

# Worcester Regional Transit Authority Public Transportation Agency Safety Plan

December 31, 2022



## Introduction

The following Public Transportation Agency Safety Plan (PTASP) details the safety processes and procedures for the Worcester Regional Transit Authority (WRTA). This plan utilizes existing agency safety practices and best practices to be implemented to meet the new regulation set in 49 CFR Part 673 of the federal guidelines.

The PTASP includes formal documentation to guide the agency in proactive safety management policy, safety risk management, safety assurance, and safety promotion. The goal is to provide management and labor a comprehensive, collaborative approach to managing safety. The plan includes the process and schedule for an annual review of the plan to review the safety performance measures and update processes that may be needed to improve the organizations safety practices.

## Agency Background

The Worcester Regional Transit Authority is a political subdivision of the Massachusetts Department of Transportation and is the second largest regional transit authority in Massachusetts with 55 transit buses and 59 demand response vans. The WRTA was created in September 1974 pursuant to Massachusetts General Laws, Chapter 161B and is funded with Federal, State, and local subsidies, as well as farebox revenue. The WRTA is not a transit operator, however, it is responsible for the planning, funding, and oversight of public transportation in the City of Worcester and the thirty-six (36) surrounding communities in its service delivery area. The area comprises of over 500,000 in population and can be characterized as having an urban core over 200,000 population in thirty-eight square miles surrounded by suburban and rural areas.

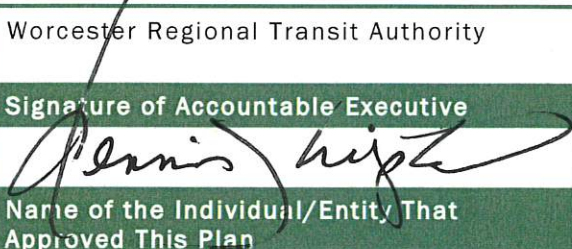
The day-to-day affairs of the WRTA are conducted by an Administrator, who is appointed by the Advisory Board. The Advisory Board is made up of representatives from the 37-member communities of the WRTA.

It is the goal of the WRTA, through its Operators, to provide the best, efficient and maximum amount of transportation possible to its service area with its limited revenues from the Federal Transit Administration, the Commonwealth of Massachusetts, and its Member Communities.

# 1. Transit Agency Information

<b>Transit Agency Name</b>	Worcester Regional Transit Authority (WRTA)		
<b>Transit Agency Address</b>	60 Foster Street Worcester, MA 01608		
<b>Name and Title of Accountable Executive</b>	Dennis Lipka, Administrator		
<b>Name of Chief Safety Officer or SMS Executive</b>	Kerry Tetreault, CMTM Safety Manager		
<b>Mode(s) of Service Covered by This Plan</b>	Fixed Route Paratransit	<b>FTA Funding Types</b>	5307, 5310, 5339
<b>Mode(s) of Service Provided by the Transit Agency (Directly Operated or Contracted Service)</b>	Fixed Route – Contracted Service Paratransit – Contracted Service		
<b>Does the agency provide transit services on behalf of another transit agency or entity</b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	<b>Description of Arrangements</b>
<b>Name and Address of Transit Agency(ies) or Entity(ies) for Which Service Is Provided</b>			

## 2. Plan Development, Approval, and Updates

<b>Name of Entity That Drafted This Plan</b>	Worcester Regional Transit Authority	
<b>Signature by the Accountable Executive</b>	<b>Signature of Accountable Executive</b>	<b>Date of Signature</b>
		12/27/2022
<b>Approval by the Board of Directors or an Equivalent Authority</b>	<b>Name of the Individual/Entity That Approved This Plan</b>	<b>Date of Approval</b>
	WRTA Advisory Board	4/20/2023
	<b>Relevant Documentation (Title and Location)</b>	
Gary Rosen, Chair		
<b>Certification of Compliance</b>	<b>Name of Individual/Entity That Certified This Plan</b>	<b>Date of Certification</b>
	Worcester Regional Transit Authority	12/27/2022
	<b>Relevant Documentation (Title and Location)</b>	
	60 Foster Street Worcester, MA 01608	

