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Williamsport Bureau of Transportation/River Valley Transit

**1500 West Third Street
Williamsport, PA 17701**

Public Transportation Agency Safety Plan

Adopted September 11, 2020

A handwritten signature in blue ink, appearing to read "Adam Winder", is positioned above a horizontal line.

Adam Winder, General Manager

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Definitions

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

Accountable Executive means the single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of the Agency; responsible 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.

Agency or Transit Agency means **Williamsport Bureau of Transportation/River Valley Transit**

Board means governing body of **Williamsport Bureau of Transportation/River Valley Transit**

Chief Safety Officer means the adequately trained individual who has responsibility for safety and reports directly to the Transit Agency’s chief executive officer/General Manager.

CFR means Code of Federal Regulations.

Event means any Accident, Incident, or Occurrence.

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

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

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

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

MCSAP means Motor Carrier Safety Assistance Program.

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

Occurrence means an Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of the Transit Agency.

Part 673 means 49 CFR (Code of Federal Regulations) Part 673.

PennDOT means the Pennsylvania Department of Transportation.

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

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

Public Transportation Agency Safety Plan means this document, which is the documented comprehensive Agency safety plan for a Transit Agency that is required by 49 U.S.C. 5329.

PUC means Pennsylvania Public Utility Commission.

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

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

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

Safety Management Policy means the 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 Systems (SMS) means the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a Transit Agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.

Safety Performance Target (SPT) means a performance target related to safety management activities.

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

Safety Risk Assessment (SRA) means the formal activity whereby the Transit Agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.

Safety Risk Management (SRM) means a process within the Transit Agency's Public Transportation Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.

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

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

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

Section 1- Williamsport Bureau of Transportation/River Valley Transit Information

Williamsport Bureau of Transportation (WBT)/ River Valley Transit (RVT) is a Department of Transportation for the City of Williamsport, Pennsylvania formed by the purchase of the Williamsport Bus Company, which operates Fixed Route services for Lycoming County, Clinton County, the City of Lock Haven, the boroughs of Montoursville, South Williamsport, Muncy, Hughesville, Montgomery, Jersey Shore and Duboistown, as well as suburbanized portions of Loyalsock and Old Lycoming Townships in Pennsylvania. Williamsport Bureau of Transportation/River Valley Transit does purchase ADA Paratransit transportation services from Lycoming-Clinton Counties Commission for Community Action (Step), Inc. (subcontractor). Williamsport Bureau of Transportation/River Valley Transit is a recipient of Section 5307, 5310, and/or 5311 funds. Williamsport Bureau of Transportation/River Valley Transit currently provides management services to the Endless Mountains Transit Authority (EMTA) which serves Bradford, Sullivan and Tioga Counties. As part of this management agreement, Williamsport Bureau of Transportation/River Valley Transit is a listed subcontractor with EMTA providing shared ride and MATP Premium service to EMTA on an as needed basis.

1.1 Accountable Executive

Williamsport Bureau of Transportation/River Valley Transit's Accountable Executive is the General Manager. The General Manager is the single, identifiable person who has ultimate responsibility for carrying out Williamsport Bureau of Transportation/River Valley Transit's Public Transportation Agency Safety Plan, responsibility for carrying out Williamsport Bureau of Transportation/River Valley Transit's Transit Asset Management Plan, and control or direction over the human and capital resources needed to develop and maintain both the Williamsport Bureau of Transportation/River Valley Transit's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. § 5329(d), and the Williamsport Bureau of Transportation/River Valley Transit's Transit Asset Management Plan, in accordance with 49 U.S.C. § 5326.

The General Manager is accountable for ensuring that Williamsport Bureau of Transportation/River Valley Transit's Safety Management Systems (SMS) are effectively implemented throughout Williamsport Bureau of Transportation/River Valley Transit's public transportation system. The General Manager is accountable for ensuring action is taken, as necessary, to address substandard performance in Williamsport Bureau of Transportation/River Valley Transit's SMS. The General Manager may delegate specific responsibilities, but the ultimate accountability for Williamsport Bureau of Transportation/River Valley Transit's safety performance cannot be delegated and always rests with the General Manager.

1.2 Chief Safety Officer

The General Manager designates the Safety/Security Officer as Williamsport Bureau of Transportation/River Valley Transit's Chief Safety Officer who has the authority and responsibility for day-to-day implementation and operation of Williamsport Bureau of Transportation/River Valley Transit's SMS. The Safety/Security Officer must hold a direct line of reporting to the General Manager.

The Safety/Security Officer must be adequately trained and has responsibility for safety and reports directly to the Williamsport Bureau of Transportation/River Valley Transit General Manager. For the Williamsport Bureau of Transportation/River Valley Transit SMS to be successful and effective, the Safety/Security Officer must have a strong working relationship with the operations and asset management functions at Williamsport Bureau of Transportation/River Valley Transit.

Section 2- Plan Development, Approval, and Updates

2.1 Drafting the Plan

Pursuant to 49 CFR Part 673.11, Williamsport Bureau of Transportation/River Valley Transit drafts and certifies the Williamsport Bureau of Transportation/River Valley Transit Public Transportation Agency Safety Plan. FTA will oversee compliance with the requirements of Part 673 through the existing Triennial Review processes.

