20202022

City of Corona Transit Service Safety Management System

City of Corona Transit Service, Safety Management System (SMS)

MISSION/OBJECTIVE

The City of Corona Transit Service (CCTS) is committed to operating a public transportation system that offers reliable, accessible, and convenient service with safe vehicles and facilities. CCTS overall safety objective is to proactively manage safety hazards and their associated safety risk, with the intent to eliminate unacceptable safety risk in our transit operations.

ABOUT CITY OF CORONA TRANSIT SERVICE (CCTS)

City of Corona Transit Service (CCTS) provides both fixed route, Corona Cruiser, and Dial-A-Ride (DAR) services. CCTS serves a diverse population of over 168,000 residents. The city limits encompass approximately 39 square miles.

Dial-A-Ride service commenced in 1977 and provides curb-to-curb service throughout the City of Corona, neighboring county areas of Coronita, El Cerrito, Home Gardens, and satellite locations in the City of Norco. The complementary paratransit service DAR service extends beyond city limits to ensure compliance with the Americans with Disability Act (ADA) ¾ mile corridor around Corona Cruiser fixed route service. Door-to-door service is available upon request for DAR patrons certified under the ADA. The Corona Cruiser fixed route service commenced in 2001 and operates along two routes, the Red Line and Blue Line, using five buses during peak service. The routes provide access to commercial, retail and residential areas, medical facilities, schools, jobs, and links to other transit services. CCTS contracts with the private sector to provide a turn-key transit operation

Version 3, 11/29/22

The Federal Transit Administration (FTA) has issued rules that require public transit agencies to draft a Safety Plan in accordance with 49 C.F.R. Part 673 (Part 673). The full text of the Part 673 is available at http://www.transit.dot.gov/PTASP

City of Corona Transit Service Information

Transit Agency Name	City of Corona Transit Service
Transit Agency Address	400 S. Vicentia Avenue, Suite 225, Corona, CA 92882
Name and Title of Accountable Executive	Anne K. Turner, Community Service Director
Name of Chief Safety Officer or SMS Executive	Sudesh Paul, Transit Program Manager

Mode(s) of Service Covered by the Plan	Fixed Route Demand Response	**List All FTA Funding Types (e.g., 5307, 5310, 5311)**	5307, 5339
Modes(s) of Service Provided by the Transit Agency	Contract Operated Fixed Route Contract Operated Demand Response		

Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	City of Corona Transit Service	
Signature by the Accountable Executive		
	Signature of Accountable	**Date of Signature**
Approval by the Board of Directors or an Equivalent Authority	City Council	
	Name of Entity That Approved this Plan	**Date of Approval**

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City of Corona Transit Service, Safety Management System (SMS)

Revision/Update History

Agency Name:	City of Corona Transit Service
FTA Recipient ID:	1638
Accountable Executive:	Anne K. Turner, Community Services Director
Initial City of Corona Council Adoption:	April 15, 2020
SMS Effective Date	July 31, 2020

Last Modified By (Name):		Last Modified (Date):
Gerardo Sanabria		06/15/2020
Sudesh Paul		~~11/30~~12/7/2022

City of Corona Transit Service, Safety Management System (SMS)

Agency Name: | City of Corona Transit Service

Accountable Executive: | Tom Koper, Acting Public Works Director / City EngineerCynthia Lara, Community

Initial City of Corona Council Adoption Date: | TBD

SMS Effective Date: | TBD

Last Modified by (name)	Last Modified (date)

City of Corona Transit Service, Safety Management System (SMS)

Introduction

On July 19, 2018, The Federal Transit Administration (FTA) published the Public Transportation Agency Safety Plan (PTASP) Final Rule, which requires certain operators of public transportation systems 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). The documented processes and procedures for the Agency's SMS must consist of four main elements: (1) Safety Management Policy, (2) Safety Risk Management, (3) Safety Assurance, and (4) Safety Promotion.

In the case of conflict between Corona's Agency Safety Plan and Corona's Safety Management System that includes its Transit Operations Contractor's Safety Management System Plan (MV Transportation "Safety Management System Plan 2019"), Corona's Agency Safety Plan and SMS shall take precedence over, and shall be used in lieu of, such conflicting provisions. Corona's Safety Management System including those of its Contracted Transit Operator have been arranged into a format that parallels the Public Transportation Agency Safety Plan (PTASP) Final Rule.

City of Corona Transit Service, Safety Management System (SMS)

Corona's Safety Management System Contents

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City of Corona Transit Service, Safety Management System (SMS)

I. Safety Management Policy

The first component of the City of Corona Transit Service's SMS is the Safety Management Policy, which is the foundation of the City of Corona Transit Service's safety management system. It clearly states the organization's safety objectives and sets forth the policies, procedures, and organizational structures necessary to accomplish the safety objectives. The Safety Management Policy clearly defines management and employee responsibilities for safety throughout the organization. It also ensures that management is actively engaged in the oversight of the system's safety performance by requiring regular review of the Safety Management Policy, budget and program by the designated Accountable Executive.

Safety Management Policy Statement

Safety is a core value at City of Corona Transit Service, and managing safety is a core business function. City of Corona Transit Service will develop, implement, maintain, and continuously improve processes to ensure the safety of our customers, employees, and the public. City of Corona Transit Service overall safety objective is to proactively manage safety hazards and their associated safety risk, with the intent to eliminate unacceptable safety risk in our transit operations.

City of Corona Transit Service will:

- Clearly, and continuously explain to all staff that everyone working within City of Corona Transit Service must take part and be responsible and accountable for the development and operation of the Safety Management System (SMS).

- Work continuously to minimize safety risks. Work to comply with and, wherever possible, exceed legislative and regulatory requirements and standards for passengers and employees.

- Work to ensure that all employees are provided appropriate safety information and training, are competent in safety matters, and assigned tasks commensurate with duties and skills.

- Reaffirm that responsibility for making our operations safer for everyone lies with all employees – from executive management to frontline employees. Each manager is responsible for implementing the SMS in their area of responsibility and will be held accountable to ensure that all reasonable steps are taken to perform activities established through the SMS.

