

System Safety Program Plan -
Hernando County



Updated ~~January~~February 20222023

LIMITED SHARING

Contents

SSPP Activity Log4

SECTION A: POLICIES & SYSTEM CHARACTERISTICS9

1. Policy Statement & Authority9

2. Purpose, Goals, and Objectives.....9

3. System Description & Structure10

SECTION B – OPERATING STANDARDS & PROCESSES12

1. Vehicle and Equipment.....12

A. Procurement of Vehicles and Equipment12

B. Maintenance of Vehicles and Equipment.....13

C. Annual Vehicle Safety Inspections13

D. Audits and Reviews14

2. Employee Recruitment, Testing, Training, and Supervision15

A. Qualifications and Background Checks.....15

B. Medical Exams (Pre-employment and During Employment)15

C. Training, Testing, and Supervision.....16

D. Driver’s Operating Requirements17

E. Local & Federal Safety Law18

F. Wireless Communications19

G. Accidents and Incidents.....19

SECTION C – SECURITY PROGRAM PLAN (SPP)20

SECTION D – SYSTEM SAFETY DATA & ANALYSIS21

SECTION E – RISK AND HAZARD IDENTIFICATION AND ASSESSMENT21

SECTION F – CERTIFICATION22

Appendix

1. Rule 14-90, Florida Administrative Code (FAC)
2. Organizational Charts
3. Transit Maintenance Plan
4. Annual Safety Inspection Form
5. FDOT Medical Examination Form
6. Training Manual
7. Operator’s Manual
8. Bus Operator Evaluation

- 9. Hernando County Substance Abuse Policy
- 10. Transit Operator Substance Abuse Policy
- 11. Risk and Hazard Identification and Assessment
- 12. Certification Form
- 13. Distracted Driver Training Program
- 14. Transit Operator Agreement

Exhibits:

- A. Transit Fleet Inventory**
- B. Maintenance Staff Job Descriptions**
- C. PM Checklist Forms**
- D. Delivery and Post Delivery Vehicle Checklist**
- E. Annual Vehicle Safety Inspection Forms**
- F. Daily Vehicle Inspection Form**
- G. Operator Repair Request Form**
- H. Emergency & Road Call Form**
- I. Operator Event Report Form**
- J. Procedure for Warranty Repairs**
- K. Bus Stop & Shelter Inventory**
- L. Equipment Inventory**
- M. Transit Operations Facility and Storage Building**
- N. Fleet Management Standard Operating Guidelines**
- O. Emergency Generator Checklist**

44.

SSPP Activity Log

Date	Activity	Comments
1/26/2017	Update	Minor updates: Annual Safety and Security Certification (page 4), vehicle inventory (appendix 2) BOCC organizational chart (appendix 3) and annual vehicle inspections (appendix 6)
12/30/17	Update	<ul style="list-style-type: none"> - Annual Update - Update Safety and Security Certification - Change department name from Fleet Maintenance Management for Fleet Operations - Change Transit Operators name from McDonald Transit Associates, Inc. to RATP Dev - Include new address for the Transit Operations Facility - Added FDOT recommendations: <ol style="list-style-type: none"> 1. Page 8 – Procurement of Vehicles and Equipment – Recommend adding a bullet stating Proof of strength and structural integrity tests on new buses procured shall be submitted by manufacturers or bus transit systems to the Department. 14-90.007(2). This is generally done by the CO so the agency doesn’t have to do anything additional, it is just suggested since some reviewers may look for that wording. 2. Page 8 – Procurement of Vehicles and Equipment – The fourth sub-bullet should read Standee Line & Warning. 3. Page 8 – Maintenance of Vehicles and Equipment – The SSPP indicates the agency will retain Daily Driver Inspection forms for a minimum of 5 years. The state requirement is only 14 days. The agency can choose to retain the forms for 5 years but that will be a lot of paper to store. 4. Page 8 - Maintenance of Vehicles and Equipment – Recommend indicating that if any defects are found as a result of driver inspections a copy of the Daily Driver Inspection form will be attached to the corresponding work order prior to being placed in the vehicle’s file. 5. Page 10 – Qualification and Background Checks - Recommend adding wording that

System Safety Program Plan - Hernando County

		<p>driving and criminal background checks will be performed for all new drivers as per 14-90.004(3)(b).</p> <ol style="list-style-type: none"> 6. Page 10 - Qualification and Background Checks - Recommend adding wording that records of bus driver background checks and qualifications will be maintained for at least four years as per 14-90.004(3)(g)(1). 7. Page 11 - Medical Exams - Recommend adding "after having been off duty for 30 or more days due to an illness, medical condition or injury" to the last bullet as per 14-90.0041(1). 8. Page 11 - Training, Testing, and Supervision - Recommend adding wording that a detailed description of training administered and completed by each bus driver will be maintained for at least four years as per 14-90.0041(2). 9. Page 13 - Driver's Operating Requirements - Recommend adding a written process for how the agency will track and monitor on-duty and driving hours compliant with driving and on-duty hours standards of Rule 14-90.006. During a recent review conducted by CUTR this recommendation was made to the agency. 10. Page 13 - Driver's Operating Requirements - Recommend adding wording that a record of each bus driver's duty status which shall include total days worked, on-duty hours, driving hours, and time of reporting on and off duty each day will be maintained for at least four years as per 14-90.0041(3). 11. Page 13 - Driver's Operating Requirements - Bullet 11 indicates transit vehicles are fueled in accordance with the County's Fleet Management Policies and Procedures (Appendix 5), but Appendix 5 does not contain fueling policies. 12. Page 13 - Driver's Operating Requirements - Recommend adding wording indicating during darkness sufficient interior lighting and lighting in stepwells shall be provided as per 14-90.006(10). 13. Page 13 - Driver's Operating Requirements - Recommend adding wording indicating passengers shall not be permitted in the
--	--	--

