



# Agenda Report

2725 Judge Fran Jamieson  
Way  
Viera, FL 32940

## Consent

---

F.9.

12/8/2020

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### Subject:

Approval, Re: Brevard County Space Coast Area Transit Public Transportation Agency Safety Plan 2020 and Safety Management System Framework and Implementation Guide 2020

### Fiscal Impact:

No Fiscal Impact in approving the Public Transportation Agency Safety Plan and Safety Management Framework and Implementation Guide; however, if the Board chooses not to approve the Plan and Policy, then Space Coast Area Transit will be unable to draw any Federal Transit Administration Funding.

### Dept/Office:

Transit Services

### Requested Action:

It is requested that the Board of County Commissioners approve and authorize the Chair to execute: 1) the Brevard County Space Coast Area Transit Public Transportation Safety Plan (PTASP) 2020 and 2) the Brevard County Space Coast Area Transit Safety Management Framework and Implementation Guide (SMS) 2020.

### Summary Explanation and Background:

Particularly because of several commuter train crashes causing casualties, the United States Department of Transportation has put more emphasis on safety practices and enforcement in all areas of its oversight, including Federal Aviation Administration air transportation, Federal Motor Carrier Safety Administration trucking and motorcoach, and Federal Transit Administration (FTA) transit systems. The FTA is requiring most transit agencies to develop Safety Plans that include the processes and procedures necessary for implementing Safety Management Systems (MS). The plans include setting safety targets for reducing accidents, incidents and injuries by implementing new safety committees, safety promotion campaigns, reporting, and training. Space Coast Area Transit has had a safety plan that meets the Florida Department of Transportation requirements, therefore many of the Federal safety requirements have been in place and have been practices by Space Coast Area Transit for many years.

The FTA provided technical assistance to Space Coast Area Transit in the composition of these plans. Brevard County Transit Services has developed its Public Transportation Agency Safety Plan (PTASP) and a Safety Management Systems (SMS) implementation Guide. The plans are required to be approved by the transit system's Accountable Executive (Transit Director Scott Nelson) and its Board of Directors (the Brevard County Board of County Commissioners). Because of COVID the original deadline for approval and submission of the

plans was extended from July 20, 2020 to December 31, 2020.

**Clerk to the Board Instructions:**

Have Chair sign one (1) set each of the PTASP and SMS, then return to Transit Services.

# Public Transportation Agency Safety Plan Final Rule

## Fact Sheet



U.S. Department of Transportation  
Federal Transit Administration



### Overview

The Public Transportation Agency Safety Plan (PTASP) final rule (49 C.F.R. Part 673) requires certain operators of public transportation systems that are recipients or sub-recipients of FTA grant funds to develop safety plans that include the processes and procedures necessary for implementing Safety Management Systems (SMS).

### Effective Date

The final rule becomes effective on July 19, 2019. Each transit operator is required to certify that it has a safety plan meeting the requirements of the rule by July 20, 2020.

### To Whom Does the PTASP Rule Apply?

The rule **applies to:**

- Recipients or sub-recipients of financial assistance under 49 U.S.C. § 5307 that operate a public transportation system.
- Operators of rail systems subject to FTA's State Safety Oversight Program.

The rule **does not apply to:**

- Commuter rail service that is regulated by the Federal Railroad Administration.
- Passenger ferry service that is regulated by the U.S. Coast Guard.
- An operator of a public transportation system that only receives financial assistance under the Formula Grants for Enhanced Mobility of Seniors and Individuals with Disabilities Program (49 U.S.C. § 5310) and/or Formula Grants for Rural Areas Program (49 U.S.C. § 5311).

### General Requirements for PTASPs

Each safety plan must include, at a minimum:

- An approval by the agency's Accountable Executive and Board of Directors (or an equivalent authority);
- The designation of a Chief Safety Officer;
- The documented processes of the agency's SMS, including the agency's Safety Management Policy and processes for Safety Risk Management, Safety Assurance, and Safety Promotion;
- An employee reporting program;
- Performance targets based on the safety performance measures established in FTA's National Public Transportation Safety Plan (NSP);
- Criteria to address all applicable requirements and standards set forth in FTA's Public Transportation Safety Program and the NSP; and
- A process and timeline for conducting an annual review and update of the safety plan.

A rail transit agency's safety plan also must include or incorporate by reference an emergency preparedness and response plan or procedures.

### Who Develops and Implements a Safety Plan?

- Rail transit agencies to whom the PTASP rule applies must develop and implement their own safety plans.
- Small public transportation providers\* that do not operate rail transit systems and to whom the PTASP rule applies may have their states draft safety plans on their behalf, or they may opt to draft their own safety plans. In either case, the small bus operator must implement the safety plan.
- Large bus operators (operating more than 100 vehicles in peak revenue service) to whom the PTASP rule applies must draft and implement their own safety plans.

\*A small public transportation provider operates 100 or fewer vehicles in peak revenue service across all non-rail fixed route modes, or in any one non-fixed route mode.

# PTASP Fact Sheet (Continued)



U.S. Department of Transportation  
Federal Transit Administration

## Who Approves a Safety Plan?

- Each safety plan must be signed by an operator's Accountable Executive.
- Each safety plan must be approved by its Board of Directors or an equivalent authority (such as a mayor, county executive, or grant manager).
- State Safety Oversight Agencies (SSOAs) must approve the safety plans of the rail transit agencies they oversee.

## Certification of Compliance

- Each transit agency must annually certify via FTA's Certifications and Assurances process that its safety plan meets the requirements of the final rule.
- States must certify safety plans on behalf of small public transportation providers that operate 100 or fewer vehicles in peak revenue service within their states, unless providers opt to certify their own safety plans upon notification to the state.

## Documentation and Recordkeeping

- A transit agency must maintain documents that set forth its safety plan, including those related to SMS implementation.
- These documents must be made available upon request by FTA and other agencies with safety jurisdiction, such as the National Transportation Safety Board (NTSB) and SSOAs.
- A transit agency must maintain these documents for a minimum of three years after they are created.

## PTASP and the National Public Transportation Safety Plan (NSP)

Under the PTASP rule, an operator is required to set safety performance targets based on the safety performance measures in the NSP.

The NSP safety performance measures are:

- Fatalities
- Injuries
- Safety Events
- System Reliability (State of Good Repair)

## SMS Components of a Safety Plan

### Safety Management Policy

- Safety objectives
- Confidential employee reporting program
- Organizational accountabilities and safety responsibilities
- Designation of a Chief Safety Officer

### Safety Risk Management

- Processes for hazard identification
- Risk assessment
- Mitigation development

### Safety Assurance

All operators develop processes for:

- Safety performance monitoring and measurement

Rail and large bus operators develop processes for:

- Management of change
- Continuous improvement

### Safety Promotion

- Comprehensive safety training program
- Safety communication

## Relationship to Transit Asset Management

- A transit agency should consider the results of its asset condition assessments while performing safety risk management and safety assurance activities.
- The results of the condition assessments and subsequent SMS analysis should inform an operator's investment priorities.

## Contact

For more information, please email [PTASP\\_OA@dot.gov](mailto:PTASP_OA@dot.gov).



 An official website of the United States government [Here's how you know](#) ▼

Find the Latest Information on the Coronavirus/COVID-19 at [FTA's Coronavirus landing page](#).

United States Department of Transportation

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## IN THIS SECTION



### Related Links

- [PTASP Technical Assistance Center](#)
- [Novel Coronavirus \(COVID-19\)](#)

## Public Transportation Agency Safety Plan (PTASP) Notice of Enforcement Discretion

[PTASP-Notice-of-Enforcement-Discretion-Final-With-Signature.pdf](#)

The PTASP regulation requires transit agencies to incorporate Safety Management System (SMS) policies and procedures as they develop safety plans to manage safety risks. The regulation set July 20, 2020 as the deadline for transit agencies to certify that they have established a compliant agency safety plan. However, this FTA notice alerts transit agencies that they will have until December 31, 2020 to comply with the regulation.

Last updated: Thursday, April 23, 2020

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U.S. DEPARTMENT OF TRANSPORTATION

**Federal Transit Administration**

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December 9, 2020

**M E M O R A N D U M**

TO: Scott Nelson, Transit Services Director

RE: Item F.9., Approval of Brevard County Space Coast Area Transit Public Transportation Agency Safety Plan (PTASP) 2020 and Safety Management System (SMS) Framework and Implementation Guide 2020

The Board of County Commissioners, in regular session on December 8, 2020, executed and approved the PTASP 2020 and the SMS Framework Implementation Guide 2020. Enclosed are fully-executed PTASP 2020 and SMS 2020.

Your continued cooperation is always appreciated.

Sincerely,

BOARD OF COUNTY COMMISSIONERS  
SCOTT ELLIS, CLERK

*for Donna Scott*  
Kimberly Powell, Clerk to the Board

Encls. (2)

/ns

cc: Contracts Administration



# Public Transportation Agency Safety Plan (PTASP)

2020

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### **Commitment to Safety**

Brevard County Transit Services has always been conscious of the need to provide safe transportation for our citizens. We have structures and training in place, as well as a Safety and Training Coordinator, to emphasize the need for safe operations. We have seen the value of safety campaigns before and the reduction in targeted unsafe practices, like wheelchair securement and cell phone use while driving. We utilize improved safety equipment in our transit vehicles, most recently safety barriers on the buses in response to the COVID pandemic. We present our drivers with safe driving awards for having no preventable accidents. Our department has been recognized with several safety awards by the Florida Public Transportation Association over the years.

The new FTA requirement of a Public Transportation Agency Safety Plan (PTASP) gives us an opportunity to provide a new emphasis on safe operations. We expect that the new requirements for data collection, reporting, safety promotion, training, and setting of targets will enable us to lower our number of accidents, incidents, injuries, and cost of claims and repairs. The implementation of Safety Management Systems (SMS) and the PTASP coincide with our deployment of new Intelligent Transportation Systems (ITS) equipment and software. We believe they will go hand in hand in providing us with better data and monitoring for safety, especially Automatic Vehicle Locating showing location and speed of the buses, as well as live feed video. We expect that the invitation to report near misses without punishment will help us anticipate safety hazards and unsafe behavior before they become actual accidents. With more people involved in safety committees and training, there will be more attention to safe actions. The emphasis on SMS will involve Planning, Finance, Maintenance, Customer Service, and Administration more directly into safety, so our whole department will benefit.

We have always valued good customer service. We believe that implementation of SMS and the PTASP will help us give a higher level of customer service to our riders, with less injuries and inconvenience for them.

We commit to implementing and supporting the PTASP.



Scott Nelson, Transit Director  
Brevard County Transit Services



RideLine 321.633.1878

321Transit.com

Vanpool 321.952.4562

## Definitions and Acronyms

### Acronyms

Brevard County Transit Services operates under the Brevard County Board of County Commissioners; based on their Americans with Disabilities Policy guidelines, all acronyms and abbreviations must be expanded contextually after each heading. By providing a list, it allows the reader to visualize common acronyms or abbreviations that may be used in similar documents or referenced in transit operations. This is in no way meant to be a comprehensive listing.

ACC/INC: Accident/Incident  
ALARP: As Low as Reasonably Practicable  
ASP: Agency Safety Plan  
CAP: Corrective Action Plan  
CFR: Code of Federal Regulations  
EPRP: Emergency Preparedness Response Plan  
FDOT: Florida Department of Transportation  
FHR: Final Hazard Rating  
FTA: Federal Transit Administration  
IHR: Initial Hazard Rating  
MOM: Manager of Operations and Maintenance  
NTD: National Transit Database  
NTSB: National Transportation Safety Board  
OHA: Operational Hazard Analysis  
OSHA: Occupational Safety and Health Administration  
PAR: Preventive Action Request  
PHA: Preliminary Hazard Analysis  
PTASP: Public Transportation Agency Safety Plan  
SMS: Safety Management System  
SOP: Standard Operating Procedure  
SRG: Safety Review Group  
SSC: Safety and Security Committee  
SSO: State Safety Oversight  
SPP: Security Program Plan  
SSPP: System Safety Program Plan  
STC: Safety and Training Coordinator  
TSA: Transportation Safety Administration  
TVA: Threat and Vulnerability Assessment

## Definitions

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

**Accident** – an event involving transit vehicle or personnel that results in harm, injury, damage, loss or casualty.

**Accident/Incident/ Occurrence Report** – A report filed regarding an event.

**As Low as Reasonably Practicable** – A condition where a risk/hazard has been mitigated to its lowest manageable level.

**Continuity of Operations** – according to the National Continuity Policy Implementation Plan and the National Security Presidential Directive is an effort within individual executive departments and agencies to ensure that Primary Mission Essential Functions continue to be performed during a wide range of emergencies, including localized acts of nature, accidents and technological or attack-related emergencies.

**Defensive Driving** – Driving to prevent accidents in spite of the incorrect actions of others, and in spite of the adverse conditions.

**Disposition Period** – The period of time between knowledge of an incident and the when the employee is found culpable or not.

**Disrupting Event** - Code of Federal Regulations (CFR) 49 Part 673 states “Could be any interference with normal transit service”. Brevard County Transit Services will used “missed service” as the threshold to determine whether or not service has been disrupted so that our determinations remain consistent.

**Event** – an accident, incident or occurrence

**Hazard** – as a condition or set of conditions, internal or external to the Brevard County Transit Services system, which when activated could cause injury, death, damage or loss of equipment or property.

**Hazard Report** – A report filed regarding a hazard identified in the workplace.

**Hazard Resolution** – the analysis and subsequent actions taken to reduce the hazard to the lowest level practical and the risk associated with an identified hazard.

**Incident** – an event that involves any of the following: personal injury that is not serious; minor damage to equipment, facilities, or infrastructure including vandalism; an apparently minor conflict, disturbance, or fracas between persons that may have serious results; medical emergency on a bus or at a bus facility; threat or assault involving transit personnel or passengers.

**Investigation** – a formal inquiry or systematic study

**Near Miss** – a narrowly avoided collision or other accident.

**Near Miss Report** – A report filed from a narrowly avoided collision or other accident.

**Non-Preventable Accident** – Any occurrence involving an accident/incident in which everything that could have been reasonably done to prevent it was done, however the accident/incident still occurred.

**Occurrence** – an event without any personal injury in which any damage to facilities, equipment, facilities or infrastructure does not disrupt operations.

**Physical Property Damage** – Damage sustained to a building or items on the grounds of real estate.

**Preventable Accident** – An accident in which the driver failed to do everything reasonable to prevent it.

**Risk** – a situation involving exposure to danger.

**Risk Assessment** – A systematic study or examination/assessment of a risk.

**Root Cause** – The exact cause of an incident or accident where had the root cause found not be present, the accident or incident would not have happened.

**Safety** – the condition of being protected from or unlikely to cause danger, risk, or injury.

**Safety Management System** – A business-like approach to managing safety in the workplace.

**Serious Injury** – An event that requires hospitalization for more than 48 hours, commencing within 7 days from the date the injury was received; results in a fracture of any bone; causes severe hemorrhages, nerve, muscle or tendon damage; involves an internal organ, involves any second- or third- degree burns.

**Training** – the action of teaching a person or animal a particular skill or type of behavior.

**Vehicle Accident** – An event involving any of the following: loss of life; serious injury to a person; collision involving a transit vehicle; an evacuation for life safety reasons.

**Unacceptable hazard** – a condition that may endanger human life, property or result in system loss.

Record of Revision

**Manual Holder:** Electronically published

**Manual Number:** SOP-SMS-101

**Note:** Retain this record in the manual and update at every revision change or on cycle, whichever comes first.

Date	Revision	Description of Revision

Master List of Updates

The below noted updates are incorporated into this manual:

Section	Update Details
Original	Not Applicable- Original

## Transit Agency Information

This manual is developed and written per the Brevard County Transit Services – Establishment of Agency Safety Plan.

**Approved Operating Organization:** Brevard County Board of County Commissioners, Transit Services Department, Brevard County Florida

Note: This manual is developed for use and adherence by Brevard County Transit Services who has undergone extensive planning, development and training specific to the enterprises overall approach to the Safety Management System.

**Transit Agency Name:** Brevard County Transit Services, d.b.a. Space Coast Area Transit

**Transit Agency Address:** 401 South Varr Avenue, Cocoa FL 32922

**Name and Title of Accountable Executive:** Scott Nelson, Transit Director

**Name and Title of Chief Safety Officer or Safety Management System Executive:** Joseph Chagnon, Safety and Training Coordinator.

**Mode(s) of Service Covered by this Plan:** Fixed Route Bus; Paratransit.

**List all Federal Transit Administration Funding Types:** 5307, 5310, 5339

Brevard County Transit Services does not provide transit services on behalf of another transit agency or entity.

### System Description

Transit Services is a Department of Brevard County Florida, governed by the five-member Board of County Commissioners. The County umbrella includes Budget Office, Purchasing, Human Resources, Risk Management, Attorney, Facilities Maintenance, Facilities Construction, Asset Management and Transportation Planning Organization services for the transit system out of their primary offices at the Government Center in Viera. Transit Services is committed to providing quality transportation services that meet the needs of the public and enhance the quality of life for the community of 589,000 residents plus visitors in Brevard County.

Transit Services operates two bases (terminals), at 401 South Varr Avenue Cocoa Florida and at 460 South Harbor City Blvd. Melbourne Florida. Each terminal operates a vehicle maintenance shop and fueling stations. Approximately half of the fixed and paratransit bus routes originate at each terminal, with half of the buses and drivers assigned to each. There are 72 buses in the fleet and 7 Volunteers in Motion vans.

Transit Services operates 29 peak buses on 20 fixed routes Monday – Friday with service running from 5:00 am – 11:35 pm. There are 33 peak vehicles on 33 demand-response routes directly operated Monday – Friday. All 20 fixed routes run on Saturdays, with 23 buses. There are 8 paratransit routes on Saturdays. On Sundays there are 3 fixed routes and 3 demand-response routes.

Significant route expansion has been approved by the Board of County Commissioners. Three new fixed routes in Titusville, Port St. John, and Melbourne – South Beach will start in the spring of 2021.

Transit Services also provides emergency transportation as requested by the County Emergency Operations Center for hurricane evacuations and in response to wildfires or other emergency situations.

In 2018 – 2019 fiscal year Transit Services had a total system ridership of 2,118, 469. There are about 100 vehicle operator positions, primarily full-time with a few part-time and a total of 132 employees in the department. The Transit Director is Scott Nelson.

The system accesses FTA 5307 and 5339 grants for capital and operating, and more recently 5310 grants have been used to purchase 5 small buses. Transit Services is also utilizing CARES Act funding since the COVID pandemic. The system also receives significant funding from Florida Department of Transportation and County General Fund support. It also receives farebox, advertising and contract revenue.

## Plan Development, Approval and Updates

**Reference:** Safety Management System (SMS)

**Purpose:** This manual describes the Agency Safety Plan supporting the operation of Brevard County Transit Services.

**Responsibilities:** See Safety Management System Manual, Chapter 2, Safety Responsibilities

**General:** This manual establishes the Agency Safety Plan policies for all employees of Brevard County Transit Services.

**Issue and Update:** This manual will be reviewed and updated, as applicable, annually beginning on the date of issuance.

Brevard County Transit Services Agency Safety Plan has been established consistent with business needs and regulatory impetus. The Agency Safety Plan is designed to identify, assess, track, control, minimize and resolve hazards. Brevard County Transit Services Safety Management System will be used as a means of preventing injuries, incidents, system disruption, accidents, environmental damage and other losses.

**Name of Entity that Drafted this Plan:** Brevard County Transit Services

**Signature of Accountable Executive:** Scott Nelson, Transit Director



Signature: Scott Nelson, Transit Director



Date

**Signature of Entity that Approved this Plan:** Brevard County Board of County Commissioners



Signature: Rita Pritchett, Chair

Brevard County Board of County Commissioners



Scott Ellis, Clerk

As Approved by the Board on December 8, 2020.

**Plan Approvals:** The Brevard County Transit Services Agency Safety Plan must be reviewed and approved annually by the Brevard County Transit Services accountable executive and the Brevard County Board of County Commissioners. Then the approved Plan is forwarded to the Florida Department of Transportation and the Space Coast Transportation Planning Organization.



**BUS TRANSIT SYSTEM  
ANNUAL SAFETY CERTIFICATION**

**DATE:** January 14, 2019  
**BUS TRANSIT SYSTEM:** Brevard County Space Coast Area Transit  
**ADDRESS:** 401 South Varr Ave Cocoa FL 32922

**IN ACCORDANCE WITH FLORIDA STATUTE 341.061  
THE BUS TRANSIT SYSTEM NAMED ABOVE HEREBY CERTIFIES TO THE FOLLOWING:**

1. The adoption of a System Safety Program Plan (SSPP) and the Security Program Plan (SPP) pursuant to Florida Department of Transportation safety standards set for in Rule Chapter 14-90, Florida Administrative Code (F.A.C.)

Current date of Adopted SSPP: January 14, 2020

Current date of Adopted SPP: January 14, 2020

2. Compliance with adopted safety standards in the SSPP and the SPP.
3. Performance of annual safety inspections on all operational buses in accordance with Rule 14-90.009, F.A.C. (This should be signed by the Officer responsible for management of the bus transit system to certify compliance.)

  
\_\_\_\_\_  
*Signature*

Lance Parker

\_\_\_\_\_  
*Name (Printed or Typed):*

Manager of Operations and Maintenance

\_\_\_\_\_  
*Title*

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

First Vehicle Services

\_\_\_\_\_  
*Name*

401 South Varr Ave Cocoa FL 32922

\_\_\_\_\_  
*Address*

Various

\_\_\_\_\_  
*Date(s) of Inspection*

## Information Management

**Reference:** Safety Management System

**Purpose:** To establish the information management processes for the Brevard County Transit Services Safety Management System.

**Responsibilities:** See Safety Management System, Chapter 2, Safety Responsibilities

**General:** For operation of the Safety Management System, Brevard County Transit Services establishes a process to respond to the requirement for information management to assist with the establishment and verification of the effectiveness of the Safety Management System.

The Safety Management System information management requirements in this chapter pertain to:

- Oversight/updates to the Brevard County Transit Services Safety Management System
- Oversight/updates to Safety Management System manuals and other related documentation
- Oversight of Safety Management System information generated through the routine monitoring of the Safety Management System and associated operations.

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*Operating a Safety Management System generates a significant amount of data, documents and reports. Proper management and recordkeeping of such data is crucial for sustaining an effective Safety Management System.*

*Effective safety analysis is wholly dependent upon the availability and competent use of the safety data. Cross functional safety data integration is a cornerstone of Safety Management System achievement.*

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All Safety Management System related records are maintained such that they are:

- Legible, identifiable, and traceable to the activity, product or service involved.
- Protected against damage, deterioration and loss
- Readily retrievable when required for internal review and/or audits from external organizations

## Safety Performance Targets

The Public Transportation Agency Safety Plan regulation, at 49 C.F.R. Part 673, requires covered public transportation providers and State Departments of Transportation to establish safety performance targets to address the safety performance measures identified in the National Public Transportation Safety Plan.

A safety performance target is a quantifiable level of performance or condition expressed as a value for the measure related to safety management activities to be achieved within a set time period. (C.F.R. 673.5) A safety performance measure is a quantifiable indicator of performance or condition that is used to establish targets related to safety management activities, and to assess progress toward meeting the established targets. Transit providers may choose to establish additional targets for the purpose of safety performance monitoring and measurement.

#### NSP Safety Performance Measures

In order to reflect the broad and varied nature of public transportation, the Federal Transit Administration's National Safety Plan relies on safety performance measures that can be applied to all modes of public transportation and that are based on data currently submitted to the National Transit Database. Transit providers and the Florida Department of Transportation report this data following the National Transit Database Safety and Security Policy Manual.

Brevard County Transit Services targets data on the following:

- Fatalities x 100,000 miles
- Injuries x 100,000 miles
- Bus Collisions – Preventable x 100,000 miles
- Bus Collisions – Non-preventable x 100,000 miles
- Safety Incidents x 100,000 boardings
- Reported Crimes x 100,000 boardings
- Employees Receiving Safety Management Training (per year)
- System Reliability/ Mechanical Failures x 100,000 miles

#### Targets Transmitted to the Board

Brevard County Board of County Commissioners

**Date Targets Transmitted:** December, 2020

#### Targets Transmitted to the State

Florida Department of Transportation

**Date Targets Transmitted:** December, 2020

#### Targets Transmitted to the Metropolitan Planning Organization

Space Coast Transportation Planning Organization

**Date Targets Transmitted:** December, 2020

**Brevard County Transit Services Safety Data**

Years:	2018 – 2019-F.Y. Baseline		2019 – 2020-F.Y. Current + COVID		2019 – 2020-F.Y. Actual		2020 – 2021-F.Y. Target		2021 – 2022-F.Y. Target	
	Total	Rate	Total	Rate	Total	Rate	Total	Rate	Total	Rate
Fatalities per 100,000 Miles	0	0.00	0	0.00			0	0.00	0	0.00
Injuries per 100,000 Miles	53	1.88	42	1.63			33	1.21	29	1.06
Bus Collisions – Preventable per 100,000 Miles	28	0.99	23	0.89			17	0.62	15	.055
Bus Collisions – Non-Preventable per 100,000 Miles	40	1.42	39	1.52			35	1.28	30	1.10
Safety Incidents per 100,000 Boardings	196	9.54	156	12.17			155	7.55	140	6.82
Reported Crimes per 100,000 Boardings	0	0.00	0	0.00			0	0.00	0	0.00
Employees Receiving Safety Management Systems Training per Year	12	0.10	12	0.10			70	0.50	70	0.50
System Reliability – Mechanical Failures per 100,000 Miles	67	2.38	59	2.30			57	2.09	50	1.83

## Safety Management Policy

**References:** Safety Management System

**Purpose:** To establish Safety Management System Safety Policy

**Responsibilities:** See Safety Management System Manual, Chapter 2, Safety Responsibilities

**General:** Safety Management System Safety Policy Statement

## Safety Policy Statement

The management of safety is one of our core business functions. Brevard County Transit Services is committed to developing, implementing, maintaining and constantly improving processes to ensure that all of our transit service delivery activities take place under a balanced allocation of organizational resources, aimed at achieving the highest level of safety performance and meeting established standards.

All levels of management, all employees and contractors are accountable for the delivery of this highest level of safety performance, starting with the Transit Director. The Safety Management System program is managed under my authority by the Safety and Training Coordinator.

Brevard County Transit Services commitment is to:

- Support the management of safety through the provision of appropriate resources, that will result in an organizational culture that fosters safe practices, encourages effective employee safety reporting and communication and actively manages safety with the same attention to results as the attention to results of other management systems of the organization.
- Integrate the management of safety among the primary responsibilities of all managers and employees.
- Clearly define for all staff, managers and employees alike, their accountabilities and responsibilities for the delivery of the organizations safety performance and the performance of our Safety Management System.
- Establish and operate hazard identification and analysis, and safety risk evaluation activities, including an employee safety reporting program as a fundamental source for safety concerns and hazard identification in order to eliminate or mitigate the safety risks of the consequences of hazards resulting from our operations or activities to a point which is consistent with our acceptable level of safety performance.
- Ensure that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures.

- Comply with and wherever possible exceed, legislative and regulatory requirements and standards.
- Ensure that sufficient skilled and trained human resources are available to implement safety management processes.
- Ensure that all staff are provided with adequate and appropriate safety related information and training, are competent in safety management matters and are allocated only tasks commensurate with their skills.
- Establish and measure our safety performance against realistic and data driven safety performance indicators and safety performance targets.
- Continually improve our safety performance through management processes that ensure that appropriate Safety Management Action is taken and is effective.
- Ensure externally supplied systems and services to support our operations are delivered meeting our safety performance standards.

*Brevard County Transit Services Values and Guiding Principles:*

- Integrity, Trust, Teamwork Respect, Customer Focus, Fun/Humor
- Commitment to Safety
- Commitment to Continuous Improvement
- Commitment to Compliance



Scott Nelson, Director

Brevard County Transit Services

## Roles and Responsibilities\*

### Brevard County Transit Services organizational roles

- **Accountable Executive/ Transit Director:** Provides strategic direction for safety policy, risk mitigation, safety assurance and promotion.
- **Safety Management System Executive/ Safety and Training Coordinator:** Provides leadership in the operation and performance of Safety Management System, develops and implements innovative strategies that foster continuous Safety Management System improvement in a manner that supports departmental, customer and corporate business plans, goals and objectives.
- **Executive Management/ Manager of Operations and Maintenance:** Communicates and enables safety policy related to the Safety Management System. Promotes operational safety, environmental responsibility and employee health and safety on and off the job.
- **Other Key Staff/ Maintenance General Manager:** Manages all functions related to maintenance activities.
- **Other Key Staff/ Safety Management System Teams:** The driving force for ensuring that reported safety items are appropriately addressed, concluded, tested, and that the originator of the report is notified of requisite action.
- **All Personnel**
  - Conduct work in the safest manner possible in accordance with approved site procedure policies, and in a manner that enhances their own/others employees' health and safety.
  - Promotes risk reduction, participates openly in safety related events and investigations, and immediately report workplace hazards.
  - Make suggestions for control of reported hazards.
  - Contribute to the overall success of the Safety Management System program at the site level.

### Safety Management System Contacts

Name	Title	Role	Contact
Scott Nelson	Transit Director	Accountable Executive	321-635-7815
Joseph Chagnon	Safety and Training Coordinator	SMS Executive	321-635-7815
Lance Parker	Manager of Operations and Maintenance	Executive Management	321-635-7815
Brian Schultz	General Manager of Maintenance	Maintenance Manager	
Karen Petters	Finance Officer	SMS Teams	321-635-7815
Carmen Baez	Customer Service Supervisor	SMS Teams	321-635-7815
Cathy Lively	Manager of Administration	SMS Teams	321-635-7815

**Transit Director**

Brevard County Transit Services' Transit Director is designated the Accountable Executive for the Safety Management System. The Transit Director is accountable for ensuring that the Safety Management System is effectively implemented and resourced throughout Brevard County Transit Services, and for ensuring action taken, as necessary, to address any degradation in safety performance at Brevard County Transit Services.

**Safety and Training Coordinator**

The Transit Director has designated the Safety and Training Coordinator as the Safety Management System executive. The Safety and Training Coordinator is responsible for:

- Facilitating full implementation of the Safety Management System across Brevard County Transit Services.
- Advocating for a safety culture.
- Conducting strategic planning for the Safety Management System.
- Managing and updating the Safety Management System process based on experiences and lessons learned.
- Reviewing and updating the Safety Management System, Implementation Plan and Public Transportation Agency Safety Plan at least annually.
- Providing additional guidance material (as required) to further strengthen and clarify the Safety Management System processes.
- Managing the Safety Management Plan and Safety Assurance processes and outputs.
- Facilitating coordination of the Safety Management System, evaluations and investigations, and controls with special attention to cross-organizational impacts.
- Monitoring the safety performance of Brevard County Transit Services operations and activities through formal data collection and analysis.
- Tracking safety-critical issues and corrective actions to conclusion, using appropriate tracking systems.
- Leading and facilitating hazard analyses through workshops with appropriate subject matter experts.
- Leading internal safety audits with support from appropriate Brevard County Transit Services divisions.
- Developing and coordinating the provision of the data and dashboards for tracking and monitoring safety performance.
- Developing and maintaining safety training requirements and matrix.

In addition, the Safety and Training Coordinator is responsible for advising Brevard County Transit Services leadership on safety related issues.



## **Manager of Operations and Maintenance**

The Manager of Operations and Maintenance is responsible for the safety of all Brevard County Transit Services operations and implementing the Safety Management System within Operations, Support, Maintenance and the Information Technology departments. The Manager of Operations and Maintenance is responsible for:

- Assisting in the full implementation of the Safety Management System across Brevard County Transit Services.
- Promoting and advocating for a safety culture.
- Managing and updating Safety Management Systems process based on experiences and lessons learned.
- Monitoring the safety performance of Brevard County Transit Services' operations and activities through formal data collection and analysis.
- Tracking safety critical issues and corrective actions to conclusion, using appropriate tracking systems.
- Assisting in the review and update of this Safety Management System and Implementation Plan, and the Public Transportation Agency Safety Plan at least annually.
- Overseeing and assisting Operations, Support, Maintenance and Information Technology departments to establish and maintain clear and unambiguous lines of authority and responsibility for ensuring that all safety measures and procedures are in place for meeting performance targets.
- Requiring that all relevant safety related information be communicated and used in decision making.
- Leading and facilitating hazard analyses through workshops with appropriate subject matter experts
- Leading internal safety audits with support from appropriate Brevard County Transit Services divisions.
- Developing and coordinating the provision of the data and dashboards for tracking and monitoring safety performance.
- Developing and maintaining safety training requirements and matrix.

## **Managers**

All managers are accountable and responsible for:

- Upholding and promoting safety policies, safety risk management, safety assurance, safety training and communication protocols.
- Developing safety performance measures and targets.

- Fostering a strong safety culture within their department.
- Allocating the appropriate staffing resources necessary to become and maintain compliance with the Safety Management System requirements.
- Identifying the necessary funds to meet the safety performance requirements and incorporate them into budgeting plans.
- Prioritizing and allocating expenditures according to safety risk.
- Implementing the safety risk management, safety assurance, safety training and communication protocols of their department.
- Safety performance within their functional areas.
- Ensuring procedures are consistent with the Safety Management System.
- Determining and implementing countermeasures required to counteract safety risks and manage issues that negatively impact Brevard County Transit Services' safety performance.
- Ensuring that all employees are trained in the Safety Management System protocols.
- Supporting and requiring employees within their department to participate in safety training activities.
- Integrating Safety Risk Management into existing processes.
- Requiring that all relevant safety information is communicated and used in decision making.
- Ensuring that all system changes are coordinated, documented and go through the Safety Risk Management and Safety Assurance process.
- Cooperating with and providing support for evaluations and audits conducted.

### **Supervisors**

All supervisors are accountable and responsible for:

- The safety performance of all personnel and equipment under their supervision.
- Implementing and maintaining safety related control measures/mitigations.
- Familiarizing employees with the safety requirements and hazards associated with the work to be performed.
- Responding to identified hazards that may impact safety performance.
- Reporting all mishaps and incidents to the Safety Training Coordinator.
- Sharing lessons learned from incidents.
- Implementing and adhering to Safety Management Systems procedures and processes within their span of control.

## **Brevard County Transit Services Employees**

All Brevard County Transit Services employees are responsible for:

- Becoming familiar with the safety procedures for their assigned work activity.
- Performing their work safely.
- Following procedures and rules.
- Calling attention to hazards that may impact safety performance.
- Reporting mishaps and incidents to their supervisor, in accordance with established requirements for the protection of themselves, co-workers, customers, facilities and equipment.

## **Safety Committees**

Brevard County Transit Services will use the following safety teams to review and evaluate safety related processes, activities and issues:

- **Accident Determination Committee:** Composed of the Manager of Operations and Maintenance, the Operations Manager and the Operations Supervisor of the area where the accident/incident occurred. They will review all reports and documentation of the event, including video, in order to make a preventability determination. They will follow guidelines of the National Safety Council. They will consider more than just the Vehicle Operator's role in the event, but also consider organizational factors such as bus stop placement; vehicle condition, safety or maintenance; planning and schedule or routing factors; Dispatch directions or instructions; etc. They will receive training from the Safety and Training Coordinator in order to be able to make an informed determination. The Committee will be convened after each event.
- **Safety and Security Committee:** Replaces the current Safety Review Meetings, which have been held monthly since 2016. It will be chaired by the Safety and Training Coordinator and will include the following personnel: Manager of Operations and Maintenance, Planner, Finance Officer, Dispatch-Customer Service Representative, Administration Representative, Vehicle Maintenance Representative, North Operations Supervisor, South Operations Supervisor, North Vehicle Operator, South Vehicle Operator. The purpose of the committee is to bring management and employees together to achieve and maintain a safe and healthful workplace. The committee will include key staff and have the capability to utilize multiple disciplines while also having access to higher level budgeted solutions. The committee will review accident and incident data, hazards, and employee concerns submitted on forms, determining the appropriate follow up actions. It will monitor progress of any pending corrective actions or safety initiatives. The committee will meet monthly.


The Safety and Security Committee will also function as the Accident Determination Appeal forum and will be convened as needed to hear appeals from Vehicle Operators. As with the Accident Determination Committee, they will follow National Safety Council guidelines. They will consider organizational factors in their decisions. They will receive training from the Safety and Training Coordinator in order to make informed decisions.

As Brevard County Transit Services Senior Leaders, we have reviewed and endorse the Brevard County Transit Services Agency Safety Plan. We also understand that we have the authority and responsibility for day to day implementation and operation of our Safety Management System.



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Joseph Chagnon,  
Safety and Training Coordinator



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Lance Parker,  
Manager of Operations and  
Maintenance



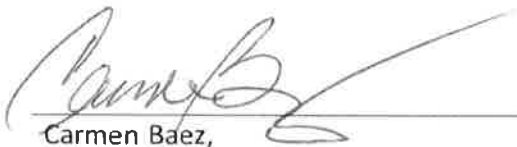
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Karen Petters,  
Finance Officer



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Brian Schultz,  
General Manager of Maintenance



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Carmen Baez,  
Customer Service Supervisor



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Cathy Lively,  
Manager of Administration

## Safety Culture Policy

Brevard County Transit Services is committed to creating and sustaining a safety culture environment that supports our Safety Management System and recognizes that a number of principles enable the development and sustainment of a positive safety culture including:

- Recognition that fair and equitable treatment of all employees encourages sharing of safety related information.
- Creating and sustaining an environment that actively seeks out risks and supports hazard and event reporting, including near misses.
- Recognition that inappropriate disciplinary measures can suppress open risk reporting.
- Creating and sustaining an environment where there is an understating that human errors will occur.
- Creating and sustaining an environment that promotes openness and learning from events at Brevard County Transit Services, there is an expectation that all employees actively promote safety in everything they do. This includes two explicit duties that are the responsibility of all employees:
  - To report any hazard, near miss, unsafe condition or incident that occurs, or is otherwise known about.
  - To openly participate in any investigation that may arise as a result of any reported hazard, near miss or even that occurs.

Brevard County Transit Services recognizes that employee actions that contribute to hazards and events may be the result of a wide spectrum of behaviors. These include unintentional error, engaging in at-risk behavior, not recognizing risks involved or reckless behavior or making unacceptable choices that knowingly put an employee, customer or product in harm's way.

The Brevard County Transit Services policy regarding these behaviors will be as follows:

- Unintentional error will be investigated and feedback given.
- At Risk behavior will usually warrant verbal counseling or written warning in the County Merit System Policy
- Reckless behavior and some circumstances of at-risk behavior will usually warrant more significant disciplinary action steps to be taken

We are committed to creating an open and fair safety culture within Brevard County Transit Services that supports our Safety Management System. As we implement this policy, we pledge that our first response to any event will be to fairly and justly investigate the circumstances involved.



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Scott Nelson, Transit Director

## Safety Risk Management

**Reference:** Safety Management System

**Purpose:** To establish risk assessment policy and protocol

**Responsibilities:** See Safety Management System Manual, Chapter 2, Safety Responsibilities

**General:** The second component of Safety Management System is Risk Management, describing how Brevard County Transit Services identifies, evaluates, tracks and mitigates hazards/risk in the organization and on the transit system. The process is provided in sufficient detail to be effectively undertaken by the authority. Acceptable risk levels, performance targets and mitigation measures are established.

### Hazard Identification

Identification of hazards is the responsibility of all Brevard County Transit Services employees and contractors. 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 Brevard County Transit Services employees
- Reports from Safety and Security Committee members, passengers, customer service, etc.
- Evaluation of accidents, incidents and near misses to include data trends and projections
- Preliminary Hazard Analysis of a design or new construction
- Safety certification, system integration testing, pre-revenue testing, system modification, configuration management verification and inspection processes
- Operation Hazard Analysis of revenue operations
- Internal and external safety audits, inspections, observations, defects, findings, violations and reviews

Examples of an observed hazard may include:

- An uneven concrete joint that could cause a trip and fall
- Opening in a section of corridor fencing which allows access of a trespasser
- Equipment that has an oil or hydraulic leak
- Standing water on stairway
- Missing fire extinguisher

When an employee becomes aware of a hazard or near-miss, they shall submit a report within eight (8) business hours or at the end of their shift using one of the following methods:

- Submit paper form: Submit a Safety and Hazard Reporting Form (Appendix A) to supervision/management or place in drop box. Supervision/management is then required to forward to the Safety and Training Coordinator.
- Submit via phone: Call the Safety Security Hotline direct at 321-635-7815 x 52959. Reports may be entered anonymously if desired where there is no record of who created and submitted the report.

