



METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

MARTA Agency Safety Plan

PREPARED BY:

Department of Safety and Quality Assurance

October 2025

REVISION: 4

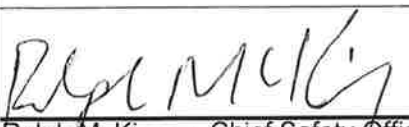


Revision History

Version No.	Date	Section	Description of Change
4	January 2025	All	Updated in accordance to changes to the following Codes of Federal Regulation (CFR): 673, 672, 674, 671. Updated in accordance to changes in the State Safety Oversight Agency (SSOA) Program Standard.
3	May 2024	3.5 SSOA Risk-Based Inspections	Updated the requirements for the SSOA risk-based inspections, per the SSOA RBI Manual.
2	March 2023	All	Update to incorporate the Bipartisan Infrastructure Law Agency Safety Plan requirements.
1	January 2022	All	General copy-editing, phrasing, and MARTA terminology use updates throughout document. Updated Safety Policy Statement to reflect alignment with Strategic Priorities and updated signature line.
0	October 2020	All	Initial Issue

MARTA AGENCY SAFETY PLAN APPROVALS & CERTIFICATION

The MARTA Agency Safety Plan complies with 49 CFR Part 673 and the Program Standard established by the State Safety Oversight Agency.

Name of Entity that drafted Plan	Metropolitan Atlanta Rapid Transit Authority 2424 Piedmont Road, NE Atlanta, GA 30324-3311	
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Approval of the Accountable Executive	 Jonathan Hunt, Interim Accountable Executive/General Manager/Chief Executive Officer	<u>10/23/2025</u> Date Signed
Approval of the Chief Safety Officer	 Ralph McKinney, Chief Safety Officer/Chief of Safety & Quality Assurance/, Division of Safety	<u>10/23/2025</u> Date Signed

MARTA/ATU Bipartisan Infrastructure Law Safety Committee (BILSC) Approvals:

The signatures of the Co-Chairs ensure this document have been reviewed and approved by the MARTA/ATU BILSC,

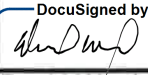
Name of Entity that drafted Plan	Metropolitan Atlanta Rapid Transit Authority 2424 Piedmont Road, NE Atlanta, GA 30324-3311	
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TERMS, ACRONYMS, & ABBREVIATIONS

Table 1. Definition of Terms

Term	Definition
Accountable Executive	A single, identifiable person who has ultimate responsibility for carrying out the Agency Safety Plan at MARTA; responsibility for carrying out the MARTA Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the MARTA Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the MARTA Transit Asset Management Plan in accordance with 49 U.S.C. 5326.
Agency Safety Plan	The documented comprehensive agency safety plan for a transit agency that is required by 49 U.S.C. 5329 and 49 CFR 673.
Assault on a transit worker	As defined under 49 U.S.C. 5302, 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.
Chief Safety Officer	An adequately trained individual who has responsibility for safety and reports directly to the Rail Transit Agency (RTA)'s Accountable Executive. A CSO may not serve in other operational or maintenance capacities.
Collision	Any impact between a rail transit vehicle and any other vehicle, object, or any person.
Consultants/ Contractors	An entity that performs tasks on behalf of MARTA through contract or other agreement.
Corrective Action Plan	A plan developed by MARTA that describes the actions MARTA will take to minimize, control, correct, or eliminate risks and hazards, and the schedule for taking those actions. Either the SSOA or FTA may require MARTA to develop and carry out a corrective action plan.
C-Team	Leadership at MARTA comprised of all the Chiefs.
Derailment	An event in which one or more wheels of a rail transit vehicle unintentionally leaves the rails.
Designated Personnel	(1) Employees and contractors identified by MARTA whose job function are directly responsible for safety oversight of the MARTA transportation system. (MARTA) (2) Employees and contractors of the SSOA whose job function requires them to conduct reviews, inspections, examinations, and other safety oversight activities of the rail public transportation systems subject to the jurisdiction of the agency. (SSOA)
Disabling Damage	Damage to a rail transit vehicle resulting from a collision and preventing the vehicle from operating under its own power.
Emergency	As defined under 49 U.S.C. 5324, 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, as a result of which the Governor has declared an emergency and the Secretary has concurred; or the President has declared a major disaster under section 401 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. 5170).

Term	Definition
Evacuation due to life safety reasons	A condition that occurs when persons depart from transit vehicles or facilities for life safety reasons, including self-evacuation. A life safety reason may include a situation such as a fire, the presence of smoke or noxious fumes, a fuel leak from any source, an electrical hazard, or other hazard to any person. An evacuation of passengers into the rail right of way (not at a platform or station) for any reason is presumed to be an evacuation for life safety reasons.
Executive Management Team	Management at MARTA comprised of Chiefs, Deputy Chiefs, and Assistant General Managers.
Fatality	A death confirmed within 30 days of an event. Fatalities include suicides, but to not include deaths in or on transit property that are a result of drug overdoses, exposure to the elements, illness, or natural causes.
Fire	Uncontrolled combustion made evident by flame and/or smoke that requires suppression by equipment, personnel, or the removal of the fuel source or oxygen.
Grade Crossing	An intersection of a roadway and a rail right-of-way that cross each other at the same level (at grade). For street-running operations, each street intersection is considered a grade crossing (excludes driveways and parking lot entrances).
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; or damage to the environment.
Heavy Rail	A transit mode that is an electric railway with the capacity for a heavy volume of traffic. It is characterized by: • High speed and rapid acceleration passenger rail cars operating singly or in multi-car trains on fixed rails • Separate rights-of-way (ROW) from which all other vehicular and foot traffic are excluded • Sophisticated signaling, and • High platform loading.
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 or hazard, for the purpose of preventing recurrence and mitigating safety risk.
Light Rail	A transit mode that typically is an electric railway with a light volume traffic capacity compared to heavy rail. It is characterized by: • Passenger rail cars operating singly (or in short, usually two-car, trains) on fixed rails in shared or exclusive right-of-way (ROW); • Low- or high-platform loading; and • Vehicle power drawn from an overhead electric line via a pantograph. For the MARTA system, Light Rail refers to what is commonly known as the Atlanta Streetcar. For consistency with the FTA National Transit Database definition above, this ASP uses the term "Light Rail" to refer to the Atlanta Streetcar.
National Transit Database	A reporting system that collects public transportation financial and operating information.

Term	Definition
Near miss	An undesired event (as defined in the RTA's Safety Event Investigation Plan) that, under slightly different circumstances, could have resulted in injuries to people, damage to property or the environment, and/or loss or disruption of service.
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.
Performance Target	A quantifiable level of performance or condition, expressed as value for the measure to be achieved within a time period required by the FTA.
Potential Consequence	The effect of a hazard.
Program Standard	A written document developed and adopted by the oversight agency that describes the policies, objectives, responsibilities, and procedures used to provide rail transit agency safety and security oversight.
Public Transportation Safety Certification Training Program	The certification training program that is required by 49 U.S.C. 5329(c)(1) and 49 CFR Part 672.
Right-of-way	(1) Any land on which a line of rail transit system is situated, including yard tracks, sidings, spurs, and other track auxiliary to the line of the transit system. (2) Land on which rail transit tracks and support infrastructure have been constructed to support the movement of rail transit vehicles. (3) The area through which a rail transit vehicle travel (the vehicle's dynamic envelope).
Risk-Based Inspection	An inspection program that uses qualitative and quantitative data analysis to inform ongoing inspection activities. Risk-Based Inspection programs are designed to prioritize inspections to address safety concerns and hazards associated with the highest levels of safety risk.
Roadway	Land on which rail transit tracks and support infrastructure have been constructed to support the movement of rail transit vehicles, excluding station platforms.
Safety	Freedom from harm resulting from unintentional acts or circumstances.
Safety and Security Certification	(1) The process applied to project development to ensure that all practical steps have been taken to optimize the operational safety and security of the project during engineering, design, construction, and testing before the start of passenger operation. (2) The process by which MARTA certifies that a new start, major capital project, or other major system change is safe and secure.
Safety Assurance	Processes within the MARTA Safety Management System that functions to ensure potential safety issues are identified early, ensure the implementation and effectiveness of safety risk mitigation, and to ensure that MARTA meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

Term	Definition
Safety Event	An unexpected outcome resulting in injury or death; damage to or loss of the facilities, equipment, rolling stock, or MARTA infrastructure; or damage to the environment. A definition of “safety event” excludes general criminal actions but includes intentional events that result in a collision with a transit vehicle, such as an assault, homicide, or suicide.
Safety Management Policy	A MARTA documented commitment to safety, which defines the MARTA safety objectives and the accountabilities and responsibilities for the management safety.
Safety Management System	The formal organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing hazards and safety risks.
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 SMS as applied to the transit agency's public transportation system. Outlined requirements for promoting both SMS practices and safety throughout MARTA.
Safety Risk	The composite of predicted severity and likelihood of a potential consequence of a hazard.
Safety Risk Assessment	The formal activity whereby MARTA determines Safety Risk Management priorities by establishing the significance or value of its safety risks.
Safety Risk Management	A process within the MARTA 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.
Security	Freedom from harm resulting from intentional acts or circumstances.
System Reliability	The safety performance measure System Reliability means the distance in miles between major mechanical failures. A reportable major mechanical failure is defined in the National Transit Database Glossary as “a failure of some mechanical element of the revenue vehicle that prevents the vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip because actual movement is limited or because of safety concerns.” System Reliability is determined by dividing the number of annual vehicle revenue miles by the number of major mechanical failures, by mode.
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. In addition, the plan also includes a description of the reporting process for conditions of the system, changes in the system, performance measures and targets, and progress for meeting targets.
Transit Worker	Any employee, contractor, or volunteer working on behalf of MARTA.

Term	Definition
Unintended Train Movement	Any instance where a revenue vehicle is moving and is not under the control of a driver (whether or not the operator is physically on the vehicle at the time). This applies regardless of whether the event occurred in revenue service.
Wayside	(1) (Mainline) The MARTA mainline track right-of-way is defined as the track and supporting structure enclosed by the first fence line, wall, barrier, handrail, or platform, encountered when proceeding away from the track center line. (2) (Yard) The MARTA Yard track right-of-way is defined as any area not designed for motor vehicles or pedestrian passage (roadways and aprons) inside the perimeter fence line. An example of a defined yard right-of-way would be the train wash or ballasted track areas.

Table 2. Definition of Acronyms & Abbreviations

Acronym/ Abbreviation	Definition
AGM	Assistant General Manager
ALARP	As Low As Reasonably Practical
ANSI	American National Standards Institute
ARC	Atlanta Regional Commission
ASME	The American Society of Mechanical Engineers
ASP	Agency Safety Plan
ATU	Amalgamated Transit Union
Authority	Metropolitan Atlanta Rapid Transit Authority
BIL	Bipartisan Infrastructure Law
BILSC	MARTA/ATU Bipartisan Infrastructure Law Safety Committee
CAP	Corrective Action Plan
CDC	Centers for Disease Control and Prevention, of the United States Department of Health and Human Services
CEO	Chief Executive Officer
CFO	Chief Financial Officer
CMPP	Configuration Management Program Plan
CSO	Chief Safety Officer
DGM	Deputy General Manager – Operations and Urban Planning
DPTP	Designated Personnel Training Plan (formerly Technical Training Plan)
DSQA	Department of Safety and Quality Assurance
EAM	Enterprise Asset Management
EAP	Employee Assistance Program
EHS	Environmental Health and Safety
FLS	Fire/Life Safety
FTA	Federal Transit Administration
FRA	Federal Railroad Administration
GM	General Manager
ISEA	International Safety Equipment Association
JHSC	Joint Health and Safety Committee
KPI	Key Performance Indicators
LRV	Light Rail Vehicle
MARTA	Metropolitan Atlanta Rapid Transit Authority
MDBF	Mean Distance Between Failure
MOW	Maintenance of Way
MPD	MARTA Police Department
MPO	Metropolitan Planning Organization
MTBE	Mean Time Between Events
MUTCD	Manual on Uniform Traffic Control Devices
NTD	National Transit Database

Acronym/ Abbreviation	Definition
NTSB	National Transportation Safety Board
OCGA	Official Code of Georgia Annotated
OSHA	Occupational Safety & Health Administration
PTSCTP	Public Transportation Safety Certification Training Program
RBI	Risk-Based Inspections
ROW	Right-of-way
SEPP	Security and Emergency Preparedness Plan
SGR	State of Good Repair
SMS	Safety Management System
SOP	Standard Operating Procedure
SRM	Safety Risk Management
SRMP	Safety Risk Management Plan
SRRC	Safety Risk Review Committee
SSCPP	Safety and Security Certification Program Plan
SSCRC	Safety and Security Certification Review Committee
SSCSM	Safety and Security Certification and System Modification
SSE	System Safety Engineer
SSI	Sensitive Security Information
SSOA	State Safety Oversight Agency
TSI	Transportation Safety Institute

MARTA SAFETY MANAGEMENT POLICY STATEMENT

The MARTA Vision: "People taking People where they want to go today and tomorrow"

The MARTA Mission: "To advocate for and provide safe, multimodal transit services that advance prosperity, connectivity, and equity for a more livable region."

MARTA Strategic Priorities are:

- | | |
|--------------------------|--------------------------|
| 1 Customer-Focused | 4 Fiscal Responsibility |
| 2 Workforce Development | 5 Digital Transformation |
| 3 Operational Excellence | 6 Capital Programs |

Safety is the major consideration in every stage of all MARTA activities. To ensure the highest level of safety for both passengers and employees, every MARTA employee and contractor is responsible for fulfilling their respective duties as required in the MARTA Agency Safety Plan (ASP) without worry of retaliation (Anti-Retaliation Safety Policy LS-PO-0001). The Chief Safety Officer is responsible for development and implementation of the Agency Safety Plan and Safety Management Systems (SMS) Program. MARTA has established safety standards in support of the safety culture:

- | | |
|---------------------------------|------------------------------|
| – SMS Implementation Activities | – Employee Reporting Program |
| – Safety Performance Targets | – Safety Training Program |

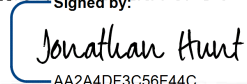
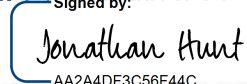
The ASP is the governing document to implement the SMS Program. Execution of SMS will help to eliminate, mitigate, control, or reduce safety risks. As outlined in this document, SMS must:

- Establish a process for the identification of hazards and potential consequences
- Collect safety data and provide analysis to inform safety strategies and initiatives
- Monitor compliance to procedures
- Identify and assess changes that may introduce safety risks
- Assess safety performance
- Implement a comprehensive training program
- Establish a refresher training program
- Communicate safety performance

The MARTA ASP ensures that safety standards are established, and appropriate evaluations and review are accomplished. The activities are in all facets of administration, system design, construction, operations, and maintenance. The responsibility for safety rests with every MARTA employee and contractor.

MARTA has established the Bipartisan Infrastructure Law Safety Committee (BILSC), which consists of Leaders from MARTA and the Amalgamated Transit Union #732. In accordance with the MARTA ASP, the BILSC has a responsibility to review and approve this plan, set transit worker assault performance targets, and support the MARTA SMS Program by the identification of safety risk mitigations and deficiencies.

Interim Accountable Executive/General Manager/Chief Executive Officer:

Signed by:  Jonathan Hunt
Jonathan Hunt  AA2A4DF3C56F44C... Date 10/24/2025

1 GENERAL

1.1 Safety Management Systems Overview

The Metropolitan Atlanta Rapid Transit Authority (MARTA) is committed to the safety of its patrons, employees, and the riding public. As an operator of a public transportation system that receives Federal Transit Administration (FTA) funding under 49 United States Code, Chapter 5307, MARTA is required to develop a safety plan that includes the processes and procedures to implement an SMS program.

SMS is a key aspect of the Agency Safety Plan (ASP). The contents within this ASP are scaled to the size, scope, and complexity of MARTA and are based upon the four components of SMS:

Part I: Safety Management Policy

- Safety Management Policy Statement
- Safety Accountabilities and Responsibilities
- SMS Documentation and Records
- Integration with Public Safety and Emergency Management

Part II: Safety Risk Management

- Safety Hazard Identification
- Safety Risk Assessment
- Safety Risk Mitigation
- Risk-Based Inspections
- Infectious Disease Response
-

Part III: Safety Assurance

- Safety Performance Monitoring and Measurement
- Management of Change
- Continuous Improvement

Part IV: Safety Promotion

- Safety Communication
- Competencies and Training

Effective use of SMS will help to reduce safety risks at MARTA and provide a structure for understanding and addressing safety risks through proactive and data-driven organizational decision-making.

Organizational factors include how an agency:

- Allocates its resources.
- Defines and establishes operational procedures.
- Supervises frontline personnel.
- Selects and trains staff.

- Monitors service delivery operations.
- Resolves human performance issues.

SMS proactively identifies and analyzes contributing organizational factors before the occurrence of a safety event or near miss. SMS also builds on system safety principles. Its 12 sub-components are integrated with basic system safety principles and organizational processes to:

- Increase focus on hazard identification across the organization.
- Broaden the scope of safety data collection.
- Emphasize the importance of managing safety risks across all areas of operations.
- Incorporate data from other organizational processes into safety data analysis.
- Promote participation and contribution of frontline personnel in the management of safety.
- Foster an organizational culture that encourages proactive safety reporting and safety risk management.

SMS activities also work to proactively detect and resolve safety concerns using data-driven prioritization. As such, important to its success are the:

- Effective collection, analysis, and sharing of safety data.
- Active, accurate, and routine safety performance measurement.
- Development of standard methodologies.

SMS also provides additional tools, activities, and opportunities to align its safety priorities and promote continuous improvement in safety performance efficiently and effectively.

Lastly, in being a formal, top-down, data-driven, organization-wide approach to managing safety risks and assuring the effectiveness of safety risk mitigations, SMS helps to focus safety management efforts by ensuring that:

- Senior management has access to the information necessary to strategically allocate resources based on the unique safety priorities of the Authorities.
- Lines of safety decision-making accountability are established throughout the organization to support the resolution of safety concerns and thus promote a proactive safety culture.
- Address organizational factors that may lead to safety breakdowns, identify system-wide trends in safety, and manage hazards before they result in safety events.

Thus, SMS requires management's commitment in the following ways:

- The GM/CEO is the Accountable Executive and is ultimately responsible for safety management.
- Executive management includes the SMS program among its top priorities.
- The SMS is visible and supported throughout all levels of management.
- MARTA will allocate safety set-aside in the following fiscal year to safety-related projects eligible under 49 U.S.C. 5307 that are reasonably likely to help it meet missed safety performance targets.

The organization charts in Appendix A reflects this commitment.

1.2 Plan Applicability & Scope

1.2.1 Applicability

Safety is the responsibility of everyone at MARTA, and it is the responsibility of employees with direct managerial responsibility for another employee to guarantee that MARTA is maintaining a safe environment for its personnel and customers. Special emphasis is placed on the collection of data from safety event to better identify possible trends and risks. Analyzing and trending data as a proactive measure allows MARTA to develop appropriate risk mitigation strategies to prevent or minimize the potential consequences of catastrophic events. This top-down, data-driven approach to safety represents the MARTA SMS program and is the basis of the safety culture within MARTA. The Department of Safety and Quality Assurance (DSQA) provides subject matter support, expertise, and overall monitoring of compliance with regulatory requirements, including data collection and reporting.

1.2.2 Scope

FTA has described SMS as a management system that is scalable to the size, scope, and complexity of the public transportation provider. Because MARTA is one of the largest U.S. transit agencies by ridership, and because of the multimodal nature of the MARTA system, the SMS for MARTA must be robust and fully developed. The ASP is the overarching safety plan for MARTA and formalizes the safety duties and responsibilities for Heavy Rail, Light Rail (Streetcar), Bus, Mobility (Paratransit networks), and supporting units.

The MARTA ASP also identifies the various departments, modes, and positions with various safety related responsibilities along with associated procedures that govern safety related activities. The MARTA ASP is reviewed and accepted by each department head and directs those departments in their required safety roles and responsibilities. It resides on the MARTA intranet and is available to each employee.

The MARTA ASP defines formal requirements, including the following:

- Functional structure of the safety management organization.
- Implementation of established safety criteria.
- Mechanisms for identifying and assessing safety hazards.
- Collection, analysis, and dissemination of data to identify trends.
- Methods to eliminate, minimize, or control identified unacceptable hazards.
- Methods for conducting investigations of safety event or unsafe acts.
- Oversight of employee safety training programs.
- Development and implementation of hazardous material and environmental safety programs.
- Dissemination of the MARTA ASP to all departments and delineation of responsibilities regarding ASP implementation.
- Management and technical system safety policies, procedures, and activities performed:
 - Defines appropriate safety related activities affecting the delivery of transportation services for all divisions and departments.

- Charges management at all levels with the responsibility for implementing policies, procedures, and any Corrective Action Plans (CAPs) in their respective areas as required; and
- Application of all activities that involve planning, design, construction, procurement, testing, training, transportation, Facilities, Vertical Transportation, Maintenance of Way (MOW), Light and Heavy Rail, Bus, and Mobility (paratransit) departments.

Although not required by the State Safety Oversight Agency (SSOA), information about Bus Operations, to include Mobility and enhancements that are in line with FTA and APTA Bus and Paratransit guidelines are included in this document.

1.3 Plan Goals, Objectives, & Purpose

1.3.1 MARTA Strategic Priorities

The following list documents the strategic priorities for MARTA:

- 1) Customer-Focused – Create a delightful customer experience at all potential touchpoints of MARTA's services.
- 2) Workforce Development – Hire, train, and retain a qualified and motivated workforce that meets the current and future needs of MARTA.
- 3) Operational Excellence – Create a transit experience that is safe, secure, clean, reliable, and frequent.
- 4) Fiscal Responsibility – In all areas of financial budgeting, projecting, reviewing, and optimizing, act as stewards to the citizens being served.
- 5) Digital Transformation – Advance MARTA's technology to improve operations and customer service.
- 6) Capital Programs – Utilize capital programs to provide safe, reliable, and innovative services as the region's trusted transit authority.

1.3.2 Goals

The overarching goal of the MARTA ASP is to enhance all aspects of safety within the agency by enabling effective and proactive management of safety risks in the transit system and prioritizing capital investments using performance-based planning. The MARTA Priorities are supported by the specific MARTA ASP goals:

- 1 Provide senior Leadership with the information necessary to strategically allocate resources based on safety priorities
- 2 Establish and follow clear lines of safety responsibility and accountability throughout the organization
- 3 Manage safety risks by proactively mitigating or controlling hazards before they result in safety events
- 4 Create a culture and discipline of safety excellence and instill a commitment to safety in all Authority employees and contractor personnel

1.3.3 Objectives

The objectives of the MARTA ASP provide the foundation for pivotal safety activities that will support the achievement of safety performance targets and improved performance on safety related KPIs. These objectives directly support the implementation of SMS. Each of the eight ASP Objectives supports an ASP goal, as detailed in Table 3.

Table 3. MARTA Goals and Objectives

Goals	1. Provide senior management with safety information for resource allocation	2. Establish and follow clear lines of safety responsibility and accountability	3. Manage safety risk proactively to prevent Safety Events	4. Create a culture and discipline of safety excellence
Objectives That Support ASP Goals	(1) Use the Internal Safety Audit Program to monitor achievement of safety performance targets and other safety related KPIs	(2) Define day-to-day departmental responsibilities for implementation of key aspects of MARTA safety program (3) Work with stakeholders to establish sound safety management plans and defined processes and procedures	(4) Avoid loss of life, injury of persons, damage, or loss of property (5) Use a systematic and consistent approach to identify, assess, and resolve safety hazards throughout the organization (6) Maximize the safety of future operations through a risk management-based design and procurement process	(7) Increase participation in employee safety reporting program (8) Communicate safety information throughout the organization routinely and actively, including information on how reported safety hazards have been resolved

1.3.4 Purpose of the ASP & SMS Implementation

The purpose of the MARTA ASP is to comprehensively document the requirements, policies, and procedures that are used to identify, assess, and reduce safety risks throughout all business units and functions within MARTA. The MARTA ASP serves as the governing document for safety and establishes the criteria for the implementation of an SMS program that includes Safety Management Policy, Safety Risk Management, Safety Promotion, and Safety Assurance.

This ASP helps achieve the highest practical level of operational safety for the riding public, employees, and anyone encountering the System by identifying safety related activities that occur during design, construction, testing, and operations. The MARTA ASP outlines the appropriate interfaces with local, state, and federal governmental agencies to satisfy the requirements set forth in Federal and State Regulations.

Implementing a SMS program is a process that takes time and commitment from all levels of the organization. MARTA has followed the phases for SMS implementation found in guidance from the FTA described below.

