



2020 PUBLIC TRANSPORTATION AGENCY SAFETY PLAN



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MAP 21 The Mandate for Safety

Moving Ahead for Progress in the 21st Century (MAP-21) grants 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. As a component of this safety oversight framework, MAP-21 requires recipients of FTA Chapter 53 funding to develop and implement a Public Transportation Agency Safety Plan (PTASP) that addresses performance measures, strategies, and staff training opportunities.

MAP-21 expands the regulatory authority of FTA to oversee safety, providing an opportunity for FTA to assist transit agencies in moving towards a more holistic, performance-based approach in Safety Management Systems (SMS). MAP-21 puts FTA and the Washington State Department of Transportation (WSDOT) in a position to provide guidance that strengthens the use of safety data to support management decisions, improves the commitment of transit leadership to safety, and fosters a culture of safety that promotes awareness and responsiveness to safety risks.

The PTASP for Everett Transit is consistent with, and supports, an SMS approach to safety risk management. SMS is an integrated collection of policies, processes and behaviors that ensures a formalized, proactive and data-driven approach to safety risk management. The aim of SMS is to increase the safety of transit systems by proactively identifying, assessing and controlling safety risks. The approach is flexible and scalable, so that transit agencies of all types and sizes can efficiently meet the basic requirements of MAP-21.

What is a Safety Management System (SMS)?

A Safety Management System (SMS) is a comprehensive, collaborative approach to managing safety. It brings management and labor together to control risk better, detect and correct safety problems earlier, share and analyze safety data more effectively, and measure safety performance more precisely.

SMS helps transit agencies apply resources to risk and ensure they have the organizational infrastructure to support decision-making at all levels regarding the assignment of resources.

KEY PARTS OF SMS INCLUDE:

- Defined safety roles and responsibilities;
- Strong executive safety leadership;
- Formal safety accountabilities and communication;
- Effective policies and procedures; and
- Active employee involvement.

Operators of public transportation systems that are subject to the PTASP rule must develop and implement SMS processes as part of their agency safety plans.



1. Everett Transit Agency Profile

Everett Transit is the municipally owned and operated transit system of the City of Everett, WA.

The Mayor is the Chief Executive Officer of the City of Everett. Everett Transit’s Director, Tom Hingson, serves as part of the Mayor’s senior management team and is the Accountable Executive for Everett Transit.

Everett Transit Operates Fixed Route Bus service and Demand Response Paratransit service.

As of September 2020, the Transit Division employs 101 full-time personnel allocated among the following divisions:

Fixed-Route Operators:	55
Paratransit Operators (Demand Response):	22
Administration/Customer Service:	16
Vehicle and Shelter Service Workers:	8

As of September 2020 Everett Transit Operates a revenue service fleet of 39 fixed route buses and 28 paratransit vehicles. Everett Transit is considered a small transportation provider.

Mechanical Maintenance of Vehicles is conducted through the City of Everett’s Motor Vehicle Division (MVD).

In 2019 Everett Transit operated 1,195,418 VRM in Fixed Route (MB) service and 561,821 VRM in Paratransit (DR) service.

Everett Transit (ET) has the following office and facility locations:

Administrative Offices	Operations Facility	Maintenance Facilities
3201 Smith Ave., Suite 215 Everett, WA 98201	3225 Cedar Street Everett, WA 98201	3227 Cedar St. Everett, WA 98201

Name and Title of Accountable Executive: Tom Hingson, Director

Name of Chief Safety Officer: Michael Schmieder, Operations Manager | CSO

FTA Funding Types Received: 5307, 5339

Everett Transit does not provide service on behalf of another transit agency or entity.

1.3 SAFETY PERFORMANCE TARGETS

Targets below are based on review of Everett Transit's preceding four years of NTD Data. Annual Safety Performance Targets based on the safety performance measures established under the National Transportation Safety Plan.

Mode of Service	Fatalities <i>Total</i>	Fatalities <i>Per 100K VRM</i>	Injuries <i>Total</i>	Injuries <i>Per 100K VRM</i>	Safety Events <i>Total</i>	Safety Events <i>Per 100K VRM</i>	System Reliability
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2016 VRM FR/MB = 1,239,254 PT/DR = 563,880							
Fixed Route	0	0	4	.32	8	.65	9,682
Paratransit	0	0	2	.35	2	.35	14,458

2017 VRM FR/MB = 1,265,711 PT/DR = 561,171							
Fixed Route	0	0	1	.08	1	.08	10,290
Paratransit	0	0	1	.18	1	.18	18,102

2018 VRM FR/MB = 1,270,213 PT/DR = 571,223							
Fixed Route	1	.08	2	.16	9	.71	9,771
Paratransit	0	0	0	0	0	0	30,064

2019 VRM FR/MB = 1,195,418 PT/DR = 561,821							
Fixed Route	0	0	4	.35	4	.35	8,854
Paratransit	0	0	6	1.06	6	1.06	15,606

FOUR-YEAR AVERAGES							
Fixed Route	.25	.02	2.75	.23	5.5	.45	9,649
Paratransit	0	0	2.25	.40	2.25	.40	19,558

2020 Safety Performance Targets VRM FR/MB = 877,035 (PROJECTED) PT/DR = 304,908 (PROJECTED)							
Fixed Route	0	0	2	.23	4	.46	9,500
Paratransit	0	0	2	.66	2	.66	25,000

1.4 SAFETY PERFORMANCE TARGET COORDINATION

Everett Transit’s Chief Safety Officer has worked collaboratively with the Puget Sound Regional Council and other agencies across our region to formulate individual agency and regional safety targets. This work was done prior to formal adoption by the Grants Manager. Everett Transit also provided Safety Performance Target data to the Washington State Department of Transportation.

SPTs Transmitted to SSO	Washington State Department of Transportation	Date Targets Transmitted
		10/27/2020
SPTs Transmitted to MPO	Puget Sound Regional Council	Date Targets Transmitted
		10/27/2020

2. SAFETY MANAGEMENT POLICY

As we move individuals to and from work, school, home, social activities, places of worship and points of interest, we have a profound responsibility to our customers, those we share the road with, our stakeholders and our employees to operate our service in the safest manner possible. This means that for Everett Transit safety is a passionate pursuit, a mindful undertaking and a solemn duty. Everett Transit embraces tried and true best practices relative to transit safety, along with innovation and new technology. We think inside the bus and we think outside the bus. We understand safety is not confined to a single person's job description; it is part of everyone's job description. We understand that as we execute our mission safely we collectively win. If we fail, we feel that loss acutely as an organization and learn from it all the lessons it produces. Every day is an opportunity to execute and improve, to celebrate and to learn.

Safety is, therefore, a core business value of Everett Transit, and managing risk is a core business function. For these reasons Everett Transit is committed to the following safety objectives:

2.1 SAFETY COMMUNICATION

We are convinced of the value of a Safety Management System (SMS) and therefore communicate the purpose and benefits of SMS to all personnel at all levels of our organization. While we communicate the policy itself, we also communicate "wins" as well as "losses". By sharing this information transparently across our organization, we continually keep before us that safety is, in addition to a business core value, an ethical responsibility.

2.2 SAFETY CULTURE

As stated previously, safety is not confined to the job description of a single individual, it is a part of every employee's job description. Our objective is to nurture the existing safety culture and expand upon it through more open dialogue about safety issues and responsiveness to those issues. We do this by:

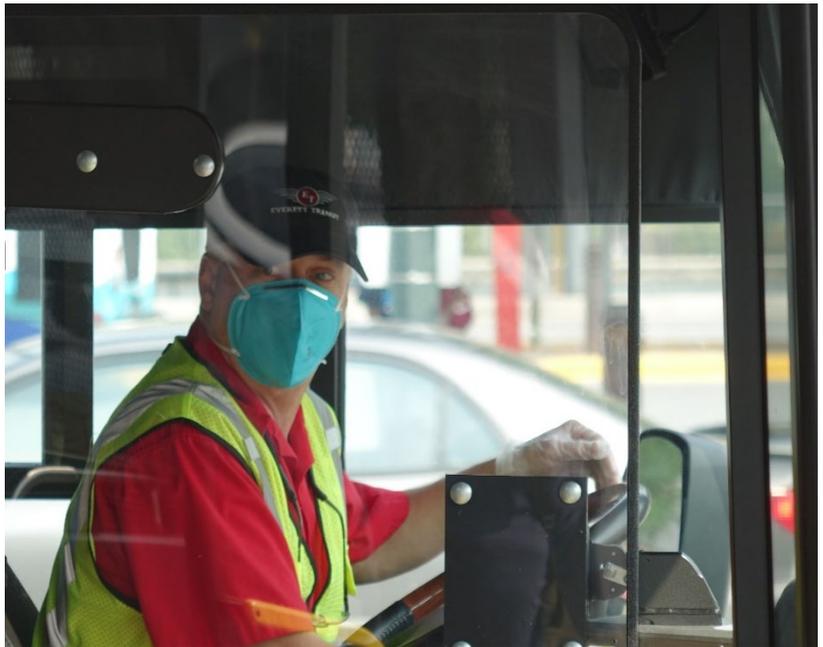
- Defining and supporting our Employee Safety Reporting Program (ESRP). This program encourages and empowers employees to bring perceived safety concerns forward to supervisors and managers at any time. Concerns are then addressed in such a manner that the employee sees firsthand their concern does not fall into a black hole of organizational bureaucracy; it is addressed with the appropriate research and action it deserves. An additional element of this program is a Close Call Reporting System by which an employee can anonymously share a "close-call-event" so that this information can be captured, analyzed and actions taken to mitigate identified risk.
- Respecting frontline employees' experiences and vantage points. This means management must listen, and aim, to fully understand all matters raised. To this end, management must intentionally spend time with frontline employees in their work environments to engage and continuously educate themselves.
- Conducting regular safety inspections of facilities and equipment as well as safety audits of operational practices, procedures and policies.

