



REGIONAL TRANSPORTATION COMMISSION

Metropolitan Planning • Public Transportation & Operations • Engineering & Construction

Metropolitan Planning Organization of Washoe County, Nevada

MEETING DATE: May 21, 2021

AGENDA ITEM 4.16

From: Angela Reich, Director of Administrative Services

RECOMMENDED ACTION

Approve the RTC Safety Management System Plan (Safety Management Plan) as required by 49 C.F.R. Part 673.

BACKGROUND AND DISCUSSION

The Federal Transit Administration (FTA) has enacted 49 C.F.R. Part 673, which requires all transit agencies to develop and implement a Safety Management System Plan (SMSP). The SMSP must contain a Safety Management Policy, descriptions of Safety Risk Management, Safety Assurance and Safety Promotion. In addition, the RTC was required to designate an Accountable Executive (Deputy Executive Director) who has ultimate responsibility for ensuring that the agency's SMS is effectively implemented throughout the agency's public transportation system. The SMS includes safety performance targets for 1) fatalities, 2) injuries, 3) safety events and 4) system reliability. A review of the SMS must occur at least annually or when there are significant system changes. The Regional Transportation Commission Board is required to approve the SMS annually.

FISCAL IMPACT

Funding for this item is included in the approved FY 2022 budget and there is no additional cost in connection with this agenda item.

PREVIOUS BOARD ACTION

May 22, 2020 Board Approval of SMSP

ATTACHMENT(S)

- A. Safety Management System Plan (SMSP) (Revision date March 16, 2021)
- B. Safety Management System Plan Policy Statement

Safety Management System Plan (Safety Management Plan) (SMSP)

The Regional Transportation Commission of Washoe County

DATE: September 23, 2006

REVISION: March 16, 2021

SMSP Revision History

Date	Revision	Description of Change
9/23/2006	ORIGIN	Origination of the SSPP.
4/15/2008	Revision	Enhancements to employee responsibilities.
1/20/2009	Review	Review
4/22/2010	Revision	Executive Director Signature Change and Review
5/2/2011	Revision	Annual Review and Approval of Plan.
11/3/2011	Revision	Organizational Updates.
5/8/2012	Revision	Annual Review and Approval of Plan.
3/22/2013	Revision	Section 5.4 - Roles, Responsibilities and Composition of the RTC Security/Safety Committee. Section 14.3 – Security Requirements for Modifications.
3/29/2013	Revision	Annual Review and Approval of Plan
4/29/2013	Revision	Add trend analysis with inspections, requirements to investigate accidents, incidents and near misses
4/1/2014	Revision	Annual Review and Approval of Plan
4/1/2015	Revision	Annual Review and Approval of Plan
10/6/2015	Revision	Revise Plan for Facility Changes
3/21/2016	Review	Annual Review and Approval of Plan
3/30/2017	Revision	Annual Review, Update and Approval of Plan
12/06/2017	Revision	Update Plan due to staffing changes
3/30/2018	Revision	Annual Review and Approval of Plan
3/31/2019	Revision	Revise Plan for 49 CFR Part 673 and PMOC requirements SSPP changes to SMSP
9/11/2019	Revision	Revise Plan for staffing changes and route changes
4/16/2020	Revision	Update Staffing Changes, Annual Review and Approval
3/16/2021	Revision	Update Staffing Changes

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SECTION 1: POLICY STATEMENT AND AUTHORITY FOR THE SAFETY MANAGEMENT SYSTEM PLAN

1.1 Introduction

This document is the Safety Management System Plan (Safety Management Plan or SMSP) of the Regional Transportation Commission of Washoe County (RTC). This plan describes the RTC's transit system, public facilities and provides a methodology for identifying hazards and implementing plans for their resolution. It establishes accountability for safety throughout the organization. In addition, the Regional Transportation Commission of Washoe County (RTC) has established a System Security and Emergency Preparedness Plan (SSEPP), a Continuity of Operations Plan (COOP).

The intent and design of these plans is to ensure and promote system safety and security.

1.2 Policy Statement and Mission

Our mission states, "The RTC provides leadership, vision, public policy development, and quality transportation systems through a commitment to excellence and pursuit of goals and objectives which meet the community's present and future needs." The RTC Organizational Philosophy Statement indicates that we exist to serve the public and recognize that the community continually evaluates our performance. Our most valuable resource is people and we believe in the "Team" concept. We will work with all employees to establish goals and objectives and will share success and accomplishments. The RTC recognizes the need to ensure the safety and security of our passengers, the public, employees and our transit system through our efforts. Lastly, we are results oriented and believe that the measure of our success is the facilities constructed and the services delivered.

SECTION 2: DESCRIPTION OF PURPOSE FOR SAFETY MANAGEMENT SYSTEM PLAN

The purpose of the SMSP is to establish formal mechanisms used by all RTC departments to:

- Protect the safety of passengers, the public, employees and contractors
- Establish a safety program on an organization wide basis
- Provide a medium through which the RTC can display its commitment to safety
- Provide a framework for the implementation of safety policies and the achievement of related goals and objectives
- Satisfy federal (FTA, TSA, DHS, OSHA, ADA) and state requirements
- Meet accepted industry standards and audit provisions
- Satisfy self-insurance provisions

The SMSP applies to all organizational units affecting or affected by RTC's operations including planning, procurement, testing, operation and maintenance activities.

2.1 Contractor Provision of Bus/Van Service

The RTC contracts with the private sector for the provision of all of its bus and van paratransit and fixed route services. Under each of these contracted services, the company or contractor is responsible for hiring and training its employees, operating and supervising transit services, and maintaining RTC owned maintenance facilities and vehicles used in operations. Contractors are required to adhere to all goals, objectives and requirements of the SMSP. In addition, the contracts established with each service provider contain operating performance standards those contractors are expected to meet.

2.2 Contractor Operations

The responsibilities of the Public Transit Department include:

- Ensuring contractor safety performance is compliant with SMSP Section 3 and Section 4,
- Monitoring contractor service and performance of bus operators,
- Providing evaluation of effectiveness of service, and condition of customer amenities,
- Participating in recommending route changes,
- Coordinating proper resources to provide assistance toward service delivery, and
- Participating to ensure special events are well coordinated.

The service provider contractors are required to develop and implement an ongoing internal safety program. The contractors must submit accident reports in accordance with Section 8.0 of this document. Contract Supervisors conduct the initial investigations and serve as on-the-scene coordinators, which involves securing witness statements, documenting evidence, and otherwise complying with the accident and incident investigation procedures in this document. Contractors must coordinate with the RTC's Security and Safety Administrator on the classification of all accidents, and participate in preventability efforts.

In addition to the above, contractor Instructors/Supervisors are required to monitor service for safety, on-time performance, efficiency and compliance with operating rules. Supervisors periodically perform ride checks also monitor Operator performance.

SECTION 3: CLEARLY STATED GOALS FOR SAFETY MANAGEMENT SYSTEM PLAN

The goals of the SMSP are as follows:

- Provide a superior level of safety for passengers, public, employees and contractors.
- Identify, eliminate, minimize and/or control safety hazards and their associated risks.
- Provide a superior level of safety in our transit operations.
- Achieve and maintain demonstrated improvement of safety in the company's work environment.
- Comply with the applicable requirements of regulatory agencies.
- Maximize the safety of future operations through the procurement process.

SECTION 4: IDENTIFIABLE AND ATTAINABLE OBJECTIVES

The following objectives provide a means of achieving the SMSP goals and measuring the effectiveness of RTC's safety initiatives.

- Measurable objectives include:
 - Safety Events: Total number of reportable events and rate per total vehicle revenue miles by mode.
 - Injuries: Total number of reportable injuries and rate per total vehicle revenue miles by mode.
 - System Reliability: Mean distance between major mechanical failures by mode.
 - Fatalities: Total number of reportable fatalities and rate per total vehicle revenue miles by mode.
 - Employee and contractor on the job injuries per month.
 - Contractor safety-sensitive drug and alcohol monitoring results per month/quarter.
 - Employee and contractor safety training per month.
- Establish a safety policy, procedures and requirements that integrate safety into decision-making and operations.
- Assign responsibilities related to safety procedures and requirements.
- Thoroughly investigate all accidents, fires, injuries and near misses.
- Identify, analyze and resolve all hazards in a timely manner.
- Meet or exceed safety requirements in specifications, equipment installation, and system testing, operations and maintenance.
- Meet or exceed safety requirements in vehicle operations and maintenance.
- Thoroughly evaluate the safety implications of all proposed system modifications prior to implementation.
- Establish doctrines, standards and procedures for employee qualifications, selections, training and performance.

SECTION 5: SYSTEM DESCRIPTION/ORGANIZATIONAL STRUCTURE/ORGANIZATIONAL RESPONSIBILITIES

5.1 System Description

The RTC serves a population of 460, 587. The RTC provides services to Reno, Sparks, and Carson City. The RTC provides for the operation of RTC RIDE, a bus system serving Reno and Sparks. RTC ACCESS provides scheduled and on-demand paratransit services. RTC also provides:

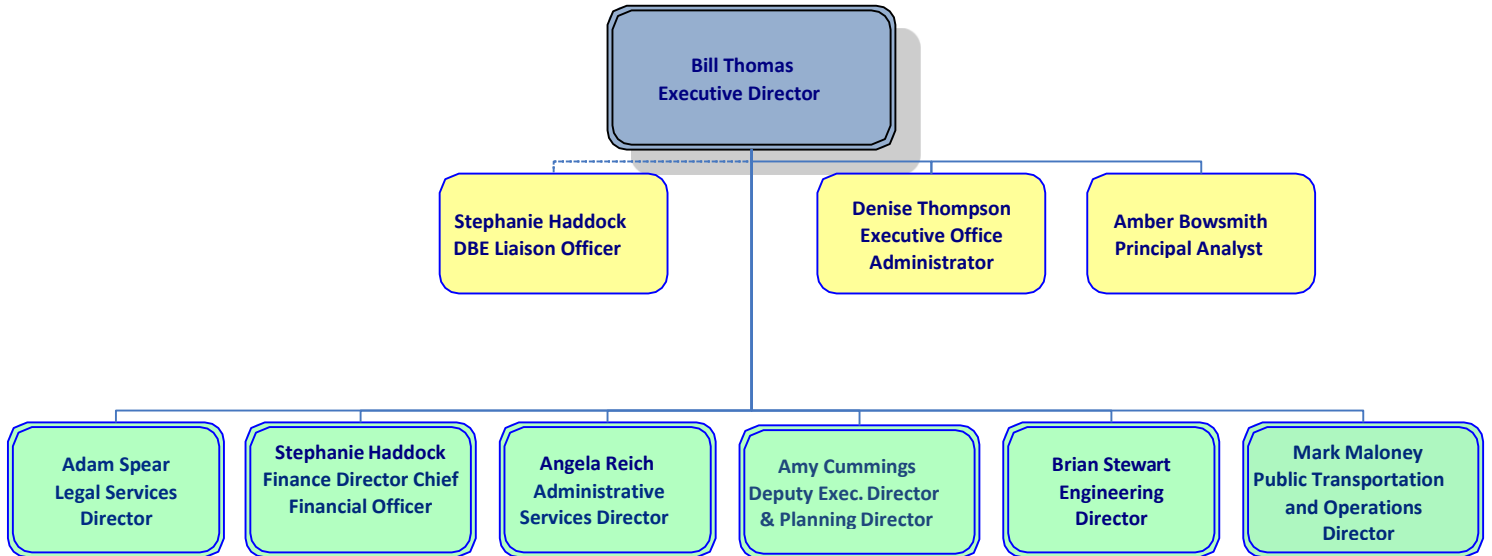
- RTC REGIONAL CONNECTOR, a commuter service between Reno/Sparks and Carson City.
- RTC RAPID Route 1, which transport people along the Virginia Street Corridor.
- RTC RAPID Virginia Line, which links stops along the Virginia Street Corridor with the RTC RAPID stations.
- RTC RAPID Lincoln Line, which transports people along the 4th Street and Prater Way Corridor.