System Safety Program Plan - Hernando County

		<p>stepwells of any bus while the bus is in motion, or to occupy an area forward of the standee line as per 14-90.006(11).</p> <p>14. Page 13 – Driver’s Operating Requirements – Recommend adding wording that prohibits fueling buses in a closed building as per 14-90.006(13).</p> <p>15. Page 13 – Driver’s Operating Requirements – Recommend adding wording to bullet 14 that the parking or holding brake device shall be properly set at any time the bus is left unattended as per 14-90.006(15).</p> <p>16. Page 13 – Driver’s Operating Requirements – Recommend adding wording that buses shall not be left unattended in an unsafe condition with passengers aboard at any time as per 14-90.006(16).</p> <p>17. Page 15 – Accidents and Incidents – Recommend changing wording about the final accident/incident report from “This may include a description of the event and investigation activities, any follow-up activities, suggested preventative procedures, and/or any corrective actions necessary to avoid this occurrence in the future” to “This will include...” to meet the requirements of 14-90.004(6).</p> <p>18. Page 38 – Daily Vehicle Inspection – Recommend comparing the DVI form with the form in the FDOT Preventative Maintenance Standards Manual to make sure all the review items are covered. During a recent maintenance reviews conducted by FSU this was identified as a finding when the agency’s DVI form didn’t include all the items on the FDOT form.</p> <p>19. Page 427 – Appendix 16: Distracted Driver Training Program – Recommend inserting the agency policy in any slides that say insert policy here so that any reviewer can see exactly what the operators are being taught and knows that the Distracted Driver Training meets the requirements of 14-90.004.</p>
2/1/2019	Update	Added language regarding holiday services on page 10 (Section A.3.B) and removed appendix 2 – Transit Vehicle Inventory and appendix 3 – Daily Vehicle

System Safety Program Plan - Hernando County

		Inspections forms since those documents are already included in Appendix 3 as part of the Maintenance Plan.
1/13/20	Annual Update	Minor updates: Annual Safety and Security Certification (page 4), vehicle inventory (appendix 2) BOCC organizational chart (appendix 3) and annual vehicle inspections (appendix 6)
8/19/20	Revised	Added FDOT recommendation: <ol style="list-style-type: none"> 1. Revised language to correspond with Operator's Rule Book on Section A. Qualifications and Background Checks, page 13 2. Revised Appendix 3: Transit Maintenance Plan 3. Revised Appendix 7: Operator's Rule Book
1/15/21	Annual Update	<ul style="list-style-type: none"> - Updated Fleet Manager's name (page 7) - Updated Appendix 3 - Transit Maintenance Plan - Insert Annual Vehicle Safety Inspections on Appendix 4
1/30/22	Annual Update	<ul style="list-style-type: none"> - Updated Agency's new administration office's address - Update transit operator's name RATPDev USA, Inc throughout documents and removed McDonald Transit - Updated Section E to be consistent with our Agency Safety Plan
1/22/202 23	<u>Annual Update</u>	<ul style="list-style-type: none"> - <u>Yearly update Ratpdev Substance Abuse Management Policy.</u> - <u>Update all attachments and appendixes.</u>

Formatted: Font: Cambria, 12 pt

Bus Transit System Annual Safety and Security Certification

Hernando County, Florida

Agency Name: Hernando County Board of County Commissioners

Agency Address: 1653 Blaise Drive, Brooksville, Florida, 34601

Certification Date (Current): February 2022-2023

Certification Year: (Previous): 2021-2022

In accordance with Rule 14-90, the Transit System (Agency) named above hereby certifies the following:

1. The Agency has adopted a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) pursuant to the standards set forth in Rule Chapter 14-90, Florida Administrative Code.
2. The Agency is in compliance with its adopted SSPP and SPP.
3. The Agency has performed annual safety inspections on all operational transit vehicles in accordance with Rule Chapter 14-90, Florida Administrative Code.
4. The Agency has conducted reviews of the SSPP and SPP to ensure they are up to date.

