



Ride Gwinnett

Public Transportation Agency Safety Plan (PTASP)

January 2025

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Ride Gwinnett Agency Safety Plan

Transit Agency Information

Transit Agency Name	Ride Gwinnett			
Transit Agency Address	446 West Crogan St, Suite 410, Lawrenceville, Georgia 30046			
Name and Title of Accountable Executive	Glenn Stephens, County Administrator			
Chief Safety Officer	Antwan Davis			
Mode(s) of Service Covered by This Plan	Motor Bus (local) Commuter Bus Service Demand/Response	List All FTA Funding Types (e.g., 5307, 5337, 5339)	5307 5337 5339	
Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)	Local Fixed Route Service Commuter Bus Service Demand/Response Services			
Does the agency provide transit services on behalf of another transit agency or entity?	Yes ☐	No ☒	Description of Arrangement(s)	N/A
Name and Address of Transit Agency(ies) or Entity(ies) for Which Service Is Provided	N/A			
Ride Gwinnett System Overview	Ride Gwinnett began commuter bus service in 2001 and local bus service in 2002. Ride Gwinnett operates commuter bus, local bus and demand response services as part of the department mission to “enhance quality of life by facilitating the mobility of people and goods safely and efficiently.” Commuter bus service operates Monday through Friday and includes five routes using the HOT lane on I-85. Park and ride lots at I-985, Sugarloaf Mills and Indian Trail have been built or upgraded to provide free and convenient parking for bus riders. Local bus service operates ten routes Monday through Saturday connecting neighborhoods and businesses to Gwinnett County's many cultural, shopping and educational opportunities. Paratransit service for qualifying persons with disabilities operates in conjunction with the local bus service. Microtransit service is an on-demand service that operates Monday through Saturday. Operating in two permanent zones and currently servicing a third zone as a 12-month pilot. Ride Gwinnett maintains the Gwinnett Place Transit Center and three park-and-ride lots, and shares in the use of MARTA rail stations. Gwinnett County owns the Gwinnett Place Transit Center. All other park-and-ride lots are owned by the State of Georgia with an operations agreement with Gwinnett County to operate out of these facilities.			

**Ride Gwinnett
Service Description****Paratransit**

Ride Gwinnett operates locally in several municipalities in the Gwinnett County area. Americans with Disabilities Act (ADA) Paratransit is a specialized transportation service of Ride Gwinnett that provides curb-to-curb shared ride bus service for eligible persons with disabilities as a complement to the fixed-route service in accordance with the Americans with Disabilities Act of 1990. Ride Gwinnett Paratransit service is provided by the Contractor (Transdev Services, Inc.), a private, for-profit operator of transportation services throughout the country. The Contractor (Transdev) operates a fleet of 12-passenger vehicles equipped with up to two wheelchair positions to accommodate all types of mobility devices. All demand response vehicles are owned by Gwinnett County. ADA eligible trip requests may be made by calling the day before the trip is needed or up to seven-days in advance.

Microtransit

Ride Gwinnett Microtransit is an on-demand, shared-ride service that enhances local mobility within designated zones in Snellville, Lawrenceville, and a current pilot in Norcross. Passengers can book rides through a mobile app, providing a flexible and convenient travel option. With a flat fare per trip, this service offers an affordable alternative for short-distance travel within neighborhoods and first mile, last mile connections to Ride Gwinnett's transit system.

Commuter Bus

Ride Gwinnett's Commuter bus service consists of five routes in total. Three routes that service Gwinnett County Park and Ride lots into Downtown Atlanta, a reverse commute route from Downtown Atlanta into Gwinnett County and one route that services Gwinnett County to the Emory/CDC/CHOA area. This service is provided in an MCI D-4500 over the road coach model and generally provides customers a one-seat ride to their destination.

Local Bus

The local bus service provided in Gwinnett County is the most utilized mode of the Transit portfolio. A total of ten local bus routes operates in the southwest and central portion of the county. Five of those routes connect to MARTA stations at Doraville or Indian Creek. The service is provided in 40-foot-long low floor Gillig buses.

The following table summarizes the number of routes and buses used for each mode of service:

Mode	Number of Routes	Peak Buses	Spare Buses	Total Buses
Local Bus	10	35	13	48
Commuter Bus	5	21	9	30
Demand Response	N/A	21	4	25

Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	Ride Gwinnett		
Signature by the Accountable Executive	Signature of Accountable Executive	Date of Signature	
	Glenn Stephens	January, xx 2025	
Approval by the Board of Directors or an Equivalent Entity	Name of Individual/Entity That Approved This Plan	Date of Approval	
	Gwinnett County Board of Commissioners	January, xx 2025	
	Relevant Documentation (Title and Location)		
	GCID202xxxx (Gwinnett County Filenet)		
Certification of Compliance	Name of Individual/Entity That Certified This Plan	Date of Certification	
	Natasha Tyler	January 9, 2025	
	Relevant Documentation (Title and Location)		
	Table: Reference Documentation; page 35		
Version Number and Updates <i>Record the complete history of successive versions of this plan.</i>			
Version Number	Section/Pages Affected	Reason for Change	Date Issued
Original	All pages original	First Official Version of the Ride Gwinnett Agency Safety Plan	11/17/2020
2.1	Page 7	Update	9/10/2021
2.1	Page 9	Updated Safety Targets	9/10/2021
3.0	All pages	ASP updates	11/4/2022
4.0	All pages	ASP Annual updates	7/15/2024

Agency Safety Plan Development Documentation

As set forth in 49 CFR Part 673.31 Safety Plan Documentation, Ride Gwinnett shall maintain documents that are included in whole, or by reference, that describe the programs, policies, and procedures that Ride Gwinnett uses to carry out its ASP. These documents will be maintained for a minimum of three years after they are created. The documents are stored on the Ride Gwinnett drive and may be made available upon request.

Under the Federal Transit Administration's (FTA's) PTASP Rule, each public transportation operator that receives federal financial assistance under 49 United States Code (USC) Chapter 53 is required to develop and implement a PTASP based on SMS principles. The PTASP must be updated and certified by the transit agency annually.

At a minimum, each PTASP must consist of the following elements:

- The PTASP, and subsequent updates, must be approved by the Ride Gwinnett Safety Committee, signed by the Accountable Executive, and approved by the Agency's Board of Commissioners or an equivalent authority.
- The PTASP must document the processes and activities related to SMS implementation.
- The PTASP must include performance targets based on the FTA's National Public Transportation Safety Plan's safety performance measures.
- The PTASP must address all applicable requirements and standards set forth in the FTA's PTASP and National Public Transportation Safety Plan.
- Each transit agency must establish a process and timeline for conducting an annual review and update of the PTASP.
- An agency's PTASP must include or incorporate by reference an emergency preparedness and response plan.

Agency Compliance Matrix

The Ride Gwinnett Agency Safety Plan addresses all applicable requirements and standards as set forth in FTA's *Public Transportation Safety Plan Template for Bus Transit* and the *National Public Transportation Safety Plan 49 673 ASP Final Rule*.

Annual Review and Update of the Agency Safety Plan

The Ride Gwinnett Agency Safety Plan Annual Review is coordinated by the Transit Director and the CSO or his/her designee using the Agency Safety Plan Review Worksheet. The annual review reflects changes in the bus system, equipment, facilities, or the organization. The Bipartisan Infrastructure Law requires the Safety Committee approve an agency's Agency Safety Plan (ASP) and any updates to the ASP.

The 6-step review process is as follows:

Step 1: Establish the timeline for the update. The process usually begins on or around **October 1** of each year and is planned/scheduled to be completed by **January 31** of the following year.

Step 2: Review of the Ride Gwinnett Agency personnel information to ensure any changes in leadership are incorporated and the signature pages and approvals are updated to reflect the current leadership.

Step 3: The Safety Committee reviews each section and element of the plan in detail and apply changes as applicable. *The Safety Committee includes the following Ride Gwinnett personnel and The Contractor personnel; additional personnel may be asked to review and comment on the Agency Safety Plan:*

- *The Transit Division Director, or designee, chairs the Safety Committee.*
- *The Safety Committee may conduct meetings in person or via conference call.*
- *Notes from the meeting will be collected and retained on record.*

Step 4: At the end of the meeting, the Safety Committee will recommend that the updated Agency Safety Plan be approved with the recommended changes or will decline the updated ASP pending additional review.

Step 5: The Safety Committee must approve any updates prior to Gwinnett County Board of Commissioners formally approving the updated Agency Safety Plan.

Step 6: Approved ASP is published.

Ride Gwinnett utilizes the updated Agency Safety Plan, supporting documentation, and training to reflect new practices, policies, and procedures.

Introduction

Ride Gwinnett has established and maintains a Public Transportation Agency Safety Plan (PTASP) in compliance with FTA 673: § 673.11. The PTASP, signed by the Accountable Executive and approved by the Safety Committee and the Board of Commissioners, documents the implementation of the Ride Gwinnett Safety Management System (SMS), sets annual safety performance targets based on National Public Transportation Safety Plan measures, and includes a safety risk reduction program aimed at reducing safety events, injuries, and assaults on transit workers. The plan addresses all applicable federal safety requirements and standards, includes a process for annual review and updates, and is maintained in accordance with federal recordkeeping requirements. Ride Gwinnett is committed to safety, and Ride Gwinnett's PTASP is intended to be a comprehensive and effective plan to promote transit safety.

Safety Performance Targets

2025 Safety Performance Targets							
Mode of Transit Service	Fatalities (Total)	Fatalities (per 100K VRM)	Injuries (Total)	Injuries (per 100K VRM)	Safety Events (Total)	Safety Events (per 100K vehicle miles)	System (failures/VRM)
Motorbus	0	0	7	0.39	82	4.51	8.93
Commuter Bus	0	0	0	0.00	37	6.75	9.75
Demand Response	0	0	0	0.00	2	0.78	1.00

The safety performance targets are based on a review of the previous four (4) years of tracked data and current fleet vehicle age for reliability, vehicle maintenance records and transit industry standards. The typical calculation method for system failures per Vehicle Revenue Miles (VRM), is often expressed as the number of failures per 100,000 VRM to standardize the metric. The data will be evaluated by the CSO, Accountable Executive and Transdev Management over a fiscal year period with a baseline year of Fiscal Year 2021 (1/1/2021 - 12/31/2021). Safety Performance targets are set annually.

Safety Risk Reduction Programs

As mandated by the National Safety Plan, Ride Gwinnett shall develop a comprehensive Safety Risk Reduction Program to address key safety concerns and enhance overall safety performance by reducing the number and rates of safety events, injuries, and assaults on transit workers.