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City of Corona Transit Service, Safety Management System (SMS)

Purpose

The City of Corona Transit Service (CCTS) recognizes Safety as its number one core pillar. Every employee is accountable for making safety their priority, starting with the Accountable Executive. Safety and regulatory compliance are the first consideration when developing and implementing policies, procedures and programs affecting the Agency's operation.

Policy

CCTS will continue to support the ongoing implementation of its Safety Management System (SMS) with a commitment to the provision of appropriate resources. The Agency's policies, rules and regulations will continue to be developed with the intent to integrate safety into all Agency operations. Every employee should understand the importance of safety in the workplace.

CCTS establishes and measures our safety performance against realistic and data-driven performance indicators and targets. Monthly safety and security inspections of CCTS transit facilities are conducted to identify and correct potential hazards. Our safety culture encourages employees to freely and openly report safety related issues or concerns.

CCTS ensures no action is taken against any employee who discloses a safety matter through the employee safety reporting program, unless disclosure reveals beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures. CCTS and its Contracted Operator will further ensure that every action is taken within reason to mitigate or eliminate potential hazards from the workplace.

The Agency's Safety Committee, represented by Corona Transit management from multiple disciplines, meets monthly to discuss the safety of its employees and customers. The Committee seeks to proactively identify and mitigate any risk of workplace injury and illness. Employees are provided an opportunity for the free discussion of health and safety problems and possible solutions through their representatives on the committee. Additionally, safety suggestion forms and drop boxes are available to employees as part of the safety reporting program.

In the Agency's quest for safety excellence, it has implemented a Safety Management System (SMS) to identify and mitigate risk. This includes the constant evaluation of the effectiveness of these efforts. This cycle of continuous improvement is a part of the culture at CCTS. Realistic safety performance targets are set prior to the start of each fiscal year and are measured no less than quarterly against benchmarks to evaluate the effectiveness of and adjust as necessary to the continuous efforts to mitigate safety related exposures.

To ensure externally supplied systems and services supporting our operations are delivered and meet our safety performance standards, CCTS screens all potential contractors or vendors to ensure compliance with regulatory guidelines.

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Safety at the highest level is achieved through cooperative proactivity in identifying potential hazards and taking into consideration the safety of others. Management will review the safety plan annually and update it as appropriate to ensure the safety of our employees and customers.

As a Public Transit Agency, we understand our responsibility to the safety of our employees, customers, and the public. Our decisions and actions affect the safety of our community and we commit to continually improve on safety.

Reporting Unsafe Conditions

It is the responsibility of every employee to be aware of their surroundings and to report any unsafe or unsecure condition to their supervisor, safety committee representative, or via the safety suggestion boxes. The Agency has established a program through which employees can identify and make suggestions relating to safety issues. All suggestions or issues identified are addressed monthly at the Agency's Safety Committee meetings.

Safety Management Policy Communication

CCTS safety management policy is communicated throughout the agency's organization. Include dates where applicable

The Safety Management Policy is initially communicated to employees in the new employee orientation. Additionally, every operator is given annual instruction which includes the Agency's safety policy, and a review of how it relates to their safe operation of Agency vehicles. Maintenance employees are communicated the Agency's Safety Policy once per month during regularly scheduled safety meetings. The Safety Committee addresses the Agency's Safety Policy with Administrative employees at the monthly Safety Committee Meeting, and the representatives take the information back to department staff meetings.

The Safety Management Policy is reinforced using "Driver TV," which plays continuous loops of safety policy communications that are updated each month with information geared toward relevant current trends.

The Agency maintains a Monthly Safety Campaign program for all operators and maintenance personnel. Material for the monthly campaigns cover mandated training topics such as Heat Illness Prevention and Bloodborne Pathogens, but a review of recent trends in safety events within the system also help tailor the monthly campaigns in effort to meet Safety Performance Targets.

Safety Accountabilities and Responsibilities

Authorities, Accountabilities, and Responsibilities	
Describe the authorities, accountabilities, and responsibilities of the following individuals for the development and management of the transit agency's Safety Management System (SMS).	
Accountable Executive	~~Tom Koper, **Acting Public Works Director/City Engineer (APWD/CE)**~~ **Anne K. Turner, Community Services Director**

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Authority/Accountability	The **APWD/CE** has ultimate accountability to ensure the proper development and implementation of Agency's Safety Plan. The **APWD/CE** has the authority to designate the appropriate funding for necessary safety related items.
Chief Safety Officer or SMS Executive **Responsibility/Authority**	Sudesh Paul, ~~Transit Safety and Security Manager~~Transit Program Manager The Transit ~~Safety and Security~~Program Manager has the responsibility to develop and ensure implementation throughout the Agency. ~~The Transit Safety and Security Manager~~ and has the authority to implement safety mitigating measures and recommendations.
Agency Leadership and Executive Management **Responsibility/Authority**	~~Tom Koper, Acting Public Works Director/City Engineer~~ **Anne K. Turner, Community Services Director;** Cynthia Lara, Community Assistance Manager; Sudesh Paul, Chief Safety Officer or SMS Executive; Sudesh Paul, ~~Transportation Planning Supervisor~~Transit Program Manager ~~; Gerardo Sanabria, Transportation/Associate Engineer~~ The entire leadership team has the responsibility to model, encourage and enforce behaviors that are consistent with the Agency's number one core value, Safety. They are vested with the authority to carry out this task and are to ensure that Safety is always primary in any decisions about Agency business.
MV Transportation Agency Contractor Operator Leadership and Executive Management **Responsibility/Authority**	Catherine Wynne, General Manager; Britney Pimentel Assistant General Manager; ~~Glen Dias~~Alex Sierra, Maintenance Manager, George Mbulo Jr., Director of Safety (Southern CA); ~~Edward Baxter, Road Supervisor, Pricilla, Najera~~Veronica Ramirez, Road Supervisor. The entire MV Transportation leadership team has the responsibility to model, encourage and enforce behaviors that are consistent with the Agency's number one core value, Safety. They are vested with the authority to carry out this task and are to ensure that Safety is always primary in any decisions about Agency business.
MV Transportation Key Staff	**General Manager**: Ultimate responsibility for the safety performance of the location and authorizes activities to support an effective SMS. ~~Operations~~ **Assistant General Manager** (Britney

