

BILL# 927-22

A RESOLUTION APPROVING THE PUBLIC TRANSPORTATION AGENCY SAFETY PLAN (PTASP) FOR THE CITY OF ST. JOSEPH TRANSIT SYSTEM.

WHEREAS, the City of St Joseph receives federal financial assistance from the Federal Transit Administration in support of its mass transit operations; and.

WHEREAS, all programs receiving financial assistance from the Federal Transit Administration are subject to the Public Transportation Agency Safety Plans (PTASP) regulation (49 CFR Part 673) and the Department of Transportation’s implementing guidelines; and

WHEREAS, the Federal Transit Administration requires all recipients to document their compliance by submitting a PTASP and update annually; and

WHEREAS, the Federal Transit Administration requires the governing entity of the recipient to document that it has approved the PTASP.

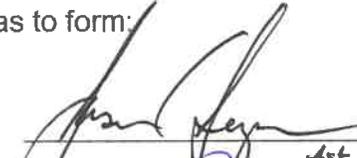
NOW, THEREFORE, BE IT RESOLVED BY THE COUNCIL OF THE CITY OF ST. JOSEPH, MISSOURI, AS FOLLOWS:

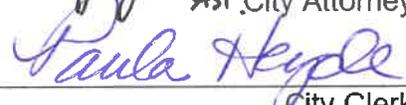
SECTION 1. That the PTASP for the City of St. Joseph Transit System has been reviewed and is hereby approved and that a true and accurate copy of said program is attached hereto and incorporated herein by reference as though fully set out herein.

SECTION 2. That the City Manager and City Attorney are authorized to execute the annual certifications and assurances and other documents the Federal Transit Administration requires as a component of the annual awarding of Federal assistance grants.

SECTION 3. That the City Manager is authorized to furnish such additional information as the U.S. Department of Transportation may require in connection with the PTASP.

Approved as to form:



Asst. City Attorney
Attest: 

Paula Hyslop
City Clerk

Adopted: July 22, 2024


John Joseph Dale
Mayor

	Aye	Nay	Pass	Absent	Abstain
Davis	/				
Eslinger	/				
Grimm	/				
Josendale	/				
Novak	/				
Randolph	/				
Schomburg	/				
Schultz	/				
Trout	/				
Total	9				

CITY CLERK

2024 JUL 19 AM 9:16

Resolution

Council Agenda #: 49093

Resolution #: **49104-5308**

Sponsored by Councilmember:

AGENDA ACCEPTED BY COUNCIL

Adopted: July 22, 2024

2024 JUL 22 AM 10:47

CITY CLERK

Date: July 22, 2024

Amount:

Account Number:

EXPLANATION TO COUNCIL BILL

ORIGINATING DEPARTMENT: Public Works & Transportation

PURPOSE: To approve the Public Transportation Agency Safety Plan (PTASP) required by the Federal Transit Administration (FTA) for the St. Joseph Transit System.

REMARKS: The Federal Transit Administration (FTA) mandates that operators of public transportation systems develop and maintain safety plans. These plans must be updated regularly and approved by the governing body. Documentation of this approval must be submitted as part of the Program. Federal financial assistance from the FTA will not be provided unless the Public Transportation Agency Safety Plan (PTASP) is both in place and approved by the FTA.

The project reflects the following action items in the City's strategic plan:

1. **Maintain & Enhance City Assets:** Stabilize aging fleet and equipment; implement fleet maintenance and replacement strategy to maximize resources and add value.

St Joseph Transit Inc. Agency Safety Plan

1. Transit Agency Information

Transit Agency Name	St. Joseph Transit Inc.		
Operating Location Address	702 S 5 th St Joseph MO 64501		
Name and Title of Accountable Executive <i>(Meets FTA § 673.5 and § 673.23(d)(1) – Accountable Executive definition)</i>	Chance Gallager, Deputy Director of Public Works		
Name of Chief Safety Officer <i>(Meets FTA § 673.5 and § 673.23(d)(2) - Chief Safety Officer definition)</i>	Daniel Baker, Operations Manager		
Mode(s) of Service Covered by This Plan	<input type="checkbox"/> Fixed-Route <input type="checkbox"/> ParaTransit <input checked="" type="checkbox"/> Deviated Fixed-Route <input type="checkbox"/> Demand-Response	List All FTA Funding Types (e.g., 5307, 5310, 5311)	<input checked="" type="checkbox"/> 5307 <input checked="" type="checkbox"/> 5310 <input type="checkbox"/> 5311 <input checked="" type="checkbox"/> Other, Please describe 5339
Mode(s) of Service Provided by the Operating Location (Directly operated or contracted service)	Fleet Description: 26 29' Gillig Lowfloor transit buses, 1 Cutaway Service Description: 8 fixed routes throughout city, with deviations to any address within St Joseph city limits. Additional service to Elwood KS available.		
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)

2. Plan Development, Approval, and Updates

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

Name of Entity That Drafted This Plan <i>(Location Code)</i>		St Joseph Transit Inc.	
Signature by the Location Accountable Executive <i>(Location General Manager)</i>	Signature of Location Accountable Executive		Date of Signature
			7/12/2024
Approval by the Board of Directors or an Equivalent Authority <i>(Local Contract Authority)</i>	Name of Individual/Entity That Approved This Plan		Date of Approval
	City of St. Joseph City Council		8/5/2024
	Relevant Documentation (title and location) Click or tap here to enter text.		
Certification of Compliance	Name of Individual/Entity That Certified This Plan		Date of Certification
	Michelle Schultz		7/12/2024
	Click or tap here to enter text.		
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
Original	All pages are original version	First Official version of Safety Plan	October 2020
Update	All pages	FTA recommendations incorporated	May 16, 2022
Update	All pages	FTA recommendations incorporated	January 9, 2024
Update	Pages 1 and 2	Change name of Accountable Executive	July 12, 2024

Annual Review and Update of the Public Transportation Agency Safety Plan

Describe the process and timeline for conducting an annual review and update of the Public Transportation Agency Safety Plan.

This plan will be reviewed and updated by General Manager and Operations Manager every year. The Accountable Executive will review and approve any changes, sign the ASP and forward to the MPO Coordinating Committee for review and approval .

3. Safety Performance Targets

Mode of Transit Service	Fatalities (Total)	Fatalities (per 100K VRM)	Injuries (Total)	Injuries (per 100K VRM)	Safety Events (Total)	Safety Events (per 100K VRM)	System Reliability (Total)
Deviated Fixed-Route	0	0	1	.12	6	.75	28,500

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.