Program Components:

- **Reduction of Vehicular and Pedestrian Events:** Implementing measures to decrease the incidence of vehicular and pedestrian events, including enhancing operator visibility, upgrading vehicle safety features, and improving pedestrian infrastructure.
- **Mitigation of Assaults on Transit Workers:** Deploying strategies to reduce assaults on transit workers, such as installing protective barriers, providing de-escalation training, and enhancing surveillance systems.
- **Improvement of System Reliability:** Increasing system reliability through regular maintenance, timely repairs, and the use of advanced diagnostic tools to identify and address potential issues before they escalate.

Safety Performance Targets and Monitoring

The Safety Committee shall establish performance targets for the Safety Risk Reduction Program, utilizing a 3-year rolling average of data from the National Transit Database (NTD). These targets are reviewed annually to assess the effectiveness of the program and to guide resource allocation for safety improvements.

Certificate of Compliance

Ride Gwinnett hereby certifies that it has established a PTASP that meets the requirements of 49 CFR Part 673. As a direct recipient, Ride Gwinnett is in full compliance with the requirements of this part and certifies that it and all applicable subrecipients adhere to the established safety protocols and procedures.

Agency Coordination

Ride Gwinnett coordinates with the Atlanta Regional Commission (ARC) to ensure a comprehensive transportation network and to promote system safety and an accessible and equitable transportation system.

Ride Gwinnett can comment and provide feedback at the Atlanta Regional Commission (Atlanta region MPO) meetings when safety performance targets are being developed – both at state/MPO level and to provide for a safe and secure transportation network by:

- Working with transit providers, government/jurisdiction stakeholders and the public to promote and enhance safety across all planning and implementation efforts.
- Coordinating security and emergency preparedness programs across transportation modes and jurisdictions.
- Collecting and sharing safety performance data among transit agencies and the GDOT.

The performance targets developed by Ride Gwinnett are transmitted annually to the MPO on or before October 1 of each year.

Targets Transmitted to the MPO	Metropolitan Planning Organization Name	Date Targets Transmitted
	Atlanta Regional Commission	Targets submitted October 1, 2021
	Atlanta Regional Commission	Targets submitted October 1, 2024

Ride Gwinnett Safety Committee

The Ride Gwinnett Safety Committee is scaled to align with the size, scope, and complexity of the transit agency, ensuring comprehensive representation and addressing all operational aspects. The committee is established through a joint labor-management process, fostering meaningful collaboration between labor representatives and management.

In terms of membership, the Safety Committee maintains equal representation by including an equal number of frontline transit worker representatives and management representatives. Efforts are made to ensure inclusive representation, with frontline transit worker representatives drawn from major transit service functions, such as operations and maintenance, across the entire transit system, to the extent practicable.

The labor organization that represents the majority of the transit agency's frontline workers is responsible for selecting these representatives. In cases where frontline transit workers are not represented by a labor organization, the transit agency has adopted a mechanism that allows these workers to select their representatives for the Safety Committee, ensuring that all voices are heard and considered in the decision-making process.

Safety Committee Procedures

Ride Gwinnett's Safety Committee's procedures are clearly defined, including the roles and responsibilities of its chair. To facilitate its operations, procedures are established for developing and sharing meeting agendas and notices, as well as for recording and maintaining meeting minutes.

Safety Committee members receive the necessary training related to the transit agency's Public Transportation Agency Safety Plan and the tools and processes that support the agency's Safety Management System (SMS).

The committee also follows defined procedures for reaching and recording decisions. Coordination and communication are maintained with the transit agency's Board of Commissioners and the Accountable Executive to ensure alignment and transparency. For effective operation, the Safety Committee manages disputes, utilizing the dispute resolution or arbitration process from the transit agency's Collective Bargaining Agreement or an alternative process agreed upon by the committee, though the Accountable Executive does not have the authority to resolve disputes within the committee.

Safety Committee Responsibilities

The Safety Committee reviews and approves the transit agency's Public Transportation Agency Safety Plan (PTASP) and any necessary updates, as required by § 673.11(a)(1)(i). The committee is also tasked with setting annual safety performance targets for the safety risk reduction program, as required by § 673.11(a)(7)(iii). The committee supports the operation of the agency's SMS by identifying and recommending necessary safety risk mitigations to reduce the likelihood and severity of potential consequences identified through safety risk assessments, including those related to unmet safety performance targets. The committee also assesses safety risk mitigations to identify those that may be ineffective, inappropriate, or not implemented as intended, and it continuously identifies safety deficiencies for improvement as required by § 673.27(d), including cases where safety performance targets are not met.

For effective implementation and monitoring, the Safety Committee operates within a clearly defined structure that ensures strong leadership and active participation. The committee meets monthly to review safety performance, assess risk mitigations, and address any safety concerns or deficiencies. All meetings, decisions, and actions are documented and maintained to ensure transparency and accountability.

An open communication process is maintained between the Safety Committee, frontline workers, and management to ensure timely and effective responses to safety concerns.

Safety Management System

Ride Gwinnett has adopted an Safety Management System (SMS) framework approach to administering safety throughout the organization and its ASP. The SMS is a formal, top-down, data-driven, organization-wide approach to managing safety risks and assuring the effectiveness of safety risk mitigations. An SMS defines the safety culture (framework) of the organization. It includes senior leadership commitment, front-line engagement, management accountability, and continual safety process improvements derived from data-driven Safety Risk Assessment (SRA).

The SMS is flexible and adaptable to any transit agency's mode, size, and complexity in urban, suburban, or rural environments. The foundation of the SMS framework is comprised of four components. SMS components interact with each other to provide an effective system of feedback.

Figure 1: Four Pillars of Safety Management System (SMS)



Safety Management Policy

Safety is a fundamental value at Ride Gwinnett, and managing safety is a central business function of the County. Ride Gwinnett is dedicated to developing, implementing, maintaining, and continuously improving processes to ensure the safety of its customers, transit workers, and the public. Through the SMS, Ride Gwinnett prioritizes safety by effectively allocating organizational resources—people, processes, and technology—while balancing other core business functions. The organization strives to foster a robust safety culture and achieve the highest level of safety performance, meeting all established safety standards.

The Transit Division demonstrates executive commitment to safety by cultivating an organizational culture that promotes safe operations and provides the necessary resources to support this core management function. Ride Gwinnett ensures safe practices, improves safety when needed, and encourages effective transit worker safety reporting and communication. Accountability for safety performance extends to executives, managers, service contractors, and transit workers.

In compliance with § 673.19, Ride Gwinnett has established a Safety Committee consisting of equal representation from frontline transit workers and management. The labor organization representing most frontline workers selects the worker representatives. This committee plays a crucial role in the PTASP by supporting safety risk management, setting annual safety performance targets, and overseeing SMS operations.

Effective communication and training are vital to the success of SMS. Ride Gwinnett and its contractor, Transdev, will actively engage transit workers through communication systems that enhance awareness of safety objectives and performance targets. All transit workers will be trained in safety reporting procedures and made aware of the significance of the PTASP and SMS within the organization.

At every level, Ride Gwinnett and its service contractor's management teams are responsible for delivering safe and high-quality transit services. They are tasked with supporting safety risk management processes and ensuring that Safety Assurance functions are maintained. Safety performance is also a key component of performance evaluations.

To promote a culture of transparency, Ride Gwinnett has implemented a safety reporting program that allows transit workers to report safety concerns, including assaults, near-misses, and unsafe conditions, without fear of retaliation. This program is a vital element of SMS.

Performance monitoring and measurement are essential for continuous improvement. Ride Gwinnett shall establish realistic safety performance measures and set safety performance targets to ensure progress. Managers will regularly evaluate the effectiveness of safety risk mitigations.

Ride Gwinnett shall review and evaluate SMS performance by analyzing key safety performance indicators, conducting scheduled and random inspections and investigations, reviewing corrective action reports, and auditing SMS processes. These assessments will guide the ongoing revision and development of safety objectives and plans for continuous safety improvement.

Signature

Glenn Stephens
Executive Director

Authorities, Accountabilities, and Responsibilities

Accountable Executive	The Accountable Executive, in accordance with § 673.23(d)(1), is responsible for the following: • Signing the Agency Safety Plan (ASP) as the Accountable Executive (AE) and assuming responsibility for carrying out the ASP and Safety Management System (SMS). • Controlling and directing the human and capital resources necessary to develop, maintain, and achieve ASP goals and objectives, including approval authority for system modifications as needed. • Ensuring effective implementation of the Safety Management System throughout the organization. • Monitoring Ride Gwinnett's safety performance regularly. • Supporting safety communications across the agency. • Ensuring necessary actions are taken to address substandard performance in the implementation of the SMS. • Delegating specific responsibilities while maintaining ultimate accountability for the agency's safety performance. • Integrating the Safety Management System into senior management's cooperative decision-making processes. • Accepting or mitigating safety risks associated with hazards to a level as low as reasonably practical (ALARP). • Ensuring SMS is implemented effectively and addressing any safety performance degradation within Ride Gwinnett. • Issuing the annual Safety Management Policy (SMP) statement and establishing safety objectives. • Receiving and considering safety risk mitigation recommendations from the Safety Committee, ensuring they have a voice in safety-related decision-making. • Holds ultimate responsibility for implementing safety risk mitigations, especially for unmet safety performance targets. • Review and consider all recommendations from the Safety Committee regarding safety risk mitigations. • Make final decisions on which safety mitigations to implement, ensuring a thorough evaluation process. • Ensures fully engaged in the Safety Management System (SMS) and maintains accountability for the overall safety performance of Ride Gwinnett.
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	Reviews and prioritizes safety risk mitigations and track their effectiveness to ensure continuous improvement and adherence to safety objectives.
Chief Safety Officer	The CSO, in accordance with the requirements in §673.5 and §673.23(d)(2), shall be an adequately trained individual who has responsibility for providing oversight of Ride Gwinnett safety functions. The CSO has the authority and responsibility for the day-to-day implementation and operation of the SMS. The responsibilities of the CSO include but are not limited to: - Develops Ride Gwinnett's ASP and SMS policies and procedures. - Shall be adequately trained to facilitate full implementation of the SMS across the agency and to identify hazards and mitigate risk through evaluation, feedback, and analysis. - Ensures Ride Gwinnett's policies are consistent with its safety goals and objectives. - Develops and maintains SMS implementation plan and PTASP awareness. - Monitors the safety performance of Ride Gwinnett's operations and activities through formal safety management data collection and analysis. - Manages Ride Gwinnett's Transit Worker Safety Reporting Program. - Ensures personnel that submitted voluntary reports are notified about their disposition. - Develops and distributes a quarterly report on Ride Gwinnett's process in its safety objectives specified in the SMP statement. - Advises the Transit Division Director on safety matters and SMS implementation progress. - Identifies substandard performance in Ride Gwinnett's SMS and develops action plans for review and approval by the Accountable Executive. - Manages and updates SMS processes based on experiences and lessons learned throughout the year. - Provides additional guidance material (as required) to strengthen further and clarify the SMS processes. - Supports Ride Gwinnett in managing safety risk by providing Safety Risk Management (SRM) expertise and conducting and overseeing Safety Assurance activities. - Facilitates coordination of SRM, evaluations, investigations, and controls with attention to cross-organizational impacts. - Tracks all safety-critical issues to a conclusion using the safety risk register. - Assists all departments in establishing and maintaining clear and unambiguous lines of authority and responsibility for ensuring safety measures and procedures are in place for meeting safety performance targets. - Development and implementation of the SMS processes for Transit Operations in accordance with Ride Gwinnett's SMS and PTASP requirements. - Development and implementation of SMS Worksheets and tools in accordance with Ride Gwinnett's SMS.