### Version Number and Updates

*Record the complete history of successive versions of this plan.*

Version Number	Section/Pages Affected	Reason for Change	Date Issued
1	All	New Document	9/09/20
2	1,2,3,6,7,8,10,12,13,15	Fleet Change, Personnel Changes, Committee change, Risk Management update	12/27/22

### Annual Review and Update of the Agency Safety Plan

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

This plan shall be reviewed on an annual basis to account for any updates to WRTA's safety policies or procedures. The Chief Safety Officer shall direct the update of the ASP, in consultation with the newly-formed WRTA Employee Safety Committee. Each February, the Chief Safety Officer will initiate a review of the ASP, in consultation with the WRTA Employee Safety Committee. By May, an updated draft of the ASP shall be provided to the Accountable Executive for final review. The Board of Directors will vote

to approve any changes by July 20<sup>th</sup>. All changes will ultimately be approved by the Accountable Executive.

### 3. Safety Performance Targets

#### Safety Performance Targets

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

The targets below are based on the review of the previous five years (CY 2018 - CY 2022) of WRTA's safety performance data. Demand response consists of DR-DO, DR-PT, and DT-PT modes.

Mode of Transit Service	Fatalities (Total)	Fatalities (Rate)	Injuries (Total)	Injuries (Rate)	Safety Events (Total)	Safety Events (Rate)	System Reliability (Miles between Failures)
Fixed Route	0	0	26	2.8	14	1.5	9,500
Demand Response	0	0	6	1.2	8	1.6	125,000

\*Rates are per 1,000,000 vehicle revenue miles

#### 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.*

The Accountable Executive shares our ASP, including safety performance targets, with the Metropolitan Planning Organization (MPO) in our service area each year after its formal adoption by the Advisory Board. WRTA's Accountable Executive also provides a copy of our formally adopted plan to the Massachusetts Department of Transportation (MassDOT). WRTA staff are available to coordinate with MassDOT and the MPO in the selection of MassDOT and MPO safety performance targets upon request.

Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
	MassDOT	12/31/22
Targets Transmitted to the MPOs	MPO Name	Date Targets Transmitted
	Central Massachusetts Metropolitan Planning Organization	12/31/22

## 4. Safety Management Policy

### Safety Management Policy Statement

*Use the written statement of safety management policy, including safety objectives.*

The Worcester Regional Transit Authority, and its contractor, Central Massachusetts Transit Management, Inc. (CMTM) are committed to providing convenient, comfortable, safe, reliable, cost-effective fixed route and paratransit services to all of the Worcester region. Safety is paramount in all its activities. WRTA and CMTM are committed to developing, implementing, and improving strategies, management systems and processes to ensure that all our public transportation activities uphold the highest level of safety performance.

WRTA's safety objectives include but are not limited to the following:

- Develop, embrace and embed a safety culture in all our public transportation activities that acknowledges that safety is the first priority.
- Clearly define employees' responsibilities for the development and delivery of public transportation safety strategy and performance.
- Minimize the risks associated with WRTA system operations to the lowest point as reasonably possible.
- Ensure that equipment, systems and services that impact the safety of our operations meet appropriate safety standards.
- Actively develop and improve safety processes to conform to national and industry standards.
- Comply with and, wherever possible, exceed national and industry requirements and standards
- Ensure that all are provided with adequate and appropriate safety information and training, are competent in safety matters and are only assigned tasks appropriate to their skills.
- Ensure that resources, including skilled and trained staff, are available to implement CMTM's safety strategy and policy.
- Establish performance metrics and measure our safety performance against realistic targets.
- Continually improve our safety performance.
- Conduct safety and management reviews and ensure that relevant corrective actions are taken.
- Ensure that the application of effective safety management systems (SMS) is integral to all our public transportation activities, with the objective of achieving the highest levels of safety standards and performance.