The RTC is responsible for three major transportation programs 1) Regional Street and Highway Program, 2) Public Transportation Program (RTC RIDE, RTC ACCESS, RTC INTERCITY, RTC SPIRIT, RTC RAPID, and RTC CONNECT) and 3) Transportation Planning. See Table 1 RTC System Map.

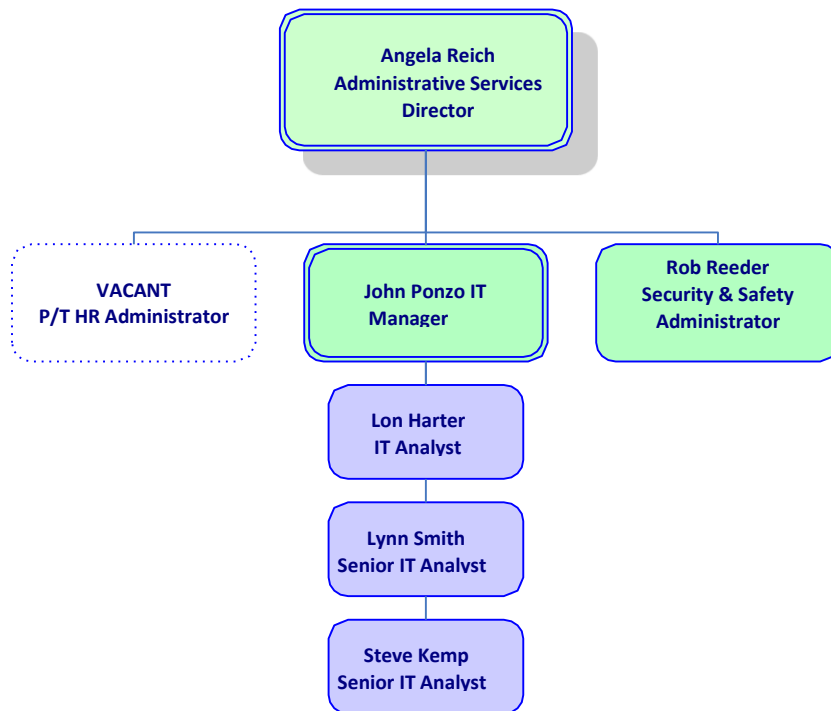
5.2 Organizational Structure

RTC organizational structure is as follows:

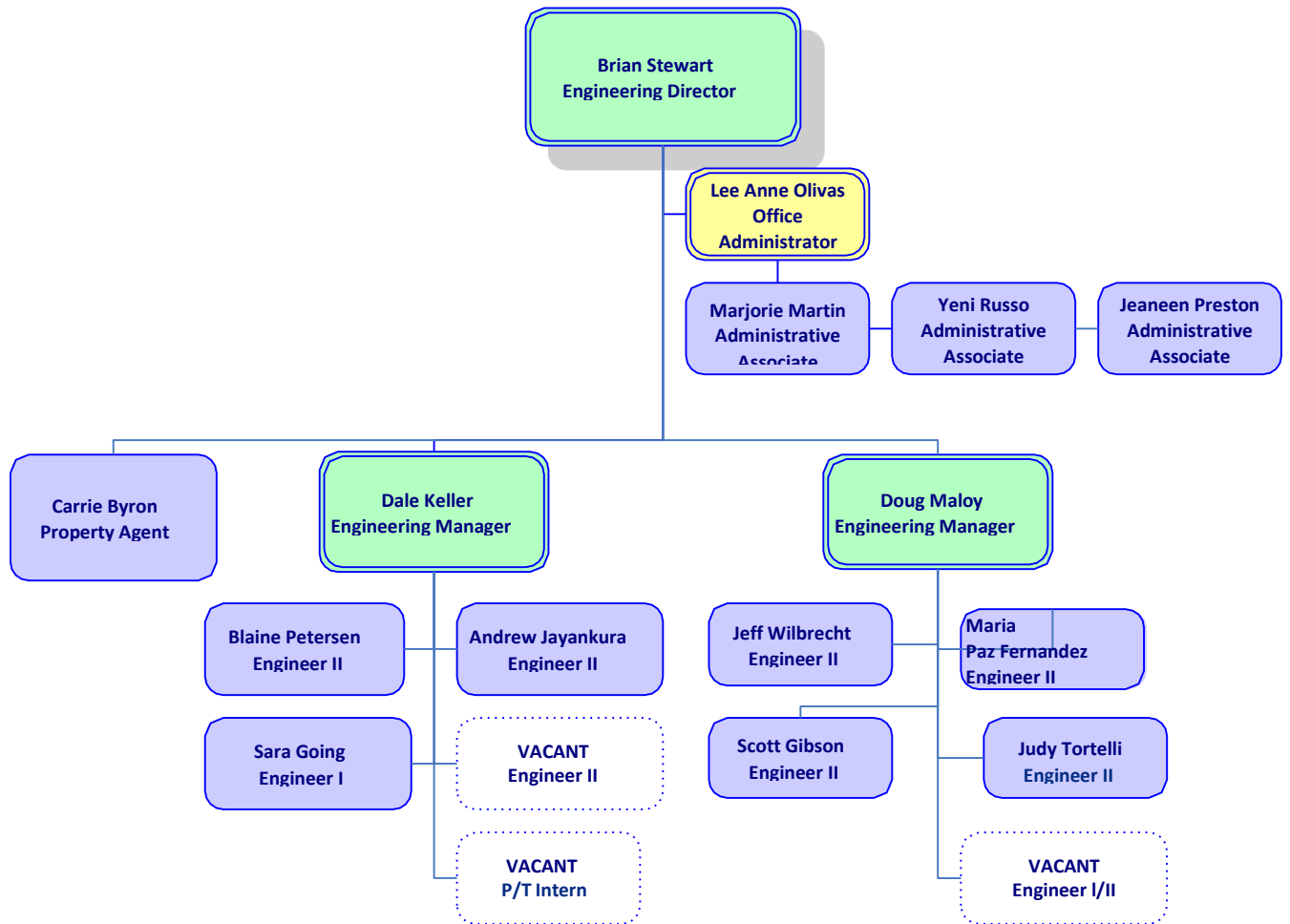
EXECUTIVE DEPARTMENT



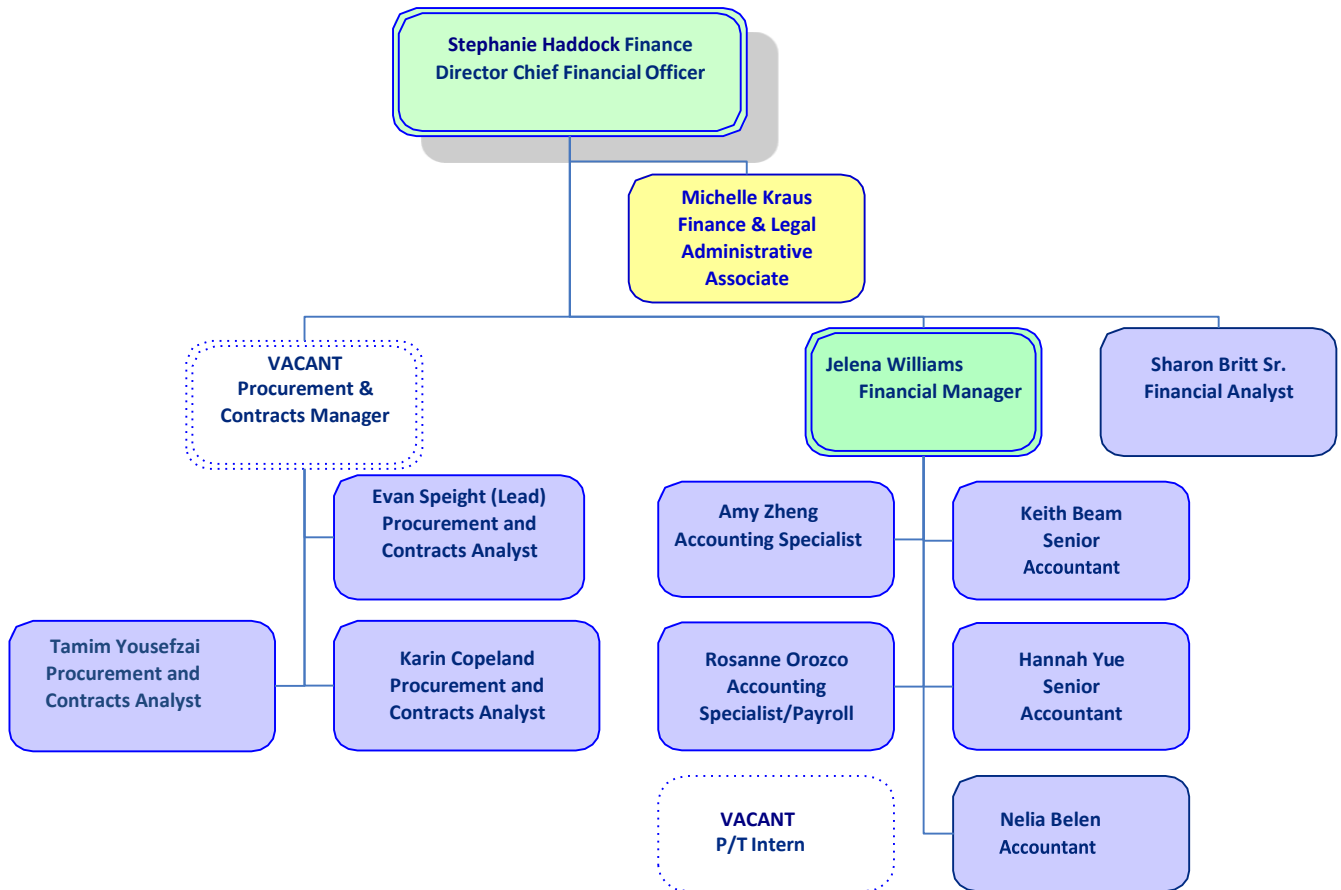
ADMINISTRATIVE SERVICES DEPARTMENT



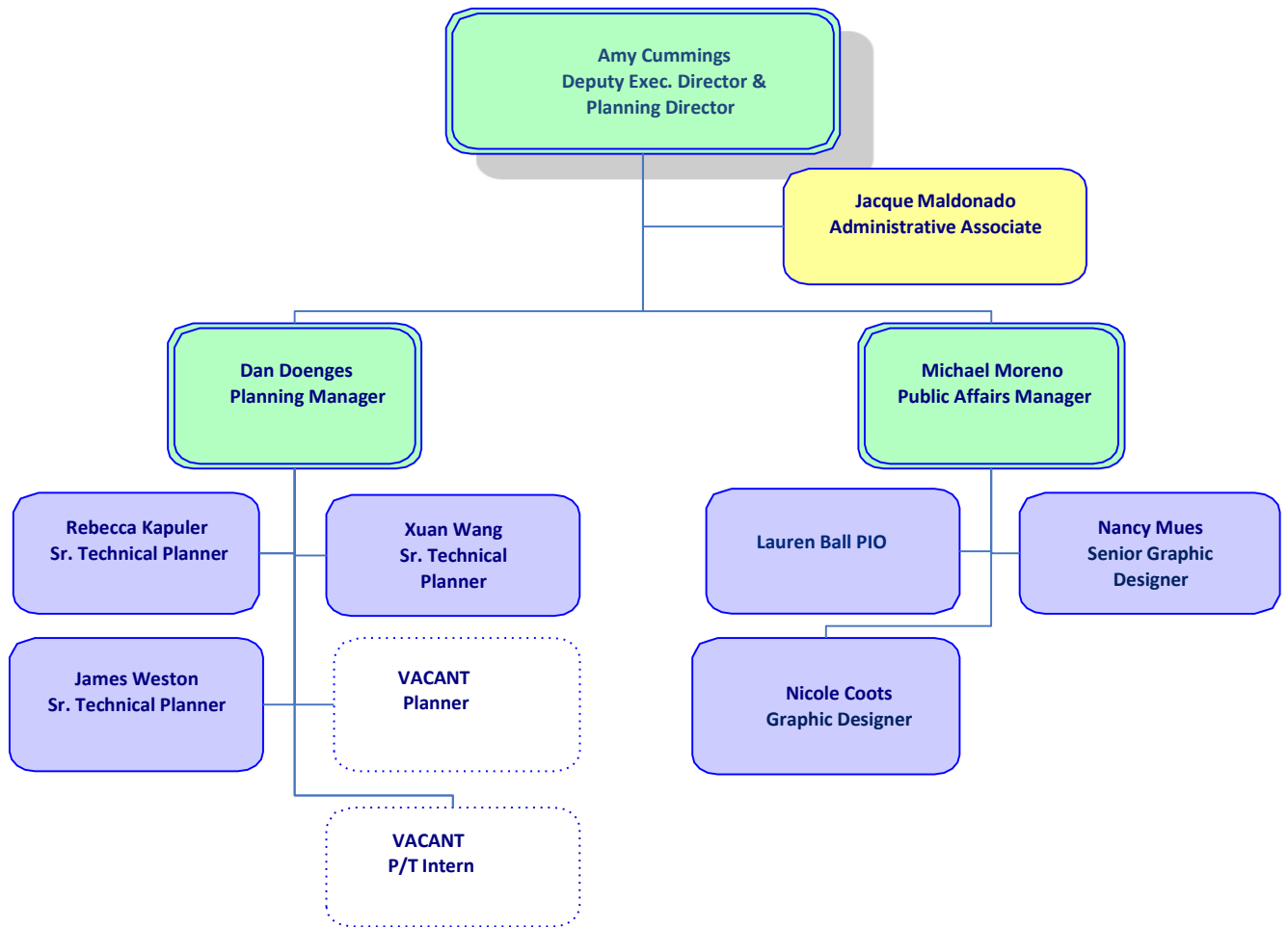
ENGINEERING DEPARTMENT



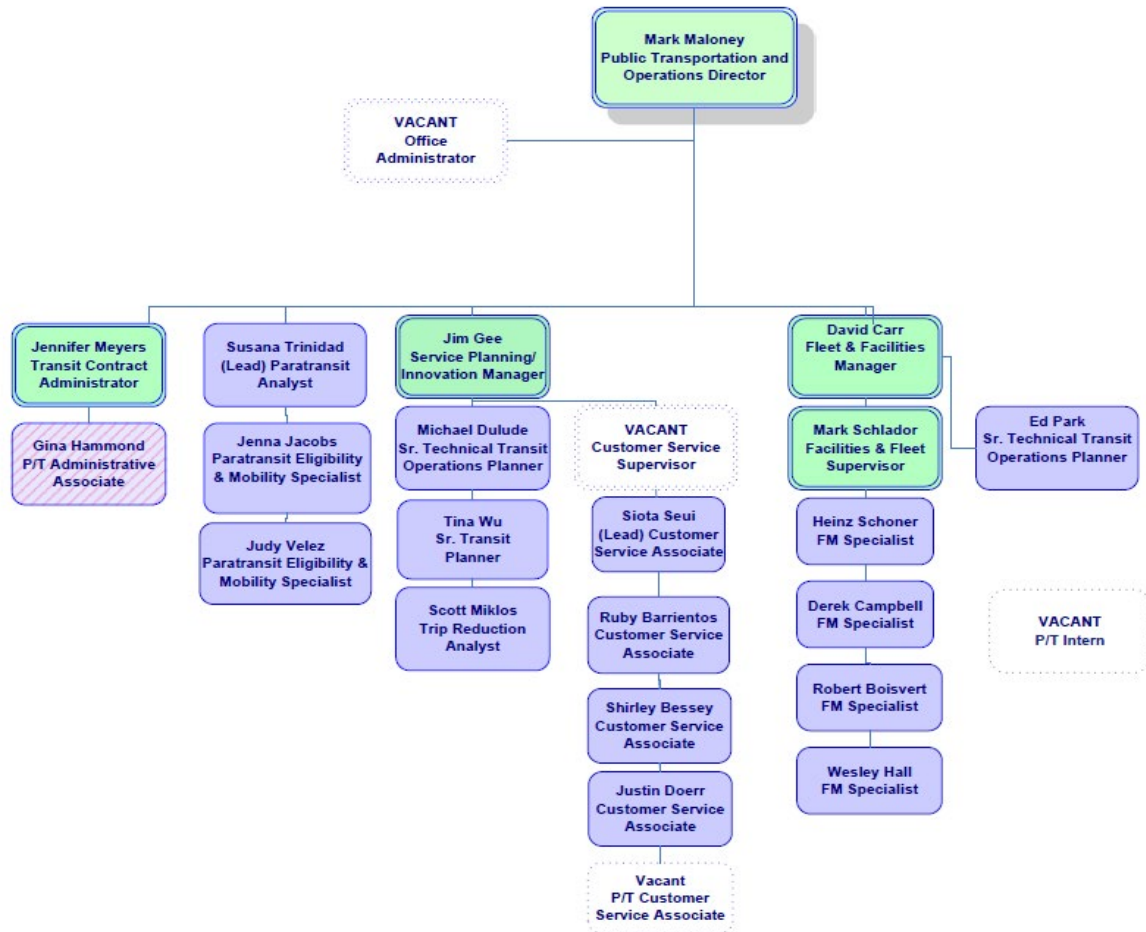
FINANCE DEPARTMENT



PLANNING DEPARTMENT



OPERATIONS DEPARTMENT



5.3 Organizational Responsibilities

Responsibility assignments and safety for all RTC employees is as follows:

The Executive Director will:

- Promote a safe and healthy culture throughout the RTC.
- Set a high standard for safety and health practices and lead by example.
- Ensure provision of needed financial, material and personnel resources to achieve the goals and objectives of the safety and health program.
- Ensure that the program is fully implemented and effective.
- Provide ultimate authority to the Safety and Security Committee and for Project Safety & Security Certification and Verification.

Accountable Executive (AE) (Deputy Executive Director) will:

- Effectively implements each element of the System Management System Plan (SMSP) throughout the RTC's public transportation system.
- Ensures actions taken are necessary to address substandard performance in the SMSP.
- May delegate specific responsibilities, but the ultimate accountability for transit agency's safety performance rests with the AE.
- Is responsible for carrying out the Public Transportation Agency Safety Plan; and control or direction over human and capital resources need to develop and maintain both the agency's Public Transportation Agency Safety Plan and the agency's Transit Asset Management Plan.
- AE designates a Chief Safety Officer who has authority and responsibility for day-to-day implementation and operation of the RTC SMSP

The Security/Safety Administrator (SSA) (Chief Safety Officer) will:

- Ensure the RTC's compliance with all applicable federal, state (NRS 618.375), and local safety and health requirements.
- SSA is delegated the authority and responsibility for day-to-day implementation and operation of the RTC SMSP.
- Develops and maintains SMSP documentation.
- SSA reports to the Accountable Executive except for Project Safety & Security Certification process where there is accountability to the Executive Director.
- Ensure provision of each RTC employee with adequate and appropriate occupational safety and health training.
- Ensure that safety and health policies are comprehensive and effective.
- Review each accident and conduct any investigation wherein an accident has resulted in serious injury or property damage.
- Promote safety and health and serve as a resource to all staff.
- Review the program on an annual basis.

Each Director will:

- Ensure implementation of each element of the program in his/her department and facility.
- Ensure that all department supervisors comply with this program.
- Ensure maintenance of all required documents.
- Conduct safety/health surveys or inspections in his/her department on a regular basis, the frequency of which shall not be less than once per quarter.
- Ensure proper maintenance of each piece of equipment in his/her department.

Each Supervisor will:

- Ensure that each employee in his/her department or section receives appropriate training upon initial assignment as well as for changes in processes, procedures, equipment or assignments.
- Ensure that each employee in his/her department/section complies with the program.
- When required by law or circumstances indicate the need for training, each employee receives refresher training.
- Conduct a daily safety and health inspection of his/her work area(s).

Each Employee will:

- Be an active participant in the safety and health program.
- Perform all tasks in accordance with established policies, procedures and safe work practices.
- Perform a safety evaluation of his/her workspace daily.
- Inspect all tools and equipment prior to use to identify any hazards.
- Question any unsafe and unhealthy practice or condition and act to correct and report it.
- Report any injuries, illnesses or incidents to the appropriate person.

5.4 Roles, Responsibilities and Composition of the RTC Security/Safety Committee

The Security/Safety Committee (SSC) membership is:

Executive Director (VM)	RIDE General Manager (VM)
Safety & Security Administrator – Chairperson (VM)	RIDE Safety Manager (VM)
Deputy Executive Director (Director of Planning) (VM)	Transit Operations Manager (VM)
Director of Administrative Services (VM)	ACCESS General Manager (VM)
Director of Engineering (VM)	ACCESS Safety Manager (VM)
Director of Finance (VM)	Security Contractor – Account Manager (VM)
Director of Public Transportation & Operations (VM)	Security Contractor – Account Supervisor
Facilities & Fleet Manager (VM)	Facilities Maintenance Supervisor (VM)

+ Note: (VM) = Voting Member

The SSC general purpose is to provide safety and security oversight of transit services as well as transit projects and development. The committee also provides oversight of emergency preparedness and community response. It also monitors and ensures compliance with Federal, state and local safety, security and emergency preparedness regulations, laws and rules affecting public transportation.

1. The SSC shall provide oversight for the Executive Director and/or the RTC Commissioners for the establishment of policies, standards and rules relating to the safety and security of the public, employees and contractors using RTC personal and real property. The deliberations, decisions, and recommendations of the SSC shall be made with due consideration of the need to balance safety and security with the RTC's mission of providing services to the public that are appropriate, efficient, and cost effective.
2. The SSC shall have authority and duty to inspect, investigate and report necessary corrective action with respect to RTC owned and operated equipment and facilities. The contract operators of RTC-RIDE and RTC- ACCESS shall have the obligation to comply with the policies, standards and rules implemented by the SSC utilizing their own personnel, but may request compliance assistance from the SSC.
3. The SSC shall have review and approval authority over all activities relating to safety and security for all RTC property and facilities. Contract operators shall seek SSC approval for any proposed activities that potentially affect safety of personnel or security of the premises. Implementation shall remain the responsibility of the contract operators.
4. The SSC shall provide oversight for all Project Safety and Security Certification Processes. This will include approval of Project Safety & Security Certification Plans, Project Hazard Analysis including preliminary hazard analysis (PHA), failure mode and effects analysis (FMEA), operating hazard analysis (OHA), threat and vulnerability assessment (TVA), project certificate of conformance completion, project safety & security certification and recommend verification of project safety & security certification. The SSC will chair and guide the Project Safety and Security Certification Committees and any sub-groups. The SSC will provide resolution for issues the PSSC cannot agree or reach consensus. The SSC will ensure tracking, monitoring, resolution and closure of any issue adversely affecting project safety and security certification. The SSC refers issues it cannot resolve to the ED as the final authority.
5. The SSC shall offer technical assistance, including but not limited to, training and education, drills, and exercises, to assist in understanding, preparedness and compliance with policies, standards and rules.
6. The SSC's enforcement authority is limited to reporting non-compliance with safety and security policies, standards and rules to RTC, RTC-RIDE, and RTC-ACCESS management and identifying what corrective action is required. The SSC shall be promptly informed of the corrective action implemented and shall be charged with conducting follow-up inspections to verify compliance.

7. The SSC shall report directly to the Executive Director and shall be accountable only to him/her in matters of safety and security. The ED has delegated the SSA as the SSC chairperson, directing committee function. On an exception basis, voting members may delegate their vote to a supervisor of their department.

8. In general, the resolution process for committee action items is as follows. The SSC with input from the appropriate staff, contractors (transit operations, design, construction, construction management, or manufacturing) will provide recommendation approval regarding remediation, workarounds, restrictions and exceptions to action items. The SSC may require hazard analysis of a recommendation. The SSC will provide a decision for closure or refer a recommendation on the action item. When the committee cannot reach a consensus on recommendation, the Executive Director makes a final decision. This will ensure that system safety and security realized, delivered, tested and validated.