St Joseph Transit shares our ASP, including safety performance targets with the MPO in St Joseph. MPO Technical and Coordinating Committees approves the plan. MPO forwards to City Council and the states of Missouri and Kansas.

Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
	State Entity which receives performance numbers: Missouri, Kansas	1/8/2024
Targets Transmitted to the Metropolitan Planning Organization(s)	Metropolitan Planning Organization Name	Date Targets Transmitted
	MPO which receives performance numbers: St Joseph Metropolitan Planning Organization	12/14/2023

4. Safety Management Policy

Safety Management Policy Statement

Our Number One Core Value is Safety. The Company owes its employees a safe work environment. In return, employees shall work safely – for their own protection and for that of their fellow employees, customers, and the general public. All collisions and injuries can be prevented. That is our Safety Culture.

You are expected to work safely having regard for yourself and others around you. You must comply with all Company procedures and practices relating to health and safety matters. Any failure to do so will result in disciplinary action being taken against you, up to and including discharge.

Safety Policy:

- The Company shall not perform a service or transport passengers unless it can be done in a safe manner.
- The Company requires that all employees shall perform their duties safely and with concern for the safety of their fellow employees.
- The Company is committed to providing a safe place to work, the proper protective equipment, and a work environment conducive to safe practices and policies.
- The company believes that working safely promotes quality and productivity. Avoidance of collisions and injuries is of critical importance to employees and their families. The Company is committed to an ongoing safety program to help employees avoid injury.
- Safety protects our most important asset – our people

St Joseph participates in the concept, “**BeSafe**”. The main purpose of BeSafe is to reduce collisions and injuries by increasing the communications between employees and managers about safety related issues. As part of this process, employees of all levels are encouraged to initiate reports of any near miss, route and security hazards, or any unsafe condition. When a report about a safety or security concern is filed, it is investigated, which includes follow-up with the reporting employee regarding the resolution of the report.

St Joseph Transit will not retaliate against nor impose any other form of retribution on any employee because of his or her good faith reporting of a safety issue/concern, another person’s suspected violation of Company policies or guidelines, or any alleged violations of federal, state or local laws.

If an employee feels they cannot perform a task safely, they don’t perform the task.

The BeSafe Principles include:

- **Prevent injury to myself and others.**
 - Be aware of any hazardous condition or practice that may cause injury to people, damage to property, or the environment.
 - Use the BeSafe Handbook to record and report.
- **Perform all necessary safety checks and risk assessments of the work area and job to be performed before any work begins.**
 - Speak to management before work is started if unsure of the required safety and risk assessments.
- **Follow all safety procedures, signs and instructions.**
 - If these are not understood, speak to management before work begins.
- **Keep work area clean and tidy at all times.**
 - Untidy areas could cause injury to the employee or their colleagues and waste time and energy.

- **Wear protective clothing and equipment (PPE) as required.**
 - Keep PPE in good working order, wear it correctly and ask for a replacement if it becomes damaged or unfit for use.
- **Use only the correct tools and equipment authorized and trained to use for the job.**
 - Check that they are in good condition before use and use them safely.
- **Only adjust and repair any piece of work equipment trained on and authorized to do so.**
 - Never modify any equipment that changes the designed use of the equipment or alters a safety feature.
- **Assess any load and capability to move it before lifting.**
 - Get help with any heavy or awkward items and follow the correct lifting techniques.
- **Report all injuries, incidents and near misses to management.**
 - Seek help immediately and first aid (if necessary).
- **Tell management of any suggestions to prevent injuries in the workplace**
 - Note suggestions made and discuss with management.

Safety Management Policy Communication

Safety Policy is Section 1 of Employee Policy Book dated March 1, 2019. All employees are given a copy on Day 1 or orientation. New copies are given to employees with each revision. Employee Policy Manual is posted on Employee website

Communication of Safety Concerns

The Safety Manager is at the center of the local safety communication process and is responsible for compiling safety reports to include the following:

- Accident and injury data for previous month
- Security incident data
- Safety and security audit data and recommendations
- Safety Solutions Team (SST) meeting minutes
- BeSafe near miss and hazard reporting

This person reports directly to the General Manager (GM) and routinely meets formally with the GM, one-on-one, to provide updates on safety issues, safety priorities, and hazard management. The Safety Manager (SM) also meets informally with the GM to provide updates on safety issues on an as-needed basis.

The Safety Manager also participates in the Safety Solutions Team (SST) meetings to discuss safety priorities, safety issues, and hazard management, and to communicate safety-related information across all departments.

- The SM and the GM have the authority to correct or suspend work for conditions determined to be unsafe, or pose a hazard to customers, employees, contractor employees, the general public, or endangers the safe passage of vehicles, until the unsafe condition or hazard can be mitigated or corrected.

Authorities, Accountabilities, and Responsibilities

Describe the authorities, accountabilities, and responsibilities of the following individuals for the development and management of the transit agency's Safety Management System (SMS).

<p>Accountable Executive <i>(Same as Section 2. - Transit Agency Information – OPERATING LOCATION SPECIFIC)</i></p>	<p>General Manager serves as the Accountable Executive with the following responsibilities under this plan:</p> <ul style="list-style-type: none"> • Controls and directs human and capital resources needed to develop and maintain the ASP. • Designated a Chief Safety Officer who is a direct report • Ensures action is taken to address substandard performances.
<p>Chief Safety Officer or SMS Executive <i>(Same as Section 2. - Transit Agency Information – OPERATING LOCATION SPECIFIC)</i></p>	<p>The Operations Manager assumes the duties of the Chief Safety Officer. The Chief Safety Officer has the following responsibilities under this plan:</p> <ul style="list-style-type: none"> • Develops policies ASP policies and procedures • Ensures and oversees day-to-day operation of Safety Plan • Chairs the SST Committee and <ul style="list-style-type: none"> - Coordinates the activities of the committee. - Establish and maintains a Risk Register and Safety Event Log to monitor and analyze trends. - Maintains minutes of the committee meetings • Advises the Accountable Executive • Identifies substandard performance and develops action plans for approval • Ensures St Joseph Transit policies are consistent with its safety objectives. • Provides expertise and support for other personnel who conduct and oversee safety activities.
<p>Agency Leadership and Executive Management</p>	<p>Resident Management Team: Maintenance Manager and Road Supervisors Responsibilities include:</p> <ul style="list-style-type: none"> • Participation in SST Committee