The WRTA and CMTM are committed to incorporating the tenets of a safety management system (SMS) within our organization. SMS is an organized approach to managing safety, including the necessary organizational structures, safety goals and performance targets, responsibilities and authorities, accountabilities, policies, and procedures for integrating safety into day to day operations.

CMTM's SMS has three defining pillars:

1. A comprehensive approach to safety that sets the tone for the management of safety, embraces the organization’s safety goals, objectives and policies, and, most importantly, senior management’s commitment to safety.
2. Structure and tools to deliver the necessary activities and processes to advance safety.
3. A formal system for safety feedback to confirm CMTM’s continuing fulfillment of its safety goals, objectives, policy, and standards.
4. A Safety Committee has been established in conjunction with union employees (ATU Local 22) to review safety concerns and to make recommendations on how to improve and identify safety hazards.

CMTM’s SMS offers a means of preventing accidents by integrating safety into all aspects of CMTM’s activities, from planning to operations to maintenance. SMS builds on the following four elements:

- A planned approach to system safety program tasks
- Qualified personnel to accomplish the tasks.
- Authority to implement the tasks through all levels of management.
- Appropriate financial and personnel resources to accomplish the tasks.

### Safety Management Policy Communication

*Describe how the safety management policy is communicated throughout the agency. Include dates where applicable.*

Both WRTA’s Agency Safety Plan and CMTM’s “Transportation Safety Policies and Procedure Manual” are posted publicly in all operations facilities. Furthermore, paper copies of both plans are available to employees and contractors upon request. The safety principles included in both plans are a key component of both safety-related new-hire and re-trainings.

### Authorities, Accountabilities, and Responsibilities

*Describe the role of the following individuals for the development and management of the transit agency’s Safety Management System (SMS).*

#### Accountable Executive

As WRTA’s Administrator, the Accountable Executive has the authority to control and direct the human and capital resources needed to develop and maintain both the agency’s Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the agency’s Transit Asset Management Plan in accordance with 49 U.S.C. 5326.

The responsibilities of the Accountable Executive include:

- Controlling and directing human and capital resources needed to develop and maintain the ASP and SMS.
- Designating an adequately trained Chief Safety Officer, and ensuring that CSO duties are being effectively fulfilled
- Ensuring that the SMS is effectively implemented.

### Chief Safety Officer or SMS Executive

The responsibilities of WRTA's Chief Safety Officer (CSO), Kerry Tetreault – CMTM Safety Manager has direct responsibility for day-to-day implementation of the Safety Management System and has the authority to make modifications to operating procedures to optimize system safety. The CSO reports directly to the Accountable Executive and communicates critical safety-related information to the AE as events occur, or on an as-needed basis. Principal duties of the Chief Safety Officer include:

- Developing and managing ASP and SMS policies and procedures, and keeping all policies and procedures up-to-date
- Ensuring and overseeing implementation and operation of the Safety Management System (SMS)
- Overseeing the Employee Safety Reporting Program and ensuring that a robust line of safety-related communication is consistently maintained.
- Ensuring that all major safety-related information is communicated to the Accountable Executive through the chain of command

In addition to the CSO responsibilities listed above, the CMTM Safety Manager, who will fill the CSO position, has the following responsibilities delineated by CMTM's Safety Policy and Procedure Manual:

1. Leads and is responsible for overseeing the implementation of the procedures and tenets of the Safety Program.
2. Chairs the monthly Accident Review Committee Meetings. The Accident Review Committee led by the Safety/Training Manager will review all accidents and conduct a Basic Safety Process on each to identify hazards and risk assessment/mitigation recommendations. The results of this analysis will be forwarded to the Assistant General Manager along with Preventability Determinations each month.
3. Chairs the monthly Safety Committee meeting along with the Director of Operations comprised of union and managers to review the fleet,