2.3 SAFETY COMMITMENT

Everett Transit's executive management team is committed to its safety performance targets, effective implementation of safety policies, a mindset of continuous improvement and a holistic embrace of SMS principles. Safety has always been a core value of Everett Transit, but the implementation of SMS provides the framework for engaging safety performance with renewed energy, tools and focus.

SAFETY

At the center of
everything we do



3.0 SAFETY MANAGEMENT POLICY COMMUNICATION

The Chief Safety Officer, who leads Everett Transit’s SMS initiatives, introduced SMS to upper management in Q1 of 2019. Ongoing development of this plan has taken place from that point forward. This policy is communicated to all levels of our organization, along with an overview of what SMS is, its benefits, what it requires and what we expect to achieve by operating within its framework. This policy and plan were further shared with the Grants Manager in October 2020 for formal ratification. Safety is a centerpiece of Everett Transit’s organizational culture. This policy is, therefore, incorporated in new-hire training, continuing education initiatives promotional materials, emphasis programs and claims a principal column in *The Dispatch*, Everett Transit’s monthly newsletter.

3.1 AUTHORITIES, ACCOUNTABILITIES AND RESPONSIBILITIES

<p>Accountable Executive</p>	<p>Everett Transit’s Director serves as the Accountable Executive. The Accountable Executive has the responsibility and accountability for ensuring implementation of Everett Transit’s SMS. The Accountable Executive’s authority includes:</p> <ul style="list-style-type: none"> ▪ Control and direction of human and capital resources needed to develop and maintain the ASP and SMS. ▪ Designation of an adequately trained Chief Safety Officer who is also a direct report. ▪ Ultimate responsibility for carrying out ET’s ASP and SMS. ▪ Ultimate responsibility for ensuring the execution of the Transit Asset Management (TAM) Plan.
<p>Chief Safety Officer</p>	<p>The Accountable Executive designates an adequately trained individual within the organization to serve as Everett Transit’s Chief Safety Officer (CSO). The CSO has the following authorities, responsibilities and accountabilities:</p> <ul style="list-style-type: none"> ▪ Develop Everett Transit’s ASP and SMS policies and procedures. ▪ Oversee day-to-day implementation of the agency’s SMS. ▪ Appoints and advises key staff to assist with the execution of the ASP and SMS. ▪ Co-chairs the ET Safety Committee along with the designated Agency Safety Captain – a designated employee who directly assists the Chief Safety Officer. ▪ Advises and updates the Accountable Executive and other stakeholders on Everett Transit’s SMS and ASP performance. ▪ Provides in-house expertise and counsel on Everett Transit’s ASP, safety policies, statistics and reporting procedures. ▪ Conducts and documents an agency wide safety audit every February. ▪ Oversees training content provided to all members of the agency relative to the ASP and SMS. ▪ Designates primary liaison(s) to office of Emergency Management.
<p>Management and Other Essential Roles and Responsibilities</p>	<p>Personnel involved in operations supervision and maintenance have significant responsibility in the administration of the ASP and SMS. These positions include:</p> <ul style="list-style-type: none"> ▪ Operations Supervisors: Managers who oversee teams of Operators as well as Paratransit Schedulers, Vehicle Service Workers, and Inspectors. ▪ Inspectors: Frontline supervisors who schedule and direct Operators and the movement of assets on the road. ▪ ET’s Systems Manager: The architect and manager of ET’s Transit Asset Management (TAM) plan.

	<ul style="list-style-type: none"> ▪ The Manager and Assistant Manager (<i>Vehicle Procurement Manager</i>) of the City Motor Vehicle Division (MVD): Those involved with supervising the procurement and maintenance of revenue service vehicles. Everett Transit has developed measures to ensure that safety principles, requirements and measurements are included in the agency’s procurement process. ▪ Motor Vehicle Division Leads: Those who directly supervise the work of technicians maintaining revenue service vehicles.
<p>Other Key Staff and Activities</p>	<ul style="list-style-type: none"> ▪ Operations Supervisors have authority and responsibility to assure that teams under their leadership are compliant with the ASP and SMS in day-to-day operations. These individuals jointly perform secondary investigations of collisions and safety incidents/events, occupy a place on the Safety Committee on a rolling calendar year basis and participate in the development and execution of safety policy. ▪ Inspectors are responsible for day-to-day and hour-to-hour oversight of Operators and revenue service vehicle assets. They perform primary collision and safety incident and event investigations. ▪ The Safety Committee is composed of the CSO, The Agency Safety Captain, representatives from Fixed Route and Paratransit, a City of Everett Safety Official, an Operations Supervisor and other select agency representatives. ▪ The Safety Committee meets monthly with a formal agenda which also provides opportunity for roundtable discussions. The Safety Committee carefully documents all issues brought before it, as well as the committee’s determinations and the resolutions of those issues. A key element of the Safety Committee is to recognize emerging risks and opportunities and proactively improve the agency’s safety profile. ▪ The Event Review and Determination Board (ERDB) reviews significant collisions and safety events and is specifically tasked with: <ul style="list-style-type: none"> ○ Identifying causality ○ Reviewing whether or not a collision is recordable or non-recordable (preventable, non-preventable regardless of who is legally at fault). In this capacity they confirm determinations made by management and have the authority to overturn determinations. ○ Reviewing case studies of other transit involved collisions and safety events. <p>The ERDB is comprised of the CSO or their designee, an Operations Supervisor, Trainer, Operator Representative, and either a City employee from outside Transit or a citizen. These individuals shall all be adequately trained to execute the functions of the ERDB. The CSO shall select the members of the ERDB after consultation with the Accountable Executive and Labor. Committee members serve for a minimum of one calendar year and shall be reviewed and renewed on an annual basis.</p>
<p>Employee Safety Reporting Program</p>	<ul style="list-style-type: none"> ▪ The Employee Safety Reporting Program (ESRP) is an essential part of Everett Transit’s SMS. Operators have historically been encouraged and empowered to bring safety issues to light without fear of reprisal. Everett Transit will continue to define and refine this program with the implementation of the PTASP and implementation of SMS.

- Employees will be introduced to the ESRP when they are hired as part of their new hire training. Continuing education will be provided to all employees regarding the ESRP on an annual basis. Messaging relative to the ESRP will be prominently placed in operations facilities, break rooms and agency publications.
- Employees may report any safety concern by:
 - Reporting it directly to a Supervisor in real time in-person, via radio or by telephone. (Urgent and critical safety issues should always be reported immediately in real time).
 - Submitting an employee input form.
 - Emailing a concern to ETSafety@everettwa.gov This email is checked daily by Operations personnel.
 - Submitting an anonymous “tip” via a drop box located in the Cedar Street foyer of Operations. This anonymous tip may also be a “**Close Call**” an Operator was involved in or has knowledge of. Close Call Reports submitted anonymously will not be followed up on for the purpose of addressing employee performance unless there is evidence:
 1. *The activity involves willful participation in illegal activity, such as assault or theft.*
 2. *The occurrence involves gross negligence and/or the reckless endangerment of life or property.*
 3. *It demonstrates deliberate or willful disregard of safety regulations or procedures, such as reporting to work under the influence of a controlled substance.*

The essential difference here is whether an individual has a genuine “close call” that did not result in harm, injury or damage - as opposed to an intentional act involving deliberately reckless or illegal activity.

If the Close Call event naturally comes to management’s attention through a customer or citizen complaint, or is part of required reporting, the occurrence will be followed up on as such. These processes operate independently from the Close Call Reporting.

4. SAFETY RISK MANAGEMENT

4.1 SAFETY RISK MANAGEMENT (SRM) PROCESS OVERVIEW

One of the most important elements of a Safety Management System is the requirement to have a formal approach to risk management. The purpose of this section is to establish the process Everett Transit has adopted to Identify Hazards, Assess Risk and Mitigate Risk. This process is an ongoing process and is illustrated as:



Definitions for key terms from 49 C.F.R. Part 673 related to safety risk assessment include:

- **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.
- **Consequence** means the effect of a hazard resulting in loss, damage or harm to life, person, property or the environment.
- **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.

A hazard holds the potential that, when triggered, may result in a consequence that could cause harm or damage. Depending on its nature, the potential consequence of a hazard may be minor or catastrophic. As part of our risk management process Everett Transit analyzes an identified hazard to understand its potential consequences. We assess how often a potential consequence could occur (likelihood) and its capacity to harm or damage (severity). This assessment results in an understanding of the safety risk directly associated with the hazard and helps management decide if and what action must be taken to address the safety risk. Risk mitigations should reduce or even eliminate the safety risk associated with the potential consequences of hazards.

HAZARD	LIKELIHOOD	CONSEQUENCE	RESOLUTION

What is wrong?

What could happen and with what frequency?

What can eliminate or mitigate the risk?

4.2 SAFETY HAZARD IDENTIFICATION

Everett Transit identifies hazards primarily through:

A. Training and the Employee Safety Reporting Program

Hazard recognition and reporting training informs employees of the responsibility to report hazards, equips individuals to identify hazards and shows them how to report safety hazards. Continued training helps employees improve these skills needed to identify and communicate hazards – essentially elevating the organization’s HIQ (Hazard Intelligence Quotient).

The Employee Safety Reporting Program is also an integral part of hazard recognition. As employees are trained to recognize and report hazards, we increase our flow of information to better identify substantiated points of risk. Nurturing an organizational environment where employees can do this without fear of reprisal is critical to ensuring everyone is on-board and committed to the common goals of reducing risk and improving safety.