	• Ensuring Job Hazard Analyses are performed for “high/medium risk” tasks. • Reviewing identified safety risks to verify the risks are adequately prioritized using the established Risk Matrices. • Collection and management of Safety Risk Data. • Ensuring Transit Division Director is informed of Safety Risks categorized to be outside Ride Gwinnett’s Risk Tolerance. • Fostering a positive safety culture by leading with integrity in the SMS. • Establishing and Managing methods to collect and analyze safety risk data. • Chair Safety Committee meetings.
Agency Leadership and Executive Management	The Transit Division Director is responsible for providing guidance, leadership, and support for the PTASP and TSSEPP. The documents are to be reviewed, approved, authorized, and signed by the Transit Division Director, the Chief Safety Officer, and the Executive Director. A copy of the approval signature page is in the front pages of this document. The Transit Division Director shall ensure that available resources and attention are devoted to the Agency Safety Plan (ASP), including: • Development of standard operating procedures (SOPs) related to transit worker safety and security duties. • Development of and enforcement of safety and security regulations. • Development of emergency operating procedures to maximize transit system response effectiveness and minimize system interruptions during emergencies and security incidents. • Ensuring proper training and equipment to transit workers to allow an effective response to security incidents and emergencies. • Develop and maintain an effective notification and reporting system for security incidents and emergencies. • Designate a Point of Contact (POC) to manage the ASP Program. • Communicate security and emergency preparedness as top priorities to all transit workers. • Develop relationships with outside organizations that contribute to the ASP, including local public safety and emergency planning agencies. • Communicate with Ride Gwinnett’s Senior Management in an emergency. • Request assistance from transit public safety resources as needed. • Provide insight into potential threats and vulnerabilities. • Designate a Public Information Officer (PIO) or media contact regarding security incidents and issues.
Safety Committee (Management and Frontline Transit Workers)	The Safety Committee supports the Safety Management System and will take an active role in the Safety Risk Management process and ensure that Safety Assurance functions are supported. The committee is made up of an equal number of Management and Frontline Transit worker representatives. As outlined in the FTA 673 final rule, the Safety Committee (SC) within the agency must be composed of an equal number of representatives from both frontline transit workers and management. Frontline worker representatives are to be selected by the labor organization representing the workforce or, in the absence of such a union, directly by the transit workers. These

representatives are integral to providing insights from daily operations, such as driving, maintenance, and other critical functions.

Management representatives must include those with oversight responsibilities for the agency's safety programs and operational procedures. This balanced composition fosters a collaborative approach to identifying safety risks, developing mitigation strategies, and enhancing safety performance. The Safety Committee plays a key role in ensuring that the Safety Management System (SMS) process incorporates input from all levels of the organization, ensuring that both worker and management perspectives are equally represented and integrated into safety decision-making.

This requirement does not prohibit designation of additional non-voting participants, such as management representative alternates who may serve in a voting capacity in the event of a management representative voting member absence, or frontline transit worker representative alternates who may serve in a voting capacity in the event of a frontline transit worker representative voting member absence.

Committee Chair:

- Transit Division Director or designee

Contracted Services Liaison (not a voting member)

- Safety Manager

Contracted Services Representative (voting members)

- Operations Manager(s)
- Maintenance Manager(s)
- Transit Operations Supervisor(s)
- Maintenance Supervisor(s)

Front Line Transit Worker Representative (voting Members)

- Transit Operator(s)
- Maintenance Personnel
- Transit Operator Trainer(s)

The Safety Committee is responsible for approving the ASP and any updates to the ASP. This approval must occur before the agency's Board of Commissioners approves the ASP or update.

The Safety Committee is also responsible for, at a minimum:

- Identifying and recommending risk-based mitigations or strategies needed to reduce the likelihood and severity of consequences identified through Ride Gwinnett's safety risk assessment process.
- Identifying mitigations or strategies that may be ineffective, inappropriate, or were not implemented as intended.
- Identifying safety deficiencies for continuous improvement.
- Assisting in the development, implementation and operation of SMS.

Ride Gwinnett and the Contractor (Transdev) use the joint Safety Committee, as well as the monthly Driver's Meeting and quarterly All-Staff Meetings to support its Safety Management System and safety programs:

- Safety Committee: Members include the Transit Division Director (or designee), the Chief Safety Officer, the Contractor (Transdev) Safety Manager, Transit Operations Supervisors, Maintenance Supervisors, and front-line personnel responsible for safety. Any safety hazards reported will be jointly evaluated during the quarterly meeting. The committee will review the issues and make

Security Sensitive Information

recommendations to improve safety.

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

All Ride Gwinnett Transit workers	All Ride Gwinnett personnel are expected to understand and perform their specific roles and responsibilities, as identified in the ASP, thereby increasing their own personal safety and the safety of their passengers, during normal operations and in emergency conditions. To ensure the success of the PTASP, all Ride Gwinnett personnel and contractors are responsible for the following functions: Immediately report all suspicious activity, no matter how insignificant it may seem, to the CSO: • Immediately report all security incidents. • Use proper judgment when managing disruptive passengers and potentially volatile situations. • Participate in security and emergency preparedness training, including drills and exercises. • Become familiar with, and operating within, all security and emergency preparedness procedures for the assigned work activity. • Notify the manager or his/her designee when a physical or mental condition, or required medications or therapies, may impair the ability to perform security or emergency preparedness functions. • Accurately complete "Transit worker Statements" or "Incident Reports" on appropriate reports of occurrences.
Contractor (Transdev) Leadership	The Contractor (Transdev) is responsible for training and educating their managers and supervisors on their responsibility for communicating the transit agency's security policies to their staff and transit workers who support Ride Gwinnett. Contractor(s) personnel are expected to understand and perform their specific roles and responsibilities, as identified in the Agency Safety Plan (ASP) and contract scopes of work, thereby increasing their own personal safety and the safety of their passengers, during normal operations and in emergency conditions. To ensure the success of the ASP, the following functions shall be performed by contractor(s) personnel and documentation must be provided to Ride Gwinnett indicating that the following items were completed: • Immediately report all suspicious activity, no matter how insignificant it may seem, to the Manager. • Immediately report all security incidents. • Use proper judgment when managing disruptive passengers and potentially volatile situations. • Participate in all security and emergency preparedness training, including drills and exercises. • Become familiar with and operate within all security and emergency preparedness procedures for the assigned work activity. • Notify the manager when a physical or mental condition or required medications or therapies may impair the ability to perform security or emergency preparedness functions. • Accurately complete "Transit worker Statements" or "Incident Reports" on appropriate reports of occurrences.

**Contractor (Transdev)
Key Staff**

Managers and Supervisors

Managers and Supervisors must communicate incidents, events, or safety/security situations immediately to the contractor(s) management, and contractor(s) management will follow the established procedures in notifying Ride Gwinnett personnel. The specific responsibilities of supervisors include the following, which should be encouraged by contractor(s) training to incorporate the Agency Safety Plan (ASP) practices into their everyday work.

- Have full knowledge of all standard and emergency operating procedures.
- Ensure drivers make security and emergency preparedness a primary concern when on the job through training and education.
- Cooperate fully with the Safety Management System Program regarding any event investigations as well as listening to and acting upon any safety and security concerns raised by the drivers.
- Immediately report safety and security concerns to the CSO or designee.

In addition, when supporting response to an incident, managers and supervisors are expected to conduct the following actions:

- Provide leadership and direction to transit workers during security incidents.
- Handle minor non-threatening rule violations.
- Defuse minor arguments.
- Determine when to call for assistance.
- Make decisions regarding the continuance of operations.
- Respond to fare disputes and service complaints.
- Respond to security-related calls with police officers when required, rendering assistance with crowd control, victim/witness information gathering, and general on-scene assistance.
- Complete necessary security-related reports.
- Take photographs of damage and injuries for documentation to support incident reports.
- Coordinate with all outside agencies at incident scenes.

Drivers

In addition to the general responsibilities identified for all personnel, drivers (including company attendants and route related personnel) are responsible for exercising maximum care and good judgment in identifying and reporting suspicious activities, in managing security incidents, and in responding to emergencies. Each driver will conduct the following actions:

- Take charge of a security incident scene until the arrival of supervisory or emergency personnel.
- Collect fares in accordance with agency policy (if applicable).
- Attempt to handle minor non-threatening rule violations.
- Respond verbally to complaints.
- Attempt to defuse minor arguments.
- Determine when to call for assistance.
- Maintain control of the vehicle.
- Report all security incidents to agency dispatch.
- Complete all necessary security-related reports.

	• Support community emergency response activities as directed by Ride Gwinnett and the Contractor (Transdev) policies and procedures. Dispatchers/ Customer Service Personnel/Other Staff are responsible for: • Receive calls for assistance, dispatch supervisors, and emergency response personnel. • Coordinate with law enforcement and emergency medical service communications centers. • Notify supervisory and management staff of serious incidents. • Establish on-scene communication and complete any required security-related reports. • Provide directions to on-scene personnel. Maintenance Personnel (including utility personnel) are responsible for: • Report vandalism, threats, and vulnerabilities of vehicle storage facilities. • Provide priority response to safety and security critical items such as lighting, barricade installation, and repair. Human Resources Personnel are responsible for: • Ensure all pre-employment screening processes are carried out effectively. • Notify the management staff of transit worker disciplinary action that may result in the affected transit worker becoming a risk to Ride Gwinnett and Contractor (Transdev) facilities, systems, passengers, transit workers, or other assets. • Educate transit workers on transit worker ID policy and procedure. • Provide documentation that transit worker training and education for the ASP was administered.
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Safety Risk Management

Safety Risk Management Process

Ride Gwinnett and the Contractor (Transdev) use the SRM process as a primary method to ensure the safety of our operations, passengers, transit workers, vehicles, and facilities. It is a process whereby hazards and their consequences are identified, assessed for potential safety risk, and resolved acceptably to Ride Gwinnett leadership. Ride Gwinnett's SRM process allows us to carefully examine what could cause harm and determine whether we have taken sufficient precautions to minimize the harm, or if further mitigations are necessary.

