Fort Bend County Public Transportation Agency Safety Plan

Version 1

Adopted 14 July 2020

In compliance with 49 CFR Part 673

Developed in conjunction with the

Texas Department of Transportation

TABLE OF CONTENTS

LIST OF FIGURES

LIST OF TABLES

1. EXECUTIVE SUMMARY

Moving Ahead for Progress in the 21st Century (MAP-21) granted the Federal Transit Administration (FTA) the authority to establish and enforce a comprehensive framework to oversee the safety of public transportation throughout the United States. MAP-21 expanded the regulatory authority of FTA to oversee safety, providing an opportunity to assist transit agencies in moving towards a more holistic, performance-based approach to Safety Management Systems (SMS). This authority was continued through the Fixing America's Surface Transportation Act (FAST Act).

In compliance with MAP-21 and the FAST Act, FTA promulgated a Public Transportation Safety Program on August 11, 2016, that adopted SMS as the foundation for developing and implementing a Safety Program. FTA is committed to developing, implementing, and consistently improving strategies and processes to ensure that transit achieves the highest practicable level of safety. SMS helps organizations improve upon their safety performance by supporting the institutionalization of beliefs, practices, and procedures for identifying, mitigating, and monitoring safety risks.

There are several components of the national safety program, including the National Public Transportation Safety Plan (NSP), that FTA published to provide guidance on managing safety risks and safety hazards. One element of the NSP is the Transit Asset Management (TAM) Plan. Public transportation agencies implemented TAM plans across the industry in 2018. The subject of this document is the Public Transportation Agency Safety Plan (PTASP) rule, 49 CFR Part 673, and guidance provided by FTA.

Safety is a core business function of all public transportation providers and should be systematically applied to every aspect of service delivery. At Fort Bend County Public Transportation, all levels of management, administration and operations are responsible for the safety of their clientele and themselves. To improve public transportation safety to the highest practicable level in the State of Texas and comply with FTA requirements, the Texas Department of Transportation (TxDOT) has developed this Agency Safety Plan (ASP) in collaboration with Fort Bend County and Fort Bend County Public Transportation.

To ensure that the necessary processes are in place to accomplish both enhanced safety at the local level and the goals of the NSP, the Fort Bend County Commissioners Court and Fort Bend County Public Transportation adopt this ASP and the tenets of SMS including a Safety Management Policy (SMP) and the processes for Safety Risk Management (SRM), Safety Assurance (SA), and Safety Promotion (SP), per 49 U.S.C. 5329(d)(1)(A).[1] While safety has always been a primary function at Fort Bend County Public Transportation, this document lays out a process to fully implement an SMS over the next several years that complies with the PTASP final rule.

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

A. Plan Adoption – 673.11(a)(1)

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

Perri D'Armond, Transit Director for Fort Bend Public Transportation

July 14, 2020

ACCOUNTABLE EXECUTIVE SIGNATURE DATE

Since Fort Bend County Public Transportation is considered a department of Fort Bend County, the main governing body is the Fort Bend County Commissioners Court. Approval of this plan by the Fort Bend County Commissioners Court occurred on **14 July 2020** and is documented in minutes from the County Commissioners Court Meeting.

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

TxDOT certifies on July 17, 2020 that this Agency Safety Plan is in full compliance with 49 CFR Part 673 and has been adopted and will be implemented by Fort Bend Public Transportation as evidenced by the plan adoption signature and necessary County Commissioners Court approvals under Section 1.A of this plan.

2. TRANSIT AGENCY INFORMATION – 673.23(D)

Fort Bend County Public Transportation also referred to in this document as Fort Bend Transit is the public transportation provider for Fort Bend County. The Fort Bend Transit administrative, reservation, operations and maintenance center is located at 3737 Bamore Road, Rosenberg, TX 77471 and the mailing address is 301 Jackson Street, Richmond, TX 77469. Fort Bend Transit has contracted with First Transit, Inc. to provide transit operations support.

Fort Bend County established a County Public Transportation Department in June 2005 to provide safe and efficient rural and urban transit services to residents of Fort Bend County. The service area covers approximately 875 square miles and provides over 407, 000 passenger trips on an annual basis through the operation of two types of transit service – Commuter Park and Ride and Demand Response service. Fort Bend Transit has a core inventory of vehicles as well as a fleet provided through a contracted service provider.

Weekday commuter services are provided to Greenway Plaza, Galleria and Texas Medical Center areas of Houston from park and ride locations in Sugar Land and Rosenberg. The County is in the process of constructing an additional park and ride facility along the Westpark Toll Road in northeast Fort Bend County. Commuter Service operates during peak hours Monday through Friday, excluding Fort Bend County holidays, with routes starting as early as 4:30 am and ending as late as 9:00 pm.

Demand Response services operate to accommodate the first drop-off by 8:00 am and the last pickup by 5:00pm. Demand Response trips are provided within the County limits and/or to destinations in adjoining counties within one (1) mile of the Fort Bend County line. Advance reservations are required and can be requested up to thirty (30) calendar days in advance. Requests are taken on a first come first serve basis. The County provides additional services such as the Ambassador Program wherein passenger assistants help passengers with disabilities to and from their destination.

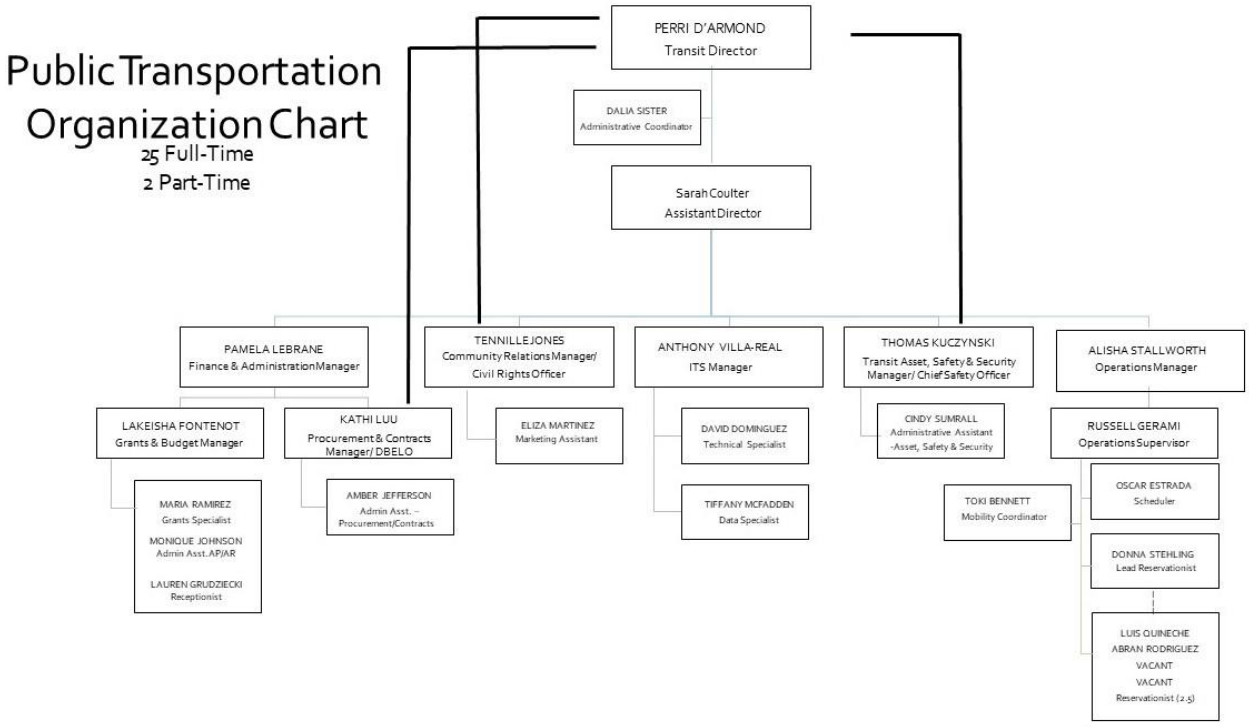
No additional transit service is provided by Fort Bend Transit on behalf of another transit agency or entity at the time of the development of this plan.