B. Reports, Investigations, Case Studies

Everett Transit uses Incident and Event reports to help recognize hazards. We understand that critical and catastrophic events are often the culmination of relatively minor incidents and events that tip their hand that a larger event will likely occur apart from intervention. Reports are viewed through this lens of interconnectivity rather than as singular and isolated occurrences. Incidents and events are tracked to identify trends at their inception and monitored or acted upon appropriately. Case studies from industry partners are also used to assist in recognizing trends and risk events within our industry that have resulted in significant losses.

C. Inspections and Audits

To augment reporting practices Quarterly Safety Inspections are conducted of facilities to routinely uncover workplace hazards and address any deficiencies. These inspections are conducted by the CSO and Safety Captain. On an annual basis a Safety Audit is conducted each February as a comprehensive and systematic appraisal of operational policies and practices, training initiatives and materials, environmental factors and their effect on system safety, and any other influences that may impact the safety of transit operations.

D. Oversight Authorities

Everett Transit considers data and information provided through the Federal Transit Administration (FTA), Washington State Department of Transportation (SSO), Puget Sound Regional Council (MPO), and industry advocacy organizations, such as the American Public Transportation Association (APTA) and our insurance partner, Washington State Transit Insurance Pool (WSTIP) to further inform our awareness of risk within our industry.

4.3 SAFETY RISK ASSESSMENT

When a hazard is identified it is screened through a risk assessment matrix to appropriately determine likelihood and severity of consequences. This process allows us to assign an alpha-numeric grade to the risk and identify its capacity for harm. The key to success is to have an assessment program that is flexible enough to adapt to the wide variety of hazards and risks an agency may face. To determine the probability level for a given hazard at a given point in time, we assess the likelihood of an occurrence or event and the severity of the occurrence or event. Building off Mil STD 882E, Everett Transit employs the following matrices:

RISK ASSESSMENT MATRIX				
Likelihood ↓ Severity →	Catastrophic (1)	Serious (2)	Moderate (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)	Low	Low	Low	Low
Eliminated (F)	Eliminated			

SEVERITY CATEGORIES DEFINED		
Description	Severity Category	Criteria
Catastrophic	1	Could result in one or more of the following: death, permanent total disability, irreversible and significant environmental impact, or monetary loss equal to or greater than \$1M.
Serious	2	Could result in one or more of the following: permanent partial disability, injuries or occupational illness that result in hospitalization of at least two persons, reversible significant environmental impact, or monetary loss equal to or exceeding \$250K but less than \$1M.
Moderate	3	Could result in one or more of the following: injury or occupational illness resulting in one or more lost workday(s), reversible moderate environmental impact, or monetary loss equal to or exceeding \$50K but less than \$250K.
Negligible	4	Could result in one or more of the following: injury or occupational illness not resulting in a lost workday, minimal environmental impact, or monetary loss less than \$50K

Likelihood measures how often we believe something could occur over a specific period of time, service life or another metric. Calendar months and years are often used as time periods to support assessments of likelihood in safety risk assessment, as are vehicle revenue miles, unlinked passenger trips or another metric, such as frequency of wheelchair lift deployment cycles.

LIKELIHOOD LEVELS DEFINED			
Description	Level	Specific Individual Item	Fleet or Inventory
Frequent	A	Likely to occur often in the lifetime.	Continuously experienced.
Probable	B	Will occur several times in the life of an item.	Will occur frequently.
Occasional	C	Likely to occur at some point in the lifetime of an item	Will occur several times
Remote	D	Unlikely, but possible to occur in the life of an item	Unlikely, but can reasonably be expected to occur.
Improbable	E	So unlikely, it can be assumed occurrence may not be experienced in the lifetime of an item.	Unlikely to occur, but possible.
Eliminated	F	The threat has been so substantially reduced it is considered eliminated.	

Finally, the results of the hazard analysis include a Safety Risk Matrix to assess the composite severity and likelihood rankings.

SAFETY RISK INDEX	CRITERIA BY INDEX
HIGH	<u>Unacceptable – Action Required</u> The risk must be mitigated or eliminated.
MEDIUM	<u>Undesirable – Management Decision</u> Executive management must decide whether to accept safety risk with monitoring or require action.
LOW	<u>Acceptable with Review</u> Safety risk is acceptable pending management review.

4.4 SAFETY RISK MITIGATION

Everett Transit's Chief Safety Officer and Safety Committee review current methods of risk mitigation and establish methods and procedures to mitigate or eliminate safety risk associated with specific hazards. Everett Transit can reduce safety risk by reducing the likelihood and severity of potential consequences of hazards. Mitigation efforts should be routinely monitored for efficacy and, importantly, to gauge whether the mitigation effort itself has created another safety issue or hazard.

In assessing potential consequences and mitigation efforts, the Safety Committee will need to assess hazards in terms of what is:

1. The most common consequence that could occur,
2. The worst possible consequence that could occur, and
3. What is the worst credible consequence that could occur.

Mitigation efforts should consider and address these questions appropriately. Prioritization of safety risk mitigations is based on the results of safety risk assessments as well as collaboration between Supervisors, Operators and the Safety Committee to assess the most urgent needs. Everett Transit tracks and updates safety risk mitigation information in the Safety Risk Register. The Safety Risk Register is reviewed by the Safety Committee and is made available to ET personnel at any time.

The Safety Risk Register will also document specific measures or activities, such as observations, reviews, employee input forms and assessments performed to monitor the effectiveness of mitigations once implemented (Safety Assurance).

5. SAFETY ASSURANCE

While the Safety Risk Management (SRM) process identifies hazards, assesses them and develops appropriate risk mitigation measures, Safety Assurance (SA) evaluates the effectiveness of those safety risk mitigations put in place. Therefore, Safety Assurance:

- Assesses system compliance with, and the sufficiency of, the agency's procedures for operations and maintenance.
- Monitors operations to identify any safety risk mitigations that may be ineffective, inappropriate or were not implemented as intended,
- Conducts investigations of safety events to identify root causes, and
- Monitors information received through internal safety reporting methods.

As provided earlier, Everett Transit has set safety performance targets based on the safety performance measures established in the *National Public Transportation Agency Safety Plan*.

5.1 ACTIVITIES FOR EVALUATING MAINTENANCE COMPLIANCE INCLUDE:

- Daily vehicle inspection reports completed by Operators. Operators are trained to spot safety defects as they perform a thorough pre-trip inspection prior to revenue vehicles being driven on the roadway and at the conclusion of shifts. These inspections are documented. Operators report any defective equipment so that it can be repaired. A copy of the Bad Order Slip is retained by Operations, two copies are submitted to the City of Everett Motor Vehicle Division (MVD) as a repair ticket; one of those copies is returned to the Operator to close the loop on how the matter they reported was repaired or resolved.
- Documented periodic vehicle maintenance and safety inspections are performed. Relative to this there is a strong nexus between the Transit Asset Management plan (state of good repair) and safety. The APTA Mobility conference illustrated this connection by stating:

“Positive changes in safety performance across public transportation will depend largely on a common understanding between transit asset management and safety, dedicated implementation of both a TAM Plan and Public Transportation Agency Safety Plan, and a targeted safety oversight and monitoring program.” Source: APTA Mobility Conference Presentation

A sample of the Periodic Maintenance – B (PMB) 6,500-mile interval Safety Inspection performed by City's Motor Vehicle Division technicians is included in the appendices.

5.2 ACTIVITIES FOR EVALUATING OPERATIONS' COMPLIANCE INCLUDE:

The Chief Safety Officer and designated staff are responsible for monitoring and evaluating operations to ensure that 1) Emerging risks are identified, 2) Everett Transit is in compliance with regulatory requirements pertaining to its Safety Plan and SMS, and 3) The organization meets or exceeds its safety objectives through the collection, analysis, and assessment of data regarding the organization's performance. Specific activities include:

- Review of the Daily Operations Summary (DOS) report. This at-a-glance document gives a snapshot of the previous day's activities including:
 - Road Calls
 - On the Job Injuries
 - Incidents and Unusual Occurrences
 - Number of Employees Not Reporting for Work
 - Safety Events
 - No Shows and Late Shows
 - Collisions
 - Other Safety or Security Issues

Safety issues are assessed and given immediate attention, submitted to the risk assessment process or referred to the safety committee as appropriate.

- Road Supervisors' monitoring of Operations
- Annual ride checks for each operator.
- Onboard video monitoring of Operator and system performance as permitted per the Collective Bargaining Agreement.
- Quarterly Safety Inspections
- Annual Safety Audits of all elements of operations' policies, procedures and practices.
- Documented activity of the Safety Committee as it receives and processes safety reports from Operators,
- Tracking and analysis by designated staff of injuries, incidents, close calls and hazards. This data is reviewed as a trailing indicator to identify patterns, not only as a means to identify and prevent repeat incidents, but also to recognize emerging risks.
- The CSO and Safety Committee will also review external formal or informal reviews of ET's safety performance, compliance with operations and maintenance procedures, and the effectiveness of risk mitigation measures.

5.3 IDENTIFYING CAUSAL FACTORS

The Event Review and Determination Board (ERDB) is involved in root cause analysis of significant safety events and collisions as well as case studies from other transit agencies. The responsibilities and scope of duties for the ERDB include:

- Determining if a collision was recordable or non-recordable.
- Identifying all causal factors at the root of the collision or event.
- Whether the accident appears to involve underlying organizational, operational or environmental causal factors beyond just individual employee behavior.
- Submitting event reports to be reviewed by the Accountable Executive.

