



Date: December 17, 2024

To: Honorable Mayor and Members of the City Council

From: Kim Turner, Transit Director

By: James Lee, Transit Administration Manager | [JamesLee@torranceca.gov](mailto:JamesLee@torranceca.gov)

Subject: Transit – Authorize Submission of Torrance Transit’s Agency Safety Plan to Federal Transit Administration for Fiscal Year (FY) 2024-2025. Expenditure: None.

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## RECOMMENDATION

Recommendation of the Transit Director that City Council authorize the submission of Torrance Transit’s Agency Safety Plan for Fiscal Year (FY) 2024-2025.

## FUNDING

None required.

## DISCUSSION

The Federal Transit Administration (FTA) published the Public Transportation Agency Safety Plan (PTASP) regulation, 49 CFR Part 673, on July 19, 2018 and the regulation went into effect on July 19, 2019. Under this regulation, agencies that receive FTA Section 5307 funding must develop a PTASP using the FTA’s Safety Management System framework.

The PTASP focuses upon safety performance goals and reporting methods, including a comprehensive hazard reporting program for all Transit Department employees. The intent is to enhance internal and external safety protocols, as well as the methodology for data collection and reporting. Your Honorable Body previously approved the submission of Torrance Transit’s previous PTASP plans in 2021 and 2022 which were accepted by the FTA.

Recertification and submission of an updated PTASP is required on an annual basis to ensure ongoing compliance with the Department of Transportation’s FTA funding requirements, provisions and financial responsibilities.

Overall, in Fiscal Year (FY) 2024, the Transit Department experienced a significant decrease in safety events with our operations. Hazard reporting maintained 100% resolution within the Torrance jurisdiction, and all annual goals and targets were either met or exceeded.

## ATTACHMENT

1. FY2024-2025 Torrance Transit PTASP



## Safety Plan



**Fiscal Year 24-25**

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## Section 1 Transit Agency Information

**Transit Agency:**

Torrance Transit (Hereafter referred to as "TTS")

**Transit Agency Address:**

20500 Madrona Ave. Torrance, CA 90503

**Accountable Executive:**

Kim Turner, Transit Director

**Chief Safety Officer:**

Godfrey Offoegbu, Deputy Transit Director

**SMS Executive:**

Margaret Jameson, Safety & Transit Training Coordinator

**Modes(s) of Service Covered by PTASP:**

Fixed Route, Senior Taxi & Dial - A - Taxi

**List all FTA funding Types:**

5307

**Mode(s) of Service Provided by the Transit Agency:**

Fixed Route (Directly Operated) & Senior Taxi & Dial A-Taxi (contracted)

**Does the agency provide Transit services on behalf of another Transit Agency or entity?**

No

## Section 2 Plan Development, Approval and Update

### Development

The City of Torrance, Torrance Transit drafted its Agency Safety Plan.

By signing below, the Accountable Executive confirms the development of this plan.

\_\_\_\_\_  
Accountable Executive

\_\_\_\_\_  
Date

### Approval

The TTS Safety Plan has been approved under Council Agenda item (Staff Report – Consent Calendar) by the Torrance City Council on \_\_\_\_\_.

### Certification

TTS Safety Plan was certified by Transit Director, Kim Turner and approved by the Torrance City Council on \_\_\_\_\_. The TTS Safety Plan can be viewed by request at the Transit Operations Dispatch Office, the Fleet Services Warehouse counter and at the reception counter in the Transit Administration Division.

### Record of Revisions

A table that records the history of revisions made to TTS Safety Plan is contained in the Appendix of this document. The history of the changes was placed in the Appendix to help preserve the page numbering to the extent possible.

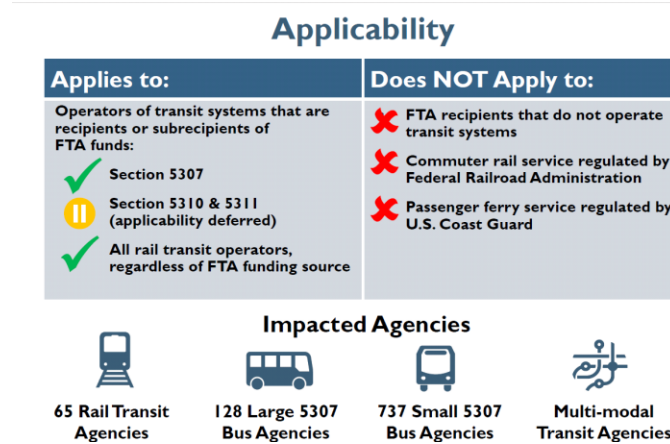


Figure 1 Public Transit Agency Safety Plan Applicability

## Section 2.1 Annual Review and Update of the Public Transportation Agency Safety Plan

Following the completion of the TTS fiscal year cycle in June 2024, the Chief Safety Officer and Safety Committee will review the TTS Safety Plan in July to include the safety performance targets against its goals to ensure progress and review of hazards reported to ensure a viable risk mitigating option was provided. Goals will be adjusted upward or downward based on the Safety Committee's recommendations and with final approval of the Accountable Executive.

TTS Safety Committee will consist of a front-line employee from each division of the department.

The Safety Committee will also review the below:

- Approach to mitigating safety deficiencies.
- Significant changes to service delivery.
- New processes or procedures that may impact safety.
- Resources available to support SMS.
- Significant changes to the organization structure.
- Safety Reporting Program Process.
- Changes in Federal, State or local regulations which may impact the TTS Safety Plan.

The annual review of the TTS Agency Safety Plan will take place during the first three weeks of each new fiscal year in July. Periodic reviews will occur on a quarterly basis to address any immediate concerns.

Revisions will be submitted to the Torrance City Council by September and amendments to the TTS Safety Plan will be published to all employees in accordance with TTS standard communication process identified within TTS Safety Plan.



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

## Section 3 Safety Performance Targets

TTS has developed safety performance targets that will be reviewed and updated annually. The specific performance targets are based on the safety performance measures established under the National Public Transportation Safety Plan (NSP), which include seven targets in four categories as well as any additional performance goals set by the TTS.

Below is the definition of the;

<i>Fatalities:</i> <u>Total number</u> of reportable fatalities and <u>rate per total vehicle revenue miles, by mode.</u>
<i>Injuries:</i> <u>Total number</u> of reportable injuries and <u>rate per total vehicle revenue miles, by mode.</u>
<i>Safety Events:</i> <u>Total number</u> of reportable events and <u>rate per total vehicle revenue miles, by mode.</u> (Event, as defined in § 673.5)
<i>System Reliability:</i> Mean (or average) distance between major mechanical failures, by mode.

Within TTS's Safety Performance Targets, TTS will monitor the below targets as Torrance Transit believes these targets have a clear connection to safety performance and are relevant to our agency's objectives and leadership goals. The targets also measures change reliably and sufficiently to inform decision making and are not easily manipulated or misinterpreted, making these Safety Performance targets relatively easy to track.

The goals provided and our tracking mechanism will allow TTS to continuously improve and identify any deficiencies as part of our safety performance assessment.

All of TTS targets meet part 673.5-performance measure and performance target definitions.

Torrance Transit Annual Safety Performance Targets FY24 - 25								
Fatalities Total	Fatalities Rate (per 100,000 VRM*)	Injuries Total	Injury Rate (per 100,000 VRM*)	Safety Events (Total)	Safety Events Rate	System Reliability (Failures/VRM*)	Accident Total	Accident Rate( per 100,000 VRM*)
0	0	10	0.67	148	8.97	6,000	80	4.84
Preventable Accidents	Preventable Accidents Rate (per 100,000 VRM*)	Non Preventable Accident Total	Safety Incident Total	Preventable Safety Incidents Total	Occurrence Total	Preventable Occurences		
40	2.42	40	20	6	48	20		

\* Vehicle Revenue Miles

Figure 2 TTS Safety Key Performance Target FY24-25

Our goals have been set from our data analysis of the previous year's performance and from the COVID-19 impacts on our revenue service.

### Section 3.1 Safety Performance Target Coordination

TTS coordinated with the State Department of Transportation (DOT) & SCAG to the maximum extent practical. TTS transmitted its targets to the State DOT & MPO on:

Metropolitan Planning Organization Name	Date Targets Transmitted
<ul style="list-style-type: none"> <li>California Transportation Department</li> <li>Southern California Association of Governments (SCAG)</li> </ul>	<ul style="list-style-type: none"> <li>December 2024 – January 2025</li> <li>December 2024 – January 2025</li> </ul>

## Section 4 Safety Management Policy

Safety Management Systems (SMS) is TTS priority. Torrance Transit management safety objectives are committed to providing a workplace environment that is accident and injury free and eliminates all unsafe behavior and hazards; while maintaining a culture that lives, breathes, practices and trains safe behavior to protect passengers, employees, facilities, equipment, the community and the region.

TTS is committed to developing a safety culture which aims for continuous improvement in our safety performance, while identifying and mitigating risk and hazards. A safety culture that recognizes the value of effective safety management and a workplace free from drug & alcohol, workplace violence and harassment.

