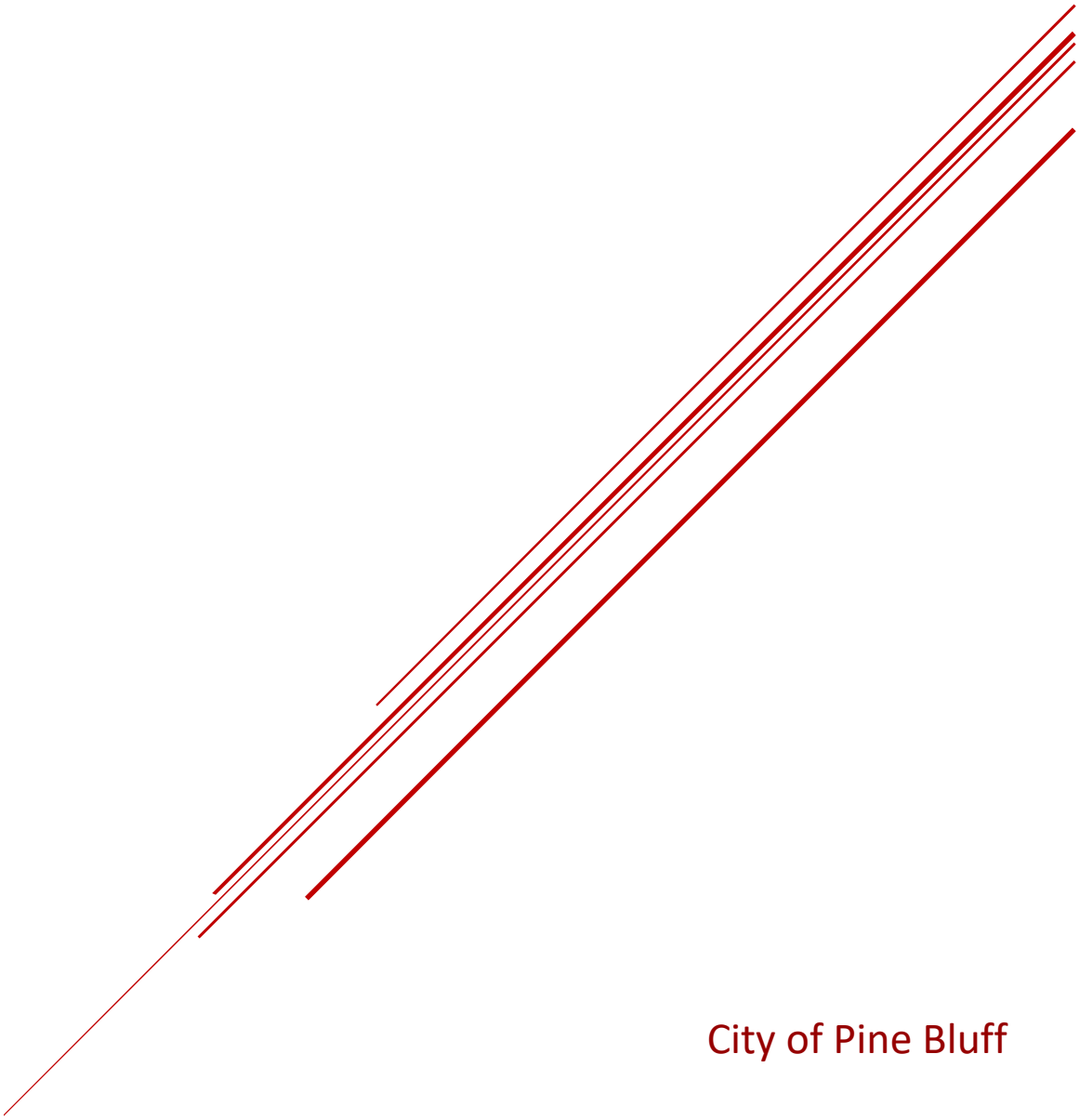
PTASP



City of Pine Bluff

Agency Safety Plan

City of Pine Bluff

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Pine Bluff Transit

Public Transportation Agency Safety Plan

Version 1

Adopted June 15, 2020

Updated November 2022

Updated March 2024

Updated July 2025

In compliance with 49 CFR Part 673

Developed in conjunction with the

Arkansas 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 the City of Pine Bluff, 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 Arkansas and comply with FTA requirements, the Arkansas Department of Transportation (ARDOT) has developed this Agency Safety Plan (ASP) in collaboration with the Southeast Arkansas Regional Planning Commission (SEARPC), which is the Metropolitan Planning Organization (MPO) for the region, and the City of Pine Bluff, dba Pine Bluff Transit (PBT).

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 Pine Bluff City Council adopts 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

[1] Federal Register, Vol. 81, No. 24

function at PBT, this document lays out a process to fully implement an SMS over the next several years that complies with the PTASP final rule.

A. Plan Adoption – 673.11(a)(1)

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

Cassandra Shaw, Transit Director, City of Pine Bluff

6/03/2024

ACCOUNTABLE EXECUTIVE SIGNATURE DATE

Since PBT is considered a department of the City of Pine Bluff, the main governing body is the Pine Bluff City Council. Approval of this plan by the Pine Bluff City Council occurred on 06/15/2020 and is documented in RESOLUTION NO. 4287 from the City Council Meeting.