	<ul style="list-style-type: none"> • Oversee day-to-day operations of the safety plan in their departments • Modify policies in their departments consistent with the Safety Plan • Provide expertise to support the Safety Plan including activities, investigations and development and monitoring of risks.
<p>Key Staff</p>	<p><u>SST Committee</u> – any safety hazard reported will be jointly evaluated by the Safety Committee during the monthly meeting. SST Committee will consist of the Chief Safety Officer (OM), a representative from supervisors, a representative from dispatch, a representative from the operations and a representative from maintenance. They will meet monthly to review issues and make recommendations to improve safety.</p> <p><u>Safety Meetings</u> – all employees will attend quarterly safety meetings. Meeting will have specific safety topic and will discuss and address all safety concerns</p> <p><u>Weekly Staff Meetings</u> – All managers and supervisors will meet weekly to discuss BeSafe program and any immediate safety concerns.</p>

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 are encouraged to speak up and raise questions and concerns promptly about any situation that may violate our safety protocols, policies and procedures, the laws, rules, and regulations that govern our business operations.

Employees are expected to tell others when witnessing unsafe work practices or conditions. When employees are not comfortable discussing these unsafe conditions with fellow employees, they are encouraged to discuss the situation with management or report it in writing.

Employees may report in the following manner:

1. Directly to a supervisor or Manager.
2. By phone or email to a supervisor or Manager.
3. Anonymously through a comment box.

Chief Safety Officer will discuss actions taken to address issue during the quarterly safety meetings. Also if the reporting employee provided their name, the Chief Safe4y Officer will follow up directly with that employee.

Retaliation against anyone who, in good faith, reports observations of unsafe or illegal activities; or who cooperates in any investigation of such report, is strictly prohibited and is not tolerated, regardless of the outcome of the complaint.

In other words, employees are protected for speaking up in good faith under this Policy. Any manager, or co-worker who retaliates against a complaining employee or anyone involved in an investigation of a complaint is subject to discipline and/or termination.

Managers are charged with assuring that they and their staff comply with the whistleblower protections and that no retaliation occurs because of a reported safety related issue.

Threatening or Suspicious Activity

St. Joseph Transit encourages anyone who sees, hears, or learns of any conduct or statement that seems threatening or suspicious, and/or any weapons on company premises or in company vehicles, to immediately report such conduct or statement, either to his/her Supervisor or Manager, to the Human Resources Department.

If there is an immediate risk or imminent threat of violence, serious harm, or life-threatening conduct, employees should immediately call 911, local police, or other law enforcement.

Duty to Report Wrongdoing

St. Joseph Transit is committed to investigating all good faith claims of wrongdoing so that corrective action may be taken. To that purpose, St. Joseph Transit encourages any employee, contractor or vendor to report wrongdoing or illegal acts to location management so long as they are not believed to be involved in the fraud, waste or abuse being reported. Management within St. Joseph Transit ensures the matter is reported and take appropriate steps to correct the wrongdoing or potential violation.

Self-Reporting

Self-reporting is also encouraged. Anyone who reports his/her own violation will receive due consideration regarding disciplinary action that may be taken.

Open-Door Policy

A workplace where employees are treated with respect and one that is responsive to their concerns is important to each of us. We recognize that employees may have suggestions for improving our workplace, as well as complaints about the workplace. We feel that the most satisfactory solution to a job-related problem or concern is usually reached through a prompt discussion with an employee's manager. Each employee is encouraged to do so.

If the matter cannot be resolved with one's immediate manager, the employee may:

- Speak with their General Manager who will attempt to facilitate a solution.

Employees are **REQUIRED** to report the following. **Failure to do so WILL lead to disciplinary action.**

Accidents/Incidents

Immediate notification and documentation ensure that the appropriate actions happen at the scene for the safety and security of our passengers and employees; and that the appropriate data is collected to evaluate the incident, determine culpability; and develop actions to limit or eliminate the possibility of the incident occurring in the future.

Accidents

Accidents are considered to be any collision that occurs while an Operator is on duty. Operators are to report all accidents and collisions to their Supervisor immediately upon occurrence. When reporting to their Supervisor, employee must state that he or she is reporting an accident and then answer any questions asked by the Supervisor or Dispatch.

Additionally, **written accident report** must be completed by the Operator involved and location management for accidents, possible claims of accidents, damage to equipment, injury and possible injury not later than one hour after completion of shift on the day of occurrence. Any vehicle defects that may have contributed to an accident shall be included in the report. To help ensure that this deadline is met, employees are paid to complete the form.

Employees who fail to report an accident may be subject to disciplinary action up to and including termination.

Employees must provide transit management with any additional accident information immediately upon request.

Incidents

Incidents with passengers involving slips and falls on or near the vehicle, fights, police action, or removal of a passenger, must be reported to a Supervisor immediately; and require a **Liability Claim Form** to be completed by management before going off duty for the workday.

All other incidents and occurrences out of the norm, no matter how slight, are to be reported immediately upon discovery. The following are examples of incidents that must be reported:

- Broken or cracked windows from unknown causes,
- Cut seats,
- Service delays,
- Passing up passengers,
- Insufficient or excessive running time in schedule,
- Overloads, etc.

If in doubt, immediately contact a Supervisor.

Operators Witnessing an Accident shall notify Dispatch immediately, even though their vehicle may not be involved.

Duty to Report Law Enforcement Actions

Employees are required to report any arrests, indictments or convictions to their immediate manager immediately, but no later than prior to the next scheduled work shift, to the extent permitted by applicable law. If the circumstances and the offense charged, in our judgment, **present a potential risk to the safety**

and/or security of our customers, employees, premises and/or property, such events may result in disciplinary or other appropriate action to the extent permitted by applicable law.

Operators and safety sensitive employees are required to report all Driving Under the Influence (DUI) or Driving While Intoxicated (DWI) related charges, vehicular collisions, and any moving violation citations received in any vehicle immediately if possible, but no later than prior to their next scheduled work shift, consistent with applicable law.

Possible Disciplinary Actions

St Joseph Transit Inc. uses a tiered approach to determine possible disciplinary actions. Infractions that lead to disciplinary action are categorized into four categories;

- Class 1 – Dischargeable Offenses, the most serious and unacceptable behavior
- Class 2 – Serious violations of the St Joseph Transit Inc. Policy Book
- Class 3 – Secondary violations of the St Joseph Transit Inc. Policy Book
- Class 4 – Lesser violations of the St Joseph Transit Inc. Policy Book that may result in disciplinary action depending on the circumstances or repeated violations

Details of Class 1 through 4 are available in the SJTI Employee Handbook, dated March 1, 2019.

