



# City of Fresno Department of Transportation Fresno Area Express

## Public Transit Agency Safety Plan

*Adopted by City Council, May 21, 2020*

*Revised & Approved by the City Council, February 17, 2022*

*Annual Update Pending to City Council August 15, 2024*



*Gregory A. Barfield, M.A.,  
Director of  
Transportation,  
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## 1. Transit Agency Information

Transit Agency Name:	Fresno Area Express (FAX)		
Transit Agency Address:	2223 G Street, Fresno, CA 93706		
Accountable Executive:	Gregory A. Barfield, M.A., Director of Transportation/Fresno Area Express (FAX) 559-621-1454		
Chief Safety Officer:	Daniel Colbert, Safety and Security Officer (Training Officer)		
Approving Entity:	Fresno City Council		
Modes of Service Covered by Plan:	MBDO: Fixed Route Bus (FAX) DRPT: Paratransit (Handy Ride)		
Modes of Service Provided:	MBDO: Fixed Route Bus (FAX) DRPT: Paratransit (Handy Ride)		
Service Provided to Another Transit Agency?:	No	Description of Arrangement:	N/A
Agency to Which Service is Provided:	N/A	FTA Funding Types:	5307, 5310, 5339

## 2. Plan Development, Approval, and Updates

Responsible Party for this Plan:	Daniel Colbert, Safety and Security Officer	
Accountable Executive Signature:		
	<i>Director of Transportation</i>	<i>Date of Signature</i>
Approval Information:	Fresno City Council	August, 2024
	<i>Approving Entity</i>	<i>Date Approved</i>
	<i>Approval Documentation</i>	
	<ol style="list-style-type: none"> <li>1. City Council Resolution approving the Agency Safety Plan (ASP) Version 3</li> <li>2. City Council Staff Report – PTASP Version 3</li> </ol>	

Version Numbers and Updates			
Version Number	Section(s)/Page(s) Affected	Reason for Change	Date Approved
1	N/A	Original	July 2020
2	1, 2, 3, 5, 7, 12, 14	Updated staffing changes, goals, and implementation of new Employee Safety Reporting Program (ESRP) methods	February 2022
3	1, 2, 3, 6, 7, 8, 11, 12, 14, 18, 20, 21, 22, 23, 27	<p>Updated staffing changes, annual review date change, targets/goals, Safety Committee members and schedule.</p> <p>QR code option added to ESRP methods. Assault mitigation, infectious diseases, and de-escalation training sections added.</p> <p>Additional terms and acronyms defined, and general language cleanup.</p>	August 2024

### **3. Safety Management Policy**

As a recipient of Federal Transit Administration (FTA) funds, Moving Ahead for Progress in the 21st Century (MAP-21) grants the FTA authority to establish and enforce a structured, comprehensive plan to oversee the safety of public transportation throughout the United States. As part of the safety oversight framework, MAP-21 requires recipients of FTA Chapter 53 funding to develop and implement a Public Transit Agency Safety Plan (PTASP) that addresses performance measures, strategies, and staff training opportunities.

MAP-21 expands the regulatory authority of FTA to oversee safety, providing an opportunity for FTA to assist transit agencies in moving towards a more holistic, performance-based approach in Safety Management Systems (SMS). MAP-21 placed the FTA and the City of Fresno's Department of Transportation (FAX) in a position to provide guidance that strengthens the use of safety data; ultimately, supporting management decisions, improves the commitment of transit leadership to safety, and fostering a culture of safety that promotes awareness and responsiveness to safety risks.

The PTASP for FAX is consistent with an SMS approach to Safety Risk Management (SRM). SMS is an integrated collection of policies, processes, and behaviors that ensures a formalized, proactive, and data-driven approach to SRM. The goal of SMS is to increase the safety of transit systems by proactively identifying, assessing, and controlling safety risks. The SMS approach is a flexible and scalable component for transit agencies of all modes and is consistent with the basic requirements of MAP-21.

#### **Safety Management Policy Statement**

FAX commits to:

- Support the management of safety through the provision of appropriate resources, which will result in an organizational culture that fosters safe practices, encourages effective employee safety reporting and communication, and actively manages safety with the utmost attention and prioritization.
- Integrate the management of safety among the primary responsibilities of all managers and employees.
- Clearly define for all staff (managers and employees) their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of the organization's SMS.
- Establish and operate hazard identification and analysis, and safety risk assessment activities, including an Employee Safety Reporting Program (ESRP) as a fundamental source for safety concerns and hazard identification, which will eliminate or mitigate the safety risk of the consequences of hazards resulting from

activities to a point that is consistent with the organization's acceptable level of safety performance.

