



South Central Regional Transit District AGENCY SAFETY PLAN



49 CFR Part 673

Contents

1. Transit Agency Information.....	3
System Description	5
2. Agency Safety Plan Development, Approval, and Updates	7
3. Safety Performance Targets.....	7
4. Safety Management Policy	8
SCRTD Safety Management Policy Statement (SMPS).....	8
Safety Management Policy Communication.....	10
Authorities, Accountabilities, and Responsibilities.....	10
Employee Safety Reporting Program.....	12
5. Safety Risk Management	13
Safety Hazard Identification.....	14
Safety Risk Mitigation	17
6. Safety Assurance	18
Safety Performance Monitoring and Measurement	18
7. Safety Promotion	22
Competencies and Training	22
Safety Communication.....	26
Additional Information.....	29
Appendix A: Definitions	28
Appendix B: Acronyms and Abbreviations.....	31
Appendix C. SCRTD Organizational Chart	32
Appendix D: Safety Risk Register	333
Appendix E: SCRTD Training Acknowledgement.....	34

1. Transit Agency Information

Name of Document	Agency Safety Plan (ASP)		
Transit Agency Name	South Central Regional Transit District (SCRTD)		
Transit Agency Address	830 Anthony Drive, Anthony, NM 88021		
Name and Title of Accountable Executive	<p>David Armijo, Executive Director</p> <p>The Accountable Executive meets the requirements in 49 CFR §673.5 and §673.23(d)(1). Please see the Roles and Responsibilities of the Accountable Executive in <i>Section 4: Safety Management Policy</i>.</p>		
Name of Chief Safety Officer or SMS Executive	<p>Cristina Gamboa, Safety Coordinator</p> <p>The Chief Safety Officer meets the requirements of § 673.5 and §673.23(d)(2). Please see the Roles and Responsibilities of the Chief Safety Officer in <i>Section 4: Safety Management Policy</i>.</p>		
Mode(s) of Service Covered by This Plan	Motor Bus, Commuter Bus, and Demand Response-Taxi	List All FTA Funding Types (e.g., 5307, 5310, 5311)	5307 Small and Large Urban, 5310, 5311, and 5339
Mode(s) of Service Provided by the Transit Agency (Directly Operated or Contracted Service)	<p>Motor Bus: directly operated</p> <p>Demand Response: directly operated and contracted to zTrip</p> <p>Commuter Bus: contracted to All Aboard America</p>		
Does the agency provide transit services on behalf of another transit agency or entity?	No	Description of Arrangement(s)	
Name and Address of Transit Agency or Entity for Which Service Is Provided			

This ASP applies to the following locations within SCRTD:

SCRTD Headquarters	300 W. Lohman Avenue, Las Cruces, NM 88005	David Armijo, Executive Director	Administrative Staff, Main Office
		darmijo@scrtcd.org	
	Office: 575-323-1620	Emergency cell: 949-322-9881	
Anthony, NM SCRTD	830 Anthony Drive	Albert Minjares, Maintenance Supervisor	Fixed Route Only
	Anthony, NM 88021	aminjares@scrtcd.org	Red, Turquoise, Purple, Green and Copper
		Emergency cell: 915-545-3867	
	Office: 575-323-1620		
		Danny Franco, Dispatcher	
		dfranco@scrtcd.org	
		Emergency cell: 575-202-1133	
Sunland Park SCRTD	295 Quinella Dr.	Adam Shea, Finance Officer	Fixed Routes: Yellow and Silver
	Sunland Park, NM 88063	ashea@scrtcd.org	
		Emergency cell: 915-270-6388	
	Office: 575-323-1620		
		Loretta Gallegos, Transit Operations Supervisor	
		lgallegos@scrtcd.org	
		Emergency cell: 575-571-0677	

System Description

History

In 2003, the New Mexico Regional Transit District Act (Chapter 73, Article 25, NMSA 1978) was passed, enabling the formation of multi-jurisdictional transit agencies. The purpose of this legislation was to:

- Provide safe and efficient regional transit services;
- Reduce congestion, crashes, and pollution caused by single-occupant vehicles;
- Extend the life of the state's roads by reducing traffic;
- Provide transportation alternatives to residents, particularly transit-dependent groups such as seniors, youth, low-income, and mobility-impaired residents;
- Provide residents with better access to education and higher-paying jobs, and;
- Reduce oil dependency.

In 2004, legislation was adopted allowing such transit districts to levy up to a half-cent local gross receipts tax to fund their operations.

South Central Regional Transit District

On November 30, 2006, the New Mexico Transportation Commission approved the formation of the South Central Regional Transit District, encompassing Dona Ana, Otero and Sierra counties, including most of the cities, towns, and villages that lie therein.

In 2015, the District developed a five year finance and service plan in anticipation of applying for federal and state grant funding. Further, the New Mexico legislature provided funding to pay for five buses to be used as start-up of new transit services. In late February 2016 the District launched four bus routes using the five buses operating across the Dona Ana county service area. The District has expanded service further adding more buses and facilities to service the vehicles.

SCR TD Board of Directors

SCR TD's Board of Directors consists of six full members representing Dona Ana county; the City of Las Cruces, Village of Hatch, Town of Williamsburg, the City of Anthony, and Sunland Park. Board members are officials appointed by their government to serve a term of at least one year.

The primary responsibilities of the Board of Directors are to develop broad-based goals and strategies that will support SCR TD's long-term success, adopt an annual budget that ensures financial sustainability, and oversee major improvements to the transit network. Board members are also strongly encouraged to advocate for the needs of their constituents and promote SCR TD's services in their communities. The SCR TD Board of Directors is responsible for carrying out the functions assigned by the provisions of the Regional Transit District Act, including establishing financial, management, service operation, fare, and other policies that support the operations of the transit system.

Agency Safety Plan and Safety Management System

SCR TD developed this Agency Safety Plan (ASP) in accordance with the guidelines and requirements set forth in Title 49 Code of Federal Regulations Part 673, the Public Transportation Agency Safety Plan (PTASP) rule. This plan also serves as a "Safety Management System (SMS) user's manual" that guides (SCR TD) in the successful implementation and operation of its SMS.

The FTA defines SMS as:

“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...Furthermore, SMS is a comprehensive, collaborative approach that brings management and labor together to build on the transit industry’s existing safety foundation to better control risks, detect and correct safety problems earlier, share and analyze safety data more effectively, and measure safety performance more carefully.”

SCR TD’s SMS has four distinct components, which are discussed in subsequent sections of this ASP:

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

Name of Entity that Drafted This Plan	South Central Regional Transit District	
Signature by the Accountable Executive	Signature of the Accountable Executive <i>David Armijo</i>	Date of Signature 8/19/2022
Approval by the Board of Directors or an Equivalent Authority		Date of Approval 8/19/2022
	Relevant Documentation (title and location) A copy of Plan approval for current Agency Safety Plan is maintained on file by the SCR TD Transit Director and SCR TD Safety Officer.	
Certification by State Department of Transportation	N/A	

2. Agency Safety Plan Development, Approval, and Updates

Version Number and Updates

Version Number	Section/Pages Affected	Reason for Change	Description of Change
1	All	New document	Initial implementation
1	All		
1			
1	Agency Safety Plan Development/p. 7	Annual update	Updated dates of Signature and Approval
1	Safety Performance Targets/p. 8	Annual update	Updated data

Annual Review and Update of the Public Transportation Agency Safety Plan

This SCRTD ASP and its safety performance targets will be jointly reviewed and updated by the SCRTD Safety Officer and Assistant Transit Director—Bus by July 1st of each year. The Accountable Executive will review and approve any changes, sign the new ASP, and forward to the SCRTD Board of Directors for final review and approval.

