

Public Transportation Agency Safety Plan for Danville Mass Transit

Version 1, Issued Fall 2020

1. Transit Agency Information

Transit Agency Name	City of Danville / Danville Mass Transit		
Transit Agency Address	101 N. Jackson Street, Danville, IL 61832		
Name and Title of Accountable Executive	Director of Public Transportation Per 673.5, AE is ultimately responsible for carrying out the PTASP and the TAM Plan. AE has control and direction over the resources necessary to develop and maintain these plans.		
Name of Chief Safety Officer or SMS Executive	DMT Maintenance and Facilities Supervisor Per 673.5, CSO is adequately trained and responsible for safety. CSO reports directly to the AE, and because the property is a small urban, this person also serves as the maintenance and facilities supervisor. Per 673.23(d)(2), the CSO is responsible for day-to-day implementation and operations of the DMT safety system.		
Mode(s) of Service Covered by This Plan	Fixed-route bus	List All FTA Funding Types (e.g., 5307, 5337, 5339)	5307

¹ Part 673 defines small public transportation provider as 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. (49 C.F.R. § 673.5). This includes bus transit systems with one hundred (100) or fewer vehicles in revenue service during peak regular service across all non-rail fixed route modes or in any one non-fixed route mode.

Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)	Directly operated		
Does the agency provide transit services on behalf of another transit agency or entity?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Description of Arrangement(s)
Name and Address of Transit Agency(ies) or Entity(ies) for Which Service Is Provided			

2. Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	Danville Mass Transit	
Signature by the Accountable Executive	Signature of Accountable Executive	Date of Signature
	Lisa Beith	September 17, 2020
Approval by the Board of Directors or an Equivalent Authority	Name of Individual/Entity That Approved This Plan	Date of Approval
	Danville City Council	September 15, 2020
	Relevant Documentation (Title and Location)	
	Resolution 2020-72	
Certification of Compliance	Name of Individual/Entity That Certified This Plan	Date of Certification
	Corporation Counsel City of Danville	
	Relevant Documentation (Title and Location)	
	Annual Certifications and Assurances	

Version Number and Updates			
<i>Record the complete history of successive versions of this plan.</i>			
Version Number	Section/Pages Affected	Reason for Change	Date Issued
01	PTASP - Bus Transit	Initial document and implementation	

Annual Review and Update of the Agency Safety Plan

Describe the process and timeline for conducting an annual review and update of the ASP.

By July 1 of each calendar year, the City of Danville's Risk Manager and the Chief Safety Officer (CSO) will assess the Agency Safety Plan for changes, updates, additions, and deletions from the previous version. If changes are made, the new draft version will be signed off by the Accountable Executive (AE), and the document will be sent to the Mayor and City Council for re-approval. All approved updates will be recorded on the table above, distributed to employees of Danville Mass Transit in various formats and will be kept on file in the AE and Risk Manager's offices. If the document has been kept current, it may not be necessary to make changes, but it will still need to be reviewed. This ASP contains applicable requirements and standards as set forth in FTA's Public Transportation Safety Program and the National Public Transportation Safety plan.

3. Safety Performance Targets

Safety Performance Targets

Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.

Mode of Transit Service	Fatalities (Total)	Fatalities (Rate)	Injuries (Total)	Injuries (Rate)	Safety Events (Total)	Safety Events (Rate)	System Reliability
Fixed route bus	0	.0000 - rate based on total VRM	5	.0001 - rate based on total VRM	3	.0001 - rate based on total VRM	49,000 - number of VRM divided by major mechanical failures in previous FY

Safety Performance Target Coordination

Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.

Danville Area Transportation Study, the MPO for the urbanized area will be given a copy of the safety performance targets that have been established by Danville Mass Transit after its adoption by the City of Danville City Council. A copy of this safety plan will also be on file with the Illinois Department of Transportation. DMT personnel are available to coordinate with IDOT and the MPO in the selection of IDOT and MPO safety performance targets upon request.

Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
	Illinois Department of Transportation	

Targets Transmitted to the Metropolitan Planning Organization(s)	Metropolitan Planning Organization Name	Date Targets Transmitted
	Danville Area Transportation Study	

4. Safety Management Policy

Safety Management Policy Statement	
<i>Use the written statement of safety management policy, including safety objectives.</i>	
<p>Danville Mass Transit is committed to continually improving our safety program to create a work environment that provides the lowest possible risk to employees, customers and the general public by following these safety objectives:</p> <ol style="list-style-type: none"> 1. Strive to incorporate these practices into our work environment and re-evaluate the effectiveness of our practices and behaviors on an ongoing basis. 2. Demand that our employees practice this safety plan to ensure everyone's health and welfare. 3. Encourage employees to cooperate in reporting failures and weaknesses in the safety system so efforts can be made to correct and uphold the system, whether this reporting be in writing, in person, or submitted anonymously. 4. Expect management to address all concerns to maintain an atmosphere where employees feel confident that they can report without fear of retaliation or harassment. Have a reporting system that makes the public feel that they are heard, that their safety is important and that their feelings are valid. 5. Provide our employees with achievable safety performance targets. 6. Keeping communication between staff, management and the public open and productive. Provide an environment where anyone feels welcome to report safety concerns without fear of punishment, unless it is determined that an employee has committed an illegal, negligent, or intentional act that is outside the guidance of the regulations or safety plan. 	
Safety Management Policy Communication	
<i>Describe how the safety management policy is communicated throughout the agency. Include dates where applicable.</i>	
<p>The Agency Safety Plan (ASP) was presented to and approved by the Danville City Council in the fall of 2020. After that time, all employees at Danville Mass Transit were introduced to the plan by means of individualized training and each employee received, and signed for a copy of the plan.</p> <p>Periodically, as safety concerns need to be addressed with the entire workforce, we will engage all employees in communicating and training by means of TEAM meetings. And as updates are made, the revised document will be distributed. All document distribution and/or TEAM meeting attendances will require a signed receipt by the employee.</p> <p>Additionally, the PTASP has been added to the employees' reference shelf. As updates are made, they are added to the book upon approval and a notice is added to the memo board to alert employees to changes.</p>	
Authorities, Accountabilities, and Responsibilities	
<i>Describe the role of the following individuals for the development and management of the transit agency's Safety Management System (SMS).</i>	
Accountable Executive	Oversee the development, implementation and management of the system. Ensure that the plan is relevant and applicable to the entire agency. Appoint the appropriate personnel to maintain and review the ASP, but may meet with a reporter if they bring their concern to the AE. The AE will make the final determination when a change to the plan needs to be made, and take appropriate action to get approval, and recertification. The AE is ultimately responsible for the ASP, SMS and the agency's Transit Asset Management (TAM) plan.

Chief Safety Officer or SMS Executive	Assist in the development, implementation and management of the system. Assist in evaluating and updating the plan and takes responsibility for the training of employees. CSO reports any findings directly to the AE and works with the AE to determine the course of action necessary to mitigate the problem. Administers the daily responsibilities necessary for oversight of the plan and the system. The CSO is available to take a verbal report from an employee or the public and is one of the key employees in the investigation of a concern or complaint.
Agency Leadership and Executive Management	When significant changes are made that require board approval, the Mayor, Corporation Counsel, and the AE will present the updated plan and/or system changes to the City Council. In the scope of day-to-day activities, all agency leaders including supervisors will monitor the effectiveness of the safety plan and program, and report necessary changes to the AE. Agency leaders and supervisors are also expected to provide ongoing support for implementation of the safety plan and displaying leadership qualities in the work environment.
Key Staff	City of Danville's Risk Manager will help review, update and train employees and staff on the safety plan. Supervisory staff will be encouraged to give feedback about areas of concern, and may be asked to assist in the annual review of the policy.