### Safety Management System (SMS) Components



Figure 3 Safety Management Systems (SMS) Key Components

## Section 4.1 Safety Management Policy Communications

TTS plans on communicating our safety plan throughout our agency; to all employees, managers, executives, as well as contractors, City Management and City Council through the following methods:

- Monthly safety message posting on each division bulletin boards which includes updates on our monthly safety performance targets, trending hazards and resolution updates, if necessary.
- Daily safety message displayed on each division's digital board, which addresses trending safety issues.
- Discussions of safety trending issues during Transit Fleet Services shift briefings.
- The TTS Safety Plan will be issued to all Transit employees annually.
- TTS Safety Plan will be accessible within all divisions.
- Safety performance targets and trends will be discussed at the monthly safety and staff meetings.
- Performance goals and trending hazards will be discussed at quarterly safety committee meetings.
- Monthly performance target reports will be issued to management staff.
- Weekly emails of events will be sent to Torrance City Manager, City executives and management staff.
- Manager and supervisor outreach during team building sessions with operators and maintenance staff about safety performance targets and trends.

## Section 5 Employee Safety Reporting Program

To ensure the success of the TTS Safety Plan, all employees, including contracted employees are encouraged to report any unsafe conditions and or hazards which exist at TTS, its Transit yard, Transit service area or at its Park and Ride Regional Transit Terminal. Unsafe conditions may include:

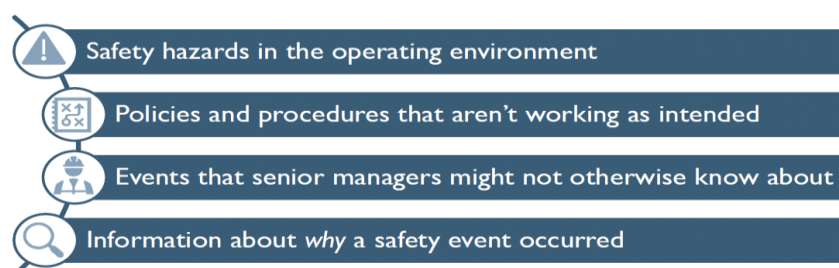


Figure 4 Employee Safety Reporting Program

There are several options to report unsafe conditions. Employees can report unsafe conditions through TTS Department/divisions secured safety boxes, and through the department safety voicemail system and the safety email address.

The process to reporting unsafe conditions shall follow the procedures below:

- Unsafe conditions shall be reported in writing and placed in the secured safety box which is located in each division's employee lounge or common area. Hazard Notification Forms will be in all transit vehicles and next to the safety box.
- Safety conditions can also be reported through the safety voicemail system. The safety voicemail number is 310-781-2110. Employees are encouraged to leave their name, date and contact information to allow a follow up to their concern.
- A safety conditions email address has been set up to allow employees to report unsafe conditions through email. The email address to report safety concerns is as follows: [ReportHazards@TorranceCA.Gov](mailto:ReportHazards@TorranceCA.Gov)
- Urgent conditions can be reported directly to the Chief Safety Officer and SMS Project Executive in person or by phone. The Chief Safety Officer can be reached directly at 310-618-6291. The SMS Project Executive can be reached directly at 310-618-3043.

Written reports submitted to the safety box, safety voicemail system, or safety email address will be checked every other business day. The unsafe condition will be given a report number and documented in the TTS Safety database and a hardcopy file will be stored in a secured location prior to being published on each division safety agency bulletin boards. Updates or solutions to each posted unsafe condition will be posted weekly. Names of those who submit any unsafe condition will not be disclosed, as the key to the reporting program is to allow anonymity. Standard operating procedures will be developed to outline the reporting process.

Managers or supervisors who are approached by employees who may want to submit an unsafe condition concern should direct the employee to the above reporting options.

## **Torrance Transit Whistleblower Policy**

Whistleblower protections are provided in two important areas -- confidentiality and to protect against retaliation. The confidentiality of the whistleblower will be maintained.

However, identity may have to be disclosed to conduct a thorough investigation, to comply with the safety policy of the department. The department will not retaliate against a whistleblower. This includes, but is not limited to, protection from retaliation in the form of an adverse employment action such as termination, compensation decreases, or poor work assignments and threats of physical harm. Any whistleblower who believes he/she is being retaliated against should contact Human Resources immediately. The right of a whistleblower

for protection against retaliation does not include immunity for any personal wrongdoing that is alleged and investigated.

All reports of illegal and dishonest activities will be promptly submitted to Human Resources who is responsible for investigating and coordinating corrective action. Employees with any questions regarding this policy should contact the Chief Safety Officer and/or the SMS-Executive.

## **Section 5.1 Authorities, Accountabilities, and Responsibilities**

### **Accountable Executive**

TTS Accountable Executive is our Transit Director. Our Accountable Executive will review and approve the draft policy once it has been developed by our agency staff. The Accountable Executive will then submit the policy to the City Council for consideration and approval. Once City Council approves the TTS Safety Plan, the Accountable Executive will sign and certify the plan.

Additional responsibilities of the Accountable Executive include, but are not limited to:

- Decision-making about resources (e.g. people and funds) to support asset management, SMS activities, and capital investments.
- Signing SMS implementation planning documents.
- Endorsing SMS implementation.
- Reviewing, monitoring and addressing department safety performance targets.
- Understanding of the significant safety issues that a Transit Agency may face.

### **Chief Safety Officer**

TTS Chief Safety Officer is our Deputy Transit Director. Our Chief Safety Officer was designated by the Accountable Executive to lead in developing the Safety Management Policy. Our Chief Safety Officer worked with our SMS Project Executive, our safety committee, managers, supervisors and front-line employees to develop TTS Safety Plan.

Our Chief Safety Officer is the team's liaison with the Accountable Executive. The Chief Safety Officer's duties include, but are not limited to:

- Developing and maintaining SMS documentation.
- Directing hazard identification and safety risk assessment.
- Monitoring safety risk mitigation activities.
- Providing periodic reports on safety performance targets.

- Briefing the Accountable Executive on SMS implementation progress.
- Planning safety management training.

### **Agency Leadership**

Listed here are the roles for the managers and staff that play an important leadership or supporting role in providing important data or resources to accomplish the Agency's safety goals and/or the day-to-day safe operation of the Agency's fixed route services:

#### **Transit Fleet Services Manager:**

- Reviews all safety performance target of the Transit Fleet Services division to ensure performance targets meet the division goals.
- Reviews the division agency's safety performance goals with supervision staff and division employees at the Transit Fleet Services safety briefing.
- Implements the safety committee's recommendations that resolve safety risk and hazards within the Transit Fleet Services Division.
- Takes ownership of the Transit Fleet Services Division's performance.
- Ensures the Transit Fleet Services Division adheres to the Agency Safety Plan.

#### **Chief Safety Officer / Deputy Transit Director:**

- Serves as the Chief Safety Officer.
- Ensures each division is adhering to the agency's safety plan and achieving the agencies performance targets.
- Implements Agency safety recommendations and training.
- Provides the Accountable Executive weekly or bi-weekly updates on the agency safety plan, performance and progress.

#### **Systems Analyst:**

- Provides technology resources to administer and track performance targets.
- Ensures systems are functioning to support and market the agency's safety plan.
- Ensures the agency's safety data is secure.

#### **Marketing Specialist:**

- Develops marketing material which is relevant and visible to all employees of the Agency.

### **Transit Administration Manager**

- Reviews the division's safety performance targets with supervision staff and division employees at meetings.
- Provides financing to support the safety committee's recommendations that resolve safety hazards within the Transit Department.
- Takes ownership of the Transit Administration Division's performance.
- Ensures the Transit Administration Division adheres to the Agency's Safety Plan.

### **Transit Operations Manager**

- Reviews all safety performance targets of the Transit Operations Division to ensure performance target meets the division goals.
- Reviews the division's safety performance targets with supervision staff and division employees at meetings.
- Implements the safety committee's recommendations that resolve safety hazards within the Transit Operations Division.
- Takes ownership of the Transit Operations Division's performance.
- Ensures the Transit Operations Division adheres to the Agency's Safety Plan.

### **Transit Services Manager**

- Ensures the Torrance Transit Park and Ride Regional Terminal adheres to the Agencies Safety Plan.
- Reviews all safety performance targets of the Torrance Transit Park and Ride Regional Terminal to ensure performance targets meet TTS Safety Agency goals.
- Reviews Torrance Transit Park and Ride Regional Terminal safety performance targets with employees and contractors.
- Implements the safety committee's recommendations that resolve safety hazards at the Torrance Transit Park and Ride Regional Terminal.
- Takes ownership of the Torrance Transit Park and Ride Regional Terminal.

### **TME-AFSCME Representatives**

- Ensures members are aware of and adhere to TTS Safety Plan.

