Public Transportation Agency Safety Plan (PTASP)

Limited Sharing / PTASP 2025 Update

Supporting documentation available upon request. Records maintained in accordance with federal and state requirements   1

Hernando County Transit / TheBus
Annual Safety and Security Certification
Fiscal Year 2025

In accordance with the Federal Transit Administration (FTA) Public Transportation Agency Safety Plan (PTASP) Final Rule 49 CFR Part 673, the Transit System ("Agency") hereby certifies that:

1. The Agency has adopted and implements a Public Transportation Agency Safety Plan (PTASP) that complies with:

    a. **FTA 49 CFR Part 673 Rule & Bipartisan Infrastructure Law (BIL) Requirements**

    and incorporates:

    b. **Florida Chapter 14-90, Florida Administrative Code. (SSPP)**

2. The Agency maintains full compliance with its adopted PTASP.
3. The PTASP was developed and is updated in cooperation with frontline worker representative(s).
4. The Agency has completed all required annual safety inspections on operational transit vehicles in accordance with federal and state requirements.
5. The Agency has conducted all required reviews and updates of the PTASP.
6. The Agency maintains all required security measures and protocols as outlined in its Security Program Plan.

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Signature: _[signature]_   Date: 05/06/25

Name: Oliver Cromwell

Title: RATP Dev, USA General Manager

Signature: _[signature]_   Date: 5/6/25

Name: Doug Livermore

Title: Fleet Operations Manager

Signature: _[signature]_   Date: 5-6-25

Name: Darlene Lollie

Title: Transit Administrator

Signature: _____   Date: _____

Name: Brian Hawkins

Title: Chairman, Hernando County Board of County Commissioners

Legal Review:

FOR THE USE AND RELIANCE OF
HERNANDO COUNTY ONLY.
APPROVED AS TO FORM
AND LEGAL SUFFICIENCY.

Victoria Anderson

County Attorney's Office

Transit Administration Information

Transit Administration Name	Hernando County Transit Administration / TheBus
Transit Administration Address	1525 E. Jefferson St Brooksville, FL 34601
Name and Title of Accountable Executive	Darlene Lollie Transit Administrator
Name of Chief Safety Officer or SMS Executive	Andras Serfozo Transit Operations Coordinator
Mode(s) Of Service Covered by This Plan	Fixed Route / ADA Paratransit
List All FTA Funding Types	S5307 - S5310 - S5311
Mode(s) of Service Covered by This Plan	Fixed Route Bus, Complementary, curb to curb, ADA Paratransit
Does the Administration provide transit services on behalf of another transit Administration or entity?	NO
Description of Arrangement(s)	Not Applicable
Name and Address of Transit Administration(ies) or Entity(ies) for Which Service is Provided	Not Applicable

Plan Development, Approval and Updates

Name of Person Who Drafted This Plan	Andras Serfozo Transit Operations Coordinator (Chief Safety Officer)
Signature and Date by the Accountable Executive	
	Darlene Lollie, Transit Administrator Date
Version Number and Updates **(The Complete history of successive versions of this plan)**	
Version Number	1.00.00
Sections/Pages Affected	Complete Rewrite
Reason for change	Original not available for update
Date issues	February-2025

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County SMS Contacts:

Name	Position/Role	Contact Information
Darlene Lollie	Transit Administrator / Accountable Executive	(352) 540-6567
Andras Serfozo	Transit Operations Coordinator / Chief Safety Officer	(352) 754-4060 x 28010

Contractor SMS Contacts:

Name	Role	Contact Information
Oliver Cromwell	General Manager Safety Liaison	(352) 754-4444
Rebecca Harrison	Supervisor - SMS Coordinator	(352) 754-4444
Operations-Dispatch		(352) 754-4444

Hernando County Fleet SMS Contacts:

Name	Role	Contact Information
Doug Livermore	Fleet Operations Manager / Safety Liaison	(352) 754-4023 x 17611
Matt Stubbendick	Shop Supervisor / Supervisor	(352) 754-4023 x 17604

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PTASP ANNUAL REVIEW PROCESS

QUARTER 1: (During scheduled drivers meeting)

- Safety Officer initiates review process
- Schedule initial meeting with frontline worker representative(s)
- Jointly collect safety performance data and worker feedback
- Review incident reports and corrective actions with worker input
- Assess operational changes and their impact on frontline staff

QUARTER 2: (During scheduled drivers meeting)

- Worker representative(s) participate in drafting updates
- Incorporate frontline staff suggestions and concerns
- Joint review of safety performance targets
- Collaborative revision process with worker representative(s)

QUARTER 3: (During scheduled drivers meeting)

- Final review by worker representative(s), Accountable Executive, and Chief Safety Officer
- Present worker-approved updates to Board
- Board approval of updates
- Document worker participation and contributions

QUARTER 4: (During scheduled drivers meeting)

- Joint distribution of updated plan
- Collaborative training sessions with worker representative(s)
- Implementation with worker feedback
- Documentation of worker involvement

Required Documentation:

- Minutes from worker representative meetings
- Documented worker input and suggestions
- Safety performance data with worker feedback
- Board approval
- Change log noting worker participation
- Annual certification

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Change Log:

This change log records updates made to the PTASP based on worker participation and feedback received during the annual review process. It ensures that employee contributions to safety improvements are documented and integrated into the agency's safety management system.

Date	Section Updated	Updated Description of Change	Worker Feedback Source
2/10/2025	Entire Binder	Complete 2025 Rewrite	

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System Description

The Hernando County Board of County Commissioners operates public transportation services exclusively within a small, urbanized area (population between 50,000 and 200,000). It provides four fixed routes with complementary, curb to curb, ADA public transportation service, called TheBus, in Hernando County, Florida. This service is operated from approximately 5:30 a.m. to 8:30 p.m., Monday through Saturday. The public transportation system began service on October 28, 2002.

TheBus provides transit services on four (4) holidays: President's Day, Good Friday, Veteran's Day, and the day After Thanksgiving. On October 1, 2019, extended service hours and Saturday service were added to the transit routes.

The Hernando County Board of County Commissioners is responsible for the transit system in Hernando County. A contractual agreement exists with RATP Dev, d/b/a Hernando County Transit Management (Transit Operator) for transit operations. The transit system administration, planning and grant oversight is completed by the Hernando County Planning Department. Fleet maintenance is performed by the Hernando County Fleet Operations Department.

System Profile as of 02/2025

Total number of fixed-route vehicles: 16
Total Number of ADA vehicles: 6
Total number of support vehicles: 2
Total number of routes: 4

Days of operations: Monday through Saturday
Ridership FY 2024 : 147,488

Administration Office: 1525 E Jefferson St, Brooksville, FL 34601
Operation Facility: 700 Aeriform Drive, Brooksville, FL 34601
Maintenance Facility: 1525 E. Jefferson St. Brooksville, FL 34601

Annual Review and Update of the
Public Transportation Administration Safety Plan

This plan will be jointly reviewed and updated by the Transit Administrator, Chief Safety Officer, and Operations General Manager by February of each year. The Accountable Executive will review and approve any changes, signing the new PTASP, then forward it to the County Commission for review and approval.

Safety Performance Targets

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

Targets below are based on review of the previous 2 years of TheBus's safety performance data.