Signature and Date: _____

Name: ~~Ronald F. Pianta~~ Aaron Michael Pool, AICP

Title: ~~Planning and Zoning~~ Development Services Director

Signature and Date: _____

Name: Oliver Cromwell

Title: RATP Dev, USA General Manager

Name and address of entity (ies) which has (have) performed bus safety inspections:

Name: Hernando County Fleet Operations Department

Address: 1525 E Jefferson St. Brooksville, Florida, 34601

Signature and Date: _____

Name: Brenda Peshel

Title: Fleet ~~Operations~~ Manager

SECTION A: POLICIES & SYSTEM CHARACTERISTICS

1. Policy Statement & Authority

The Hernando County Board of County Commissioners operates a fixed-route with complementary ADA public transportation service, hereinafter called TheBus, in Hernando County, Florida. TheBus is committed to providing safe, secure, clean, reliable, and efficient public transportation service in Hernando County, Florida.

Hernando County and its contracted Transit Operator are tasked with developing, implementing, and administering a comprehensive and coordinated System Safety Program Plan (SSPP). This plan shall be specifically designed to prevent, control, and resolve safety issues in the operation of its transit system. The SSPP is developed, adopted, and complies with the safety standards set forth in Rule 14-90, FAC, and will be reviewed annually and updated as needed.

2. Purpose, Goals, and Objectives

The purpose of the System Safety Program Plan (SSPP) 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 (Appendix 1) establishes the guidelines for the SSPP.

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 SSPP.
- Ensure compliance with all applicable Federal, State, and Local requirements, laws, and regulations.
- Monitor current industry standards and trends.

System Safety Program Plan - Hernando County

- Review the SSPP 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 SSPP.

3. System Description & Structure

A. History

On October 28, 2002, the public transportation system began with four buses in Spring Hill and one bus in Brooksville. On May 4, 2004, the following enhancements were made to the service:

- The Brooksville Shuttle/Green Route was added.
- Shuttle travel time decreased from 90 minutes to 60 minutes.
- Operating hours were extended from 6:00 A.M. to 7:00 P.M.
- The YMCA and Spring Hill Regional Hospital locations were added to the Spring Hill routes
- Pasco-Hernando Community College—North Campus was added to the shuttle route.

On June 23, 2009, the Hernando County Board of County Commission made changes to the service as cost savings measures. These changes included a decrease in the frequency of bus travel along the routes from one-hour headways to two-hour headways. This was accomplished by reducing the number of operating vehicles from six to three. In addition, the Brooksville Route 3/Purple Route and the Brooksville Shuttle/Green Route were combined into one route, the Brooksville Route 3/Purple Route.

From inception until March 31, 2011, the County contracted with Mid-Florida Community Services, Inc. to operate the transit system. On April 1, 2011, McDonald Transit Associates, Inc. (d/b/a Hernando County Transit Management), was selected through a competitive selection process and became the Transit Operator for the transit system.

On January 4, 2016, TheBus made major service enhancements to the system. The green route was added to the system to help the underserved eastern portion of Spring Hill Dr., California Street area, and the Brooksville-Tampa Bay Regional Airport and Technological Center. TheBus also expanded services into Pasco County to provide a regional connection, realigned the red route, and increased frequency by reducing the headways from 75 minutes to 60 minutes.

On October 1, 2019, TheBus extended service hours early/late Monday through Friday and added Saturday service.

TheBus provides transit services on four (4) holidays: President's Day, Good Friday, Veteran's Day and The Day After Thanksgiving.

On March 23, 2021, the Hernando County Board of County Commissioners awarded the Transit Operator Services contract to RATPDev USA, Inc.

B. Current System Characteristics

Hernando County operates four fixed-routes; two serving the Spring Hill area and two that serve both the Brooksville and Spring Hill area. This service is operated from approximately 5:30 a.m. to 8:30 p.m., Monday through Saturday. TheBus does not operate on County approved holidays except for President's Day, Good Friday, Veteran's Day, and the day after Thanksgiving. Full fare for the fixed-route service is currently \$1.25 per trip with a discounted half fare of \$0.60

In addition, Hernando County operates a complementary curb-to-curb ADA Paratransit service to all eligible riders within a ¾ mile radius of the established fixed-route. This service is offered by appointment between the hours of 5:30 a.m. to 8:30 p.m., Monday through Saturday. TheBus does not operate on County approved holidays except for President's Day, Good Friday, Veteran's Day, and the day after Thanksgiving. The fare per trip is \$2.50 and the service allows for one free Personal Care Attendant with a disabled rider. A listing of the entire fleet inventory can be found on Appendix 3, Exhibit A.

In August 2021, TheBus introduced Flamingo Fares to riders. Flamingo is a new electronic fare system that consists of a reloadable smart card or phone app; riders will be able to add funds to their account and use either form of payment when boarding the bus.

C. Organizational Structure

The Hernando County Board of County Commissioners is responsible for the transit system in Hernando County. A contractual agreement (Appendix 14) exists with RATPDev USA, Inc. (Transit Operator) for transit operations. The transit system administration, planning and grant oversight is completed by the Hernando County Planning and Zoning Department. Fleet

System Safety Program Plan - Hernando County

maintenance is performed by the Hernando County Fleet Operations Department. Please refer to Appendix 2 for Organizational Charts.

The Transit Operator is responsible for the daily operations of the transit service and is involved in the development and maintenance of the SSPP. In September 2017, the transit operator began conducting operations in a county owned facility located at 700 Aeriform Drive, Brooksville. It is required by contract that the Transit Operator coordinate with the County on safety procedures and activities to be in compliance with the SSPP.