Should Williamsport Bureau of Transportation/River Valley Transit grow so that it no longer meets the definition of a small public transportation provider, it will, within one (1) year from that date, draft and certify a plan compliant with requirements of systems operating greater than 100 vehicles.

2.2 Signature by the General Manager

Pursuant to 49 CFR Part 673.11 (a)(1), the Williamsport Bureau of Transportation/River Valley Transit Public Transportation Agency Safety Plan and subsequent updates must be signed by the General Manager.

2.3 Certification of Compliance

Pursuant to 49 CFR Parts 673.13(a) and 673.13(b), Williamsport Bureau of Transportation/River Valley Transit certifies that it has established its Public Transportation Agency Safety Plan, meeting the requirements of 49 CFR Part 673. On an annual basis, Williamsport Bureau of Transportation/River Valley Transit will certify its compliance with 49 CFR Part 673. FTA does not require this plan to be submitted to FTA on a regular basis. Instead, Williamsport Bureau of Transportation/River Valley Transit will certify that it has established this Safety Plan, which fulfills the requirements under Part 673, and attach such certification to the Williamsport Bureau of Transportation/River Valley Transit Transportation Agency Safety Plan. FTA annually amends and issues the list of Certifications and Assurances. Williamsport Bureau of Transportation/River Valley Transit will review such guidance for incorporation into the safety plan as necessary. Certification of Compliance is found in Attachment B.

2.4 Plan Review and Updates

Williamsport Bureau of Transportation/River Valley Transit must update its Safety Plan at any point when information, processes or activities change within Williamsport Bureau of Transportation/River Valley Transit and/or when Part 673 undergoes significant changes, or annually, whichever comes sooner. As Williamsport Bureau of Transportation/River Valley Transit collects data through its Safety Risk Management and Safety Assurance processes, Williamsport Bureau of Transportation/River Valley Transit will evaluate its Safety Performance Targets (SPTs) to determine whether they need to be changed, as well.

Specifically, Williamsport Bureau of Transportation/River Valley Transit will review its Safety Plan when it:

- Determines its approach to mitigating safety deficiencies is ineffective;
- Makes significant changes to service delivery;
- Introduces new processes or procedures that may impact safety;
- Changes or re-prioritizes resources available to support the Williamsport Bureau of Transportation/River Valley Transit SMS;
- Significantly changes its organizational structure, and/or;
- Annually

The process for conducting annual review and update of the Williamsport Bureau of Transportation/River Valley Transit Public Transportation Agency Safety Plan is as follows:

- Williamsport Bureau of Transportation/River Valley Transit will review the Safety Plan quarterly to assess the effectiveness of the Safety Plan and begin a process of documenting recommended changes and/or updates;
- Any recommended changes and/or updates will be forwarded to the General Manager for review;
- The Williamsport Bureau of Transportation/River Valley Transit General Manager will review and approve any changes and/or updates to the Safety Plan;
- The review, list of changes and General Manager approval will be documented on the Safety Plan
- Communication of any updates will be disseminated to all Williamsport Bureau of Transportation/River Valley Transit staff.

Section 3- Safety Performance Targets (SPTs)

3.1 Target Development

Williamsport Bureau of Transportation/River Valley Transit includes SPTs in this Safety Plan. These targets are specific numerical targets set by Williamsport Bureau of Transportation/River Valley Transit and is based on the Safety Performance Measures established by FTA in the National Public Transportation Safety Plan. In the most recent version, the 2017 NSP3, FTA adopted four initial safety Performance Measures: (1) Fatalities, (2) Injuries, (3) Safety Events, and (4) System Reliability. In addition to the above requirements Williamsport Bureau of

Transportation/River Valley Transit includes the following targets: (5) Slip-Trip-Fall “in a bus” (6) Slip-Trip-Fall “away from bus” (7) Wheelchair Tip-overs.

FTA requires Williamsport Bureau of Transportation/River Valley Transit to coordinate with PennDOT and the Williamsport Area Transportation Study to the maximum extent practicable. Pursuant to 49 CFR Part 673.15(a), Williamsport Bureau of Transportation/River Valley Transit will make its Safety Performance Targets available to PennDOT and Williamsport Area Transportation Study to aid in the planning process upon certification of this plan. Additionally, Williamsport Bureau of Transportation/River Valley Transit will transmit performance data against the Safety Performance Targets available to PennDOT and the Williamsport Area Transportation Study on an annual basis.

Mode of Transit Service	Fatalities (total)	Fatalities (per 100k VRM)	Serious Injuries (total)	Serious Injuries (per 100k VRM)	Safety Events (total)	Safety Events (per 100k VRM)	System Reliability	Slip-Trip-Fall in a bus	Slip-Trip-Fall away from bus	Wheelchair Tip-overs
Fixed Route MB/DO	1	.1	2	.2	22	2.5	10,592	9	2	≤ 1
Shared Ride DR/DO	0	0	0	0	7	2.3	37,070	2	2	≤ 1
ADA/Paratransit DR/PT	0	0	0	0	1	1	21,104	0	0	≤ 1

The Williamsport Bureau of Transportation/River Valley Transit Safety Performance Targets (SPT’s) are represented for each mode of service and based on a three (3) year average of Vehicle Revenue Miles Traveled (VRMT) annually.