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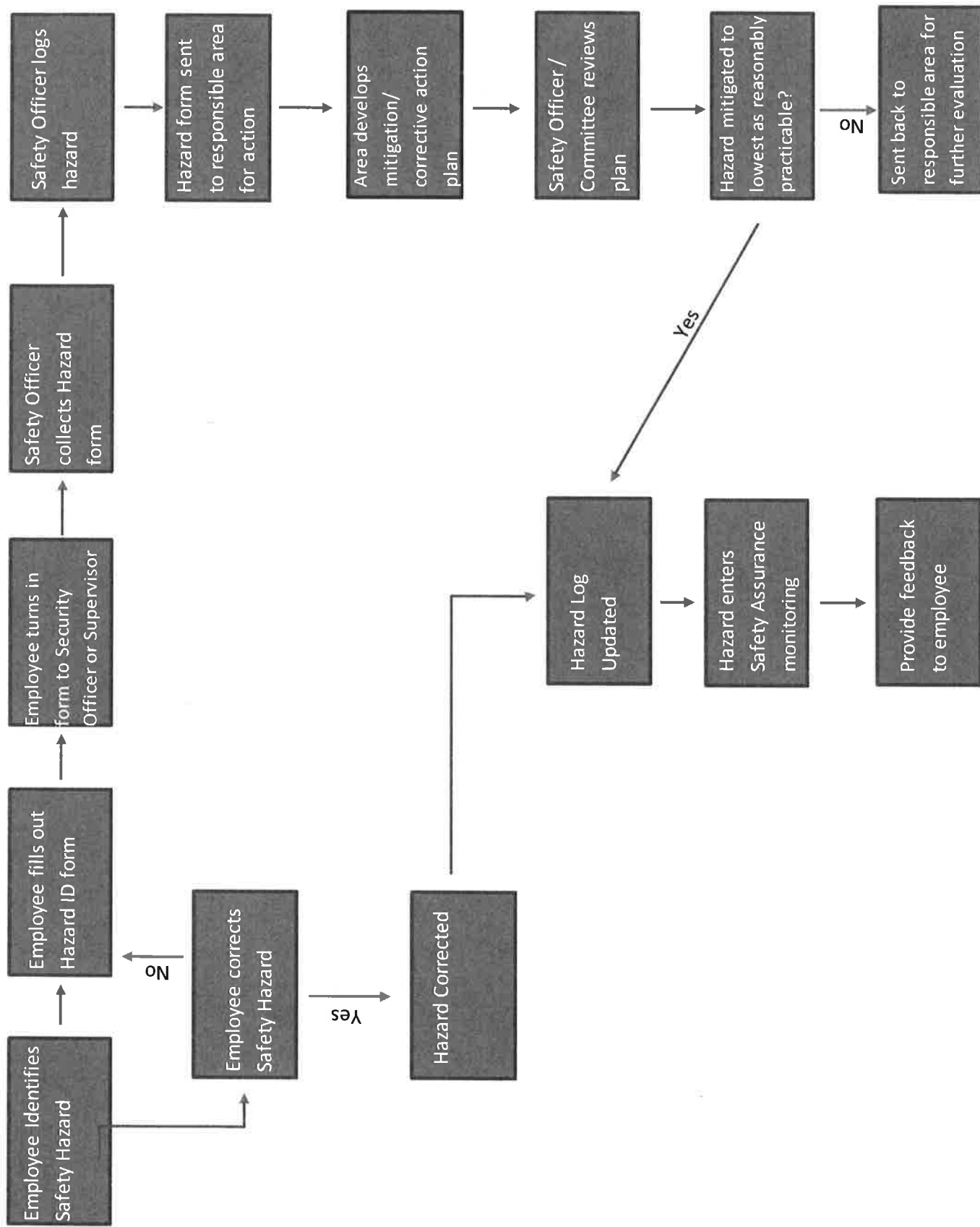
*When filing anonymous reports, there is limited ability to provide follow-up communication as the reporter is unknown. Additionally, it is difficult to apply necessary risk mitigation strategies if the reporter does not provide enough information for follow-up on activities. Therefore, it is recommended that reporters utilize the non-anonymous hazard reporting form.*

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Response to Safety and Hazard Reporting Form and Near Miss Form:

- Video if required and available will be looked at
- Person assigned to the reported claim will investigate it
- After the investigation they will let the person (if name was provided) know a corrective action plan, if any, to fix the issue
- If applicable will notify the employee of any activities, results or new procedures by:
  - Memorandums
  - Newsletters
  - Weekly Maintenance and Operations Meetings
  - Bi-Weekly Operations Staff Meetings
  - Monthly Administration Staff Meetings
  - Monthly Safety and Security Committee Meetings
  - Quarterly Employee Meetings
  - Any additional training as appropriate





## Safety Risk Assessment

Brevard County Transit Services managers play a key role in the hazard management process and ensure that the process has been fully integrated within their area of responsibilities. Managers also ensure the following elements of the hazard management process are present in their divisions:

- Ensure employees have the ability to report hazards to management in person or through the use of a hazard identification form
- Ensure hazards are placed on a hazard log for tracking and documentation
- Represent management, or select a designee to represent management on the Safety and Security Committee
- Ensure each hazard has been assigned to a specific individual or point of contact
- Ensure employees receive appropriate hazard management training

## Hazard Process Overview

The following lays out an overall description of how hazards are identified, evaluated, analyzed, controlled or eliminated, tracked and reported to Brevard County Transit Services senior management and the Florida Department of Transportation State Safety Oversight.

- All employees are expected and encouraged to participate in safety program activities including: reporting hazards, unsafe work practices, near misses and accidents immediately to their supervisor or a safety representative.
- The Safety and Training Coordinator is the primary point of contact for the hazard management process.
- The Safety and Training Coordinator has oversight of the identification, evaluation and analysis of hazards.
- The Safety and Training Coordinator will enter identified hazards into the hazard log and forward the hazard report to the responsible person. The responsible person assigns a hazard rating.
- The responsible person identifies a point of contact or owner of the hazard, places this information on the hazard log for tracking purposes and is responsible for developing a Corrective Action Plan (if applicable) for the unacceptable and undesirable hazard.
- A Corrective Action Plan may also be identified as a result of an incident or investigation.
- The Safety and Security Committee members also participate in the evaluation and control or elimination of the hazard.
- Hazards must be mitigated at the lowest level practicable. However, when a hazard is identified as having a mitigation that involves multiple areas, people or County Departments, or requires cost or changes beyond the Safety and Security Committee or

department abilities or budgets, the hazard will be elevated outside the Transit Services Department to the County.

- Recommendations/Results from contractors, internal audits, testing, industrial or environmental sampling results requiring corrective actions will be placed in the hazard log for follow up and possible retesting for compliance with safety or environmental requirements.

Brevard County Transit Services has adopted a system for assessing the level of risk for each identified hazard to determine what action(s) must be taken to correct or document the hazard risk. This assessment system has been incorporated into the formal system safety analysis which enables the Safety Administrators or Safety and Security Committees as decision makers to understand the amount of risk involved in accepting the hazard in relation to the cost (schedule, cost, operations) to reduce the hazard to an acceptable level. The Hazard Matrix, shown below, identifies the hazard risk index based upon hazard category and probability and the criteria for defining further actions based upon the index. Hazards may be rated as high, serious, medium, low and eliminated.

Probability Table

Likelihood	Meaning	Value
<b>Frequent</b>	Likely to occur/ has occurred frequently	5
<b>Occasional</b>	Likely to occur/ has occurred sometimes	4
<b>Remote</b>	Unlikely to occur/ has occurred rarely, but possible	3
<b>Improbable</b>	Very unlikely to occur or no known occurrences	2
<b>Extremely Improbable</b>	Almost inconceivable that this will ever occur	1

Severity Table

Value	Severity	Meaning
<b>A</b>	Catastrophic	Deaths (not including suicide or death by natural causes) Equipment destroyed
<b>B</b>	Hazardous	A large reduction in safety margins Serious injury such as fracture, severe bleeding, paralysis, brain injury, etc. Major equipment damage
<b>C</b>	Moderate	A significant reduction in safety margins Injuries such as bruising, abrasions, bleeding, sprains (ambulance transport)
<b>D</b>	Minor	Nuisance, operating limitations, minor incident Minor injury such as bruising, abrasion (no ambulance transport)
<b>E</b>	Negligible	

## Risk Resolution Table

		Risk Severity				
		A	B	C	D	E
Risk Probability		Catastrophic	Hazardous	Moderate	Minor	Negligible
5	Frequent	5A	5B	5C	5D	5E
4	Occasional	4A	4B	4C	4D	4E
3	Remote	3A	3B	3C	3D	3E
2	Improbable	2A	2B	2C	2D	2E
1	Extremely Improbable	1A	1B	1C	1D	1E
Resolution Requirements						
High		Unacceptable			Correction required	
Serious		Undesirable			Correction may be required, decision by management	
Medium		Acceptable with review			With review and documentation by mgmt.	
Low		Acceptable			Without review	
Eliminated		Acceptable			No Action needed	

Figure 1 Risk Probability vs Risk Severity. Any risk that falls into the high-risk category is unacceptable and correction is required. Serious risk is undesirable, correction may be required. Medium risk is acceptable with review and documentation by management. Low is acceptable without review. Eliminated risk, no action is needed.

Hazard severity is a subjective determination of the worst case that could be anticipated to result from human error, design inadequacies, component failure or malfunction. The categories of hazards are as follows:

- **Catastrophic:** Operating conditions are such that human error, design deficiencies, element, subsystem or component failure or procedural deficiencies may cause death or major system loss and require immediate termination of the unsafe activity or operation.
- **Critical:** operating conditions are such that human error, subsystem or component failure or procedural deficiencies may cause severe injury, severe occupational illness or major system damage and require immediate corrective action.
- **Marginal:** Operating conditions are such that they may result in minor injury, occupational illness or system damage and are such that human error, subsystem or component failures can be counteracted or controlled.

- Negligible: Operating conditions are such that human error, subsystem or component failure or procedural deficiencies will result in less than minor injury, occupational illness or system damage.

The categorization of hazards is consistent with risk-based criteria for severity; it reflects the principle that not all hazards pose an equal amount of risk to personal safety.

The probability of a particular event or a specific hazard occurring may be defined as a non-dimensional ratio of the number of times that a specific event occurs to the total number of trials in which this event will occur during the planned life expectancy of a system. Generally, hazard probability is described qualitatively in potential occurrences per units of time, miles, trips/runs or passengers carried. A hazard probability may be derived from the analysis of transit system operating experience.

High risk hazards that receive an unacceptable initial hazard analysis made by management, safety committee or the safety administrator receive immediate attention/control. A high hazard rating requires corrective action. Hazards that receive a high hazard rating will be addressed by the appropriate point of contact.

Serious hazards that are undesirable may require corrective action and decisions by management. Hazards that receive a serious hazard rating will remain on the hazard logs no more than 90 days without an approved corrective action plan.

Medium hazards may be acceptable with review by management. Events from a medium hazard are less likely to occur and are less severe in nature.

Low hazards do not require review and are acceptable

Eliminated hazards are no longer present

#### Hazard Logs

Brevard County Transit Services will monitor all Corrective Action Plans with the use of the Hazard Log.

Internally, the Safety and Training Coordinator will coordinate with the appropriate point of contact to develop a Corrective Action Plan and fill out a Corrective Action Plan form for the identified hazard. The Corrective Action Plan form will be assigned a tracking number and placed on the Hazard Log with the corresponding hazards for tracking purposes.

For hazards that receive a medium or low rating, the use of a corrective action is optional depending on the complexity and ability to correct the identified hazard. For example, clearing shrubs or trimming branches off a tree would be corrected by alerting the proper department and follow up to ensure it was complete.

The Safety and Training Coordinator is responsible for the maintenance of Safety Hazard Logs. They ensure that all hazards meeting defined criteria have been entered into a tracking system. Hazard ratings can be assigned by the Safety and Training Coordinator, the point of contact that owns the hazard, or the Safety and Security Committee. The following are specific hazards that are identified and mitigated at the management level:

- Unacceptable hazards (high hazards)
- Hazards identified from audits from outside agencies such as Florida Department of Transportation, State Safety Oversight, Federal Transit Administration, or Occupational Safety and Health Administration (OSHA)
- Hazards identified from accident investigations
- Hazards where corrective action will cost more than \$25,000
- Serious or high hazards on local department hazard log over 180 days
- When warranted by Safety Personnel

Hazards identified by an employee to his/her supervisor may be resolved by the employee and supervisor if able. In any case, the supervisor will forward the hazard to a safety representative for entry into the hazard log and routing. The Safety and Training Coordinator will forward the hazard report to the responsible area or point of contact for review. The Safety and Training Coordinator or the Safety and Security Committee can assign an initial hazard rating and place the hazard on the hazard log to be tracked.

### Risk Management

The management of identified hazards is a vital component of the Brevard County Transit Services Safety Management System. A hazard is defined as a condition or set of conditions, internal or external to the Brevard County Transit Services system, which when activated could cause injury, death, damage or loss of equipment or property. An unacceptable hazard is a condition that may endanger human life, property or result in system loss. This includes harm to passengers, employees, contractors, equipment and to the general public. These hazardous conditions must be mitigated or eliminated. Hazards are identified in several different internal and external sources. Hazards may be observed in the operating environment, through procedures, during system modifications and capital projects, accidents, extensions or operational changes. The Hazard Management Program applies to all Brevard County Transit Services employees and obligates everyone to constantly observe hazards in their work areas and report them to the Safety and Training Coordinator or, to their supervisor and/or manager.

The overall hazard management program incorporates a system wide hazard identification process, including activities for:

- Identification
- Investigation
- Evaluation and analysis
- Mitigation or elimination
- Tracking

Ongoing reporting to the Florida Department of Transportation, State Safety Oversight and Brevard County Transit Services management relating to hazard management activities and status.

### Safety Risk Mitigation

Hazard resolution is defined as the analysis and subsequent actions taken to reduce the hazard to the lowest level practical and the risk associated with an identified hazard. Hazard resolution is not synonymous with hazard elimination. In a transit environment, there are some hazards, which are impossible to eliminate and others, which are highly impractical to eliminate. Reduction of risk to the lowest practical level can be accomplished in a variety of ways from protective and warning devices to special procedures.

- Design out or design to minimize hazard severity. To the extent permitted by cost and practicality, identified hazards will be eliminated or controlled by the design of equipment, systems and facilities.
- Hazards that cannot reasonably be eliminated or controlled through design will be controlled to the extent practicable to an acceptable level through the use of fixed, automatic, or other protective safety design features or devices. Provisions will be made for periodic functional checks of safety devices and training for employees to ensure that system safety objectives are met.
- When design and safety devices cannot reasonably or effectively eliminate or control an identified hazard, safety warning devices will be used (to the extent practicable) to alert persons to the hazards.
- Where it is impossible to reasonably eliminate or adequately control a hazard through design or the use of safety warning devices, procedures and training will be used to control the hazard.

## Safety Assurance

**Reference:** Safety Management System

**Purpose:** To establish Safety Management System assessment policy

**Responsibilities:** See Safety Management System Manual, Chapter 2, Safety Responsibilities

**General:** This chapter provides the guidelines for evaluating the implementation, performance monitoring and continuous improvement of the Brevard County Transit Services Safety Management System.

Assessments focus on the integrity of the organizations Safety Management System, and periodically assesses the overall level of safety and the effectiveness of the safety performance monitoring functions of the Safety Management System.

Safety Management System assessments are intended to measure effectiveness of the site/organizations safety management functions and activities and will ensure that the structure of the Safety Management System is sound regarding oversight, procedural compliance, hazard identification, risk assessment, level of competency, and training.

The Safety Management System assessment process will examine:

- Overall effectiveness of Safety Management System integration
- Assignment of roles and responsibilities for Safety Management System
- Staff performance and accountability for safety
- Management commitment and employee involvement
- Compliance with Safety Management System hazard/risk assessment process
- Effectiveness of safety performance targets and indicators
- Evidence of Safety Management System continuous implementation
- Adequacy of employee training for Safety Management System roles
- Human and organization factors are addressed

Safety data, including accident and incident statistics, trends, and corrective actions, as well as hazard identification are addressed in detail each month at the Safety and Security Committee Meetings. The meetings also provide an opportunity to discuss the implementation and progress of the Safety Management Measures at Brevard County Transit Services.

### Annual Assessments

Assessments are conducted annually per site.

Brevard County Transit Services uses the Safety Management System Gap Analysis in Appendix G as the foundation of its Annual Assessment. This Analysis shows the progress in implementing the Safety management System, and areas of improvement needed. It analyzes progress on the Safety Targets.



Scoring Criteria consists of:

- **Level 1 – Present:** Foundational components of a functional Safety Management System are present
- **Level 2 – Suitable:** Components are suitable given the size and complexity of the organization written for and are capable of delivering the desired outcome
- **Level 3 – Operating:** There is evidence that the components and subsequent processes and procedures are being used properly
- **Level 4 – Effective:** There is objective evidence through safety performance monitoring that the program is reducing the risk footprint of the organization

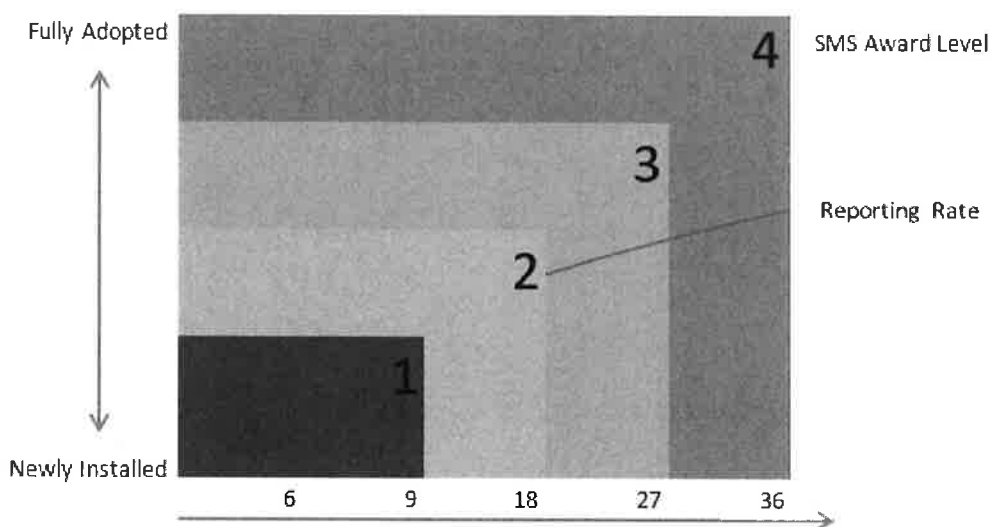


Figure 2 – Visual criteria guide showing the scoring criteria listed above, demonstrating how to go from level 1 to level 4.

At the end of each year the Safety and Training Coordinator with the Safety and Security Committee will perform an Annual Safety and Hazard Analysis of the year's actual safety data in comparison with the Targets (Appendix G). They will also look at hazard reports, safety suggestions, near miss reports, and corrective action plans. They will look at trends to see if safety monitoring, training and campaigns are effective, or if new measures are needed. The annual Safety and Hazard Analysis will be the basis for setting the targets for the additional year of the Annual Safety Plan.

Record Retention: Copies of all assessment records are maintained by Brevard County Transit Services in compliance with state mandated guidelines.

## Monitoring Operations

In an effort to monitor operations and identify any safety risk mitigations that may be ineffective, inappropriate or not implemented as intended. Brevard County Transit Services monitors the following:

- Monitoring system for operations and maintenance procedure compliance:
  - Driver Ride Check, identified as a SCAT-22, ensures drivers are performing their job to expectations of Brevard County Transit Services.
  - Regular random video monitoring of drivers.
  - Automatic Vehicle Locating just installed, including speed of buses.
  - Customer comment investigations, with video. Discipline for verified violations.
  - Daily post trip reports by Maintenance and Fuelers
  - Preventive Maintenance on buses
- Monitoring operations to identify any safety risk mitigations that you have instituted that may ineffective, inappropriate, were not implemented as intended, or resulted in unforeseen negative consequences:
  - Risk assessments to identify potential hazards
- Investigating safety event investigations, including the identification of causal or contributing factors in those events:
  - Accident Reporting
- Monitoring and process information obtained through internal safety reporting programs or systems:
  - Safety and Training Coordinator and Safety and Security Committee reviews accidents, incidents, hazards and near miss reporting.

## Corrective Action Plans

Corrective action plans are utilized within Brevard County Transit Services for hazards that meet certain criteria. The hazards identified in the section above require the usage of a corrective action plan. In the following instances corrective action plans must receive prior approval by the Manager of Operations and Maintenance before corrective action plans can be carried out: (See Appendix B)

- Unacceptable hazards (high hazards)
- Audit findings from regulatory agencies resulting in non-conformance such as the Florida Department of Transportation, State Safety Oversight, Federal Transit Administration, or Occupational Safety and Health Administration (OSHA)
- Accident investigations requiring corrective action

At a minimum, all corrective action plans must contain:

- A person of responsibility for the corrective action
- A proposed date of completion
- Plan approval when applicable

Corrective action plans are developed by managers/designees in conjunction with the Safety and Training Coordinator and Safety and Security Committee. Safety Administrators can ensure that the corrective action plan process is followed and properly tracked until it is closed. Corrective action plans may be tracked on hazard logs or on a corrective action form.

## Investigation and Reporting of Safety Events

**Reference:** Safety Management System

**Purpose:** To establish the scope of event reporting for the Brevard County Transit Services Safety Management System

**Responsibilities:** See Safety Management System Manual, Chapter 2, Safety Responsibilities

**General:** Initial internal incident/accident notification is initiated by the dispatch center. They notify emergency personnel and internal personnel in accordance with the emergency notification list according to Brevard County policies and procedures. This chapter defines what is considered an accident. It also outlines the actions to be taken by employees in the event of an accident/incident related to Brevard County Transit Services vehicles, passengers, employees or property in the course of doing business.

### Required Actions

#### **Operator Post Accident Immediate Actions:**

- Remain calm and assess the situation
- Secure the vehicle (Set brake, place in neutral and turn on the 4-way flashers)
- Contact Dispatch with a code 10-33
- Provide dispatch with your exact location, description of accident, number and type of injuries
- Secure the scene – DO NOT MOVE the vehicle unless directed by emergency responders, the Safety and Training Coordinator or your Supervisor.
  - Set up triangles
  - Assist passengers with first aid if warranted
- Ask passengers to fill out comment cards and obtain witness statements if available
- Obtain facts about the other vehicles involved and begin filling out accident/incident paperwork
- DO NOT discuss the accident with anyone other than Law Enforcement or a Brevard County Transit Services accident investigator
- DO NOT make any statements concerning liability. Give only information requested by Law Enforcement

- **Under no circumstances** should an operator leave the scene of an accident prior to the arrival of Law Enforcement unless directed to do so by a supervisor or accident investigator.

#### **Accident Investigator Responsibilities:**

The first safety staff or supervisor on the scene will be the primary accident investigator.

- Respond to radio call from Dispatch
- Secure the scene and determine what resources you will need
- Isolate the employee
- View video, if able. Pull video hard drive
- Take a minimum of ten (10) photos, including all 4 sides of each vehicle, a picture of the license plate and vehicle identification number (VIN) on each vehicle.
- Collect witness or comment cards, interview witnesses
- Review video
- Begin accident/incident paperwork
- Determine if a Federal Transit Administration Post Accident Drug and Alcohol test is required

#### **Minor Accident Exchange of Information**

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*Protect your identity!*

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Give out and collect only the following information:

- Name and phone number
- Vehicle make, model, year, color and vehicle identification number (VIN)
- The name of your insurance company and policy number

All documents may be used in litigation. Make sure that they are legible and completed in full. The Brevard County Safety and Training Coordinator or designee will notify Florida Occupational Safety and Health Association (OSHA) at 800-321-6742 within 8 hours of any workplace accident resulting in the following:

- Fatalities (including heart attack)
- Admittance to the hospital
- Amputations
- Heat, chemical or electrical burns
- Electrical shocks
- Bone fractures

- Any loss of consciousness in the workplace
- Severe hemorrhage
- Sight impairment

Accident/Incident Forms

**Accident and Incident:** Appendix C

**Post Accident:** Appendix D

**Near Miss:** Appendix F

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*All documents may be used in litigation. Make sure they are legible, completed in FULL and submitted on time!*

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As with any investigation, time is of the essence. Investigations should proceed as soon as practical to avoid potentially losing valuable information. Only trained investigators are to conduct investigations. Under NO circumstance may an investigator examine his/her own work area incident/accident.

**Preliminary Accident Reports:** Preliminary accident reports will be sent to the Safety and Training Coordinator within 24 hours of the accident. Video from the accident must be saved and copied to DVD. The Safety and Training Coordinator will verify all of the reports are in order, obtain signatures, make copies and send to Brevard County Risk Management within 72 hours. An electronic copy of the report will be kept in the employee file for future reference.

Required documents for the Brevard County Transit Services Accident Report include employee and Supervisor preliminary reports, pictures, customer comment cards or witness statements, police report, copy of video via DVD or other electronic method as required and Federal Transit Administration Post-Accident Testing Decision Form and any other available information.

**Preliminary Incident Reports:** Reports will be sent to the Safety and Training Coordinator within 24 hours of the incident. If necessary, video from the incident will be saved and copied to DVD. The Safety and Training Coordinator will verify all of the reports are in order and obtain signatures. If the incident is determined to be a workman's compensation issue, the Safety and Training Coordinator will make copies and send to Brevard County Risk Management. If required, an electronic copy of the report will be kept in the employee file for future reference.

Required documents include employee incident report, pictures, copy of video via DVD or other electronic method as required, customer comment cards or witness statements, police report and any other available information.

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*NOTE: Collision and incident preliminary reports are required to be completed and turned in prior to the end of the employee shift on the day of the event. Failure to comply with Accident/Incident reporting procedures and submission deadlines outlined above will result in progressive disciplinary action.*

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### Determinations

After the accident investigation, the Accident Determination Committee will meet. The committee is composed of the Manager of Operations and Maintenance, and the Operations Manager and Operations Supervisor of the area where the Accident/Incident occurred. They will review all reports and documentation of the event, including video, in order to make the preventability determination. They will follow guidelines of the National Safety Council. They will consider more than just the Vehicle Operator's role in the event, but also consider organizational factors such as bus stop placement; vehicle condition, safety or maintenance; planning and schedule or routing factors; dispatch directions or instructions; etc. They will receive training from the Safety and Training Coordinator in order to be able to make an informed determination. The Committee will be convened after each event.

Employees may be disciplined for preventable accidents in accordance with the Brevard County Merit System Policy once the investigation has been completed.

### Retraining

Brevard County Transit Services may determine that retraining is useful after a preventable accident/incident. The Safety and Training Coordinator will recommend appropriate retraining and ensure it is completed.

### National Transit Database (NTD) Reporting Thresholds

The National Transit Database reporting thresholds for non-rail and ferry modes are as followed:

- Any confirmed fatality within 30 days of an accident or incident, including suicide
- Any immediate transport of one or more persons away from the scene for medical attention
- Property damage equal to or exceeding \$25,000
- Collisions that meet an injury, fatality, property damage or evacuation threshold
- Collision that involves transit revenue roadway vehicles and the towing of any vehicle (transit or non-transit) from the scene
- Collisions that involve suicides or attempted suicides that involve contact with a transit vehicle

- Collisions that do not involve a transit revenue vehicle but meet a threshold
- Evacuations of a transit facility or vehicle for life safety reasons

## Major Event Thresholds

### Fatality

Agencies must always report safety and security events that result in fatalities. For National Transit Database purposes, a fatality is a death due to

- Collision, including suicides
- Derailment
- Fire
- Hazardous material spill
- Act of God
- System or personal security event (including suicides)
- Other safety event

Fatalities that occur because of illness or other natural causes (including individuals who are found deceased) are not reportable. For example, if a passenger suffers a fatal heart attack in a transit facility or vehicle, the event is not reportable to the National Transit Database.

An agency must report a fatality due to a reportable Safety and Security event if it is confirmed within 30 days of said event. If an agency receives confirmation within 30 days of an event that a person reported as an injury has died due to the event, the agency reports a fatality rather than an injury. This may mean the agency has to update the submitted major event report.

For information on person type categories, see “Injury and Fatality Type Key Descriptions”.

### Injury

For both non-rail and rail modes, any damage or harm to persons that require immediate medical attention away from the scene because of a reportable event must be reported as an injury. Agencies must report each person transported away from the scene for medical attention as an injury, whether or not the person appears to be injured.

For non-rail events, or rail mode non-serious injuries (defined below), if an individual seeks medical care several hours after an event or in the days following an event, that individual is not reportable as in injury.

A reportable injury requires that the individual receive medical attention at a location other than the location at which the event occurred. This distinction serves to exclude minor first aid or other minor medical assistance received at the scene. However, as noted above, this criterion does not pertain to serious injuries (rail mode) as defined below:

- Serious injury that did not require transport away from the scene of the event. However, requires hospitalization for more than 48 hours within 7 days of the event; results in a fracture of any bone (except simple fractures of fingers, toes or nose); causes severe hemorrhages, or nerve, muscle or tendon damage; involves an internal organ; or involves second- or third-degree burns, or any burns affecting more than five percent of the body surface.
- Non-serious injury when a person receives immediate medical attention away from the event and does not meet a threshold for serious injury.

When a person receives immediate medical attention away from the event, that individual may seek medical attention through any means of vehicular transport, including transit vehicle, ambulance, another emergency vehicle or a private vehicle. However, the injury is not reportable if the person seeks medical attention by foot.

Not all events that result in immediate transport for medical attention are reported on the major event report. One exception is for "Other Safety Events" which are events that are NOT collisions, fires, security events, hazardous material spills, acts of God, or derailments. These events include slips, trips, falls, smoke events, fumes, and electric shock. Agencies only report these events when they meet EITHER the fatality, evacuation or property damage threshold OR result in two or more injured persons. Other Safety Events that result in one person immediately transported from the scene for medical attention but do not trigger any other major reporting thresholds are reported on the non-major summary report.

Agencies do not report illnesses that require transport away from the scene for medical attention if the illness is unrelated to a Safety and Security event. For example, a passenger suffering a seizure or heart attack would not count as an injury. However, a transit operator suffering the same condition is included as an injury if the condition results in a collision.

#### Reporting of Accidents Involving 5310 Funded Vehicles

Brevard County Transit Services is required to notify their Florida Department of Transportation district office within 24 hours of any accident involving a 5310 funded vehicle in which the Florida Department of Transportation is the lien holder. The following information is required:

- Date of the accident
- Confirmation that Brevard County Transit Services conducted an accident investigation in accordance with the Safety Management System. This would include any additional training that may be needed as a result of this accident
- A copy of the accident report



### Post-Accident Final Report

Each investigation will be documented in a final report that includes a description of the investigation activities, identified causal factors, and any identified corrective action plan (Appendix D). Each corrective action plan will identify the action to be taken by the bus transit system and the schedule for its implementation. Brevard County Transit Services will monitor and track the implementation of each corrective action plan. Investigation reports, corrective action plans, and related supporting documentation will be maintained for a minimum of four years from the date of completion of the investigation.

### Corrective Action – Accident Investigations

The Safety and Training Coordinator reviews all accident and incident reports. The Safety and Training Coordinator will also initiate an investigation to determine causal or contributing factors for all events. Findings from the investigation that identify unacceptable hazards will require a corrective action plan and will be placed on the hazard log. The Safety and Training Coordinator will then forward findings to the appropriate personnel to develop a corrective action plan and fill out a corrective action plan for the identified hazard. The corrective action plan form will be assigned a number and placed on a hazard log with the corresponding hazard for tracking purposes. The Safety and Training Coordinator will assist personnel as needed with the corrective action plans.

Corrective Action Plans must contain:

- Action to be taken
- Proposed completion date
- Individual or department responsible for implementation

Investigations are a methodical search into an event where information relating to factors that may have caused or contributed to the event are discovered. The Safety Management System uses a structured investigative process where evidence, contributing factors and root cause is recorded in the Brevard County Transit Services Safety Management System Report such that follow up mitigation actions may be tracked.

A complete investigation is comprised of the following stages:

- Investigation and interview stage: All relevant information is found
- Root Cause Stage: Contributing factors and root cause is determined and information is recorded on the Brevard County Transit Services Post-Accident Final Report
- Preventive strategies and recommendations may be prepared and recorded in a Post-Accident Corrective Action Plan, which may include a Post-Event Retraining Form.

## Near Miss Reporting

**Reference:** Safety Management System

**Purpose:** To establish the scope of near miss reporting for the Safety Management System

**Responsibilities:** See Safety Management System Manual, Chapter 2, Safety Responsibilities

**General:** Brevard County Transit Services Safety Management System requires proactive reporting of safety hazards or safety concerns on the part of all employees in order to maintain a proactive position on risk. Employees will serve as safety ambassadors by working safely, complying with requirements and serving as an example to others.

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*Under no circumstances will employees be retaliated against for the act of reporting safety related information.*

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The Brevard County Transit Services Safety Management System contains both proactive and reactive means of reporting safety hazards and near-miss events. The information derived from proactive reports can provide significant insights into potential risk(s) and furthermore, allows for the continuous improvement of Brevard County Transit Services' Safety Management System. While post event accident/incident investigations reveal information about safety hazards, we cannot rely solely on reactive data to expose risk.

In order to promote the continuous safety performance improvement of the Safety Management System, Brevard County Transit Services will promptly and thoroughly investigate events that result in safety of transit risk, product, service or employee safety risk. Near miss incidents are investigated if it is not readily determined the root cause of the near miss.

For near miss reports, a full investigation may not be required, in this case the Safety Management System Manager will determine the level of investigation appropriate to effectively address the report.

#### Hazard or Near Miss Reporting Flow Chart



## Non-Punitive Safety Hazard and Near-Miss Reporting

- Brevard County Transit Services is committed to the safest operation possible. Therefore, it is our position that we are open to the reporting of any safety hazard, incident, concern or suggestion that could in any way affect the safety of our operation.
- Every employee at Brevard County Transit Services has the responsibility and right to report near-miss, safety hazards or perceived hazards, concerns and/or suggestions that may affect our operation to their supervisor, or to the Safety and Training Coordinator. Brevard County Transit Services has the responsibility to provide every employee the opportunity to report those hazards and concerns and do so with confidentiality and without fear of reprisal.
- The purpose of this program is to ensure all near miss incidents, including minor incidents, are reported, recorded and investigated. Reporting and sharing information with relevant parties creates an opportunity to answer the questions of what happened. We gain understanding and insight from an incident's analysis then utilize that knowledge to predict, prevent or mitigate future risk of reoccurrence. This proactive approach will promote an open, learning and just culture in regard to workplace safety.
- Brevard County Transit Services will not initiate disciplinary proceedings against an employee who discloses a safety hazard or perceived hazard, safety concern or suggestion involving safety. However, the non-reprisal policy does not apply to defined accidents/incidents, willful violations of law, Brevard County policy or any event where there was intentional disregard for safety. This also does not apply to any event or condition that involves criminal activity, substance abuse, controlled substances, alcohol or intentional falsification. In such cases, Brevard County Transit Services reserves the right to take disciplinary actions as appropriate.
- Brevard County Transit Services also reserves the right to take appropriate action in the event that a report indicates willful violations of law or Brevard County policy, intentional disregard for safety or any event or condition that involves criminal activity, substance abuse, controlled substances, alcohol or intentional falsification by an individual other than the reporting individual.
- We urge every employee to use this program to help us provide the highest level of safety for our employees and customers. Every employee who submits a report will be provided feedback on the final outcome regarding his/her report.
- The identity of the person reporting will be confidential and only known by Safety Personnel, or reports may be made anonymously if you so desire.

## Safety Management System

Under the Safety Management System employees are asked to be aware of their surroundings, processes or work areas and observe and report all hazardous conditions or potentially hazardous conditions to their supervisor. Along with their supervisor, the employee should work to mitigate those hazards. Prevention of the hazardous conditions prior to an injury or equipment damage occurring is the goal of the Safety Management System. Compliance with regulatory standards is the primary goal of maintaining ongoing certifications. Annually, the Safety and Training Coordinator will audit Brevard County Transit Services and determine compliance. Each hazard is evaluated and assessed as to the potential injury or equipment damage that could occur if a mishap or injury took place. An initial hazard rating is assigned to each hazard. Corrective action that is implemented and hazard mitigation will reduce the hazard frequency or severity and thus reduce the final hazard rating. The Risk Assessment Matrix is used to evaluate hazards. Hazards rated with high or serious final hazard rating must be mitigated and reduced to an acceptable level.

## Safety Promotion

**Reference:** Safety Management System

**Purpose:** To establish a corporate level approach which ensures that all employees have the appropriate level of knowledge about the Brevard County Transit Services Safety Management System and how the policies, processes and procedures affect how they perform their duties. This aspect of the Safety Management System is a requirement for establishing initial competency and for on-going competence building. Additionally, this is a method for demonstration of the Safety Management System and its contribution to safety culture development.

**Responsibilities:** See Safety Management System Manual, Chapter 2, Safety Responsibilities

**General:** Brevard County Transit Services will appropriately train employees at each relevant function and level such that they are aware of:

- The Safety Management System Safety Policy
- The Safety Management System Safety Culture Policy
- The Safety Management System Manual
- The importance of conformance with the Safety Management System
- Individual roles and responsibilities specific to the Safety Management System and safety accountabilities
- General hazard reporting requirements of the Safety Management System
- General risk assessment procedure of the Safety Management System
- General accident/incident or near-miss reporting and investigation requirements

- General responsibilities with respect to the Safety Management System emergency preparedness and response plan

Brevard County Transit Services' Safety Management System training considers different levels of responsibility and risk to ensure that there is an appropriate awareness among employees and managers as to what their role responsibilities are. In accordance with the above policy objectives, Brevard County Transit Services will provide Safety Management System training as follows:

- Senior Leaders/ Accountable Managers:
  - Awareness of the Safety Management System roles and responsibilities
  - Safety policy
  - Safety culture policy
  - Safety Management System requirements
  - Department of Transportation/ Federal Transit Administration regulations
  - Management commitment and responsibilities
  - Safety performance monitoring responsibilities
- Managers and Supervisors:
  - Safety Management System policy
  - Safety Management System processes management
  - Management commitment and responsibilities
  - Hazard identification and risk management
  - Safety performance monitoring responsibilities
- Frontline personnel:
  - Safety Management System overview
  - Safety policy
  - Safety culture policy
  - Safety reporting
  - Hazard identification and risk assessment procedure
  - Accident/incident investigation processes

#### Competencies

Competencies of frontline employees and management within the Safety Management System operations will be assured through continuous communication and involvement in the Safety Management System as follows:

Employees shall be:

- Involved in the review of hazard and risk assessments, accident/incident investigation findings and department or process-specific Safety Management System standard operating process development where appropriate

- Consulted when there are workplace changes that occur as a result of Safety Management System related activities
- Be represented in Safety Management System matters at their Terminal
- Informed as to who their site Safety and Security Committee representatives are
- Informed of significant issues arising from the operation of the Safety Management System at their site; including lessons learned from hazards, near-miss reports and accident/incident investigation findings

Employee involvement shall be accomplished by:

- Submission of hazard reports
- Involvement in risk assessment results and post-event investigation findings implementation
- Participation in site safety performance monitoring
- Participation in Safety Management System assessments
- Involvement in site Safety and Security Committee

Managers shall:

- Be involved in the review of hazard and risk assessments, accident/incident investigation findings and department or process-specific Safety Management System standard operating process development where appropriate
- Coordinate workplace changes that need to occur as a result of Safety Management System related activities
- Lead resolution of Safety Management System matters at their site/department
- Direct their site safety representatives in ad hoc and regular safety performance reviews
- Coordinate resolution of significant issues arising from the operation of the Safety Management System at their location, including lessons-learned from hazards, near-miss reports and implementation of accident/incident investigation findings
- Lead monthly site safety performance monitoring activities

## Required Training Matrix

Safety Management System Function/Role	Required Training
<b>Operations Managers</b> <b>Operations Supervisors</b> <b>Maintenance General Manager</b>	<ul style="list-style-type: none"> <li>• Safety Management System Orientation</li> <li>• Effective Event Investigation</li> <li>• Safety Management System Awareness (online course)</li> <li>• Safety Assurance (online course)</li> <li>• Safety Management System Principles for Transit</li> </ul>
<b>Key Administration</b> <b>Lead Vehicle Operators</b>	<ul style="list-style-type: none"> <li>• Safety Management System Orientation</li> <li>• Safety Management System Awareness (online course)</li> <li>• Safety Management System Assurances (online course)</li> <li>• Safety Management System Principles for Transit (recommended)</li> </ul>
<b>Safety and Security Committee Members</b>	<ul style="list-style-type: none"> <li>• Safety Management System Orientation</li> <li>• Introduction to Brevard County Transit Services</li> </ul>
<b>All Personnel</b>	<ul style="list-style-type: none"> <li>• Safety Management System Orientation</li> <li>• Introduction to Brevard County Transit Services</li> </ul>

## Safety Communication

**Reference:** Safety Management System

**Purpose:** To articulate a Safety Management System communication strategy designed to establish regular Safety Management System related communication at all levels of the organization.