### **Key Staff**

#### **SMS Executive/Transit Safety and Training Coordinator**

- Supports the Chief Safety Officer in implementing and maintaining TTS Safety Plan and Safety Management Systems (SMS).
- Provides training to the department employees which meets the standard of the TTS Safety Plan and federal/state requirements.
- Recommends safety practices which reduce risk and hazards.
- Reviews all hazard and safety event reports.
- Monitors and reviews the safety performance targets.
- Conducts the quarterly safety committee meetings.
- Conducts Accident Review Board meetings, as necessary.
- Provides monthly update of all safety performance targets and department bulletin boards.

### **Security Contractors**

- Provides daily oversight of our facility and services areas.
- Identifies and reports any safety hazards to the reporting system.

### **TTS Safety Committee**

- Performs monthly safety inspections throughout the department to identify and report potential hazards and ensures that the requirements of TTS Safety Plan are being adhered to.
- Provides critical direction to continually improve safety within the department.

### **Bargaining Units**

- Torrance Municipal Employees - AFSCME Local 1117
- Torrance City Employees Association
- Torrance Professional & Supervisor Association

## **Section 6 Safety Risk Management**

TTS has identified a proactive approach to identifying hazards, analyzing, assessing, mitigating and monitoring safety risks within our department. In accordance with the General Directive 24-1, all assaults on transit workers will also adhere to this safety risk assessment.

Please refer to our [glossary of terms](#) for definitions of safety risk factors.



## Safety Risk Management Process

Safety Hazard Identification: TTS Safety Hazard identification process will be designed to be sufficient to identify hazards, focus on preventing system failures, as well as addressing failures through corrective action. TTS safety hazard identification method includes:

- Identification of assets that are not in a state of good repair from our Transit Assets Management (TAM) Condition Assessments.
- Monthly safety facility walkthrough inspections.
- Weekly inspection of bus stops and surrounding areas in the TTS service area.
- Daily pre and post vehicle inspections.
- Routine vehicle preventative maintenance inspections.
- Employee observations.
- Federal Transit Administration (FTA) Notices and Announcements/NTSB.
- Industry publications.
- Supervisory field observations.
- Customer complaints.
- Trends in major mechanical failures.
- Event reports.

TTS will perform monthly facility safety inspections as an important source to gather information about hazards. Results from these inspections will also help us to identify if safety mitigations are being carried out as required. Inspections include personnel, vehicles, facilities, and data that identify potential safety concerns or issues. Inspections will focus on:

- 1). Rules compliance checks, which may identify:
  - Non-compliance with safety rules.
  - Challenges in complying with safety rules.
  - Emerging practices.
- 2). Operations personnel fitness-for-duty checks, which may identify:
  - Impairment.
  - Fatigue.
  - Absence of corrective lenses.
  - Apparent injuries.
  - Uniform or equipment issues.
- 3). Radio or digital communication checks, which may identify radio failures, dead spots, and areas of high interference.

- 4). CDL and driver citations checks, which may identify driver non-compliance with driving regulations and requirements.
- 5). Vehicle inspections, which may identify: a series of defects in components and parts with the potential to impact the safety performance of the vehicle.

**Safety Risk Assessment:** TTS Risk Assessment process will assess the likelihood and severity of the consequence of the hazard and existing mitigation.

The risk assessment process will prioritize hazards based on the safety risk of their potential consequences. TTS will adopt a safety risk matrix and associated criteria to standardize assessments and encourage data analysis.

TTS Risk Assessment was selected as it was determined to be feasible for our Agency and useful to support prioritization of hazards based on the safety risk. Through our Safety Risk Assessment program, we will be able to collect data that would give the department more capabilities to make an accurate safety risk assessment.

Sample Safety Risk Assessment Register						
Identification						
Hazard	Hazard Type	Identification Date	Identification Source	Analysis Date	Worst Possible, Worst Credible, or Most Common Potential Consequence(s)	Existing Mitigation(s)
Buses misaligned over pits.	Technical - Maintenance	Date	Employee safety reporting	Date	Bus falling into pit resulting in worker fatality.	1. Training in aligning the bus properly over pit. 2. SOP and rule book provided with training.
Near side bus stop in Blue Route at the intersection of First and Main.	Technical - Operations	Date	Inspection report	Date	Car turning right in front and colliding with the bus as the bus pulls out of the stop.	1. Operator training. 2. SOP and rule book provided with training.
Placement of XYZ model buses inspection panels.	Technical - Design	Date	Employee safety reporting	Date	Inspection panels in XYZ model buses difficult to access by maintenance personnel.	1. Maintenance training. 2. SOP and rule book provided with training.

Figure 5 Sample Safety Risk Assessment Register

The risk matrix applies criteria to identify the level of severity and the level of likelihood of a potential consequence as seen in Figure 6 below.

- Based on the identified level of severity and likelihood a safety risk level, the value will be assigned.
- Identifies the next steps based on the safety risk index.

Sample Safety Risk Matrix and Likelihood and Severity Tables				
Likelihood of Occurrence of the Consequence			Risk Assessment Matrix	
Qualitative Definition	Meaning	Value	Likelihood	Severity
Frequent	Likely to Occur Frequently ( $>10^{-1}$ )	A		1 (Catastrophic)
Probable	Likely to Occur Several Times ( $<10^{-1}$ but $>10^{-3}$ )	B		2 (Critical)
Occasional	Likely to Occur Sometime ( $<10^{-3}$ but $>10^{-5}$ )	C		3 (Marginal)
Remote	Very Unlikely to Occur ( $<10^{-5}$ but $>10^{-6}$ )	D		4 (Negligible)
Improbable	Almost inconceivable that the event will occur ( $<10^{-6}$ )	E		
Severity of the Consequence			Risk Assessment Matrix Color Code	
Definition Category	Meaning	Severity Category	"Tolerability" based on identified severity and likelihood.	
Catastrophic	Could result in one or more of the following: death, permanent total disability, system shutdown lasting 4 or more hours, property damage exceeding 250k or irreversible significant environmental damage that violates law or regulations.	1	HIGH	Unacceptable - Action Required: Safety risk must be mitigated or eliminated.

Figure 6 Safety Risk Matrix, Likelihood and Severity Tables

Some of the advantages of using a Safety Risk Matrix include:

- Communicates leadership guidance to support decision-making.
- Supports consistent assessment.
- Leverage data analysis.
- Makes it easier to communicate and track changes in safety risk.
- Enables easier comparisons of hazards.

### Safety Risk Mitigation:

TTS Safety Risk Mitigation process will identify necessary mitigation or strategies that can reduce risk by reducing likelihood and/or severity. Through the Safety Risk Mitigation, TTS understands a single mitigation may not be enough and will consider multiple mitigations to reduce the safety risk to an acceptable level. All mitigations implemented will be monitored to ensure they work.

Sample Safety Risk Mitigation Register			
Potential Consequence(s)	Safety Performance Monitoring		
Worst Possible, Worst Credible, or Most Common Potential Consequence(s)	Safety Performance Indicator (SPI)	SPI Value	Safety Performance Target
Bus falling into pit resulting in worker fatality.	Bus alignment over pit.	[Number] events of bus misalignment over pit per [time unit].	Reduce the number events of bus misalignment over pit per [time unit] by [%] by [date].
Car turning right in front and colliding with the bus as the bus pulls out of the stop.	Bus pulling of the stop while a car turns in front.	[Number] events of bus pulling of the stop while a car turns in front per [time unit].	Reduce the number events of bus pulling of the stop while a car turn in front per [time unit] by [%] by [date].
Inspection panels in XYZ model buses difficult to access by maintenance personnel.	N/A	N/A	N/A

Figure 7 Sample Safety Risk Mitigation Register

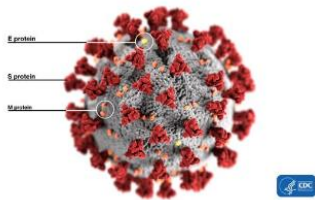
## Section 6.1 Strategies to Minimize the Exposure to Infectious Diseases

The health and safety of our employees is the most important priority for Torrance Transit. The coronavirus pandemic is an example of how infectious diseases can impact our department.

To mitigate the impact of any infectious disease on Torrance Transit, we have identified and implemented the below strategies to minimize exposure to infectious diseases.



- Main entryways have monitors to detect your temperature and if you are wearing a mask.
- Briefings of trending infectious diseases and how to protect yourself is shown on TVs in our operators and maintenance common areas.
- Updated County Health Guidelines is posted on every main entryway and in the all-common areas.



- Installed safety barrier sliding doors to protect our operators from direct contact with patrons and reduce the spread of any infectious diseases.
- Provide ongoing trainings sessions on blood borne pathogens, infectious diseases and preventative measures to mitigate the spread.
- Updates on social media and MyBusInfo.com of current Infectious diseases information.
- Posting of both English and bilingual preventative measures of the spread of infectious diseases is posted on the entry way and interior of our buses.
- Enhanced nightly cleaning of bus interiors, to include disinfecting all handrails, seating areas, doors, panels and windows on all buses with a commercial grade disinfectant.
- Issue PPEs to include gloves, surgical masks, hand sanitizer and disinfectant spray to all Department personnel, upon request.
- Installed hand sanitizing dispensers through the entire department and distributed personal size sanitizers to all workstations.