SECTION 6: SAFETY MANAGEMENT SYSTEM PLAN CONTROL AND UPDATE PROCEDURES

The SSA in consultation with the SSC and senior management will annually review the Safety Management System Plan and update it as needed. Review completion of the SMSP review will be by March 31, annually. The SSC will conduct a review of all proposals for changes to the Plan. The SSC will review all regulatory changes and other changes to the SMSP. If system changes occur, the Accountable Executive, Safety/Security Administrator, and the SSC will ensure incorporation of any changes outside a scheduled review in the SMSP. SSC authorized change bulletins may occur throughout the year and distributed within the RTC. The SSC recommends changes and the Executive Director makes the final decision on any change of the SMSP. The RTC Board Chairman and Executive Director annually certify SMSP compliance with 49 C.F.R. Part 673.

SECTION 7: HAZARD ANALYSIS AND RESOLUTION

Before they cause problems, the RTC desires to identify and address as many hazards as possible through a Resolution Process. The RTC will use numerous tools to recognize and evaluate hazards. Then given the nature of the hazard identified, the RTC will take specific actions to control them. The RTC's management is involved in hazard evaluation and control. Hazard analysis and resolution involves the steps of identification, categorization of hazard severity and probability and hazard resolution.

RTC management, Project Safety and Security Certification Committee (PSSCC) and Preliminary Hazard Analysis Teams (PHAT) and safety staff are responsible for conducting hazard analysis of new projects for the RTC system.

7.0 Hazard Identification

RTC management and safety are responsible to conduct periodic occupational and operational inspections of facilities and equipment to identify hazards on a proactive basis. Inspection types include safety/health inspections, OSHA compliance audits and inspections, facility inspections, preventative equipment and vehicle inspections, fire/life safety inspections. Identification of hazards may occur through direct observation, claims, customer complaints, accident reports, employee reporting, reports of safety monitors and record reviews.

The RTC will employ inductive and deductive processes to identify and eliminate hazards. The inductive process involves the analysis of system components to identify failure modes and effects on the total system and personnel actions. Failure mode analysis is a systematic method of determining which failures in systems are life threatening or cause product impairment and which are not. Examples are conditions such as, “failure to open, failure to close, failure during operation, acts which are improper or inadequate or at the wrong time, etc. or any combination thereof.” Elimination of failures can occur through various means described in following sections.

Fault hazard analysis is a deductive method of analysis that requires detailed investigation of subsystems to determine hazard modes and causes of hazards. Deductive hazard identification process involves defining an undesired effect deducing combinations of conditions or faults of the system and the determining causes necessary to produce that effect. Typical identification of fault hazards occurs through testing methods such as integrated testing or system operation testing. Elimination or reduction of fault hazards can occur through means described in the following sections.

7.1 Hazard Categorization

The RTC uses a process (Reference: MIL STD 882-E) to determine which hazards are acceptable, acceptable with certain conditions applied and those which are unacceptable. The key is the use of a formalized process that:

1. Identifies and categorizes the hazard;
2. Potential hazard mitigation steps or solutions are listed and considered;
3. Hazard mitigation steps or another solution is implemented;
4. Hazard follow-up determines reduction or elimination of the hazard and if additional steps or actions are necessary to resolve the hazard.

7.1.1 Hazard Severity

Hazard severity is a subjective measure of the worst credible mishap resulting from personnel error, environmental conditions, design inadequacies or procedural inefficiencies for system, subsystem, or component failure or malfunction, categorized as follows:

- | | |
|------------------|---|
| I (Catastrophic) | Death or system loss. |
| II (Critical) | Severe injury, severe occupational illness, or major System damage. |

III (Marginal)	Minor injury, minor occupational illness, or minor System damage.
IV (Negligible)	Less than minor injury, occupational illness, or System damage.

7.1.2 Hazard Probability

The definition of hazard probability is the likelihood that a specific hazard will occur during the planned life expectancy of the system element, subsystem or component. A subjective description can include potential occurrences per unit of time, events, population, items or activity, ranked as follows:

A (Frequent)	Likely to occur frequently (individual); Continuously experienced (fleet/inventory).
B (Probable)	Will occur several times in life of an item; will Occur frequently in fleet/inventory.
C (Occasional)	Likely to occur sometime in the life of an item; will Occur several times in fleet/inventory.
D (Remote)	Unlikely but possible to occur in life of an item; Unlikely but possible to occur in fleet/inventory.
E (Improbable)	So unlikely, it can be assumed no occurrence; Occurrence unlikely, but possible in Fleet/inventory.

Upon hazard identification, analysis determines potential severity and probability of occurrence. The standard process for this analysis is hazard identification, categorization, listing of potential mitigation steps or solutions, implementation of mitigation steps and finally, a follow-up of the hazard and its corrective action(s) to make certain there is reduction of severity or elimination.

The management staff of the RTC can effectively determine the severity of all but the most difficult or unusual hazards. However, should there be difficulty in establishing an agreed upon hazard categorization and/or resolution, the issue referred to the SSC for a determination as to the category and resolution. Should the SSC fail to reach consensus on categorization and/or resolution the Executive Director will resolve the matter.

The successful resolution to some hazards may require the use of outside subject matter experts, consultants or the like. The point is that the RTC will look to external resources to help resolve a hazard within the system. The SSC or management may recommend the use of external resources with approval from the Executive Director.

Hazards identified on an ongoing basis should be entered in the formal process in the same manner as those identified by formal analysis techniques associated with new procurement and new system construction. All employees involved in the hazard identification process must know and understand their respective roles.

7.2 Hazard Resolution

The definition of hazard resolution is the analysis and subsequent actions taken to reduce to the lowest level practical the risk associated with an identified hazard. Hazard resolution is not synonymous with hazard elimination. RTC’s transit environment contains some hazards that are impossible to eliminate and others that are highly impractical to eliminate. Accomplishing reduction of risk to the lowest practical level occurs in a variety of ways from protective and warning devices to special procedures.

There are, however, some hazards that present unacceptable risk requiring elimination. Part of the Hazard Resolution Process is the use of a Hazard Resolution Matrix. The Matrix prescribes which hazards are acceptable, acceptable with mitigation or unacceptable. The RTC’s Hazard Resolution Matrix is as follows:

RTC HAZARD RESOLUTION MATRIX						
	Category	I	II	III	IV	
Hazard	Probability	Catastrophic	Critical	Marginal	Negligible	
Employee Behaviors	A	UN	UN	UN	AC/WR	
Equipment	B	UN	UN	UD	AC/WR	
Facilities	C	UN	UD	UD	AC	
Processes	D	UD	UD	AC/WR	AC	
	E	AC/WR	AC/WR	AC/WR	AC	
Codes: UN = Unacceptable UD = Undesirable AC = Acceptable AC/WR = Acceptable with review by management						

After the risk assessment, resolution occurs from plan development. Elimination or reduction of hazards in the highest risk category (IA, IIA, IIIA, IB, 2B, IC in the Hazard Resolution Matrix) occurs until they are in a lower risk category. Once in a lower category, management evaluation determines the most effective means of dealing with the hazard. As indicated, elimination or reduction of those in the highest risk category occurs until they can be classified in one of the other three categories. The strategy for dealing with risks in the second highest category (IIIB, IIC, IIIC, ID, 2D in the Hazard Resolution Matrix) are recommended by an RTC department head or Contractor, but it must be submitted to the SSC for approval. The RTC department head or Contractors may directly address hazards posing risks in the lowest two categories with reporting to the SSC.

The entire Hazard Resolution process is a formalized, predetermined procedure for risk acceptance by the RTC and contractor staff. It allows for a systematic hazard identification process and a coordinated hazard effects minimization process.

7.3 Approach to Hazard Elimination and Mitigation

The RTC uses a hierarchical approach to eliminate or control hazards:

1. Design for minimum risk
2. Use of safety devices
3. Use of warning devices
4. Provide special procedures and training

7.3.1 Design for Minimum Risk

There should be provisions in all designs to identify and eliminate hazards through appropriate safety and security design concepts, such as fail-safe design and redundancy. Design provides mitigation to the lowest practical risk level for hazards not eliminated.

7.3.2 Use of Safety Devices

After design, the use of fixed, automatic or other protective safety devices may reduce remaining hazards to an acceptable risk level. These safety devices are critical system elements and will be inspected and maintained as such.

7.3.3 Use of Warning Devices

When design or safety devices cannot affectively mitigate hazards use of warning devices may provide timely detection of the activated hazard and generate adequate warning signals. Design of warning signals shall minimize the probability of incorrect reaction to the warning by employees or other individuals. These warning devices are critical system elements and will be inspected and maintained as such.

7.3.4 Provide Special Procedures and Training

Where it is impossible to adequately mitigate hazards through design, safety devices, or warning devices, written procedures and training are used to either reduce the probability of the hazard occurring, reduce the severity of the hazard if it does occur, or both, so that an acceptable risk level is achieved.

7.4 Hazard Resolution Methodology

PHAT and PSSCC or others will resolve and recommend further actions for hazard resolution to the SSC. The SSC provides a recommendation to the originator for resolving a hazard. After concurrence, if it is a hazard in the second highest risk category, it is further presented as a recommendation to the Executive Director, who may accept, modify or reject the recommendation. Upon modification or rejection of the recommendation, the SSC will further analyze, determine strategy and recommend other actions until final approval from the

Executive Director. Referral occurs of the approved hazard resolution to the PSSCC, responsible department, or contractor for implementation. The SSC will provide oversight through resolution and closure.

7.5 Resolution of Active Hazards

Appropriate staff evaluate and eliminate operating system hazards to an acceptable level according to the Hazard Resolution Timetable. This Timetable ensures achievement of the optimum level of safety through the expeditious resolution of hazards, once identified.

RISK CATEGORY				Resolution timetable			
Unacceptable - must be mitigated (1A, 1B, 1C, 2A, 2B, 3A)				Must be addressed immediately and reported To the RTC Board.			
Undesirable - Mitigation plan must be approved by the SSC (1D, 2C, 2D, 3B, 3C)				A resolution must be developed and implemented as soon as possible. (Ideal if less than 5 days, may take longer to resolve due to funding, staffing or equipment needs, procurement and implementation.)			
Acceptable - with review by SSC (1E, 2E, 3D, 3E, 4A, 4B)				The review process must be completed and resolution accepted within 30 working days.			
Acceptable - without review				The SSC must be notified of action taken within 30 working days			

Use of a Corrective Action Plan (CAP) records identified hazards, tracks recommended mitigation efforts, assigns accountability and documents closure. The CAP must describe the hazard, classification, risk, corrective actions, required resources, resolution, accountable staff and closure.

Hazard Corrective Action Plan									
System, Sub-System, Equipment, Procedure or Function:									
Hazard Description:									
Hazard Severity:			Probability of Occurrence:			Hazard Risk Index:			
Corrective Action:									
Required Resources:									
Controlling Measures and Remarks:									
Resolution:									
Actions Implemented:									
Closure:									
Prepared by:					Approved by:				
Name, Title and Date					Name, Title and Date				

7.6 Hazard Resolution Oversight

Direct oversight of implemented resolutions to verify their effectiveness is the responsibility of the involved department, or contractor. In those cases where the SSC was directly involved in deciding the hazard resolution, the SSC will participate in directly overseeing implementation effectiveness.

SECTION 8: ACCIDENT/INCIDENT REPORTING AND INVESTIGATION

8.1 Criteria

All employees are required to immediately report and document accidents and injuries, no matter how minor. Coach Operators must complete a written report on accidents and/or injuries occurring on or near their coach or van. A Contractor's field supervisor shall respond to every accident involving their assigned vehicles' and will assist in controlling the accident scene, securing witness statements and performing the initial investigation. RTC staff will investigate accidents involving RTC vehicles.

8.2 Reporting Procedures

The SSC reviews all accidents monthly. The review process includes final report approval, review and discussion of corrective action plans and follow-up monitoring. The SSC meeting agenda includes accident review, analysis, recommendation and follow-up monitoring. RTC's accident procedures differ for major and minor accidents.

Major accidents/incidents include any one of the following events:

- Fatalities involving passengers, employees, bystanders, and trespassers, (includes death within 30 days of the incident).
- Any accidents, which results in an injury of two or more persons, where the injured party requires medical assistance away from the scene of the accident.
- Property damage in excess of \$25,000.
- Collision at a railroad crossing.
- Incidents not addressed above which require the evacuation of passengers or employees from the vehicle, station, other facility or right of way.