Applying Disciplinary Actions

St Joseph Transit Inc. will exercise discretion to utilize forms of discipline that are less severe than termination.

Whenever an employee is subject to discipline, the employee's work record, including violations occurring in the relevant time period, is reviewed before determining penalty. The chart below describes how disciplinary actions are applied.

Class of Infraction	Discharge	Suspension	Written Warning
1	1st Offense	-----	-----
2	2nd Offense*	1st Offense	-----
3	3rd Offense*	2nd Offense*	1st Offense
4	4th Offense*	3rd Offense*	1st & 2nd Offense*

*Within 12 months of first offense, 36 months for safety

Additionally, St Joseph Transit may use the following criteria to determine discipline specific to any type of traffic violation or preventable accident.

An accident is defined as any instance when a bus makes contact with another person, vehicle or object. A preventable vehicle accident is one that the driver failed to take every action possible to avoid the contact. Fault does not define preventability.

Minor accident – contact with a fixed object or vehicle that causes minimal damage with no reported injuries.

Serious accident – contact with a fixed object or vehicle that causes insurance claim to be filed or has reported injuries.

Major accident – contact with a person or contact with a fixed object or vehicle that causes a fatality.

Actions:

One preventable minor accident – Warning letter

Two preventable minor accidents within one year – 2 day Suspension

Three preventable minor accidents within one year – 5 day Suspension

Four preventable minor accidents within one year – Discharge

One preventable serious accident – 2 day Suspension

Combination of one preventable minor accident and one preventable serious accident – 5 day Suspension

Two preventable serious accidents within one year – Discharge

Preventable major accident - Discharge

Details of St Joseph Transit's Inc. reporting requirements, infractions of company policy, and disciplinary actions that may be taken are described in more detail in the **SJTI Employee Handbook**.

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*

Safety management is at the core of everything done at St Joseph Transit Inc. All employees are responsible for performing their jobs in a safe manner, which includes identifying safety risks and participating in developing and implementing effective mitigation techniques. The process for managing hazards, from identification through corrective action and closure, is illustrated by the following flowchart.

Safety Hazard Identification

This process is a vital component in St Joseph Transit's Inc. efforts to reduce safety risks and improve overall delivery of service. Safety Hazard Identification data from internal sources such as employee reporting, customer feedback, maintenance records; and external sources such as the Federal Transit Administration and local oversight authority is used to implement immediate corrective actions and to proactively identify hazards and potential consequences before they cause future accidents or incidents.

The objective of hazard identification is to identify those conditions that can cause an accident or create an unsafe condition and determine possible consequences if the unsafe condition is not corrected. St Joseph Transit Inc. routinely analyzes records from our operation and external sources as they become available to identify accident causation based on history. Current traffic conditions are periodically analyzed, and management inspection of established prevention processes are routinely performed.

St Joseph Transit Inc. relies on employees to assist in the hazard identification and resolution process. Working with safety personnel and through a structured process, employees help:

- Identify Critical Factors in Mitigation of safety risk
- Develop and Recommend an Action Plan
- Implement Action Plan
- Measure Performance Against Safety Objectives
- Monitor the Process
- Modify the Process
- Secure Outside Assistance (when needed)
- Audit for Compliance

Several tools exist for hazard identification. Among them are:

- **Daily Safety & Health Walkthrough and Checklist**
 - A routine safety and health check walkthrough to promptly identify hazardous conditions at our facilities and notify employees of the hazards identified and mitigation measures to help protect them from personal injury.
- **Positive Check-In Procedures & Reasonable Suspicion**
 - Positive Check-In procedures are to ensure our operators reporting to work are fit-for-duty.
- **Vehicle Maintenance Risk Assessment**
 - Preventive Maintenance is performed on all vehicles at regular scheduled intervals in accordance with manufacturer recommendations.
 - The Risk Assessment process, requires employees about to perform a maintenance task to confirm they possess the training, skills, knowledge, abilities, tools, and equipment to safely perform the task at hand. The assessment includes determining the following.
 - Are You Properly Trained to Perform the Task?
 - If Task Requires Lifting, Are Lifts Secured, Are Jack Stands Used Correctly?
 - Are You Wearing the Appropriate Personal Protective Equipment (PPE)?
 - Have You Performed the Proper Lock-Out/Tag-Out (LOTO) procedures?
 - Are You Aware of the Potential Risks of Performing this Repair?
 - If the answer is “NO” to any of the above assessments the technician is to immediately contact their manager.
- **Facility Parking Risk Management Assessment**
 - Inadequate turning areas, blind corners, uneven walking surfaces can all cause collisions or employee injury in parking areas.
 - Backing into parking locations is encouraged.
 - The risk of each facility is assessed as follows:
 - Annually
 - Unscheduled – Whenever a significant vehicle collision or a pedestrian strike occurs in the bus yard or on company premises

Accident/Incident Hazard Identification

Procedures exist and are followed regarding resolution of accidents and incidents and capturing data. Although this information is used proactively, St Joseph Transit Inc. takes advantage of these opportunities to determine which, if any hazards existed that may have contributed to the accident or incident and develop mitigation measures to reduce the risk of a recurrence.

There are five (5) main areas reviewed in this Hazard Identification process:

1. Environment

- a. Weather
- b. Road Surface Condition
- c. Visibility

2. Transit Service Characteristics and Agency Policies

- a. Incentives for Safe Driving
- b. Equipment Maintenance Policies
- c. Stop Intervals
- d. Route Design
- e. Driver Scheduling
- f. Passenger Demand Schedules

3. Operator

- a. Experience
- b. Physical Ability
- c. Personality
- d. Psychological Condition
- e. Physical Condition

4. Road Layout

- a. Width
- b. Speed Limit
- c. Geometric Design
- d. Traffic Volume
- e. Capacity
- f. Parking
- g. Adjacent Lane Use
- h. Street Lighting
- i. Pedestrian Volume

5. Hazard Identification – Accident Prevention/Resolution

- 1st: Identify the Hazard
- 2nd: Remove the Hazard
- 3rd: When the Hazard cannot be removed, Train for the Hazard as a “known condition”

- **On-Board Video Technology**

- On board video provides a summary of the events which take place on-board all buses.
- This technology is a valuable resource and another tool that helps St Joseph Transit instill positive driving behaviors by providing opportunities to view recorded driving events, driver history and company trends.