- Phase 1 – Planning, Organization and Policy Development. In this phase, MARTA will:

- Review recent audit findings and CAPs to identify areas of deficiency and to prioritize initiatives to close any remaining CAPs
- Develop new or update existing ancillary safety policy and procedural documents
- Generate a governing blueprint, including schedule milestones, of how to meet and integrate SMS requirements into service delivery
- Create an accountability framework for the development of SMS implementation activities
- Phase 2 – Safety Risk Management. In this phase, MARTA will:
 - Establish and implement Safety Risk Management activities and tools to identify and analyze hazards and evaluate safety risks
 - Correct potential shortcomings, from an SMS viewpoint, in activities and tools that are in place
- Phase 3 – Safety Assurance. In this phase, MARTA will:
 - Identify and implement essential Safety Assurance activities and tools that allow for monitoring safety performance during service delivery
 - Manage operational change
 - Provide for continuous improvement of SMS
- Phase 4 – Continuous Improvement. In this phase, MARTA will:
 - Identify SMS continuous improvement methodology
 - Develop and/or identify tools and deliverables to monitor continuous improvement measures

1.4 Federal, State, & Local Authority

The following is a summary of the documents that govern how MARTA conducts its safety programs.

SSOA Program Standard for Rail Safety and Security Oversight	
National Public Transportation Safety Plan	
49 CFR Part 673	Public Transportation Agency Safety Plans
49 CFR Part 672	Public Transportation Safety Certification Training Program
49 CFR Part 670	Public Transportation Safety Program
49 CFR Part 655	Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations
49 U.S.C. §5329(k)	Public Transportation Safety Program

MARTA complies with federal, state, and municipal environmental and industrial hygiene regulatory requirements.

The following is a list of overarching federal regulations that govern the MARTA Environmental Health and Safety (EHS) compliance programs¹.

29 CFR Part 1910.1001 and	Asbestos General Industry and Construction Standards
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¹ State regulations issued by the Georgia Environmental Protection Division and Municipal regulations are not specifically listed in this document, as they are subordinate to the Federal regulations.

Part 1926.1101	
29 CFR Part 1910.1025 and 1926.62	Lead General Industry and Construction Standards
29 CFR Part 1910.134	Respiratory Protection
29 CFR Part 1910.120	Hazardous Waste Operations and Emergency Response
40 CFR Part 60	Standard of Performance for New Stationary Sources
40 CFR Part 61	National Emission Standards for Hazardous Air Pollutants
40 CFR Part 63	National Emission Standards for Hazardous Air Pollutants for Source Categories
40 CFR Part 82	Protection of Stratospheric Ozone
40 CFR Part 110	Discharge of Oil
40 CFR Part 112	Oil Pollution Prevention
40 CFR Part 122	National Pollutant Discharge Elimination System
40 CFR Parts 141 through 143	National Primary Drinking Water Regulations
40 CFR Part 156	Labeling Requirements for Pesticides and Devices
40 CFR Part 165	Pesticide Management and Disposal
40 CFR Part 243	Guidelines for the Storage and Collection of Residential, Commercial, and Institutional Solid Waste
40 CFR Parts 260 through 268	Hazardous Waste Management Standards
40 CFR Part 273	Standards for Universal Waste Management
40 CFR Part 279	Standards for the Management of Used Oil
40 CFR Part 280	Technical Standards and Corrective Action Requirements for Owner and Operators of Underground Storage Tanks
40 CFR Part 302	Designation, Reportable Quantities, and Notification
40 CFR Part 312	Innocent Landowners, Standards for Conducting All Appropriate Inquiries
40 CFR Part 355	Emergency Planning & Notification
40 CFR Part 370	Hazardous Chemical Reporting: Community Right-to-Know
40 CFR Part 761	PCB Manufacturing, Processing, Distribution in Commerce, and Use Prohibitions
40 CFR Part 763	Asbestos Worker Protection

Though not governed by the Occupational Safety & Health Administration (OSHA), MARTA strives to meet the federal workplace safety and health standard when assessing and correcting potential hazards and exposures. Contracted work is performed in compliance with the following OSHA Regulations:

29 CFR Part 1910	Occupational Safety and Health Standards
29 CFR Part 1926	Safety and Health Regulations for Construction

Per the MARTA Guide Specifications, Section 013523: Authority Safety Requirements, subsection References, work by contractors working on Authority property is performed in compliance with the following federal and state laws (when applicable):

Williams-Steiger Occupational Safety and Health Act of 1970 (Public Law 91-506)
Occupational Safety and Health Regulations (OSHA) 29 CFR 1910 and 29 CFR 1926
American National Standards Institute (ANSI) Z117.1-2003, Safety Requirements for Confined Spaces, Z89.1-2003 Industrial Head Protection, Z87.1-1968, Practice for Occupational and Educational Eye and Face Protection
Official Code of Georgia Annotated (OCGA)
Federal Transit Administration (FTA) 49 CFR 655, Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations
Manual on Uniform Traffic Control Devices (MUTCD)
ANSI/ISEA 107-2004 High Visibility Safety Apparel
For projects that meet the threshold for Safety Certification, MARTA Guide Specifications, Section 013526: Governmental Safety Requirements must be considered and met by the contractor and a Safety Compliance Assessment performed

1.5 Bipartisan Infrastructure Law

The Bipartisan Infrastructure Law, enacted as the Infrastructure Investment and Jobs Act, continues the public transportation safety program, which includes a national public transportation safety plan, a safety certification training program, a public transportation agency safety plan, and a State Safety Oversight (SSO) program.

Under the Bipartisan Infrastructure Law, MARTA must:

- Ensure our Agency Safety Plan is consistent with Centers for Disease Control and Prevention and State Health Authority guidelines to minimize exposure to infectious diseases
- Establish a Safety Committee, composed of representatives of frontline employees and management, that is responsible for identifying, recommending, and analyzing the effectiveness of risk-based mitigations or strategies to reduce potential consequences identified in the agencies' safety risk assessment
- Develop a safety risk reduction program for transit operations to improve safety by reducing the number and rates of safety events, and injuries based on data submitted to the National Transit Database
- Set risk reduction performance targets using a three-year rolling average of the data submitted by MARTA to the National Transit Database
- Require maintenance employees to meet the existing safety training requirements, along with employees from Safety, Operations, and Maintenance to complete de-escalation training
- Develop a safety risk reduction program for assaults on transit workers, including security programs, technology, employee training.

1.6 System Overview

In 1965, the Georgia General Assembly passed the Metropolitan Atlanta Rapid Transit Authority Act, formed MARTA and empowered it to plan, construct, finance, and operate a safe, multimodal MARTA transit system in the metropolitan Atlanta region. After nearly seven years of legislative and electoral work, including a voter referendum, MARTA purchased the privately-owned Atlanta Transit System in 1972 and began operation of its bus service that same year.² The MARTA transit service area includes a population of approximately 1.72 million in the City of Atlanta, Fulton, DeKalb, and Clayton Counties. Heavy Rail, light rail vehicles (LRV), buses, and Mobility (paratransit) vans provide service for over 100 million passenger trips yearly. Additionally, MARTA has a Police Department (MPD). With approximately 400 sworn officers, MPD is the ninth-largest police department in Georgia. MARTA operates within several counties but does not provide transit services on behalf of other agencies.

1.6.1 Transit Services

MARTA is among the top twelve largest public transportation systems in North America. MARTA multimodal transit system is described below.

Heavy Rail Network

Figure 1 provides a map of the MARTA Heavy Rail System; this system consists of 292 railcars, 38 stations, and 104 miles of mainline track. Service runs seven days a week and approximately twenty-one hours per day. Three rail yards support the system (Avondale Yard, South Yard, and Armour Yard). The system is comprised of subway and elevated sections. There are two mainlines and two branch rail lines. These lines are operated independently but are linked through a single-track interline connector for non-revenue service.

MARTA is the sole owner of all right-of-way on which its Heavy Rail services operate and does not share track with any other passenger or freight rail system. Some stations have adjacent parking facilities, pick-up/drop-off areas, and/or bus pull-in areas to accommodate patrons arriving by automobile or by bus.

² For a complete history of MARTA, visit www.itsmarta.com/marta-history-vision.aspx.

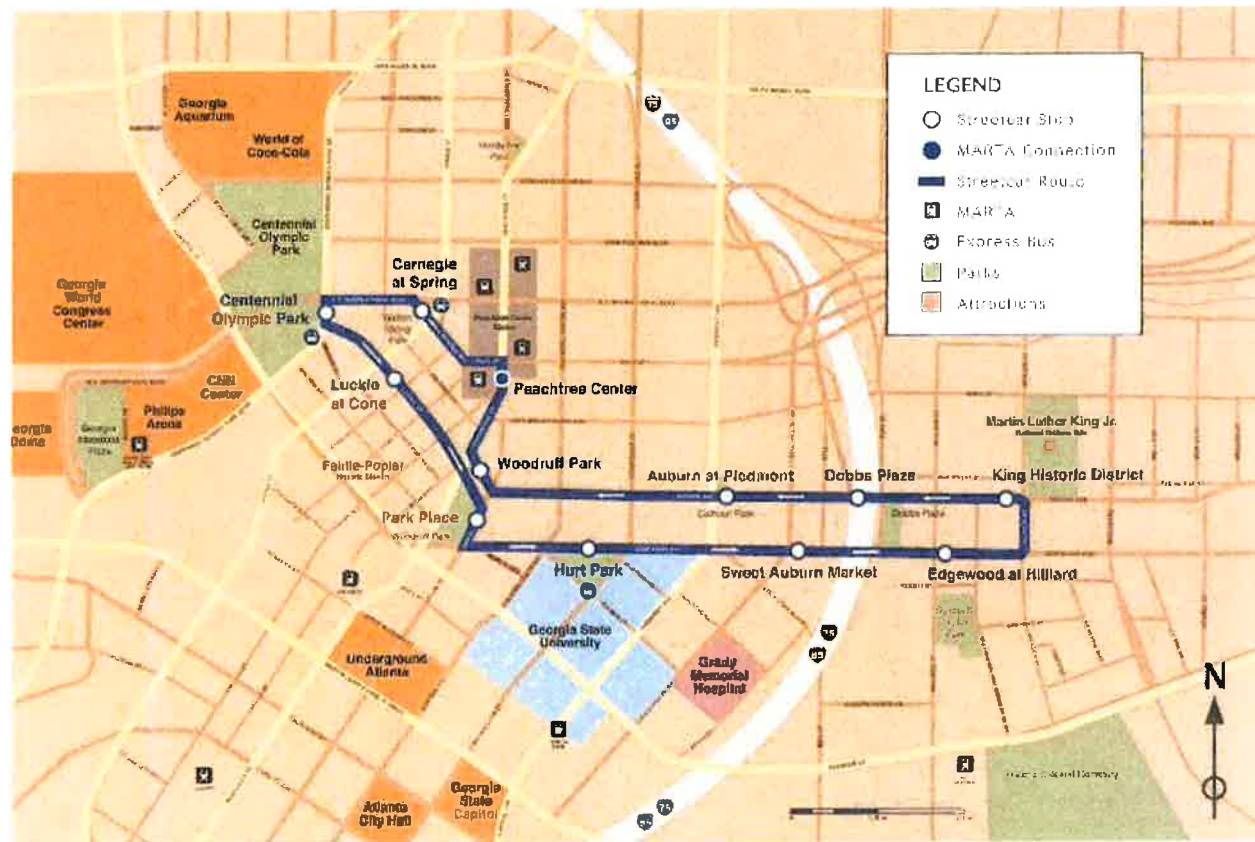
Figure 1. MARTA Rail System



Streetcar Network

Figure 2 provides a map of MARTA Streetcar operation which consists of 2.7 miles of track, solely comprising street-running rail sections and grade crossings at intersections in the downtown area with 12 stops and a Vehicle Maintenance Yard and Shop. Service operates seven days a week. The system uses an overhead power system (single contact wire) that operates on-street in lanes shared with commuter traffic. Each of the system's 12 stops consists of a raised platform; each platform is sheltered and accessible by individuals with disabilities.

Figure 2. MARTA Light Rail System



Bus Network

MARTA buses provide daily passenger transportation on a fixed-route system. MARTA operates approximately 539 clean diesel and clean fuel compressed natural gas (CNG) buses in Fulton, DeKalb, and Clayton Counties, and the City of Atlanta. The combined fleet travels over 31.9 million miles annually on 110 bus routes, including special events. The buses have the Intelligent Transportation System component that provides the buses with the Automatic Vehicle Locator System, the Automatic Passenger Counter System.

Paratransit Network

The Office of Mobility is an advance-reservation program that provides Americans with Disabilities Act paratransit services to eligible persons who are unable to board, ride, or disembark from an accessible vehicle on MARTA Fixed Route Bus or Rail systems. The Mobility system provides curb-to-curb service with special lift-equipped vans. MARTA Mobility operates with the same schedule as MARTA's fixed route services and provides service in the same areas of Fulton, Clayton, DeKalb Counties, and the City of Atlanta where fixed-route service is available.

1.7 Plan Review & Modification

1.7.1 Plan Review & Update

The annual review of the MARTA ASP consists of contacting stakeholders within each department to solicit new and/or changed practices within their operation. The review will be conducted annually.

The review process determines the current suitability of the MARTA ASP and will focus on:

- Updates in accordance with any significant changes to MARTA leadership organization structure and/or system characteristics.
- Updates to reflect changes to processes, policies, or procedures that affect system safety.
- Compliance with new or revised FTA regulations relating to the ASP or SMS.
- Compliance with the latest revision of the SSOA Program Standard.
- Updates to MARTA safety performance targets.
 - Note: Starting in 2025 the MARTA/ATU Bipartisan Infrastructure Law Safety Committee will review and monitor the Assault on Transit Workers performance.

Based on the subject matter or section(s) requiring an update, subject matter experts from Section 2.2.5 Key SMS Staff will be delegated responsibility to participate in the ASP content gathering, review and update processes. Additional Authority staff may also be involved in the updating process, as needed. The CSO may review proposed updates to verify that the MARTA ASP accurately reflects MARTA current practices and follows the governing document(s). Using the ASP Internal Review Comment Tracking Form or other methods of communication, comments will be documented and communicated back to the original stakeholder. The ASP update process is displayed in Figure 3 and the update tasks are itemized in Table 4, below.

MARTA will submit its annual revision of the ASP to the SSOA. If no revision is necessary, MARTA will submit, in writing, to the SSOA a statement to that effect by January 1. If changes or other updates are required to be made to the ASP, a draft of the revised plan will be submitted by January 31st. As appropriate, referenced materials that are affected by the revisions will be submitted simultaneously with the revised ASP. Changes to the ASP will be summarized in the plan's Revision History.

The SSOA review of the updated ASP will be completed within 30 calendar days of receipt and a written response will be provided to MARTA, either by written acceptance of the ASP or, if the plan is not acceptable, an ASP checklist explaining deficiencies and schedule for re-submittal and re-review will be provided. The annual review and approval process for the ASP will be completed by May 31; MARTA will work to meet that intent. The target dates for review of an updated ASP, required revisions based on that review, and final approval of the ASP are itemized in Table 4, below.

Outside the regularly scheduled annual review, MARTA will identify situations that merit revision of its ASP and notify the SSOA of proposed revisions. Examples of situations that can trigger a mid-cycle review of the MARTA ASP include:

- Significant changes to service delivery, such as restructuring bus routes or opening a rail system extension.
- Significant changes in organizational structure.

- Significant changes in funding and other resources to support SMS.

CAP mitigations from triennial rail safety audits and meetings between the SSOA and MARTA shall be integrated into the ASP update process. After the triennial review, the SSOA will issue a report containing findings and recommendations resulting from that review, including an analysis of the effectiveness of the reviewed plan and a determination of whether it should be updated. The SSOA will submit its final triennial review reports to the FTA as part of the SSOA's next annual submission. If these audit findings, CAPs, or other reviews and the resulting updated procedures or processes are urgent or time-sensitive, these items could also trigger a mid-cycle ASP review and update. If the ASP is revised mid-cycle, MARTA will submit the revised document for review and acceptance by the SSOA.

The MARTA Agency Safety Plan is reviewed and accepted annually by the State Safety Oversight Agency. An affirmative checklist is received by MARTA from the State Safety Oversight Program Manager and Program Administrator that shows acceptance of required elements in the document.

1.7.2 Document Control

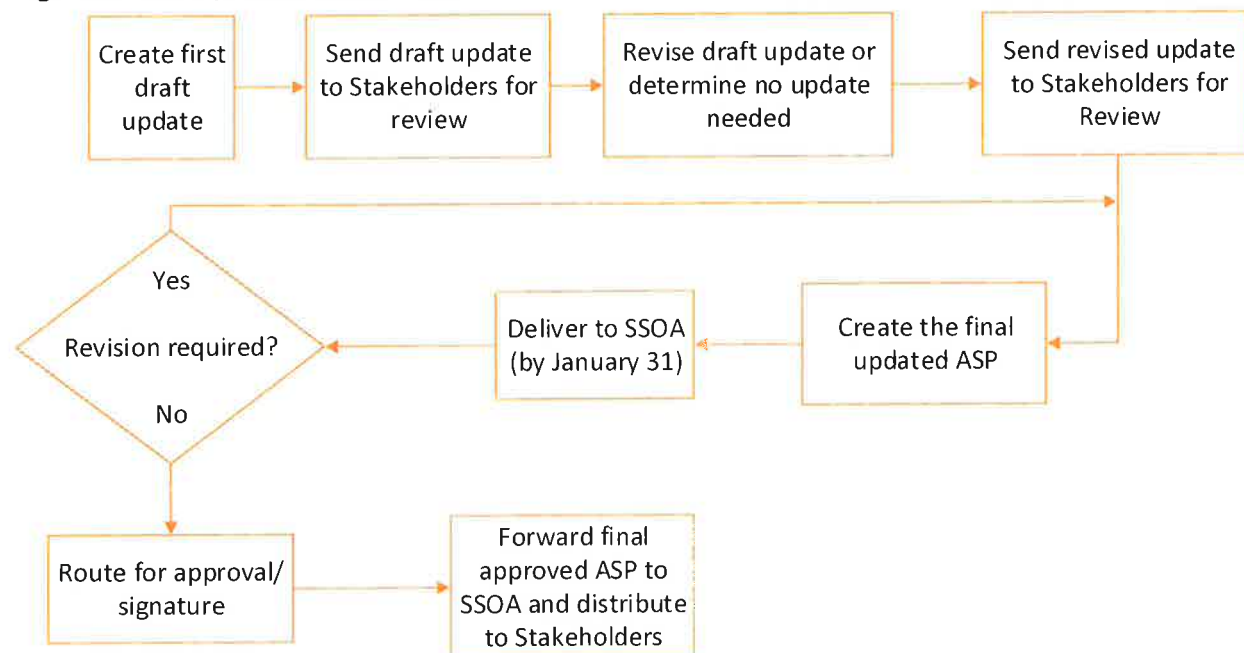
The current controlled version of the MARTA ASP can be found on the Division of Safety document repository. An uncontrolled online copy can also be found on the DSQA SharePoint site. In addition, an Authority-wide email is released to Authority employees announcing the location of the most recent on-line version of the MARTA ASP.

The document's disclaimer statement informs users of the control parameters as follows:

The information contained in the ASP may change without notice and may have been altered or changed if you have received it from a source other than DSQA and/or if the document has been printed. Any printed copy is obsolete or uncontrolled unless verified against the controlled copy on MARTANet.

1.7.3 Update Process

Figure 3 and Table 4 depict the process used, tasks executed, and the timeline developed to incorporate revisions to the MARTA ASP. The Key Staff listed in Appendix B are responsible for the revision and update process, circulating the ASP for review, forwarding to the SSOA, and routing to the BILSC Co-chairs, CSO, GM/CEO, and Board Chair for review and final signature and certification. The signed MARTA ASP will be prepared for delivery to the SSOA by the CSO, or designee, posted to MARTANet for employees, and forwarded electronically to the Atlanta Regional Commission (ARC). The ARC is the Metropolitan Planning Organization (MPO).

Figure 3. ASP Update Process Flow

Table 4. MARTA ASP Update, Review, and Approval Tasks

Process Task	Description
Create First Draft Update	Incorporate updates from the previous year into a first Draft Update of the ASP.
Send Draft Update to Stakeholders for Review and Revisions	Document is provided to the identified reviewers and Chiefs. The first Draft Update review serves multiple purposes. Staff can: - Note specific changes in the existing document. - Identify specific areas that will require updates and/or must be created as new. - Confirm sections of the document that do not require revision or update. Each reviewer will return the .doc file with their changes or scan and return marked up version of section(s) that require changes to the CSO or designee. All input is saved for historical purposes in SharePoint.
Revise Draft Update with Stakeholder Edits or Determine That No ASP Revision is Required	Based on the first Draft Update stakeholder review, the CSO or designee edits and produces the Revised Draft Update to the ASP. If stakeholders' reviews confirm that all sections of the document are accurate as written, the Director of SMS and CSO may make the determination that no ASP revision is required. This determination must be approved and formally communicated to SSOA not later than January 1.
Send Revised Update to Stakeholders for Review	Provide the Revised Update for stakeholder review. This includes a page-by-page review of the document with the Director of SMS. All changes are documented, and action items are assigned as needed. The Revised Update is shared with Stakeholders during this phase, which provides opportunity for review, changes, and concurrence.

Process Task	Description
Create Final Updated ASP	All issues and reviews to date are resolved and the document is edited. Present final Updated ASP for review
Deliver to SSOA	Provide unsigned Updated ASP to SSOA not later than January 31 .
SSOA Acceptance	SSOA reviews the updated ASP. As applicable, MARTA further revises the ASP based on SSOA review. SSOA accepts the updated ASP.
Bipartisan Infrastructure Law Safety Committee Co-chairs, Chief Safety Officer, Accountable Executive and Board of Directors Chair Approval, Signature and Certification	The final updated ASP, once accepted by SSOA, is sent to the co-chairs of the Bipartisan Infrastructure Law Safety Committee for signature. The document is then forwarded to the Chief Safety Officer and Accountable Executive for approval and signature. Once approved by the Chief Safety Officer and Accountable Executive, the document is forwarded to the Board and is finalized when it is approved by the Chair of the MARTA Board of Directors. Upon approval, all necessary signatures are obtained, and a signed copy of the Updated ASP and Letter of Certification is provided to SSOA for records. Changes to the ASP or its ancillary documents from the previous year's version will be communicated to identified content providers, reviewers, and Authority Chiefs. These changes will be incorporated in the version of the ASP that will be reviewed and updated for the following year.

2 SAFETY MANAGEMENT POLICY

2.1 The MARTA Safety Management Policy

MARTA is committed to designing, constructing, operating, and maintaining the MARTA transit system for optimal safety of passengers, patrons, employees, consultants, contractors, emergency responders, and the public. This commitment to safety is established in the MARTA Safety Management Policy Statement provided at the beginning of this document and is posted throughout MARTA.

2.2 Safety Accountability and Responsibilities

The following organizational units and individuals are responsible and accountable for a variety of safety-related activities and processes.

2.2.1 All Employees

Safety is the responsibility of all Authority employees. All employees have the responsibility to protect themselves and others from hazards and, if it is safe to do so and within their authority, mitigate the hazard. As described in Section 5.1 Safety Communication, all identified hazards must be reported, even if the hazard is immediately mitigated, so that hazards can be tracked and trends can be evaluated. Therefore, all employees are responsible for:

- Identifying hazards in the workplace.
- Reporting hazards.
- Reporting failures of hazard barriers and controls.
- Protecting themselves and others from workplace hazards.
- Assisting in safety risk assessments, when necessary.
- Carrying out other safety-related responsibilities applicable to individual job functions.

Additionally, management and supervisors have the following safety-related responsibilities:

- Demonstrate safety as a priority in the workplace by promoting Safety Risk Management activities as core business activities and supporting safety-driven actions such as those taken to protect against hazards (e.g., stop work orders, safety holds, etc.).
- Communicate hazards and established mitigations to employees and affected parties.
- Protect workers, patrons, passengers, property, and the environment from hazards.
- Participate in each step of the Safety Risk Management process described in Section 3, including notifying the System Safety Engineer (SSE) of all proposed capital and non-capital projects and of all system modifications that originate within their respective area.
- Prepare, allocate resources for, and execute safety risk mitigations and CAPs.
- Ensure employees are educated, trained, and competent in Safety Risk Management and associated tools, including the Safety 1st process and the Safety Hotline.
- Use the safety risk prioritization method described in Section 3.3.1 and in MARTA's Safety Risk Management Plan (SRMP) to establish applicable processes and procedures that comply with, but do not replace, the SRMP.

2.2.2 Accountable Executive

The GM/CEO of MARTA is the Accountable Executive and maintains the ultimate accountability for ensuring that SMS is effectively implemented throughout MARTA. As the Accountable Executive, the GM/CEO is the identifiable person who has ultimate responsibility for carrying out the Agency Safety Plan at MARTA; responsibility for carrying out the MARTA Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the MARTA Agency Safety Plan and the MARTA Transit Asset Management Plan. The GM/CEO also ensures adequate resources are in place to fulfill the requirements of SMS and appropriate actions are taken to address substandard performance. The Accountable Executive may delegate specific responsibilities, but the ultimate accountability for the MARTA SMS safety performance cannot be delegated and always rests with the Accountable Executive.