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

ARDOT certifies on that this Agency Safety Plan is in full compliance with 49 CFR Part 673 and has been adopted and will be implemented by PBT 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)

PBT is the public transportation provider for the City of Pine Bluff, Arkansas and is the largest urban transit provider in the region. The PBT main office is in the eastern section of the city at 2300 East Harding Avenue.

PBT currently operates eight (8) weekday fixed routes and an ADA paratransit service. Weekday fixed route service operates from 6:00 am to 6:00 pm. Door-to-door ADA Paratransit service is provided during the same operating hours as the fixed route service.

PBT is a department of the City of Pine Bluff, governed by the Mayor and City Council. The agency is managed by the Director of Transit and the Operations Manager.

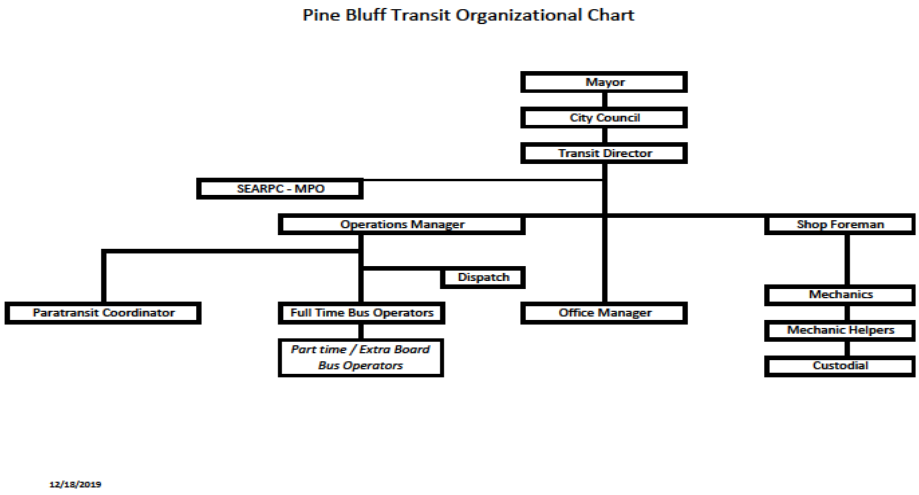
No additional transit service is provided by PBT on behalf of another transit agency or entity at the time of the development of this plan.

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

Table 1: Agency Information

Information Type	Information
Full Transit Agency Name	City of Pine Bluff Transit
Transit Agency Address	2300 E Harding Ave, Pine Bluff, AR 71601
Name and Title of Accountable Executive 673.23(d)(1)	Cassandra Shaw, Transit Director
Name of Chief Safety Officer or SMS Executive 673.23(d)(2)	Rodrick Carroll, Operations Manager
Name of Agency Leadership or Exec. Management	Cassandra Shaw, Transit Director
Key Staff	James Merritt, Shop Foreman Shekeyla Henry, ADA Paratransit Coordinator Marolyn Farris, Office Manager
Mode(s) of Service Covered by This Plan 673.11(b)	Fixed Route Bus and ADA Paratransit Demand Response
List All FTA Funding Types (e.g., 5307, 5310, 5311)	5307
Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)	Fixed Route Bus and Demand Response
Number of Vehicles Operated	12

Figure 1: City of Pine Bluff and Pine Bluff Transit Organizational Chart



City of Pine Bluff Mayor and Elected Officials:

- *Vivian Flowers* — *Mayor*
- *Janice Roberts* — *City Clerk*
- *Althea Hadden-Scott* — *City Attorney*
- *Loretta Whitefield* — *City Treasurer*
- *LaTisha Brunson* — *Councilmember – Ward 1*
- *Lloyd Holcomb, Jr.* — *Councilmember – Ward 1*
- *Glen Brown, Jr.* — *Councilmember – Ward 2*
- *Evelyn Denton* — *Councilmember – Ward 2*
- *Williams Fells* — *Councilmember – Ward 3*
- *Lanette Frazier* — *Councilmember – Ward 3*
- *Bruce Lockett* — *Councilmember – Ward 4*
- *Stephen Mays* — *Councilmember – Ward 4*

A. Authorities & Responsibilities – 673.23(d)

As stated in 49 CFR Part 673.23(d), PBT 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 developme

nt 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 authority and responsibility to address substandard performance in the PBT 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 PBT 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.

Over the next year, PBT 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 PBT's first priority. PBT 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 safety performance targets and describing the safety risk mitigations we implemented to reduce safety risk.

I. 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 a 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. The ESRP program will be introduced and implemented.

PBT uses *Operator and Passenger Complaint Forms* (Appendix A, Table 8 shows the document name, file name, and date of adoption), but does not have a formal ESRP. Over the next year, PBT will review and modify, if necessary, our existing complaint procedures to develop a full ESRP that ensures compliance with 49 CFR Part 673.

In general, the PBT's 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, PBT will also review our current policy for how our agency receives information and safety related data from employees and customers. If necessary PBT 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)

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

The SMP and safety objectives are at the forefront of all communications. This communications strategy will include displaying visual aids such as safety-related posters, bulletins and other materials in prominent work locations for existing employees, and including the policy statement in the on-boarding material for all new employees and in the employee handbook. 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.