Pimentel): Responsible for promoting operational safety and adhering to our policies and procedures. **Safety and Training Manager** (Catherine Wynne): Responsible for the day-to-day implementation and operation of the SMS. **Maintenance Manager**: Responsible for OSHA compliance and site-specific maintenance activities.
Trainers / Instructors (~~Audie Alexandre~~George Mbulo Jr., ~~Glen Dias~~Alex Sierra, Catherine Wynne): Responsible for ensuring that we are training every employee to proficiency in accordance with our performance standards. **Supervisors** (~~Edward Baxter and Priscilla Najera~~Veronica Ramirez): Responsible for playing an active role in SMS activities, including sufficient road observations and identifying potential safety hazards with recommended solutions.
Location Safety Committee (the committee is composed of MV Transportation and Corona staff, refer to Safety Committee attachment): Responsible for ensuring that reported safety items are reviewed and addressed, as well as discussing proactive measures to mitigate future risk.

Employee Safety Reporting Program

Vehicle Safety Defects Reporting

Coach operators complete pre-trip vehicle inspections prior to pulling from the yard and during relief, using an approved California Highway Patrol inspection form to report safety or mechanical defects. The completed form is turned into dispatch upon pulling the bus back into the yard. Completed forms are collected periodically throughout the day by maintenance staff and repairs are then made if necessary. If a safety or mechanical defect is reported to dispatch prior to pull out, a mechanic will inspect the defect and determine if the coach is safe for operation. If determined the bus is unsafe, it will be placed on hold and will not be released to operations until the necessary repairs are completed and signed off by the mechanic. If a safety or mechanical defect is reported while in service, dispatch will confer with a maintenance supervisor to determine the next course of action i.e. bus exchange, maintenance road call, or safe to continue operation.

On-Route Safety Issue Reporting Procedures

All events, incidents or accidents are reported by the operator or reporting staff to dispatch via Clever Device, two-way Bolt radio communication, or cell phone. Dispatch will advise the operator what report must be completed and/or refer the issue to the operations manager if necessary. If an incident or accident occurs, the operator or reporting staff will complete the appropriate report and turn it in to dispatch. Dispatch will then place the report in the Risk Management's mailbox for review. For accidents, if Risk Management determines it was a preventable accident, they will forward their findings

to the training manager who will then schedule the employee for retraining. For incidents, Risk Management will determine if there is certain behavior by the employee that caused the incident to take place, they will report their finding in an observation report to the operations manager who then will determine if retraining and/or discipline will take place. If the accident or incident was not the fault of the employee, Risk Management will attempt to mitigate the hazard utilizing CCTS' hazard identification and resolution process that is detailed starting on p. 10.

Employee Behaviors/Retraining Procedures

If the operator or staff has accountability relating to an incident or accident, a retraining form is completed, and the employee is retrained via on the road and/or a verbal/written coaching by either a training instructor or operations supervisor. All retraining documentation is signed by the employee and supervisor/training instructor and filed in the employees personnel file and in Oracle software. Any operator behavior determined to be "at-risk" results in retraining. Any operator behavior determined to be reckless could result in punitive/disciplinary measures.

Other Employee Safety Reporting Procedures

CCTS' safety culture encourages employees to report safety related issues or concerns. In addition to the vehicle safety defect reports, incident reports, and accident reports, safety suggestion boxes are in employee break and lounge areas and checked frequently. All employees are encouraged to utilize these boxes and may do so anonymously. All employee concerns/suggestions are addressed and communicated back to the employee submitting the suggestion/concern.

All Agency functional areas are represented on the Agency Safety Committee. The Committee meets each quarter, and employees are encouraged to bring forward any safety related concerns. The meeting is concluded with a "round-table" open forum discussion to ensure each member has an opportunity to contribute.

CCTS/MV Transportation ensures no action is taken against any employee who discloses a safety matter through the employee safety reporting program, unless disclosure reveals beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures.

II.   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.

Monthly Facility Inspections

Inspections of CCTS facilities are conducted on a regular basis, no less than monthly. The Corona/MV Transportation staff conducts regular facility inspections to identify any potential safety hazards/risks and coordinates the abatement of such items with Facilities and/or Maintenance.

Reporting

All operations and maintenance personnel are required to submit a report after the occurrence of any safety event. The reports are submitted to the Risk Management Department for processing. This processing includes review of the report, classification of the incident/accident type, documentation of the event in the Agency's Accident/Incident database, and investigation/recovery of additional evidence (including audio and video).

Training

Through regular annual training, employees are encouraged to report any observed/identified conditions throughout the Agency's service area to the Risk Management Department by way of the Safety Suggestions Boxes or their Safety Committee representatives.

All safety events are reviewed by the Risk Manager. When an event is rated as preventable, a notice is issued to the operator advising them of the preventable rating. The operator is given the option of having the rating determination reviewed by an Accident Review Board Panel.

A copy of the notice is sent to the Training Manager, who immediately schedules a mandatory re-training with the operator. This re-training is carried out regardless of the outcome of any review, if requested by the operator

Assessment

Regular assessments are conducted in conjunction with the Transportation Security Administration, Department of Homeland Security to review potential risks, Agency policies and procedures, as well as the physical security of the Agency's facilities. Action items are created, and coordination with the appropriate department management personnel Is initiated by the Transit Safety and Security Manager to ensure follow up and completion of such items to correct deficiencies.

Quarterly Accident Reviews

A quarterly review is conducted of safety events. A committee made up of staff from Operations, Risk Management and Training review all safety events for the previous quarter to determine what mitigating measures may be implemented to prevent reoccurrence of similar events.

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These reviews include analysis of accidents by type, location (using geo mapping), frequency and severity. Additionally, the data may be broken down by seniority (or other demographic information) to determine if there are any identifiable patterns are occurring.

Hazard Management Process

A hazard is any real or potential condition that can cause injury, illness, or death; damage to or loss of a system, equipment, or property; or damage to the environment. CCTS's hazard identification and resolution process has been implemented to ensure potential hazards are systematically identified, evaluated, and resolved during design, construction, and revenue operations. Through this process, CCTS seeks to minimize and eliminate injuries to passengers, employees, and the general public, and to prevent service delays and damage to property, equipment, and the environment.