	<p>facilities and any possible hazards and recommendations are forwarded to the Assistant General Manager and General Manager for review.</p> <ol style="list-style-type: none"> <li>4. Leads the safety risk management process on all reported accidents, incidents, injuries, and hazards.</li> <li>5. Receives and records all reported hazards.</li> <li>6. Disseminates Safety Audit results and routine safety messages.</li> <li>7. Compiles statistics and complete reports intended to track accident/incident frequency for the purpose of monitoring compliance with safety performance goals, as well as any adverse trends.</li> </ol>
<p><b>Agency Leadership and Executive Management</b></p>	<p>Aside from the Accountable Executive and Chief Safety Officer major safety-related executive positions at WRTA include CMTM's General Manager and Assistant General Manager.</p> <p>Together, this group has the following overarching responsibilities:</p> <ul style="list-style-type: none"> <li>• Oversight of day-to-day operations and procedures related to the Safety Management System within each of their departments</li> <li>• Modification of policies and procedures to be consistent with SMS principles and implementation, as necessary</li> <li>• Ensuring a consistent line of communication between front line employees and management concerning safety</li> </ul> <p>Additionally, the specific responsibilities of each role are as follows:</p> <p><b><u>General Manager</u></b></p> <ol style="list-style-type: none"> <li>1. Responsible for the CMTM Safety Program.</li> <li>2. Establishes Safety Goals</li> <li>3. Recognizes/Rewards safe employees</li> </ol> <p><b><u>Assistant General Manager</u></b></p> <ol style="list-style-type: none"> <li>1. Oversees the Safety Program for the General Manager.</li> </ol>

	<p>2. Supervises the safety/training manager reports directly.</p> <p>3. Reviews the risk management program findings with the Director of Risk Management and Administrative Services.</p> <p>4. Recommends safe employees for recognition.</p>
<p><b>Key Staff</b></p>	<p>Other key safety-related staff at WRTA/CMTM include: the WRTA Employee Safety Committee, Accident Review Committee, Operators, Maintenance staff, Trainers, Supervisors, Dispatchers, and Starters.</p> <p>While each of these categories of employees have diverse and specific safety responsibilities related to their day-to-day duties and job performance, the overarching responsibilities of key safety staff include:</p> <ul style="list-style-type: none"> <li>• Reporting any identified safety concerns to management in a timely fashion</li> <li>• Following and abiding by all WRTA safety policies and acting in accordance with the principles of the SMS</li> </ul>

**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).*

WRTA employees and contractors, along with CMTM employees are encouraged to report any unsafe conditions, hazards, or other safety-related concerns identified during the course of their duties. There are multiple different avenues that employees can use to report any concerns. CMTM has established a WRTA Employee Safety Committee comprised of both management representatives and union members to review safety concerns or recommendations on a monthly basis. CMTM has set up a suggestion box in the drivers' room that can be used to either report unsafe conditions or make suggestions for safety or service enhancements. Employees throughout the agency are also encouraged to verbally report any safety concerns directly to management. WRTA has an open-door policy that encourages two-way communication between front-line employees and management.

When action is taken to address a concern identified by an employee report that results in changes in policies or procedures, employees will be notified by either:

- Verbal follow up with the employee who made the report (in the case of non-anonymous reports); or,
- Notices emailed to staff to provide updates on major safety actions taken in response to employee reporting.

Employees that report safety concerns in good faith are protected from any retaliatory measures. However, WRTA may recommend disciplinary actions if the report contains any of the following employee activities:

- Willful participation in illegal activity, such as assault or theft;
- Gross negligence, such as knowingly utilizing heavy equipment for purposes other than intended such that people or property are put at risk; or,
- Deliberate or willful disregard of regulations or procedures, such as reporting to work under the influence of controlled substances.

## 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 associate with identified safety hazards.*
- *Safety Risk Mitigation: The methods or processes to identify mitigations or strategies necessary as a result of safety risk assessment.*

WRTA has adopted a centralized approach to Risk Management, wherein the Chief Safety Officer, along with the dedicated Risk Manager, lead the Safety Risk Management process on all reported accidents, incidents, injuries, and hazards. The Chief Safety Officer and Risk Manager shall communicate frequently with the General Manager, Assistant General Manager, and other managers throughout the organization to obtain input on potential hazards and appropriate mitigation strategies.