Table 1 contains agency information, while an organizational chart for Fort Bend Transit is provided in Figure 1.

TABLE 1: AGENCY INFORMATION

Information Type	Information
Full Transit Agency Name	Fort Bend Transit
Transit Agency Address	Physical Address: 3737 Bamore Road, Rosenberg, TX 77471 Mailing Address: 301 Jackson Street, Richmond, TX 77469
Name and Title of Accountable Executive 673.23(d)(1)	Perri D'Armond – Transit Director
Name of Chief Safety Officer or SMS Executive 673.23(d)(2)	Thomas Kuczynski – Transit Asset, Safety and Security Manager
Key Staff	Sarah Coulter – Transit Assistant Director; Alisha Lessey-Stallworth – Operations Manager; Cindy Sumrall – Administrative Assistant, Transit Asset, Safety and Security
Mode(s) of Service Covered by This Plan 673.11(b)	Commuter Service, Demand Response Service
List All FTA Funding Types (e.g., 5307, 5310, 5311)	5307, 5311, 5310, 5339, CMAQ, and TCEQ
Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)	Commuter Service, Demand Response Service
Number of Vehicles Operated	55

FIGURE 1: FORT BEND TRANSIT ORGANIZATIONAL CHART



A. Authorities & Responsibilities – 673.23(d)

As stated in 49 CFR Part 673.23(d), Fort Bend Transit is establishing the necessary authority, accountabilities, and responsibilities for the management of safety amongst the key individuals within the organization, as those individuals relate to the development and management of our SMS. In general, the following defines the authority and responsibilities associated with our organization.

The **Accountable Executive** has ultimate responsibility for carrying out the SMS of our public transportation agency, and control or direction over the human and capital resources needed to develop and maintain both the ASP, in accordance with 49 U.S.C. 5329(d), and the agency's TAM Plan, in accordance with 49 U.S.C. 5326. The Accountable Executive has the authority and responsibility to address substandard performance in the Fort Bend Transit SMS, per 673.23(d)(1).

Agency leadership and executive management are those members of our agency leadership or executive management, other than the Accountable Executive, Chief Safety Officer (CSO)/SMS Executive, who have authority or responsibility for day-to-day implementation and operation of our agency's SMS.

The **CSO** is an adequately trained individual who has the authority and responsibility as designated by the Accountable Executive for the day-to-day implementation and operation of the Fort Bend Transit SMS. As such, the CSO can report directly to our transit agency's Accountable Executive.

Key staff is staff, groups of staff or committees to support the Accountable Executive, CSO, or SMS Executive in developing, implementing, and operating our agency's SMS.

Front line employees perform the daily tasks and activities where hazards can be readily identified so the identified hazards can be addressed before the hazards become adverse events. These employees are critical to SMS success through each employee's respective role in reporting safety hazards, which is where an effective SMS and positive safety culture begin.

Further detail on this authority and these responsibilities are described in *the Fort Bend County Public Transportation Employee Handbook* (Appendix A, Table 8 shows the document name, file name, and date of adoption). In addition, Fort Bend Transit will be reviewing and modifying, if necessary, our current job descriptions to ensure the job descriptions comply with 49 CFR Part 673.

3. SAFETY POLICIES AND PROCEDURES

A. Policy Statement – 673.23(a)

Fort Bend Transit recognizes that the management of safety is a core value of our business. The management team at Fort Bend Transit will embrace the SMS and is committed to developing, implementing, maintaining, and continuously improving processes to ensure the safety of our employees, customers, contractors, and the public. All levels of management and frontline employees are committed to safety and understand that safety is the primary responsibility of all employees.

Fort Bend Transit is committed to:

- Communicating the purpose and benefits of the SMS to all staff, managers, supervisors, employees, and contractors. All employees will receive appropriate information and SMS training.
- Providing appropriate management involvement and the necessary resources to establish an effective reporting system that will encourage employees to communicate and report any unsafe work conditions, hazards, or at-risk behavior to the management team.
- Identifying hazardous and unsafe work conditions and analyzing data from the reporting system to develop processes and procedures to mitigate safety risks to an acceptable level.
- Ensuring that no action will be taken against employees who disclose safety concerns through the reporting system unless disclosure indicates an illegal act, gross negligence, or deliberate or willful disregard of regulations or procedures.
- Establishing Safety Performance Targets (SPT) that are realistic, measurable, and data-driven.
- Continually improving our safety performance through management processes that ensure appropriate safety management action is taken and is effective.

I. Employee Safety Reporting Program – 673.23(b)

Frontline employees are a significant source of safety data. These employees are typically the first to spot unsafe conditions that arise from unplanned conditions either on the vehicles, in the maintenance shop, or in the field during operations. For this reason, the Employee Safety Reporting Program (ESRP) is a major tenet of the PTASP Rule. Under this rule, agencies must establish and implement a process that allows employees to report safety conditions directly to senior management; provides protections for employees who report safety conditions to senior management and includes a description of employee behaviors that may result in disciplinary action.

According to the *Fort Bend County Safety Manual* (Appendix A), each employee is expected to report to their Supervisor hazardous working conditions, unsafe practices, and unsafe equipment. In addition, Fort Bend Transit has a documented Customer Complaint process and procedure and makes available the information on the process and procedure to Fort Bend Transit passengers through the *Passenger Guidelines* document. The Fort Bend Transit Customer Complaint procedure include provisions to acknowledge receipt of the complaint by the following business day for complaints received by telephone and within 10 business days for complaints received in writing. Minimum complaint processing and/or resolution shall be concluded within 45 business days of receipt of the complaint. Complaints involving safety, security or discrimination shall be elevated to the appropriate manager immediately after being received. A follow up is conducted to ensure effective corrective actions have been implemented.

In addition, the *Fort Bend County Public Transportation Employee Handbook* guarantees that employees can feel safe in reporting any safety issues or other concerns. The handbook describes Fort Bend Transit's Open-Door Policy. The policy states that Fort Bend Transit recognizes that employees may have suggestions for improving our workplace, as well as complaints about the workplace. Fort Bend Transit feels that the most satisfactory solution to a job-related problem or concern is usually reached through a prompt discussion with an employee's manager. If the matter cannot be resolved with one's immediate manager, the employee may speak with their department or manager who will attempt to facilitate a solution. If an employee is unable to resolve the matter through the management chain of command in the department, the employee may choose to speak directly to anyone in Fort Bend County Human Resources.

Fort Bend Transit's Open-Door Policy also allows employees to voice their concerns anonymously. If an employee would like to submit an anonymous concern, the employee can contact Fort Bend County Human Resources at 281-341-8617 or the office of the County Judge or County Commissioner. Anonymous complaints must contain sufficient information to form a basis for action. This Open-Door Policy applies to every employee and extends to contractors and subcontractors. In situations involving Safety, Security, Fraud, or Theft an employee should immediately contact any level of management or the CSO directly, without fear of reprisal, and without the need to follow this Open-Door Policy complaint process. This may be done in person, by direct contact, phone call or email message.