B. PTASP Development – 673.11(d)

This PTASP has been developed by ARDOT on behalf of the Southeast Arkansas Regional Planning Commission and the City of Pine Bluff in accordance with all requirements stated in 49 CFR Part 673 applicable to a small public transportation provider. ARDOT mailed a formal call for participation in a State sponsored PTASP development process to all Arkansas Section 5307 small bus transit agencies on January 15, 2019 and followed that call with a series of phone calls and additional correspondence. PBT provided a letter to ARDOT 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 PBT 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, PBT conducts a yearly safety culture survey. The survey is intended to help PBT assess how well our agency communicates safety and safety performance information throughout our organization by gauging how safety is perceived and embraced by PBT's administrators, supervisors, staff and contractors. The survey is designed to help assess how well

our agency is conveying information on hazards and safety risks relevant to employee's 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.

After review of the PBT existing documentation, ARDOT personnel conducted an on-site interview with PBT to gain a better understanding of the agency. This understanding was necessary to ensure that the ASP was developed to fit PBT's size, operational characteristics, and capabilities.

The final ASP was delivered to PBT in March 2020 for review and comment. Once review was completed and any adjustments made, the final was delivered to PBT 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 PBT's ongoing commitment to fully implementing SMS and engaging our agency employees in developing a robust safety culture, PBT 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 PBT's annual Certifications and Assurances reporting to FTA.

The annual review will include the ASP and supporting documents (Standard Operating Procedures [SOPs], Policies, Manuals, etc.) that are used to fully implement all the processes used to manage safety at PBT. 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 Pine Bluff City Council whether by signature or by reference to resolution.

The annual ASP review will follow the update activities and schedule provided below in

Process	Implementation Date	Description
Added Frontline Reps	**January 2023**	**Added hourly reps to Safety Team**

Table 2. As processes are changed to fully implement SMS or new processes are developed, PBT will track those changes for use in the annual review.

Process	Implementation Date	Description
Added Frontline Reps	**January 2023**	**Added hourly reps to Safety Team**

Table 2: ASP Annual Update Timeline

Task	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept
Review Agency Operations	→							
Review SMS Documentation • *Safety Policy;* • *Risk Management;* • *Safety Assurance; and* • *Safety Promotion.*		→	→					
Review Previous Targets and Set or Continue Targets			→	→				
Report Targets to National Transit Database (NTD), ARDOT, SEARPC					→			
Make Any Necessary Adjustments to PTASP						→	→	
Update Version No., Adopt & Certify Plan Compliance								★

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.

Table 3: ASP Record of Changes

Document Version	Section/Pages Changed	Reason for Change	Reviewer Name	Date of Change
2024	Agency Information, Page 8	Personnel Updates	Shaw	March 2024
2024	Agency Information, Page 9	Added City Councilmembers	Shaw	June 2024
2024	Appendix 6. Page 34	Personnel Updates	Shaw	March 2024
2025	Agency Information, Page 8	Personnel Updates	Shaw	July 2025

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)

PBT 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 PBT continues to develop and refine our SMS implementation.

E. PTASP Documentation and Recordkeeping – 673.31

At all times, PBT will maintain documents that set forth our ASP, including those documents related to the implementation of PBT's SMS and those documents related to the results from SMS processes and activities. PBT 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 ARDOT. PBT will maintain these documents for a minimum of three years after the documents are created. These additional supporting documents are cataloged in Appendix 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) are required to be reported by mode as presented in Table 4.

Table 4: NSP Safety Performance Measures

Safety Performance Measure	SPT	SPT
Fatalities	Total Number Reported	Rate Per Total VRM
Injuries	Total Number Reported	Rate Per Total VRM
Safety Events	Total Number Reported	Rate Per Total VRM
System Reliability	Mean distance between major mechanical failure	

Table 5 presents baseline numbers for each of the performance measures. PBT collected the past four (4) years of reported data to develop the rolling averages listed in the table.

Table 5: Baseline 2019 Safety Performance Measures

Mode	Fatalities	Rate of Fatalities*	Injuries	Rate of Injuries*	Safety Events	Rate of Safety Events*	Mean Distance Between Major Mechanical Failure
Fixed Route (Bus)	0.0	0.00000%	5.0	0.00841%	5.0	0.00841%	18,344
Demand Response	0.0	0.00000%	0.0	0.00000%	0.0	0.00000%	59,436

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

While safety has always been a major component of the PBT 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 acknowledgement 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 four-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 four years.

Table 6: Fixed Route (Bus) Safety Performance Targets

Mode	Baseline	Target
Fatalities	0.0	0.0
Rate of Fatalities*	0.00000%	0.00000%
Injuries	1.3	1.3
Rate of Injuries*	0.00064%	0.00064%
Safety Events	2.5	2.5
Rate of Safety Events*	0.00129%	0.00129%
Mean Distance Between Major Mechanical Failure	24,244	24,244

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

Table 7: Demand Response Safety Performance Targets

Mode	Baseline	Target
Fatalities	0.0	0.0
Rate of Fatalities*	0.00000%	0.00000%
Injuries	0.0	0.0
Rate of Injuries*	0.00000%	0.00000%
Safety Events	0.0	0.0
Rate of Safety Events*	0.00000%	0.00000%
Mean Distance Between Major Mechanical Failure	27,748	27,748
Other	N/A	N/A

*rate = total number for the year/total revenue vehicle miles traveled
As part of the annual review of the ASP, PBT 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, PBT may begin developing safety performance indicators to help inform management on safety related investments.