Purpose

This section outlines CCTS/MV Transportation formal process used to identify, evaluate, and mitigate potential hazards associated with transit operations and maintenance. Hazards identified are analyzed for potential impact and resolved by design, procedure, warning device, or other method so that identified hazards are at a point that is As Low as Reasonably Practicable (ALARP).

Hazard Management Consists of:

- Hazard identification
- Hazard investigation, evaluation, and analysis
- Hazard mitigation, control, and elimination
- Hazard tracking

Hazard Identification

The physical and functional characteristics of the system to be analyzed are CCTS operations, maintenance, facilities, procedures, employee practices, and general contract oversight.

Knowledge of how the individual system elements interface with each other is essential to the hazard identification effort. Hazards may be identified through:

- Daily tasks and routine activities conducted by CCTS staff and contractors
- Inspections and observations conducted by CCTS Risk Management
- Internal audits and records reviews
- External audits conducted by regulatory agencies
- Design reviews where representatives of Safety and Security as well as Operations Divisions participate
- Hazard analyses and special reports prepared by consultants, CCTS employees, contractors, and suppliers
- Hazards that develop as a result of accidents/incidents
- Information from other transit systems

Employee Hazard Reporting

CCTS has provided a Safety/Security Hazard form that is available in paper form at CCTS facilities. This form may be used by all employees and contractors to report hazards throughout the system. Once an employee/contractor submits the form, a supervisor/manager must enter that information into the CCTS Safety database and determine a risk assessment using the predetermined hazard assessment table. Once the hazard has been assigned a risk level, a corrective action must be assigned to all hazards and resolution achieved, prior to any close out. CCTS' Transit Transportation Planning Supervisor is ultimately responsible for ensuring all corrective actions are addressed and closed out in a timely fashion. It the hazard requires additional resources beyond those assigned responsibility, the Transit Safety and Security Manager may assign the hazard to the applicable Risk Register.

Infectious Disease Prevention

CCTS follows the Center for Disease Control (CDC) guidelines for all infectious disease exposures. CCTS will also monitor the Riverside County Office of Public Health and California Occupational Safety and Health Administration (OSHA) guidelines and maintain the highest level of employee safety. In addition, the City has developed and implemented the COVID-19 Prevention Program which is designed to control employees' exposure to COVID-19 that may occur in the workplace. These document can be found on the City's intranet and in the appendix of this plan. Further, the City's transit operations contractor, MV Transportation, has updated its Injury and Illness Prevention Program to include COVID-19 Health and Safety Preparedness. This document is also included in the appendix.

III.   Safety Assurance

Safety Performance Monitoring and Measurement

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

Reporting

All operations and maintenance personnel are required to submit a report after the occurrence of any safety event. The reports are submitted to the Risk Management Department for processing. This processing includes review of the report, as well as video from the bus or facilities cameras to determine compliance with procedures for operations and maintenance. If non-compliance is observed, an observation report is completed and forwarded to the Surveillance Specialist (SS-Road Supervisor collect video, General manager/Assistant GM will review). The SS will open a disciplinary case by assigning an Occurrence Number to track the matter through to conclusion.

Investigations

Any collision, and all accidents involving property damage or injury to person is immediately investigated by an Operations and/or Road Supervisor. Analysis to determine the root cause of the event is conducted, as well as a review of any procedures or policies for which violations of may have contributed

to the event. This information is tracked in the Accident/Incident database and reviewed on a quarterly basis to determine if mitigations implemented have been effective in meeting benchmarks as outlined in the Management of Change section below under "Quarterly Reviews."

Safety Information Monitoring

A quarterly review is conducted of safety events. A committee made up of staff from Operations, Risk Management and Training review all safety events for the previous quarter to determine what mitigating measures may be implemented to prevent reoccurrence of similar events.

These reviews include analysis of accidents by type, location (using geo mapping), frequency and severity. Additionally, the data is broken down by seniority to determine if events are occurring among less senior operators more frequently or more severely to assess whether training or experience are factors in the events.

Proactive Observations and Evaluations

The Agency deploys 3 types of Proactive Observations/Evaluations:

1) *Coach Operator Performance Profile*

The Agency performs an annual performance evaluation of every coach operator. The document records (see attached Coach Operator Performance Evaluation Form) an operator's safety record, compliance to rules and regulations and attendance. An Operations Supervisor meets with the Coach Operator and goes over their record for the year and gives them recommendations for improvement, if necessary.

2) *On-Board Observation*

The Agency deploys trained on-board evaluators (secret shoppers) to perform an in-person observation of each operator at least once a year. The on-board evaluators ride a minimum of 20 minutes and observe for core skills as a basis for their evaluation. If any deficiencies are observed the coach operator is coached/counseled/retrained as necessary.

3) *External Observation*

The Agency performs an annual field observation for every coach operator. An Operations Supervisor follows the bus in a supervisor vehicle and observes for core skills as a basis for evaluation. If any deficiencies are observed the coach operator is coached/counseled/retrained as necessary.

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

Safety Inspections

Regular routine inspections are also conducted by the Agency's contracted bus operators on a daily basis, pre-trip and post-trip inspections. Any concerns, hazards or risks are reported in the Daily Vehicle

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Inspection Report, immediate concerns are communicated to Dispatch, Maintenance, Management Staff, such issues are documented in the Dispatch Log, and Maintenance Log.

Monthly Facility Inspections

Inspections of CCTS transit operating facilities are conducted on a regular basis, no less than monthly. The Transit General Manager conducts regular facilities and revenue vehicle inspections to identify any potential safety hazards/risks and coordinates the abatement of such items with Facilities and/or Maintenance—see Form "GM Monthly Facility Safety Audit FormREV".

Quarterly Reviews

A quarterly review is conducted of safety events. A committee made up of staff from Operations, Risk Management and Training review all safety events for the previous quarter to determine if recommended mitigations were effective in meeting safety performance targets or were not implemented as intended.