SECTION B – OPERATING STANDARDS & PROCESSES

1. Vehicle and Equipment

A. Procurement of Vehicles and Equipment

Hernando County is responsible to procure all transit vehicles and equipment in accordance with local ordinances and policies, and state and federal regulations. All procurements shall meet the following minimum standards as stated in Rule 14-90.007:

- The capability and strength to carry the maximum allowed load and not exceed the manufacturer’s gross vehicle weight rating (GVWR), gross axle weighting, or tire rating.
- Structural integrity that mitigates or minimizes the adverse effects of collisions.
- Proof of strength and structural integrity tests on new buses procured shall be submitted by manufactures or bus transit systems to the department.
- Federal Motor Vehicle Safety Standards (FMVSS), 49 C.F.R. Part 571, Sections 102, 103, 104, 105, 108, 207, 209, 210, 217, 302, 403, and 404, Rev. 10/09, hereby incorporated by reference.
- In addition, all vehicles procured and operated will be outfitted (if applicable) with the following Rule 14-90.007 compliant equipment:
 - Mirrors
 - Wiring & Batteries
 - Brake Interlock Systems
 - Standee Line & Warning
 - Handrails & Stanchions
 - Flooring, Steps, & Thresholds
 - Doors
 - Emergency Exits
 - Tires & Wheels
 - Suspension

System Safety Program Plan - Hernando County

- Steering & Front Axle
- Seat Belts
- Safety Equipment & Warning Devices
- Wheelchair Lifts, Ramps, or Securement Devices and Restraints.

The Transit Operator's General Manager shall inform the Transit Coordinator or designee of any capital equipment needed for the transit system. The capital items will be reviewed for conformity with the current Transit Development Plan (TDP) and the annual Program of Projects (POP).

B. Maintenance of Vehicles and Equipment

Prior to the operation of any transit vehicle, or no less than daily if the vehicle is operated, the Transit Operator is required to have all drivers inspect and complete a Daily Driver Inspection form (Appendix 3 - Transit Maintenance Plan, Exhibit E), pursuant to Rule 14-90.006, to ascertain that the vehicles are in a safe and proper working condition. All Daily Driver Inspection forms are retained by the Transit Operator for a minimum of fifteen (15) business days. If any defects or deficiencies are found during the driver inspections, the Transit Operator's General Manager attaches a copy of the report denoting the deficiency to the work order and submit to Fleet Operations Department. The corrective action and corresponding work order will be placed in the vehicle's file and noted in the County's vehicle tracking system. Fleet Operations Department will coordinate all repairs and maintenance activities to ensure safe practices.

It is the responsibility of the Hernando County Fleet Operations Department to ensure that all transit vehicles are regularly and systematically inspected and maintained for safe operation and are responsible for the record keeping the activities of each vehicle. Hernando County's transit vehicles and equipment are repaired and maintained in accordance with the Rule 14-90 and the Hernando County Transit Maintenance Plan (Appendix 3). This plan details the County's maintenance program and the preventative maintenance (PM) interval schedule that meets or exceeds the recommended manufacturer's specifications. Work is completed at Hernando County's Fleet Operations Facility located at 1525 E. Jefferson St. Brooksville, FL 34601, a secured facility.

C. Annual Vehicle Safety Inspections

In addition to the driver inspections (Appendix 3 - Transit Maintenance Plan, Exhibit E), routine PM intervals and an annual inspection (See Appendix 4) for each transit vehicle will be performed pursuant to Rule 14-90 by a Fleet Operations

Department employee with at least one year of training and/or experience as a mechanic or inspector in a vehicle maintenance program, and has sufficient general

System Safety Program Plan - Hernando County

knowledge and mastery of methods, procedures, tools, and equipment used in performance of inspections of transit vehicles. If any defects or deficiencies are discovered during the annual inspection, the inspector shall report them to the Fleet Operations Department's Manager for service. The corrective action and corresponding work order will be placed in the vehicle's file and noted in the County's tracking system.

All transit vehicle inspection, maintenance, and service records are maintained by the County's Fleet Operations Department for a minimum of five (5) years. All records will be stored by the vehicle's asset number. These records will include a brief description of the activity completed, date, current mileage, work order number, and the vehicle's assignment number (Asset Number). The Fleet Operations Department utilizes a tracking system, Fleet Focus with a module called *AssetWorks*, to monitor all vehicle repairs and maintenance history, including PM intervals. In addition to the electronic system a hard copy of this documentation is stored in the vehicle's file.

D. Audits and Reviews

The Transit Operator's General Manager is responsible for ensuring that their personnel follow the requirements of the SSPP. Periodic audits are completed by the General Manager for their transit personnel and drivers. In addition, the County will conduct scheduled and nonscheduled audits/reviews to ensure compliance by the Transit Operator, vendors/contractors, County's Fleet Operations Department, and other applicable County Departments. These audit/reviews may be on certain sections of the SSPP or the entire program.

Other compliance reviews may occur from various grantor agencies. Once every three years, FDOT will review to make sure the SSPP is up-to-date and compliant with Rule 14-90. Additionally, FTA will conduct a Triennial Review of the transit system's safety and security plans.