5.4 MONITORING AND ANALYSIS OF DATA FROM INTERNAL REPORTING PROGRAMS

All employees are trained to both recognize and report hazards. Urgent concerns must be mitigated in the most immediate manner available. The Chief Safety Officer and Safety Committee meet monthly to review safety data captured through:

- The Employee Safety Reporting Program,
- Close Call Reports,
- Incident and Event Reports
- Daily Operations Summaries
- Quarterly Safety Inspections, and
- Annual Safety Audits

6. SAFETY PROMOTION

6.1 COMPETENCIES AND TRAINING

Everett Transit will conduct a comprehensive safety training program for all employees directly responsible for safety. This will be documented for all employees relative to content and completion. Comprehensive training program elements include employees being fully equipped with the knowledge, skills and abilities for their position, recognizing hazards, and how and when to report hazards. This program shall at a minimum include the following for each position:

POSITION	INITIAL TRAINING	CONTINUING EDUCATION (ANNUAL)
Chief Safety Officer	The Chief Safety Officer shall have the following, or an equivalent combination of training and experience: Transportation Safety Institute’s (TSI) <i>Transit Safety and Security Program Certification</i> : <ul style="list-style-type: none"> ▪ <i>Transit Bus System Safety</i> ▪ <i>Bus Collision Investigations</i> ▪ <i>Transit System Security</i> ▪ <i>Effectively Managing Transit Emergencies</i> 	A minimum of 40 documented hours (independent or formal) SMS and/or industry safety studies or training
Operations Supervisors, Accountable Executive	<ul style="list-style-type: none"> ▪ TSI “SMS Awareness” ▪ TSI SMS Principles for Transit ▪ <i>Everett Transit SMS Readiness Class</i> 	A minimum of eight documented hours of SMS and/or Industry Safety Training
Inspectors (Frontline Supervisors)	<ul style="list-style-type: none"> ▪ TSI “SMS Awareness” ▪ <i>Everett Transit SMS Readiness Class</i> 	A minimum of eight hours of SMS or industry specific safety training
Bus and Paratransit Operators	<ul style="list-style-type: none"> ▪ New employees receive extensive training on all elements of system safety, policies and procedures, including SMS, through the WSTIP Operator Development Course. ▪ Existing employees are introduced to SMS through an agency developed curriculum, <i>ET SMS Readiness</i> 	A minimum of eight documented hours of SMS and/or Industry Safety Training
Maintenance Technicians and Supervisors	<ul style="list-style-type: none"> ▪ TSI “SMS Awareness” ▪ <i>Everett Transit SMS Readiness Class</i> ▪ All City of Everett Motor Vehicle Division technicians must maintain requisite Automotive Service Excellence (ASE) certifications for working on safety critical vehicle components and systems 	<ul style="list-style-type: none"> ▪ Ongoing training relative to maintaining current ASE certifications and obtaining new certifications ▪ One-hour refresher of ET SMS
All Other Everett Transit Staff	<i>Everett Transit SMS Readiness Class</i>	One-hour refresher of ET SMS

6.2 SAFETY COMMUNICATIONS

Everett Transit communicates the following to all employees and stakeholders:

- Information relative to urgent safety risks and hazards shall be communicated to frontline employees either by radio, mobile data terminal, safety bulletins and/or face to face conversations.
- Results of submissions to the Employee Safety Reporting Program shall be conveyed to employees through open access to a binder of Safety Committee Meeting agendas, minutes and action summaries – as well as one-to-one follow-up between Supervisors and frontline workers.
- Safety data and statistics shall be communicated to all Everett Transit employees through Everett Transit’s monthly newsletter, *“The Dispatch”* - including the number of submissions to the ESRP and Close Call Reporting System. This data shall also be displayed on the Safety Bulletin board.
- Essential policies, changes to operational practices and procedures shall be clearly communicated to all employees in writing.
- Summaries of all Safety Inspections and Safety Audits shall be made readily available to employees and other stakeholders.
- Key elements of System Safety and employee responsibilities shall be reinforced in operations, stations, and the transit yard through the use of video screens, posters and bulletins.

6.3 SAFETY PLAN DOCUMENTATION AND RECORD KEEPING

Everett Transit will maintain all documents that set forth its PTASP, including those related to the implementation of its SMS, as well as the results from SMS process and activities for three years.

Everett Transit will maintain documentation of programs, policies, and procedures that it uses to carry out its PTASP and make these documents available upon request to the Federal Transit Administration or other federal entity, or any a state oversight agency having jurisdiction.

6.4 COORDINATION WITH EMERGENCY MANAGEMENT

As a department of the City of Everett, Everett Transit works closely with the City’s Department of Emergency Management. This includes:

1. Ongoing and direct communications.
2. One or more Transit liaisons at monthly Emergency Operations Center meetings.
3. Participation in annual City-wide exercises and other drills and exercises.
4. Transmittal of essential, Transit specific information to first responders, such as schematics of Hybrid and Battery Electric buses, to the City of Everett’s Fire Department.
5. Everett Transit makes its vehicles available to City of Everett Fire and Police Departments for training exercises.

During an All Hands Event the Chief Safety Officer is in Transit Operations while the Accountable Executive is grouped with policy and decision makers in the Emergency Operations Center (physically or virtually). Transit’s Emergency Operations Center (EOC) liaisons rotate in shifts staffing Emergency Support Function 1 – Transportation.

City of Everett’s Emergency Management coordinates with Snohomish County and State Emergency Management Departments.

Closing Statement

This document is designed to provide information and guidance for the continued safe operation of the bus transit system operated by the City of Everett. It expresses Everett Transit's commitment to safety to the community, its customers and its employees. The Public Transportation Agency Safety Plan is meant to serve as a guideline to bus transit hazard management. This document should not be interpreted as imposing any legal obligations upon the City of Everett or providing the basis for liability in any legal action.

7. Definitions of Special Terms Used in the Safety Plan

Accident – 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 – 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 Title 49 U.S.C. 5329(d), and the agency's Transit Asset Management Plan in accordance with Title 49 U.S.C. 5326.

Chief Safety Officer – Chief Safety Officer 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 Chief Safety Officer may not serve in other operational or maintenance capacities, unless the Chief Safety Officer 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.

Event – Event means any Accident, Incident, or Occurrence.

Federal Transit Administration – Federal Transit Administration, an operating administration within the United States Department of Transportation.

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

Occurrence – 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 – Operator of a public transportation system means a provider of public transportation as defined under 49 U.S.C. 5302(14).

Performance Measure – 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 – 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 Federal Transit Administration (FTA).

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

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

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

Safety Assurance – 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 – 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 (SMS) – Safety Management System (SMS) 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.

SMS Executive – Safety Management System (SMS) Executive means a Chief Safety Officer or an equivalent.

Safety Performance Target – Safety Performance Target means a Performance Target related to safety management activities.

Safety Promotion – 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 – 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 – Safety Risk Management means a process within a transit agency’s Public Transportation Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.

Serious Injury – Serious injury means any injury which:

- (1) Requires hospitalization for more than 48 hours, commencing within seven (7) days from the date the injury was received.
- (2) Results in a fracture of any bone (except simple fractures of fingers, toes, or noses).
- (3) Causes severe hemorrhages, nerve, muscle, or tendon damage.
- (4) Involves any internal organ; or
- (5) Involves second- or third-degree burns, or any burns affecting more than five percent (5%) of the body surface.

Small Public Transportation Provider – Small public transportation provider means a recipient or subrecipient of Federal financial assistance under Title 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.

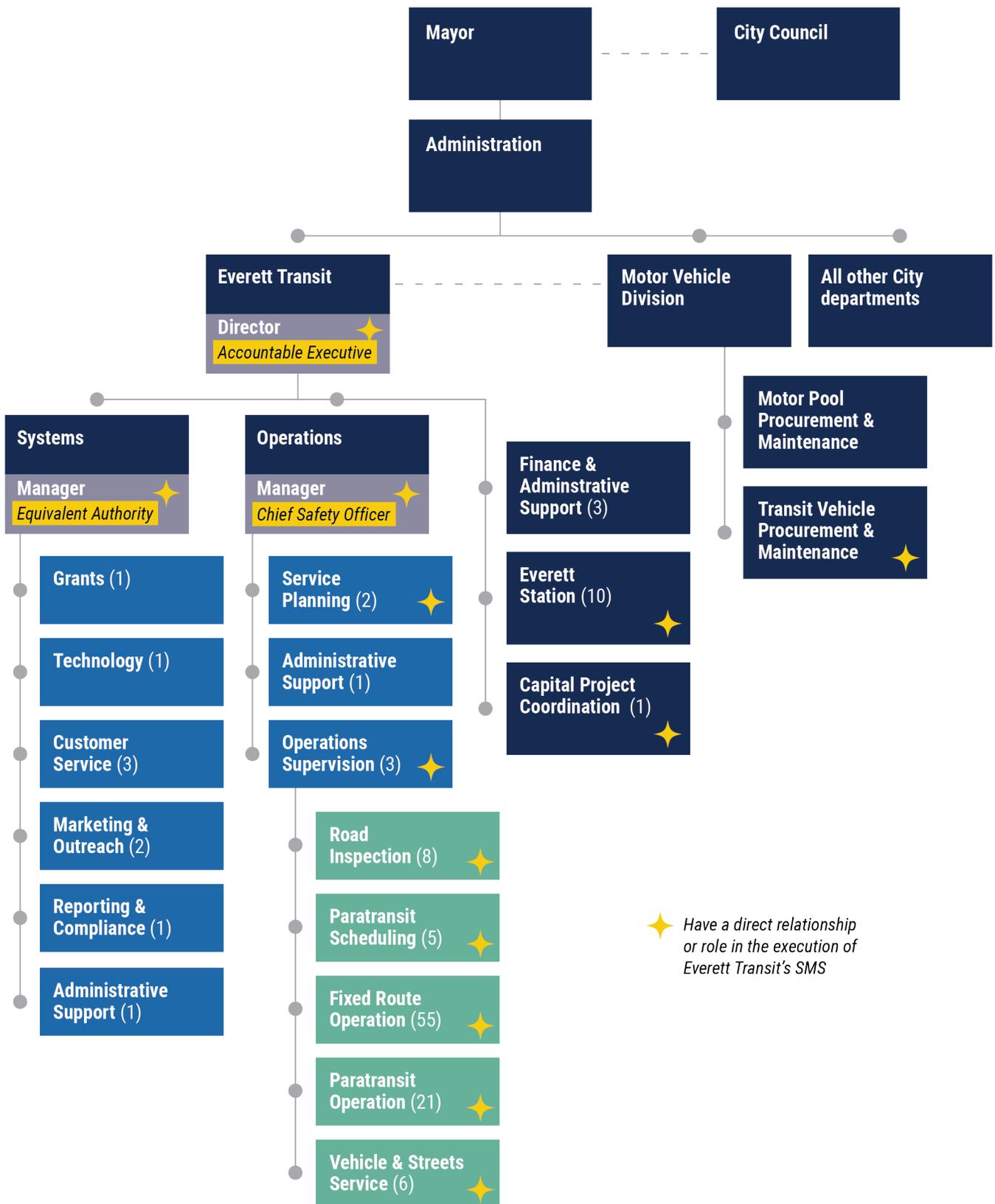
Transit Agency – Transit agency means an operator of a public transportation system.