Mode of Transit Service	Major Events (total)	Major Event Rate (per 100 thousand VRM)	Collision Rate (per 100 thousand VRM)	Pedestrian Collision Rate (per 100 thousand VRM)	Vehicular Collision Rate (per 100 thousand VRM)	Fatalities (total)	Fatalities (per 100 thousand VRM)
Fixed Route Bus	0	0.08	0	2	1.88	0	0
ADA / Paratransit	0	1	0	0	0	0	0

Mode of Transit Service	Transit Worker Fatality Rate (per 100 thousand VRM)	Injuries (total)	Injury Rate (per 100 thousand VRM)	Transit Worker Injury Rate (per 100 thousand VRM)	Assault on Transit Workers (total)	Rate of Assault on Transit workers (per 100 VRM)	System Reliability (VRM Failures)
	Targets below are based on review of the previous 2 years of TheBus's safety performance data.						
Fixed Route Bus	0	1	0	0.08	0	0	92%
ADA / Paratransit	0	0	0	0	0	0	98%

Vehicle Safety: Percentage of Vehicles Passing Annual Safety Inspection

Mode of Transit Service	Vehicles Inspected (total)	Vehicles Passing (%)	Target (%)
Fixed Route	16	16	100%
ADA / Paratransit	6	6	100%

Driver Safety: Percentage of Drivers Completing Required Annual Safety Training

Mode of Transit Service	Drivers (total)	Drivers Completing Training (%)	Target (%)
Fixed Route	17	1	100%
ADA / Paratransit	2	1	100%

Operational Safety: Violations

Mode of Transit Service	Violations (total)	Violations (per 100,000 miles)	Target (per 100,000 miles)
Fixed Route	0	0	Less than 2
ADA / Paratransit	0	0	Less than 2

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List of Acronyms

<u>The following acronyms apply to all related information in this plan:</u>

ACC/INC	Accident/Incident
ALARP	As Low as Reasonably Practicable
ASP	Agency Safety Plan also known as Public Transportation Agency Safety Plan
CFR	Code of Federal Regulations
DIR	Director
FL-RULE	Florida Rule Chapter 14-90, F.A.C
FDOT	Florida Department of Transportation
FTA	Federal Transportation Administration
FTA-REQ	Requirements 49 CFR Part 673
GM	General Manager
HazRep	Hazard Report
MGR	Manager
MHR	Maintenance Hazard Report
NM	Near Miss
NTD	Nation Transit Database
NTSB	National Transportation Safety Board
OHR	Operations Hazard Report
PTASP	Public Transportation Agency Safety Plan (Replaces SSPP)
RA	Risk Assessment
SA	Safety Assurance
SARPS	Standards and Recommended Practices
SL	Safety Liaison
SMS	Safety Management System
SMT	Site Management Team
SPP	System Security Plan
SRM	Safety Risk Management
SSPP	System Safety Program Plan (Replaced by PTASP)
SSC	Site Safety Council
TAM	Transit Asset Management Plan

Definitions:

The following definitions apply to all related information in this plan.

- **As Low as Reasonably Practicable**: A condition where a risk/hazard has been mitigated to its lowest manageable level.
- **Accident**: An unfortunate incident that happens unexpectedly and unintentionally, typically resulting in damage or injury.
- **Hazard Report**: A report filed regarding a hazard identified in the workplace.
- **Disposition Period**: The period of time between knowledge of an incident and the when the employee is found culpable or not.
- **Near Miss Report**: A report filed from a narrowly avoided collision or other accident.
- **Accident/Incident Report**: A report filed regarding an accident.
- **Hazard**: a potential source of danger.
- **Near Miss**: A narrowly avoided collision or other accident.
- **Event:** An accident, incident, or occurrence
- **Incident**: An event that involves any of the following: Personal injury that is not serious, one or more injuries requiring medical transport, damage to the facilities, equipment or infrastructure that disrupts the operations of the agency.
- **Investigation**: A formal inquiry or systematic study
- **Occurrence**: An event without any personal injury in which any damage to facilities, equipment, or infrastructure does not disrupt operations.
- **Physical Property Damage**: Damage sustained to a building or items on the grounds of real estate.
- **Recordable Injury**: Injury resulting in lost time at work. Reporting Manager – An employee's direct supervisor.
- **Risk**: A situation involving exposure to danger.
- **Risk Assessment**: A systematic study or examination/assessment of a risk.
- **Root Cause**: The exact cause of an incident or accident where had the root cause found not be present, the accident or incident would not have happened.
- **Safety**: The condition of being protected from or unlikely to cause danger, risk, or injury. Safety Management System – A business-like approach to managing safety in the workplace.
- **Site**: Different operations contributing to the Transit Service.
- **Training**: The action of teaching a person or animal a particular skill or type of behavior.

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Introduction

1. **Purpose, Goals & Objectives**

   The purpose of the Public Transportation Agency Safety Plan (PTASP) is to outline safety policies and responsibilities, identify vehicle and equipment standards including procurement, and establish the operational safety criteria for the system. The plan establishes a coordinated safety process and identifies and delegates safety responsibilities to the applicable personnel within the County and the Transit Operator. Florida Administrative Code, Rule 14-90, hereinafter referred to as Rule 14-90 (supporting document) establishes the guidelines for the PTASP.

   Hernando County's goals are to provide ongoing transportation services with a high standard of system safety that is reliable and efficient while meeting industry standards and state and federal requirements. The objectives for attaining this goal include:

   - Identifying any potential unsafe conditions.
   - Develop potential solutions to eliminate and minimize hazards.
   - Continue to monitor and control all safety risks.
   - Establish and maintain policies regarding transit operations and employees.
   - Provide adequate guidance, policies, education, training, and support to all transit employees.
   - Maintain a formal process for managing safety related accidents/incidents.
   - Require the Transit Operator to implement and follow the County's PTASP.
   - Ensure compliance with all applicable Federal, State, and Local requirements, laws, and regulations.
   - Monitor current industry standards and trend.
   - Review the PTASP annually and update as necessary.
   - Ensure annual vehicle safety inspections for the transit fleet.
   - Provide an inspection and maintenance program that keeps the transit fleet in a safe and operable condition.
   - Complete audits and reviews as required by the PTASP

2. **Regulatory Requirements**

   FTA Requirements (49 CFR Part 673 / BIL)

   Subpart A – General
   - 673.1 Applicability - Identifies the entities required to comply with the regulation.
   - 673.3 Policy - Establishes the framework for implementing a safety management system.

- 673.5 Definitions - Provides definitions for key terms used in the regulation.

Subpart B - Safety Plans

- 673.11 General Requirements - Outlines the requirements for developing and maintaining a safety plan. (Simplified requirements for operators with fewer than 100 vehicles)
- 673.13 Certification Compliance - Details certification requirements for the safety plan.

Subpart C - Safety Committees and Cooperation with Frontline Transit Worker Representatives

- 673.17 Cooperation with frontline transit worker representatives - Details engagement with frontline workers in the safety process.
- 673.19 Safety Committees - Establishes requirements for safety committees within the agency.

Subpart D - Safety Management Systems

- 673.21 General Requirements - Outlines overarching requirements for implementing an SMS. (Simplified SMS framework for small operators)
- 673.23 Safety Management Policy - Establishes the agency's safety objectives and policies.
- 673.25 Safety Risk Management - Details processes for identifying and mitigating safety risks.
- 673.27 Safety Assurance - Ensures ongoing compliance and effectiveness of safety measures.
- 673.29 Safety Promotion - Promotes a safety culture through training and communication.

Subpart E - Safety Plan Documentation and Recordkeeping

- 673.31 Safety Plan Documentation - Specifies requirements for documenting and maintaining safety plan records.

Florida Rule Chapter 14-90, F.A.C.

- 14-90.002   Definition
- 14.90.004   Bus Transit System Operational Standards
- 14-90.0041   Medical Examinations for Bus Transit System Drivers
- 14-90.006   Operational and Driving Requirements
- 14-90.007   Vehicle Equipment Standards and Procurement Criteria
- 14-90.009   Bus Safety Inspections
- 14-90.010   Certification
- 14-90.012   Safety and Security Inspections and Reviews

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3. **Scope and Applicability**

This Public Transportation Agency Safety Plan (PTASP) applies to Hernando County Transit Administration / TheBus, a bus transit system operating in Hernando County, Florida. This plan is developed in accordance with Federal Transit Administration (FTA) Requirements 49 CFR Part 673 (FTA-REQ), Bipartisan Infrastructure Law (BIL), and Florida Rule Chapter 14-90, F.A.C. (FL-RULE)

- **Scope: This PTASP covers all aspects of Hernando County Transit administration / TheBus's bus operations, including but not limited to:**
    - Fixed-route bus services.
    - Complementary, Curb to Curb, Paratransit services (if applicable)
    - Maintenance facilities and operations.
    - Administrative functions related to transit operations.
    - Contracted transportation services (if applicable)

The plan encompasses all safety-critical elements of our operations, including vehicle maintenance, operator training, route planning, and emergency response procedures.