- The goal of this in-cab camera technology is to proactively identify unsafe behaviors and improve those identified behaviors through coaching, retraining and, if necessary, disciplinary measures in accordance with the provisions of the Employee Handbook and Collective Bargaining Agreements.
- All buses are equipped with six (6) cameras:
 - Forward facing
 - Driver compartment facing
 - Passenger boarding zone
 - Passenger seating front section
 - Passenger seating rear section
 - Left side of bus (exterior)

Information learned from this identification process is used to improve training and reduce or eliminate the underlying causes.

Safety Risk Assessment

Once the hazard has been identified, they are categorized into the following severity levels. The categorization of hazards is consistent with risk-based criteria for severity; it reflects the principle that not all hazards pose an equal amount of risk to personal safety.

Category 1 – Catastrophic: operating conditions are such that human error, design deficiencies, element, subsystem or component failure, or procedural deficiencies may cause death or major system loss and require immediate termination of the unsafe activity or operation.

Category 2 – Critical: operating conditions are such that human error, subsystem or component failure, or procedural deficiencies may cause severe injury, severe occupational illness, or major system damage and require immediate corrective action.

Category 3 – Marginal: operating conditions are such that they may result in minor injury, occupational illness or system damage and are such that human error, subsystem or component failures can be counteracted or controlled.

Category 4 – Negligible: operating conditions are such that human error, subsystem, or component failure or procedural deficiencies will result in less than minor injury, occupational illness, or system damage.

The next step in assessing the hazard is to determine the likelihood of it occurring. Likelihood of occurrence is determined based on the analysis of transit system operating experience, evaluation of First Transit Inc. safety data, the analysis of reliability and failure data, and/or from historical safety data from other passenger bus systems. The following chart describes the likelihood of occurrence categories.

Likelihood of Occurrence of a Hazard			
Description	Level of Likelihood of Occurrence	Frequency for Specific Item	Selected Frequency for Fleet or Inventory
Frequent	A	Likely to occur frequently	Continuously experienced

Probable	B	Will occur several times in the life of the item	Will occur frequently in the system
Occasional	C	Likely to occur sometime in the life of an item	Will occur several times in the system
Remote	D	Unlikely but possible to occur in life of an item	Unlikely but can be expected to occur
Improbable	E	So unlikely, it can be assumed occurrence may not be experienced	Unlikely to occur but possible

Safety Risk Mitigation

Mitigation Determination

After the assessment has been completed, the follow-up actions will be implemented as follows.

- **Unacceptable:** The hazard must be mitigated in the most expedient manner possible before normal service may resume. Interim corrective action may be required to mitigate the hazard to an acceptable level while the permanent resolution is in development.
- **Undesirable:** A hazard at this level of risk must be mitigated unless the Location General Manager and Location Safety Manager issue a documented decision to manage the hazard until resources are available for full mitigation.
- **Acceptable with review:** The General Manager and Safety Manager must determine if the hazard is adequately controlled or mitigated as is.
- **Acceptable without review:** The hazard does not need to be reviewed by the management team and does not require further mitigation or control.

Mitigation of safety risk

Mitigation of safety risk consists of reducing the risk to the lowest practical level. Not all safety risks can be eliminated completely. Resolution of hazards will utilize the results of the risk assessment process. The objectives of the mitigation of safety risk process are to:

1. Identify areas where mitigation of safety risk requires a change in the system design, installation of safety devices or development of special procedures.
2. Verify that hazards involving interfaces between two or more systems have been resolved.
3. Verify that the resolution of a hazard in one system does not create a new hazard in another system.

The SST, who was identified earlier in this plan as the team responsible for local safety review, uses the following methodologies to assure that system safety objectives are implemented through design and operations, and hazards are eliminated or controlled:

1. Design to eliminate or minimize hazard severity. To the extent permitted by cost and practicality, identified hazards are eliminated or controlled by the design of equipment, systems and facilities
2. Hazards that cannot reasonably be eliminated or controlled through design are controlled to the extent practicable to an acceptable level through the use of fixed, automatic, or other protective safety design features or devices.
3. Provisions are made for periodic functional checks of safety devices and training for employees to ensure that system safety objectives are met.
4. When design and safety devices cannot reasonably nor effectively eliminate or control an identified hazard, safety warning devices are used (to the extent practicable) to alert persons to the hazard.
5. Where it is impossible to reasonably eliminate or adequately control a hazard through design or the use of safety and warning devices, procedures and training are used to control the hazard.
6. Precautionary notation is standardized, and safety-critical issues require training and certification of personnel

Mitigation of Safety Risk Management and Tracking

Resolution of identified hazards are managed by the General Manager and/or the Operations Manager. The mitigation of safety risk process is managed through “**Safety Meetings**” (**SST, Supervisors Meetings**), which is used to record the occurrence of safety-related events, review safety critical data, and track corrective actions as necessary.

The Safety meetings are to help understand the work area’s safety environment. This includes:

- Understanding and improving observations of safety critical behaviors
- Reviewing recorded debriefs to ensure that the “BeSafe” process is in place and working.
- Reviewing findings from BeSafe tours and determine if tasks/actions have been closed out

The Safety Meetings include information regarding:

- BeSafe (BeSafe Debriefs, BeSafe Tours, BeSafe Employee Engagement)
 - Debrief meetings conducted in order to assure quality.
 - Safety Critical Behavior is the main focus of employee engagement; and shared and discussed during debrief meetings.
- Contacts (e.g. Near Misses, Hazard reports, Commendation, Safety Issue)
 - **Near Misses.** Reporting an event that occurred and could have caused injury.
 - **Hazard Reports.** Reporting an event that occurred and could have caused injury.
 - **Commendation.** A report of commendable safety actions/conduct performed by a colleague within the business.
 - **Safety issues.** A report on any safety issue that has a specific cause – i.e. maintenance, housekeeping, environment and behavior etc.
- Safety Leadership Activities (e.g. Participate in safety meetings, risk assessment, section observation)
 - **Participation in a Safety meeting.** Actively leading or participating in the location in-service safety meeting.
 - **Intersection observation or risk assessment.** Risk assessment or driver observations conducted at nearby intersections, and delivery of positive reinforcement or coaching as indicated.
 - **Rail section observation or risk assessment.** Risk assessment or driver observations conducted at rail crossing(s), and delivery of positive reinforcement or coaching as indicated.
 - **Planned general inspections.** A systematic inspection where a location is forewarned.

