City of Waco

Waco Transit System

Public Transportation Agency Safety Plan

Version 1

Adopted June 16, 2020

In compliance with 49 CFR Part 673

Developed in conjunction with the
Texas Department of Transportation
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1. EXECUTIVE SUMMARY

Moving Ahead for Progress in the 21st Century (MAP-21) granted the Federal Transit Administration (FTA) the authority to establish and enforce a comprehensive framework to oversee the safety of public transportation throughout the United States. MAP-21 expanded the regulatory authority of FTA to oversee safety, providing an opportunity to assist transit agencies in moving towards a more holistic, performance-based approach to Safety Management Systems (SMS). This authority was continued through the Fixing America’s Surface Transportation Act (FAST Act).

In compliance with MAP-21 and the FAST Act, FTA promulgated a Public Transportation Safety Program on August 11, 2016 that adopted SMS as the foundation for developing and implementing a Safety Program. FTA is committed to developing, implementing, and consistently improving strategies and processes to ensure that transit achieves the highest practicable level of safety. SMS helps organizations improve upon their safety performance by supporting the institutionalization of beliefs, practices, and procedures for identifying, mitigating, and monitoring safety risks.

There are several components of the national safety program, including the National Public Transportation Safety Plan (NSP), that FTA published to provide guidance on managing safety risks and safety hazards. One element of the NSP is the Transit Asset Management (TAM) Plan. Public transportation agencies implemented TAM plans across the industry in 2018. The subject of this document is the Public Transportation Agency Safety Plan (PTASP) rule, 49 CFR Part 673, and guidance provided by FTA.

Safety is a core business function of all public transportation providers and should be systematically applied to every aspect of service delivery. At Waco Transit System (WTS), all levels of management, administration and operations are responsible for the safety of their clientele and themselves. To improve public transportation safety to the highest practicable level in the State of Texas and comply with FTA requirements, the Texas Department of Transportation (TxDOT) has developed this Agency Safety Plan (ASP) in collaboration with the City of Waco and WTS.

To ensure that the necessary processes are in place to accomplish both enhanced safety at the local level and the goals of the NSP, the Waco City Council and WTS adopt this ASP and the tenets of SMS including a Safety Management Policy (SMP) and the processes for Safety Risk Management (SRM), Safety Assurance (SA), and Safety Promotion (SP), per 49 U.S.C. 5329(d)(1)(A).1 While safety has always been a primary function at WTS, this document lays out a process to fully implement an SMS over the next several years that complies with the PTASP final rule.

---

1 Federal Register, Vol. 81, No. 24
A. Plan Adoption - 673.11(a)(1)

This Public Transit Agency Safety Plan is hereby adopted, certified as compliant, and signed by:

Serena Stevenson, WTS EEO Officer, General Manager

Since WTS is considered a department of the City of Waco, the main governing body is the Waco City Council. Approval of this plan by the Waco City Council occurred on June 16, 2020 and is documented in RESOLUTION 2020-414 from the City Council Meeting.

B. Certification of Compliance - 673.13(a)(b)

TxDOT certifies on July 15, 2020, that this Agency Safety Plan is in full compliance with 49 CFR Part 673 and has been adopted and will be implemented by WTS as evidenced by the plan adoption signature and necessary City Council approvals under Section 1.A of this plan.
2. TRANsit Agency INFORMATION - 673.23(D)

WTS is the public transportation provider for the City of Waco, Texas and is the largest transit provider in the region. The WTS main office and transfer center is located at 301 S. 8th St., Waco, TX 76706.

WTS currently operates nine (9) fixed routes within the City of Waco, two (2) Downtown Waco shuttles, one (1) commuter route, and the Evening LINK Service. The fixed route service begins operations weekdays from 5:15 am to 7:15 pm and Saturdays from 6:15 am to 8:15 pm. and the Evening LINK Service is available Monday through Saturday from 8:30 pm-11:45 pm.

WTS also provides door-to-door Americans with Disabilities Act of 1991 (ADA) demand response service for customers who are unable to embark or disembark from the fixed route system due to disability. The demand response service is operated within ¾ of a mile on either side of a fixed route service, or up to an additional ¾ of a mile to the nearest landmark. The demand response service schedule is weekdays from 5:15 am to 7:15 pm and Saturdays from 6:15 am to 8:15 pm, excluding certain holidays.

The City contracts with RATP Dev, USA to provide management for our fixed route and ADA complementary paratransit systems. RATP Dev, USA encompasses the wholly-owned subsidiary, Waco Transit System, Inc. (Waco Transit). WTS is guided by a Transit Advisory Board. The agency is managed by the General Manager-Equal Employment Opportunity (EEO) Officer and the management team consisting of the Director of Operations, Director of Service Development, Director of Maintenance, Director of Finance and Chief Safety Officer (CSO)/Safety & Training Coordinator.

In addition, WTS provides contracted transit services to several other entities:

- Baylor University Shuttle (B.U.S.): WTS provides B.U.S. service in cooperation with the Baylor University Division of Operations and Facilities. This service operates five (5) shuttles and is available around the Baylor campus with no pass or boarding fee required.
- McLennan County Rural Transit District: WTS provides a curb-to-curb demand response service for the McLennan County Rural Transit District, which provides transportation to anyone in the rural areas of McLennan County in order to provide access to jobs, education, healthcare, and more.
- Silo Trolley: WTS operates the Silo Trolley, which is a privately funded flag-stop fixed route circulator that offers free service in the downtown Waco area.
- Evening LINK: WTS provides a demand response service called Evening LINK for anyone who works or attends training and lives in the Greater Waco Area, but the service is also available to those who need transportation to/from the Waco Regional Airport.
- Airport Shuttle: WTS provides a demand response Airport Shuttle service with connections to the Waco Regional Airport.
Transportation Services for Seniors & Those with Disabilities: In partnership with Central Texas Senior Ministry, WTS provides transportation services for seniors and individuals with disabilities in McLennan County. This service specifically caters to those who do not qualify for ADA service or live outside of the ADA service area but may be transportation-disadvantaged due to age or condition.

Table 1 contains agency information, while an organizational chart for WTS is provided in Figure 1.

