

**MOUNTAIN MOBILITY**

**PUBLIC TRANSPORTATION**

**AGENCY SAFETY PLAN**

**DRAFT: NOVEMBER 17, 2020**

# PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

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# SECTION 1. TRANSIT AGENCY INFORMATION

## General Information

Mountain Mobility

Accountable Executive: Nathan Pennington

2000 Riverside Dr.

Chief Safety Officer: Elaina Carter

Asheville NC 28804

(828) 250-6750

[www.buncombecounty.org/mm](http://www.buncombecounty.org/mm)

Modes of Service: Demand Response, Deviated Fixed Route

FTA Funding Sources: FTA Section 5307, 5310, 5311

Modes of Service Directly Provided:

- |  |   |  |
|--|---|--|
| <input checked="" type="checkbox"/> Bus (MB)             | <input type="checkbox"/> Bus Rapid Transit (RB)       | <input type="checkbox"/> Publico (PB)    |
| <input checked="" type="checkbox"/> Demand Response (DR) | <input checked="" type="checkbox"/> Commuter Bus (CB) | <input type="checkbox"/> Trolleybus (TB) |
| <input type="checkbox"/> Demand Response Taxi (DT)       | <input type="checkbox"/> Jitney (JT)                  | <input type="checkbox"/> Vanpool (VP)    |

Mountain Mobility does not provide transit services on behalf of another transit agency or entity.

Mountain Mobility provides the below transit modes on behalf of the following transit agency(s) or entity(s).

Transit Agency: City of Asheville / Asheville Rides Transit (ART)

- |  |   |  |
|--|---|--|
| <input type="checkbox"/> Bus (MB)                        | <input type="checkbox"/> Bus Rapid Transit (RB) | <input type="checkbox"/> Publico (PB)    |
| <input checked="" type="checkbox"/> Demand Response (DR) | <input type="checkbox"/> Commuter Bus (CB)      | <input type="checkbox"/> Trolleybus (TB) |
| <input type="checkbox"/> Demand Response Taxi (DT)       | <input type="checkbox"/> Jitney (JT)            | <input type="checkbox"/> Vanpool (VP)    |

The City of Asheville's ART transit system contracts with Mountain Mobility to provide ADA paratransit.

The Agency Safety Plan addresses all applicable requirements and standards as set forth in FTA's Public Transportation Safety Program and the National Public Transportation Safety Plan.

## SECTION 2. PLAN DEVELOPMENT, APPROVAL, AND UPDATES

<b>Name of Entity That Drafted This Plan</b>	Buncombe County		
<b>Signature by the Accountable Executive</b>	<b>Signature of Accountable Executive</b>	<b>Date of Signature</b>	
	_____ Nathan Pennington, Planning and Development Director	November 17, 2020	
<b>Approval by the Board of Commissioners</b>	<b>Name of Individual/Entity That Approved This Plan</b>	<b>Date of Approval</b>	
	Buncombe County Board of Commissioners	November 17, 2020	
	<b>Relevant Documentation (title and location)</b>		
	A copy of the Resolution Approving the Public Transportation Agency Safety Plan for Mountain Mobility, Buncombe County’s Community Transportation System is retained on file		
<b>Certification of Compliance</b>	<b>Name of Individual/Entity That Certified This Plan</b>	<b>Date of Certification</b>	
	NCDOT		
	<b>Relevant Documentation (title and location)</b>		
<b>Version Number and Updates</b>			
<i>Record the complete history of successive versions of this plan.</i>			
<b>Version Number</b>	<b>Section/Pages Affected</b>	<b>Reason for Change</b>	<b>Date Issued</b>
1			
<b>Annual Review and Update of the Public Transportation Agency Safety Plan</b>			
<i>Describe the process and timeline for conducting an annual review and update of the Public Transportation Agency Safety Plan.</i>			
The PTASP shall be updated annually in coordination with the System Safety Plan annual update.			

## SECTION 3. SAFETY PERFORMANCE TARGETS

<b>Safety Performance Targets</b>							
<i>Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.</i>							
<b>Mode of Transit Service</b>	<b>Fatalities</b>	<b>Fatalities per 100K VRM</b>	<b>Injuries (from NTD S&amp;S Reportable Event)</b>	<b>Injuries per 100K VRM</b>	<b>Safety Events (NTD S&amp;S 40 and S&amp;S 50 Events)</b>	<b>Safety Events per 100K VRM</b>	<b>System Reliability* (Major Mechanical Breakdowns) per 100K VRM</b>
<b>Deviated Fixed Route Bus</b>	0	0	≤2	1.45	≤2	1.45	≤9
<b>Demand Response</b>	0	0	≤4	0.46	≤3	0.35	≤6
*System Reliability based on major mechanical failures. Major mechanical system failures prevent a vehicle from completing or starting a scheduled revenue trip because actual movement is limited or because of safety concerns							

<b>Safety Performance Target Coordination</b>		
<i>Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.</i>		
<b>Mountain Mobility shares safety performance targets with the French Broad River MPO annually as part of our continued coordination of transit data. This data also includes Transit Asset Management Plan updates and anticipated capital replacement schedules.</b>		
<b>Targets Transmitted to the State</b>	<b>State Entity Name</b>	<b>Date Targets Transmitted</b>
<b>Targets Transmitted to the Metropolitan Planning Organization(s)</b>	<b>Metropolitan Planning Organization Name</b>	<b>Date Targets Transmitted</b>

## SECTION 4. SAFETY MANAGEMENT POLICY

### Safety Management Policy Statement

Mountain Mobility, Buncombe County's Community Transportation System, strives to provide safe and reliable transportation to every member of the community. The Public Transportation Agency Safety Plan (PTASP) has been developed to integrate safety into all system operations. By using the procedures contained in the PTASP, Mountain Mobility can continue to improve the safety and security of operation and services.

This PTASP describes the policies, procedures, and requirements to be followed by management, maintenance, and operations personnel to provide a safe environment for Mountain Mobility employees, customers, and the general public. The goal of this program is to eliminate the human and fiscal cost of avoidable personal injury and vehicle accidents.

Each employee has a responsibility under the PTASP. The County and operations management shall provide the continuing support necessary to achieve the PTASP objectives. A key to the success of this effort is for employees to be aware they are accountable for safely performing the requirements of their position. The success of the program also depends on all employees actively identifying potential hazards and making a commitment to the safety of others.

Mountain Mobility must be aware that decisions and actions often affect the safety of those in other operations. By following the processes described in the PTASP, Mountain Mobility will continue to improve performance and the safety of the system while creating a culture of safety.