- **High interest driver.** A report of a driver's performance that has indicated a level of risk taking through observations, review scores, and skills evaluations.

Additional documentation, such as corrective action plans, are developed for those hazards requiring complex and multifaceted resolutions.

6. Safety Assurance

Safety Performance Monitoring and Measurement

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

In addition to the General Manager and Safety (Operations) Manager, St Joseph Transit Inc. employs Street Supervisors and Dispatchers, whom are responsible for oversight of the daily operations and training. All safety risks identified are reported to the General Manager and Safety Manager. Any risks that can be addressed immediately are corrected but still reported. St Joseph Transit also established a Safety Solutions Team (SST), described in Section 5: Safety Risk Management of this plan, which uses the following methodologies to ensure a proactive approach to safety at each location.

- Routine hazard management
- Accident and incident investigation
- Safety data collection and analysis
- Routine internal safety audits
- Facility, equipment, systems and vehicle inspections
- Routine proficiency checks for all vehicle operators and maintenance employees
- Compliance evaluations including onsite inspections
- Regularly communicating safety and hazard data to all employees

Describe activities to conduct investigations of safety events to identify causal factors.

St Joseph Transit Inc. has a “zero” tolerance for preventable injuries and collisions. Elimination of preventable injuries and collisions is our number one goal.

Any injury, collision or incident that occurs is investigated to determine preventability or non-preventability. Investigations include all instances in which:

- a vehicle was damaged
- a vehicle leaves the traveled roadway
- a passenger is injured or
- an employee is injured

- a pedestrian is injured

What to do in the case of an accident is outlined in the Employee Policy Book Section 6.02

6.02 Vehicle Accidents and Incidents

All accidents and collisions must be reported to Operations immediately upon occurrence. When reporting, the employee must state that he or she is reporting an accident and then answer any questions asked. Further, accidents, possible claims of accidents, damage to equipment, injury and possible injury must be reported in writing on an Accident Report Form. A complete, accurate Accident Report Form must be submitted on the day of occurrence not later than end of shift. Employees who fail to report an accident may be subject to disciplinary action up to and including discharge. Employees must complete passenger list to secure the correct names and addresses of all persons injured, involved or who witnessed an accident. Employees must provide supervisory personnel with any additional accident information immediately upon request. Employees must not make any statements about an accident to any third party except for: local authorities, Company officials and union representatives, if applicable. Employees must use a Driver Vehicle Inspection Report (DVIR) to note any equipment defect that may have contributed to an accident. This information must also be reported on the Accident Report Form.

Pedestrian incidences are reviewed to determine if visibility impairments for the bus operator were a contributing factor for consideration of recommendations for vehicle retrofits and future procurement specifications.

Employee injuries resulting from an assault are reviewed to ensure that all available resources were utilized to avoid the occurrence. Resources would include physical barriers were provided by the client, and/or training of the bus operator in conflict resolution management practices.

Management reviews the data collected to determine if the accident/incident was preventable or non-preventable; and the SST identify measures to reduce the risk of the accident/incident occurring in the future

St Joseph Transit Inc. has developed the following plan located in the St Joe Transit Vehicle, Equipment and Facility Maintenance Plan to align with the Center for Disease Control & Prevention to minimize the exposure of the public, personnel, and property to hazards and unsafe conditions relative to infectious diseases.

- **Section 8- Facilities Cleaning**

Maintain St Joseph Transit Inc. facilities, property, bus stop shelters and bus stop signs to the highest possible standards. This includes daily, weekly and monthly cleanings and inspections of the grounds and building. Also included will be EPA approved cleaning products. Provided PPE equipment listed at bottom of the plan. Cleaning will be tracked on the Daily Safety & Health Walkthrough Checklist.

- **Daily Cleaning and Inspections 8.01**

Daily cleaning includes a walk-around inspection of the premises. Remove any loose trash. Areas to clean include the curbs around the streets, storm water drains, and outside passenger waiting area and benches. Empty the trash from all trashcans and wastebaskets and place into the city provided dumpster at the end of each day.

Clean, mop and resupply the restrooms once each day. The Hostler will accomplish frequent spot checks. The Hostler will mop the floor in the driver's break room and passenger waiting area. Check all ceiling lights for burned out bulbs and replace as required.

- **Weekly Cleanings and Inspections 8.02**

The Hostler will vacuum rugs and carpets each week. The Custodian will shampoo carpet areas using an 'as needed' basis. Accomplish the dusting of furniture, door panels, blinds and sills as per the schedule. Clean the tables, counter tops, file cabinets, video equipment, and the conference room weekly with approved products in section 8.04.

Clean bus shelters and pick up trash as per the scheduled, and order janitorial supplies as needed. Additionally, inspect and flush the eyewash stations as per the schedule. with approved products in section 8.04.

Monthly Cleanings and Inspections 8.03

Inspect the walls for damage and any touch up painting. Clean building window glass both sides. Repairs damaged baseboards and clean them with approved products in section 8.04. Inspect the fire extinguishers for proper charge.

Pandemic/Emergency Daily Cleaning / Disinfecting 8.04

This cleaning schedule can be activated by Management due to a local or national need for next level protection.

5:00 A.M.

Morning hostler Disinfects floors, bathrooms, driver's breakroom and Dispatch area with approved products and methods.

8:00 A.M.

Morning Hostler/Mechanic/Manager spray all main office building surfaces including but not limited to doors, door jambs, door knobs, light switches, tables, appliances, phones, keyboards, desks, change counter, currency counter, toilets, sinks, faucets, handicap buttons, customer counter, printers, bus vaults, time clock, door scan pads and gas pump handles. All nonrevenue vehicles should be sprayed at this time with approved products and methods.

8:00 A.M. to 5:00 P.M.

Hostler / Employees will go to 6th and Anglique. At this point the buses will be disinfected. Cleaning shall include but not be limited to the drivers area, steering wheel, controls, fair box, door handles, grab bars, seat handle/touch points, stop pull cords and window touch points with approved products and methods.

10:00 A.M.

The inside of the 6th and Anqlique Transfer center is closed. The location is then sprayed with approved products and methods.

7:00 to 9:00 PM

Buses come in from route. All buses that have been on route are to be sprayed with the Victory Automizing Sprayer or a 70% alcohol mixture. The bus will receive a total treatment of all areas. Areas include but are

not limited to the drivers area, seats, handles, windows, storage boxes, camera boxes, wheelchair restraints, floors, safety equipment, stop pull cords and walls with approved products and methods.