**Table 1: Agency Information**

<table>
<thead>
<tr>
<th>Information Type</th>
<th>Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Full Transit Agency Name</td>
<td>Waco Transit System (WTS)</td>
</tr>
<tr>
<td>Transit Agency Address</td>
<td>301 S. 8th St., Waco, TX 76706</td>
</tr>
<tr>
<td>Name and Title of Accountable Executive 673.23(d)(1)</td>
<td>Serena Stevenson, EEO Officer, General Manager</td>
</tr>
<tr>
<td>Name of Chief Safety Officer or SMS Executive 673.23(d)(2)</td>
<td>Ronnie Flakes, Safety &amp; Training Coordinator, CSO</td>
</tr>
<tr>
<td>Key Staff</td>
<td>Charles Parham, Director of Operations Joseph Dvorsky, Director of Service Development Steve Edgar, Director of Maintenance</td>
</tr>
<tr>
<td>Mode(s) of Service Covered by This Plan 673.11(b)</td>
<td>Fixed Route Bus &amp; Demand Response</td>
</tr>
<tr>
<td>List All FTA Funding Types (e.g., 5307, 5310, 5311)</td>
<td>5307, 5339, 5310</td>
</tr>
<tr>
<td>Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)</td>
<td>Fixed Route Bus &amp; Demand Response</td>
</tr>
<tr>
<td>Number of Vehicles Operated</td>
<td>56</td>
</tr>
</tbody>
</table>
FIGURE 1: WTS ORGANIZATIONAL CHART

Waco Transit System, Inc.
Organizational Chart
A. Authorities & Responsibilities - 673.23(d)

As stated in 49 CFR Part 673.23(d), WTS is establishing the necessary authority, accountabilities, and responsibilities for the management of safety amongst the key individuals within the organization, as those individuals relate to the development and management of our SMS. In general, the following defines the authority and responsibilities associated with our organization.

The **Accountable Executive** has ultimate responsibility for carrying out the SMS of our public transportation agency, and control or direction over the human and capital resources needed to develop and maintain both the ASP, in accordance with 49 U.S.C. 5329(d), and the agency’s TAM Plan, in accordance with 49 U.S.C. 5326. The Accountable Executive has the authority and responsibility to address substandard performance in the WTS SMS, per 673.23(d)(1).

**Agency leadership and executive management** are those members of our agency leadership or executive management, other than the Accountable Executive, Chief Safety Officer (CSO)/SMS Executive, who have authority or responsibility for day-to-day implementation and operation of our agency’s SMS.

The **CSO** is an adequately trained individual who has the authority and responsibility as designated by the Accountable Executive for the day-to-day implementation and operation of the WTS SMS. As such, the CSO is able to report directly to our transit agency’s Accountable Executive.

**Key staff** are staff, groups of staff, or committees to support the Accountable Executive, CSO, or SMS Executive in developing, implementing, and operating our agency’s SMS.

**Front line employees** perform the daily tasks and activities where hazards can be readily identified so the identified hazards can be addressed before the hazards become adverse events. These employees are critical to SMS success through each employee’s respective role in reporting safety hazards, which is where an effective SMS and a positive safety culture begins.

In addition, over the next year, WTS will be reviewing and modifying, if necessary, our current job descriptions to ensure the job descriptions comply with 49 CFR Part 673.
3. SAFETY POLICIES AND PROCEDURES

A. Policy Statement - 673.23(a)

Safety is WTS' first priority. WTS 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.

We will develop and embed a safety culture in all our activities that recognizes the importance and value of effective safety management and acknowledges at all times that safety is paramount.

We will clearly explain for all staff their accountabilities and responsibilities for the development and operation of the SMS.

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.

We have established Safety Performance Targets (SPT) to help us measure the overall effectiveness of our processes and ensure we meet our safety objectives. We will issue quarterly reports to the entire organization documenting how well we met our SPTs and describing the safety risk mitigations we implemented to reduce safety risk.

1. Employee Safety Reporting Program - 673.23(b)

Frontline employees are a significant source of safety data. These employees are typically the first to spot unsafe conditions that arise from unplanned conditions either on the vehicles, in the maintenance shop, or in the field during operations. For this reason, the Employee Safety Reporting Program (ESRP) is one major tenet of the PTASP Rule. Under this rule, agencies must establish and implement a process that allows employees to report safety conditions directly to senior management; provides protections for employees who report safety conditions to senior management; and includes a description of employee behaviors that may result in disciplinary action.

WTS has a Hazard and Near-Miss Reporting Standard Operating Procedure (SOP) and Work Instruction (WI) in Chapter 5 of our Safety Management System (SMS) Manual (Appendix A, Table 8 shows the document name, file name, and date of adoption), which is applicable to all internal complaints. The process requires employees to report hazards or near-misses within eight (8) business hours or at the end of their shift by either using a form on a platform called Drive2Zero, or by notifying supervision/management, who then reports the hazard or near-miss to Drive2Zero. This platform allows for both identified and anonymous reporting, and under no circumstance will employees be retaliated against for the act of reporting safety related information. Once an employee files a report, it is
immediately routed to the SMS manager and the reporting employee is notified that the report has been received. The hazard is then assessed, risk mitigation is planned and executed, and the hazard is entered into the Safety Assurance Watch Plan. Over the next year, WTS will review and modify, if necessary, our Hazard and Near-Miss Reporting SOP to develop these procedures into a full ESRP to ensure that the procedure complies with 49 CFR Part 673.

In general, the WTS ESRP will ensure that all employees are encouraged to report safety conditions directly to senior management or their direct supervisor for elevation to senior management. The policy will include any contract employees. The policy will also spell out what protections are afforded employees who report safety related conditions and will describe employee behaviors that are not covered by those protections. The policy will also elaborate on how safety conditions that are reported will be reported back to the initiator(s) – either to the individual or groups of individuals or organization, dependent on the nature of the safety condition.

To bolster the information received from frontline employees, WTS will also review our current policy for how our agency receives information and safety related data from employees and customers. If necessary, WTS will develop additional means for receiving, investigating and reporting the results from investigations back to the initiator(s) – either to the person, groups of persons, or distributed agency-wide to ensure that future reporting is encouraged.

II. Communicating the Policy Throughout the Agency – 673.23(c)

WTS is committed to ensuring the safety of our clientele, personnel and operations. Part of that commitment is developing an SMS and agency-wide safety culture that reduces agency risk to the lowest level possible. The first step in developing a full SMS and agency-wide safety culture is communicating our SMP throughout our agency.

The SMP and safety objectives are at the forefront of all communications. This communication will include posting the policy in prominent work locations for existing employees and adding the policy statement to the on-boarding material for all new employees. In addition, the policy statement will become part of our agency’s regular safety meetings and other safety communications efforts. The policy will be signed by the Accountable Executive so that all employees know that the policy is supported by management.