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

PBT will make our SPTs available to ARDOT and SEARPC to aid in those agencies' respective regional and long-range planning processes. To the maximum extent practicable, PBT will coordinate with ARDOT and the 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, the City of Pine Bluff will transmit any updates to our SPTs to both SEARPC and ARDOT (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 National Safety Program, National Public Transportation Safety Plan, and 49 CFR Part 673, PBT is adopting SMS as the basis for directing and managing safety and risk at our agency. PBT 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 PBT 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 our agency's risk. PBT has already taken several steps to implement SMS, such as developing this initial ASP and designating a CSO. During the first year of implementation, PBT will identify SMS roles and responsibilities and key stakeholder groups, identify key staff to support implementation, and ensure the identified staff receive SMS training. PBT will also develop a plan for implementing SMS, inform stakeholders about the ASP, and discuss our progress toward implementation with the Pine Bluff City Council and our agency's planning partners.

A. Safety Risk Management – 673.25

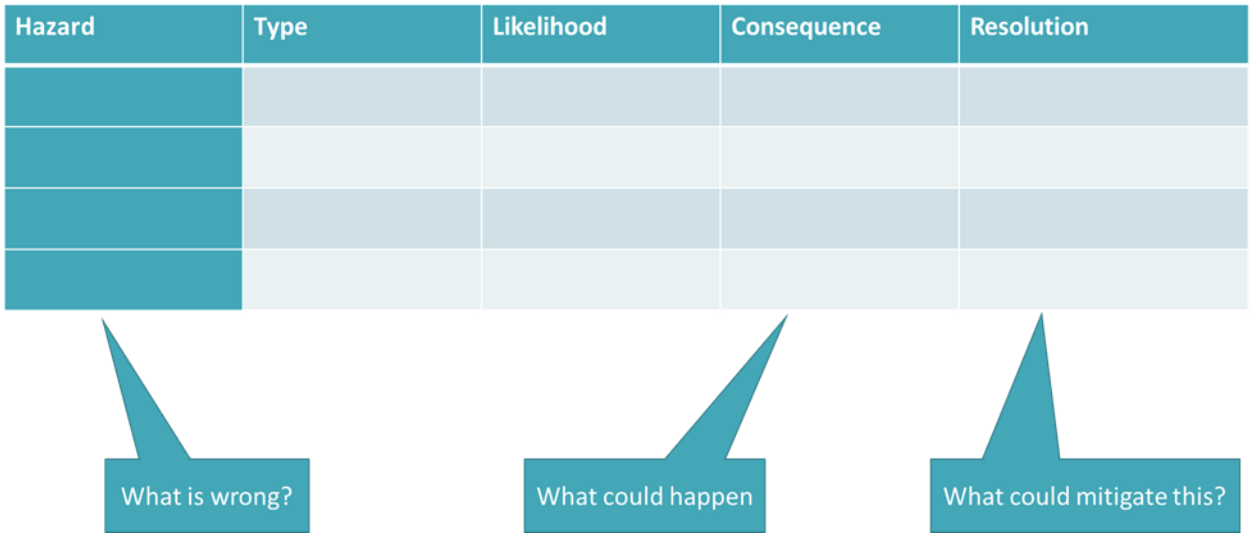
By adopting this ASP, PBT is establishing the SRM process presented in Figure 3 for identifying hazards and analyzing, assessing and mitigating safety risk in compliance with the requirements of 49 CFR Part 673.25. The SRM processes described in this section are designed to implement the PBT SMS.

Figure 3: Safety Risk Management Process

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 PBT's SOPs.

The SRM is focused on implementing and improving actionable strategies that PBT 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.

Figure 4: Draft Risk Register



As the SRM process progresses through the steps of identifying what may be wrong, what could happen as a result, and what steps PBT 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.

I. Safety Hazard Identification – 673.25(b)

The PBT 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 infra-structure 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. PBT uses a variety of mechanisms for identifying and documenting hazards, namely:

- Through training and reporting procedures, PBT 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 PBT 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. Driver *Pre-Trip & Defect Cards* to mitigate mechanical based safety hazards that are identified) and other reports completed on a routine basis by administrative, operations and maintenance.
- Supervisors are responsible for performing and documenting regular safety assessments, which include reporting and recommending methods to reduce identified hazards.
- PBT 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 safety 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, safety team 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:
    - 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.