Other responsibilities of the Accountable Executive include:

- Implement safety risk mitigations for the safety risk reduction program that is included in the ASP
- Receives and must consider all other safety risk mitigations recommended by the BILSC

2.2.3 Chief Safety Officer

The Chief of Safety & Quality Assurance has been identified by the General Manager to serve as MARTA's Chief Safety Officer (CSO). The CSO is an adequately trained individual who has responsibility for safety and reports directly to GM/CEO (Accountable Executive). The CSO does not serve in other operational or maintenance capacity.

The GM/CEO has delegated authority to the CSO to develop, implement, and maintain the MARTA ASP in accordance with applicable federal and state regulations and guidelines. The CSO is also responsible for day-to-day implementation and operation of MARTA's SMS and is responsible for ensuring the effective execution of the processes and procedures undergirding the ASP and SMS by all offices, departments, and employees. MARTA granted to the CSO is adequate to ensure implementation of the ASP by all MARTA employees, agents, and contractors.

The CSO initiates and leads the process for the annual review and revision of the MARTA ASP, including circulating and reviewing the ASP per the update and review process described in Section 1.6 Plan Review & Modification. The position is also responsible for addressing any corrective actions against the ASP and for facilitating routing a completed draft to the GM/CEO for review and final signature.

The CSO oversees all safety and quality assurance activities at MARTA, with emphasis on safe delivery of services, workforce safety, environmental safety, and risk management programs. Refer to Table 6 under Section 2.2.9 SMS Task Matrix for a description of all safety responsibilities conducted by DSQA under the CSO's direct control. The CSO provides general oversight, statutory compliance, coordination, and integration with MARTA's system safety programs and directly related operational and administrative projects and programs. The CSO works to ensure all safety programs and initiatives are effective, efficient, and compliant with all applicable federal, state, and local laws and regulations and are directly aligned with MARTA's strategic plan and associated goals and objectives.

The CSO serves as a member of the C-Team and works collaboratively with all departments to integrate safety programs with MARTA's overall business plans. With the assistance of DSQA, MARTA's leadership and executive management develop policies, procedures, and plans in direct support of the MARTA ASP. See Section 2.2.4 Agency Leadership & Executive Management.

Department of Safety and Quality Assurance

DSQA includes the Office of Safety, Office of Safety Management Systems, Office of Environmental Health and Safety, and the Office of Quality Assurance.

The Office of Safety ensures that a safe and reliable environment is available for patrons and employees through process improvement, statistical methodologies utilization, hazard identification and resolution, risk assessment, instruction/education, and best practices implementation.

The Office of Safety Management System is responsible for the implementation and oversight of Safety Management Systems (SMS) throughout MARTA, Safety Management Policy, Safety Risk management, Safety Assurance, and Safety Promotion. This office is also responsible for safety engineering and certification, data-based continuous improvement programs, maintenance of the training for Designated Personnel, as well as liaison to the State Safety Oversight Agency.

The Office of Environmental Health and Safety develops, implements, and maintains MARTA's environmental compliance, hazardous materials, industrial hygiene, industrial safety, fire/life safety, electrical safety, and construction safety programs. These programs help reduce risk to employees, contractors, patrons, property, and the environment.

The Office of Quality Assurance supports MARTA's operations and capital projects by continually reviewing MARTA's work through the development, implementation, maintenance, and monitoring of activities outlined in Quality Assurance and Testing Program Plans. The DSQA organizational chart is included as Appendix A.

The CSO and Safety staff have MARTA to direct corrective actions immediately when unsafe conditions or practices exist, up to and including the stoppage of work until appropriate corrective measures are implemented. These actions could include the interruption of revenue service if conditions warrant.

DSQA also provides subject matter expertise; monitors compliance with regulatory requirements; and oversees safety program development, preparation, and enhancement. DSQA facilitates and supports SMS throughout MARTA, working with all departments to effectively implement the ASP. DSQA, through its Safety Operational Officers, Engineers, Auditors, and Quality representatives, are integrated in the yards, garages, and maintenance facilities to ensure the review and implementation of the various safety procedures and activities.

DSQA also implements a comprehensive Testing Program. This includes quality control, system evaluations, critical performance measures, and testing of new and rehabilitated facilities and systems for compliance with Authority standards and compatibility with the existing system. MARTA's Testing Program Plan details how the branch shall provide comprehensive test activities, analysis, recommendations, and conclusions reflecting the performance levels of critical areas of operation impacting customer service.

Under the CSO, DSQA has the responsibility and authority to:

- Promote the SMS program and expand the safety culture within MARTA.

- Use SMS data to advise strategic policy decisions on safety.
- In extraordinary cases, suspend operations if deemed necessary to ensure the safety of MARTA's, employees, patrons, MARTA system, property, the environment, and the general public.

To support ASP implementation, DSQA coordinates with other departments to perform tasks and activities, such as:

- Inspections and audits
- Planning
- Design reviews
- Observations
- Safety event investigations
- Corrective action monitoring
- Technical assistance
- Training, retraining, and certification
- Configuration management
- Document control
- System modification
- Procurement
- Emergency Response

DSQA is responsible for coordinating and performing a variety of inspections for:

- Industrial Safety
- Fire/Life Safety
- Construction Safety

Additional DSQA responsibilities include:

- Conducting the ASP update and review process
- Performing safety certification activities
- Assisting in safety risk assessments
- Assisting in identifying risk mitigations
- Assisting in preparing CAPs
- Maintaining MARTA's Hazard Tracking Log
- Auditing and monitoring application of Safety Risk Management process
- Training employees on Safety Risk Management process
- Reporting safety risks and safety events that meet specified criteria to oversight agencies
- Monitoring MARTA operations to identify safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended
- Collecting, analyzing, and utilizing safety data
- Managing hazardous materials through DSQA EHS's environmental management programs and systems
- Coordinating with consultants and contractors on safety requirements
- Participating in safety communication and promotion activities consistent with MARTA's safety culture

2.2.4 Agency Leadership & Executive Management

MARTA's leadership and management structure has evolved under the current administration with the explicit goal of providing better executive engagement, more effective and efficient decision making, and improved delivery of service and customer experience. Safety has been elevated within the daily strategic plans and activities of the organization, and the C-Team provides the highest level of visibility, accountability, and strategic consideration to all safety related matters to MARTA's Accountable Executive.

Although safety is the responsibility of all Authority personnel, management of safety programs resides with the leadership of each department, with assistance and oversight from DSQA. Organizationally, MARTA is structured underneath a series of C-Team positions that report directly to the GM/CEO, as depicted in MARTA Organizational Chart (Appendix A). Refer to Table 7 for details on specific safety tasks under each C-Team position.

2.2.4.1. Chief Capital Officer

The Chief Capital Officer is responsible for the facilitation and execution of MARTA's capital program and expansion initiatives. The position is also responsible for bringing innovative methodologies for project delivery to MARTA that work within the framework of current federal and state guidelines. The Chief Capital Officer oversees the Division of Capital Programs, Expansion & Innovation including the offices of Capital Programs Delivery, Planning & Project Development, Design, Engineering & Infrastructure, Centralized Program Management Office, and Real Estate Development & Asset Management.

The primary safety-related responsibilities under Capital Programs, Expansion, and Innovation include the following:

- Participating in the following processes described in this ASP:
 - Safety design principles are incorporated into architecture and design criteria and guide specifications (Section 4.1.5 Safety & Security Certification)
 - Safety and Security Certification (Section 4.1.5 Safety & Security Certification and Section)
 - Transit Asset Management Program (Section 4.3.5 Transit Asset Management) Rules/procedures review process (Section 4.3.2 Rules Compliance & Procedures Review)
 - Safety communication and promotion (Section 5 Safety Promotion)
- Ensuring compliance with agency, local, state, and federal requirements, as applicable to capital programs, expansion, and innovation.
- Providing data for statistical and trend analysis and analyzing data integrity.
- Performing safe day-to-day management, maintenance, and operation of assets.
- Tracking an asset throughout its life cycle, including entering the asset into the Enterprise Asset Management (EAM) database (Trapeze), filling out the required fields, preparing work orders against the assets, and updating the condition of the asset as it is rehabilitated or replaced.

Project Management has additional safety-related responsibilities as follows:

- Monitoring and coordinating actions necessary to ensure safety is incorporated in project-specific plans, designs, and negotiated agreements.

- Ensuring through review, contribution, and acceptance that systems are constructed in compliance with applicable building, mechanical, electrical, plumbing, and fire and life safety codes.
- Ensuring outside contractors comply with safety and quality assurance specifications in contracts.
- Documenting and maintaining records of safety-related activities related to project contracts.
- Ensuring incorporation of and compliance with configuration management standards on applicable projects and contracts.
- Integrating the safety certification process into project management, as applicable.
- Participating, as needed, with general safety committees associated with programs and/or projects.
- Monitoring and coordinating actions necessary to ensure safety is incorporated in specifications, capital projects, and contracts.
- Including DSQA in the review/update process for MARTA's contract specifications.
- Coordination of systems activation with DSQA and Operations.

2.2.4.2. Chief Operating Officer

The Chief Operating Officer is accountable for all facets of bus, rail, and facilities. Responsibilities include daily operation and maintenance of the MARTA Bus network, Rail System, Streetcar, and Mobility. The DGM also ensures stations, facilities, vehicles, systems, and the right of way remain in a safe & secure state of good repair; while also assisting to develop and deliver major capital projects aimed at enhancing the customer experience, including the procurement of new railcars, and the addition of electric buses to MARTA's fleet. By doing this, the DGM ensures operating departments have the resources they need and provide management and focus to further build a customer – centric, safety-driven, performance management culture.

Rail Operations provides direction and control of all Rail activities; plans, develops, and implements long and short-range programs and strategies; and develops and implements policies and procedures to support Rail Operations. Rail Operations encompasses Rail Services, Railcar Maintenance, Vertical Transportation, Light Rail Operations, MOW, and Facilities. The primary safety-related responsibilities under Rail Operations include the following:

- Participating in the following processes described in this ASP:
 - Training and certifying new Rail and Bus Operators; and providing technical training for inspecting, maintaining, and repairing vehicles, systems, and equipment
 - Rules/procedures review process
 - Safety refresher training takes place on an as-needed basis.
 - Training, retraining, and certification
 - Safety event investigations
 - Facility and equipment inspections
- Ensuring compliance with federal, state, and local safety requirements, as applicable to rail operations.
 - System modification

- Providing safe and efficient operation of Heavy Rail and Light Rail movement on the MARTA rail system and Light Rail alignment.
- Providing safe operation of the Integrated Operations Center and Light Rail Dispatch.
- Providing railcars and LRVs in sufficient quantities to safely meet the daily service milestones established by MARTA.
- Providing a safe, reliable, and sanitary infrastructure and operating system for MARTA's internal and external customers.
- Maintaining and managing the capital rehabilitation of escalators and elevators at all Authority facilities.
- Managing the maintenance programs for MARTA's rail systems' electrical power and equipment, automatic train control, and track and track structures.
- Operating facilities that support MARTA's rail and bus systems, including an Integrated Operations Center, Police Communications Center, and maintenance shops and yards, bus repair and storage facilities, a heavy repair facility, bus stops and bus loops in rail stations, light rail stops, administrative buildings, storage buildings, park & ride lots, and miscellaneous maintenance and repair shops.
- Providing management support for various systems critical to Rail Operations
- Capturing, analyzing, and trending safety data.
- Reporting safety events to DSQA in support of SMS, FTA, and SSOA reporting requirements.
- Executing effective implementation, documentation, and management of both corrective actions and risk mitigation strategies.

Bus Operations encompasses Bus Transportation, Bus Maintenance, and Mobility. Bus Operations is responsible for managing and coordinating MARTA bus transportation and maintenance functions. It manages the budget, staff, and equipment necessary to provide safe, reliable, and customer-friendly bus services. MARTA Mobility is under contract with "A National Transit" and "Transdev". The MARTA Mobility contracts are responsible for the full operations and maintenance service of the Mobility vehicles, to include scheduling, dispatch, and a portion of passenger eligibility administrations. Plans, develops, and implements long- and short-range programs and strategies; and develops and implements policies and procedures to support Bus Operation functions.

The primary safety-related responsibilities under Bus Operations include the following:

- Participating in the following processes described in this ASP:
 - Rules/procedures review process (Section 4.3.2 Rules Compliance & Procedures Review)
 - Training and certification (Section 5.2 Competencies & Training)
 - Facility and equipment inspections (Section 4.3.3 Preventive Maintenance and Inspections)
 - Safety event investigations (Section 4.1.3 Safety event/Event Notification, Investigations, and Reporting)
- Ensuring compliance with federal, state, and local safety requirements, as applicable to Bus Operations.
- Ensuring Bus Operations personnel adhere to the established standard operating procedures (SOPs), general orders, bulletins, and rules.
- Establishing and implementing a pre-trip inspection program for all bus operators.

- Providing necessary mechanisms for reporting defects and hazardous conditions.
- Providing buses and mobility vehicles in sufficient quantities to safely meet the daily service milestones established by MARTA.
- Coordinating with DSQA on system safety requirements.
- Establishing and maintaining general safety committees.
- Providing data for statistical and trend analysis.
- Maintaining updated Safety Data Sheets for chemical usage and storage.
- Establishing procedures that address alternative fuels safety.
- Partnering with MARTA's Training Groups to ensure that appropriate technical, safety, certification, and re-certification training is in place for all personnel, as required based on job function and work environment.
- Coordinating with other Authority departments in the development of emergency management plans.
- Participating in emergency drills and exercises.
- Coordinating safety-related activities of the Bus Operations staff and ensuring compliance with the MARTA ASP.
- Maintaining safety records for individual division employees relative to safety events and rules violations.
- Adhering to procedures related to alternative fuels safety.
- Alerting or requesting an emergency response from the appropriate agencies (e.g., fire, police, emergency medical services).

2.2.4.3. Chief Legal Counsel

The Chief Legal Counsel provides advice and representation to the GM/CEO, staff, and the MARTA Board of Directors on a variety of legal matters affecting MARTA. This position also monitors and provides oversight and direction to the Offices of Contracts, Procurement and Materials as well as the Office of Risk Management. The primary safety-related responsibilities under the Chief Legal Counsel include the following:

- Maintain and update the Anti-Retaliation Safety Policy (LS-PO-0001)
- Ensuring compliance with federal, state, and local safety requirements, as applicable to corporate law, real estate, litigation, risk management,³ and contracts and procurement
- Procurement activities (Section 4.2.3 Procurement)

2.2.4.4. Chief Financial Officer

The Chief Financial Officer (CFO) controls all MARTA's activities in the areas of financial management. At the direction of MARTA's GM/CEO or designee, the CFO ensures the allocated resources for safety-related activities are readily available and distributed as directed. The primary safety-related responsibilities under the CFO include the following:

³ Note: Legal/financial risk is distinct from safety risk. Both disciplines follow a similar process to access risk, but there are important differences, including in focus (e.g., liability/financial risk vs. safety risk), evaluation criteria (e.g., legal/finance impacts vs. impacts to people, equipment/services, finance, reputation, and environment), and the approach to mitigation/control techniques. Another critical difference is that legal/financial risk can be insured against and assigned by contract, whereas safety risk is always owned by the agency.

- Participating in the following processes described in this ASP:
 - Ensure funds are available once data shows the need
 - Rules/procedures review process (Section 4.3.2 Rules Compliance & Procedures Review)
 - Annually certifies compliance of Part 49 CFR 673 in the Transit Awards Management System (TrAMS)

2.2.4.5. Chief Administrative Officer

The Chief of Staff advises and supports the GM/CEO, acting as a lead project manager according to the CEO's agenda, strategy, and direction. The Chief of Staff oversees External Affairs, including Communications and Public Engagement, Diversity and Inclusion, Labor and Employee Relations, and Human Resources including Learning and Development.

The primary safety-related responsibilities under the Chief of Staff include the following processes described in this ASP:

- Rules/procedures review process
- Training including New Employee Training Orientation; training employees on using MARTA's Safety 1st program to report identified hazards
- Maintaining MARTA's central repository for training and certification records (MARTALearn)
- Drug and Alcohol Program
- Ensuring compliance with federal, state, and local safety requirements, as applicable

2.2.4.6. Chief of Staff

The Chief of Staff advises and supports the GM/CEO, acting as a lead project manager according to the CEO's agenda, strategy, and direction. The Chief of Staff oversees External Affairs, including Communications and Public Engagement.

The primary safety-related responsibilities under the Chief of Staff include the following processes described in this ASP:

- Internal and external safety communication
- Rules/procedures review process

2.2.4.7. Chief Customer Experience Officer

The Chief Customer Experience Officer works with all the departments across MARTA to elevate the customer's voice and prioritize the customer experience in MARTA's operations and capital program.

The primary safety-related responsibilities under Customer Experience include the following:

- Ensures service changes in the system are conducted with an emphasis on customers safety and overall experience
- Ensure activities specific to safety and hazard mitigation on MARTA property are addressed during major events
- Ensures event volunteers (non-MARTA employees) receive safety awareness training before assisting MARTA employees

2.2.4.8. Board of Directors

A 15-member Board of Directors governs MARTA and comprises the following individuals:

- Twelve members represent the City of Atlanta, Fulton County, Clayton County, and DeKalb County
- One member is a Governor Appointee
- Two are Ex-Officio Members representing Georgia Department of Transportation (Commissioner) and the Georgia Regional Transportation Authority (Executive Director)

The Board is briefed regularly by the Executive Management Team and is active in supporting major projects at MARTA. The Board of Directors also conducts multiple Sub-committee meetings, including the Operations and Safety Committee. The Board Chair signature represents the review and approval by the Board of Directors of the MARTA Agency Safety Plan.

2.2.5 Key SMS Staff

MARTA has designated Key SMS Staff who are, within their respective business units, responsible for ensuring the effectiveness of the SMS activities established in this ASP. Refer to Appendix B for the list of MARTA's Key SMS Staff.

Specifically, the CSO has designated the Director of SMS to manage the implementation and oversight of the MARTA SMS program. The Director of SMS oversees safety assurance and predictive performance programs, to evaluate SMS at MARTA for continuous improvement, and to make recommendations for interim and long-term strategies for maturing the MARTA SMS program.

2.2.6 Safety Committees

Safety Committee Meetings are held monthly, with some exceptions. These meetings provide a forum for creating and maintaining a high level of safety awareness and rules compliance. The Joint Health and Safety Committee Administrative Guidelines Procedure describes the structure and function of the Joint Health and Safety Committee (JHSC); its importance, roles and functions in relation to the General's Manager (GM)/Amalgamated Transit Union (ATU) Safety Committee, General Safety Committee, and the Shop/Unit Level Safety Committees.

2.2.6.1 MARTA/ATU Bipartisan Infrastructure Law Safety Committee

The MARTA/ATU Bipartisan Infrastructure Law Safety Committee (BILSC) is designated as the safety committee that is accepted and meets the requirements of the Bipartisan Infrastructure Law changes to 49 U.S.C § 5329(d). As a part of the requirements, the BILSC is appropriately scaled and scoped to the size and complexity of MARTA.

This committee:

- Is convened by a joint labor-management process
- Consists of an equal number of frontline employee representatives and management representatives, four (4) employee and management representatives

- The committee is co-chaired by one (1) representative each from employee and management representation
- The employee representatives are selected by the labor organization representing the plurality of the frontline workforce employed at MARTA
- Safety Committee meeting agendas and notices will be developed by the co-chairs and shared by email for members' review prior to the scheduled meeting. Agendas and meetings will be recorded and shared by the committee administrator and kept in SharePoint.
- Meeting minutes will be recorded and maintained based on MARTA's document control requirements.
- MARTA follows the established ATU/CBA agreement workday compensation for participation in Safety Committee meetings.
- Committee members use MARTA eCourses and TSI courses to meet any training requirements for Safety Committee participation. This training includes SMS Awareness, Agency Safety Plan, Safety1st/Hazard Reporting. All refresher training takes place on an as-needed basis
- Set transit worker assault performance targets and identify deficiencies in the key performance indicators of the targets for the purpose of continuous improvement
- Safety Committee members, through coordination with DSQA, will have access to technical experts and data from the employee safety reporting system, i.e. SharePoint or Origami
- Safety Committee members, through coordination with DSQA, will have access to information, resources, tools, and data from the employee safety reporting system to support their deliberations
- Safety Committee, when necessary, will coordinate and communicate with the MARTA Board of Directors through the GM/CEO Safety Policy Committee. During this meeting the need will be communicated, and the appropriate protocol will be followed to meet with the Board of Directors Operations and Safety Subcommittee

The BILSC shall, at a minimum, have responsibility for:

- Review and approve the MARTA ASP prior to the approval of the Approval of the Chief Safety Officer, Accountable Executive, and the MARTA Board of Directors Chair
- Identify and recommend risk-based mitigations or strategies necessary to reduce the likelihood and severity of potential consequences identified through the agency's safety risk assessment, including safety risk mitigations associated with any instance where the transit agency did not meet an annual safety performance target in the safety risk reduction program
- Develop and set targets based on NTD data (Section 4.1.1) based on the BILSC Transit Worker Assault Safety Performance Targets

- Monitor safety performance targets and develop mitigations if the target is not met.
- Identify mitigations or strategies that may be ineffective, inappropriate, or were not implemented as intended, including safety risk mitigations associated with any instance where the transit agency did not meet an annual safety performance target in the safety risk reduction program
- Identify safety deficiencies for purposes of continuous improvement, including any instance where the transit agency did not meet an annual safety performance target in the safety risk reduction program. Hazards identified by the BILSC will go through the continuous improvement process per Section 4.3
- Ensure that the mitigations identified based on a safety risk assessment are included or incorporated by reference in the safety risk reduction program mentioned referenced in the ASP
- Meeting Minutes that capture the discussion topics and the results of all safety committee activities
- Dispute resolution in accordance with the JHSC ATU/CBA agreement

2.2.6.2 Safety Risk Review Committee

The Safety Risk Review Committee (SRRC) coordinates agency-wide Safety Risk Assessments of hazards identified through the Safety Risk Management (SRM) process. The SRRC prioritizes safety risk identified through the DSQA Safety Risk Management Log, Safety event Log, audits, inspections, observations, safety reviews, and other employee reporting systems. When a safety risk is assessed as unacceptable or undesirable, the SRRC will coordinate the next steps for safety performance monitoring. All hazards identified during the SRRC meetings are documented and tracked on the Safety Risk Management Log and the safety risks are mitigated by the responsible Stakeholder. The SRRC does not identify hazards directly, but rather reviews those that are identified through our Safety Risk Management process. The SRRC will not review every safety event reported, the committee focuses on assessing hazards and safety concerns elevated to the committee. The SRRC utilizes the safety risk register as a tool to document safety risk management and safety assurance activities, as prescribed by the FTA. The Safety Risk Management Log continues to serve as the consolidated document for hazard and safety risk tracking.