3. Safety Performance Targets

Safety Performance Targets									
The annual targets listed below are based on reviews of the previous five years of (SCRTD) safety performance data, and may be measured in Vehicle Revenue Miles (VRM).									
Mode of Transit Service	Vehicle Revenue Miles (VRM)*	Fatalities (total)	Fatalities per 100k VRM	Injuries (total)	Injuries per 100k VRM	Safety Events (total)	Safety Events per 100k VRM	Failures	System Reliability (VRM/ failures)
Fixed Route	458,000	0	0	1		1			
Demand Response		0	0		0				

*FY22 Demand Response service schedule FY2023

Safety Performance Target Coordination		
<p>SCRTD’s Accountable Executive shares SCRTD’s safety performance targets each year after its formal adoption by the SCRTD Board of Directors. SCRTD’s Accountable Executive also provides a copy of the formally adopted Safety Plan to the New Mexico Department of Transportation (NMDOT). SCRTD personnel are available to coordinate with NMDOT safety performance targets upon request.</p>		
Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
	New Mexico Department of Transportation	

4. Safety Management Policy

SCRTD Safety Management Policy Statement (SMPS)

August 25, 2022

To All Staff and Contractors:

The South Central Regional Transit District (SCRTD) is developing a Public Transportation Agency Safety Plan (PTASP), in accordance with the Federal Transit Administration (FTA) final rule 49 CFR Part 673. This rule requires the development of a uniform system of public transit safety management, called the Safety Management System (SMS). As the Executive Director of SCRTD, I will be our Accountable Executive, as specified under the new regulations. Ultimately, I am responsible to ensure the successful implementation of the new safety standards, which will be upheld throughout our organization.

To facilitate this implementation, I will support the efforts to integrate this Policy Statement into SCRTD processes. This statement will serve as a guiding beacon as we adopt and follow the federal safety rules.

Safety has always been a core commitment of SCRTD, including the development, implementation, maintenance, and continuous improvement of our daily practices to ensure the safety of our customers, employees, contractors, and the public. SCRTD will use the safety management processes to guide the prioritization of safety, and allocate our organizational resources (such as people, funding, and technology) to integrate into our everyday operations. We aim to develop and support a robust safety culture, and to achieve the highest levels of safety performance set forth by the FTA.

SCRTD has committed to the following capacities:

Executive Commitment to Safety—Executive Management will lead the development of an organizational culture that promotes safe operations. We will provide appropriate resources to support the

PTASP development by fostering and ensuring safe practices, improving procedures when needed, and encouraging effective employee safety reporting and communication. SCRTD will keep every executive, manager, employee, and contractor accountable for our priority of safe operations.

Communication & Training—Employee engagement is crucial to a functioning SMS. Communication systems will be developed and fine-tuned to enable greater awareness of SCRTD safety objectives, performance targets, and ongoing safety communication throughout every level of our organization. All levels of management must proactively engage employees, and continuously work to keep the lines of safety communication simple, honest, and open. All employees will be made aware of the importance of SCRTD's SMS and will be trained in any new or improved safety reporting procedures.

Responsibility & Accountability—All employees and contractors will be responsible for delivering the safe and quality transit services that represent SCRTD. Each manager will take an active role in the SMS process, and will ensure that the Safety Assurance functions are supported and advocated. Managers are also responsible for ensuring that Safety Risk Management is being performed in their operational areas of control, to assure that the safety risk associated with identified safety hazards is assessed and mitigated. Safety performance will be an important part of annual performance evaluations for all SCRTD employees.

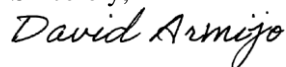
Employee Reporting—We will institute a safety reporting program as a viable tool for employees to clearly voice their safety concerns. All frontline employees will be responsible for utilizing this program as part of the SMS. No action will be taken against any employee who communicates a safety condition through the SCRTD safety reporting program, unless such disclosure indicates the following: an illegal act, gross misconduct, or negligence, or a deliberate or willful disregard of SCRTD rules, policies, and procedures.

Performance Monitoring & Measurement—SCRTD will establish realistic measures of safety performance and establish safety performance targets to ensure our continuous improvement. A team of our employees, representing different skillsets within the organization, will work together with management to verify that the resulting safety risk mitigations are appropriate, helpful, and effective.

Review & Evaluation—SCRTD will measure our SMS performance by analyzing our key safety performance measures, reviewing inspections, and evaluating our corrective action reports. These activities will become the basis for revising or developing safety objectives, safety performance targets, and overall PTASP with the goal of continuous, effective safety improvements. The ASP is a living document and frequently monitored for applicability and functionality.

Thank you for your full cooperation in building a safer workplace for all of our customers, employees, contractors, and the public.

Sincerely,



David Armijo
Executive Director

Safety Management Policy Communication

The Chief Safety Officer, who leads SCRTD's SMS activities, will begin schedule an all hands meeting to introduce staff to SMS principles. A paper copy of the Policy Statement was distributed to each employee in August 2022, as well as a Signature of Receipt to document the employee acknowledgement of their receipt of a copy of the SMS. SCRTD also posted the SMS in a conspicuous place (such as on a bulletin board) at each of the main offices in Las Cruces, Anthony and Sunland Park. Finally, it is available as a link that is posted on the SCRTD website's Bus Safety Reporting page. Contractors have also been instructed to follow the same principal steps to distribute the SMS to their employees.

Authorities, Accountabilities, and Responsibilities

Roles and Responsibilities of the Accountable Executive

The SCRTD Accountable Executive has ultimate responsibility for carrying out the ASP. The Accountable Executive will ensure that SCRTD effectively implements its SMS throughout the agency, and also addresses SMS substandard safety performance. The Accountable Executive may delegate specific responsibilities to the appropriate employees, as needed.

The SCRTD Accountable Executive's roles include, but are not necessarily limited to:

- Decision-making about human and capital resources needed to support asset management, SMS activities, and capital investments;
- Maintaining the Transit Asset Management (TAM) Plan;
- Signing SMS implementation planning documents, and ensuring that SMS is effectively implemented throughout SCRTD's public transportation system;
- Ensuring action is taken to address substandard performance in (SCRTD) SMS;
- Endorsing SMS implementation team membership, and;
- Other duties as assigned/necessary to implement the ASP.

Roles and Responsibilities of the Chief Safety Officer

The SCRTD Chief Safety Officer (CSO) has the authority and responsibility for developing, implementing, and operating SCRTD's SMS. The CSO reports directly to the Accountable Executive for matters involving SMS.

The CSO's roles include, but are not necessarily limited to:

- Developing and maintaining SMS documentation;
- Directing hazard identification and safety risk assessments;
- Monitoring safety risk mitigation activities;
- Providing periodic reports on safety performance;
- Briefing the Accountable Executive on SMS implementation progress;
- Maintaining an adequate level of training, including attendance of relevant federal, local, and SCRTD training classes to remain current on acceptable standards
- Planning safety management training, and;
- Other duties as assigned/necessary to implement the ASP.

Agency Leadership and Executive Management Roles

Members of SCRTD's leadership have authorities and responsibilities for the day-to-day implementation and operation of the agency's SMS.

In addition to the Executive Director of SCRTD, Agency Leadership and Executive Management include:

- Board of Directors;
- Finance Officer;
- Safety Coordinator;
- Administrative Service Director, and;
- Transit and Maintenance Supervisors.