- **Applicability: This PTASP applies to:**
    - All employees of Hernando County Transit Administration / TheBus, including full-time, part-time, and contracted staff involved in bus transit operations.
    - All buses and support vehicles owned, operated, or maintained by Hernando County Transit Administration / TheBus
    - All bus transit facilities owned, operated, or maintained by Hernando County Transit Administration / TheBus
    - Any contracted services providing transportation on behalf of Hernando County Transit Administration / TheBus

- **In compliance with 49 CFR Part 673 & BIL, this plan incorporates the four components of a Safety Management System (SMS):**
    - Safety Management Policy
    - Safety Risk Management
    - Safety Assurance
    - Safety Promotion

- **As required by Chapter 14-90, F.A.C., this PTASP also incorporates:**
    - Safety policies and responsibilities
    - Vehicle and equipment standards and procurement criteria
    - Operational standards and procedures

- Bus driver and employee selection, training, and testing
- Driving requirements and restrictions
- Bus maintenance and inspection procedures
- Safety data acquisition and analysis
- Hazard identification and resolution
- Event investigation procedures
- Medical exams for bus drivers

This PTASP will be reviewed and updated annually, or as needed to reflect changes in operations, organizational structure, or regulatory requirements. The Hernando County Transit Administration / TheBus's Accountable Executive and Board of Directors are responsible for approving this plan and any subsequent revisions.

Hernando County Transit Administration certifies compliance with this PTASP annually to the Florida Department of Transportation, as required by Chapter 14-90, F.A.C., and to the FTA as required by 49 CFR Part 673.

Safety Management Policy

1. **Safety Policy Statement**

   HCTA is committed to providing safe, reliable, and efficient bus transit services. Safety is our highest priority and core value. We are dedicated to maintaining a proactive safety culture that engages all employees in the pursuit of continuous safety improvement.

   This Safety Management Policy applies to all employees, contractors, and operations of HCTA We are committed to:

   - Implementing and maintaining an effective Safety Management System (SMS)
   - Meeting or exceeding all applicable regulatory requirements.
   - Providing the necessary resources to support our safety objectives.
   - Encouraging open communication regarding safety without fear of reprisal
   - Continuously improving our safety performance

2. **Safety Objectives and Goals**

   Our primary safety objectives are to:
   - Ensure the safety of passengers, employees, and the general public.
   - Reduce accidents and incidents across all operations.
   - Minimize safety risks to passengers, employees, and the public.
   - Promote a positive safety culture throughout the organization.
   - Ensure compliance with all applicable safety regulations (federal, state, and local).

   Specific safety goals for the current year include:
   - Reduce preventable accidents by 30% compared to the previous year.
   - Achieve 120 days without a lost time injury.
   - Complete safety training for 100% of employees
   - Increase near-miss and hazard reporting by 30%

3. **Safety Roles and Responsibilities**

   All employees are responsible for:
   - Adhering to safety policies and procedures
   - Reporting safety concerns, hazards, and near-misses
   - Participating in safety training and initiatives

   Supervisors and managers are additionally responsible for:

- Enforcing safety policies in their areas of responsibility
- Investigating reported safety issues
- Implementing corrective actions as needed

4. **Accountable Executive and Chief Safety Officer Designation**
   - Accountable Executive: Darlene Lollie, The Accountable Executive has ultimate responsibility for safety performance and SMS implementation.
   - Chief Safety Officer: Andras Serfozo, Transit Operations Coordinator is responsible for monitoring the day-today implementation and operation of the SMS.

5. **Key Staff Safety Roles**
   - Operations Manager: Oversees safety in daily transit operations.
   - Maintenance Manager: Ensures vehicle and equipment safety.
   - Human Resources Manager: Manages safety training and record-keeping.
   - Dispatch Supervisor: Coordinates emergency response and communication.

6. **Employee Safety Reporting Program (ESRP)**

   Hernando County Transit Administration maintains a confidential Employee Safety Reporting Program to encourage all employees to report safety concerns without fear of reprisal. (assaults, near misses, unsafe acts / conditions, etc.)

   Reporting Methods:
   - Reporting form
   - Direct reporting to Dispatch, Supervisors, or the General Manager

   All reports will be:
   - Acknowledged within 24 hours.
   - Investigated thoroughly.
   - Addressed with appropriate corrective actions.
   - Followed up with the reporting employee (if not anonymous)

   Protection from Reprisal: HCTA strictly prohibits retaliation against any employee who reports a safety concern in good faith. Any form of retaliation will result in disciplinary action.

Safety Risk Management

1. **Hazard Identification**

   HCTA employs a comprehensive approach to identify hazards that may affect the safety of our bus transit operations. Hazard identification methods include:
   - Employee safety reports
   - Safety inspections and audits
   - Accident and incident investigations
   - Maintenance reports
   - Customer complaints
   - Industry data and safety alerts (from: FTA, State authorities, CDC etc..)
   - Safety committee meetings.

   All identified hazards are documented in our Hazard Log, which includes:
   - Hazard description
   - Date identified.
   - Source of identification
   - Potential consequences

2. **Risk Assessment**

   Once hazards are identified, HCTA assesses the associated risks using a standardized risk matrix. The risk assessment process includes:
   - Determining the potential severity of the hazard's consequences
   - Estimating the likelihood of the hazard occurring
   - Calculating the overall risk level (combination of severity and likelihood)

   TheBus uses a Risk Matrix to assign a risk rating to each hazard, which allows us to prioritize risks that require the most urgent mitigation. Hazards are categorized as low, medium, or high risk based on the combination of likelihood and severity.

   Likelihood Table

Likelihood	Meaning	Value
Frequent	Likely to occur/ has occurred frequently	5
Occasional	Likely to occur/ has occurred sometimes	4
Remote	Unlikely to occur/ has occurred rarely, but possible	3
Improbable	Very unlikely to occur or no known occurrences	2

   Severity Table

Value	Severity	Meaning

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A	Catastrophic	Deaths (not including suicide or death by natural causes Equipment destroyed
B	Hazardous	A large reduction in safety margins: Seriously injury-fracture, severe bleeding, paralysis, Brain injury, Major equipment damage

3. **Safety Risk Mitigation**

In addition to internal safety performance metrics, HCTA incorporates safety guidance and requirements from relevant Federal and State agencies, including but not limited to the FTA, FDOT, and CDC. This multi-agency guidance ensures our safety practices align with both transportation-specific protocols and broader public health and safety standards. For each identified and assessed risk, TheBus develops and implements mitigation strategies. These strategies are designed to eliminate the hazard or reduce the risk to an acceptable level.

Mitigation measures include:
- Engineering Controls: Modifying infrastructure, vehicles, or systems to reduce safety risks (e.g., vehicle modifications, safety barriers).
- Administrative Controls: Changes to policies, procedures, and operating practices to enhance safety (e.g., updated safety procedures, new training protocols).
- Personal Protective Equipment (PPE): Providing employees with the necessary equipment to protect against hazards.
- Emergency Procedures: Updating Security Program Plan (Emergency Program Plan)s to handle high- risk situations effectively.

Mitigation efforts are tracked through RATPDev's in-house safety management software (Safe Tracker), ensuring that corrective actions are documented and fully implemented.

Monitoring and Evaluation of Risk Controls

TheBus continuously monitors the effectiveness of risk controls through:
- Safety Performance Monitoring: Regular collection and analysis of data related to safety performance targets, including accident rates, injuries, and near-misses.
- Safety Audits and Inspections: Periodic reviews of safety practices, procedures, and the implementation of mitigation strategies.
- Feedback Mechanisms: Gathering input from employees and shareholders, on the effectiveness of implemented controls.

If a mitigation strategy is found to be ineffective, TheBus adjusts or replaces it to ensure that safety risks are minimized.

Documentation and Recordkeeping (hazard tracking)

All stages of the SRM process are documented and maintained by the Chief Safety Officer (CFO). Records include:

- Hazard identification reports
- Risk assessment documentation, including the use of risk matrices.
- Mitigation measures and their implementation timelines
- Ongoing monitoring and evaluation results

These records are reviewed during regular safety audits and are used to continuously improve the SRM process.