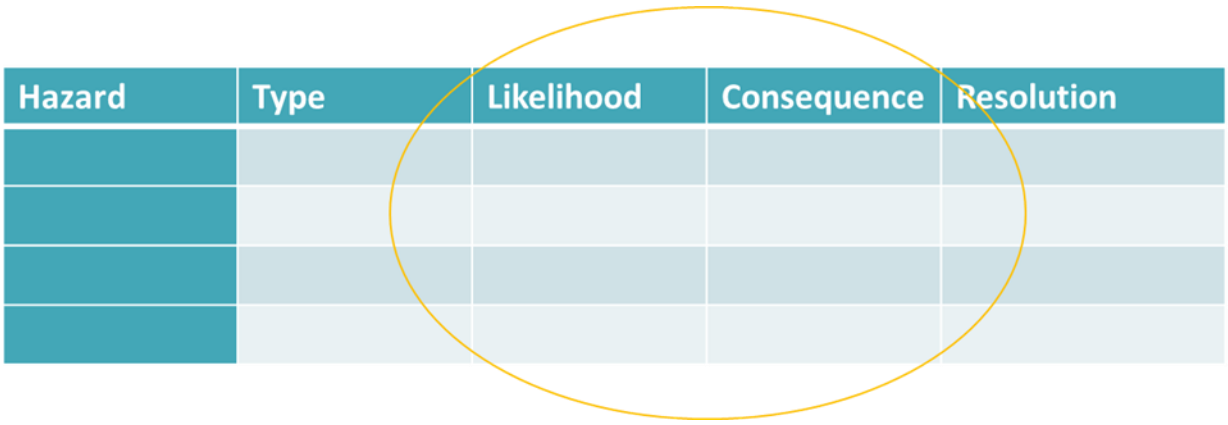
II. Safety Risk Assessment – 673.25(c)

As part of the new SRM process, PBT 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 a risk, PBT may need to perform an investigation. PBT currently investigates accidents or crashes but will need to develop a full investigation procedure to inform the SRM process. The investigation procedure will start with the Assessment Form and framework found in the [name of agency procedure] and will be developed to cover all risk assessment. Once fully developed, the document will become the Investigation SOP. The SOP will include accident investigation procedures as well as risk investigation procedures. These procedures 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



The risk assessment is conducted by the CSO and their safety team 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

RISK ASSESSMENT MATRIX				
SEVERITY / LIKELIHOOD	Catastrophic (1)	Critical (2)	Marginal (3)	Negligible (4)
Frequent (A)	High	High	High	Medium
Probable (B)	High	High	Medium	Medium
Occasional (C)	High	Medium	Medium	Low
Remote (D)	Medium	Medium	Low	Low
Improbable (E)	Medium	Low	Low	Low

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 PBT 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 determination means that management must take action to mitigate the situation. This is the point in the process when 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)

Upon completion of the risk assessment, the CSO will 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.

Figure 7: Risk Register Mitigation Component

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 PBT SMS that function to ensure a) the implementation and effectiveness of safety risk mitigation, and b) confirm that PBT 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 PBT's critical safety objectives and contribute towards SPTs.

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

As the first step in the PBT SA program, PBT 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. PBT 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, PBT 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)

PBT 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 PBT SOPs through direct observation and review of information from internal reporting systems such as the *Customer & Operator Complaint Forms* (Appendix).

PBT 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)

Supervisors/managers, dispatchers and/or coordinators 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 within the department's operations. 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 along with subject matter experts to reanalyze the hazard and consequences, to identify additional mitigation or alternative approaches to implementing the mitigation.

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

PBT 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 PBT can employ to address any identifiable organizational, technical or environmental hazard at the root cause of the safety event.

PBT uses the *Accident/Incident Procedure* (Appendix) document 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 event are a critical component of the SA process because they are a primary resource for the collection, measurement, analysis and assessment of information. PBT gathers a variety of information for 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 or dispatch.

4. The supervisor will:
    a. Determine whether the CSO, 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. 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 subject matter experts, 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, PBT 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 PBT will implement and how safety related information will be communicated.

I. Safety Competencies and Training – 673.29(a)

PBT provides comprehensive training to all employees regarding each employee's job duty 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, PBT will be conducting the following activities:

- Conduct a thorough review of all current general staff categories (administrative, driver, supervisor, mechanic, maintenance, etc.) and the respective staff safety related responsibilities.
- Assess the training requirements spelled out in 49 CFR Part 672 and the various courses required for different positions. (Unlike larger agencies, PBT is not subject to the requirements under 49 CFR Part 672. However, PBT will review these training requirements in the event this guidance may be useful).
- Assess the training material available on the FTA PTASP Technical Assistance Center website.
- Review other training material available from industry sources such as the Community Transportation Association of America and the American Public Transportation Association websites.
- Develop a set of competencies and trainings required to meet the safety related activities for each general staff category.
- Develop expectations for ongoing safety training and safety meeting attendance.
- Develop a training matrix to track progress on individuals and groups within the organization.
- Adjust job notices associated with general staff categories to ensure that new personnel understand the safety related competencies and training needs and the safety related responsibilities of the job.
- Include refresher training in all trainings and apply it to agency personnel and contractors.

II. Safety Communication – 673.29(b)

PBT 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. Additionally, this material informs employees of safety actions taken in response to reports submitted through the ESRP (noted in Section 3.A.I) or other means.

PBT reports any safety related information to the Pine Bluff City Council at their regular meetings and will begin including safety performance information. In addition, PBT 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. PBT also posts safety related and other pertinent information in a common room for all employees.