**Responsibilities:** See Safety Management System Manual, Chapter 2, Safety Responsibilities

**General:** The Brevard County Transit Services Safety Management System will use a variety of methods to communicate issues important to the operation of the Safety Management System. This strategy will complement existing safety communication channels to make company personnel aware of the Safety Management System related safety issues and their roles and responsibilities related to those issues.

Effective communication is an essential requirement to ensure and demonstrate closed loop communication and lessons learned from the Safety Management System as a part of the continuous improvement of the Safety Management System Plan including:

- Ensuring that all staff are appropriately aware of the Safety Management System
- Conveying Safety Management lessons and information



- Explaining why Safety Management System related activities are introduced or changed
- Conveying Safety Management System activity updates
- Educating personnel on procedures for hazard and near-miss reporting
- Promotion of the organization's safety objectives, targets and culture

Safety Management System communication methods vary, but will comprise both internal and external communication and awareness.

### **Internal Communication**

Internal communication and awareness may be accomplished through many avenues including:

- Notice boards
- Memos or other written communication
- Newsletters
- Intranet postings
- Telephone or email communications
- Weekly Maintenance and Operations Meetings
- Bi-Weekly Operations Staff Meetings
- Monthly Administration Staff Meetings
- Monthly Safety and Security Committee Meetings
- Quarterly Employee Meetings
- Additional Training

### **External Communication**

Brevard County Transit Services has determined that significant risks identified through the operation of the Safety Management System will not be communicated to the general public unless required by federal, state or local regulations. Information regarding general Safety Management System operation and specific risks identified will be communicated to the appropriate governing body as required only. The County Public Information Officer or designee is responsible for media communications regarding Safety Management System issues and in consultation with Human Resources, Brevard County Attorney's Office, Brevard County Risk Management and the Safety and Training Coordinator where appropriate. The Marketing Contractor may also provide safety and media communications. Safety Management System site communication will consist of ad hoc and regularly established activities designed to communicate and reinforce Safety Management System policy and related elements to all employees include:

- The importance of conformance and the potential consequences of non-conformance with Safety Management System policy, processes or procedure

- Individual roles and responsibilities in achieving conformance with the Safety Management System process and the risks associated with work activities revealed from Safety Management System acquired data.
- Relevant output from management, Safety Management System reviews, local/site reported hazard, near-misses and incidents
- Changing Safety Management System requirements
- Key results of internal/external assessments and audits
- Other information necessary to support the Safety Management System

Brevard County Transit Services is responsible for communicating events and safety information to all employees as appropriate utilizing authorized communication processes.

## Chapter 14-90, F.A.C. Requirements

Emergency Response Planning and Emergency Management

**Reference:** Safety Management System

**Purpose:** To establish a plan for responding to an accident

**Responsibilities:** See Safety Management System Manual, Chapter 2, Safety Responsibilities

**General:** Brevard County Transit Services Safety Management System requires a proactive response to transit related incidents and accidents on the part of all employees

Emergency response planning should be reviewed annually and after the occurrence of significant events. Certain practice drills are to be carried out regularly for emergency scenarios.

Emergency responses or drills are carried out by safety and security personnel and the results thereof are recorded and shared in the interest of continuous improvement.

Potential changes to the response plan may be identified by the following methods:

- Review of accidents, incidents and near-misses
- Risk assessment processes
- Appropriation request sign off process
- Internal evaluation
- External evaluation
- Assessments or audits

The following represents the collective set of overarching priorities suggested by Brevard County Transit Services for consideration. The combined effort of other County Departments, municipalities and agencies will work collectively to ensure that as a community, these objectives are satisfied in the all hazards environment.

- Continuity of governance: Ensure and demonstrate to the public the continued functioning of critical government leadership elements, including:
  - succession to key offices
  - organizational communications
  - leadership and management opportunities.
- Coordinate with critical partners. Maintain communications and interactions as necessary during a crisis, with critical partners and organizations, including the Federal Government, State Government, other local governments, private sector and non-profit organizations.
- Maintain civil order and public safety.
  - Protect people and property and the rule of law
  - Ensure basic civil rights
  - Prevent crime and protect critical infrastructure
- Provide critical emergency services including:
  - Emergency Management
  - Sheriff
  - Police
  - Fire
  - Medic
  - Public Safety communication services
- Maintain critical public infrastructure, including:
  - Water lines and plants
  - Sanitary sewer
  - Flood/storm water management
  - Roadways
  - Transit and airport/ emergency transportation
  - Public safety buildings
  - Data centers
- Ensure provision of basic essential services, including but not limited to:
  - Healthcare
  - Water and sewer service
  - Voice and data communications
  - IT services
  - Transportation services
  - Sanitation services
  - Environmental protection
  - Code enforcement/inspections
  - Emergency housing

- Human services
- Critical internal support functions

The Transit Director, Manager of Operations and Maintenance, Safety and Training Coordinator, General Manager of Maintenance, and the Customer Service Supervisor all serve as points of contact for Brevard County Transit Services emergency response and regulatory agencies.

#### Continuity of Operations

Continuity of Operations, as defined in the National Continuity Policy Implementation Plan and the National Security Presidential Directive is an effort within individual executive departments and agencies to ensure that Primary Mission Essential Functions continue to be performed during a wide range of emergencies, including localized acts of nature, accidents and technological or attack-related emergencies.

The Continuity of Operations Plan could be activated in response to a wide range of events or situations that range from a fire in the building to a natural disaster or threat or occurrence of a terrorist attack. Any event that makes it impossible for employees to work in their regular facility could result in the activation of the continuity plan. It is the roadmap for implementation and management of the Continuity Program. Please see the Brevard County Transit Services Continuity of Operations plan in Appendix I.

#### Security Program Plan

**Reference:** Safety Management System

**Purpose:** Security Program Plan

**Responsibilities:** See Safety Management System Manual, Chapter 2, Safety Responsibilities

**General:** Brevard County Transit Services Security Program Plan

In accordance with Rule 14-90, Brevard County Transit Services has adopted, and implemented a Security Program Plan which covers the security portion of the system safety program. The Security Program Plan contains information about prevention, mitigation, preparedness, response, recovery and associated organizational responsibilities.

The Security Program Plan addresses the following hazard and security elements and requirements:

- 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) of the Florida Administrative Code
- Procedures for the establishment of interfaces with emergency response organizations
- Procedures for interagency coordination with local law enforcement jurisdictions
- Procedures for Security Program Plan maintenance and distribution

The Security Program Plan has been adopted separately from the Safety Management System. Bus transit systems are prohibited by Section 119.071 (3)(2), Florida Statutes, from publicly disclosing the Security Program Plan, as applicable under any circumstance. The document is maintained in a secure location by the management and access to the document is restricted to select agency personnel and appropriate Florida Department of Transportation personnel exercising oversight in this area. On-site access to the Security Program Plan is granted to regulatory authorities such as Florida Department of Transportation, Federal Transit Administration, etc. on an as-needed basis.

Select portions of the Security Program Plan may be shared with employees depending on their job responsibilities.

#### System Safety Program Plan

**Reference:** Safety Management System

**Purpose:** System Safety Program Plan

**Responsibilities:** See Safety Management System Manual, Chapter 2, Safety Responsibilities

**General:** Brevard County Transit Services System Safety Program Plan

In accordance with Rule 14-90, Brevard County Transit Services has adopted, and implemented a System Safety Program Plan which complies with the State's minimum equipment and operational safety standards established pursuant to Subsection 341.061, Florida Statutes, and to annually inspect all equipment operated in accordance with established standards. Minimum standards are contained in Rule Chapter 14-90, Florida Administrative Code. See Appendix.

The Safety System Program Plan describes the functions and responsibilities necessary to achieve and maintain the highest degree of safety possible.

- Identify unsafe conditions
- Develop programs to prevent accidents and incidents, including training
- Investigate accidents and incidents
- Maintain and analyze safety data
- Develop methods to control or eliminate hazards
- Determine the simplest, most effective means in controlling hazards
- Estimate the cost to eliminate or control the hazard

- Estimate losses as a result of the hazard
- Determine or estimate the cost savings or benefits as a result of eliminating or controlling the hazard

The System Safety Program Plan has been adopted separately from the Safety Management System. The document is maintained by management. Access to the document can be provided upon request.

### Operator Selection, Qualification, Training and Testing

**Reference:** Safety Management System

**Purpose:** To establish a plan for selecting and training operators

**Responsibility:** See Safety Management System Manual, Chapter 2, Safety Responsibilities

**General:** Brevard County Transit Services management is responsible for ensuring that the following minimum standards are met when hiring new drivers.

Drivers must possess a valid Class B, Florida driving license with a P endorsement. We do not accept or train individuals with a temporary driving permit, or class E license at this time. Every driver applicant must have the following screenings and signed documents for hire:

- Florida Department of Law Enforcement and Federal Bureau of Investigation criminal check (fingerprints)
- Address history for past seven years
- Brevard County Clerk of Court eFACTS
- National Sex Offender Check
- Out of State Criminal Background check, based on past 7 years address history
- Driving record check
- Social Security Number validation
- Employment reference checks
- Personal reference check
- Complete employment application
- Successful completion of pre-employment physical including an eye examination and drug screening test
- Signed acknowledgement of receipt and agreement to comply with the drug free workplace policy
- Signed acknowledgement of receipt and agreement to comply with the Safety Management System
- Signed acknowledgement of requirements to work during hurricanes, disasters and other incidents
- Signed acknowledgement form on Cellular Phone Policy
- Signed acknowledgement Drug Free Workplace policy

- Signed acknowledgement of the Brevard County Compensatory Time Agreement
- Signed employment criteria
- Signed authorization to release information
- Successful completion of required orientation, training and testing to demonstrate and ensure adequate skills and capabilities to safely operate each type of before driving on a street or highway unsupervised
- Signed acknowledgement of receipt and compliance with the following written operational and safety procedures before driving on a street or highway unsupervised;
- Communication and handling of unsafe conditions, security threats, and emergencies
- Familiarization and operation of safety and emergency equipment, wheelchair lift equipment and restraining devices

Drivers are required to write and submit a daily bus inspection report pursuant to Rule 14-90.006, Florida Administrative Code.

Noncompliance with any regulatory or department specific requirement may result in an employee disciplinary action up to and including termination of employment. It is the policy of Brevard County Transit Services to screen applicants to eliminate those that pose a safety or security threat to the agency or who would not be capable of carrying out department safety and security policies.

All employees and drivers of Brevard County Transit Services are required to complete all training and testing requirements to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus before driving on a street or highway unsupervised. A Certified Trainer is responsible for conducting and documenting all training and testing activities utilizing a certification process. Noncompliance with any regulatory or agency specific guideline or requirement may result in suspension or termination of employment. This section of the Safety Management System discusses the training and testing programs to be administered by the trainers and overseen by the Safety and Training Coordinator.

#### Initial Driver Training and Testing

Upon hire and prior to being placed into road service, all drivers are required to complete training and testing in the following areas:

- Bus transit system safety and operational policies and procedures
- Operational bus and equipment inspections
- Bus equipment familiarization
- Radio procedures
- Basic operations and maneuvering
- Boarding and alighting passengers

- Operation of wheelchair lift and other special equipment
- Defensive driving
- Passenger assistance and securement
- Handling of emergencies and security threats
- Security and threat awareness
- Driving conditions
- Use of electronic devices, consistent with the Brevard County Transit Services Electronic Communications Device Policy
- CPR, First Aid and Bloodborne pathogens and other occupational exposure to health hazards
- Substance abuse policy

In addition, new drivers are required to successfully undergo a road test. A new-hire check-off list must be completed to ensure the employee has received all required Rule 14-90, Florida Administrative Code, and those identified in this Safety Management System, training and information before being allowed to drive on their own.

After successful completion of each training and testing module, Brevard County Transit Services is required to document the satisfactory completion of each of their employees training and maintain the training records. Certificates of completion issued are to be maintained in the driver training files for the period of time that the driver is under our employment. Records will be kept for a minimum of 10 years post-employment.

All newly hired employees are also provided instructional training in the following areas:

- General rules of the agency including employee conduct codes.
- Customer service: Covers expectations of employees when dealing with the public. This includes instruction on how and to whom to report security incidents, and types of individuals or situations to be aware of and when to report.
- Fare collection procedure, and instruction in dealing with fare disputes, conflict resolution and notification of security personnel.
- Radio procedures; Instruction on radio procedure for both routine and emergency radio traffic. Includes instruction on reporting crimes, suspicious acts and potentially hazardous situations.

#### Driver Safety Training and Testing

Brevard County Transit Services established a Training Manual (Appendix E) that is used for new hire training and testing of employees. This manual provides extensive coverage of all areas noted above.



#### Ongoing Training and Testing

Continuous training and testing sessions will be conducted at a minimum of every year. The drivers are required to attend training and testing in all areas specified by Rule 14-90, at least once every two years. All training and testing activities are to be recorded and retained in files for the duration of their employment.

#### Remedial Training and Testing

Brevard County Transit Services provides remedial training for drivers who have been involved in a preventable accident or have developed unsafe driving behavior or other driving problems. Other causes for remedial training may include persistent customer complaints, supervisor recommendations or a result of ongoing evaluations. Depending on the circumstances, trained personnel will determine the appropriate remedial training and testing, the results of which will also be documented and retained in the employee training file.

#### National Incident Management System Training

The National Incident Management System provides a consistent nationwide template to enable all government, private-sector and nongovernmental organizations to work together during domestic incidents. The National Incident Management System requires that transit agencies comply with a number of specific activities to ensure personnel who will be conducting activities in response to emergencies use the standard Incident Command System. Brevard County Transit Services Security Program Plan requires that some management staff take available National Incident Management System training to understand this requirement and to coordinate regularly with outside organizations to prepare for coordinated responses to incidents.

#### Medical Exams for Bus Transit System Drivers

This section of the Safety Management System establishes the medical examination qualification standards for use by Brevard County Transit Services. Brevard County Transit Services is adopting the Florida Department of Transportation medical examination qualification standards, consistent with Section 14-90.0041, Florida Administrative Code.

- Medical examination requirements include a pre-employment examination for applicants, an examination at least once every two years for existing drivers, and a return to duty examination for any driver prior to returning to duty after having been off duty for 90 or more days, or as determined by the Manager of Operations and Maintenance, or Risk Management department due to an illness, medical condition, or injury.
- Medical examinations will be performed and recorded according to Florida Department of Transportation Form 725-030-11, Medical Examination Report for Bus Transit System Driver, Rev. 9/10, included in Appendix E

- Medical examinations will be performed by a Doctor of Medicine or Osteopathy, Physician Assistant or Advanced Registered Nurse Practitioner licensed or certified by the State of Florida. If medical examinations are performed by a Physician Assistant or Advanced Registered Nurse Practitioner, they must be performed under the supervision or review of a Doctor of Medicine or Osteopathy
- An ophthalmologist or optometrist licensed by the State of Florida may perform as much of the medical examination as it pertains to visual acuity, field of vision, and color recognition
- Upon completion of the medical examination, the examiner shall complete, sign and date the medical examination form and maintain the original at his or her office
- The driver shall provide their driver license number, signature and date on the medical examination certificate
- Completed and signed medical examination certificate for each bus driver, dated within the past 24 months, will be maintained in the employee file for the duration of their employment
- Brevard County Transit Services will not allow a driver to operate a transit bus without having on file a completed medical examination certificate dated within the past 24 months

#### Operating and Driving Requirements

Brevard County Transit Services is responsible for overall compliance with all operating and driving requirements. Rule 14-90 of the Florida Administrative Code defines "On Duty" and "Off Duty" status of drivers as follows:

On Duty means the status of the driver from the time he/she begins work, or is required to be in readiness to work, until the time the driver is relieved from work and all responsibility for performing work. On Duty includes all the time spent by the driver as follows:

- Waiting to be dispatched at bus transit system terminals, facilities or other private or public property, unless the driver has been completely relieved from duty by the bus transit system
- Inspecting, servicing or conditioning any vehicle
- Driving
- Remaining in readiness to operate a vehicle (stand-by)
- Repairing, obtaining assistance, or remaining in attendance in or about a disabled vehicle
- Performing any work as required by his/her manager or supervisor

Off Duty means any time the driver is not on duty, required to be in readiness to work, or under any responsibility to perform work. Such time shall not be counted toward the maximum allowed on duty hours within a 24-hour period.

It is the responsibility of Brevard County Transit Services to ensure that employees who perform driving and/or operational duties strictly adhere to the following requirements:

- Under no circumstances is an employee allowed to operate a vehicle without having the appropriate and valid driver's license in his or her possession
- Employees are not permitted to drive a bus when his/her driver's license has been suspended, cancelled or revoked.
- An employee who receives a notice that his/her license to operate a motor vehicle has been suspended, cancelled or revoked is required to notify his/her supervisor of the contents of the notice immediately, if possible, otherwise no later than the end of the business day following the day he/she received the notice. Violation of this policy may result in disciplinary actions including termination of employment.
- Every six months, Brevard County Transit Services will check Motor Vehicle Records on all employees for investigating information on license suspensions, revocations, accidents, traffic violations, unpaid summons, etc.
- Buses must be operated at all times in compliance with applicable traffic regulations, ordinances and laws of the jurisdiction in which they are being operated
- Drivers are not permitted to drive more than 12 hours in a 24-hour period, or drive after having been on duty for 16 hours within a 24-hour period. A driver is not permitted to drive until the requirement of a minimum of eight consecutive hours of off duty time has been fulfilled. A driver's work period begins from the time he/she first reports for duty. A driver is permitted to exceed his/her regular hours in order to reach a regularly established relief or dispatch point, provided the additional driving time does not exceed one hour.
- Drivers are not permitted to be on duty more than 72 hours in any period of seven consecutive days; however, any 24 consecutive hours of off duty time shall constitute the end of any such period of seven consecutive days. A driver who has reached the maximum 72 hours of on duty time during the seven consecutive days is required to have a minimum of 24 consecutive hours of off duty time prior to returning to on duty status.
- A driver is permitted to drive for more than the regulated hours for the safety and protection of the public when conditions such as adverse weather, disaster, security threat, a road or traffic condition, medical emergency or accident occur.
- Drivers are not permitted to drive a bus when his/her ability is impaired, or likely to be impaired by fatigue, illness or other causes likely to create an unsafe condition.

- Drivers will not report for duty or operate any vehicle while under the influence of alcohol or any other substance, legal or illegal that may impair driving ability. All employees are required to comply with Brevard County Transit Services' Substance Abuse Policy.
- Drivers are required to conduct daily vehicle inspections and reporting of all defects and deficiencies likely to affect safe operation or cause mechanical malfunctions.
- Drivers are required to immediately report any defect or deficiency that may affect safe operations or cause mechanical malfunctions. Any defect or deficiency found shall be properly documented on a Daily Vehicle Inspection Report (DVIR) and should be submitted to maintenance.
- Maintenance will review Daily Vehicle Inspection Reports and document corrective actions taken as a result of any deficiencies identified by daily inspections
- A bus with any passenger doors in the open position will not be operated with passengers aboard. The doors will not be opened until the bus is stopped. A bus with any inoperable passenger door will not be operated with passengers aboard, except to move a bus to a safe location.
- Drivers will ensure that during darkness, interior lighting and lighting in stepwells on buses shall be sufficient for passengers to enter and exit safely. Adherence to pre-trip inspection requirements help insure the ability of this requirement to be met.
- Passengers will not be permitted into the stepwells of any bus while the bus is in motion, or to occupy an area forward of the standee line.
- Passengers will not be permitted to stand on buses not designed and constructed for that purpose.
- Buses will not be refueled in a closed building. No bus shall be fueled when passengers are being carried.
- Drivers are required to be properly secured to the driver's seat with a restraining belt at all times while the bus is in motion.
- Buses will not be left unattended with passengers aboard for longer than 15 minutes. The parking or holding brake device will be properly set at any time the bus is left unattended.
- Buses will not be left unattended in an unsafe condition with passengers aboard at any time.
- Drivers are prohibited from leaving keys in the vehicle for any reason at any time the bus is left unattended. Except during summer weather when clients are left on board while the driver exits to locate or deliver another client.
- Transit vehicles will not be used at any time for uses other than those that are authorized and permitted according to state and federal program requirements.

Noncompliance with these requirements may result in disciplinary actions, including termination of employment.

#### Maintenance Plan

**Reference:** Safety Management System

**Purpose:** To establish a vehicle maintenance program

**Responsibilities:** See Safety Management System Manual, Chapter 2, Safety Responsibilities

**General:** Vehicle Maintenance is performed by a Maintenance Contractor in five-year contracts. The Maintenance Contract defines all preventive maintenance and repair functions in accordance with Chapter 14-90.004(3)(h) and functions as Brevard County Transit Services' Maintenance Plan.

Brevard County Transit Services vehicle maintenance program ensures that all buses operated and all parts and accessories on such buses, including those specified in Section 14.90.007, Florida Administrative Code, and any additional parts and accessories which may affect safety of operation, including frame and frame assemblies, suspension systems, axles and attaching parts, wheels and rims, and steering systems are regularly and systematically inspected, maintained, and lubricated to standards that meet or exceed the bus manufacturers recommendations and requirements. Brevard County Transit Services is responsible for ensuring that the Maintenance Plan is implemented and that all vehicles operated are regularly and systematically inspected, maintained and lubricated according to the department's Maintenance Contract and Preventive Maintenance Guidelines.

#### Pre-Trip/Post-Trip

System drivers are required to perform daily vehicle inspections prior to operating the assigned vehicle, during routes and after all route schedules are complete. The pre-trip inspection includes an inspection of the following parts and devices to ascertain that they are in safe condition and in good working order:

- Service brakes
- Parking brakes
- Tires and wheels
- Steering
- Horn
- Lighting devices
- Windshield wipers
- Rear vision mirrors
- Passenger doors
- Exhaust system

- Equipment for transporting wheelchairs
- Safety, security and emergency equipment
- Working speedometer

During the scheduled trips and at the end of the day, the operator will note any additional findings and submit the Daily Vehicle Inspection Reports. The process and forms to be used for the daily vehicle inspections is included in the agency's preventive maintenance guidelines. The Daily Vehicle Inspection Report forms must be complete with the operator's signature and a check in each box to document that the items are "OK" or a defect is noted in the comments section. If the driver finds any mechanical or other problems that could compromise the safety of the vehicle at any point, the driver will immediately inform Maintenance and the vehicle will not be scheduled for service until repaired. Failure to report deficiencies by drivers may result in disciplinary action taken against the employee.

Maintenance will review the daily inspections and document the corrective actions taken as a result of any deficiencies identified by the operator. All daily vehicle inspection reports and vehicle records will be retained for one year after the disposal of the vehicle. Once defects are noted they will be prioritized and sorted into categories for repairs. If a defect is noted on the inspection form and repaired, the documentation will be attached to the work/repair order and filed in the maintenance files.

### Preventive Maintenance

A preventive maintenance schedule is implemented to inspect for safety hazards and to maintain vehicles in a manner conforming to safety regulations. Brevard County Transit Services will perform scheduled preventive maintenance on all vehicles at every 6,000-mile interval following the sequence A-B-A-C in according to the department's maintenance plan. As preventive maintenance inspections are scheduled by projected mileage, the department will allow +/- 400-mile deviations in mileage interval so long as the actual mileage interval meets the manufacturers recommended maintenance schedule. Inspection A will be performed every 6,000 miles, inspection B will be at performed every 12,000 miles and inspection C will be performed every 24,000 miles on each vehicle. Safety inspections are part of the maintenance inspections and will be performed at least once every year with inspection type C on each vehicle. When a vehicle is due for an inspection, it will be taken out of service until the inspection is completed. This allows a series of repairs to be carried out while minimizing costs and optimizing the number of operational vehicles. If a vehicle is down for an extended period of time due to unavoidable circumstances, preventive maintenance will be temporarily suspended until the vehicle can be returned to service. However, the annual inspection will be conducted on all vehicles regardless of the status and/or mileage accrued.

Each vehicle will have a written record documenting preventive maintenance, regular maintenance, inspections, lubrication and repairs performed. Such records will be maintained for at least four years and include at least the following information:

- Identification of the bus: Make, model, license number or other means of positive identification
- Date, mileage, description and each type of inspection, maintenance, lubrication or repair performed
- The name and address of any entity or contractor performing an inspection, maintenance, lubrication or repair

For tracking purposes, a maintenance log will be kept containing the Vehicle Identification Number (VIN), make and type of vehicle, year, model, special equipment, inspections, maintenance and lubrication intervals and date or mileage when services are due.

#### Bus Safety Inspections and Safety/Security Inspections and Reviews

Brevard County Transit Services is responsible for the annual inspection of vehicles in accordance with Section 14.90.009 of the Florida Administrative Code.

Inspections are completed by maintenance personnel who are knowledgeable of and have mastered the methods, procedures, tools and equipment used when performing an inspection.

Brevard County Transit Services maintains records of these inspections, including reports and any corresponding corrective actions assigned to their contractors.

Brevard County Transit Services will work closely with regulatory agencies like the Florida Department of Transportation or the Federal Transit Administration, etc., when external audit notifications are received and allocate resources, as necessary, to facilitate the audits.

## Appendices

- A. Safety and Hazard Report
- B. Corrective Action Plans (C.A.P)
- C. Accident/ Incident Reports
- D. Post-Accident Procedures
  - a. Guide for Determining Preventability
- E. Training Record and Manual
- F. Near-Miss Report
- G. Safety Management System Gap Analysis
  - a. Annual Safety and Hazard Analysis
- H. Records Management
- I. Vehicle Standards and Procurement Criteria
- J. F.A.C. Chapter 14-90
- K. Organizational Charts





## Appendix A

### Safety and Hazard Report

# Brevard County Transit Services

## EMPLOYEE SAFETY AND HAZARD REPORTING FORM

Tracking Number: \_\_\_\_\_ Date Received: \_\_\_\_\_

Please check applicable subjects: ☐ Route ☐ Schedule ☐ Bus Stop ☐ Shelter ☐ Vehicle  
☐ Passenger ☐ Client drop off/ Pick up location ☐ Facility ☐ Equipment ☐ Other

(If applicable, please include route number, bus stop location, shelter location, vehicle number or client drop off/pick up address.)

I have a: ☐ Concern ☐ Issue ☐ Suggestion ☐ Question

Please Explain:

Your Recommended Solution:

If we have any additional questions, can we contact you directly? ☐ Yes ☐ No

If Yes, please provide your name and contact information:

**Thank you for your participation!**

Safety and Training Coordinator/ Safety and Security Committee Comments:

What Corrective Action, if any, will be taken?

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

## Appendix B

### Corrective Action Plans (C.A.P.)

## Brevard County Transit Services

### CORRECTIVE ACTION PLAN

#### Corrective Action Plan Overview

The responsible personnel will initiate the Corrective Action Plan. The Corrective Action Plan has three sections. The first is where you document what you know about the area in need of improvement. The second section is where you map out, step-by-step, how you are going to accomplish your goal of correcting the problem or making other improvements. The third section is where you can write down the results of the Corrective Action Plan and attach any supporting documentation.

#### Define the Issue

Use this section to clearly define the problem or deficiency, how the activity should be done, where to go for information and a broad overview of how you are going to make an improvement for that issue. Use one Corrective Action Plan for each individual problem or deficiency.

What area needs improvement?	
What specific issue or problem do you want to correct?	
Are there regulatory or procedural documents that tell us how to do this activity?	
Do you know what caused the problem?	
Provide a brief explanation of what you want to do to correct the problem.	
Estimated date Corrective Action Plan needs to be in place?	

### Defining the Steps for Improvement

List the specific steps you will take to correct the problem and when they should be completed.

- The requirements should be a specific task to complete.
- Each requirement should progress logically toward goal completion.
- Document each step or task, who is responsible for completing and an expected due date for that specific task.
- Document the completion date initials of the individual completing the requirement.
- Comments can be made at the time the Corrective Action Plan is developed or as the work is done to mark progress.

Requirement/ Tasks	Responsible Individual	Due Date	Date Complete	Initials	Comments

### Safety Assurance Process

Once all requirements have been met, evaluate the process. Look for proof that the requirements were completed. Make sure the cause of the problem has been identified and that the problem has been addressed and resolved.

Was the problem corrected? Explain.	
Has this corrective action been periodically reviewed to ensure it is working as anticipated? If so, when and by whom? Attach documentation for safety assurance.	
List and attach all forms and documents used in this Corrective Action Process.	

Responsible person will sign, date and return to the Safety and Training Coordinator for review once mitigation steps are in place and they determine the hazard resolution to be at an acceptable level. The responsible person will need to periodically monitor the hazard for safety assurance to ensure the mitigations are still appropriate, the risk remains as low as reasonably possible and the Corrective Action Plan did not introduce any unintended hazard.

\_\_\_\_\_  
Signature, Manager or Supervisor

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature, Safety and Training Coordinator

\_\_\_\_\_  
Date

**Brevard County Transit Services**  
**NON-CONFORMANCE CORRECTIVE ACTION PLAN**

Non-Conformance Report Number: \_\_\_\_\_ Originator: \_\_\_\_\_

Corrective Action Plan Number: \_\_\_\_\_ Initial Hazard Rating: \_\_\_\_\_

Preventive Action Plan Number: \_\_\_\_\_ Final Hazard Rating: \_\_\_\_\_

---

Current or Potential Category:

☐ Transit Services Performance Goals

☐ Quality Management Performance

☐ Quality

☐ Environmental Management

☐ Process / Procedure

☐ Safety Management System

Issue was identified by:

☐ Audit

☐ Incident Investigation

☐ Safety Committee

☐ Other

Location: \_\_\_\_\_

Description of Non-Conformance / Safety Hazard:

Assigned to: \_\_\_\_\_

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

Signature: \_\_\_\_\_

Proposed Completion Date: \_\_\_\_\_

Corrective / Preventive Action Plan: (Required for safety hazards)

Does the corrective action reduce or eliminate exposure to hazard or correct the issue? ☐ Yes ☐ No

Corrective Action Plan Approved By:

\_\_\_\_\_  
*Print Name & Title*

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*



Resolution of Corrective / Preventive Action Plan:

List Issues (if any) that Prevented Resolution:

Total Cost(s) Associated with Resolving Deficiency (if known): \_\_\_\_\_

**Responsible Manager:**

\_\_\_\_\_  
*Print Name & Title*                      *Signature*                      *Date*

**Verification:**

Has a process been set up and is it being followed?    ☐ Yes    ☐ No

\_\_\_\_\_  
*Print Name & Title*                      *Signature*                      *Date*

**Resolution Adopted by:**

Is the process producing the desired or defined results?    ☐ Yes    ☐ No

\_\_\_\_\_  
*Print Name & Title*                      *Signature*                      *Date*

## Appendix C

### Accident/ Incident Reports



# OPERATOR'S ACCIDENT/INCIDENT REPORT



BOARD OF COUNTY COMMISSIONERS

DAY    SUN    MON    TUES    WED    THUR    FRI    SAT    DATE    /    /    TIME    :   

WEATHER    CLEAR    CLOUDY    VISIBILITY    DAWN    DAY    CONDITION    DRY    WET     
   FOGGY    RAINING       DUSK    DARK    OF ROAD    UNDER REPAIR   

TERMINAL    NORTH    SOUTH    VEHICLE #    ROUTE #   

VIDEO PULLED    YES    NO    # of PASSENGERS   

DIRECTION OF TRAVEL    North    South    East    West   

Accident on    at or between   

Describe Damage to Vehicle   

Type of ACCIDENT or INCIDENT    Collision with opposing vehicle    Pedestrian    Passenger    Miscellaneous   

Describe the Accident or Incident in Detail   

EMPLOYEE NAME (PRINT)   

DATE OF REPORT   

EMPLOYEE'S SIGNATURE   

DRIVER'S LICENSE NUMBER   

HIRE DATE   

TRAFFIC DIAGRAM: IMPORTANT – DRAW COMPLETE DIAGRAM OF WHERE AND HOW ACCIDENT HAPPENED USING SYMBOLS BELOW SHOWING STREET NAMES AND INDICATING DIRECTION OF TRAVEL BY LINE OR ARROWS OF VEHICLES INVOLVED.

POINTS OF CONTACT  
SHOW BY (V) MARK  
ON SYMBOL

ILLUSTRATION 

CO. VEH. 

OTHER VEHICLE 

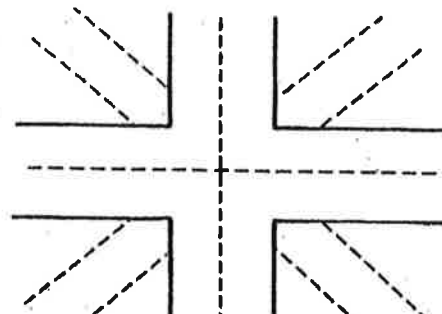
PEDESTRIAN 

REPORT CHECKED   

BY:     
By:   

INDICATE NORTH  
WITH AN ARROW  
()

PTASP 80



VEHICLE MAKE \_\_\_\_\_ MODEL \_\_\_\_\_ COLOR \_\_\_\_\_ YEAR \_\_\_\_\_  
 LICENCE PLATE STATE \_\_\_\_\_ LICENCE # \_\_\_\_\_ DIRECTION OF VEHICLE NORTH SOUTH EAST WEST  
 OWNER \_\_\_\_\_ ADDRESS \_\_\_\_\_ PHONE \_\_\_\_\_  
 OPERATOR \_\_\_\_\_ ADDRESS \_\_\_\_\_ PHONE \_\_\_\_\_  
 OPERATOR LICENSE # \_\_\_\_\_ INSURED YES NO INSURANCE CO. \_\_\_\_\_  
 POLICY # \_\_\_\_\_ DESCRIBE DAMAGE TO VEHICLE \_\_\_\_\_  
 VEHICLE TOWED YES NO HEADLIGHTS ON OFF TAIL LIGHTS ON OFF HORN SOUNDED YES NO  
 DID OPERATOR MENTION DEFECTS OR CAUSE OF ACCIDENT YES (EXPLAIN) NO \_\_\_\_\_  
 COLLISION WITH SCAT VEHICLE YES NO ROUTE \_\_\_\_\_ VEHICLE # \_\_\_\_\_

#### PEDESTRIAN ACCIDENT

PEDESTRIAN WAS RUNNING STANDING WALKING OTHER  
 LOCATION CROSS WALK BETWEEN PARKED VEHICLES LODING ZONE SIDEWALK OTHER  
 DIRECTION PEDESTRIAN WAS FACING OR LOOKING NORTH SOUTH EAST WEST

#### PASSENGER ACCIDENT

TYPE OF ACCIDENT FALL STRUCK BY DOORS OTHER \_\_\_\_\_  
 PASSENGER WAS ALIGHTING APPROACHING TO BOARD BOARDING  
 ON-BOARD STANDING ON-BOARD SITTING  
 LOCATION AISLE CENTER DOORS REAR STEPS FRONT DOORS FRONT STEPS SEAT  
 MOTION OF VEHICLE RUNNING STRAIGHT STANDING STARTING STOPPING TURNING  
 IF OUTSIDE, DISTANCE PASSENGER FROM VEHICLE \_\_\_\_\_ FEET DISTANCE OF DOOR FROM CURB \_\_\_\_\_ INCHES

#### MISCELLANEOUS INCIDENT

PERSON WAS A PASSENGER PEDESTRIAN OTHER \_\_\_\_\_  
 LOCATION ON COMPANY VEHICLE SIDEWALK BUS STOP STREET OTHER

#### ON THE SCENE

POLICE AT SCENE YES NO RESCUE AT SCENE YES NO SUPERVISOR AT SCENE YES NO  
 POLICE CAR # \_\_\_\_\_ POLICE DEPARTMENT \_\_\_\_\_  
 POLICE OFFICER NAME \_\_\_\_\_ BADGE # \_\_\_\_\_  
 RESCUE # \_\_\_\_\_ #CLAIM INJURIES # OF WITNESSES \_\_\_\_\_

#### INJURED PERSONS

(please circle one)

NAME ADDRESS	PHONE NUMBER	INJURY HOSPITAL	WAS IN WHICH VEHICLE/LOCATION		REMOVED HOW	
			Scat	Opposing	Police	Rescue
			Walk on	Pedestrian	Walked Carried	Refused
			Scat	Opposing	Police	Rescue
			Walk on	Pedestrian	Walked Carried	Refused
			Scat	Opposing	Police	Rescue
			Walk on	Pedestrian	Walked Carried	Refused
			Scat	Opposing	Police	Rescue
			Walk on	Pedestrian	Walked Carried	Refused

# FTA Post- Accident Testing Decision & Documentation Forms for Bus Accidents

**Step 1:** Determine if the event meets the FTA definition of an “accident” using the best information available to you at the accident scene:

Was the event a result of the <b>operation</b> of a vehicle (including the lift)?	<input type="radio"/> YES	<input type="radio"/> NO
1. Was there a human fatality at the scene?	<input type="radio"/> YES	<input type="radio"/> NO
2. Did any individual involved in the accident suffer bodily injury and <b>immediately</b> receive medical care away from the scene?	<input type="radio"/> YES	<input type="radio"/> NO
3. Did any vehicle involved in the accident sustain <b>disabling damage</b> which <b>required</b> the vehicle to be transported away from the scene by a tow truck or other vehicle?	<input type="radio"/> YES	<input type="radio"/> NO

**Step 2:** If you selected “NO” to 1, 2, AND 3 above; FTA testing is prohibited. Skip to the end of the form.

Fatality at the scene?	<input type="radio"/> YES (FTA tests are <b>REQUIRED</b> )	<input type="radio"/> NO (Proceed to next question)
Non-Fatal event: Can you completely discount the employee’s action as a contributing factor?	<input type="radio"/> YES (FTA tests are <b>PROHIBITED</b> )	<input type="radio"/> NO (FTA tests are <b>REQUIRED</b> )

**Step 3:** If FTA testing is required, move to page 2.

IF you have determined that FTA post-accident testing is required, complete this page to document that both drug and alcohol testing was performed:

Date of accident:	
Time of accident:	
Operator's full name:	
Testing facility (aka collection site):	

- Transport the employee for testing (best practice).
- Employee must remain under your supervision until testing is completed.
- **Be sure the testing facility is aware that federal testing is required.**
- Alert the Drug & Alcohol Program Manager that testing was performed.
- Employee may resume safety-sensitive duties after the alcohol test and urine collection are completed.

If the alcohol test was delayed beyond the first 2 hours from the time of the accident you must document the reason for delay in the space provided below.

Cease attempts to conduct an alcohol test after 8 hours and cease attempts to conduct a drug test after 32 hours from the time of the accident.

Supervisor Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## COLLISION DOCUMENT CHECKLIST

PC# \_\_\_\_\_ WC# \_\_\_\_\_ Date of Accident: \_\_\_\_\_

Employee Name: \_\_\_\_\_ Case Number: \_\_\_\_\_

Supervisor Report	Date Completed: _____	Yes <input type="radio"/>	No <input type="radio"/>	N/A <input type="radio"/>
Operator Report		Yes <input type="radio"/>	No <input type="radio"/>	N/A <input type="radio"/>
Risk Management Claim Form	Date Completed: _____	Yes <input type="radio"/>	No <input type="radio"/>	N/A <input type="radio"/>
FTA Post-Accident Drug & Alcohol Form		Yes <input type="radio"/>	No <input type="radio"/>	N/A <input type="radio"/>
Courtesy Cards		Yes <input type="radio"/>	No <input type="radio"/>	N/A <input type="radio"/>
Photos		Yes <input type="radio"/>	No <input type="radio"/>	N/A <input type="radio"/>
Video		Yes <input type="radio"/>	No <input type="radio"/>	N/A <input type="radio"/>

*This section to be completed by the Safety Officer:*

Dispatch Recording		Yes <input type="radio"/>	No <input type="radio"/>	N/A <input type="radio"/>
FVS Estimate/ Bill	Date Received: _____	Yes <input type="radio"/>	No <input type="radio"/>	N/A <input type="radio"/>
Law Enforcement Report	Date Received: _____	Yes <input type="radio"/>	No <input type="radio"/>	N/A <input type="radio"/>

Comments: \_\_\_\_\_

*Reviewed by:*

Joe Chagnon (sign) \_\_\_\_\_

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

Lance Parker (sign) \_\_\_\_\_

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

## Appendix D

### Post-Accident Procedures

#### Guide for Determining Preventability





## PROCEDURE

**NUMBER:** TS-AO-28  
**CANCELS:** N/A  
**APPROVED:** November 16, 2020  
**REVIEW:** November 16, 2023

### **TITLE: Post Accident Procedures**

#### **I OBJECTIVE**

To establish a procedure to assure all accidents are investigated to meet the industry standard.

#### **II REFERENCES/DEFINITIONS**

- Guide for Determining Preventability of Motor Vehicle Accidents (Based on National Safety Council Guide)
- Accident Report
- Video
- Post Accident Final Report
- Post Accident Corrective Action Plan
- Post Event Retraining Form
- SCAT-22 Ride Check Form

#### **III PROCEDURE**

- A. Review all reports and data collected from the accident.
- B. Watch the video to help determine how the accident could have been prevented and who was the main contributor to the accident.
  - a. Vehicle Operator
  - b. Other Motorist involved
  - c. Organizational responsibility
    1. Planning
    2. Management-Administration
    3. Maintenance
  - d. Other
- C. Supervisor gives a detailed explanation in their own words (not the drivers).