The Agency Leadership and Executive Management are responsible for the following, within their areas of oversight:

- Implementation and operation of SCRTD's SMS, within the functions in which they have responsibility;
- Provide input regarding the allocation of resources, within the functions in which they have responsibility, to accomplish the goals and objectives of the ASP;
- Accountable for oversight, day-to-day operations, and maintaining compliance with the ASP, within the functions in which they have responsibility, and;
- Modify policies consistent with the implementation of the ASP.

Staff are identified and documented all the SMS-related organizational accountabilities and responsibilities of each of their agency leadership job functions and recorded where this documentation is captured and stored. This information was provided to SCRTD, and this documentation is captured and stored at the SCRTD Headquarters in the Safety Officer's office.

Key Staff Roles

SCRTD Key Staff has the following SMS accountabilities and responsibilities of the ASP. Its roles include, but are not necessarily limited to:

- Assisting the CSO in developing, implementing, and operating the SMS. Based on responsibilities and expertise, Key Staff assists in hazard identification, safety risk assessment, safety risk mitigation, safety performance monitoring, safety performance measurement, safety training, and safety communication activities.
- Key staff plays a significant role as subject matter experts in hazard identification, safety risk assessment, safety risk mitigation, and safety performance monitoring activities.
- Key staff functions that bring experience and expertise to bear on SMS activities include:
 - Transit Operations Supervisors;
 - Dispatchers;
 - Transit Operators;
 - Vehicle Mechanics, and;
 - Other skilled professionals as needed.

Safety Committees and Meetings

In order to facilitate the SMS process, the following committees and meetings convene as needed:

- Safety Committee: Any safety hazards reported will be jointly evaluated by the Safety Committee and the CSO during the monthly meeting. The Safety Committee members include the CSO, Training Coordinator, a Transit Operations Supervisor, and a representative from

transit Dispatch, who meet monthly to review issues and make recommendations to improve safety.

- Transit Operators' Meetings: A permanent agenda item in all monthly Transit Operators' meetings is dedicated to safety. Safety issues are discussed and documented.
- Quarterly All-Staff Meetings: Hazard reports and mitigations are shared, safety topics are brought up for open discussion, further feedback is solicited, and hazard self-reporting is further encouraged. All-Staff includes both administrative and operations employees. The information discussed in these meetings will be documented.

Employee Safety Reporting Program

SCR TD has established and implemented a formal safety reporting program that allows its employees and contractor employees to voluntarily report any safety issues, conditions, or concerns they may see during their day-to-day delivery of transit services. This voluntary safety reporting program is separate from SCR TD's mandatory reporting requirements for accidents and incidents.

The Employee Safety Reporting Program (ESRP) provides protections for employees against reprisal or other adverse actions; the reports are also generally protected under Occupational Safety and Health Administration (OSHA) whistleblower protections. The ESRP gives employees the option of either reporting anonymously, or providing their name.

The ESRP also describes the employee behaviors that are not protected under the program, which may result in disciplinary action. Examples include an employee that has engaged in an illegal act, gross misconduct or negligence, or a deliberate or willful disregard of SCR TD rules, policies, or procedures.

The ESRP clarifies:

- What to report, what not to report, and how to submit a report;
- What managers should do when employees report safety concerns;
- How reports are documented, and;
- How employees will receive feedback about the results of their reports.

The reporting system is simple to use and available to all SCR TD and contractor personnel. SCR TD's ESRP addresses the following:

- Who is responsible for developing and managing the employee safety reporting program;
- Timely responses to employee safety reports;
- How the agency provides feedback to employees on the action(s) taken to address the reported safety issue, condition, or concern;
- Investigation of reported safety issues, conditions, or concerns for causal or contributing factors;
- How the transit system documents and reviews safety issues, conditions, or concerns to determine if a hazard exists, and;
- If the issue is determined to be a hazard, how the hazard is then entered into the safety risk management process.

SCR TD is committed to providing feedback to internal and contractor employees who report a safety issue, condition, or concern. This feedback is provided either directly in a one-on-one conversation or

through the safety meeting platform. The feedback addresses what, if any action, will be taken to address the reported safety issue, condition, or concern.

SCR TD's ESRP includes several options for employees to submit a report:

1. Via phone messages left on a Safety Hotline. These reports give the options of remaining anonymous or leaving a name/phone number to receive direct contact from the CSO; all content on the recorded line is heard and transcribed by a third-party contractor, then sent as text only so that any Administrative Staff cannot identify the employee by his/her voice.
2. Via text message through the Safety Hotline. The texted information is compiled by a third-party, and sent as a text-only email (without any identifying names/information from the person that submitted it) to Administrative Staff.
3. Via online report on the SCR TD website, in a section called Bus Safety Reporting. Employees can fill out a prompted set of information on a form, with the option of anonymity or with their name/contact information. This may be submitted electronically through the website, or:
4. Via printing the online form, hand-writing their concerns, then submitting the form by:
 - o Mailing the completed form via postal service to the CSO;
 - o Placing the completed form in a designated, locked box inside the Las Cruces office, Anthony office or Sunland Park office.
 - o Sharing the form directly with their Transit Operations Supervisor.
5. Via two-way radio to Transit Dispatchers, who keep a hazard log to record all issues, conditions, or concerns reported by the Transit Operators.

All of these means are monitored daily, and the reports are documented for analysis. All employees are able and encouraged to submit their safety concerns through the same means listed above. More detailed documentation of the ESRP is kept in the CSO's office at SCR TD Headquarters. A description of the ESRP is distributed to all current employees during periodic training classes, and to new employees during their new-hire orientation.

5. Safety Risk Management

SCR TD uses the Safety Risk Management (SRM) process as a primary method to ensure the safety of operations, passengers, employees, vehicles, and facilities. It is a process wherein hazards and their consequences are identified, assessed for potential safety risk, and resolved in a manner acceptable to SCR TD's leadership. The SCR TD SRM process allows members to carefully examine what could cause harm, determine whether there have been sufficient precautions made to minimize the harm, or if further mitigations are necessary.

The SRM process applies to all elements of the system, including operations, maintenance, facilities, vehicles, personnel recruitment, employee training, and supervision. Any reports furnished from the contractor, including a record of the periodic monitoring and documentation of contractor performance related to the SRM process, is kept on file in the CSO's office at the SCR TD Headquarters.

Overall, the SCR TD SRM process includes the following steps that are carried out under the guidance of the CSO, and with input from appropriate subject matter experts:

- Oversee and facilitate the hazard identification process;

- Identify hazards;
- Document the hazards;
- Identify the potential consequences of each hazard;
- Evaluate consequences in terms of probability and severity using the formal risk matrix (see *Appendix E: SCRTD Safety Risk Assessment Matrix*);
- Communicate any high-priority risk to the Accountable Executive, as well as the other items identified;
- Based on the Accountable Executive’s approval, create safety risk mitigations to eliminate or reduce the effects of hazards;
- Implement the mitigation, and;
- Create a strategy for monitoring the mitigation effectiveness.

In carrying out the SRM process, SCRTD uses the following terms:

- **Safety event** – Any accident, incident, or occurrence.
- **Hazard** – Any real or potential condition that can cause injury, illness, death, damage to/loss of facilities, equipment, rolling stock, or infrastructure belonging to SCRTD, or damage to the environment.
- **Risk** – Composite of predicted severity and likelihood of the potential effect of a hazard.
- **Risk Mitigation** – Method(s) to eliminate or reduce the effects of hazards.
- **Consequence** – An effect of a hazard involving injury, illness, death, or damage to SCRTD property or the environment.