Table 5. Authority Safety Committees

Safety Committee	Participants	Purpose
GM/CEO Safety Policy Committee Meets Quarterly or at discretion of GM/CEO	• General Manager/CEO • Executive Management Team Members • Members of the Division of Safety • Amalgamated Transit Union-Local 732 Leadership Team	• Support the MARTA ASP and provide guidance to overall safety efforts • Monitor compliance to ASP directives and policies • Facilitate the Safety Award Program • Provide final resolution to safety critical issues presented by departmental General Safety Committees • Consider all safety risk mitigations recommended by the MARTA/ATU Bipartisan Infrastructure Law Safety Committee
MARTA/ATU Bipartisan Infrastructure Law Safety Committee Meets monthly	• MARTA Leadership • Representatives of the Amalgamated Transit Union-Local 732	• Designated as the safety committee that meets the requirements of the Bipartisan Infrastructure Law changes to 49 U.S.C § 5329(d) • Facilitate cooperation between MARTA Management (Management) and Amalgamated Transit Union Local 732 (the Union) in safety matters, including reviewing, approving, and implementing changes to the MARTA ASP and fostering effective communication between Management, the Union, and MARTA employees regarding safety matters • Assist in the Continuous Improvement Process by reviewing safety-related data and safety performance target KPI annually
Joint Health and Safety Committee Meets monthly	• MARTA Leadership • Representatives of the Amalgamated Transit Union-Local 732 • DSQA	• To serve as the liaison between the GM/CEO Safety Policy Committee and the General Safety Committees

Safety Committee	Participants	Purpose
General Safety Committees Meets at least monthly and as needed to resolve critical safety issues	MARTA Operations staff and directors that ensure cross functional levels of safety (directors, supervisors, and line personnel established at office and business unit levels with appropriate participation by represented and non-represented personnel)	- Support the ASP Provide guidance to overall safety efforts - Discuss and uphold safety goals - Implement and monitor safety action plans - Review safety training for their areas - Review safety event statistics to identify corrective actions - Ensure compliance with safety rules and regulations - Review hazards and trends to reduce occurrence - Conduct safety inspections - Report safety accomplishments and/or recommendations to the JHSC
Unit/Shop Level Safety Committees Meets at least monthly	Represented and non-represented employees, including at least 1 supervisory employee	Foster a proactive approach to safety
Safety and Security Certification Review Committee	MARTA Leadership representatives from Capital Program & Delivery, Department of Safety & Quality Assurance, Infrastructure and Architecture, Planning, MARTA Police/Emergency Preparedness Unit, Operations	- Coordinate and implement Safety and Security Management Plan activities - Ensure the appropriate application of the safety and security certification process to MARTA projects - Evaluate projects and determine whether full certification versus system modification is required - Review and approve assessments of project changes that have safety and security certification impacts
Safety Risk Review Committee	MARTA Leadership representatives from DSQA, Heavy Rail, Light Rail, and Bus Operations; Security, HR, IT, Risk Management, Labor Relations, and Procurement	Reviews safety risks that are identified through our Safety Risk Management process and elevated to the committee
Corrective Action Plan Committee	DSQA Leadership representatives from Safety Management Systems, Safety, Environmental Health & Safety	Review the implementation status of CAPs issued as a result of event investigations, joint or external investigations, hazards and safety risks, inspections, internal safety audits, and any other safety oversight activities that result in the need for mitigations or resolutions

Safety Committee	Participants	Purpose
Rules Compliance Committee	MARTA Leadership representatives from DSQA, Heavy Rail, Light Rail, and Bus Operations, Technical Training	The Rules Compliance Program continually checks and reinforces MARTA rules and procedures. Ensure rule and procedure compliance are utilized in everyday operations and in unusual or emergency situations
Fire/Life Safety Committee	Directors or designees identified to represent business units from DSQA, Capital Programs, Operations, and MPD	Provide a forum to proactively address fire/life safety issues Authority-wide, assist with FLS-related emergency planning requirements, and review changes to FLS plans and procedures

2.2.7 Consultants & Contractors

MARTA uses consultants and contractors to provide a variety of support services. Each consultant and contractor are subject to the requirements of the MARTA ASP. The companies are required to develop their own Safety Program Plans that document their processes for compliance with all applicable safety requirements of this ASP. DSQA may also conduct periodic reviews of the consultant or contractor work practices to ensure compliance with the consultant or contractor Safety Program Plans and the MARTA ASP.

Each consultant or contractor has staff dedicated to safety functions. These consultant or contractor staff work in cooperation with DSQA and other departments within MARTA and, in many ways, serve as an extension of DSQA staff. Consultant or contractor safety staff conduct a variety of activities in support of this plan, including:

- System safety project design review.
- Safety reviews of sub-contractor/supplier submittals.
- Construction safety program inspections/audits.
- Safety certification and verification activities.
- Provide data for statistical and trend analysis.

There are three specific requirements regarding safety-related roles and responsibilities delegated by MARTA to consultants and contractors:

- A description of the roles and responsibilities delegated to the consultant/contractor and an organizational chart will be provided.
- MARTA of specific consultants/contractors to make reports, submit corrective actions, or speak on behalf of MARTA on safety issues will be described.
- A specific individual will be identified within each consultant/contractor organization as having overarching responsibility for delivery of services and authority to resolve issues or concerns.

Because MARTA may advertise, execute, and manage several different contracts for safety or security services, these requirements will be met within the terms of each specific system safety-related contract that is executed between a department of MARTA and a consultant or contractor.

Consultants and contractors are held to the same high standard of and expectation for safety as Authority employees. The processes and programs described in Section 5.1 Safety

Communication applies to consultants and contractors. Section 5.2 Competencies & Training outlines the training requirements for consultants and contractors.

2.2.8 State Safety Oversight Agency

The MARTA State Safety Oversight Agency (SSOA) is the Georgia Department of Transportation (GDOT) Office of Intermodal. The State Safety Oversight Agency derives their authority from 49 CFR 674 and the State of Georgia Department of Transportation Office of Intermodal Program Standard – Rail Transit Safety and Security Oversight

The SSOA serves several key oversight roles and safety responsibilities, including:

- Acceptance of the MARTA Agency Safety Plan
- Conduct an on-site rail safety audit of MARTA every three years
- Acceptance of the MARTA Safety Risk Management process
- Monitor MARTA's hazard management activities
- Develop a risk-based inspection program checklist
- Conduct risk-based inspections
- Issue, when necessary, corrective actions to bring MARTA into alignment with approved Safety Risk Management processes

2.2.9 SMS Task Matrix

DSQA interfaces with Authority departments to develop, implement, and maintain policies, procedures, and programs that support the MARTA ASP and established safety goals and objectives. DSQA provides technical assistance to Authority departments in the areas of safety system management, environmental health and safety, industrial safety, rail safety, Bus and Mobility services safety, fire/life safety, and construction safety. Proper documentation of activities is maintained for internal and external review.

A team approach is taken to ensure that all necessary safety tasks and responsibilities are met on a consistent basis. Table 6 provides the DSQA Tasks Responsibilities Matrix for activities performed by the DSQA. Table 7 provides the Integrated Safety Task Matrix defining the safety responsibilities relative to the key processes.

Table 6. DSQA SMS Task Matrix

TASKS OF DSQA PERSONNEL	Chief of Safety & Quality Assurance/ CSO	Deputy Chief of Safety & Quality Assurance	Director of SMS	Safety Engineering and Certification	Internal Safety Audit	Continuous Improvement	Safety Investigations	Director of Safety	Operational Safety	Director of EHS	Construction Safety	Environmental Compliance & Industrial Hygiene	Director of QA	Configuration Management
Safety Event Investigations	P	P	P	S	X	X	P	P	P	P	P	P	S	X
Hazard Management	P	P	P	P	P/A	S	P	P	P	P	P	P	S	X
Facility Inspections	P	P	P	S	A	X	P	P	P	P	P	P	P	X
Maintenance Program Audits/Inspections	P	P	P	P	P/A	S	S	P	S	P	S	S	S	S
Rules/Procedures Review Process	P/RA	P/RA	P/RA	P	A	S	P	P	P	P	P	P	P	P
Training and Certification	P	P	P	S	A	S	S	P	S	P	S	P	S	S
Configuration Management	P	P	S	P	A	X	S	X	X	S	S	S	P	P
Employee Safety	P	P	P	P	A	P	P	P	P	P	P	P	P	P
Safety Data Acquisition and Analysis	P	P	P	P	A	P	P	P	P	P	P	P	X	S
Hazardous Materials	P	P	S	S	A	X	S	S	X	P	S	P	X	X
Contractor Safety Coordination	P	P	P	P	A	X	S	P	P	P	P	P	X	X
Procurement	P	P	P/RA	RA	A	X	X	X	X	RA	X	RA	RA	S
Drug and Alcohol Program	P	P	P	S	A	S	S	P	S	P	S	S	P	S
ASP Update and Review Process	P/RA	P	P/RA	S	A	S	S	S	X	S	S	S	S	S
Emergency Response	P	P	S	S	A	X	P	P	P	P	P	P	X	X
System Modification	P	P	P	P	A	X	X	X	X	P	S	S	S	S
Safety and Security Certification	P	P	P	P	A	X	X	X	X	X	X	X	S	S

Key

P = Primary Responsibility

S = Secondary or Support Responsibility

RA = Review/Approval

A = Audit Responsibility

X = Not applicable

****Note:** Legal/financial risk is distinct from safety risk. Both disciplines follow a similar process to access risk, but there are important differences, including in focus (e.g., liability/financial risk vs. safety risk), evaluation criteria (e.g., legal/finance impacts vs. impacts to people, equipment/services, finance, reputation, and environment), and the approach to mitigation/control techniques. Another critical difference is that legal/financial risk can be insured against and assigned by contract, whereas safety risk is always owned by the agency.

Table 7. Integrated Safety Task Matrix

INTEGRATED SAFETY TASKS	AGENCY LEADERSHIP & EXECUTIVE MANAGEMENT									
	General Manager/ CEO (Accountable Executive)	Chief of Safety & Quality Assurance (CSO)	Chief Capital Officer	Chief Operating Officer	Chief Counsel	Chief Financial Officer	Chief of Staff	Chief Administrative Officer	Chief Customer Experience Officer	Board of Directors
ASP Revision Process	RA	P/RA	S	S	S	S	S	S	S	RA
Internal Safety Audits Process	S	P	S	S	S	X	X	S	X	X
Safety Data Acquisition and Analysis	S	P	S	S	S	X	S	S	S	X
Hazard Management Process	S	P	S	S	S	S	S	S	S	X
System Modification	RA	P/RA	P	S	X	S	S	S	X	X
Document Control	S	P	P	P	P	P	P	P	P	X
Procurement	S	S	S	S	P	S	S	S	X	RA
Safety and Security Certification Program	S	P	P	S	X	X	S	S	X	X
Rules/Procedures Development and Review Process	S	P/RA	P	P	X	P	P	P	S	X
Training and Certification	S	S	S	P	S	S	S	P	S	X
Compliance with Federal, State, and Local Safety Requirements	P	P	P	P	P	S	S	P	S	X
Contractor Safety Coordination	S	P	P	S	P	X	X	S	S	X
Drug and Alcohol Program	RA	S	S	S	S	S	S	P	S	X
Maintenance Program Audits/ Inspections	S	P	X	P	X	X	X	X	X	X
Facility and Equipment Inspections	S	P	X	P	X	X	X	X	X	X
Hazardous Materials	S	P	S	S	S	X	S	S	X	X
Safety Event Investigations	S	P	S	S	S	X	S	S	X	X
Emergency Response	S	P	S	P	S	S	S	S	S	X
Safety Communication & Promotion	P	P	S	S	S	S	S	S	S	S

Key

P = Primary Responsibility

S = Secondary or Support Responsibility

RA = Review/Approval

X = Not applicable

****Note:** Legal/financial risk is distinct from safety risk. Both disciplines follow a similar process to assess risk, but there are important differences, including in focus (e.g., liability/financial risk vs. safety risk), evaluation criteria (e.g., legal/finance impacts vs. impacts to people, equipment/services, finance, reputation, and environment), and the approach to mitigation/control techniques. Another critical difference is that legal/financial risk can be insured against and assigned by contract, whereas safety risk is always owned by the agency.

2.3 MARTA Safety Culture

Safety culture is the reflection of an organization's commitment to safety as well as the product of the personal dedication and accountability of all employees. MARTA's safety culture is the result of three core elements:

- Attitude
- Behaviors
- Promotion

Employees demonstrate how they value their own safety and the safety of others through their behaviors. They demonstrate their attitude towards safety (how they think or feel about safety) through behaviors.

MARTA realizes a positive safety culture only develops with a corporate attitude that considers safety in all actions and decisions. This type of organizational thinking will produce a resiliency to complacency, a commitment to excellence, and a sense of personal accountability for employees. In structuring a vibrant, encouraging atmosphere in which individual growth is recognized and rewarded, and to promote a positive safety culture throughout MARTA, executive management has instituted an employee SMS recognition program to honor individuals who make a significant contribution to safety.

Acceptable behaviors that demonstrate an employee values safety include:

- Obtaining resources needed to reduce safety risks in a timely manner (management).
- Supporting the documentation and assessment of safety hazards, events, and near-misses so that the possibility of reoccurrence is reduced (management).
- Participating in safety meetings even in the face of normal programmatic crises and operational constraints (management).
- Encouraging and supporting employee training in not only safety requirements and methods but technical competencies (management).
- Communicating hazards and safety risks for timely resolution.
- Accepting that errors can occur, and rather than punishing individuals, finding means to prevent the errors from reoccurring.
- Complying with safety requirements and rules even when under schedule and production pressures.
- Routinely reviewing SOPs and work instructions to verify compliance by oneself and one's coworkers.
- Rejecting the use of shortcuts and workarounds.
- Utilizing personal protective equipment (PPE) even when working alone.
- Questioning if methods used are the safest way of working.
- Routinely identifying, mitigating, and reporting hazards in the workplace.
- Stopping work when questions regarding the safety of the planned methods.
- Stopping work to establish temporary hazard barriers or controls to protect employees, patrons, passengers, the public, environment, or property from unacceptable or undesirable safety risks.
- Acknowledging the participation of employees in safety meetings.
- Communicating the identification of hazards or failed hazard barriers or controls by employees.

Unacceptable behaviors that demonstrate an employee does not value the safety of themselves, or a deliberate or willful disregard of MARTA's safety rules or policies on their part, they will remain subject to disciplinary action up to and including termination of employment. Such actions include, but are not limited to:

- Pressuring (overtly or covertly) employees to take shortcuts or to ignore safety requirements or rules.
- Retribution.
- Criminal activity.
- Substance abuse.
- Use of prohibited substances.
- Falsification of records.
- Willful disregard of safety requirements or rules.

2.4 Employee Safety Reporting

2.4.1 Employee Safety Reporting Systems

Employees must report safety concerns, identified safety risks, near misses, or any other unsafe acts. Employee safety reporting is captured in various ways: directly to their supervisor, Safety 1st, and the Safety Hotline. Safety 1st online entries and email are reviewed and monitored by the Division of Safety. Safety Hotline calls are recorded, logged, and reviewed by the Division of Safety database. The information collected is shared with the JHSC, BILSC, and the GM/CEO Safety Policy Committee.

Employees may choose to remain anonymous when reporting a safety concerns. Refer to the SRMP for details on the Safety 1st reporting process. Communication protocol is also described in Section 5.1.1 Safety Program Communications

MARTA has established an Anti-Retaliation Safety Policy to encourage and support increased reporting of safety-related events by all employees. The Anti-Retaliation Safety Policy states MARTA's commitment to maintaining a work environment that is free of harassment, intimidation, and retaliation. This commitment applies to all MARTA employees, contractors, consultants, and parties who engage in the protected activity of reporting safety concerns, safety violations, and participating in safety related investigations. This policy is critical in creating and promoting an authentic safety culture throughout the organization.

The Anti-Retaliation Safety Policy strictly prohibits any form of retaliatory action against employees who raise safety issues or concerns, who ask questions regarding safety practices, participate in investigations of alleged safety violations or refuse to participate in any unsafe behavior or practice. The policy also establishes unacceptable actions that are subject to disciplinary action up to and including termination of employment. Unacceptable acts include illegal acts, gross misconduct or negligence, and willful disregard of MARTA's Safety rules or policies.

Assaults on transit workers are reported to the MARTA Police Department and entered into the National Transit Database (NTD).

2.4.2 Safety Event Reporting Protection

A non-punitive environment is fundamental for a good safety culture; however, unacceptable behaviors, negligence, or deliberate violations of safety requirements will not be tolerated even in a non-punitive environment. No action will be taken by MARTA against any employee who discloses a safety concern unless disclosure indicates, beyond reasonable doubt, an illegal act, gross negligence, or a deliberate disregard of regulations or procedures. This separation will not be taken as a punitive action but to assure the safety of MARTA's employees, patrons, passengers, property, or the environment.

2.5 Integration with Public Safety & Emergency Management

FTA regulation (49 CFR Part 673) has retained the requirement that rail transit agencies include or incorporate by reference in their ASP an emergency preparedness and response plan that:

- (1) Addresses the assignment of employee responsibilities during an emergency
- (2) Describes the coordination among federal, state, regional and local officials with roles and responsibilities for emergency preparedness and response

MARTA believes that a comprehensive programmatic focus and leadership approach is required to identify synergies and create more effective and efficient safety, security, emergency management programs. The Security and Emergency Preparedness Plan (SEPP) includes additional detail on the integration of safety with public safety and emergency management.

Additional requirements for emergency response planning, coordination and training beyond the FTA requirements requires MARTA to:

- Identify MARTA's emergency planning responsibilities and requirements
- Describe the process MARTA uses to develop an approved, coordinated schedule for emergency management program activities
- Specify the required meeting with external agencies regarding the emergency management program
- Document the process used to evaluate emergency preparedness (such as annual full-scale and table-top exercises)
- Document MARTA's after-action reports and implementation of findings
- Document MARTA's process for revising and distributing emergency response procedures
- Identify and provide employee training in emergency response
- Identify and provide familiarization training to local public safety organizations

MARTA has addressed requirements for emergency coordination with Federal, State, regional, and local officials with roles and responsibilities for emergency preparedness and response in the Security and Emergency Preparedness Plan.

2.6 SMS Documentation & Records

At all times, MARTA will maintain documents set forth in this ASP, including those related to the implementation of its SMS program and resulting from SMS processes and activities. The documents will be maintained for a minimum of three years after they are created. Refer to Appendix C for a detailed list of documents incorporated by reference in part or in whole into this

ASP that are available on a Division of Safety document repository. These documents will be updated as applicable and maintained for at least the three-year period required by FTA's Public Transportation Agency Safety Plan Final Rule (49 CFR Part 673). These referenced documents describe the programs, policies, and procedures used to carry out this ASP. These documents will be made available upon request by the State, MPO, FTA, or federal entity. MARTA will manage the process of updating and maintaining SMS-related documents utilizing the Learning Development System managed by the Office of Learning and Development or the Configuration Management System managed by the Office of Quality Assurance.

Table 8. Distinctions between Objectives of Traditional Hazard Management Programs & Safety Risk Management Programs

Traditional Hazard Management Program	Safety Risk Management Programs
Assumes systems, as designed, sufficiently mitigate hazards to a safety risk level that is as low as reasonably practical (ALARP).	Recognizes that systems are constantly changing and that new opportunities to reduce safety risk develop during a system's lifecycle.
Focuses on preventing system failures and the undesired and unacceptable outcomes from mishaps.	Focuses on capturing and using safety data to continuously improve MARTA's safety risk levels.
Addresses mishaps that resulted from unforeseen hazards through corrective actions.	Supports decisions regarding setting of priorities and allocation of safety resources.

MARTA's Safety Risk Management program aligns with SMS and is specified in the Safety Risk Management Plan (SAQ-PL-1005). The Safety Risk Management Plan (SRMP) is the formal supplement to the MARTA ASP that documents the MARTA risk-based methodology for the identification, mitigation, and monitoring of hazards.

3.1 Safety Risk Reduction Program

The safety risk reduction program is an ongoing process to improve safety by reducing collision rates, injuries, and safety risks to employees. This effort includes a reduction in assaults on transit workers while improving the safety culture at MARTA. The program practices are based on data submitted to the National Transit Database (NTD). As performance targets are updated by the FTA, the MARTA performance targets for risk reduction are updated.

Examples of risk reduction efforts include but are not limited to:

- The installation of cameras on revenue vehicles
- Operator shields and barriers on buses
- Safety online learning courses (eCourses) to improve employee safety risk awareness
- In-person Training
- Safety Committees and Working Groups to facilitate risk reduction discussions and decision making e.g., Bipartisan Infrastructure Law Safety Committee, Safety Risk Review Committee, Joint Health & Safety Committee, CAP Committee
- Safety 1st Program
- Safety Hotline Program
- Safety Alerts
- Review of Executive Management Team Key Performance Indicators
- Reduce vehicle visibility impairments for transit vehicle operators that contribute to safety events
- Reduce pedestrian and vehicular safety events
- Retrofits to revenue vehicles and specifications for future procurements that reduce visibility impairments



3.2 Safety Hazard Identification

While Safety Risk Management is a continuous process, it typically begins with hazard identification. A hazard is defined as any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure; or damage to the environment. All employees of MARTA are tasked with continually evaluating their work environment and work practices (e.g., procedures) to identify conditions that could lead toward mishaps. This includes situations where the existing safety barriers or controls have failed or are ineffective.

Upon identification of a safety condition or a hazard, it is the responsibility of employees to report the safety condition or hazard, as outlined in Section 2.4 Employee Safety Reporting.

Sources that may result in the identification of hazards are detailed in Section 3.7 Safety Data Acquisition, Analysis, & Distribution

3.3 Safety Risk Assessment

After a hazard is identified, the risk associated with the condition must be evaluated. Safety risk assessments must be done in accordance with the requirements and processes specified in the Safety Risk Management Plan; hazard severity and likelihood scales are also specified within the SRMP.

3.3.1 Hazard Severity

For each potential consequence that may result from a hazard, the severity of that identified hazard is assessed using criteria that define severity based on the potential effect or outcome (i.e., potential consequence) of a realized safety event. Table 10 provides an example of a hazard severity matrix. For current severity rating categories, refer to the Safety Risk Management Plan, Section 4.1.4 Hazard Severity and Likelihood Ranking Criteria.

Table 9. Example Hazard Severity Matrix

Description	Severity Category	Potential Consequence
Catastrophic	1	Could result in one or more of the following: • Death • Permanent total disability to employees, customers, contractors, or public at large • Irreversible environmental damage that violates law or regulation • Permanent loss of equipment • Monetary loss equal to or exceeding \$10M

Description	Severity Category	Potential Consequence
Critical	2	Could result in one or more of the following: • Permanent partial disability to employees, customers, contractors, or public at large • Injuries or occupational illness that may result in hospitalization of at least three people • Reversible environmental impact causing a violation of law or regulation • Partial loss of equipment • 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 environmental impact without violation of law or regulation • Marginal loss of equipment • Monetary loss equal to or exceeding \$100K but less than \$1M
Negligible	4	Could result in one or more of the following: • Injury or occupational illness not resulting in a lost work/normal activity day • Minimal environmental impact that does not violate law or regulation • Monetary loss less than \$100K

3.3.2 Hazard Likelihood

After determining the severity of a potential consequence, an estimate of the likelihood of occurrence shall be determined based on the chance of the identified potential consequence will occur. Table 11 provides an example of a hazard severity matrix. Refer to the Safety Risk Management Plan, Section 4.1.4 Hazard Severity and Likelihood Ranking Criteria, for current likelihood rating categories.

Table 10. Example Hazard Likelihood Matrix

Descriptive Word	Level	Within Specific Individual Items	Within a Fleet or Inventory
Frequent	A	<u>Qualitative:</u> • Likely to occur often in the life of item • Exposed to the hazard once a day <u>Quantitative:</u> • Mean Time Between Events (MTBE) is less than 1000 operating hours	Continuously experienced

Descriptive Word	Level	Within Specific Individual Items	Within a Fleet or Inventory
Probable	B	<u>Qualitative:</u> - Will occur several times in life of item - Exposed to the hazard once a week <u>Quantitative:</u> - MTBE is equal to or greater than 1000 operating hours and less than 100,000 operating hours	Will occur frequently
Occasional	C	<u>Qualitative:</u> - Likely to occur sometime in life of item - Exposed to the hazard once a month <u>Quantitative:</u> - MTBE is equal to or greater than 100,000 operating hours and less than 1,000,000 operating hours	Will occur several times
Remote	D	<u>Qualitative:</u> - Unlikely but possible to occur in life of item - Exposed to the hazard once per year <u>Quantitative:</u> - MTBE is equal to or greater than 1,000,000 operating hours and less than 100,000,000 operating hours	Unlikely but can be reasonably expected to occur
Improbable	E	<u>Qualitative:</u> - So unlikely it can be assumed occurrence may not be experienced - Exposed once in a lifetime <u>Quantitative:</u> - MTBE is greater than 100,000,000 operating hours	Unlikely to occur but possible
Eliminated	F	Incapable of occurrence (only used when potential hazards are identified and later eliminated)	Incapable of occurrence (only used when potential hazards are identified and later eliminated)

3.3.3 Risk Assessment

Once severity and likelihood of occurrence is determined for the identified potential consequences of a hazard, they are combined to determine initial risk. Where existing mitigations (i.e., existing hazard barriers or controls) are in place they are to be identified and the mitigating factor is to be applied when assessing initial risk; however, the initial risk assessment shall not include planned or expected hazard controls or barriers (e.g., assuming a planned system modification will comply with industry standard).

Assessing risk allows for an initial screening or ranking of risk. Depending on the level of risk, MARTA may accept the risk as-is, accept the risk with review by a specified entity (e.g., a committee or at the executive level), or must provide mitigation until an acceptable level of risk is achieved. An “unacceptable” risk cannot remain and must be mitigated or eliminated. Table 12 provides an example risk assessment matrix. Refer to the Safety Risk Management Plan, Section

4.1.2 Hazard Severity and Likelihood Ranking Criteria, for MARTA current risk assessment ratings.

Table 11. Example Risk Assessment Matrix

	Catastrophic (1)	Critical (2)	Marginal (3)	Negligible (4)
Frequent (A)	Unacceptable	Unacceptable	Unacceptable	Acceptable with Review
Probable (B)	Unacceptable	Unacceptable	Undesirable	Acceptable with Review
Occasional (C)	Unacceptable	Undesirable	Undesirable	Acceptable
Remote (D)	Undesirable	Undesirable	Acceptable with Review	Acceptable
Improbable (E)	Acceptable with Review	Acceptable with Review	Acceptable with Review	Acceptable
Eliminated (F)	Acceptable	Acceptable	Acceptable	Acceptable

3.4 Safety Risk Mitigation

After the potential consequences of a hazard are identified through the initial risk assessment process, potential mitigation measures or controls are identified. The amount of risk reduction is calculated to determine residual risk, using the same risk assessment values used to determine initial risk. Potential risk mitigations are typically identified through collaboration of end users, stakeholders, representatives from DSQA, and subject matter experts. Refer to MARTA SRMP, Section 5 Hazard Resolution and Management of Acceptance Process, for a detailed description of this process, including all means of hazard resolution that should be considered. Refer to Section 2.2.6.1 MARTA/ATU Bipartisan Infrastructure Law Safety Committee for committee responsibilities related to risk assessments based on the risk reduction program.