- Ensure no action will be taken against any employee who discloses a safety concern through the ESRP, unless disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures by the reporting employee.
- Comply with, and wherever possible exceed, legislative and regulatory requirements and standards.
- Ensure sufficiently skilled and trained human resources are available to implement safety management processes.
- Ensure all staff is provided with adequate and appropriate safety-related information and training, are competent in safety management matters, and are allocated only tasks commensurate with their skills.
- Establish and measure safety performance against realistic and data-driven safety performance indicators and safety performance through management processes, which ensure appropriate safety management action is taken and is effective.
- Ensure externally supplied systems and services to support operations are delivered meeting or exceeding safety performance standards.

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Gregory A. Barfield, M.A.  
Director of Transportation/Fresno Area Express

Date

## **Safety Management Policy Communication**

The Chief Safety Officer, who leads the SMS activities, introduced staff to SMS principles in June 2018, at a leadership staff meeting. The Safety Management Policy Statement was also distributed to each employee in the form of a handout during the leadership staff meeting. FAX also posted copies of the Safety Management Policy Statement on bulletin boards at headquarters and in the Operations and Maintenance break areas of each division. FAX has incorporated review and distribution of the Safety Management Policy Statement into new-hire training and leadership team annual refresher training.

## **Annual Review and Update of the Public Transportation Agency Safety Plan**

The City of Fresno Department of Transportation (DOT) Safety Committee will review, update, and implement any changes to the PTASP annually by October 31. The Director of Transportation will review and approve any changes, sign the new ASP, and forward to the FTA for review and approval.

Any subsequent updates, addendums, adoption, and distribution activities will be documented in the Plan Development, Approval and Updated section found on page 3 of this PTASP.

#### 4. Safety Performance Targets

### Safety Performance Targets

Safety Performance Management (Safety PM) is part of the overall Transportation Performance Management (TPM) program, which Federal Highway Administration (FHWA) defines as a strategic approach and uses system information to make investment and policy decision, to achieve national performance goals. The following are performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.

### Safety Events

	FY 2024 Performance			FY 2025 Goals		
	Total Number	Rate Per Vehicle Revenue Mile (VRM)	Rate Per 100K VRMs	Total Number	Rate Per Vehicle Revenue Mile (VRM)	Rate Per 100K VRMs
Number of Passenger Injuries Per Year	40	0.00000745	0.75	36	0.00000610	0.61
Number of Vehicle Collisions Per Year	18	0.00000335	0.34	16	0.00000271	0.27
Total Accidents/ Incidents Per Year	75	0.00001397	1.3	67	0.00001135	1.1
Number of Fatalities Per Year	0	0.00000000	0.00	0	0.00000000	0
Number of Road Calls Per Year	890	0.00016578	16.58	801	0.00013564	13.57
Number of Transit Worker Assaults Per Year	11	0.00000205	.21	10	0.00000169	0.17

- FY25 Goals represent a 10% reduction of FY24 actuals
- FY24 Vehicle Revenue Miles (VRM) were 5,368,407
- FY25 VRM are estimated at 5,905,247, an approximate 10% increase
- Data for major and non-major accidents, incidents, road calls, and VRM is derived from National Transit Database (NTD)

### Safety Performance Target Coordination

The Accountable Executive will share the ASP, including safety performance targets, with the Metropolitan Planning Organization (MPO) in the service area, the Fresno Council of County Governments (FCOG), each year after its formal adoption by the City Council, as required. The Accountable Executive also provides a copy of the formally adopted plan to Caltrans. States and transit agencies must make their safety performance targets available to states and MPO to aid in the planning process, and to the maximum extent practicable, transit agencies must coordinate with states and MPOs in the selection of state and MPO safety performance targets, per 49 CFR 673.15. FAX personnel are available to coordinate with Caltrans and the MPO in the selection of Caltrans and FCOG safety performance and targets upon request.



	Fiscal Year of Performance	Date Targets Transmitted
<b>Targets Transmitted to State DOT/MPO:</b>	FY25	Upon Plan Approval
	FY26	
	FY27	

*\*For the purposes of this report, assault on a transit worker is defined as a circumstance in which an individual knowingly, without lawful authority or permission, and with intent to endanger the safety of any individual, or with a reckless disregard for the safety of human life, interferes with, disables, or incapacitates a transit worker while the transit worker is performing the duties of the transit worker. This definition is meant to encompass physical violence such as punching, hitting with an object, spitting on, etc., as well as threats of physical violence.*

**Authorities, Accountabilities, and Responsibilities**

Leadership has the overall responsibility of safe and secure transit operations of the FAX transit system. In compliance with the PTASP, each of the following positions has specific system safety accountabilities and responsibilities depending on their title, in compliance with the PTASP.