D. Corrective Action Taken.

- E. If it is determined that the Vehicle Operator could have prevented the accident the following steps must be completed in a timely manner.
- a. In the discipline to the Vehicle Operator, the Supervisor must make them aware in writing that they will be subjected to video checks to make sure they are practicing what they have been retrained on.
  - b. Retraining
  - c. Video follow up check for Safety Assurance one week after retraining
  - d. Second video follow up check one month after the first
  - e. Third video follow up check three months after the second
- F. A SCAT-22 Ride Check form will be completed after each video check. If the Vehicle Operator is not found in compliance to standards, he/she will need to be retrained again. They will also start the steps listed in "E" from the beginning.
- G. When the training has been completed the trainer will complete the Post Event Retraining Form.
- H. If it is determined that there is Organizational responsibility for the accident the following step must be completed in a timely manner.
- a. Corrective Action Plan must be completed by the appropriate contributor.

#### IV RESERVATION OF AUTHORITY

The Authority to issue or revise this procedure is reserved to the Director of the Transit Services Department.



Scott Nelson  
Transit Director

11/16/20  
Date

## Guide for Determining Preventability of Motor Vehicle Accidents

Based on National Safety Council Rules.

**Preventable Accidents:** A Preventable Accident is one in which the driver failed to exercise every reasonable precaution to prevent the accident. This is irrespective of whether or not there is property damage or personal injury, the extent of the loss of injury, to whom it occurred and the location of the accident.

In order for a person to avoid being involved in a preventable accident, each driver should understand and practice the concept of defensive driving. Defensive driving is driving so as to prevent accidents in spite of the incorrect actions of others and adverse driving conditions; such as light, weather, road, traffic, vehicle condition and your physical and mental state.

In interpreting this, the National Safety Council lists the following preventable accidents:

**Intersections:** It is the responsibility of all drivers to approach, enter and cross intersections prepared to avoid accidents that might occur through the actions of other drivers. Complex traffic movement, blind intersections, or failure of the other driver to conform to law or traffic control devices will not automatically discharge an accident as not preventable. Intersection accidents are preventable even though the driver has not violated traffic regulations. Failures to take precautionary measures prior to entering the intersection are factors to be studied in making a decision. When a driver crosses an intersection and the obvious actions of the other driver indicates possible involvement either by reason of excessive speed, crossing the lane in turning, or coming from behind a blind spot, the decision based on such entrapment should be preventable.

**Vehicle Ahead:** Regardless of the abrupt or unexpected stop of the vehicle ahead, a driver can prevent rear-end collisions by maintaining a safe following distance at all times. This includes being prepared for possible on the highway, either in plain view or hidden by the crest of a hill or the curve of a roadway. Overdriving headlights at night is a common cause of rear-end collisions. Night speed should not be greater than that which will permit the vehicle to come to a stop within the forward distance illuminated by the vehicle's headlights.

**Vehicle Behind:** Investigation often discloses that drivers' risk being struck from behind by failing to maintain a margin of safety in their own following distance. Collisions involving the rear of the vehicle, which are preceded by a roll-back, an abrupt stop at a grade crossing, when a traffic signal changes, or when the driver fails to signal a turn at an intersection, should be charged as preventable. Accidents resulting from the failure to signal intentions or to slow down gradually should be considered preventable.

**Passing:** Failure to pass safely indicates faulty judgement and the possible failure to consider one or more of the important factors a driver should observe before attempting a maneuver. Unusual actions of the driver being passed or of oncoming traffic might appear to exonerate a driver involved in a passing accident; however, the entire passing maneuver is voluntary and the driver's responsibility.

**Being Passed:** Sideswipes and cut-off's involving a driver being passed is preventable when the driver fails to yield to the passing vehicle by slowing down or moving to the right where possible.

**Oncoming:** It is extremely important to check the action of a driver involved in a head-on or sideswipe accident with a vehicle approaching from the opposite direction. Exact location of vehicles prior to and at the point, should be carefully verified. Even though an opposing vehicle enters a driver's traffic lane, it may be possible for the driver to avoid the collision by slowing down, stopping or moving to the right. Failing to signal the opposing driver by flashing the headlights or sounding the horn should also be taken into account.

**Fixed Objects:** Collisions with fixed objects are preventable. They usually involve failure to check or properly judge clearances. New routes, strange delivery points, resurfaced pavements under viaducts, inclined entrance to docks, marquees projecting over a traveled section of road, and similar situations are not, in themselves, valid reasons for excusing a driver from being involved in an accident. A driver should be constantly on the lookout for such conditions and make the necessary allowances.

**Pedestrians:** Since a driver of a motor vehicle has the responsibility to yield the right of way to pedestrians, primarily due to their vulnerability to injury when involved in an accident, most pedestrian accidents are preventable. An unusual route of a pedestrian at mid-block or from between parked vehicles does not relieve a driver from taking precautions to prevent such accidents. Whether speed limits are posted or the area is placarded with warning signs, speed may be too fast for the conditions. School zones, shopping areas, residential streets and other areas with special pedestrian traffic should be traveled at reduced speeds equal to the particular situation. Bicycles, motor scooters and similar equipment are often ridden by young and inexperienced operators. The driver who fails to reduce speed and increase side space cushions when approaching this type of equipment has failed to take the necessary precautions to prevent an accident. When unusual conditions call for voluntary reduction of speed, merely keeping within posted speed limits is not taking the proper precautions.

**Private Property:** When a driver is expected to make deliveries at unusual locations, constructions site, etc., or on driveways not built to support the weight of the vehicle being

driven, it is the driver's responsibility to discuss the operation with the proper authorities and to obtain permission prior to entering the area.

**Passenger Accidents:** Passenger accidents in any type of vehicle are preventable when they are caused by faulty operation of the vehicle. Even though the incident did not involve a collision of the vehicle, it must be considered preventable when a driver stops, turns, or accelerates abruptly. Emergency action by a driver to avoid a collision that results in passenger injury should be checked to determine if proper driving prior to the emergency would have eliminated the need for the evasive maneuver.

**Non-Collision:** Many accidents, such as overturning, jack-knifing, or running off the road may result from emergency action by the driver to avoid being involved in a collision. Examination of events prior to the incident may reveal speed too fast for conditions, or other actors. The driver's actions prior to involvement should be examined for possible errors or lack of defensive driving practice.

**Miscellaneous:** Projecting loads, loose objects falling from the vehicle, loose tarpaulins or chains, doors swinging open, etc., resulting in damage to the vehicle, cargo, or other property or injury to persons, are preventable when the driver's action or failure to secure them are evidenced. Cargo damage, resulting from unsafe vehicle operation, is preventable by drivers.

**Parking:** Unconventional parking locations, including double parking, failure to put out warning devices, etc., generally constitute evidence for judging an accident preventable. Roll-away accidents from a parked position normally should be classified as preventable. This includes unauthorized entry into an unlocked, unattended vehicle, or failure to properly block wheels or to turn wheel toward the curb to prevent vehicle movement.

**Backing:** Practically all backing accidents are preventable. A driver is not relieved of responsibility to back safely when a guide is involved in the maneuver. A guide cannot control the movement of the vehicle; therefore, a driver must verify all clearances.

**Conclusion:** It is impossible to describe in detail the many ways a driver might prevent an accident without being primarily or legally responsible. The paragraphs of this guide merely emphasize the most frequent occurrences based on past decisions of the Accident Review Committee.

The following definition of Defensive Driving should be applied to all accidents involving your drivers.

Defensive Drivers make no driving errors themselves and allow for the lack of skill or improper driving practices of other drivers. Defensive drivers adjust their own driving to compensate for unusual weather, road and traffic conditions and recognize the need for caution in situations conducive to accident involvement. By being alert to accident producing situations, a defensive driver recognizes the need for preventive action in advance and takes the necessary precautions to avoid being involved in an accident. A defensive driver knows when it is necessary to slow down, stop, or yield the right-of-way to avoid involvement.

## Brevard County Transit Services POST-ACCIDENT FINAL REPORT

Property Claim Number:

Case Number:

Workman's Comp Claim #

Employee Name:

Date of Accident:

Supervisor Name:

---

Each Investigation will be documented in a final report that includes a description of the investigation activities, identified causal factors, and any identified corrective action plan. Each corrective action plan will identify the action to be taken by the bus transit system and the schedule for its implementation. Brevard County Transit Services will monitor and track the implementation of each corrective action plan. Investigation reports, corrective action plans, and related supporting documentation will be maintained for a minimum of four years from the date of completion of the investigation.

Read Reports:

☐ Yes ☐ No

Watched Video:

☐ Yes ☐ No

Was it Preventable?

☐ Yes ☐ No

Who could have prevented it?

☐ Bus Driver

☐ Other Driver Involved

☐ Planning

☐ Management

☐ Maintenance

☐ Other

Explain why, in your own words, as the Investigating Supervisor:

Corrective Action Plan if Preventable:

Task	Assigned To	Projected Completion	Completed Date

Corrective Action Projected Completion Date:

Corrective Action Approved by: \_\_\_\_\_  
Name
Title

Additional Comments:

Safety Assurance: Post accident safety assurance refresher training and evaluations have been completed. The deficiencies noted during the accident investigation have been resolved and the vehicle is being operated in a safe manner. ;

\_\_\_\_\_  
Signature, Operator
\_\_\_\_\_  
Print Name
\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature, Safety & Training Coordinator
\_\_\_\_\_  
Print Name
\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature, Manager of Operations & Maintenance
\_\_\_\_\_  
Print Name
\_\_\_\_\_  
Date



# Brevard County Transit Services

## POST EVENT RETRAINING

On \_\_\_\_\_ the operator \_\_\_\_\_ attended retraining  
with \_\_\_\_\_. As part of the corrective action for the accident/incident/  
complaint received on \_\_\_\_\_ he/she received retraining in the following areas.

Please check all that apply.

- |   |   |
|---|---|
| <input type="checkbox"/> Animal-Related Collisions                          | <input type="checkbox"/> Backing Collisions           |
| <input type="checkbox"/> Bicycles, Motorcycles, Scooters                    | <input type="checkbox"/> Bus Yard Collisions          |
| <input type="checkbox"/> Construction Zones                                 | <input type="checkbox"/> Driveways                    |
| <input type="checkbox"/> Entering Traffic Stream                            | <input type="checkbox"/> Fixed Object                 |
| <input type="checkbox"/> Curbing Tires                                      | <input type="checkbox"/> Following too Closely        |
| <input type="checkbox"/> Front End Collisions                               | <input type="checkbox"/> Inadequate Clearance         |
| <input type="checkbox"/> Injuries Due to Evasive Action (Swerving, Braking) | <input type="checkbox"/> Intersections                |
| <input type="checkbox"/> Lane Encroachment                                  | <input type="checkbox"/> Mobility Aid Customer Injury |
| <input type="checkbox"/> Night Collisions                                   | <input type="checkbox"/> Parked Vehicles              |
| <input type="checkbox"/> Collisions While Being Passed                      | <input type="checkbox"/> Pedestrians                  |
| <input type="checkbox"/> Radio and Cell Phone Use                           | <input type="checkbox"/> Right of Way                 |
| <input type="checkbox"/> Reading Route Sheets or Schedule While Driving     | <input type="checkbox"/> Rear-End Collisions          |
| <input type="checkbox"/> Speeding   | <input type="checkbox"/> Slippery Road Conditions     |
| <input type="checkbox"/> Turning  | <input type="checkbox"/> Unnecessary Conversations    |
| <input type="checkbox"/> Adverse Weather                                    | <input type="checkbox"/> Staying in Proper Lane       |
| <input type="checkbox"/> Aggressive Driving                                 | <input type="checkbox"/> Courtesy                     |

In addition, the following specifics to my accident/incident/complaint were discussed:

_____ Signature, Operator	_____ Print Name	_____ Date
_____ Signature, Safety & Training Coordinator	_____ Print Name	_____ Date
_____ Signature, Manager of Operations & Maintenance	_____ Print Name	_____ Date

# BREVARD COUNTY TRANSIT SERVICES

## SCAT 22 DRIVER CHECK

DRIVER: \_\_\_\_\_ DATE: \_\_\_\_\_

ROUTE: \_\_\_\_\_ BUS: \_\_\_\_\_ TIME: \_\_\_\_\_

WEATHER: \_\_\_\_\_ CHECKED BY: \_\_\_\_\_

☐ ROUTE CHECK ☐ VIDEO CHECK

1 = Needs Improvement

2 = Meets Expectations

3 = Exceeds Expectations

Y = Yes

N = No

N/A = Does Not Apply

Destination Sign Correct	<input type="radio"/> Y <input type="radio"/> N <input type="radio"/> NA
Wearing ID Badge	<input type="radio"/> Y <input type="radio"/> N
Accurate Time Piece	<input type="radio"/> Y <input type="radio"/> N
Seat Belts Fastened Correctly	<input type="radio"/> Y <input type="radio"/> N
Cell Phone Use	<input type="radio"/> Y <input type="radio"/> N
Drinking/Eating/Smoking	<input type="radio"/> Y <input type="radio"/> N
Uniform Appearance	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3
Bus Clean	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3
Dash Clean	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3
Speed (Slow/Fast)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3
Safe Following Distance	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3
Courtesy to Other Motorists	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3
Signals (Turn/4-way/Rail Road/etc.)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3
Braking Action (Soft/Smooth)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3
Starts Smoothly	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3
Control (Turning/Backing/Driving)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3
Clearances (Sides/Top)	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3
Caution Changing Lanes	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3
Both Hands on the Wheel	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3
Checks Gauges	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3
Mirrors Used Properly	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3
Curbs Tires	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3
Pulls to Curb for Passengers	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3
Signals Leaving Bus Stop	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3
Doors Closed when Moving	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3
Passenger Boarding/Alighting	<input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3



## Appendix E

### Training Record and Manual

**VO's training documents checklist.****Revised on 11/16/20**Employee Name: **POLICY**

Phone list update	Yes: <input type="text"/>	No: <input type="text"/>
Copy of Driver's License	Yes: <input type="text"/>	No: <input type="text"/>
Copy of Medical Card	Yes: <input type="text"/>	No: <input type="text"/>
Training Materials and Uniforms	Yes: <input type="text"/>	No: <input type="text"/>
Driver's Line Procedure	Yes: <input type="text"/>	No: <input type="text"/>
Dress Code and Uniform Care Agreement	Yes: <input type="text"/>	No: <input type="text"/>
Safe Driving Standard	Yes: <input type="text"/>	No: <input type="text"/>
Certification of receipt (Manual and Wireless policy)	Yes: <input type="text"/>	No: <input type="text"/>

**CLASSROOM TRAINING**

Accident/Injuries procedure	Yes: <input type="text"/>	No: <input type="text"/>
Buses and Bicycles Video	Yes: <input type="text"/>	No: <input type="text"/>
Disability Awareness Power point	Yes: <input type="text"/>	No: <input type="text"/>
Emergency Evacuation Training	Yes: <input type="text"/>	No: <input type="text"/>
Warning Signs Video	Yes: <input type="text"/>	No: <input type="text"/>
Accessibility, Communication, etc.	Yes: <input type="text"/>	No: <input type="text"/>
Substance Abuse/ Clean safe and sober; Prescription for Safety	Yes: <input type="text"/>	No: <input type="text"/>
Curbing Transit Operator Distracting Driving Video	Yes: <input type="text"/>	No: <input type="text"/>
QStraint, QPod and Quantum Training	Yes: <input type="text"/>	No: <input type="text"/>
TSI Customer Service, Conflict Avoidance	Yes: <input type="text"/>	No: <input type="text"/>
TSI Defensive Driving	Yes: <input type="text"/>	No: <input type="text"/>
TSI Emergency Preparedness	Yes: <input type="text"/>	No: <input type="text"/>
TSI Fatigue and Sleep Apnea Awareness	Yes: <input type="text"/>	No: <input type="text"/>
TSA First Observer Safety and Security Training	Yes: <input type="text"/>	No: <input type="text"/>
CPR certification	Yes: <input type="text"/>	No: <input type="text"/>

**ROAD AND ROUTE TRAINING**

Vehicle orientation form (for each type of vehicle we have) incl. electric steering	Yes: <input type="text"/>	No: <input type="text"/>
First Evaluation Form	Yes: <input type="text"/>	No: <input type="text"/>
Middle Evaluation Form	Yes: <input type="text"/>	No: <input type="text"/>
Release 'on route' Form	Yes: <input type="text"/>	No: <input type="text"/>
Final Evaluation Form	Yes: <input type="text"/>	No: <input type="text"/>
Sign off Route Form	Yes: <input type="text"/>	No: <input type="text"/>

Reviewed by Lead Trainer: Date: Verified by Safety and Training Coordinator: Date:

# 2020



Space Coast Area Transit



Board of County Commissioners

# SPACE COAST AREA TRANSIT TRAINING MANUAL





# OPERATOR TRAINING MANUAL

2020



INSTRUCTOR: RON SHEPARD

TRAINING COORDINATOR: JOE CHAGNON



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## **BUS OPERATOR TRAINING**

---

### **CLASSROOM TRAINING**

- Orientation
- Operators Manual
- Transportation Safety Institute Vehicle Operation
- Introduction to Para Transit
- Operator Work rules
- Conflict Avoidance
- Fatigue Awareness
- Computer Training
- Emergency Management
- Safety in the Workplace
- Accident/Incident report
- Radio communication
- System Security
- Customer Service
- ADA: procedure for Wheelchair Securement
- Routes and Manifest
- Fare Box

### **OUTDOOR TRAINING**

- Vehicle System Familiarization
- Ride along
- First Road Evaluation
- Road Training
- Mid-term evaluation
- Route Training
- Final Evaluation

## ORIENTATION

---

**Course Duration: 3 h**

**Goals:**

Introduce newly hired Space Coast Area Transit employees to policies, procedures, and practices within the transportation industry through standardize and consistent training.

**Objectives:**

The new hire orientation training will introduce the following transportation policies, practices, and accepted procedures:

- Space Coast Area Transit facility layout and introduction to staff members
- Issuance of new hire training book (operator 's manual, route guide and training manual)
- Bus Equipment and familiarization
- Classroom Rules and training hours
- Completion of hiring paperwork
- Forms instruction
- Policies and Procedures for Space Coast Area Transit Operators (work rules)
- Safety
- Operator uniforms policy
- Video – “Curbing Distracted Driving – Cell Phone Policy”

**Expectations:**

The new hire will be familiarized with and/or receive:

- An introduction to all Training personnel and key Transportation Managers, Supervisors; establish a professional relationship between instructor and

### Students

- New hires will gain a clear understanding of what is expected of them and what they can expect for Space Coast Area Transit
- Understanding of work rules policies and procedures for Space Coast Area Transit employees
- Receive training materials and schedule for training activities, phone numbers for trainers, supervisors, and mechanic on duty, dispatcher, and emergency line number.
- Clear knowledge of the attendance policy during and after training, and the cell phone policy
- Ride along to familiarize with operators/customers

TRANSPORTATION SAFETY INSTITUTE  
VEHICLE OPERATIONS

---

**Course Duration: 15 h**

**Goals:**

- List differences between automobiles and buses
- Identify the great responsibility they have when driving a transit bus
- Describe the importance and requirements of a pre-trip inspection
- Identify the requirements for starting the bus
- Identify and define the bus controls and components of the bus
- Discuss the principles of Driving Maneuvers (steering, accelerating, braking)
- Identify the components of stopping distance, following distance the 4 second rule
- Describe the dangers of driving in heavy traffic
- Clearances, surveying the area
- Backing a bus
- Define defensive driving
- Service stops
- Driving on freeways/expressways
- Define special driving problems
- Discuss the dangers and safety precautions of Special Driving Problems
- Identify hazards
- Explain the factors related to the driver's condition, personal problems, which will affect his/her, ability to drive defensively.

**Module #1 "The Bus"**

- The Bus vs The Car
- Responsibility
- Training Goal
- Our Bus Equipment

## **Module #2 Bus Inspections**

- Bus inspection
- Pre-trip inspection
- Approaching the bus
- Engine Compartments
- Operator's Compartment
- Walk-Around Inspection
- Inside the Bus
- Inspection During Trips
- Post-Trip Inspection
- Air Brakes
- Air Brake Inspection

## **Module #3 (only mention)**

- Hybrid/Electric Bus Inspection
- Electric Shock
- Fire/Toxic Fumes
- Electrolyte (Acid) Spills
- Emergency Shutdown
- Our Alternative Fuel Vehicles

## **Module #4**

- Bus Controls
- Starting
- Shifting Gears
- Steering and Steering Techniques for Making a Turn
- Accelerating
- Braking
- Low Air Pressure
- Brake Retarders
- Stopping Distance

- Perception Distance
- Reaction Distance
- Air Brake Lag Time
- Effective Braking Distance
- Total Stopping Distance
- Conditions that Affect Stopping Distance
- Following Distance
- Four-Second Rule,
- Stopping Behind Another Vehicle
- False Starts
- Heavy Traffic
- Following Cyclists
- Other Clearances
- Curbs and Parked Cars
- Around the Bus
- Space Overhead
- Space Below the Bus
- Mirror Use and Adjustment
- Outside Mirrors
- Inside Mirrors
- Surveying the Road
- Surveying Procedure
- Blind Spots
- Backing the Bus

## **Module #5 Intermediate Maneuvers**

- Definition of Defensive Driving
- Sharing the Road with Other Vehicles
- Travel Lanes, Lane Changes
- Passing Procedure, Passing Other Buses
- Passing Cyclists & Pedestrians
- Curves in the Road
- Intersections
- Steering

- Right Turns Square
- Right Turn with Parked Cars
- Right Turn Angled “S” Turns
- Button Hooks
- Left Turns

## **Module #6 Service Stops**

- Service Stops
- Entering Boarding Zones
- Procedures for A Mid-block Service Stop
- Obstructed Service Stop
- Far-side Service Stop
- Boarding and Alighting
- Review
- Before Leaving a Service Stop
- Kneel Feature
- Operation of the Lift
- Interlock Mechanism
- Departing

## **Module # 7 Special Conditions**

- Special Conditions
- Railroad Crossings
- Drawbridges
- Narrow Streets
- Traffic Circles
- Parking Lots
- Mountain Roads

## **Module #8 Expressways/Freeways**

- Entering the Expressway
- Driving on the Expressway
- Exiting the Expressway



## **Module #9 Special Driving Problems**

- Special Driving Problems
- Fog
- Glare
- Rain
- Winter Driving
- Poor Visibility
- Bad Traction
- High Temperatures

## **Module # 10 Defensive Driving**

- Defensive Driving
- Defensive vs. Emergency Actions
- Common Qualities of a Defensive Driver
- Driving Hazards
- Spotting Hazards
- Road Hazards Defensive Driving Strategies
- Special Hazards
- Defensive Driving Actions
- Applying Defensive Driving Principles

## **Module #11 Transit Security**

- Introduction
- Reporting Suspicious Activity
- Transit as a Target
- Know Your Bus
- Security Sweeps
- Interior Sweeps
- Exterior Sweeps
- At Terminals and Centers

- Signs of Tampering
- Suspicious Package/Device
- Explosive Devices
- Suspicious Substances
- Signs of Release
- Observe
- Location
- Behavior
- Time of Day
- What to Report
- Making Your Report
- Emergency Management Steps
- Things to Remember

## **Module #12 the Bus Operator**

- The Operator
- Fatigue
- Illness
- Substances
- Other Drugs
- Substance Abuse Policy
- Personal Problems

## **Vehicle Operations Quiz**

### **Additional Training Include:**

- **Pre-trip inspection Drills** – How to properly conduct a bus inspection in 15 minutes or less.
- **Best Practices in Fuel Efficient Driving**
- **Practice on buses**
- **Videos:**

## VEHICLE SYSTEM FAMILIARIZATION

---

**Course Duration: 3 h**

**Goals:**

- Familiarize new operators with bus mechanical/electrical systems and their proper operation and usage
- Instruct new operators on reaction to bus mechanical/electrical systems failures and what to look for.

**Topics:**

- Introduction
- Different series buses
- Procedures for troubleshooting bus problems
- Importance of Pre-Trip inspections and Filling out inspection cards
- Importance of tire inspection and how to thoroughly inspect bus tires
- Tour of Vehicle maintenance
- Question and answers

## ROUTES AND MANIFEST

---

**Course Duration: 2 h**

**Goals:**

Introduce new employees to transit terminology, Space Coast Area Transit route system, and Manifest sheets. New employees will be able to give route and schedule information to our customers, know how to read ride guides, and how to read driver manifest sheets.

**Topics:**

- Transit terminology
- Types of service: Weekday, Saturday, and Sunday/Holiday
- How to read the ride Guide
- Arriving and departing from bus stops
- Time Points: Scheduled times regulating the schedule
- Transfer Points
- Transfers
- Transfer policy
- Fare collection policy
- Driver run cards
- Effective Dates – What schedules are in effect at the present time
- Work Assignments – Bidding
- Run numbers
- Pieces of work
- Report times and start times
- Block numbers
- Pull out/pull in
- Making a relief
- Split shifts
- Attendance and leave policy

## INTRODUCTION TO PARATRANSIT

---

**Course Duration: 6 h**

**Goals:**

- Familiarize new operators with our Para-Transit and Contract Service, characteristics and our goals providing this service.
- Instruct new operators on the importance of ADA
- Sensitize new operators on our special needs clients and explain the special care that we need to use.

**Topics:**

- Introduction
- Differences between Para-Transit, Contract and Fixed Route
- ADA legislation
- Sensitivity, communication, and etiquette
- Understand the Manifest and maps (policy)
- Operating procedures
- Deal with customers and assisting technique
- Question and answers

**Para transit Quiz**

## ADA: PROCEDURES FOR WHEELCHAIR SECUREMENT

---

**Course Duration: 2 h**

**Goals:**

To Address ADA requirements for securing wheelchairs and scooters for fixed and Para transit route service.

**Topics:**

- ADA requirements
- Transporting customers safety
- How to pre-trip wheelchair lifts
- Priority seating
- Listening to the customer to determine needs
- How to secure mobility devices
- When to contact dispatcher

## EMERGENCY EVACUATION TRAINING

---

**Course Duration: 2 h**

**Goals:**

To train drivers on emergency evacuations.

**Topics:**

- Types of emergencies
  - Passenger Fall or Illness
  - Vehicle Breakdown
  - Vehicle Collision
  - Vehicle Fire
  - Vehicle Collision with Fire
  - Vehicle Rollover
  - Vehicle Immersion in Water
  - Severe Weather Conditions/Natural Disasters
- How to be prepared
- Watch training videos
- How assist passengers with disabilities
- How to manually operate the different lifts
- Run practice drills

## TRANSPORTATION SAFETY INSTITUTE CUSTOMER RELATIONS

---

**Course Duration: 6 h**

**Goals:**

- Discuss the importance of public transit service
- Analyze the elements of good customer service
- List the benefits of providing good customer service
- Describe how a good attitude and pride is essential to a professional bus operator and operator's performance
- Develop good Customer service skills
- On-board and Alighting problems
- Effectively interact with ALL customers
- Discuss procedures and solutions for handling difficult/young customers
- Discuss the importance of providing, service to elderly customers or customers with disabilities
- Interpret the importance of the Americans with Disabilities Act (ADA)
- Examine how to assist/Communicate with – customers with various disabilities
- Disability etiquette

**Module #1 Introduction**

- Introduction
- Role of Transit
- The Importance of Transit Customers
- What do customers want? Exercise
- Customer Expectations
- Benefits of Good Customer Service



## **Module #2 Attitude and Habits**

- Professionals
- Providing Expert Service
- Customer Skills
- How to interact with persons with disabilities – Disability etiquette

## **Module #3 Boarding Customers**

- Boarding Customers
- Boarding in General
- Late Night Runs; Exercise

## **Module #4 Boarding and Alighting**

- Customers on Board and Alighting
- Request for An Unauthorized Stop
- The Talkative Customers
- Bringing Articles on Board
- A Customer is Cold
- Missed Stop Exercise

## **Module #5 Difficult Customers**

- Difficult Customers
- Dignity
- Give Customers An “Out”
- Escalated Situations
- Choices; Exercise

## **Module #6 Providing Service to Young Customers**

- The Significance of Young Customers
- Special Challenges of Young Customers
- Treating Young Customers as Individuals
- Monitor Behavior
- Be Consistent
- Avoid Embarrassing Young Customers

## **Module # 7 Elderly Customers and Customers with Disabilities**

- Serving Elderly Customers and Customers with Disabilities
- Customers Who Are Elderly
- Customers with Disabilities
- Using ADA Equipment
- ADA Act

## CONFLICT AVOIDANCE

---

**Course Durations: 2 h**

**Goals:**

- To train operators the art of avoiding confrontational situations with any customer while maintaining control.

**Objectives:**

- Know the three basic rules of professional passenger relations
- Memorize that staying on schedule must never be done at the expense of passenger's safety and comfort
- Know that it is important to answer passenger questions politely and completely
- Recognize the importance of speaking respectfully to passengers
- Remember that it takes two people to have an argument
- Know who benefit from your practice of professional passenger relations and how
- Be able to list four characteristics of a professional
- Clarify why it is important not to complain in front of passengers
- Know that some passengers are constantly complaining
- Avoid abruptness and sarcasm with passengers
- It is alright to show concern for passengers
- Know that passengers may be irritated at running late; they are far more offended if the operator speaks disrespectfully to them
- Passenger behavior may be annoying; passenger safety is always the overriding concern
- Imagine yourself as an elderly person or a person with a disability can help you demonstrate patience
- Know the importance of avoiding arguments.
- Avoid familiarization with passengers, interchanging personal contacts. Maintain a professional distance. Boundaries.

## **Topics:**

- Three basic rules in practicing professional passenger relations skills
- The Importance of passengers relations
  - You Benefit
  - Your passenger benefits
  - The company benefits
- You as a professional
  - Characteristics of a professional
  - Two rules of professionalism
- Unruly passengers
- Special considerations
  - How would I feel if...?
- Feedback from passengers

**Basic passenger Relation review**

**Basic passenger relation section test**

## **SAFETY IN THE WORKPLACE**

---

**Course Duration: 1h**

**Objectives:**

- To familiarize trainees on all safety procedures in the workplace
- Avoid injuries and work compensation

**Topics:**

- Riders' Code of Conduct
- Safe Driving
- Defensive Driving
- Fire Safety
- Bus Stop Safety
- Tips to handle Difficult passengers
- Operator Responsibilities
- Be aware of your surroundings
- Stepping off the bus
- Trip hazard in the lot
- Lifting too heavy MD- shoulder injuries.

## ACCIDENT/INCIDENT REPORTING

---

**Course Duration: 1 h**

**Goals:**

- Identify the difference between accident vs incident
- Train the operator how to properly fill out accident/incident report forms
- Learn the What, When, Why, Where and How to report

**Objectives:**

- Discussion about collisions and liabilities
- Familiarize our operators with reporting forms
- Familiarization with Brevard County's Workers Compensation procedures

## FATIGUE AWARENESS

---

**Course Duration: 2 h**

**Goals:**

- Train our operators to recognize the symptoms of fatigue and ways to combat the effects

**Objectives:**

- Define and understand what fatigue is
- Recognize the signs/symptoms of fatigue
- Factors that affect fatigue
- Sleeping patterns
- Strategize on ways to combat fatigue

**Expectations:**

- To understand the effects of fatigue
- For operators to understand their rest “needs”
- Take responsibility for their personal care

## TRANSPORTATION SAFETY INSTITUTE EMERGENCY MANAGEMENT

---

**Course Duration: 8 h**

**Goals:**

Explain the Seven Basic Emergency Management Steps  
Types of emergencies (medical, collisions, mechanical)  
Describe/Identify their responsibilities/procedures during an emergency  
Analyze the steps to conduct during an emergency  
Examine why fires are a significant threat  
Describe the importance of safety and order during emergencies  
Describe the dangers as they relate to operating a bus  
Discuss the precautions to take at the scene of all emergencies  
Examine the concept of liability  
Analyze the possibility of fraudulent or excessive claims  
Discuss the importance and significance of courtesy cards  
Discuss the contributing factors related to a collision or incident

### **Module #1 Basic Emergency Procedures**

- Introduction
- Emergency Management Steps
- Emergency First Aid
- Downed Utility Wires Emergency
- Evacuation/evacuating
- Emergency Situations
- Customers with disabilities
- Customers who remain inside the bus
- Emergency Situation
- Police Response
- Continued Responsibilities



## **Module #2 Fires and Hazardous Materials**

- Fires
- Preventing Fires
- Signs of Fire; Fighting Fires
- Types of Extinguishers
- Extinguish the Fire
- Procedures to Stop the Bus
- Emergency Evacuation of Customers in Wheelchairs
- Hazardous Materials

## **Module #3 Intermediate Emergency Procedures**

Medical Emergencies

Incidents; Robberies

Threats of Violence

Hijacking

Firearms Discharge

## **Module #4 Equipment**

General Mechanical Breakdowns

Breakdown on Freeway

Tire Failure

Tire on Fire

Extinguishing a Tire Fire

Brake Failure

Wet Brakes

Overheating

Power Steering Failure

Headlight Failure

Carbon Monoxide

Windshield Wiper Failure

Stall on Railroad Tracks

## **Module #5 Environmental**

Right Wheels off Pavement  
Vehicle Approaching in Your Lane  
Winter Driving

## **Module # 6 Collisions**

Collisions  
Procedures to Follow After a Collision  
Dealing with Customers, the Public, and the Media  
Help from Other Drivers  
Gathering Information  
Pedestrian Incidents

## **Module # 7 Driver Actions and Responsibilities**

Liability Claims  
Causes and Contributing Factors  
Gathering Information  
The Collision Scene  
Review of Customer information Form Review the Seven Basic Emergency Management Steps

## **Emergency Management Quiz**

### **Additional Information includes:**

Accident Avoidance  
Accident/Incident Reporting procedures  
Accident/incident Reporting  
Radio Communication Procedures  
Safety Operations

## SYSTEM SECURITY AWARENESS FOR TRANSIT EMPLOYEES

---

**Class Duration: 3 h**

**Objectives:**

To provide our operators with the knowledge to:

- Explain the importance of identifying and reporting pre-attack terrorist activity
- Recognize the difference between normal, suspicious, and dangerous activity
- Define your role in recognizing and reacting to suspicious activity
- Describe your immediate actions when confronted with dangerous activity.

**Outline:**

- **The Who, What, How, and Why of Terrorism**
  - Explain how terrorist operate
  - Discuss terrorists' intentions
  - Define various types of terrorists
- **Recognizing Suspicious Activity**
  - List the different types of suspicious activity
  - Discuss the indicators of suspicious activity
  - Demonstrate the ability to recognize suspicious activity
- **Reacting to Suspicious Activity**
  - Describe when and how to approach and gather information from a suspicious person
  - Review the indicators of suspicious responses and reactions
  - Define how and what to report
  - Demonstrate the ability to approach and engage a suspicious person and the ability to properly report suspicious activity
- **Immediate Actions for dangerous activity**
  - Describe indicators of dangerous activity
  - Identify the immediate actions that should be taken when confronted with dangerous activity
  - Discuss how to appropriately protect yourself and others from dangerous activity

- **What is your Role?**

- Review employees' role in preventing terrorism
- Explain the factors that influence the process of observing and reporting suspicious behavior/activity
- Recognize the importance of stopping attacks before they begin

**Video:** Warning Signs.

## OPERATOR WORK RULES

---

**Course Duration: 2 h**

**Goals:**

- Familiarize new operators with operations rules as they pertain to performing their job duties

**Topics:**

- Animals on Board Buses
- Bike Racks/ Bike on the bus
- Cellular Phones/Cell phone policy
- Dangerous Liquids
- Destination signs
- Driver's Area
- Eating on The Bus
- Grocery Bags
- Headlights vs Day Run lights
- Idle Riding
- Loitering in the Lounge
- Lost and Found Articles
- Nameplates
- Operator Breaks
- Passenger Removal
- Personal Radios
- Controversial Comments
- Conduct/Harassment
- Complaints
- Securing the Bus
- Shopping Carts, Strollers
- Smoking
- Solicitation
- Touching of Passengers
- Traffic Citation

- Arrest or Convection
- Unauthorized Persons
- Uses of Seat Belts
- Vandalism
- Disciplinary Guidelines
- Probation
- Performance Evaluations

**Video:** Buses and Bikes

## RADIO COMMUNICATION

---

**Course Duration: 1 h**

**Goals:**

- Professionally train operators how to communicate via the radio communication to dispatchers, supervisors, and other employees
- Identify transit 10-codes

**Objectives:**

- Define 10-codes
- The importance of 10-codes
- What is a portable and who has a portable?
- Define channel
- How to communicate to dispatch
- How to contact a supervisor

## FARE BOX TRAINING

---

**Course Duration: 2 h**

**Goals:**

To familiarize trainees on proper Space Coast Area Transit policy and procedures regarding the fare box, step by step instructions on its usage and conduct hands on training in the classroom and on the bus.

**Topics:**

- Log in
- Fare box key functions and features
- Dispensing transfers and passes
- Trouble shooting
- Fares
- Introduction to fare medium
- Hands on training in the classroom



## COMPUTER TRAINING

---

**Course duration: 1 h**

**Goals:**

- Familiarize trainees to the County and Space Coast Area Transit websites and training that is available.
- Train operators how to find information regarding their personal information and how to use the computer to find Brevard County policies

**Topics:**

- Navigate the Ridescat Website
- County policies

## DRUG AND ALCOHOL PROGRAM

---

**Course duration: 1.5 h**

**Goals:**

- Familiarize trainees to the County and Space Coast Area Transit (DOT) drugs and alcohol programs.
- Explain the Space Coast Area Transit Substance Abuse Policy.

**Topics:**

- Explanation of safety-sensitive position
- DOT Requirement
- The name and contact information of persons assigned to answer questions about the program
- The duties of the employees who are subject to the program.
- Employee conduct that is prohibited by the regulations.
- The requirement that employees must be tested for drugs and alcohol.
- When and under what circumstances employees will be tested.
- The testing procedures that will be used.
- Explanation of what constitutes a refusal to test.
- Explanation of the consequences of refusing a test.
- The consequences of violating the DOT rules.
- Information on the effects of drugs and alcohol on a person's health, work, and personal life.
- The signs and symptoms of drug use and alcohol misuse.
- The name and contact information of an individual or organization that can provide counseling and access to treatment programs (County programs).

**Video**

## ROAD TRAINING (BUS MANEUVERING)

---

**Course Duration: 10 h**

**Objectives:**

To observe the operators' driving maneuvers in the buses.

**Observations:**

- Familiarization with the bus:
  - Learning the location and controls of the bus
  - Adjusting the Seat
  - Adjusting the Mirrors
  - Log-in to Fare box
  - Opening and Closing the bus doors
  - Starting and turning off the engine
  - Building up air pressure
- Performing Pre/Post-trip inspections
  - Interior
  - Exterior
- Driving Maneuvers
  - Accelerating and Braking
  - Steering
  - Backing
  - Stopping
  - Turns
  - Intersections
  - Oncoming traffic
  - Establishing and maintaining a four-second distance
  - Making gradual changes of speed
  - Looking ahead for hazards (15 seconds)
  - Service stops

**Mid-term evaluation**

## ROUTE QUALIFYNG

---

**Course Duration:** Learn routes on fixed route and Para-transit / contract routes (as needed)

**Objectives:**

Operator will have knowledge of routes in the system and interact with customers.

**Observations:**

- Road training/driving maneuvers
- Introduction to "Left/Rights"
- Writing time/mileage on the manifest sheets
- Setting Destination signs codes
- Setting fare box in revenue service
- Radio check
- Customer service interaction

**Student Feedback/Suggestions**

**Final Evaluation**

## NOTES:

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## Appendix F

### Near-Miss Report

## Near Miss Report

A near miss is a potential hazard or incident that has not resulted in any personal injury. Unsafe working conditions, unsafe employee work habits, improper use of equipment or not using the proper PPE have the potential to cause work related injuries. It is everyone's responsibility to report and / or correct these potential accidents/incidents immediately. Please complete this form as a means to report these near-miss situations.