Employee workstations/areas shall have a disinfectant product/wipes located in the area with towels if required. Employees are encouraged to clean their areas frequently during the day with approved products and methods.

All shipments received in maintenance area shall be sprayed with 70% alcohol and let dry. When the product is opened the contents will again be sprayed with the same 70% alcohol and again let dry before handling.

PPE 8.05

Employees shall be provided proper PPE required to complete cleaning tasks. Equipment included but not limited to N95 masks, standard gloves, rubber gloves, goggles and face shields.

PPE is located in the Maintenance Manager office in the PPE cabinet.

EPA Approved Disinfectant Cleaning products 8.06

All Disinfectant products shall be verified with the EPA List N site for Sars-CoV-2

<https://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2>

All product shall be mixed / diluted per the instructions on the container or as directed by the Maintenance Manager.

- Green Kleen Chlorinated Tabs EPA 71847-6 (Victory Sprayer)
- Lysol Wipes EPA 71847-6 (Surface Cleaner)
- Monk Wipes EPA 6836-313 (Surface Cleaner)
- Flex Wipes EPA 6836-336 (Surface Cleaner)
- TB-Cide Quat EPA 1839-83 (Surface Cleaner)
- Pure Bright Bleach EPA 70271-13 (Surface Cleaner)
- Spartan HDQ Neutral EPA 10324-141 (Floor/Surface Cleaner)
- Re-Juv-Nal EPA 1839-169 (Floor Cleaner)
- Isopropyl alcohol 70% UN1219 EPA 73232-1 (Floor/Surface Cleaner)
- GS Neutral Disinfectant Cleaner EPA 1839-169 (Floor/Surface)

<https://www.cdc.gov/coronavirus/2019-ncov/community/disinfecting-building-facility.html>

Verification of data below can be found at the site above. (CDC Covid-19 Practices).

- **Diluted household bleach solutions may also be used** if appropriate for the surface.
 - Check the label to see if your bleach is intended for disinfection and has a sodium hypochlorite concentration of 5%–6%. Ensure the product is not past its expiration date. Some bleaches, such as those designed for safe use on colored clothing or for whitening may not be suitable for disinfection.
 - Unexpired household bleach will be effective against coronaviruses when properly diluted. **Follow manufacturer's instructions** for application and proper ventilation. Never mix household bleach with ammonia or any other cleanser. **Leave solution on the surface for at least 1 minute.**

To make a bleach solution, mix:

-

- 5 tablespoons (1/3rd cup) bleach per gallon of room temperature water
OR
- 4 teaspoons bleach per quart of room temperature water
- Bleach solutions will be effective for disinfection up to 24 hours.
- **Alcohol solutions with at least 70% alcohol may also be used.**

7. Safety Promotion

Competencies and Training

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

The education and training process at St Joseph Transit Inc. is built around a curriculum featuring learning opportunities in two major domains:

- Knowledge (education)
- Skills (training)

Various delivery mechanisms such as classroom, multimedia presentations, closed course, observation and behind-the-wheel skills building are used to support the learning process. Learning is evaluated through written quizzes, driving tests and customer service skills evaluations.

Instructors

Successful training starts with selecting and certifying qualified instructors. This guide will outline the processes for selecting and training/certifying instructors who fall into the following categories:

1. Classroom instructors:

The classroom instructor is responsible for facilitating the classroom portion of the Professional Operator Development Program. The classroom instructor will work closely with the Safety and/or Training Manager to ensure all training is conducted and completed according to St Joseph Transit Inc., federal, state, local/contractual requirements. Classroom training may require the development of lesson plans.

2. Behind the wheel instructors:

The behind-the-wheel (BTW) Instructor is responsible for conducting skills course exercises and on the road instruction. The Training Program consists of interactive exercises where the participants learn important skills for decision making while out on the road. The BTW Instructor will work closely with the Safety and/or Training Manager to ensure all training is conducted and completed according to St Joseph Transit Inc., federal, state, local/contractual requirements. Behind the wheel instruction may require the use of all or part of the Operator Competency Workbook to document a participant's progress.

3. Revenue instructors:

The revenue instructor is responsible for conducting training on a live route, picking up passengers, securing mobility devices, collecting fares, etc. The revenue instructor will evaluate and coach a participant demonstrating his/her abilities to follow route/manifest instructions, provide proper and safe customer service, assist passengers with disabilities, properly secure mobility devices, and all other functions of the operator position at the location while safely controlling the vehicle in the service area. Revenue instructors should spend most of their teaching and observation time working with the participant on operation of the service.

Employee Training

Training employees to assess risks and recognize and avoid hazards in the workplace is critical to the overall safety of the workplace. Every St Joseph Transit supervisor and manager is trained in “**BeSafe**” and “**Safe Work Methods**”, which are described later in this section.

“**BeSafe**” is our company approach to safety management, through First Transit Inc. This program takes our safety performance to the next level through behavioral change. “**BeSafe**” is inclusive, collaborative and focuses on recognizing and acknowledging safe behavior and actions through positive reinforcement such as debriefs, tours, and employee engagement. All employees are trained in the principles of “**BeSafe**.” The “**Safe Work Methods**” training curriculum includes:

- **New Hire Training**

New hire training is designed to educate the new employee to the hazards commonly found in the transportation environments including in vehicle maintenance shops, bus yards, fuel islands, wash bays, and office environments. The program also makes employees aware of injuries that can result from physical activities such as entering and exiting vehicles, assisting persons with disabilities, and handling mobility devices.

- PPE program including requirements for appropriate
 - Safety eyewear
 - Safety footwear
 - Safety hand wear
 - Hi-Vis vests
 - Disposal contaminated materials
- Risk Assessment and Injury Avoidance
 - Walking & Climbing
 - Lifting, Carrying, Holding, and Lowering Objects
 - Pushing, Pulling, & Twisting
 - Burns, Scalds
 - Exposed Fluids, Chemicals, Smoke
 - Cuts, Punctures, Abrasions, Lacerations
 - Mobility Device Lifts/Ramps

1. **Requirements for Operator Training**

Applicants are required to successfully complete a comprehensive training program prior to transporting passengers. Trainees are continually evaluated and tested throughout the training program. Trainees who do not demonstrate the required level of proficiency are provided additional training or are removed from training. The Operator training program combines instructor-led sessions, video instruction, facilitated discussion, and opportunities for the trainees to practice what they have learned. Training topics include:

Classroom Training

The first part of Operator training at St Joseph Transit, Inc., classroom training, begins the process of instilling the safety culture into each Operator. Helping the student Operators understand the importance of keeping themselves and each passenger safe; and their responsibilities in maintaining a safe environment, is a theme integrated throughout.