Non-major accidents/incidents include the following events:

- Bodily injury of one person, and immediate medical treatment away from scene of accident.
- Property damage between \$7,500 and \$24,499.
- Fire and smoke in vehicles, and facilities not addressed above.
- Other incidents involving rules and procedures violation.

8.3 Internal Notification

The Contractor's Dispatch Control Center (RIDE or ACCESS Dispatch) has a list of criteria for determining the type of accident and notification requirements. Dispatch will notify the appropriate department or individuals. Upon receiving notification of an accident/incident Dispatch will assure that the Coach Operator:

- Reports the location and direction of travel.
- Describes the accident/incident.
- Activates the Emergency Stop Button (or otherwise stops the vehicle).
- Provides the appropriate announcements to the passengers.
- Turns off engine, assesses on-board injuries, and assesses outside bus injuries and other related damages.
- Assists with injuries, and distributes and collects witness cards.

In the case of a major accident, Dispatch will notify emergency responders (City of Reno and Sparks Fire Departments, Police Departments, or Washoe County Sheriff's Office, etc.). Dispatch will request Emergency Medical Services for any injured parties.

Dispatch will then notify its managers and appropriate maintenance staff to respond to the scene of the accident/incident. The RTC Security/Safety Administrator (SSA) will respond to all fatality accidents and other catastrophic events.

8.4 Reporting and Documentation

After the service contractor's on-scene accident/incident initial investigation, some issues may remain unresolved or need completion. This is often the case involving major accidents and/or those requiring reports to the National Traffic Safety Board (NTSB).

Accidents requiring state or federal reporting requirements shall be coordinated with the SSA prior to submission.

The degree of follow-up documentation will vary from one accident to the next. The following may require documentation:

- Compliance with operating rules and procedures
- Follow-up interviews
- Employee records review
- Post-accident drug and alcohol testing
- Vehicle equipment impounding and inspections (of vehicles involved in accident), and maintenance records review
- In-shop inspections
- Repair estimates on vehicles

Accident analysis – In preparation for the final report, investigator(s) attempt to reconstruct the events as follows:

- Who was involved?
- What events occurred?
- How did the events happen?

Sequence of events for off-site accident/incident investigations is as follows:

- Analysis of off-site data collection
- Documentation of findings
- Determining conclusions
- Determining probable cause and contributing factors
- Recommendations

For reportable accidents, the responsible contractor's written report will identify the most probable cause and any contributing cause of the accident.

8.5 Follow-up

Accident/incident investigations identifying the need for a corrective action plan should include

the following information:

- Element of activity identified as deficient.
- Planned activities to resolve deficiency.
- RTC or Contractor department responsible for implementing corrective action.
- Scheduled completion date for implementation.
- Estimate cost of implementation.

As necessary (fatal accident/incident), the RTC or Contractor will provide a list of corrective actions due to accident/incident investigation and report progress to the SSC.

8.6 External Notification

The responsible service provider contractor has responsibility, in coordination through the SSA for notifying external agencies, including NTSB, if required. NTSB notification shall occur within two hours of any bus accident involving a passenger fatality.

SECTION 9: SAFETY INSPECTION AND AUDIT PROCESS

RTC will use a variety of evaluative tools to meet the needs of the organization including self-assessments and voluntary regulatory assessments. RTC staff, consultants, contractor staff or qualified persons from other agencies conduct assessments, audits and evaluations.

The RTC internal safety audit program consists of audits coordinated and conducted by RTC, Contractor and SSA to measure effectiveness of the Safety Management System Plan and compliance with its requirements. Conduction of internal safety audits will be in accordance with FTA, TSA, OSHA (or other local, state and federal agencies), etc. and will follow applicable guidelines and requirements. The audits will ensure that all rules, procedures, operating practices, training and facilities conform to applicable safety requirements and that adequate documentation exist to verify proper performance of safety-related activities. Audit program activities include the following:

- Ensuring adequate on-the-job safety surveillance during system maintenance, operation and modification.
- Determining compliance with management safety policies as contained in the SMSP.
- Determining compliance with operating rules, regulations, standards, codes and procedures.
- Recommending specific corrective action plans to eliminate or minimize the effects of each deviation from compliance.

The Contractor's safety staff will conduct the majority of audits. Yearly performance of audits occurs on a cycle that assures audit of every element within the SMSP at least once in a three-year period.

Advance Audits announcements ensure full support and participation of each department or

section. For each of the areas audited, safety staff are encouraged to use written checklists designed for that audit and outlines the key audit requirements.

Upon completion of the audit, the Contractor safety staff in conjunction with the SSA will discuss the findings and make recommendations to the audited department or section. Some findings may require the development of a corrective action plan (See Hazard CAP form) which must include:

- A full description of the tasks that will correct the item. Complex corrective actions may require multiple sub-tasks and milestones.
- An assignment of whom, by title and department is responsible for accomplishing the corrective action.
- A schedule for completion of the corrective action with intermediate milestones as appropriate.

Audited departments are responsible for implementing their respective recommendations and approved action plans within the established periods.

9.1 Facilities Inspections

All public and operating facilities are subject to periodic audit/inspections to identify unsafe or unhealthy conditions, and determine if maintenance is required. Facility inspections will include facility/audits, preventive maintenance inspections, and fire/life safety inspections.

- Facility Audits – Each operating facility is subject to quarterly audit by RTC staff or consultants. Standard inspection includes all major components at each facility. Components include foundations, substructures, superstructures, exterior closures, roofing, doors, walls, floors, plumbing, electrical and safety systems. Use of these audits to prepare condition profiles that assist in planning and programming all maintenance repair and rehabilitation projects into the annual work plan.
- Preventive Maintenance Inspections – Each operating facility must have a scheduled preventive maintenance program. Follow the RTC's facilities maintenance plan to ensure that the facilities and their subsystems and equipment are inspected and serviced based on the manufacturer's recommendations. Performance of inspections by either in-house staff, or their consultants, or outside service contractors.
- Fire/Life Safety Inspections – On an annual basis, each operating facility is subject to an unannounced fire inspection by the Fire Marshall's Office. Compliance with all fire and life safety codes are the basis of these inspections. Documentation of inspections are in the form of reports with follow-up on any areas identified as weaknesses or violations.

Each facility is also required to conduct self-inspections on a weekly or monthly basis in accordance with written procedures that contain formal checklists. Monthly inspections include items such as fire extinguishers, eyewash stations, and hazardous waste material storage areas.

RTC's Public Transit Services, SSA and others, will frequently walk through each facility with a focus on safety and security. The goals of each of these inspections are to provide RTC employees, its contractors and the riding public with safe, reliable, high- quality service

throughout all facilities and the entire service area.

9.2 Maintenance Audits/Inspections

The RTC's Public Transit Services has two main contractors, which are responsible for preventive maintenance and repair of the contractor-operated fleet including buses and non-revenue vehicles. The contractors also work with RTC's Facilities Maintenance Section to maintain operation and maintenance facilities.

RTC's safety compliance assessment involves the process of spot-checking contractor maintenance records and documents to find problems before they cause a negative situation. Each maintenance area is to perform internal inspections daily, in accordance with approved procedures.

9.2.1 Maintenance Functions

Each contractor provides the same basic maintenance functions. Each contractor performs all levels of maintenance on revenue vehicles and support vehicles, including cars, trucks and vans. The intense emphasis on assuring that the fleet support equipment operates effectively and efficiently has a direct relationship to the organization's ability to provide on-street service supervision and support, which directly supports the Safety Management System.

The contractors are responsible for preventive maintenance, of revenue collection equipment, and bus electronic fare boxes and ticket vending machines (TVM's). Contractors are also responsible for passenger shelters, benches, bus stops, parking lots and other related facilities within their operations.

Transit contractors are responsible for preventive maintenance of vehicle and fixed-end electronics systems. This includes portable and mobile radios. Other equipment such as surveillance equipment (security cameras and recorders), message signs, electronic gates, radio consoles and antenna sites are the responsibility of the RTC. This maintenance enables RTC to conduct safe and secure transit and maintenance operations on its buses and at its facilities. Preventive maintenance includes periodic inspections and programmed testing or replacement of wearable components. Performance of preventive maintenance inspections (PMI's) occurs on a scheduled basis on all RTC assets. PMIs comprise a majority of the maintenance workload and are a key method in the prevention of failures that could result in safety-related incidents. Major systems, such as wheelchair lifts, air conditioning, and heating and fire suppression are the subject of PMI's.

Contractors (RIDE and ACCESS) are responsible for performing numerous tasks including:

- Yearly State safety inspection on revenue vehicles.
- Preventive maintenance inspections and minor repairs to the entire vehicle and its components on a scheduled basis.
- All necessary repairs found during inspections or from road defect reports.

- All cleaning and servicing to vehicles, from the daily cleaning, fueling, and fluid top-off, to complete interior major cleaning and mechanical system steam cleaning.

RTC or other Contractors maintain RTC property and equipment, such as the administration building and transit centers that not maintained by the service providing contractors.

9.2.2 Safety-Related Standard Operating Procedures

Maintenance personnel work with established safety-related Standard Operating Procedures (SOPs), including Lock-Out/Tag-Out, hazardous materials and other applicable topics. Safety-related SOPs developed by each Contractor's maintenance division are must be submitted to the SSC for review and approval.

9.2.3 Correction of Defects

Discover of defects occurs four ways: 1) defect reports used by coach operators or other end-users that identify problems; 2) service interruptions, such as road calls; 3) PMIs; and maintenance reviews. Correction of all defects found must in accordance with approved procedures.

9.2.4 Inspection Programs

The maintenance technicians perform regular equipment, facility and systems inspection programs that monitor the safety, reliability and cleanliness of the Contractor maintenance programs. There is referral to the SSC for assistance in finding an acceptable resolution for any potential hazard not reduced or eliminated through regular management procedures found during inspection.

9.2.5 Quality Assurance

Quality Assurance (QA) monitors compliance with established maintenance procedures and policies, as well as assists in the resolution of technical problems. QA personnel conduct routine review of all service interruptions and categorize them for summarization at the senior management level.

9.2.6 Warranty

Conduction of the warranty function occurs partly by contractors and partly by RTC personnel. Jointly, they are responsible for claims recovery on premature failures of warranted parts, components and systems throughout the bus fleets. Recovery may consist of cash, parts, labor, or any combination thereof. The contractor is responsible for identifying and documenting warrantable fleet defects, and offers a formalized process for responding to potential safety problems. RTC is responsible for contractually resolving warranty issues for RTC procured vehicles. The RTC is also responsible for warranty implications associated with

the fare box, ticket vending machines and communication systems. The contractor is responsible for the warranty of any repair parts or equipment purchases.

9.2.7 Bus Maintenance Inspections

Performance of preventive vehicle maintenance inspections and repairs must be in accordance with approved maintenance procedures on a regularly scheduled basis, and monitored for completion and continuous improvement. Management notification providing maintenance information occurs if there are missed schedule intervals and corrective action taken. All maintenance checklists shall include recommended manufacturer, supplier, or builder procedures, programs, and guidelines.

State Emissions Inspections and Emissions Opacity Testing: RTC sends all gasoline- powered vehicles to external sources for emissions testing and certification. Although not a regulatory requirement, RTC conducts an annual opacity test for all heavy-duty buses. Correction and documentation of problems occurs prior to equipment returned to service.

Preventive Maintenance Inspections (PMI): All revenue, non-revenue and off-road support equipment is subject to scheduled PMI processes in accordance with the manufacturers' guidelines. Proactive assurance fleets are safe and well maintained is provided by the inspection processes.

Post-Accident Quality Assurance Inspections: Each Contractor shall conduct formal post-accident inspections on vehicles when there is an indication that parts or vehicle system failure may have contributed to the accident.

Communications Equipment System Inspections: Fleet radios and fixed stations undergo periodic inspections and repairs by outside vendor(s) as provided by the RTC. Each Contractor (RIDE, ACCESS) are responsible for assuring the overall functionality of their equipment and processes, including portable, mobile and fixed-end applications.