### Reporting Employee:

Name (Optional)

\_\_\_\_\_

Date \_\_\_\_\_

Description of Near Miss:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Supervisor's Remarks:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Corrective action taken:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Supervisor signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Appendix G

Safety Management System Gap Analysis  
Annual Safety and Hazard Analysis



## SAFETY MANAGEMENT SYSTEM GAP ANALYSIS

### Brevard County Transit Services System Gap Analysis

#### Component 1 – Safety Policy and Objectives

##### *Element 1.1 – Management Commitment and Responsibility*

#	Aspect to be Analyzed	Answer	Status of Implementation	Implementation Target Date	Reference Document	Action Required
1.	Is there a Safety Policy in place?	YES NO PARTIALLY				
2.	Does the Safety Policy reflect management's commitment of safety management?	YES NO PARTIALLY				
3.	Is the Safety Policy appropriate to the size, nature and complexity of the organization?	YES NO PARTIALLY				
4.	Is the Safety Policy relevant to transit safety?	YES NO PARTIALLY				
5.	Has the Safety Policy been signed by the accountable executive?	YES NO PARTIALLY				
6.	Has the Safety Policy been communicated with visible endorsement, throughout the organization?	YES NO PARTIALLY				
7.	Is the Safety Policy being reviewed periodically to ensure that it remains relevant and appropriate to the organization?	YES NO PARTIALLY				

*Element 1.2 – Safety Accountabilities*

#	Aspect to be Analyzed	Answer	Status of Implementation	Implementation Target Date	Reference Document	Action Required
1.	Has Brevard County Transit Services identified an accountable executive, irrespective of other functions, who shall have the ultimate responsibility and accountability for the implementation and maintenance of the Safety Management System?	YES NO PARTIALLY				
2.	Does the accountable executive have full control of the financial and human resources?	YES NO PARTIALLY				
3.	Does the accountable executive have final authority over all activities of the organization?	YES NO PARTIALLY				
4.	Has Brevard County Transit Services identified and documented safety accountabilities of management as well as operational personnel, with respect to the Safety Management System?	YES NO PARTIALLY				
5.	Is there a Safety Committee or review board for the purpose of reviewing the Safety Management System and safety performance?	YES NO PARTIALLY				
6.	Is the Safety Committee or review board being chaired by the accountable executive or by an appropriately assigned deputy?	YES NO PARTIALLY				
7.	Does the Safety Committee include relevant operational or departmental heads, as applicable?	YES NO PARTIALLY				

*Element 1.3 – Appointment of Key Safety Personnel*

#	Aspect to be Analyzed	Answer	Status of Implementation	Implementation Target Date	Reference Document	Action Required
1.	Has Brevard County Transit Services appointed qualified person to manage and oversee the day-to-day operation of the Safety Management System?	YES NO PARTIALLY				
2.	Does the qualified person have a direct access or reporting to the accountable executive concerning the implementation and operation of the Safety Management System?	YES NO PARTIALLY				
3.	Does the manager responsible for administering the Safety Management System hold other responsibilities that may conflict or impair his role as the Safety Management System manager?	YES NO PARTIALLY				
4.	Is the Safety Management System manager's position as senior management not lower or subservient to other operational or production positions?	YES NO PARTIALLY				

**Element 1.4 Coordination of Emergency Response Planning**

#	Aspect to be Analyzed	Answer	Status of Implementation	Implementation Target Date	Reference Document	Action Required
<b>1.</b>	Does Brevard County Transit Services have an emergency response or contingency plan?	YES NO PARTIALLY				
<b>2.</b>	Does the emergency/contingency plan address all possible or likely emergencies/crisis scenarios?	YES NO PARTIALLY				
<b>3.</b>	Does the Emergency Response Plan address the necessary coordination of its emergency response/ contingency procedures?	YES NO PARTIALLY				
<b>4.</b>	Is there a procedure for periodic review of the Emergency Response Plan to ensure its continuing relevance and effectiveness?	YES NO PARTIALLY				

*Element 1.5 – Safety Management System Documentation*

#	Aspect to be Analyzed	Answer	Status of Implementation	Implementation Target Date	Reference Document	Action Required
1.	Is there a top-level Safety Management System document or exposition document which is approved by the accountable manager and accepted by the Department of Transportation?	YES NO PARTIALLY				
2.	Does the Safety Management System documentation address the organizations Safety Management System and its associated components and elements?	YES NO PARTIALLY				
3.	Is Brevard County Transit Services Safety Management System framework in alignment with the regulatory Safety Management System framework?	YES NO PARTIALLY				
4.	Does Brevard County Transit Services maintain a record of relevant supporting documentation pertinent to the implementation and operation of the Safety Management System?	YES NO PARTIALLY				
5.	Does Brevard County Transit Services have a Safety Management System implementation plan to establish its Safety Management System implementation process, including specific tasks and their relevant implementation milestones?	YES NO PARTIALLY				
6.	Has the Safety Management System implementation plan been endorsed by the accountable executive?	YES NO PARTIALLY				

Component 2 – Safety Risk Management

*Element 2.1 – Hazard Identification*

#	Aspect to be Analyzed	Answer	Status of Implementation	Implementation Target Date	Reference Document	Action Required
1.	Is there a process for the reporting of voluntary hazards/ threats by all employees?	YES NO PARTIALLY				
2.	Is the process of reporting voluntary hazards/ threats simple, available to all personnel involved in safety-related duties and commensurate with the size of the service provider?	YES NO PARTIALLY				
3.	Is the accident/ incident reporting simple, accessible to all personnel involved in safety-related duties and commensurate with the size of the service provider?	YES NO PARTIALLY				
4.	Does Brevard County Transit Services have procedures for investigation of all reported accidents/ incidents?	YES NO PARTIALLY				
5.	Are there procedures to ensure that the hazards/ threats identified or uncovered during accident/ incident investigation processes are appropriately accounted for and integrated into the organizations hazard collection and risk mitigation procedures?	YES NO PARTIALLY				
6.	Are there procedures to review hazards/ threats from relevant industry reports, for follow-up actions or risk evaluation where applicable?	YES NO PARTIALLY				

Component 3 – Safety Assurance

Element 3.1 – Safety Performance Monitoring and Measurement

#	Aspect to be Analyzed	Answer	Status of Implementation	Implementation Target Date	Reference Document	Action Required
1.	Are there identified safety performance indicators for measuring and monitoring the safety performance of the organization's activities?	YES NO PARTIALLY				
2.	Are the safety performance indicators relevant to the organizations safety policy as well as the management's high level safety objectives/goals?	YES NO PARTIALLY				
3.	Do the safety performance indicators include alert/ target settings to define unacceptable performance regions and planned improvement goals?	YES NO PARTIALLY				
4.	Is there a procedure for corrective or follow-up action to be taken when targets are not achieved and alert levels are exceeded/ breached?	YES NO PARTIALLY				
5.	Are the safety performance indicators being periodically reviewed?	YES NO PARTIALLY				

Component 4 – Safety Promotion  
*Element 4.1 – Training and Education*

#	Aspect to be Analyzed	Answer	Status of Implementation	Implementation Target Date	Reference Document	Action Required
1.	Is there a program to provide Safety Management System training/ familiarization to personnel involved in the implementation or operation of the Safety Management System?	YES NO PARTIALLY				
2.	Has the accountable executive undergone appropriate Safety Management System familiarization, briefing or training?	YES NO PARTIALLY				
3.	Is the Brevard County Transit Services Safety Management System manual and related guidance material accessible or disseminated to all relevant personnel?	YES NO PARTIALLY				

Approvals:

Scott Nelson, Transit Director	Printed Name	Date
Joseph Chagnon, Safety and Training Coordinator	Printed Name	Date



### Annual Safety and Hazard Analysis

At the end of each year the actual safety data will be compiled and compared with the targets for the year. Safety risk control measures will be evaluated to assess their effectiveness in achieving their targets. Sub-par performance will be assessed to determine what additional measures are required to achieve the targets. Each annual Agency Safety Plan update will project safety performance measure targets for an additional year. These targets will be adjusted in light of the actual safety data. The table below shows Brevard County Transit Services safety data of lagging and leading indicators of future targets.

Please Note: The 2018 – 2019 Fiscal Year (October 1, 2018 – September 30, 2019) statistics are used as the baseline. The current 2019 – 2020 Fiscal Year is incomplete, and when complete will reflect service redirections due to the COVID-19 Pandemic. The Transit Services leadership team has established the 2020 – 2021 Fiscal Year safety performance measure targets shown in the table below.

**Brevard County Transit Services Safety Data**

Years:	2018 – 2019-F.Y. Baseline		2019 – 2020-F.Y. Current + COVID		2019 – 2020-F.Y. Actual		2020 – 2021-F.Y. Target		2021 – 2022-F.Y. Target	
	Total	Rate	Total	Rate	Total	Rate	Total	Rate	Total	Rate
Fatalities per 100,000 Miles	0	0.00	0	0.00			0	0.00	0	0.00
Injuries per 100,000 Miles	53	1.88	42	1.63			33	1.21	29	1.06
Bus Collisions – Preventable per 100,000 Miles	28	0.99	23	0.89			17	0.62	15	.055
Bus Collisions – Non-Preventable per 100,000 Miles	40	1.42	39	1.52			35	1.28	30	1.10
Safety Incidents per 100,000 Boardings	196	9.54	156	12.17			155	7.55	140	6.82
Reported Crimes per 100,000 Boardings	0	0.00	0	0.00			0	0.00	0	0.00
Employees Receiving Safety Management Systems Training per Year	12	0.10	12	0.10			70	0.50	70	0.50
System Reliability – Mechanical Failures per 100,000 Miles	67	2.38	59	2.30			57	2.09	50	1.83



## Appendix H

### Records Management

Brevard County Transit Services is responsible for implementing a record management program that includes maintenance, retention, distribution and safe disposal of all safety and security records of the agency in compliance with state and federal regulations.

Brevard County Transit Services annually reviews and updates the Safety Management System and Security Program Plan as needed to ensure compliance with Rule 14-90, Florida Administrative Code. Revisions and updates will be communicated with employees, contractors and regulatory agencies as they occur or as deemed necessary by management, depending on the nature of the revision or update. The Security Program Plan is considered a confidential document and will be retained in a secure location by management.

Brevard County Transit Services will ensure the maintenance and retention of the following records for at least four years:

- Records of bus driver background checks and qualifications
- Detailed descriptions of training administered and completed by each bus driver
- A record of each bus driver's duty status which will include total days worked, on-duty hours, driving hours and time of reporting on and off duty each day
- Records of preventive maintenance, regular maintenance, inspections, lubrication and repairs performed for each bus
- Records of annual safety inspections and documentation of any required corrective actions
- Completed and signed Medical Examination Certificate, (Florida Department of Transportation Form 7250030-11) confirming that biennial medical examinations have been conducted for each driver

In addition, Brevard County Transit Services will retain records of the Bus Driver's Vehicle Inspection Report and any corrective action documentation for the life of the vehicle.



## Appendix I

### Vehicle Standards and Procurement Criteria

Brevard County Transit Services will procure vehicles utilizing the Transit Research-Inspection-Procurement Services (TRIPS) program, and other State Bus Purchasing Programs strictly adhering to the vehicle equipment standards and procurement criteria specified in 14-90.007.

All buses procured and operated meet the following minimum standards, as applicable:

- 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.
- 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, October 1, 2008, hereby incorporated by reference.

Proof of strength and structural integrity tests on new buses procured are submitted under the terms of the TRIPS vendor agreement with the Department.

In addition, every bus operated by the agency are equipped as follows:

- **Mirrors.** There shall be two exterior rear vision mirrors, one at each side. The mirrors shall be firmly attached to the outside of the bus and so located as to reflect to the driver a view of the highway to the rear along both sides of the vehicle. Each exterior rear vision mirror, on Type I buses shall have a minimum reflective surface of 50 square inches. Neither the mirror nor the mounting shall protrude farther than the widest part of the vehicle body except to the extent necessary to produce a field of view meeting or exceeding the requirements of this section. All Type I buses shall, in addition to the above requirements, be equipped with an inside rear vision mirror capable of giving the driver a clear view of seated and standing passengers. Buses having a passenger exit door that is located inconveniently for the driver's visual control shall be equipped with additional interior mirrors to enable the driver to view the passenger exit door. In lieu of interior mirrors, trailer buses and articulated buses may be equipped with closed circuit video systems or adult monitors in voice control with the driver.
- **Wiring and Batteries.** Electrical wiring shall be maintained so as not to come in contact with moving parts, heated surfaces, or be subject to chafing or abrasion which may cause insulation to become worn. Every Type I bus manufactured on or after February 7, 1988, shall be equipped with a storage battery electrical power main disconnect switch. The disconnect switch shall be practicably located in an accessible location adjacent to or near to the battery and be legibly and permanently marked for identification. Every storage battery on a public-sector bus shall be mounted with

proper restraint devices in a compartment which provides adequate ventilation and drainage.

- **Brake Interlock Systems.** All Type I buses having a rear exit door shall be equipped with a rear exit door/brake interlock that automatically applies the brake upon driver activation of the rear exit door to the open position. Brake interlock application shall remain activated until deactivated by the driver and the rear exit door returns to the closed position. The rear exit door brake interlock on such buses shall be equipped with an identified override switch enabling emergency release of the brake interlock function. The override switch shall not be located within reach of the seated driver. Air pressure application to the brake during brake interlock operation, on buses equipped with rear exit door/brake interlock, shall be regulated at the equipment's original manufacturer's specifications.
- **Standee Line and Warning.** Every bus designed and constructed to allow standees shall be plainly marked with a line of contrasting color at least two inches wide, or be equipped with some other means to indicate that all passengers are prohibited from occupying a space forward of a perpendicular plane drawn through the rear of the driver's seat and perpendicular to the longitudinal axis of the bus. A sign shall be posted at or near the front of the bus stating that it is a violation for a bus to be operated with passengers occupying an area forward of the line.
- **Handrails and Stanchions.** Every bus designed and constructed to allow standees shall be equipped with overhead handrails for standee passengers. Overhead handrails shall be continuous, except for a gap at the rear exit door, and terminate into vertical stanchions or turn up into a ceiling fastener. Every Type I and Type II bus designed for carrying more than 16 passengers shall be equipped with handrails, stanchions, or bars at least 10 inches long and installed to permit safe on-board circulation, seating and standing assistance, and boarding and alighting by elderly and handicapped persons. Type I buses shall be equipped with a safety bar and panel directly behind each entry and exit step well.
- **Flooring, Steps, and Thresholds.** Flooring, steps, and thresholds on all buses shall have slip resistant surfaces without protruding or sharp edges, lips, or overhangs, in order to prevent tripping hazards. All step edges and thresholds shall have a band of color(s) running the full width of the step or edge which contrasts with the step tread and riser, either light-on-dark or dark-on-light.
- **Doors.** Power activated doors on all buses shall be equipped with a manual device designed to release door closing pressure.
- **Emergency Exits.** All buses shall have an emergency exit door, or in lieu thereof, shall be provided with emergency escape push-out windows. Each emergency escape window shall be in the form of a parallelogram with dimensions not less than 18" by 24", and

each shall contain an area of not less than 432 square inches. There shall be a sufficient number of push-out or kick-out windows in each vehicle to provide a total escape area equivalent to 67 square inches per seat, including the driver's seat. No less than 40% of the total escape area shall be on one side of the vehicle. Emergency escape kick-out or push-out windows and emergency exit doors shall be conspicuously marked with a sign or light and shall always be kept in good working order so that they may be readily opened in an emergency. All such windows and doors shall not be obstructed either inside or outside so as to hinder escape. Buses equipped with an auxiliary door for emergency exit shall be equipped with an audible alarm and light indicating to the driver when a door is ajar or opened while the engine is running. Supplemental security locks operable by a key are prohibited on emergency exit doors unless these security locks are equipped and connected with an ignition interlock system or an audio-visual alarm located in the driver's compartment. Any supplemental security lock system used on emergency exits shall be kept unlocked whenever a bus is in operation.

- **Tires and Wheels.** Tires shall be properly inflated in accordance with manufacturer's recommendations. No bus shall be operated with a tread groove pattern depth:
  - Less than  $\frac{4}{32}$  ( $\frac{1}{8}$ ) of an inch, measured at any point on a major tread groove for tires on the steering axle of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.
  - Less than  $\frac{2}{32}$  ( $\frac{1}{16}$ ) of an inch, measured at any point on a major tread groove for all other tires of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.
  - No bus shall be operated with recapped, re-grooved, or retreaded tires on the steering axle.
  - Wheels shall be visibly free from cracks and distortions and shall not have missing, cracked, or broken mounting lugs.
- **Suspension.** The suspension system of all buses, including springs, air bags, and all other suspension parts, shall be free from cracks, leaks, or any other defect which may cause its impairment or failure to function properly.
- **Steering and Front Axle.** The steering system of all buses shall have no indication of leaks which would or may cause its impairment to function properly, and shall be free from cracks and excessive wear of components that may cause excessive free play or loose motion in the steering system or above normal effort in steering control.
- **Seat Belts.** Every bus shall be equipped with an adjustable driver's restraining belt in compliance with the requirements of FMVSS 209, "Seat Belt Assemblies" 49 C.F.R. 571.209 October 1, 2008, and FMVSS 210, "Seat Belt Assembly Anchorages" 49 C. F. R. 571.210 October 1,2008, hereby incorporated by reference.



- **Safety Equipment.** Every bus shall be equipped with one fully charged dry chemical or carbon dioxide fire extinguisher, having at least a 1A: BC rating and bearing the label of Underwriter's Laboratory, Inc. The fire extinguishers shall be maintained as follows:
  - Each fire extinguisher shall be securely mounted on the bus in a conspicuous place or a clearly marked compartment and be readily accessible.
  - Each fire extinguisher shall be maintained in efficient operating condition and equipped with some means of determining if it is fully charged.
  - Every Type I bus shall be equipped with portable red reflector warning devices in compliance with Section 316.300, Florida Statutes.
- **Persons with Disabilities.** Buses used for the purpose of transporting individuals with disabilities shall meet the requirements set forth in 49 C.F.R. Part 38, October 1, 2008, hereby incorporated by reference, as well as the following:
  - Installation of a wheelchair lift or ramp shall not cause the manufacturer's GVWR, gross axle weight rating, or tire rating to be exceeded.
  - Except in locations within 3 1/2 inches of the bus floor, all readily accessible exposed edges or other hazardous protrusions of parts of wheelchair lift assemblies or ramps that are located in the passenger compartment shall be padded with energy absorbing material to mitigate injury in normal use and in case of a collision. This requirement shall also apply to parts of the bus associated with the operation of the lift or ramp.
  - The controls for operating the lift shall be at a location where the bus driver or lift attendant has a full view, unobstructed by passengers, of the lift platform, its entrance and exit, and the wheelchair passenger, either directly or with partial assistance of mirrors. Lifts located entirely to the rear of the driver's seat shall not be operable from the driver's seat, but shall have an override control at the driver's position that can be activated to prevent the lift from being operated by the other controls (except for emergency manual operation upon power failure).
  - The installation of the wheelchair lifts or ramp and its controls and the method of attachment in the bus body or chassis shall not diminish the structural integrity of the bus nor cause a hazardous imbalance of the bus. No part of the assembly, when installed and stowed, shall extend laterally beyond the normal side contour of the bus or vertically beyond the lowest part of the rim of the wheel closest to the lift.
  - Each wheelchair lift or ramp assembly shall be legibly and permanently marked by the manufacturer or installer with the following information:
    - The manufacturer's name and address
    - The month and year of manufacture

- A certificate that the wheelchair lifts or ramp securement devices, and their installation, conform to State of Florida requirements applicable to accessible buses.

Wheelchairs. Wheelchair lifts, ramps, securement devices, and restraints shall be inspected and maintained as required by this rule chapter. Instructions for normal and emergency operation of the lift or ramp shall be carried or displayed in every bus.



## Appendix J

F.A.C. 14-90

**CHAPTER 14-90**  
**EQUIPMENT AND OPERATIONAL SAFETY STANDARDS FOR BUS TRANSIT SYSTEMS**

14-90.002	Definitions
14-90.004	Bus Transit System Operational Standards
14-90.0041	Medical Examinations for Bus Transit System Drivers
14-90.006	Operational and Driving Requirements
14-90.007	Vehicle Equipment Standards and Procurement Criteria
14-90.009	Bus Safety Inspections
14-90.010	Certification
14-90.012	Safety and Security Inspections and Reviews

**14-90.002 Definitions.**

Terms used in this rule chapter shall mean as defined in Section 341.031, F.S., in addition:

(1) "Bus" means any motor vehicle, other than a taxicab, which is designed or constructed for the public transport of persons for compensation and is owned, operated, leased, or controlled by a bus transit system. Buses are designated in two categories:

(a) Type I means over 22 feet in length, including bumpers.

(b) Type II means 22 feet or less in length, including bumpers and paratransit type vehicles, such as minibuses, standard vans, modified vans, station wagons, and sedans.

(2) "Bus Transit System" means a community transportation coordinator; a public transit provider; or a private contract transit provider which owns, operates, leases, or controls buses or taxicabs where such transportation consists of continuous or recurring transportation under the same contract; or a privately owned or operated transit provider that receives operational or capital funding from the Department and owns, operates, leases, or controls buses, other than nonpublic sector buses that provides transportation services available for use by the general riding public.

(3) "Community Transportation Coordinator" means a provider of transportation services or an entity that ensures such services are provided by another bus transit system.

(4) "Department" means the Florida Department of Transportation.

(5) "Drive" or "Operate" means all time spent at the controls of a bus in operation.

(6) "Driver" means any person trained and designated to drive a bus on a street or highway being used for the public transport of persons for compensation.

(7) "FMVSS" means the Federal Motor Vehicle Safety Standards in effect at the time the bus or component is manufactured.

(8) "For Compensation" means for money, property, or anything else of value whether paid, received, or realized, directly or indirectly.

(9) "Manufacturer" means the original producer of the chassis, the producer of any type of bus, or the producer of equipment installed on any bus for the purpose of transporting individuals with disabilities.

(10) "Off-Duty" means any time the driver is not on duty, required to be in readiness to work, or under any responsibility to perform work. Such time shall not be counted towards the maximum allowed on-duty hours within a 24-hour period.

(11) "On Duty" means the status of the driver from the time he or she begins work, or is required to be in readiness to work, until the time the driver is relieved from work and all responsibility for performing work. "On Duty" includes all time spent by the driver as follows:

(a) Waiting to be dispatched at bus transit system terminals, facilities, or other private or public property, unless the driver has been completely relieved from duty by the bus transit system.

(b) Inspecting, servicing, or conditioning any vehicle.

(c) Driving.

(d) Remaining in readiness to operate a vehicle (stand-by).

(e) Repairing, obtaining assistance, or remaining in attendance in or about a disabled vehicle.

(12) "Passenger" means a person who is on board, boarding, or alighting from a bus for the purposes of public transport.

(13) "Paratransit" means those elements of public transit which provide service between specific origins and destinations selected by the individual user with such service being provided at a time that is agreed upon by the user and the provider of the

service. Paratransit service is provided by taxis, limousines, "dial-a-ride" buses, and other demand-responsive operations that are characterized by their nonscheduled, non-fixed route nature.

(14) "Safe Condition" means a condition where hazards are reduced to the lowest level feasible and substantial compliance exists with all safety rules, regulations, and requirements.

(15) "Safety Review" means an on-site assessment to determine if a bus transit system has adequate safety management controls in place and functioning in accordance with the safety standards provided and incorporated by reference in this rule chapter.

(16) "Security" means freedom from harm resulting from intentional acts against passengers, employees, equipment, and facilities.

(17) "Security Program Plan" or "SPP" means a document developed and adopted by the bus transit system detailing its policies, objectives, responsibilities, and procedures for the protection and defense of the system and persons from intentional acts of harm.

(18) "Security Review" means an on-site assessment to determine if a bus transit system has security management controls in place and functioning in accordance with the security requirements provided in this rule chapter.

(19) "System Safety Program Plan" or "SSPP" means a document developed and adopted by the bus transit system detailing its policies, objectives, responsibilities, and procedures against injuries or damage.

(20) "Taxicab" means any motor vehicle of nine passenger capacity or less, including the driver, engaged in the general transportation of persons for compensation, not on a regular schedule, between fixed termini, or over regular routes, where such vehicle does not provide transportation services as a result of a contractual agreement with a bus transit system.

(21) "Trailer Bus" means a trailing or towed vehicle designed or used for the transportation of more than 10 persons, e.g., tram buses.

(22) "Twenty-four Hour Period" or "24-Hour Period" means the consecutive time beginning at 12:00.01 a.m. to 12:00.00 a.m.

(23) "Unsafe Condition" means anything which endangers human life or property.

(24) "Personal wireless communications device" means an electronic or electrical device that was not provided by the bus transit system for business purposes.

(25) "Use of a wireless communications device" means use of a mobile telephone or other electronic or electrical device, hands-on or hands-free, to conduct an oral communication; to place or receive a telephone call; to send or read electronic mail or a text message; to play a game; to navigate the Internet; to play, view, or listen to a video; to play, view, or listen to a television broadcast; to play or listen to music; or to execute a computational function. Use of an electronic or electrical device that enhances the individual's physical ability to perform, such as a hearing aid, is not included in this definition.

(26) "Wireless communications device" means an electronic or electrical device capable of remote communication. Examples include cell phones, personal digital assistants (PDAs) and portable computers (commonly called laptop computers).

*Rulemaking Authority 334.044(2), 341.061(2), 341.041(3), 341.031 FS. Law Implemented 341.041(3), 341.061(2) FS. History—New 9-7-87, Amended 11-10-92, 8-7-05, 9-16-10.*

#### **14-90.004 Bus Transit System Operational Standards.**

(1) Each bus transit system shall develop and adopt an SSPP that complies with or exceeds the established safety standards set forth in this rule chapter.

(a) The SSPP shall address the following safety elements and requirements:

1. Safety policies and responsibilities.

2. Vehicle and equipment standards and procurement criteria.

3. Operational standards and procedures.

4. Bus driver and employee selection.

5. Driving requirements.

6. Bus driver and employee training. As part of the driver training program, specific procedures, and training shall be implemented to instruct the driver on how to safely approach and depart from a transit bus stop to avoid contact with pedestrians and other hazards.

7. Vehicle maintenance.

8. Investigations of events described under subsection 14-90.004(5), F.A.C.

9. Hazard identification and resolution.

10. Equipment for transporting wheelchairs.
11. Safety data acquisition and analysis.
12. A wireless communication plan and procedure that provides for the safe operation of the bus transit vehicle. The wireless communication plan and procedure shall assure that:
  - a. The use of a personal wireless communication device is prohibited while the transit vehicle is in motion, and
  - b. All personal wireless communications devices are turned off with any earpieces removed from the operator's ear while occupying the driver's seat.
13. A policy on the use of a wireless communications device issued to the operator by the bus transit system for business related purposes. Policies developed shall assure that:
  - a. Guidelines are developed that allow for the use of a wireless communications device in emergency situations, and
  - b. The use of a wireless communications device does not interfere with the operator's safety related duties.
14. The Bus Transit System shall develop a driver educational training program addressing:
  - a. The proper use of a wireless communications device issued to the operator by the Bus Transit System while in the performance of their safety related duties, and
  - b. The hazards associated with driving and utilizing a wireless communications device.
15. Safety standards for private contract bus transit system(s) that provide(s) continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system.
  - (b) Each bus transit system shall implement and comply with the SSPP during the operation of the system.
  - (c) Each bus transit system shall require that all operable transit buses be inspected at least once per year in accordance with established standards.
  - (d) Each bus transit system shall submit an annual safety certification to the Department verifying the following:
    1. Adoption of an SSPP, which meets or exceeds the established standards set forth in this rule chapter.
    2. Compliance with its adopted SSPP and that safety inspections have been performed at least once a year on all buses operated by the bus transit system, by persons meeting the requirements set forth in Rule 14-90.009, F.A.C.
  - (e) Bus transit systems shall immediately suspend affected system service operations if, at any time, continued operation of the system, or a portion thereof, poses an immediate danger to public safety.
  - (2) Each bus transit system shall develop and adopt an SPP that meets or exceeds the security requirements set forth in this rule chapter. The SPP shall be adopted separately from the SSPP.
    - (a) The SPP shall address the following security requirements:
      1. Security policies, goals, and objectives.
      2. Organization, roles, and responsibilities.
      3. Emergency management processes and procedures for mitigation, preparedness, response, and recovery.
      4. Procedures for investigation of events described under subsection 14-90.004(5), F.A.C.
      5. Procedures for the establishment of interfaces with emergency response organizations.
      6. Procedures for interagency coordination with local law enforcement jurisdictions.
      7. Employee security and threat awareness training programs.
      8. Security data acquisition and analysis.
      9. Emergency preparedness drills and exercises.
    10. Requirements for private contract transit providers that engage in continuous or recurring transportation services for compensation as a result of a contractual agreement with the bus transit system.
    11. Procedures for SPP maintenance and distribution.
    - (b) Each bus transit system shall implement and comply with the SPP during the operation of the system.
    - (c) Bus transit systems that engage in a contract with a private contract transit provider shall:
      1. Establish minimum security requirements which apply to private contract transit providers.
      2. Monitor and assure that each private contract transit provider complies with established security requirements during the term of the contract.
    - (d) Bus transit systems are prohibited by Section 119.071(3)(a), F.S., from publicly disclosing the SPP or the security portion of the SSPP, as applicable, under any circumstance.
    - (3) Bus transit systems shall establish criteria and procedures for the selection, qualification, and training of all drivers. The

criteria shall include the following:

- (a) Driver qualifications and background checks meeting minimum hiring standards.
- (b) Driving and criminal background checks for all new drivers.
- (c) Verification and documentation of valid driver licenses for all employees who drive buses.
- (d) Training and testing to demonstrate and ensure adequate skills and capabilities to safely operate each type of bus or bus combination before driving on a street or highway unsupervised. As a minimum requirement, drivers shall be given explicit instructional and procedural training and testing in the following areas:

- 1. Bus transit system safety and operational policies and procedures.
- 2. Operational bus and equipment inspections.
- 3. Bus equipment familiarization.
- 4. Basic operations and maneuvering.
- 5. Boarding and alighting passengers.
- 6. Operation of wheelchair lifts and other special equipment.
- 7. Defensive driving.
- 8. Passenger assistance and securement.
- 9. Handling of emergencies and security threats.
- 10. Security and threat awareness.
- 11. Driving conditions.

(e) Bus transit systems shall provide written operational and safety procedures to all bus drivers before driving on streets or highways unsupervised. At a minimum, these procedures and instructions shall address the following:

- 1. Communication and handling of unsafe conditions, security threats, and emergencies.
- 2. Familiarization and operation of safety and emergency equipment, wheelchair lift equipment, and restraining devices.
- 3. Application and compliance with all applicable federal and state laws, rules, and regulations.

(f) The provisions in paragraphs (d) and (e), above, shall not apply to personnel licensed and authorized by the bus transit system to drive, move, or road test a bus in order to perform repairs or maintenance services when it has been determined that such temporary operation does not create unsafe operating conditions or create a hazard to public safety.

(g) Bus transit systems shall maintain the following records for at least four years:

- 1. Records of bus driver background checks and qualifications.
- 2. Detailed descriptions of training administered and completed by each bus driver.
- 3. 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.

(h) Each bus transit system shall establish a drug-free workplace policy statement in accordance with 49 C.F.R. Part 32 and a substance abuse management and testing program in accordance with 49 C.F.R. Parts 40 and 655, October 1, 2009, hereby incorporated by reference.

(i) Bus transit systems shall require that drivers write and submit a daily bus inspection report pursuant to Rule 14-90.006, F.A.C.

(4) Bus transit systems shall establish a maintenance plan and procedures for preventative and routine maintenance for all buses operated. The maintenance plan and procedures shall assure that:

(a) All buses operated, and all parts and accessories on such buses, including those specified in Rule 14-90.007, F.A.C., and any additional parts and accessories which may affect safety of operation, including frame and frame assemblies, suspension systems, axles and attaching parts, wheels and rims, and steering systems, are regularly and systematically inspected, maintained, and lubricated to standards that meet or exceed the bus manufacturer's recommendations and requirements.

(b) A recording and tracking system is established for the types of inspections, maintenance, and lubrication intervals documenting the date or mileage when these services are due. Required maintenance inspections shall be more comprehensive than daily inspections performed by the driver.

(c) Proper preventive maintenance is performed when a bus is assigned away from the system's regular maintenance facility or when maintenance services are performed under contract.

(d) Records are maintained and provide written documentation of preventive maintenance, regular maintenance, inspections, lubrication, and repairs performed for each bus under their control. Such records shall be maintained by the bus transit system for at



least four years and, at a minimum, provide the following information:

1. Identification of the bus, the make, model, and license number, or other means of positive identification and ownership.
  2. Date, mileage, description, and each type of inspection, maintenance, lubrication, or repair performed.
  3. If not owned by the bus transit system, the name of any person furnishing a bus.
  4. The name and address of any entity or contractor performing an inspection, maintenance, lubrication, or repair.
- (5) Each bus transit system shall investigate, or cause to be investigated, any event involving a bus or taking place on bus transit system controlled property resulting in a fatality, injury, or property damage as follows:
- (a) A fatality, where an individual is confirmed dead within 30 days of a bus transit system related event, excluding suicides and deaths from illnesses.
  - (b) Injuries requiring immediate medical attention away from the scene for two or more individuals.
  - (c) Property damage to bus transit system buses, non-bus transit system vehicles, other bus system property or facilities, or any other property. The bus transit system shall have the discretion to investigate events resulting in property damage less than \$1,000.
  - (d) Evacuation of a bus due to a life safety event where there is imminent danger to passengers on the bus, excluding evacuations due to operational issues.
- (6) Each investigation shall be documented in a final report that includes a description of investigation activities, identified causal factors, and any identified corrective action plan.
- (a) Each corrective action plan shall identify the action to be taken by the bus transit system and the schedule for its implementation.
  - (b) The bus transit system shall monitor and track the implementation of each corrective action plan.
- (7) Investigation reports, corrective action plans, and related supporting documentation shall be maintained by the bus transit system for a minimum of four years from the date of completion of the investigation.

*Rulemaking Authority 334.044(2), 341.061(2) FS. Law Implemented 119.071, 341.041(3), 341.061(1)(b), 341.061(2)(a) FS. History—New 9-7-87, Amended 11-10-92, 8-7-05, 6-24-08, 9-16-10.*

#### **14-90.0041 Medical Examinations for Bus Transit System Drivers.**

(1) Bus transit systems shall establish medical examination requirements for all applicants to driver positions and for existing drivers. The medical examination requirements shall include a pre-employment examination for applicants, an examination at least once every two years for existing drivers, and a return to duty examination for any driver prior to returning to duty after having been off duty for 30 or more days due to an illness, medical condition, or injury.

(2) Medical examinations shall be performed and recorded according to qualification standards adopted by the bus transit system, provided the medical examination qualification standards adopted by the bus transit system meet or exceed those provided in Department Form Number 725-030-11, Medical Examination Report for Bus Transit System Driver, Rev. 05/09, hereby incorporated by reference. Copies of Form Number 725-030-11 are available from the Florida Department of Transportation, Public Transit Office, 605 Suwannee Street, Mail Station 26, Tallahassee, Florida 32399-0450 or on-line at [www.dot.state.fl.us/transit](http://www.dot.state.fl.us/transit).

(3) Medical examinations shall be performed by a Doctor of Medicine or Osteopathy, Physician Assistant, or Advanced Registered Nurse Practitioner licensed or certified by the State of Florida. If medical examinations are performed by a Physician Assistant or Advanced Registered Nurse Practitioner, they must be performed under the supervision or review of a Doctor of Medicine or Osteopathy.

(a) An ophthalmologist or optometrist licensed by the State of Florida may perform as much of the medical examination as pertains to visual acuity, field of vision, and color recognition.

(b) Upon completion of the medical examination, the medical examiner shall complete, sign, and date the medical examination form and maintain the original at his or her office.

(c) Upon completion of the medical examination, the examiner shall complete, sign, and date the medical examination certificate and provide a copy to the driver's employer. If the transit agency decides to adopt qualification standards other than those listed in Department form 725-030-11, the adopted standard's medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination shall be given to the transit agency in lieu of the Department's medical examination certificate. The adopted standards medical certification or letter must provide all of the information required on the Department's medical examination certificate.

(d) Upon completion of the medical examination the driver shall provide their driver license number, signature, and date on the medical examination certificate.

(4) Bus transit systems shall have on file a completed and signed medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination for each bus driver, dated within the past 24 months.

(a) Medical examination certificates or a signed letter from the medical examiner attesting to the completion of a medical examination of the employee bus drivers shall be maintained by the bus transit system for a minimum of four years from the date of the examination.

(b) Bus Transit Systems shall not allow a driver to operate a transit bus without having on file a completed medical examination certificate or a signed letter from the medical examiner attesting to the completion of a medical examination dated within the past 24 months.

*Rulemaking Authority 334.044(2), 341.061(2) FS. Law Implemented 334.044(12), 341.041(3), 341.061(1)(a), (b), (2) FS. History—New 11-10-92, Amended 8-7-05, 6-24-08, 9-16-10.*

#### **14-90.006 Operational and Driving Requirements.**

(1) Bus transit systems shall not permit a driver to drive a bus when such driver's license has been suspended, cancelled, or revoked. Bus transit systems shall require a driver who receives a notice that his or her license to operate a motor vehicle has been suspended, cancelled, or revoked to notify his or her employer of the contents of the notice immediately, no later than the end of the business day following the day he or she received the notice.

(2) Buses shall be operated at all times in compliance with applicable traffic regulations, ordinances, and laws of the jurisdiction in which they are being operated.

(3) A driver shall not be permitted or required to drive more than 12 hours in a 24-hour period, or drive after having been on duty for 16 hours in a 24-hour period. A driver shall not be permitted to drive until the requirement of a minimum eight consecutive hours of off-duty time has been fulfilled. A driver's work period shall begin from the time he or she first reports for duty to his or her employer. A driver is permitted to exceed his or her regulated hours in order to reach a regularly established relief or dispatch point, provided the additional driving time does not exceed one hour.

(4) To ensure uniform interpretation of subsections 14-90.002(10), (11), (22) and 14-90.006(3), F.A.C., the following practical applications are provided:

(a) A driver is required to drive from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 3 p.m., then required to drive from 3 p.m. – 11 p.m. Driving hours and on-duty hours are the same. 4 hours + 8 hours = 12 hours driving. This driver has met the maximum allowed driving hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(b) A driver is required to drive from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 11 a.m., then required to be on-duty, not driving, from 11 a.m. – 11 p.m. Driving hours = 4 hours and on-duty not driving hours = 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(c) A driver is required to be on-duty, not driving, from 4 a.m. – 8 a.m., off-duty from 8 a.m. – 11 a.m., then on-duty, not driving from 11 a.m. – 11 p.m. On-duty not driving hours = 4 hours + 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. The driver cannot be permitted or allowed to drive before 7 a.m.

(d) A driver is required to be on-duty, not driving, from 4 a.m. – 8 a.m., then off-duty from 8 a.m. – 11 a.m., then on-duty, driving from 11 a.m. – 11 p.m. On-duty, not driving hours = 4 hours and on-duty driving hours = 12 hours for a total of 16 hours on-duty. This driver has met the maximum allowed driving and on-duty hours within a 24-hour period and cannot be permitted or required to drive until a minimum eight consecutive hours off-duty has been fulfilled. This driver cannot be permitted or allowed to drive before 7 a.m.

(5) A driver shall not be permitted or required to be on duty more than 72 hours in any period of seven consecutive days; however, any 24 consecutive hours of off duty time shall constitute the end of any such period of seven consecutive days. A driver who has reached the maximum 72 hours of on duty time during the seven consecutive days shall be required to have a minimum of 24 consecutive hours off duty prior to returning to on duty status.

(6) A driver is permitted to drive for more than the regulated hours for the safety and protection of the public when conditions

such as adverse weather, disaster, security threat, a road or traffic condition, medical emergency, or an accident occur.

(7) Bus transit systems shall not permit or require any driver to drive a bus when his or her ability is impaired, or likely to be impaired, by fatigue, illness, or other causes, likely to create an unsafe condition.

(8) Bus transit systems shall require pre-operational or daily inspection and reporting of all defects and deficiencies likely to affect safe operation or cause mechanical malfunctions.

(a) An inspection or test shall be made of the following parts and devices to ascertain that they are in safe condition and in good working order:

1. Service brakes.
2. Parking brakes.
3. Tires and wheels.
4. Steering.
5. Horn.
6. Lighting devices.
7. Windshield wipers.
8. Rear vision mirrors.
9. Passenger doors.
10. Exhaust system.
11. Equipment for transporting wheelchairs.
12. Safety, security, and emergency equipment.

(b) Bus transit systems shall review daily inspection reports and document corrective actions taken as a result of any deficiencies identified by daily inspections.

(c) Bus transit systems shall retain records of daily bus inspections and any corrective action documentation a minimum of two weeks.

(9) A bus with any passenger door in the open position shall not be operated with passengers aboard. The doors shall not be opened until the bus is stopped. A bus with any inoperable passenger door shall not be operated with passengers aboard, except to move a bus to a safe location.

(10) During darkness, interior lighting and lighting in stepwells on buses shall be sufficient for passengers to enter and exit safely.

(11) Passengers shall not be permitted in the stepwells of any bus while the bus is in motion, or to occupy an area forward of the standee line.

(12) Passengers shall not be permitted to stand on buses not designed and constructed for that purpose.

(13) Buses shall not be refueled in a closed building. The fueling of buses when passengers are being carried shall be reduced to the minimum number of times necessary during such transportation.