- Fixed Route (MB/DO) 868,547 (VRMT)
- Shared Ride (DR/DO) 222,418 (VRMT)
- ADA Paratransit (DR/PT) 21,104 (VRMT)

While these SPT’s are annual goals, Williamsport Bureau of Transportation/River Valley Transit will monitor all events on a monthly basis to proactively identify and mitigate any trends.

Section 4 Overview of the Agency’s Safety Management Systems (SMS)

Williamsport Bureau of Transportation/River Valley Transit’s SMS is a comprehensive, collaborative approach that brings management and labor together to build on the transit industry’s existing safety foundation to control risk better, detect and correct safety problems earlier, share and analyze safety data more effectively, and measure safety performance more carefully. Williamsport Bureau of Transportation/River Valley Transit’s SMS focuses upon applying resources to risk and is based on ensuring that Williamsport Bureau of Transportation/River Valley Transit has the organizational infrastructure to support decision-

making at all levels regarding the assignment of resources. Some key parts of Williamsport Bureau of Transportation/River Valley Transit SMS include:

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

Furthermore, Williamsport Bureau of Transportation/River Valley Transit's SMS has four (4) distinct components, which are discussed in subsequent sections to this Safety Plan:

- Safety Policy
- Safety Risk Management
- Safety Assurance
- Safety Promotion

Section 5 Safety Management Policy

The first component of Williamsport Bureau of Transportation/River Valley Transit's SMS is the Safety Policy, which is the foundation of Williamsport Bureau of Transportation/River Valley Transit's Safety Management System. It clearly states the organization's safety objectives and sets forth the policies, procedures, and organizational structures necessary to accomplish the safety objectives. The Safety Policy clearly defines management and employee responsibilities for safety throughout the organization. It also ensures that management is actively engaged in the oversight of Williamsport Bureau of Transportation/River Valley Transit's safety performance by requiring regular review of the Safety Policy, budget and program by the General Manager.

5.1 Safety Management Policy Statement

Williamsport Bureau of Transportation/River Valley Transit's document commitment to safety, which defines Williamsport Bureau of Transportation/River Valley Transit's safety objectives and the accountabilities and responsibilities of its employees in regard to safety. (Attachment A)

5.2 Safety Management Policy Communication

The Safety Management Policy will be communicated throughout Williamsport Bureau of Transportation/River Valley Transit, including all staff members, supervisors and managers.

Communication of the Williamsport Bureau of Transportation/River Valley Transit Safety Management Policy will be accomplished by distributing the Policy to all Williamsport Bureau of Transportation/River Valley Transit staff who will acknowledge receipt of the Policy with a written sign-off. All new staff members will receive the Policy during their new-hire safety orientation and acknowledge receipt of the Policy with a written sign-off.

5.3 Employee Safety Reporting Program

Williamsport Bureau of Transportation/River Valley Transit has implemented a process which allows employees to report safety conditions to senior management. No one knows the potential safety hazards better than our frontline staff members who accept the responsibility of safety on a daily basis. This reporting process will help to mitigate safety issues before they become a safety event.

Williamsport Bureau of Transportation/River Valley Transit encourages frontline staff members, specifically bus/van operators, maintenance personnel, as well as all staff members to utilize the Employee Safety Reporting Program to identify and report the following:

- Unsafe Acts;
- Unsafe Conditions;
- Unsafe Equipment;
- Unsafe use of Equipment;
- Near Miss-an unplanned event or unsafe condition;
- Any Security Issues; and
- Any Safety Concerns

Williamsport Bureau of Transportation/River Valley Transit will use an Employee Safety Report Form to inform management staff of unsafe issues or practices occurring at any Williamsport Bureau of Transportation/River Valley Transit facility or vehicle. Employees have a responsibility to report a ‘Near Miss and/or Safety Concern’ that does not result in death, injury, illness or property damage – but has the potential to do so.

When reporting safety concerns directly to management staff, the employee will complete the Employee Safety Report Form, seal it in an envelope, and place it in a locked mailbox located in driver’s room which will only be accessed by Human Resources who will pass the information along to the General Manager.

Employee identification will not be provided to any supervisor, other employees or staff without a need to know. This information will be considered confidential. Staff members understand the values of reporting Near Misses or Safety Concerns to management because a “Near Miss” is an unplanned event or unsafe condition, therefore, there is no punitive or disciplinary consequences for reporting. The only time there could be punitive or disciplinary consequences would be deliberate, reckless, unjustifiable or indefensible acts that place Williamsport Bureau of Transportation/River Valley Transit, City of Williamsport and its staff members at risk.