Retaliation for using this Open-Door Policy is strictly prohibited and will not be tolerated, regardless of the outcome of the complaint. If an employee believes he or she did not receive fair treatment from their manager in the location or department chain of command under the Open-Door Policy, they should feel free to approach anyone in management or Human Resources at any time.

Fort Bend Transit will review and modify, if necessary, our *Fort Bend Transit Complaint Procedure* to develop the procedure into a full ESRP to ensure compliance with 49 CFR Part 673.

In general, the Fort Bend Transit ESRP will ensure that all employees are encouraged to report safety conditions directly to senior management or their direct supervisor for elevation to senior management.

The policy will include any contract employees. The policy will also spell out what protections are afforded employees who report safety-related conditions and will describe employee behaviors that are not covered by those protections. The policy will also elaborate on how safety conditions that are reported will be reported back to the initiator(s) – either to the individual or groups of individuals or organizations, dependent on the nature of the safety condition.

To bolster the information received from frontline employees, Fort Bend Transit will also review our current policy for how our agency receives information and safety-related data from employees and customers. If necessary, Fort Bend Transit will develop additional means for receiving, investigating and reporting the results from investigations back to the initiator(s) – either to the person, groups of persons, or distributed agency-wide to ensure that future reporting is encouraged.

II. Communicating the Policy Throughout the Agency – 673.23(c)

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

The SMP and safety objectives are at the forefront of all communications. This communication strategy will include posting the policy in prominent work locations for existing employees and adding the policy statement to the onboarding material for all new employees. In addition, the policy statement will become part of our agency's regular safety meetings and other safety communications efforts. The policy will be signed by the Accountable Executive so that all employees know that the policy is supported by management.

B. PTASP Development and Coordination with TxDOT – 673.11(d)

This PTASP has been developed by TxDOT on behalf of the Houston-Galveston Area Council (H-GAC) – the Metropolitan Planning Organization (MPO) for the urbanized region – Fort Bend County, and Fort Bend Transit in accordance with all requirements stated in 49 CFR Part 673 applicable to a small public transportation provider. TxDOT mailed a formal call for participation in a State-sponsored PTASP development process to all Texas Section 5307 small bus transit agencies on January 15, 2019 and followed that call with a series of phone calls and additional correspondence. Fort Bend Transit provided a letter to TxDOT opting into participation on May 1, 2019 and has been an active participant in the development of this plan through sharing existing documentation and participating in communication and coordination throughout the development of this plan. The Fort Bend Transit documentation used in the development of this plan is presented in Table 8, in Appendix A.

In support of tracking performance on our SA and SP processes, Fort Bend Transit conducts a yearly safety culture survey. The survey is intended to help Fort Bend Transit assess how well we communicate safety and safety performance information throughout our organization by gauging how safety is

perceived and embraced by Fort Bend Transit's administrators, supervisors, staff, and contractors. The survey is designed to help us assess how well we are conveying information on hazards and safety risks relevant to employees' roles and responsibilities and informing employees of safety actions taken in response to reports submitted through our ESRP. Results from our most recent survey were analyzed and incorporated into the implementation strategies contained in this ASP.

Once the documents were reviewed, an on-site interview was conducted with Fort Bend Transit to gain a better understanding of the agency. This understanding was necessary to ensure that the ASP was developed to fit Fort Bend Transit's size, operational characteristics, and capabilities.

The draft ASP was delivered to Fort Bend Transit in March 2020 for review and comment. Once the review was completed and any adjustments made, the final was delivered to Fort Bend Transit for review and adoption.

C. PTASP Annual Review – 673.11(a)(5)

Per 49 U.S.C. 5329(d)(1)(D), this plan includes provisions for annual updates of the SMS. As part of Fort Bend Transit's ongoing commitment to fully implementing SMS and engaging our agency employees in developing a robust safety culture, Fort Bend Transit will review the ASP and all supporting documentation annually. The review will be conducted as a precursor to certifying to FTA that the ASP is fully compliant with 49 CFR Part 673 and accurately reflects the agency's current implementation status. Certification will be accomplished through Fort Bend Transit's annual Certifications and Assurances reporting to FTA.

The annual review will include the ASP and supporting documents (Standard Operating Procedures [SOP], Policies, Manuals, etc.) that are used to fully implement all the processes used to manage safety at Fort Bend Transit. All changes will be noted (as discussed below) and the Accountable Executive will sign and date the title page of this document and provide documentation of approval by the Fort Bend County Commissioners Court, whether by signature or by reference to resolution.

The annual ASP review will follow the update activities and schedule provided below in Table 2. As processes are changed to fully implement SMS or new processes are developed, Fort Bend Transit will track those changes for use in the annual review.

TABLE 2: ASP ANNUAL UPDATE TIMELINE

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

The following table, Table 3, will be used to record final changes made to the ASP during the annual update. This table will be a permanent record of the changes to the ASP over time.

TABLE 3: ASP RECORD OF CHANGES

Document Version	Section/Pages Changed	Reason for Change	Reviewer Name	Date of Change
Header	Text	Text	Text	Text
Header	Text	Text	Text	Text
Header	Text	Text	Text	Text

The implementation of SMS is an ongoing and iterative process, and as such, this PTASP is a working document. Therefore, a clear record of changes and adjustments is kept in the PTASP for the benefit of safety plan performance management and to comply with Federal statutes.

D. PTASP Maintenance – 673.11(a)(2)(c)

Fort Bend Transit will follow the annual review process outlined above and adjust this ASP as necessary to accurately reflect current implementation status. This plan will document the processes and activities related to SMS implementation as required under 49 CFR Part 673 Subpart C and will make necessary updates to this ASP as Fort Bend Transit continues to develop and refine our SMS implementation.

E. PTASP Documentation and Recordkeeping – 673.31

At all times, Fort Bend Transit will maintain documents that set forth our ASP, including those documents related to the implementation of Fort Bend Transit's SMS and those documents related to the results from SMS processes and activities. Fort Bend Transit will also maintain documents that are included in whole, or by reference, that describe the programs, policies, and procedures that our agency

uses to carry out our ASP and all iterations of those documents. These documents will be made available upon request to the FTA, other Federal entities, or TxDOT. These additional supporting documents are cataloged in Appendix A and the list will be kept current as a part of the annual ASP review and update.

F. Safety Performance Measures – 673.11(a)(3)

The PTASP Final Rule, 49 CFR Part 673.11(a)(3), requires that all public transportation providers must develop an ASP to include SPTs based on the safety performance measures established under the NSP. The safety performance measures outlined in the NSP were developed to ensure that the measures can be applied to all modes of public transportation and are based on data currently being submitted to the NTD. The safety performance measures included in the NSP are fatalities, injuries, safety events, and system reliability (State of Good Repair as developed and tracked in the TAM Plan).

There are seven (7) SPTs that must be included in each ASP that are based on the four (4) performance measures in the NSP. These SPTs are presented in terms of total numbers reported and rate per Vehicle Revenue Mile (VRM). Each of the seven (7) is required to be reported by mode as presented in Table 4.