Mountain Mobility's commitment is to:

- **Support** the management of safety through the provision of appropriate resources that will result in an organizational culture fostering safe practices, encouraging effective employee safety reporting and communication, and actively managing safety with the same attention to results as the attention to the results of the other management systems of the organization;
- **Integrate** the management of safety among the primary responsibilities of all managers and employees;
- **Clearly define** for all staff, managers, and employees alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of Mountain Mobility's safety management system;
- **Establish and operate** hazard identification and analysis, and safety risk evaluation activities--including an employee safety reporting program as a fundamental source for safety concerns and hazard identification--to eliminate or mitigate the safety risks of the consequences of hazards resulting from Mountain Mobility operations or activities to a point which is consistent with an acceptable level of safety performance;
- **Ensure** no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures;
- **Comply** with, and where possible exceed, legislative and regulatory requirements and standards;
- **Ensure** sufficient skilled and trained human resources are available to implement safety management processes;
- **Ensure** all staff are 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 targets;
- **Continually improve** safety performance through management processes that ensure appropriate safety management action is taken and is effective; and
- **Ensure** externally supplied systems and services to support operations are delivered, meeting established safety performance standards.

Mountain Mobility’s Goals for Safety are established as follows:

- In collaboration with regional partners, design, construct, test, and operate a transportation system that achieves an optimum level of safety, exceeding the safety performance of other transit systems of a similar size in the United States.
- Identify and evaluate, then eliminate or control hazards to employees, customers, and the public.
- Meet or exceed all government and industry occupational health and safety standards and practices.
- Maximize the safety of future operations by affecting the design and procurement processes.

The objectives of the PTASP are the means to achieving its goals and provide a method of evaluating the effectiveness of Mountain Mobility’s safety efforts. The PTASP objectives are:

- Integrate safety management and hazard control practices within each Mountain Mobility department.
- Assign responsibilities for developing, updating, complying with, and enforcing safety policies, procedures, and requirements.
- Verify compliance with Mountain Mobility safety policies, procedures, and requirements through performance evaluations, accident/incident trends, and internal audits.
- Investigate all accidents/incidents, including identifying and documenting the causes for the purpose of implementing corrective action to prevent a recurrence.
- Increase investigation and systematic documentation of near misses.
- Identify, analyze and resolve safety hazards in a timely manner.
- Minimize system modifications during the operational phase by establishing and utilizing safety controls at system design and procurement phases.
- Ensure that system modifications do not create new hazards.
- Train employees and supervisors on the safety components of their job functions.

Mountain Mobility takes these commitments seriously as the lives of Mountain Mobility riders, employees and the general public depend on Mountain Mobility’s ability to operate in a culture of safety.

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Accountable Executive

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Date

## **Safety Management Policy Communication**

Mountain Mobility realizes the importance of ensuring its employees and riders are aware of Mountain Mobility safety management policies and procedures to effectively manage the system's day to day operations. To do this, Mountain Mobility relies on several forms of effective communication.

Employees: Mountain Mobility is constantly evaluating existing policies and procedures to verify their effectiveness. To do this, Mountain Mobility seeks input from all staff to determine if change is necessary based on trends, data analysis, operational changes or new assets. Several methods are used to communicate policy and/or procedure changes, including:

- Bulletin Board Notices
- Departmental Meetings
- Monthly Staff Meetings
- Monthly Safety Meetings

Mountain Mobility includes a training element for safety management policies impacting safety or service delivery and is conducted before the policy effective date. New policies and procedures are incorporated into orientation training for new employees as well.

Depending on the importance of the policy or procedure change, an acknowledgement signature is required of each employee verifying their understanding of the change.

Riders: If a rider policy is changed or added, Mountain Mobility notifies riders through the following methods:

- Notice posted on vehicle and facilities including effective date and who to contact for more information
- Changes to digital rider guidance including schedules and ride guides as appropriate
- Any services impacted by policies changes will include outreach as required by Federal Guidance.

## **Authorities, Accountabilities, and Responsibilities**

As mentioned in the Safety Policy Statement, the ultimate authority for the success of this PTASP falls to the Accountable Executive (AE). The Chief Safety Officer (CSO), the administration and management team, as well as employees fulfilling their commitment to safety on a day-to-day basis support the AE.

**Accountable Executive (AE):** The Accountable Executive will determine, based on feedback from senior staff, the level of Safety Management System principals to maintain to ensure a safe work environment, rider experience and community safety. Mountain Mobility's AE is committed to providing employees with the tools and training needed to be successful and safe in their roles with Mountain Mobility. The AE will continually strive to create a culture of safety among the employees, and Mountain Mobility's expects each employee to play a role in maintaining a safe workplace.

Mountain Mobility's AE is accountable for ensuring that the agency's SMS is effectively implemented throughout the agency's public transportation system. The AE is accountable for ensuring action is taken, as necessary, to address substandard performance in the agency's SMS. He or She may delegate specific responsibilities, but the ultimate accountability for the transit agency's safety performance cannot be delegated and always rests with the AE.

The current Accountable Executive, Nathan Pennington, supervises the Community Development Division responsible for implementation and changes to this Plan. The AE has ultimate responsibility for carrying out the

Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. § 5329(d), and the agency's Transit Asset Management Plan in accordance with 49 U.S.C. § 5326.

**Chief Safety Officer (CSO):** Mountain Mobility has concluded one CSO will be sufficient to manage the day to day adherence to this Plan. The CSO is the General Manager of the Mountain Mobility Operating Contractor. As CSO, this individual will monitor safety and security throughout the organization including sub-contractors. All departments have been notified of the CSO's role and the established reporting requirements relating to safety-related matters. The CSO has been adequately trained for this role and has the authority and responsibility for day-to-day implementation and operation of Mountain Mobility's SMS. Along with CSO responsibilities, the CSO is also the General Manager of Operations.

Mountain Mobility's CSO will be responsible for the following:

- Developing and maintaining safety management system documentation;
- Directing hazard identification and safety risk assessment;
- Monitoring safety risk mitigation activities;
- Providing periodic reports on safety performance;
- Briefing the Accountable Executive and Board on SMS implementation progress; and
- Planning safety management training.

## **Roll of Staff to Develop and Manage Safety Management Systems (SMS)**

### **Accountable Executive**

The Accountable Executive (AE), will work with the Community Development Division staff, who work with the Chief Safety Officer (CSO) to adjust the PTASP as needed based on staff feedback, trends, and data analysis. The AE is vested with the primary responsibility for the activities of the transit system and overall safety performance. The AE fulfills these responsibilities by providing the resources necessary to achieve PTASP goals and objectives by exercising the approval authority for system modifications as warranted. The AE sets the agenda and facilitates the cooperative decision making of the management team.

### **Chief Safety Officer (CSO)**

For purposes of managing the SMS and PTASP, the CSO is the General Manager of the Mountain Mobility Operating Contractor and reports to the Community Development Division and regarding determining strategy, policy, and goals for maintaining safety and security for passengers, employees, and the general public. The CSO will monitor day to day operations and work with staff to identify and mitigate risk through evaluation, feedback, and data analysis.

### **Supervisors**

Supervisors are responsible for the safety performance of all personnel and equipment under their supervision. They are responsible for the initial investigation of all accidents and incidents, and for reporting these accidents and incidents to Human Resources, Risk Management and Transportation Operations Departments.

### **Employees**

All Mountain Mobility personnel are responsible for performing their work safely and for following established safety-related rules, procedures, and work practices. This includes reporting all accidents, incidents, and hazards

to their supervisor per established requirements for the protection of themselves, co-workers, customers, facilities, and equipment.