3.4.1 Safety Risk Prioritization

When it is determined that the safety risk associated with a hazard is not acceptable, the mitigation of that risk must be prioritized following the process established in the SRMP, which includes the acquisition and allocation of resources. Establishing hazard mitigation priorities allows MARTA to direct limited resources to prioritized mitigations for maximum risk reduction through implementation of effective and timely mitigations.

3.4.2 Mitigation Implementation & Risk Acceptance

Leadership teams will implement the risk mitigations that provide the greatest risk reduction relative to cost expenditure within the resource allocations provided.

If a safety risk mitigation that is prepared by the BILSC is not accepted or not implemented by the MARTA GM/CEO, unrelated to the safety risk reduction program, the GM will prepare a written

statement explaining their decision and submit it to the BILSC and, through the proper process, the Board of Directors Operations and Safety Subcommittee.

3.4.3 Safety Risk Management Log & Re-assessment

As part of the Safety Risk Management process, hazards at MARTA are tracked in the MARTA Safety Risk Management Log as outlined in the MARTA SRMP, Section 7 - Safety Risk Tracking and Reporting Process. This also includes new safety risks introduced due to system modification that are identified through MARTA's management of change process as outlined in Section 4.2 Management of Change. Hazards that have been identified and entered in the Hazard Tracking Log are reviewed and re-assessed on no greater than a three-year interval to determine if:

- The hazard can be eliminated.
- The safety risk can be further reduced.
- The established safety barrier and controls (that is, mitigations) are effective and appropriate.

This periodic reassessment ensures continuous improvement of MARTA's safety risk levels. Where opportunities for improvement of safety risk are identified, they will be documented and tracked in accordance with MARTA's continuous improvement process specified in Section 4.3 Continuous Improvement.

To minimize the impact upon MARTA, the re-assessment of hazards will be a continuous effort by relevant departments as outlined in Section 2.2 Safety Accountability & Responsibilities.

3.5 SSOA Risk-Based Inspections

Risk-based inspections (RBI) use qualitative and quantitative data analysis to inform ongoing inspection activities. Risk-based inspection programs are designed to prioritize inspections to address safety concerns and hazards associated with the highest levels of safety risk. A risk-based inspection program requires the collection and analysis of large sets of complex data and a mechanism for evaluating that data to inform inspection activities.

As required by 49 U.S.C. 5329(k)(1)(B), MARTA will follow the SSOA RBI policies and procedures included in the SSOA Program Standard Supplemental One – RBI Categories 2 and 3. MARTA and the SSOA collaborated to develop the SSOA Program Standard Supplemental One – RBI that describes a process for SSOA access to MARTA, inspection notices, how the RBI will be conducted, and how the data will be collected and shared. The data collected will be shared when hazards have been identified and safety risks are assessed and mitigated

3.5.1 Inspection Policies and Procedures

There are two (2) types of RBI:

1. Announced (with advanced notice)
2. Unannounced (without advanced notice).

The SSOA will conduct a minimum of four (4) on-site scheduled RBIs each year. Notifications and inspection procedures for each type of inspection will occur in accordance with the SSOA RBI Manual. All inspections will take place in areas maintained by the Department of Rail

Operations. The inspection areas are categorized as publicly accessible and restricted areas. The inspections may be guided by a member of the Division of Safety.

Publicly accessible areas include:

- Interior and exterior of rail vehicles in revenue service of areas open to the public (i.e., not behind a compartment door)
- Signal systems visible from the public right-of-way (ROW)
- Public stations, platforms, and technology available for public use (e.g., announcement speakers, monitors, emergency telephones)
- Track, guideway, and infrastructure visible from the public ROW
- Vertical transportation systems and amenities provided to patrons and the public
- Public facility egress and emergency equipment unless located in an area not accessible to the public except in an emergency

Restricted areas, with escorts from the Division of Safety, include:

- Rail Control at the Integrated Operations Center
- Tunnels
- Dedicated guideways; not associated with a publicly accessible streetcar or light rail system
- Traction power substations
- Train control rooms
- Electrical and mechanical rooms
- Maintenance shops or areas that requires personal protective equipment such as inspection pits, and paint rooms
- Locations containing confidential employee files
- Facility egress and emergency equipment not accessible to the public except in an emergency

If an immediate safety concern is identified during the physical inspection, the inspection team will prioritize safety and take action to ensure the safety of all personnel present. If necessary, all personnel, including the inspection team; may pause the inspection, leave the inspection areas, or move to a safe location until the safety issue is resolved.

3.6 Safety Data Acquisition, Analysis, & Distribution

Consistent with the requirements in 49 U.S.C § 5329(k)(2)(b), the SSOA shall collect data for subcategories. MARTA will send the data no less than quarterly. For urgent matters, at the SSOA request, MARTA will provide data within 24 hours or by 5:00 p.m. on the next regular working day. All data shall be submitted by a member of the Division of Safety through the SSOA SharePoint.

Safety accountability depends upon timely, accurate information and data collection and analysis. By using performance measures, indicators, and targets, MARTA is empowered to make informed decisions and allocate resources to optimize safety. Safety data is collected, maintained, analyzed, and distributed to support safety performance improvements and to monitor compliance with ASP goals and objectives.

In accordance with 49 U.S.C § 5329, MARTA must provide the SSOA with the data collected when identifying hazards and assessing, mitigating safety risks, and as part of the safety management system (SMS) and ASP activities. The SSOA shall have access to raw data (not just summary data) and the flexibility to use MARTA analysis results or conduct its own analysis.

Data will be collected from five functional areas: *Safety, Operations, Maintenance, Facilities, and Infrastructure*. MARTA will maintain data for each functional area, to be provided at the SSOA request. The data is agreed upon by MARTA and the SSOA, tracked through a data map. Data in the map, collected from five functional areas, are subject to be modified, added, or deleted on a regular basis; based on assessment needs.

DSQA receives and collects a variety of information from reports and notifications from:

- Bus Operations
- Rail Operations
- Streetcar Operations
- Paratransit Operations
- Rail Service Control Center
- Bus Control Center
- Risk Management
- MARTA Police Department (MPD)

Sources for Safety data analysis include:

- Operations logs
- Operator and supervisor reports
- Maintenance data
- Inspections
- Investigations
- Internal Audits
- Oversight Agencies, i.e., SSOA, FTA, CDC, etc.

Transportation data are collected from the National Transit Database (NTD), EAM (Trapeze), and TransPortal, while employee injury statistics are collected from the Risk Information Management System. DSQA also receives data related to:

- Number of persons injured
- Number of persons transported to area hospitals
- Collisions per garage
- Number of preventable and non-preventable collisions
- Vehicle Collision Preventability Grading Forms

Figure 5 below identifies the sources and types of safety-related data and information collected by DSQA from MARTA's operations, maintenance, and public transportation services.

Figure 5. Sources of Safety-Related Data Collected by DSQA



MARTA uses centralized web-based software and database technology solutions, (e.g., SharePoint, Origami Risk) to collect and maintain safety data that inform both leading and lagging indicators. Fatalities, injuries, safety events, and system failure data collected from Heavy Rail, Light Rail, motor bus and mobility are compiled and analyzed using Business Intelligence tools (e.g., Microsoft Power BI) to produce useful reports and interactive data visualizations. These visualizations – which can take the form of dashboards, scorecards, charts, maps, etc., – are made available via scheduled emails to stakeholders in need of timely information to enable them to make better business decisions.

The process for safety data collection, processing, analysis, and communication is outlined in MARTA's Data Analysis Procedure. Safety data is collected at the modal division level by Safety Operational Officers and entered into a database system (SharePoint or Origami Risk). Most of

the data displayed in Figure 5 is reported on a monthly basis; safety events, injuries, or fatalities are reported on a weekly basis. The DSQA's Continuous Improvement group is responsible for:

- Determining data requirement specifications.
- Reviewing and analyzing quantitative and qualitative data that is reported to DSQA or entered into the database system.
- Developing dashboard reports for the safety data that is collected and analyzed.

3.7 Safety Event Notification, Investigations, and Reporting

Effective safety event investigation and reporting is a key component used to identify and eliminate safety risks within the system and to prevent reoccurrence. To minimize and control the threat to health, life, and property; all appropriate parties must be notified of a safety event as quickly as possible to ensure timely response to the scene.

The MARTA Safety Event Investigation Procedure is the procedure for reporting and investigating all safety events, managing all resulting mitigations, and preventing recurrences. The procedures encompass any safety event, series of events, or condition that results in death, injury, occupational illness, damage to or loss of equipment or property, or damage to the environment.

Authorization to investigate every reportable safety event has been provided to MARTA from the SSOA. The authorization is contingent with the acceptance of the Safety Event Investigation Procedure.

MARTA Safety Event Investigation Procedure and the Designated Personnel Training Plan (DPTP) specify training requirements for Designated Personnel who conduct investigations on behalf of MARTA.

With respect to notifying relevant external agencies (SSOA, FTA, and NTSB) of accidents and incidents, the Safety Event Investigation Procedure is fully compliant with all requirements.

The remainder of this section describes policies and procedures for responding to accidents and incidents that occur on property and/or involve MARTA assets.

3.7.1 Reporting Criteria

DSQA shall notify the SSOA and FTA within two hours of any accident occurring on a rail fixed guideway public transportation system. The FTA will be notified of all accidents, by email, to the US Department of Transportation Operations Center at TOC-01@dot.gov. The SSOA will also be copied when any email to the FTA is sent.

The FTA reporting criteria is followed for a safety event that involves any of the following:

1. Fatality
2. Two or more injuries
3. Derailment
4. Collision resulting in one or more injuries
5. Collision between two rail transit vehicles
6. Collision resulting in disabling damage to a rail transit vehicle.
7. An evacuation for life safety reasons
8. Unintended train movement

9. Any right-of-way fire and smoke event that occurs in a tunnel, at a station, or in any other environment where mechanical ventilation is required

The criteria and thresholds for safety event notification and reporting to the SSOA are defined in the Safety Event Investigation Procedure (SAQ-PR-1160) as follows:

Safety Event Notification Thresholds

1. 2-Hour Notification is Required
 - a) Fatality
 - b) Two or more injuries
 - c) Derailment
 - d) Collision resulting in one or more injuries
 - e) Collision between two rail transit vehicles
 - f) Collision resulting in disabling damage to a rail transit vehicle.
 - g) An evacuation for life safety reasons
 - h) Unintended train movement
 - i) Any right-of-way fire and smoke event that occurs in a tunnel, at a station, or in a confined space environment
2. Submitted to SSOA on a Quarterly Basis
 - a) A personal injury that is less than two or more injuries
 - b) Split or trailed switches without derailment
 - c) Damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of an RTA
 - d) A maintenance-related evacuation of a train into the right-of-way or onto adjacent track
 - e) Certain low-speed collisions involving a rail transit vehicle that does not result in injury or property damage
 - f) Damage to catenary equipment that disrupts transit operations
 - g) Any right-of-way fire in an open track environment, excluding tunnels, stations, and confined spaces
3. Submitted to SSOA Upon Request
 - a) Non-collision related damage to equipment, rolling stock, or infrastructure that does not disrupt the operations of the RTA
 - b) Close calls/Near misses
 - c) Safety policy and rule violations
 - d) Red signal overruns
 - e) Broken crossing gate
 - f) Vandalism of rail transit vehicle (e.g., broken window, offensive graffiti) that does not require removal of the vehicle from revenue service

3.7.2 Investigation Criteria

Safety Events requiring investigation by MARTA include:

- All collisions involving MARTA rolling stock, whether with other vehicles, equipment, people, obstacles, or facilities.
- Train and train equipment derailments, split switches, and other similar events whether on the main line, in the yard, or in the shop.
- A collision between an LRV and any object, including but not limited to privately owned vehicles (POV), pedestrians, fixed objects, etc.

- Overhead Contact System equipment failure.
- Vehicles unintentionally leaving the roadway or embedded street trackway.
- All thermal events involving MARTA vehicles or facilities, including fires, explosions, fumes or smoke conditions.
- Any emergency evacuation of patrons or employees from MARTA vehicles, stations, or other facilities.
- Employee casualties and occupational injuries, incurred on the job, involving MARTA vehicles or property.
- Patron, trespasser, or passer-by casualties involving MARTA vehicles or property.
- Other unusual occurrences, incidents, malfunctions, etc., which may impact the safety of MARTA property, systems, or equipment, e.g., floods, catastrophic equipment failures.
- Accidents and incidents excluded from this procedure include assaults, robberies, or other crimes, which are investigated in accordance with MARTA Police procedures.

3.7.3 Investigation Procedure

DSQA personnel are required to follow appropriate investigation procedures when at the scene of a safety event. DSQA is specifically responsible for:

- Identifying the factors which caused or contributed to the safety event or hazardous condition, while minimizing disruptions to service.
- Determining appropriate corrective action(s) to prevent the safety event from recurring and/or control the unacceptable hazardous condition using Hazard Identification and Risk Assessment (HIRA) methods.
- Complying with MARTA regulations governing required agency notifications.

3.7.4 Internal Notification Procedure

Employees having direct knowledge of any safety event must notify the Integrated Operations Center - Rail Services Control, Bus Communication, or the Police Communication Center, who will then contact DSQA. DSQA notification procedures are detailed in the Safety Event Investigation Procedure. DSQA will issue a written report as required after the safety events are investigated.

3.7.5 External Notification Procedure

As shown in Table 13, DSQA or MARTA Police will provide initial notification to the SSOA by telephone within two hours of a reportable event leaving a detailed message. MARTA will also arrange with the SSOA for on-site review of any security-sensitive materials. MARTA will provide as much of the following information as possible, including:

- Name and job title of the reporting individual
- Name of the RTA
- Event type (fatality, injuries, property damage, evacuation, derailment, or other)
- Location, date, and time of the event
- An initial assessment of the extent of fatalities and injuries, if any
- A preliminary estimate of property damage
- Whether notification to FTA, FRA, and/or NTSB is required, as applicable

Current requirements for FTA notification direct that MARTA contact the U.S. Department of Transportation Operations Center by email TOC-01@dot.gov. The SSOA will be notified according to the notification contact and procedures referenced in the Safety Event Investigation Procedure.

MARTA will notify the NTSB Response Operations Center at 1-844-373-9922 at the earliest practical time following any one of the following accidents:

- No later than two (2) hours after an accident that results in:
 - A passenger or employee fatality or serious injury to two or more crew members or passengers requiring admission to a hospital.
 - The evacuation of a passenger train.
 - A fatality at an at-grade crossing.
- No later than four (4) hours after an accident which does not involve any of the circumstances enumerated in bullet one above, but which results in:
 - Damage (based upon a preliminary gross estimate) of \$150,000 or more for repairs, or the current replacement cost, to railroad and non-railroad property.
 - Damage of \$25,000 or more to a passenger train and railroad and non-railroad property.

In addition to its mandate to investigate rail accidents meeting the criteria described above, NTSB is also authorized to investigate other transportation accidents if the Board decides that the accident is catastrophic or involves problems of a recurring character (49 U.S.C. §1131(a)(1)(F)). Highway accidents that NTSB selects to investigate must be selected in cooperation with the State. (49 U.S.C. §1131(a)(1)(B)). Therefore, NTSB may, in cooperation with the State of Georgia, select to investigate a major MARTA Bus or Paratransit accident if it meets the threshold of an accident that is “catastrophic” or “involves problems of a recurring character.” MARTA does not have a notification responsibility in these instances.

Table 12. Notifications to the SSOA

Notification	Description
Initial Telephone Call	Within two hours of a reportable event, DSQA will call the SSOA point-of-contact on the 24/7 cellular phone number 678-206-5589, leaving a detailed message, if necessary, that includes as much of the following information as possible: • Name and job title of the person reporting, and identifying MARTA as the Rail Transit Authority logging the report • Event type (fatality, injuries, property damage, evacuation, derailment or other); • Location, date and time of event • Initial assessment of the extent of fatalities, injuries • Preliminary estimate of property damage

3.7.6 Reporting & Documentation

For each such safety event, DSQA shall develop reports on a preliminary, status, and final basis as outlined in Table 14 and defined by the Safety Event Investigation Procedure with departmental leadership review and approval in accordance with the requirements. DSQA may include recommendations for corrective actions in its final investigation report that detail the finding(s) and probable cause(s) of a safety event. These corrective actions will be managed in accordance with the Safety Event Investigation Procedure.

Table 13. Safety Event Reporting

Report	Description
Preliminary Report	Within 48 hours of a reportable event, DSQA will report via email to the SSOA point-of-contact of the following: • Initial findings of fact • Investigation plans • FTA, FRA, or NTSB involvement in the investigation • Whether an ad hoc investigation committee will be convened DSQA will provide the information in the Initial email as applicable.
Status Reports	Until the investigation is completed, DSQA shall prepare and submit an investigation status report every 30 calendar days that includes: • Minutes of any meeting held by ad hoc investigation committee or consultants • Disclosure of any immediate mitigations MARTA has planned or completed • Principal issues or items currently being evaluated • Overall progress and status of the investigation DSQA will respond to requests at its discretion for a summary report of ongoing investigations related to identified needs.
Final Report	Investigations must be documented in a final report that includes two parts: • a description of investigation activities, findings, identified causal factors, and • a CAP (if required). Final reports are due within 30 calendar days following investigation completion.

3.7.7 Coordination with the SSOA

The SSOA has reserved the right to participate in any MARTA investigation of a reportable safety event and acknowledges MARTA's right to request the SSOA's participation. If the SSOA decides to participate in an Authority investigation, its point-of-contact will notify DSQA by telephone or email and follow up with a written notice.

The Safety Event Investigation Procedure formally establishes investigative procedures for MARTA. DSQA will make available relevant files for the purposes of reviewing and adopting event investigation reports.

If the SSOA chooses to conduct an independent event investigation, the SSOA must issue a written report on its investigation. This report must describe the investigation activities; identify the factors that caused or contributed to the accident; and set forth a corrective action plan, as necessary or appropriate. The SSOA must transmit that report to MARTA for review and concurrence. If MARTA does not concur with the report or with corrective actions outlined in the report, MARTA may submit a written dissent and propose alternative corrective actions.

3.8 Transit Asset Management

The MARTAs approach to Asset Management is based on the pillars of sustainability (economic, environmental, and social), integrated risk management, state of good repair (SOGR), and life cycle management. Life cycle management at MARTA aims to track an asset from conception, creation, acquisition, or enhancement of the asset; the use and maintenance of the asset; through to the decommissioning and/or disposal of the asset. With proactive project life cycle management, MARTA can reduce risk and exposure, improve service delivery, and determine return on investment.

MARTA's commitment to Asset Management is documented in the Transit Asset Management Policy (TAMP). MARTA's Transit Asset Management (TAM) practices are defined in MARTA's Strategic Transit Asset Management Plan, which meets all requirements. This plan describes and documents MARTA's commitment and strategy for maintaining its assets in an SGR. This plan addresses MARTA's capital asset inventory, asset condition assessment, decision support tools, investment prioritization, resource requirements, strategic asset management objectives, key initiatives and the activities required to meet those initiatives, and continual improvement commitments. The plan also outlines the internal procedures and processes which ensure asset sustainability and replacement planning and is intended to be an evolving, dynamic, and flexible strategy for moving forward.

Detailed Asset Management Plans (AMPs) are developed and maintained by the asset owners. The AMPs include, but aren't limited to, a department-level asset inventory, condition assessment plan, capital programs and projects, expansion requirements, risk identification and mitigation strategies, Asset Management objectives, and continual improvement initiatives.

3.9 Corrective Action Plans

CAPs are developed when safety risks are identified by investigations, SSOA-led reviews, audits, or are otherwise recommended by the safety risk criteria outlined in the SRMP. The procedures associated with developing and implementing CAPs are outlined in the Corrective Action Plan Program (CAPP), SAQ-PL-1011, an overarching program for evaluation, issuance, and tracking of CAPs managed by DSQA.

CAPs identify causal or contributing factors and outline solutions and responsibilities that will minimize, control, or correct the issues in a manner that reduces the chance of re-occurrence (reactive) or before an issue manifest as a reportable safety event (proactive). CAPs must identify the identified action, individual and department responsible, implementation date, and performance monitoring. In any instance in which a CAP is developed, the SSOA must review and approve the CAP before implementation. The CAP must be specific, measurable, attainable, relevant, and timebound (SMART). The CAP must adequately address the underlying safety issue. SSOA will notify the RTA in writing of its approval or rejection of a CAP within 30 calendar days of receiving the proposed CAP.

Exceptions may be made by the SSOA for immediate or emergency corrective actions that must be taken to ensure immediate safety. Timely notification and documentation will allow the SSOA to provide subsequent review and approval. The SSOA will review the information submitted and communicate approval or further information in writing within five (5) business days of receiving notification of an immediate or emergency CAP.

DSQA develops and manages a CAP Log that it uses as a model for following the progress of CAPs. The CAP Log encompasses CAPs as a result of safety event investigations, safety risks, internal and triennial audits, and when oversight agency activity necessitates the need for correction. To indicate that a CAP has been closed since the last submittal, the log must specify when and how MARTA verified implementation of any recommended actions. All verification must include documentary evidence. Any observations and inspections of corrections must be documented. The CAP Log is submitted to the SSOA electronically, on a quarterly basis, to report progress in the fulfillment, review, and acceptance of the CAPs.

DSQA, working with MARTA Stakeholders, must assess the required risk mitigation and determine if it was effective, appropriate, and implemented as intended. If the mitigation was not effective, appropriate, or implemented as intended, the CAP Log entry must be accompanied by a detailed explanation and a proposed alternative CAP.

Where resource allocations are insufficient to bring all known safety risks to acceptable levels, the hazard owner shall develop and execute a CAP with the objective of acquiring sufficient resources to bring the safety risk level to acceptable levels. Reducing safety risk to acceptable levels may require multiple CAPs, with each contributing to the overall risk reduction.

The DSQA CAP Monitoring Log contains the following sixteen (16) fields:

Table 144. CAP Monitoring Log

CAP Monitoring Log		
Element		Description
CAP Synopsis		
1.	CAP ID Number	Refers to the CAP number assigned to the event by the RTA, if different from the event number.
2.	CAP Source	Refers to CAP source identified in the RTA's Corrective Action Program Plan.
3.	Finding/Result	Refers to findings or results from CAP source, in which MARTA or SSOA determined that causal or contributing factors require corrective action.
4.	Identified Action	Refers to the description of the corrective action, if required, by the RTA to address the finding.
5.	SSOA Approval	Refers to a yes or no response provided by the SSOA on the approval of the corrective action plan.
6.	Proposed Implementation Date	Refers to the estimated date of completion of the corrective action plan.
7.	Actual Implementation Date (Closed Only)	Refers to the actual date of completion of the corrective action plan.
8.	Individual Responsible for Implementation	Refers to the individual (name and title) assigned responsibility for implementation of the CAP.
9.	Department Responsible for Implementation	Refers to department assigned responsibility for implementation of the CAP.
10.	Status	Refers to the status of the CAP provided by the SSOA. Status may be designated as open or closed.

11.	Implementation Verified? (Closed only)	Refers to a yes or no response provided by the RTA that verifies that the RTA's safety department verified the implementation of the CAP.
12.	Issues Preventing Resolution (Open only)	Refers to issues that prevent the timely and adequate resolution to identified CAP.
13.	Status Updates	Refers to the periodic updates provided by the responsible individual/department to implement the agreed upon CAP.
14.	Other: CAP Alternative	If the RTA wishes to modify an open action, the proposed alternative must be described in sufficient detail so that the SSOA can determine its acceptability as a substitute for the originally approved CAP.
Safety Assurance-Performance Monitoring/Measurement		
15.	SA: Effective, Appropriate, Implemented as Intended	Refers to a yes or no response provided by DSQA. A yes response must be based on an assessment of the performance outcomes of the safety risk mitigation following closure of the CAP. A no response must be accompanied with a detailed explanation and proposed alternative CAP.
16.	SA: Safety Performance Monitoring and Measurement	Refers to a brief narrative summary of the process used by MARTA to assess safety performance.

4 SAFETY ASSURANCE

Safety Assurance comprises of the various processes that function to ensure that safety risk mitigation is implemented effectively. It also aids MARTA in meeting or exceeding its safety objectives through the collection, analysis, and assessment of information. Safety Assurance processes ensure that mitigations developed under the Safety Risk Management process are effective and appropriate. A key aspect of Safety Assurance is the continuous review of work to determine if:

- Mitigations were implemented as intended
- Mitigations are effective and appropriate
- Implemented mitigations have not introduced any new risks

The mechanism used by DSQA to review if safety risk mitigations were implemented, effective, and appropriate is through Corrective Action Plan (CAP) process. As CAPs are completed, DSQA is responsible for assessing if the required mitigation outlined in the CAP was implemented, effective, or appropriate, and documenting this assessment in the CAP Monitoring Log as described in Section 3.3.3 Corrective Action Plans.