Accident / Incident Reporting

(To establish the scope of event reporting for TheBus)

The incident/accident notification is initiated by notifying the event (accident or incident) via electronic mail according to the Hernando County Transit policies and procedure. This chapter defines what is considered an accident or incident. It also outlines the actions to be taken by employees in the event of an accident/incident related to Hernando County Transit vehicles, passengers, employees, or property in the course of doing business.

The following are the accident/incident procedures for the Hernando County Transit Division:

- Once accident/incident occurred, the Operator will report it to the Transit Operations Coordinator immediately.
- The written report should be submitted to the Transit Division the same day during working hours or, next day if accident/incident occurred during non-business hours.
- The original report with all signatures and supporting documentation should be followed by mail or hand delivery within two (2) business days.
- Once report is submitted to the Transit Operations Coordinator, all information regarding accident/incident will be forward to Transit Administrator for review and initials.
- Accident/incident documentation will be filed in paper copy in the Transit Operations Coordinator's office
- Transit Operations Coordinator to follow up accident/incident accordingly and inform Transit Administrator of the progress.

Documents required to be submitted in the event of an accident/incident:

- Accident/Incident Notification Form
- Police report (if apply)
- FTA Post Accident Drug and Alcohol Testing Decision Form
- Hernando County Transit Management Incident Report
- Any additional documentation (optional)

Documents required to be submitted in the event of safety event/occurrence:

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- Hernando County Transit Management Incident Report
- Any additional documentation (optional)

The definition of a vehicle <u>accident</u> is an event involving any of the following:
- Loss of life
- Serious injury to a person
- Collision involving a transit vehicle.
- An evacuation for life safety reasons

The definition of an <u>incident</u> is an event involving any of the following:
- Personal injury that is not serious
- One or more non-serious injuries requiring medical transport.
- Damage to the facilities equipment or infrastructure that disrupts the operations of the agency.

The definition of a <u>safety event/occurrence</u> is an event involving any of the following:
- An event without any personal injury in which any damage to facilities, equipment, or infrastructure does not disrupt operations.

The definition of a <u>serious injury</u> is an event involving any of the following:
- Requires hospitalization for more than 48 hours, commencing within 7 days from the date of the injury was received. (Use best judgement at the scene of accident)
- Results in a fracture of any bone
- Causes severe hemorrhages, nerve, muscle, or tendon damage.
- Involves any internal organ; or involves any second- or third-degree burns.

(Definitions are from National Public Transportation Safety Plan)

Operator Post Accident Immediate Actions:
- Remain calm and assess the situation.
- Secure the vehicle (Set Brake, place in neutral & turn on 4-way hazards)
- Contact Dispatch via radio.
- Provide dispatch with your exact location, description of accident, number and type of injuries.
- Secure the scene (Do not move the vehicle unless directed by emergency responders or Supervisors. Put out the triangles, assist passengers with first aid if warranted)
- Ask passengers to fill out comment cards and obtain witness statements if available.
- Obtain facts about the other vehicles involved and begin filling out accident/incident paperwork.
- DO NOT discuss the accident with anyone other than law Enforcement or Supervisor

- DO NOT make any statements concerning liability. Give only information requested by Law Enforcement
- Under no circumstances should an operator leave the scene of an accident prior to the arrival of Law Enforcement unless directed to do so by a supervisor or accident investigator.

Incident Reporting Roles and Responsibilities:
- **Employee:** Report any product damage, physical property damage, transit safety issue, immediately to their supervisor or appropriate management personnel.

- **Reporting Supervisor:** supervisor on the scene will be the primary accident investigator and will secure medical assistance and/or triage the incident scene to ensure that no further damage or injury can take place in the immediate area or immediate timeframe. Provide first aid if warranted, take photos, collect witness cards/comment cards, interview witnesses, review video and begin accident/incident paperwork. He/she will determine if FTA Drug and Alcohol test is required. As applicable,

- **Manager:** Ensure reports are entered correctly once triage cycle is complete. Supporting documents contain all necessary forms.

Corrective Action Plan

The Site Manager or Safety Liaison reviews all accident and incident reports. The Manager will also initiate an investigation to determine causal or contributing factors for all events. Findings from the investigation that identify risk will be evaluated to determine the course of action that will be taken to mitigate the risk. A formal corrective action process may not be necessary for every safety event. Based on the Safety Risk Assessment matrix included herein the appropriate mitigation will be implemented for acceptable and non-acceptable hazards. In all cases all pertinent information for each safety event will be tracked on the hazard log. The Manager will then forward findings to the appropriate departments to develop a corrective action plan (CAP) if necessary. The CAP form will be assigned a number and placed on hazard log with the corresponding hazard for tracking purposes.

The corrective action plan will contain:
- Action to be taken.
- Proposed completion date
- Individual or department responsible for implementation

As with any investigation, time is of the essence, therefore investigations should proceed as soon as practical to avoid potentially losing valuable information. Investigations are to be concluded within 7 business days of the incident.

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Investigations are a methodical search into an event where information relating to factors that may have caused or contributed to the event are discovered. A complete investigation is comprised of the following three stages being completed:

- Investigation and interview stage: All relevant information is found.
- Causal Factors Stage: Contributing factors and Causal Factors is determined, and information is recorded in Hernando County Transit Investigation Form.
- Preventative strategies recommendations are prepared and recorded in report.

Near-Miss

In order to promote the continuous safety performance improvement of the SMS, Hernando County Transit will promptly and thoroughly investigate events that result in safety of transit risk, product, service, and employee safety risk. Near-miss incidents are investigated if it is not readily determined the Causal Factors of the near- miss. For near-miss reports, a full investigation may not be required. In this case, the Manager or SL, will determine the level of investigation appropriate to effectively address the report and will forward the report to the CSO.

Hazard/Near-Miss Identified	Mitigation Actions Assigned/Completed	Post Risk Assessment Conducted/Reporter Receives Notice
Access Hazard/Near Miss Report Form	Department Develops Mitigation Plan	Safety Committee review/File Closed
Manager/SL Receives Notice of Filing/Notification to reporter	Risk Assessment Conducted	Enters Safety Assurance Watch Plan

Continuous Improvement

TheBus's SRM process is designed for continuous improvement. By regularly evaluating the effectiveness of risk controls and adapting to new challenges, TheBus ensures a proactive and dynamic approach to transit safety. Annual reviews of the Safety Risk Management Policy ensure alignment with the latest regulatory requirements, industry best practices, and emerging risks.

4. Coordination with Florida Rule Chapter 14-90 Risk Processes

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HCTA ensures that our Safety Risk Management processes align with the requirements of Florida Rule Chapter 14-90, F.A.C. This includes:

- Incorporating Chapter 14-90 operational standards into our hazard identification process
- Ensuring our risk assessment methodology meets or exceeds Chapter 14-90 requirements.
- Aligning our safety risk mitigation strategies with Chapter 14-90 safety policies and procedures
- Coordinating our Safety Risk Management activities with the required annual safety and security review

Specific coordination efforts include:

Wireless Communication Policy:
- Identifying hazards related to wireless communication device use.
- Assessing risks associated with distracted driving.
- Implementing mitigation strategies in line with Chapter 14-90 requirements

Medical Examination Requirements:
- Identifying hazards related to driver fitness for duty.
- Assessing risks associated with medical conditions.
- Ensuring mitigation strategies align with Chapter 14-90 medical examination standards.

Operational Safety:
- Identifying hazards in daily operations (e.g., boarding/alighting, vehicle movement)
- Assessing risks associated with operational procedures.
- Implementing mitigation strategies that meet or exceed Chapter 14-90 operational standards.

Vehicle Safety Equipment:
- Identifying hazards related to vehicle equipment and systems.
- Assessing risks associated with equipment failure or malfunction.
- Ensuring mitigation strategies align with Chapter 14-90 vehicle safety equipment requirements.

Driver Training:
- Identifying hazards related to driver performance and knowledge.
- Assessing risks associated with inadequate training.
- Implementing mitigation strategies that fulfill Chapter 14-90 driver training requirements.

HCTA reviews and updates our Safety Risk Management processes annually to ensure ongoing compliance with Florida Rule Chapter 14-90 and continuous improvement of our safety performance.