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

Root Cause Analysis

Any collision, and all accidents involving property damage or injury to person is immediately investigated by an Operations and/or Road Supervisor. Analysis to determine the root cause of the event is conducted, as well as a review of any procedures or policies for which violations of may have contributed to the event. This information is included in the Risk Management report processing.

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

Hazard Investigation, Evaluation, and Analysis

Employees are encouraged to immediately address hazards that may be easily resolved, such as a trip hazard that may be easily moved. Hazards that require more extensive measures for resolution should be elevated to managers or safety committees for corrective action. Managers and safety committees are encouraged to conduct appropriate investigations to determine the potential risk as evaluated through examining the severity and probability of the hazard.

Hazard severity is the measure of the consequence the hazard presents. The greater the potential hazard consequence, the more severe the hazard. Below is a chart describing the Hazard Severity Categories:

Hhazard sSeverity cCategories

CATEGORY NAME	LEVEL	CHARACTERISTICS
Catastrophic	1	Fatality or multiple severe injuries, severe environmental damage, total system loss, extreme financial loss to CCTS

Critical	2	Severe injury or occupational illness, significant environmental, system or equipment damage, major service disruptions, significant financial loss to CCTS
Marginal	3	Minor injury or occupational illness, minor environmental, system, or equipment damage, minor service disruption
Negligible	4	Less than minor injury or occupational illness, less than minor environmental, system or equipment damage. Insignificant service disruption.

The probability that a consequence associated with a given hazard will occur can be described in potential occurrences per unit of time, events, population items or activity. The hazard consequence occurrence probability, or frequency of occurrence, represents a qualitative judgment of the relative likelihood of occurrence of an accident caused by an uncorrected or uncontrolled hazard as a result of a particular event or series of events. All identified hazards are assigned one of five probability levels, as provided in the Hazard Frequency Categories chart below:

Hazard Ffrequency cCategories

Probability Levels			
Description	**Level**	**Specific Individual Item**	**Fleet Inventory**
Frequent	A	Likely to occur often in the life of an item.	Continuously experienced.
Probable	B	Will occur several times in the life of an item.	Will occur frequently.
Occasional	C	Likely to occur sometime in the life of an item.	Will occur several times.
Remote	D	Unlikely, but possible to occur in the life of an item.	Unlikely, but can reasonably be expected to occur.
Improbable	E	So unlikely, it can be assumed occurrence man not be experienced in the life of an item.	Unlikely to occur, but possible.
Eliminated	F	Incapable of occurrence. This level is used when potential hazards are identified and later eliminated.	Incapable of occurrence. This level is used when potential hazards are identified and later eliminated.

A qualitative hazard probability will be derived from research, analysis, and evaluation of safety data from the operating experience of CCTS or other similar transit agencies. The term fleet or inventory in the table refers to the number of units or size of system elements as an aggregate in the CCTS system (e.g., the number of bus stops, collectively). Therefore, the table provides a qualitative probability category for a particular event occurring within the entire inventory of stops, or at a single stop, for example.

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Risk assessment determines the acceptability of assuming a risk associated with a hazard, the necessity of implementing corrective measures to eliminate or reduce the hazard, or a combination of both. Hazard risk assessment involves categorization of hazard severity and probability of occurrence. The guidelines for determining hazard risk are presented in the tables below:

HAZARD SEVERITY CATEGORY	LEVEL
Catastrophic	1
Critical	2
Marginal	3
Negligible	4

HAZARD FREQUENCY CATEGORY	LEVEL
Highly Probable	A
Probable	B
Possible	C
Unlikely	D
Highly Unlikely	E
Eliminated	F

Hazard Assessment Table

Safety Risk Assessment Matrix				
Severity → / Probability ↓	Catastrophic 1	Critical 2	Marginal 3	Negligible 4
A-Frequent	1A	2A	3A	4A
B- Probable	1B	2B	3B	4B
C-Occasional	1C	2C	3C	4C
D- Remote	1D	2D	3D	4D
E- Improbable	1E	2E	3E	4E
F- Eliminated				
Safety Risk Index Ranking				
1A, 1B, 1C, 2A, 2B	High	Unacceptable		
1D, 2C, 3A, 3B	Serious	Undesirable - With management decision required		
1E, 2D, 2E, 3C, 3D, 3E, 4A, 4B,	Medium	Acceptable - with review by management		
4C, 4D, 4E	Low	Acceptable - without review		

Unacceptable means the hazard cannot remain as is and must be mitigated.

Undesirable means that the hazard should be mitigated, if possible, within fiscal constraints.

Acceptable with review means that CCTS management must determine that the risk associated with the hazard is acceptable with proposed mitigations**.**

Acceptable without review means that the hazard can remain.

Regulatory Accident/Incident Reporting Thresholds

All accident and incident reporting must be completed by CCTS and its contractors. The following is a list of minimum regulations that must be met; however, it does not exempt CCTS or its contractors from meeting all the reporting requirements and is not all-inclusive:

- CFR, Title 49, Section 674 (FTA)
- General Order 164-E, Section 7 (CPUC)

Hazards and Corrective Actions Tracking

Hazards needing correction are entered and tracked in the CCTS Safety database. Corrective actions will have: 1) original finding information, 2) a suggested corrective action, 3) the responsible parties assigned, and 4) a due date identified. The CCTS safety data base is designed to provide notification of the corrective action to responsible parties as well as alert them of upcoming due dates and overdue corrective actions. Individuals assigning a corrective action and those responsible for the corrective action are expected to work together to effectively mitigate and/or eliminate the issue.

Hazards Communications and Reporting

CPUC Hazard Reporting Thresholds

Per the requirements of CPUC General Order 164-E Section 6 (e), CCTS shall report the following hazards to CPUC:

- Near miss industrial accident on CCTS property with potential for serious injury or fatality
- Any major hazardous material spill meeting the federal government's reporting threshold

IV. Safety Promotion

Safety Performance Monitoring and Measurement

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

City of Corona Transit Service, Safety Management System (SMS)

Reporting

All operations and maintenance personnel are required to submit a report after the occurrence of any safety event. The reports are submitted to the Risk Management Department for processing. This processing includes review of the report, classification of the incident/accident type, documentation of the event in the Agency's Accident/Incident database, and investigation/recovery of additional evidence (including audio and video).