The WTS SMS will use a variety of methods to communicate issues important to the operation of the SMS. This strategy will complement existing safety communication channels to make company personnel aware of SMS-related safety issues and their roles and responsibilities related to those issues. Effective communication is an essential requirement to ensure and demonstrate closed-loop communication (lessons-learned) from the SMS as a part of the continuous improvement of the SMS including:

- Ensuring that all staff are appropriately aware of the SMS;
• Conveying SMS lessons/information;
• Explaining why SMS related activities are introduced or changed;
• Conveying SMS activity updates;
• Educating personnel on the procedure for hazard and near-miss reporting; and
• Promotion of the company’s safety objectives, targets and culture.

SMS communications methods vary but will comprise both internal and external communication/awareness. Internal communication/awareness may be accomplished through the use of:

• Notice boards;
• Intranet postings;
• Regular safety meetings and/or training sessions;
• SMS advisories (local and corporate); and
• Telephone or email communications.

Further information about the WTS SMS communication strategies can be found in Chapter 10 of the Safety Management System (SMS) Manual.

B. PTASP Development and Coordination with TxDOT - 673.11(d)

This PTASP has been developed by TxDOT on behalf of the Waco Metropolitan Planning Organization (MPO) and WTS/City of Waco in accordance with all requirements stated in 49 CFR Part 673 applicable to a small public transportation provider. TxDOT mailed a formal call for participation in a State sponsored PTASP development process to all Texas Section 5307 small bus transit agencies on January 15, 2019 and followed that call with a series of phone calls and additional correspondence. WTS provided a letter to TxDOT opting into participation on March 15, 2019 and has been an active participant in the development of this plan through sharing existing documentation and participating in communication and coordination throughout the development of this plan. The WTS documentation used in the development of this plan is presented in Table 8, in Appendix A.

In support of tracking performance on our SA and SP processes, WTS conducts a yearly safety culture survey. The survey is intended to help WTS assess how well we communicate safety and safety performance information throughout our organization by gauging how safety is perceived and embraced by WTS’ administrators, supervisors, staff and contractors. The survey is designed to help us assess how well we are conveying information on hazards and safety risks relevant to employees’ roles and responsibilities and informing employees of safety actions taken in response to reports submitted through our ESRP. Results from our most recent survey were analyzed and incorporated into the implementation strategies contained in this ASP.
Once the documents were reviewed, an on-site interview was conducted with WTS to gain a better understanding of the agency. This understanding was necessary to ensure that the ASP was developed to fit WTS’ size, operational characteristics, and capabilities.

The draft ASP was delivered to WTS in March 2020 for review and comment. Once review was completed and any adjustments made, the final was delivered to WTS for review and adoption.

**C. PTASP Annual Review - 673.11(a)(5)**

Per 49 U.S.C. 5329(d)(1)(D), this plan includes provisions for annual updates of the SMS. As part of WTS’ ongoing commitment to fully implementing SMS and engaging our agency employees in developing a robust safety culture, WTS will review the ASP and all supporting documentation annually. The review will be conducted as a precursor to certifying to FTA that the ASP is fully compliant with 49 CFR Part 673 and accurately reflects the agency’s current implementation status. Certification will be accomplished through WTS’ annual Certifications and Assurances reporting to FTA.

The annual review will include the ASP and supporting documents (SOPs, Policies, Manuals, etc.) that are used to fully implement all the processes used to manage safety at WTS. All changes will be noted (as discussed below) and the Accountable Executive will sign and date the title page of this document and provide documentation of approval by the Transit Advisory Board and by the City Council whether by signature or by reference to resolution.

The annual ASP review will follow the update activities and schedule provided below in Table 2. As processes are changed to fully implement SMS or new processes are developed, WTS will track those changes for use in the annual review.

**Table 2: ASP Annual Update Timeline**

<table>
<thead>
<tr>
<th>Task</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
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<tr>
<td>Review Agency Operations</td>
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<td>• Risk Management;</td>
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<td>• Safety Promotion.</td>
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<tr>
<td>Review Previous Targets and Set or Continue Targets</td>
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<tr>
<td>Report Targets to National Transit Database (NTD), TxDOT, Waco MPO</td>
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<td>Make Any Necessary Adjustments to PTASP</td>
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<td>Update Version No., Adopt &amp; Certify Plan Compliance</td>
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The following table, Table 3, will be used to record final changes made to the ASP during the annual update. This table will be a permanent record of the changes to the ASP over time.
The implementation of SMS is an ongoing and iterative process, and, as such, this PTASP is a working document. Therefore, a clear record of changes and adjustments is kept in the PTASP for the benefit of safety plan performance management and to comply with Federal statutes.

D. PTASP Maintenance – 673.11(a)(2)(c)

WTS will follow the annual review process outlined above and adjust this ASP as necessary to accurately reflect current implementation status. This plan will document the processes and activities related to SMS implementation as required under 49 CFR Part 673 Subpart C and will make necessary updates to this ASP as WTS continues to develop and refine our SMS implementation.

E. PTASP Documentation and Recordkeeping – 673.31

At all times, WTS will maintain documents that set forth our ASP, including those documents related to the implementation of WTS’ SMS and those documents related to the results from SMS processes and activities. WTS will also maintain documents that are included in whole, or by reference, that describe the programs, policies, and procedures that our agency uses to carry out our ASP and all iterations of those documents. These documents will be made available upon request to the FTA, other Federal entity, or TxDOT. WTS will maintain these documents for a minimum of three years after the documents are created. These additional supporting documents are cataloged in Appendix A and the list will be kept current as a part of the annual ASP review and update.

F. Safety Performance Measures – 673.11(a)(3)

The PTASP Final Rule, 49 CFR Part 673.11(a)(3), requires that all public transportation providers must develop an ASP to include SPTs based on the safety performance measures established under the NSP. The safety performance measures outlined in the NSP were developed to ensure that the measures can be applied to all modes of public transportation and are based on data currently being submitted to the NTD. The safety performance measures included in the NSP are fatalities, injuries, safety events, and system reliability (State of Good Repair as developed and tracked in the TAM Plan).

There are seven (7) SPTs that must be included in each ASP that are based on the four (4) performance measures in the NSP. These SPTs are presented in terms of total numbers reported and rate per Vehicle Revenue Mile (VRM). Each of the seven (7) is required to be reported by mode as presented in Table 4.