Safety Assurance

The Safety Assurance (SA) process at Hernando County Transit Administration (TheBus) ensures that safety risks are effectively managed through continuous monitoring, evaluation, and improvement of the Safety Management System (SMS). This process verifies that safety controls and risk mitigations are functioning as intended and that TheBus operations remain in compliance with federal and state regulations, including 49 CFR Part 673, Florida Rule 14-90, and provisions from the Bipartisan Infrastructure Law.

The Safety Assurance process focuses on three primary components:
- Safety Performance Monitoring and Measurement
- Management of Change
- Continuous Improvement

1. **Safety Performance Monitoring and Measurement**

    TheBus continuously monitors and measures its safety performance to ensure that safety risks are controlled and mitigated. This involves:

    Key Safety Metrics: Regular monitoring of safety performance targets, including:
    - Fatalities, injuries, and safety events per vehicle revenue mile.
    - System reliability (mean distance between failures).
    - Preventive maintenance compliance rates.
    - Employee and driver training completion.

    Safety Audits and Inspections: Routine safety audits and inspections are conducted to assess the effectiveness of safety measures. These audits ensure compliance with established safety procedures, hazard mitigations, and corrective actions. Audits are conducted quarterly by the Safety & Security Officer (SSO), in coordination with the Safety Committee.

    Incident Investigations and Analysis: All safety-related incidents, including accidents, near-misses, and system failures, are investigated to identify root causes. This information is used to prevent future occurrences and improve existing safety measures.

    Employee and Public Feedback: Feedback from employees and passengers is regularly gathered through surveys and the confidential safety

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reporting system. This feedback is crucial for identifying unreported hazards or emerging safety issues.

2. **Management of Change (MOC)**

TheBus recognizes that changes in operations, personnel, equipment, or external factors can introduce new safety risks. The Management of Change (MOC) process is designed to identify, evaluate, and manage any risks associated with operational changes. The MOC process includes:

Change Identification: Changes that could impact safety, such as new equipment, service expansions, or staffing adjustments, are identified, and documented.

Risk Assessment: Prior to implementing any change, a risk assessment is conducted to determine the potential safety impacts. This involves reviewing the likelihood and severity of new or increased risks.

Mitigation of New Risks: If the risk assessment reveals new safety risks, TheBus develops and implements appropriate mitigation strategies before the change is fully enacted.

Post-Change Monitoring: After changes are implemented, TheBus monitors the safety performance of the affected areas to ensure the risk controls are effective. Any unforeseen safety impacts are addressed through additional mitigations or adjustments.

3. **Continuous Improvement**

Continuous improvement is integral to TheBus commitment to safety. The Safety Assurance process fosters a culture of ongoing evaluation and enhancement of safety performance. Key elements include:

Data-Driven Decisions: TheBus uses data collected from safety performance metrics, incident reports, and audit findings to inform decision-making. These data points are analyzed regularly to identify trends, emerging risks, and areas for improvement.

Corrective Action Plans: When safety issues are identified—whether through audits, incident investigations, or performance monitoring—corrective action plans are developed. These plans outline specific actions, responsible parties, and timelines for addressing identified safety risks.

Safety Reviews: TheBus conducts regular safety reviews to assess the overall effectiveness of the Safety Management System. These reviews are led by the Safety & Security Officer and include input from the Safety Committee and key stakeholders. Annual safety reviews provide an

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opportunity to revise safety policies, performance targets, and mitigation strategies based on the findings.

Employee Involvement and Training: Employees play a critical role in safety assurance. TheBus ensures that employees are regularly trained on safety protocols, reporting mechanisms, and any changes to safety practices. Ongoing training ensures that employees have the knowledge and skills necessary to identify and mitigate risks.

4. Roles and Responsibilities

General Manager (GM): Responsible for overseeing the Safety Assurance process, conducting safety performance monitoring, and ensuring corrective actions are implemented.

Chief Safety Officer and Supervisor: Reviews performance data, incident reports, and audits to provide feedback and recommendations on safety improvements.

All Employees: Expected to actively participate in the reporting of safety issues, incidents, and near- misses, and to engage in safety training and continuous improvement efforts.

TheBus maintains comprehensive records of all safety performance monitoring activities, audits, incident investigations, and corrective actions. These records ensure accountability and provide a clear audit trail of TheBus safety efforts. Regular safety reports are provided to senior management, the Safety Committee, and regulatory bodies as required.

- **Quarterly Safety Reports**: Summarize performance against safety targets, audit results, and corrective actions.
- **Annual SMS Review**: Documents the results of safety system evaluations, including any revisions to the Safety Management Policy or Safety Risk Management strategies.

The Safety Assurance process is an essential part of TheBus Safety Management System. Through regular monitoring, data analysis, change management, and continuous improvement, TheBus ensures that all safety risks are managed effectively, and that the Administration remains compliant with federal and state safety standards. TheBus is committed to maintaining the highest level of safety and delivering reliable, secure transportation services to the community.

5. Compliance with Florida Rule Chapter 14-90 Inspection Requirements

HCTA ensures that our safety assurance processes align with and fulfill the inspection requirements of Florida Rule Chapter 14-90, F.A.C. This includes:

Vehicle Inspections:
- Daily pre-trip inspections by drivers
- Scheduled preventive maintenance inspections.
- Annual safety inspections
- Coordination with FDOT vehicle inspections

Driver Operational and Safety Procedures:
- Regular monitoring of driver performance
- Compliance checks for operational safety procedures
- Review of on-board camera footage (if applicable)

Facility Inspections:
- Regular safety inspections of maintenance facilities
- Inspections of passenger facilities and bus stops

Safety and Security Reviews:
- Annual comprehensive safety and security review as required by Chapter 14-90
- Documentation and reporting of review findings.
- Development and implementation of corrective action plans

Wireless Communication Device Policy Compliance:
- Regular audits of wireless communication device usage
- Monitoring of policy compliance through observation and technology

Drug and Alcohol Program Compliance:
- Regular review of drug and alcohol testing records
- Monitoring of compliance with FTA drug and alcohol testing requirements

Driver Hours of Service:
- Regular audits of driver schedules and time records
- Monitoring of compliance with hours-of-service regulations

Medical Examination Records:
- Regular review of driver medical examination records
- Ensuring compliance with medical examination frequency requirements

HCTA maintains detailed records of all inspections, reviews, and audits to demonstrate compliance with Florida Rule Chapter 14-90. We submit required annual safety and security certification to FDOT and address any identified deficiencies promptly.

Safety Promotion

1. **Safety Training Program**
   HCTA is committed to providing comprehensive safety training to all employees. Our safety training program includes:

   New Employee Safety Orientation:
   - Introduction to SMS principles
   - Overview of agency safety policies and procedures
   - Job-specific safety requirements

   Annual Safety Refresher Training:
   - Updates on safety policies and procedures
   - Review of recent safety trends and incidents
   - Reinforcement of safety reporting procedures

   Specialized Safety Training:
   - Defensive driving for bus operators
   - Maintenance safety procedures
   - Emergency response and evacuation procedures
   - Conflict de-escalation techniques

   SMS Training for Management:
   - In-depth SMS principles and implementation
   - Safety leadership and promotion techniques
   - Safety data analysis and decision-making

   Contractor Safety Training:
   - Safety orientation for all contractors working on agency property.
   - Job-specific safety requirements for contracted services

Training effectiveness is evaluated through written tests, practical demonstrations, and on-the-job observations. Training records are maintained for all employees and contractors.

2. **Safety Communication and Reporting Mechanisms**

   HCTA has established multiple channels for safety communication and reporting:

   Safety Bulletin Boards:
   - Located in all facilities.
   - Updated monthly with safety information and performance data.

Safety Newsletters:
- Distributed quarterly to all employees.
- Highlights safety achievements, lessons learned, and upcoming initiatives.

Safety Meetings:
- Monthly departmental safety meetings
- Quarterly all-staff safety meetings

Anonymous Safety Reporting System:
- Online reporting form
- Physical drop boxes in employee areas

Safety Alerts:
- Immediate communication of critical safety information
- Distributed via email, text message, and posted notices.

Open Door Policy:
- Encouragement of face-to-face safety discussions with supervisors and management

Safety Suggestion Program:
- Rewards for implemented safety improvement ideas.