All findings will be used in accordance with the Safety Data & Acquisition in section D of the SSPP.

Annually, the Transit Operator's General Manager, Planning and Zoning Director and the Fleet Operations Manager will certify compliance with the transit system's approved SSPP. A signed certification form is included in this document.

2. Employee Recruitment, Testing, Training, and Supervision

Employees of Hernando County that are directly involved with the performance of repairs or maintenance services are subject to the personnel policies of the County. The Transit Operator is responsible for the recruiting, training, and supervision of their employees including drivers pursuant to Rule 14-90.

A. Qualifications and Background Checks

The Transit Operator shall ensure that all driver license records are reviewed and copies of the review results indicating the licenses are valid are placed in personnel files and maintained for five (5) years. A spreadsheet is used to track the expiration dates of all licenses to ensure validity. Per the Transit Operator's policy, all drivers who have their licenses suspended, revoked, or canceled by any state, or who loses or is denied the privilege of driving a commercial motor vehicle in any state for any period, including being disqualified from driving a commercial motor vehicle, or who is subject to an "Out of Service" order, shall notify a supervisor immediately after they receive notice of that fact or no later than the end of the business day following the day the notice was received. Employees must notify management within 24 hours and before their next scheduled shift if there are any other changes in the status of driver licenses. The Transit Operator requires an updated background check be done annually and places the results in the employee's personnel file. The Transit Operator is responsible to elect and train all bus drivers. The criteria shall include the following:

- Driver qualifications and background checks meeting minimum hiring standards.
- Driving and criminal background checks for all new drivers.
- Verification and documentation of valid driver licenses for all employees who drive any vehicle.
- Training and testing to demonstrate and ensure adequate knowledge, skills and abilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised.

B. Medical Exams (Pre-employment and During Employment)

The Transit Operator must administer an acceptable medical examination program for driver positions and other applicable personnel. This includes the following:

- Medical examination for all applicants
- Medical examinations every two (2) years unless any condition requires more frequent exams.
- Return to Duty medical examinations after having been off duty for 30 or more days due to illness, medical condition, or injury (Rule 14-90.0041(1))

System Safety Program Plan - Hernando County

All examinations will be recorded on the Florida Department of Transportation Form 725-030-11 (See Appendix 5) for transit system drivers. These medical examinations will be performed by an approved licensed Doctor of Medicine or Osteopathy, Physician Assistant, Advance Registered Nurse practitioner, or ophthalmologist/optometrist (visual section only). The health professional performing the examination will maintain the original executed form and issue a certification copy to the Transit Operator that will be placed in the employee's file. The Transit Operator is to not to allow any driver to operate a transit vehicle without having a completed medical examination certification dated within the past twenty-four (24) months. All employee records are retained for a minimum of five years past employment.

C. Training, Testing, and Supervision

The Transit Operator is responsible for training their employees (including drivers) in accordance with their company's personnel policies and its approved Training Manual (Appendix 6), and the Transit Operator's Operator Manual (Appendix 7). In addition, all drivers will complete a Distracted Driving Training Program (Appendix 13) every three (3) years. Records detailing administer training for each employee shall be maintained for five (5) years. At a minimum training will include:

1. Transit system safety and operational policies/procedures
2. Vehicle & Equipment Inspections
3. Equipment Familiarization
4. Basic operations and maneuvering
5. Boarding and alighting passengers
6. Operation of wheelchair lifts & ramps
7. Defensive driving (must be taken every three years)
8. Passenger assistance and securement
9. Handling of emergencies & security threats
10. Security & threat awareness
11. Driving conditions
12. Use of wireless communications
13. Applicable Local, State, & Federal laws, rules, & regulations

It is the responsibility of the Transit Operator to annually evaluate their employees on work performance. In addition, each driver will have at least two (2), one by each supervisor, ride-a-longs per quarter to evaluate their driving performance, compliance with policies, and defensive driving techniques. A list of areas to be examined during the ride-a-longs can be found in Appendix 8. In addition, bus operators are monitored periodically using the video surveillance systems installed on vehicles in which certain driver safety areas are examined along with other safety and security requirements. All evaluation reports are reviewed with the bus

System Safety Program Plan - Hernando County

operator and placed in their personnel folder. Any written complaints or warnings are also documented and placed in their personnel folder.

Currently, the Transit Operator utilizes a progressive disciplinary policy. Depending on the severity of the offense, a driver may be suspended and/or retrained. The severe offenses are reviewed by the Transit Operator's committee to determine the level of fault and necessary punishment and/or course of action.

The Transit Operator is responsible for maintaining a training record for all employees.

Substance Abuse (Drug & Alcohol) Testing

Hernando County has implemented a Substance Abuse Program Policy (See Appendix 9) for its transit safety sensitive employees. This policy complies with the FTA drug and alcohol testing requirements to ensure employee fitness for duty, and to protect employees, passengers, and the general public from the risks posed by the use of alcohol and prohibited drugs. The policy is in accordance with 49 C.F.R. Parts 32, 40, and 655. Oversight and administration of the program is done by the County's Human Resources Department.