Safety Hazard Identification

SCRTD has developed methods and processes to identify hazards and their consequences. SCRTD considers, as a source for hazard identification, data and information provided by its Board of Directors, the FTA, and NMDOT. SCRTD also considers the results of its asset condition assessments when performing safety hazard identification activities through its SMS. The results of the condition assessments and safety risk management activities help to inform SCRTD’s determination as to whether an asset meets the state of good repair standards under 49 CFR Part 625.

The safety hazard identification process helps (SCRTD) to identify hazards and potential consequences in the operation and maintenance of the transit system. Hazards are identified through a variety of sources, including:

- SCRTD employee safety reporting;
- Contractor safety reporting;
- Review of vehicle camera footage;
- Review of monthly performance data and safety performance targets;
- Observations from Transit Operations Supervisors;
- Maintenance reports;
- Comments from customers, passengers, and third parties;
- Safety Committee, Transit Operator, and All-Staff Meetings;
- Results of audits and inspections of vehicles and facilities;
- Results of training assessments;
- Results of internal safety audits;
- Investigations into safety events, incidents, and occurrences, and;
- The FTA, NMDOT, and other oversight and authority agencies.

Information related to hazard identification and consequence determinations is stored in the SCRTD Safety Risk Assessment Register, which is an Excel spreadsheet that allows for the documentation of all identified safety hazards and the subsequent activities related to addressing those hazards. This risk register is maintained by the CSO. The CSO reviews the reports for hazards, and documents them in SCRTD's Safety Risk Register. The CSO also enters hazards into the Safety Risk Register from reviews of the SCRTD operations and maintenance, results of audits and observations, and information received from FTA and other oversight authorities, including the National Transportation Safety Board.

The CSO may conduct further analysis of hazards and consequences entered into the Safety Risk Register to collect information, identify additional consequences, and to inform management which hazards should be prioritized for safety risk assessment. While following up on identified hazards, the CSO may:

- Reach out to the reporting party, if available, to gather all known information about the reported hazard;
- Conduct a walkthrough of the affected area, assess the possible hazardous condition/s, generate visual documentation (photographs and/or video), and take any measurements that are deemed necessary;
- Conduct interviews with employees in the area to gather potentially relevant information on the reported hazard;
- Review any documentation associated with the hazard (such as records, reports, procedures, inspections, technical documents, etc.);
- Contact other departments that may have association with or technical knowledge relevant to the reported hazard;
- Review any previously-reported hazards of a similar nature, and;
- Evaluate tasks and/or processes associated with the reported hazard.

Any identified hazard that poses a real and immediate threat to life, property, or the environment (such as items marked in the Red/High categories in *Appendix E: SCRTD Safety Risk Assessment Matrix*) must immediately be brought to the attention of the Accountable Executive and addressed through the SRM process (with or without the full Safety Committee) for safety risk assessment and mitigation. This signifies the CSO's belief that immediate intervention is necessary to preserve life, prevent major property destruction, or avoid harm to the environment that would constitute a violation of the Environmental Protection Agency or NMDOT environmental protection standards. Otherwise, the Safety Committee prioritizes hazards for further SRM activity.

SCRTD involves subject matter experts in safety hazard identification processes by matching the experience and expertise of the individual(s) with the type of hazard to be analyzed. For example, if the hazard is operations-related, then the primary subject matter experts will be from operations; if the hazard is vehicle-maintenance related, that type of hazard requires vehicle maintenance expertise and skills.

SCRTD has ensured that staff at all facility locations have provided a list of the sources they use for identifying hazards, provided descriptions of the processes they use for determining and recording the potential consequences of identified hazards, and reactions to an identified safety concern or issue that requires immediate attention. These descriptions include the location of where each contractor captures and stores this information.

Safety Risk Assessment

SCRTD has established processes to assess the safety risk associated with identified safety hazards. These safety risk assessment processes include an assessment of the likelihood and severity of the consequences of the hazards, including existing mitigations and prioritization of the hazards, based on the safety risk.

Assessing the likelihood and severity of hazard consequences is the first step in prioritizing safety risk. SCRTD has established procedures for assessing the safety risk of the consequences of identified safety hazards, and prioritizing the hazards based on this safety risk. SCRTD assesses the safety risk in terms of likelihood (the probability of a consequence occurring) and severity (the seriousness of a consequence if it does occur). A color-coded safety risk index provides a rating system to use with a safety risk assessment matrix to prioritize safety risk. The safety risk assessment matrix helps us determine the probability and severity of consequences and allows for prioritization of safety risk. The safety risk assessment risk matrix used by SCRTD is presented in *Appendix E: Safety Risk Assessment Matrix*. Once sufficient information has been obtained, the Chief Safety Officer will facilitate completion of relevant sections of the Safety Risk Register, using the CT Safety Risk Assessment Matrix, with the Safety Committee. The Chief Safety Officer will document the Safety Committee's safety risk assessment, including hazard rating and mitigation options for each assessed safety hazard in the Safety Risk Register. The Chief Safety Officer will maintain on file Safety Committee agendas, Safety Risk Assessment Packages, additional information collection, and completed Safety Risk Register sections for a period of three years from the date of generation.

SCRTD chooses subject matter experts to involve in safety risk assessment by matching the experience and expertise of subject matter experts with the type of hazard under assessment. This assessment is carried out under the guidance of the CSO using SCRTD's safety risk assessment matrix.

Safety risk prioritization is linked to safety risk mitigation creation. Prioritizing the safety risk provides the Accountable Executive with the information needed to make decisions about resource application. It helps SCRTD to apply its limited time, financial, and human resources towards the highest priority of transit safety risk.

The Accountable Executive is the ultimate decision-maker on applying resources to mitigate any high priority transit safety risks. Therefore, high priority transit safety risks are communicated to the Accountable Executive. SCRTD has defined and documented this process, which includes criteria for when high priority transit safety risks need to be elevated to the Accountable Executive. Responsibility for communicating to the Accountable Executive resides with the CSO. Hazards in and of themselves do not cause damage. It is the consequences of hazards that cause injuries and death, destroy property, harm the environment, or impair the ability of a transit provider to deliver transit services. SCRTD subject matter experts identify the potential consequences of hazards, keeping in mind that a single hazard could have many potential consequences. Each potential consequence is identified and recorded.

SCRTD has ensured that staff at all facilities have provided descriptions of how they elevate safety risk assessment information to the executive level, and how they gain approval for moving forward with creating safety risk mitigations. Staff have provided descriptions of their methodologies for documenting safety risk assessment activities and the results of those activities. The descriptions include the location of where each contractor captures and stores this information.

Safety Risk Mitigation

Developing safety risk mitigations to proactively reduce the agency's safety risk is the culmination of the safety risk management process. SCRTD has established processes to identify mitigations or strategies necessary, as a result of its safety risk assessment activities, to reduce the likelihood and severity of its consequences. The CSO is responsible for guiding and overseeing the subject experts during the risk mitigation process at SCRTD. Safety risk mitigations requiring additional resources or changes in agency policy are approved by the Accountable Executive. SCRTD will share its findings with other staff that may have the abilities to use the suggested safety-related changes towards annual capital plans, etc.