The CSO oversees the SRM process, working with the Contractor (Transdev) and the Safety Committee to identify hazards and consequences, assess safety risk of potential consequences, and mitigate safety risk. The results of the SRM process are documented in our Safety Risk Register and referenced materials. The SRM process applies to all elements of our system including our operations and maintenance; facilities and vehicles; and personnel recruitment, training, and supervision.

Hazard Identification

The CSO and the Contractor's (Transdev) Safety Manager work together on hazard identification. Using **SOP 001-001 Hazard Management Process**, they consider the potential consequences of the hazard and the severity of the potential consequences. The primary method used by Ride Gwinnett and Contractor (Transdev) to identify the hazards to the transit system and the vulnerability of the system is the collection of incident reports submitted by drivers and supervisors and information provided by local law enforcement and contractors. Information resources include the following:

- Inspection/audit reports
- Operator incident reports
- Risk management reports
- Bus maintenance reports
- Marketing surveys
- Passengers' emails and telephone calls
- Management's written concerns
- Staff meeting notes
- Statistical reports
- Special requests
- Type of incidents
 - Crimes against persons
 - Crimes against property
 - General incidents
- Disposition of incidents
- Crime Statistic Reports
- Surveillance monitoring
- FTA audit
- APTA Bus Standards, Recommendations, and Guidelines
- TRB Publications
- NTD Transit Database
- Georgia DOT Reports
- Transportation Safety Administration (TSA) Audits
- After Action Reports from Drills, Exercises with Public Safety Comments
- Actual transit incidents
- Infectious disease data and information provided by the CDC

The objective of hazard identification is to identify before an event occurs, any real or potential conditions that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of Ride Gwinnett; damage to the environment; or reduction of ability to perform required transit service functions by Ride Gwinnett and/or Contractor (Transdev). Ride Gwinnett and the Contractor (Transdev) routinely analyze

records to determine the cause of the events.

There are six (6) main areas reviewed in Hazard Identification:

- Environment
 - Weather
 - Road Surface Condition
 - Visibility
- Transit Service Characteristics and Agency Policies
 - Incentives for Safe Driving
 - Equipment Maintenance Policies
 - Stop Interval Schedules
- Operator
 - Experience
 - Physical Activity
 - Personality
 - Psychological Condition
 - Physical Condition
- Road Layout
 - Width
 - Speed Limit
 - Geometric Design
 - Traffic Volume
 - Capacity
 - Parking
 - Adjacent Land Use
 - Street Lighting
 - Pedestrian Volume
- Other Considerations
 - Facilities
 - Equipment
- Hazard Identification – Event Prevention/Resolution
 - 1st Identify the Hazard
 - 2nd Remove or Mitigate the Hazard
 - 3rd: When the hazard cannot be removed, train for the hazard as a “known condition”

Ride Gwinnett and the Contractor (Transdev) rely on transit workers to assist in the hazard identification and resolution process. Working with the Safety personnel and through the structured process transit workers help:

- Identify critical factors in hazard resolution
- Develop and recommend an action plan
- Implement action plan
- Measure performance against safety objective
- Monitor the progress
- Secure outside assistance (when needed)
- Audit for compliance

To ensure compliance with the National Safety Plan (NSP) and updates to 49 CFR Part 673, Ride Gwinnett's Public Transportation Agency Safety Plan (PTASP) clearly defines and integrates risk mitigation elements with real-time data collection and monitoring systems. This integration enables continuous management of safety risks. By leveraging real-time data, the Contractor (Transdev) can proactively adjust safety measures to address identified risks and achieve safety performance targets. This approach enhances the ability to swiftly respond to emerging safety concerns, maintaining high safety standards and regulatory compliance.

When a safety concern is observed by management or supervisory personnel, whatever the source, it is reported to the Contractor's (Transdev) Safety Manager. The Contractor's (Transdev) Safety Manager is responsible for reporting the safety issue to Ride Gwinnett's Chief Safety Officer (CSO). Procedures for reporting hazards are reviewed during staff meetings and in the Safety Committee meetings. The CSO also receives transit worker reports from the Contractor (Transdev), customer comments related to safety, and

electronic service alerts.

The Contractor's (Transdev) Safety Manager reviews these sources for hazards and documents them in Ride Gwinnett's Safety Risk Register. Hazards may also be entered into Safety Risk Register based on the review of the Contractor's (Transdev) operations and maintenance, the results of audits and observations, and information received from FTA and other oversight authorities, as well as the National Transportation Safety Board.

Ride Gwinnett's CSO may request follow up analyses of hazards and consequences entered into the Safety Risk Register to collect information and identify additional consequences and to inform which hazards should be prioritized for safety risk assessment. In following up on identified hazards, the CSO may request the Contractor's (Transdev) Safety Manager to:

- Reach out to the reporting party, if available, to gather all known information about the reported hazard.
- Conduct a walkthrough of the affected area, assessing the possible hazardous condition, generating visual documentation (photographs and/or video), and taking any measurements deemed necessary.
- Conduct interviews with transit workers in the area to gather potentially relevant information on the reported hazard.
- Review any documentation associated with the hazard (records, reports, procedures, inspections, technical documents, etc.)
- Contact other departments that may have an association with or technical knowledge relevant to the reported hazard.
- Review any past reported hazards of a similar nature; and
- Evaluate tasks and/or processes associated with the reported hazard and ensure transit workers are immediately informed of identified hazards and the measures taken to mitigate them.

The Transit Division Director and Chief Safety Officer work together to assess the potential consequences of hazards and their severity.

Hazard Assessment

Hazard Risk Assessment is a quantitative calculation based on largely subjective judgments used to determine the risk associated with each hazard and thus the urgency for implementing corrective measures to eliminate or reduce risks to a level of acceptability. Risk Assessment is comprised of evaluating hazard severity (categorizing the hazard) and evaluating hazard probability. The factors considered in this analysis include system safety, schedule, and the impact on the public's perception of safety on the system in the community where the buses operate.

Hazard Severity

Hazard severity is a subjective determination. As data is accumulated over time, an objective determination applicable specifically to the Contractor (Transdev) can be derived. The determination reflects a credible mishap that could be anticipated to result from human error, procedural deficiencies, design inadequacies, component failure, or malfunction. Hazard Severity is based on the U.S. Department of Defense Military Standard for Systems Engineering (MIL-STD-882-E) as follows:

Table 1: Severity Categories

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

Hazard Mitigation

Resolution of hazards utilizes the results of the Risk Assessment Process. The objectives of the hazard resolution process are to:

- Identify areas where hazard resolution requires a change in the system design, installation of safety devices, or development of special procedures.
- Verify that hazards involving interfaces between two or more systems have been resolved; and
- Verify that the resolution of a hazard in one system does not create a new hazard in another system.

The following methodology is used to ensure that system safety and security objectives are met by eliminating or controlling hazards. These controls are implemented throughout design, construction, procurement, and operations:

- Design out hazards or design to minimize hazard severity to the extent permitted by cost and practicality. Identified hazards are eliminated or controlled by the design of equipment, systems, and facilities.
- Develop mitigating provisions for hazards that cannot reasonably be eliminated or controlled through design which are controlled to an acceptable level using fixed, automatic, or other protective safety design features or devices. Provisions are made for periodic performance of functional checks of safety devices and training for transit workers to meet system safety objectives.
- When design, training, and safety devices cannot reasonably nor effectively eliminate or control an identified hazard, safety warning devices are used (to the extent practicable) to alert persons on the hazard.
- Where it is impossible to reasonably eliminate or adequately control a hazard through design or safety and warning devices, procedures and training are used to control it. Cautionary notations are standardized for use by all persons involved and safety-critical issues will require certification of authorized personnel.

The Initial Risk Index defines the magnitude of any specific hazard item without implementation of design, construction, procurement, or operational measures to control or mitigate the risk. The CSO will identify sets of proposed mitigation actions to eliminate or control each identified risk and evaluate the Residual Risk Index, based on those mitigating actions, to assess the potential effectiveness, and inform the Transit Division Director of the determination of whether the hazard is adequately controlled or mitigated.

Coordination with Georgia Department of Transportation (GDOT)

To ensure an ongoing role in the oversight of Ride Gwinnett's hazard management process, the Contractor (Transdev) will establish a Hazard Tracking Log which reflects the consolidation of information in the hazard management process. The Hazard Tracking Log will contain all hazards identified through the various methods applied by Ride Gwinnett. The Hazard Tracking Log will be submitted monthly before the 5th day of the month to DOT as required on Section 6 of DOT State Safety Oversight Plan. As requested from GDOT, Ride Gwinnett and the Contractor (Transdev) conduct a meeting with GDOT to review the Hazard Tracking Log and other activities associated with the hazard management process.

The Hazard Tracking log format shall include the following information:

- **No.** – Refers to the number assigned to the hazard by the SSOC
- **External ID** – Refers to external ID assigned
- **Description** – Refers to a brief narrative summary of the hazard – What it is; where it is located; what elements it is comprised of; etc.
- **Date Identified** – Refers to the date the hazard was identified by the SSOC
- **Source** – Indicates the mechanism used to identify the hazard, i.e., operator report, near-miss, event investigation, results of internal safety or security audit, rules compliance or training program, maintenance failure, facility or vehicle inspection, trend analysis, formal hazard analysis, etc.
- **Hazard Assessment** – Refers to the hazard severity and hazard frequency ratings initially assigned to hazard by the State Safety Oversight Committee
- **Hazard Resolution / CAPs** – Refers to the actions recommended by the SSOC to address the hazard and to bring it into a level of risk acceptable to management
- **Status** – Refers to the status of the recommendations. Status may be designated as: not started, open, in progress, or closed
- **Resolution Date** – Refers to the date the hazard is closed
- **Notes** – Any additional comments related to the hazard

During application of the hazard management process for any hazard identified as an 'unacceptable hazard condition' as defined in this document, the CSO or designee or Contractor designee will notify the state oversight agency designated point of contact within one business day of discovery of an unacceptable hazard, followed by a preliminary investigation report within twenty-four hours. Any corrective action plans developed because of the investigation will first be approved by the state oversight agency.

Safety Risk Assessment

SOP-001-001 Hazard Management Process summarizes the workflow and responsibilities during the safety risk assessment process as overseen by the CSO and managed by the Contractor's (Transdev) Safety Manager.