<table>
<thead>
<tr>
<th>Document Version</th>
<th>Section/Pages Changed</th>
<th>Reason for Change</th>
<th>Reviewer Name</th>
<th>Date of Change</th>
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<tbody>
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</table>

Table 3: ASP Record of Changes
Table 4: NSP Safety Performance Measures

<table>
<thead>
<tr>
<th>Safety Performance Measure</th>
<th>SPT</th>
<th>SPT</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fatalities</td>
<td>Total Number Reported</td>
<td>Rate Per Total VRM</td>
</tr>
<tr>
<td>Injuries</td>
<td>Total Number Reported</td>
<td>Rate Per Total VRM</td>
</tr>
<tr>
<td>Safety Events</td>
<td>Total Number Reported</td>
<td>Rate Per Total VRM</td>
</tr>
<tr>
<td>System Reliability</td>
<td>Mean distance between major mechanical failure</td>
<td></td>
</tr>
</tbody>
</table>

Table 5 presents baseline numbers for each of the performance measures. WTS collected the past five (5) years of reported data to develop the rolling averages listed in the table.

Table 5: Baseline 2019 Safety Performance Measures

<table>
<thead>
<tr>
<th>Mode</th>
<th>Fatalities</th>
<th>Rate of Fatalities*</th>
<th>Injuries</th>
<th>Rate of Injuries*</th>
<th>Safety Events</th>
<th>Rate of Safety Events*</th>
<th>Mean Distance Between Major Mechanical Failure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fixed Route (Bus)</td>
<td>0</td>
<td>0</td>
<td>2.6</td>
<td>0.00000323</td>
<td>2.2</td>
<td>0.00000273</td>
<td>14,123</td>
</tr>
<tr>
<td>Demand Response</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0.00000221</td>
<td>2.8</td>
<td>0.00000620</td>
<td>12,409</td>
</tr>
</tbody>
</table>

*rate = total number for the year/total revenue vehicle miles traveled

While safety has always been a major component of the WTS operation, the adoption of this ASP will result in changes across all aspects of the organization. The SPTs set in Table 6 and Table 7 reflect an acknowledgment that SMS implementation will produce new information that will be needed to accurately set meaningful SPTs. We will set our targets at the current NTD reported five-year average as we begin the process of fully implementing our SMS and developing our targeted safety improvements. This will ensure that we do no worse than our baseline performance over the last five years.

Table 6: Fixed Route (Bus) Safety Performance Targets

<table>
<thead>
<tr>
<th>Measure</th>
<th>Baseline</th>
<th>Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fatalities</td>
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<tr>
<td>Rate of Fatalities*</td>
<td>0</td>
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</tr>
<tr>
<td>Injuries</td>
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</tr>
<tr>
<td>Rate of Injuries*</td>
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<tr>
<td>Safety Events</td>
<td>2.2</td>
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<tr>
<td>Rate of Safety Events*</td>
<td>0.00000273</td>
<td>0.00000273</td>
</tr>
<tr>
<td>Mean Distance Between Major Mechanical Failure</td>
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*rate = total number for the year/total revenue vehicle miles traveled
Table 7: Demand Response Safety Performance Targets

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<th>Measure</th>
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<tr>
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<tr>
<td>Rate of Injuries*</td>
<td>0.00000221</td>
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<td>2.8</td>
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<tr>
<td>System Reliability</td>
<td>12,409</td>
<td>12,409</td>
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</table>

*rate = total number for the year/total revenue vehicle miles traveled

As part of the annual review of the ASP, WTS will reevaluate our SPTs and determine whether the SPTs need to be refined. As more data is collected as part of the SRM process discussed later in this plan, WTS may begin developing safety performance indicators to help inform management on safety related investments.

G. Safety Performance Target Coordination – 673.15(a)(b)

WTS will make our SPTs available to TxDOT and the Waco MPO to aid in those agencies’ respective regional and long-range planning processes. To the maximum extent practicable, WTS will coordinate with TxDOT and Waco MPO in the selection of State and MPO SPTs as documented in the Interagency Memorandum of Understanding (MOU).

Each year during the FTA Certifications and Assurances reporting process, WTS will transmit any updates to our SPTs to both the Waco MPO and TxDOT (unless those agencies specify another time in writing).
4. **SAFETY MANAGEMENT SYSTEMS - 673 SUBPART C**

As previously noted, FTA has adopted SMS as the basis for improving safety across the public transportation industry. In compliance with the NSP, National Public Transportation Safety Plan, and 49 CFR Part 673, WTS is adopting SMS as the basis for directing and managing safety and risk at our agency. WTS has always viewed safety as a core business function. All levels of management and employees are accountable for appropriately identifying and effectively managing risk in all activities and operations in order to deliver improvements in safety and reduce risk to the lowest practical level during service delivery.

SMS is comprised of four basic components - SMP, SRM, SA, and SP. The SMP and SP are the enablers that provide structure and supporting activities that make SRM and SA possible and sustainable. The SRM and SA are the processes and activities for effectively managing safety as presented in Figure 2.

*Figure 2: Safety Management Systems*
Implementing SMS at WTS will be a major undertaking over the next several years. This ASP is the first step to putting in place a systematic approach to managing the agency’s risk. WTS has already taken several steps to implement SMS, such as developing this initial ASP and designating a CSO. During the first year of implementation, WTS will identify SMS roles and responsibilities and key stakeholder groups, identify key staff to support implementation, and ensure the identified staff receive SMS training. WTS will also develop a plan for implementing SMS, inform stakeholders about the ASP, and discuss our progress toward implementation with the Transit Advisory Board, the Waco City Council and our agency’s planning partners.

A. Safety Risk Management - 673.25

By adopting this ASP, WTS is establishing the SRM process presented in Figure 3 for identifying hazards and analyzing, assessing and mitigating safety risk in compliance with the requirements of 49 CFR Part 673.25. The SRM processes described in this section are designed to implement the WTS SMS.

The implementation of the SRM component of the SMS will be carried out over the course of the next year. The SRM components will be implemented through a program of improvement during which the SRM processes will be implemented, reviewed, evaluated, and revised as necessary, to ensure the processes are achieving the intended safety objectives as the processes are fully incorporated into WTS’ SOPs.

The SRM is focused on implementing and improving actionable strategies that WTS has undertaken to identify, assess and mitigate risk. The creation of a Risk Register provides an accessible resource for documenting the SRM process, tracking the identified risks, and documenting the effectiveness of mitigation strategies in meeting defined safety objectives and performance measures. The draft Risk Register is presented in Figure 4.
As the SRM process progresses through the steps of identifying what may be wrong, what could happen as a result, and what steps WTS is taking to resolve the risk and mitigate the hazard, the CSO completes and publishes the various components of the Risk Register. These components include the use of safety hazard identification, safety risk assessment, and safety risk mitigation, as described in the following sections.