SCRTD has established procedural steps for creating safety risk mitigations to address the potential consequences of its prioritized risk. The steps include how SCRTD, with the input of the Human Resources department, will determine when safety risk mitigation is necessary, and the job function(s) or position(s) that may be responsible for creating mitigations. Within these procedural steps, SCRTD references any forms used to create mitigations, describes how it will record the results of this activity, and where these recorded results are stored or maintained. SCRTD understands that the goal of a mitigation is to reduce assessed safety risk to an acceptable level. It is unrealistic that a transit operation can assume that it will be able to completely eliminate all safety risks. SCRTD can reduce safety risk by reducing the likelihood and/or severity of potential consequences of hazards.

SCRTD's safety risk mitigation steps include:

- Examine the consequences of hazards and their probability and severity;
- Develop strategies to reduce the probability and/or severity of those consequences;
- Ensure the strategy can be realistically implemented with available resources;
- Turn the strategy into a mitigation plan;
- Put the mitigation plan into place, and;
- Create a plan for monitoring the effectiveness of the mitigation.

SCRTD has ensured that staff at each facility location have provided descriptions of their processes for creating safety risk mitigations. The descriptions include the location of where each contractor captures and stores this information.

After creating a safety risk mitigation, SCRTD develops and documents a strategy for implementing the mitigation. These implementation strategies include:

- Identifying who is responsible for implementing the mitigation;
- Identifying where the mitigation will reside within agency activities;
- Describe how the mitigation will be implemented, and;
- Describe how long it should take to implement the mitigation.

SCRTD has ensured that staff at both operating facilities have provided descriptions of their processes for creating strategies to implement safety risk mitigations and for developing strategies to monitor the effectiveness of their safety risk mitigations. The descriptions include the location of where each contractor captures and stores this information.

SCRTD needs to know that its mitigations are working. When it develops a mitigation, they also define and document the way the mitigation will positively impact safety performance so that they can then monitor whether that positive impact is taking place, and if the mitigation is effective. Under the

guidance of the CSO, the subject matter experts involved in creating a safety risk mitigation also decide on the best ways to monitor the effectiveness of the mitigation being implemented. This includes developing and documenting monitoring strategies. These strategies provide consistency in monitoring activities, regardless of whether the mitigation is implemented in operations, maintenance, or administration.

SCRTD understands that successful mitigation implementation and monitoring activities depend on having a process for how it will formally communicate mitigation and monitoring strategies to operations, maintenance, or administration staff who will implement and monitor the mitigations. SCRTD has documented this process under the guidance and facilitation of the CSO. This communication feeds cross-functional ownership in SMS processes since employees who create the mitigations may not be the same employees that implement and monitor the mitigations.

Strong documentation of safety risk mitigations feeds the safety performance monitoring. SCRTD has established and documented how it will record all of its various safety risk mitigation activities and their outcomes. Within this process, SCRTD references any forms that it uses during safety risk mitigation activities and where the completed records of safety risk mitigation activities are stored.

SCRTD has ensured that staff have provided descriptions of their processes for recording safety risk mitigation activities. The descriptions include the location of where each operating facility staff captures and stores this information.

6. Safety Assurance

SCRTD has established processes to:

- Monitor its operations for compliance with and sufficiency of its policies and procedures;
- Work with external vehicle maintenance providers to ensure that they are performing maintenance which is consistent with SCRTD's ability to safely meet its operational requirements, monitor its contractors, and ensure that they are monitoring their own operations to ensure their internal compliance with all safety policies and procedures;
- Monitor its operations to identify any safety risk mitigations that may be ineffective, inappropriate, or that were not implemented as intended;
- Conduct investigations of safety events to identify causal factors, and;
- Monitor the effectiveness of its employee safety reporting program.

Safety Performance Monitoring and Measurement

SCRTD has many processes in place to monitor its entire transit system for compliance with operations and maintenance procedures, including:

- Safety audits;
- Informal inspections;
- Review of on-board camera footage to access specific incidents;
- Safety surveys;
- Investigation of safety events;
- Safety reviews prior to the launch or modification of any facet of service;

- Daily data gathering and monitoring of data relating to the delivery of service, and;
- Regular vehicle inspections and preventative maintenance.

Results from the above processes are compared against recent performance trends, both quarterly and annually by the CSO to determine where corrective actions need to occur. The CSO enters any identified non-compliant or ineffective activities, including any resulting mitigations, back into the SRM process for reevaluation by the Safety Committee.

Operations Monitoring

The Transit Operations Supervisors are jointly responsible for ensuring and documenting the system's compliance with and sufficiency of its operations policies and procedures. SCRTD has developed checklists and forms that are used to drive and document its operations monitoring activities. This documentation is stored within SCRTD's safety performance monitoring files, located at its SCRTD Headquarters in the CSO's office.

Monitoring of compliance with policies and procedures is carried out at SCRTD's two operating locations, at 830 Anthony Drive, Anthony and 295 Quinella, Sunland Park. Monitoring activities at these two locations are primarily carried out by the Transit Operations Dispatchers that manage each location. However, additional monitoring is carried out by the Transit Supervisor and Maintenance Supervisor and the CSO. The operational areas that are monitored for compliance with policies and procedures include but are not limited to:

- Transit Operator pre-trip inspections;
- Transit Operator behind-the-wheel performance;
- Transit Operator passenger assistance;
- Transit Operator emergency response, and;
- Transit Operations Transit Operations Supervisors and Dispatch activities.

When SCRTD's monitoring activities determine a lack of compliance with operations policies and procedures, or that there are inadequacies of those policies and procedures, it then uses this information to feed SCRTD's hazard identification and safety risk assessment process.

Within these documented processes, SCRTD describes:

- The job functions responsible for the different areas of field observations;
- How it will record the results of field observations;
- Where these records are stored, and;
- How it will address hazards or safety issues identified during field observations.

SCRTD has established and documented emergency procedure checklists that Transit Operations Supervisors and dispatchers can readily access to help direct their response to Transit Operators who may experience an emergency during revenue service. These procedures include, but are not limited to:

- Response to accidents and incidents;
- Evacuation of a vehicle under smoke and fire conditions, and;
- Response to a potentially dangerous passenger and other security threats.

SCRTD has ensured that operating facility staff have provided descriptions of their processes for monitoring compliance with their operations policies and procedures. The descriptions include the location of where each facility staff captures and stores this information.

SCR TD has a process for auditing its facility staff that monitor of operating policies and procedures. This process is documented and stored at SCR TD Headquarters in the CSO's office.

Vehicle Maintenance Monitoring

SCR TD performs all maintenance in-house to ensure that maintenance on all SCR TD vehicles meets industry safety standards in terms of both preventive and corrective maintenance.

SCR TD monitors the following areas within external vehicle maintenance. It documents all monitoring activities and their results, such as:

- Adherence to preventive maintenance schedules;
- Effectiveness of corrective maintenance activities, and;
- Maintenance-related vehicle road calls.

Facility Safety Inspections

The SCR TD base location in Anthony is owned by the District. The District's maintenance and transportation divisions conduct periodic and documented facility safety inspections of this facility. If a safety issue is identified during the safety inspection at that facility, the District staff respond to the safety issue and mitigates it.

The SCR TD base location in Sunland Park is leased from a private owner. However, the District staff periodic and documented facility safety inspections of this facility. If a safety issue is identified during the safety inspection at that facility, the District staff respond to the safety issue and mitigates it.