- Weekly Citywide briefings to update department heads on changing conditions during a state of an Emergency.
- Interoffice Communications from the City Manager on update to all employees of the Public Health Officials recommendation prevent the spread of an infectious disease.

Additionally, the Account Executive, Chief Safety Officer, the SMS Executive/Transit Safety and Training Coordinator continue to work closely with the City Risk Management division, who confers with CalOsha on updates and changes to guidelines on mitigating the spread of infectious diseases.

## Section 7 Safety Assurance

TTS Safety Management System will function to ensure the implementation and effectiveness of safety risk mitigation. TTS will also ensure its processes meets or exceeds its safety objectives through the collection, analysis and assessment of information.

### Safety Performance Monitoring and Measurement

TTS performance monitoring and measurement will follow the below activities:

- Monitor its system for compliance with, and sufficiency of Torrance Transit procedures for operations and maintenance.
- The Chief Safety Officer will review the Transit Assets Management Plan (TAM) weekly with the Transit Fleet Services Manager and Supervisor to ensure compliance with the TAM plan objectives. Non-compliance findings will be addressed through training, revising the standard operating procedures, coaching and or closer management oversight.
- The Chief Safety Officer will review the Safety Performance targets weekly with the SMS Executive and the Transit Operations Manager or designee to ensure compliance with target objectives. Non-compliance findings will be addressed through training, revising the standard operating procedures, coaching and closer management oversight.
- All key personnel staff will monitor its operations to identify any safety risk mitigation that may be ineffective, inappropriate, or were not implemented as intended.
- The safety committee will review the departments hazard report quarterly to ensure the reported hazards are being updated, mitigated properly and that the documented processes are effective as intended. Ineffective or inappropriate safety risk mitigations will result in a review of the hazard and consequences for new or alternative mitigation options that are more feasible.
- Conduct investigations of safety events to identify causal factors.

All safety events will trigger an investigation by a Transit Supervisor and documented for review by the SMS Executive. The Chief Safety Officer and the SMS Executive will review all safety events weekly to ensure a proper investigation was performed to classify the safety events regardless of preventability and to identify causal factors and trends.

Monitor information reported through any internal safety reporting program.

TTS has made available the following resources to report any safety concern.

- Safety Voicemail System.
- Safety Email.
- Safety Hazard box.

Information received will be analyzed and assessed for information and validated. Each resource will be monitored every business day.

## **Section 8 Safety Promotion**

TTS Safety Promotion program will ensure all safety topics are communicated to each employee and contractors. The Safety Promotion program will incorporate training from the Transportation Safety Certification Training Program rule at 49 C.F.R Part 674, the Voluntary Bus Program Curriculum at 49 C.F.R Part 672 and will be relevant to all recipients. It will include refresher training and involve training to those who may oversee the TTS Safety Plan.

### **Competencies and Training**

All TTS employee classifications directly responsible for safety have been identified in the chart below. Each employee classification has been assigned a level of safety training which can ensure training is focused on what TTS employee's specific activities or roles are to be able to fulfill their safety-related roles and responsibilities.

The chart below will show all of the required training each employee classification must take under the TTS Safety Program.

Department	Title	PT/FT	Level
Transit	Admin Analyst -Tier 1	FT	Level 1
Transit	Administrative Assistant	FT	Level 1
Transit	Apprentice Relief Bus Oper/Trn	PT	Level 1
Transit	Bus Operator	FT	Level 1
Transit	Customer Service Rep	FT	Level 1
Transit	Deputy Transit Director	FT	Level 5
Transit	Equipment Attendant	FT	Level 1
Transit	Fleet Services Manager	FT	Level 4
Transit	Fleet Services Supervisor	FT	Level 4
Transit	Human Resources Analyst	FT	Level 1
Transit	Human Resources Technician	FT	Level 1
Transit	Intern I	FT	Level 1
Transit	Maintenance Worker	FT	Level 1
Transit	Mechanic, Senior	FT	Level 1
Transit	Office Assistant	FT	Level 1
Transit	Relief Bus Operator	PT	Level 1
Transit	Senior Business Manager	FT	Level 4
Transit	Staff Assistant	FT	Level 1
Transit	Storekeeper	FT	Level 1
Transit	Storekeeper, Auto Parts	FT	Level 1
Transit	Transit Director	FT	Level 5
Transit	Transit Dispatcher	FT	Level 2
Transit	Transit Manager - Admin	FT	Level 4
Transit	Transit Manager - Operations	FT	Level 4
Transit	Transit Services Manager	FT	Level 4
Transit	Transit Supervisor	FT	Level 3
Transit	Transit Training Coordinator	FT	Level 5
Transit	Taxi Contractors	FT	Level 1

Figure 8 Torrance Transit Department Classifications

Levels	Employee Conflict Resolution/ Active Shooter/ See-Something, Say- Something	Operator Development Program	Curbing Transit Distracted Driving	SMS Awareness (e-learning)	Safety Assurance (virtual classroom)	SMS Principles for Transit	Transit Safety and Security Program (TSSP) Effectively Managing Transit Emergencies	TSSP - Transit Bus System Safety
I	X	X	X	X				
II	X	X	X					
III	X	X	X	X	X	X		
IV	X			X	X			
V	X		X	X	X	X	X	X

Notes:

a. Employees are categorized into one of the following levels:

- All employees who do not have a pre-defined safety role and contractors.
- Employees who assist or support the incident organization but do not normally supervise others.
- Employees who supervise a branch, division, group or unit in the field.
- Employees who manage and have oversight of a division or group
- Administrators and policy makers within agencies that are require to support the TTS Safety Plan

Figure 9 TTS Listing of PTASP Training Courses

Initial training will begin at hire date and refresher training will be provided when behaviors indicate a need, and/or there are changes to TTS Safety Plan, operations, procedures, organizational structure and when new hazards are identified, and mitigation measures are developed.



## Safety Communication

TTS Safety Plan will demonstrate that safety and safety performance information on hazards and safety risk is relevant to employee's roles and responsibilities. Safety actions taken in response to reports submitted through TTS employee safety reporting program will be communicated throughout the organization. Questions that have been considered when determining what and how to communicate include:

- What information does this individual need to do their job?
- How can we ensure they understand what is communicated?
- How can we ensure they understand what action they must take as a result of the information?
- How can we ensure the information is accurate, reliable and kept up to date?
- Are there any privacy or security concerns to consider when sharing the information? If so, what should we do to address these concerns?

TTS methods of communication include:

- Safety Training.
- Safety Meetings.
- Staff Meetings.
- Daily Safety Messages.
- Safety Bulletin Boards for updates on safety hazards, safety reporting and responses.
- Division Digital boards.
- Bulletins and information at the Transit Center.
- Department/Division Standard Operator Procedures.
- Newsletters\*.
- Days without a safety event alert system.
- Daily Team Building Sessions.
- Pre-Shift Briefing Sessions
- Weekly Managers Meetings.
- Weekly Safety Event Report to City Management & City Council.
- Monthly Staff Reports to the Accountable Executive.
- Monthly Safety Incentive Program\*.

\* Programs needing financial support.

## Appendix

### Record of Revisions

A table that records the history of revisions made to the agency's PTASP is contained in the table that follows. The history of the changes was placed in this Appendix to help preserve the page numbering to the extent possible.

<b>Plan Version Number and Updates</b> <i>Record the complete history of successive versions of this plan.</i>			
Version Number	Section/Pages Affected	Reason for Change	Date Issued
1	Safety Performance Targets/Page 4	Updated – Performance Targets FY21 -22	10/21/2021
2	Section 3 Safety Performance Targets/Page 4	Updated – Performance Targets FY22 - 23	08/16/2022
2	Section 3 Safety Performance Target/Page 4	Updated - Performance Targets FY22-23	8/16/2022
2	Section 6 Safety Risk Management	Infectious Diseases Mitigation	8/16/2022
3	Section 3 Safety Performance Target/Page 4	Updated - Performance Targets FY23-24	9/25/2023
1	Section 3 Safety Performance Target/Page 4	Updated - Performance Targets FY24-25	10/1/2024
1	Section 6 – Safety Risk Management	Updated - To include FTA's General Director 24-1: Requiring Actions Regarding Assaults on Transit Workers	10/1/2024

## Supporting Documentation

TTS will maintain documentation related to the implementation of its SMS; the programs, policies, and procedures used to carry out this ASP; and the results from its SMS processes and activities for three years after creation or per City of Torrance retention policy protocol, whichever is greater. They will be available to the FTA or other Federal or oversight entity upon request.