3. **Training Requirements under Florida Rule Chapter 14-90**

HCTA ensures compliance with the training requirements specified in Florida Rule Chapter 14-90, F.A.C., including:

Bus Driver Training:
- Initial training of at least 80 hours, including at least 20 hours of behind-the-wheel training
- Annual refresher training of at least 8 hours
- Training topics as specified in Rule 14-90.004(3) (a-m**)**

Defensive Driving:
- National Safety Council Defensive Driving Course or equivalent

Wireless Communication:
- Training on agency policies regarding wireless communication device usage

Americans with Disabilities Act (ADA):
- Training on ADA requirements and sensitivity to passengers with disabilities

Blood Borne Pathogens:
- Exposure control training for applicable employees

Maintenance Personnel:
- Safety-related training appropriate to assigned duties.

Security and Emergency Preparedness:
- Training on the agency's Security Program Plan and Emergency Management Plan

All training is documented, and records are maintained for a minimum of four years as required by Chapter 14- 90.

4. **Safety Culture and Employee Involvement**

HCTA is dedicated to fostering a positive safety culture and encouraging employee involvement in safety initiatives:

Management Commitment:
- Visible engagement of senior management in safety activities
- Regular safety walk-throughs by management

Employee Safety Committee:
- Cross-functional committee with rotating membership
- Monthly meetings to discuss safety concerns and improvement ideas.

Safety Recognition Program:
- Monthly "Safety Champion" awards
- Annual safety performance awards

Safety Awareness Campaigns:
- Themed safety months focusing on specific safety topics.
- Interactive safety challenges and competitions

Near-Miss Reporting Incentives:
- Positive reinforcement for reporting near-misses and safety concerns

Employee Safety Surveys:
- Annual surveys to assess safety culture and gather feedback.

Toolbox Talks:
- Brief, regular safety discussions at the start of shifts.

Safety Mentorship Program:

- Pairing experienced employees with new hires to reinforce safety practices.

Continuous Improvement Workshops:
- Regular sessions to brainstorm safety improvements and solve safety issues.

Safety Observation Program:
- Peer-to-peer safety observations with constructive feedback

HCTA is committed to maintaining an environment where safety is everyone's responsibility and where employees at all levels are empowered to report safety concerns and contribute to safety improvements.

Safety Performance Targets

1. **FTA Required Safety Performance Measures**

HCTA has adopted the following safety performance measures as required by the Federal Transit Administration (FTA):

Fatalities: (Pedestrian/Riders, Transit Workers)
- Total number of reportable fatalities
- Rate per total vehicle revenue miles.

Injuries: (Pedestrian/Riders, Transit Workers)
- Total number of reportable injuries
- Rate per total vehicle revenue miles.

Assault on Transit Workers:
- Total number or reported assaults.
- Rate per total vehicle revenue miles.

Safety Events:
- Total number of reportable safety events
- Rate per total vehicle revenue miles.

System Reliability:
- Mean distance between major mechanical failures

These performance measures are calculated and reported annually, based on data submitted to the National Transit Database (NTD).

2. **Florida-specific Performance Targets (Chapter 14-90 Compliance)**

In addition to the FTA-required measures, HCTA has established the following Florida-specific performance targets to ensure compliance with Florida Rule Chapter 14-90, F.A.C.:

Vehicle Safety:
- Percentage of vehicles passing annual safety inspections
- Target: 100% pass rate

Driver Safety:
- Percentage of drivers completing required annual safety training
- Target: 100% completion rate

Operational Safety:
- Number of traffic violations per 100,000 miles operated.
- Target: Less than [X] violations per 100,000 miles

Passenger Safety:
- Number of passenger injuries per 100,000 passenger trips
- Target: Less than [X] injuries per 100,000 passenger trips

Preventive Maintenance:
- Percentage of preventive maintenance inspections completed on schedule.
- Target: 95% or higher

Drug and Alcohol Program Compliance:
- Percentage of required drug and alcohol tests conducted.
- Target: 100% compliance rate

Wireless Communication Device Policy Compliance:
- Number of policy violations per 100,000 miles operated.
- Target: Zero violations

Security Incidents:
- Number of security incidents per 100,000 passenger trips
- Target: Less than 1 incidents per 100,000 passenger trips

3. **Tracking and Reporting Safety Performance**

HCTA has implemented a comprehensive system for tracking and reporting safety performance:

Data Collection:
- Utilize existing data management systems to collect relevant safety data.

- Ensure data quality and accuracy through regular validation processes.

Performance Calculation:
- Calculate FTA-required and Florida-specific performance measures monthly.
- Use standardized formulas and definitions to ensure consistency.

Internal Reporting:
- Generate monthly safety performance reports for management review.
- Provide quarterly updates to the Board of Directors
- Conduct annual comprehensive safety performance review.

External Reporting:
- Submit required safety data to the National Transit Database (NTD) according to FTA schedules.
- Provide annual safety and security certification to the Florida Department of Transportation (FDOT) as required by Chapter 14-90
- Make safety performance targets available to the State and Metropolitan Planning Organization (MPO) annually.

Performance Analysis:
- Compare actual performance against established targets.
- Identify trends, patterns, and anomalies in safety data.
- Conduct root cause analysis for any targets not met.

Continuous Improvement:
- Use performance data to inform safety risk management processes.
- Develop and implement corrective actions or new safety initiatives based on performance results.
- Adjust safety performance targets annually based on historical data and safety goals.

Documentation and Record Keeping:
- Maintain detailed records of all safety performance data, calculations, and reports.
- Ensure records are easily accessible for internal review and external audits.

Communication:
- Share safety performance results with employees through various channels (e.g., newsletters, safety meetings)
- Incorporate safety performance discussions into regular staff meetings and training sessions.

HCTA is committed to using these safety performance measures and targets to drive continuous improvement in our safety performance and to ensure compliance with both FTA requirements and Florida Rule Chapter 14- 90.

Emergency Preparedness and Response

1. **Security Program Plan (Emergency Program Plan)**

   HCTA has developed and maintains a comprehensive Security Program Plan (SPP). This detailed document is designed to ensure the safety of passengers, employees, and the general public during emergency situations. The SPP provides comprehensive guidance for managing a wide range of potential emergencies, which may include:

   - Vehicle accidents and breakdowns
   - Fires and explosions
   - Natural disasters (hurricanes, floods, tornadoes – see SPP)
   - Active shooter/terrorism incidents
   - Medical emergencies
   - Hazardous material spills (see SPP)
   - Severe weather events (see SPP)
   - Civil unrest

   Key components of the SPP include:
   - Clearly defined roles and responsibilities
   - Emergency communication protocols
   - Evacuation procedures
   - First aid and medical response guidelines
   - Business continuity and service recovery plans

   The SPP is reviewed and updated annually or as needed based on lessons learned from drills, actual events, or changes in operations. HCTA designates a liaison officer to serve as the primary point of contact with Local

   HCTA designates a liaison officer to serve as the primary point of contact with local emergency management agencies.

2. **Florida 14-90 Emergency Procedures Requirements**

   In compliance with Florida Rule Chapter 14-90, F.A.C., HCTA has established the following emergency procedures:

   Vehicle Emergency Procedures:
   - Detailed procedures for vehicle evacuation

- Guidelines for handling specific emergency situations (e.g., fire, medical emergency)
- Use and location of emergency equipment on vehicles.

Driver Training:
- Initial and annual refresher training on emergency procedures

Passenger Instruction:
- Posted emergency instructions in vehicles.
- Pre-trip safety briefings for paratransit passengers

Communication Protocols:
- Established procedures for drivers to report emergencies.
- Backup communication systems in case of primary system failure

Accident/Incident Reporting:
- Procedures for immediate reporting of accidents or security incidents
- Documentation requirements as specified in Rule 14-90.004(5)

Coordination with Emergency Services:
- Procedures for summoning assistance from police, fire, or EMS
- Guidelines for cooperating with first responders on scene.

Continuity of Operations:
- Plans for maintaining or restoring service during and after emergencies.

These procedures are documented in this PTASP and SPP and are readily available to all employees.