Investigations

Any collision, and all accidents involving property damage or injury to persons are immediately investigated by an Operations or Maintenance Supervisor. Analysis to determine the root cause of the event is conducted, as well as a review of any procedures or policies for which violations of may have contributed to the event. This information is included in the Risk Management report processing and is accumulated for further analysis and discussion as outlined in the Management of Change section below.

Safety Information Monitoring

A quarterly review is conducted of safety events. A committee made up of staff from Operations, Risk Management and Training review all safety events for the previous quarter to determine what mitigating measures may be implemented to prevent reoccurrence of similar events.

These reviews include analysis of accidents by type, location (using geo mapping), frequency and severity. Additionally, the data is broken down by seniority to determine if events are occurring among less senior operators more frequently or more severely to assess whether training or experience are factors in the events.

Proactive Observations and Evaluations for Operator Safety Adherence

The Agency deploys 3 types of Proactive Observations/Evaluations:

1) *Coach Operator Performance Profile*

The Agency performs an annual performance evaluation of every coach operator. The document records (see attached Evaluation Master.pdf) reflect on the operator's safety record, compliance with rules and regulations and attendance. An Operations Supervisor meets with the Coach Operator and goes over their record for the year and gives them recommendations for improvement, if necessary.

2) *On-Board Observation*

The Agency deploys trained on-board evaluators (secret shoppers) to perform an in-person observation of each operator at least once a year. The on-board evaluators ride a minimum of 20 minutes and observe for core skills as a basis for their evaluation. If any deficiencies are observed the coach operator is coached/counseled/retrained as necessary.

3) *External Observation*

The Agency performs an annual field observation for every coach operator. An Operations Supervisor follows the bus in a supervisor vehicle and observes for core skills as a basis for evaluation. If any deficiencies are observed the coach operator is coached/counseled/retrained as necessary.

V.   Management of Change (Not Required for Small Public Transportation Providers)

Describe the process for identifying and assessing changes that may introduce new hazards or impact safety performance.

CCTS and its contractor will evaluate and maintain a record of environmental, operational, and system changes as to adapt to the change or situation; and include any structural updates that would need to be documented within CCTS' SMS.

Configuration and Change Management

Configuration Management (CM) details the process used to make configuration changes to the transit system. Change management is the process and procedure used to manage significant operational changes that will have a direct impact on system safety.

CM refers to a discipline for evaluating, coordinating, approving or disapproving, and implementing changes in a transit system. The CM process ensures there is a process to document changes from the initial concept through development, implementation, and on-going evaluation of results.

Successful CM requires a well-defined and institutionalized set of policies and procedures to ensure that all CCTS Divisions as well as contractor staff that are affected by the configuration changes are formally notified and approve of the change.

Bus Operations and Transit Planning

The Operations (MV Transportation), Planning (Corona staff) are responsible for configuration management activities related to managing and documenting significant changes and/or modifications to CCTS' transportation system, and for verifying that new system elements and modifications in development are reviewed by key stakeholders at appropriate intervals for input and/or approval.

For these types of modifications to mission-critical equipment, facilities, infrastructure, and/or procedures, the Operations, Planning and Facilities divisions have accountability as follows:

Planning

- Evaluate routes based on customer requests, on-time performance, ridership data
- Create a service change guide and hold public meetings throughout the service area to gather feedback from key stakeholders
- Meet with appropriate stakeholders

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- Present the service changes (including new, modified and cancelled routes) to Corona's Council as part of the yearly budget process
- Implement service changes as needed, unless a safety issue arises that warrants immediate action
- Issue documents regarding the service change to Contract Ops for review service change before each bid
- Monthly service meeting planning, maintenance, and operations
- Planning staff attends safety meetings for Contract Ops every month to gather feedback on changes, receive comments on current potential safety issues
- Planning staff attends Safety committee to discuss any safety concerns related to service planning
- Planning staff attends quarterly ADA meeting to gather feedback on service changes/ADA needs
- A comprehensive review is conducted, and approvals/signoffs are secured from key stakeholders before such changes are made
- Primary and secondary safety and functional impacts of a proposed change are identified, evaluated, and addressed early in a project's design phase
- The completed modifications are properly incorporated into the existing system

Operations

- Safety inspections of bus stop conditions and associated amenity during daily routine maintenance of bus stops (pad, bench, trash receptacle, shelter)
- Priority repair/service is scheduled for safety related items
- Annual refurbishment of bus stop amenities
- Keep up to date on the Agency's ADA policy
- Attend the Agency's safety committee meetings
- Review the Agency's accident & incident reports related to bus stops
- Maintain daily communications with internal & external stakeholders

VI.   Continuous Improvement (Not Required for Small Public Transportation Providers)

Describe the process for assessing safety performance. Describe the process for developing and carrying out plans to address identified safety deficiencies.

Quarterly Accident Reviews

A quarterly review is conducted of safety events. A committee made up of staff from Operations, Risk Management and Training review all safety events for the previous quarter to determine what mitigating measures may be implemented to prevent reoccurrence of similar events.

These reviews include analysis of accidents by type, location (using geo mapping), frequency and severity. Additionally, the data is broken down by seniority to determine if events are occurring among less senior operators more frequently or more severely to assess whether training or experience are factors in the events.

Daily Reviews

All reports of safety events throughout the system are reviewed daily. Particular attention is directed to the identification of safety deficiencies. Whether the deficiencies are of an engineering or administrative nature, immediate action is taken to implement mitigating measures wherever and whenever appropriate.

When an engineering deficiency is identified, the Risk Management team works with the appropriate department to brainstorm and implement mitigating measures. Common examples of these types of deficiencies are overgrown trees interfering with proper service stops, etc.

When administrative deficiencies are identified, employee re-training is immediately scheduled and carried out. When deficiencies are of a significant nature, the operator may be removed from service until such time as the re-training has occurred.