Ride Gwinnett and the Contractor (Transdev) assess safety risks associated with identified safety hazards using its safety risk assessment process. This includes an assessment of the likelihood, probability, and severity of the consequences of hazards, including existing mitigations, and prioritizing hazards based on safety risk. The Safety Risk Assessment process used by Ride Gwinnett and the Contractor (Transdev) is described in the description details and tables below:

Safety Risk is defined as the composite of predicted severity and likelihood of the potential effect of a hazard such as: the potential to cause harm in the form of death, injury, destruction, or interruption of services. Risk analysis defines the level or degree of the hazard against the system. 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 safety risk severity categories are as follows:

- **Category I - Catastrophic:** Could result in one or more of the following: death, permanent total disability, irreversible significant environmental impact, or monetary loss equal to or exceeding \$10M.
- **Category II - Critical:** Could result in one or more of the following: permanent partial disability, injuries or occupational illness may result in hospitalization of at least three personnel, reversible significant environmental impact, or monetary loss equal to or exceeding \$1M but less than \$10M.
- **Category III - Marginal:** Could result in one or more of the following: injury or occupational illness resulting in one or more lost workday(s), reversible moderate environmental impact, or monetary loss equal to or exceeding \$100K but less than \$1M.

Security Sensitive Information

- **Category IV - Negligible:** Could result in one or more of the following: injury or occupational illness not resulting in a lost workday, minimal environmental impact, or monetary loss less than \$100K.

The likelihood that a hazard will occur during the planned life expectancy of the system element, subsystem, or component can be described qualitatively in potential per unit of time, events, population, items, or activities. A qualitative probability may be derived from research, analysis, and intelligence coordination, evaluation of safety data from operating experience, or historical data from similar systems. The qualitative probability ranking is outlined below.

Table 2: Probability Categories

Description	Level	Specific Individual Item	Fleet or Inventory Item
Frequent	A	Likely to occur often in the life of an item	Continuously experienced
Probable	B	Will occur several times in the life of the item	Will occur frequently
Occasional	C	Likely to occur sometime in the life of the item	Will occur several times
Remote	D	Unlikely, but possible to occur in the life of an item	Unlikely, but can reasonably be expected to occur
Improbable	E	So unlikely, it can be assumed occurrence may not be experienced in the life of an item	Unlikely to occur, but possible
Eliminated	F	Incapable of occurrence. This level is used when potential hazards are identified and later eliminated	Incapable of occurrence. This level is used when potential hazards are identified and later eliminated

Table 3: Hazard Resolution Matrix

Probability Categories	Severity Categories			
	(1) Catastrophic	(2) Critical	(3) Marginal	(4) Negligible
(A) Frequent	1A	2A	3A	4A
(B) Probable	1B	2B	3B	4B
(C) Occasional	1C	2C	3C	4C
(D) Remote	1D	2D	3D	4D
(E) Improbable	1E	2E	3E	4E
(F) Eliminated	1F	2F	3F	4F
Category	I – Catastrophic	II- Critical	III – Marginal	IV- Negligible

Hazard Value	Acceptable Criteria
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1A, 1B, 1C, 2A, 2B	High – Unacceptable
1D, 2C, 3A, 3B,	Serious – Decision required to determine course of action
1E, 2D, 2E, 3C, 3D, 3E, 4A, 4B	Medium – Acceptable with review recommended
4C, 4D, 4E	Low – Acceptable without review
1F, 2F, 3F, 4F	Eliminated

Safety Risk Mitigation Plan

Ride Gwinnett and the Contractor (Transdev) has developed a comprehensive safety risk mitigation strategy focused on reducing or eliminating safety risks associated with transit operations. The CSO and the Contractor's (Transdev) Safety Manager work together to establish and regularly review safety risk mitigation methods and procedures based on recommendations from the Safety Committee. This collaborative effort aims to decrease both the likelihood and severity of potential hazards, ensuring safer transit for passengers and operators alike.

Safety risk mitigations are prioritized based on the results of safety risk assessments conducted by the Safety Committee. These assessments focus on mitigating hazards related to vehicular and pedestrian safety events as well as incidents of assault on transit workers. Mitigation strategies include retrofitting vehicles to improve operator visibility, installing barriers to prevent unauthorized access to operator workstations, and specifying safety features for future vehicle procurements. Guidance from the Federal Transit Administration (FTA), Centers for Disease Control (CDC), or state health authorities is also considered when applicable.

The Contractor's (Transdev) Safety Manager maintains the Safety Risk Register, which tracks all safety risk mitigations. This register is regularly updated and made available to the Safety Committee during monthly meetings, as well as to Ride Gwinnett and Transdev staff upon request. It also includes documentation of specific monitoring activities, such as reviews, observations, and audits, to assess the effectiveness of the implemented mitigations. Continuous monitoring ensures that safety risk mitigations are not only applied but are also regularly evaluated for their impact on improving safety.

Ride Gwinnett and the Contractor (Transdev) are committed to systematically analyzing and addressing hazards throughout all phases of the system life cycle. Tools such as Preliminary Hazard Analysis (PHA), System Hazard Analysis (SHA), Subsystem Hazard Analysis (SSHA), and Operating Hazard Analysis (OHA) are employed to identify and mitigate risks to acceptable levels. In cases where the Accountable Executive chooses not to implement a recommended safety risk mitigation, a written explanation is prepared and presented to the Safety Committee and the Board of Commissioners, ensuring transparency and accountability in the decision-making process.

The order of precedence for satisfying system safety requirements and resolving risks will be as follows:

Unacceptable: The hazard must be eliminated or mitigated in the most expedient manner possible before normal service may resume. Interim corrective action may be required to mitigate the hazard to a tolerable level while the permanent solution is in development.

Tolerable: A hazard at this level of risk must be mitigated unless the CSO issues a documented decision to manage the hazard until resources are available for full mitigation.

Acceptable with review: The CSO must determine if the hazard is adequately controlled or mitigated as is.

Acceptable without review: The hazard does not need to be reviewed by the management team and does not require further mitigation or control.

Safety Assurance

Safety Performance Monitoring and Measurement

Safety Performance Monitoring and Measurement are key tools used to evaluate our compliance with operations and maintenance procedures. They help assess whether existing rules and procedures are sufficient to control safety risks, while also identifying new hazards that may require updates to policies, transit worker training, and service delivery. The CSO will monitor operations and maintenance procedures through observation, data analysis, communication, and safety updates to identify any mitigation strategies that may be ineffective. If mitigation actions are found to be ineffective, additional strategies will be developed through feedback from key staff and those impacted by the actions.

Safety Performance Monitoring and Measurement activities provide a check on Ride Gwinnett's SRM process. These monitoring activities ensure that safety risk mitigations are effective and implemented as intended. The activities also help to collect safety performance data that can anticipate future safety events, mitigate or prevent them, and analyze the safety risk of any new practices or procedures the Agency adopts.

Additionally, Safety Performance Monitoring and Measurement activities include investigating safety events to identify causal factors and analyzing information gathered from safety reporting, including data on safety failures, defects, and unsafe conditions.

Monitoring of Hazards and Risk Mitigation

Ride Gwinnett monitors safety risk mitigations to determine if they are ineffective, inappropriate, or not implemented as intended. Ride Gwinnett supervisors, managers, and subject matter experts, working with the service contractor's safety department and manager, develop monitoring plans for mitigations implemented through Ride Gwinnett's SRM process.

- **Reporting Potential Hazards:** When a potential hazard is reported, all necessary information will be documented in the Safety Risk Register.
- **Hazard Analysis:** The Contractor's (Transdev) Safety Manager, under the oversight of the Chief Safety Officer (CSO), will assign appropriate safety personnel to analyze the hazard. This analysis will assess potential consequences and evaluate the probability and severity of the hazard. A root cause analysis may also be conducted, which could involve tools such as OSHA, SSHA, OHA, or FTA, depending on applicability. This analysis aims to identify the underlying factors contributing to the real or potential conditions that could cause injury.
- **Risk Determination and Action:** Based on the analysis, the safety risk will be evaluated and classified as either acceptable or requiring mitigation. If deemed acceptable, a report will be provided to justify the determination. If mitigation is necessary, a Corrective Action Plan (CAP) will be developed, detailing the specific mitigating actions, timeline for implementation, and expected reduction of safety risk.
- **Implementation Oversight:** Continuous oversight will ensure the recommended mitigating actions are implemented within the established timeline. If the actions are not completed as scheduled, the Contractor's (Transdev) Safety Manager at the facility must submit a written report to the CSO within five business days of the original due date. This report should explain the reasons for the delay or failure to comply, along with a justification.
- **Post-Implementation Monitoring:** After mitigation actions have been implemented, the Chief Safety Officer and/or Safety Manager will monitor data to evaluate the effectiveness of the actions in reducing identified risks. This monitoring will also assess for any unforeseen consequences that may have introduced new hazards.
- **Ongoing Evaluation:** Data monitoring will continue for one year after the implementation of mitigation measures. This ongoing evaluation will confirm the effectiveness of the actions taken and determine whether the safety risk has been successfully mitigated or eliminated.

Rules Compliance

All transit workers of the service contractor and its contractors are responsible for preventing safety events, identifying hazards, and resolving them. Reports of all safety events, incidents, occurrences, deficiencies, near misses, and defects will be maintained by the manager of the appropriate department. The Contractor (Transdev) is assigned the responsibility for the safe operation of vehicles under the oversight of Ride Gwinnett.

Responsibilities include:

- **Preparation and Implementation of Safety Policies:** Safe operating policies, plans, rules, and procedures will be developed and implemented as outlined in the SOP Manual. Memorandums addressing system changes will also be adhered to.
- **Development and Review of Safety Procedures:** Required policies, plans, rules, and procedures for safe operation and maintenance will be developed. The SOP Manual and Rule Book will undergo annual review, with modifications and review dates clearly indicated. Service contractors may revise their SOPs and rules to reflect changes in operating conditions. All new or revised SOPs and rules will be reviewed by the Safety Committee and distributed to all transit workers. Transit workers must sign upon receipt of any changes. If no changes are made, a memo will be prepared and distributed to the General Manager by the Manager of Operations.
- **Annual Training and Certification:** Personnel will undergo annual re-training, testing, and certification in all safety-related rules and procedures relevant to their job functions, covering both normal and emergency conditions.
- **Work Hour Limitations:** Transit workers' work hours will be limited to no more than seventy hours in any seven-day period, and the number of consecutive days worked shall not exceed thirteen.
- **Distribution of Safety Policies:** Transit workers will be provided with copies of all safety and emergency rules, procedures, and policies relevant to their job functions.
- **Monitoring and Evaluation of Compliance:** Compliance with safety-related operating and maintenance policies, plans, rules, and procedures will be monitored through periodic in-service evaluations. These evaluations will be conducted by contractor supervisors or managers using the "Observation Report Form." Any deficiencies will be reported in writing to the contractor for review, re-instruction, or re-training. Supervisor ride checks and rule conformance frequency will align with the Transit worker Qualifications SOP & Rule Book.
- **Performance Coaching and Reinstruction:** When necessary, supervisors will receive performance coaching or reinstruction from the service contractor's safety manager. Supervisors are expected to adhere to all rules and SOPs and enforce them effectively in managing bus service and personnel. Supervisor skills will be assessed annually as part of the Driver Recertification Program.
- **Follow-up on Safety Violations:** Personnel identified for follow-up, additional training, or discipline, including discharge, due to safety violations, will be tracked through safety records. The contractor will maintain a monthly safety/rule violation log. Major rule violations will be reported to the Safety Committee by the Chief Safety Officer (CSO).
- **Preventive Maintenance:** The contractor will develop and implement a preventive maintenance schedule for each system hardware element to ensure system safety. Any reported deficiencies and defects in equipment or facilities will be corrected and monitored to ensure proper resolution. Only equipment free of safety-related defects will be placed into service.
- **Trend Monitoring and Reevaluation:** The contractor will monitor the safety/rule violation log to identify trends that may necessitate re-evaluation of specific procedures or practices.