### Safety Hazard Identification

Managers at WRTA and CMTM rely on a variety of sources to identify potential hazards that pose safety risk to the agency. These sources include:

- Hazard and incident reporting systems that promote the identification of unsafe conditions
- Safety surveys to elicit feedback from frontline personnel about areas of concern and unsatisfactory conditions that may have accident potential.
- Operational inspections or audits of all aspects of operations to identify vulnerable areas before accidents or incidents confirm that a problem exists.
- Monthly environmental inspections of all facilities completed by the Assistant General Manager
- Vehicle camera footage
- External information, including reports from FTA and other oversight authorities, which provide information based on Federal, State or local findings, research, considerations, or assessments

When a safety concern is observed by management or supervisory personnel, whatever the source, it is reported to the Chief Safety Officer. In the event that the Chief Safety Officer needs to collect more information about the nature of the risks, they and the Risk Manager shall reach out to all affected employees, conduct an inspection of an affected area, or review any documentation available related to the hazard.

### Safety Risk Assessment

Once hazards have been identified, they must undergo an assessment to determine their potential consequences. Typically, this assessment involves three considerations:

- The likelihood of the hazard precipitating an unsafe event
- The severity of the consequences of the unsafe event if the hazard is allowed to remain.

- The exposure to the hazard, (e.g., number of passengers-miles per day, number of pedestrians, number of vehicles per hour, etc.; and the characteristics of transit users and vehicles).

The probability of adverse consequences becomes greater with increased exposure to the unsafe conditions. Assessing the risk of a particular hazard should be done in sequence:

- **The potential consequences are identified and estimated.** The consequences are those of credible scenarios of what might happen if the hazard persists, taking the prevailing conditions into consideration.
- **The likelihood of such consequences occurring is determined.** After assessing the consequences, the likelihood is estimated based on historical evidence or experience that such consequences have materialized under similar conditions in the industry or the organization.

Hazard assessment is the responsibility of the Safety Department and is led by the Chief Safety Officer, in consultation with the Safety Risk Managers and other relevant managerial staff as required. If a mitigation is already in place to address the potential consequence of a hazard, the effectiveness of this mitigation is factored into the risk assessment. The results of these assessments are reported directly to the General Manager.

### Safety Risk Mitigation

Risks may be classified as unacceptable, tolerable, or acceptable. Risks that are so high that they are unacceptable and must be reduced are at the top region, and risks that are so low that they are acceptable are at the bottom region. The region in between is called the tolerable region; risks in this region may be tolerated if they cannot practically be reduced, based on various tradeoffs between risks and benefits resulting from the system or installation that causes the risks.

The goal is a risk that has been reduced to a level that is “as low as reasonably practicable.” In determining the threshold for what is “reasonably practicable” in this context, consideration should be given to both the technological feasibility of further reducing the risk and the associated cost.

The assessment process may indicate that certain hazards have an acceptable level of risk, while others require mitigation to an acceptable or tolerable level. The assessment matrix can help prioritize the hazards most warranting attention, the higher the risk the greater the urgency. The level of risk can be lowered by reducing the severity of the potential consequences, by reducing the likelihood of occurrence and/or by reducing the exposure to that risk.

In general, safety actions can be categorized into three broad categories:

- **Physical defenses:** These include objects and technologies that are engineered to discourage, warn against, or prevent inappropriate action or mitigate the consequences of events (e.g., traffic control devices, fences, safety restraining systems, safety redundancies, etc.) Driver barriers were installed on all fixed route buses to protect drivers.
- **Administrative defenses:** These include procedures and practices that mitigate the likelihood of accident/incident (e.g., safety regulations, standard operating procedures, personnel proficiency, supervision, inspection, training, etc.)
- **Behavioral defenses:** These include interventions through education/training of operators as well as public awareness campaigns aimed at reducing risky and reckless behavior of factors outside the control of the transit agency (e.g. motorists, passengers, and pedestrians)

- **Public Health defenses:** A sanitation team comprised of maintenance workers was created to disinfect facilities and buses using equipment to mist buses twice a day. Driver barriers were installed to reduce spread of germs from passengers and protect drivers.