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

5. APPENDIX

Table 8: PTASP Supporting Documents

File Name	Revision Date	Document Name	Document Owner
ACCIDENT-INCIDENT PROCEDURE.pdf		Accident/Incident Procedure	Pine Bluff Transit
Agency Description.pdf		PINE BLUFF TRANSIT General Information	Pine Bluff Transit
Annual Transit Facility Building Inspection Sheet.xlsx	2023	Annual Transit Facility Building Inspection Sheet	Pine Bluff Transit
City_of_Pine_Bluff_Non-Uniformed_Employee_Handbook_v.12.2015_289.pdf	Dec-15	City of Pine Bluff Non-Uniformed Employee Handbook	City of Pine Bluff
CLASSROOM HOURS.pdf		Classroom Hours	Pine Bluff Transit
PBT CLEANING AND DISINFECTING PROGRAM	Nov - 2022	PBT Cleaning and Disinfecting Program	Pine Bluff Transit
DRUG AND ALCOHOL POLICY.pdf	12/15/2017	ATA Transit Model: Drug and Alcohol Policy	ARDOT & Arkansas Transit Association
Facility Maintenance Monthly Inspections.xlsx		Facility Maintenance Monthly Inspections	Pine Bluff Transit
Facility Maintenance Monthly Inspections.xlsx		Facility Maintenance Monthly Inspections	Pine Bluff Transit
HOW TO GET THE MOST FROM OP DEVELOPMENT COURSE.pdf	2011	HOW TO GET THE MOST FROM OP DEVELOPMENT COURSE	Transit and Paratransit Company (TAPTCO)
Incident Report Form2.pdf		Incident Report Form	Pine Bluff Transit
Incident Report Form.pdf		Incident Report Form	Pine Bluff Transit
Operator Complaint Form.pdf		Operator Complaint Form	Pine Bluff Transit
Passenger Complaint From.pdf	10/20/2011	Passenger Complaint Form	Pine Bluff Transit

File Name	Revision Date	Document Name	Document Owner
PBT DRIVER OPERATIONS MANUAL.pdf		PBT Driver Operations Manual	Pine Bluff Transit
PBT VEHICLES.pdf		Pine Bluff Transit Dept.	Pine Bluff Transit
PERFORMANCE FORM.pdf		Performance Form	Pine Bluff Transit
PineBluff_TransitCOOP_April16.doc		City of Pine Bluff, Arkansas Transit Department Continuity of Operations Plan	Pine Bluff Transit
TAM - PBT 5307 Small Urban.docx.pdf	May 2024	Pine Bluff Transit - Transit Asset Management Plan	City of Pine Bluff
TRAINING SCEDULE.pdf		Training Log	Pine Bluff Transit
TRAINING SCHEDULE 1.pdf		Training Schedule	Pine Bluff Transit
Triennial Review Letter.pdf		Triennial Review Letter	FTA
Triennial Review Results.pdf	16-Aug-17	FY 2017 Triennial Review of Pine Bluff Transit	FTA
VEHICLE INSPECTION REPORT.pdf		Pine Bluff Transit Daily Pre-Trip Vehicle Inspection Report	Pine Bluff Transit

6. Appendix

PINE BLUFF TRANSIT AGENCY SAFETY TEAM

SECTOR	MANAGEMENT REPRESENTATIVE	FRONTLINE REPRESENTATIVE	FRONTLINE ALTERNATE REPRESENTATIVE
Admnistrative	Cassandra Shaw, Transit Direcctor	Marolyn Farris, Office Manager	Shekeyla Henry, ADA Coordinator
Operations	Rodrick Carroll, Operations Mgr.	William Jackson, Bus Operator	Bus Operator - TBD
Maintenance	James Merritt, Shop Foreman	Earl Burnley, Bld & Grnds Maintenance	Mechanic - TBD

7. APPENDIX

PBT CLEANING AND DISINFECTING PROGRAM

The best-practice recommendations provided by the *Cleaning and Disinfecting Transit Vehicles and Facilities During a Contagious Virus Pandemic, by* APTA were incorporated in developing a cleaning and disinfecting program for PBT. These practices are intended to reduce the spread of the viral diseases and to mitigate risks to transit employees and passengers associated with viruses.

SCHEDULE OF SERVICE

Activity	Frequency
Facility and vehicle routine cleaning	Daily
Facility disinfecting (areas open to public)	Daily
Full Facility disinfecting	Weekly
Vehicle disinfecting	Daily
Partial vehicle cleaning & disinfecting (high touch) areas	At passenger transfer point or as needed
HVAC filter changes	Per manufacturer's recommendation

EQUIPMENT AND MATERIALS

All equipment, products and materials used in the PBT cleaning program are to be reviewed, assessed and approved by the Safety Team. PBT's safety team will be composed of Management and frontline employees from the Administration, Operations, and Maintenance sectors.