Safety Assurance also evaluates whether mitigations are effective in meeting MARTA safety objectives and safety performance targets. MARTA assures its safety objectives are met by collecting and analyzing safety data, including tracking safety risk mitigations. MARTA actively implements its Safety Assurance process through various systems and activities designed to support safety oversight and performance monitoring, including:

- Operations monitoring
- Safety reporting systems
- Routine workplace observations
- Inspections
- Audits

This continuous review is accomplished by using DSQA personnel to conduct random observations to determine whether mitigations have been implemented with clear situation awareness. The desired result ensures hazard elimination, reduces the chances of reoccurrence, or decreases the severity of the outcome of a potential reoccurrence.

Safety Assurance also evaluates whether mitigations are effective in meeting safety objectives and safety performance targets. DSQA personnel collaborate with stakeholders and impacted parties to evaluate and assess the effectiveness of the implemented mitigations. The desired result of this collaboration is to eliminate the hazard, reduce the chances of reoccurrence, and decrease the outcome severity of a potential reoccurrence.

Safety Assurance also helps evaluate whether an anticipated change may affect the safety of operations. If an anticipated change is determined to introduce safety risk, MARTA will conduct Safety Risk Management activities to minimize the safety risk associated with the change. These activities include, but are not limited to, conducting hazard assessments to ensure that no unforeseen problems or concerns were created as a result of the implemented mitigations.

4.1 Safety Performance Monitoring & Measurement

Safety performance monitoring involves acquiring and analyzing data related to the MARTA SMS. Through this effort, internal and external reporting requirements can be met and evaluated for effectiveness. MARTA monitors its system for compliance in accordance with governing procedures for operations, maintenance, engineering, procurement, human resources, and all other procedures that are safety critical.

SMS provides the structure to identify, collect, and analyze data. Safety performance monitoring includes the safety data and metrics of operations and maintenance activities. Managing safety performance enables MARTA to make critical decisions about investments in safety, security, and rehabilitation of existing assets to achieve and maintain an SGR. Safety performance is measured and evaluated by conducting data analysis over time to determine if trends occur.

MARTA's Safety 1st program, Safety Hotline, and the CAP Log are some of the processes used to analyze specific safety performance measures and conduct follow up with stakeholders, while KPIs are a method to report data to management.

4.1.1 Safety Performance Targets

Performance measurement helps MARTA monitor Safety Performance. Performance measurement is carefully planned and structured. Performance targets are based on 49 CFR Part 670 - Subpart D National Public Transportation Safety Plan.

The safety performance measures are based on data submitted to the National Transit Database. They are shared with the Atlanta Regional Commission (ARC) to aid in the planning process.

MARTA, through its BILSC, will conduct an annual review of the Transit Worker Assault Safety Performance Targets. If MARTA fails to meet the Transit Worker Assault Safety Performance Target, the BILSC will determine the necessary action required to address the missed target. Mitigations will be developed in accordance with Section 3.1. A risk assessment will be performed in accordance with the risk assessment process, to include mitigating the associated safety risk based on the results of the assessment using the safety risk mitigation process.

To establish annual safety performance targets, MARTA has applied a standardized methodology across the Heavy Rail, Streetcar, Mobility, and Motor Bus modes.

The first, three years of service history were collected, including:

- Major events
- Collisions (pedestrian and vehicular)
- Injuries
- Transit worker injuries
- Fatalities
- Transit worker fatalities
- Assaults on transit workers
- Vehicle revenue miles

Using this dataset, the average number of each event type per year were calculated and used to set the annual target count. Using the FTA Safety Performance Targets Guides, corresponding rate targets were then derived by normalizing the averages against vehicle revenue miles, expressed per 10 million miles (Heavy Rail, Mobility, and Motor Bus) or per 100,000 miles (Streetcar), per the FTA.

The “Assault on Transit Workers” dataset had additional adjustments made by incorporating monthly trends, seasonal factors, and anticipated reductions from safety initiatives; to produce more accurate targets.

Table 15 provides the MARTA Safety Performance Measures and descriptions.

Table 16 provides the MARTA Safety Performance Targets.

Table 155. MARTA's Safety Performance Measures

Safety Performance Measure		Description
1	Measure 1a – Major Events	This includes all safety and security major events as defined by the NTD.
2	Measure 1b – Major Event Rate	This includes all safety and security major events as defined by the NTD, divided by VRM.
3	Measure 1.1 – Collision Rate	This includes all collisions reported to the NTD, divided by VRM.
4	Measure 1.1.1 – Pedestrian Collision Rate	This includes all collisions “with a person,” as defined by the NTD, divided by VRM.
5	Measure 1.1.2 – Vehicular Collision Rate	This includes all collisions “with a motor vehicle,” as defined by the NTD, divided by VRM.
6	Measure 2a – Fatalities	This includes all fatalities as defined by the NTD.
7	Measure 2b – Fatality Rate	This includes all fatalities as defined by the NTD, divided by VRM.
8	Measure 2.1 – Transit Worker Fatality Rate	This includes all transit worker fatalities as defined by the NTD, including the categories “Transit Employee/Contractor,” “Transit Vehicle Operator,” and “Other Transit Staff,” divided by VRM.
9	Measure 3a – Injuries	This includes all injuries as defined by the NTD.
10	Measure 3b – Injury Rate	This includes all injuries as defined by the NTD, divided by VRM.
11	Measure 3.1 – Transit Worker Injury Rate	This includes all transit worker injuries as defined by the NTD, including the categories “Transit Employee/Contractor,” “Transit Vehicle Operator,” and “Other Transit Staff,” divided by VRM.
12	Measure 4a – Assaults on Transit Workers	This includes all assaults on transit workers as defined by the NTD. ⁹
13	Measure 4b – Rate of Assaults on Transit Workers	This includes all assaults on transit workers as defined by the NTD, ⁹ divided by VRM.
14	Measure 5 – System Reliability	This includes Major Mechanical System failures as defined by the NTD.

Table 166. MARTA's Safety Performance Targets

Safety Performance Targets										
Mode of Service	Fatalities	Fatalities (per 10M VRM)	Transit Worker Fatalities (Total)	Transit Worker Fatalities (per 10M VRM)	Injuries (Total)	Injuries (per 10M VRM)	Transit Worker Injuries (Total)	Transit Worker Injuries (per 10M VRM)	Assaults on Transit Workers+ (Total)	Assaults on Transit Workers+ (per 10M VRM)
Heavy Rail	0	0	0	0	31	17	1	1	54	30
Streetcar**	0	0	0	0	0	0	0	0	3	7
Motor Bus	0	0	0	0	175	72	53	22	36	15
Mobility	0	0	0	0	16	25	7	12	0	0

Safety Performance Targets									
Mode of Service	Major Events (Total)	Major Event Rate (per 10M VRM)	Collision (Total)	Collisions (per 10M VRM)	Pedestrian Collision (Total)	Pedestrian Collisions (per 10M VRM)	Vehicular Collision (Total)	Vehicular Collisions (per 10M VRM)	System Reliability* (Yearly Target MDBE)
Heavy Rail	43	24	7	4	2	1	0	0	23,000
Streetcar**	4	9	4	8	0	0	3	6	2,700
Motor Bus	126	52	117	48	6	2	101	42	7,500
Mobility	11	17	10	16	0	0	10	16	15,000

*MDBF in Miles

**Standardized measure for the Light Rail: sd100K VRM

+The MARTA/ATU Bipartisan Infrastructure Law Safety Committee is responsible for the safety performance targets related to Assaults on Transit Workers (Risk Reduction Program)

Every business unit within MARTA is responsible for tracking and reporting fatalities, injuries, safety events, and system failures to DSQA. Through its safety assurance activities, DSQA aggregates safety relevant data to proactively track, analyze, and trend all safety events; and to facilitate the effective implementation of risk mitigation efforts.

In addition to the Safety Performance Targets required by FTA, DSQA has Performance Targets which are represented as safety KPIs within MARTA. DSQA will collaborate with Operations and other business units to establish additional performance targets based upon outputs from the analysis of safety data. Performance targets for System Reliability and State of Good Repair (SGR) are maintained and managed by the Rail Car Maintenance and Engineering business units. DSQA coordinates publication or sharing of all safety data from these business units to ensure that System Reliability and SGR leading indicators are also identified and mitigated appropriately.

Departmental Key Performance Indicators (KPI) are discussed and shared during Executive Management Team (EMT) meetings. Division of Safety leadership are members of the EMT and involved in the discussions.

4.1.2 State & Metropolitan Planning Organization Safety Target Transmittal & Coordination

The SSOA will receive an updated MARTA ASP on/by January 31 of each year. The updated ASP will include MARTA's safety performance targets. MARTA meets, on a quarterly basis, with the SSOA team. During the meeting, MARTA updates the SSOA of the safety performance targets and activity.

49 CFR Part 673.15 requires that a transit agency must provide its safety performance targets to the State and Metropolitan Planning Organization to aid in the planning process. The Atlanta Regional Committee (ARC) is the Metropolitan Planning Organization (MPO) which represents the regional planning and intergovernmental coordination agency for the 10-county Atlanta region. MARTA serves as a vital part of the Regional Safety Taskforce. In managing the coordination and communication of Safety Performance Data with the ARC, DSQA meets with the Regional Safety Task Force every quarter.

Once the MARTA Agency Safety Plan is Approved, an electronic copy is forwarded to the ARC. The notice of the Safety Performance Targets is also shared with the ARC, within the ASP. A receipt confirmation should be provided by the ARC Representative.

4.2 Management of Change

Change may introduce new hazards and safety risks into MARTA's operations. The objective of management of change is to reduce the safety risks introduced by changes. Effective change management can help to ensure that all changes and modifications are made to the systems, operations, facilities, equipment, as well as policies, procedures, and/or rules used during operations and services. Management of change also ensures all stakeholders are informed of the change and the impact upon their work. Safety impacts to employees, operations, and maintenance activities are measured and evaluated in various ways. The evaluations are performed by committees, to include:

- Safety and Security Certification Required Documentation Form (5001C) reviewed by the Safety and Security Certification Review Committee
- Operations and Maintenance SOPs reviewed and approved by the Department of Safety & Quality Assurance
- Chemicals used in maintenance activities are reviewed and approved by the Office of Environmental Health & Safety
- Risk Assessments may be reviewed by the Safety Risk Review Committee

FTA requires MARTA to establish a process for identifying and assessing changes that may introduce new hazards or impact the transit agency's safety performance. MARTA has established processes for identifying and assessing changes that may introduce new hazards or impact safety performance. MARTA

Management of change applies to a wide scope of activities; it is not limited to changes to systems and services but also encompasses "enterprise level" changes to the organization. It includes not

only technical changes but also management and administration changes, such as organization structure, policies, and procedures. Management of Change is facilitated through:

1. Safety and Security Certification Program Plan (SAQ-PL-1006)
 - a. Define the process for identifying and carrying out Safety and Security Certification activities for applicable capital projects.
2. The System Modification Management Plan (SAQ-PL-1015)
 - a. Describes the process used by MARTA to identify and assess changes that may introduce new hazards to existing systems, vehicles, systems, track and structures, facilities, and other equipment prior to activating modifications that do not require formal safety certification.
 - b. Establishes the process to review, approve, and implement proposed System Modifications that involve Authority-owned vehicles, systems, track and structures, facilities, and other equipment used in MARTA Rail Operations and Maintenance, Streetcar, Bus Operations and Maintenance, and Mobility.
3. Development and Maintenance of Standard Operating Procedures (OP-SOP-1001)
 - a. Provides a uniform, systematic and integrated set of requirements for the development, maintenance, approval and configuration management of Operations and Maintenance SOPs
4. Configuration Management Program Plan (SAQ-PL-2001)
 - a. Establishes an Authority wide framework for the use of configuration management. The framework includes documentation, management, and approval requirements for configuration management activities. The Plan defines key configuration management terms and the classification of changes.
5. Procurement Procedure Manual (10.3.35)
 - a. Sets forth the Board's direction on conducting MARTA's acquisition and contract administration activities and provides guidance that will govern the conduct of all MARTA Departments, and those personnel engaged in such activities.

Management of change must be applied when:

- Introduction of new equipment or facilities
- Existing equipment is being rehabilitated, updated, modified, or decommissioned
- Introduction of new procedures or existing procedures are being revised
- A major organizational change is being planned
- MARTA is undergoing significant changes in funding and resources
- There are changes to federal or state regulations under which MARTA operates
- There are changes to MARTA's Key SMS Staff

Changes may also be recognized through other Division of Safety activity, such as, Internal Safety Audits and hazard assessments. Once discovered, the changes will be documented and follow the appropriate process.

4.3 Continuous Improvement

To meet safety objectives and performance targets, DSQA evaluates the data and information gathered while conducting safety performance monitoring to address any identified weaknesses in Authority organizational structures, processes, and resources in a timely manner.

In utilizing analytical tools and metrics, the continuous improvement process identifies, evaluates, and reports on trends and root causes, and assists the stakeholders with mitigation recommendations. The data are used in establishing statistical criteria, such as KPIs, to identify trends and assess known risks.

DSQA's Continuous Improvement business unit selects pertinent data and organizes elements into meaningful reports to support analysis for audits, events, investigations, safety programs, and special requests. The Continuous Improvement unit also:

- Compiles vehicle collision and injury data into various reports per month, per division, and per 100,000 miles.
- Creates custom reports as required by management, including ad hoc, daily, weekly, monthly, quarterly and annual statistical reports on incidents and accidents.
- Compiles safety information, findings and recommendations, and operational division responses to Safety and Operations Management, when required.

Ensuring MARTA's compliance with FTA requirements, Continuous Improvement coordinates comprehensive data quality verifications through reviewing, classifying, and coding Bus, Rail, Mobility, non- revenue, and police incident reports. This information is reported monthly to FTA's NTD and entered into the TransPortal Database (MARTA's data warehouse).

MARTA has established programs, procedures, and processes to assess its safety performance. MARTA's safety performance assessment methods include the following programs and processes:

- Bus Ride-Along Compliance Checks
- Rail Ride-Along Compliance Checks (announced and unannounced)
- Safety Investigations
- Safety 1st and Safety Hotline (an anonymous reporting process)
- Station & Facility Inspections
- Construction Inspections
- Supplier Quality Ratings
- Facility Scorecards (facility inspections)
- Bus Radar Checks
- Safety Blitz (unannounced inspections)
- Internal Safety Audits

Under the direction of the Accountable Executive, MARTA identifies deficiencies as part of its safety performance assessments and subsequently develops and implements mitigations to remediate the safety deficiencies.

4.4 Safety and Security Certification

This section describes the MARTA Safety and Security Certification Program. The Certification Program ensures that safety and security concerns are addressed in new revenue vehicles, new transit systems, and major extensions prior to entering into revenue service or use. The processes used to implement the MARTA Safety and Security Certification Program are specified and documented in the Safety and Security Certification Program Plan (SSCPP).

The purpose of MARTA's Certification Program is to ensure that:

- Hazards are identified in the planning and design stages of a project.
- Hazards are evaluated during project development activities to determine safety and security risk.
- Appropriate mitigations are incorporated into designs and processes.
- Safety and security risks are mitigated to ALARP prior to the commencement of use or service.
- All safety critical system elements are compliant with the applicable safety requirements.
- MARTA transit systems are safe and secure prior to entering revenue service or use.

MARTA's Certification Program is applicable to certain procurements, system modifications, capital projects, and non-capital projects at MARTA. Projects and system modifications that meet the certification criteria specified in FTA regulations and guidance or in the SSCPP are required to be certified prior to entering service or use. FTA regulations and guidance that identify certification criterion include, but are not limited to:

- 49 CFR Part 611 – Major Capital Investment Projects
- 49 CFR Part 673 – Public Transportation Agency Safety Plan
- FTA-MA-90-5006-02-01 Handbook for Transit Safety and Security Certification
- FTA Project and Construction Management Guidelines
- FTA Safety and Security Management in Rail Transit Projects

Note that, while FTA only requires certification of applicable rail system/fixed guideway projects (e.g., heavy rail, light rail), MARTA, at its discretion, extends the Certification Program to include select bus and paratransit projects. This is to ensure all persons who interact with the MARTA system are afforded the same level of safety assurance as those who only interact with our rail systems.

The criteria for which system modifications and projects require safety certification are identified in FTA regulations and guidance and in the MARTA SSCPP. Safety certifiable projects include, but are not limited to, projects that meet the criteria specified in the SSCPP and applicable FTA regulations and guidance documents.

Projects that do not require safety certification are still required to be reviewed and approved by DSQA prior to entering into service or use.

4.4.1 Process Overview

The SSCPP describes and specifies the safety certification process, summarized in the following list. Note that this summary may not represent all activities and responsibilities:

- **During the Planning Phase**, the Project Manager (or Project Originator or Project Champion where a Project Manager has not been designated) notify the CSO and DSQA of proposed projects and system modifications. The Project Manager provides all information necessary to support the project evaluation process.
 - The CSO has delegated DSQA the responsibility of evaluating proposed projects and system modification to determine if they meet the safety certification criteria specified in the SSCPP.
 - For projects that require safety certification, DSQA will determine the safety certification activities.
- **Prior to the Preliminary Engineering Phase or Concept Phase**, project representatives will prepare a project specific Safety Certification Plan (SCP). The SCP will be provided to the CSO and DSQA for review and approval. When required by the SSOA, the CSO will transmit the SCP to the SSOA for review and approval via approved communications methods.
- **During the Concept Phase**, design criteria will be established, and concept documentation shall be prepared. DSQA will review and approve these documents.
- **During the Design Phase**, design documents, including hazard analyses, and the specified safety certification documentation shall be prepared. DSQA will review and approve these documents prior to the project exiting Design Phase.
- **During the Implementation Phase**, the installer / implementer shall prepare and provide the specified safety certification documents necessary to track installation activities.
 - **During the Acceptance Phase**, the installer/implementer shall execute and document all required inspections and tests necessary to verify and validate all safety critical elements of the subject system. DSQA will review and approve these documents prior to the project entering into Operations and Maintenance Phases.
- **At the end of the Acceptance Phase**, DSQA will prepare the project's Safety and Security Certification Verification Report (SSCVR) and, when appropriate, the project's Safety Certificate. DSQA will circulate these documents for concurrence and signature within MARTA and, when required, transmit same to the SSOA for review and acceptance.
 - If, during the execution of a Project, it is beneficial to MARTA to use portions of a new/modified system, vehicle, or equipment prior to the entire Project completing the safety certification process, the CSO, or their DSQA designee, may issue Temporary Use Permits (TUP) for portions of the system, which, in the CSO, or their designee's, opinion, are safe to operate.

4.4.2 Failure to Comply

If the CSO, or designee, determines that a project's safety requirements have not been met or a project is not compliant with MARTA's Safety Certification Program, then a Safety Hold may be placed on the project execution or on the operation and use of a system or an element of a system until the issue is resolved.

Any employee who actively or passively fails to comply with MARTA's safety certification process as described and specified in the SSCPP will be subject to disciplinary action.

4.4.3 Safety Engineering Project Deliverable Log and Security Certification and System Modification Tracking Log

A DSQA System Safety Engineer (SSE) enters data into the tracking log and updates the log as necessary. The SSCRC is responsible for notifying the SSE of all proposed capital and non-capital projects and of all system modifications that originate within their respective Department(s). When it has been determined that a project requires safety certification or is a system modification, the project is added to MARTA's SSCSM Tracking Log.

The SSCRC or Project Managers assigned to a project or system modification are responsible for periodically updating the SSE on changes in status and progress towards completion, no less than quarterly.

Requests for Quotes, Invitations for Bid, Requests for Expression of Interest, and similar proposed contracts that involve projects or system modifications (including changes in procured products) are also reviewed by an SSE.

4.5 System Modifications

Management of change should be applied to all system modifications (i.e., changes to the MARTA system), as it reduces the risk of:

- Rework
- Omissions
- Cost and scope creep
- Schedule slip
- Overlooked stakeholders (by extension, their requirements)
- Overlooked organizational practices, goals, and objectives

Safety is assured during system modifications prior to placement into service or use through:

- Formal change reviews, including:
 - Design reviews
 - Procedure reviews
 - Procurement reviews
 - Organizational change reviews
- Verification and validation activities, including:
 - Inspections
 - Tests
- The application of MARTA's change control process

For a description of the Safety and Security Certification Program and processes undertaken for system modifications that require safety certification, see Section 4.2.1 Safety & Security Certification.

For system modifications that require reviewing rules and procedures and modifying them, where applicable, see Section 4.3.2 Rules Compliance & Procedures Review.

A critical element of MARTA's change control process is the review and approval by DSQA of changes to or modifications of MARTA systems that have the potential to affect worker, passenger, patron, property, or environmental safety.

DSQA representatives participate in system modification projects to ensure compliance with applicable safety requirements including building and fire codes. Activities by DSQA include the review of contract letters, procurements, procedure modifications, and design changes for compliance with technical specifications.

MARTA's EAM system (Trapeze) manages system modifications. This system contains a record of equipment, including buildings, railcars, buses, tracks, and electrical systems. Work orders are generated (charged against a piece of equipment/asset) and then assigned so the action taken along with all costs and system modifications are captured in relation to the equipment.

The system modification originator (for example, the Project Champion) is responsible for identifying hazards associated with the proposed system modification. Typically, it will be necessary for the originator to seek input from stakeholders and subject matter experts from DSQA to identify hazards. Hazard identification will be performed and documented as specified in Safety Risk Management Plan.

4.5.1. System Modification Review and Approval Process

MARTA's process for capital improvement project system modification and review uses safety as the primary risk category and the following four stage-gated process:

- 1 **Proposal:** All changes start as proposals for initial evaluation by a manager.
- 2 **Request:** The proposal has been approved for further consideration by the Stakeholder
- 3 **Order:** The Request has been evaluated and approved and is being implemented.
- 4 **Notification:** The change has been implemented, verified, and validated, and notifications are sent.

MARTA Change Control Process includes the following activities:

- Change Proposal Review
- Change Impact Assessment
- Change Approval
- Change Implementation and Verification
- Change Validation

MARTA System Change Control process is used to transform change proposals into actionable work orders and subsequent notifications to the organization that a change to the system has occurred. This process is invoked whenever entrance criteria are satisfied and is completed when process exit criteria are met. A change proposal has a defined lifecycle with five stages as indicated in the description above.

During the evaluation of the Change Proposal or Change Request, the impacts to MARTA systems are evaluated using the process described in Section 3 Safety Risk Management.

4.5.2. Operational Readiness – Verification and Validation

When a change order has been processed, the MARTA assets involved in the change are subject to verification and validation. A review of the work products captures review comments and test

issues and tracks them to closure. Outstanding issues must be resolved and approved by the verification team (including DSQA) prior to the modified asset being placed into service or use.

4.6 Internal Safety Audit Process

DSQA uses internal safety audits to monitor and evaluate the effectiveness of the ASP. The Internal Safety Audit Plan reflects the elements described in the ASP. Auditing the ASP elements in an ongoing manner ensures that the ASP is implemented and compliant to the principles and methods of SMS, including:

- Safety Management Policy
- Safety Risk Management
- Safety Assurance
- Safety Promotion

Approximately one-third of the internal safety audits will be completed each calendar year during the three-year internal audit cycle. DSQA is responsible for conducting the three-year cycle of internal safety audits with each audit year corresponding to the calendar year January through December. Appendix D provides MARTA's three-year internal safety audit schedule.

SAQ-PL-1007 The Internal Safety Audit Plan (ISAP), includes requirements for the Internal Audit Annual Report Certification Letter, audit procedures and checklists, audit notifications, audit findings, and internal safety audit reports. Refer to the ISAP for detailed information on the internal safety audit process and submissions to the SSOA.

4.7 Rules Compliance & Procedures Review

Authority-wide policies, procedures, processes, standards, plans, and guidelines are documented and available to Authority employees through the Division of Safety document repository, MARTAnet, SharePoint, and other document sharing platforms, as applicable. As documents are updated, a new revision section or other Authority-approved document control methodology is added to define its revision cycle. Authority management requires all departments to review their posted procedures and update as needed to comply with document control standard practices. Changes to these documents are assessed to identify conditions or hazards that may impact safe operations and coordinated with the appropriate departments prior to implementation and issuance.

Bus, Rail, and Light Rail Supervisors are required to instruct their employees on job requirements, including schedule adherence, safety, and rules compliance.