## Glossary of Terms

Term	Definition
Accident	Accident means an Event that involves any of the following: a loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; a runaway train; an evacuation for life safety reasons; or any derailment of a rail transit vehicle, at any location, at any time, whatever the cause. (per <b>§ 673.5</b> )
Accountable Executive	<p><b>§ 673.5 Definitions</b> – Accountable Executive means a single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a Public Transportation Agency; responsibility for carrying out the Agency’s Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the Agency’s Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. § 5329(d), and the Agency’s Transit Asset Management Plan in accordance with 49 U.S.C. § 5326.</p> <p><b>§ 673.23(d)(1)</b> – The Transit Agency must identify an Accountable Executive. The Accountable Executive is accountable for ensuring that the Agency’s SMS is effectively implemented throughout the Agency’s Public Transportation system. The Accountable Executive is accountable for ensuring action is taken, as necessary, to address substandard performance in the Agency’s SMS. The Accountable Executive may delegate specific responsibilities, but the ultimate accountability for the Transit Agency’s safety performance cannot be delegated and always rests with the Accountable Executive.</p>
Chief Safety Officer/SMS Executive	<p><b>§ 673.31 Definitions</b> – Chief Safety Officer means an adequately trained individual who has responsibility for safety and reports directly to a Transit Agency’s Chief Executive Officer, general manager, president, or equivalent officer. A Chief Safety Officer may not serve in other operational or maintenance capacities, unless the Chief Safety Officer is employed by a Transit Agency that is a small public transportation provider as defined in this part, or a public transportation provider that does not operate a rail fixed guideway public transportation system.</p> <p>Safety Management System (SMS) Executive means a Chief Safety Officer or an equivalent.</p> <p><b>§ 673.23(d)(2)</b> – The Accountable Executive must designate a Chief Safety Officer or SMS Executive who has the authority and responsibility for day-to-day implementation and operation of an Agency’s SMS. The Chief Safety Officer or SMS Executive must hold a direct line of reporting to the Accountable Executive. A Transit Agency may allow the Accountable Executive to also serve as the Chief Safety Officer or SMS Executive.</p>

Consequence	Consequences or outcomes are what those conditions can cause. Transit agencies should assess the likelihood and severity of the <i>consequences</i> of a hazard, not of the hazard itself. (per § 673.5)
Event	Event means any Accident, Incident, or Occurrence. (per § 673.5)
Fatalities	Deaths, excluding suicides or trespassers.
Hazard	Hazard means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment. Hazards or conditions. (per § 673.5)
Incident	Incident means an Event that involves any of the following: A personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a Transit Agency. (per § 673.5)
Injuries	Not including assaults or injuries due to crimes.
Major Mechanical Failure	Failures caused by a vehicle malfunctions or subpar vehicle condition which requires that it be pulled from service.
Occurrence	Occurrence means an Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a Transit Agency. (per § 673.5)
Passenger	A person other than an operator who was onboard, boarding, or alighting from a vehicle on a Public Transportation System for the purpose for travel.
Performance Target	Performance target means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the Federal Transit Administration (FTA). (per § 673.5)
Risk	The composite of predicted severity and likelihood of the potential effect of a hazard. (per § 673.5)
Risk Mitigation	A method or methods to eliminate or reduce the effects of hazards. (per § 673.5)
Safety Assurance	Process within a Transit Agency's Safety Management Systems that function to ensure the implementation and effectiveness of safety risk mitigation and to ensure that the Transit Agency meets or exceeds its safety objectives through the collection, analysis and assessment of information. (per § 673.5)
Safety Event	Reportable derailments, collisions, fires and evacuations.
Safety Hazard Identification	<p>A Transit Agency must establish methods or processes to identify hazards and consequences of the hazard.</p> <ul style="list-style-type: none"> <li>• A Transit Agency must consider, as a source for hazard identification, data and information provided by an oversight authority and the FTA. (per § 673.25)</li> </ul>
Safety Management Policy	A Transit Agency document commitment to safety, which defines the Transit Agency's safety objectives and the accountabilities and responsibilities of its employees regarding safety.
Safety Management System (SMS)	The formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a Transit Agency's safety risk mitigation. SMS includes systematic procedures, practices and policies for managing risks and hazards.
Safety Objective	A general goal or desired outcome related to safety.

Safety Performance Target	Safety performance target means a Performance Target related to safety management activities. (per <b>§ 673.5</b> )
Safety Promotion	Means a combination of training and communication of safety information to support SMS as applied to the Transit Agency's Public Transportation System.
Small Public Transportation Provider	A recipient or sub recipient of Federal financial assistance under 49 U.S.C. 5307 that has one hundred (100) or fewer vehicles in peak revenue service and does not operate a rail fixed guideway Public Transportation System.
Safety Risk Assessment	A Transit Agency must establish methods or processes to assess safety risk associated with identified safety hazards. A safety risk assessment includes an assessment of the likelihood and severity of the consequence of the hazards, including existing mitigation and prioritization of hazards based on the safety risk. (per <b>§ 673.25</b> )
Safety Risk Mitigation	A Transit Agency must establish methods or processes to identify mitigations or strategies necessary as a result of the Agency's safety risk assessment to reduce the likelihood and severity of the consequences. (per <b>§ 673.25</b> )
Serious Injury	Serious injury means any injury which: (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date the injury was received; (2) Results in a fracture of any bone (except simple fractures of fingers, toes, or noses); (3) Causes severe hemorrhages, nerve, muscle, or tendon damage; (4) Involves any internal organ; or (5) Involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface. (per <b>§ 673.5</b> )
State of Good Repair	Means the condition in which a capital asset can operate at a full level of performance.
Transit Asset Management Plan	Means the strategic and systematic practice of procuring, operating, inspecting, maintain, rehabilitating and replacing transit capital assets to manage their performance, risks and cost over their life cycles, for the purpose of providing safe, cost effective, and reliable public transportation, as required by <b>49 U.S.C . 5326 and 49 CFR part 625</b> .
Vehicles Revenue Miles (VRM)	The miles that vehicles are scheduled to or traveled while in revenue service.

## NTD Safety & Security Quick Reference Guide – Non-Rail Mode Reporting

Reportable Event: A safety or security event occurring on Transit right-of-way or infrastructure, at a Transit revenue facility, at a maintenance facility or rail yard, during a Transit-related maintenance activity, or involving a Transit revenue vehicle. Excluded from this event are reporting requirement events that occur off Transit property where affected persons, vehicles, or objects come to rest on Transit property after the event, OSHA events in administrative buildings, deaths that are a result of illness or other natural causes, other events (assault, robbery, non-Transit vehicle collisions, etc.) occurring at bus stops or shelters that are not on Transit-controlled property, collisions that occur while travelling to or from a Transit-related maintenance activity, collisions involving a supervisor car, or other Transit service vehicle operating on public roads.

Alaska (AR) and Commuter rail (CR) modes report only SECURITY events that meet a Major event threshold.

S&S-40 Major Event Report	S&S-50 Non-Major Monthly Summary
MAJOR THRESHOLDS	NON-MAJOR THRESHOLDS
<p>An event meeting the reportable event definition AND meeting <i>one or more</i> of the following reporting thresholds:</p> <ul style="list-style-type: none"> <li>• A fatality confirmed within 30 days (including suicide).</li> <li>• An injury requiring transport away from the scene for medical attention for one or more persons (partial exception in the case of Other Safety Events).</li> <li>• Estimated property damage equal to or exceeding \$25,000.</li> <li>• An evacuation for life safety reasons.</li> <li>• Collisions involving Transit roadway revenue vehicles that require towing away of a Transit roadway vehicle or other on-Transit roadway vehicle.</li> </ul> <p><b>Reports are due within 30 days of the date of the event.</b></p>	<p>Less severe Other Safety Occurrence Not Otherwise Classified (OSONOC) injuries meeting the reportable event definition that is NOT a result of a collision, derailment, evacuation, security event, hazmat spill, or Act of God and non-major fires.</p> <p>OSONOC:</p> <ul style="list-style-type: none"> <li>• Single injury event requiring transport away from the scene for medical attention (do not report “minor” collisions on S&amp;S-50).</li> </ul> <p><b>Fires:</b></p> <ul style="list-style-type: none"> <li>• Requires suppression that does not meet a major incident reporting threshold <i>injury, fatality, evacuation, or property damage of \$25,000 or more.</i>)</li> </ul> <p><b>Reports due by the end of the following month (e.g., January data due by end of February).</b></p>