Accident Investigation and Reporting

1. **Accident Investigation Procedures**

   HCTA has established comprehensive procedures for investigating accidents and incidents:

Initial Response:
- Immediate notification of dispatch and appropriate supervisors
- Securing the scene and ensuring safety of passengers and employees
- Providing necessary medical assistance

Investigation Team:
- Deployment of trained accident investigators
- Assignment of roles: lead investigator, evidence collector, interviewer, etc.

Evidence Collection:
- Photographs and videos of the scene, vehicles, and damages
- Collection of physical evidence
- Preservation of on-board camera footage and data recorder information

Witness Statements:
- Interviews with involved employees, passengers, and witnesses
- Documentation of all statements

Data Analysis:
- Review of vehicle maintenance records
- Analysis of driver history and performance records
- Examination of environmental and road conditions

Root Cause Analysis:
- Utilization of techniques such as the "5 Whys" or Fault Tree Analysis
- Identification of contributing factors and system deficiencies

Report Preparation:
- Compilation of all findings into a comprehensive report
- Development of recommendations for preventing similar occurrences

Post-Investigation Review:
- Review of findings by safety committee and management
- Implementation of approved recommendations

2. **Florida 14-90 Accident Reporting Requirements**

HCTA strictly adheres to the accident reporting requirements specified in Florida Rule Chapter 14-90, F.A.C.:

Immediate Reporting:
- Notification to FDOT within 24 hours of any fatality, injury requiring immediate medical attention away from the scene, or property damage exceeding $1,000.

Detailed Written Report:
- Submission of a detailed written report to FDOT within 15 calendar days of the event
- Inclusion of all information required by Rule 14-90.004(5)(a-m)

Post-Accident Drug and Alcohol Testing:
- Compliance with 49 CFR Part 655 requirements for post-accident testing

Record Retention:
- Maintenance of accident records for a minimum of four years

Annual Safety Report:
- Inclusion of accident data in the annual safety report submitted to FDOT.

3. Corrective Action Plan (CAP) Development

Following each accident investigation, HCTA develops and implements Corrective Action Plans (CAPs) as necessary:

CAP Development Process:
- Review of investigation findings and recommendations
- Identification of specific actions to address root causes.
- Assignment of responsibilities and deadlines for each action item

CAP Components:
- Description of the issue or deficiency
- Proposed corrective actions.
- Implementation timeline
- Responsible parties
- Resources required.
- Method for verifying effectiveness.

Management Approval:
- Review and approval of CAPs by the Accountable Executive

Implementation Monitoring:
- Regular status updates on CAP progress
- Verification of action item completion

Effectiveness Evaluation:
- Assessment of CAP effectiveness in preventing similar occurrences
- Modification of CAPs if found to be ineffective.

Documentation:
- Maintenance of all CAP records for a minimum of four years

Document Control and Record Keeping

1. Document Control Procedures:

HCTA has established a formal Document Control Procedure to manage the creation, distribution, and revision of documents related to safety, security, and compliance. The purpose of these procedures is to ensure that all documentation remains accurate, up-to-date, and readily accessible to authorized personnel.

The key elements of the document control process are as follows:

- **Document Creation:** Documents are created following approved templates and formats to ensure consistency and clarity. Documents include policies, procedures, safety plans, safety event reports, and regulatory compliance records.
- **Approval and Authorization:** Before a document is finalized, it must be reviewed and approved by relevant staff, including the Accountable Executive, Chief Safety Officer, or other designated managers. All approvals are documented, and signed versions of documents are stored in the agency's official records.
- **Document Distribution:** Approved documents are distributed to appropriate departments and personnel via the agency's internal document management system. Authorized staff have access to view and download the most current versions of documents.
- **Document Revisions:** Documents are reviewed periodically, and any necessary updates or revisions are initiated through a formal revision process. Revision histories are maintained to track changes over time, and all updated documents must go through the same approval process as new documents.
- **Access Control:** Document access is restricted based on role and responsibility to protect sensitive or confidential information. Access rights are managed through the agency's document management system.
- **Archiving and Disposal:** When documents are no longer needed, they are archived in accordance with the agency's retention schedule (see 10.2). Obsolete documents are marked as "superseded" and moved to the archive folder, ensuring they are not used inadvertently. Disposal of records occurs in compliance with applicable legal and regulatory requirements.

2. **Record Retention Schedule:**

HCTA maintains a comprehensive Record Retention Schedule to ensure that all safety-related documents and records are retained for the appropriate duration, in compliance with FTA, FDOT, and other regulatory requirements.

The following table outlines the retention periods for key safety documents:

Document Type	Retention Period	Retention Method
PTASP and Related Safety Plans	3 years after plan update	Electronic and Hard copy
Safety Performance Data	5 years	Electronic Database
Incident/Accident Reports	5 years	Electronic and Hard copy
Safety Risk Management (SRM) Records	5 years	Electronic and Hard copy

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Employee Safety Training Records	Duration of Employment + 2 years	Electronic and Hard copy
Preventative Maintenance Records	3 years after maintenance event	Electronic and Hard copy
Internal Audit Reports	3 years	Electronic and Hard copy
Corrective Action Plans (CAPs)	5 years	Electronic and Hard copy
Drug and Alcohol Program Records	5 years	Electronic and Hard copy
Board Meeting Minutes (Safety-Related)	7 years	Electronic and Hard copy
Annual Safety Certifications	5 years	Electronic and Hard copy

HCTA will review and update the record retention schedule as necessary to reflect changes in regulatory requirements or internal processes.

3. **Compliance with Florida 14-90 Documentation Requirements**

In compliance with Florida Rule Chapter 14-90, HCTA maintains all required documentation as specified by the Florida Department of Transportation (FDOT) for public transit agencies. The following specific documentation is maintained for inspection and compliance:

- **Safety Inspections:** Detailed records of all vehicle safety inspections are retained for a minimum of 5 years. These records include inspection checklists, certification of compliance with Florida 14-90, and any corrective actions taken to address deficiencies.
- **Driver Training Records:** Records of all required safety training for vehicle operators are retained for the duration of employment plus 2 years. These records must demonstrate compliance with the safety training requirements outlined in Chapter 14-90, including completion of initial and recurring safety training modules.
- **Accident and Incident Reports:** All reports of safety events, including accidents and incidents involving transit vehicles, are maintained for at least 5 years. Reports include details on the nature of the incident, investigation outcomes, and corrective actions implemented in response to the event.
- **Preventive Maintenance Documentation:** Records of all preventive maintenance activities conducted on transit vehicles are maintained for the life of the vehicle, following the maintenance event. These records include details of the maintenance performed and compliance with Florida 14-90 standards.
- **Drug and Alcohol Testing Records:** As required under Florida 14-90 and federal law, records of drug and alcohol testing conducted for safety-sensitive employees are retained for a minimum of 5 years. This includes pre-employment, random, post-accident, and reasonable suspicion testing.

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- **Security and Emergency Preparedness:** Documentation related to security drills, emergency preparedness exercises, and coordination with local law enforcement agencies is retained for 5 years to demonstrate compliance with both FTA and FDOT emergency procedures.
- **Quarterly and Annual Reports:** Compliance reports submitted to the Florida Department of Transportation (FDOT) regarding safety performance, inspections, and incidents are retained for a minimum of 5 years. This includes annual safety certification and any corrective action plans filed.

HCTA will ensure that all documentation is readily accessible for internal and external audits, inspections, or reviews, and will coordinate closely with FDOT to ensure ongoing compliance with Chapter 14-90 requirements.

Annual Review and Updates

1. **Plan Review and Update Process**

   HCTA is committed to ensuring that the Public Transportation Agency Safety Plan (PTASP) remains current and compliant with both Federal Transit Administration (FTA) regulations and Florida Rule Chapter 14-90 requirements. To achieve this, a formal review and update process is conducted annually, or as necessary, to reflect changes in operations, regulations, or safety objectives.