Determining appropriate hazard mitigation strategies is a shared responsibility at WRTA and CMTM. The dimensions of the hazard, based on the hazard assessment process, as well as the advantages and disadvantages of potential corrective actions, are judged collaboratively by the Chief Safety Officer, Risk Manager, General Manager, Assistant General Manager, and when necessary, the WRTA Employee Safety Committee. Any mitigations that result in long-term changes to operational procedures must be communicated to, and approved by, the Accountable Executive.

## 6. Safety Assurance

### Safety Performance Monitoring and Measurement

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

The Chief Safety Officer will ensure that regular safety audits are conducted. These audits will include a review of training protocols, pre-trip inspections, and post-trip operations and maintenance safety procedures. Following regular safety audits, the Chief Safety Officer will:

- Communicate the audit results and any corrective actions to all affected employees and to WRTA management
- Measure the organization's safety performance with clear safety metrics and, Perform periodic reviews of the SMS to ensure it remains relevant and appropriate to the organization.

In addition to the process for safety audits described above, WRTA also performs ongoing comprehensive environmental inspections and audits, which are managed and thoroughly documented by the Clerk of Environmental Works. The Accountable Executive and Deputy Administrator will also ensure that CMTM follows all WRTA policies and procedures, and will evaluate the results of audits for compliance.

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

The WRTA and CMTM monitor safety risk mitigations to determine if they have been implemented and are effective, appropriate, and working as intended. The Chief Safety Officer, Safety Managers, and Assistant General Manager share responsibility for ensuring that mitigation strategies are effective and appropriate on a continuous basis.

Implemented safety risk mitigations are frequently reviewed at scheduled safety and managerial meetings. If a mitigation is not working as intended, the Safety Manager or other relevant manager will propose improvements to the identified mitigation or propose an alternative mitigation strategy altogether. The Chief Safety Officer will approve or modify this proposed course of action and ensure its execution.

Monitoring methods for safety risk mitigations include:

- Reviewing results from accident, incident, and occurrence investigations, and utilizing the accident/incident database to monitor trends over time
- Monitoring employee safety reporting to determine if complaints persist after implementation of a mitigation strategy
- Reviewing results of internal safety audits and inspections
- Analyzing operational and safety data to identify emerging safety concerns.
- Job performance observations

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

The procedure for investigation of safety events, including all accidents, incidents, and occurrences is as follows:

The supervisor shall prepare a complete and concise accident report; and when required, provide recommendations that will prevent a recurrence of the causative

factors for each accident. All accident reports will be forwarded to the Safety/Training Manager who will present the report to the Accident Review Committee at the next monthly meeting. The Accident Review Committee will rule on preventability on each accident.

The Accident Review Committee will also conduct a Safety Risk Management Process for each accident to identify the hazards involved and any risk mitigation required to prevent future accidents. The two products from the Accident Review committee on each accident review will consist of a complete Collision Root Cause Analysis Form and a Collision/Incident Review Form.

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

The Chief Safety Officer is primarily responsible for management and oversight of all employee reporting at CMTM, and particularly for monitoring of any written employee safety reports. All other managers and supervisors have the responsibility to communicate safety-related employee reports to the Chief Safety Officer so any hazards can be properly documented. If the CSO is unavailable, reports should be forwarded to the General Manager. The Chief Safety Officer routinely reviews safety data captured in employee safety reports, safety meeting minutes, customer complaints, and other safety communication channels. When necessary, the Chief Safety Officer ensure that the concerns are investigated or analyzed through SRM process.



## 7. Safety Promotion

### Competencies and Training

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

WRTA employs a comprehensive training program for all safety-sensitive staff and contractors. The Accountable Executive reviews the safety training program on at least an annual basis with the Chief Safety Officer to ensure that relevant CMTM staff are up-to-date on all trainings and that all contractor staff are receiving the training and guidance necessary to excel in their duties. This review is part of the annual ASP update process.

Refresher trainings for staff are provided on an ongoing basis, with the frequency of re-training depending on the specific training module. The frequency of re-training is noted alongside each training described below.