### **Key Staff**

Mountain Mobility staff will be responsible for maintaining high standards of safety, customer service, and security. The Employee Safety Reporting Program (ESRP) will define the employees' role to identify and mitigate risk through open communication to superiors including the CSO. Administrative staff will be instrumental in ensuring action is taken to reduce risk and the whole system is continuously monitored to ensure actions are effective and appropriate.

Mountain Mobility staff will be involved with updates, modifications and implementation of the PTASP. Each staff member brings a valued perspective to the development of policies and procedures he or she will be expected to implement. Every opportunity will be given for employees and riders to provide input to increasing safety at Mountain Mobility. Those opportunities include monthly safety meetings, annual employee meetings and training, department meetings, customer and employee surveys, and an open-door policy with access to all management staff.

### **Employee Safety Reporting Program (ESRP)**

As stated in the [Safety Management Policy Statement](#), Mountain Mobility is determined to provide a safe working environment for its employees, riders and the general public. To ensure success, Mountain Mobility has developed an ESRP to enable employees to report any risk or perceived risk to a supervisor, CSO, or member of administration.

The ESRP allows each employee to report detailed information and observations whether they are a driver in service, maintenance staff, or other on-duty employee. This program dovetails with other methods currently in place to proactively identify hazards or threats. Those methods include but are not limited to the following:

- Pre/Post Trip Inspections
- Preventive Maintenance Inspections
- Employee Evaluations
- Facility Maintenance Plan
- Service Evaluation and Planning Program
- Training Program
- Rider and Public Complaint/Compliment Process
- Safety and Employee Meetings
- Incident/Accident Policies
- Safety Committee

### ***Hazard Reporting Process***

Mountain Mobility has developed a Hazard Report Form used to identify and provide information about hazards observed by Mountain Mobility employees while on-duty. The three-page form identifies vital information to assist employees in determining an action to mitigate the threat or hazard. This form is not meant to replace accident forms currently being used, but instead used in conjunction with the accident forms. It is proactive reporting method to identify a perceived threat or hazard, potentially endangering employees, riders or the general public. The form serves a dual role as an incident, illness, and near miss report. The form is located in Appendix 1 of this Plan.

Effective December 31, 2020 all Mountain Mobility employees will receive one (1) hour of training on the procedures associated with the Hazard Report Form. The training will cover the following areas:

- Locations of blank Hazard Report Form
- When to use a Hazard Report Form
- Capturing critical information on the Hazard Report Form
- Notification process depending on the hazard
- Proper assessment of the reported hazard
- Levels of likelihood of repeat
- Supervisor and CSO role in completing the form
- Follow-up process to determine effectiveness of mitigation

The following process is used as part of the ESRP.

### **Immediate Action Required**

If you have identified a hazard which you perceive to be a risk to yourself, fellow employees, passengers, or the public you must report it immediately to the on-duty supervisor/dispatcher. Once reported you must determine if immediate action is necessary to prevent additional risk. If so, communicate to the supervisor before taking action if time allows. Once action has been taken to mitigate the potential harm to yourself, others or property advise a supervisor of the results of your actions. Once you are able, complete the Loss Prevention Investigation Report with complete information and give to the supervisor on-duty.

### **Delayed Action Required**

Once a hazard has been identified, the Mountain Mobility employee should assess if the hazard requires immediate action to reduce the risk or if delayed action can be taken. If the employee determines delayed action is appropriate a full report must be completed using the Loss Prevention Investigation Report and submitted to the on-duty supervisor.

### **Role of Supervisor**

The on-duty supervisor is responsible for advising the employee on immediate action or delayed action to mitigate a hazard. The supervisor must then review the Loss Prevention Investigation Report to ensure all information is included adding additional information from their perspective. Once the form is complete it must be reviewed by the CSO to determine action necessary, investigate root cause of hazard and follow-up.

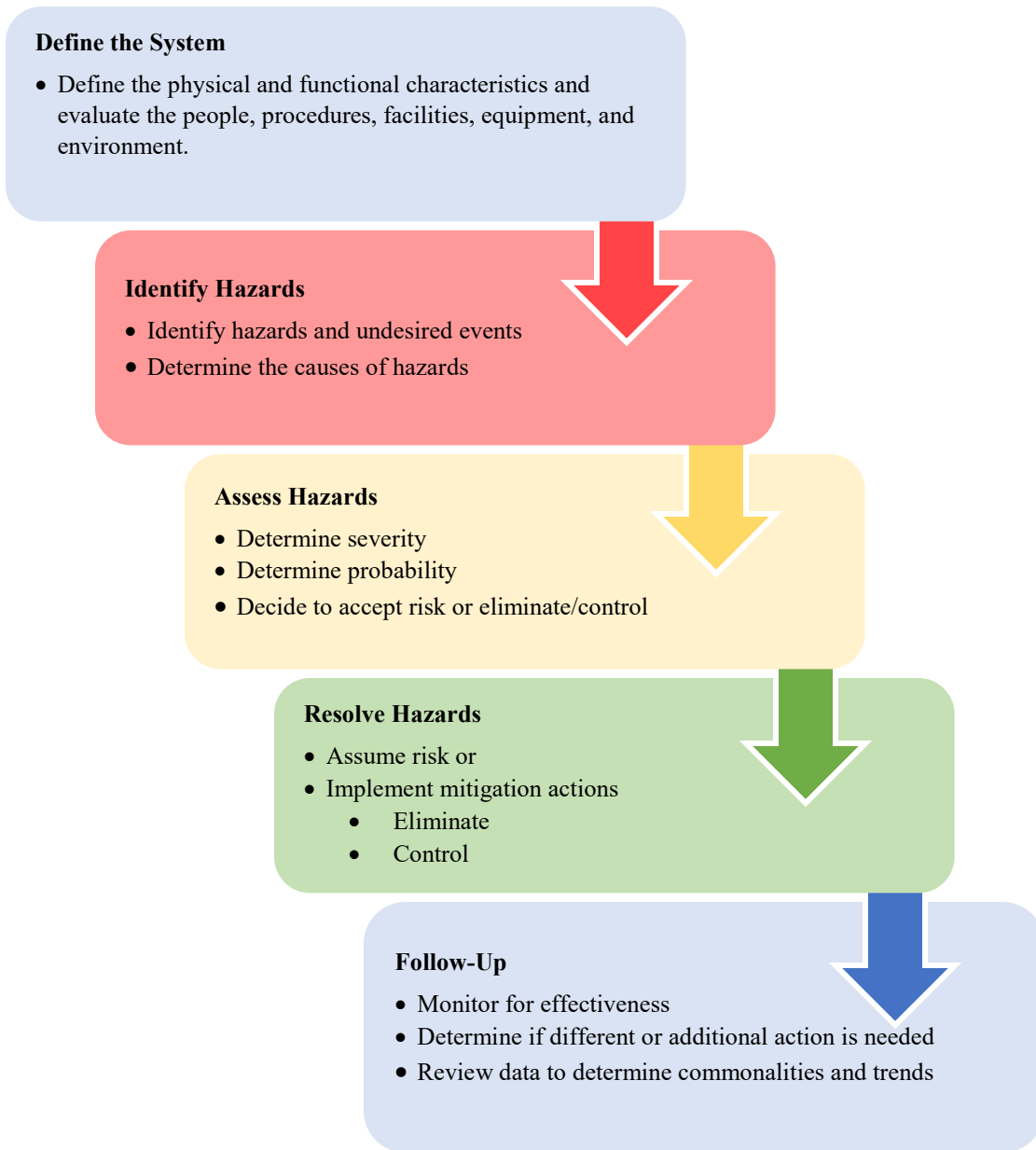
The CSO is responsible for determining the status of each hazard reported. In some cases hazards may be identified and are not able to be resolved but actions are taken to reduce the risk of the hazard. It is Mountain Mobility's goal to eliminate all identified hazards if possible. Some hazards may require continuous monitoring to ensure the hazard does not elevate to an action level.