<p><b>Director of Transportation:</b></p>	<p>FAX Director of Transportation serves as the Accountable Executive with the following authorities, accountabilities, and responsibilities under this plan:</p> <ul style="list-style-type: none"> <li>• Accountable Executive for each site operation</li> <li>• Decision-making regarding resources (e.g., people and funds) to support asset management, SMS activities, and capital investments</li> <li>• Signing SMS implementation planning documents</li> <li>• Endorsing SMS implementation team membership</li> <li>• Communicating importance of SMS to the agency</li> <li>• Leading by example to promote safe practices</li> <li>• Promoting health and well-being for all involved in transportation activities</li> <li>• Fostering a positive safety culture throughout the agency</li> </ul>
<p><b>Chief Safety Officer or SMS Executive:</b></p>	<p>Designated by the Accountable Executive, FAX Chief Safety Officer has the following authorities, accountabilities, and responsibilities under this plan:</p> <ul style="list-style-type: none"> <li>• Developing and maintaining SMS documents, and managing SMS program</li> <li>• Propagating safety awareness throughout the agency</li> <li>• Managing hazard identification</li> <li>• Developing and monitoring safety risk mitigation activities</li> <li>• Providing periodic safety performance reports and SMS implementation progress reports to agency leadership, Accountable Executive, and Approving Entity</li> <li>• Ensuring safety documentation is current and accessible to all agency personnel</li> <li>• Leading by example to promote safe practices</li> <li>• Ensuring safety practices are current throughout agency</li> <li>• Promoting health and well-being for all involved in transportation activities</li> </ul>

<p><b>Agency Leadership and Executive Management:</b></p>	<p>Agency Leadership and Executive Management also have authorities and responsibilities for day-to-day SMS implementation and operation under this plan. FAX Agency Leadership and Executive Management include:</p> <ul style="list-style-type: none"> <li>• Assistant Director(s)</li> <li>• Administrative Manager</li> <li>• Operations Manager</li> <li>• Maintenance Manager</li> <li>• Planning Manager</li> <li>• Personnel Manager</li> <li>• Customer Experience Manager</li> <li>• Assets and Facilities Manager</li> <li>• Projects Administrator(s)</li> <li>• Division Manager(s)</li> </ul> <p>FAX Leadership and Executive Management personnel have the following authorities, accountabilities, and responsibilities:</p> <ul style="list-style-type: none"> <li>• Complete training on SMS and ASP elements</li> <li>• Oversee day-to-day operations of SMS in their respective divisions</li> <li>• Modify policies in their respective divisions to be consistent with SMS implementation, as necessary</li> <li>• Provide subject matter expertise to support SMS implementation as requested by Accountable Executive or Chief Safety Officer, including SRM activities, investigation of safety events, development of safety risk mitigations, and monitoring of mitigation effectiveness</li> </ul>
<p><b>Key Staff and Activities:</b></p>	<p>FAX relies upon key staff to participate in the Safety Committee and regular bus driver meetings, driver alert bulletin preparation and distribution, and bi-weekly leadership meetings to support its SMS and safety programs:</p> <ul style="list-style-type: none"> <li>• <u>Safety Committee</u>: Reported safety hazards are jointly evaluated by the Safety Committee and the Chief Safety Officer during a monthly meeting. The labor organization that represents the plurality of the transit workers selects the frontline transit worker representatives to serve on the committee. The committee consists of an equal number of frontline transit worker representatives and management</li> </ul>

	<p>representatives. As required by 49 U.S.C. 5329 and to the extent practicable, the committee includes frontline transit worker representatives from all major transit service functions, such as operations and maintenance, primarily represented by the Amalgamated Transit Union (ATU) and Local 39, who meet monthly to review issues and make recommendations to improve safety.</p> <ul style="list-style-type: none"><li>• <u>Chief Safety Officer</u>: Develops Safety Committee agendas and shares them with members prior to the committee meetings. The Safety and Training Specialist takes meeting minutes. Agendas and minutes from past meetings will be stored on a shared computer drive.</li><li>• <u>Driver Meetings</u>: A permanent agenda item in all driver meetings is dedicated to safety. Safety issues are discussed and documented.</li><li>• <u>Monthly Leadership Meetings</u>: Hazard reports and mitigations are shared, safety topics are opened for discussion, safety feedback is solicited, and hazard self-reporting further encouraged. Information discussed in these meetings will be documented.</li></ul>
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## Employee Safety Reporting Program

The Employee Safety Reporting Program (ESRP) encourages employees who identify safety hazards in their day-to-day duties to report them to senior management in good faith, without concerns of consequences. The three ways employees can report safety conditions are:

1. Complete a FAX Safety Concern/Suggestion Reporting Form, either with their name or anonymously.
  - a. Forms can be accessed online by scanning the QR code posted throughout the facility or in person from the drop box locations throughout the facility
  - b. Completed forms can be submitted online via the QR code, emailed to [faxsafety@fresno.gov](mailto:faxsafety@fresno.gov), or dropped in one of the drop boxes located throughout the facility
2. Report concerns directly to a dispatcher, who adds them to the daily Operations Log for follow up
3. Report concerns directly to the Chief Safety & Security Officer, any supervisor, manager, or director

Examples of information typically reported include:

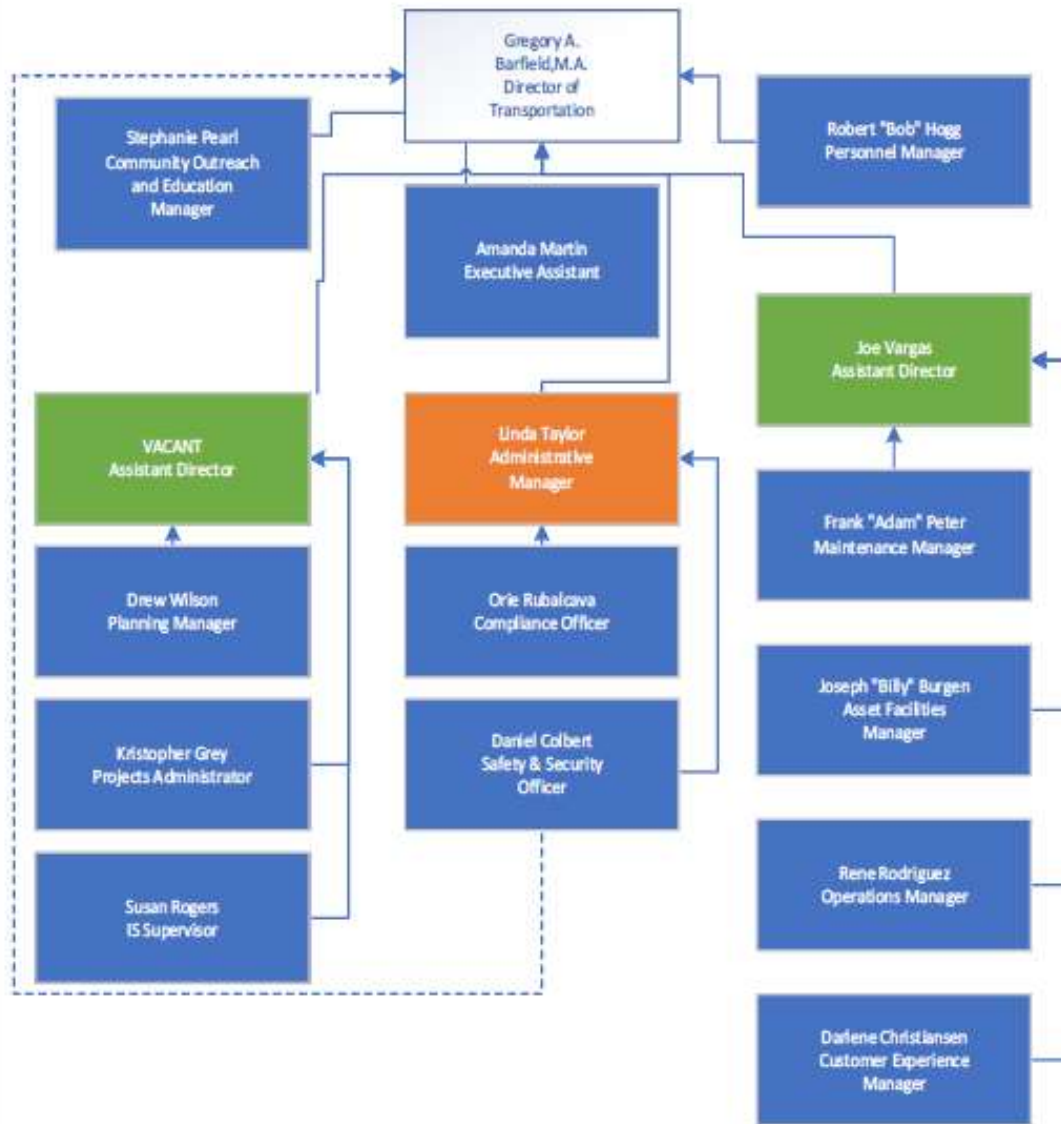
- Safety concerns in the operating environment (such as conditions of the road, facilities, or vehicles)
- Policies and procedures not working as intended (such as insufficient time to complete pre-trip inspection)
- Events that might not otherwise be reported, or that senior managers might not otherwise know about (such as near misses)
- Information about why a safety event occurred (such radio communication challenges)

Daily, the Chief Safety & Security Officer reviews the dispatch Operations Log, checks the comment box and dedicated e-mail address, and documents identified safety conditions in the Safety Risk database. The Chief Safety & Security Officer, supported by the Safety Committee, reviews and addresses each employee report, ensuring all employee hazard concerns and recommendations are appropriately identified and resolved through the SRM process. Reported deficiencies and non-compliance with rules or procedures are managed through the Safety Assurance process. Additionally, if the reporting employee provided his or her name during the reporting process, the Chief Safety Officer or designee follows up directly with the employee after any mitigations are implemented.