PRODUCTS

PBT will utilize approved products for surface cleaning. Current products include:

- Disinfectant Wipes
- Antibacterial cleaning solutions
- Disinfectant aerosol sprays
- Handheld sanitizing foggers

PPE

All PBT will provide PPE for all employees to mitigate risks of exposure to viral diseases. PPE includes:

- Disposable face masks
- Disposable gloves
- Face shields
- Disposable clothing shields
- Personal hand sanitizer

- Personal supply of disinfectant wipes
- Personal disinfectant aerosol sprays

Additionally, each bus will maintain a supply of face masks and hand sanitizer for public use as well as disinfectant spray to be used as needed.

PROGRAM MANAGEMENT

Cleaning staff must record cleaning events on daily basis and the logs maintained and recorded. Logs should include date, employee id, site/vehicle cleaned, and description of work.

8. APPENDIX

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: 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 Indicator: means a data-driven, quantifiable parameter used for monitoring and assessing safety performance.

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.

9. APPENDIX

Additional Acronyms Used

ARDOT: Arkansas Department of Transportation

ASP: Agency Safety Plan

PBT: Pine Bluff Transit, City of Pine Bluff, Arkansas

EMP: Emergency Medical Personnel

ESRP: Employee Safety Reporting Program

FAST Act: Fixing America's Surface Transportation Act

MAP-21: Moving Ahead for Progress in the 21st Century Act

MOU: Memorandum of Understanding

MPO: Metropolitan Planning Organization

NTD: National Transit Database

SEARPC: Southeast Arkansas Regional Planning Commission

SOP: Standard Operating Procedure

10. APPENDIX B

A. City Council Minutes or Resolution

CITY COUNCIL OF THE CITY
OF PINE BLUFF, ARKANSAS

RESOLUTION NO. 4615

A RESOLUTION ADOPTING THE PINE BLUFF, ARKANSAS, TRANSIT DEPARTMENT'S PUBLIC TRANSPORTATION AGENCY SAFETY PLAN, AS AMENDED, AND ESTABLISHING SAFETY PERFORMANCE TARGETS FOR THE PINE BLUFF TRANSIT DEPARTMENT

WHEREAS, in Resolution No. 4287, passed June 15, 2020, the city council approved and adopted the Pine Bluff, Arkansas, Transit Department's Public Transportation Agency Safety Plan ("PBASP"), and established safety performance targets for the Transit Department; and

WHEREAS, safety is a core business function of all public transportation providers and should be systematically applied to every aspect of service delivery, as the Federal Transit Administration (FTA) has adopted the principles and methods of Safety Management Systems (SMS) as the basis for enhancing the safety of public transportation in the United States; and

WHEREAS, On July 19, 2018 the FTA published the Public Transportation Agency Safety Plan (PTASP) Final Rule, 49 CFR Part 673, which took effect July 19, 2019 requiring all FTA Section 5307 recipient transit agencies to, within one calendar year after July 19, 2019, establish a PTASP that meets the requirements of Part 673; and

WHEREAS, The PTASP, and subsequent updates, must be signed by the Accountable Executive and approved by the agency's Board of Directors, or an Equivalent Authority; and

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WHEREAS, PTASP must document the processes and activities related to Safety Management System (SMS) implementation and include performance targets based on the safety performance measures established under the National Public Transportation Safety Plan, with those targets being shared with the public; and

WHEREAS, the Transit Department's initial PTASP was approved by Resolution No. 4287, but the FTA has mandated updates be made to the Plan, which have been incorporated in Appendix 6 (frontline employee representation) and Appendix 7 (minimize exposure to infectious diseases) thereto; and

WHEREAS, the Pine Bluff Transit Department is dedicated to ensure that the necessary processes are in place to accomplish both enhanced safety at the local level and the goals of the NSP, as the SMS helps organizations improve upon their safety performance by supporting the institutionalization of beliefs, practices, and procedures for identifying, mitigating, and monitoring safety risks; and

NOW THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF PINE BLUFF, ARKANSAS:

That the city council approves the attached Transit Department's Public Transit Agency Safety Plan, as amended, 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). The plan is incorporated herein by reference, as If fully set forth. As Safety has always been a primary function at the Transit Department, this PTASP lays out a process to fully implement and review an SMS on a yearly and ongoing basis in order to continue compliance with the PTASP final rule.

PASSED AND APPROVED THIS 5TH DAY OF DECEMBER, 2022.

APPROVED:

Shirley Washington
MAYOR

ATTEST:

Janice L. Roberts
CITY CLERK

THE CITY OF PINE BLUFF ARKANSAS Janice L. Roberts City Clerk

SPONSOR:

Steven Shaver (4)

APPROVED AS TO FORM:

CITY ATTORNEY

CITY OF PINE BLUFF, ARKANSAS
CITY COUNCIL

RESOLUTION NO. 4287

A RESOLUTION APPROVING THE PINE BLUFF, ARKANSAS, TRANSIT DEPARTMENT'S PUBLIC TRANSPORTATION AGENCY SAFETY PLAN AND ESTABLISHING SAFETY PERFORMANCE TARGETS FOR THE PINE BLUFF TRANSIT DEPARTMENT.