(14) Bus transit systems shall require the driver to be properly secured to the driver's seat with a restraining belt at all times while the bus is in motion.

(15) Buses shall not be left unattended with passengers aboard for longer than 15 minutes. The parking or holding brake device shall be properly set at any time the bus is left unattended.

(16) Buses shall not be left unattended in an unsafe condition with passengers aboard at any time.

*Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2) FS. History—New 9-7-87, Amended 5-31-89, 11-10-92, 8-7-05, 6-24-08, 9-16-10.*

#### **14-90.007 Vehicle Equipment Standards and Procurement Criteria.**

(1) Every bus transit system shall ensure that buses procured and operated meet the following minimum standards:

(a) 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.

(b) Structural integrity that mitigates or minimizes the adverse effects of collisions.

(c) 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.

(2) Proof of strength and structural integrity tests on new buses procured shall be submitted by manufacturers or bus transit

systems to the Department.

(3) In addition to the above, every bus operated in this state shall be equipped as follows:

(a) Mirrors. There shall be two exterior rear vision mirrors, one at each side. The mirrors shall be firmly attached to the outside of the bus and located as to reflect to the driver a view of the highway to the rear along both sides of the vehicle. Each exterior rear vision mirror, on Type I buses, shall have a minimum reflective surface of 50 square inches. Neither the mirror nor the mounting shall protrude farther than the widest part of the vehicle body except to the extent necessary to produce a field of view meeting or exceeding the requirements of this section. All Type I buses shall, in addition to the above requirements, be equipped with an inside rear vision mirror capable of giving the driver a clear view of seated and standing passengers. Buses having a passenger exit door that is located inconveniently for the driver's visual control shall be equipped with additional interior mirrors to enable the driver to view the passenger exit door. In lieu of interior mirrors, trailer buses and articulated buses may be equipped with closed circuit video systems or adult monitors in voice control with the driver.

(b) Wiring and Batteries. Electrical wiring shall be maintained so as not to come in contact with moving parts, heated surfaces, or be subject to chafing or abrasion which may cause insulation to become worn. Every Type I bus manufactured on or after February 7, 1988, shall be equipped with a storage battery electrical power main disconnect switch. The disconnect switch shall be practicably located in an accessible location adjacent to or near to the battery and be legibly and permanently marked for identification. Every storage battery on a public-sector bus shall be mounted with proper retainment devices in a compartment which provides adequate ventilation and drainage.

(c) Brake Interlock Systems. All Type I buses having a rear exit door shall be equipped with a rear exit door/brake interlock that automatically applies the brake upon driver activation of the rear exit door to the open position. Brake interlock application shall remain activated until deactivated by the driver and the rear exit door returns to the closed position. The rear exit door brake interlock on such buses shall be equipped with an identified override switch enabling emergency release of the brake interlock function. The override switch shall not be located within reach of the seated driver. Air pressure application to the brake during brake interlock operation, on buses equipped with rear exit door/brake interlock, shall be regulated at the equipment's original manufacturer's specifications.

(4) Standee Line and Warning. Every bus designed and constructed to allow standees shall be plainly marked with a line of contrasting color at least two inches wide, or be equipped with some other means to indicate that all passengers are prohibited from occupying a space forward of a perpendicular plane drawn through the rear of the driver's seat and perpendicular to the longitudinal axis of the bus. A sign shall be posted at or near the front of the bus stating that it is a violation for a bus to be operated with passengers occupying an area forward of the line.

(5) Handrails and Stanchions. Every bus designed and constructed to allow standees shall be equipped with overhead handrails for standee passengers. Overhead handrails shall be continuous, except for a gap at the rear exit door, and terminate into vertical stanchions or turn up into a ceiling fastener. Every Type I and Type II bus designed for carrying more than 16 passengers shall be equipped with handrails, stanchions, or bars at least 10 inches long and installed to permit safe on-board circulation, seating and standing assistance, and boarding and alighting by elderly and handicapped persons. Type I buses shall be equipped with a safety bar and panel directly behind each entry and exit stepwell.

(6) Flooring, Steps, and Thresholds. Flooring, steps, and thresholds on all buses shall have slip resistant surfaces without protruding or sharp edges, lips, or overhangs, in order to prevent tripping hazards. All step edges and thresholds shall have a band of color(s) running the full width of the step or edge which contrasts with the step tread and riser, either light-on-dark or dark-on-light.

(7) Doors. Power activated doors on all buses shall be equipped with a manual device designed to release door closing pressure.

(8) Emergency Exits. All buses shall have an emergency exit door, or in lieu thereof, shall be provided with emergency escape push-out windows. Each emergency escape window shall be in the form of a parallelogram with dimensions of not less than 18" by 24", and each shall contain an area of not less than 432 square inches. There shall be a sufficient number of push-out or kick-out windows in each vehicle to provide a total escape area equivalent to 67 square inches per seat, including the driver's seat. No less than 40% of the total escape area shall be on one side of the vehicle. Emergency escape kick-out or push-out windows and emergency exit doors shall be conspicuously marked with a sign or light and shall always be kept in good working order so that they may be readily opened in an emergency. All such windows and doors shall not be obstructed, either inside or outside, so as to hinder escape. Buses equipped with an auxiliary door for emergency exit shall be equipped with an audible alarm and light indicating to the driver when a door is ajar or opened while the engine is running. Supplemental security locks operable by a key are prohibited on emergency exit doors unless these security locks are equipped and connected with an ignition interlock system or an audio visual

alarm located in the driver's compartment. Any supplemental security lock system used on emergency exits shall be kept unlocked whenever a bus is in operation.

(9) Tires and Wheels. Tires shall be properly inflated in accordance with manufacturer's recommendations.

(a) No bus shall be operated with a tread groove pattern depth:

1. Less than  $\frac{4}{32}$  ( $\frac{1}{8}$ ) of an inch, measured at any point on a major tread groove for tires on the steering axle of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.

2. Less than  $\frac{2}{32}$  ( $\frac{1}{16}$ ) of an inch, measured at any point on a major tread groove for all other tires of all buses. The measurements shall not be made where tie bars, humps, or fillets are located.

(b) No bus shall be operated with recapped, regrooved, or retreaded tires on the steering axle.

(c) Wheels shall be visibly free from cracks and distortions and shall not have missing, cracked, or broken mounting lugs.

(10) Suspension. The suspension system of all buses, including springs, air bags, and all other suspension parts shall be free from cracks, leaks, or any other defect which may cause its impairment or failure to function properly.

(11) Steering and Front Axle. The steering system of all buses shall have no indication of leaks which would or may cause its impairment to function properly, and shall be free from cracks and excessive wear of components that may cause excessive free play or loose motion in the steering system or above normal effort in steering control.

(12) Seat Belts. Every bus shall be equipped with an adjustable driver's restraining belt in compliance with the requirements of FMVSS 209, "Seat Belt Assemblies" 49 C.F.R. 571.209, Rev. 10/09, and FMVSS 210, "Seat Belt Assembly Anchorages" 49 C.F.R. 571.210, Rev. 10/09, hereby incorporated by reference.

(13) Safety Equipment. Every bus shall be equipped with one fully charged dry chemical or carbon dioxide fire extinguisher, having at least a 1A:BC rating, and bearing the label of Underwriter's Laboratory, Inc. The fire extinguishers shall be maintained as follows:

(a) Each fire extinguisher shall be securely mounted on the bus in a conspicuous place or in a clearly marked compartment and be readily accessible.

(b) Each fire extinguisher shall be maintained in efficient operating condition and be equipped with some means of determining if it is fully charged.

(c) Every Type I bus shall be equipped with portable red reflector warning devices in compliance with Section 316.300, F.S.

(14) Persons with Disabilities. Buses used for the purpose of transporting individuals with disabilities shall meet the requirements set forth in 49 C.F.R. Part 38, Rev. 10/09 hereby incorporated by reference, as well as the following:

(a) Installation of a wheelchair lift or ramp shall not cause the manufacturer's GVWR, gross axle weight rating, or tire rating to be exceeded.

(b) Except in locations within 3  $\frac{1}{2}$  inches of the bus floor, all readily accessible exposed edges or other hazardous protrusions of parts of wheelchair lift assemblies or ramps that are located in the passenger compartment shall be padded with energy absorbing material to mitigate injury in normal use and in case of a collision. This requirement shall also apply to parts of the bus associated with the operation of the lift or ramp.

(c) The controls for operating the lift shall be at a location where the bus driver or lift attendant has a full view, unobstructed by passengers, of the lift platform, its entrance and exit, and the wheelchair passenger, either directly or with partial assistance of mirrors. Lifts located entirely to the rear of the driver's seat shall not be operable from the driver's seat, but shall have an override control at the driver's position that can be activated to prevent the lift from being operated by the other controls (except for emergency manual operation upon power failure).

(d) The installation of the wheelchair lift or ramp and its controls and the method of attachment in the bus body or chassis shall not diminish the structural integrity of the bus nor cause a hazardous imbalance of the bus. No part of the assembly, when installed and stowed, shall extend laterally beyond the normal side contour of the bus, nor vertically beyond the lowest part of the rim of the wheel closest to the lift.

(e) Each wheelchair lift or ramp assembly shall be legibly and permanently marked by the manufacturer or installer with the following information:

1. The manufacturer's name and address.

2. The month and year of manufacture.

3. A certificate that the wheelchair lift or ramp securement devices, and their installation, conform to State of Florida requirements applicable to accessible buses.

(15) Wheelchairs. Wheelchair lifts, ramps, securement devices, and restraints shall be inspected and maintained as required by this rule chapter. Instructions for normal and emergency operation of the lift or ramp shall be carried or displayed in every bus.

*Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2)(a) FS. History—New 9-7-87, Amended 11-10-92, 8-2-94, 8-7-05, 6-24-08, 9-16-10.*

#### **14-90.009 Bus Safety Inspections.**

(1) Each bus transit system shall require that all buses operated by such bus transit system, and all buses operated by a private contract transit provider, be inspected at least annually in accordance with bus inspection procedures set forth in this rule.

(2) It shall be the bus transit system's responsibility to ensure that each individual performing a bus safety inspection is qualified as follows:

(a) Understands the requirements set forth in this rule chapter and can identify defective components.

(b) Is knowledgeable of and has mastered the methods, procedures, tools, and equipment used when performing an inspection.

(c) Has at least one year of training and/or experience as a mechanic or inspector in a vehicle maintenance program, and has sufficient general knowledge of buses owned and operated by the bus transit system to recognize deficiencies or mechanical defects.

(3) Each bus receiving a safety inspection shall be checked for compliance with the requirements for safety devices and equipment, as referenced or specified herein. Specific operable equipment and devices as required by this rule chapter, include the following as applicable to Type I and II buses:

(a) Horn.

(b) Windshield wipers.

(c) Mirrors.

(d) Wiring and batteries.

(e) Service and parking brakes.

(f) Warning devices.

(g) Directional signals.

(h) Hazard warning signals.

(i) Lighting systems and signaling devices.

(j) Handrails and stanchions.

(k) Standee line and warning.

(l) Doors and brake interlock devices.

(m) Stepwells and flooring.

(n) Emergency exits

(o) Tires and wheels.

(p) Suspension system.

(q) Steering system.

(r) Exhaust system.

(s) Seat belts.

(t) Safety equipment.

(u) Equipment for transporting wheelchairs.

(v) Working speedometer.

(4) A safety inspection report shall be prepared by the individual(s) performing the inspection and shall include the following:

(a) Identification of the individual(s) performing the inspection.

(b) Identification of the bus transit system operating the bus.

(c) The date of the inspection.

(d) Identification of the bus inspected.

(e) Identification of the equipment and devices inspected including the identification of equipment and devices found deficient or defective.

(f) Identification of corrective action(s) for any deficient or defective items found and date(s) of completion of corrective action(s).

(5) Records of annual safety inspections and documentation of any required corrective actions shall be retained a minimum of

four years by the bus transit system for compliance review.

*Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 341.061(2) FS. History—New 9-7-87, Amended 11-10-92, 8-7-05, 9-16-10.*

#### **14-90.010 Certification.**

(1) Each bus transit system shall annually submit a safety and security certification to the Department. The certification shall be submitted no later than February 15, for the prior calendar year period. The certification shall attest to the following:

- (a) The adoption of an SSPP and an SPP in accordance with established standards set forth in this rule chapter.
- (b) Compliance with its adopted SSPP and SPP.
- (c) Performance of safety inspections on all buses operated by the system in accordance with this rule chapter.
- (d) Reviews of the SSPP and SPP have been conducted to ensure they are up to date.

(2) The certification shall include:

(a) The name and address of the bus transit system, and the name and address of the entity(ies) who performed bus safety inspections and security assessments during the prior calendar year, if different from that of the bus transit system.

(b) A statement signed by an officer or person directly responsible for management of the bus transit system attesting to compliance with this rule chapter.

*Rulemaking Authority 334.044(2), 341.041(3), 341.061(2) FS. Law Implemented 334.044(28), 341.061(1), 341.061(2) FS. History—New 9-7-87, Amended 8-7-05, 9-16-10.*

#### **14-90.012 Safety and Security Inspections and Reviews.**

(1) The Department, or its contractor, shall conduct inspections of bus transit systems to ascertain compliance with the provisions of this rule chapter.

(2) The Department, or its contractor, shall conduct safety and security reviews of any bus transit system the Department believes to be in noncompliance with its SSPP or SPP, or providing passenger service operations in an unsafe manner, or if there is evidence of an immediate danger to public safety. The Department shall prepare and submit a report of the review to the affected bus transit system. The report shall be submitted to the bus transit system within three business days of completion of the review and shall contain the following:

(a) Identification of the findings, including a detailed description of any deficiency.

(b) Required corrective action and a schedule for implementation of the corrective action to be taken for each deficiency.

(c) Any required suspension of bus transit system service, should the Department determine the continued operation of the service, or a portion thereof, poses an immediate danger to public safety.

(3) The Department shall initiate the following actions to suspend the affected bus transit system service if any deficiency or unsafe condition exists, to the extent that the continued operation of the system, or a portion thereof, poses an immediate danger or threat to public safety.

(a) Immediately notify the affected bus transit system of the unsafe condition, followed by a certified letter describing the deficiency or unsafe condition. The notification shall include the following:

1. The required corrective action for the deficiency or unsafe condition.

2. The requirement for the bus transit system to certify, in writing to the Department, the completion of the required corrective action in accordance with an established implementation schedule.

(b) Conduct an on-site review of the bus transit system to verify the correction of the deficiency in accordance with this rule and the established implementation schedule.

(c) Suspend affected passenger service operations if the bus transit system fails to correct the deficiency in accordance with this rule and the established implementation schedule.

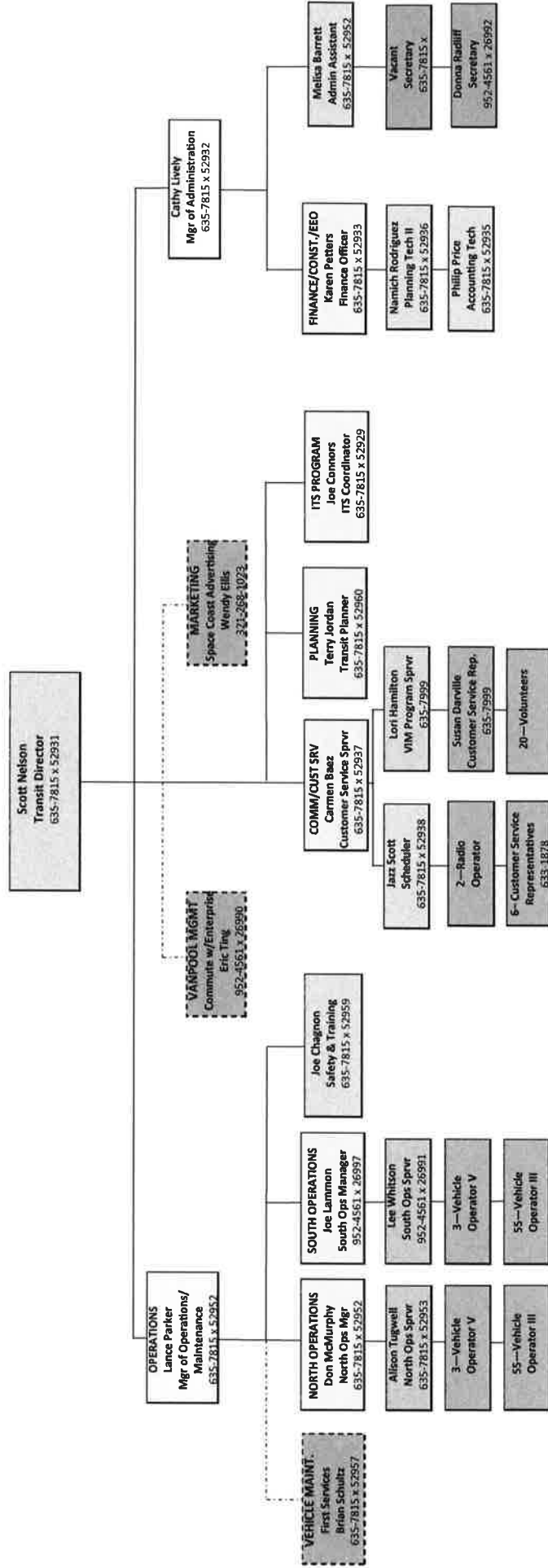
*Rulemaking Authority 334.044(2), 341.041(3), 341.061(2)(a) FS. Law Implemented 334.044(28), 341.041(3), 341.061(1)(d), 341.061(2)(c) FS. History—New 11-10-92, Amended 8-7-05, 9-16-10.*

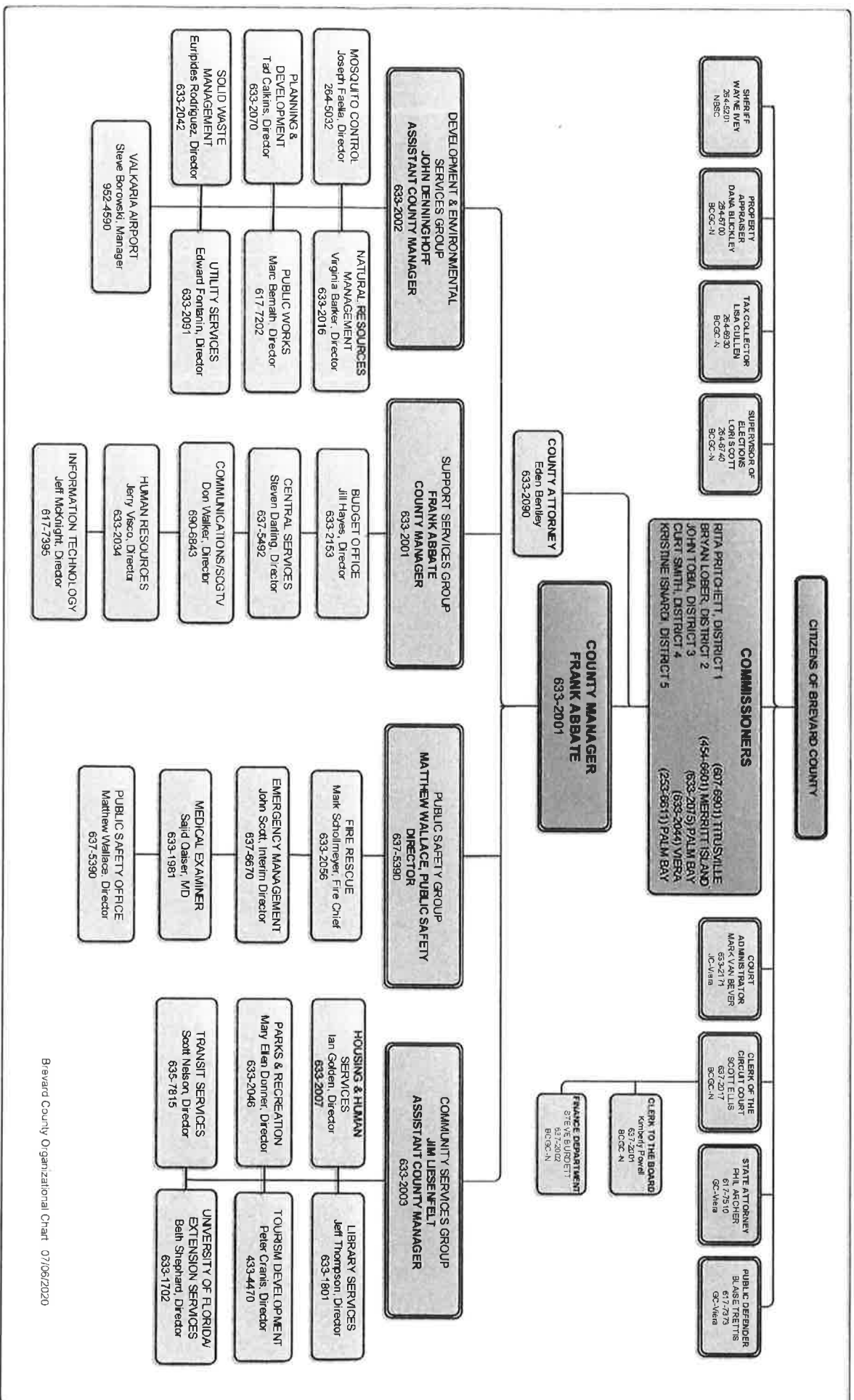
## Appendix K

### Organizational Charts



# Transit Services Department







# Safety Management System Framework and Implementation Guide

2020

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## **Establishment**

This manual is developed and written per the Brevard County Transit Services – Establishment of Safety Management Systems.

Approved Operating Organizations: Brevard County Transit Services, Brevard County Florida

Note: This manual is developed for use and adherence by Brevard County Transit Services who has undergone extensive planning, development and training specific to the enterprises overall approach to the Safety Management System.

## **Transit Agency Information**

**Transit Agency Name:** Brevard County Transit Services

**Transit Agency Address:** 401 South Varr Avenue, Cocoa FL 32922

**Name and Title of Accountable Executive:** Scott Nelson, Transit Director

**Name and Title of Chief Safety Officer or Safety Management System Executive:** Joseph Chagnon, Safety and Training Coordinator.

**Mode(s) of Service Covered by this Plan:** Fixed Route Bus; Paratransit.

**List all Federal Transit Administration Funding Types:** 5307, 5310, 5339

Brevard County Transit Services does not provide transit services on behalf of another transit agency or entity.

## FORWARD

The management of safety is one of our core business functions. Brevard County Transit Services is committed to developing, implementing, maintaining and constantly improving processes to ensure that all of our transit service delivery activities take place under a balanced allocation of business resources, aimed at achieving the highest level of safety performance and meeting established standards.

All levels of management, all employees and contractors are accountable for the delivery of this highest level of safety performance, including the Director, Managers, Supervisors, employees and contractors.

As part of its commitment to safety, Brevard County Transit Services will:

- **Support** the management of safety with appropriate resources, that will result in an organizational culture that fosters safe practices, encourages effective employee safety reporting and communication, and actively manages safety with the same attention as those applied to the other management systems of the organization
- **Integrate** the management of safety as a prime responsibility of all managers, supervisors and employees
- **Clearly define** for all staff, managers, employees and contractors alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of our safety management system
- **Establish and operate** hazard identification and analysis, and safety risk evaluation activities, including an employee safety reporting program as a fundamental source for safety concerns and hazard identification, in order to eliminate or mitigate the safety risks of the consequences of hazards resulting from our operations or activities to a point which is consistent with our acceptable level of safety performance
- **Ensure** that no retaliatory action is taken against any employee who discloses a safety concern through the safety reporting program
- **Comply** with, and whenever possible exceed, legislative and regulatory requirements and standards
- **Ensure** that sufficient skilled and trained staff are available to implement safety management processes

- **Ensure** that all staff are provided with adequate and appropriate safety-related information and training, are competent in safety management matters, and are allocated only tasks commensurate with their skills
- **Establish and measure** safety performance against realistic and data-driven safety performance indicators and safety performance targets
- **Continually improve** safety performance through management processes that ensure that appropriate safety management action is taken and is effective
- **Ensure** externally supplied systems and services to support operations are provided to meet internal safety performance standards, regulatory requirements and industry best practices



Scott Nelson, Transit Director  
Brevard County Transit Services




Date



## Plan Development, Approval and Updates

Prepared by:   
Joseph Chagnon  
Safety and Training Coordinator

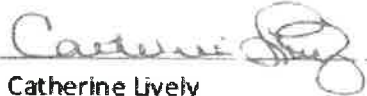
10/26/20  
Date

Approved by:   
Lance Parker  
Manager of Operations and Maintenance


10/23/20  
Date

Approved by:   
Brian Schultz  
First Vehicle Services General Manager

10/20/2020  
Date

Approved by:   
Catherine Lively  
Manager of Administration

10/22/2020  
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Approved by:   
Karen Petters  
Finance Officer

10/30/20  
Date

Approved by:   
Carmen Baez  
Customer Service Supervisor

10-26-2020  
Date

**Plan Approvals:** The Brevard County Transit Services Agency Safety Plan must be reviewed and approved annually by the Brevard County Transit Services accountable executive and the Brevard County Board of County Commissioners. Then the approved Plan is forwarded to the Florida Department of Transportation and the Space Coast Transportation Planning Organization.

Approved by:   
Brevard County Board of County Commissioners  
Rita Pritchett, Chair

  
Scott Ellis, Clerk

As approved by the Board on December 8, 2020.

### Revision History

Date	Revision	Description of Revision

### Master List of Updates

The below noted updates are incorporated into this manual:

Section	Update Details
Original	Not Applicable- Original

## 1. Safety Management System Overview

In support of the effort to provide continuous safety improvement in the delivery of transit services, and to conform to the requirements of the Federal Transit Administration, Brevard County Transit Services has adopted a Safety Management System. This document describes Brevard County Transit Services' Safety Management System requirements and provides guidance, processes and tools for managing safety, while building on existing safety initiatives to support the daily activities of Brevard County Transit Services staff. This document also describes the functions, components, and principles of the Safety Management System and provides a summary of the planned initial implementation actions.

The first chapter of the Brevard County Transit Services Safety Management System and Implementation Plan provides an introduction and overview of the Safety Management System. The remaining chapters are organized by the four components of the Safety Management System: Safety Management Policy, Safety Risk Management, Safety Assurance and Safety Promotion.

### 1.1 Structure

This document describes the requirements and principles of Safety Management System from the Federal Transit Administration for Brevard County Transit Services. The requirements and principles will apply to Brevard County Transit Services business and transit operations. Transit operations can be herein be designated a general term that will include operations, maintenance, projects and related support functions and activities, including fixed route bus and paratransit modes. The requirements build on existing Brevard County Transit Services safety program processes, however detailed information on implementation of the Safety Management System activities are provided in the Public Transportation Agency Safety Policy and supporting documents.

This Safety Management System document is consistent and integrated with the Brevard County Transit Services' Transit Development Plan. Several objectives of the Transit Development Plan require the development and implementation of a Safety Management System, as described in this document. The Brevard County Transit Services Development Plan includes the following objectives:

- Must meet or exceed state of good repair targets for all identified asset classes
- Successfully implement and achieve strong acceptance of Safety Management System
- Increase personal safety
- Increase resiliency
- Provide safe service

The Brevard County Transit Services Safety Management System is based on the Federal Transit Administration framework. It is a comprehensive, and collaborative approach to managing safety in an effort to better control risk, detect and correct safety problems, share and analyze safety data more effectively, and measure safety performance data more accurately. Brevard County Transit Services will accomplish this by:

- Increasing the focus on hazard identification
- Broadening the scope of safety data collection
- Emphasizing the importance of managing safety risk across all areas of operations
- Integrating data from other organizational processes into safety data analysis
- Promoting participation and contribution of all personnel in the management of safety
- Fostering a safety culture that encourages proactive non-punitive safety reporting and safety risk management

In addition, implementation of the Safety Management System allows examination of organizational factors that contribute to incidents, accidents and close calls. Organizational factors include how a transit agency:

- Allocates its resources
- Defines and establishes operational procedures
- Supervises frontline personnel
- Selects and trains staff
- Monitors service and delivery operations
- Resolves human performance issues

The Brevard County Transit Services Safety Management System adds management requirements and emphasis to the safety program for all modes, and does not replace the existing safety or security programs as they are currently accomplished. The Safety Management System is a part of an all hazards preparedness set of processes.

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*All hazards preparedness is defined for transit agencies as integrated planning and capability building for safety, security, and emergency management to optimize and continuously improve the use of resources and the management of risks from hazards, threats, vulnerabilities, and adverse events or incidents.*

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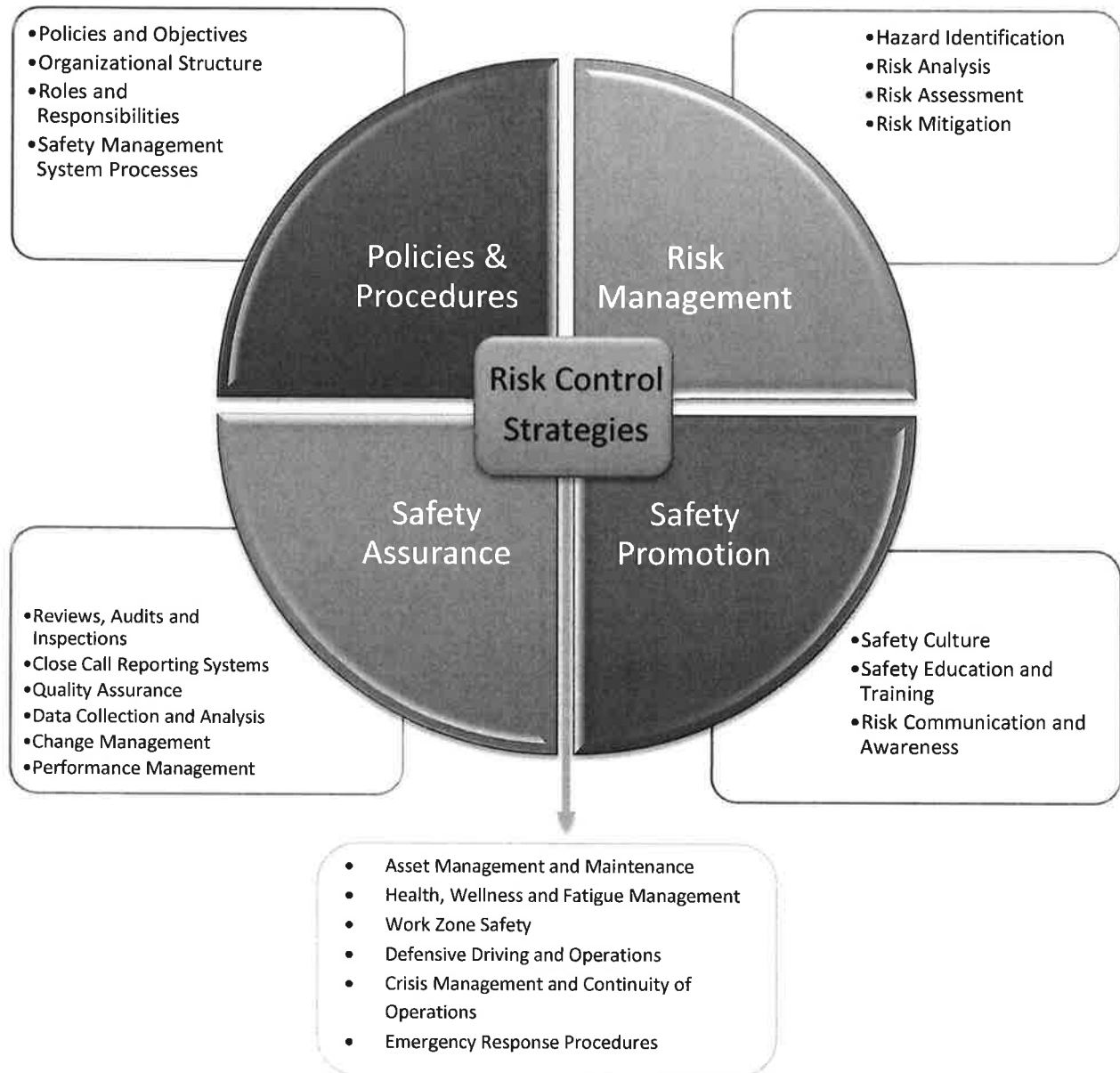
## 1.2 Safety Management System Introduction

Safety Management System is defined as an organized set of programs, principles, processes and procedures for the allocation of resources to achieve the condition where safety risks are managed to an acceptable level. For the purposes of this Safety Management System, an acceptable level is defined as low as reasonably practicable. Safety Management System provides a systematic and integrated method for managing the safety of transit operations. The Federal Transit Administration's Safety Management System framework presents the Safety Management System in four components:

- **Safety Management Policy:** The Safety Management Policy directs Brevard County Transit Services to perform all of the Safety Management System activities at all levels of the organization and assures availability of adequate resources for Safety Management System implementation and ongoing processes.
- **Safety Risk Management:** The processes and practices used to assess the impact of changes to transit operations for safety risk. This includes documentation of those changes as well as continuous monitoring of the effectiveness of the implemented controls or risk mitigations, and if the changes have reduced the risk to an acceptable level. Safety Risk Management along with Safety Assurance, is the core of the Safety Management System. The outputs of these two Safety Management System components feed directly into one another.
- **Safety Assurance:** The processes used to evaluate and ensure safety of transit operations, including evaluations, audits and inspections, as well as data tracking and analysis. Safety Assurance monitors the identified hazards and implemented mitigations. It also identifies new hazards, or changes to the risk environment of the transit operations and maintenance which must be analyzed for safety risk using the Safety Management System processes.
- **Safety Promotion:** Communication and dissemination of safety information to strengthen the safety culture and support the integration of the Safety Management System into all aspects of transit operations and maintenance. Just as policy provides the framework and requirements for the entire Safety Management System, safety promotion encompasses all Safety Management System activities. Safety promotion shares successes and lessons learned and ensures safety competencies. It also provides a means for Brevard County Transit Services personnel to understand the importance of and the impact they can have on safety.

**Figure 1 Safety Management System Integration Diagram**

Safety Management System Integration Diagram originally from the Federal Transit Administration Transit Advisory Committee for Safety report 12-02 depicts how the four Safety Management components are described in this document, and how together they become Risk Control Strategies. The Risk Control Strategies listed in this diagram are examples and not intended to be representative of the entire program.



### 1.3 Goal and Objectives

The overall goal of the Safety Management System is to provide the transit department with a management system to attain an optimum level of safety through the effective management of safety risk. This includes balancing safety, service, and timely allocation of resources. This goal is reflected in the safety activities integrated during planning, design, construction, operation, and maintenance phases of transit projects and services. Achievement of the goal is accomplished, in part, through the application of a formal system of analytical techniques and methods to be used for the identification, analysis, evaluation and resolution of safety risks, along with the resource support and prioritization from senior management. The expected outcomes of the Safety Management System over time will be improved safety culture, safety performance, and assurances that safety risk is being managed to as low as reasonably practicable.

The primary objective of Safety Management System is to achieve a level of safety performance that meets or exceeds the operating experience of similar transit agencies in the industry through:

- Using industry standards for the identification, assessment, evaluation and mitigation of hazards that may impact customer and employee safety and those, including the public, who may be adversely affected by transit operations
- Incorporating all hazards controls into design criteria and specification development for all transit system designs. This includes hazards related to safety, security, public safety and emergency preparedness/management.
- Analyzing causes of employee and passenger injuries
- Analyzing causes of transit vehicle collisions, close calls, mishaps and other safety events
- Training Brevard County Transit Services personnel in Safety Management System and other safety related topics, and ensuring that safety certifications are up to date and maintained
- Increasing and strengthening community engagement in the safe interaction with the transit system by involving and educating community organizations and schools in transit safety
- Encouraging transit safety through campaigns and other promotional activities
- Improving planning and projections for fiscal support needs by tracking and analyzing historical data

### 1.4 Purpose

The Safety Management System provides a common framework to assess safety risks associated with changes to the Brevard County Transit Services operations risk environment. It addresses all aspects of Brevard County Transit Services, including bus and paratransit

operations. The Safety Management System facilitates cross-functional Safety Risk Management among all Brevard County Transit Services divisions as well as:

- Describes the organization, principles and processes of the Safety Management System, and responsibilities for the management of safety in transit operations
- Provides a standard and reference for consistent implementation of safety management processes within Brevard County Transit Services

In addition, the Safety Management System includes descriptions of and references to the processes needed to properly manage the following activities:

- Safety data collection and analysis
- Safety reviews, audits and evaluations
- Investigation of transit safety events and discovery of significant hazards
- Continuous monitoring of safety performance
- Assuring compliance with controls for making system modification/configuration changes and keeping relevant documentation up to date
- Continuous improvement of Safety Management System processes
- Communication of safety activities and progress toward safety performance objectives
- Development and delivery of safety related training

### 1.5 Scope

The Brevard County Transit Services Safety Management System has been established consistent with business needs and regulatory impetus. The Safety Management System is designed to reduce safety risks to an acceptable level through a continues process of hazard identification and safety risk management practices to achieve the following goals:

Reducing transit safety, employee and environmental risks by better managing Brevard County Transit Services safety risks and setting goals to reduce or eliminate risks.

- Communication of safety risks to staff and their roles and responsibilities related to risks.
- Increase awareness of safety issues at all levels, thereby providing a better framework/structure for management to play a leadership role in addressing safety concerns.
- Continuous improvement of contract organization Safety Management System and risk controls.
- Compliance with all applicable state and federal regulations.



- Foster a culture of change management so that safety issues are identified and risks are reduced or eliminated in the planning process and delays or other impediments to goals are avoided.

The Safety Management System applies specifically to all Brevard County Transit Services staff and contractors who are either directly or indirectly involved in or responsible for providing transit services, infrastructure elements and/or processes from the planning, through construction, testing, commissioning and operational phases of all modes. The Safety Management System addresses both operational and occupational safety, and complements federal, state and local environmental policies and system security

Development and preparation of this Safety Management System is in accordance with the:

- Federal Transit Administration Safety Management System Framework
- National Public Transportation Safety Plan
- Agency Safety Plan Final Ruling

#### 1.6 Safety Management System Products

The products of the Safety Management System include safety risk assessments, measurement and collection of safety data, and the development of safety assurance and evaluation reports based on analyses of the supporting data. These products are intended to document and support decision making across all transit operations and maintenance activities, and proposed changes to those operations and maintenance that might impact safety. They support the identification, prioritization and implementation of safety enhancements for all transit services.

#### 1.7 Safety Management System Reviews and Updates

The Safety Management System and Implementation Plan is a living document that is reviewed and updated each year. The Safety and Training Coordinator advises the Transit Director and Leadership Team of its status.

- The focus of the annual review is to:
- Evaluate current safety initiatives for appropriateness
- Refine and improve ongoing safety activities
- Identify new initiatives, which may be required to improve safety performance or the Safety Management System
- Define organizational responsibility for accomplishing safety related tasks
- Incorporate organizational, operational or legislative changes

Reviews may be needed in addition to the annual review due to major system changes such as:

- Route expansion or significant route changes

- New construction or modification of existing vehicles, infrastructure, facilities or system equipment
- Significant changes to operational practices
- Changes to oversight regulations
- Significant negative safety events or experiences

Changes such as those that may occur in the transit system operational configuration, the management organization, the environment in which the transit system operates or, changes to safety policies, goals, objectives or regulatory requirements may require a revision of the Safety Management System or its implementation. The Safety Management System implementation is reviewed annually to ensure that it remains current and effective.

The Safety and Training Coordinator is empowered and authorized by the Transit Director to develop, implement and administer the Safety Management System. The Manager of Operations and Maintenance reviews the Safety Management System process. Revisions, if necessary, are coordinated and led by the Safety and Training Coordinator acting under the authority of the Transit Director.

## 2. Safety Performance Measure Targets

Safety risk control measures will be evaluated to assess their effectiveness in achieving their targets. Subpar performance will be assessed to determine what additional measures are required to achieve the targets. Table 2.1 shows Brevard County Transit Services safety data of lagging and leading indicators of future targets.

Please Note: 2018-2019 Fiscal Year (October 1, 2018 – September 30, 2019 (statistics are used as the baseline. The current 2019 – 2020 FY is incomplete and when complete will reflect service redirections due to the COVID-19 Pandemic). The Transit Services leadership team has established the 2020 – 2021 Fiscal Year safety performance measure targets shown in the table below.