The benefits of the Employee Safety Reporting Program include:

- Identification of Near Misses and Safety Concerns;
- Mitigation or elimination of hazards;
- Trends analysis;
- Changes and improvements to agency safety;
- Communication and awareness throughout Williamsport Bureau of Transportation/River Valley Transit;

- Improved Safety Culture

Staff Member Reporting Process and Activities:

- 1) Reporting:
 - Written, using the Williamsport Bureau of Transportation/River Valley Transit Employee Safety Report Form; and
 - Verbally, speaking to a supervisor or manager who completes the form
- 2) Investigation:
 - The Safety/Security Officer is responsible for investigating all safety concerns using the Employee Safety Report Investigation Form to document the details:
 - Review of the Employee Safety Report Form
 - Interview(s) of staff and any witnesses:
 - Review available video from any of our vehicles or facilities; and
 - Review photographs when applicable
- 3) Analysis:
 - The Safety/Security Officer is responsible for documenting all safety concerns on the Williamsport Bureau of Transportation/River Valley Transit Employee Safety Report Form Log and using the Safety Risk Assessment Matrix to determine the Safety Risk Index;
 - Identify hazards and consequences of the hazard;
 - Determine probability;
 - Determine potential severity; and
 - Determine risk tolerance
- 4) Mitigation:
 - The General Manager, Operations Manager and Safety/Security Officer are responsible for mitigating or eliminating safety concerns;
 - Determine possible mitigations;
 - Determine corrective action(s)/remedial training to be taken;
 - Set a realistic target date;
 - Assign the responsible person; and
 - Document the completion date on the Williamsport Bureau of Transportation/River Valley Transit Employee Report Form Log
- 5) Communication:
 - The Safety/Security Officer is responsible for communication of all safety concerns, mitigation and outcomes;
 - Reporting back to the staff member who initiated the report (if known);
 - Sharing data including any mitigation activities with all staff members to create awareness of any identified safety concerns so everyone benefits; and
 - Create any visual aid and post them in multiple locations

5.4 SMS Authorities, Accountabilities, and Responsibilities

5.4.1 Accountable Executive

Williamsport Bureau of Transportation/River Valley Transit's Accountable Executive is the General Manager. The General Manager is accountable for ensuring that Williamsport Bureau of Transportation/River Valley Transit's SMS is effectively implemented throughout the Agency's public transportation system. The General Manager is accountable for ensuring action is taken, as necessary, to address substandard performance in Williamsport Bureau of Transportation/River Valley Transit's SMS. The General Manager may delegate specific responsibilities, but the ultimate accountability for Williamsport Bureau of Transportation/River Valley Transit's safety performance cannot be delegated and always rests with the General Manager. The General Manager is accountable for ensuring that Williamsport Bureau of Transportation/River Valley Transit's SMS is effectively implemented and that action is taken, as necessary, to address substandard performance in the Williamsport Bureau of Transportation/River Valley Transit's SMS. The General Manager may delegate specific responsibilities, but not accountability for Williamsport Bureau of Transportation/River Valley Transit's safety performance. The authorities, accountabilities, and responsibilities assigned to the General Manager in the Safety Plan must reflect these requirements.

The General Manager roles include, but are not necessarily limited to:

- Decision-making about resources (e.g. people and funds) to support asset management, SMS activities, and capital investments;
- Signing SMS implementation planning documents;
- Endorsing SMS implementation team membership; and
- Other duties as assigned/necessary.

5.4.2 Chief Safety Officer

The Chief Safety Officer is the Safety/Security Officer who has the authority and responsibility for day-to-day implementation and operation of the Williamsport Bureau of Transportation/River Valley Transit's SMS. The authorities, accountabilities, and responsibilities assigned to the Safety/Security Officer in the Safety Plan must reflect this requirement.

Safety/Security Officer roles include, but are not limited to:

- Decision-making about resources (e.g. people and funds) to support asset management, SMS activities, and capital investments;
- Directing Hazard Identification and Safety Risk Assessment;
- Monitoring Safety Risk Mitigation activities;
- Providing periodic reports on safety performance;
- Briefing the General Manager on SMS implementation progress;
- Planning safety management training; and
- Other duties as assigned/necessary.

5.4.3 Agency Leadership and Executive Management Management

Managers and Supervisors are responsible for the following:

- Ensuring that facilities and equipment provided meet requirements for a safe work environment for activities being conducted or modify those activities accordingly to ensure compliance with applicable rules, regulations and standards;
- Ensuring staff members under their management have the authority and support to implement safety, health and environmental policies, practices and programs;
- Ensuring areas under their management are in compliance with Federal, State and Local environmental health, safety policies, practices and programs;
- Establishing procedures to implement policies (i.e. policy approval);
- Establishing procedures for dissemination of policies and other safety-related information (safety policies); and
- Incorporating safety into the Annual Performance Review Process

Human Resources

Human Resource Manager and/or staff are responsible for the following:

- Ensuring that the commitment and the importance of safety is written within each job description;
- Understanding safety rules are work rules when counseling supervisors on non-compliance safety matters. Ensure that staff members are accountable for their actions through a progressive disciplinary action plan;
- Partner with the Manger of Operations in the implementation of Williamsport Bureau of Transportation/River Valley Transit's Workers Compensation "Return to Work" guidelines; and
- Incorporating safety into the Annual Performance Review Process