Employee Safety Reporting Program

Describe the process and protections for employees to report safety conditions to senior management. Describe employee behaviors that may result in disciplinary action (and therefore, are excluded from protection).

Employees who feel that safety conditions are compromised or are non-existent, may meet with the AE or CSO to report their findings. The AE or CSO will make notes about the meeting, and ask the reporter to sign and date the incident report, if they choose to.

Employees who wish to report safety conditions may also complete an incident report themselves. The report must give specific information including dates, if applicable about safety violations, unsafe conditions, or unsafe practices. The report can be given to their immediate supervisor, the CSO or to the AE for the agency. If the report is given to the immediate supervisor, the supervisor must assure that the date and time of the report submission is included. The supervisor may discuss or ask questions of the reporter for further information, complete his/her comments section and submit to the AE or CSO. The AE or CSO will discuss the report with the supervisor and the reporter, if necessary.

Any employee reporting unsafe conditions will not suffer retaliatory measures by any member of management or their co-workers. If an employee feels that they have been subject to retaliation because of their report or information they have divulged, they must immediately meet with the AE (or CSO, only in the absence of the AE) so the situation can be documented. If they feel that the retaliation violates any collective bargaining agreement provision, they may meet with their union representative to decide whether or not a grievance needs to be filed.

DMT may find it necessary to invoke disciplinary measures if any of the following occur:

1. It is determined that an employee has created or contributed to the unsafe conditions by failing to follow the safety measures that have been put into place.
2. It is determined that there has been illegal activity such as assault or theft.
3. It is determined that there has been gross negligence that puts people or property at risk.

The employee may face disciplinary action appropriate to the situation and in accordance with the Danville Mass Transit General Policies and Procedures and their CBA.

5. Safety Risk Management

Safety Risk Management Process

Describe the Safety Risk Management process, including:

- *Safety Hazard Identification: The methods or processes to identify hazards and consequences of the hazards.*
- *Safety Risk Assessment: The methods or processes to assess the safety risks associated with identified safety hazards.*
- *Safety Risk Mitigation: The methods or processes to identify mitigations or strategies necessary as a result of safety risk assessment.*

HAZARD IDENTIFICATION - ALL employees must be alert to their surroundings and follow all safety measures that have been put into place. Any hazard, or potential for a hazardous situation must be reported and resolved whether it be unsafe conditions or unsafe practices and behaviors. Supervisors must also proactively contemplate the potential risks involved in the practices of the agency, and quickly take measures to report any situation that could lead to a safety failure. Additionally, hazards may be identified by passengers, the general public, other departments, and new industry information. Warnings may be issued by funding agencies including the state or FTA.

Once identified, any hazard or potential hazard needs to be documented in writing either by the reporter, or by the supervisor or other individual involved in the SMS to allow for follow up. Information should be logged by the CSO for future reference, and data comparisons. The CSO will investigate the hazard that has been reported by observing, interviewing other staff members affected, and gathering any information that could be relevant to an investigation.

This information will be presented to the safety committee, unless it is identified as an immediate threat to people or property. In this case, it may be taken directly to the AE for immediate decisions about mitigation.

SAFETY RISK ASSESSMENTS -

After a hazard has been identified, the CSO will begin an investigation into the likelihood of injury, illness or damage needs to be assessed. A file should contain the reason the investigation took place (report, industry standard, risk warnings, etc.), notes about the investigation, and a report of the result of the investigation. The report will include a rating of the hazard to assess the likelihood it will occur, and the consequences that could result from this hazard. These ratings will prioritize the need for a mitigation process, should be incident be rated as a high risk.

If new processes or procedures are created as a result of the investigation, steps will be taken to communicate the new information, as described in the Safety Management Policy Communication section.

Any time there is a situation that is unprecedented, or does not have a safety procedure in place, the situation needs to be assessed to assure that all safety processes are implemented and being followed. Likewise, new equipment and methods need to be evaluated to ensure that the everyone's welfare is protected. When hazards have been identified, the CSO, the AE and the risk manager may need to incorporate safety procedures to be followed to allieviate the possibility of future damage or injury. These procedures would be implemented after assessing the frequency, severity, and the consequences of the risk to determine the best course of action to mitigate such liabilities.