Safety event and Injury Investigation

The Contractor (Transdev), with oversight from Ride Gwinnett, will conduct prompt, accurate, and thorough investigations of all safety events, injuries, illnesses, and near misses with the goal of promoting safety and preventing reoccurrences.

All transit workers and contractors are expected to comply with the service contractor's safety event and incident reporting procedures and use the prescribed forms. Roles, responsibilities, and safety event reporting thresholds are outlined in the procedure, including safety event notification, reporting, and investigation throughout the organization. The level of investigation required depends on the seriousness of the event.

Each safety event/incident will be investigated according to the latest version of the Safety Event Investigation Plan (AIP). The AIP complies with 49 CFR Parts 672, 673 & 674, State Safety Oversight Rule for bus incidents/safety events, and 49 CFR Part 1580 U.S. Department of Homeland Security Rule affecting transit

systems.

Corrective Action Plans (CAP)

A Corrective Action Plan (CAP) is a structured set of actions designed to address an issue, rectify a problem, correct non-compliance, or improve performance to reduce safety risks. The CAP serves to implement improvements and ensure corrective measures are taken to mitigate potential hazards and prevent recurrence.

After a safety event or safety event occurs, subsequent investigation may lead to the development of recommendations. This process involves identifying unacceptable hazardous conditions, or recognizing deficiencies identified through internal or external safety reviews and audits. The Chief Safety Officer (CSO) is responsible for initiating a CAP using **SOP 001-002 Corrective Action Plan** within 30 calendar days after the need for corrective action is identified. For more complex issues, the CSO may request additional time to prepare the CAP to ensure all facets of the issue are thoroughly addressed.

Each CAP will include the following components:

- A title referencing the ASP element number, the year, and a suffix beginning with "01" to indicate the first CAP for that element in that year (subsequent CAPs for the same element in that year will be numbered sequentially). In some cases, the title may also reference elements from the System Security Plan (SSP) if applicable.
- A clear description of the hazard or deficiency, and relevant details of any investigation if pertinent to the CAP.
- Proposed actions to mitigate, control, or eliminate the hazardous condition, including any necessary interim measures if immediate action is required.
- A scheduled completion date for implementing the corrective action.
- The responsible division and individual(s) designated to implement the CAP.
- Comments added as part of the review process, or upon closure of the CAP.

The status of each Corrective Action Plan is reviewed at Safety Committee meetings. All corrective actions are prioritized using the risk assessment matrix, which guides the allocation of resources and attention to the most critical issues first. Each CAP is assigned a responsible individual to lead the corrective action effort and ensure it is closed upon resolution.

The Gwinnett County Department of Transportation (DOT) requires verification from the Contractor (Transdev) that the CAP has been fully implemented. Verification can be obtained through submitted documentation, independent visual inspection by DOT, or both.

Internal Audits

The purpose of internal system safety audits is to conduct a formal evaluation of accomplishments, identify safety-related issues and trends, and assess the effectiveness of the implementation of the Agency Safety Plan. The CSO is responsible for overseeing these safety reviews and audits, ensuring that contractors' performance aligns with safety goals and objectives.

Key Organizational Functions Subject to Safety Audits Include:

- Facility inspections
- Maintenance audits/inspections
- Review of rules, standard operating procedures, special bulletins, and orders
- Review of training/re-certification programs
- Emergency response planning, coordination, and training
- Configuration management
- Systems modifications (review and approval)
- Safety data analysis
- Transit worker safety programs
- Hazardous materials program
- Interdepartmental safety goals and objectives
- Occupational safety and health programs
- Contractor safety
- Procurement and specification engineering

- Drug and Alcohol Testing Program
- Any other responsibilities outlined in this document

Service contractors are also subject to safety audits. Due to the critical nature of certain operations, rigorous reviews and audits are conducted for training, maintenance, and operations activities.

Vehicle Inspection and Maintenance Records

All vehicles are maintained, at a minimum, in accordance with manufacturer recommendations. In some cases, maintenance may exceed these recommendations to ensure optimal safety and performance. Maintenance is scheduled based on both mileage and time intervals. These schedules are tracked and coordinated by the contractor using mileage and time-based records.

All maintenance records are managed in a Computerized Maintenance Management System (CMMS) for each vehicle. Hard copies of the records are also maintained in independent books for each vehicle and are kept for two years. Each vehicle's maintenance history, including all repairs and maintenance inspections, is tracked using assigned repair order numbers and/or designated maintenance inspection intervals. The service contractor (Transdev) is responsible for controlling and managing all documentation related to vehicle maintenance.

Maintenance schedules follow a progressive preventative maintenance cycle. This cycle starts with routine inspections at the lowest mileage intervals and progresses through mid-level and major inspections. As each vehicle inspection increases in detail, it eventually reaches the highest level of inspection, after which the cycle repeats. Additionally, mid-level and major overhauls are scheduled, adhering to time-based intervals and including rebuilds of major equipment as per manufacturer requirements.

The maintenance criteria described above must be strictly followed. If a vehicle reaches its mileage or time requirement and the scheduled maintenance has not been completed, that vehicle must be removed from service until the required maintenance is performed. No vehicle can be operated in passenger service with any safety-critical faults, such as issues with braking, propulsion, or any other system critical to the safe operation of the vehicle and the public's safety.

All defects are tracked in a defect tracking log maintained by the service contractor. Each defect entry remains open until the defect has been corrected. Once the defect is resolved, the corresponding log entry is closed. Copies of defect write-ups and completed work orders are retained on-site for a period of three years.

Continuous Improvement

Ride Gwinnett examines safety performance annually to identify safety deficiencies in the Safety Management System (SMS) and safety performance through safety performance target monitoring. Ride Gwinnett is committed to an ongoing effort to advance safety while simultaneously improving our services and operations.

Continuous Improvement Process

Ride Gwinnett shall enhance its continuous improvement process as outlined in 49 CFR § 673.27(d) by implementing a more detailed procedure for identifying and addressing safety deficiencies. This includes an annual safety performance assessment, which evaluates Ride Gwinnett's performance against established safety targets and identifies areas of deficiency. The assessment will involve the Safety Committee in analyzing data trends, reviewing the effectiveness of current safety measures, and developing corrective action plans to address any identified safety gaps. These corrective actions will be tracked and reviewed to ensure successful implementation and improvement in safety outcomes.

In addition to annual reviews, Ride Gwinnett shall incorporate a process for real-time monitoring of safety deficiencies, ensuring that potential issues are addressed promptly. The continuous improvement process will involve both management and frontline workers, leveraging their insights to refine and enhance safety practices. This collaborative approach will ensure that Ride Gwinnett is able to continuously strengthen its SMS and maintain a high level of safety performance.

Objectives and Compliance

The objectives are achieved through the application of internal evaluations and independent audits of the SMS. Compliance with this requirement is indicated when Ride Gwinnett and the Contractor (Transdev) use the Safety Committee, monthly Driver's Meetings, and quarterly All-Staff Meetings to support its SMS and safety programs.

The Components of Continuous Improvement:

- **Safety Committee:** Any safety hazards reported are jointly evaluated by the Safety Committee and the Chief Safety Officer during the quarterly meeting. The committee is comprised of representatives from various departments, including Transit, Finance, Program Delivery, Signals, Roads, Traffic, Airports, and Road Maintenance. The Safety Committee has the authority to make decisions related to the improvement and effectiveness of the SMS.
- **Drivers' Meetings:** A permanent agenda item in all monthly meetings is dedicated to safety. Safety issues are discussed and documented.
- **Quarterly All-Staff Meetings:** Hazard reports and mitigations are shared, safety topics are discussed openly, feedback is solicited, and hazard self-reporting is encouraged. Information discussed in these meetings is documented.
- **Periodic SMS Review:** The SMS is periodically reviewed for improvements in safety performance.

Industry Best Practices

As Ride Gwinnett implements and improves its Safety Management System (SMS), considerations will be made to incorporate the following industry best practices:

- Incorporating evidence from lessons learned into policies and procedures.
- Benchmarking Ride Gwinnett's SMS against other organizations and actively promoting SMS within the transportation industry.
- Conducting regular surveys and assessments of organizational culture and acting upon the results.
- Requiring contractors to have a Safety Management System (SMS) even if not mandated by regulations.
- Encouraging contractors to participate and share information within the SMS.

Safety Promotion

Competencies and Training

New Hire Training

Safety Management Policy communication is initially provided through the New Hire process and subsequent job-specific training provided during the first days of employment. A handbook outlining the policies and procedures applicable to the specific roles is given to them from the Human Resources Department. Safety is addressed throughout this document.

Job Specific Training

Programs are developed to enhance safety skills necessary for safe, secure, reliable services. Safety and Training personnel prepare transit workers for the transit work environment.

The training plan is based on job descriptions and needs assessment. The primary areas of focus for training are:

- Operations – Initial training for vehicle operators and maintenance/facilities technicians; refresher and post-event retraining for vehicle operators and transportation management.
- Safety – OSHA required courses; OSHA courses; Safety Management System Safety and Security courses; drug and alcohol training; and defensive driving.
- Health and Wellness – Ergonomics; sack safety; health and wellness.
- Maintenance personnel, operations personnel, and personnel directly responsible for safety must complete de-escalation training.

Training is delivered through personal contact with an instructor in a classroom setting on a computer using the internet and DVD's. In-house safety and emergency preparedness trainings are initialed by Safety Management or by individual departments, as determined by the subject matter. Remedial safety training will be provided on a case-by-case basis.

Ongoing annual training requirements for supervisors and managers are managed through the contractor.

Retraining and Refresher Training Programs

The service contractor's (Transdev) Safety and Training Manager and Regional Safety management team conducts periodic retraining and refresher courses for vehicle operations, maintenance and staff. This training also provides a procedure for evaluation job skills and determining subsequent retraining needs or transit workers who are returning to work after an extended leave, transit workers who have been involved in an event and refresher skill training.

Maintenance personnel is required to receive periodic safety and security refresher training. Transit workers who have received training in aerial work platforms and forklift operations receive retraining every 36 months, when new equipment is purchased, or whenever an event occurs. The Contractor (Transdev) also administers Post-Event Training on all preventable events and incidents.