All hazard reports will be documented and integrated into current performance measures and data collection. The CSO will track each hazard to completion and recommend policy or procedural changes if needed as a result of the hazard mitigation.

### **Mountain Mobility Responsibility**

Mountain Mobility takes every hazard report seriously and investigates each one to determine if it's an isolated case, or emerging trend requiring evaluation of policies and procedures or service modifications. Employees reporting hazards will not face disciplinary action unless that employee contributed to the hazard. Mountain Mobility wants to encourage all employees to report any hazard or threat they observe and help make the Mountain Mobility system as safe as possible for its employees, riders, and the general public. Employees may report the hazard to their immediate supervisor or go directly to the CSO to submit and discuss their report.

The following process chart illustrates the steps taken as part of the hazard identification process through the ESRP.



## SECTION 5. SAFETY RISK MANAGEMENT

Mountain Mobility provides training to all personnel in the identification of hazards and security threat while also providing tools to enable personnel to report these risks. Once the risk has been identified Mountain Mobility conducts an assessment of the risk to determine the necessary response and response time. The response may include further investigation or monitoring, action(s) to mitigate the hazard or security threat and follow-up assessment to ensure action taken is appropriate and effective.

### Safety Hazard Identification:

Hazard and security threats are identified through different methods of monitoring the system. This includes system, employee and asset assessments conducted daily and on incremental basis. Additionally, Mountain Mobility communicates with peers across the state, FTA and NCDOT to identify common hazards impacting

multiple systems. Mountain Mobility conducts the following routine and random evaluations of the system in the following departments:

### **Personnel**

Each Mountain Mobility employee is evaluated annually to ensure they are performing their job to the expectations of the Agency. As part of their orientation process the employee is provided training and tools to perform their job while not receiving permanent status until completing 180 days of employment. During the 180 day period, the employee is evaluated to determine if they are properly prepared to perform their job.

Additional evaluations of the employee are conducted throughout the year through spot-checks of some aspect of their job function. If, through spot-check or annual evaluation, it is determined the employee's performance does not meet expectations or training standards, remedial training will be provided and additional evaluations will take place to ensure remedial training was effective.

### **Assets**

Rolling stock, facilities and equipment are monitored through a vigorous preventive maintenance plan aimed at identifying hazards and deficiencies as part of daily and scheduled inspections. Operations and Maintenance Departments coordinate the preventive maintenance program including Daily Vehicle Inspections (DVIs), incremental, and annual inspections.

Mountain Mobility updates the FTA required Transit Asset Management (TAM) Plan annually with data relevant to each asset to include a condition assessment, miles (with rolling stock and non-revenue vehicles) and age as to whether the asset is in a State of Good Repair (SGR). The TAM Plan allows Mountain Mobility management to plan asset replacement or rehabilitation for future years.

### **System**

As part of Mountain Mobility's safety management system monitoring, the agency uses service evaluations when planning, spot-checking or responding to an event like an accident or incident. New routes are strategically developed with safety being the first priority and passenger access second. Mountain Mobility plans and tests all routes before activating routes for revenue service. All routes are reviewed periodically to determine if environmental hazards may exist requiring modification to the route, schedule or vehicle.

All front-line staff have been trained to note any changes to service which may be considered a hazard or security threat and through the ESRP, notify their supervisors immediately or upon return to Mountain Mobility depending on the severity of the hazard.

### **Hazard Identification Procedure**

Any employee seeing something through inspection or observation they deem to be a hazard are instructed to immediately report that hazard to the immediate supervisor regardless of the perceived level of threat. Depending on the situation, either the immediate supervisor or the employee will complete a Hazard Report Form and submit it to the CSO.

If the hazard requires immediate mitigation, the employee will be instructed on steps to take to reduce the risk which may or may not alleviate the risk completely. Additional actions may be taken once the immediate risk mitigation has been taken. Some hazards may not pose an immediate risk but are still reported and the CSO will be responsible for risk assessment, investigation and mitigation strategy.

In some cases, a passenger or member of the general public may call Mountain Mobility with a complaint about a front-line employee which may rise to the level of hazardous behavior or actions. Mountain Mobility currently

documents all customer complaints/compliments and takes appropriate action to investigate any complaints. Complaints deemed hazardous will trigger immediate action by on-duty supervisors.

Hazard Report Forms will be located on all vehicles along with standard safety kits for accident and incident reporting, with all Customer Service Representatives (CSR)'s, Dispatch, Operations, and Maintenance Departments. A copy of the form is located in the Appendix.

The Hazard Report Form will require the employee to briefly describe the hazard noting date, time of day, location, and other pertinent information. The form includes a section for the CSO or immediate supervisor to document immediate action taken to reduce risk, a risk assessment chart prioritizing the risk, and a section for additional follow-up action. All forms will be processed by the CSO and summarized periodically for trend analysis and included in safety performance measures.

49 CFR part 673.5

*Hazard* means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.

### **Safety Risk Assessment**

All Mountain Mobility staff have been provided with training appropriate for their positions within the organization. Mountain Mobility expects its employees to respond to hazards or threats with professional judgement as sometimes there might not be time to contact a supervisor to prevent an emergency event. In cases where the hazard can be reported without immediate risk, the employee will make an initial assessment of the risk as part of their report.

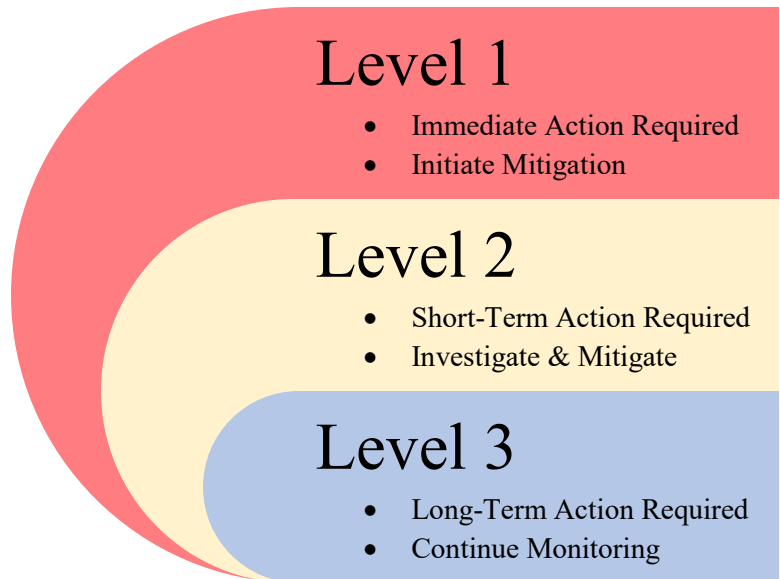
Once received by the CSO, the initial risk assessment may be amended requiring immediate, short, or long-term response.