S&S-40 Major Event Report	S&S-50 Non-Major Monthly Summary
EVENT TYPES	EVENT TYPES
<ul style="list-style-type: none"> <li>• A collision (including suicide/attempted suicide).</li> <li>• A fire.</li> <li>• A hazardous material spill (requires <i>specialized</i> clean-up).</li> <li>• Acts of God (nature).</li> <li>• System security:             <ul style="list-style-type: none"> <li>• Arson.</li> <li>• Bomb threat/bombing.</li> <li>• Burglary/vandalism.</li> <li>• Chemical/biological/radiological/nuclear release.</li> <li>• Cyber security event.</li> <li>• Hijacking.</li> <li>• Sabotage.</li> <li>• Suspicious package.</li> <li>• Other security event (shots fired, projectiles, etc.).</li> </ul> </li> <li>• Personal Security:             <ul style="list-style-type: none"> <li>• Assault.</li> <li>• Homicide.</li> <li>• Robbery.</li> <li>• Larceny/theft.</li> <li>• Motor vehicle theft.</li> <li>• Rape.</li> <li>• Other personal security events (non-collision suicide/attempted suicide, etc.).</li> </ul> </li> <li>• OSONOC (two injuries and/or another threshold).             <ul style="list-style-type: none"> <li>• Miscellaneous events that meet a threshold</li> </ul> </li> </ul>	<p>OSONOC:</p> <p><b>Injury due to:</b></p> <ul style="list-style-type: none"> <li>• Slip/trip.</li> <li>• Fall.             <ul style="list-style-type: none"> <li>• Including person contacting a non-moving transit vehicle.</li> </ul> </li> <li>• Injury to maintenance workers.</li> <li>• Boarding/alighting.</li> <li>• Electric shock/burns.</li> <li>• Abrupt or evasive transit vehicle maneuvers.</li> <li>• Mobility device (e.g. wheelchair) securement issues.</li> <li>• Injury sustained on a mobility device lift.</li> <li>• Stairs/elevator/escalator injury.</li> </ul> <p><b>Fire:</b></p> <ul style="list-style-type: none"> <li>• Requires suppression but no major threshold is met.             <ul style="list-style-type: none"> <li>• Small fire in transit station.</li> <li>• Small engine fire on Transit vehicle.</li> </ul> </li> </ul>

## Acronym Definitions

Acronym	Definition
<b>AE</b>	Accountable Executive
<b>ASP</b>	Agency Safety Plan
<b>CDL</b>	Commercial Driver's License
<b>CFR</b>	Code of Federal Regulations
<b>CSO</b>	Chief Safety Officer
<b>EDR</b>	Electronic Data Recorder
<b>ESRP</b>	Employee Safety Reporting Program
<b>FRA</b>	Federal Railroad Administration
<b>FTA</b>	Federal Transit Administration
<b>MPO</b>	Metropolitan Planning Organizations
<b>MTBE</b>	Mean Time Between Events
<b>NSP</b>	National Public Transportation Safety Plan
<b>OBE</b>	Office of Bus Engineering
<b>OSQ</b>	Office of Safety and Quality
<b>PTASP</b>	Public Transportation Agency Safety Plan
<b>PV</b>	Private Vehicle
<b>RTC</b>	Regional Transportation Center
<b>SA</b>	Safety Assurance
<b>SMP</b>	Safety Management Policy
<b>SMS</b>	Safety Management System
<b>SOP</b>	Standard Operating Procedure
<b>SP</b>	Safety Promotion
<b>SPI</b>	Safety Performance Indicator
<b>SPT</b>	Safety Performance Target
<b>SRM</b>	Safety Risk Management
<b>STIP</b>	Statewide Transportation Improvement Program
<b>TAM</b>	Transit Asset Management
<b>TSO</b>	Office of Transit Safety and Oversight
<b>TSSP</b>	Transit Safety and Security Program
<b>USCG</b>	United States Coast Guard
<b>VRM</b>	Vehicle Revenue Miles

## Date: \_\_\_\_\_

Location: \_\_\_\_\_ at \_\_\_\_\_  
(Street of Travel) (Cross Street)

City: \_\_\_\_\_

Brief description of hazard (Please Print)

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Hazard Number: \_\_\_\_\_ Rec. By: \_\_\_\_\_ Date: \_\_\_\_\_

Type of Hazard: \_\_\_\_\_ Rec. By SMS Rep: \_\_\_\_\_ Date: \_\_\_\_\_

Date Assigned to Supervisor: \_\_\_\_\_ Supervisor's Name: \_\_\_\_\_

Mitigation Recommendation: \_\_\_\_\_

---

Resolved Date



## SUPERVISOR'S HAZARD INVESTIGATION FORM

Date: \_\_\_\_\_

Hazard Number: \_\_\_\_\_

Type of Hazard: \_\_\_\_\_

Location: \_\_\_\_\_ at \_\_\_\_\_  
(Street of Travel) (Cross Street)

Direction: (circle one)      North      South      East      West

City: \_\_\_\_\_

Brief description of the hazard:

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### Supervisor Use Only:

Date Assigned to Supervisor: \_\_\_\_\_ Supervisor's Name: \_\_\_\_\_

Photo Taken ☒ Yes ☐ No

Mitigation Recommendation: \_\_\_\_\_

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\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date

**CITY OF BARRANCE**  
**TRANSIT DEPARTMENT**  
**EMPLOYEE SAFETY EVENT REPORT**

IN ACCORDANCE WITH COMPANY POLICY, IT IS MANDATORY THAT ALL TRANSIT BUS SAFETY EVENTS  
ARE REPORTED TO DISPATCH IMMEDIATELY

<input type="checkbox"/>	ACCIDENT
<input type="checkbox"/>	INCIDENT
<input type="checkbox"/>	OCCURRENCE
(OFFICIAL USE ONLY)	

REPORT NO. \_\_\_\_\_

EMPLOYEE # \_\_\_\_\_ EMPLOYEE NAME \_\_\_\_\_ (LAST) (FIRST) (MI)  
DATE \_\_\_\_\_ DAY OF THE WEEK \_\_\_\_\_ TIME \_\_\_\_\_ ☐ AM ☐ PM CDL # \_\_\_\_\_ EXPIRES \_\_\_\_\_  
VEHICLE# \_\_\_\_\_ LOCATION \_\_\_\_\_ AT / BETWEEN \_\_\_\_\_ CITY \_\_\_\_\_  
WEATHER / VISIBILITY *(CIRCLE ONE)* CLEAR CLOUDY FOG RAIN WINDY ROAD SURFACE \_\_\_\_\_  
DIRECTION OF TRAVEL \_\_\_\_\_ POSTED SPEED \_\_\_\_\_ BUS WAS \_\_\_\_\_ ON TIME \_\_\_\_\_ LATE (INDICATE NUMBER OF MINUTES IF LATE)  
NUMBER OF PASSENGERS \_\_\_\_\_ NUMBER OF COURTESY CARDS COLLECTED \_\_\_\_\_ NUMBER OF INJURIES \_\_\_\_\_  
DAMAGE TO CITY VEHICLE \_\_\_\_\_  
MOTION OF VEHICLE \_\_\_\_\_

**OTHER VEHICLE OR PARTY**

REGISTERED OWNER \_\_\_\_\_ ADDRESS \_\_\_\_\_ PHONE NO. \_\_\_\_\_  
DRIVER \_\_\_\_\_ ADDRESS \_\_\_\_\_ PHONE NO. \_\_\_\_\_ DRIVER'S LICENSE NO. \_\_\_\_\_  
STATE \_\_\_\_\_ NO OF PERSONS IN VEHICLE \_\_\_\_\_ NO. OF INJURIES \_\_\_\_\_ INSURED BY \_\_\_\_\_ MAKE/MODEL \_\_\_\_\_  
YEAR \_\_\_\_\_ LICENSE PLATE # \_\_\_\_\_ DAMAGE TO VEHICLE \_\_\_\_\_

**USE THIS SECTION IF MORE THAN ONE VEHICLE INVOLVED**

REGISTERED OWNER \_\_\_\_\_ ADDRESS \_\_\_\_\_ PHONE NO. \_\_\_\_\_  
DRIVER \_\_\_\_\_ ADDRESS \_\_\_\_\_ PHONE NO. \_\_\_\_\_ DRIVER'S LICENSE NO. \_\_\_\_\_  
STATE \_\_\_\_\_ NO OF PERSONS IN VEHICLE \_\_\_\_\_ NO. OF INJURIES \_\_\_\_\_ INSURED BY \_\_\_\_\_ MAKE/MODEL \_\_\_\_\_  
YEAR \_\_\_\_\_ LICENSE PLATE # \_\_\_\_\_ DAMAGE TO VEHICLE \_\_\_\_\_

**THE DEFINITIONS BELOW ARE IN ACCORDANCE WITH THE FEDERAL REGISTER UNDER 49 CFR § 673.5.**

**ACCIDENT** – An event that involves any of the following: a loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; a runaway train; an evacuation for life safety reasons; or any derailment of a rail transit vehicle, at any location, at any time, whatever the cause.

**INCIDENT** - An event that involves any of the following: A personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a Transit Agency.