5.4.4 Key Staff Safety Committee

The Safety Committee is responsible for the following:

- Participating in the development and review of the Safety Plan;
- Participate in evaluating the effectiveness of Williamsport Bureau of Transportation/River Valley Transit SMS activities;
- Participate in developing a positive safety culture;
- Review accident and incident reports;
- Develop a Safety Reporting Program;
- Assist in Risk Analysis and Risk Mitigation; and
- Be a Safety Ambassador by communicating with fellow staff members

Operators, Maintenance Personnel and Staff

All operators, maintenance personnel and staff members are responsible for the following:

- Participate in mandated safety training and drills;
- Properly using Williamsport Bureau of Transportation/River Valley Transit supplied vehicles, equipment and materials;
- Using good judgment in carrying out work assignments and following established procedures and policies;
- Promptly report unsafe conditions, hazards and behaviors as well as injuries and illness to his/her supervisor/manager;
- Adhering to Federal, State, Local and Williamsport Bureau of Transportation/River Valley Transit safety requirements and guidelines; and
- Acknowledging that disregard or chronic negligence of establish policies and procedures may result in disciplinary actions

Section 6 Safety Risk Management (SRM)

The second component of the Agency's SMS is Safety Risk Management which requires development of processes and procedures to provide an understanding of Williamsport Bureau of Transportation/River Valley Transit operations and maintenance to allow individuals to identify hazards associated with those activities. Once hazards are identified, other procedures must be developed under safety risk management to analyze and assess the risk resulting from these hazards, as well as to institute controls to reduce or eliminate the risks from these hazards.

Safety is the state in which the risk of injury to persons or damage to property is reduced to, and maintained at or below, an acceptable level through the continuing process of hazard identification and risk management.

Williamsport Bureau of Transportation/River Valley Transit has implemented a Safety Risk Management process for all elements of its transportation system to address safety concerns before they escalate into incidents or accidents.

The Safety Risk Management process is comprised of the following activities: safety hazard identification, safety risk assessment, and safety risk mitigation.

6.1 Safety Hazard Identification

The following is Williamsport Bureau of Transportation/River Valley Transit's methods and processes to identify hazards and consequences of the hazards. Williamsport Bureau of Transportation/River Valley Transit will consider, as a source for hazard identification, data and information provided by an oversight authority and/or the FTA.

The term "Hazard" refers to any situation or condition that could potentially cause adverse consequences. Examples of hazards include but are not limited to the following:

- Design Factors: Vehicles, Equipment, etc.;
- Operating Procedures and Practices: Documentation, Checklists, etc.;

- Communications: Medium, terminology and language;
- Personnel Factors: Williamsport Bureau of Transportation/River Valley Transit policies for recruitment, training and remuneration;
- Organizational Factors: Safety culture, resource allocation, operating pressures;
- Physical Defenses: Adequate detection and warning systems, traffic control devices, signaling, barriers, etc.; and
- Regulatory and Oversight Factors: Application and enforcement of regulations, certification of equipment, personnel, procedures and adequate safety audits

Williamsport Bureau of Transportation/River Valley Transit utilizes the following methods to identify hazards:

- Employee Safety Reporting Program;
- Observations of operations (Operators and Maintenance staff);
- Review accident and incident investigation records to determine the accident/incident frequency locations;
- Safety Committee Review;
- Compliance Programs;
- Monthly inspection of facilities performed internally to identify hazards;
- Annual inspection of facilities performed by the City of Williamsport's Safety Committee to identify potential injury-producing conditions or safety hazards;
- Industry data;
- Governmental sources (Federal Transit Administration, National Transit SB, and oversight agency)

6.2 Safety Risk Assessment

The Safety/Security Officer records and tracks all identified hazards for Williamsport Bureau of Transportation/River Valley Transit. Once hazards have been identified, there is a process for assessing the risk to determine their potential consequences using the Williamsport Bureau of Transportation/River Valley Transit Safety Risk Assessment Matrix.

The process of risk assessment considers the severity or consequences of an unsafe condition or hazard as well as the likelihood of a hazard causing an unsafe event, including the following:

- Identify the potential consequences. This is an assessment of the most common consequence, the worst possible consequence, and/or worst credible consequence;
- Likelihood is estimated based on historical data from the Williamsport Bureau of Transportation/River Valley Transit accident and incident records and best educated opinions;
- The alpha numeric values associated with the severity and likelihood are entered on the Employee Report Form;
- Determine if the risk is acceptable with the existing mitigations or if additional action is needed; and
- Prioritize hazards based on the safety risk of their potential hazards

The assessment of severity and likelihood, the “risk”, is placed into one of three categories:

- Low Risk: Acceptable with continuous improvement;
- Medium Risk: Acceptable with monitoring and control to ‘as low as reasonably possible’ (ALARP) processes: and
- High Risk: Unacceptable or intolerable, immediately introduce further control measures

6.3 Safety Risk Mitigation

The Safety/Security Officer, Operations Manager and the General Manager are responsible for the mitigation of hazards and safety concerns. Safety Risk Mitigations are actions or methods taken to eliminate or reduce the likelihood and/or severity of the potential consequences of a hazard. Safety Risk Mitigation enable Williamsport Bureau of Transportation/River Valley Transit to actively “Manage” safety risk in a manner that is aligned with its safety performance targets and consists of initial, ongoing and revised mitigations.