Employees must familiarize themselves with operating procedures and work rules applicable to their job function, including additional instructions contained in daily updates and bulletins posted in each department. Examples include, but are not limited to, the following:

- SOPs for Bus and Rail Operations and Maintenance
- Rail Operator Rulebook
- Bus Operator Rulebook
- Streetcar Operations and Maintenance Rulebook
- Streetcar Manuals and Operations and Maintenance SOPs
- Bus Maintenance Safety Information Bulletins

- Wayside Access (Heavy Rail) and Right of Way (Light Rail) Procedures
 - General Procedures for Yard Operations
- General Operational Procedures and Bulletins

In addition to posted documents, the following Rules Compliance activities are in place:

- Random Ride Checks for Bus and Rail
- Internal Safety Audits (includes Rules Compliance and Procedures Review)

Compliance with rules and procedures is examined and documented as part of the Internal Safety Audit process.

Ensuring Rules Compliance & Procedures

The review of Rules and Procedures is part of the DSQA investigation process internal safety audits, and rules compliance program.

MARTA has established techniques for ensuring compliance by operations and maintenance personnel through the Rules Compliance Committee.

Maintenance personnel use the computerized asset management system, EAM, to ensure rules and procedures compliance using integrated checklists and procedures. Light Rail Operations, Rail, Bus/Mobility Transportation, and Maintenance use Pre-Departure Checklists, Pre-Service Release Inspections, Bus Safety Policy for Bus Maintenance, and the Ride Checks System to ensure rules compliance.

To verify rules compliance and safe operation, Supervisors perform random ride checks for bus and rail by riding with Operators during regular revenue service to observe work performance throughout the trip and provide instruction on handling and customer service skills. The Performance Evaluation Ride Check Forms along with other evidence of rules compliance and records are examined and the results are recorded as part of the Internal Safety Audit Process described in Section 4.3.1 Internal Safety Audit Process.

Violations of these rules and procedures are covered and enforceable under each Department Work Rules. When enforced, violation(s) are noted in the employee's personnel file.

4.8 Preventive Maintenance and Inspections

MARTA regularly maintains, inspects, and tests safety-related equipment and facilities. Identified hazards are captured in the hazard management process. Facilities and equipment subject to inspection, testing, and maintenance include:

- Railcar Maintenance Equipment
- Rail Maintenance Facilities
- Light Rail Maintenance Equipment
- Light Rail Vehicle Maintenance Facility
- Integrated Operations Control Center
- Maintenance of Way Equipment
- Vertical Transportation Equipment
- Bus Maintenance Equipment
- Bus Maintenance Facilities

MARTA identifies deficiencies, failures to implement rules and procedures, and areas where procedures can be strengthened and improved through its inspections, testing, and maintenance programs. As these deficiencies, procedural failures, and areas that can be strengthened are identified, they are presented in the General Safety Committee meetings and are subject to the safety risk management processes described in Section 3 Safety Risk Management of this ASP and the SRMP.

4.8.1 Preventive Maintenance

Preventive Maintenance is considered an integral part of an effective maintenance management system and hazard management process. Preventive Maintenance is a method by which hazards, and reactive times can be reduced while increasing productive planned work.

Preventive Maintenance and Inspections are activities designed to eliminate or reduce wear on assets and equipment systems, thus reducing potential hazards. All operations and maintenance areas perform inspection and testing as part of their regular routines. MARTA's Track & Structure, Automatic Train Control, Electrical Power & Equipment, Bus and Non-Revenue Vehicles, Vertical Transportation, Facilities, Rail Car Maintenance, and Light Rail Maintenance programs each have developed separate departmental Asset Management Plans that are encompassed in MARTA Strategic Transit Asset Management Plan. The departmental Asset Management Plans describe Preventive Maintenance and Inspection requirements tailored to their respective programs. The system-specific Preventive Maintenance and Inspection schedules are managed through the EAM (Trapeze) system, which holds the processes/procedures for the Preventive Maintenance or inspection to be performed on each asset.

As Preventive Maintenance and Inspections are carried out, any defect that is identified will have a service request or work order generated to address the deficiency. This will either be automatically generated by the EAM, by the technician performing the Preventive Maintenance Inspection, the maintenance Planner, or by the Technician's Supervisor. The work order / service request will specify the deficiency that needs to be addressed. Some deficiencies that are identified during a Preventive Maintenance or Inspection may dictate an emergency repair and require that the asset be taken out of service until the deficiency can be addressed. Weekly or monthly reports from each department are generated to track maintenance compliance, copied to the appropriate modal safety officer at DSQA. This process ensures that the implementation of maintenance rules and procedures is documented and helps determine the effectiveness of MARTA's Preventive Maintenance program.

4.8.1.1 The Office of Railcar Maintenance along with Light Rail Maintenance

Preventive maintenance of all railcars is performed by the Railcar Maintenance department, in accordance with the manuals and specifications stipulated. Inspections of systems and components as well as audits of all preventive maintenance activities and schedules are also performed by this department. All identified safety-critical discrepancies are corrected by Railcar Maintenance before the railcars are permitted to return to revenue service.

Preventive maintenance of all streetcar vehicles is performed by Light Rail Maintenance, in accordance with the manuals and specifications of the vehicles. Inspections of systems and components as well as audits of all preventive maintenance activities and schedules are also performed by Streetcar Maintenance. All identified safety-critical discrepancies must be

corrected by Streetcar Maintenance before any streetcar vehicles are permitted to return to revenue service.

4.8.1.2 The Office of Maintenance of Way

Maintenance of Way is comprised of three Business Units: Track and Structures, Electrical Power and Equipment, and Automatic Train Control. Maintenance of Way is responsible for managing the maintenance programs for MARTA's traction and auxiliary power sub-stations, automatic train control, and the inspection and repair of track structures. The department is also responsible for right-of-way maintenance and inspection. The department focuses on maintaining the safety and reliability of wayside equipment and applies generally accepted standards of maintenance in providing safe, reliable, operating systems throughout the transit system for our internal and external customers.

4.8.1.2.1 Track and Structures

Implements most track maintenance repair programs including ballasted track maintenance, direct fixation track maintenance, embedded street trackway, contract rail maintenance, running rail maintenance, and turnout maintenance.

4.8.1.2.2 Electrical Power and Equipment

Responsible for preventive maintenance and repair of MARTA's traction and auxiliary power systems. This branch provides uninterrupted traction power, well-lit passenger stations and parking lots, and electrical system integrity. The traction power function delivers safe and reliable third rail power (750 DC) to propel MARTA's railcars and maintain wayside emergency trip stations. The auxiliary power function assures the safe and reliable delivery of power to MARTA's electrical loads (lighting, elevators, escalators, heating and ventilation) at all rail, bus and support facilities. The branch also performs general electrical maintenance, repair, and minor installation in bus and rail facilities.

4.8.1.2.3 Automatic Train Control

is responsible for maintenance and repairs of MARTA's signal and train control systems. The function of this branch is to provide for the safe operation of trains by maintaining track circuits, impedance bonds, switch machines, vital control relays, encroachment detection systems, traffic signals, routing circuits, train warning lights, and automatic speed command systems.

4.8.1.3 The Office of Facilities and Support

The Office of Facilities is tasked with maintaining the stationary equipment required to support the daily operation of the maintenance garages. The Preventative maintenance schedules for stationary equipment follows the manufacturer's recommendations as a guideline to meet or exceed Estimated Useful Life (EUL) expectancies while ensuring the safe operating condition of specified stationary equipment. Preventative Maintenance procedures include specific checklists as part of the procedure, integrated within the EAM. Work Orders outline the tasks, Identities who performed specific tasks, and includes procedures associated with the checklists.

4.8.1.4 The Office of Bus Maintenance

Bus Maintenance conducts frequent scheduled inspections to ensure its personnel follow established preventive maintenance policies and procedures. Maintenance Planners in the Bus Maintenance department monitor the database and schedule appropriate inspections.

The primary purpose of preventive maintenance is to check the overall condition of the bus, change the engine oil and filters, service all subsystems, completely lubricate the bus, and repair any defects. To ensure a thorough inspection process, the engine, transmission, wheels, battery and battery box, and radiator shall be steam cleaned 24 hours in advance of the preventive maintenance, and all buses are to be road tested to check operation, air, brake, steering, suspension, shift pattern, noise, and rattles.

All identified safety defects, as prescribed by the United States Department of Transportation Federal Motor Carrier Safety Regulations, will be repaired before a bus is put back into service.

4.8.2 Safety Inspections

The Office of Environmental Health and Safety in DSQA performs a variety of inspections including:

- **Industrial Safety Inspections:**

- Industrial Safety Inspections are scheduled and documented to ensure that industrial safety policies, procedures, and best practices are being followed properly and consistently at MARTA facilities. EHS uses an inspection checklist for each facility inspection. Findings and observations are logged and used to document unsafe conditions and/or observed acts in addition to the inspection checklist.
- Post-inspection, findings are sent to the management of the facility to mitigate the associated hazard(s). The management of each facility is expected to respond to and correct the findings in a timely manner. The time frame for correction will depend on the severity of the hazard and the complexity of the corrective action. The findings are entered in a log and are tracked through progress, and closure. These inspections provide additional safety data that are integrated into the Hazard Management Process.

- **Fire/Life Safety Inspections**

- All fire safety-related equipment requires regular inspection, maintenance, and testing in accordance with applicable state and local code requirements. Some equipment, such as elevators, boilers, and paint booths require municipal permitting.
- As part of fire safety inspection activities, test documentation and permits are reviewed and monitored to verify all fire safety systems or systems which could affect fire safety are properly inspected and permitted.

- **Construction Safety Inspections**

- Construction Safety assures contractor, patron, and employee safety at various projects throughout the system through project design review, participation in weekly progress and safety meetings, performing regular job site inspections, and review and approval of contractor submittals.

- **Environmental Compliance Inspections**

- The Environmental Compliance branch conducts routine inspections of the bus and rail maintenance facilities. The type and frequency of inspections

vary by location and are based on regulatory and permitting requirements.

Examples of environmental compliance inspections include:

- Quarterly Stormwater Facility Inspections
- Quarterly Stormwater Visual Inspections
- Annual Comprehensive Site Stormwater Inspections
- Monthly Spill Prevention, Control, and Countermeasures Inspections
- Weekly Hazardous Waste Inspections at Small Quantity Generator facilities
- Semi-Annual Underground Storage Tank Inspections

4.8.3 Maintenance Inspections

MARTA's Railcar, Bus, and Technology Maintenance Program includes audits and inspections. The following facilities and the systems they support have scheduled Inspection Programs:

- Railcar and Streetcar Maintenance
- Maintenance of Way
- Facilities
- Technology
- Vertical Transportation
- Bus Maintenance

Railcar and Streetcar Maintenance Inspections:

- Establish and implement procedures to assure that the railcar and streetcar fleet is properly maintained and available in safe operating condition
- Establish and implement appropriate maintenance inspections and repair programs
- Ensure that appropriate technical training and certification is provided to all maintenance mechanics and electronic technicians
- Provide and maintain proper tools and equipment for the support of maintenance activities
- Establish and maintain proper maintenance documentation support of maintenance inspection activities
- Ensure that proper safety and quality control practices are incorporated in day-to-day maintenance operations
- Ensure that any safety and quality audit findings of the day-to-day maintenance operations are properly addressed, and their appropriate corrective actions are implemented in a timely manner
- Ensure that any safety event investigations or incidents are properly investigated, and appropriate corrective actions plans are developed implemented
- Monitor the collection and disposal of waste (e.g., oils, parts washer solvents) to effect safe handling and minimize employee and environmental exposure to potentially hazardous products and materials

Periodic inspections occur on railcars as specified by the MARTA Railcar Maintenance Manuals and model-specific manufacturer's servicing manuals. The inspections are based on manufacturer's specifications and conducted every 15K, 30K, and 60K miles. MARTA's railcar mileage is managed through EAM. Railcar Maintenance personnel carry out inspections utilizing a defined procedure and checklist based upon time-in-service increments.

Periodic inspections occur on Light Rail vehicles as specified by Light Rail Maintenance Manuals and model-specific manufacturer's servicing manuals. The inspections are time based which are recommended by the manufacturer's specifications. These inspections are done daily, weekly, monthly, quarterly, semi-annually, and annually. The Light Rail vehicles inspections are managed through Trapeze.

The City of Atlanta DPW is responsible for regular maintenance and inspection of poles and bar signals along the alignment.

Maintenance of Way Inspections:

Track and Structures

Track Inspection and Support

provides track inspection services, scheduling services, personnel administration services, contract administration services, material management services, preventative maintenance, and track vehicle and equipment repair and maintenance services. Additional services include performing scheduled preventative maintenance, major component replacement and development of equipment procurement specifications.

Structural Inspection

provides structural inspection services, including the inspection of aerial structures, tunnels, right-of-way structures and passenger station structures on a biennial basis to ensure safety, strength, and serviceability. Maintenance services include structural component cleaning, structural concrete repair and inspection, expansion joint repair and replacement, drain maintenance, structural bolt maintenance and bearing pad replacement and maintenance. This branch also furnishes conceptual engineering support for special projects and planning studies as requested by various MARTA departments and Offices.

Electrical Power and Equipment

Provides uninterrupted traction power, transformers, power generators, switch gears, breakers, EV linked equipment, well-lit passenger stations and parking lots, and electrical system integrity.

Automatic Train Control

Provides for the safe operation of trains by maintaining track circuits, impedance bonds, switch machines, vital control relays, encroachment detection systems, traffic signals, routing circuits, train warning lights, and automatic speed command systems.

Office of Facilities Inspections:

Equipment specified as Operation Critical routinely undergoes a daily/weekly Operator Inspection in addition to the scheduled Preventative Maintenance Inspections within EAM.

Technology Inspections:

The responsibilities for the inspections and maintenance of computer, radio fire, security equipment is split between Technology Infrastructure and Operations, Light Rail Operations, and the Rail Maintenance organizations. Inspections occur on all systems on a periodic basis as defined in the Performance Maintenance Schedules.

Vertical Transportation Inspections:

The Office of Vertical Transportation directs and monitors the MARTA elevator and escalator full-service maintenance contract. The responsibilities include:

- Monitor field maintenance activities, troubleshooting, testing and repair work on all MARTA's elevator and escalator equipment
- Oversee preventive maintenance inspections per the established preventive maintenance contract
- Track trend analysis data to improve or redirect on-going maintenance efforts
- OVT utilizes Trapeze database to direct the OVT Inspectors in their monthly assignment of equipment inspections
- Escort maintenance personnel wayside to perform all tasks pertaining to the vertical transportation equipment
- Verify that Annual and Five-Year Safety tests are conducted to comply with ASME A17.1 Safety Code for Elevators and Escalators Standards.

Bus Maintenance Inspections:

Bus Maintenance conducts frequent scheduled inspections to ensure its personnel follow established preventive maintenance policies and procedures. Maintenance Planners in the Bus Maintenance department monitor the database and schedule appropriate inspections. Such activities are conducted within the specific parameters set forth below.

4.9 Configuration Management

Configuration management is the process for establishing and maintaining the consistency of an item's performance, functional, and physical attributes throughout its lifecycle (that is, conceptualization, development, procurement, operation, decommissioning, and disposal). Consistency is maintained by ensuring compliance with an item's requirements, design, and operational information. Configuration management is used by MARTA to manage changes throughout the lifecycle of its complex systems and those systems' safety, security, and mission critical elements.

Configuration management of Authority assets, documents, and consumables is the responsibility of all employees and contractors. Department leaders are responsible for the establishment of configuration management process and methods for their department(s). The DSQA Configuration Management business unit will provide assistance and guidance in the development of CM processes and methods upon request by the asset owner.

For consistency throughout the MARTA system, MARTA has established a systematic configuration management process which is documented in the Configuration Management Program Plan (CMPP). DSQA's Configuration Management business unit manages and maintains the CMPP. Compliance with the CMPP is required of Authority business units.

The configuration management process, as presented in MARTA's CMPP, is MARTA's unique identification, change control, status accounting, physical and functional process. The CMPP also identifies when configuration management audits commensurate to the configuration product and its lifecycle are necessary.

MARTA's configuration management process specifies that all information that impacts safety, security, quality, schedule, cost, profit, the environment, or MARTA's reputation or name recognition, shall be managed effectively. This information must be recorded, reported, documented, and placed under configuration management.

The configuration management process applies to development and operation documentation that is created, distributed, and/or retained for information and action in managing MARTA, such as policies, procedures, management processes, plans, and other vital documents. Documents necessary to ensure consistent operation of MARTA must also be controlled. Additionally, all equipment, facility, infrastructure, and administrative requirements (including process and requirements used to run an entity or business unit) shall be controlled and managed.

The CMPP specifies that each business unit and relevant contractor within MARTA establish and maintain an efficient configuration management process, which includes the identification, change control, storage, and status accounting of vital documents and MARTA's assets.

Each Department and business unit shall establish and use a standardized closed-loop change process to release new information regarding safety, security, quality, schedule, cost, the environment, or MARTA's reputation or brand recognition that aligns with the CMPP. The same process shall be used to change information regarding an asset or item that has previously been released. These processes are subject to review and approval by DSQA.

For a detailed description of MARTA's configuration management process, activities, change notification, and the configuration management database, refer to the CMPP.

4.10 Procurement

The Procurement Procedure Manual provides detailed information, roles, and responsibilities regarding the procurement process as well as the methods and guidelines used for the acquisition or disposition of materials and services for MARTA. The Department of Contracts & Procurement and Material serves as MARTA's central procurement arm and performs the following:

- Ensure the participation of DSQA in the contract development and evaluation process for bus, rail and infrastructure projects.
- Ensure the participation of MPD and DSQA in pre-planning committee meetings so they can determine if procurement documents are safety and security clear.
- Ensure that system safety is included in technical specifications, design criteria, and guide specifications, design reviews, and disposition of goods.
- Develop and maintain procurement practices to ensure compatibility with safety features and standards, designs, and incorporation of existing Authority procedures.
- Ensure the participation of DSQA in contract changes, relative to safety concerns
- Ensure DSQA is included in the review and approval of safety requirements for stored chemicals
- Work with the Office of Environmental Health and Safety to ensure the Materials Staff are trained to use spill kits; to ensure chemicals are kept away from storm drains

5 SAFETY PROMOTION

MARTA's Safety Promotion program provides visibility of executive management's commitment to safety and fosters improved safety performance by increasing safety awareness through communication and training. Through communication of lessons learned and broader safety information, employees are made aware of safety priorities and safety concerns at both the organizational level and as they relate to their own duties and responsibilities. The safety program is further integrated through a series of internal and external public awareness initiatives.

MARTA also has an ongoing training program appropriate for staff, employees, and contractors regardless of their level in the agency. The training program provides visibility for, and knowledge of, SMS. It ensures employees receive the training they need to do their job safely and gives them shared ownership of the transit agency's safety mission. This training commitment demonstrates management's commitment to establishing an effective SMS.

5.1 Safety Communication

5.1.1 Safety Program Communications

Communications associated with MARTA safety programs involves a two-way feedback loop between frontline employees and leadership. Timely and adequate feedback about safety information is crucial in establishing a positive safety culture. Effective safety communication makes personnel aware of safety priorities and initiatives and ensures that feedback is captured and acted upon as appropriate. Safety-related information must be actively and routinely communicated and must focus on raising awareness of hazards and potential safety risks. Regular discussion of safety concerns promotes an environment that encourages employees to report concerns and demonstrates management commitment to both the employees and the agency's safety performance objectives.

Safety communications regarding the MARTA safety program are broadcasted through various means, both verbal and written, and may be internally and/or externally published. The Communications Department has primary responsibility for broadcasting safety communications, with the support of DSQA, Human Resources, and Rail and Bus Operations.

The MARTA SMS program communication process applies to permanent and temporary Authority employees and those working for or on behalf of MARTA, including contractors, vendors, and other external parties. The program covers internal and external communication pertinent to all four SMS components, with emphasis on MARTA's Safety Management Policy statement, Safety Risk Management and Safety Assurance. Communication with embedded contractors is considered internal communication. Communication with vendors and other contractors who do not maintain office or storage space at Authority facilities is considered external communication. However, both embedded and non-embedded contractors, as well as vendors, will be trained in their responsibilities under MARTA's SMS program.

The foundation of MARTA safety communication is the Safety Hazard Notification & Escalation Process, which ensures that safety hazards are captured, documented, and tracked through resolution and follow-up. Any Authority employee (represented and non-represented) or contractor may report unsafe hazards or conditions through the online Safety 1st portal or the phone-based Safety Hotline. The reported safety hazard is captured in a Safety 1st Report or the

Safety Hotline log, which initiates the Safety Hazard Notification & Escalation Process that is detailed in MARTA's SRMP. Refer to MARTA's SRMP for a description of how MARTA follows-up with employees when employee-reported safety concerns are addressed.

Reprisals shall not be taken against any employee or contractor for submitting a report to Safety 1st or the Safety Hotline. MARTA's Anti-Retaliation Safety Policy describes what employee safety reporting actions are protected against reprisal and what actions may be subject to disciplinary action. Reports of safety hazards and concerns may be submitted anonymously, though employees are encouraged to include names to facilitate follow-up and ensure open communications regarding the results of actions taken in response to employee reports regarding safety hazards and concerns.

Internal Communication

Suggestions, recommendations, issues, concerns, ideas, or activities associated with safety issues raised by the employees and contractors are directed to DSQA via email, Safety 1st, or the Safety Hotline. Employees receive communication on the status of their inquiry as a part of the "Close the Loop" procedure monitored by the JHSC.

Suggested changes or additions to the Safety Management Policy Statement and/or the MARTA ASP can be communicated to DSQA through email or through meetings. DSQA will then communicate pertinent changes to employees. Whenever possible, DSQA will use existing communication tools to communicate internally with employees. The MARTANet, newsletters, bulletin boards, electronic displays, printed media, or other existing methods will be used to communicate and post general information about safety risk management, as described in Table 16.

MARTA employees receive information regarding changes in work conditions and safety risks in various forms, to include but not limited to; Safety Alerts, Safety Meetings, Communications Boards, Digital Displays, and direct feedback from filed safety concerns (Safety 1st and Safety Hotline).

Table 177. Internal Communication Tactics

Tactics	Description
Authority-wide email	Send an email to all Authority employees and contractors with a MARTA email account.
MARTANet	Place a special link on the home page of the MARTANet directing employees to the information. An Authority-wide email will be sent with the link or information.
Printed collateral	Produce a printed piece, such as a brochure, flyer, or card, to be distributed.
Running Boards	Place printed piece in operators running boards.
Safety Meetings	Distribute information at Safety Meetings.
Poster	Distribute Posters (11x17) at all Authority Facilities.
HQ Electronic display board	Feature information on electronic display board.
Direct Mail	Mail postcard/brochure to each employee's home address.

Tactics	Description
Video	Develop internal video with key information. Display the video on the MARTANet or show it in specific meetings.
Facility Roadshow or Lunch and Learn	Take the project on the road with Subject Matter Experts from the relevant area explaining the importance. This can also take the format of a lunch and Learn.

External Communication

MARTA's Marketing department, in coordination with DSQA, will communicate MARTA's SMS program externally by posting the Safety Management Policy Statement online and sharing other SMS-related information, as appropriate.

Safety inquiries and complaints communicated by external parties, which include vendor and non-embedded contractors, are forwarded to DSQA. The inquiries will be reviewed on a case-by-case basis and documented in the Hazard Tracking Log as described in Section 4.1.4 Hazard Tracking Log & Re-assessment. Methods of communication to external parties may include organization open house days, focus groups, newsletters, annual (or other periodic) reports, media/press releases, and telephone hotlines.

5.2 Drug & Alcohol Program

MARTA requires a drug-free and alcohol-free workplace. MARTA's Drug and Alcohol Program complies with all provisions of the USDOT, FTA 49 CFR Part 655, which mandates urine drug testing and breath alcohol testing for individuals in safety-sensitive positions and prohibits performance of safety-sensitive functions when there is a positive test result. MARTA complies with the USDOT 49 CFR Part 40, which sets standards for the collection and testing of urine and breath specimens. MARTA complies with the FTA 49 CFR Part 29, *The Drug Free Workplace Act of 1988*.

The following documents contain MARTA's drug and alcohol programs, policies, and procedures:

- [Employee Assistance Program](#)
- [Drug and Alcohol Policy Manual](#)

The Department of Human Resources, Office of Human Resources – Occupational Medical Services, administers the Drug and Alcohol Program, Policies, and Regulations for Authority employees. MARTA assists employees with personal or related problems that could affect job performance and/or family life through the Employee Assistance Program (EAP), described in Section 5.1.3 Employee Assistance Program.

Drug and alcohol testing is required under the following circumstances:

- Pre-employment in a safety sensitive position (including employee/transferee(s) and employees who have not performed a safety sensitive function for 90 or more consecutive calendar days, regardless of the reason and have been out of the random pool during that time)
- Reasonable suspicion that an employee has used a prohibited drug or misused alcohol
- Post-accident following certain types of accidents
- Random testing

Under the FTA drug testing rules and regulations for employees in safety sensitive positions, laboratory tests on urine specimens will be conducted for five types of drugs or their metabolites. These drugs include:

- Marijuana
- Cocaine
- Opioids (e.g., heroin, morphine, codeine), including semi-synthetic opioids (e.g., Oxycodone, Oxymorphone, Hydrocodone, Hydromorphone)
- Phencyclidine (PCP)
- Amphetamines (e.g., Methylenedioxymethamphetamine (MDMA), Methylenedioxyamphetamine, (MDA), Amphetamine, Methamphetamine)

The penalty for a verified positive test or refusal to submit to a test is job termination. This policy applies to all employees and contractors when they are on Authority property, or when performing any transit related safety-sensitive or non-safety sensitive business. This policy applies to off-site lunch periods or breaks when an employee is scheduled to return to work.