Fire Hazard and Fire Extinguisher Inspections

Fire extinguishers are inspected as part of the pre-trip vehicle inspection conducted by operators and documented on the "Operators Vehicle Condition Report" prior to them leaving the transit facility. Vehicle fire extinguishers are inspected and serviced by SCR TD as part of our vehicle preventative maintenance program. Local/county fire departments or County Building Maintenance conduct regular fire hazard inspections at both the Anthony and Sunland Park facilities. If a fire hazard is identified at either of these facilities, it is addressed by either the appropriate member city or the county, respectively. SCR TD Staff at both the Anthony and Sunland Park facilities periodically inspect fire extinguishers that are mounted at the facility. If an issue is identified with the fire extinguisher, the fire extinguisher is immediately recharged or replaced.

SCR TD has ensured that facility staff have provided descriptions of their procedures for periodic on-board vehicle fire extinguisher inspections. The descriptions include the location of where each facility captures and stores this information.

Field Observations of Service Delivery

SCR TD has documented processes that it uses to conduct field observations of safety-related aspects of the following elements of both internal and contractor service delivery:

- Bus stops;
- Bus transfer locations;
- Monitoring the efficiency of fixed-route schedule and service delivery;
- Monitoring the efficiency of commuter bus schedule and service delivery, and;
- Monitoring the efficiency of paratransit/demand response schedule and service delivery.

The Executive Director or his appointed representative has overall responsibility to ensure that this monitoring is carried out and documented. Further, if deficiencies are noted during the monitoring process, these deficiencies are documented and addressed as a source of proactive hazard identification through SCRTD's safety risk management processes. All these service delivery monitoring activities are documented, and are stored at the SCRTD Headquarters of the CSO's office.

Risk Mitigation Monitoring

The CSO has ultimate responsibility for monitoring operations to identify any safety risk mitigations that may be ineffective, inappropriate, or not implemented as intended. The actual field monitoring of the mitigations is often carried out by subject matter experts, including those that assisted in the creation of the mitigation through the SRM process. SCRTD documents how it carries out these monitoring strategies to periodically assess the effectiveness of safety risk mitigations.

Activities to monitor the effectiveness of safety risk mitigations ultimately assist SCRTD in determining whether the existing mitigation:

- Is working as desired;
- Needs some modification to work as desired;
- Is not working and needs to be replaced, or;
- Is no longer needed.

The results of mitigation monitoring activities, safety event documentation, and the results of the analysis of the forms, are made available for further safety risk management activity if needed. Mitigation monitoring documentation is stored at SCRTD Headquarters in the CSO's office. SCRTD has ensured that AAA and zTrip have provided descriptions of the monitoring strategies they use to periodically assess the effectiveness of their safety risk mitigations. The descriptions are included in the location of where each contractor captures and stores this information.

Safety Event Investigation

Responsibility for SCRTD's safety event investigation process is shared by the Transit Supervisor and the CSO. Actual performance of safety event investigation, including identifying causal factors, involves not only the CSO and Transit Supervisor, but also SCRTD Transit Operations and Maintenance Supervisors and the Training Coordinator. Local law enforcement responds to accident scenes, as well. The scope of the safety training, including annual refresher training, is appropriate to each employee's individual safety-related job responsibilities and their role in the SMS. Basic training requirements for SCRTD employees, including appropriate and compliant frequencies and refresher training, are documented in SCRTD's Safety Training Matrix and the SCRTD Employee Handbook.

Safety event records provide critical baseline information to support SMS implementation, operation, and safety performance target achievement. SCRTD has documented procedures for safety event investigation. SCRTD has forms, consistent with industry standards, for documenting the results of safety events as well as the subsequent investigation.

After a safety event investigation is complete, SCRTD management, with input from subject matter experts, determines whether the safety event was preventable or non-preventable, and based on that decision, whether discipline of employees involved is required.

SCRTD takes the process a step further and performs causal analysis of safety events to help determine if latent organizational factors, beyond individual employee behavior, may have contributed to the event. The results of causal analysis are documented on a causal analysis form.

Results of this analysis for causal factors provide potential hazard identification information that may need to be put through SCRTD's safety risk management process to reduce the potential risk of reoccurrence of a similar accident or incident.

Monitoring the Employee Safety Reporting Program

An effective ESRP supports hazard identification. The SCRTD CSO has ultimate responsibility for monitoring the transit agency's internal ESRP. The CSO will also monitor the use and effectiveness of the ESRP by contractor employees.

SCRTD has established and documented the activities it will use on an ongoing basis to monitor whether its ESRP is effective and achieving desired outcomes. Within this process, SCRTD has established criteria that will determine if the program is performing as desired. Some of the criteria include: volume of reports received, value of reports received, response to reports received in terms of hazard identification risk assessment and risk mitigation, how information gathered from the ESRP is shared and communicated, and the timeliness and accuracy of feedback provided to employees who have reported a safety issue, concern, or condition. The Chief Safety Officer and Safety Committee routinely review safety data captured in employee safety reports, safety meeting minutes, customer complaints, and other safety communication channels. When necessary, the Chief Safety Officer and Safety Committee ensure that the concerns are investigated or analyzed through SCRTD's SRM process. The Chief Safety Officer and Safety Committee also review internal and external reviews, including audits and assessments, with findings concerning SCRTD's safety performance, compliance with operations and maintenance procedures, or the effectiveness of safety risk mitigations.

7. Safety Promotion

Competencies and Training

Under the guidance of the Accountable Executive and the CSO, the SCRTD Training Coordinator has the day-to-day responsibility for the development, delivery, and documentation of all SMS-related safety skill competencies and SMS training.

SCRTD has established competencies and training for all personnel directly responsible for safety. This includes the development and delivery of training for both SCRTD employees and ensuring that SCRTD contractors provide appropriate SMS-related safety skill competencies and SMS training to their own staff. Training is provided to employees at-hire and on an ongoing refresher basis.

Training Needs Analysis

SCRTD, along with the Human Resources department, will periodically conduct training-needs analyses to ensure that its training is up to date, and that it addresses critical, safety-related concerns. It carries out these training needs analyses by doing the following:

- Reviewing existing job descriptions;

- Identifying which positions, including contractors, have direct responsibility for determining when safety training is needed;
- Determining what SMS roles, responsibilities, and processes may be missing from job descriptions, and;
- Working with Human Resources to update job descriptions to reflect SMS practices.

New-Hire Transit Operator Training Program

SCR TD has recently updated and expanded its new-hire Transit Operator training program. SCR TD created comprehensive lesson plans for new-hire, classroom, and hands-on Transit Operator training. Continuation of skill training helps SCR TD to identify hazards, such as training gaps or outdated lesson plans.

SCR TD compiled its new-hire Transit Operator lesson plans and training schedules into one master instructor guide. Lesson plans and schedules not only assist the instructor in delivering the training, but they also provide a record of the content of the training, should it be needed for any other purpose. All SCR TD new-hire Transit Operator lesson plans and schedules are kept on file at the SCR TD Headquarters in the Training Coordinator’s office.

Transit Operator Refresher Training

Transit Operations Supervisors, Dispatchers, and Service Workers receive the same refresher training as Transit Operators. SCR TD presently provides periodic Transit Operator refresher training on a variety of topics, including defensive driving, bloodborne pathogens, wheelchair securement, and emergency procedures.

NMDOT has mandated certain refresher training initiatives for all transit agencies that fall under its responsibility, throughout the State of New Mexico. SCR TD has lesson plans, agendas, and sign-in sheets to document both the content of the refresher training and individual attendance at that training. These documents are on file at the SCR TD Headquarters in the Training Coordinator’s office.

SCR TD also provides re-training for Transit Operators for performance deficits.

Transit Operations Supervisors and Dispatch Training

Transit Operations Supervisors and Dispatchers play a critical role in identifying and responding to hazards, and helping to both proactively and reactively mitigate risk. Training for Transit Operations Supervisors and Dispatchers primarily consists of mentoring, coaching, and on-the-job training.