In addition to the required trainings below, all safety-related staff, including executive staff, are briefed on the components of the Safety Management System through completion of the Transit Safety Institute's SMS Awareness Course.

#### **Required safety trainings for operators include:**

- Defensive Driving/Smith System
- Pre-trip inspection
- Night driving
- Serving passengers with disabilities
- Bloodborne pathogen

#### **Required safety trainings for maintenance staff include:**

- Right to Know
- Body mechanics and ergonomics
- Hazard Communication

Full and comprehensive lists of all trainings for bus and van drivers have been attached as appendices to this plan. Furthermore, detailed policies regarding substance abuse can also be found in the **CMTM Transportation Safety Policies and Procedure Manual**.

### Safety Communication

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

WRTA is committed to thoroughly communicating its safety policies, procedures, and performance, as well as ensuring that contractors are consistently conveying information related to hazards and safety risks relevant to employees' roles and responsibilities to its staff. Communication between managers and frontline staff is a critical component of safety communication at WRTA and CMTM. Safety policies, directives, and procedures are communicated to staff through a variety of different methods, including:

- Bulletins posted by the Chief Safety Officer detailing safety policies and procedures posted in common areas for drivers and maintenance staff
- WRTA Employee Safety Committee meetings where safety policies, safe practices, and potential hazards are frequently discussed
- Vehicle starters use the Touchpoint system to communicate safety information with drivers as they begin their shifts

Additionally, the Operator handbook contains detailed information about the safety responsibilities for all operators. These safety responsibilities are a key element of all new-hire training. Frequent retraining is used to reinforce both safety responsibilities and standard operating procedures.

When action is taken to address a concern identified through the Employee Safety Reporting Program that results in changes in policies or procedures, employees will be notified by either:

- Verbal follow up with the employee who made the report (in the case of non-anonymous reports); or,
- Notices emailed to staff to provide updates on major safety actions taken in response to employee reporting.

## Additional Information

### Supporting Documentation

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

**CMTM Transportation Safety Policies and Procedure Manual**  
**CMTM Bus Driver Training**  
**CMTM Van Driver Training**  
**CMTM Operator Handbook**  
**Collision Root Cause Analysis Form**  
**Collision/Incident Review Form**

*Definitions of Special Terms Used in the ASP*

Term	Definition
Accident	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	Single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the agency's Transit Asset Management Plan, in accordance with 49 U.S.C. 5326.
Equivalent Authority	Entity that carries out duties similar to that of a Board of Directors for a recipient or sub recipient of FTA funds under 49 U.S.C. Chapter 53, including sufficient authority to review and approve a recipient or sub recipient's Public Transportation Agency Safety Plan.
Event	Any Accident, Incident, or Occurrence.
Hazard	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	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	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	Plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53
Occurrence	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 public transportation system	Provider of public transportation as defined under 49 U.S.C. 5302.
Performance measure	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	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)	Documented comprehensive Agency Safety Plan for a transit agency that is required by 49 U.S.C. 5329 and Part 673.
Risk	Composite of predicted severity and likelihood of the potential effect of a hazard.
Risk Mitigation	Method or methods to eliminate or reduce the effects of hazards.

Safety Assurance	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	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	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	Performance target related to safety management activities.
Safety Promotion	Combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.
Safety risk assessment	Formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.
Safety risk management	Process within a transit agency's Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.
Serious injury	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	Operator of a public transportation system
Transit Asset Management Plan	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.

*List of Acronyms Used in the ASP*

Acronym	Word or Phrase
ADA	American's with Disabilities Act of 1990
ASP	Agency Safety Plan (also referred to as a PTASP in Part 673)
CSO	Chief Safety Officer
ESRP	Employee Safety Reporting Program
FTA	Federal Transit Administration
MPO	Metropolitan Planning Organization
MassDOT	Massachusetts Department of Transportation
Part 673	49 CFR Part 673 (Public Transportation Agency Safety Plan)
SMS	Safety Management System
SRM	Safety Risk Management