Transit Asset Management Plan – 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 Title 49 U.S.C. 5326 and Title 49 C.F.R. part 625.

List of acronyms used in the Safety Plan

- APTA** American Public Transportation Association
- ASE** Automotive Service Excellence
- ASP** Agency Safety Plan
- CFR** Code of Federal Regulations
- CSO** Chief Safety Officer
- ESRP** Employee Safety Reporting Program
- ERDB** Event Review and Determination Board
- ET** Everett Transit
- FTA** Federal Transit Administration
- MPO** Metropolitan Planning Organization
- PSRC** Puget Sound Regional Council
- PTASP** Public Transportation Agency Safety Plan
- SA** Safety Assurance
- SMS** Safety Management System
- SRM** Safety Risk Management
- SP** Safety Promotion
- SSO** State Safety Oversight
- USC** United States Code
- WSDOT** Washington State Department of Transportation
- WSTIP** Washington State Transit Insurance Pool

Appendix 1: City of Everett Organizational Chart

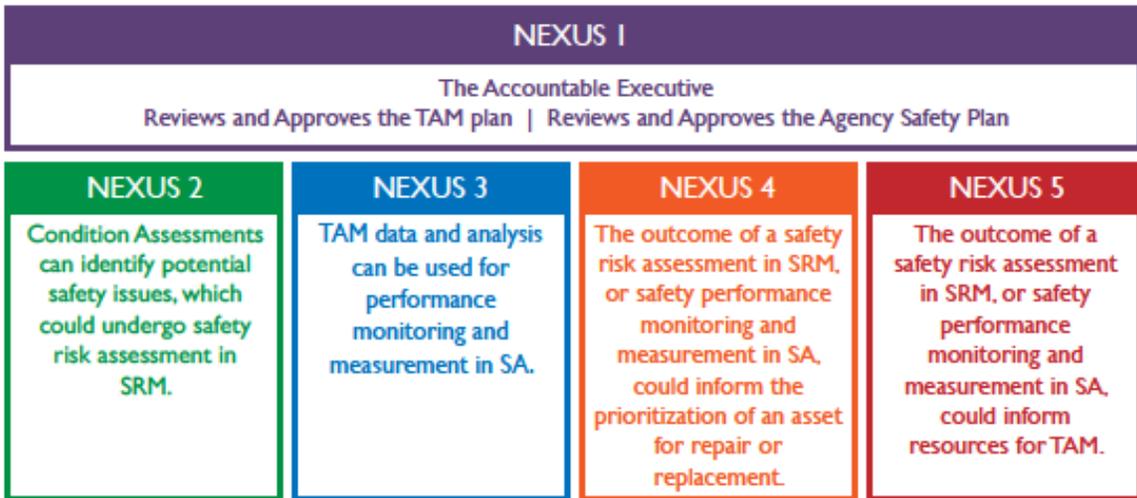
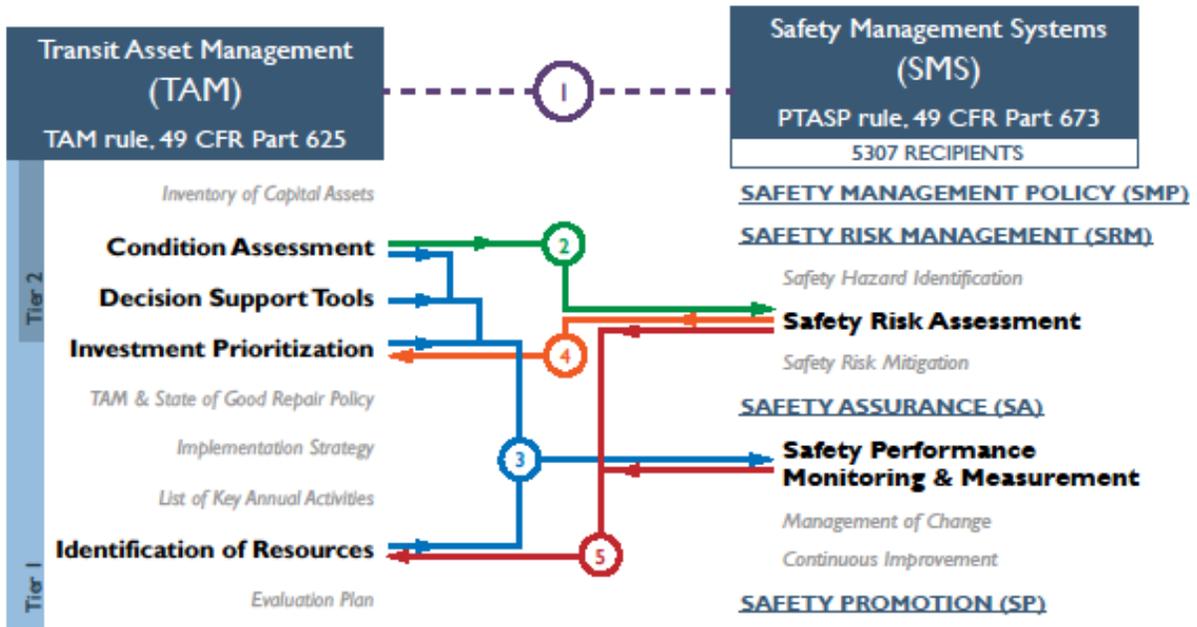


Appendix 2: Nexus of Transit Asset Management Plan to Safety Management Systems

Nexus of Transit Asset Management & Safety Management Systems



U.S. Department of Transportation
Federal Transit Administration



While there are no formal requirements linking TAM and SMS, there are many opportunities to share information and analysis between the two processes, thus improving actions and decision making agency wide.

transit.dot.gov/PTASP | PTASP_QA@dot.gov

Appendix 3: Operator Development Course Content

TRANSIT OPERATOR DEVELOPMENT COURSE Operator Study Guide

For use by all new operators

Select sections used in continuing education

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Appendix 4: Everett Transit SMS Readiness Course Outline

For use with all existing employees and for onboarding new employees

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2. Hazard Recognition – An Eye for Trouble
3. Hazard Reporting – Everyone’s Responsibility
4. Employee Safety Reporting Program
5. Anonymous Close Call Reporting
6. The Role of the Accountable Executive
7. The Role of the Chief Safety Officer
8. The Role of the Safety Captain
9. The Role of the Safety Committee
10. The Role of the Event Review and Determination Board
11. What’s My Line? Your Role in Safety
12. Measuring Safety
13. What’s in it For Me? What’s in it for Us?

SAFETY

At the center of everything we do



EVERETT TRANSIT

Appendix 5: Everett Transit Workplace Accident Prevention Plan Outline



Everett Transit Accident Prevention Plan

Department Structure & Function

The Transit Department consists of bus and Paratransit operators, inspectors, maintenance and administrative support linked together to serve the public for the City of Everett. They are primarily housed at the Transit Operations center, with mobile operations throughout the city and at Everett Station. Our department is exposed to hazards related to driving, maintenance of equipment and facilities as well as those related to significant citizen contact and cash handling.

I. Employee Safety Program

All employees are responsible for contributing to worker safety by promptly correcting unsafe conditions, reporting accidents and following established safety rules, procedures and participating in safety training.

The City of Everett Employee Safety & Health Policy (300-14-07), the Washington State Safety and Health Core Rules (WAC 296-800), WSTIP and established safe practices **are the basis of this department's Accident Prevention Plan**. Additional written programs are maintained, such DOT-FTA Drug and Alcohol Policy and bloodborne pathogens.

A. Employee Orientation WAC 296-800-140

All employees will receive an orientation to this Accident Prevention Plan, within the first week in a new position or location. **The employer's** supervisor is responsible for assuring the orientation is timely and accurate. On-the-job orientation includes safety training for each new task, tool, assignment or equipment until the employee is considered proficient.

B. Safety Committee WAC 296-800-130

The City of Everett Central Safety Committee meets on the last Thursday of each month to discuss safety issues pertinent to all City employees. The City Safety Official is responsible for the management of this safety committee. Transportation Services sends one representative to this meeting

Transportation Services has two Safety Committees. The Transit Base Safety Committee meets on the last Thursday of each month. The Transit System Safety and Security Committee meets the last Tuesday of each month. Each work group



Everett Transit Accident Prevention Plan

in Transportation Services is represented. Members serve one-year terms. Members may be appointed for up to two consecutive terms. New members are added to the committee in January.

C. **Bulletin Board WAC 296-800-190 & 200**

The main safety bulletin board is located at the Transit Operations Main Base, in the south hallway leading to the yard on the first floor. The Everett Station safety bulletin board is on the second floor in the administration area.

Required Postings for Safety Bulletin Boards	
Washington DOSH Forms	COE Forms
Job Safety & Health Protection	OSHA 300 A form-current year
Notice to Employees - Self-Insurance	Central Safety committee meeting minutes
Non-Agricultural Worker Rights	Transportation Services Safety minutes

II. Safety Rules WAC 296-800-110

A. **Safe Workplace Rules**

- 1) Never knowingly do anything that is unsafe in order to get the job done. If a job is unsafe, report it to your supervisor, lead, safety committee representative or the safety division immediately. We will find a safer way to do that job.
- 2) Do not remove or disable any safety device or warning. Keep guards in place at all times on operating machinery. Employees are to obey all safety-warning signs.
- 3) Never operate a piece of equipment unless you have been familiarized with its safe operation and the personal protective equipment that is required.
- 4) Working under the influence of alcohol or illegal drugs is prohibited. The City of Everett Drug-Free Workplace Policy and the FTA Drug and Alcohol Policy address this in detail.
- 5) Employees are responsible to play an active role in creating a safe and healthy workplace.



Everett Transit Accident Prevention Plan

- 6) Horseplay, pranks, weapons and fighting are prohibited.
- B. **Personal Protective Equipment WAC 296-800-160**
Employees must use personal protective equipment correctly whenever it is required. See section VI of this plan for detailed information.
 - C. **Environmental Tobacco Smoke WAC 296-800-240**
Smoking is only permitted outside of buildings, 25 feet away from ventilation intakes, entries and flammable storage. Smoking is not allowed in City vehicles. Electronic vaping devices are subject to the same rules.
 - D. **Housekeeping & Storage WAC 296-800-220**
Employees must clean up spills immediately. Replace all tools and supplies after use. Do not allow scraps to accumulate where they will become a hazard. Flammable waste and materials must be stored in containers rated for that purpose.
 - E. **Motor Vehicles WAC 296-865**
Observe all safety-related traffic laws, including seat belt, cell-phone use, speeding and attention-to-driving while operating City vehicles or equipment on public roads or City of Everett property.
 - F. **Pathogen and Environmental Hazards WAC 296-800-11045**
Several field tasks include exposure to biological and weather-related hazards. Transit has no mandated medical responders but employees can be exposed to bloodborne pathogens when providing voluntary first aid, picking up sharps and cleaning tasks. Exposed employees receive training and supplies to address these hazards whenever possible. See Exposure Control Plan for more information on bloodborne pathogens.
 - G. **Basic Electrical WAC 296-800-280**
Electric fixtures and equipment must be installed, maintained and used within their approved rating. Extension cords should not replace permanent wiring. All power in wet locations must have GFCI protection. Electrical work must be performed by a qualified person. Any defective equipment must be immediately removed from service or de-energized and secured.



Everett Transit Accident Prevention Plan

- H. **Walking/Working WAC 296-800-250 & 260**
All stairs, ramps, guardrails and walking or working surfaces must be constructed to meet DOSH and local building code standards. Temporary stairs and rails must meet DOSH standards. Falls over 4 feet, excepting excavations and roofing, must be guarded by location, guardrail or fall restraint.

- I. **Ladders WAC 296-876**
Portable ladders must be used, maintained and inspected according to **manufacturers' recommendations**. Ladder training is provided at hire and as needed. All ladders must be least a Type IA (300 pound capacity) and in good condition. Damaged ladders must be removed from service and destroyed. Ladder selection must include electrical hazards and working height as considerations. Fixed ladders with a fall of 24 feet or more must have a rated fall protection system, cage or platform breaks

- J. **Portable Power Tools WAC 296-807**
Power hand tools, landscape tools, compressed air and similar equipment **must be used, inspected and maintained according to manufacturers' recommendations**. Electric power tools must be double insulated or GFCI protected. Whenever feasible, ergonomic design and noise should be considered in tool selection.

- K. **Hearing Loss Prevention WAC 296-817**
All maintenance employees are included in the hearing conservation program. The safety division is responsible to perform periodic noise monitoring. When levels exceed 85dB (A) for 8 hours, employees must have training, testing and use required personal protective equipment (PPE) to reduce noise-induced hearing loss. Whenever feasible, noise in excess of 90 dB (A) must be reduced using engineering controls.

- L. **Fall Restraint & Fall Arrest WAC 296-155-246**
Employees must be protected from falls over 4 feet. Employees must be trained in fall protection. All fall protection equipment and anchorages **must be installed, inspected and maintained according to manufacturers' recommendation**. A competent person must inspect all fall protection equipment and anchorages at least once per year. Any part of the fall protection system that has been subjected to a fall needs to be removed from service immediately and returned/reported to Safety the same day. A Safety Division Investigation should also be completed.



Everett Transit Accident Prevention Plan

- M. Forklifts and Powered Industrial Trucks WAC 296-863
Employees who operate forklifts must have current training and authorization. Forklifts must be operated, maintained and inspected **according to manufacturers' recommendations.**
- N. Elevating Work Platforms WAC 296-869
Operators of elevating work platforms must have current training and authorization for each type of equipment. Lifts must be operated, **maintained and inspected according to manufacturers' recommendations.** Personal fall protection is required on all elevating work platforms regardless of guardrails.
- O. Ergonomics
Tasks, equipment and tools should be evaluated for ergonomic hazards. Ergonomic risk factors include:
- Highly repetitive tasks
 - Lifting tasks
 - Awkward postures
 - Excess arm force
 - Worn or defective seating
- P. Vehicle & Equipment Operation Rules
- 1) Give your complete attention to driving and operating tasks. Cell phones, radios, conversation and other activities should never interfere with the driver.
 - 2) Follow all driving laws and safe practices. Report fatigue, medication, illness or any other conditions that may interfere with safe operation to your supervisor. Report traffic convictions that may suspend or revoke a **driver's license or endorsements.**
 - 3) Secure all cargo, materials and truck-mounted equipment before moving. Rocks, debris and other hazards must be removed before driving.
 - 4) Pre-trip inspection must be completed by the driver before any driving tasks. The driver is responsible to report any vehicle damage or unsafe condition immediately.



Everett Transit Accident Prevention Plan

- 5) Each employee must have orientation and on-the-job training for each piece of equipment before solo operation. This includes review of the **operator’s manual or other provided training materials.**

III. Incident Prevention & Response

All employees must report injuries, vehicle accidents, property damage, close calls, regulatory activity and any other job-related safety and health incidents immediately to their supervisor. Supervisors must promptly complete an investigation and communicate with their manager and the Safety Division. <https://www.everettconnect.org/699/Incident-Reporting>

A. Employee Injuries

1) First Aid Kits & Facilities

There are large first aid kits in the employee lunchrooms on each floor of the Transit Operations Center and in the Everett Station. A designated Inspector is responsible for the fixed first aid kits. Most City vehicles have a first aid kit. It is the responsibility of the assigned employee to keep vehicle kits stocked.

2) First Aid Training

First Aid/CPR/AED training is required for all supervisors, inspectors, and safety committee members. Drivers are not expected to provide first aid to passengers, but call 911 for medical emergencies.

AED Locations	
Building	Location
Transit Ops	1 st floor, northeast entrance
Everett Station—1	Employee access customer service
Everett Station—1	Public stairs NW side
Everett Station—2	Public stairs NW side
Everett Station—3	Public stairs NW side
Everett Station—4	Public stairs NW side



Everett Transit Accident Prevention Plan

B. Claims and Reporting

Work-related injuries and illnesses must be reported and documented promptly to your supervisor. Medical treatment requires a **workers' compensation claim**, which is available from CorVel by calling 844-646-1624. The claim initiation and accident investigation should be completed before the first medical visit whenever possible. If acute medical treatment is required before a claim is filed, notify your supervisor and the Safety Division as soon as possible.

CorVel 24/7 Nurse Line 844-646-1624

C. Vehicle Accident Prevention

The Safe Vehicle Operations Policy (SVOP) is intended to promote safe driving through safety assessment, training, employee recognition, and, when necessary, corrective action. Our goal is to eliminate collisions and injuries. The SVOP will work in concert with the Event Review Policy and the Safe Operator Annual Recognition policy. Providing safe, reliable, collision free and injury free service benefits employees, customers and the City by reducing injuries, repair costs, insurance costs, property damage claims and vehicle down time. This policy applies to all Transit employees.

D. Unsafe Conditions, Close Calls and Property Damage

Close calls are defined as those incidents that could have caused an injury or property damage but for some reason did not. The goal of reporting is to correct a potentially unsafe condition. Property damage includes mislocates and damage to citizen or city owned resources without injuries.

Employees who identify an unsafe condition should report the circumstances immediately. If the condition can be corrected when discovered, it should be accomplished immediately and reported to assure a record of the incident.

Reports should be made to your immediate supervisor and a copy of the report must be routed to managers and the Safety Division. Property damage claims are handled through the Risk Management division.



Everett Transit Accident Prevention Plan

E. Heat Stress Illness (WAC 296-62-095)

Maintenance employees who are exposed to outdoor heat and humidity at or above the Outdoor Temperature Action Levels as part of their assigned job duties are trained and given resources to reduce the risk of heat-related illness.