1. Safety Hazard Identification – 673.25(b)

As discussed in the ESRP section, WTS has a Hazard and Near-Miss Reporting SOP in our Safety Management System (SMS) Manual. This process requires all employees to report safety hazards when they identify them in the workplace. In addition, the Waco Transit Safety Plan Summary (Appendix A) contains information about how WTS identifies hazards through equipment safety checks and property inspections. WTS completes a safety checklist for each vehicle every 3,000 miles of operation, and each operator is required to perform pre-trip inspections of their vehicle and submit their inspection card at the end of each scheduled period of work. WTS’ Maintenance Superintendent is responsible for maintaining safe facilities and grounds, and he or she will regularly check all safety related equipment for defects. Although the current procedures have been effective in achieving our safety objectives, to ensure compliance with 49 CFR Part 673, WTS is working to implement the following expanded SRM process.

The WTS SRM process is a forward-looking effort to identify safety hazards that could potentially result in negative safety outcomes. In the SRM process, a hazard is any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or, damage to the environment.
Hazard identification focuses on out-of-the-norm conditions that need special attention or immediate action, new procedures, or training to resolve a condition that is unacceptable and return conditions to an acceptable level. WTS uses a variety of mechanisms for identifying and documenting hazards, namely:

- Through training and reporting procedures, WTS ensures personnel can identify hazards and that each employee clearly understands that the employee has a responsibility to immediately report any safety hazards identified to the employee’s supervisors. Continued training helps employees to develop and improve the skills needed to identify hazards.
- Employee hazard training coupled with the ESRP ensures that WTS has full use of information from frontline employees for hazard identification.
- Upon receiving the hazard report, supervisors communicate the identified hazard to the CSO for entry into the Risk Register for risk assessment, classification and possible mitigation.
- In carrying out the risk assessment, the CSO uses standard reporting forms (e.g. Bus Defect Card and safety equipment defect reports to mitigate mechanical based safety hazards that are identified) and other reports completed on a routine basis by administrative, operations and maintenance. The WTS Safety Management System (SMS) Manual contains procedures for flagging and reporting hazards as a part of day-to-day operations.
- Supervisors are responsible for performing and documenting regular safety assessments, which include reporting and recommending methods to reduce identified hazards.
- WTS uses incident reports and records to determine specific areas of training that need to be covered with employees to ensure safety hazard identification is continually improved, and thus ensure that hazards are identified before an event recurrence.
- Incident reports are also analyzed by the risk management team to identify any recurring patterns or themes that would help to identify underlying hazards and root causes of the event that can be mitigated to prevent recurrence.
- If a hazard is such that an employee would be reluctant to report the information due to perceived negative consequences (e.g. disciplinary action), alternative, anonymous reporting mechanisms are available through an anonymous suggestion box or anonymous online reporting form, or other secure mechanism.
- To increase the safety knowledge of our agency, the CSO, risk management personnel and subject matter experts are also encouraged to participate in available professional development activities and peer-to-peer exchanges as a source of expertise and information on lessons learned and best practices in hazard identification.
- Other sources for hazard identification include:
Waco Transit System
Agency Safety Plan

- ESRP
- Inspections of personnel job performance, vehicles, facilities and other data
- Investigations of safety events
- Safety trend analysis on data currently collected
- Training and evaluation records
- Internal safety audits
- External sources of hazard information could include:
  - FTA and other federal or state authorities
  - Reports from the public
  - Safety bulletins from manufacturers or industry associations

In addition to identifying the hazard, the hazard identification process also classifies the hazard by type (organizational, technical or environmental) to assist the CSO in identifying the optimal combination of departmental leadership and subject matter expertise to select in assembling the safety risk assessment team.

The various hazard types can also be categorized by subcategory for each type. For example, organizational hazards can be subcategorized into resourcing, procedural, training or supervisory hazards. Each of the subcategories implies different types of mitigation strategies and potentially affect overall agency resources through varying costs for implementation. Technical hazards can be subcategorized into operational, maintenance, design and equipment. Additionally, environmental hazards can be subcategorized into weather and natural, which is always a factor for every operation.

II. Safety Risk Assessment - 673.25(c)

WTS currently uses a Risk Assessment SOP and WI (SOP-SMS-206 and WI-SMS-306) as detailed in Chapter 6 of our Safety Management System (SMS) Manual. This process conducts assessments both on “as reported” conditions and on “mitigated” conditions. In addition to assessing risks of reported conditions, the WTS process also conducts annual site-wide risk assessments. Each site is required to maintain a Risk Register on the Drive2Zero platform which records and tracks the results of all reported hazards and their associated risk assessments.

As part of the new SRM process, WTS has developed methods to assess the likelihood and severity of the consequences of identified hazards, and prioritizes the hazards based on the safety risk. The process continues the use of the Risk Register described in the previous section to address the next two components.

To accurately assess risks, WTS performs investigations. WTS’ current procedures, as detailed in Chapter 8 of the Safety Management System (SMS) Manual, inform the SRM process by investigating accidents and incidents, as well as near-misses when necessary. A complete investigation is comprised of the following three stages being completed:
1. Investigation and interview stage: all relevant information is found.
2. Root cause stage: contributing factors and root cause are determined, and information is recorded in Drive2Zero.
3. Preventative strategies recommendations are prepared and recorded in Drive2Zero.

WTS will reassess our investigation SOP to ensure it includes risk investigation procedures and generally meets the requirements of 49 CFR Part 673. This procedure will be used to investigate risks identified from multiple sources including the ESRP.

Safety risk is based on an assessment of the likelihood of a potential consequence and the potential severity of the consequences in terms of resulting harm or damage. The risk assessment also considers any previous mitigation efforts and the effectiveness of those efforts. The results of the assessment are used to populate the third and fourth components of the Risk Register as presented in Figure 5.

**Figure 5: Safety Risk Assessment Steps in Populating the Risk Register**

<table>
<thead>
<tr>
<th>Hazard</th>
<th>Type</th>
<th>Likelihood</th>
<th>Consequence</th>
<th>Resolution</th>
</tr>
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<tbody>
<tr>
<td></td>
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</tbody>
</table>

The risk assessment is conducted by the SMS Manager/CSO and the Site Safety Council supplemented by subject matter experts from the respective department or section to which the risk applies. The process employs a safety risk matrix, similar to the one presented in Figure 6, that allows the safety team to visualize the assessed likelihood and severity, and to help decision-makers understand when actions are necessary to reduce or mitigate safety risk.
Figure 6: Safety Risk Assessment Matrix

<table>
<thead>
<tr>
<th>SEVERITY LIKELIHOOD</th>
<th>Catastrophic (1)</th>
<th>Critical (2)</th>
<th>Marginal (3)</th>
<th>Negligible (4)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Frequent (A)</td>
<td>High</td>
<td>High</td>
<td>High</td>
<td>Medium</td>
</tr>
<tr>
<td>Probable (B)</td>
<td>High</td>
<td>High</td>
<td>Medium</td>
<td>Medium</td>
</tr>
<tr>
<td>Occasional (C)</td>
<td>High</td>
<td>Medium</td>
<td>Medium</td>
<td>Low</td>
</tr>
<tr>
<td>Remote (D)</td>
<td>Medium</td>
<td>Medium</td>
<td>Low</td>
<td>Low</td>
</tr>
<tr>
<td>Improbable (E)</td>
<td>Medium</td>
<td>Low</td>
<td>Low</td>
<td>Low</td>
</tr>
</tbody>
</table>

Although the current version of the matrix relies heavily on the examples and samples that are listed on the PTASP Technical Assistance Center website, lessons learned from the implementation process during the coming years will be used to customize the matrix that WTS will use to address our unique operating realities and leadership guidance.