FAX encourages participation in the ESRP by protecting employees who report safety conditions in good faith. However, FAX may take disciplinary action if the report involves any of the following:

- Willful participation in illegal activity, such as assault or theft
- Gross negligence, such as knowingly utilizing heavy equipment for purposes other than intended such that people or property are put at risk
- Deliberate or willful disregard of regulations

## FAX Safety Organizational Structure



## 5. Safety Risk Management

### Safety Risk Management Process

FAX uses the SRM process as a primary method to ensure the safety of its operations, passengers, employees, vehicles, and facilities. It is a process whereby hazards and their consequences are identified, assessed for potential safety risk, and resolved in a manner acceptable to FAX's leadership. The SRM process allows FAX to carefully examine what could cause harm and determine whether it has taken sufficient precautions to minimize the harm, or if further mitigations are necessary.

The Chief Safety Officer leads the SRM process, working with the Safety Committee to identify hazards and consequences, assess safety risk of potential consequences, and mitigate safety risks. The results of the SRM process are documented in the Safety Risk database and referenced materials.

The SRM process applies to all elements of its system, including operations and maintenance; facilities and vehicles; and personnel recruitment, training, and supervision.

In carrying out the SRM process, FAX uses the following terms:

- Safety event – unexpected outcome resulting in injury or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment
- Potential hazard – the effect of a hazard
- Safety Risk – Composite of predicted severity and likelihood of the potential effect of a hazard
- Risk Mitigation – Method(s) to eliminate or reduce the effects of hazards

## Safety Hazard Identification

The safety hazard identification process offers FAX the ability to identify hazards and potential consequences in the operation and maintenance of its system. Hazards can be identified through a variety of sources, including:

- ESRP submissions
- Review of vehicle camera footage
- Review of monthly performance data and safety performance targets
- Observations from supervisors
- Maintenance reports
- Comments from customers, passengers, and third parties, including transit insurance pool and vendors
- Safety Committee and Staff Meetings
- Results of audits and inspections of vehicles and facilities
- Results of training assessments
- Investigations into safety events
- FTA and other oversight authorities (mandatory information source)

When a safety concern is observed by management or supervisory personnel, whatever the source, it is reported to the Chief Safety & Security Officer. Procedures for reporting hazards to the Chief Safety & Security Officer are reviewed during Leadership Meetings and in the Safety Committee. The Chief Safety Officer also receives employee reports from the ESRP, customer comments related to safety, and the dispatch daily Operations Log. The Chief Safety & Security Officer reviews these sources for hazards and documents them in the Safety Risk Database.

The Chief Safety & Security Officer also may enter hazards into the Safety Risk Database based on his or her review of operations and maintenance, the results of audits and observations, and information received from FTA and other oversight authorities, as well as the National Transportation Safety Board.

The Chief Safety & Security Officer may conduct further analyses of hazards and consequences entered into the Safety Risk Database to collect information and identify additional consequences and to inform what hazards should be prioritized for safety risk assessment. In following up on identified hazards, the Chief Safety & Security Officer may:

- Reach out to the reporting party, if available, to gather all known information about the reported hazard
- Conduct a walk-through of the affected area, assessing the possible hazardous condition, generating visual documentation (photographs and/or video), and taking any measurements deemed necessary
- Conduct interviews with employees in the area to gather potentially relevant information on the reported hazard



- Review any documentation associated with the hazard (records, reports, procedures, inspections, technical documents, etc.)
- Contact other departments that may have association with or technical knowledge relevant to the reported hazard
- Review any past reported hazards of a similar nature; and
- Evaluate tasks and/or processes associated with the reported hazard.

The Chief Safety & Security Officer will prepare an agenda to discuss identified hazards and consequences with the Safety Committee during monthly meetings. This agenda may include additional background on the hazards and consequences, such as the results of trend analyses, vehicle camera footage, vendor documentation, reports and observations, or information supplied by FTA or other oversight authorities.

Any identified hazard that poses a real and immediate threat to life, property, or the environment must immediately be brought to the attention of the Director of Transportation and addressed through the SRM process (with or without the full Safety Committee) for safety risk assessment and mitigation. This means the Chief Safety & Security Officer believes immediate intervention is necessary to preserve life, prevent major property destruction, or avoid harm to the environment that would constitute a violation of Environmental Protection Agency or the City of Fresno’s environmental protection standards. Otherwise, the Safety Committee will prioritize hazards for further SRM activity.

### **Safety Risk Assessment**

FAX assesses safety risk associated with identified safety hazards using its safety risk assessment process. This includes an assessment of the likelihood and severity of the consequences of hazards, including existing mitigations, and prioritizing hazards based on safety risk.