VII.   Program Implementation
Responsibility for the AGENCY SAFETY PLAN

The Transit Safety and Security Manager is responsible for the content, maintenance, and dissemination of this plan. The AGENCY SAFETY PLAN is a living document, available for review at all times to all CCTS employees and Contractors. Comments and revisions may be submitted to the Transit Safety and Security Manager for evaluation and inclusion in the next iteration of the plan. The signed copy of the current plan will be maintained in the Risk Management Department.

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Continuous Plan Evaluation

During internal audit activities or the issuance of new regulations or recommended industry wide practices, Risk Management will continuously evaluate the relevancy and applicability of this AGENCY SAFETY PLAN.

All revisions will be noted in the revision record at the beginning of the document. If any revision requires a change in process, a notice will be disseminated to appropriate personnel explaining the 1) document change, 2) reason for change, 3) and its impact on any job functions. CCTS employees and Contractors will be notified of a substantially revised plan by an email or letter from CCTS' Transit Safety and Security Manager.

The revised plan will be disseminated by one or more of the following methods: delivered as a hard copy and/or emailed as a soft copy to each relevant operating entity, or available through request from Risk Management. Contractor employees will be required to sign a hard copy of the plan.

Strategic Communications and Coordination

CCTS maintains a Safety Communication Plan that is consistent with the requirements of SMS. The Safety Communications Plan supports the timely and effective notification and communication between CCTS and its key stakeholders that includes customers, contractors and the general public. Communications and coordination between CCTS, the service contractors, other system users, and interested parties, both internal and external, is facilitated through:

Contractor Safety Meetings: All contractor employees meet monthly to address safety concerns and issues discovered through the routine operation and maintenance of the service system. Multiple meetings in all divisions are scheduled to allow all staff to attend. The meeting is led by a representative from the contractor safety team. CCTS Risk Management staff attend and actively participate in these meetings no less than quarterly.

Transit Safety and Security Manager

The CCTS Transit Safety and Security Manager is responsible for the implementation of the AGENCY SAFETY PLAN. Specifically, the Transit Safety and Security Manager:

- Issues and maintains the AGENCY SAFETY PLAN
- Promotes the Culture of Safety
- Oversees the Hazard Management Process
- Collects and analyzes safety data
- Oversees the accident/incident investigation
- Assures AGENCY SAFETY PLAN compliance/procedures review
- Conducts safety reviews/inspections
- Ensures compliance with safe and healthy work practices by employees and contractors
- Communicates with employees regarding occupational health and safety issues

- Identifies, evaluates and corrects hazards in a timely manner
- Assists other departments in resolving hazards
- Ensures that all accidents, injuries, and illnesses are investigated and that recommendations for corrective actions are developed and implemented as warranted
- Ensures compliance with local, state and federal requirements

Public Safety Outreach

CCTS will provide safety information to passengers and public utilizing the three "E's" of safety: Education, Engineering and Enforcement.

Educational opportunities for the customers and public will include relevant safety information in the CCTS Brochures, on the CCTS website, advertising and community events.

VIII. Policies and Procedures

The programs, policies and procedures that the Agency uses to carry out its Agency Safety Plan are listed below. They can be found on the Agency's Public Works "G-Drive" under "Corona's Public Transportation Agency Safety Plan-Documents," "Policies and Procedures" at the following links (will be located at URL…):

1. **MV TRANSPORTATION'S "SAFETY MANAGEMENT SYSTEM PLAN 2019"**

   (All Cited Forms and Policies within MV Transportation's "Safety Management System Plan 2019"

   a. *Safety Policy S-1, Incidents - Determining Preventability*
   b. *Safety Policy S-10, Compliance ~~With~~with Federal And State Safety Regulations*
   c. *Safety Policy S-12, Driver Refresher Training*
   d. *Safety Policy S-18, Drivers - Prepared ~~For~~for Work*
   e. *Safety Policy S-21, Facility Emergency Action Plan*
   f. *Safety Policy S-27, Safety Meetings (must include CCTS Staff)*
   g. *Safety Policy S-30, Injury Investigation - Supervisor Responsibility*
   h. *Safety Policy S-32, Accident/Incident Reporting Procedures*
   i. *Safety Policy S-37, New Driver Assessment / Validation*
   j. *Safety Policy S-39, Location Safety Committees*

2. **"GM MONTHLY FACILITY SAFETY AUDIT FORMREV" (MV TRANSPORTATION'~~s~~)**

3. **OPERATOR'S EVALUATION AND REFRESHER TRAINING FORM**

   ~~a.~~ *SF-1, Driver Skills Evaluation And Refresher Training Form*

4. **COACH OPERATOR PERFORMANCE EVALUATION FORM**

5. **MV'S DRUG AND ALCOHOL POLICY**

6. **MV'S EMPLOYEE HANDBOOK**

   1. *(Issue Date: ~~September 19, 2016~~January 1, 2018)*

7. MV's INJURY AND ILLNESS PREVENTION PROGRAM

    Issue Date:

    ~~EMPLOYEE SAFETY REPORTING PROGRAM (LOCATED AT PG. 10 OF MV TRANSPORTATION'S "SAFETY MANAGEMENT SYSTEM PLAN 2019)~~

8. MV's ROOT CAUSE ACCIDENT/INJURY FORM

9. MV's VIDEO EVIDENCE CHAIN OF CUSTODY POLICY / FORM

10. CCTS SMS HAZARD & INCIDENT REPORT FORM

11. SAFETY COMMITTEE MEMBERSHIP

12. CITY OF CORONA_COVID-19 PREVENTION PROGRAM_REV 2021-1

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List of Definitions and Acronyms Used

Accident – An event that happens expectantly which may result in an undesirable or unfortunate happening causing harm, injury, damage, or loss. As defined in GO-164E, an event that involves any of the following: a loss of life; a report of a serious injury to a person; a collision involving a rail transit vehicle; a runaway train; an evacuation for life safety reasons; or a derailment of a rail transit vehicle, at any location, at any time, whatever the cause.

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.

Agency or Transit Agency – means City of Corona Transit Service.

American Disabilities Act (ADA) – The American with Disabilities Act of 1990 gives civil rights protection to individuals with disabilities. Federal law prohibits discrimination on the basis of disability in employment, state and local government, public accommodations, commercial facilities, transportation and telecommunications.