**OCCURRENCE** – An event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a Transit Agency.

**HAZARD** - Any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment. Hazards or conditions

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**RESPONDENT INFORMATION**

POLICE AT SCENE? YES NO POLICE REPORT NO. \_\_\_\_\_ REPORTING OFFICER'S AGENCY \_\_\_\_\_  
 OFFICER NAME \_\_\_\_\_ BADGE NO. \_\_\_\_\_ CITATION ISSUED? YES NO SUPERVISOR AT SCENE? YES NO  
 NAME \_\_\_\_\_ PHOTOS TAKEN? YES NO PARAMEDICS AT SCENE? YES NO AGENCY NAME & UNIT NO. \_\_\_\_\_  
 TRANSPORTED TO \_\_\_\_\_

**PASSENGER EVENT DETAIL**  
CHECK ALL THAT APPLY

AT THE TIME PASSENGER WAS:

- ☐ BOARDING ☐ ALIGHTING  
☐ ON BOARD ☐ STRUCK BY DOORS

IF PASSENGER FELL, GIVE LOCATION:

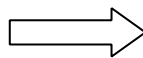
- ☐ FRONT DOOR ☐ AISLE  
☐ REAR DOOR

**PERSONS INJURED OR PROPERTY INVOLVED**

NAME	ADDRESS	CITY	CODE
CODE: (P) PASSENGER (OV) PERSON IN OTHER VEHICLE (OP) BUS OPERATOR (PED) PEDESTRIAN			

**TRAFFIC DIAGRAM**

DRAW A COMPLETE DIAGRAM USING THE SYMBOLS BELOW TO SHOW HOW THE COLLISION OCCURRED.  
 SHOW STREET NAMES, INDICATE TRAFFIC SIGNALS AND USE ARROWED LINES FOR DIRECTION OF TRAVEL.



BUS



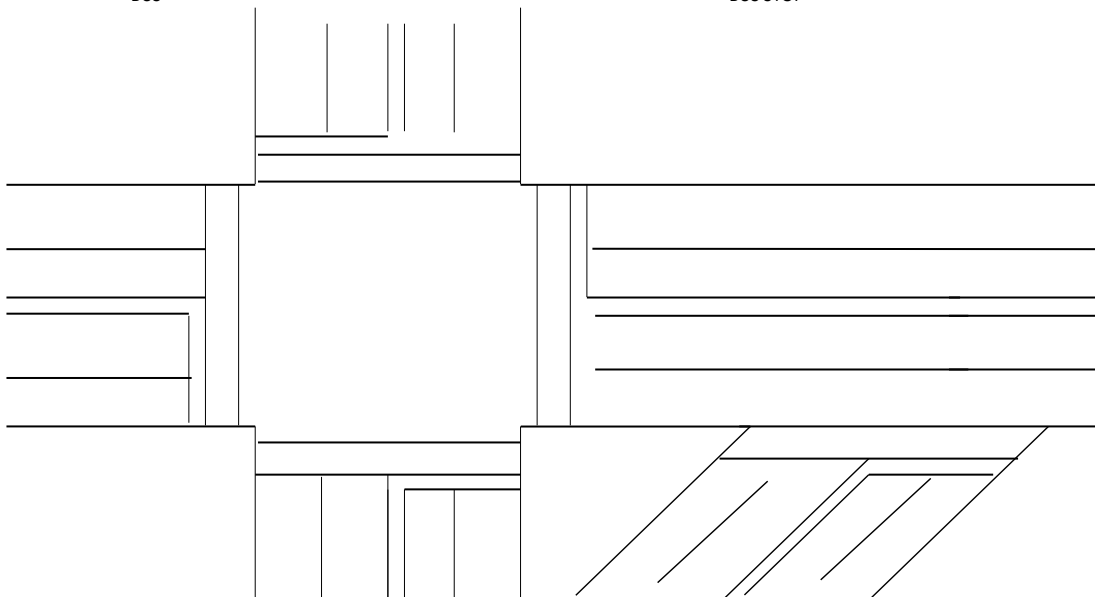
OTHER VEHICLE



PEDESTRIAN



BUS STOP



**EMPLOYEE'S ACCOUNT OF THE EVENT**  
*DESCRIBE IN DETAIL EXACTLY WHAT HAPPENED - PLEASE PRINT.*

[illegible]

DIVISION

### WHEN YOU ARE INVOLVED IN AN SAFETY EVENT

IT IS MANDATORY TO NOTIFY THE DISPATCHER **IMMEDIATELY** IF YOU ARE INVOLVED IN AN SAFETY EVENT OF ANY NATURE

STOP AT ONCE. CHECK EXACT TIME AND LOCATION. IN CASE OF INJURIES, PROTECT THE INJURED PARTY, BUT DO NOT ATTEMPT TO MOVE THEM. IF A PERSON REQUESTS AN AMBULANCE, IMMEDIATELY CALL THE DISPATCHER. IF ANY INJURY IS EVIDENT, THE BUS MUST NOT BE MOVED UNTIL THE DISPATCHER IS NOTIFIED AND ORDERS ARE ISSUED BY PROPER AUTHORITY.

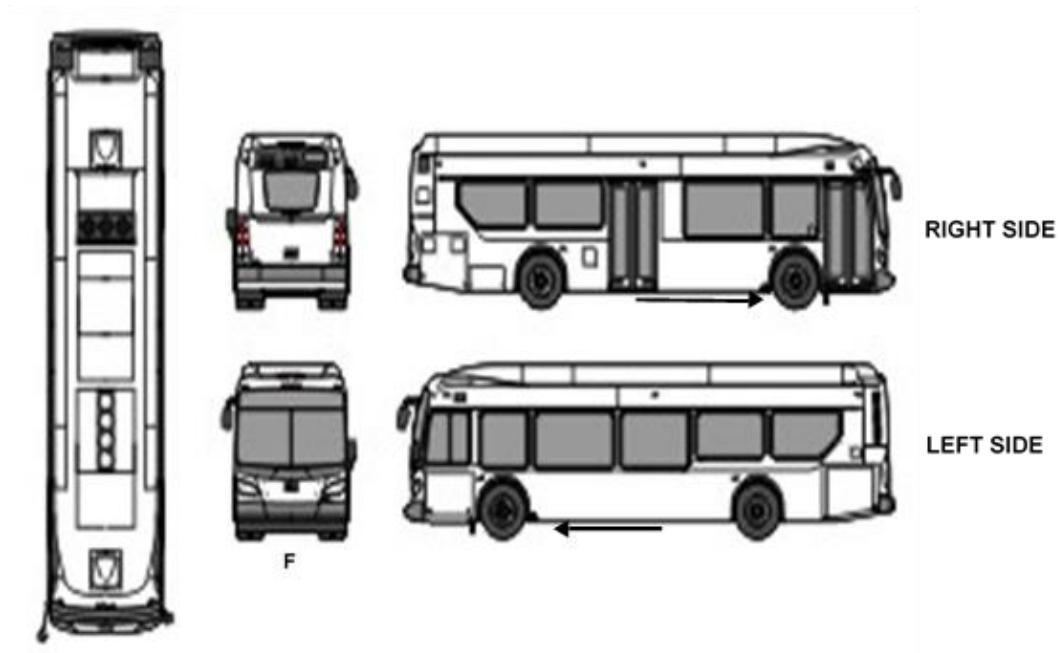
IF INVOLVED WITH ANOTHER VEHICLE, OBTAIN THE NAME AND ADDRESS OF THE OWNER, DRIVER, AND OTHER OCCUPANTS OF THE VEHICLE(S) INVOLVED. MAKE NOTE OF THE DRIVER'S LICENSE AND INSURANCE COMPANY. OBTAIN THE MAKE, MODEL, COLOR, YEAR AND LICENSE NUMBER OF THE VEHICLES INVOLVED. NOTE EXTENT OF DAMAGE TO ALL VEHICLES.

COURTESY CARDS: **IT IS IMPORTANT TO OBTAIN AS MANY COURTESY CARDS AS POSSIBLE.** WHEN APPROACHING PEOPLE TO OBTAIN THEIR NAMES, BE COURTEOUS AND BUSINESSLIKE. START AT THE REAR OF THE BUS AND ASK PASSENGERS: "WOULD YOU PLEASE FILL OUT THIS CARD"? I AM REQUIRED TO ACCOUNT FOR ALL PASSENGERS WHO WERE ON THE BUS AT THE TIME OF THE SAFETY EVENT. OBTAIN THE NAMES AND ADDRESSES OF AS MANY PASSENGERS AS POSSIBLE AND PERSONS IN THE STREET OR IMMEDIATE VICINITY. INDICATE ON THE CARD "NON-PASSENGER" IF A BYSTANDER.

REQUEST THAT A POLICE REPORT BE COMPLETED. **DO NOT ADMIT RESPONSIBILITY!** COOPERATE WITH THE INVESTIGATING POLICE OFFICERS IN PROVIDING ALL INFORMATION REQUESTED. OBTAIN A POLICE REPORT NUMBER. DO NOT DISCUSS THE SAFETY EVENT WITH ANYONE OTHER THAN THE POLICE OR A REPRESENTATIVE FROM TORRANCE TRANSIT.