Mentoring, coaching, and on-the-job training are very appropriate training approaches, but ones that need to be guided by a structured agenda of topics. SCR TD has developed checklists with topics for experienced Transit Operations Supervisors and Dispatchers to use during on-the-job training, coaching, and mentoring of trainees.

These checklists are also used to document an employee’s satisfactory completion of the training, and include trainer/trainee signatures and the dates when the training took place. These documents are kept on file at the SCR TD Headquarters in the Training Coordinator’s office.

SMS Orientation

A cross-functional and multi-level understanding of SMS functions supports all SMS-related activities. Successful SMS implementation and operation require employee involvement and ownership at every

level of the agency and within every service-delivery related function. Employees need to understand SMS; what their role is within SMS; and how they, the organization, and customers benefit from SMS success. This knowledge nurtures employee "buy-in."

SCRTD presented SMS orientation sessions for all employee functions, which addressed the implications of SMS throughout all agency functions. This initiative addressed SMS with experienced employees. SCRTD has also added information about SMS into all new-hire employee orientations. Documentation of these orientations, including agendas of topics covered and trainer/trainee signatures, are kept on file at SCRTD Headquarters in the Training Coordinator's office.

Safety Risk Management Orientation for Subject Matter Experts

Successful proactive safety risk mitigation begins with subject matter experts who have a clear understanding of their responsibilities and the skills required to carry them out.

Employees who participate in safety risk management activities as subject matter experts need to understand how to carry out their responsibilities. The CSO makes sure that subject matter experts are orientated on their safety risk management responsibilities, the desired outcomes of safety risk management activities, and the importance of the effort to SCRTD's safety performance.

Documentation of the orientation process, as well as the orientations themselves, includes how the agency:

- Assesses hazards for consequences;
- Conducts safety risk assessments, and;
- Creates safety risk mitigations.

Documentation of this ongoing activity is on file at the SCRTD Headquarters in the Training Coordinator's office.

Safety Performance Monitoring Orientation

The quality of safety performance monitoring is reflected in an agency's overall positive safety performance. Employees who participate in safety performance monitoring activities need to know how to carry out their responsibilities. The CSO makes sure that these employees receive orientations on what their responsibilities are, the desired outcomes of safety performance monitoring, and the importance of the effort to overall agency safety performance.

Orientations include how to perform monitoring activities of both internal and contracted operations, as well as external maintenance activities. Performance monitoring includes such activities as:

- Conducting field observations to ensure operations and maintenance policies and procedures are being followed correctly;
- Assessing and documenting employee safety performance;
- Monitoring the effectiveness of safety risk mitigations, and;
- Evaluating the effectiveness of the employee safety program.

Documentation of these activities is kept on file at SCRTD Headquarters in the Training Coordinator's office.

Orientation on Employee Safety Reporting Program (ESRP)

An effective ESRP is one of the most important tools for hazard identification.

SCRTD's ESRP orientation, at a minimum, provides the following information:

- The purpose and benefits of the program;
- Guidelines on the types of safety concerns and issues employees should report;
- Reporting methods available to employees (how to report);
- An explanation of how the information will be managed and shared;
- Protections for employees who report safety concerns;
- A description of the operational behaviors that are not protected, which may result in discipline, and;
- The agency's commitment to providing feedback on reported safety concerns.

Agendas of the ESRP orientation and attendance records are kept on file at the SCRTD Headquarters in the Training Coordinator's office.

Training Documentation

Training documentation is a source of hazard identification. Training documentation provides formal proof that employees received training, and shows that employees have received timely certification and recertification in critical skill areas. Up-to-date training documentation also assists SCRTD in forecasting future training schedules.

SCRTD training documentation includes:

- Records of training needs analyses for lesson plan development;
- Curricula for initial and refresher training;
- Training schedules and records of all completed training;
- Procedures for revising training materials;
- Course assessment materials, and;
- Copies of individual employee training records.

SCRTD records of course completion include:

- Date the training was held;
- Content covered during the training session;
- Length of the session;
- Training format, and;
- Signatures of both the instructor and the trainee.

Records of training documentation and course completion are kept on file at the SCRTD Headquarters in the Training Coordinator's office.

Training Monitoring

SCRTD regularly monitors its training and the training of contractors to ensure effectiveness. Specifically, the training monitoring process addresses the following:

- Monitoring training to make sure it delivers the necessary SMS skills and information;
- Oversee contractor training to make sure they are providing necessary agency safety and SMS information, and;
- Establish a process for reviewing and revising training courses and consider review frequency, reviewers, and decision-making process for revisions.

Safety Communication

The CSO is ultimately responsible for ensuring the distribution and communication of safety and safety performance information throughout SCRTD. The CSO is assisted in this responsibility by appropriate internal and contracted managers and supervisors.

Safety communication provides a foundation to build SMS processes and activities. SCRTD has ensured that all of its employees are aware of information relevant to their safety-related roles and responsibilities. This information includes explanations of changes to policies, activities, or procedures. SCRTD has documented its overall approach to both the safety communication and any supporting safety communication activities. This overall approach to safety communication is on file at the SCRTD Headquarters in the CSO's office.

In general, SCRTD's documentation of safety communication includes details about:

- Objectives of the communication;
- Content;
- Target audience;
- Format;
- Frequency of the communication, and;
- Ways to ensure communication was understood.

Safety Meetings

An effective employee safety meeting process provides a strong platform for safety-related communication and dialogue, identification of safety hazards, concerns, and issues, and the delivery of refresher training.

SCRTD holds regular employee safety meetings, which can include safety-related refresher training. Agendas for these meetings are comprehensively documented.

SCRTD's documentation of its safety meeting process includes:

- The frequency of employee safety meetings;
- The job functions that are strongly encouraged to attend meetings;
- How it chooses topics to discuss during the meetings, and;
- How it addresses those topics within the employee safety meeting.

Organization-Wide Communication of Safety Hazard and Safety Risk Information

A goal of safety risk management processes is to reduce safety risk for employees and customers. Safety-sensitive employees are always vulnerable to the consequences of safety hazards within the transit environment. Timely reporting to employees of newly identified safety hazards, as well as the safety risks those hazards present, can help reduce that vulnerability.

SCRTD has documented procedures for communicating hazards. The documentation of these procedures is kept on file at the SCRTD Headquarters in the CSO's office. The CSO is responsible for making sure this communication takes place.

Communication about Safety Risk Mitigations

SCR TD is committed to informing employees, at every level of operations, about the safety risk mitigations it is putting into effect. The reasons it provides this information are:

- It tells employees that the transit agency is doing all it can to reduce risk;
- It brings attention to employee roles and responsibilities that may be affected by new mitigations, and;
- Informed employees are better situated to be a source of information on determining how well mitigations are working.

SCR TD has documented its procedures for communicating safety risk mitigations to employees, along with who is responsible for making sure this communication takes place. This documentation is on file at SCR TD Headquarters in the CSO's office. The CSO and the Transit Supervisor both share the responsibility for making sure that this communication takes place.

Organization-Wide Communication of Agency Safety Performance

Transit agencies implement SMS to help them continuously improve their safety performance. Communicating agency safety performance information promotes employee "buy-in" to SMS processes, thus further improving the agency's overall safety performance.

SCR TD employees should have ownership of safety. To reinforce this ownership, SCR TD periodically communicates statistics on the agency's overall safety performance to all employees, regardless of job function, and contractors. This includes providing information on SCR TD's status related to achieving its safety performance targets.