Visitors, vendors, and contract employees are governed by this policy while on Authority premises and will not be permitted to conduct Authority-related business if found to violate this policy.

Authority employees and contract employees are required to adhere to MARTA's Drug and Alcohol Policy and testing requirements.

5.2.1 Employee Assistance Program

MARTA's EAP provides confidential counseling and training services that promote mental, social, and physical well-being of all full and part-time Authority employees and their family members.

EAP offers such services as individual face-to-face counseling, group counseling, Critical Incident Stress Debriefing, general seminars and training, access to Substance Abuse Professionals, financial/legal consultations, and online support services.

To increase familiarity with EAP services for the employee population, Occupational Medical Services provides the following resources:

- An EAP Member card given to every new Employee and distributed to Managers for referrals, as needed
- Information regarding EAP services is provided during staff meetings, upon request
- Information provided to MARTA Operations in conjunction with Health Team visits
- Educational seminars in group settings, scheduled monthly. (Typically, one-hour seminars are provided during required Safety Meetings)
- Critical incident support (when traumatic events in the workplace occur) provided for offices/departments, as needed
- Treatment plan support for individuals following Voluntary Disclosure of substance abuse
- Availability of mental wellness resources during New Employee Transit Orientation (NETO) – Perks Fair
- Information on the MARTA Employee Portal
- EAP Awareness Posters on facility Bulletin Boards, Authority-wide, as well as on Digital media

- Member information on Wellness kiosks in various locations

5.3 Environmental Health and Safety Programs (including Hazardous Materials)

The Office of Environmental Health and Safety (EHS) in the Division of Safety, administers and maintains comprehensive environmental management programs and systems that ensure full compliance with all applicable federal, state, municipal environmental laws and regulations.

EHS submits all environmental regulatory reports for MARTA to the appropriate regulatory agencies. Each report is submitted at the frequency specified by each applicable regulation or permit.

The Office of EHS has developed policies, plans, and procedures in accordance with regulatory requirements. EHS manages these documents and updates them as specified by regulations or when otherwise needed. Implementation of these documents assists MARTA with minimizing the release of pollutants into the air, water, and soil. The Office of EHS's Environmental Compliance and Industrial Hygiene Business Unit manage programs related to the following general compliance areas:

- Air emissions
- Hazardous and regulated waste
- Industrial wastewater
- Stormwater management
- Spill prevention
- Spill response
- Remediation
- Underground storage tanks
- Industrial hygiene

Authority management must ensure that facilities, equipment, and activities under their direction comply with applicable environmental regulatory requirements.

EHS actively monitors compliance by conducting inspections and audits. The frequency of each type of inspection is conducted in accordance with the regulation that requires that inspection. Non-compliance findings are forwarded to the appropriate department or office for correction as they are identified.

Environmental compliance plans and procedures have been developed for each facility that are subject to specific environmental regulatory requirements. Environmental compliance plans and trainings vary at each Authority maintenance facility and are dependent of the specific activities at each facility. For example, environmental compliance plans or procedures associated with a maintenance facility may include:

- Spill Prevention, Control and Countermeasures Plan
- Storm Water Pollution Prevention Plan
- Underground Storage Tank Procedures
- Air Compliance Plan

EHS training provides employees with an overview of federal, state, and local regulatory requirements, management and response procedures, and reviewing key contact information.

Industrial hygiene surveys are conducted as needed to evaluate potential sources of hazardous material exposure in the work environment. Survey results determine any necessary corrective actions, including engineering controls, administrative controls, and/or personal protective equipment. Industrial hygiene reports are submitted to the department or office impacted by the assessment. The Industrial Hygiene Business Unit provides training to employees depending on the hazardous materials that they may interact with as part of their job duties. These training classes (i.e., Bloodborne Pathogens, Respiratory Protection) include regulatory required information, proper use of personal protective equipment, management and response procedures, and key contact information.

5.4 Infectious Disease Response

In accordance with the BIL and in the interest of public health, MARTA employs strategies to minimize the exposure of the public, personnel during infectious disease outbreaks, epidemics, pandemics, or other similar public health emergencies. When determining response strategies for each infectious disease public health emergency, MARTA will follow guidance from the Centers for Disease Control and Prevention (CDC) and the Georgia Department of Public Health (DPH). MARTA will also follow guidance from the Environmental Protection Agency (EPA) when determining the appropriate disinfectants to be used against infectious bacterial or viral pathogens. In the absence of guidance from the above-listed governmental organizations, MARTA will utilize guidance from other public health experts such as the World Health Organization (WHO).

MARTA's Pandemic Preparedness and Response Plan guides leadership and employees in preparing for and responding rapidly and effectively to pandemics. Response efforts are coordinated between DSQA, the MPD EPU, and Occupational Medical Services, but require participation and cooperation from all departments.

Response strategies may include, but are not limited to the following:

1. Forming an executive level response team or committee.
2. Developing specific guidance documents related to disinfection, use of personal protective equipment, exposure assessments, and/or exposure controls.
3. Regularly communicating requirements, recommendations, and prevention strategies to personnel.
4. Coordinating the intake of employees who have been exposed to or infected with the disease.
5. Communicating quarantine, isolation, and return-to-work requirements.
6. Procuring adequate response materials such as disinfectants, personal protective equipment, barriers, and other supplies that will assist in mitigating the spread of infectious disease.
7. Using engineering controls, such as physical barriers, and personal protective equipment to minimize exposure.

8. Using administrative controls, such as adjusting work schedules and locations, to reduce the potential for exposure.

These strategies were utilized during the COVID-19 pandemic and will be modified as needed to provide a timely and effective response.

5.5 Compliance with Local, State, & Federal Safety Requirements

MARTA uses multiple methods for ensuring employees and contractors know and follow local, state, and federal safety compliance requirements. Methods include training requirements on MARTALearn and procedures compliance checks.

Working on or Near Transit-Controlled Property

The safety requirements that employees and contractors must follow when working on or near the wayside are described in MARTA's Wayside Access Procedure. All employees and contractors that go wayside are required to have initial Wayside Access Training and annual recertification. The Safety requirements for employees and contractors when accessing the Light Rail Right of Way are found in the Right-of-Way Procedure. All employees and contractors must also adhere to the procedure when entering and exiting the trackway.

Construction Site Inspections and Reporting

MARTA and its representatives regularly survey/audit/inspect all contract construction sites, noting and recording violations of applicable local, state, and federal regulations and the requirements listed in the Construction Safety Plan. Any findings are communicated by the EHS Construction Safety Business Unit to the project team (i.e., Project Manager, Resident Engineer) for resolution. The Project Team is responsible for communicating findings to the contractor for correction. Immediate response may depend on the severity of the issue(s). Continuous or egregious contractor non-compliance may include suspension of work and/or replacement of the contractor safety manager.

Construction Safety Manager Inspection Reports

The Contractor Safety Manager is required to submit Construction Safety Inspection Reports in accordance with the contract specifications. These reports list all safety findings noted by the Contractor Safety Manager and any remedial actions taken to correct the finding(s). The Monthly Project Safety Report lists toolbox safety talks and safety reports required by the contract.

The Contractor Safety Manager is required to submit the OSHA 300A form annually and OSHA 300 forms when a recordable injury occurs to the EHS Construction Safety business unit and the project team.

5.6 Competencies & Training

MARTA will provide SMS awareness training for employees within the current scope of MARTA's SMS program. A training program for Designated Personnel is also outlined in the Designated Personnel Training Plan (DPTP). Refer to Appendix B for the MARTA Designated Personnel Training Matrix, which includes various safety training in accordance with FTA and general safety practices. Additional safety training beyond those outlined in the DPTP may occur at the discretion of DSQA.

Training is facilitated through eCourses available to employees in the MARTA Learning Management System (MARTALearn). The Office of Learning and Development manages the MARTALearn system.

MARTA Operations is responsible for ensuring additional training (formal or informal) is provided, as necessary, for Operations and Maintenance job-specific safety needs.

The DPTP covers safety training requirements for Designated Personnel and provides an overview of safety training requirements.

The objectives of the DPTP are to:

- Establish a comprehensive safety training program, including refresher training for Authority employees.
- Enhance technical proficiency of employees with safety responsibilities.
- Promote MARTA's SMS principles and practices through employee education.

The Technical Training business unit provides all Operations Group Craft Training and manages course materials for the Bus, Rail & Infrastructure crafts. The scope of responsibility and training criteria are described and defined in the Technical Training SOPs and policies.

All MARTA employees receive proper equipment, tools, and proficiency & safety awareness training to safely perform their required job duties.

5.7 Compliance with the Public Transportation Safety Certification Training Program

MARTA's staff training program meets the requirements established in the FTA's Public Transportation Safety Certification Training Program (PTSCTP) Final Rule (49 CFR Part 672) and in the SSOA Program Standard. As shown in the Key SMS Staff training matrix in Appendix B, and detailed in the MARTA Designated Personnel Training Plan, Authority staff or contractors who have direct safety oversight responsibilities ("Designated Personnel") are required to meet the following training requirements within three years of hire and with Authority-led refresher training every two years:

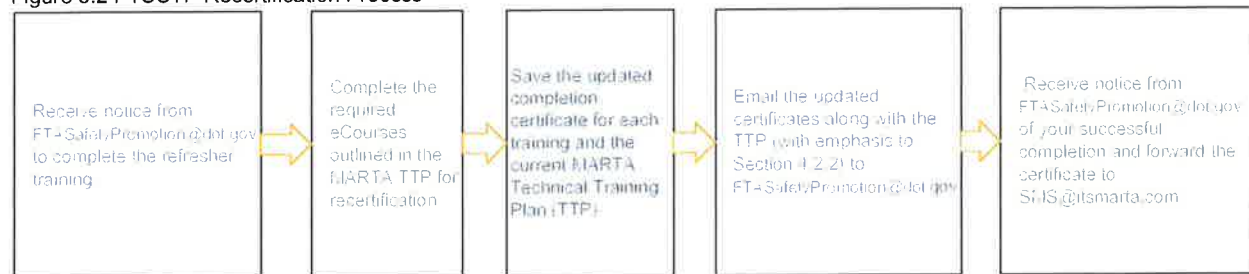
- SMS Awareness (one-hour TSI e-learning course)
- SMS Safety Assurance (two-hour TSI virtual live training course)
- SMS Principles for Transit (20-hour TSI instructor-led course)
- Transit Safety and Security Program curriculum (with the exception of Transit System Security):
 - Transit Rail System Safety (36-hour TSI instructor-led course)
 - Effectively Managing Transit Emergencies (32-hour TSI instructor-led)
 - Transit Rail Incident Investigation (36-hour TSI instructor-led course)

The PTSCTP Recertification training is developed by DSQA and will be a minimum of 1-hour in length of time. The recertification training is comprised of the following MARTA eCourses: (Follow the process shown in Figure 5.2)

1. Safety Management System (SMS) Awareness
2. Safety 1st/Hazard Reporting
3. Agency Safety Plan

4. De-escalation Training

Figure 5.2 PTSCTP Recertification Process



System-wide Safety Management System Training

All MARTA employees, regardless of job title or function, must take the Safety Management System e-learning courses (eCourses) on MARTALearn, the MARTA Learning Management System. The courses will be assigned to all Authority staff for completion. MARTALearn will track employee training statuses and completions.

New MARTA employees are required to take New Employee Training Orientation (NETO), which includes the following MARTA eCourses:

1. Safety Management System (SMS) Awareness
 - a. Within the first six (6) months of employment
2. Safety 1st/Hazard Reporting
 - a. Represented Staff. Non-Represented staff complete within the first 30 days
3. Agency Safety Plan
 - a. Within the first 30 days

The Office of Learning and Development has overall responsibility for the management of soft skill course materials and training records. All new employees receive this training upon hire in New Employee Transit Orientation. The Office of Learning and Development will ensure the information is in MARTALearn, so a Safety training completion report can be reviewed, to show safety course employee completions. DSQA will monitor the completion rate along with the Office of Learning and Development.

5.7.1 Other Safety-related Training

De-escalation training is a part of the continuing education of MARTA employees. The “MARTA De-escalation Training for Employees” eCourse requires training for employees, particularly in Operations, Maintenance, and Safety. De-escalation training teaches methods to prevent potential violence. Individuals are encouraged to use purposeful actions, verbal communications, and body language to calm a potentially dangerous situation. The training statistics are monitored by the Office of SMS. Notifications are given to ensure employees remain current with this training.

EHS provides hazardous materials training to Authority staff in accordance with regulatory requirements. Each type of training is conducted at the frequency required by each regulation for employees whose job duties can affect compliance with that requirement.

Rail Operations has training criteria established by the Office of Technical Training, Bus, Rail, Track & Infrastructure Craft Training. Reference their standard operating procedures for complete and detailed description of the training requirements and curriculum.

APPENDIX

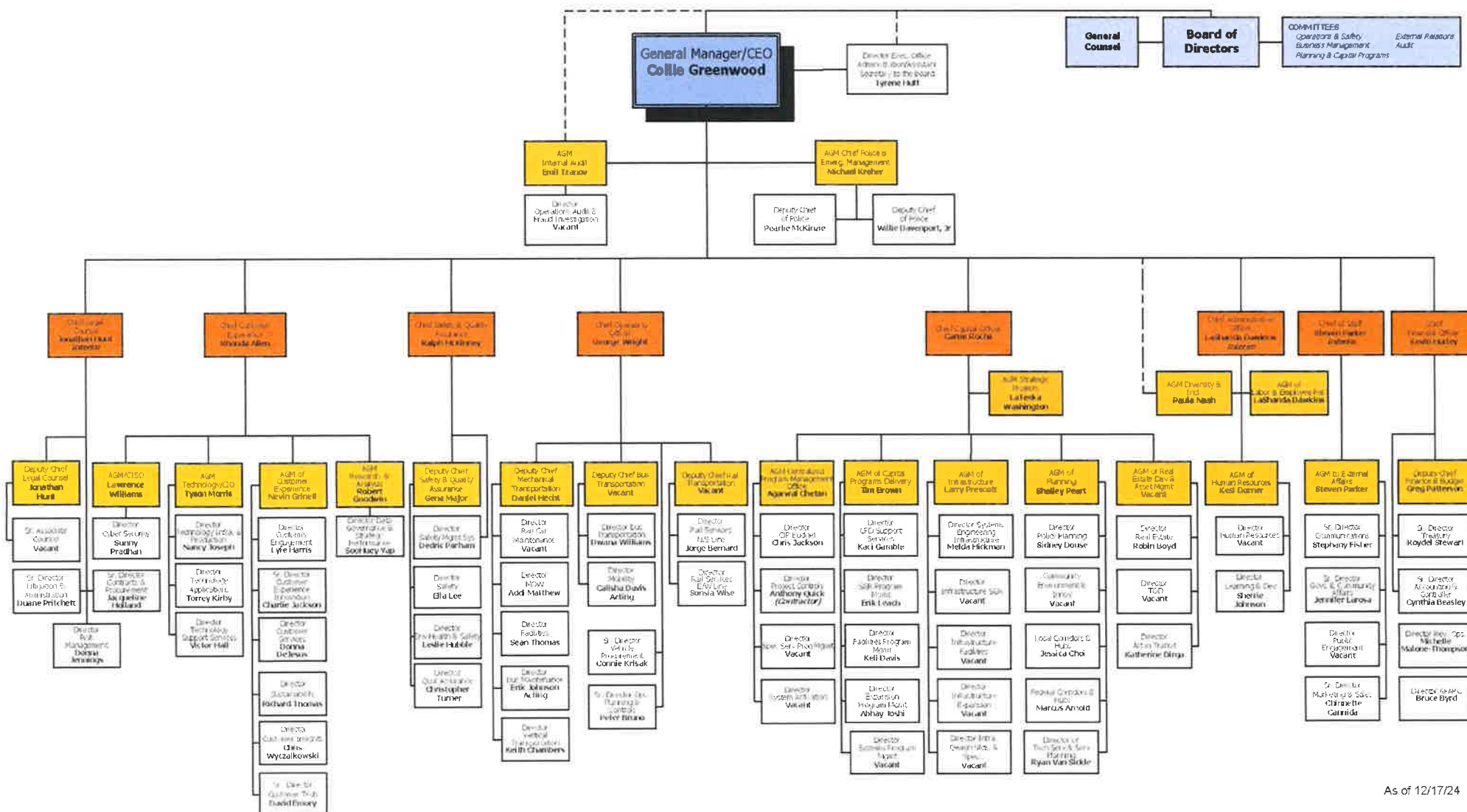
A ORGANIZATIONAL CHARTS

A-1 *AUTHORITY-WIDE ORGANIZATIONAL CHART*

FY2025 ORGANIZATION CHART

marta

METROPOLITAN ATLANTA RAPID TRANSIT AUTHORITY

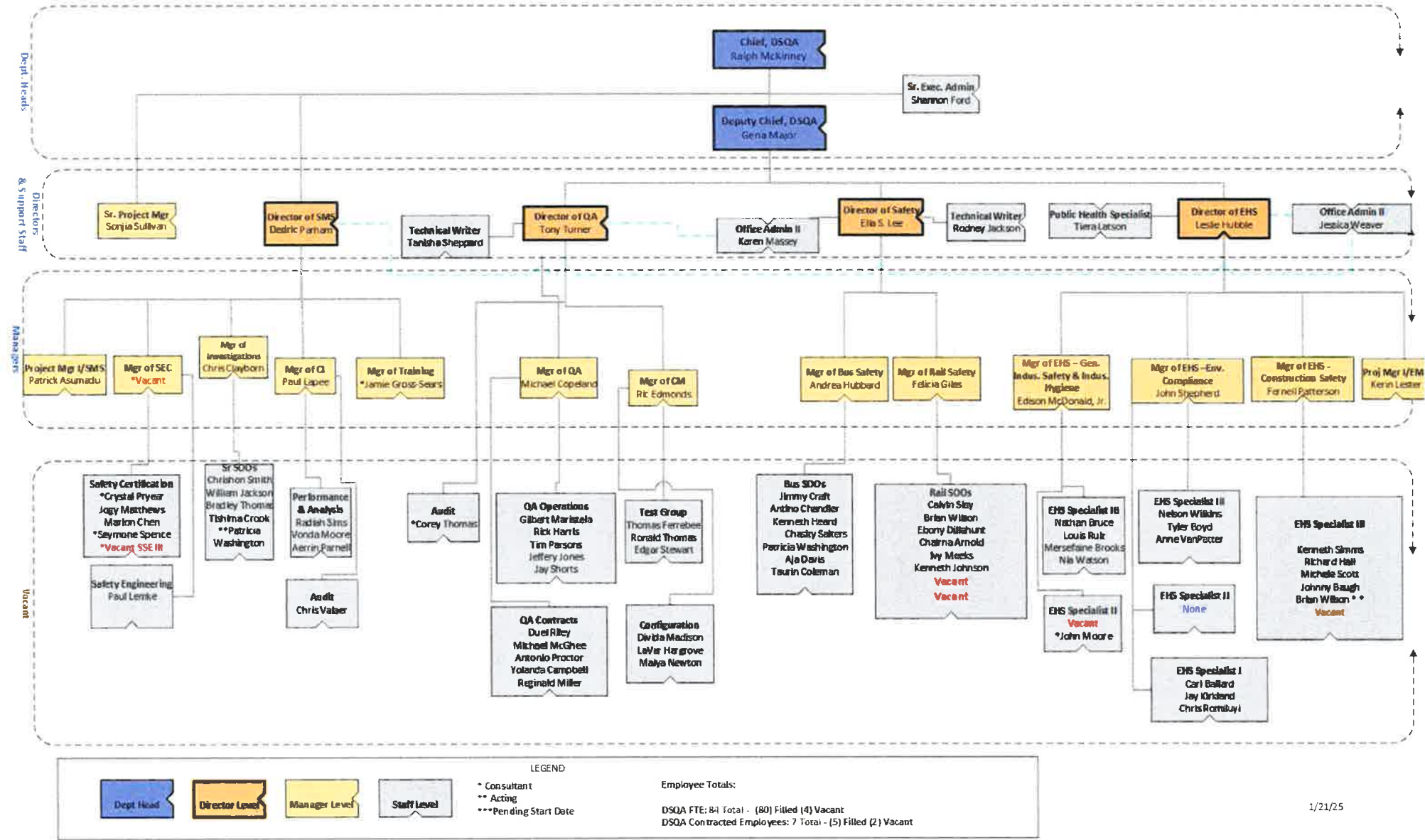


As of 12/17/24

A-2 DSQA ORGANIZATIONAL CHART



Department of Safety and Quality Assurance
Organizational Chart



APPENDIX

B SMS STAFF AND DESIGNATED PERSONNEL TRAINING MATRIX

APPENDIX

C AUTHORITY DOCUMENTS INCORPORATED INTO ASP BY REFERENCE

Document Title	Doc. No.	Owner
Safety Event Investigation Procedure	SQA-SOP-1160	DSQA
Anti-Retaliation Safety Policy	LS-PO-0001	Legal
Corrective Action Plan Program	SAQ-PL-1011	DSQA
Configuration Management Program Plan	QACM-PL-2001	DSQA
Data Analysis Procedure	QA-SOP-6000	DSQA
Designated Personnel Training Plan	SAQ-PL-1008	DSQA
Internal Safety Audit Plan	SAQ-SOP-1007	DSQA
Joint Health and Safety Committee Administrative Guidelines Procedure	10.2.32	Joint Health and Safety Committee
Procurement Procedure Manual	10.3.35	Contracts, Procurement and Materials
Safety and Security Certification Program Plan	SAQ-PL-1006	DSQA
Safety Risk Management Plan	SAQ-PL-1005	DSQA
Security and Emergency Preparedness Plan	PS-PO-0110	MPD
Strategic Transit Asset Management Plan	AM-PO-0001	Capital Programs Delivery
System Modification Management Plan	SAQ-PL-1015	DSQA
Designated Personnel Training Plan	SAQ-PL-1008	DSQA
Transit Asset Management Policy	AM-PL-001	Capital Programs Delivery

APPENDIX

D INTERNAL SAFETY AUDIT SCHEDULE

DSQA Three-year Internal Safety Audit Schedule (CY2025-CY2026-CY2027)

Calendar Quarter	Audit Number	Internal Safety Audits Schedule Calendar Year 2025	Tentative Audit Date
Q1	CY25-001	Communications-Radio and Computer Maintenance	3/4/2025
Q2	CY25-002	Office of Rail Car Maintenance	4/8/2025
Q2	CY25-003	Program & Contract Management and Construction Management	5/6/2025
Q2	CY25-004	Office of Light Rail-Maintenance	6/10/2025
Q3	CY25-005	Department of Technology, Telephony Maintenance	8/5/2025
Q3	CY25-006	Office of Bus Operations: Bus Maintenance	9/9/2025
Q4	CY25-007	Office of Facilities, Buildings and Support Equipment	10/13/2025
Q4	CY25-008	Office of Design, Engineering, and Infrastructure	11/10/2025

Calendar Quarter	Audit Number	Internal Safety Audits Schedule Calendar Year 2026	Tentative Audit Date
Q1	CY26-009	Office of Facilities-Buildings & Grounds	3/9/2026
Q2	CY26-010	Office of Maintenance of Way-Electrical Power & Equipment	4/6/2026
Q2	CY26-011	Office of Light Rail-Traction Power	5/11/2026
Q2	CY26-012	Office of Maintenance of Way-Track & Structures	6/15/2026
Q3	CY26-013	Office of Maintenance of Way-Automatic Train Control	8/18/2026
Q3	CY26-014	Office of Bus Operations: Mobility	9/15/2026
Q4	CY26-015	Office of Quality Assurance	10/12/2026
Q4	CY26-016	Office of Customer Experience	11/10/2026

Calendar Quarter	Audit Number	Internal Safety Audits Schedule Calendar Year 2027	Tentative Audit Date
Q1	CY27-015	HR: Occupational Medical Services Drug & Alcohol Program	3/8/2027
Q2	CY27-016	Office of Vertical Transportation	4/12/2027
Q2	CY27-017	Office of Safety	5/10/2027
Q3	CY27-018	Office of Contracts & Procurement and Materials	7/12/2027
Q3	CY27-019	Office of Bus Transportation	8/9/2027
Q3	CY27-020	Technical Training-Bus, Rail, Track & Infrastructure Craft Training	9/13/2027
Q4	CY27-021	Office of Rail Transportation	10/4/2027
Q4	CY27-022	Office of Light Rail Transportation-Operations	11/8/2027

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