TABLE 4: NSP SAFETY PERFORMANCE MEASURES

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

Table 5 presents the baseline numbers for each of the Safety Performance Measures. Fort Bend Transit collected the past five (5) years of reported data to develop the rolling averages listed in the table.

TABLE 5: BASELINE 2019 SAFETY PERFORMANCE MEASURES

Mode	Fatalities	Rate of Fatalities*	Injuries	Rate of Injuries*	Safety Events	Rate of Safety Events*	Mean Distance Between Major Mechanical Failure
Fixed Route (Bus)	0	0	0.4	0.0000006	1.8	0.0000027	8,637
Demand Response	0	0	3	0.0000028	3.4	0.0000032	12,065

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

While safety has always been a major component of the Fort Bend Transit operation, the adoption of this ASP will result in changes across all aspects of the organization. The SPTs set in Table 6 and Table 7 reflects an acknowledgment that SMS implementation will produce new information that will be needed to accurately set meaningful SPTs. We will set our targets at the current NTD reported five-year average as we begin the process of fully implementing our SMS and developing our targeted safety

improvements. This will ensure that we do no worse than our baseline performance over the last five years.

TABLE 6: FIXED ROUTE (BUS) SAFETY PERFORMANCE TARGETS

Mode	Baseline	Target
Fatalities	0	0
Rate of Fatalities*	0	0
Injuries	0.4	0.4
Rate of Injuries*	0.0000006	0.0000006
Safety Events	1.8	1.8
Rate of Safety Events*	0.0000027	0.0000027
Mean Distance Between Major Mechanical Failure	8,637	8,637

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

TABLE 7: DEMAND RESPONSE SAFETY PERFORMANCE TARGETS

Mode	Baseline	Target
Fatalities	0	0
Rate of Fatalities*	0	0
Injuries	3	3
Rate of Injuries*	0.0000028	0.0000028
Safety Events	3.4	3.4
Rate of Safety Events*	0.0000032	0.0000032
System Reliability	12,065	12,065
Other	N/A	N/A

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

As part of the annual review of the ASP, Fort Bend Transit will reevaluate our SPTs and determine whether the SPTs need to be refined. As more data is collected as part of the SRM process discussed later in this plan, Fort Bend Transit may begin developing safety performance indicators to help inform management on safety-related investments.

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

Fort Bend Transit will make our SPTs available to TxDOT and H-GAC to aid in those agencies' respective regional and long-range planning processes. To the maximum extent practicable, Fort Bend Transit will coordinate with TxDOT and H-GAC in the selection of state and regional SPTs as documented in the Interagency Memorandum of Understanding (MOU).

Each year during the FTA Certifications and Assurances reporting process, Fort Bend Transit will transmit any updates to our SPTs to both H-GAC and TxDOT (unless those agencies specify another time in writing).

4. SAFETY MANAGEMENT SYSTEMS – 673 SUBPART C

As previously noted, FTA has adopted SMS as the basis for improving safety across the public transportation industry. In compliance with the National Safety Program, National Public Transportation Safety Plan, and 49 CFR Part 673, Fort Bend Transit is adopting SMS as the basis for directing and managing safety and risk at our agency. Fort Bend Transit has always viewed safety as a core business function. All levels of management and employees are accountable for appropriately identifying and effectively managing risk in all activities and operations to deliver improvements in safety and reduce risk to the lowest practical level during service delivery.

SMS is comprised of four basic components - SMP, SRM, SA, and SP. The SMP and SP are the enablers that provide structure and supporting activities that make SRM and SA possible and sustainable. The SRM and SA are the processes and activities for effectively managing safety as presented in Figure 2.

FIGURE 2: SAFETY MANAGEMENT SYSTEMS

A. Safety Risk Management – 673.25

Implementing SMS at Fort Bend Transit will be a priority over the next several years. This ASP is the first step to putting in place a systematic approach to managing the agency's risk. Fort Bend Transit has already taken several steps to implement SMS, such as developing this initial ASP and designating a CSO. During the first year of implementation, Fort Bend Transit will identify SMS roles and responsibilities and key stakeholder groups, identify key staff to support implementation, and ensure the identified staff receive SMS training. Fort Bend Transit will also develop a roadmap for full implementation, inform stakeholders about the ASP and update Commissioners Court and our agency's planning partners on our progress towards full implementation.

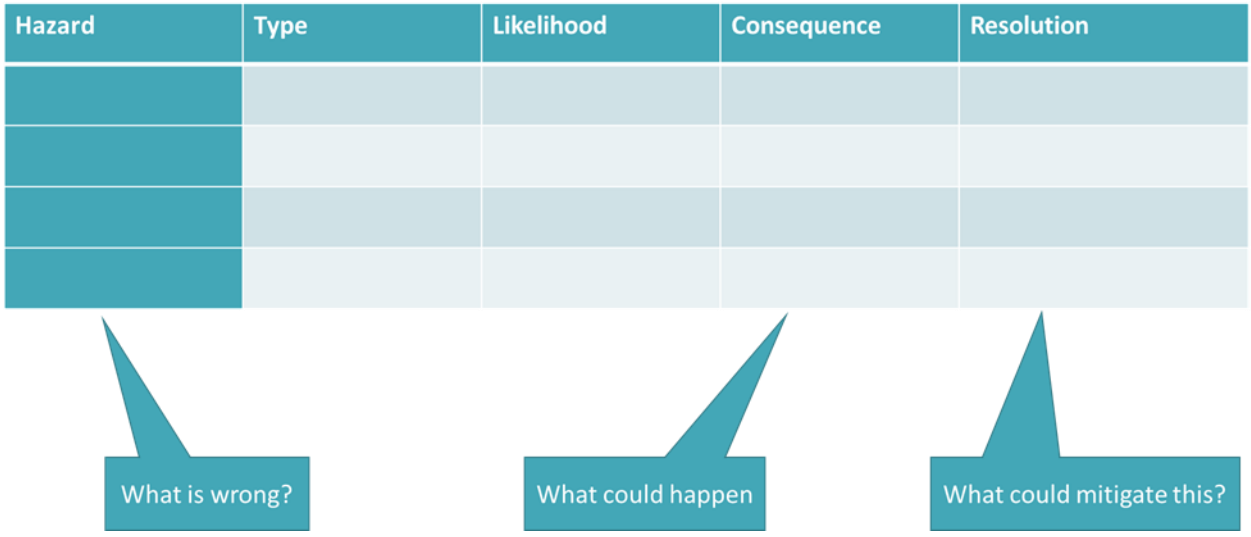
By adopting this ASP, Fort Bend Transit is establishing the SRM process presented in Figure 3 for identifying hazards and analyzing, assessing, and mitigating safety risk in compliance with the requirements of 49 CFR Part 673.25. The SRM processes described in this section are designed to implement the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

FIGURE 3: SAFETY RISK MANAGEMENT PROCESS

The implementation of the SRM component of the SMS will be carried out over the next year. The SRM components will be implemented through a program of improvement during which the SRM processes will be implemented, reviewed, evaluated, and revised as necessary, to ensure the processes are achieving the intended safety objectives as the processes are fully incorporated into Fort Bend Transit's standard operating procedures.

The SRM is focused on implementing and improving actionable strategies that Fort Bend Transit has undertaken to identify, assess, and mitigate risk. The creation of a Risk Register provides an accessible resource for documenting the SRM process, tracking the identified risks, and documenting the effectiveness of mitigation strategies in meeting defined safety objectives and performance measures. The draft Risk Register is presented in Figure 4.