WHEREAS, safety is a core business function of all public transportation providers and should be systematically applied to every aspect of service delivery, as the Federal Transit Administration (FTA) has adopted the principles and methods of Safety Management Systems (SMS) as the basis for enhancing the safety of public transportation in the United States; and

WHEREAS, on July 19, 2018 the FTA published the Public Transportation Agency Safety Plan (PTASP) Final Rule, 49 CFR 673, which took effect July 19, 2019 requiring all FTA Section 5307 recipient transit agencies to, within one calendar year after July 19, 2019, establish a PTASP that meets the requirements of Part 673; and

WHEREAS, the PTASP, and subsequent updates, must be signed by the Accountable Executive and approving the agency's board of directors, or an Equivalent Authority; and

WHEREAS, PTASP must document the processes and activities related to Safety Management System (SMS) implementation and included performance targets based on the safety performance measures established under the National Public Transportation Safety Plan, with those targets being shared with the Southeast Arkansas Regional Planning agency and the Arkansas Highway and Transportation Department; and

WHEREAS, the initial PTASP for the Pine Bluff Transit Department has been drafted by the department per 49 CFR 673.11(d) and will remain in effect until the Transit Department has drafted the next version; and

WHEREAS, the Pine Bluff Transit Department is dedicated to ensure that the necessary processes are in place to accomplish both enhanced safety at the local level and the goals of the NSP, as the SMS helps organizations improve upon their safety performance by supporting the institutionalization of beliefs, practices, and procedures for identifying, mitigating, and monitoring safety risks;

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF PINE BLUFF, ARKANSAS:

The City Council approves the attached PTASP for the Pine Bluff Transit Department 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). The policy document incorporation herein as if fully set forth. As safety has always been a primary function at the Pine Bluff Transit Department, this PTASP lays out a process to fully implement and review an SMS on a yearly and ongoing basis in order to continue compliance with the PTASP final rule.

PASSED AND APPROVED THIS 15TH **DAY OF** JUNE **, 2020.**

ATTEST:

APPROVED:

Shirley Washington
MAYOR

CITY CLERK

APPROVED AS TO FORM:

CITY ATTORNEY

SPONSOR(S):

DAILY VEHICLE CLEANING REPORT

BUS/VEHICLE #		MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
	Date					
	Mileage					
TRASH EMPTIED AND INSPECTED FOR CONDITION						
TRASH LINER REPLACED (AS NEEDED)						
VEHICLE FLOOR SWEPT OUT						
VEHICLE FLOOR MOPPED						
VEHICLE FLOOR VACUUMED						
DRIVER'S AREA CLEANED						
WINDOWS CLEANED						
SEAT AND STANCHIONS CLEANED						
DASH CLEANED						
ITEMS REMOVED FROM DASH & CUP HOLDER AREA						
FUELED						
FAREBOX PULLED FROM BUS						
EMPTY FARE BOX INSTALLED						
WIPE FAREBOX DOWN WITH DISINFECTANT						
DISINFECT SCREENS (FAST FARE MACHINE OCU AND ROUTEMATCH)						
VEHICLE WASHED (MANUALLY)						
VEHICLE WASHED (MECHANICALLY)						
DISINFECTANT FOGGER (BUS)						
MECHANIC'S INITIALS						

REMARKS:

DAILY FACILITY MAINTENANCE REPORT

MONTH _____

WEEK ENDING _____

Day / Date	MON	TUE	WED	THU	FRI
EMPTY WASTEBASKETS (OFFICES AND THROUGHOUT FACILITY)					
RE-LINE WASTEBASKETS					
CLEAN DOOR/ENTRY GLASS					
CLEAN WINDOW					
CLEAN WINDOW FRAME BOX					
CLEAN WINDOW BLINDS					
VACUUM CARPETING, DOOR ENTRY / EXIT / OFFICE(S)					
SWEEP AND MOP FLOORS					
CLEAN OFFICES WHEN YOU HAVE ACCESS					
CLEAN ALL BATHROOMS DAILY					
COBWEB REMOVAL INSIDE AND OUTSIDE					
CLEAN ALL CONTACT SURFACES (SPOT WALLS, DOOR KNOBS,					
LIGHT SWITCHES, COUNTER TOPS, TABLES, CHAIRS ETC.)					
CLEAN KITCHEN TABLE, SINK AND COUNTER					
CLEAN OUTSIDE AND INSIDE MICROWAVE					
CLEAN REFRIGERATOR					
CLEAN ICE MAKER					
CLEAN COUNT ROOM (SWEEP/MOP FLOOR AND EMPTY TRASH)					
CLEAN COFFEE MAKER AREA					
CLEAN COUNT ROOM (WHEN YOU HAVE ACCESS)					
HVAC AIR FILTER REPLACED					
WASH AND DRY TOWELS, MOP HEADS, ETC					
CUT THE LAWN					
WEED-EAT THE LAWN					
WORK ON LAWN EQUIPMENT (AS NEEDED)					
SERVICE EQUIPMENT (AS NEEDED)					
REPLACED BULB IN FIXTURES, CLEAN FIXTURES					
PREVENTATIVE MAINTENANCE ON GARAGE DOORS					
ASSIST OFFICE PERSONNEL AS NEEDED (MOVING ETC.)					
ASSIST MECHANIC (AS NEEDED)					
DISINFECTANT FOGGER (FACILITY)					
MAINTENANCE INITIALS					

REMARKS: _____