Other Shops Maintenance Inspections: The heavy repair (major component) facility, brake and battery shops and paint and body repair facility have developed internal processes and inspections procedures to assure conformance to established standards.

SECTION 10: RULES/PROCEDURES REVIEW AND ENFORCEMENT ACTIONS

RTC ensures that annual reviews are performed for all safety rules/procedures and necessary revisions made. Change of conditions may also dictate when to make revisions. A review and revision of safety rules and procedures occurs in accordance with any changes to federal, state and local codes.

The RTC encourages employees and contractors to report unsafe conditions or situations. Employees and contractors shall report unsafe conditions, situations or incidents to management without fear of reprisal. The RTC's safety and health program will only be effective if all employees and supervisors are accountable for their responsibilities and safety performance. Front line supervisors may be the best choice for administering disciplinary action for minor violations. However, upper level management administers disciplinary actions for more serious violations. In general, addressing violations of safety rules and policies occurs in the following manner.

- | | |
|---------------------|----------------------------------|
| 1. First incident: | Verbal warning |
| 2. Second incident: | Written reprimand |
| 3. Third incident: | Written reprimand and suspension |
| 4. Fourth incident: | Termination |

Examples of employee behaviors resulting in disciplinary action can include:

- Failing to comply with safety rules
- Use of unsafe methods
- Failing to report injuries
- Failing to use required personal protective equipment
- Making safety devices inoperable by removing, adjusting or disconnecting them

SECTION 11: TRAINING AND CERTIFICATION REVIEW AND AUDIT

11.1 Training and Certification Review and Audit

Proper documentation, regular review and update of all RTC and contractor training programs occurs as needed. There will be an annual review and full audit every three years of each training program. RTC officials, or their consultants, will review all training. The purpose ensures training of employees who can demonstrate their understanding of what they have learned. Contractors accomplish training of operations and maintenance employees in accordance with the provisions of their contract with the RTC, which also includes a requirement to comply with content of this SMSP. It is each contractor's responsibility to ensure that workers are knowledgeable, skilled and always focused on safety while carrying out their assigned responsibilities.

11.2 Contractor Training Programs

Contractor's training programs include licenses, training completion, internal and external certifications required by title or job responsibility. Contractors must ensure FTA defined safety-sensitive jobholders are provided all required training and certification on an on-going basis. Safety-sensitive jobs are coach operator, mechanic, dispatcher, and armed officer. In

general, training should document skills performance, knowledge of operational procedures, emergency procedures, equipment usage, new equipment configurations, OSHA requirements and any other special requirements.

SECTION 12: EMERGENCY RESPONSE PLANNING, COORDINATION, AND TRAINING

RTC has developed the System Security and Emergency Preparedness Program Plan (SSEPP). The SSEPP provides information relevant to all RTC employees and its contractors regarding emergency procedures, drill procedures, and the conduct of periodic disaster and emergency response actions drills, for all modes of transportation.

The SSEPP addresses:

- Security conditions and capabilities,
- Threat and vulnerability resolution process,
- Threat levels and alerts,
- Security and emergency procedures,
- Related training and evaluation, and
- All-hazards emergency response.

All RTC and contractor personnel involved with the public must receive training in emergency operations and participate in emergency drills as part of their recurrent training.

RTC and contractor personnel must follow emergency management procedures contained in Appendix A.

SECTION 13: SYSTEM MODIFICATION REVIEW/APPROVAL PROCESS

13.1 System Modifications

Major modifications to systems, equipment or vehicles must address safety concerns and hazard through a safety certification process. Minor system modification require addressing safety concerns and hazards in the same way as major modifications. System modification often results from systems testing, observations, inspections, data analyses and equipment failures due to design problems, hazard reports, accident investigations, and internal or external audits. Proposal of modifications may occur as a means of improving a system's efficiency, maintainability and performance, or in order to eliminate or control hazards.

For elements involving either the bus fleet or infrastructure, the design, construction and coordination procedures applicable are in the appropriate RTC contract documents. It is the responsibility of the department drafting the specifications for the equipment, system or facility

to assure that safety requirements specification in procurement documents.

The RTC SSC reviews modifications effecting safety and security to systems, equipment and vehicles through the Safety and Security Certification Process. Transit system expansion or reduction (e.g., addition of BRT service) requires safety and security certification. The Handbook for Transit Safety and Security Certification, FTA 2002, provides a 10-step safety and security certification process. Safety and Security Certification of projects involves the project management team, project safety and security certification committee, preliminary hazard analysis team, contractors and consultants for completion. The process requires review and approval of certification and a verification recommendation by the Executive Director. The SSC reviews and approves equipment and vehicle safety and security certification as well.

13.2 Safety Requirements for Modifications

The RTC and its representatives will approve incorporated modification and configuration control requirements into all contracts in order that changes to the design of equipment and facilities documentation. Changes to designs after completion (sign off) of reviews are to be coordinated between RTC, its representatives, and the contract holders. Included in the contracts are compliance with safety assurance; modification and configuration control; safety analysis; evaluation and review. General areas most affected by system modifications and configuration controls include: vehicles.

Communications, fare collection and maintenance facilities.

Procurement of new systems, facilities, and equipment for RTC includes safety requirements in specifications and design reviews, and the testing, evaluation, and certification of the new systems (including configuration). It is the responsibility of the specifier (RTC, Contractor, or vendor) of new systems to assure to the RTC that safety requirements are included in the procurement process.

13.3 Security Requirements for Modifications

The RTC will ensure that facility modifications include provisions that are consistent with current security systems for electronic access control, locks and keys, intrusion detection and closed-circuit television system. Accomplishing facility modification must ensure that there is a consistent philosophy and implementation for the RTC's security systems.

13.4 Special System Safety/Security Considerations

RTC requires special consideration to the following in contracts affecting system components:

- Compatibility with the safety features, design, and procedures of the existing system into the new designs. Design criteria includes crime prevention through environmental design (CPTED) concepts and fault tolerant principles must be incorporated into all designs of new systems, including hardware, software, equipment, and facilities, when

failures would cause a catastrophic event resulting in death or injury to persons, or damage to critical systems. As a prerequisite, there will be no consideration to new designs unless they proved safe and effective in operation elsewhere.

- Avoidance, eliminations, or reduction of identified safety hazards caused by design change; the inclusion of safety devices; or introduction of new or additional parts or materials, must be built into the designs.
- Components must be located so that access by personnel during operation, maintenance, repair, or adjustment does not require exposure to hazards (such as electrical shocks, burns, sharp edges or points and dangerous or toxic materials) beyond acceptable risks.
- Designs must minimize damage to equipment or injury to personnel in the event of an accident or catastrophe.
- Proper design must avoid undue exposure to physiological and psychological stress, which might cause errors leading to accidents or catastrophes.
- Provision of suitable warning and caution notes must be included in the vendors' instructions for the operation, assembly, maintenance, and repair of their products, and the imposition of distinctive markings for personnel protection on hazardous components, equipment or facilities.
- Developed staff training programs for all new systems or modifications, submitted to the RTC for approval, and personnel trained prior to final acceptance of the system or modification.

SECTION 14: SAFETY DATA ACQUISITION/ANALYSIS

The RTC, its consultants and contractors conduct proactive safety and health activities, including periodic inspection of facilities and construction projects, documented industrial hygiene surveys, and other occupational health assessments.

Safety related data will also be collected through review of operational and maintenance reports, accident reports, hazard analysis, injury/illness/incident investigations, performance reviews, customer complaints, claims, supervisory observations, and safety audits. Collected data will be analyzed and arranged in a manner that allows ready comparison with past safety performance in similar areas. Investigation or patterns of reduced safety should occur and if warranted, recommendations made to improve safety to previous levels or better.

Careful review of safety data, such as accident reports, claims, customer complaints, etc., should continue for an acceptable period after the implementation of a hazard resolution. Comparison of “before-and-after” statistics can also provide confirmation that the resolution is effective.

Annual Safety Report: Collected safety data, and the results of analysis of that data, will constitute significant parts of the Annual Safety Report. SSA will prepare this report it then signed by the Executive Director and sent to the RTC Board, and other selected entities. The

report will include a narrative assessing RTC and contractor safety performance for the year.

SECTION 15: INTERDEPARTMENTAL/INTERAGENCY COORDINATION

RTC has a system of continuing verbal and written communication procedures in place to ensure interdepartmental, contractor, and interagency coordination is occurring. Proper implementation of the contents of this Safety Management System Plan will help to achieve an open line of communication throughout the organization. It is prudent to involve employees in the planning, implementation and necessary improvements needed to enhance their personal workplace safety. Employee solicitation of solutions to safety and health problems is essential. RTC will ensure its employees, and its Contractors contribute to safety and health objectives through participation on safety committees and teams.

RTC recognizes the benefits of developing and maintaining open lines of communication with its peers, local emergency service providers and others in supporting community safety. As such, RTC participates in local community groups that plan and exercise safety and emergency action plans for Northern Nevada. In addition, RTC works with other providers as needed on statewide initiatives or efforts designed to improve emergency and safety preparedness. RTC's key leaders and the SSA act as liaisons for such work and communication.

SECTION 16: CONFIGURATION MANAGEMENT

The RTC SSC reviews modifications effecting safety and security to systems, equipment and vehicles through the safety and security certification process. The RTC provides change control for its operations through its contractors. Contractors must follow configuration control procedures to assure that changes to facilities, hardware, operating and support systems ensure the modified system meets all approved safety standards, and ensure that the changes do not degrade safety or performance. The SSC provides final approval or recommendation for approval of the change control process.

Equipment Warranty, Fleet Defects and Maintenance Campaigns: Contractor's Maintenance Divisions carefully monitor new coaches and vans to ensure identification, documentation and recording all premature failures of parts, components and assemblies. Maintenance staff will file appropriate claims against the manufacturer for the repair or replacement of the failed element(s) while assuring that the corrective action satisfies and sustains the original equipment configuration. Declaration of a formal fleet defect occurs when failure rates meet or exceed the percentage agreed upon in the respective contract. RTC Public Transportation & Operations will make the Declaration. RTC Public Transportation and Operations, and contractor maintenance staff coordinate manufacturer Corrective action campaigns to assure that such repair campaigns satisfy all configurations, functionality and quality requirements.

Technical Library: Each primary Contractor will maintain a technical library to ensure the availability of current maintenance procedures and parts information. The library is a reliable source for current information of maintenance campaigns and service bulletins, component

catalogs, fleet assignments and other information that is necessary to assure required maintenance and configuration control.

16.1 New Systems Configuration Management

Verification of compliance with safety requirements contained in the specifications occurs by using coordinated reviews of contractual documentation, system design reviews, assessment of failure modes and criticality analyses, fault-tree analysis and preparation of test results. Assessed during this verification effort, are adherence to configuration control and other appropriate management procedures.

Contractors are required to prepare and submit “as-built” contract drawings after new projects, or overhauls or rehabilitation of the transit fleet, system equipment and facilities are completed. Design changes made after completion of design review will be coordinated with the Contractor Service Providers and the Public Transportation and Operations Department.

New Coach/Van Purchases: There is assignment of a project manager (PM) to each new bus procurement. The PM is responsible for coordinating, monitoring and controlling all aspects of the new contract and the ultimate equipment configuration. Review of RTC’s technical specifications in the manufacturing plant for each new bus contract promotes and ensures full understanding of the required vehicular configuration. Upon final inspection, release and acceptance at RTC, the PM is to ensure that a post-delivery audit of the bus equipment and records to assure that the agreed-upon equipment configuration standards have been satisfied.

SECTION 17: EMPLOYEE SAFETY PROGRAM

RTC and its operations and maintenance contractor employee safety programs are intended to reduce substantially the number of accidents and injuries occurring within its facilities and to ensure that when they do occur that they are handled properly. The Employee Safety Program incorporates all applicable local, state, and federal requirements including employee right to know provisions.

The SSA in conjunction with RTC Human Resource Section and others as required, review employee accidents, incidents and injuries that occur, and develop programs and initiatives to reduce event numbers. The SSA also meets with supervisors at RTC facilities to ensure the implementation of the appropriate OSHA requirements.