IF PARAMEDICS RESPOND, NOTE THE NAME OF THE AGENCY, THE UNIT NUMBER AND THE NAME OF THE HOSPITAL TO WHICH THE INJURED PERSON IS TRANSPORTED. ANY SAFETY EVENT OR POSSIBLE CLAIM OF SAFETY EVENT, DAMAGE TO EQUIPMENT, INJURY OR POSSIBLE INJURY, OR PHYSICAL ALTERCATION REQUIRES AN SAFETY EVENT REPORT ON THE DAY OF THE OCCURRENCE OR AS SOON THEREAFTER AS POSSIBLE.

### INDICATE ALL BODY DAMAGE WITH A (X) MARK





## ***TRAINING CURRICULUM***

### **OPERATOR DEVELOPMENTAL PROGRAM 8 Week Program**

#### **HIRING QUALIFICATIONS**

- Must be 21 years of age.
- Have 5 years of experiences driving in California.
- Valid driver's license.
- No points on your license within the last 3 years.
- 6 months of customer services experience.
- No Past commercial driving experience.
- 10 years' work history.

#### **INITIAL TRAINING**

- Torrance Transit Policies & Procedures (Work Rules, D&A Policy, Workplace Violence, Injury & Illness Prevention).
- Federal and State Guidelines and Regulations.
- Pre and Post Trip Inspections.
- Vehicle Familiarization.
- Basic Operations and Maneuvering.
- Special Driving Conditions.
- Backing.
- Bad Weather.
- Boarding and Alighting Passengers.
- Defensive Driving Course (DDC) Smith System & LLC.
- Customer Service and Conflict Aggression Training.
- ADA.
- Reporting Suspicious Activity, Unsafe Conditions/Behaviors (Hazards).
- Documentation.
- Proficiency Tests (Knowledge & Driving Skills).
- SMS Training.

#### **EMERGENCY DRIVING PROCEDURES**

- Accident causes:
  - Slippery road surfaces.
  - Driving at night.
  - Driving through water.

- Winter driving.
  - Driving in very hot weather.
- Vehicle breakdowns and unavoidable stops.
- Vehicle fire/evacuation.
- Hold up/robbery.
- Natural disasters.
- System Security (see something, say something).
- Emergency Response to Major Events or Natural Disasters.
- Proficiency Tests (Knowledge).

## **PASSENGER SAFETY**

- Managing Difficult Passengers.
- Blood Borne Pathogens/Infection Control.
- Mobility Device Securement.
- Proficiency Tests (Knowledge & Skills).

## **VEHICLES & EQUIPMENT**

- Use of emergency equipment on the vehicle.
- Vehicle security.
- Vehicle safety in and around the shop or yard.
- Proficiency Tests (Knowledge & Skills).

## **DRIVERS – ONGOING TRAINING**

- Training –refresher/retraining.
- Evaluation and Supervision.
- Motor vehicle record checks.
- Annual physical examination.
- Monthly Safety Meetings.
- Discipline / Recognition.
- Preventable Events (accidents, injuries & occurrences).
- Onboard Road Evaluation.
- Fatigue Management.
- Distracted Driving.
- TTS Safety Plan.

## ***TRAINING CURRICULUM***

### ***TRANSIT FLEET SERVICES***

- Maintenance related courses from the Southern California Regional Transit Training Consortium.
- 10 Hour CAL OSHA Card.
- Forklift certification through World Safety Creations.
- Fall Arrest Training.
- Methane Detection System Function Training.
- Lubricant Tank Farm and Oil extraction System Training.
- Respirator Training and Fitment.
- Pulmonary Function Test.
- Blood Borne Pathogens.
- Bi-Annual Bus Lift Training.
- CNG Tank Inspector Certification.
- Crane and Boom Certification (for the crane and Trollies, found in the Transit Garage).

### **Specialized Mechanic Training**

- Electrical I, II, III, IV & V.
- Brakes I.
- Commercial Vehicle (CV) Inspection.
- eDVOM & ITS.
- eCNG Transit Vehicle Safety.
- HY Preventative Maintenance.
- HY2 Advanced Familiarization & Operations.
- Hybrid Buses Preventative Maintenance.
- Hybrid Adv Fam.
- HY 5 - For Engine Operations.
- Cummins 8.9 Level I & II.
- CNG Cylinder Tank Inspection.
- HVAC I.
- ISE Safety Hybrid.
- eINSITE.

### ***Listing of Other TTS Operations, Fleet & Manager Trainings***

- **SMS Awareness.**
- **SMS Safety Assurance.**
- **SMS Principles for Transit.**
- **Transit Safety and Security Program (TSSP)- Effectively Managing Transit Emergencies.**
- **Transit Bus System Safety.**
- **Transit Supervisor Instructor (Transit Supervisors).**
- **Fundamental of Bus Collision Investigation.**
- **Transit Asset Management Training (Transit Fleet Personnel).**
- **Quarterly Southern California Regional Transit Training Consortium (Transit Fleet).**
- **OSHA 6 – Injury & Illness Prevention Plan (Transit Fleet).**
- **Fatigue and Sleep Apnea Awareness for Transit Employees.**

### **Torrance Transit Safety Risk Matrix (Severity & Likelihood)**

Severity Categories		
Description	Severity Category	Criteria
Catastrophic	1	Could result in one or more of the following: multiple deaths, permanent total disability, irreversible significant environmental impact or monetary loss equal to or exceeding \$10M.
Critical	2	Could result in one or more of the following: death, permanent partial disability, injuries or occupational illness that may result in hospitalization of at least three personnel, reversible significant environmental impact, or monetary loss equal to or exceeding \$1M but less than \$10M.
Marginal	3	Could result in one or more of the following: injury or occupational illness resulting in one or more lost work day(s), reversible moderate environmental impact, or monetary loss equal to or exceeding \$100K but less than \$1M.
Negligible	4	Could result in one or more of the following: injury or occupational illness not resulting in a lost work day, minimal environmental impact, or monetary loss less than \$100K.

Likelihood Levels			
Description	Level	Individual Item	System or Vehicle Fleet
Frequent	A	Likely to occur often in the life of an item.	Continuously experienced. Potential consequence may be experienced more than once in 500 operating hours.
Probable	B	Will occur several times in the life of an item.	Will occur frequently. Potential consequence may be experienced once between 500 and 6,000 operating hours.
Occasional	C	Likely to occur sometime in the life of an item.	Will occur several times. Potential consequence may be experienced once between 6,000 and 60,000 operating hours.
Remote	D	Unlikely, but possible to occur in the life of an item.	Unlikely but can reasonably be expected to occur. Potential consequence may be experienced once between 60,000 and 180,000 operating hours.
Improbable	E	So unlikely, it can be assumed occurrences may not be experienced in the	Unlikely to occur, but possible.

Risk Assessment Matrix				
Likelihood/ Severity	Catastrophic (1)	Critical (2)	Marginal (3)	Negligible (4)
Frequent (A)	HIGH	HIGH	HIGH	MEDIUM
Probable (B)	HIGH	HIGH	MEDIUM	MEDIUM
Occasional (C)	HIGH	MEDIUM	MEDIUM	LOW
Remote (D)	MEDIUM	MEDIUM	LOW	LOW
Improbable (E)	LOW	LOW	LOW	LOW

Safety Risk Index	Criteria by Index
HIGH	<u>Unacceptable – Action Required:</u> Safety risk must be mitigated or eliminated.
MEDIUM	<u>Undesirable – Management Decision:</u> Executive management must decide whether to accept safety risk with monitoring or require additional action.
LOW	<u>Acceptable with Review:</u> Safety risk is acceptable pending management review.

## ***Torrance Transit Safety Risk and Mitigation Registrar***

[illegible][illegible][illegible]

## Taxi Subcontractor: Administrative Services Cooperative

### Attachment A: Public Transportation Agency Safety Plan (PTASP) Information Table

Please provide your initial safety targets if already developed, feel free to include additional documentation if available.

Who is the staff point of contact for PTASP and metropolitan transportation planning related issues at your agency? Please provide name, title, phone number and email address.	Marco A. Soto VP/Director of Operations 323-972-9528 or 310-851-5050 <a href="mailto:msoto@layellowcab.com">msoto@layellowcab.com</a>
Fatalities	0
Injuries	0
Safety Events	0
System Reliability	We manage four fleets with over 800 vehicles in service and ready for backup coverage. We also added 53 new, hybrid, wheelchair-accessible vans to the fleet since November 2024.

According to the National Public Transportation Safety Plan, the safety performance measure: **System Reliability** should be the mean distance between major mechanical failures.

Major mechanical system failures prevent a vehicle from completing or starting a scheduled revenue trip because actual movement is limited or because of safety concerns. Examples of major mechanical bus failures includes breakdowns of break, doors, engine cooling systems, steering axles and suspension.

If they expect no major mechanical failures, then can they provide revenues miles traveled per year, and we can report that number assuming they will not experience a major mechanical failure during the year.

As an example, our Transit Fleet Services Division expects their system reliability to average, 6,000 miles, meaning we expect our bus fleet to travel an average of 6,000 miles before there next major mechanical failure.