The Risk Assessment Matrix is an important tool. If a risk is assessed and falls within one of the red zones, the risk is determined to be unacceptable under existing circumstances. This means that management must take action to mitigate the situation. This is where SRMs are developed. If the risk is assessed and falls within one of the yellow zones, the risk is determined to be acceptable, but monitoring is necessary. If the risk falls within one of the green zones, the risk is acceptable under the existing circumstances.

Once a hazard’s likelihood and severity have been assessed, the CSO enters the hazard assessment into the Risk Register that is used to document the individual hazard and the type of risk it represents. This information is used to move to the next step, which is hazard mitigation.

III. Safety Risk Mitigation - 673.25(d)

Currently, mitigation of risks, or corrective actions, are incorporated into the steps of the Hazard Identification, Risk Assessment, Incident Reporting, and Near-Miss and Accident/Incident Investigation processes, as detailed in the Safety Management System (SMS) Manual. WTS will review our existing procedures and develop them into a full, well-defined and well-documented Safety Risk Mitigation SOP to ensure compliance with 49 CFR Part 673.
Upon completion of the risk assessment, the CSO and the safety committee continue populating the Risk Register by identifying mitigations or strategies necessary to reduce the likelihood and/or severity of the consequences. The goal of this step is to avoid or eliminate the hazard or, when elimination is not likely or feasible, to reduce the assessed risk rating to an acceptable level (Figure 7). However, mitigations do not typically eliminate the risk entirely.

![Risk Register Mitigation Component](image)

To accomplish this objective, the CSO, through the risk management team, works with subject matter experts from the respective department or section to which the risk applies. The risk management team then conducts a brainstorming exercise to elicit feedback from staff and supervisors with the highest level of expertise in the components of the hazard.

Documented risk resolution and hazard mitigation activities from previous Risk Register entries and the resolution’s documented level of success at achieving the desired safety objectives may also be reviewed and considered in the process. If the hazard is external (e.g., roadway construction by an outside agency) information and input from external actors or experts may also be sought to take advantage of all reasonably available resources and avoid any unintended consequences.

Once a mitigation strategy is selected and adopted, the strategy is assigned to an appropriate staff member or team for implementation. The assigned personnel and the personnel’s specific responsibilities are entered into the Risk Register. Among the responsibilities of the mitigation team leader is the documentation of the mitigation effort, including whether the mitigation was carried out as designed and whether the intended safety objectives were achieved. This information is recorded in the appendix to the Risk Register for use in subsequent SA activities and to monitor the effectiveness of the SRM program.

**B. Safety Assurance - 673.27 (a)**

Safety Assurance means processes within the WTS SMS that function to ensure a) the implementation and effectiveness of safety risk mitigation, and b) WTS meets or exceeds our safety objectives through the collection, measurement, analysis and assessment of information.
SA helps to ensure early identification of potential safety issues. SA also ensures that safeguards are in place and are effective in meeting WTS’ critical safety objectives and contribute towards SPTs.

I. Safety Performance Monitoring and Measuring - 673.27 (b)

As the first step in the WTS SA program, WTS collects and monitors data on safety performance indicators through a variety of mechanisms described in the following sections. Safety performance indicators can provide early warning signs about safety risks. WTS currently relies primarily on lagging indicators representing negative safety outcomes that should be avoided or mitigated in the future. However, initiatives are underway to adopt a more robust set of leading indicators that monitor conditions that are likely to contribute to negative outcomes in the future. In addition to the day-to-day monitoring and investigation procedures detailed below, WTS will review and document the safety performance monitoring and measuring processes as part of the annual update of this ASP.

MONITORING COMPLIANCE AND SUFFICIENCY OF PROCEDURES - 673.27 (B)(1)

WTS monitors our system for personnel compliance with operations and maintenance procedures and also monitors these procedures for sufficiency in meeting safety objectives. A list of documents describing the safety related operations and maintenance procedures cited in this ASP is provided in Appendix A of this document.

Supervisors monitor employee compliance with WTS SOPs through direct observation and review of information from internal reporting systems such as the Hazard and Near-Miss Reporting SOP, found in Chapter 5 of the Safety Management System (SMS) Manual.

WTS addresses non-compliance with standard procedures for operations and maintenance activities through a variety of actions, including revision to training materials and delivery of employee and supervisor training if the non-compliance is systemic. If the non-compliance is situational, then activities may include supplemental individualized training, coaching, and heightened management oversight, among other remedies.

Sometimes personnel are fully complying with the procedures, but the operations and maintenance procedures are inadequate and pose the risk of negative safety outcomes. In this case, the cognizant person submits the deficiency or description of the inadequate procedures to the SRM process. Through the SRM process, the SRM team will then evaluate and analyze the potential organizational hazard and assign the identified hazard for mitigation and resolution, as appropriate. The SRM team will also conduct periodic self-evaluation and mitigation of any identified deficiencies in the SRM process itself.

MONITORING OPERATIONS - 673.27(B)(2)

Department Directors are required to monitor investigation reports of safety events and SRM resolution reports to monitor the department’s operations to identify any safety risk mitigations that may be ineffective, inappropriate, or not implemented as intended. If it is determined that the safety risk mitigation did not bring the risk to an acceptable level or otherwise failed to meet safety objectives,
then the supervisor resubmits the safety risk/hazard to the SRM process. The CSO will work with the supervisor and subject matter experts to reanalyze the hazard and consequences and identify additional mitigation or alternative approaches to implementing the mitigation.