**Brevard County Transit Services Safety Data**

Years:	2018 – 2019-F.Y. Baseline		2019 – 2020-F.Y. Current + COVID		2019 – 2020-F.Y. Actual		2020 – 2021-F.Y. Target		2021 – 2022-F.Y. Target	
	Total	Rate	Total	Rate	Total	Rate	Total	Rate	Total	Rate
Fatalities per 100,000 Miles	0	0.00	0	0.00			0	0.00	0	0.00
Injuries per 100,000 Miles	53	1.88	42	1.63			33	1.21	29	1.06
Bus Collisions – Preventable per 100,000 Miles	28	0.99	23	0.89			17	0.62	15	.055
Bus Collisions – Non-Preventable per 100,000 Miles	40	1.42	39	1.52			35	1.28	30	1.10
Safety Incidents per 100,000 Boardings	196	9.54	156	12.17			155	7.55	140	6.82
Reported Crimes per 100,000 Boardings	0	0.00	0	0.00			0	0.00	0	0.00
Employees Receiving Safety Management Systems Training per Year	12	0.10	12	0.10			70	0.50	70	0.50
System Reliability – Mechanical Failures per 100,000 Miles	67	2.38	59	2.30			57	2.09	50	1.83

### 3. Safety Management Policy

This chapter describes the overarching Safety Management System policy for Brevard County Transit Services. It provides information pertaining to the Safety Management System and an overview of roles and responsibilities at the leadership and organizational levels. Federal Transit Administration Safety Management System framework requires four subcomponents and each is addressed in this document.

- Subcomponent 1: Safety Management System Policy Statement
- Subcomponent 2: Safety accountabilities and responsibilities
- Subcomponent 3: Integration with public safety and emergency management
- Subcomponent 4: Safety Management System documentation and records

#### 3.1 Brevard County Transit Services Safety Management Policy Statement

The management of safety is one of our core business functions. Brevard County Transit Services is committed to developing, implementing, maintaining and constantly improving processes to ensure that all of our transit service delivery activities take place under a balanced allocation of organizational resources, aimed at achieving the highest level of safety performance and meeting established standards.

All levels of management, all employees and contractors are accountable for the delivery of this highest level of safety performance, starting with the Transit Director. The Safety Management System program is managed under my authority by the Safety and Training Coordinator.

Brevard County Transit Services commitment is to:

- Support the management of safety through the provision of appropriate resources, that will result in an organizational culture that fosters safe practices, encourages effective employee safety reporting and communication and actively manages safety with the same attention to results as the attention to results of other management systems of the organization.
- Integrate the management of safety among the primary responsibilities of all managers and employees.
- Clearly define for all staff, managers and employees alike, their accountabilities and responsibilities for the delivery of the organizations safety performance and the performance of our Safety Management System.
- Establish and operate hazard identification and analysis, and safety risk evaluation activities, including an employee safety reporting program as a fundamental source for safety concerns and hazard identification in order to eliminate or mitigate the safety

risks of the consequences of hazards resulting from our operations or activities to a point which is consistent with our acceptable level of safety performance.

- Ensure that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures.
- Comply with and wherever possible exceed, legislative and regulatory requirements and standards.
- Ensure that sufficient skilled and trained human resources are available to implement safety management processes.
- Ensure that all staff are provided with adequate and appropriate safety related information and training, are competent in safety management matters and are allocated only tasks commensurate with their skills.
- Establish and measure our safety performance against realistic and data driven safety performance indicators and safety performance targets.
- Continually improve our safety performance through management processes that ensure that appropriate Safety Management Action is taken and is effective.
- Ensure externally supplied systems and services to support our operations are delivered meeting our safety performance standards.

*Brevard County Transit Services Values and Guiding Principles:*

- Integrity, Trust, Teamwork Respect, Customer Focus, Fun/Humor
- Commitment to Safety
- Commitment to Continuous Improvement
- Commitment to Compliance

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Scott Nelson, Transit Director  
Brevard County Transit Services


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Date

As Brevard County Transit Services Senior Leaders, we have reviewed and endorse the Brevard County Transit Services Agency Safety Plan. We also understand that we have the authority and responsibility for day to day implementation and operation of our Safety Management System.




Joseph Chagnon,  
Safety and Training Coordinator



Lance Parker,  
Manager of Operations and  
Maintenance



Karen Petters,  
Finance Officer



Brian Schultz,  
General Manager of Maintenance



Carmen Baez,  
Customer Service Supervisor



Cathy Lively,  
Manager of Administration

### 3.2 Roles and Responsibilities

#### 3.2.1 Accountable Executive

The Brevard County Transit Services Director is designated the Accountable Executive for the Safety Management System. The Transit Director is accountable for ensuring that the Safety Management System is effectively implemented and resourced throughout Brevard County Transit Services, and for ensuring that action is taken, as necessary, to address any degradation in safety performance.

#### 3.2.2 Chief Safety Officer

The Transit Director has designated the Safety and Training Coordinator as the Safety Management System Executive. The Safety and Training Coordinator is responsible for:

- Facilitating full implementation of the Safety Management System across Brevard County Transit Services
- Advocating for a safety culture
- Conducting strategic planning for the Safety Management System
- Managing and updating Safety Management System processes based on experiences and lessons learned
- Reviewing and updating this Safety Management System and Implementation Plan, and the Public Transportation Agency Safety Plan at least annually
- Providing additional guidance materials as required to further strengthen and clarify the Safety Management System processes
- Managing the Safety Management System and Safety Assurance processes and outputs
- Facilitating coordination of the Safety Management System, evaluations and investigations, and controls with special attention to cross-organizational impacts
- Monitoring the safety performance of Brevard County Transit Services operations and activities through formal data collection and analysis
- Tracking safety critical issues and corrective actions to conclusion, using appropriate tracking systems
- Leading and facilitating hazard analyses through workshops with appropriate subject matter experts
- Leading internal safety audits with support from appropriate Brevard County Transit Services divisions
- Developing and coordinating the provision of the data and dashboards for tracking and monitoring safety performance
- Developing and maintaining safety training requirements and matrix

In addition, the Safety and Training Coordinator is responsible for advising Brevard County Transit Services leadership on safety related issues.



### 3.2.3 Manager of Operations and Maintenance

The Manager of Operations and Maintenance is responsible for the safety of all of Brevard County Transit Services operations and for the implementation of the Safety Management System across multiple departments, including: operations, support, maintenance and information technologies. The Manager of Operations and Maintenance is responsible for:

- Assisting in the full implementation of the Safety Management System across Brevard County Transit Services
- Advocating for a safety culture
- Managing and updating Safety Management System processes based on experiences and lessons learned
- Monitoring the safety performance of Brevard County Transit Services operations and activities through formal data collection and analysis
- Tracking safety critical issues and corrective actions to conclusion, using appropriate tracking systems
- Assisting in the review and update of this Safety Management System and Implementation Plan and the Public Transportation Agency Safety Plan at least annually
- Overseeing and assisting the operations, support, maintenance and information technology departments to establish and maintain clear and unambiguous lines of authority and responsibility for ensuring safety measures and that procedures are in place for meeting safety performance targets
- Requiring that all relevant safety related information be communicated and used in decision making
- Leading and facilitating hazard analyses through workshops with appropriate subject matter experts
- Leading internal safety audits with support from appropriate Brevard County Transit Services divisions
- Developing and maintaining safety training requirements and matrix

### 3.2.4 Managers and Officers

All managers and officers are accountable and responsible for:

- Upholding and promoting safety policies, safety risk management, safety assurance and safety training and communication protocols
- Developing safety performance measures and targets
- Fostering a strong safety culture within their department
- Allocating the appropriate staffing resources necessary to become compliant with and maintain compliance with the Safety Management System requirements
- Identifying the necessary funds to meet the safety performance requirements and incorporate them into budgeting plans
- Prioritizing and allocating expenditures according to safety risk
- Implementing the safety risk management, safety assurance, safety training and communication protocols of their department
- Safety performance within their functional areas
- Ensuring procedures are consistent with the Safety Management System
- Determining and implementing countermeasures required to offset safety risks and manage issues that negatively impact Brevard County Transit Services safety performance
- Ensuring that all employees are trained in the Safety Management System
- Supporting and requiring employees within their departments to participate in safety training activities
- Integrating Safety Risk Management into existing processes
- Requiring that all relevant safety information is communicated and utilized in decision making
- Ensuring that all system changes are coordinated, documented and go through the Safety Risk management and Safety Assurance processes
- Cooperating with and providing support for evaluations and audits

### 3.2.5 Supervisors

Supervisors are accountable and responsible for:

- The safety performance of all personnel and equipment under their supervision
- Implementing and maintaining safety related control measures and mitigations
- Familiarizing employees with the safety requirements and hazards associated with work to be performed
- Responding to identified hazards that may impact safety performance
- Reporting all mishaps and incidents to the Safety and Training Coordinator

- Sharing lessons learned from incidents
- Implementing and adhering to Safety Management System procedures and processes within their span of control

### 3.2.6 Brevard County Transit Services Employees

All Brevard County Transit Services employees are responsible for:

- Becoming familiar with the safety procedures for their assigned work activity
- Performing their work safely
- Following procedures and rules
- Calling attention to hazards that may impact safety performance
- Reporting mishaps and incidents to their Supervisor, in accordance with established requirements for the protection of themselves, co-workers, customers, facilities and equipment

### 3.2.7 Safety Committees

Brevard County Transit Services will use the following Safety Teams to review and evaluate safety related processes, activities and issues.

**Accident Determination Committee:** Composed of the Manager of Operations and Maintenance, and the Operations Manager and Operations Supervisor of the area where the accident/incident occurred. They will review all reports and documentation of the event, including video, in order to make a preventability determination. They will follow guidelines of the National Safety Council. They will consider more than just the Vehicle Operator's role in the event, but also consider organizational factors such as bus stop placement; vehicle condition, safety, or maintenance; planning and schedule routing factors; Dispatch directions or instructions; etc. They will receive training from the Safety and Training Coordinator in order to be able to make an informed determination. The Committee will be convened after each event.

**Safety and Security Committee:** Replaces the current Safety Review Meetings, which have been held monthly since 2016. It will be chaired by the Safety and Training Coordinator and will include the following personnel: Manager of Operations and Maintenance, Planner, Finance Officer, Dispatch-Customer Service Representative, Administration Representative, Vehicle Maintenance Representative, North Operations Manager, South Operations Manager, North Operations Supervisor, South Operations Supervisor, North Vehicle Operator, South Vehicle Operator. The purpose of the committee is to bring management and employees together to achieve and maintain a safe, healthful workplace. The committee will include key staff and have the capability to utilize multiple disciplines while also having access to higher level budgeted solutions. The committee will review accident and incident data, hazards, and employee concerns submitted on forms, determining appropriate follow up actions. It will monitor

progress of any pending corrective actions or safety initiatives. The committee will meet monthly.

The Safety and Security Committee will also function as the Accident Determination Appeal forum and will be convened as needed to hear appeals from Vehicle Operators. As with the Accident Determination Committee, they will follow National Safety Council guidelines. They will consider organizational factors in their decisions. They will receive training from the Safety and Training Coordinator in order to make informed decisions.

*Table 3.1: Safety Management System Responsibilities Matrix*

The roles and responsibilities for the Safety Management System

Task	Frequency	Management Responsibility	Staff Responsibility
Oversee Safety Management System and Public Transportation Agency Safety Plan; assure compliance	Daily	Transit Director, Managers	All Staff
Inspections for safety compliance, (pre-trip inspections, driver files, maintenance records)	Quarterly/ As Needed	All Managers	Supervisors, Operators
Safety Management System and Public Transportation Agency Safety Plan review, maintenance and distribution	Annual/ As Needed	Safety and Training Coordinator, Managers	Supervisors
Intra-agency coordination and safety meetings	Monthly	Managers	Supervisors, All Staff
Inter-agency coordination (FDOT, law enforcement, emergency response organizations)	As needed	Managers	Supervisors
Facility Inspection	Monthly	Maintenance General Manager	
Employee safety training, testing and record keeping	Initial Hire/ Annual	Safety and Training Coordinator	Trainers
Drug Free Work Place Policy (policy maintenance, employee training, testing, etc.)	Initial Hire/ Quarterly	Safety and Training Coordinator	
Driver license validity check and record maintenance	Initial Hire/ Quarterly	Administration	Supervisors
Administrative – Human Resources Safety Actions	As Needed	Managers	All Staff

<b>Task</b>	<b>Frequency</b>	<b>Management Responsibility</b>	<b>Staff Responsibility</b>
Safety and security data acquisition and analysis	Ongoing	Managers	Supervisors
Medical examination of drivers and record keeping	Initial Hire/ Quarterly	Administration	Supervisors
Vehicle and equipment procurement	As Needed	Manager of Operations and Maintenance	
Pre-Trip inspections and record keeping	Daily	Managers Supervisors	Lead Vehicle Operators, Operators
Vehicle maintenance and record keeping	Daily	Maintenance General Manager	Supervisors Technicians
Annual safety inspections and record keeping	Annual	Maintenance General Manager	
Event investigations and record keeping	As Needed	Safety and Training Coordinator, Managers	Supervisors
Investigate safety complaints	As Needed	Safety and Training Coordinator, Managers	Supervisors
Pre-employment screening	Initial Hire	Administration, Managers	Supervisors
Employee time recording and maintenance	Daily	Supervisors, Administration	Lead Vehicle Operator
Internal safety audits	As Needed	Manager of Operations and Maintenance	Safety and Training Coordinator
Facilitate external safety audits	As Needed	Safety and Training Coordinator, Manager of Operations and Maintenance	Supervisors, All Staff
Records maintenance, retention and distribution	Daily, As Needed	Manager, Supervisor	Administrative Assistant, All Staff

<b>Task</b>	<b>Frequency</b>	<b>Management Responsibility</b>	<b>Staff Responsibility</b>
Contractor safety and security compliance oversight	As Needed	Safety and Training Coordinator	Manager of Operations and Maintenance
Hazard identification and resolution	Daily	Managers, Supervisors	Operators
Compliance with the Safety Management System	Daily	ALL STAFF	ALL STAFF
Self- certification of safety compliance	Annual	Transit Director	Manager of Operations and Maintenance

### 3.3 Integration with Public Safety and Emergency Management

#### 3.3.1 Security Program Plan

The Brevard County Transit Services Security Program is described in the Security Program Plan (SPP). The Security Program Plan is considered sensitive security information per Code of Federal Regulations 49-1520, with distribution controlled to only those with a need to know.

For response to terrorism or natural disaster incidents, the Brevard County Emergency Management Plan is based on partnerships with the Brevard County Emergency Management Group and first-responder organizations of cities throughout Brevard County.

For traditional security functions as well as terrorism prevention, Brevard County Transit Services plans are based upon a formally adopted policy of awareness, alert observation and reporting by all employees, especially front-line personnel, combined with effective responses by both Brevard County Transit Services operations and first-responder law enforcement and emergency management organizations. Brevard County Transit Services riders are also asked to report suspicious behaviors or packages to employees, or call 9-1-1 in the event of an incident. Brevard County Transit Services' Safety and Training Coordinator works in partnership with police and sheriff departments throughout Brevard County to ensure timely response to calls for police assistance on the transit system, and for effective criminal investigations and prosecutions. In support of security awareness and reporting by transit system employees, Brevard County Transit Services designs new service projects, including safety considerations, and provides premises security cameras and other equipment throughout the system to enhance security.

### 3.3.2 Emergency Management

The ability to respond quickly and in an organized manner is vital to the continuation of transit service during a special event, emergency, or during the recovery from a catastrophic incident, including but not limited to:

- Earthquake
- Fire
- Flood
- Hazardous material spill
- Medical emergency
- Severe weather
- Transit related accidents
- Volcanic activity
- Acts of terrorism

A more extensive discussion of Brevard County Transit Services emergency management activities is contained in the Brevard County Emergency Management Plan found in Appendix C. This plan, along with the safety program documents and Security Program Plan also describe the coordination of the following emergency preparedness and management activities:

**Incident Management:** Brevard County Transit Services management of an emergency event or incident is based on the principles of the National Incident Management System and the Incident Command System. Using the National Incident Management System principles allows emergency response agencies to effectively communicate with Brevard County Transit Services Supervisors and/or the Brevard County Transit Services dispatch. The structure of the Incident Command System can be as simple as a single Brevard County Transit Services Supervisor responding to an incident, or may require the activation of an Incident Command Post.

**Coordination with external agencies:** The Brevard County Transit Services Safety and Training Coordinator is principally responsible for the coordination of incident management resources with various emergency service agencies to provide for effective interaction between Brevard County Transit Services and those agencies. Liaison with law enforcement agencies is primarily the responsibility of the Safety and Training Coordinator with assistance from Emergency Management.

**Emergency Planning:** As a critical transportation provider in Brevard County, Brevard County Transit Services is a member of the Emergency Operations Center. The Emergency Operations Center is responsible for emergency preparedness, response, recovery and mitigation planning and coordination in Brevard County and is comprised of representatives from County Departments including the Brevard County Sheriff, Fire Rescue, emergency response agencies,

utility companies and other critical groups. Brevard County Transit Services is prepared to respond to a wide range of emergency incidents and events, including criminal activity, fire, medical emergencies, severe weather, terrorism, transportation mishaps, and other emergency situations occurring within the Brevard County Transit Services system.

**Emergency Preparedness Exercises:** Brevard County Transit Services participates in tabletop and field exercises with Brevard County Emergency Management and the Melbourne International Airport to ensure the adequacy of emergency plans and procedures, readiness of Brevard County Transit Services personnel to perform under emergency conditions, effective coordination between Brevard County Transit Services and emergency response agencies, and coordination of regional emergency exercises that are facilitated through the Emergency Operations Center. All exercises are followed by after-action analyses and reports to document lessons learned and actions needed to improve Brevard County Transit Services' emergency operations capabilities.

**Emergency Response Training:** All front-line Brevard County Transit Services transportation and maintenance personnel undergo emergency response training to ensure they have a full understanding of their role and responsibility during an emergency incident. The level of training is based on their anticipated role during the incident. At a minimum, training is provided on the emergency plans and procedures that the employee may be required to implement, and on any specialized equipment. Training to familiarize fire, rescue and other emergency service personnel with special transit system requirements is coordinated through the Safety and Training Coordinator with the assistance of the Manager of Operations and Maintenance, as appropriate.

**Revision and Distribution of Related Plans and Procedures:** Emergency plans and procedures are periodically reviewed and updated by the Brevard County Transit Services Safety and Training Coordinator and other Brevard County Transit Services staff, and reviewed and approved by the Transit Director to ensure they remain pertinent and up-to-date, as required through evaluations of exercises and actual incidents.

### 3.3.3 Safety Management System Documentation and Records

Documentation and recordkeeping pertinent to each component or subcomponent of Safety Management Systems is described in the relevant section of the Brevard County Transit Services Safety Management System and Implementation Plan. This subcomponent includes changes for the management of new or revised safety requirements from regulations or otherwise, such as the introduction of minimum standards for safety. In addition, this subcomponent includes safety data and analyses delivered to and used by Brevard County Transit Services management for safety-related decision making.



### 3.3.4 Implementation Actions for Safety Management Policy Component

The following are implementation actions for this Safety Management System component:

**Safety Management System and Implementation Plan:** With the publication of the Brevard County Transit Services Safety Management System and Implementation Plan, the Safety Management Policy Statement has been completed, along with the designation of the Accountable Executive and the Chief Safety Officer.

**Safety Management System Record Keeping:** Safety Management System documentation of the implementation and record keeping requirement is a new process that will be designed, set up and used as a part of the Safety Management System. Records include implementation activities and documentation for executives and management to monitor safety performance of Brevard County Transit Services and the Safety Management System Implementation and Operations.

**All-Hazards Management Plan:** Continue and complete development of the All-Hazards Management Plan which is a comprehensive preparedness and response plan. The Continuity of Operations Plan is a subset of this activity.

**Minimum Standards for Safety:** Continue and complete application and customization of safety-related industry standards for Brevard County Transit Services Operations, Maintenance and other related divisions. These are industry safety-related standards and industry practices that are followed as part of projects, operations and maintenance.

## 4. Safety Management System Component II- Safety Risk Management

This chapter describes fundamental Safety Risk Management concepts, discusses what types of issues are evaluated for safety risk and generally describes the process for completing safety analyses under Safety Risk Management. The Federal Transit Administration Safety Management System Framework requires two sub-components and each is addressed in this document:

- Sub-component 5: Hazard identification and analysis
- Sub-component 6: Safety risk evaluation

This chapter provides a summary of the documentation necessary for safety analyses and the required components of the analyses. In addition, it provides the information on risk acceptance, document approval, and tracking of changes. Each of the existing Brevard County Transit Services safety program documents includes a customized version of hazard management and hazard analysis. An action item from this Safety Management System

implementation process is to develop one source of the formal hazard identification and safety risk assessment and analysis processes.

#### 4.1 Safety Risk Management Defined

Safety Risk Management is a formalized, proactive approach to safety risk analysis and assessment. Safety Risk Management is a methodology applied to all of Brevard County Transit Services significant operational or risk environment changes that ensures hazardous conditions are identified and significant risk is mitigated to an acceptable level prior to those changes being made. Definitions are provided from the Federal Transit Administration Safety Management System Glossary of Terms.

**Safety Risk Management:** a process within a transit agency's Safety Management System for identifying hazards and analyzing, assessing and mitigating safety risk.

**Hazard:** any real or potential condition that can cause injury, illness or death; damage or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; damage to the environment; or reduction of ability to perform a prescribed function.

**Hazard Identification:** formal activities to identify potential hazards during operations related to provision of service.

**Hazard Analysis:** the formal activities to analyze potential consequences of hazards during operations related to provision of service.

The Safety Risk Management process is a means to:

- Document proposed transit services and changes, regardless of anticipated safety impact
- Identify hazards associated with a proposed change
- Analyze and assess the safety risk and reduce the identified risks to the lowest practical level
- Accept residual risks prior to implementation of mitigation
- Implement the mitigation measures and track to resolution
- Assess and monitor the effectiveness of the risk mitigation strategies
- Reassess service or changes based on the effectiveness of the mitigation

It is important to note that safety does not mean the elimination of all safety risks. However, using the Safety Risk Management process, the hazards to persons or equipment can be minimized to an acceptable level by use of various types of engineering controls and mitigation measures. These types of changes for improved safety performance might require capital

improvement projects and/or selection of technologies, such as safety-related equipment or the use of Intelligent Transportation Systems on each bus.

Additional definitions of terms being used:

**Safety Risk:** the assessed probability and severity of the potential consequence of a hazard, using as reference the worst foreseeable, but credible, outcome.

**Safety Risk Probability:** the likelihood that the consequence might occur, taking as reference the worst foreseeable, but credible, condition.

**Safety Risk Mitigation:** the activities whereby a public transportation agency controls the probability or severity of the potential consequences of hazards.

**Residual Risk:** the risk that remains after all control or mitigation techniques have been implemented and verified.

#### 4.1 Applicability of Safety Risk Management

##### 4.2.1 Safety Risk Management Process

If a proposed change (project) or change in the risk environment identified in an Operational Hazard Assessment is expected to impact the safety of the system, it is necessary to conduct additional safety analyses and document the results from the safety analyses prior to implementing the change. Even when a change is proposed to improve safety performance, the need to conduct further risk and hazard analysis is necessary to ensure that additional risk is not introduced based on the change. The level of analyses in Safety Risk Management varies by the type of change.

As shown in Figure 2, the Safety Risk Management process generally includes the following steps, and should include appropriate subject matter experts within Brevard County Transit Services or external resources, as needed:

**System Description:** A complete and accurate system description is essential to conducting a thorough safety analysis. The system description provides information that serves as the basis to identify, to the greatest extent possible, all hazards and associated safety risks. It is critical to define and document the scope and objectives of the proposed change or system.

**Identify Hazards:** These hazards are identified based on plans for projects or based on operational experience and data collection and analyses from Safety Assurance.

**Analyze and Assess Risk:** This is the step where the Risk Matrix is typically used. Some of the probabilistic risk assessment tools and techniques used for these analyses and assessments

include preliminary hazard analysis; failure modes, effects and critical analysis; fault tree analysis and operational hazard assessment.

**Treat the Risk:** Determine potential risk control and mitigation strategy options, and assess the best approach to mitigation of the identified risk. Examples of risk mitigations include revising the system design, modifying operational procedures, or establishing contingency arrangements.

**Implement Risk Management Strategy:** These are typically Safety Risk Mitigations which are the activities whereby a public transportation agency controls the probability or severity of the potential consequences of hazards. An order of precedence for accomplishing risk control development are: design for minimum risk, incorporate safety devices, provide warning and/or develop mitigation-related procedures and training.

**Monitor that the mitigation/strategy works:** The continuous monitoring or risk monitoring is a part of the Safety Assurance Safety Risk Management component and described in the next chapter.

Figure 2: Safety Risk Analysis

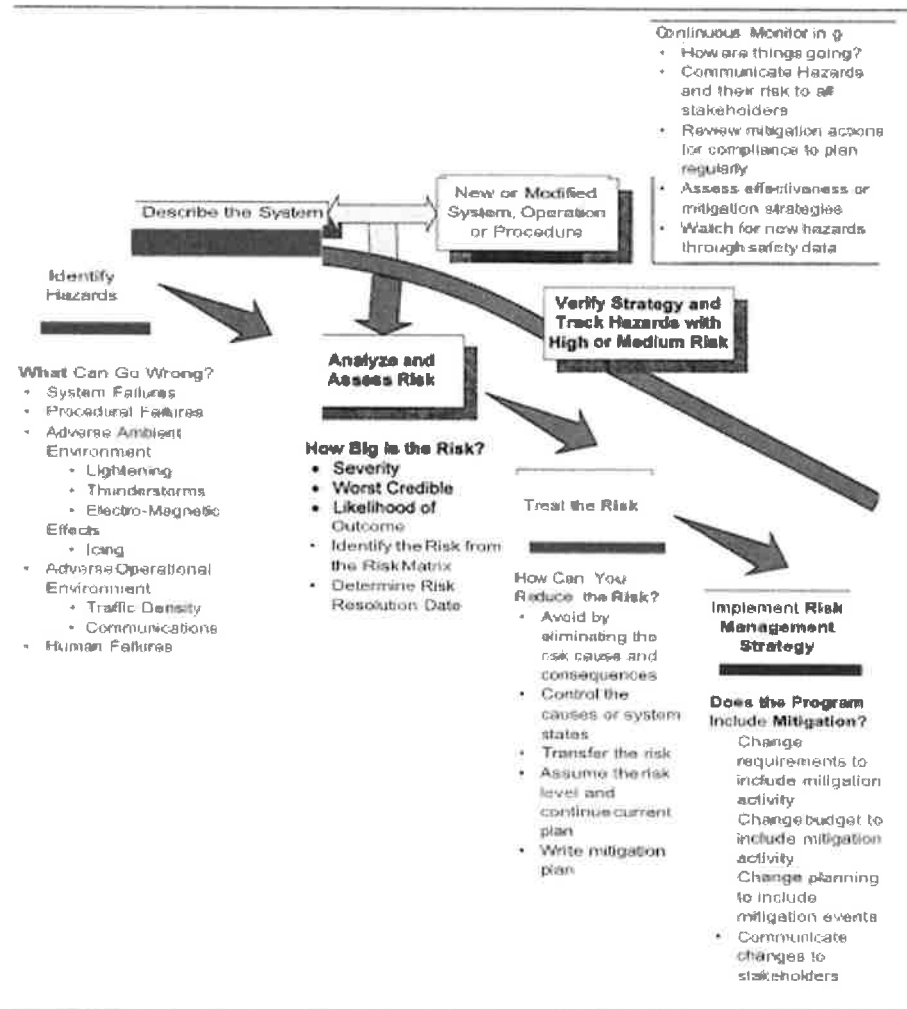


Figure 2 provides a summary of Safety Assurance/ Risk Monitoring sources of data and information, based on the Federal Transit Administration's National Safety Plan. This data comes from the following sources:

- **Existing Safety Performance Measures:** Based on data from the National Transit Database
- **Safety Event Investigations:** Results with a focus on resolution of any hazardous conditions and prevention in the future, causal factors (including human factors and organizational issues), and corrective actions
- **Safety Related Internal Audits:** Focused on specific risk conditions, to include results, findings and corrective actions

- *Hazard Management and Risk Monitoring: Information from other transit agency sources that might provide indication of changes in the risk environment*

#### 4.2.2 System Changes

Introduction of new technologies or systems to make improvements in operations or safety performance must be prioritized along with other traditional projects and/or procurements. The prioritization of these system changes should be influenced by the importance or need from a safety performance perspective.

All proposed changes to the following categories of changes will likely require safety risk/hazard analysis:

- Modifications to revenue vehicle critical safety systems, for example: brakes, steering, wheels, propulsion systems, etc.
- Changes to safety procedures and standards such as new operating procedures or waivers to existing procedures, requirements or standards.
- Changes to equipment that impact safety, including:
  - Introduction or modification of new equipment
  - Introduction of or modification to, hardware or software systems that impact safety
  - Human to system interfaces
  - Facilities design or improvements
  - Maintenance of activities associated with hardware, software or human to system interfaces
  - Maintenance of computerized dispatch systems and location or navigation services

#### 4.3 Request for Safety Assessment

The Request for Safety Assessment is a process that allows all Brevard County Transit Services employees to submit safety concerns, as a non-punitive safety reporting system. Hazards that are deemed by Operations and/or the Safety and Training Coordinator to be an immediate threat to safety, such as a trip hazard, are expected to be immediately corrected. The Request for Safety Assessment process is as follows:

1. Employee makes request by entering request on Brevard County Transit Services paper form, or via telephone or email.
2. Report entry and tracking:
  - a. Once entered into the database, a tracking number is assigned, and a receipt is sent to the requester.

- b. Safety staff is notified via email and will review for complete information, then route the assignments for action and post updates as progress is made.
3. Issues will be reviewed by the Safety and Training Coordinator and other experts as needed.
4. Conclusions, actions and follow up actions will be made and steps taken to remedy the situation.
5. Response to the requester- Safety staff will send a written report of conclusions and actions taken, once determined and completed.

#### 4.4 Implementation Actions for the Safety Risk Management Component

The following are implementation actions for this Safety Management System component:

**Develop and Implement Enhanced Hazard Identification:** Continue and complete extensive hazard identification, analysis and resolution through data collection and additional analyses. Many of the identified hazards expected to come from Safety Assurance related to investigations, audits, and risk monitoring. Revisit or increase Hazard Identification and Analysis for bus modes, specifically analyses of the routes and bus tops. Further develop the Hazard Log for all hazards identified, analyzed and mitigated as an ongoing record of those risk-related decisions.

**Operational and Job Hazard Analysis:** Continue and complete development of the Operational and Job Hazard Analysis activity to identify significant safety risks and implement mitigation measures for operations and specific job assignments.

### 5. Safety Management System Component III- Safety Assurance

Safety assurance includes safety reviews, evaluations, audits and inspections, as well as data collection, tracking, and analysis from various sources, including investigations. This chapter explains why safety assurance and evaluation are critical to the Safety Management System. The Federal Transit Administration's Safety Management System Framework requires one sub-component and is addressed in this document.

#### *Sub-component 7: Safety Performance Monitoring and Measurement*

As shown in figure 3, Safety Risk Management and Safety Assurance are integrated and form a feedback or control loop for the Safety Management System. Safety Management System, on the left side of the figure, encompasses the formal set of processes for hazard analysis and safety risk assessment. Safety Assurance, on the right side of the figure, includes the process within the Safety Management System that functions to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets, or exceeds, its safety objectives through collection, analysis, and assessment of information.

Information collected for safety and risk monitoring in the transit industry includes operations and maintenance data, audit and accident investigation results, as well as training records and information. Depending on their nature, problems discovered during monitoring may be addressed immediately within Safety Assurance or referred to Safety Risk Management for formal risk assessment and determination of controls or mitigations. In general, non-conformances are addressed within Safety Assurance, and new hazards are referred to Safety Risk Management.

## 5.1 Safety Performance Monitoring and Measurement

This section discusses the importance of safety data, the types of safety data, and development of safety performance monitoring and measurement. Lagging and leading indicators are also associated with safety performance measures. The Federal Transit Administration's National Safety Plan is required to describe safety performance measures, and they have provided the initial focus areas based on existing data delivered to the National Transit Database as the following:

- Fatalities: Total number of reportable fatalities and rate per total vehicle revenue miles by mode
- Injuries: Total number of reportable injuries and rate per total vehicle revenue miles by mode
- Safety Events: Total number of reportable events and rate per total vehicle revenue miles by mode
- System Reliability: Total number of reportable events and rate per total vehicle revenue miles by mode

These safety performance measures are used by transit agencies to select improvement targets for these four measures and each mode of transit, in order to encourage improvements and monitor safety performance of delivering transit services. In addition, transit agencies are encouraged by the Federal Transit Administration to strategically select additional measurable topics for improvement through selection of targets.

### 5.1.1 Safety Definitions

Brevard County Transit Services uses the National Safety Council standards and definitions in determining preventability of vehicle accidents.

**Accident:** An event involving a transit vehicle or personnel resulting in harm, injury, damage, loss or casualty.

**Incident:** An event that involves any of the following: personal injury that is not serious; minor damage to equipment, facilities, or infrastructure including vandalism; an apparently minor



conflict, disturbance, or fracas between persons that may have serious results; medical emergency on a bus or at a bus facility; threat or assault involving transit personnel or passengers.

**Non-Preventable Accident/Incident:** Any occurrence involving an accident or incident in which everything that could have been reasonably done to prevent it was done; however, the accident/ incident still occurred.

**Preventable Accident/Incident:** An accident or incident in which the person involved failed to exercise every reasonable precaution to prevent the event. This is irrespective of whether or not there is property damage or personal injury, the extent of the loss of injury, to whom it occurred and the location of the event.

In order for a person to avoid being involved in a preventable accident, each driver should understand and practice the concept of defensive driving. Defensive driving is driving so as to prevent accidents in spite of the incorrect actions of others and adverse driving conditions; such as light, weather, road, traffic, vehicle condition and your physical and mental state.

A driver can be technically free from fault, yet may have been able to avoid an accident by driving defensively.

All Brevard County personnel involved in accident investigation and preventability determinations will be trained in the standards and definitions by the Safety and Training Coordinator. A more complete Guide for Determining Preventability of Motor Vehicle Accidents (Based on National Safety Council Rules) is found in Appendix B.

## Transit Safety and Risk Monitoring and Management Processes

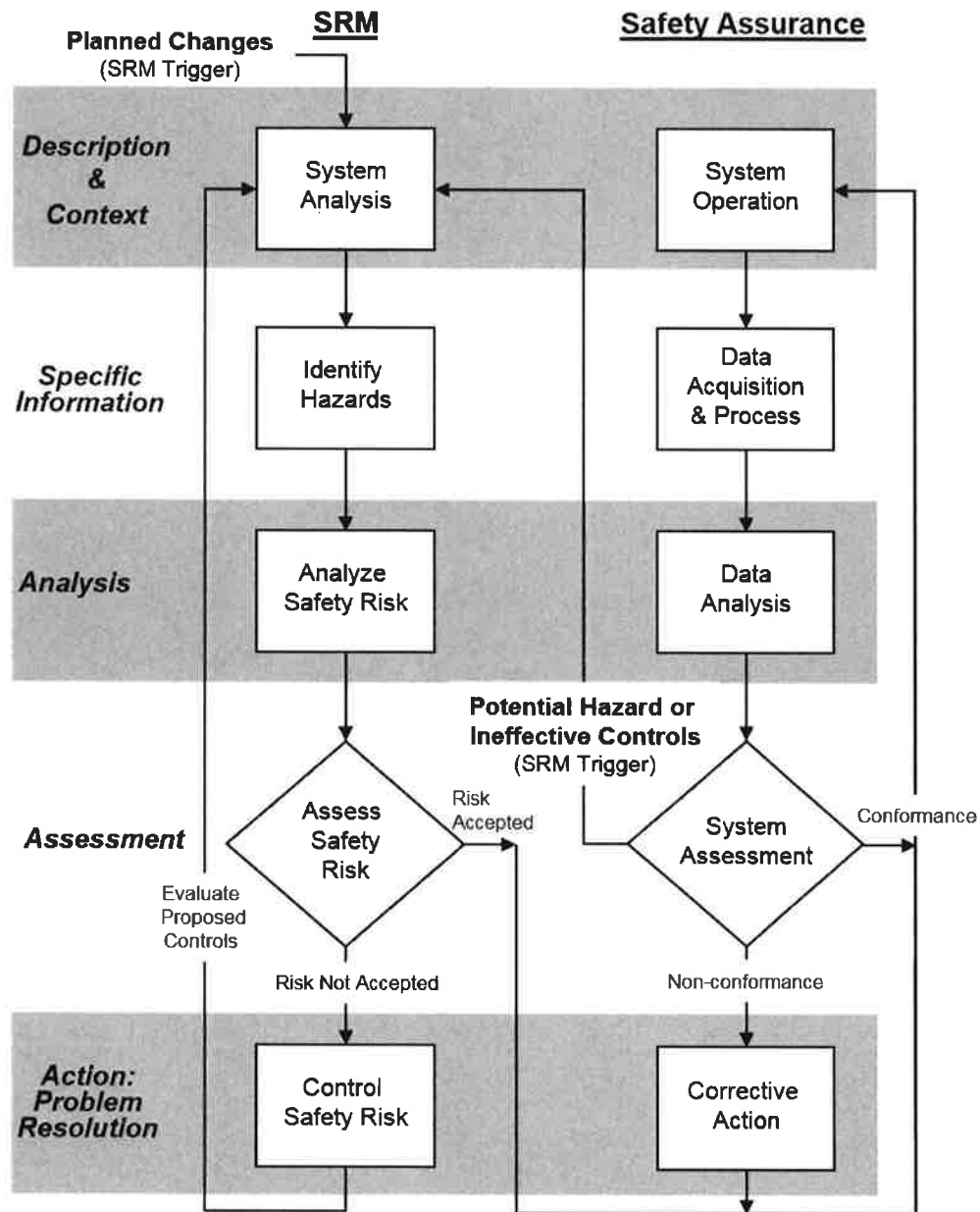


Figure 3: Transit Safety and Risk Monitoring and Management Processes. Process identifies the Safety Risk Management Trigger, is analyzed through the system to identify hazards and safety risk. After safety risk assessment, if the risk is not accepted it is sent back for resolution and the process is begun again. If it is accepted, it will move forward and the corrective action will be implemented.

## 5.2 Interfaces between Safety Risk Management and Safety Assurance

Safety Risk Management and Safety Assurance are the key processes of the Safety Management System. They are also highly interactive. The flowchart above in Figure 3 may be useful to help visualize these components and their interactions. The interface demonstrates the input-output relationships between the activities in the processes. This is especially important where interfaces between processes involve interactions between different departments, contractors, etc. Assessments of these relationships should pay special attention to flow of authority, responsibility and communication, as well as procedures and documentation.

## 5.3 Objectives

One of the purposes of a Safety Management System is to improve the safety performance, and therefore reduce the exposure to risk of having an accident. It is not focused on the safety record per se. Quality systems are focused on continuous improvement, but through improving the production record rate. Improving the safety record is not the same as improving safety performance. In an effort to ensure Brevard County Transit Services is achieving both safety improvement and performance, we have established the following objectives:

1. Provide safe service and increase personal safety
  - a. Measure: Number of Fatalities. Fatalities per 100,000 boardings.
  - b. Measure: Number of Injuries. Injuries per 100,000 boardings
  - c. Measure: Number of Preventable Collisions. Preventable collisions per 100,000 miles
  - d. Measure: Number of Non-Preventable Collisions. Non-preventable collisions per 100,000 miles
  - e. Measure: Number of Safety Incidents. Safety Incidents per 100,000 boardings. Incidents include trip and falls on boarding and alighting, hard braking, passenger disturbances and driver or passenger emergencies.
  - f. Measure: Number of Reported Crimes. Reported crimes per 100,000 boardings.
2. Successfully implement and achieve strong acceptance of the Safety Management System
  - a. Measure: Number of active employees who have received Safety Management System training within previous year
3. Meet or exceed state of good repair targets for all identified asset classes
  - a. Measure: Distance between mechanical failure. Distance per 100,000 miles.

#### 5.4 Safety Data Collection and Evaluation Purpose

A critical component of the Safety Management System is tracking and analyzing safety data to enhance awareness of potentially hazardous situations and safety risks. The Safety and Training Coordinator assists with the collection and analysis of agency-wide safety-related data and supports the sharing of data across the Brevard County Transit Services organization to continually improve safety performance.

The acquired safety data is used to:

- Identify risks and verify the effectiveness of implemented controls
- Identify areas in which safety could be improved
- Contribute to accident and incident prevention
- Assess the effectiveness of training

Brevard County Transit Services uses safety data tracking and analysis to proactively look for negative trends or safety issues and hazards that could eventually lead to incidents and accidents. If issues or hazards are identified, there is a response to resolve or correct them. In most cases, the resolution, or corrective action constitutes a change to a process or equipment which requires the use of the Safety Risk Management process to meet an acceptable level of risk. This is an example of creating a closed loop process for managing safety.