The County also requires the Transit Operator to implement a policy for their transit safety sensitive employees (See Appendix 10). The Transit Operator's General Manager is responsible for the administration and oversight of their program. Annually on or before the federal requirement of March 15, County staff and the Transit Operator enter the previous calendar year's tests results in FTA's DAMIS system.

D. Driver's Operating Requirements

The Transit Operator is responsible by contract for the daily oversight and management of the transit operations in Hernando County. Hernando County's transit system is operated twelve (12) hours per day, Monday through Saturday. In accordance with Rule 14-90.006, the Transit Operator's General Manager, at a minimum, must ensure the following:

- Each driver's license of their employee is valid and legal.
- All their transit employees pass a full background check.
- Transit vehicles are operated in compliance with all applicable Local, State, and Federal regulations, ordinances, and laws.
- Drivers are required to utilize an electronic time keeping system. In addition, a log is maintained to by the administration to assure monitoring of duty hours. Records are maintained for a period of five (5) years.

System Safety Program Plan - Hernando County

- A driver shall not drive more than twelve (12) hours in a twenty-four (24) hours period or drive after having been on duty for sixteen (16) hours in a twenty-four (24) hours period. (Records are maintained by the Transit Operator)
- A driver shall not be permitted or required to be on duty more than seventy-two (72) hours in any period of seven (7) consecutive days. (Records are maintained by the Transit Operator)
- A driver is not impaired.
- Vehicles are inspected in accordance with the SSPP.
- A transit vehicle with any passenger door in the open position shall not be operated with passengers aboard.
- During darkness, sufficient interior lightning and lighting the stepwells are available on all transit vehicles.
- Passengers are not to stand on vehicles not designed for that purpose.
- Passengers are not permitted in the stepwells of any bus while the bus is in motion, or to occupy the area in front of the standee line
- Per Transit Maintenance Plan (Appendix 3), transit vehicles are to be fueled at the County Fueling Station at the Public Works Department. At no time is a vehicle to be fueled in an enclosed building.
- When a transit vehicle is in motion, the driver must be properly secured with a belt in the driver's seat.
- Proper securing of all wheelchair passengers in designated areas.
- Buses shall not be left unattended in an unsafe condition with passengers onboard at any time.
- Parking or holding brake device shall be properly set at any time the bus is left unattended. Passengers shall not be left unattended on the transit vehicles for longer than fifteen (15) minutes.
- Transit vehicles will not be used for any purpose other than what has been directed by Hernando County unless authorization is received from the Transit Coordinator.
- Proper accident/incident procedures.

In addition to the requirements previously mentioned, all transit vehicle drivers must follow the "Safe Driving Habits" (Section III) and "Proper Use of Vehicles" (Section VI, Part 19) of the Operator's Manual (see Appendix 7).

E. Local & Federal Safety Law

The Transit Operator is responsible for incorporating all applicable local, state, and federal laws into their employee's safety programs and training such as Employee

Right to Know and Occupational Safety & Health requirements. Hernando County also participates in this requirement for their employees.

F. Wireless Communications

“Wireless communications device” is defined as an electronic or electrical device capable of remote communication. Examples include cell phones, personal digital assistants (PDAs) and portable computers (commonly called laptop computers). The Transit Operator requires all employees to use wireless communications devices as outlined in the Operator’s Manual in Section VI, Part 20, 20.06 and 20.07 page 28.

G. Accidents and Incidents

It is the responsibility of the Transit Operator to implement procedures for reporting and investigating an accident/incident with the transit system in accordance with 14-90.004(5), F.A.C. and Hernando County. The Transit Operator maintains a comprehensive accident/incident policy outlining the processes and procedures for handling and responding to accidents/incidents. The Transit Operator’s General Manager shall notify the Transit Coordinator or designee as soon as the event occurs and will provide the report with all signatures and supporting documentation within two (2) business days. The Transit Division staff will decide if it is necessary to intervene with the process or allow the Transit Operator’s General Manager and/or Supervisor to complete a full event investigation and a Hazard Identification, Classification, and Resolution analysis in accordance with the SSPP.

All accidents/incidents meeting one or more of the following criteria will be fully investigated:

- A fatality occurs within 30 days of the event
- Injuries involving two or more people requiring medical attention away from the scene
- Property damage greater than \$1,000
- Evacuation of a transit vehicle

A formal notification and final formatted report of the accident/incident to be provided to the Transit Division staff and be in accordance with the Hazard Resolution process. This will include a description of the accident/incident and investigation activities, any follow-up activities, suggested preventative procedures, and/or any corrective actions necessary to avoid this occurrence in the future. The report will also outline the proposed schedule for implementation of the corrective actions and how they will be tracked. Please see the Agency Safety Plan’s (ASP) Risk and Hazard Identification and Assessment (Appendix #11). analysis in this Plan for additional details. Required updates to the SSPP and ASP will be reviewed with the County and implemented when necessary.

System Safety Program Plan - Hernando County

Any accident/incident involving a fatality shall be reported to the Florida Department of Transportation (FDOT) district office within thirty (30) days. In addition, any accident/incident meeting the National Transit Database's (NTD) thresholds is to be reported accordingly.