FIGURE 4: DRAFT RISK REGISTER



As the SRM process progresses through the steps of identifying what may be wrong, what could happen as a result, and what steps Fort Bend Transit is taking to resolve the risk and mitigate the hazard, the CSO completes and publishes the various components of the Risk Register. These components include the use of safety hazard identification, safety risk assessment, and safety risk mitigation, as described in the following sections.

I. Safety Hazard Identification – 673.25(b)

Fort Bend Transit has a strategy in place to identify safety and operational risks based on individual vehicle assets. This strategy requires that all employees or contractors who perform maintenance and repairs to vehicles must complete a Risk Assessment prior to performing any work on a vehicle. The Risk Assessment process requires that employees or contractors who are about to perform a maintenance task must first confirm they possess the training, skills, knowledge, abilities, tools, and equipment to safely perform the task at hand.

In addition, Fort Bend Transit's *Operations Standards* require that no vehicle is placed into service that does not meet the minimum vehicle standards, is not in working condition according to acceptable practices or that does not meet applicable safety and operating standards for public transit vehicles. Vehicles placed into service must meet the minimum standards defined in the *Operations Standards*.

The Fort Bend Transit *Vehicle Maintenance Plan* is designed to protect County assets and ensure operational goals and standards are met and reduce operating costs. The key components for success are implementation by the contractor, monitoring by Fort Bend County Transportation staff, and compliance by both parties to the program.

The contractor is required to furnish related policies, procedures, and/or reports, maintenance records, etc. The contractor will allow Fort Bend County and/or funding source representatives' access to vehicles, maintenance facilities, and/or documents as necessary to ensure compliance with contract provisions, operational standards, and applicable laws.

The contractor shall provide inspections, repairs, maintenance, and equipment for transit service vehicles, equipment, and property used in the transit services. Maintenance services shall be in accordance with acceptable standards in the industry, performed by qualified/certified personnel and meet service standards and intervals established by the vehicle or equipment manufacturer, Fort Bend County, and any applicable laws. Minimum preventive maintenance activities and inspections shall be performed and include periodic inspections and follow-up repairs. Preventative maintenance activities shall include but not be limited to:

- Vehicle interior and exterior surfaces and equipment,
- Vehicle mechanical components (including but not limited to engines, transmissions, electrical components, auxiliary parts, belts, hoses, braking systems, interior/exterior lights, mirrors, bumpers, HVAC, etc.
- Wheelchair lifts, tie-downs, straps, etc. and/or fare collection and ticketing equipment.

Fort Bend Transit is working to implement the following expanded SRM process. The Fort Bend Transit SRM process is a forward-looking effort to identify safety hazards that could potentially result in negative safety outcomes. In the SRM process, a hazard is any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infra-structure of a public transportation system; or, damage to the environment.

Hazard identification focuses on out-of-the-norm conditions that need special attention or immediate action, new procedures, or training to resolve a condition that is unacceptable and return conditions to an acceptable level. Fort Bend Transit uses a variety of mechanisms for identifying and documenting hazards, namely:

- Through training and reporting procedures, Fort Bend Transit ensures personnel can identify hazards and that each employee clearly understands that the employee has a responsibility to immediately report any safety hazards identified to the employee's supervisors. Continued training helps employees to develop and improve the skills needed to identify hazards.
- Employee hazard training coupled with the ESRP ensures that Fort Bend Transit has full use of information from frontline employees for hazard identification.
- Upon receiving the hazard report, supervisors communicate the identified hazard to the CSO for entry into the Risk Register for risk assessment, classification, and possible mitigation.

- In carrying out the risk assessment, the CSO uses standard reporting forms (e.g. *Pre-and Post-Trip Inspection Forms* and *Vehicle Down Reports* to mitigate mechanical based safety hazards that are identified) and other reports completed on a routine basis by administrative, operations and maintenance. The Fort Bend Transit *System Safety and Security Plan* contains procedures for flagging and reporting hazards as a part of day-to-day operations.
- Supervisors are responsible for performing and documenting regular safety assessments, which include reporting and recommending methods to reduce identified hazards.
- Fort Bend Transit uses incident reports and records to determine specific areas of training that need to be covered with employees to ensure safety hazard identification is continually improved, and thus ensure that hazards are identified before an event recurrence.
- Incident reports are also analyzed by the risk management team to identify any recurring patterns or themes that would help to identify underlying hazards and root causes of the event that can be mitigated to prevent a recurrence.
- If a hazard is such that an employee would be reluctant to report the information due to perceived negative consequences (e.g. disciplinary action), alternative, anonymous reporting mechanisms are available through an anonymous suggestion box or anonymous online reporting form, or other secure mechanism.
- To increase the safety knowledge of our agency, the CSO, risk management personnel, and subject matter experts are also encouraged to participate in available professional development activities and peer-to-peer exchanges as a source of expertise and information on lessons learned and best practices in hazard identification.
- Other sources for hazard identification may include:
    - ESRP
    - Inspections of personnel job performance, vehicles, facilities, and other data
    - Investigations of safety events
    - Safety trend analysis of data currently collected
    - Training and evaluation records
    - Internal safety audits
    - External sources of hazard information could include:
        - FTA and other federal or state authorities
        - Reports from the public
        - Safety bulletins from manufacturers or industry associations

In addition to identifying the hazard, the hazard identification process also classifies the hazard by type (organizational, technical, or environmental) to assist the CSO in identifying the optimal combination of

departmental leadership and subject matter expertise to select in assembling the safety risk assessment team.

The various hazard types can also be categorized by subcategory for each type. For example, organizational hazards can be subcategorized into resourcing, procedural, training, or supervisory hazards. Each of the subcategories implies different types of mitigation strategies and potentially affect overall agency resources through varying costs for implementation. Technical hazards can be subcategorized into operational, maintenance, design, and equipment. Additionally, environmental hazards can be subcategorized into weather and natural, which is always a factor for every operation.

II. Safety Risk Assessment – 673.25(c)

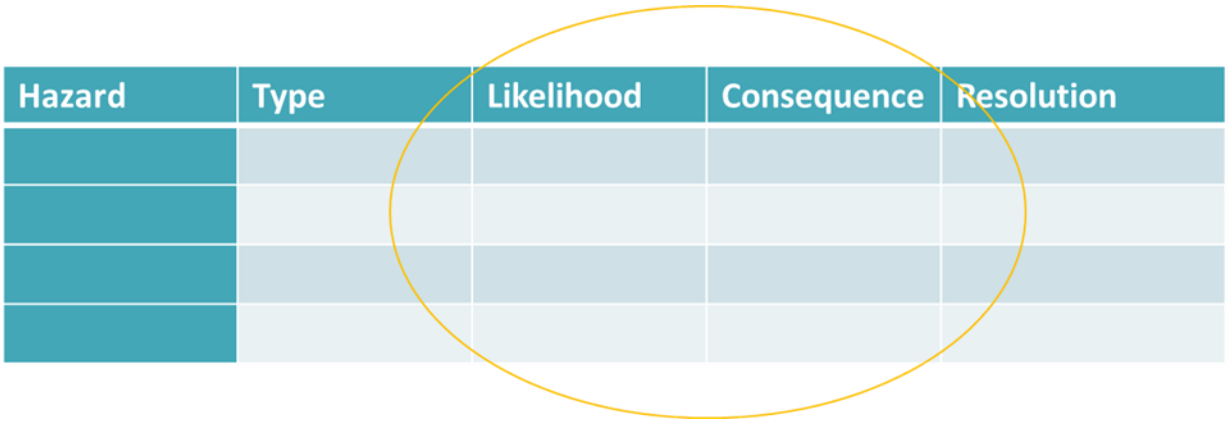
The Fort Bend County Risk Management Department assists in the development of departmental safety programs. The Risk Management Department, coordinates and investigates all County accidents resulting in serious injury to an employee, maintains the records of individual employee injuries, and recommend changes in procedure to prevent reoccurrence. The Risk Department coordinates and cooperates with the Fort Bend County Sheriff's Office internal investigation committee in the investigation of all accidents involving a County employee. In addition, the Fort Bend Transit Safety Committee is alert for and analyzes safety hazards, unsafe conditions, and recommended changes. The Fort Bend Transit Safety Committee also demonstrates practical safety and first aid skills and conducts safety meetings.