RTC and contractor employees must become familiar with all policies and procedures, and learn how to perform their jobs safely and efficiently. RTC encourages the use of documented on-the-job training, classroom and specialty training, to contribute to a successful safety and health program. The training effort includes hazard recognition, regulatory compliance and accident prevention. Reinforcement of training occurs through regular follow-ups with employees. This document is an integral part of the employee safety program.

As part of the employee safety program, the RTC and its contractors encourage the use of three motivational techniques: communication, incentives/awards/recognition, and employee surveys. Effective communication within the organization keeps employees informed about policies, procedures, goals and progress. Bulletins, board notice newsletters, meeting and other forums, contribute to awareness and a proactive approach toward safe conditions. RTC also requires compliance with all laws and regulations (e.g., OSHA, ADA) that enhance worker dignity, safety, health and productivity.

17.1 Industrial and Occupational Safety and Health

Each RTC Department is responsible for industrial and occupational safety and health for its employees and each contractor is responsible for the occupational safety and health of its employees. The RTC requests consultative reviews from the State of Nevada OSHA – Safety Consultation and Training Section encompassing all facilities and operations. The SSA will provide consultancy services and oversight of employee safety and training programs through the following work activities:

- Investigation of employee injuries
- Safety training at new employee orientation
- Periodic training covering applicable industrial and occupational safety topics
- Implementation of corrective action to reduce hazards identified in the workplace
- Periodic inspections to evaluate the safety of the facility
- Annual updates to the Emergency Action and Evacuation Plans

17.2 Personal Protective Equipment

All personnel participating in work actions or activities subject to personal protective equipment (PPE) requirements must be notified, trained, equipped and in its use. RTC departments and contractors are responsible for providing the necessary PPE. Employees are required to use PPE in work actions or activities subject to regulation or requirement.

17.3 Interdepartmental, Contractor and Interagency Coordination

RTC has a system of continuing verbal and written communication procedures in place to ensure interdepartmental, contractor, and interagency coordination is occurring. Proper implementation of the contents of this document will help to achieve an open line of communication throughout the organization. It is prudent to involve employees in the planning, implementation and necessary improvements needed to enhance their and their fellow workers, personal workplace safety.

17.4 Operating Environments and Passenger Facility Management

Passenger facility management at each RTC location servicing the public will provide a clean,

safe and secure environment for customers. Cleaning and repairs of bus stops and shelters occur daily and as necessary based on customer feedback.

17.5 Employee Work-Related Injuries

Employees involved in a work-related accident are required to report the accident to a supervisor, who must document the accident utilizing approved report forms. A claims adjuster, hired by either the RTC or the Contractor as applicable, classifies the type of accident before incorporating the claim into the administrative process. RTC and its contractors have a formal return-to-work program, which encourages employees to return to work, with restrictions, in a modified duty assignment. The hazard management process describes the methodology used to reduce employee work-related injuries. A review of all accidents passenger or public injuries and employee injuries occurs for hazard identification, classification, risk, mitigation and follow-up to reduce or eliminate reoccurrence.

Safety-sensitive personnel (operators, dispatchers, mechanics and armed officers) will immediately report any work-related injury to a supervisor. The supervisor will ensure any necessary emergency response, documents the incident and initiates the administrative process.

SECTION 18: HAZARDOUS MATERIALS PROGRAM

The Public Transportation Department is responsible for mandating safety requirements in its service provider contracts. The RTC's purchasing authority is responsible for mandating safety requirements in its vehicle procurement, facilities design and construction contracts. Both departments require compliance from vendors with RTC's safety requirements. The SSA is responsible for ensuring that the RTC and its contractors meet requirements related to the safety of RTC employees and property, contractor employees and property and the public.

Operational and passenger safety are the highest priorities when defining vehicle and facilities design requirements. Established design criteria ensure the equipment and installed materials meet or exceed all safety, flammability and environmental requirements, and meet all state and federal standards and regulations in effect at the time governing the specific equipment and materials used. Verification of contract compliance, commence with the design phase, continue through construction and final acceptance with inspections and testing by qualified consultants or RTC personnel.

18.1 Hazardous Materials Management Plan

RTC has, and requires its contractors to have, a Hazardous Materials Management Plan (HMMP) for each operating facility. Among other requirements, each HMMP must assist the local fire department in the event of their response to a hazardous material (HAZMAT) emergency. Each HMMP is site-specific and describes features of RTC systems and equipment required for compliance with pertinent statutes, ordinances and regulations. The HMMP requires each contractor to name a facility emergency contact person and/or position, and list

the types and location of chemicals stored at the facility. Facility information includes items such as floor plans, hazardous material storage locations, staff evacuation locations, etc. Each Contractor oversees the storage, handling, approval, and use of hazardous materials at RTC facilities. Contractor must ensure compliance with federal, state and local regulations regarding the generation, handling, storage or disposal of hazardous material or waste at these facilities. The Contractor maintains and updates all the hazardous material permits and fees necessary for each facility. They are responsible for updating and maintaining all Safety Data Sheets (SDS) and Chemical Materials Control Forms for their sites. They provide a copy to the SSA for inclusion in the facilities master list.

Each facility has its own Emergency Response Plan (ERP) that outlines the procedures for utilizing and maintaining personal protective equipment, spill prevention countermeasures and control plans and spill contingency plans.

The RTC and each Contractor is also responsible for coordinating the hazardous materials training of their personnel. The Contractor, with consultation from the SSA as needed, is responsible for purchasing personal protective equipment for employees, and controlling chemicals and other hazards in the workplace.

18.2 Purchasing Hazardous Materials

The RTC requires vendors to attach a Safety Data Sheet (SDS) with each hazardous chemical shipment in order for its acceptance. The Contractor's purchasing agent(s) have the following responsibilities in addition to daily activities:

- Ensuring that the procurement process complies with established procedures for evaluating materials and products.
- Establishing procedures that require their internal safety department coordination for identification and purchase of safety-critical/hazardous materials.
- Developing, maintaining and utilizing a list of hazardous substance acquisition, handling, labeling, storage, disposal and record keeping.
- Establishing and maintaining a standard procedure for evaluation of all potentially hazardous materials with their internal safety department personnel.
- Annually reviewing inventory requirements for defined safety-critical items.

18.3 Hazardous Communication (HAZCOM)

Each Contractor has a Hazard Communication (HAZCOM) Program, for all new employees who work with or exposed to, chemicals or other hazardous materials in their work environment. All employees also receive annual training. The program design is to inform employees about the following:

- The "Right to Know" Laws
- Workplace chemical lists
- How to read and interpret information on labeling systems
- How to read and interpret information on Safety Data Sheets (SDS)
- Physical and health hazards in the workplace

- Protective measures, specific work procedures and personal protective equipment
- Methods and observations to detect the presence or release of a hazardous material.

SECTION 19: DRUG AND ALCOHOL ABUSE PROGRAMS

The purpose of the RTC Drug and Alcohol Policy is to prevent accidents, incidents and losses from alcohol and drug misuse. This policy also defines alcohol misuse and requirements for testing for prohibited drugs.

RTC developed its drug and alcohol misuse program to promote the safety of its patrons and employees by encouraging a drug-free workplace and by undertaking affirmative measures to deter and detect the use of illegal drugs and alcohol misuse in the workplace. RTC and its Contractors are responsible for administering this program for all their employees in safety sensitive positions.

The policies and procedures conform to the drug and alcohol regulations of the United States Department of Transportation Federal Transit Administration (FTA) (49 CFR Parts 40, 655) and are intended to accomplish the objectives of those regulations. The policy identifies employees subject to testing, testing requirements, prohibited behavior, consequences of positive results and resources for employee assistance and rehabilitation.

An RTC condition of employment for safety-sensitive employees is participation in prohibited drug use and alcohol misuse programs. Supervisors must not permit a safety-sensitive employee to perform his/her job function if the employee has violated any provision of the policy.

Covered Employees: All employees and contractors who perform safety-sensitive functions for the RTC are subject to the drug and alcohol-testing provisions set forth in the FTA regulations. The four categories of safety-sensitive functions are as follows:

- Revenue Vehicle Maintenance
- Revenue Vehicle Control/Dispatch
- Commercial Driver's License/Revenue Vehicle Operations
- Armed Security Personnel

Circumstances for Testing: FTA requires that a drug testing safety-sensitive employees in the following circumstances:

- Pre-employment (new hires/transfers and return to duty)
- Reasonable suspicion
- Post-accident
- Random

Oversight of RTC and contractor compliance with Drug and Alcohol Program requirements is

the responsibility of the SSA with reporting to the SSC.

SECTION 20: CONTRACTOR AND CONSTRUCTION SAFETY

The RTC provides oversight site safety for contractor and RTC personnel during the conduct of construction projects, testing, and operations and maintenance activities. The level of RTC oversight, for construction, testing and operations and maintenance, as described in the following sections.

20.1 Contractor Safety Coordination

All contractor employees working on RTC property must comply with all RTC policies and procedures. RTC requires all operating, maintenance and construction contractors to provide a Safety Management System Plan. The SSA will review and approve the plan before the contractor can begin work. If the RTC finds that the contractor is not complying with the above requirements, RTC has the right to terminate the contractor's operations until achieving full compliance.

20.2 Construction Safety Program

The RTC's administration of construction safety reviews are in accordance with contract specifications and applicable federal, state, local and other safety requirements and shall be monitored through periodic audits and inspections of the construction safety program.

RTC Engineering Staff play a role in construction safety, beginning with the procurement process. Included in each procurement package is a notice requiring that the construction contractor comply with all local, state and federal safety rules and regulations. The contractor must submit its site-specific Safety Management System Plan to the RTC for review and approval prior to receiving a Notice to Proceed.

RTC staff members provide auditing and oversight of construction contractor compliance with their written safety plans. RTC conducts unannounced inspections of construction sites. Presentation of a report containing to the Contractor's Superintendent and the Project Engineer. When corrective action is required, RTC conducts follow-ups on outstanding safety deficiencies until eliminated.

Safety personnel may also attend weekly meetings to discuss the findings of prior week inspections and determine critical work activities for the coming week that may require onsite oversight.

Worker safety is of primary interest to all parties involved in the construction process. The unique nature of each work area involves construction practices that may expose workers to potentially hazardous conditions. Contractors, subcontractors and all other parties involved in the construction process, have a legal and contractual responsibility to perform work in a safe manner that is consistent with good construction practices. This obligation involves

coordinating the efforts of all parties involved to implement effective safety management techniques.

20.2.1 Construction Safety Plans

For each awarded contract, the contractor must submit a written Construction Safety Plan (CSP). Subcontractors may either sign-on to the prime contractor's plan or submit their own CSP, as long as all activities are covered. The CSP must include the following items:

- Management Policy Statement
- Safety goals and objectives
- Responsibilities for all employee levels
- Construction Operating Rules and Procedures
- Hazard Communication Standard Compliance
- Emergency plans that require medical, fire, police and others to respond
- Safety training to be provided to construction workers
- Task specific safety requirements and supervisory oversight

Depending on the nature of the project, RTC may require the CSP include some or all of the following:

- Emphasis on compliance with regulatory/RTC safety requirements
- Copy of Contractor's written safety program and hazard communication program
- Identification of safety and health responsibilities
- Specific safety obligations, such as:
 - First aid facilities, emergency transportation and medical care
 - Furnishing of personal protective equipment
 - Drinking water
 - Toilets, job sanitation, etc.
 - Cleanup and trash disposal
 - Temporary electricity, water and heating/cooling as needed
 - Guardrails, scaffolds, ladders, cranes, etc.
 - Fire protection, fire extinguisher
 - Lighting and ventilation
 - Job site and associated parking lots
 - Requirements for pre-construction safety meetings
- Establishment of a disciplinary policy for subcontractor safety violations
- Identification of the subcontractor's job site Safety and Health Representative
- Identification of safety violations, which can result in shutting down a subcontractor's operations such as:
 - Imminent danger violations
 - Willful negligence or disregard for safety
 - Repeated safety violations, etc.

The following requirements are also required in the CSP.