The Transit Operator will be responsible for maintaining a file of the accident/incident reports and all other applicable documentation. All records will be maintained for a minimum of five (5) years.

SECTION C – SECURITY PROGRAM PLAN (SPP)

Hernando County has a Security Program Plan (SPP) pursuant to the requirements of Rule 14-90, Florida Administrative Code. This plan addresses the following areas:

- Security policies, goals, and objectives
- Organization, roles, and responsibilities
- Emergency management processes and procedures for mitigation, preparedness, response, and recovery
- Procedures for investigation of events described under subsection 14-90.004(5), F.A.C.
- Procedures for the establishment of interfaces with emergency response organizations
- Procedures for interagency coordination with local law enforcement jurisdictions
- Employee security and threat awareness training programs
- Security data acquisition and analysis
- Emergency preparedness drills and exercises
- Requirements for private contract transit providers that engage in continuous or recurring transportation services for compensation as a result of a contractual agreement with TheBus transit system
- Procedures for SPP maintenance and distribution
- Requirements for the Transit Operator

In accordance with Section 119.071(3) (a), F.S., the plan is stored in a secured location and given only to the applicable personnel within the agencies and departments responsible for activities in the plan. The SPP may be viewed at Hernando County's Transit Division by any regulatory authorities or other authorized funding agencies as needed.

SECTION D – SYSTEM SAFETY DATA & ANALYSIS

Acquisition and analysis of safety data will be used to review and report the effectiveness of the program. The following are the types of information to be utilized, but not limited to:

- Operator Event Report Form
- Industry Articles, Workshops, Websites, Etc.
- Maintenance Data
- Passenger Surveys & Complaints
- System Audits
- Monthly Safety Meetings
- Transit Operations Group (TOG) Meetings
- SmartDrive Software - Implemented by the Transit Operator
- On-board surveillance system

In July 2020, the Transit Division adopted the Agency Safety Plan (ASP) according to final rule 49 C.F.R. Part 673 which required all transit agencies to develop a safety plan that includes the processes and procedures necessary for implementing a Safety Management System (SMS). The Transit Operator's General Manager and the Transit Division staff will review the data and when appropriate, apply the Risk and Hazard Identification and Assessment process.

SECTION E – RISK AND HAZARD IDENTIFICATION AND ASSESSMENT

Hazard Identification is the responsibility of all Hernando County Transit employees and contractor. The continuous identification, monitoring, and elimination of hazards is key to an effective system safety program. Hazard identification methods include, but are not limited to the following:

- Observation, inspection, and interaction of all Hernando County Transit employees.
- Reports from passengers, customer service, etc.
- Evaluation of accidents, incidents, near misses, to include data trends and projections.
- Safety certification, system integration testing, pre-revenue testing, system modification, configuration management verification, and inspection processes.
- Internal and external safety audits, inspections, observations, defects, findings, observations, violations, and reviews.

Hazard Severity is the classification of the identified hazards in terms of severity and probability. Hazard Severity is defined as a subjective measure of the factual data for the identified hazard. The following categorization will be used:

- Catastrophic - Deaths/Fatality (not including suicide or death by natural causes)
Equipment destroyed
- Hazardous - Seriously injury: fracture, severe bleeding, paralysis, Brain injury.
Major equipment damage (out of service greater than 5 days)
- Moderate - Minor Injury: bruising, abrasions, bleeding, sprains (ambulance transport) Minor damage (out of service less than 5 days)
- Minor - Minor incident: Minor injury-bruising, abrasion (no ambulance transport) Slight Damage/cosmetic
- Negligible- Insignificant. No injury. No damage

Hazard probability is the chance that a specific identified hazard will occur. The following categorization will be used:

- Frequent - Likely to occur/has occurred frequently
- Occasional - Likely to occur/has occurred sometimes
- Remote - Unlikely to occur/has occurred rarely, but possible.
- Improbable - Very unlikely to occur but has happened.
- Extremely Improbable - Almost inconceivable that this will ever occur

Hazard Resolution is the formalized procedures/actions taken to minimize the risks associated with the identified hazard. The Hazard Resolution Matrix (see Appendix 11) will determine which events are acceptable, unacceptable, undesirable, and acceptable with further review. Corrective actions and/or procedures on how to reduce the likelihood of any hazard that is deemed unacceptable, or undesirable will be included. The results of the analysis and any accompanying procedures will be distributed to the applicable personnel.

SECTION F – CERTIFICATION

Annually, the Planning and Zoning Director and Transit Operator General Manager will certify to Florida Department of Transportation compliance with its adopted SSPP and SPP by February 15th (See Appendix 12). The certification will attest to the following:

1. The Agency has adopted a System Safety Program Plan (SSPP) and a Security Program Plan (SPP) pursuant to the standards set forth in Rule Chapter 14-90, Florida Administrative Code.

System Safety Program Plan - Hernando County

2. The Agency is in compliance with its adopted SSPP and SPP.
3. The Agency has performed annual safety inspections on all operational vehicles in accordance with Rule Chapter 14-90, Florida Administrative Code.
4. The Agency has conducted reviews of SSPP and SPP and the plans have been adopted.