Monthly Safety Meetings

Monthly Safety Meetings provide transit workers with updates on safety issues, safety priority, and hazard management. The updates may include:

- Event and injury data from the previous month
- Near miss and hazard reporting
- Safety and security audit and outcomes
- Safety Team meeting minutes
- Safety newsletter

On-going Safety Management Communications

- Safety posters in transit worker work areas
- Videos
- Email messages
- Website
- Topic of the month
- Monthly Safety Campaign
- OSHA Newsletter

Safety Communication

Transit worker Safety Reporting Program

In alignment with 49 CFR Part 673.23(b), Ride Gwinnett enhances its transit worker safety reporting mechanisms to empower and protect transit workers who raise safety concerns. The PTASP provides a clear and structured process for reporting safety issues, including assaults on transit workers, near-miss incidents, and any conditions that could compromise safety. This process is designed to be both accessible and confidential, ensuring that transit workers can report their concerns without fear of retaliation.

To further encourage a culture of safety and transparency, the PTASP explicitly outlines the protections available to transit workers who submit safety reports. It emphasizes that transit workers will not face disciplinary action for reporting genuine safety concerns. This protection is integral to fostering an environment where safety is a shared responsibility. The PTASP also includes detailed guidelines for how reported safety concerns will be investigated and addressed by senior management, ensuring that each report is taken seriously and leads to actionable safety improvements. By clearly communicating these processes and protections, Ride Gwinnett aims to encourage proactive safety reporting, thereby enhancing overall safety performance.

Safety Responsibilities and Reporting Procedures

Safety rules and procedures are designed to protect Ride Gwinnett, its transit workers, and the public. These rules are essential and should not be violated. It is the responsibility of every transit worker, as well as the Ride Gwinnett, to ensure their own safety, the safety of their coworkers, and the safety of the public by avoiding any unsafe acts. Transit workers are also responsible for reporting any unsafe conditions they observe or become aware of to their supervisor. This includes safety concerns related to transit worker assaults, near-misses, and other unsafe acts and conditions.

Supervisors play a crucial role in resolving safety issues on the job. Transit workers should consult with their supervisors regarding the safety rules and practices applicable to their specific department. Each department has a safety contact dedicated to identifying and resolving job-related safety issues. Transit workers are encouraged to familiarize themselves with their department's safety representative and to use their services when appropriate.

If a transit worker's safety concerns are not adequately addressed within their department or division, they are advised to follow the management chain or directly contact a Safety Officer. Ride Gwinnett is committed to maintaining a safe workplace through training programs, facility inspections, procedure promotion, safety committee coordination, and the distribution of safety information. Additionally, the County upholds a Drug-Free Workplace Policy to ensure safe working conditions. Every transit worker is expected to cooperate with management in promoting and maintaining a safe workplace and a secure environment for the public.

Protection Against Retaliation

Ride Gwinnett is committed to protecting transit workers who report safety violations. No official or transit worker shall use or threaten to use their position or authority to retaliate against, discourage, restrain, or interfere with any individual who acts in good faith to report a safety concern or cooperate with an investigation. This protection ensures that all transit workers can participate in maintaining a safe work environment without fear of negative consequences.

Documentation and Recordkeeping

Security Sensitive Information

To ensure compliance with the updated documentation and recordkeeping requirements of 49 CFR Part 673, Ride Gwinnett maintains safety-related documents. The PTASP specifies that all documents related to the implementation and outcomes of our Safety Management System (SMS) will be retained for a minimum of three years. These documents include, but are not limited to, the Public Transportation Agency Safety Plan, records of Safety Committee meetings, safety performance assessments, and the results of safety risk mitigations.

The PTASP also outlines procedures for ensuring that these records are readily accessible for review by the Federal Transit Administration (FTA) or other relevant oversight bodies. This enhanced recordkeeping practice not only supports regulatory compliance but also ensures that our safety management practices are transparent and verifiable. By maintaining comprehensive documentation, Ride Gwinnett is better positioned to demonstrate the effectiveness of its safety initiatives and to make informed decisions based on historical safety data.

Table 4: Reference Documentation

Security Sensitive Information

The following is a listing of reference documentation used to implement and carry out the ASP that are not included elsewhere in this Plan.

	Document Name	Date	Version	Document Location
1.	Ride Gwinnett Emergency Response Plan	2018	V1	Transit Shared Drive
2.	Transdev North America Norcross SSEPP	2022	V7	2880 Remington Park Court Norcross GA, 30071
3.	Transdev North America Norcross Agency Safety Plan	2020	V1	2880 Remington Park Court Norcross GA, 30071
4.	Ride Gwinnett - Transit Asset Management Plan	2018	V1	ARC Website: https://cdn.atlantaregional.org/wp-content/uploads/tam-group-plan-final.pdf
5.	Ride Gwinnett Transit Worker Handbook	2016	N/A	Ride Gwinnett Intranet: Gcworkplace> Documents> Handbooks and Manuals
6.	ATL Xpress Public Transportation Agency Safety Plan	2022	V2	245 Peachtree Center Ave. NE, Suite 2200, Atlanta, GA 30303
7.	Transdev Transit worker Handbook	2017	N/A	2880 Remington Park Court Norcross GA, 30071
8.	49 CFR part 673 Changes (Final Rule)	2024	N/A	https://www.transit.dot.gov/regulations-and-programs/safety/public-transportation-agency-safety-program/49-cfr-part-673-changes
9	SOP-001-001	2024	V1	Hazard Management Process
10.	SOP 001-002	2024	V1	Corrective Action Plan

Table 5: Definitions

Term	Definition
Accountable Executive	Single, identifiable person who has the ultimate responsibility for carrying out the Agency Safety Plan of a public transportation agency; and control or direction over the human and capital resources needed to develop and maintain the ASP
Assault on a Transit Worker	A circumstance in which an individual knowingly, without lawful authority or permission, and with intent to endanger the safety of any individual, or with a reckless disregard for the safety of human life, interferes with, disables, or incapacitates a transit worker while the transit worker is performing the duties of the transit worker. Section 30001
Centers for Disease Control and Prevention (CDC)	The Centers for Disease Control and Prevention of the United States Department of Health and Human Services
Chief Safety Officer (CSO)	An adequately trained individual who has responsibility for safety and reports directly to a transit agency's chief executive officer, general manager, president, or equivalent officer. A CSO may not serve in other operational or maintenance capacities, unless the CSO is employed by a transit agency that is a small public transportation provider as defined in this part, or a public transportation provider that does not operate a rail fixed guideway public transportation system.
Corrective Action Plan (CAP)	A plan developed by the transit agency that describes the action the Agency will take to minimize, control, correct, or eliminate hazards, and the schedule for implementing those actions.
Direct Recipient	an authority that receives Federal financial assistance directly from the FTA.
Emergency	A natural disaster affecting a wide area (such as a flood, hurricane, tidal wave, earthquake, severe storm, or landslide) or a catastrophic failure from any external cause.
Fatality	A death that results from an event and that occurs within 30 days after the date of the event.
FTA	The Federal Transit Administration, an operating administration within the United States Department of Transportation.
Hazard	Any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.
Injury	Any harm to persons as a result of an event that requires immediate medical attention away from the scene.

Investigation	The process of determining the causal and contributing factors of a safety event for the purpose of preventing recurrence and mitigating safety risk.
Joint labor-management process	A formal approach to discuss topics affecting transit workers and the public transportation system.
Large, urbanized area provider	A recipient or subrecipient of financial assistance under 49 U.S.C. 5307 that serves an urban area with a population of 200,000 or more as determined by the most recent decennial Census.
National Public Transportation Safety Plan	The plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.
National Transportation Safety Board (NTSB)	An independent federal agency.
Near-miss	A narrowly avoided safety event.
Non-Preventable Collision	A motor vehicle collision, in which the Operator committed no driving error and reacted to the errors of others.

Security Sensitive Information

Operator of Public Transportation System	A provider of public transportation.
Passenger	A person who is on board, boarding, or alighting from a bus transit vehicle for the purpose of travel.
Performance Measure	An expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.
Potential Consequence	The effect of a hazard.
Public Transportation	As defined under 49 U.S.C. 5302, regular, continuing shared-ride surface transportation services that are open to the general public or open to a segment of the general public defined by age, disability, or low income, and does not include: intercity passenger rail trail transportation; intercity bus service; charter bus service; school bus service; sightseeing service; courtesy shuttle service for patrons of one or more specific establishments or intra-terminal or intra-facility shuttle services.
Public Transportation Agency Safety Plan	The documented comprehensive agency safety plan for a transit agency that is required by 49 U.S.C. 5329 and this part.
Public Transportation Safety Certification Training Program (PTSCTP)	The certification training program for federal and state transit workers, or other designated personnel, who conduct safety audits and examinations of public transportation systems, and transit workers of public transportation agencies directly responsible for safety oversight, established through interim provisions in accordance with 49 USC 5329(c)(1).
Preventable Collision	A motor vehicle collision, in which the Operator did not do everything reasonable to avoid a collision, committed an error or failed to react to the errors of others.
Preventable Transit worker Injury	When the transit worker fails to do everything possible to prevent the injury.
Preventable Passenger Injury	A passenger injury in which the Operator failed to do everything reasonable to prevent the injury. Passenger injuries in any type of vehicle are preventable when they are caused by unsafe operation of the vehicle and improper wheelchair tie downs. If a passenger injury is caused by the following controllable actions, it will be deemed preventable; when a driver stops, turns, accelerates, or decelerates abruptly. Emergency action by the driver to avoid a collision that results in a passenger injury should be investigated to determine if safe driving behavior prior to the emergency would have eliminated the need for evasive maneuver.
Recipient	An entity that receives funds under 49 U.S.C. Chapter 53, either directly from FTA or through a direct recipient.
Safety Assurance (SA)	Processes within a transit agency's Safety Management System that functions to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