Safety Risk Mitigation strategies include:

- Safety risk avoidance;
- Safety risk reduction; and
- Safety risk segregation

Safety Risk Mitigation measures include:

- Elimination of Hazards;
- Reduce risk through documented changes;
- Incorporate engineered features or devices; and
- Incorporate signage, procedures, training and personal protective equipment (PPE)

7 Safety Assurance

The third component of Williamsport Bureau of Transportation/River Valley Transit’s SMS is Safety Assurance, which ensures the performance and effectiveness of safety risk controls established under safety risk management. Safety Assurance is also designed to ensure that Williamsport Bureau of Transportation/River Valley Transit meets or exceeds its safety objectives through the collection, analysis, and assessment of data regarding the Agency’s performance. Safety Assurance also includes inspection activities to support oversight and performance monitoring.

Williamsport Bureau of Transportation/River Valley Transit shall identify the data and information it will collect from its operations, maintenance, and public transportation services so that it may monitor the Agency’s safety performance as well of the effectiveness of its SMS. Williamsport Bureau of Transportation/River Valley Transit will monitor its operations and maintenance protocols and procedures, and any Safety Risk Mitigations, to ensure that it is

implementing them as planned. Furthermore, Williamsport Bureau of Transportation/River Valley Transit will investigate safety events (as defined above) and any reports of non-compliance with applicable regulations, standards, and legal authority. Finally, Williamsport Bureau of Transportation/River Valley Transit will continually monitor information reported to it through any internal safety reporting programs including the Employee Safety Reporting Program.

7.1 Safety Performance Monitoring and Measurement

Williamsport Bureau of Transportation/River Valley Transit has established tasks to:

- Monitor the system for compliance with, and sufficiency, of the Agency’s procedures for operations and maintenance;
- Monitor its operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended;
- Conduct investigations of safety events to identify causal factors; and
- Monitor information reported through any internal safety reporting programs.

In the event of a fatality, Williamsport Bureau of Transportation/River Valley Transit must comply with all FTA drug and alcohol requirements and 75 Pa. C.S. Section 4704. Pursuant to the Commonwealth statute, in the event a motor carrier vehicle or mass transit vehicle is involved in an accident that causes the death of the vehicle operator or another person, the motor carrier vehicle or mass transit vehicle and its equipment, load, driver and documents shall be inspected by a qualified Commonwealth employee as designated by 75 Pa. C.S. Section 4704 before the vehicle or driver will be allowed to continue operation. Williamsport Bureau of Transportation/River Valley Transit will contact the nearest PUC District Office to request a post-accident MCSAP bus inspection. The following table lists PUC District Offices:

PUC District Office	Manager	Telephone	Fax
Harrisburg District	Andrew Turriziani	717.787.7598	717.787.3114
Philadelphia District	Anthony Bianco	215.965.3721	215.965.4262
Pittsburgh District	Kimberly Johnston	412.423.9310	412.820.2607
Scranton District	Andrew Turriziani	570.963.4590	570.614.2070

8 Safety Promotion

The fourth component of Williamsport Bureau of Transportation/River Valley Transit’s SMS is Safety Promotion, which requires a combination of training and communication of safety information to employees to enhance Williamsport Bureau of Transportation/River Valley Transit’s safety performance.

Williamsport Bureau of Transportation/River Valley Transit has established competencies and training for all Williamsport Bureau of Transportation/River Valley Transit personnel directly responsible for safety to establish and maintain the means for communicating safety performance and safety management information. This training program contains refresher training, as necessary.

Williamsport Bureau of Transportation/River Valley Transit provides a comprehensive new hire training program and ongoing training that meets or exceeds the requirements of the State Association for Transportation Insurance (SAFTI) Pool. Additional training topics are added as needed.

Safety training for bus/van operators and maintenance staff:

- Initial/New hire;
- Refresher/Ongoing; and
- Remedial Training

Safety training for administrative staff, supervisors and management:

- Initial/New hire; and
- Refresher/Ongoing: Include training to assess and mitigate safety risk; to stay current on new or changing regulations, policies and procedures relative to the staff position and responsibilities.

8.1 Safety Communication

Williamsport Bureau of Transportation/River Valley Transit shall communicate safety and safety performance information throughout the Agency's organization that, at a minimum, conveys information on hazards and safety risks relevant to employees roles and responsibilities.

Additionally, informs employees of safety actions taken in response to reports submitted through an Employee Safety Reporting Program.

Safety Communication increases safety awareness and is provided throughout Williamsport Bureau of Transportation/River Valley Transit in several ways.