California Public Utilities Commission (CPUC) – State regulatory agency that oversees and regulates railroad and rail fixed guideway safety in the State of California.

California Highway Patrol (CHP) – enforce traffic laws and manage traffic and emergency incidents in California

Caltrans – means the California Department of Transportation.

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.

City of Corona Council – means governing body of City of Corona Transit Service.

~~City of Corona Transit Service (CCTS)~~

CPUC Staff – CPUC employees responsible for safety oversight of RTAs.

Code of Federal Regulations, Chapter 49 (49 CFR) – Federal regulations governing all activities on the general railroad system of transportation in the United States.

Contractor – A third party operating or maintenance provider that performs tasks required on behalf CCTS.

Corrective Actions (CAs) or Corrective Action Plan (CAP) – Actions or a plan of actions that describes the tasks or measures implemented to minimize, mitigate, control, correct, or eliminate hazard, and the schedule for implementing those actions.

Emergency – An unexpected serious event or situation which requires immediate response to the urgent needs of the situation, or to maintain the security and/or integrity of the system, including, but not limited to, any of the following:

a) Any accident that meets reporting criteria for a regulatory agency
b) Any injury or illness requiring immediate medical attention, or fatality, involving persons on board a revenue vehicle
c) Threatened, attempted, or successful suicides
d) Serious threat to the security or safety of passengers and/or employees
e) Any event requiring the evacuation of a passenger train
f) Derailments on the main track or controlled siding
g) Any unplanned event causing a significant disruption of rail service which may require the arrangement of alternative transportation for CCTS system passengers.

Employees – When used in this document, all executives, management, staff, labor, consultants, and contractors (and their sub-contractors) of CCTS.

Event – means any Accident, Incident, or Occurrence.

Federal Transit Administration (FTA) – FTA means the Federal Transit Administration, an operating administration within the United States Department of Transportation.

Hazard – Any real or potential condition (as defined in CCTS' hazard management process) that can cause injury, illness, or death; damage to or loss of a system, equipment, or property; or damage to the environment.

Hazard Analysis – Any analysis performed to identify hazards for the purpose of their elimination, mitigation, or control.

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.

Metropolitan Planning Organization (MPO) - A metropolitan planning organization is a federally mandated and federally funded transportation policymaking organization in the United States

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that is made up of representatives from local government and governmental transportation authorities.

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

Near Miss – A narrowly avoided accident. In railroad reporting, a near miss is any interaction with an object, vehicle or trespasser on or near the right of way which causes the engineer or operator to adjust the controls of the rail vehicle to include braking or slowing down.

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 Ppublic tTransportation Ssystem—means a provider of public transportation as defined under 49 U.S.C. 5302(14).

Passenger – A person who is on board, boarding, or alighting from an CCTS vehicle for the purpose of travel.

Performance Mmeasure—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 tTarget—means a specific level of performance for a given performance measure over a specified timeframe.

Personal Electronic Device (PED) – A device including but not limited to wireless phones, personal digital assistants, smart phones, two-way pagers, portable internet devices, laptop computers, DVD players, audio players, iPods, MP3 players, electronic games, Bluetooth devices, or any headphones or earbuds.

Public Transportation Agency Safety Plan (PTASP) – The comprehensive agency safety plan for RTAs that is required by 49 CFR 673 and based on Safety Management System.

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

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

Risk Management Department -- When used in this document is composed of the CCTS Transportation Planning Supervisor and MV Transportation's General Manager who will receive information, reports and will make a determination of who will receive such information up to the Risk Management Department of the City of Corona and MV Transportation.

Risk mMitigation—means a method or methods to eliminate or reduce the effects of hazards.

Safety – Freedom from harm resulting from unintentional acts or circumstances.

Safety Assurance—means processes within a transit agency's Safety Management System that functions to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

Safety Certification – The series of acts or processes that collectively verify the safety readiness of a project for public use.

Safety Committee –composed of Contractor staff and City of Corona staff refer to Safety Committee attachment for committee membership.

Safety Management Policy—means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees in regard to safety.

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

Safety Management System (SMS) Executive—means a Chief Safety Officer or an equivalent

Safety Performance Target—means a Performance Target related to safety management activities.

Safety Promotion—means a combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.

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

Safety Risk Management—means a process within a transit agency's Public Transportation Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.

Safety Sensitive Employee – Safety-sensitive function means any of the following duties, when performed by employees of recipients, subrecipients, operators, or contractors:

1) Operating a revenue service vehicle, including when not in revenue service;
2) Operating a nonrevenue service vehicle, when required to be operated by a holder of a Commercial Driver's License;
3) Controlling dispatch or movement of a revenue service vehicle;
4) Maintaining (including repairs, overhaul and rebuilding) a revenue service vehicle or equipment used in revenue service. This section does not apply to the following: an employer who receives funding under 49 U.S.C. 5307 or 5309, is in an area less than 200,000 in population, and contracts out such services; or an employer who receives funding under 49 U.S.C. 5311 and contracts out such services;
5) Carrying a firearm for security purposes.

Vehicle means a bus, electric bus, van, automobile, rail car, trolley car, trolley bus, or vessel. A

public transportation vehicle is a vehicle used for public transportation or for ancillary services.

Security – Freedom from harm resulting from intentional acts or circumstances.

Security Sensitive Information (SSI) – A category of sensitive but unclassified information under the United States government's information sharing and control rules. SSI is information obtained in the conduct of security activities whose public disclosure would, in the judgement of specified government agencies, harm transportation security, be an unwarranted invasion of privacy, or reveal trade secrets or privileged or confidential information. SSI is governed by Title 49 of the Code of Federal Regulations (CFR), parts 15 and 1520.

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.

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, Puerto Rico, the Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands.

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.

System Safety – A principle of safety management, developed by the U.S. Military, which recognizes that all organizational plans, programs, policies, practices, and procedures impact the safety of the system as a whole. It requires that these be developed and implemented through a review process that provides for integration of individual departmental needs with the hierarchical needs of the entire system and/or organization.

Transit agency—means an operator of a public transportation system.

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