SCR TD has documented how it communicates safety performance information throughout its organization and to contractors. This documentation is on file at SCR TD Headquarters in the CSO's office. The Accountable Executive is responsible for taking the lead on this communication and making sure that it takes place.

Additional Information

Unless otherwise noted in this ASP, all SMS-related records are stored in the CSO's office at SCR TD Headquarters. These documents will be maintained for at least three years after their creation, and made available upon request by the NMDOT, FTA, and other federal entities. The CSO will be a primary point of contact for providing ASP-related information to external agencies to ensure access to these documents.

Appendix A: Definitions

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

Accountable Executive means a single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the agency's Transit Asset Management Plan in accordance with 49 U.S.C. 5326.

Equivalent Authority means an entity that carries out duties similar to that of a Board of Directors, for a recipient or subrecipient of FTA funds under 49 U.S.C. Chapter 53, including sufficient authority to review and approve a recipient or subrecipient's Public Transportation Agency Safety Plan.

Event means any Accident, Incident, or Occurrence.

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

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

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

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

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

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

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 the documented, comprehensive agency safety plan for a transit agency that is required by 49 U.S.C. 5329 and this part.

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

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

Safety Assurance means processes within a transit agency's Safety Management System that functions 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 Event means any Accident, Incident, or Occurrence.

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

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

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

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

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

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

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

Small Public Transportation Provider means a recipient or subrecipient of Federal financial assistance under 49 U.S.C. 5307 that has one hundred (100) or fewer vehicles in peak revenue service and does not operate a rail fixed guideway public transportation system.

State means a State of the United States, the District of Columbia, Puerto Rico, the Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands.

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

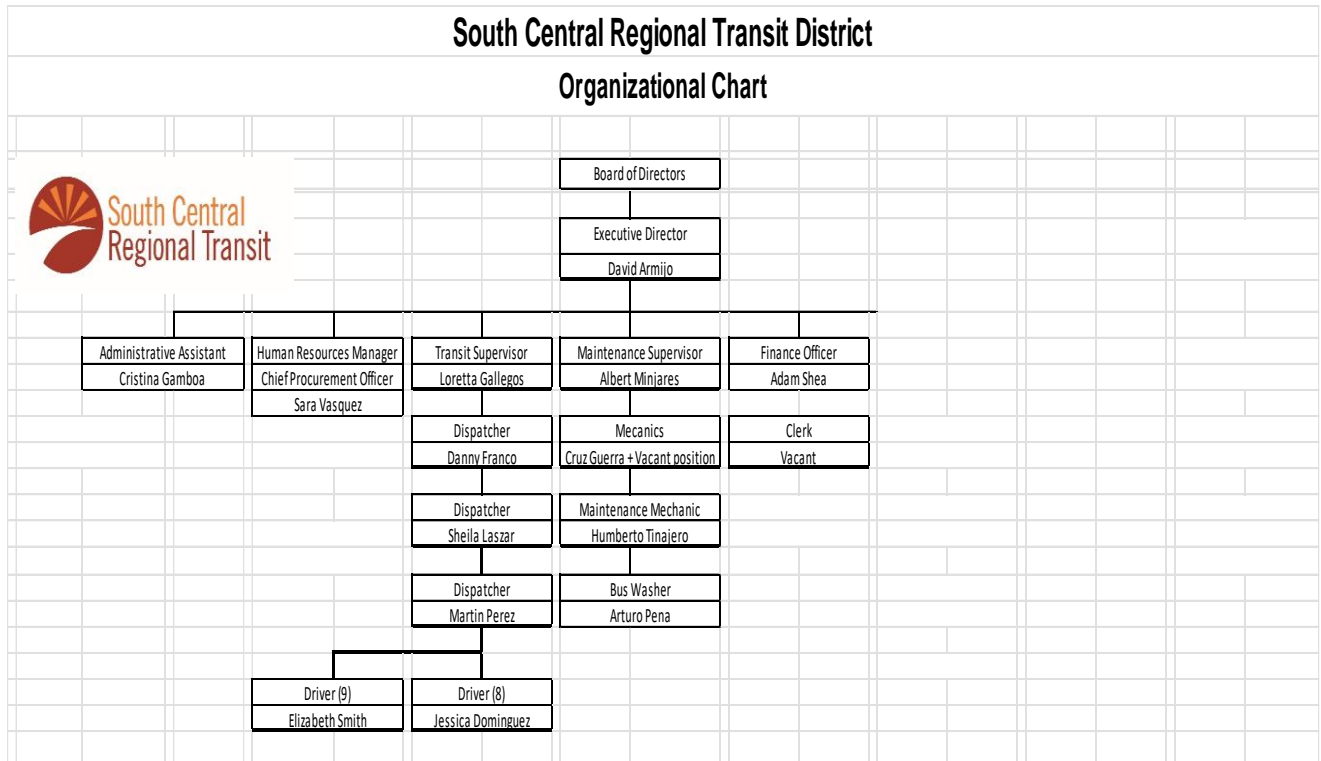
Transit Agency means an operator of a public transportation system.

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

Appendix B: Acronyms and Abbreviations

Acronym or Abbreviation	Meaning
AAA	All Aboard America
ASP	Agency Safety Plan
CFR	Code of Federal Regulations
CSO	Chief Safety Officer
ESRP	Employee Safety Reporting Program
FTA	Federal Transit Administration
NMDOT	New Mexico Department of Transportation
NMRX	New Mexico Rail Runner Express
MRMPO	Mid-Region Metropolitan Planning Organization
MRCOG	Mid-Region Council of Governments
PTASP	Public Transportation Agency Safety Plan
SCRTD	South Central Regional Transit District
SMPS	Safety Management Policy Statement
SMS	Safety Management System
SRM	Safety Risk Management

Appendix C: SCRTD Organizational Chart



Appendix D: Safety Risk Register

Initial Safety Risk Rating			Further Mitigation Action	
Severity of Consequences	Likelihood of Consequences	Safety Risk Index	Further Mitigation Action	
2 (Serious)	B (Occasional)	2B	1. Have Transit Operations Supervisors and Transit Operators constantly watching for low-hanging tree branches. 2. Maintain contact with Maintenance to uphold communication of branches and shrubs that may create hazards.	
Revised Safety Risk Index		Mitigation Owner and Implementation Date		
Revised Safety Risk Index	Revised Safety Risk Index Date	Department Responsible for Mitigation	Estimated Implementation Date	Contact Person
1D (Acceptable based upon mitigations)		Transportation		

Appendix E: SCRTD Training Acknowledgement

Topic	Date Completed	Min. Time Hrs.	Act. Time Hrs.	Operator Initials	Trainer Initials
Introductions/Facility Tour		1			
CDL Training Schedule		½			
Transit Operators Manual					
1. General Procedures		½			
2. Driver's Procedures		1			
3. Vehicle Operation		½			
4. Drivers Code of Conduct		½			
5. Appearance		½			
6. Uniforms		½			
7. Driver/Customer Relations		1			
8. Fares		½			
9. Communications		½			
10. Security Procedures		½			
11. Emergency Procedures		½			
12. Busing on the lookout (Video Certification)		1			
Test Drive (Behind the Wheel) & Bus Familiarization					
1. Eldorado		2			
2. Startrans		2			
3. Gillig (Low Floor)		2			
4. International		2			
Total Training Hours		15			

I have received adequate training and/or understand the above.

Employee's Name (Please Print)

Employee's Signature

Date