**Level 1 - Immediate:** A deficiency, threat or hazard requiring immediate attention to mitigate risk either temporarily until further action can be taken or complete mitigation.

**Level 2 - Short Term:** Action is needed within seven days to mitigate an identified deficiency, threat or hazard. The deficiency, threat or hazard does not pose immediate danger but if no action is taken could elevate to an immediate level risk.

**Level 3 - Long Term:** A deficiency, threat or hazard has been identified but does not pose a threat currently but could at a later time. Continued monitoring and awareness are required.



The CSO, in coordination with staff, will investigate each identified hazard, assess the risk, and take appropriate action to mitigate the risk. Additional mitigation may be needed based on follow-up monitoring to the action taken.

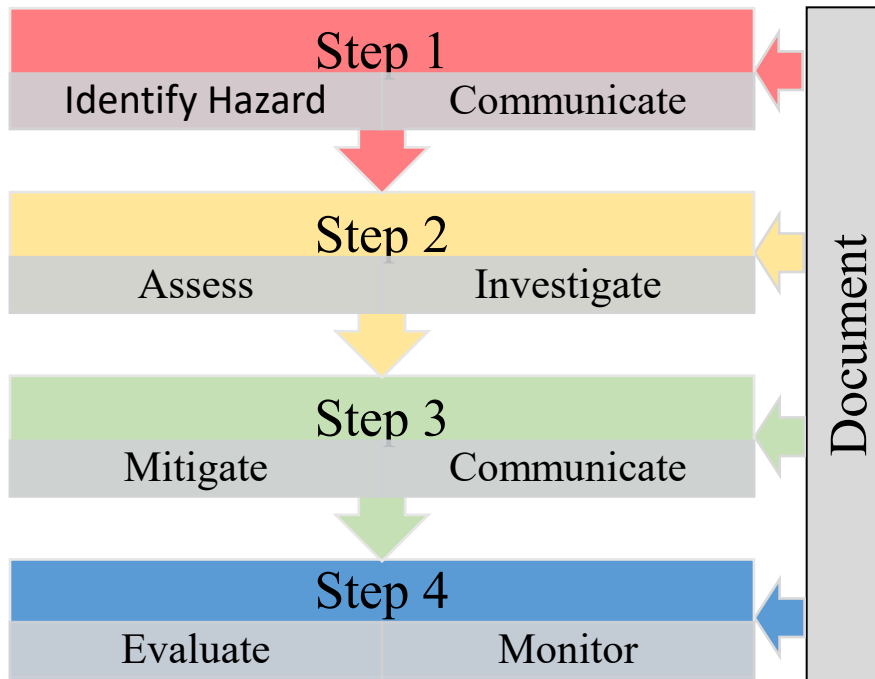
### **Safety Risk Mitigation**

In response to all identified and assessed hazards, Mountain Mobility will take steps to mitigate the hazard and reduce or eliminate the risk to employees, riders, and public. Mitigation strategies will be dependent on results of investigation into the elements contributing to the risks. The investigation may include more than one department and may include interviews outside of the transit system.

Actions to mitigate risk will include all employees, riders, and public who may be impacted by either the hazard or the actions to reduce or alleviate the risk. Mountain Mobility will communicate actions to appropriate staff through methods appropriate to risk assessment. In some cases, immediate communication through two-way communications (dispatch system, text burst, or email) may be necessary. In other cases, bulletin board notices or memorandum posting may be appropriate.

Once a risk mitigation strategy has been implemented, Mountain Mobility will monitor the actions to determine if full mitigation is possible and if not, is additional action necessary to alleviate the risk or is stepped up monitoring necessary. Some risks may not be completely mitigated but awareness of the risk is a top priority.

All actions taken to mitigate risk will be the responsibility of the CSO, documented and linked to the initial deficiency, threat, or hazard identification step.



## SECTION 6. SAFETY PERFORMANCE MONITORING AND MEASUREMENT

Safety performance monitoring and measurement involves the continual monitoring of the transit agency's activities to understand safety performance. Through these efforts, Mountain Mobility can determine whether it is meeting its safety objectives and safety performance targets, as well as the extent to which it is effectively implementing Safety Management Systems (SMS).

Mountain Mobility is constantly striving to maintain the highest level of safety through its monitoring methods to include adherence to policies and procedures, safety and maintenance plans, and system and employee evaluation processes. These methods allow Mountain Mobility to determine the need to make changes to improve policies, employee training and service delivery.

The CSO will monitor operations daily through observation, data analysis, communication and safety updates to identify mitigation strategies that may be ineffective. If mitigation actions are found to be ineffective additional strategies will be developed through key and impacted staff feedback.

### Maintenance

**Maintenance Standards and Procedures.** Standards and procedures are included in the Mountain Mobility System Safety Plan's Preventative Maintenance Plan. In general, maintenance procedures are designed to ensure the maintenance recommendations of the manufacturer are met, maximum efficiency in performance and operation is obtained, and maximum vehicle life and condition are maintained. Daily vehicle inspections, an active Preventive Maintenance Program, contractor oversight, and careful monitoring are included in procedures to ensure the safety of buses and adequacy of the Preventative Maintenance Plan.

**Operator Inspections.** All operators are required to perform a pre-trip and post-trip inspections to ensure the vehicle is safe and in good operating condition. If any defects are noted by the operator, depending on the severity and extent of the defect, the vehicle may be repaired or taken out of service until a repair can be made. In the case

of a defect that develops or is noted once a vehicle is in service, the operator is required to communicate the problem to Fleet Management.

**Daily Servicing and Inspections.** Mountain Mobility vehicle operators inspect and vehicles used in revenue service each day. The vehicles lights and signals are inspected, all fluids are checked, tires and lugs are checked, and the vehicle is inspected for any leaks or unusual noises. The vehicle operators fuel the vehicles and clean the vehicle interiors each day. When a defect is noted, it is reported to Fleet Management so that evaluation and, if necessary, repair, can be conducted.

**Mileage-Based Maintenance Inspections.** All vehicles receive preventive maintenance inspections (PMI) at designated mileage intervals. Mileages are determined by vehicle and subcomponent manufacturers and real-world experience. Oil sampling is performed periodically for both engines and transmissions. A description of the schedule and type of inspection and service performed for each vehicle series is included in the Preventative Maintenance Plan.

**Maintenance Inspections of Contracted Providers.** Mountain Mobility contracts for the operation and maintenance of services. The contractor must ensure that all vehicles and associated equipment are maintained in proper working condition. The contractor is required to adhere to the prescribed maintenance and safety program, including a preventive maintenance schedule that complies with FTA requirements for preventive maintenance for vehicles. Further, the contractor is required to maintain comprehensive maintenance records on each vehicle and send monthly summaries to Buncombe County. Random vehicle inspections are conducted on a weekly basis to verify vehicle condition.