To reduce the risk of heat-related illness, employees must be provided:

- Access to drinking water up to 1 quart/hour
- Access to shade or cool area, including appropriate rest breaks
- Access to emergency medical services

These employees and supervisors are trained annually on prevention, identification and treatment of heat related illness in crew safety meetings and first aid classes.

F. Regulatory Activity

All City facilities and jobsites are subject to inspection at any time by a variety of state, federal and local agency representatives. All regulatory inspectors will have identification and will produce it on request.

If a regulatory inspector contacts you, immediately notify your supervisor. Tell the inspector that this is our requirement and ask them politely to delay their inspection until you receive further instruction. Comply with requests to immediately stop work and correct life-threatening hazards.

IV. Emergency Response & Evacuation (WAC 296-800-310)

A. Injury Action Plan

Immediately contact emergency services using the best method available. Do not transport a seriously injured or ill employee to the hospital unless directed to by emergency responders. Do not attempt rescue, fire control or other dangerous actions without adequate training and equipment.

- From a city phone, dial 9-911
- From an independent or cellular phone, dial 911



Everett Transit Accident Prevention Plan

- Have Communications Center contact 911 if there is no way to call 911 directly. **Clear the frequency by announcing "9XX to 950 emergency, emergency, emergency". Provide the following information**
 - Nature of emergency
 - Exact location
 - Number of victims
 - Response needed
 - Wait for instruction from EMS dispatcher
 - Post someone to direct emergency responders

B. Local Medical Providers

Everett

- Providence Hospital Emergency Room
1321 Colby Avenue 425-261-2000
- Concentra Occupational Clinic
3726 Broadway 425-259-0300
3101-111th St. SW (Paine Field) 425-267-0299
- Everett Clinic Walk-In 425-339-5422
3927 Rucker Avenue (Gunderson Building)
- Kaiser Permanente (425) 261-1500
2930 Maple Street 2nd floor

C. Evacuation maps & locations

For buildings with multiple exits, evacuation maps are posted in conspicuous locations. When evacuating a building, leave through the closest exit, and then go to the assembly location for roll call.

Building	Alarm	Primary Assembly	Secondary Assembly
Transit Operations Center—Main Base 3225 Cedar Street	Pull Stations	SE corner Cedar & 32 nd (Transit Sign)	SE Corner of Pacific & Fulton (Parking Lot)
Everett Station	Pull Stations	North Employee parking lot	West parking lot Smith & 32nd



Everett Transit Accident Prevention Plan

D. Floor Coordinators

In work areas that are primarily administrative, designated employees have been named as floor coordinators. They serve as a point of contact in emergencies, and information for emergency preparedness. Emergency evacuation drills are held at least annually, directed by the floor coordinators.

In an emergency, the floor coordinator has a list to report missing employees to emergency responders. Once you arrive at the assembly location, check in with your floor coordinator and await further instruction.

E. Emergency Radio Procedure

Because our mobile radio system should continue to operate, you should attempt to notify the Transit Operations office of your location and status. If you are unable to reach the Transit Operations office by radio or telephone within 15 minutes after the disaster and you are able to move your vehicle safely, please report to the nearest of one of the following locations:

- Everett Transit Operations Center on Cedar Street
- College Station
- Mall Station
- Everett Station

If you are unable to make radio or telephone contact with the Transit Operations office and you are unable to drive your vehicle to one of the above locations, you should park your vehicle in a safe location and wait to be contacted. Keep in mind that you may be able to report by radio via a police officer or firefighter who may be in your area.

F. Earthquake Procedures

In case of an earthquake:

- Drop under a desk or table, cover your head, and hold onto the object you took cover under. Stay away from windows, heavy cabinets, bookcases or glass dividers.
- On the roadway, drive away from underpasses/overpasses. Stop in a safe area and stay in the vehicle.



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- When the shaking stops, assess damage and available evacuation routes if needed.
- Evacuate only if necessary; building re-entry may not be allowed
- Account for each employee as quickly as possible.
- Provide aid and assistance within your training.

G. Portable Fire Extinguishers WAC 296-800-300

There are fire extinguishers for voluntary use in most vehicles, mobile equipment or within 50 feet of all employees in buildings that have a fire hazard. The extinguishers are selected to be appropriate to the local hazard. Portable fire extinguishers are maintained by the Facilities department for buildings and MVD for vehicles & equipment.

Training is required for all employees with reasonable access to fire extinguishers at hire and annually. This training covers:

- Fuel classifications
- Rules for fighting fires
- Fire extinguisher use

V. Hazardous Materials WAC 296-901

Affected employees must be trained in general chemical hazards and specific hazards for materials in use. Training must include symptoms of over-exposure, required PPE and emergency medical and spill procedures. All containers with hazardous chemical ingredients must be clearly labeled with product name and any specific health warnings. Whenever possible, materials should be kept in their original containers.

When hazardous materials are ordered, the department is responsible to obtain **the manufacturer's Safety Data Sheet**. Products that either are new, as a vendor sample or purchased for evaluation should be reviewed by the supervisor before being brought into city facilities. If the material is not chemically similar to a product already used, it must be evaluated by the safety division prior to delivery.



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SDS can be one type of employee exposure record and must be treated accordingly. This includes preservation beyond the useful life of the material and providing employee access to current and archived SDS, regardless of duration of their use by employees. At a minimum, SDS must be kept for 30 years.

A. Hazardous Chemical Inventory

A list of hazardous chemicals that employees may be exposed to during normal use is kept by the on-line SDS library.

B. Container Labeling

All containers with hazardous chemical ingredients must have GHS-compliant labeling with product name and specific health warnings. Materials should be kept in their original containers. Single use quantities do not need to be labeled if under the exclusive control of one employee, but must be discarded at the end of the work shift.

C. Employee Training

Affected employees must be trained in general chemical hazards and specific hazards for materials in use. Training must include symptoms of over-exposure, required PPE and emergency medical and spill procedures.

VI. Personal Protective Equipment WAC 296-800-160

Personal protective equipment (PPE) is required for some tasks. Employees are responsible for reasonable care of PPE issued to them. At least one style of each PPE category will be provided at City expense.

Training on personal protective equipment is required at hire. Elements include:

- When PPE is necessary
- What PPE is necessary
- How to don, adjust, doff and wear PPE
- Limitations of PPE
- Proper care, maintenance, useful life and disposal of PPE

Eye Protection—Eyewear or face shield meeting ANSI Z87.1-1989 is required when there are hazards such as flying particles, liquid chemicals or pressure washing.



Everett Transit Accident Prevention Plan

Hearing Protection—Earplugs, muffs, canal caps and other noise-reducing PPE must be provided and used whenever noise levels are above the Permissible Exposure Limit.

Hand Protection—appropriate gloves are required to protect employees from hand injuries such as cuts, punctures and chemical exposure. Gloves must be changed between exposures.

High-Visibility Clothing—an ANSI/ISEA 107 Class 2 or 3 compliant upper body reflective garment is required when performing work during hours of light or darkness in roadway. This garment shall also be worn when in the Transit yards performing pre-and post-trip Inspections and when crossing Cedar Street to adjacent Transit yards.

Job Title	Tasks
Transit Inspector	Performing work during hours of light or darkness in roadway. Working in Transit yards, performing Pre-Post Trip Inspections, crossing Cedar Street to adjacent transit yards.
Bus Maintenance Person	Performing work during hours of light or darkness in roadway. Working in Transit yards, crossing Cedar Street to adjacent transit yards.
Operators	Performing work during hours of light or darkness in roadway. Working in Transit yards, performing Pre-Post Trip Inspections, crossing Cedar Street to adjacent transit yards.



Everett Transit Accident Prevention Plan

VII. Training (WAC 296-800-14020)

Training is provided at hire, periodically, as part of meetings and when conditions change. The intent is to develop, supervise, implement, and enforce training programs that improve the skill, awareness, and competency of all employees in the field of occupational safety and health related to their jobs. Safety training is provided at no cost to the employee. The Safety Division determines if training provided is effective and meets the DOSH rules for a particular standard.

A. On-the-Job Training

Before being assigned to a task with recognized hazards, each employee will review the Safe Work Practices. This includes information on required personal protective equipment, safe work practices, chemical hazard communication and other relevant safety information. The supervisor is responsible for assuring that this is done before an employee is exposed to a hazard, and communicating changes to the Transit Safety Coordinator.

B. Routine Training

Training may be provided by City staff, outside trainers, associations or any instructor considered qualified in the topic. Training frequency is determined by DOSH rules or the safety division.