- **Unit 1 - Introduction**
 - Welcome and Introduction
 - Employee Handbook
 - BeSafe - Making Safety Personal
 - Hazardous Communication
 - Bloodborne Pathogens
 - OSHA
- **Unit II - Fundamentals**
 - Safe Work Methods
 - Basics of Safety
 - Managing Emergencies
 - Security Awareness NTI - Security Awareness Warning Signs
 - Map Reading
 - Communication Devices
 - Navigation and Fare Policies
 - Smith System
- **Unit III - The Operator**
 - Drug and Alcohol Awareness
 - Distracted Driving
- **Unit IV - Transporting Passengers with Disabilities**
 - Transporting Passengers with Disabilities
 - Interacting with Passengers
 - Diffusing Conflict
 - Passenger Care While Loading and Unloading
 - Mobility Aids and Devices
- **Unit V - Driving Fundamentals**
 - Driving Fundamentals I
 - Driving Fundamentals II
 - Roadway Types
 - Railroad Crossings

Behind-the-Wheel Training

Behind-the-Wheel training is conducted in three phases. Since most people coming to work as a Bus Operator have not been exposed to driving the types of vehicle used at St Joseph Transit Inc., the first part of behind-the-wheel training takes place on a closed course. This provides the opportunity for the Instructors to evaluate the skill levels of each employee; and gives each employee the opportunity to make and learn from their mistakes in a safe environment.

The next phase of Behind-the-Wheel training takes place on the road, but in a controlled manner. During the road phase of the training, each student Operator works one-on-one with a St Joseph Transit Supervisor. The road work begins with the basics; intersections, service stops, and backing. The next advanced stage of the road work addresses roadways, highway driving, and continues the instruction on intersections and service stops. The “Smith Driving System” principles are incorporated throughout the entire Behind-the-Wheel training phase.

- **Closed Course (Group Work)**
 - Vehicle Orientation
 - Pre-Trip Inspection
 - Seat Adjustment
 - Mirror Adjustment
 - Braking, Accelerating, and Transmission

- Wheelchair Securement
 - Reference Points
 - Lane Position
 - Right Side / Left Side
 - Backing Point
 - Forward Stop
 - Pivot Points
 - Turning Points
 - Vehicle Control
 - Straight in Lane
 - Left Turn
 - Right Turn
 - Lane Changing - Moving Right or Left
- **One on One Instruction Behind the Wheel**
 - **Basic Road Work**
 - “Smith System”
 - Intersections
 - Service Stops
 - Backing
 - **Advanced Road Work**
 - “Smith System” Commentary Driving
 - Roadways
 - Expressway / Highway Driving
 - Intersections
 - Service Stops
 - **Final Evaluation**

Upon completion of the training program, before an Operator can be placed into service, they must successfully demonstrate their mastery of the skills and practices learned during the training program.
 - **Cadet Training**

Once a new Operator has been placed into service there is period of observation where an experienced Operator rides-along to ensure the skills learned in training have successfully transferred to providing service. This includes the securement and transportation of a person with a disability. New Operators are given experience on every route before being put into revenue service.

2. Requirements for Maintenance Training

Maintenance personnel are trained in shop safety, OSHA standards, and vehicle maintenance, in addition to receiving training in driving techniques and safety. Trainees are continually evaluated and tested throughout the training program. Trainees who do not demonstrate the required level of proficiency are provided additional training or are removed from training.

Maintenance training includes:

- Introduction to St Joseph Transit policies & procedures
- Injury prevention and risk assessment
- Substance Abuse Policy
- Defensive Driving
- “Smith System”

- NTI - Security Awareness Warning Signs
- Shop Safety Handbook
- Maintenance Lift Safety
- DVI Procedures
- SafeWork Methods
- Wheel Torque Specifications
- Workplace Violence
- OSHA (R-T-K / MSDS / PPE Training)

3. Requirements for Staff Training

Staff personnel are trained in Safety Leadership and “BeSafe” (described in item #1)

- **Safety Leadership**

This is an interactive CD-ROM course consisting of 5 CD’s and leaders guides which are designed to educate all levels of First Transit management on the behaviors surrounding accidents. Every level of management takes the course and successfully pass an online test, found on the Safety Resource Center (SRC), with a passing grade of 90% or better.

The course outline is as follows:

- Safety Leadership
 - Accidents
 - Behavior
 - Leadership
- Supervisor Development
 - The Role of the Supervisor
 - Communication
 - Building Trust
 - Conflict Resolution
 - Performance Management
 - Decisions
- **Additional Safety Training**
 - Reasonable Suspicion
 - Supervisor’s Report of Reasonable Suspicion
 - Code of Conduct
 - Customer Service
 - OSHA Requirements

4. Requirements for Continuing Training and Evaluations

St Joseph Transit provides ongoing employee training and evaluations.

The objective of ongoing evaluations is met through a broad spectrum of regularly scheduled management activities including:

- road observations,
- ride along evaluations
- daily safety contacts.

Where evaluations and observations identify unsafe acts or conditions, retraining is provided to improve skill levels in accordance with corporate standards.

In addition to St Joseph Transit's formal employee training program, the following safety training is also conducted.

Safety Meetings

- Quarterly safety meetings are held with all employees.
- Each meeting is to be a minimum of one (1) hour in length unless otherwise required by state, client or local regulations
- Each meeting has a designated safety topic, however other safety issues may be discussed.
- Attendance is a condition of employment and is mandatory for all Operators, Management, Operational staff, and Maintenance personnel.
 - Failure to attend all meetings will result in disciplinary actions up to and including termination.

Retraining

St Joseph Transit Inc. has a "zero" tolerance for preventable injuries and collisions, elimination of preventable injuries and collisions is our number one goal.

An employee involved in a preventable injury or collision is placed on administrative leave pending completion of the investigation and completion of any required retraining.

Safety Communication

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

Additional Information

Supporting Documentation

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

Documentation related to the implementation of this SMS; the programs, policies, and procedures used to carry out this ASP; and the results from its SMS processes and activities will be maintained for three years after creation. They will be available to the FTA or other Federal or oversight entity upon request.

- SJTI Employee Handbook
- St Joe Transit Inc. Vehicle, Equipment and Facility Maintenance Plan
- Safety Meeting Minutes
- St Joseph Transit Inc. Safety Policy