Training: Contractors are responsible for safety education and training of all employees. As a minimum, the following is required:

- Supervisor and employee safety training
- Orientation training
- Emergency procedures
- Safety meeting
- Hazard communication standard
- Vehicle/equipment safety
- Specific hazards of work
- Use of personal protective equipment
- Employee training (excavation, confined space entry, asbestos, lead, etc.)

Inspection and Enforcement: The Contractor is responsible for regular inspection of employee work areas to ensure employees follow safe work practices. This includes periodic site visits and rigid enforcement.

Accident Investigation and Reporting: The Contractor reports all injuries within 24 hours to the Project Engineer or Manager. An accident investigation occurs immediately following an injury, and preventive measures enacted.

First Aid/Medical Services: The Contractor provides first aid capability to meet OSHA requirements. Subcontractors may choose to use the general contractor's resources only if included in the contract provisions.

Recordkeeping: Each Contractor is responsible for documenting safety activities on a monthly Safety Report. The report should include a record of contractor and subcontractor employees, documentation of training and housekeeping efforts, identification of any accident or incident report submitted during the month, and a summary of injuries and lost workdays versus hours worked.

Personal Protective Equipment: The Contractor is responsible for providing and inspecting all personal protective equipment. The general contractor has the responsibility to inspect and verify that the subcontractor is conducting the necessary inspection of safety equipment and that employees are wearing it when required.

Factors Influencing Subcontractor Safety Performance: For general contractors to demonstrate the importance of safety, they must make a firm commitment to influencing the way their subcontractors manage safety. Factors under the direct control of general contractors that influence subcontractor safety performance include:

- Effective project management
- Effective job coordination
- Emphasis on job safety

- Establishing a safe work environment

Subcontractor Safety Staffing: A Contractor or subcontractor shall assign an employee as a safety and health representative. This individual should be on site while the job is in progress and be responsible for coordinating the safety activities of the subcontracting firm. The safety representative should maintain a copy of the firm's Safety Program and have authority to take corrective action when needed.

SECTION 21: PROCUREMENT

RTC requires its own and contractor procurement sections/departments to maintain a list of all harmful or toxic materials and substances and ensure that purchases do not include items listed as prohibited. In addition, each procurement section/department maintains a list of all safety critical material, along with incoming inspection procedures for each class of safety critical material.

Procurement sections/departments assure proper markings, labeling and storage of all chemical products and/or dangerous materials in storerooms; obtain and disseminate to all storage locations. Safety Data Sheets (SDS) on all chemical products used or stored by RTC or its contractors and supply SDS(s) to the SSA. Maintain and implement the procedures for the acceptance of all materials, and the performance of receiving inspections on safety critical materials received by the RTC or its contractors.

Procurement sections/departments will also be responsible for maintaining a complete inventory of material and database of all inspections performed.

21.1 Procurement Safety Responsibilities

- Safety-related procurement tasks include:
- Establishing and maintaining a standard procedure for evaluation of all potentially hazardous materials with safety personnel.
- Including safety performance standards on equipment specifications.
- Performing acceptance inspections on all safety critical material.
- Establishing procedures that require safety department coordination for identification and purchase of safety-critical and hazardous materials.
- Annually reviewing inventory requirements for defined safety-critical items.
- Assigning responsibility for monitoring procurement safety provisions of each contract and coordinating with the SSA as needed.
- Assigning responsibility for monitoring storage safety, including inspection and housekeeping standards to improve safety of the work environment.

21.2 Bus Procurement

The RTC Public Transportation Department and Purchasing Section (Finance Department) share responsibility for bus specifications and project management of bus procurements. The Project Manager is responsible for compliance to bus specification during their manufacture. The Project Manager is responsible for coordination of issues resulting after the vehicles are in service. The RTC SSC reviews and approves safety and security certification of all coaches and installed equipment. Safety and security certification must occur prior to revenue service.

The RTC Public Transportation Department is also the technical resource for all advanced technology procurements (e.g., hybrid propulsion or hydrogen fuel use, etc.). The RTC Public Transportation and Procurement Section is responsible for the purchase, assignment, accountability and disposal of support vehicles. The Public Transportation Department also provides a central source of expertise responsible for developing and coordinating technical solutions to equipment challenges fleet wide. Assignment of highest priority to revenue equipment malfunctions that compromise the safety of RTC's contract operators, patrons and community. They also are responsible to review and approve any contractor suggested modifications to the vehicles. The SSC provides oversight of this function through the safety and security certification process and monitoring of system safety.

21.3 Facility Procurement and Development:

The Engineering Department manages plans and specifications. It ensures that all plans and specifications meet RTC format quality standards and notarized by a professional engineer registered in the state of Nevada. The Engineering Department receives all changes clearly identified on engineering plans, specifications and as-built drawings.

The RTC SSC reviews and approves the safety and security certification of all facilities prior to use in revenue operations, passenger, public or employee use. The SSC provides oversight of facility project safety and security certification through the processes of design, construction, installation, testing and implementation.

SECTION 22: ALTERNATIVE FUELS AND SAFETY

Safety considerations include Contractor's full compliance with federal, state and local regulations, policies and procedures relating to vehicle compressed natural gas and diesel fueling, and fueling infrastructure, operator and technician training, vehicle inspection, maintenance and repairs; and facilities inspection. Oversight of contractor compliance with safety rules and procedures is the joint responsibility of the Public Transportation Department and the SSA.

SECTION 23: OPERATING ENVIRONMENT AND PASSENGER FACILITY MANAGEMENT

Passenger facility management at each RTC location servicing the public provides a clean, safe and secure environment for customers. Cleaning and repairs of bus stops and shelters occurs daily and as necessary based on customer feedback. See Sections 9 and 10 regarding safety inspections and maintenance audits/inspections of these facilities.

SECTION 24: SECURITY

RTC contracts with the private sector for provision of security services as described in the System Security and Emergency Preparedness Plan (SSEPP) see Section 3. In addition to providing security, the Armed-Security Officer Contractor also provides various safety and emergency response services at the Centennial Plaza and 4th Street Station transit centers. The security Contractor is responsible for hiring and training their employees. All Contractor contracts contain performance standards, including the requirements of this SMSP.

SECTION 25: EXTERNAL AUDIT PROCESS

Local, state and federal agencies may require periodic external safety audits. The RTC will conduct periodic external safety audits utilizing contractors, consultants or staff of other organizations as needed. Use of resources, such as the APTA Bus/Rail Safety Management Audit Program, for audit RTC SMS program.

SECTION 26: SAFETY PROMOTION

It is important to provide safety information to all employees and contractors. The RTC provides safety communication to employees holding safety-sensitive jobs through monthly safety meetings, newsletters, bulletins, poster boards and daily electronic messaging. Safety communication content includes safety-related hazards and safety risks they encounter. Examples include accident frequency, severity and causation.

Other content includes changes in safety policies, activities and procedures and actions taken in response to reports from the employee safety-reporting program. Employees not in safety-sensitive jobs receive communication in the form of quarterly newsletters and electronic messages, monthly department meetings and semi-annual all staff meetings.

Ways in which the RTC and contractors ensure understanding of communications include asking what employees heard, asking if they can explain the message to others, employing use of matching communication styles (photographs and stories vs data, graphs and charts) and eliciting visual cues of understanding.

APPENDIX A

(EMEGENCY PROCEDURES FLIPCHART)

Emergency Procedures Flipchart is in the following section: “Other”.

APPENDIX B LIST OF ACRONYMS

ANSI	American National Standards Institute
ADA	American Disabilities Act
APTA	American Public Transportation Association
CAP	Corrective Action Plan
CDL	Commercial Driver's License
CNG	Compressed Natural Gas
CPR	Cardio-Pulmonary Resuscitation
CSP	Construction Safety Plan
DOT	Department of Transportation
DWI	Driving While Intoxicated
ERP	Emergency Response Plan
FTA	Federal Transit Administration
HAZCOM	Hazard Communication
HMMP	Hazardous Material Management Plan
ISTEP	Intermodal Security Training Exercise Program
SDS	Safety Data Sheets
NDOT	Nevada Department of Transportation
NTSB	National Transportation Safety Board
PM	Project Manager
PMI	Preventive Maintenance Inspection
RTC	Regional Transportation Commission of Washoe County
SOP	Standard Operating Procedure
SSA	Security/Safety Administrator
SSC	Security/Safety Committee
SSEPP	System Security and Emergency Preparedness Program Plan
SMSP	Safety Management System Plan
TSA	Transportation Security Administration
TVA	Threat and Vulnerability Assessment
TVM	Ticket Vending Machine
VIPR	Visible Intermodal Prevention and Response Team

APPENDIX C GLOSSARY OF TERMS

Emergency: A situation which is life threatening to passengers, employees, or other citizens which causes damage to any transit vehicle or facility or results in the significant loss of services and reduces the ability of the system to fulfill its mission.

Fatality: A transit-caused death that occurs within 30 days of transit incident.

Hazard identification: The process of using numerous tools to recognize and evaluate hazards.

Hazard resolution: The analysis and subsequent actions taken to reduce to the lowest level practical the risk associated with an identified hazard.

Hazard severity: The process of using subjective measure of the worst credible mishap resulting from personnel error, environmental conditions, design inadequacies or procedural efficiencies for system, subsystem or component failure or malfunction, categorized as follows:

- Category I (Catastrophic) May cause death or loss of a significant component of the transit system, or significant financial loss.
- Category II (Critical) May cause severe injury, severe illness, major transit system damage, or major financial loss.
- Category III (Marginal) May cause minor injury or transit system damage or financial loss.
- Category IV (Negligible) Less than minor injury, occupational illness, or system damage.

Injury: Any physical damage or harm to a person that requires immediate medical attention and hospitalization.

Safety: Freedom from danger.

Security: Freedom from incidental danger.

Security incident: An unforeseen event or occurrence that endangers life or property and may result in the loss of services or system equipment.

Security threat: Any source that may result in a security breach, such as a vandal or disgruntled employee; or an activity, such as an assault, intrusion, fire, etc.

System: A composite of people (employees, passengers, others), property (facilities and equipment), environment (physical, social, institutional), and

procedures (standard operating, emergency operating and training) which are integrated to perform a specific operational function in a specific environment.

Threat: Any real or potential condition that can cause injury or death to passengers or employees or damage to or loss of transit equipment, property, and/or facilities.

Unsafe condition or act: Any condition or act that endangers life or property.

Vulnerability: Characteristics of passengers, employees, vehicles and/or facilities that increase the probability of an unsafe condition or act.



REGIONAL TRANSPORTATION COMMISSION

Metropolitan Planning • Public Transportation & Operations • Engineering & Construction

Metropolitan Planning Organization of Washoe County, Nevada

Safety Management System Policy Statement

Provision of the safest and most secure transportation system reasonable is the primary goal of the Regional Transportation Commission of Washoe County (RTC). Development of this Safety Management System Plan (SMSP) is based upon budget considerations to provide appropriate safety commensurate with service to the public. All RTC employees and contractor personnel must strictly adhere to the content of this SMSP.

A complementary Security Plan (System Security and Emergency Preparedness Program Plan or SSEPP), has been developed to address RTC system security.

The RTC management staff is responsible and accountable for the implementation of the provisions of this SMSP in their respective areas, for providing leadership to RTC employees, service providers, construction contractors, vendors and others and for promoting safety throughout the agency, including compliance with all local, state and federal requirements regarding environmental and occupational health.

The RTC Accountable Executive and Security and Safety Administrator has my delegated authority for management of this SMSP and providing appropriate oversight and support to all RTC departments and service providers, and construction contractors. The security and safety functional activities include facilitating measures to identify, control and resolve hazards, and to prevent accidents, injury or damage to equipment and facilities. These measures will be developed and monitored for effectiveness through safety inspection procedures, an active Safety and Security Committee (SSC), and by other means described in this SMSP.

The Executive Director is ultimately responsible and accountable for RTC's safety and security performance policy. Therefore, the undersigned authorizes and approves this SMSP.

The Executive Director and RTC Board Chairman certify the SMSP fulfills requirements under 49 C.F.R. 673.

We anticipate and appreciate your dedicated cooperation to help assure that the RTC provides the safest transportation network reasonable.

Bill Thomas, AICP
Executive Director

Date

Neoma Jardon
RTC Board Chairman

Date