample Risk Register

Sample Safety Assessment Register															
Hazard	Identification Date	Identification Source	Analysis Date	Worst Possible, Worst Credible, or Most Common Potential Consequence(s)	Existing Mitigation(s)	Severity of Consequences	Likelihood of Consequences	Safety Risk Index	Further Mitigation Action	Revised Safety Risk Index	Revised Safety Risk Index Date	Department Responsible for Mitigation	Estimated Implementation Date	Contact Person	
VestCAT Sample 1	90 degree narrow turn into entrance of bus yard on Walter Ave.	3/9/2020	Employee safety reporting	3/12/2020	Bus turning right into yard colliding with smaller vehicles as they exit/turn left at intersection.	1. Operator training.	3 (Marginal)	C (Occasional)	3C (Undesirable corrective action may be required - decision by management)	1) Post bulletin with pictures of intersection in drivers' room 2) Post "watch for exiting vehicles" sign on Walter Ave. at intersection 3) install security mirror at intersection allowing drivers to see around the corner.	3D (Acceptable based on mitigations)	3/15/2020	1. Operations 2. Maintenance	6/1/2020	Denise Williams James Grimes
Sample 2	Buses misaligned over service pits.	Date	Employee safety reporting	Date	Bus falling into pit resulting in worker fatality.	1. Training in aligning the bus properly over pit. 2. SOP and rule book provided with training.	1 (Catastrophic)	C (Occasional)	1C (Unacceptable corrective action required)	1. Revise SOP and Rulebook to require a second worker to watch and signal for bus placement. 2. Establish speed restrictions moving in and out of shop. 3. Stripe lines around pits with high visibility fluorescent paint. 4. Revise SOPs to ensure pit is not occupied during bus movements over pit. 5. Install bus tire guides on pit edge.	1D (Acceptable based upon mitigations)	Date	Bus Vehicle Maintenance	Date	Name
Sample 3	Inspection panels in XYZ model buses difficult to access by maintenance	Date	Employee safety reporting	Date	Inspection panels in XYZ model buses difficult to access by maintenance personnel.	1. Maintenance training 2. SOP and rule book provided with training.	3 (Negligible)	B (Probable)	3B (Acceptable based upon mitigations)	N/A	N/A	N/A	N/A	N/A	N/A

Sample Safety Risk Mitigation Register						
Potential Consequence(s)			Timeframe and Mitigation(s) to be Implemented		Mitigation Monitoring Activities and Responsible Department	
Hazard	Worst Possible, Worst Credible, or Most Common Potential Consequence(s)	Safety Performance Target	Mitigations	Timeframe	Monitoring Means	Department Responsible for Monitoring Mitigation Effectiveness
90 degree narrow turn into entrance of bus yard on Walter Ave	Bus turning right into yard from Walter Ave. colliding with smaller vehicles as they exit/turn left onto Walter Ave.	Reduce the likelihood of bus turning right into yard when vehicles are exiting yard.	1) Post bulletin with pictures of intersection in drivers' room	90 Days	1. Workplace observations. 2. Employee safety	Safety Department
			2) Post "watch for exiting vehicles" at intersection	90 Days	1. Workplace observations. 2. Employee safety	Safety Department
			3) install security mirror at intersection allowing drivers to see around the corner.	90 Days	1. Workplace observations. 2. Employee safety reporting	Safety Department
Buses misaligned over service pits.	Bus falling into service pit resulting in worker fatality.	Reduce the number events of bus misalignment over pit per [time unit] by [%] by [date].	1. Revised SOP and Rulebook to require a second worker to watch and signal for bus	180 Days	1. Workplace observations. 2. Employee safety reporting	Safety Department
			2. Establish speed restrictions moving in and out of shop.	180 Days	1. Workplace observations. 2. Employee safety reporting	Safety Department
			3. Stripe lines around pits with high visibility fluorescent paint.	180 Days	1. Workplace observations. 2. Employee safety	Safety Department
			4. Revise SOPs to ensure pit is not occupied during bus movements over pit.	180 Days	1. Workplace observations. 2. Employee safety reporting	Safety Department
			5. Install bus tire guides on pit edge.	180 Days	1. Workplace observations. 2. Employee safety	Safety Department
Placement of XYZ model buses inspection panels.	Inspection panels in XYZ model buses difficult to access by maintenance personnel.	N/A	N/A	N/A	N/A	N/A

Certification Letter



Western Contra Costa Transit Authority (WCCTA)

Public Transit Agency Safety Plan (PTASP)

CERTIFICATION

The Western Contra Costa Transit Authority (WCCTA) complies with all sections of the Federal Transit Administration's (FTA) 49 C.F.R Part 673. In accordance to sections 673.11(a), (a)(4) and (b) the agency has completed our PTASP by December 31, 2020 and we ensure it meets all requirements. The agency complies with section 673.21 by establishing and implementing a Safety Management System (SMS). Our Safety Management System (SMS) works in conjunction with the SMS developed by our Contractor, MV Transportation. It is appropriately scaled to the size, scope, and complexity of our transit system and includes the following elements:

- **Safety Management Policy** as described in 673.23
- **Safety Risk Management** as described in 673.25
- **Safety Assurance** as described in 673.27
- **Safety Promotion** as described in 673.29

WCCTA identifies the General Manager as the Accountable Executive as defined by 673.23 (d)(1) and is responsible for ensuring that SMS is effectively implemented throughout the agency. As defined in 673.23 (d)(2) the General Manager designates MV Transportation's Safety Manager as the Chief Safety Officer.

Norma Martinez-Rubin
Board Chair

11/12/2020

Charles Anderson
General Manager and Accountable Executive

11/12/2020

Denise Williams
Safety Manager (MV Transportation) and Chief Safety Officer

11/12/2020