Safety Committee	The formal joint labor-management committee on issues related to safety that is required by 49 U.S.C. 5329 and this part.
Safety Event	An unexpected outcome resulting in injury or death; damage to or loss of the facilities, equipment, rolling stock or infrastructure of a public transportation system; or damage to the environment.
Safety Management Policy (SMP)	A transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities for the management of safety.
Safety Management System (SMS)	The formal organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. Safety Management System includes systematic procedures, practices, and policies for managing hazards and safety risk.
Safety Management System Executive	A Chief Safety Officer (CSO) or an equivalent.
Safety Performance Target	A quantifiable level of performance or condition, expressed as a value for the measure, related to safety management activities, to be achieved within a specified time period.
Safety Promotion	A combination of training and communication of safety information to support Safety Management System as applied to the transit agency's public transportation system.
Safety Risk	The composite of predicted severity and likelihood of a potential consequence of a hazard.
Safety Risk Assessment	The formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.
Safety Risk Management (SRM)	A process within a transit agency's Public Transportation Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating the safety risk of their potential consequences.
Safety Risk Mitigation	A method or methods to eliminate or reduce the severity and/or likelihood of a potential consequence of a hazard.
Safety set-aside	The allocation of not less than 0.75 percent of assistance received by a large, urbanized area provider under 49 U.S.C. 5307 to safety related projects eligible under 49 U.S.C. 5307.
Safety Risk Probability	The likelihood that a consequence might occur, taking as reference the worst foreseeable—but credible—condition.
Safety Risk Severity	The anticipated effects of a consequence, should it materialize, taking as reference the worst foreseeable—but credible—a condition.
Small public transportation provider	A recipient or subrecipient of Federal financial assistance under 49 U.S.C. 5307 that has one hundred (100) or fewer vehicles in peak revenue service across all non-rail fixed route modes or in any non-fixed routed and does not operate a rail fixed guideway public transportation system.
State of Good Repair	The condition in which a capital asset can operate at a full level of performance.
State Safety Oversight Agency (SSOA)	An agency established by a State that meets the requirements and performs the functions specified by 49 USC 5329(e) and (k) and the regulations set forth in 49 CFR part 674.
Subrecipient	An entity that receives Federal transit grant funds indirectly through a State or a direct recipient.
Transit Agency	An operator of a public transportation system that is a recipient or subrecipient of Federal financial assistance under U.S.C.5307 or a rail transit agency.
Transit Asset Management Plan	The strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost-effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR part 625.
Transit worker	Any transit worker, contractor, or volunteer working on behalf of the transit agency.

Vehicle	Any rolling stock used on a Public Transportation System, including but not limited to passenger and maintenance vehicles.
Urbanized area	An area encompassing a population of 50,000 or more than has been defined and designated in the most recent decennial census as an urban area by the Secretary of Commerce.
Work Related Injury or illness	An injury or illness sustained by a transit worker through his or her role as a transit worker. The injury or illness must arise out of the transit worker's job duties or out of a relationship with his or her work.

Table 6: List of Acronyms

Acronym	Word or Phrase
AE	Accountable Executive
AIP	Event Investigation Plan
ASP	Agency Safety Plan
ARC	Atlanta Regional Commission
CAP	Corrective Action Plan
CDC	Centers for Disease Control and Prevention
CB	Commuter Bus
CMMS	Computerized Maintenance Management System
CSO	Chief Safety Officer
DOT	Department of Transportation
FTA	Federal Transit Administration
HSEEP	Homeland Security Exercise and Evaluation Program
MDBF	Mean Distance Between Failures
MPO	Metropolitan Planning Organization
NPTSP	National Public Transportation Safety Plan
OEM	Original Equipment Manufacturer
OHA	Operating Hazard Analysis
OSHA	Occupational Safety and Health Administration
PHA	Preliminary Hazard Analysis
POC	Point of Contact
PT	Purchased Transportation
PTASP	Public Transit Agency Safety Plan
PTSCTP	Public Transportation Safety Certification Training Program
SHA	System Hazard Analysis
SMS	Safety Management System
SOP	Standard Operating Procedure
SRM	Safety Risk Management
SRTA	State Road and Tollway Authority
SSEPP	System Security and Emergency Preparedness Plan
SSHA	Subsystem Hazard Analysis
SSOA	State Safety Oversight Agency
SSOC	System Safety Oversight Committee
TAM	Transit Asset Management Plan
TSSP	Transit Safety and Security Program
TSSEPP	Transit System Security and Emergency Preparedness Program Plan
TTX	Transit Threat Exercise
TVA	Threat and Vulnerability Assessment
VRM	Vehicle Revenue Miles

Figure 2: Ride Gwinnett Local System Service Map

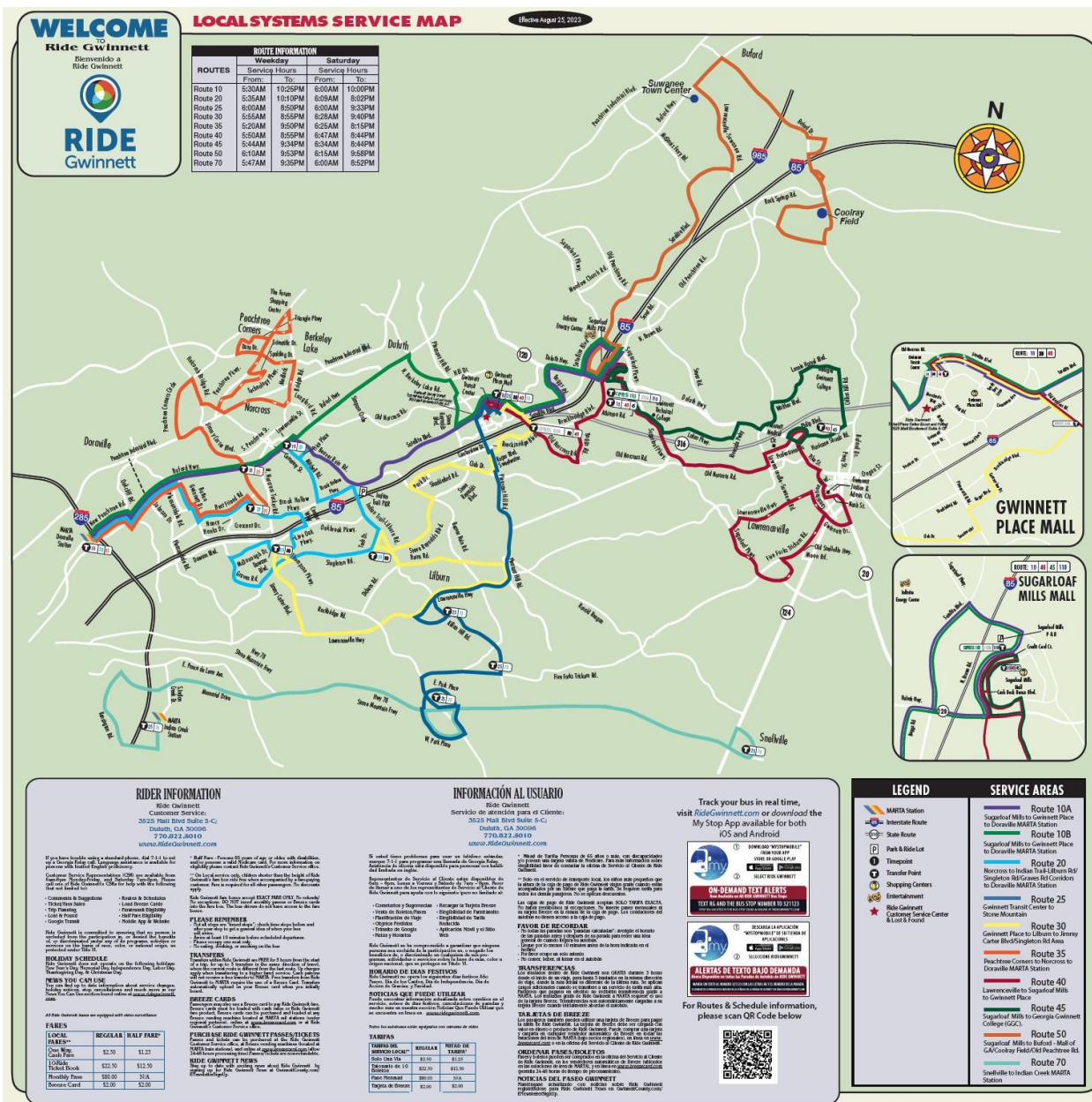




Chart 1: Ride Gwinnett Operations Organization Chart

Transit Division

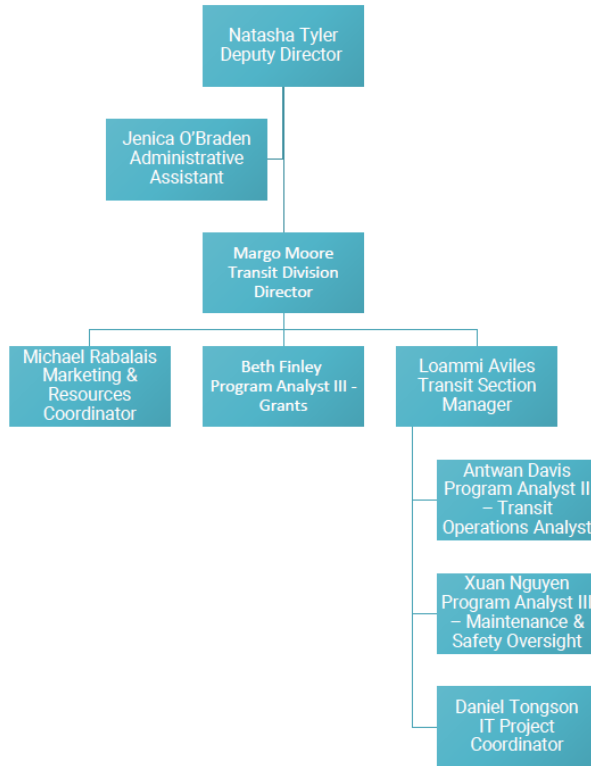


Chart 2: Ride Gwinnett and Contractor (Transdev North America) Organization Chart

Ride Gwinnett – Transdev North America – Organizational Chart



Table 7: Goals and Objectives

Goal 1: Integrate the Safety Management System (SMS) and Safety Assurance process elements into the day-to-day transit operations	
Objective 1.A:	Ride Gwinnett and the Contractor (Transdev) will establish safety policies, procedures, and requirements that integrate safety into decision-making for operations, planning, and capital projects.
Objective 1.B:	The Contractor (Transdev) will thoroughly investigate all events, fires, injuries, and near misses and Ride Gwinnett will audit findings and take corrective actions as required.
Objective 1.C:	Develop a process to effectively collect, analyze, and assess information to ensure that safety risk mitigation actions are implemented as designed and produce the desired result.
Objective 1.D:	Ride Gwinnett will oversee the Contractor's (Transdev) ability to meet or exceed safety requirements in specifications, equipment installation, and system testing, operations and maintenance.
Objective 1.E:	Ride Gwinnett and the Contractor (Transdev) will strive to meet or exceed safety requirements in vehicle operations and maintenance.
Goal 2: Establish and implement a comprehensive safety training program for all agency and contractor's personnel directly responsible for safety in the agency's public transportation system.	
Objective 2.A:	Utilize FTA and National Transit Institute's extensive training program for both safety and security to ensure identified personnel achieve Transportation Sector-Specific Plan and Public Transportation Safety Certification Training Program, as classes are made available.
Objective 2.B:	Pursue a balance in operational safety by providing the highest level of safety that is practical and keeping risks as low as reasonably practical.