SAFETY RISK MITIGATION - The CSO, AE, and/or risk manager, will put procedures into place to lessen the possibility of damage or injury after safety risks have been identified and the risks of the hazard have been assessed. Changes in process or procedure may be as simple as incorporating new equipment that can reduce injury potential, or as necessary as immediately prohibiting the use of dangerous practices or implements. The resolution will be determined by the AE and CSO based on the frequency, severity, and the consequences of the risk potential. Employees will be notified in writing of the expectations for them after the implementation of new processes that have been put into place. All employees will be required to sign off on any change notifications.

6. Safety Assurance

Safety Performance Monitoring and Measurement

Describe activities to monitor the system for compliance with procedures for operations and maintenance.

While supervisors and members of management oversee employees, there are many eyes watching to determine if there are unsafe behaviors or situations that have been addressed, but are not being put into practice. Peers are expected to remind one another of the importance of safety measures for their own protection, and the protection of those they deal with each day. All employees are responsible for ensuring that the workplace is a safe environment, and the workforce is performing at a high standard of safety.

Other means of monitoring include, but are not limited to:

1. Street supervisor monitoring in-service behaviors
2. Supervisors following up on past practices that are deemed unsafe
3. Vehicle inspections and preventative maintenance
4. General public or employees in other City departments that observe unsafe practices
5. Regular review of cameras both at the facility, or onboard buses
6. Employee reporting of both newly identified safety issues or mitigation processes that are not being followed

As needed, the reporting that results from the above practices will be used to follow up on both individual and system-wide safety compliance.

Once mitigation and resolution have taken place, it is important to continue to monitor all employee behaviors to assure that these safety practices are not being ignored or performed incorrectly. Likewise, everyone should work together to monitor the new practices to determine if they are working to the fullest potential, or if further adjustments need to be made to the plan to provide a safer work environment.

Additionally, the AE and/or the CSO will want to continue to monitor the event that led to the new practices to reduce the likelihood that employees will revert back to behaviors that caused the concern to begin with. They will also continue to investigate the latest industry trends that might help mitigate the event which led to unsafe conditions.

Describe activities to monitor operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.

The AE, CSO, operations supervisor, and the maintenance supervisor will most closely monitor the safe operation of the workplace by constantly overseeing and re-evaluating procedures and practices. When a safety resolution has been put into place but is ineffective or inappropriate, it must be brought to the attention of the AE or CSO by any employee. Any injury or damage that occurs in spite of the fact that all safety measures have been used, needs to be reevaluated to incorporate new equipment or processes to assure a safe workplace. A safety risk is not necessarily mitigated just because there has been no damage or injury. Processes need to be constantly monitored, evaluated and updated as industry standards and company circumstances evolve.

Describe activities to conduct investigations of safety events, including the identification of causal factors.

In investigating safety events, it is important for the AE, CSO, and supervisory staff to understand exactly what needs to be addressed. It could be necessary to observe repeatedly, to involve another supervisor in the investigation, or ask the reporter to clarify the nature of their concern. It may also be necessary to ask other employees about the situation or behaviors in question to determine if the problem is isolated, or is a common practice among the workforce. Investigations will vary in their content. Major, highly hazardous situations will need to be addressed with urgency, sometimes forcing a practice to cease immediately. Other investigations may be ongoing to make a more educated decision about what changes need to be implemented, if any.

Observation may be done in a variety of ways including evaluations, camera observations, or the casual encounter of an unapproved behavior. Regardless of the status of the concern, all need to be addressed without exception and documented. Any changes that need to be made as a result of the report will be communicated to all employees, and written into the safety plan, if needed.