- Safety Communication begins during the hiring process and initial training. Safety as it applies to each employee is defined. The importance of the Employee Reporting Program is explained with examples of how to identify and report hazards and safety concerns;
- The Williamsport Bureau of Transportation/River Valley Transit Safety Committee monthly meetings with the City of Williamsport and key first responders provide a forum to discuss safety concerns, review accidents, incidents and other reports from the Employee Safety Reporting Program. Made up of both union and management staff members, the Committee also reviews policies and procedures and makes recommendations to management;
- Memos, Notices and minutes from Safety Committee meetings are displayed in common areas;
- Williamsport Bureau of Transportation/River Valley Transit Safety Committee meetings are extremely valuable to discuss safety and for staff to share concerns. Attendance is monitored and sign-in is required.

Safety Performance is communicated to employees by posting memos and/or notices to show the types of hazards and concerns reported, the severity and likelihood assessed through the Safety

Risk Management process, as well as the response and activities by management relative to the mitigation of those hazards and concerns.

Section 9 Documentation

Pursuant to 49 CFR Part 673.31, Williamsport Bureau of Transportation/River Valley Transit shall maintain records of its documents that are developed in accordance with this Safety Plan and FTA requirements. FTA expects Williamsport Bureau of Transportation/River Valley Transit to maintain documents that set forth its Public Transportation Agency Safety Plan, including those related to the implementation of its SMS such as the results from SMS processes and activities. For the purpose of reviews, investigations, audits, or other purposes, Williamsport Bureau of Transportation/River Valley Transit will make these documents available to PennDOT, FTA, and other Federal agencies as appropriate. Williamsport Bureau of Transportation/River Valley Transit shall maintain these documents for a minimum of three (3) years.

Attachment A Safety Management Policy Statement



Safety Management Policy Statement

Williamsport Bureau of Transportation/River Valley Transit is committed to Safety Management Systems (SMS) as a systematic and comprehensive approach to identifying safety hazards and risks associated with transit system operations and related maintenance activities. Safety Management System (SMS) means the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of Williamsport Bureau of Transportation/River Valley Transit's safety risk mitigation. Williamsport Bureau of Transportation/River Valley Transit is committed to implementing, maintaining and constantly improving processes to ensure all operational and maintenance activities are supported by an appropriate allocation of organizational resources and aimed at achieving the highest level of transit safety performance.

All levels of management and all front-line employees are accountable for the delivery of this highest level of safety performance, starting with the General Manager of Williamsport Bureau of Transportation/River Valley Transit. No task is so important and no service so urgent that it cannot be done safely.

Our Commitment is to:

- Support the management of safety by providing appropriate resources to support and organizational culture that fosters safe operational practices, encourages effective safety reporting and communication, and actively manages safety with the same attention to results as that given to the other management systems of Williamsport Bureau of Transportation/River Valley Transit.
- Integrate the management of safety as an explicit responsibility of all Williamsport Bureau of Transportation/River Valley Transit management, operators and staff.
- Clearly define Williamsport Bureau of Transportation/River Valley Transit management, operators and staff their accountabilities and responsibilities for the delivery of safe transit services and the performance of our safety management system.
- Establish and operate a safety reporting program as a fundamental tool in support of Williamsport Bureau of Transportation/River Valley Transit hazard identification and safety risk evaluation activities to eliminate or mitigate the safety risks of the consequences of hazards resulting from our operations or activities to a point that is as low as reasonably practicable (ALARP).
- Ensure that no action will be taken against any Williamsport Bureau of Transportation/River Valley Transit employee who discloses a safety concern through the safety reporting program, unless such disclosure indicates, beyond any reasonable doubt,

an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures.

- Comply with and, wherever possible, exceed any applicable legislative and regulatory requirements and standards.
- Ensure that sufficiently trained and skilled personnel are available and assigned to implement Williamsport Bureau of Transportation/River Valley Transit's safety management processes and activities.
- Ensure all Williamsport Bureau of Transportation/River Valley Transit staff are formally provided with adequate and appropriate safety management information, are competent in safety management system activities, and are assigned only safety related tasks commensurate with their skills.
- Establish and measure Williamsport Bureau of Transportation/River Valley Transit agency safety performance against realistic safety performance indicators and safety performance targets.
- Continually improve Williamsport Bureau of Transportation/River Valley Transit safety performance through management processes that ensure relevant safety action is taken in a timely fashion and is effective when carried out.
- Ensure contracted services that support Williamsport Bureau of Transportation/River Valley Transit's mission are delivered meeting are safety performance standards.



9/11/2020

General Manager

Date

Attachment B Certificate of Compliance



Certificate of Compliance

Pursuant to 49 CFR Parts 673.13(a) and 673.13(b), Williamsport Bureau of Transportation/River Valley Transit certifies it has established this Public Transportation Agency Safety Plan, meeting the requirements of 49 CFR 673. On an annual basis, Williamsport Bureau of Transportation/River Valley Transit will certify its compliance with 49 CFR Part 673.