The Chief Safety & Security Officer and Safety Committee assess prioritized hazards using the FAX Safety Risk Matrix. This matrix expresses assessed risk as a combination of one severity category and one likelihood level, also referred to as a hazard rating. For example, a risk may be assessed as “1A” or the combination of a Catastrophic (1) severity category and a Highly (A) probability level. This matrix also categorizes combined risks into levels (High, Medium, or Low) based on the likelihood of occurrence and severity of the outcome. Using a categorization of High, Medium, or Low allows for hazards to be prioritized for mitigation based on their associated safety risk. For purposes of accepting risk:

- “High” hazard ratings will be considered unacceptable and require action from FAX to mitigate the safety risk
- “Medium” hazard ratings will be considered undesirable and require the Safety Committee to make a decision regarding their acceptability
- “Low” hazard ratings may be accepted by the Chief Safety & Security Officer without additional review

- “Very Low” hazard ratings may be accepted by the Chief Safety & Security Officer without additional review

The Chief Safety & Security Officer schedules safety risk assessment activities on the Safety Committee agenda and prepares a Safety Risk Assessment Package. This package is distributed at least one week in advance of the Safety Committee meeting. During the meeting, the Chief Safety & Security Officer reviews the hazard and its consequence(s) and reviews available information distributed in the Safety Risk Assessment Package on severity and likelihood. The Chief Safety & Security Officer may request support from members of the Safety Committee in obtaining additional information to support the safety risk assessment.

Once sufficient information has been obtained, the Chief Safety & Security Officer will facilitate completion of relevant sections of the Safety Risk database, using the Safety Risk Assessment Matrix, with the Safety Committee. The Chief Safety & Security Officer will document the Safety Committee safety risk assessment, including hazard rating and mitigation options for each assessed safety hazard in the Safety Risk database. The Chief Safety & Security Officer will maintain on file Safety Committee agendas, Safety Risk Assessment Packages, additional information collection, and completed Safety Risk database sections for a period of three years from the date of generation.

### **Safety Risk Mitigation**

The Director of Transportation, Chief Safety & Security Officer, and key staff review current methods of safety risk mitigation and establish methods or procedures to mitigate or eliminate safety risk associated with specific hazards based on recommendations from the Safety Committee. FAX can reduce safety risks by reducing the likelihood and/or severity of potential consequences of hazards.

Prioritization of safety risk mitigations is based on the results of safety risk assessments. The Chief Safety & Security Officer tracks and updates safety risk mitigation information in the Safety Risk Database and makes the database available to the Safety Committee during monthly meetings and to FAX staff upon request.

In the Safety Risk Database, the Chief Safety & Security Officer will also document any specific measures or activities, such as reviews, observations, or audits, which will be conducted to monitor the effectiveness of mitigations once implemented.

#### Assault Mitigation

All buses are equipped with:

- Audio and visual camera system
- Driver compartment barriers

Our Major bus hubs located at Courthouse Park and Manchester Transit Center, and our busiest corridors along Blackstone, Cesar Chavez, and Ventura Avenues are equipped with live feed security cameras.

## 6. Safety Assurance

### Safety Assurance

Through its Safety Assurance process, FAX:

- Evaluates its compliance with operations and maintenance procedures to determine whether existing rules and procedures are sufficient to control the safety risk
- Assesses the effectiveness of safety risk mitigations to make sure the mitigations are appropriate and are implemented as intended
- Investigates safety events to identify causal factors
- Analyzes information from safety reporting, including data about safety failures, defects, or conditions

### Safety Performance Monitoring and Measurement

FAX has many processes in place to monitor its entire transit system for compliance with operations and maintenance procedures, including:

- Safety audits
- Informal inspections
- Regular review of onboard camera footage to assess drivers and specific incidents
- Safety surveys
- ESRP
- Investigation of safety occurrences
- Safety review prior to the launch or modification of any facet of service
- Daily data gathering and monitoring of data related to the delivery of service
- Regular vehicle inspections and preventative maintenance

Results from the above processes are compared against recent performance trends quarterly and annually by the Chief Safety & Security Officer to determine appropriate actions. The Chief Safety & Security Officer enters any identified non-compliant or ineffective activities, including mitigations, back into the SRM process for reevaluation by the Safety Committee.

FAX monitors safety risk mitigations to determine if they have been implemented and are effective, appropriate, and working as intended. The Chief Safety & Security Officer maintains a list of safety risk mitigations in the Safety Risk Database. The mechanism for monitoring safety risk mitigations varies depending on the mitigation.

The Chief Safety & Security Officer establishes one or more mechanisms for monitoring safety risk mitigations as part of the mitigation implementation process and assigns monitoring activities to the appropriate director, manager, or supervisor. These monitoring mechanisms may include tracking a specific metric on daily, weekly, or

monthly logs or reports; conducting job performance observations; or other activities. The Chief Safety & Security Officer will endeavor to make use of existing FAX processes and activities before assigning new information collection activities.

The Chief Safety & Security Officer and Safety Committee review the performance of individual safety risk mitigations during Safety Committee meetings, based on the reporting schedule determined for each mitigation, and determine if a specific safety risk mitigation is not implemented or performing as intended. If the mitigation is not implemented or performing as intended, the Safety Committee will propose a course of action to modify the mitigation or take other action to manage the safety risk. The Chief Safety & Security Officer will approve or modify this proposed course of action and oversee its execution.