As part of the new SRM process, Fort Bend Transit will develop methods to assess the likelihood and severity of the consequences of identified hazards, and prioritizes the hazards based on the safety risk. The process uses the Risk Register described in the previous section to address the next two components.

To accurately assess risk, Fort Bend Transit may need to perform an investigation. Fort Bend Transit currently investigates accidents or crashes and will review to determine if their current *Accidents and Incidents Tracking Procedure* will need to be revised to inform the SRM process. In conjunction with the Fort Bend County Safety Manual (Appendix A), this procedure will be developed to cover all risk assessments. Once fully developed, the document will become the Investigation SOP. The SOP will include accident investigation procedures as well as risk investigation procedures. These procedures will be used to investigate risks identified from multiple sources including the ESRP.

Safety risk is based on an assessment of the likelihood of a potential consequence and the potential severity of the consequences in terms of resulting harm or damage. The risk assessment also considers any previous mitigation efforts and the effectiveness of those efforts. The results of the assessment are used to populate the third and fourth components of the Risk Register as presented in Figure 5.

FIGURE 5: SAFETY RISK ASSESSMENT STEPS IN POPULATING THE RISK REGISTER



The risk assessment is conducted by the CSO and their risk management team through the Fort Bend Transit Safety Committee supplemented by subject matter experts from the respective department or section to which the risk applies. The process employs a safety risk matrix, similar to the one presented in Figure 6, that allows the team to visualize the assessed likelihood and severity, and to help decision-makers understand when actions are necessary to reduce or mitigate safety risk.

FIGURE 6: SAFETY RISK ASSESSMENT MATRIX

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

Although the current version of the matrix relies heavily on the examples and samples that are listed on the PTASP Technical Assistance Center website, lessons learned from the implementation process during the coming years will be used to customize the matrix that Fort Bend Transit will use to address our unique operating realities and leadership guidance.

The Risk Assessment Matrix is an important tool. If a risk is assessed and falls within one of the red zones, the risk is determined to be unacceptable under existing circumstances. This means that management must take action to mitigate the situation. This is where SRMs are developed. If the risk is assessed and falls within one of the yellow zones, the risk is determined to be acceptable, but monitoring is necessary. If the risk falls within one of the green zones, the risk is acceptable under the existing circumstances.

Once a hazard's likelihood and severity have been assessed, the CSO enters the hazard assessment into the Risk Register that is used to document the individual hazard and the type of risk it represents. This information is used to move to the next step, which is hazard mitigation.

III. Safety Risk Mitigation – 673.25(d)

Upon completion of the risk assessment, the CSO and the safety committee continue populating the Risk Register by identifying mitigations or strategies necessary to reduce the likelihood and/or severity of the consequences. The goal of this step is to avoid or eliminate the hazard or, when elimination is not likely or feasible, to reduce the assessed risk rating to an acceptable level (Figure 7). However, mitigations do not typically eliminate the risk.

FIGURE 7: RISK REGISTER MITIGATION COMPONENT

Hazard	Type	Likelihood	Consequence	Resolution

To accomplish this objective, the CSO, through the risk management team, works with subject matter experts from the respective department or section to which the risk applies. The risk management team then conducts a brainstorming exercise to elicit feedback from staff and supervisors with the highest level of expertise in the components of the hazard.

Documented risk resolution and hazard mitigation activities from previous Risk Register entries and the resolution's documented level of success at achieving the desired safety objectives may also be reviewed and considered in the process. If the hazard is external (e.g., roadway construction by an outside agency) information and input from external actors or experts may also be sought to take advantage of all reasonably available resources and avoid any unintended consequences.

Once a mitigation strategy is selected and adopted, the strategy is assigned to an appropriate staff member or team for implementation. The assigned personnel and the personnel's specific responsibilities are entered into the Risk Register. Among the responsibilities of the mitigation team leader is the documentation of the mitigation effort, including whether the mitigation was carried out as designed and whether the intended safety objectives were achieved. This information is recorded in the appendix to the Risk Register for use in subsequent SA activities and to monitor the effectiveness of the SRM program.

B. Safety Assurance – 673.27 (a)

Safety Assurance means processes within the Fort Bend Transit SMS that function to ensure a) the implementation and effectiveness of safety risk mitigation~~,~~ and b) Fort Bend Transit meets or exceeds our safety objectives through the collection, measurement, analysis and assessment of information.

SA helps to ensure early identification of potential safety issues. SA also ensures that safeguards are in place and are effective in meeting Fort Bend Transit's critical safety objectives and contribute towards SPTs.

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

As the first step in the Fort Bend Transit SA program, Fort Bend Transit collects and monitors data on safety performance indicators through a variety of mechanisms described in the following sections. Safety performance indicators can provide early warning signs about safety risks. Fort Bend Transit currently relies primarily on lagging indicators representing negative safety outcomes that should be avoided or mitigated in the future. However, initiatives are underway to adopt a more robust set of leading indicators that monitor conditions that are likely to contribute to negative outcomes in the future. In addition to the day-to-day monitoring and investigation procedures detailed below, Fort Bend Transit will review and document the safety performance monitoring and measuring processes as part of the annual update of this ASP.

MONITORING COMPLIANCE AND SUFFICIENCY OF PROCEDURES – 673.27 (B)(1)

Fort Bend Transit monitors our system for personnel compliance with operations and maintenance procedures and monitors these procedures for sufficiency in meeting safety objectives. A list of documents describing the safety-related operations and maintenance procedures cited in this ASP is provided in Appendix A of this document.

Supervisors monitor employee compliance with Fort Bend Transit SOPS through direct observation and review of information from internal reporting systems from both employees, contractors, and customers.

Fort Bend Transit addresses non-compliance with standard procedures for operations and maintenance activities through a variety of actions, including a revision to training materials and delivery of employee

and supervisor training if the non-compliance is systemic. If the non-compliance is situational, then activities may include supplemental individualized training, coaching, and heightened management oversight, among other remedies.

Sometimes personnel are fully complying with the procedures, but the operations and maintenance procedures are inadequate and pose the risk of negative safety outcomes. In this case, the cognizant person submits the deficiency or a description of the inadequate procedures to the SRM process. Through the SRM process, the SRM team will then evaluate and analyze the potential organizational hazard and assign the identified hazard for mitigation and resolution, as appropriate. The SRM team will also conduct periodic self-evaluation and mitigation of any identified deficiencies in the SRM process itself.