#### 5.5 Example Activities and Tools to Accomplish Safety Assurance

Safety Assurance is accomplished through implementation of safety oversight and risk monitoring activities. As Brevard County Transit Services implements its Safety Management System, several activities will be emphasized or initiated and tools will be developed to support safety oversight and risk monitoring, including the following:

- **Investigations:**
  - Focus on primary and organizational casual factors
  - Define and successfully implement corrective actions
  - Verify corrective actions have been successful
- **Audits:** Audits of Safety Program related activities are a primary source of hazard identification within Brevard County Transit Services. Brevard County Transit Services has made an effort to develop and implement more robust and thorough internal safety audits. In order for this effort to be successful, multiple Brevard County Transit Services divisions will need to support and participate in this effort.
- **Tracking:** Brevard County Transit Services will continue to develop methods and tools for developing safety performance measures and targets for improvement, including dashboards.

- **Monitoring Safety Critical Activities:** One example is tracking and assuring Fitness for Duty by following the Drug and Alcohol program, monitoring hours of service and employee fatigue. Another example is assuring State of Good Repair through the transit asset management requirements.
- **Prioritizing Mitigations:** Mitigations often require financial resources for capital projects or for development and execution of training; these financial and staff resources need to be prioritized by the safety risk of not completing these mitigations in the required timeframe. For long term mitigations, it is crucial to assure implementation of short-term mitigations to manage safety risk until the longer-term solution can be implemented.

#### 5.5.1 Sources of Safety Assurance Risk Monitoring Data and Information

Existing safety performance measures under the National Transit Database:

- **Casualties**
  - Fatalities (customers, employees, and the public)
  - Injuries (customers, employees and the public)
- **Property Damage**
- **Reportable Events (Accidents)**
  - Collisions (vehicle-to-vehicle, vehicle-to-person, vehicle-to-object)
  - Fires
  - Evacuations for life safety reasons
- **Results from Reportable Event (accident or incident) Investigations**
  - Probable cause
  - Contributing factors
  - Corrective actions
- **Audit Results**
  - Findings
  - Corrective Actions
- **Hazard Management and Risk Monitoring Information**
  - Safety reporting from all levels of the organization
  - Violations of policy and/or procedure
  - Job-based certification and awareness training
  - All-hazards preparedness and analyses
  - Maintenance performance, including State of Good Repair, and Transit Asset Management
  - Monitoring of hazard logs
  - Crime trends, such as trespassing, perimeter breaches, and fare evasion
  - Fitness for duty, including drug/alcohol program results and hours of service

- Liability losses
- Customer complaint information
- Changes to management, operations or maintenance
- Studies of hazardous materials, spills, and environmental concerns
- Ad hoc studies of hazards and vulnerabilities

## 5.6 Implementation Actions for the Safety Assurance Component

The following are implementation actions for this Safety Management System component:

- **Safety Culture Assessment:** Develop a Safety Culture Assessment and tools to encourage improvements.
- **Safety Management System Continuous Improvement Plan:** Develop the processes for continuous improvement of the Brevard County Transit Services Safety Management System, including at least an annual review and assessment of what's working and what's not working in the Safety Management System implementation.
- **Confidential Near Miss Reporting System:** Develop and implement a Brevard County Transit Services Confidential Near Miss (or Close Call) Reporting System for all Brevard County Transit Services employees.
- **Safety Performance Measures and Targets Implementation:** Determine and implement safety risk control measures to achieve safety performance measure targets related to collisions and injuries.
- **Strategic Data and Analysis Plan:** Study and develop a strategic data collection, analysis, and assessment plan for all types of safety performance and risk monitoring data and information. Sources of this safety-related data and analysis are across the Brevard County Transit Services organization, including all modes.
- **Strategic Internal Safety Audit Information Plan:** Continue development and implementation of a more risk-based, data-driven internal safety audit process. Commitment and support across Brevard County Transit Services is required for these activities.
- **Strategic Safety-Related Investigations Plan:** Add the organizational accident approach to all Brevard County Transit Services safety-related investigations of accidents, incidents, occurrences and significant hazardous conditions. The organizational accident approach allows for the opportunity to prevent safety events in the future.

## 6. Safety Management System Component IV – Safety Promotion

Safety promotion is communicating and disseminating safety information to strengthen the safety culture and support integrating the Safety Management System into all operations and activities of Brevard County Transit Services. Safety promotion includes safety culture, safety-related lessons learned, reporting systems, recommendations based on safety metrics, and

safety training. The intent of safety promotion is to foster a positive safety culture in which Brevard County Transit Services employees receive ongoing training and updates of safety progress; feel comfortable reporting safety issues or concerns and understand why safety is important and how staff actions or inactions impact safety. Through safety promotion, the Leadership Team broadcasts its commitment to safety and the Safety Management System, and demonstrates its commitment to the importance of safety.

The Federal Transit Administrations Safety Management System Framework requires two sub-components and each is addressed in this document:

*Sub-component 10: Safety Communication*

*Sub-component 11: Competencies and Training*

## 6.1 Safety Culture

### 6.1.1 Safety Culture Definition and Importance

Safety Culture is the attitude, beliefs, perceptions and values that employees share in relation to safety in the workplace. An active safety culture is vital to the continuing success of a Safety Management System as it gives the dynamic energy needed to ensure the system will provide a continuous cycle of improvement as intended. This can only be developed by leadership, commitment and setting a good example.

Accountable managers should take a leading role in developing an active safety culture within their organization so that the Safety Management System becomes an integral part of the management and work practices of the organization. Senior management commitment is crucial and this needs to be demonstrated on a regular basis.

Dr. James Reason suggested that a safety culture consists of five elements:

1. **An informed culture:** Those who manage and operate the system have current knowledge about the human, technical, organizational and environmental factors that determine the safety of the system as a whole. An informed culture relies on having a strong reporting culture.
2. **A reporting culture:** Managers and operational personnel freely share critical safety information without the threat of punitive action. Employees need to be encouraged to divulge information about hazards they encounter.
3. **A learning culture:** An organization must possess the willingness and competence to draw the right conclusions from its safety information system and be willing to implement major reforms. Reporting is only effective if something is learned from the data.

4. **A just culture:** An atmosphere of trust in which people are encouraged to provide essential safety related information, but that they are also clear where the line must be drawn between acceptable and unacceptable behavior.
5. **A flexible culture:** A culture in which the organization must be willing to adapt to changing demands and respond to events.

If everyone in the department is trained to do their job in a safe manner and proactively looking for hazards, you will then be approaching a new level of safety that is behavior driven. All the elements of a safety culture must be actively encouraged and demonstrated by managers on a regular basis to encourage all staff to participate if this level is to be achieved. Individual efforts alone do not result in the desired outcome. A positive safety culture is achieved only when it develops an aggregate attitude that safety is paramount in all transit services. This type of safety thinking permits individuals to resist complacency, commit to excellence and take personal accountability. The cumulative effect of these attitudes develops an organizational attitude of self-regulation for safety. It fosters a universal type of safety thinking.

Accordingly, safety culture is both attitudinal, as well as structural, relating to both individuals and organizations. It consists not only of identifying safety issues, but also matching them with appropriate actions.

A positive safety culture focuses on finding and correcting systemic issues rather than finding someone or something to blame. A positive safety culture flourishes in an environment of trust, encouraging error-reporting and discouraging the cover up of mistakes. The need to address behavior that is malicious or recklessly negligent must be balanced with the need for a just culture that is not excessively punitive. A positive safety culture goes beyond simply adhering to procedures. It is demonstrated when employees carry out their duties correctly, with alertness, full knowledge, sound judgement and a sense of accountability.

#### 6.1.2 Positive Safety Culture Values

What the people in an organization do, defines its culture. Organizational values can be judged by decision makers actions. For instance, the extent to which managers and employees act on commitments to safety demonstrates the values that motivate their actions. To foster a positive safety culture, management sets the standards by allocating adequate resources, providing unambiguous policy direction, and promoting open communication. The following values are inherent in a positive safety culture:

- Employees at all levels understand the hazards and risks inherent in their operations and those with whom they interface.
- Employees continuously work to identify, control and manage hazards or potential hazards.



- Employees understand errors, make efforts to eliminate potential errors from the system, and do not tolerate willful violations.
- Employees and management understand and agree on what is acceptable and unacceptable behavior and risk.
- Management at all levels encourages employees to report safety hazards.
- When employees report hazards, others are empowered to analyze them using a risk-based assessment methodology and take appropriate action.
- Management tracks hazards and actions to control them and report at all levels of the organization.
- Management encourages employees to develop and apply their own skills and knowledge to enhance organizational safety.
- Employees and management communicate openly and frequently concerning safety hazards.
- Management widely distributes or makes available safety reports so that everyone has the opportunity to learn the lessons.

#### 6.1.3 Safety Communication

Effective communication of safety risks is critical and a key component of the safety culture.

When reporting on the risk, the communication should:

- Raise the level of understanding of relevant issues
- Be tailored to audience needs
- Place the risk in the appropriate context
- Present the risk in order of concern
- Be respectful in tone
- Be forthright about any limitations
- Deal with trust and reliability
- Be focused on specific issues

A positive safety culture depends on voluntary reporting. It is essential that management support and encourage reporting. Individual and organizational safety should be recognized and promoted.

The Safety and Training Coordinator with the assistance of Marketing, will utilize multiple modes of communication to promote safety. The Safety Promotion Communication Plan will include, but not be limited to, the following topics:

- Dissemination of safety messages, progress toward safety performance targets and lessons learned

- Measuring or assessing safety culture
- Safety Culture promotion

Safety communication also includes the riders of the transit systems and the public that interacts with the transit system.

## 6.2 Competencies and Training

Training is a critical activity for safety promotion. It is a means for providing the skills and knowledge needed to carry out safety responsibilities. Employees and management receive information and training on safety concepts, processes and guidance at a level that is commensurate with their job functions as they relate to the Safety Management System.

Safety risks associated with the operation and maintenance of transit services are controlled, in part, through a training management framework. It includes a systematic process to identify competency requirements, selection of personnel, initial training, activities and assessment of qualifications. Each division adopts this framework in determining their specific job-specific qualification requirements.

### 6.2.1 Safety Training

Appropriate safety training is provided for each employee commensurate with their position.

#### **Initial Training**

All newly hired Brevard County Transit Services personnel receive training to become familiar with:

- Safety Management System overview
- Safety Policy
- Safety Risk Management
- Safety Assurance
- Safety Promotion
- Safety Management System Implementation
- Employee roles and responsibilities

### **Specific Job Safety Training**

Safety specific training is provided by the department for employees. The training includes an understanding of safety risks and controls, rules and procedures. It is the responsibility of managers and supervisors to ensure the training requirements are identified and fulfilled. The Safety and Training Coordinator coordinates with training instructors in formulating and refining the training programs.

### **Delivery of Safety Training**

Managers and supervisors must arrange appropriate safety training for each position. This includes both technical and non-technical training, on-the-job training and refresher training. Trainers must be competent and qualified in the delivery of training. A complete and comprehensive training and qualification record by employee is maintained.

### **Qualifications**

Suitable qualifications of employees are maintained and revalidated in accordance with the requirements of the department, and regulatory requirements.

## **6.3 Implementation Actions for the Safety Policy Component**

The following are implementation actions for this Safety Management System component:

- **Safety Promotion Communication Plan:** Develop and implement the Safety Promotion Communication Plan to assure ongoing communications across Brevard County Transit Services. Planning for and implementation of ongoing communication activities includes:
  - Internal safety communication activities for all levels of management and employees
  - Safety performance dashboards
  - Safety outreach
- **Internal Safety Communication Activities:** Provides opportunities to share safety information throughout Brevard County Transit Services to encourage safety performance improvements.
- **Safety Performance Dashboards:** Continue development and support of safety performance dashboards and related analyses.
- **Safety Outreach:** Continue development and implementation of safety outreach with the community.
- **Training for Safety Management System:** Safety Management System awareness training for all employees, including safety accountabilities and responsibilities, so that all employees understand their role and have access to additional information and

resources. This training topic will be integrated into existing and ongoing training efforts.

- **Training Matrix and Implementation:** Focus on safety training for all employees and assuring that all aspects of safety and competencies are addressed.
- **Training for Hazard Identification and Analysis:** Develop and implement training specific to the desired expansion of hazard identification and analysis techniques.

## **Appendices**

**A: Acronyms and Abbreviations**

**B: Safety Management System Implementation Actions**

**C: Bus Emergency Procedures and Training**

**D: Brevard County Emergency Management Plan**

## Appendix A – Acronyms and Abbreviations

Brevard County Transit Services operates under the Brevard County Board of County Commissioners; based on their Americans with Disabilities Policy guidelines, all acronyms and abbreviations must be expanded contextually after each heading. By providing a list, it allows the reader to visualize common acronyms or abbreviations that may be used in similar documents or referenced in transit operations. This is in no way meant to be a comprehensive listing.

ACID: Accident Incident Database  
ALARP: As Low as Reasonably Practicable  
CFR: Code of Federal Regulations  
CIT: Continuous Improvement Team  
COO: Chief Operating Officer  
CPTED: Crime Prevention through Environmental Design  
DHS: Department of Homeland Security  
EOC: Emergency Operations Center  
FDOT: Florida Department of Transportation  
FHA: Fault Hazard Analysis  
FMECA: Failure Modes, Effects and Critical Analysis  
FTA: Federal Transit Administration  
IC: Incident Command  
ICS: Incident Command System  
JHA: Job Hazard Analysis  
NIMS: National Incident Management System  
NTD: National Transit Database  
NTSP: National Transportation Safety Board  
OHA: Operational Hazard Assessment  
OSHA: Occupational Safety and Health Administration  
PHA: Preliminary Hazard Analysis  
PTASP: Public Transportation Agency Safety Plan  
ROW: Right of Way  
RSA: Request for Safety Assessment  
SME: Subject Matter Expert  
SMP: Security Management Plan  
SMS: Safety Management System  
SOP: Standard Operating Procedure  
SRM: Safety Risk Management  
SPP: Security Program Plan  
SSPP: System Safety Program Plan  
TAM: Transit Asset Management  
TSA: Transportation Security Administration

## Appendix B -Safety Management Implementation Actions

### Safety Management Systems Component 1: Safety Management Policy

Number	Project / Activity	Completion Date
1.1	Safety Management System and Implementation Plan: With the publication of the Brevard County Transit Services Safety Management System and Implementation Plan, the Safety Management Policy Statement has been completed, along with the designation of the Accountable Executive and the Chief Safety Officer / Safety Management System Executive.	12/01/2020
1.2	Safety Management System Record Keeping: Safety Management System documentation of the implementation and record keeping requirement is a new activity/process that will need to be designed, set up and utilized as a part of the Safety Management System. Records include implementation activities and documentation for management to monitor safety performance of Brevard County Transit Services and the Safety Management System Implementation and operations.	
1.3	All Hazards Management Plan: Brevard County Transit Services works as a department within Brevard County. We work closely with the Brevard County Emergency Management Department and abide by the designations described in the Brevard County Emergency Management Plan (Appendix C). The Continuity of Operations Plan is a subset of the All Hazards plan.	Completed 04/01/2012
1.4	Minimum Standards for Safety: Continue and complete application and customization of safety-related industry standards for Brevard County Transit Services Operations, Maintenance, and other related divisions. These are industry safety-related standards and industry practices that are followed as part of projects, operations and maintenance.	

## Safety Management System Component 2: Safety Risk Management

Number	Project / Activity	Completion Date
2.1	Safety Risk Management Plan: Develop a Safety Risk Management Plan to define the projects and activities to be accomplished in implementation of Safety Risk Management at Brevard County Transit Services.	Completed 01/24/2008
2.2	Develop and Implement Enhanced Hazard Identification: Continue and complete extensive hazard identification, analysis and resolution through data collection and analysis. Many of the identified hazards expected to come from safety assurance related to investigations, audits and risk monitoring. Revisit and increase hazard identification and analysis for bus modes, specifically an analysis of the routes and bus stops. Further develop the hazard log risk register for all hazards identified, analyzed and mitigated as an ongoing record of those risk decisions.	
2.3	Operational and Job Hazard Analysis: Continue and complete development of the Operational and Job Hazard Analysis activity to identify significant safety risks and implement mitigation measures for operations and specific job assignments.	



### Safety Management Component 3: Safety Assurance

Number	Project / Activity	Completion Date
3.1	Safety Culture Assessment: Develop a safety culture assessment and tools to encourage improvements.	
3.2	Safety Assurance Management Plan: Continue and complete development of the Safety Assurance Management Plan, including a description of the strategic approach to all aspects of Safety Assurance to be developed and implemented at Brevard County Transit Services.	
3.3	Confidential Close Call Reporting System: Develop and implement Brevard County Transit Services Confidential Close Call Reporting System for all Brevard County Transit Services employees and contractors.	
3.4	Safety Performance Measures and Targets Implementation: Determine and implement safety risk control measures to achieve safety performance measure targets related to collisions and injuries.	
3.5	Strategic Data and Analysis Plan: Study and develop a strategic data collection, analysis and assessment plan for all types of safety performance and risk monitoring data and information. Sources of this safety related data and analysis are across the Brevard County Transit Services organization, including all modes.	
3.6	Strategic Internal Safety Audit Implementation Plan: Continue development and implementation of a more risk-based, data-driven internal safety audit process. Commitment and support across Brevard County Transit Services is required for these activities.	
3.7	Risk Monitoring of Contracted Services: Determine the best way to implement safety oversight, internal audits and safety analyses for contracted operations and/or maintenance services.	
3.8	Strategic Safety Related Investigations Plan: Add the organizational accident approach to all of Brevard County Transit Services safety related investigations of accidents, incidents, occurrences and significant hazardous conditions. The organizational accident approach allows for the opportunity to prevent safety events in the future.	

#### Safety Management Component 4: Safety Promotion

Number	Project / Activity	Completion Date
4.1	Safety Promotion Communication Plan: Develop and implement the Safety Promotion Communication Plan to assure ongoing communication across Brevard County Transit Services. Planning for and implementation of ongoing communication activities includes: Internal Safety Communication activities for all levels of management and employees Safety Performance Dashboards Safety Outreach Employee Training	
4.2	Internal Safety Communication Activities: Provide opportunities to share safety information throughout Brevard County Transit Services to encourage safety performance improvements.	
4.3	Safety Performance Dashboards: Continue development and support of safety performance dashboards and related analyses.	
4.4	Community Safety Outreach: Continue development and implementation of safety outreach within the community.	
4.5	Training for Safety Management System: Safety Management System awareness training for all employees, including safety accountabilities and responsibilities, so that all employees understand their safety related responsibilities and have access to additional information and resources. This training topic will be integrated into existing and ongoing training efforts.	
4.6	Training Matrix and Implementation: Safety training for all employees, assuring that all aspects of safety and competencies are addressed.	
4.7	Training for Hazard Identification and Analysis: Develop and implement training specific to the desired expansion of hazard identification and analysis techniques.	

## Appendix C – Bus Emergency Procedures and Training

## **Drivers Accident and Emergency Guide**

By Joseph Chagnon, Brevard County Transit Services Safety and Training Coordinator

A bus drivers #1 priority is safety. If there's an accident, you must take the proper steps, to ensure your safety and the safety of your passengers.

### **Remain Calm**

In an emergency, customers will look to you for direction and leadership. You represent authority and must take initial control and take the lead. The intended outcome of this program is to increase the likelihood that accidents and emergencies will be handled professionally.

The first thing you do if you're involved in an accident is focus on the immediate safety of the passengers and yourself. Turn on your four-way flashers, shift into park and set the parking brake. Ask your passengers if everyone is okay.

### **Assess the Situation, Obtain Help**

Check to see if there are any immediate risks, so you'll know if you have to evacuate the bus. If there does not need to be an evacuation, call dispatch. Don't assume you have to evacuate. If the bus isn't badly damaged and there is no danger of being struck by other vehicles, keep passengers on board. They are actually safer on the bus in most situations.

### **Protect People Before Property, Secure Scene**

But if there is an immediate risk, evacuate the bus. For example:

- If the bus is on fire, or if it might catch on fire;
- If this bus is in water, like a lake or river, or if it is danger of going in the water;
- If the bus is in a dangerous position on the road, where it could get hit by another vehicle or tip over;
- If there is smoke, fire or spilled fuel;
- If the bus is in a dangerous location and cannot be moved, or
- If any part of the bus is stuck on or within 14 feet of railroad tracks

### **Reassure and Assist Customers**

In any of these situations, evacuate the passengers as quickly as possible to a safe place. Passengers need to leave their stuff behind. Don't let them re-enter the vehicle for any reason until the emergency is over. The experts recommend staying at least 100 feet away. Keep the passengers calm.

Evacuation must be accomplished in the fastest manner possible, because smoke will quickly fill the cabin and become an obstacle to the evacuation. Time available is a critical factor. If you can, open all roof hatches to help with the ventilation of the smoke and assist others in getting off safely.

Customers in wheelchairs present another challenge. If there are wheelchair passengers on your vehicles you may have to make two assessments. The first is whether conditions permit operation of the lift. If the emergency was caused by a collision the impact may have caused short circuits in the lift's wiring. Or the lift may be damaged preventing manual deployment.

In a fire situation, don't attempt to operate the lift. You may need to place your client on the floor and drag them to the emergency exit. Ask for assistance by other passengers or passers-by to catch them if possible.

If your bus has an onboard fire suppression system, they should activate automatically if your bus is on fire or there is smoke. You will still need to:

- Stop and secure your vehicle
- Evacuate the bus
- Call 911 or Dispatch
- If it is safe, you can try and stabilize the fire with your on-board fire extinguisher til rescue arrives. To use the fire extinguisher; pull the pin; aim at the source; sweep side to side but don't put yourself in danger or allow anyone else to endanger themselves.
- If you can, use your phone to take photos of the scene and the license plate of the other vehicle before police have you move your vehicles.

#### **At the Scene, Gather Information**

Regardless of the details or the cause of the accident, do not admit liability to anyone. Don't apologize to anyone. An apology can be mistaken for an admission of guilt which could leave you and the company open to liability charges.

Tell the truth, but let the police and insurance people decide who was at fault later. DO NOT volunteer the fact that our buses are equipped with video cameras. If the police ask, of course let them know. At the scene do not talk to anyone about the accident. Give only Risk Managements information to the other party, your name, bus number and company address. Fill out the Drivers Exchange of Information form in your packet and have the other party fill one out as well. Have passengers fill out courtesy cards.

Do not discuss the accident with anyone other than the police and your supervisor. Never talk to reporters. Assume everyone is a reporter; you tube, twitter, facebook. Fill out an accident report with as many details you can remember. You should decline to discuss the accident with others in a polite and professional manner. Never lose your temper and never lose your cool. Never raise your voice. You must remain professional and polite.

Remember, never ever accept or place blame. The passenger's safety is your top priority.



## Appendix D – Brevard County Emergency Management Plan

# **Brevard County Florida**



## **Comprehensive Emergency Management Plan**

### **Emergency Support Function (ESF) #1 Transportation Section 3.1.1**

**March 14, 2016**



## EMERGENCY SUPPORT FUNCTION #1 TRANSPORTATION

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## **EMERGENCY SUPPORT FUNCTION #1**

### **3.1.1 ESF #1 TRANSPORTATION**

- **PRIMARY AGENCY:** Space Coast Area Transit (SCAT)
  
- **SUPPORT AGENCIES:** Brevard Public Schools  
Brevard County Fire and Rescue  
Coastal Health Systems of Brevard

#### **3.1.1.1 INTRODUCTION**

##### **3.1.1.1.1 Purpose**

The purpose of the Emergency Support Function 1, "Transportation," (ESF #1) is to provide for the coordinated use of transportation resources to support state, local, federal and volunteer agencies performing disaster assistance operations and disaster victims requiring transportation to and from disaster relief locations. Disaster assistance operations may be in response to a natural or man-made catastrophic event, e.g., a hurricane, wildfire, or a hazardous materials accident. This annex will be reviewed as a portion of the Brevard CEMP and revisions made as necessary to maintain an accurate and up-to-date procedure.

#### **3.1.1.1.2 Scope**

This ESF is designed to provide overall management, coordination and prioritization, of government (federal, state or local) and private transportation resources to meet the requirements of disaster assistance organizations responding to a Brevard County event. Evacuation transportation is also made available in the pre- and post-event time periods to individuals identified through the County's Special Needs Registry or otherwise requiring evacuation assistance at the time of an event.

#### **3.1.1.1.3 Policies**

Transportation assistance requests will be filled utilizing resources available to the county at the time of request, including resources available through mutual aid arrangements with other state and local governments. Requests for transportation resources or assistance exceeding capability at the time of request will be prioritized, and as needed, delayed or deferred until resources are obtained or become available. Transportation missions to protect public health and safety will be given priority.

Transportation planning will be directed toward satisfying three primary demands:

1. Evacuation transportation of individuals identified through the County's Special Needs Registry to and from designated special needs shelter locations.
2. Transportation assistance to government and private agencies/organizations engaged in emergency response operations upon request.
3. Acquisition and use of specific civil or government transportation equipment to meet the transportation assistance requests of responding agencies/organizations.

All services are provided pursuant to this ESF without regard to economic status or racial, religious, political, ethnic, or other affiliation of the disaster victim or the population served.

All buses and other vehicles will terminate operations when environmental conditions are dangerous to the safety of emergency workers, e.g., wind speeds attain a sustained 45 miles per hour, dangerous hazardous materials concentrations, etc.

#### **3.1.1.1.4 Situation**

The following situations are likely to be present at the time of a major disaster that will have effect on the implementation of this annex:

1. Portions of the transportation infrastructure within the impacted area will sustain some level of damage. This damage will influence the transportation of personnel and materials into and out of the affected areas, as well as the types of vehicles that will be needed.
2. For a wide-area catastrophic event, e.g., a major hurricane, assistance from outside of Brevard County may take as much as 72 hours to become available.
3. Services and supplies needed to implement this ESF may be limited, and demand for transportation support could exceed immediately available resources. Prioritization of transportation-related missions will be necessary to sustain operations.

4. A significant natural or man-made catastrophic event will require transportation assistance in the following areas:
  - Transportation of identified Special Needs individuals to specified shelter locations.
  - Transportation of general populace evacuees to shelter locations.
  - Transportation to realign shelter populations.
  - Transportation of federal, state and local authorities responding to the event.
  - Transportation of resources to staging and distribution centers.
  - Transportation of evacuees and response personnel to and from established comfort centers.
  - Transportation assistance as requested by other ESF agencies.
  - For wide-area catastrophic events i.e. hurricane, damage or destruction will not be limited to transportation assets. Damage or destruction of surface, air and water transportation infrastructure e.g. roads, railways, docks, runways will hamper transportation response to the affected area.
  - Initial Federal transportation assistance through the Regional Emergency Transportation Coordinator is dependent on the response capability of the individually tasked Federal agency.

#### **3.1.1.1.5 Planning Assumptions**

The following assumptions are necessary to define the boundaries of this plan.

1. All agencies tasked in this ESF will plan to be self-sufficient during the initial 72 hour period after the impact of a major event to a level necessary to implement this ESF.
2. All agencies tasked in this ESF will have prepared the implementing procedures for this ESF and will have trained staff in the use of those procedures.
3. Effective coordination of disaster response requests for transportation assistance will be feasible during the immediate post-event time period although perhaps limited due to damage or destruction of communication networks.
4. Clearing of access routes will permit a sustained response flow to the event area of both personnel and material. Localized distribution patterns may be disrupted for indefinite time periods based on the severity and size of the area affected by the event.
5. Normal traffic patterns will be followed with exception of shelter traffic patterns.
6. There will be adequate supplies of fuel and other materials necessary to sustain basic operations required under this ESF.
7. Members of the public requiring evacuation transportation assistance will respond effectively to emergency instructions and guidance to utilize this assistance
8. Individuals with special needs for evacuation or sheltering will register with the County or otherwise make their needs known to ESF #1 on a timely basis.

#### **3.1.1.2 CONCEPT OF OPERATIONS**

### **3.1.1.2.1 General**

ESF #1, "Transportation," is responsible for providing vehicles and personnel to fulfill transportation-related mission assignments within Brevard County at the time of a major disaster event. These assignments can be anticipated to involve two major operations. First is to provide evacuation transportation assistance for the transit dependent and special needs individuals within the general public. The second is to provide transportation support for the movement of personnel and materials needed to initiate and sustain emergency response and disaster recovery operations related to the disaster event. The concept of operations for ESF #1 is intended to enable the assigned primary and support agencies to meet their responsibilities and assignments within these two categories.

### **3.1.1.2.2 Organization**

1. This ESF is a Branch within the Logistics Section of the County's Emergency Organization.
2. Space Coast Area Transit (SCAT) is designated as the primary agency and Branch Chief for implementation of this ESF. SCAT provides daily transit service to Brevard County over fixed routes using 65 standard buses. This service for the residents of Brevard County gives Space Coast Area Transit the experience necessary to act as lead agency for ESF #1.
3. Support agencies are assigned to ESF #1 to assist the primary agency with both supplemental and specialized personnel and resources should they be needed. During catastrophic events that exceed SCAT resources and capabilities, ESF #1 will draw on other transportation resources from their supporting agencies.
4. To accomplish evacuation of individuals with special needs, Coastal Health Systems and Brevard County Fire/ Rescue (Transportation and Ambulance) resources are available to transport individuals needing lift-gate, ambulance or non-medical stretcher vehicle support.
5. County Fire/ Rescue units and Coastal Health Systems will utilize fuel supplies through Central Fleet. Immediate replenishment of Space Coast Area Transit stocks will be accomplished by First Vehicle Services following a major countywide event.
6. Coordination and control of the agencies involved in implementation of this ESF will be from the ESF #1 workstation at the County Emergency Operations Center (EOC). Staffing of the workstation at the EOC will be accomplished using SCAT personnel and resources. Staffing patterns will be developed for a minimum of an individual per 12-hour shift continuous from ESF activation through deactivation. Should the scope or duration of the response period require, personnel from support agencies may supplement SCAT personnel assigned to the ESF #1 workstation, on request of the lead agency.
7. Each designated support agency will maintain a control center and contact personnel as designated in the ESF-1 Transportation Coordination Manual (2014).
8. Designated individuals staffing activated municipal EOCs will establish communications with ESF #1, and will provide information to ESF #1 regarding

conditions in their jurisdictions, transportation-related needs, municipal transportation resources available, and similar information.

#### **3.1.1.2.3 Notification**

Notifications necessary for the activation and implementation of this ESF will be as follows:

1. Brevard County Emergency Management will notify the designated contact individual for SCAT and, as indicated, request activation of ESF #1 or that the agency standby for activation of the ESF. If necessary, SCAT will be requested to deploy staff to the County EOC. SCAT will notify agency personnel of the activation of ESF #1 and request deployment to pre-assigned duty stations or to stand by for deployment.
2. SCAT will notify all support agencies of the event and the activation of ESF #1. As indicated by the anticipated scope of the event and emergency response, support agencies will be requested to mobilize their personnel and resources, to activate their command centers, and/or to remain on standby to do so. If necessary, SCAT may request personnel from selected support agencies to be deployed to the County EOC.
3. Support agencies will notify their personnel of the activation of ESF #1, and as indicated, deploy individuals to pre-assigned duty stations.
4. SCAT will notify First Vehicle Services of the activation of ESF #1, and, as indicated, request support for re-fueling operations.
5. Upon completion of the activation of the ESF #1 workstation at the County EOC, SCAT personnel will make the following additional notifications to advise of the operational status of ESF #1:
  - The Emergency Management Director and representatives of other activated County ESFs
  - Any activated municipal EOC in the county
  - ESF #1 at the State EOC, if activated

#### **3.1.1.3 EMERGENCY SUPPORT FUNCTIONS**

Brevard County has designed its emergency management system to parallel the state and federal ESF organizational structure in order to facilitate operations at the time of a major disaster. The emergency management system is also consistent with the National Incident Management System (NIMS).

The actions that will be taken by Brevard County ESF #1 are described in this section.

##### **3.1.1.3.1 Initial Actions**

The primary agency will take the following initial actions upon activation of the ESF #1 workstation at the County EOC:

1. Consult with the Emergency Management Director to determine the need for and schedule of an evacuation.

2. Establish contact with support agencies and begin implementation of the provisions of the ESF #1 Transportation Coordination Manual.
3. Ensure the adequacy of communications capabilities between the County EOC, SCAT and support agency command centers, and other key operational locations. As indicated, request assistance from the BEARS to provide communications capabilities and/or request assistance from ESF #2, "Communications."
4. Request SCAT personnel and designated support agency representatives to take feasible steps, as indicated, to protect available transportation assets from the impacts of the hazard event.
5. If an evacuation is to be conducted, the following actions will be taken:
  - Review the ESF #1 Transportation Coordination Manual and activate its provisions.
  - Consult with ESF #14 to determine the public information regarding the evacuation that has been released, and ensure that information regarding special needs and transit dependent individuals has been issued.
  - Consult with ESF #6, #6N and #17 to ensure coordination of the activation of general shelters, special needs shelters and animal shelters with transportation of transit dependent and special needs evacuees.
  - Review the registry of special needs individuals to determine transportation resource needs.
  - Deploy transportation resources to staging areas and await instructions to begin the evacuation process.
  - Upon direction by the Emergency Management Director, initiate the evacuation process.
  - Consult with ESF #5 to monitor wind speeds and/or environmental conditions and instruct vehicle drivers to seek shelter or return to shelter when necessary to do so.
6. Monitor the evacuation process and advise ESF #5 of actions and progress; as requested, assist ESF #5 with the preparation of the initial Incident Action Plan (IAP) regarding initial transportation issues and concerns.
7. Maintain communications with county ESF #16, "Law Enforcement," and municipal EOCs to obtain information regarding roadway conditions and for escort services or other assistance if needed.
8. Maintain routine communication with ESF #6 and #6N to ensure coordination of transportation operations and the availability of appropriate shelter capacity.
9. Initiate communications with other County ESFs to receive requests for transportation assistance and support.

#### **3.1.1.3.2 Continuing Actions**

Following initiation of an evacuation, if required by the event, ESF #1 will maintain the following continuing emergency response actions:

1. Continue monitoring of the evacuation process and provide assistance when needed with the support of other County ESFs.
2. Consult with County ESF #4, "Firefighting," ESF #5, "Information and Planning", and ESF #16, "Law Enforcement," to recognize with environmental conditions due to the event would become hazardous for continuing evacuation operations; advise field personnel to take shelter when indicated.
3. Consult with ESF #14, "Public Information" to ensure the continuing flow of emergency instructions to transit dependent and special needs individuals requiring assistance in evacuation.
4. Consult with ESF #6 and #6N to coordinate delivery of evacuees to the appropriate shelter and/or to provide transportation assistance for relocation of shelterees to balance shelter capacities and operations.
5. Participate in briefings held in the County EOC and prepare situation reports and similar documentation regarding ESF #1 operations as requested; as requested, assist ESF #5 with the continuing preparation of Incident Action Plans (IAPs) to guide ESF operations. File ESF #1 situation reports as requested.
6. Ensure adequate staffing of the ESF #1 workstation and other agency command centers for the duration of the event.
7. Ensure the continuing availability of fuel supplies, vehicle repair parts, tires, etc., and when needed request assistance from ESF #7, "Resource Support" to obtain necessary repairs, services or products.
8. Respond to transportation assistance requests from other county ESFs and municipal EOCs.
9. Maintain contact with ESF #1 at the State EOC, if activated, and coordinate transportation assistance requests to the state.
10. As needed, prioritize requests for transportation assistance and allocate available transportation resources accordingly.

#### **3.1.1.3.3 Recovery Operations**

The County EOC is responsible for coordinating all county and municipal recovery activities to provide assistance to the affected areas in the county. During the recovery phase, the organizational structure of ESF #1 will remain the same as during the response phase, with the primary agency directing activities from the ESF #1 workstation in the County EOC, using the resources and assistance of the support agencies if indicated. The ESF #1 primary agency staff will also ensure coordination of ESF #1 operations with other local, state and federal facilities and locations activated for the recovery process.

As county emergency response operations transition into the recovery phase, ESF #1 will undertake the following tasks as indicated:

1. Continue staffing of the ESF #1 workstation in the County EOC and other transportation command centers.



2. As requested, assist ESF #5 and/or the Emergency Management Director with preparation of recovery-phased Incident Action Plans (IAPs) to guide subsequent ESF and EOC operations.
3. Consult with the Emergency Management Director to determine the likely transportation needs during recovery operations; take action to demobilize or expand staff levels accordingly. Excuse staff with homes in the damaged areas to inspect and make temporary repairs, if necessary.
4. Request routine safety inspections of vehicles; take corrective actions as indicated.
5. Ensure the continuing adequacy of supplies of fuel, spare parts, tires, etc.
6. Consult with ESF #6, #6N and #17 to coordinate the schedule for transportation services with shelter closings; arrange schedules of vehicles and personnel accordingly.
7. When instructed to do so by the Emergency Management Director, implement the re-entry process using the provisions of the ESF #1 Transportation Coordination Manual.
8. Consult with the Emergency Management Director to determine if transportation resources will be needed for homeowner access to damaged areas pursuant to provisions for early or limited re-entry. If indicated, plan the availability of personnel and vehicles to transport property owners into or through the damaged areas.
9. Respond to requests of other County ESFs and municipal EOCs for transportation support during recovery operations.
10. Upon instruction of the Emergency Management Director, demobilize ESF #1 operations through the following:
  - Notification of SCAT personnel and support agencies of the instruction to demobilize.
  - Obtain and review all documentation regarding operations and expenditures for the ESF #1 function.
  - Advise any municipal EOCs still activated, and ESF #1 at the State EOC, of the deactivation of County ESF #1.
  - Consult with County ESF #8, "Health and Medical Services" to make available critical incident stress debriefings to all participating personnel; advise SCAT and support agencies of the availability of the service.
  - Consult with the Emergency Management Director for the ongoing need to provide transportation to special needs or transit dependent individuals to travel to the county's Disaster Recovery Center and/or other location to obtain disaster relief assistance.
  - Advise the Emergency Management Director when the ESF #1 demobilization process is complete; ensure that actions are planned and taken to replace expended supplies and materials, and to repair or restore damaged apparatus or equipment.

11. Make available services for post-event critical incident stress debriefing services for ESF #1 personnel.
12. Schedule and conduct a post-event critique of response and ESF #1 operations and other post-event critiques; propose modifications to this ESF and the basic plan if indicated; contribute to the development of the county-level after action report, as required by NIMS.

#### **3.1.1.4 RESPONSIBILITIES**

##### **3.1.1.4.1 Primary Agency**

The responsibilities of the primary agency are defined below:

1. Maintain the preparedness of primary agency personnel and resources to implement this ESF; provide guidance to support agencies on maintaining preparedness for their roles in implementation of this ESF.
2. Ensure primary and support agency personnel participate in available training opportunities and exercises for the implementation of this ESF; Ensure that primary and support agency personnel have received the proper level of training required by NIMS for the positions within the emergency organization that they fill.
3. Maintain as current all inventories, descriptions, rosters, etc. related to the personnel, facilities and resources available to the primary agency.
4. Activate and implement this ESF, in accord with its provisions and as directed by the EOC Policy Group; implement ESF operations in accord with the EOC Incident Action Plan (IAP) applicable to the response or recovery operational period.
5. Act as primary point-of-contact for EOC operations, ensuring a continuing exchange of information regarding the operations of ESF #1 and the transportation needs of other county ESFs.
6. Establish priorities and allocate tasking of all public sector transportation resources.
7. Provide the interface with EOCs of municipalities, adjacent counties and the State for transportation-related response and recovery operations.
8. Coordinate the utilization of countywide transportation resources (supporting ESFs, personnel and vehicles) in support of disaster recovery and relief operations.
9. Develop and maintain fuel supplies and establish priorities for use during disaster operations.
10. Maintain records of resources and inventory (personnel, vehicles, moneys and time expended) in support of directed operations.
11. Review and revise the ESF #1 Hurricane Evacuation Manual (2014) and this ESF as necessary, and ensure each is maintained in a current status. Maintain the inventory of personnel, equipment and vehicles that will be used for emergency transportation services pursuant to this ESF.

#### **3.1.1.4.2 Support Agencies**

Support agencies have the following responsibilities regarding implementation of this ESF:

1. Maintain as current all inventories, procedures, checklists, etc. necessary to fulfill their responsibilities pursuant to this ESF.
2. Maintain personnel and equipment preparedness necessary to implement their responsibilities under this ESF.
3. Participate with the primary agency in planning, training and exercise sessions needed to maintain preparedness for implementation of ESF #1; ensure that support agency personnel have the proper level of training, as required by NIMS, for the ESF positions they are to fill.
4. Mobilize personnel and equipment for emergency response and disaster recovery operations upon notification of the primary agency to do so.
5. Fulfill mission assignments for transportation support given by the primary agency during periods of activation of this ESF.
6. Prepare such documentation of operations and expenditures during activation of this ESF as requested by the primary agency; ensure such documentation is provided to the primary agency at the conclusion of operations.
7. Continue to coordinate and exchange information with the primary agency throughout periods of operation.
8. Advise the primary agency as soon as possible regarding any difficulties in fulfilling mission assignments, shortfalls in resources and personnel, or any other circumstance potentially interfering with mission completion.

#### **3.1.1.5 APPENDICES**

##### **3.1.1.5.1 Appendix I Hurricane Evacuation Manual 2014**