Additionally, the certification will include the entity responsible for completing the annual bus safety inspection certification.

Appendix 1: Rule 14-90, Florida Administrative Code



14-90 (6).pdf

Formatted: Centered

Field Code Changed

Appendix 2: Organizational Charts



The Bus Org chart
2022.pdf



org chart 23.pdf



Hernando County
Board of CH.pdf

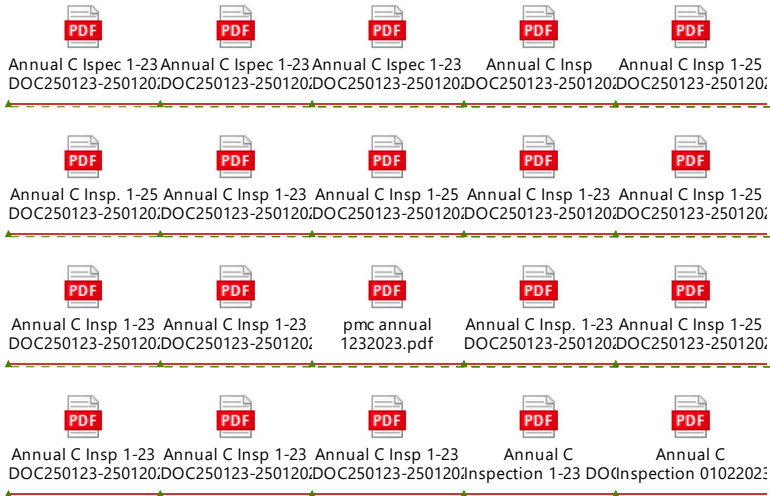
- Field Code Changed
- Field Code Changed
- Field Code Changed

Appendix 3: Transit Maintenance Plan



Field Code Changed

Appendix 4: Annual Safety Inspection Form



- Field Code Changed
- Field Code Changed
- Field Code Changed
- Field Code Changed
- Field Code Changed
- Field Code Changed
- Field Code Changed
- Field Code Changed
- Field Code Changed
- Field Code Changed
- Field Code Changed
- Field Code Changed
- Field Code Changed
- Field Code Changed
- Field Code Changed
- Field Code Changed
- Field Code Changed
- Field Code Changed
- Field Code Changed
- Field Code Changed

Appendix 5: FDOT Medical Examination Form



Medical Examiner's
Certificate, Form MC



Medical
Examination Report

Formatted: Left

Field Code Changed

Field Code Changed

Appendix 6: Operator's Training Manual



Operator's Training
Checklist.xlsx

Formatted: Left, Indent: Left: 0"

Formatted: Left

Field Code Changed

Appendix 7: Operator's Manual



Operator Manual
Rev 0921.docx

Formatted: Left

Field Code Changed



Appendix 8: Operator Evaluation



Operator On-Board
Monitor Report.xlsx

Formatted: Left

Field Code Changed

Appendix 9: Hernando County Substance Abuse Policy



Substance
abuse.pdf

Formatted: Centered

Field Code Changed

Appendix 10: Transit Operator Substance Abuse Policy



HCTM Substance
Abuse Policy 1222.docx

Field Code Changed

Appendix 11: Risk and Hazard Identification and Assessment



Hazard Report
Mitigation Form_.pc

Formatted: Centered

Field Code Changed

Appendix 12: Certification Form

Appendix 13: Distracted Driver Training Program



ParticipantGuide
Distract Driving.pdf

Field Code Changed

Appendix 14: Transit Operator Agreement



2021-RG0010
Executed Contract.p

Field Code Changed

Exhibit A: Transit Fleet Inventory



Exhibit A.pdf

Formatted: Font: 26 pt

Field Code Changed

Exhibit B: Maintenance Staff Job



Exhibit B.pdf

Formatted: Font: 26 pt

Field Code Changed

Exhibit C: PM Checklist Forms



Exhibit C.pdf

Formatted: Font: 26 pt

Field Code Changed

Exhibit D: Delivery and Post Delivery Vehicle Checklist



Exhibit D.pdf

Field Code Changed

Exhibit E: Annual Vehicle Safety Inspection Forms



Exhibit E.pdf

Field Code Changed

Exhibit F: Daily Value Inspection Form



Exhibit F.pdf

Field Code Changed

Exhibit G: Operator Repair Request Form



Exhibit G.pdf

Field Code Changed

Exhibit H: Emergency & Road Call Form



Exhibit H.pdf

Field Code Changed

Exhibit I: Operator Event Report Form



Exhibit I.pdf

Field Code Changed

Exhibit J: Procedure for Warranty Repairs



Exhibit J.pdf

Field Code Changed

Exhibit K: Bus Stop & Shelter Inventory



Exhibit K.pdf

Field Code Changed

Exhibit L: Equipment Inventory



Exhibit A.pdf

Field Code Changed

Exhibit M: Transit operations Facility & Storage Buildings



Exhibit M.pdf

Field Code Changed

Exhibit N: Fleet Management Standard operating Guidelines



Exhibit N.pdf

Field Code Changed

Exhibit O: Emergency Generator Checklist



Exhibit O.pdf

Formatted: Font: 26 pt

Field Code Changed