MONITORING OPERATIONS – 673.27(B)(2)

Supervisors and Managers are required to monitor reports of safety events and SRM resolution reports to monitor the department's operations to identify any safety risk mitigations that may be ineffective, inappropriate, or not implemented as intended. If it is determined that the safety risk mitigation did not bring the risk to an acceptable level or otherwise failed to meet safety objectives, then the supervisor resubmits the safety risk/hazard to the SRM process. The CSO will work with the supervisor and subject matter experts to reanalyze the hazard and consequences and identify additional mitigation or alternative approaches to implementing the mitigation.

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

Fort Bend Transit currently conducts investigations of safety events. From an SA perspective, the objective of the investigation is to identify causal factors of the event and to identify actionable strategies that Fort Bend Transit can employ to address any identifiable organizational, technical or environmental hazard at the root cause of the safety event.

Safety Event Investigations that do identify and document the root cause of an accident or other safety event are a critical component of the SA process because they are a primary source for the collection, measurement, analysis, and assessment of information. Fort Bend Transit gathers a variety of information to help in identifying and documenting hazards, namely:

- It is important, from the outset, to recognize our role in the overall response to any emergency which may occur. The primary responders are the emergency services and civil authorities. They have tried and tested procedures to deal with all the core elements, for example:
    - Scene safety and prevention of escalation;
    - Casualty management (all aspects including search and rescue, evacuation of people to the hospital, recovery of any deceased, provision of rest and reception centers for the uninjured, collation and coordination of casualty information and provision of casualty information to relatives and the media);

  - Scene preservation; and
  - Formal post-incident investigation Our Emergency Response Procedures are designed to complement the work of the emergency services whilst also recognizing their primacy in the above areas. We will work with the emergency services in a coordinated way which demonstrates our primary focus is upon assisting those involved whilst also addressing the parallel business considerations.

- When an incident is reported which fits our definition of an emergency, we need to be able to:
  - Identify what level the incident fits within our emergency criteria;
  - Notify the key people;
  - Assess the implications and response needed;
  - Assemble and deploy a response team covering all key elements; and
  - Manage all elements of the incident response.
- To achieve this control of the emergency, we require two 'teams' to cover the following elements:
  - Management - the *Emergency Response Management Team* (ERMT); and
  - Scene response - the *Scene Response Team* (SRT).
- The work of these two teams is supported by processes and protocols addressing each of the following key areas:
  - Accommodation - the Emergency Response Room (ERR);
  - Communications;
  - Mobilization, call-out and response resilience;
  - Media; and
  - Health, safety and welfare.
- In most Level 1 and some Level 2 incidents, it will not normally be necessary or appropriate to implement all elements of this process in the manner outlined, e.g., the mobilization of a full ERMT and an ERR. However, it is important to recognize the issues which apply are the same and need to be addressed, albeit on a lesser scale. Any truncated response procedures we adopt must still address the key issues.
- The purpose of the ERMT is to manage, efficiently and effectively, all aspects of the incident itself. This includes:
  - Response at the scene;
  - Consequential impacts upon the business (locally not corporately);
  - Health, safety and welfare of staff;

- Welfare and support of passengers or other members of the public involved in the incident (in support of the emergency services); and

- Business continuity (as appropriate depending on circumstances). Through training and reporting procedures Fort Bend Transit ensures employees can identify hazards and that each employee clearly understands that the employee has a responsibility to immediately report any safety hazards identified to the employee's supervisors. Continued training helps employees to improve the skills needed to identify hazards.
- The CSO, working with content specialists, evaluates the incident report and other available information to determine the root cause of the accident/event. Follow up with driver or other cognizant parties may be necessary to elicit additional information.
- The CSO identifies any hazards noted in the incident report and refers those hazards to the SRM process.

MONITORING INTERNAL SAFETY REPORTING PROGRAMS – 673.27(B)(4)

As a primary part of the internal safety reporting program, our agency monitors information reported through the ESRP. When a report originating through the complaint process documents a safety hazard, the supervisor submits the hazards identified through the internal reporting process, including previous mitigation in place at the time of the safety event. The supervisor submits the hazard report to the SRM process to be analyzed, evaluated, and if appropriate, assigned for mitigation/resolution.

OTHER SAFETY ASSURANCE INITIATIVES

Because leading indicators can be more useful for safety performance monitoring and measurement than lagging indicators, Fort Bend Transit is undertaking efforts to implement processes to identify and monitor more leading indicators or conditions that have the potential to become or contribute to negative safety outcomes. This may include trend analysis of environmental conditions through monitoring National Weather Service data; monitoring trends toward or away from meeting the identified SPTs; or other indicators as appropriate.

C. Safety Promotion – 673.29

Management support is essential to developing and implementing SMS. SP includes all aspects of how, why, when and to whom management communicates safety-related topics. SP also includes when and how training is provided. The following sections outline both the safety competencies and training that Fort Bend Transit will implement and how safety-related information will be communicated.

I. Safety Competencies and Training – 673.29(a)

Fort Bend Transit provides comprehensive training to all employees regarding each employee's job duties and general responsibilities. This training includes safety responsibilities related to the

employee's position. In addition, regular driver safety meetings are held to ensure that safety-related information is relayed to the key members of our agency's safety processes.

As part of SMS implementation, Fort Bend Transit will be conducting the following activities:

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

II. Safety Communication – 673.29(b)

Fort Bend Transit regularly communicates safety and safety performance information throughout our agency's organization that, at a minimum, conveys information on hazards and safety risks relevant to employees' roles and responsibilities and informs employees of safety actions taken in response to reports submitted through the ESRP (noted in Section 3.A.I) or other means.

Fort Bend Transit Accountable Executive communicates safety-related information to the Fort Bend County Commissioners quarterly as required. In addition, Fort Bend Transit holds regularly scheduled meetings with drivers to ensure that any safety-related information is passed along that would affect the execution of the drivers' duties. Fort Bend Transit also posts safety-related and other pertinent information in common areas for all employees.

Fort Bend Transit will begin systematically collecting, cataloging, and, where appropriate, analyzing and reporting safety and performance information to all staff. To determine what information should be

reported, how the information should be reported and to whom, Fort Bend Transit will answer the following questions:

- What information does this individual need to do their job?
- How can we ensure the individual understands what is communicated?
- How can we ensure the individual understands what action must be taken as a result of the information?
- How can we ensure the information is accurate and kept up-to-date?
- Are there any privacy or security concerns to consider when sharing information? If so, what should we do to address these concerns?

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

5. APPENDIX A

TABLE 8: PTASP SUPPORTING DOCUMENTS

File Name	Revision Date	Document Name	Document Owner
safety_manual-risk management	1/1/2007	Fort Bend County, Texas Safety Manual	Fort Bend County
20196-01-15 Passenger Guidelines 2019 FINAL 01.15.19 (3).pdf	09/27/2022	Passenger Guidelines, A Citizen's Guide for Accessing Services and Operating Policies and Procedures	
16a1_Drug Free Workplace Policy.pdf	01/30/2021	Section 300 - DRUG-FREE AND ALCOHOL-FREE WORKPLACE	
2020-06-30 FBC Operation Standards.pdf	10/27/2020	FORT BEND COUNTY PUBLIC TRANSPORTATION DEPARTMENT OPERATIONS STANDARDS	
2018-10-01 FY19 FTA Master Agreement (25).pdf	10/1/2018		
20190621_PTASP_Document Review_Checklist_FortBendCounty.xlsx	6/21/2019		
EEO Section 103.01.pdf	09/10/2019	FORT BEND COUNTY EMPLOYEE INFORMATION MANUAL, 103 - EQUAL EMPLOYMENT OPPORTUNITY	
Fort Bend County Public Transportation - Annex S.pdf	4/21/2022		
Fort Bend County Employee Handbook	07/01/2021	Fort Bend County Employee Handbook	
Accident and Incident Procedure	6/19/2014	Fort Bend Transit Accident and Incident Procedure	
TAM Plan Final.docx	12/15/2021	Transit Asset Management Plan	Fort Bend County Public Transportation Department

A. Glossary of Terms

Accident: means an event that involves any of the following: a loss of life; a report of a serious injury to a person; a collision of transit vehicles; an evacuation for life safety reasons; at any location, at any time, whatever the cause.