II. Safety Event Investigation - 673.27(B)(3)

WTS currently conducts investigations of safety events. From an SA perspective, the objective of the investigation is to identify causal factors of the event and to identify actionable strategies that WTS can employ to address any identifiable organizational, technical or environmental hazard at the root cause of the safety event. WTS uses the Near-Miss & Accident/Incident Investigations SOP and WI in Chapter 8 of the Safety Management System (SMS) Manual to identify safety and operational risks based on individual assets.

Safety Event Investigations that seek to identify and document the root cause of an accident or other safety events are a critical component of the SA process because they are a primary resource for the collection, measurement, analysis and assessment of information. WTS gathers a variety of information to help in identifying and documenting root causes of accidents and incidents, including but not limited to:

1. Obtain from the Operator the following information:
   a. The location of the incident and what direction they were traveling (inbound or outbound); if in station, indicate the situation.
   b. The bus number and the route that they are on.
   c. If there are injuries, describe how serious they appear (don’t be too graphic, just generalize).
   d. Provide information about any other vehicles or pedestrians involved and their descriptions.
2. Remind the operator of the safety procedures:
   a. Turn on 4-way flashers. Place traffic warning devices (orange triangles).
   b. Recheck anyone with injuries, do not move the seriously injured.
   c. Render comfort and aid to anyone injured, as may be appropriate.
   d. Evacuate the bus, if necessary.
   e. Keep the two-way radio on and monitored.
   f. Hand out courtesy cards to the passengers and to any witnesses.
   g. Move the vehicle to the side of the road unless it is inoperable.
3. Notify the following:
   a. Call the Police. Call Emergency Medical Personnel (EMP) 911
   b. Notify/call the immediate supervisor on duty at the time.
4. The supervisor will:
   a. Determine whether the General Manager or Assistant General Manager needs to be contacted but will give them a report when the supervisor finishes the initial assessment.
b. Let the Operator know that Police and supervision have been contacted and help and is on the way.

c. Assign a Standby Operator to pre-trip a bus in case a standby must drive the next round for the operator on that route. When needed, the Standby Operator may take a bus out to continue a route.

d. Let the Operator know that a Standby Operator and bus have been assigned to continue the route or that support personnel are bringing another bus out to them.

e. Refer the operator for required drug and alcohol testing in compliance with 49 CFR § 655.44 Post-accident testing, if the safety event meets the definition of accident in 49 CFR § 655.4

f. Return to the station.

g. Record all accident information on the Daily Dispatch log, any missed trips, downtime, or bus change outs.

5. Dispatcher on duty will give the Operator an incident report to complete before the Operator leaves that day. Dispatcher will put the Operator’s report in the CSO’s box.

6. The CSO, working with content specialists, evaluates the incident report and other available information to determine the root cause of the accident/event. Follow up with driver or other cognizant parties may be necessary to elicit additional information.

7. The CSO identifies any hazards noted in the incident report and refers those hazards to the SRM process.

MONITORING INTERNAL SAFETY REPORTING PROGRAMS – 673.27(B)(4)

As a primary part of the internal safety reporting program, our agency monitors information reported through the ESRP. When a report originating through the complaint process documents a safety hazard, the supervisor submits the hazards identified through the internal reporting process, including previous mitigation in place at the time of the safety event. The supervisor submits the hazard report to the SRM process to be analyzed, evaluated, and if appropriate, assigned for mitigation/resolution.

OTHER SAFETY ASSURANCE INITIATIVES

Because leading indicators can be more useful for safety performance monitoring and measurement than lagging indicators, WTS is undertaking efforts to implement processes to identify and monitor more leading indicators or conditions that have the potential to become or contribute to negative safety outcomes. This may include trend analysis of environmental conditions through monitoring National Weather Service data; monitoring trends toward or away from meeting the identified SPTs; or other indicators as appropriate.

C. Safety Promotion - 673.29

Management support is essential to developing and implementing SMS. SP includes all aspects of how, why, when and to whom management communicates safety related topics. SP also includes when and
how training is provided. The following sections outline both the safety competencies and training that WTS will implement and how safety related information will be communicated.

I. Safety Competencies and Training - 673.29(a)

WTS provides comprehensive training to all employees regarding each employee’s job duties and general responsibilities. This training includes safety responsibilities related to the employee’s position. In addition, regular driver safety meetings are held to ensure that safety related information is relayed to the key members of our agency’s safety processes.

As part of SMS implementation, WTS conducts the following activities:

- Assess the training requirements spelled out in 49 CFR Part 672 and the various courses required for different positions.
- Establish role-specific training requirements.
- Identify personnel in roles requiring specific training.
- Assess the training material available on the FTA PTASP Technical Assistance Center website.
- Ensure personnel receive appropriate training.
- Record training instances in the Learning Management System (LMS).
- Identify critical functions requiring recurrent or regulatory required training.
- Develop expectations for ongoing safety training and safety meeting attendance.
- Maintain training matrix with personnel in identified critical roles.
- Review training requirements at least annually.
- Update Drive2Zero competency matrix as applicable.
- Include refresher training in all trainings and apply it to agency personnel and contractors.

Further details on WTS’ training program are located in Chapter 11 of the Safety Management System (SMS) Manual.

II. Safety Communication - 673.29(b)

WTS regularly communicates safety and safety performance information throughout our agency’s 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 the ESRP (noted in Section 3.A.I) or other means.

WTS reports safety related information to the Waco Assistant City Manager at their regular meetings and will begin including safety performance information. In addition, WTS holds regularly scheduled meetings with drivers to ensure that any safety related information is passed along that would affect the
execution of the drivers’ duties. WTS also posts safety related and other pertinent information in a common room for all employees.

WTS will begin systematically collecting, cataloging, and, where appropriate, analyzing and reporting safety and performance information to all staff. To determine what information should be reported, how the information should be reported and to whom, WTS will answer the following questions:

- What information does this individual need to do their job?
- How can we ensure the individual understands what is communicated?
- How can we ensure the individual understands what action must be taken as a result of the information?
- How can we ensure the information is accurate and kept up-to-date?
- Are there any privacy or security concerns to consider when sharing information? If so, what should we do to address these concerns?

In addition, WTS will review our current communications strategies and determine whether others are needed. As part of this effort, WTS has conducted, and will continue to conduct, a Safety Culture Survey to understand how safety is perceived in the workplace and what areas WTS should be addressing to fully implement a safety culture at our agency.
5. APPENDIX A

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A. Glossary of Terms

**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 transit vehicles; an evacuation for life safety reasons; at any location, at any time, whatever the cause.

**Accountable Executive (typically the highest executive in the agency)**: means a single, identifiable person who has ultimate responsibility for carrying out the SMS of a public transportation agency, and control or direction over the human and capital resources needed to develop and maintain both the agency’s PTASP, in accordance with 49 U.S.C. 5329(d), and the agency’s TAM Plan in accordance with 49 U.S.C. 5326.