   The **Plan Review and Update Process** includes the following steps:

   - **Annual Review:** The PTASP is reviewed at least once per year by the Safety Department, led by the Chief Safety Officer. This review focuses on ensuring that the plan continues to meet FTA requirements under 49 CFR Part 673, Florida Chapter 14-90 standards, and incorporates the latest safety performance data, risk management findings, and lessons learned from safety events.
   - **Risk Assessment and Changes:** Changes in operating conditions, safety risks, or new regulations are evaluated. If necessary, the Safety Risk Management (SRM) process is applied to assess new hazards and implement mitigations, which are incorporated into the updated plan.
   - **Stakeholder Involvement:** Feedback from internal stakeholders (including the safety committee, safety officers, operators, and management) and external stakeholders (such as regulatory agencies and emergency response entities) is gathered to inform the review. This ensures that the PTASP aligns with actual practices and safety goals.
   - **Drafting Revisions:** The Chief Safety Officer, with input from the safety management team, drafts any revisions needed. Major changes in the plan are identified and outlined in an executive summary for review by agency leadership.

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- **Internal Review and Approval:** Once revisions are made, the updated PTASP is circulated for review by department heads, safety staff, and legal counsel, if necessary. Any feedback is incorporated before final approval.
- **Employee Training and Communication:** Once the revised PTASP is approved, the Safety Department ensures that employees are informed of any changes through safety meetings, bulletins, and training sessions, ensuring that all personnel are aware of updates to safety procedures and responsibilities.

2. **Accountable Executive and Chief Safety Officer Approval**

The revised Public Transportation Agency Safety Plan must be approved and endorsed by the following key individuals within HCTA:

- **Accountable Executive:** The Accountable Executive holds overall responsibility for the implementation and effectiveness of the PTASP. The Accountable Executive reviews the final draft of the updated plan, ensures alignment with agency goals, and signs off on the plan to demonstrate their commitment to safety.
- **Chief Safety Officer:** The Chief Safety Officer oversees the development and review of the PTASP and ensures that the plan adheres to the requirements of 49 CFR Part 673 and Florida Chapter 14-90. The Chief Safety Officer verifies the technical accuracy of the plan and ensures that all safety procedures and responsibilities are clearly defined before providing approval.
- **Transit Operations Manager:** Oversees the daily transit operations and ensuring they align with the safety protocols outlined in the Public Transportation Agency Safety Plan (PTASP). Implements safety procedures and practices developed in the PTASP. Coordinates with the Chief Safety Officer to ensure operational compliance with safety standards. Monitors and reporting on operational safety performance and incidents. Supports the execution of safety training and risk management strategies within transit operations

3. **Coordination with FTA and Florida DOT for Updates**

HCTA ensures continuous compliance with FTA and FDOT regulations by coordinating the PTASP updates with both the Federal Transit Administration (FTA) and the Florida Department of Transportation (FDOT). The coordination process involves the following steps:

- **Federal Coordination (FTA):** Updates to the PTASP are aligned with the FTA's current requirements as outlined in 49 CFR Part 673. HCTA reviews and incorporates any new FTA safety guidance or rule changes into the plan. All safety performance measures, and safety certifications

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required by the FTA are updated and submitted to the National Transit Database (NTD) as part of the annual reporting process.

- **State Coordination (Florida DOT):** In compliance with Florida Rule Chapter 14-90, HCTA submits the updated PTASP to the Florida Department of Transportation (FDOT) for review and certification. The agency ensures that all Florida-specific requirements, including vehicle inspections, driver training, and other operational safety targets, are included in the PTASP and meet the latest Florida DOT regulations.
- **Annual Certifications:** Each year, HCTA submits a certification of safety performance to both the FTA and FDOT, confirming that the PTASP has been updated and that all required safety targets are being tracked and reported. This includes submitting a certification of compliance with Chapter 14-90 to the FDOT as part of the annual safety report.
- **Communication and Updates:** Both the FTA and FDOT are notified promptly of any significant changes to safety policies or procedures. This ensures that HCTA remains in compliance with all applicable safety regulations, and any regulatory updates from these agencies are quickly incorporated into the PTASP.

Triennial Review and Audit Compliance

1. **FTA Triennial Review Requirements**

As a recipient of Federal Transit Administration (FTA) funding, HCTA is subject to the FTA's Triennial Review process. This comprehensive audit, conducted every three years, ensures that transit agencies are compliant with federal requirements, including safety, financial management, and operational procedures. The Triennial Review covers various aspects of transit agency operations, with a significant focus on safety-related practices, as outlined in the Public Transportation Agency Safety Plan (PTASP).

Key areas of the FTA Triennial Review related to safety include:

- **Safety Plan Compliance:** The review will assess whether HCTA's PTASP complies with 49 CFR Part 673, including the incorporation of a Safety Management System (SMS). This includes verifying that the PTASP is current, appropriately updated, and has been approved by the Accountable Executive and Chief Safety Officer.
- **Safety Performance Targets:** The FTA will evaluate the agency's safety performance measures, ensuring that targets for fatalities, injuries, safety events, and system reliability have been established and reported as required. The review will also assess the agency's progress towards meeting these targets and how performance data is being used to improve safety.
- **Safety Data Reporting:** The review will examine the accuracy and timeliness of safety data submissions to the National Transit Database

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Supporting documentation available upon request. Records maintained in accordance with federal and state requirements   45

(NTD), including reports on accidents, incidents, and safety performance metrics. The agency must demonstrate that it has a system in place for collecting, analyzing, and reporting safety data as required by the FTA.

- **Training and Certification:** Compliance with safety training requirements for personnel, including operators, maintenance staff, and safety officers, will be evaluated. The FTA will ensure that the agency's safety training programs are in line with PTASP requirements and that personnel certifications are up to date.
- **Corrective Actions and Safety Improvements:** The FTA will assess the effectiveness of the agency's processes for identifying, addressing, and documenting corrective actions for safety issues. This includes evaluating whether the agency has implemented effective safety initiatives and improvements based on safety performance results.

To ensure a successful Triennial Review, HCTA maintains meticulous records of all safety activities, reports, and documentation. Preparation for the review includes a comprehensive internal audit process, where safety procedures and practices are assessed and aligned with federal guidelines.

2. **Florida 14-90 Review and Audit Compliance**

In addition to the FTA Triennial Review, HCTA is also subject to periodic reviews and audits by the Florida Department of Transportation (FDOT) to ensure compliance with Florida Rule Chapter 14-90. These reviews focus on safety management, vehicle maintenance, driver training, and other operational safety requirements specific to Florida.

Key areas of the Florida 14-90 Review and Audit include:

- **Vehicle Safety Inspections**: The FDOT review will verify that all vehicles operated by HCTA meet the safety inspection requirements outlined in Chapter 14-90. The agency must maintain records demonstrating that 100% of vehicles pass annual safety inspections, and that any deficiencies are promptly corrected.
- **Driver Training and Certification**: Compliance with Florida's driver training requirements will be evaluated. HCTA must demonstrate that all drivers complete the mandatory annual safety training, including defensive driving, accident prevention, and emergency procedures. Training records must be maintained and available for review.
- **Preventive Maintenance**: The review will assess whether HCTA is adhering to its preventive maintenance schedule, ensuring that maintenance is conducted on time and in accordance with manufacturer recommendations. FDOT will review records to confirm that at least 95% of preventive maintenance activities are completed as scheduled.
- **Accident and Incident Reporting**: FDOT will evaluate how HCTA manages the reporting and investigation of accidents and incidents. This

includes verifying that all reportable events are documented, investigated, and corrective actions are taken where necessary. Reports must meet FDOT's standards for timeliness and completeness.

- **Drug and Alcohol Program Compliance**: The FDOT audit will include a review of the agency's drug and alcohol testing program for safety-sensitive employees. HCTA must demonstrate that it meets federal and state drug and alcohol testing requirements, including pre-employment, random, post- accident, and reasonable suspicion testing. Records of all tests must be maintained for a minimum of 5 years.
- **Security and Emergency Preparedness**: Compliance with security and emergency preparedness requirements is also reviewed. HCTA must demonstrate that it conducts regular security drills, coordinates with local law enforcement agencies, and maintains up-to-date emergency response procedures.
- **Compliance Reporting**: As part of the review process, HCTA must submit its annual safety and compliance certification to FDOT, confirming adherence to Chapter 14-90. This includes submitting documentation on vehicle inspections, driver training, incident reports, and safety performance targets.

To ensure compliance with Florida 14-90, HCTA conducts regular internal audits and safety reviews. Any deficiencies identified during these audits are addressed promptly, and corrective actions are implemented to maintain ongoing compliance with state safety regulations.