The Chief Safety & Security Officer and Safety Committee also monitor the operations on a large scale to identify mitigations that may be ineffective, inappropriate, or not implemented as intended by:

- Reviewing results from accident, incident, and occurrence investigations
- Monitoring employee safety reporting
- Reviewing results of internal safety audits and inspections
- Analyzing operational and safety data to identify emerging safety concerns

The Chief Safety & Security Officer works with the Safety Committee and Accountable Executive to carry out and document all monitoring activities.

FAX maintains documented procedures for conducting safety investigations of events (accidents, incidents, and occurrences, as defined by FTA) to find causal and contributing factors and review the existing mitigations in place at the time of the event. These procedures also reflect all traffic safety reporting and investigation requirements established by California Department of Motor Vehicles (DMV).

The Chief Safety & Security Officer maintains all documentation of investigation policies, processes, forms, checklists, activities, and results. As detailed in the procedures, an investigation report is prepared and sent to the Accident Review Committee (ARC) for integration into its analysis of the event.

ARC consists of five members who represent management, FAX training officers, ATU leadership/designee, operations, and law enforcement. ARC determines whether:

- The accident was preventable or non-preventable
- Personnel require discipline or retraining
- The causal factor(s) indicate(s) a safety hazard contributed to or was present during the event
- The accident appears to involve underlying organizational causal factors beyond a solely individual employee behavior.

The Chief Safety & Security Officer and Safety Committee routinely review safety data captured in employee safety reports, safety meeting minutes, customer complaints, and other safety communication channels. When necessary, the Chief Safety Officer and Safety Committee ensure the concerns are investigated or analyzed through the FAX SRM process.

The Chief Safety & Security Officer and Safety Committee also review internal and external reviews, including audits and assessments, with findings concerning safety performance, compliance with operations and maintenance procedures, or the effectiveness of safety risk mitigations.

**Infectious Diseases**

In the event of an outbreak or a pandemic, the Chief Safety & Security Officer will review the recommendations of the Centers for Disease Control (CDC) and the local health department, and work with City leadership to implement those recommendations on public transit until the event has ended.

## 7. Safety Promotion

### Competencies and Training

The comprehensive safety training program applies to all FAX employees directly responsible for safety, including, but not limited to:

- Bus vehicle operators (drivers)
- Dispatchers
- Maintenance technicians
- General office staff
- Managers and supervisors
- Agency Leadership and Executive Management
- Chief Safety & Security Officer
- Director of Transportation

FAX dedicates resources to conduct a comprehensive safety training program, as well as training on the SMS roles and responsibilities. The scope of the safety training, including annual refresher training, is appropriate to each employee's individual safety-related job responsibilities and his or her role in the SMS. Basic training requirements for FAX employees, including frequencies and refresher training, are documented in the Safety Training Matrix and the Employee Handbook. Operations safety-related skill training includes the following:

- New-hire bus vehicle operator classroom and hands-on skill training
- Bus vehicle operator refresher training
- Bus vehicle operator retraining (recertification or return to work)
- Classroom and on-the-job training for dispatchers
- Classroom and on-the-job training for operations supervisors and managers
- Accident investigation training for operations supervisors and managers
- De-escalation training for all bus drivers and transit supervisors
- Wellness and Employee Assistance Program (EAP) training

Vehicle maintenance safety-related skill training includes the following:

- Ongoing vehicle maintenance technician skill training
- Ongoing skill training for vehicle maintenance supervisors
- Accident investigation training for vehicle maintenance supervisors
- Ongoing hazardous material training for vehicle maintenance technicians and supervisors
- Training provided by vendors
- De-escalation training for all mechanics and equipment supervisors.
- Wellness and EAP training

FAX Accountable Executive and Agency Leadership and Executive Management team must complete the FTA SMS Awareness online training.

## Safety Communication

The Chief Safety & Security Officer and Administrative Manager coordinate safety communication activities for the SMS. FAX activities focus on the three categories of communication activity established in 49 Code of Federal Regulations (CFR) Part 673:

- Communicating safety and safety performance information throughout the agency: FAX communicates information on safety and safety performance in its monthly newsletter and during staff meetings. FAX also has a permanent agenda item on all Safety Committee Meetings dedicated to safety. Information typically conveyed during these meetings includes safety performance statistics, lessons learned from recent occurrences, upcoming events that may impact FAX service or safety performance, and updates regarding SMS implementation. FAX also requests information from drivers during these meetings, which is recorded in meeting minutes. Finally, the Administrative Division posts safety bulletins and flyers on the bulletin boards located in all bus operator and maintenance break rooms, advertising safety messages and promoting awareness of safety issues.
- Communicating information on hazards and safety risks relevant to employees' roles and responsibilities throughout the agency: As part of new-hire training, FAX distributes safety policies and procedures, included in the Employee Handbook, to all employees. FAX provides training on these policies and procedures and discusses them during safety talks between supervisors and bus operators and vehicle technicians. For newly emerging issues or safety events at the agency, the Chief Safety & Security Officer issues bulletins or messages to employees that are reinforced by supervisors in one-on-one or group discussions with employees.
- Informing employees of safety actions taken in response to reports submitted through the ESRP: FAX provides targeted communications to inform employees of safety actions taken in response to reports submitted through the ESRP, including handouts, flyers, safety talks, updates to bulletin boards, and one-on-one discussions between employees and supervisors.