**Agency Leadership and Executive Management**: means those members of agency leadership or executive management (other than an Accountable Executive, CSO, or SMS Executive) who have authorities or responsibilities for day-to-day implementation and operation of an agency’s SMS.
Chief Safety Officer (CSO): 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 CSO may not serve in other operational or maintenance capacity, unless the CSO 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.

Corrective Maintenance: Specific, unscheduled maintenance typically performed to identify, isolate, and rectify a condition or fault so that the failed asset or asset component can be restored to a safe operational condition within the tolerances or limits established for in-service operations.

Equivalent Authority: means an entity that carries out duties similar to that of a Board of Directors, for a recipient or subrecipient of FTA funds under 49 U.S.C. Chapter 53, including sufficient authority to review and approve a recipient or subrecipient’s PTASP.

Event: means an accident, incident, or occurrence.

Federal Transit Administration (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; or damage to the environment.

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.

Investigation: means the process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.

Key staff: means a group of staff or committees to support the Accountable Executive, CSO, or SMS Executive in developing, implementing, and operating the agency’s SMS.

Major Mechanical Failures: means failures caused by vehicle malfunctions or subpar vehicle condition which requires that the vehicle be pulled from service.

National Public Transportation Safety Plan (NSP): means the plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.

Occurrence: means an event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.

Operator of a Public Transportation System: means a provider of public transportation as defined under 49 U.S.C. 5302(14).
**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.

**Performance Measure:** means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.

**Performance Target:** means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the FTA.

**Preventative Maintenance:** means regular, scheduled, and/or recurring maintenance of assets (equipment and facilities) as required by manufacturer or vendor requirements, typically for the purpose of maintaining assets in satisfactory operating condition. Preventative maintenance is conducted by providing for systematic inspection, detection, and correction of anticipated failures either before they occur or before they develop into major defects. Preventative maintenance is maintenance, including tests, measurements, adjustments, and parts replacement, performed specifically to prevent faults from occurring. The primary goal of preventative maintenance is to avoid or mitigate the consequences of failure of equipment.

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

**Risk:** means the composite of predicted severity and likelihood of the potential effect of a hazard.

**Risk Mitigation:** means a method or methods to eliminate or reduce the effects of hazards.

**Road Calls:** means specific, unscheduled maintenance requiring either the emergency repair or service of a piece of equipment in the field or the towing of the unit to the garage or shop.

**Safety Assurance (SA):** means the process within a transit agency’s SMS that functions to ensure the implementation and effectiveness of safety risk mitigation and ensures that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

**Safety Management Policy (SMP):** means a transit agency’s documented commitment to safety, which defines the transit agency’s safety objectives and the accountabilities and responsibilities of the agency’s employees regarding safety.

**Safety Management System (SMS):** means the formal, top-down, data-driven, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency’s safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.

**Safety Management System (SMS) Executive:** means a CSO or an equivalent.

**Safety Objective:** means a general goal or desired outcome related to safety.
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 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.

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 SPTs.

Safety Performance Target (SPT): means a quantifiable level of performance or condition, expressed as a value for a given performance measure, achieved over a specified timeframe related to safety management activities.

Safety Promotion (SP): means a combination of training and communication of safety information to support SMS as applied to the transit agency’s public transportation system.

Safety Risk: means the assessed probability and severity of the potential consequence(s) of a hazard, using as reference the worst foreseeable, but credible, outcome.

Safety Risk Assessment: means the formal activity whereby a transit agency determines SRM priorities by establishing the significance or value of its safety risks.

Safety Risk Management (SRM): means a process within a transit agency’s Safety Plan for identifying hazards, assessing the hazards, and mitigating safety risk.

Safety Risk Mitigation: means the activities whereby a public transportation agency controls the probability or severity of the potential consequences of hazards.

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 the consequence materialize, taking as reference the worst foreseeable, but credible, condition.

Serious Injury: means any injury which:

- Requires hospitalization for more than 48 hours, commencing within seven days from the date that the injury was received;
- Results in a fracture of any bone (except simple fractures of fingers, toes, or nose);
- Causes severe hemorrhages, nerve, muscle, or tendon damage;
• Involves any internal organ; or
• Involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.

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

State: means a State of the United States, the District of Columbia, or the Territories of 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 the regulations set forth in 49 CFR part 674.

Transit Agency: means an operator of a public transportation system.

Transit Asset Management (TAM) Plan: means the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost-effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR part 625.

Vehicle Revenue Miles (VRM): means the miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles include layover/recovery time and exclude deadhead; operator training; vehicle maintenance testing; and school bus and charter services.

B. Additional Acronyms Used

ADA: Americans with Disabilities Act of 1991
ASP: Agency Safety Plan
B.U.S.: Baylor University Shuttle
EEO: Equal Employment Opportunity
EMP: Emergency Medical Personnel
ESRP: Employee Safety Reporting Program
FAST Act: Fixing America’s Surface Transportation Act
LMS: Learning Management System
**MAP-21:** Moving Ahead for Progress in the 21st Century Act

**MOU:** Memorandum of Understanding

**MPO:** Metropolitan Planning Organization

**NTD:** National Transit Database

**SOP:** Standard Operating Process

**TxDOT:** Texas Department of Transportation

**WI:** Work Instruction

**WTS:** Waco Transit System, City of Waco, Texas
RESOLUTION NO. 2020-414

WHEREAS, on July 19, 2018, Federal Transit Administration (FTA) published the Public Transportation Agency Safety Plan (PTASP) Final Rule, which requires certain operators of public transportation systems (those that receive federal funds under FTA’s Urbanized Area Formula Grants) to develop safety plans that include the processes and procedures to implement Safety Management Systems (SMS),

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF WACO, TEXAS:

That the Waco City Council hereby adopts the Waco Transit System Public Transportation Agency Safety Plan (which was developed in conjunction with the Texas Department of Transportation) in order to comply with 49 Code of Federal Regulations Part 673.

That the City Manager, or his designee, is hereby authorized to execute any documents in connection therewith.

That it is hereby officially found and determined that the meeting at which this resolution is passed is open to the public and that public notice of the time, place and purpose of said meeting was given as required by law.

PASSED AND APPROVED this 16th day of June, 2020.

Kyle Deaver, Mayor
City of Waco, Texas

ATTEST:

Esmeralda Hudson, City Secretary

APPROVED AS TO FORM & LEGALITY:

Jennifer Richie, City Attorney