- Bloodborne Pathogens—at assignment/annual
- Drug-Free Workplace—at hire/as needed
- First Aid/CPR/AED—at assignment/every 2 years
- Forklift Operation—at assignment/every 3 years drive test
- Hands-On Lifting—at assignment/as needed
- Hazard Communication—at assignment/as needed
- Heat-Related Illness—at assignment/annual
- Hearing Conservation—at assignment/annual
- Ladders—at assignment/as needed
- Personal Protective Equipment—at assignment/as needed
- Portable Fire Extinguishers—at hire/annual

Appendix 6: Sample Bus Safety Inspection – 6,500 Mile Interval PMB Service

BUS SAFETY INSPECTION, PMB SERVICE - 03 6500-MILE INTERVAL (OIL/FILTER CHANGE)

Equip. # _____
W.O. # _____

Date _____
Mileage _____

PRESSURE WASH	OK	Adjusted	Repaired	Record Comments	Sign-Off
Engine					
Transmission					
Radiator					
Batteries and Battery Box					
Side Compartments					
Front Suspension including Air Bag Mounts					
Check for Cracks, Cuts, Rust, Wear					
Check for Fluid Leaks, or Fraying					
ROAD TEST & EVALUATION	OK	Adjusted	Repaired	Record Comments	Sign-Off
Test Drive - Record Abnormal Condition					
Engine Performance					
Transmission Performance					
Differential Performance					
Steering Performance					
Suspension Performance					
Brake Performance					
Lights or Electrical System Performance					
LIGHTS - EXTERIOR	OK	Adjusted	Repaired	Record Comments	Sign-Off
High/Low Beam Working & Alignment					
Stop and Tail					
Turn Signals and 4-Ways					
Clearance and Marker and Curb					
Brightness, Cracks, Loose/Missing Parts					
DRIVERS AREA	OK	Adjusted	Repaired	Record Comments	Sign-Off
Dash					
Steering Wheel & Column U-joints					
Panels and Controls					
Turn Signal Indicators					
Horn					
Destination Sign and Light					
Stop Request Light and Chime					
Dash Lights and Gauges					
Wipers and Washer					
All Mirrors					
Low Air Warning					
Low Oil Warning					
Alternator: Low Output Warning					
Brake and Interlock Warning					
Heater and Defroster					
Shifter: Starts in Neutral only					

**BUS SAFETY INSPECTION, PMB SERVICE - 03
6500-MILE INTERVAL (OIL/FILTER CHANGE)**

Seat and Seatbelt					
Front and Rear Door Operation					
Farebox Operation/Condition					
BUS INTERIOR CHECK	OK	Adjusted	Repaired	Record Comments	Sign-Off
Seat Cushions, Backs, Panels, Legs, Frames and Mountings					
Flooring, Walls, and Ceiling Panels					
Windows, Moldings, Trims, and Latches					
Dome Lights					
Heaters, Ducting, and Vents					
Hand Rails, Stanchions and Attachments					
Front and Rear Steps and Step well					
Emergency Exits & Door Operation					
First Aid Kit					
Accessories Kit					
Reflective Triangle Kit					
Fire Extinguisher Expires: (record date) Replace as Needed					
AIR SYSTEM CHECKS	OK	Adjusted	Repaired	Record Comments	Sign-Off
Pump Down Air: Record Compressor kick-in				_____psi	
Air Press Buildup From 50 to 90 PSI: Record Time (max 2-mins)				____min. ____secs.	
Fast Idle Operation on 90-120 psi					
Leak Test from 120 psi in 5 minutes: With Park Brake Off, and Service Brakes and Interlock Applied, (record psi drop)				120 psi to: _____psi	
Drain Air Tank (Note Any Oil)					
HEATING SYSTEM CHECKS	OK	Adjusted	Repaired	Record Comments	Sign-Off
Front System					
Heater Cores					
Hoses & Lines					
Operation of Controls					
Fans / Motors					
Rear System					
Check Thermostat					
Fans / Motors & Transfer Pump					
Inspect Core					
Hoses					
Valves & Lines					
Check Rear Mounted EnviroFresh Solution Canister Located In Rear HVAC Compartment. This Applies To LOW FLOOR GILLIGS ONLY.					

**BUS SAFETY INSPECTION, PMB SERVICE - 03
6500-MILE INTERVAL (OIL/FILTER CHANGE)**

Check For Air Cabin Intake Filter Located In Rear HVAC Compartment. Inspect, Clean OR Replace As Necessary. This Applies To LOW FLOOR GILLIGS ONLY.					
Check Webasto Auxiliary Heater Air Intake Filter. If Equipped. Clean As Necessary Using Air To Blow Off Filter On Bus. If Not Cleanable Using Air, Remove From Bus And Inspect, Clean. This Applies To The LOW FLOOR GILLIGS ONLY.					
EXTERIOR	OK	Adjusted	Repaired	Record Comments	Sign-Off
Inspect All Glass					
Inspect Side Panels					
Inspect Door Panels					
Lubricate mechanical locks, door hinges, door detect linkage as equipped.					
Test Each Door Sensitive Edge Separately (I.E. One Door Panel At A Time). Do The Doors Re-Open When Blocked Without Causing Injury?				Front Half Of Center Passenger Door ____ Rear Half Of Center Passenger Door ____ Front Half Of Rear Passenger Door ____ Rear Half Of Rear Passenger Door ____	
Roof					
Molding					
Windows & Frames					
F & R Bumpers					
Bike Rack					
All Access Door & Hinges					
Fuel Tank Vent & Cap					
Mirror, Arms & Brackets & Mountings					
Wipers/Arms					
Decal Check: Inspect all Everett Transit decals for damage and/or fading, and replace with new decals if required.					
CRANKING & CHARGING	OK	Adjusted	Repaired	Record Comments	Sign-Off

**BUS SAFETY INSPECTION, PMB SERVICE - 03
6500-MILE INTERVAL (OIL/FILTER CHANGE)**

Test Bat & Alt Out Put				_____ Volts at _____ Amps	
Clean and Inspect Cable Ends/Connections					
Clean and Inspect Battery Terminals (NOTE: If New Flyer Artic, B0600 to B0604, Then Disconnect Power, Remove All Four (4) Battery Connections And Clean. Replace Clamps As Required. Replace Connectors As Required.)					
ENGINE COMPARTMENT	OK	Adjusted	Repaired	Record Comments	Sign-Off
Inspect Engine, change oil and filter(s).					
If Equipped With a Crankcase Breather Filter; Inspect and Change only if Filter is Saturated with Engine Oil.					
Accessories					
Controls & Mounts					
Air Compressor					
Turbo Charger					
Coolers					
Exhaust					
Hydraulic & Power Steering System					
Inspect Air Cleaner and Restriction Gauge/Indicator.					
Lines					
Hoses					
Wires & Harness					
Transmission, check fluid condition and level. Fluid Level: ALL NON-HYBRID ALLISON Transmissions will be serviced with TES-295 rated Synthetic Fluid. ALL HYBRID ALLISON Transmissions will be serviced with TES-468 rated Synthetic Fluid. Our fluid is rated for both TES-295 and TES-468. IF THERE IS ANY DOUBT ABOUT WHAT FLUID TO USE CONTACT BOB CARLSON, OR READ THE DIPSTICK.					
Inspect Drive Shaft & U-Joints for tightness. Check for anything caught or wrapped around driveshaft.					
Check Anti-freeze condition and strength. Record Readings. Add, drain and/or flush only if required.				_____ -Degrees _____ -Nalcool Charge	
REAR END					
Differential	OK	Adjusted	Repaired	Record Comments	Sign-Off
Check Fluid Level ONLY.					
If Differential Fluid Is In An Enclosed Housing, No Further Action Is Required Unless There Are Signs Of Significant Leakage.					

**BUS SAFETY INSPECTION, PMB SERVICE - 03
6500-MILE INTERVAL (OIL/FILTER CHANGE)**

Track Rods					
Torsion Arms					
Sway Bar					
Bushings & Links					
Shocks					
Air Bag/Susp					
All Hoses, Lines, Dryer & Spitters					
Check Frame					
Cross Members					
Body Mounts					
Hose & Lines & Brackets					
On All Units; All Types of Bearings: Inspect Bearings For Play (Lateral and Radial) and Replace As Required. Also Check Fluid for Contamination or Discoloration. If Change is Needed, See Checklist #64.					
FRONT END	OK	Adjusted	Repaired	Record Comments	Sign-Off
Check Axle					
King Pins					
Tie Rod					
Drag Link					
Pitman Arm					
Steering Gear					
Shocks					
Air Bags/Susp					
Track Rod & Control Arms					
INSPECT TIRES AND RIMS FOR:	OK	Adjusted	Repaired	Record Comments	Sign-Off
Wear, Cuts, Damage, Separations & Replace as needed (to include Studs, if equipped)					
Proper Air Pressure, Correct as Needed					
Note Tread Depth (4/32" Min Front) (3/32" Min Rear)				LF _____ RF _____ RR RR IN _____ Out _____ LR LR IN _____ Out _____	
Proper Factory Torque on lug nuts using torque gun or torque wrench					
BRAKES -- Front and Rear: Inspect	OK	Adjusted	Repaired	Record Comments	Sign-Off

**BUS SAFETY INSPECTION, PMB SERVICE - 03
6500-MILE INTERVAL (OIL/FILTER CHANGE)**

Drums					
Lining					
Slack Adj.					
Brake Cans for Cracks Around Mounting Bolts, Looseness (Note: When Testing, "Wiggle" or Try To Move The Air Can; If Looseness is Observed, This May Be A Sign Of Cracked Air Can Around The Mounting Bolts, Check Mounting Brackets. Also Check Parking Brake Chambers for Broken Spring, Replace Chamber if Spring is Broken.					
Check Brake Can Rod For Being Centered And Properly Aligned With Linkage For Slack Adjustor (Note: Improper Rod Alignment May Be A Sign Of A Cracked Air Can Around The Mounting Bolts); Check Travel & Note Length of Travel (Note: Air Can That Is Seen To Move During Application While Measuring Travel Length Can Be Cracked or Loose).				RF _____ inch LF _____ inch RR _____ inch LR _____ inch Center L _____ inch Center R _____ inch	
Check Lining & Note:				RF _____ % LF _____ % RR _____ % LR _____ % Center R _____ % Center L _____ %	
Hoses, Lines and Valves for Wear/Damage					
ITEM CHECK OFF	OK	Adjusted	Repaired	Record Comments	Sign-Off
Lubricate mechanical locks, door hinges, door detect linkage as equipped.					
Vehicle Condition Report booklet					
First Aid Kit (Full)					
Ice Scraper					
Cutter Bag					
No Smoking Sticker					
Washed					