These reports must be written on an incident report and reviewed by the CSO and/or the AE for investigation. Any significant policy changes will also need to be reviewed and approved by City of Danville's Corporation Counsel, the Mayor, and/or the City Council.

Describe activities to monitor information reported through internal safety reporting programs.

Any reports of unsafe behaviors or practices will be documented on the correct form and given to the supervisor or CSO for review. In any situation where oversight has been conducted, it is imperative that documentation be provided by the supervisory staff, CSO, or AE and that follow up is conducted based on the investigation process.

All documents related to the hazard report will be kept in a file in the AE's office, along with resolutions.

Management of Change (Not Required for Small Public Transportation Providers)

Describe the process for identifying and assessing changes that may introduce new hazards or impact safety performance.

N/A

Continuous Improvement (Not Required for Small Public Transportation Providers)

Describe the process for assessing safety performance. Describe the process for developing and carrying out plans to address identified safety deficiencies.

N/A

7. Safety Promotion

Competencies and Training

Describe the safety training program for all agency employees and contractors directly responsible for safety.

Anyone employed at Danville Mass Transit at the time the ASP has been approved and put into place, will undergo a comprehensive training program that covers all information in the policy and plan. Each employee will receive and sign a receipt for a copy of these documents, which includes information relating to the need to report, the process for reporting, and what should occur after the hazard has been reported.

Safety Communication

Describe processes and activities to communicate safety and safety performance information throughout the organization.

Should any changes to the safety practices, PPE gear, or procedures require changes in employee behaviors, copies of the change will be distributed. All employees will need to sign a receipt to assure that everyone has been notified. If the change is significant enough that hands-on training needs to be conducted, the employees will also be required to attend a TEAM meeting to discuss the change and learn the implementation process. As with all TEAM meetings, a signature is required to document attendance. Ongoing evaluation and refresher training will be provided as needed within the agency.

Employees who are hired after the implementation of the Safety Plan will receive a copy of the plan and policy and sign a receipt for such. One-on-one training regarding the plan which includes the importance of adhering to and reporting inconsistencies in the plan, will be provided.

Additional Information

Supporting Documentation

Include or reference documentation used to implement and carry out the ASP that are not included elsewhere in this Plan.

Acronym	Word or Phrase
DMT	Danville Mass Transit
PTASP	Public Transportation Agency Safety Plan
FTA	Federal Transit Administration
ASP	Agency Safety Plan
TAM	Transit Asset Management
AE	Accountable Executive
CSO	Chief Safety Officer
SMS	Safety Management System
VRM	Vehicle Revenue Miles
MPO	Metropolitan Planning Organization
CBA	Collective Bargaining Agreement
PPE	Person Protective Equipment
CFR	Code of Federal Regulations
ESRP	Employee Safety Reporting Program
Part 673	49 CFR Part 673 (Public Transportation Agency Safety Plan)
SRM	Safety Risk Management

Definitions

Accident - means an Event that involves any of the following: a report of a serious injury to a person; a collision of public transportation vehicles; an evacuation for life safety reasons.

Accountable Executive - means a single, identifiable person who has ultimate responsibility for carrying out the PTASP of a public transportation agency; responsibility for carrying out the agency's TAM plan; or 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. 5326(d), and the agency's TAM plan, in accordance with 49 U.S.C.5326.

Event - means any accident, incident, or occurrence.

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

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

Investigation - means the process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.

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

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

Operator - of a public transportation system means a provider of public transportation as defined under 49 U.S.C.5302.

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

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

Public Transportation Agency Safety Plan (or Agency Safety Plan) - means the documented comprehensive Agency Safety Plan for a transit agency that is required by 49 U.S.C. 5329 and Part 673.

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

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

Safety Assurance - means processes within a transit agency's Safety Management System that function to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

Safety Management Policy - means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees in regard to safety.

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

Safety performance target - means a performance target related to safety management activities.

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

Safety risk assessment - means a process within a transit agency's Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.

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

Transit agency - means an operator of a public transportation system.

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