Accountable Executive (typically the highest executive in the agency): means a single, identifiable person who has ultimate responsibility for carrying out the SMS of a public transportation agency, and control or direction over the human and capital resources needed to develop and maintain both the agency's PTASP, in accordance with 49 U.S.C. 5329(d), and the agency's TAM Plan in accordance with 49 U.S.C. 5326.

Agency Leadership and Executive Management: means those members of agency leadership or executive management (other than an Accountable Executive, CSO, or SMS Executive) who have authorities or responsibilities for day-to-day implementation and operation of an agency's SMS.

Chief Safety Officer (CSO): means an adequately trained individual who has responsibility for safety and reports directly to a transit agency's chief executive officer, general manager, president, or equivalent officer. A CSO may not serve in other operational or maintenance capacity~~,~~ unless the CSO is employed by a transit agency that is a small public transportation provider as defined in this part~~,~~ or a public transportation provider that does not operate a rail fixed guideway public transportation system.

Corrective Maintenance: Specific, unscheduled maintenance typically performed to identify, isolate, and rectify a condition or fault so that the failed asset or asset component can be restored to a safe operational condition within the tolerances or limits established for in-service operations.

Equivalent Authority: means an entity that carries out duties similar to that of a Board of Directors, for a recipient or subrecipient of FTA funds under 49 U.S.C. Chapter 53, including sufficient authority to review and approve a recipient or subrecipient's PTASP.

Event: means an accident, incident, or occurrence.

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

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

Incident: means an event that involves any of the following: a personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.

Investigation: means the process of determining the causal and contributing factors of an accident, incident, or hazard, to prevent recurrence and mitigating risk.

Key staff: means a group of staff or committees to support the Accountable Executive, CSO, or SMS Executive in developing, implementing, and operating the agency's SMS.

Major Mechanical Failures: means failures caused by vehicle malfunctions or subpar vehicle condition which requires that the vehicle be pulled from service.

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

Occurrence: means an event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.

Operator of a Public Transportation System: means a provider of public transportation as defined under 49 U.S.C. 5302(14).

Passenger: means a person, other than an operator, who is on board, boarding, or alighting from a vehicle on a public transportation system for travel.

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

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

Preventative Maintenance: means regular, scheduled, and/or recurring maintenance of assets (equipment and facilities) as required by manufacturer or vendor requirements, typically to maintain assets in satisfactory operating condition. Preventative maintenance is conducted by providing for systematic inspection, detection, and correction of anticipated failures either before they occur or before they develop into major defects. Preventative maintenance is maintenance, including tests, measurements, adjustments, and parts replacement, performed specifically to prevent faults from occurring. The primary goal of preventative maintenance is to avoid or mitigate the consequences of the failure of equipment.

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

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

Risk Mitigation: means a method or methods to eliminate or reduce the effects of hazards.

Road Calls: means specific, unscheduled maintenance requiring either the emergency repair or service of a piece of equipment in the field or the towing of the unit to the garage or shop.

Safety Assurance (SA): means the process within a transit agency's SMS that functions to ensure the implementation and effectiveness of safety risk mitigation and ensures that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

Safety Management Policy (SMP): means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of the agency's employees regarding safety.

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

Safety Management System (SMS) Executive: means a CSO or an equivalent.

Safety Objective: means a general goal or desired outcome related to safety.

Safety Performance: means an organization's safety effectiveness and efficiency, as defined by safety performance indicators and targets, measured against the organization's safety objectives.

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

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

Safety Performance Monitoring: means activities aimed at the quantification of an organization's safety effectiveness and efficiency during service delivery operations, through a combination of safety performance indicators and SPTs.

Safety Performance Target (SPT): means a quantifiable level of performance or condition, expressed as a value for a given performance measure, achieved over a specified timeframe related to safety management activities.

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

Safety Risk: means the assessed probability and severity of the potential consequence(s) of a hazard, using as reference the worst foreseeable, but a credible, outcome.

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

Safety Risk Management (SRM): means a process within a transit agency's Safety Plan for identifying hazards, assessing the hazards, and mitigating safety risk.

Safety Risk Mitigation: means the activities whereby a public transportation agency controls the probability or severity of the potential consequences of hazards.

Safety Risk Probability: means the likelihood that a consequence might occur, taking as reference the worst foreseeable, but credible, condition.

Safety Risk Severity: means the anticipated effects of a consequence, should the consequence materialize, taking as reference the worst foreseeable, but credible, condition.

Serious Injury: means any injury which:

- Requires hospitalization for more than 48 hours, commencing within seven days from the date that the injury was received;
- Results in a fracture of any bone (except simple fractures of fingers, toes, or nose);
- Causes severe hemorrhages, nerve, muscle, or tendon damage;
- Involves any internal organ; or
- Involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.

Small Public Transportation Provider: means a recipient or subrecipient of Federal financial assistance under 49 U.S.C. 5307 that has one hundred (100) or fewer vehicles in peak revenue service and does not operate a rail fixed guideway public transportation system.

State: means a State of the United States, the District of Columbia, or the Territories of Puerto Rico, the Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands.

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

State Safety Oversight Agency: means an agency established by a State that meets the requirements and performs the functions specified by 49 U.S.C. 5329(e) and the regulations set forth in 49 CFR part 674.

Transit Agency: means an operator of a public transportation system.

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

Vehicle Revenue Miles (VRM): means the miles that vehicles are scheduled to or travel while in revenue service. Vehicle revenue miles include layover/recovery time and exclude deadhead; operator training; vehicle maintenance testing; and school bus and charter services.

B. Additional Acronyms Used

ASP: Agency Safety Plan

ERMT: Emergency Response Management Team

ERPM: Emergency Response Procedures Manual

ERR: Emergency Response Room

ESRP: Employee Safety Reporting Program

FAST Act: Fixing America's Surface Transportation Act

Fort Bend Transit: Fort Bend County Public Transportation

H-GAC: Houston-Galveston Area Council (the MPO for the urbanized region)

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

MOU: Memorandum of Understanding

MPO: Metropolitan Planning Organization

NTD: National Transit Database

SOP: Standard Operating Procedure

SRT: Scene Response Team

TxDOT: Texas Department of Transportation

6. APPENDIX B

A. Commissioners Court Minutes or Resolution

Public Transportation Agenda Items for July 14, 2020:

Discussion Agenda Items:

- Agenda Item (25) Take all appropriate action on the Fort Bend County Public Transportation Agency Safety Plan.

Description: In compliance with Moving Ahead for Progress in the 21st Century (MAP-21) and the Fixing America's Surface Transportation Act (FAST Act), the FTA promulgated a Public Transportation Safety Program on August 11, 2016, that adopted Safety Management System (SMS) as the foundation for developing and implementing a Safety Program.