## **Operations**

### **Facility Monitoring**

Formal facility inspections of all Mountain Mobility facilities and grounds are conducted by Mountain Mobility staff quarterly using a facility checklist. The purpose of the inspections is to identify any unsafe or unhealthy conditions which may exist, and that may require maintenance or modification. Each facility is also visually inspected for compliance with OSHA and local fire codes.

### **Frequency**

The Safety Committee conducts safety inspections quarterly. Hazards are also identified by analyzing work accident trends, through Hazard Report Forms submitted by employees. Forms are used by employees to report safety concerns and to make safety recommendations.

### **Reporting**

When deficiencies are noted during quarterly inspections, they are documented and reported to the Mountain Mobility Safety Training Manager, Operations Manager, Fleet Manager, and General Manager. When safety hazards are noted by non-scheduled observation, they must be reported by the observer to a supervisor or CSO. Hazard Report Forms are routed to the department, CSO or supervisor best equipped to evaluate the concern and, when necessary, propose a resolution.

### **Hazard Resolution**

The primary purpose of facility inspections and hazard reporting is to identify conditions that could lead to accidents and losses. In view of this, it is crucial that all employees be involved in the Facility Inspection and the Hazard Identification and Resolution processes. Hazard resolution is related to the severity of the hazard and the probability and severity of a negative consequence of the hazard.

## **Follow-up**

Corrective action for a confirmed hazard that has been identified by any established process is the responsibility of the director of the department area in which the hazard exists or the CSO. This includes arranging for the services of Buncombe County departments or outside parties, as necessary, to eliminate or control the hazard.

## **Documentation**

Hazards that have been identified, proposed resolutions, and corrective actions are recorded in hard copy by the Safety Committee and maintained by the contractor.

All front-line personnel are responsible for monitoring safety and security as part of their respective positions. If a hazard is identified through observation or interaction with customers or the general public, it is reported to the immediate supervisor as well as following Mountain Mobility's hazard reporting process.

## **Employee Hazard Reporting**

### **Loss Reports**

Employees can fill out a Hazard Report Form which is turned into the CSO, or talk with a supervisor or the Operations Manager. Depending on the severity/risk of the hazard identified, immediate action may be taken, or the input will be brought to the Safety Committee for discussion. Feedback will be provided to the employee on what action, if any, will be taken. All employees follow the Employee Hazard Reporting Program Policy.

### **Route/Operations Safety**

Employees can fill out a Hazard Report Form or discuss suggestions for making the system/route safer. Mountain Mobility encourages employees to be advocates for safety while also suggesting methods of increasing performance. Management has an open-door policy and makes clear the importance of employee feedback; positive and negative.

## **Safety Events**

### **Accident and Incident Reporting Process**

All accidents and loss incidents are to be investigated. Mountain Mobility's safe driving standards require professional safe performance of all operators. To ensure better than average safety performance, Mountain Mobility employs the defensive driving guidelines to determine if a collision or onboard incident could have been prevented. All personnel operating any Mountain Mobility vehicle are held to this standard.

Mountain Mobility's Operator's Manual includes procedures and identifies responsibilities for accident/incident investigation. The combined manuals establish procedures for accident notification, response, and investigation.

Operations coordinates with outside law enforcement agencies if they investigate an event. Staff coordinate with outside insurance providers and provides support to manage Mountain Mobility liability and claims.

Most accidents and incidents involving Mountain Mobility are relatively minor in severity and are investigated by the Safety Training Manager. Since most accidents involve revenue vehicles, this section focuses on revenue vehicle accidents. All non-revenue vehicle accidents and incidents are also investigated.

### **Notification**

Vehicle operators are to notify a supervisor anytime a Mountain Mobility vehicle might have been damaged, anytime a Mountain Mobility vehicle and another vehicle or object come into contact, or anytime an instance occurs in where a customer may have been injured. A supervisor will be directed to the scene. Police and ambulance will be dispatched, if necessary.

## **At-Scene Procedures**

Vehicle Operators will adhere to the following procedures defined in the Mountain Mobility Operator's Manual:

- Assist the injured.
- If blocking traffic, set out reflective triangles.
- Do not move the vehicle unless required to do so by a supervisor, fire or police order, or impending danger from traffic.
- Obtain names, addresses, and phone numbers of all witnesses.
- Have all customers sign the customer list.

Supervisors are responsible for conducting on-scene investigations of accidents and incidents. Depending on the severity and the nature of the event, various mechanisms will be used for preserving transient evidence. These may include digital photography, vehicle video, field sketches, interviews, and observations.

## **Investigation**

An attempt is made to complete the investigation of most accidents within three (3) days. Supervisors are required to complete an Accident/Incident Report. Vehicle operators are required to complete an accident report. The supervisor is required to file a hard copy, provide a digital report, and attach all relevant media for use by the CSO.

A Report of Injury Form must be completed if an employee suffers an injury or illness as a result of an accident or incident.

## **Accident Review Process**

Accidents and Incidents are classified as Preventable or Non-Preventable.

Preventable accidents are defined as those accidents that could have been reasonably avoided if the vehicle operator had followed all defensive driving techniques.

After reviewing all related documents and evidence, the investigating manager makes an independent preliminary determination of whether the accident was preventable.

The final accident determination is made by the Safety Committee. The committee meets a minimum of once monthly

The Committee follows all policies, procedures, and definitions as established in the System Safety Plan. Examples of investigations may include reviews of accident and injury reports, vehicle condition reports, witness statements, employee interviews, accident scene sketches, videos, physical evidence, brake test reports, training manuals, and accident site visits. Employees who are not in agreement with the Committee's determination can appeal directly to the Committee by providing additional evidence and testimony. If the employee is not in agreement with the appeal results, he or she can make a second and final appeal to the CSO. The CSO may review all relevant information, interview the employee making the appeal, interview Safety Committee members, and confer with any available person or resource he or she considers valuable to his or her deliberation.

## **Hazard Resolution**

The primary purpose of the Accident Investigation process is to determine the cause(s) of accidents so they may be prevented or mitigated in the future. To this end, it is crucial that all relevant departments be appropriately involved in the process. A serious attempt is made to use lessons learned through the investigatory process to incorporate hazard resolutions into future procedures, designs, construction, modifications, training, and procurements.

## **Follow-up**

Follow-up in the form of corrective actions is the responsibility of the CSO.

Any disciplinary action will be assessed using Mountain Mobility Policies and Procedures. Disciplinary consequences for accidents may include warnings, suspensions, and discharge.

Training will be provided, in most cases, for employees who have been involved in two (2) preventable accidents within one (1) year. Training and re-training are not disciplinary in nature.

## **Internal Reporting**

The CSO is responsible for ensuring that all accident reports are completed and filed. Supervisors will advise on the history of the employee if a pattern of safety events is evident.

## **Documentation**

The Mountain Mobility Operations contractor will maintain the accident investigation documentation.

## **Performance Measures**

Through a series of performance measures relative to operations, maintenance, and safety, Mountain Mobility can monitor the system's safety by identifying trends and gaps in policies, procedures, training, and monitoring efforts. The following performance measures are on a daily, monthly, and quarterly basis.

### **Maintenance**

- **Preventive Maintenance On-time Inspection Percentage** – determines the effectiveness of the maintenance department to ensure all inspections are conducted per manufacturing and Mountain Mobility mileage intervals. Conducted monthly.
- **Vehicles Removed From Revenue Service** – tracks vehicles removed from service due to a mechanical defect developed while in service requiring immediate service either on-site of failure or once returned to the facility. Conducted monthly.
- **Annual Vehicle Condition Assessment** – through annual inspection, determines the overall condition of the asset. This performance measure is also used in annual updates of Mountain Mobility's Transit Asset Management Plan.

### **Operations**

- **Customer Complaints Per Month** – tracks all customer complaints to identify areas of deficiency with vehicle, vehicle operator or other area. Safety-related complaints are immediately routed to the CSO for investigation mitigation and response. Complaints may be a result of phone calls, emails, the website or Mountain Mobility public forums. Conducted monthly.
- **On-time Performance** – serves as an indicator to issues with time management, environmental factors, scheduling, and vehicle and vehicle operator performance. Conducted monthly.
- **Mailed Surveys** – conducted annually, allow Mountain Mobility to receive rider feedback about vehicle operator performance, customer service, and vehicle safety. Conducted annually.

### **Safety**

- **Safety Performance Measure: Fatalities** (total rate per total vehicle revenue miles by mode). Conducted monthly.

- **Safety Performance Measure: Injuries** (total number of reportable injuries and rate per total vehicle revenue miles by mode). Conducted monthly.
- **Safety Performance Measure: Safety Events** (total number of reportable events and rate per total vehicle revenue miles by mode). Conducted monthly.
- **Safety Performance Measure: System Reliability** (mean distance between major mechanical failures by mode). Conducted monthly.

## **SECTION 7. SAFETY PROMOTION**

### **Vehicle Operator Selection**

#### **Hiring Practices**

Selecting applicants best suited to excel as vehicle operators is critical to safe transit operations. The vehicle operator is directly responsible for the safety of not only the passengers, but also the pedestrians, bicyclists, drivers, and all others who share the road with the transit vehicle. Mountain Mobility’s hiring process includes the following components:

#### ***Applications***

Applicants are sought through postings in traditional and culturally diverse media, referrals from current employees, posting and applications filed by prospective candidates when there are no positions available. The applications are screened by key Mountain Mobility Operations contractor personnel.

#### ***Interview***

After application reviews, applicants are then interviewed by the Operations Manager. The interview process is designed to evaluate a candidate’s strengths in customer service, the ability to simultaneously perform tasks, conflict resolution, and the ability to perform well under temporal and interpersonal pressure.

#### ***Driving Record***

To be eligible for hire, a candidate must submit an acceptable driving Mountain Mobility tract dating back five years. This establishes 21 years as the minimum age requirement for new hire vehicle operators.

#### ***Licensing***

To be eligible for hire, a candidate must hold a NC driver’s license and must be able to earn a CDL as necessary for the operation of select vehicles.

#### ***Criminal Background Check***

To be eligible for hire, a candidate must submit to a Criminal Background Check administered by the North Carolina State Police with the Federal Bureau of Investigation. The results must meet all statutory and Mountain Mobility standards for the vehicle operator position.

#### ***Drug Testing***

To be eligible for hire, a candidate must produce a negative result for a pre-employment drug test.

#### ***Physical Capacities Testing***

To be eligible for hire, a candidate must pass a position-specific physical capacities test.

#### **Training**

There are formal training programs for vehicle operators, dispatchers, administrative staff, fleet management, safety training management, operations management and the CSO. These include training classes, manuals, Mountain Mobility Standard Operating Procedures, and on-the-job training.

The safety component of training is designed to make employees aware of the hazards associated with their jobs and the appropriate methods for controlling these hazards. The training is intended to motivate employees to work safely. Trainings fall into three main categories: (1) Initial, (2) Annual, and (3) Remedial or Refresher.

### **Initial Vehicle Operator Training**

New vehicle operators receive an intensive two (2) week training course that covers every aspect of their job. Some components of the training are delivered in the classroom. The majority of learning occurs on the vehicles during off-route and on-route training. The training includes, but is not limited to, the following areas:

- Defensive Driving
- Orientation to Mountain Mobility
- Basic Vehicle Maneuvers
- Advanced Vehicle Maneuvers
- Service Stops
- System Overview
- System Procedures
- Communication Skills
- Customer Service
- Accessible Service
- Emergency Management
- Fleet Services
- Personal Safety
- Health/Injury Prevention
- Stress Management
- CDL Preparation
- On-Route Training
- Vehicle Orientation of all Vehicles
- SMS Training

On-route training provides real service experience with a vehicle operator instructor on the new vehicle operator's regularly scheduled work. The time the new employee operates the revenue route is increased daily. Each day the trainee receives a full review and debriefing from his or her instructor. Instructors communicate among one another regarding where additional training for new operators is required. Student rotation among the Operator Instructor group provides each student with experience across a variety of routes, vehicles, times of day, instructional styles, and driving conditions.

After the initial training, new vehicle operators receive additional support and training, including:

- Ride-checks at the following intervals: 45 days, 90 days, and annually

### **Annual Training for All Vehicle Operators**

Every year, each Vehicle Operator, on or before their hire date anniversary, receives one full day of refresher and topical training. The training addresses, but is not limited to, the following topics:

- Fatigue Awareness
- Dealing With Difficult People
- Resolving Conflict
- Harassment



- Effectively Dealing With People of Differing Ages
- Proper Securement of Mobility Devices
- Defensive Driving Course
- Bloodborne Pathogens
- Safety/Security Update
- Injury Prevention
- Accessible Service Sensitivity
- PTASP

### ***Operation Supervisor Training***

Operations Supervisors begin their career path, almost exclusively, as vehicle operators. A Supervisor receives training in the following areas:

- Drug & Alcohol (Policy and procedures for all types of FTA-mandated testing)
- Accident Investigation
- Emergency Procedures
- Security Procedures
- On-the-job Injury Claims
- Blood Borne Pathogens
- Data Entry and Recordkeeping
- Harassment
- Cultural Diversity
- Coaching/Criticism/Discipline
- Dispatch Operations
- Field Operations
- First Aid and Defibrillator
- Basic Writing
- Conflict Resolution

Supervisors receive refresher training as needed to maintain certifications.

### ***Injury and Illness Prevention Training***

Injury and Illness Prevention Training is directed toward achieving a safe working environment for all employees and reducing the chance of occupational-related injuries and illnesses. The program is based on applicable Federal, State, and local safety codes and regulations. Some areas addressed in training include:

- Handling Hazardous Materials (Right to Know)
- Slips, Trips, and Falls
- Personal Protection Equipment
- Material Safety Data Sheets (MSDS) and Labels
- First Aid
- Bloodborne Pathogens
- Hazardous Materials Storage
- Strains and Sprains
- Fall Protection
- Hazard Communication Program

### ***Emergency Response Planning and Coordination***

Details are contained in the Mountain Mobility Emergency Action Plan and Evacuation Request Procedures.

## **System Modification Design Review and Approval**

### **General Process**

The Mountain Mobility system is regularly modified in response to operational experience, the addition of new types of service, and changes in service design and levels. Mountain Mobility's philosophy is to use appropriate new technologies to benefit the environment and the community it serves. The challenge is to review any proposed modification adequately before it is approved. Any proposed modification should be evaluated to ensure it is compatible with existing systems and does not introduce new hazards to the system or reduce the effectiveness of existing hazard controls.

Equipment modifications may be proposed by any employee of any department that uses the equipment. Changes may also occur from an analysis of reliability performance, historical data, and available improvements in equipment design and components.

### **Modification Design Review**

A review of any modification in equipment design shall be made by Buncombe County. It is an informal practice to include the Mountain Mobility Operations contractor in the review of any change that might affect safety. The impact on the safety of all designs and specifications should be identified and evaluated before the change is approved. Some of the areas to be considered include but are not limited to:

- Hazardous Materials (handling and use)
- Motor Vehicle Safety
- Human Factor
- Occupational Health and Safety
- Materials Compatibility
- Fire Protection
- Lighting
- Braking systems
- Mirrors
- Warning Devices

Modifications must not be made before it is determined how they might affect the safety of the system, or any other systems. The Mountain Mobility Operations contractor may evaluate a proposed change to determine its compatibility with other systems (e.g., fueling systems, communications systems, etc.). The evaluation may also include a review of applicable regulations, such as the Federal Motor Vehicle Safety Standards and Regulations and the U.S. Department of Labor's Occupational Safety and Health Act.

Testing may also be performed to evaluate the safety of a proposed modification. The testing of small changes may be minimal. For substantial modifications, extensive field testing, mock-ups, and structural evaluations may be employed.

### **Modification Design Approval**

Final approval is generally made by the AE. When modifications are made by a vehicle manufacturer, the Fleet Manager works with the manufacturer, and contractual changes may be made. If changes are substantial, additional training will be provided for fleet management and operations staff.

## **Monitoring**

Once a modification is put in place, feedback from the Mountain Mobility Operations contractor is solicited to evaluate the performance of the modification. Unsolicited input from the Mountain Mobility Operations contractor employees (end users) is encouraged. Depending on the nature of the modification, others groups may be requested to provide input.

## **Documentation**

The Fleet Manager is responsible for documenting any vehicle modifications. The Fleet Manager is responsible for documenting any modifications made to a facility. Documentation may involve changing diagrams, schematics, manuals, service bulletins, service intervals, Standard Operating Procedures, and Material Safety Data Sheets. The Fleet Manager is responsible for updating Safety Data Sheets based on input from product manufacturers.

## **Routes**

Route modifications are designed by the Community Development Division under the direction of the AE. The Division may use a current vehicle operator to test routing and vehicle stop placement. This experience-based, real-world process is designed to protect the safety of the transit vehicle, transit passengers, other vehicles, and pedestrians.

The Community Development Division informs the Mountain Mobility Operations contractor of any proposed route modifications. The Planning Department can request that the Safety Committee evaluate a specific proposal, or the Committee can choose to evaluate any proposed modifications.

Transit operations management may request a route modification it believes will improve operations. It may also choose to evaluate a modification that has been proposed by another department. Input from individual vehicle operators is encouraged through the Hazard Report Form, direct communication, and periodic surveying of vehicle operators conducted by the CSO.

Finally, the Community Development Division maintains a cooperative working relationship with the appropriate planning and road departments of all municipal and state levels of government within which Mountain Mobility operates.

## **SECTION 8. ADDITIONAL INFORMATION**

This PTASP was developed from information in other Mountain Mobility documents, policies and procedures and manuals. Those documents are listed below:

- 1) Emergency Action Plan
- 2) Fire Prevention Plan
- 3) Preventative Maintenance Plan
- 4) Drug and Alcohol Policy
- 5) Security Plan
- 6) Continuity of Operations Plan (COOP)
- 7) System Safety Plan

## **SECTION 9. DEFINITIONS OF TERMS USED IN THE SAFETY PLAN**

Mountain Mobility incorporates all of FTA's definitions that are in 49 CFR § 673.5 of the Public Transportation Agency Safety Plan regulation.

- **Accident** means an Event that involves any of the following: A loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; a runaway train; an evacuation for life safety reasons; or any derailment of a rail transit vehicle, at any location, at any time, whatever the cause.
- **Accountable Executive** means a single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the agency's Transit Asset Management Plan, in accordance with 49 U.S.C. 5326.
- **Equivalent Authority** means an entity that carries out duties similar to that of a Board of Directors for a recipient or subrecipient of FTA funds under 49 U.S.C. Chapter 53, including sufficient authority to review and approve a recipient or subrecipient's Public Transportation Agency Safety Plan.
- **Event** means any Accident, Incident, or Occurrence.
- **Hazard** means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.
- **Incident** means an event that involves any of the following: a personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.
- **Investigation** means the process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.
- **National Public Transportation Safety Plan** means the plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.
- **Occurrence** means an Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.
- **Operator** of a public transportation system means a provider of public transportation as defined under 49 U.S.C. 5302.
- **Performance measure** means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.
- **Performance target** means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the FTA.
- **Public Transportation Agency Safety Plan (or Agency Safety Plan)** means the documented comprehensive Agency Safety Plan for a transit agency that is required by 49 U.S.C. 5329 and Part 673.
- **Risk** means the composite of predicted severity and likelihood of the potential effect of a hazard.
- **Risk mitigation** means a method or methods to eliminate or reduce the effects of hazards.
- **Safety Assurance** means processes within a transit agency's Safety Management System that function to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.
- **Safety Management Policy** means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees in regard to safety.
- **Safety Management System** means the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.
- **Safety performance target** means a performance target related to safety management activities.

- **Safety Promotion** means a combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.
- **Safety risk assessment** means the formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.
- **Safety Risk Management** means a process within a transit agency's Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.
- **Serious injury** means any injury which: (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date when the injury was received; (2) Results in a fracture of any bone (except simple fractures of fingers, toes, or noses); (3) Causes severe hemorrhages, nerve, muscle, or tendon damage; (4) Involves any internal organ; or (5) Involves second or third-degree burns, or any burns affecting more than 5 percent of the body surface.
- **Transit agency** means an operator of a public transportation system.
- **Transit Asset Management Plan** means the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR Part 625.

## SECTION 10. COMMONLY USED ACRONYMS

Acronym	Word or Phrase
ADA	American's with Disabilities Act of 1990
ASP	Agency Safety Plan (also referred to as a PTASP in Part 673)
CFR	Code of Federal Regulations
CT	County Transit
ESRP	Employee Safety Reporting Program
FTA	Federal Transit Administration
NCDOT	North Carolina Department of Transportation
MPO	Metropolitan Planning Organization
Part 673	49 CFR Part 673 (Public Transportation Agency Safety Plan)
SMS	Safety Management System
SSP	System Safety Plan
U.S.C.	United States Code
VRM	Vehicle Revenue Miles

## Appendix 1