## 8. Additional Information

### Supporting Documentation

The City of Fresno will maintain documentation related to the implementation of its SMS; the programs, policies, and procedures used to carry out this ASP; and the results from its SMS process and activities pursuant to the City of Fresno's record retention schedule, which is detailed under Resolution No. 2008-243 of the Council of the City of Fresno. Said documentation will be available to the FTA or other Federal or oversight entity upon request.



## 9. Acronyms and Definitions of Terms Used in the ASP

Definitions
<p><b>Accident:</b> Event that involves any of the following: a loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; an evacuation for life-safety reasons.</p>
<p><b>Accountable Executive:</b> The single, identifiable person who has ultimate responsibility for carrying out the PTASP of the agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's PTASP, in accordance with 49 U.S.C. section 5329(d), and the agency's Transit Asset Management Plan in accordance with 49 U.S.C. section 5326.</p>
<p><b>Agency or Transit Agency:</b> City of Fresno Department of Transportation/FAX.</p>
<p><b>Chief Safety Officer:</b> The adequately trained individual who has responsibility for safety and reports directly to the transit agency chief executive officer.</p>
<p><b>City Council:</b> Governing body of City of Fresno Department of Transportation/FAX.</p>
<p><b>Event:</b> Any accident, incident, or occurrence.</p>
<p><b>Federal Transit Administration:</b> An operating administration within the United States Department of Transportation.</p>
<p><b>Hazard:</b> Any real or potential condition that can cause injury, illness, or death, damage to or loss of the facilities, equipment, rolling stock, or infrastructure of the system, or damage to the environment.</p>
<p><b>Incident:</b> An event that involves any of the following: a personal injury that is not a serious injury, one or more injuries requiring medical transport, or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of the transit agency.</p>
<p><b>Investigation:</b> The process to determine the causal and contributing factors of an accident, incident, or hazard to prevent recurrence and mitigate risk.</p>
<p><b>National Public Transportation Safety Plan:</b> The plan to improve the safety of all public transportation systems receiving federal funding under 49 U.S.C. Chapter 53.</p>
<p><b>Occurrence:</b> An event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of the transit agency.</p>

## Definitions, continued

Part 673: 49 CFR (Code of Federal Regulations) Part 673.

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

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

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

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

**Safety Assurance:** Processes within the transit agency Safety Management Systems that function to ensure the implementation and effectiveness of safety risk mitigation, and to ensure the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

**Safety Management Policy:** The transit agency's documented commitment to safety, which defines its safety objectives and the accountabilities and responsibilities of its employees with regard to safety.

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

**Safety Performance Target:** A performance target related to safety management activities.

**Safety Promotion:** A combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.

**Safety Risk Assessment:** Means the formal activity whereby the transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.

**Safety Risk Management:** A process within the transit agency's PTASP for identifying hazards and analyzing, assessing, and mitigating safety risk.

## Definitions, continued

**Serious Injury:** Any injury that: (1) requires hospitalization for more than 48 hours, commencing within seven days from the date the injury was received; (2) results in a fracture of any bone (except simple fractures of fingers, toes, or noses); (3) causes severe hemorrhages, nerve, muscle, or tendon damage; (4) involves any internal organ; or (5) involves second or third-degree burns, or any burns affecting more than five percent of the body surface.

**State of Good Repair:** The condition in which a capital asset is able to operate at a full level of performance.

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

<b>Acronyms</b>	
ARC	Accident Review Committee
ASP	Agency Safety Plan – <i>used interchangeably with PTASP, below</i>
ATU	Amalgamated Transit Union
CDC	Centers for Disease Control
CFR	Code of Federal Regulations
DMV	Department of Motor Vehicles
DOT	Department of Transportation
DRPT	Demand Response Purchased Transportation
EAP	Employee Assistance Program
ESRP	Employee Safety Reporting Program
FAX	Fresno Area Express
FCOG	Fresno Council of Governments
FHWA	Federal Highway Administration
FTA	Federal Transit Administration
MAP-21	Moving Ahead for Progress in the 21 <sup>st</sup> Century
MBDO	Motor Bus Directly Operated
MPO	Municipal Planning Organization
NTD	National Transit Database
PTASP	Public Transportation Agency Safety Plan – <i>used interchangeably with ASP, above</i>
QR	Quick Response
Safety PM	Safety Performance Management
SMS	Safety Management Systems
SGR	State of Good Repair
SPT	Safety Performance Target
SRA	Safety Risk Assessment
SRM	Safety Risk Management
TPM	Transportation Performance Management
U.S.C.	United States Code
VRM	Vehicle Revenue Miles