The Federal Transit Administration does not require this Plan to be submitted to the Federal Transit Administration on a regular basis. Instead, Williamsport Bureau of Transportation/River Valley Transit certifies it has established this Safety Plan, which fulfills the requirements under Part 673 and attach such certification to this Public Transportation Agency Safety Plan.

The Federal Transit Administration annually amends and issues the list of Certifications and Assurances. Williamsport Bureau of Transportation/River Valley Transit will review such guidance for incorporation into the Safety Plan as necessary.

A handwritten signature in blue ink, appearing to read "Derek L. ...", is written over a horizontal line.

General Manager

9/11/2020

Date

Attachment D Safety Risk Assessment Matrix

Williamsport Bureau of Transportation/River Valley Transit – Safety Risk Assessment Matrix

Consequences/Severity					Probability/Likelihood				
					A	B	C	D	E
Severity	People	Assets	Environment	Reputation	Practically Impossible	Remote, Not likely to occur	Could occur, or heard of it happening	Likely, known to occur or has happened before	Common, or occurs frequently
1	First aid or no injury	No/slight damage	No/slight effect	No/slight impact	L	L	L	L	M
2	Slight injury, medical treatment	Minor Damage	Minor effect	Limited impact	L	L	M	M	H
3	Serious injury, hospitalization >48hrs	Moderate damage	Moderate effects	Local area impact	L	L	M	H	H
4	Permanent total disability or 1 fatality	Major damage, unit level	Major effect	Major statewide impact	L	M	H	H	H
5	Multiple fatalities	Major damage, multiple units	Massive effect	Major national impact	M	M	H	H	H

Attachment D

	Low Risk, Continuous Improvement
	Medium Risk, monitor/control to ALARP
	High Risk, Unacceptable/Intolerable, immediately introduce further control measures

Attachment E Employee Safety Reporting Program (ESRP)



Employee Safety Report Form

A Safety Concern or Near Miss reporting are critical to the safety success of Williamsport Bureau of Transportation/River Valley Transit. No matter how trivial they are, a safety concern and/or a near miss should be reported to your supervisor just as accidents are. As an employee, you need to understand that it's just as important (and part of your responsibility) to report a safety concern or near miss as it is to report an accident. Reporting a safety concern or near miss in a timely manner can help determine how to prevent a recurrence that could result in a serious injury.

Unsafe working conditions, unsafe employee work habits, improper use of equipment or use of malfunctioning equipment, or security issue that have the potential to cause work related injuries and property damage.

Please complete this form to report safety concerns, any unsafe acts or unsafe conditions.

Date of Occurrence: _____

Location of Occurrence: _____

Department: (Circle) Admin Fixed Route Shared Ride Maintenance

Time of Occurrence: _____ a.m. / p.m.

Please check all that apply:

- Unsafe Act Unsafe Condition Security Issue
 Unsafe Equipment Unsafe Use of Equipment

Describe the event of safety concern in detail. Try to answer the Who, What Where, When Why and How questions with regard to the occurrence: (Use the other side if necessary)

Reported by (optional): _____ Date: _____

** Forward this report to the General Manager for review and follow up **

Attachment F Employee Safety Report Investigation (ESRP)



Report Date:/...../.....

Employee Safety Report Investigation Form

The reason for investigating a safety concern, incident or near miss is to determine: the cause or causes of the incident; to identify any risks, hazards, systems or procedures that contributed to the incident as well as the potential consequences; and to mitigate and recommend corrective action to prevent similar incidents.

Incidents should be investigated by people knowledgeable about the type of work involved at the time of the incident. Relevant workers should also be involved in the investigation.

The safety concern, incident/near miss investigation report should answer the WHO, WHERE, WHEN, WHAT, WHY and HOW questions with regard to the incident.

Details of the Event or Safety Concern:	Date:	Time:
Short Description of safety concern or near miss:		
Area where safety concern/near miss occurred:		

Details of the Safety Concern / Near Miss Investigation	
Name of injured person (if relevant):	
Injury sustained (if relevant):	
Name of person who reported incident:	
Date of Report:	
Name of person completing this form:	
Telephone number:	
Date Report completed:	
Witness Details	
Name:	Contact number:
Name:	Contact number:
Name of person/s conducting investigation:	
Contact number/s:	

Attachment F Employee Safety Report Investigation (ESRP)



Immediate / Contributing Causes the may have been a factor to the concern/incident	
What preventative action could have been taken? Why was this action not taken?	
How much experience did the employee have in the task/s that was being performed when the accident/incident occurred? What training has been provided?	
What is the chance of the accident/incident occurring again?	

<p>Full description of events: Who was involved: Admin Fixed Route Shared Ride Maintenance Briefly describe what happened including the sequence of events, conditions present at time of incident; what was involved, what activity (if any) was taking place prior and at time of incident. What hazards was the worker exposed to? What hazards may have contributed to the incident occurring? (Attach photos if available) List any potential consequences.</p>

<p>Investigation Recommendations: (Outline recommended corrective actions to prevent the recurrence of the incident)</p>
Completion Date:
Date Implemented:
Review Date:

Investigators Name:

Date: