



# PUBLIC TRANSPORTATION AGENCY SAFETY PLAN



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~~City of Corona Transit Service~~

~~400 South Vicentia Avenue~~

~~Corona, CA 92882~~

~~Agency Safety Plan~~

**Adopted April 15, 2020**

**Certified September 3, 2020**

**Amended December 7, 2022**

**Amended October 1, 2025 – Pending Approval**

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Savat Khamphou, Public Works Director  
Accountable Executive

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Date

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Anne K. Turner, \_\_\_\_\_ Date  
Community Services Director  
Accountable Executive \_\_\_\_\_

**400 South Vicentia Avenue, Corona, CA 92882**

**Corona, CA 92882**

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## Definitions

**Accident** means an Event that involves any of the following: a loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; an evacuation for life safety reasons.

**Accountable Executive** means the single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of the Agency; responsibility for carrying out the Agency’s Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the Agency’s Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. § 5329(d), and the Agency’s Transit Asset Management Plan in accordance with 49 U.S.C. § 5326.

**Agency or Transit Agency** means **City of Corona Transit Service**.

**City of Corona Council** means governing body of **City of Corona Transit Service**.

**Caltrans** means the California Department of Transportation

**Chief Safety Officer** means the adequately trained individual who has responsibility for safety and reports directly to the Transit Agency’s chief executive officer.

**CFR** means Code of Federal Regulations.

**Event** means any Accident, Incident, or Occurrence.

**FTA** means the Federal Transit Administration, an operating administration within the United States Department of Transportation.

Hazard means any real or potential condition that can cause injury, illness, or death, damage to or loss of the facilities, equipment, rolling stock, or infrastructure of the system, or damage to the environment.

Incident means an Event that involves any of the following: a personal injury that is not a serious injury, one or more injuries requiring medical transport, or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of the Transit Agency.

Investigation means the process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.

National Public Transportation Safety Plan means the plan to improve the safety of all public transportation systems that receive federal financial assistance under 49 U.S.C. Chapter 53.

Occurrence means an Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of the Transit Agency.

Part 673 means 49 CFR (Code of Federal Regulations) Part 673.

Performance Measure means 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 means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the Federal Transit Administration (FTA).

Risk means the composite of predicted severity and likelihood of the potential effect of a hazard.

Risk mitigation means a method or methods to eliminate or reduce the effects of hazards.

Safety Assurance means processes within the Transit Agency's Safety Management Systems that function to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the Transit Agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

Safety Management Policy means the Transit Agency's documented commitment to safety, which defines the Transit Agency's safety objectives and the accountabilities and responsibilities of its employees in regard to safety.

Safety Management Systems (SMS) means the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a Transit Agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.

Safety Performance Target (SPT) means a Performance Target related to safety management activities.

Safety Promotion means a combination of training and communication of safety information to support SMS as applied to the Transit Agency's public transportation system.

Safety Risk Assessment (SRA) means the formal activity whereby the Transit Agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.

Safety Risk Management (SRM) means a process within the Transit Agency's Public Transportation Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.

Serious injury means any injury which: (1) requires hospitalization for more than 48 hours, commencing within seven days from the date the injury was received, (2) results in a fracture of any bone (except simple fractures of fingers, toes, or noses), (3) causes severe hemorrhages, nerve, muscle, or tendon damage; (4) involves any internal organ, or (5) involves second or third-degree burns, or any burns affecting more than five percent of the body surface.

State of Good Repair (SGR) means the condition in which a capital asset is able to operate at a full level of performance.

Transit Asset Management Plan means 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.

U.S.C. means United States Code.

### *Section 1 Transit Agency Information*

**City of Corona Transit Service** is a **municipal authority** formed by the **Municipal Authorities Act of 1945**, which operates **fixed route and demand response service** in the city of Corona, Coronita, El Cerrito, Home Gardens in the area of Riverside County, California. **City of Corona Transit Service** does purchase transportation services from **MV Transportation**. **City of Corona Transit Service** is a recipient/subrecipient of Section 5307, local funds, and Transportation Development Act LTF and STA funds. **City of Corona Transit Service does not provide transportation services on behalf of another entity.**

#### *Subsection 1.1 Accountable Executive*

**City of Corona Transit Service's** Accountable Executive is the **Community ServicesPublic Works Director**. The **Community ServicesPublic Works Director** is the single, identifiable person who has ultimate responsibility for carrying out this Agency Safety Plan and the **City of Corona Transit Service's** Transit Asset Management (TAM) Plan, and control or direction over the human and capital resources needed to develop and maintain both this Plan and the TAM Plan.

The **Community ServicesPublic Works Director** is accountable for ensuring that the Agency's Safety Management Systems (SMS) is effectively implemented throughout the Agency's public

transportation system. The ~~Community Services~~Public Works Director is accountable for ensuring action is taken, as necessary, to address substandard performance in the Agency's SMS. The ~~Community Services~~Public Works Director may delegate specific responsibilities, but the ultimate accountability for the Transit Agency's safety performance cannot be delegated and always rests with the ~~Community Services~~Public Works Director-.

### *Subsection 1.2 Chief Safety Officer*

The ~~Community Services~~Public Works Director designates the Transit Program Manager as the City of Corona Transit Service's Chief Safety Officer who has the authority and responsibility for the day-to-day implementation and operation of the Agency's SMS. The Chief Safety Officer holds a direct line of reporting to the Accountable Executive, **as shown in the organization chart in ~~the~~ Attachment "A"**, and has a strong working relationship with the operations and asset management functions at the City of Corona Transit Service.

## *Section 2 Plan Development, Approval, and Updates*

Caltrans developed the contents of this **City of Corona Transit Service** plan to meet requirements specified in 49 CFR Part 673 and comply with Part 673.11(d) regarding Caltrans' responsibility to develop an ASP for any small public transportation provider that is located in California. This Plan is based on the four (4) principles or pillars of the Safety Management Systems (SMS). SMS is defined as the formal, top-down, organization-wide, data-driven approach to managing safety risk and assuring the effectiveness of safety mitigations. It includes systematic policies, procedures, and practices for the management of safety risk. The four principles or pillars of SMS are: (1) Safety Management Policy; (2) Safety Risk Management; (3) Safety Assurance; and (4) Safety Promotion.

### *Subsection 2.1 Drafting the Plan*

Caltrans drafted this Plan, thus meeting the requirements of 49 CFR Part 673.11(d). FTA will oversee compliance with the requirements of Part 673 through the existing Triennial Review processes.

Should **City of Corona Transit Service** no longer meet the definition of a small public transportation provider or choose to opt-out of the Caltrans Agency Safety Plan, within one year from the date of notifying the State of either development **City of Corona Transit Service** will draft and certify its own Agency Safety Plan. If the **City of Corona Transit Service** operates more than 100 vehicles **City of Corona Transit Service** must fulfil requirements of systems operating more than 100 vehicles.

### *Subsection 2.2 Signature by the Accountable Executive and Approval by the Board*

Pursuant to 49 CFR Part 673.11 (a)(1), this Agency Safety Plan and subsequent updates must be signed by the Accountable Executive and approved by the City of Corona Transit Service's Board. **This plan is developed by City of Corona Transit Service and by signature on the first page of the plan, the Accountable Executive (~~Community Services~~Public Works Director-) confirms the**

development of the Plan and approval by the City of Corona's City Council as specified in the Board Agenda found in Attachment "B".

### *Subsection 2.3 Certification of Compliance*

Pursuant to 49 CFR Parts 673.13(a) and 673.13(b), Caltrans certifies that it has established this Agency Safety Plan, meeting the requirements of 49 CFR Part 673 by July 20, 2020 and will certify its compliance with 49 CFR Part 673.

After ~~Caltrans~~Caltrans's initial certification, and on an annual basis, the City of Corona Transit Service must update this Agency Safety Plan by July 20 in perpetuity. All Agency Safety Plan updates shall be signed by the Accountable Executive and approved by the City of Corona Transit Service's Board.

FTA does not require this plan to be submitted to the FTA. Instead, Caltrans will certify that it has established this Safety Plan, which fulfills the requirements under Part 673. The FTA annually amends and issues the list of Certifications and Assurances. Caltrans will review such guidance for incorporation into the safety program as necessary.

### *Subsection 2.4 Plan Review and Updates*

City of Corona Transit Service updates this Safety Plan when information, processes or activities change within the Agency and/or when Part 673 undergoes significant changes, or annually, whichever comes sooner. As City of Corona Transit Service collects data through its Safety Risk Management and Safety Assurance processes, shared with Caltrans and the local Metropolitan Planning Organization (MPO) as described in subsection 3.1 below, the MPO and Caltrans will evaluate City of Corona Transit Service's safety performance targets (SPTs) to determine whether they need to be changed, as well.

This Plan will be reviewed and updated by the Chief Safety Officer with the assistance of subject matter experts, ~~each January~~annually. The Accountable Executive will approve any changes, then forward on to the City of Corona Council for approval.

This Plan may need to be reviewed and updated more frequently based on the following:

- We determine our approach to mitigating safety deficiencies is ineffective;
- We make significant changes to service delivery;
- We introduce new processes or procedures that may impact safety;
- We change or re-prioritize resources available to support SMS;
- We significantly change our organizational structure.

## *Section 3 Safety Performance Targets (SPTs)*

### *Subsection 3.1 Target Development*

City of Corona Transit Service includes SPTs in this Safety Plan. These targets are specific numerical targets set by City of Corona Transit Service and based on the safety Performance

Measures established by the FTA in the National Public Transportation Safety Plan. In the most recent version, the 2017 NSP3, the FTA adopted four initial safety Performance Measures: (1) Fatalities, (2) Injuries, (3) Safety Events, and (4) System Reliability.

**City of Corona Transit Service** developed safety performance targets that it will review and update annually. The specific safety performance targets are based on the safety performance measures established under the National Public Transportation Safety Plan and the safety performance goals set by Caltrans based on the past three (3) Calendar years of data. The Safety Performance Targets for **City of Corona Transit Service** for the year ~~2020-2025~~ is expected to stay within 1% +/- of previous three years data pertaining to fatalities, injuries, safety events, and system reliability.

*Note: ~~Baseline data for each target will need to be provided by each agency~~ Each agency will need to provide baseline data for each target for Caltrans to develop goals.*

FTA requires Caltrans to coordinate with **City of Corona Transit Service** and the **Southern California Association of Government (SCAG)** to the maximum extent practicable. Pursuant to 49 CFR Part 673.15(a), **City of Corona Transit Service** will make safety performance targets available to **Southern California Association of Government** to aid in the planning process upon certification of this plan. Additionally, **City of Corona Transit Service** will transmit performance data against the safety performance targets to Caltrans and the Southern California Association of Government on an annual basis.

Caltrans will ~~conduct coordination meetings with the Southern California Association of Government for the selection of~~ coordinate meetings with the Southern California Association of Government to select State and MPO safety performance targets and goals.

### **CCTS Safety Performance Targets Calculation Methodology**

CCTS will develop Safety Performance Targets (SPTs) that will be reviewed and updated annually. The specific SPTs are based on the safety performance measures established under the National Public Transportation Safety Plan. CCTS SPTs are based on the past three (3) Calendar years' data. The CCTS average SPTs for the year ~~2022~~<sup>25</sup> are derived from averages calculated from cumulative calendar year metrics of ~~2019-2022~~, ~~2020-2023~~, and ~~2021-2024~~ CCTS expects to maintain the CCTS ~~SPTs~~ SPTs within ~~15~~<sup>15</sup>% of average derived SPTs calculated from the previous three years of data pertaining to fatalities, injuries, safety events, and system reliability. The rate is calculated based on Vehicle Revenue Miles (VRM) per 100,000. For example: Fatalities ÷ by VRM x 100,000; Injuries ÷ by VRM x 100,000; Safety Events ÷ by VRM x 100,000 and System Reliability (VRM ÷ Road Calls).

**Three (3) Year Average \***

Mode of Transit Service	Fatalities (Total)	Fatalities ([safety events/VRM] X 100,000)	Injuries (Total)	Injuries ([safety events/VRM] X 100,000)	Safety Events (Total)	Safety Events ([safety events/VRM] X 100,000)	System Reliability (VRM/Road Calls)	Annual VRM (Total)
Fixed Route Service (MBPT)	0	0	0	0	8	2.48	7,042	177,522
Corona Dial-A Ride/Paratransit (DRPT)	0	0	0.0	0.00	5	1.61	21,717	156,115

\* calculated averages from calendar years 2022 through 2024 CCTS performance metrics

**2024 Calendar Year (CY)**

Mode of Transit Service	Fatalities (Total)	Fatalities ([safety events/VRM] X 100,000)	Injuries (Total)	Injuries ([safety events/VRM] X 100,000)	Safety Events (Total)	Safety Events ([safety events/VRM] X 100,000)	System Reliability (VRM/Road Calls)	Annual VRM (Total)
Fixed Route Service (MBPT)	0	0	0	0	6	1.09	9,656	183,471
Corona Dial-A Ride/Paratransit (DRPT)	0	0	0	0.00	7	2.25	11,112	177,792

**2023 CY**

Mode of Transit Service	Fatalities (Total)	Fatalities ([safety events/VRM] X 100,000)	Injuries (Total)	Injuries ([safety events/VRM] X 100,000)	Safety Events (Total)	Safety Events ([safety events/VRM] X 100,000)	System Reliability (VRM/Road Calls)	Annual VRM (Total)
Fixed Route Service (MBPT)	0	0	0	0	6	2.74	4,796	182,234
Corona Dial-A Ride/Paratransit (DRPT)	0	0	0	0.00	5	1.75	14,271	171,250

**2022 CY**

Mode of Transit Service	Fatalities (Total)	Fatalities ([safety events/VRM] X 100,000)	Injuries (Total)	Injuries ([safety events/VRM] X 100,000)	Safety Events (Total)	Safety Events ([safety events/VRM] X 100,000)	System Reliability (VRM/Road Calls)	Annual VRM (Total)
Fixed Route Service (MBPT)	0	0	0	0	12	3.60	6,674	166,862
Corona Dial-A Ride/Paratransit (DRPT)	0	0	0	0.00	2	0.84	39,768	119,303

Three (3) Year Average \*

Mode of Transit Service	Fatalities (Total)	Fatalities ([safety events/VRM] X 100,000)	Injuries (Total)	Injuries ([safety events/VRM] X 100,000)	Safety Events (Total)	Safety Events ([safety events/VRM] X 100,000)	System Reliability (VRM/Road Calls)	Annual VRM (Total)
Fixed Route Service (MBPT)	0	0	0	0	6	3.35	3,928	166,628
Corona Dial-A Ride/Paratransit (DRPT)	0	0	0.3	0.18	6	4.03	25,793	121,377

\* calculated averages from calendar years 2019 through 2020 CCTS performance metrics

2021 Calendar Year (CY)

Mode of Transit Service	Fatalities (Total)	Fatalities ([safety events/VRM] X 100,000)	Injuries (Total)	Injuries ([safety events/VRM] X 100,000)	Safety Events (Total)	Safety Events ([safety events/VRM] X 100,000)	System Reliability (VRM/Road Calls)	Annual VRM (Total)
Fixed Route Service (MBPT)	0	0	0	0	3	1.93	4,451	155,794
Corona Dial-A	0	0	0	0.00	3	3.26	18,415	92,077

2020 CY

Mode of Transit Service	Fatalities (Total)	Fatalities ([safety events/VRM] X 100,000)	Injuries (Total)	Injuries ([safety events/VRM] X 100,000)	Safety Events (Total)	Safety Events ([safety events/VRM] X 100,000)	System Reliability (VRM/Road Calls)	Annual VRM (Total)
Fixed Route Service (MBPT)	0	0	0	0	6	3.49	3,513	172,119
Corona Dial-A Ride/Paratransit (DRPT)	0	0	0	0.00	1	1.10	22,761	91,044

2019 CY

Mode of Transit Service	Fatalities (Total)	Fatalities ([safety events/VRM] X 100,000)	Injuries (Total)	Injuries ([safety events/VRM] X 100,000)	Safety Events (Total)	Safety Events ([safety events/VRM] X 100,000)	System Reliability (VRM/Road Calls)	Annual VRM (Total)
Fixed Route Service (MBPT)	0	0	0	0	8	4.65	3,822	171,970
Corona Dial-A Ride/Paratransit (DRPT)	0	0	1	0.55	14	7.73	36,202	181,009

### Section 4 Overview of the Agency's Safety Management Systems (SMS)

SMS is a comprehensive, collaborative approach that brings management and labor together to build on the transit industry's existing safety foundation to control risk better, detect and correct safety problems earlier, share and analyze safety data more effectively, and measure safety performance more carefully. **City of Corona Transit Service's** SMS focuses on applying resources to risk and is based on ensuring that the **City of Corona Transit Service** has the organizational infrastructure to support decision-making at all levels regarding the assignment of resources. Some key parts of **City of Corona Transit Service's** SMS include:

- Defined roles and responsibilities;
- Strong executive safety leadership;
- Formal safety accountabilities and communication;
- Effective policies and procedures; and

- Active employee involvement

Furthermore, **City of Corona Transit Service**'s SMS have four distinct components, which are discussed in subsequent sections to this Safety Plan:

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

### *Section 5 Safety Management Policy*

The first component of the **City of Corona Transit Service**'s SMS is the Safety Management Policy, which is the foundation of the **City of Corona Transit Service**'s safety management system. It clearly states the organization's safety objectives and sets forth the policies, procedures, and organizational structures necessary to accomplish the safety objectives. The Safety Management Policy clearly defines management and employee responsibilities for safety throughout the organization. It also ensures that management is actively engaged in the oversight of the system's safety performance by requiring regular review of the Safety Management Policy, budget and program by the designated Accountable Executive.

#### *Subsection 5.1 Safety Management Policy Statement*

Safety is a core value at **City of Corona Transit Service**, and managing safety is a core business function. **City of Corona Transit Service** will develop, implement, maintain, and continuously improve processes to ensure the safety of our customers, employees, and the public. **City of Corona Transit Service** overall safety objective is to proactively manage safety hazards and their associated safety risk, with the intent to eliminate unacceptable safety risk in our transit operations.

**City of Corona Transit Service** will:

- Clearly, and continuously explain to all staff that everyone working within **City of Corona Transit Service** must take part and be responsible and accountable for the development and operation of the Safety Management System (SMS).
- Work continuously to minimize safety risks. Work to comply with and, wherever possible, exceed legislative and regulatory requirements and standards for passengers and employees.
- Work to ensure that all employees are provided appropriate safety information and training, are competent in safety matters, and assigned tasks commensurate with duties and skills.
- Reaffirm that responsibility for making our operations safer for everyone lies with all employees – from executive management to frontline employees. Each manager is responsible for implementing the SMS in their area of responsibility and will be held accountable to ensure that all reasonable steps are taken to perform activities established through the SMS.

Caltrans established safety performance targets to help measure the overall effectiveness of our processes and ensure we meet our safety objectives. **City of Corona Transit Service** will keep employees informed about safety performance goals and objectives to ensure continuous safety improvement.

#### *Subsection 5.2 Safety Management Policy Communication*

The Safety Management Policy is communicated throughout the Agency, to all employees, managers, and executives, as well as contractors, and to the City of Corona Council.

This is accomplished through various processes such as:

- Workshops/training sessions - Conducted for Senior Management, Directors, Managers, Supervisors. Once this Plan or any update to this Plan has been signed by the CEO/General Manager approved by the Board of Directors and certified by Caltrans it will become standard practice in perpetuity so that SMS becomes standard business practice. All Union representatives will be kept informed.
- New Hire Safety Orientation – All new employees regardless of their classifications will be trained about their roles and responsibilities pertaining to PTASP and the principles of SMS.
- Safety bulletins, email safety newsletter blasts to staff, toolbox/tailgate safety meetings and/or safety committee meetings

#### *Subsection 5.3 Employee Safety Reporting Program*

**City of Corona Transit Service** implemented a process that allows employees [and contracted employees] to report safety conditions to senior management, protections for employees who report safety conditions to senior management. The purpose, description and protections for employees to report unsafe conditions and hazards are described in the Employee Safety Reporting Program as below:

##### **Purpose:**

- a) To establish a system for **City of Corona Transit Service** employees to identify unsafe conditions or hazards at work and report them to their department management without fear of reprisal. However, disciplinary action could result if the condition reported reveals the employee willfully participated in or conducted an illegal act, gross negligence or deliberate or willful disregard of regulations or procedures, including reporting to work under the influence of controlled substances, physical assault of a coworker or passenger, theft of agency property, unreported safety events, unreported collisions, and unreported passenger injuries or fatalities.
- b) To provide guidelines for facilitating the timely correction of unsafe conditions or hazards by **City of Corona Transit Service** management.

##### **Description:**

a) This program provides a method for **City of Corona Transit Service** management to identify, evaluate, and correct or avoid unsafe conditions or hazards, procedural deficiencies, design inadequacies, equipment failures, or near misses that adversely affect the safety of employees.

Examples of voluntary safety reports include:

- Safety hazards in the operating environment (for example, county or city road conditions),
- Policies and procedures that are not working as intended (for example, insufficient time to complete pre-trip inspection),
- Events that senior managers might not otherwise know about (for example, near misses), and
- Information about why a safety event occurred (for example, radio communication challenges).

b) The program also involves recommending corrective actions and resolutions of identified unsafe conditions or hazards and/or near miss.

c) All employees have the obligation to report immediately any unsafe conditions or hazards and near miss to their immediate supervisor /department manager and may do so without fear of reprisal.

d) Unsafe conditions or hazards may also be identified as a result of occupational injury or illness investigations and/or by accident investigation.

e) Other means by which hazards may be identified are inspections/audits or observations made by the supervisors/management staff as referenced in agency's Safety Inspection Program.

f) Findings will be published immediately following mitigation actions. If employee identification is available, direct feedback regarding mitigation will be provided.

#### *Subsection 5.4 SMS Authorities, Accountabilities, and Responsibilities*

This Plan has assigned specific SMS authorities, accountabilities, and responsibilities to the designated Accountable Executive; Chief Safety Officer; Agency's Leadership/Executive Management; and Key Staff/Employees as described below.

##### *Subsection 5.4.1 Accountable Executive*

**City of Corona Transit Service's** Accountable Executive is **Community ServicesPublic Works Director**. The **Community ServicesPublic Works Director** is accountable for ensuring that the Agency's SMS is effectively implemented throughout the Agency's public transportation system. The **Community ServicesPublic Works Director** is accountable for ensuring action is taken, as necessary, to address substandard performance in the Agency's SMS. The **Community ServicesPublic Works Director** may delegate specific responsibilities, but the ultimate accountability for the **City of Corona Transit Service's** safety performance cannot be delegated

and always rests with the **Community Services Public Works Director**. The **Community Services Public Works Director** is accountable for ensuring that the Agency's SMS is effectively implemented, and that action is taken, as necessary, to address substandard performance in the Agency's SMS. The Accountable Executive may delegate specific responsibilities, but not accountability for **City of Corona Transit Service's** safety performance.

The **Community Services Public Works Director** roles include, but are not limited to:

- Decision-making about resources (e.g. people and funds) to support asset management, SMS activities, and capital investments;
- Signing SMS implementation planning documents;
- Endorsing SMS implementation team membership; and
- Ensuring safety concerns are considered and addressed in the agency's ongoing budget planning process.
- Ensuring transparency in safety priorities: for the Board of Directors and for the employees.
- Establishing guidance on the level of safety risk acceptable to the agency.
- Assuring safety policy is appropriately communicated throughout the agency.
- Other duties as assigned/necessary.

#### *Subsection 5.4.2 Chief Safety Officer*

The Chief Safety Officer has the authority and responsibility for day-to-day implementation and operation of the **City of Corona Transit Service's** SMS.

Chief Safety Officer's Roles include:

- Decision-making about resources (e.g., people and funds) to support asset management, SMS activities, and capital investments;
- Overseeing the safety risk management program by facilitating hazard identification, safety risk assessment, and the development and implementation of safety risk mitigations.
- Monitoring safety risk mitigation activities;
- Providing periodic reports on safety performance;
- Briefing the Accountable Executive and Corona City Council on SMS implementation progress;
- Planning safety management training; and
- Developing and organizing annual audits/reviews of SMS processes and the Agency Safety Plan to ensure compliance with 49 CFR Part 673 requirements.
- Maintaining safety documentation.
- Other duties as assigned/necessary.

### *Subsection 5.4.3 Agency Leadership and Executive Management*

The **Chief Operations Officer and the department directors or managers of each department** comprise Agency Leadership/Executive Management. Some of their responsibilities include:

- Day-to-day implementation of the Agency's SMS throughout their department and the organization.
- Communicating safety accountability and responsibility from the frontline employees to the top of the organization.
- Ensuring employees are following their working rules and procedures, safety rules and regulations in performing their jobs, and their specific roles and responsibilities in the implementation of this Agency Safety Plan and the Agency's SMS.
- Ensuring that employees comply with the safety reporting program and are reporting unsafe conditions and hazards to their department management; and making sure reported unsafe conditions and hazards are addressed in a timely manner.
- Ensuring that resources are sufficient to carry out employee training/certification and re-training as required by their job classifications.

### *Subsection 5.4.4 Key Staff*

The agency Key Staff/Employees may include managers, supervisors, specialists, analysts, database administrators, and other key employees who are performing highly technical work and overseeing employees performing critical tasks and providing support in the implementation of this Agency Safety Plan and SMS principles in various departments throughout the agency.

**City of Corona Transit Service's** Key Staff/Employees responsibilities include:

- Ensuring that employees are complying with the safety reporting program.
- Ensuring supervisors are conducting their toolbox safety meetings.
- Promoting safety in employee's respective area of responsibilities – That means: zero accidents; absence of any safety concerns; perfect employee performance; and compliance with agency rules and procedures and regulatory requirements.
- Ensuring safety of passengers, employees, and the public.
- Responding to customer complaints and expectations for frequency, reliability, and convenience of service.
- Replacing and maintaining aging facilities, equipment, and infrastructure.
- Meeting increasing demands for fixed route, commuter service and paratransit service.
- Developing and maintaining programs to gather pertinent data elements to develop safety performance reports and conduct useful statistical analyses to identify trends and system performance targets.
- Establishing clear lines of safety communication and holding accountability for safety performance.
- Assisting as subject matter experts in safety risk assessment and safety risk mitigation processes.

## *Section 6 Safety Risk Management (SRM)*

The second component of the **City of Corona Transit Service's** SMS is Safety Risk Management, which includes processes and procedures to provide an understanding of the Agency's operations and vehicle maintenance to allow individuals to identify hazards associated with those activities.

**City of Corona Transit Service** has implemented a Safety Risk Management process for all elements of its transportation system. The Safety Risk Management process includes the following activities: safety hazard identification, safety risk assessment, and safety risk mitigation.

### *Subsection 6.1 Safety Hazard Identification*

Hazard identification is the first step in the Safety Risk Management process and a key component. It involves these fundamental safety-related activities: Identifying safety hazards and their consequences; assessing the risks associated with the consequences of the hazards; and developing mitigations to reduce the potential consequences of the identified hazards.

The following is **City of Corona Transit Service's** methods and processes to identify hazards. The Agency considers, as a source for hazard identification, data and information provided by an oversight authority and the FTA. Hazards are identified through a variety of sources, including:

- Employee safety reporting,
- Review of vehicle camera footage,
- Review of monthly performance data and safety performance targets,
- Observations from supervisors,
- Maintenance reports,
- Comments from customers, passengers, and third parties,
- Safety committee, driver and all-staff meetings,
- Results of audits and inspections of vehicles and facilities,
- Results of training assessments,
- Investigations into safety events, incidents and occurrences, and
- Information from [the](#) FTA and oversight authorities.

When a hazard has been identified, whatever the source, it is reported to the **City of Corona Transit Service** Chief Safety Officer, who enters it into the Hazard Log. The Chief Safety Officer also may enter hazards into this log based on reviews of operations and maintenance activities and procedures.

The Chief Safety Officer will investigate hazards to collect information and determine if hazards need to be entered into the safety risk assessment process. In following up on identified hazards, the Chief Safety Officer may:

- Reach out to the reporting party, if available, to gather all known information about the reported hazard,

- Conduct a walkthrough of the affected area, assessing the possible hazardous condition, generating visual documentation (photographs and/or video), and taking any measurements deemed necessary,
- Conduct interviews with employees in the area to gather potentially relevant information on the reported hazard,
- Review any documentation associated with the hazard (records, reports, procedures, inspections, technical documents, etc.),
- Contact other departments that may have association with or technical knowledge relevant to the reported hazard,
- Review any past reported hazards of a similar nature, and
- Evaluate tasks and/or processes associated with the reported hazard.

Any identified hazard that poses an immediate risk to transit operations, the health and safety of employees or the public, or equipment must immediately be brought to the attention of the Accountable Executive and placed through the Safety Risk Management process for safety risk assessment and mitigation. Otherwise, hazards will be prioritized for further Safety Risk Management activity.

#### *Subsection 6.2 Infectious Disease Prevention*

~~CCTS~~The City of Corona Transit Service follows the Center for Disease Control (CDC) guidelines for all infectious disease exposures. ~~CCTS~~City of Corona Transit Service will also monitor the Riverside County Office of Public Health and California Occupational Safety and Health Administration (OSHA) guidelines and maintain the highest level of employee safety. In addition, the City has developed and implemented the COVID-19 Prevention Program which is designed to control employees' exposure to COVID-19 that may occur in the workplace. These document can be found on the City's intranet and in the appendix of this plan. Further, the City's transit operations contractor, MV Transportation, has updated its Injury and Illness Prevention Program to include COVID-19 Health and Safety Preparedness. This document is also included in the appendix.

#### *Subsection 6.3 Safety Risk Assessment*

Safety risk assessment defines the level or degree of the safety risk by assessing the likelihood and severity of the consequences of hazards and prioritizes hazards based on the safety risk. The Chief Safety Officer, with assistance from key staff subject matter experts, is responsible for assessing identified hazards and ratings using the safety risk matrix below. Prioritizing safety risk provides the Accountable Executive with the information needed to make decisions about resource application.

The following matrix, adopted from the Transportation Safety Institute (TSI) Participation Guide – SMS Principles for Transit, facilitates the ranking of hazards based on their probability of occurrence and severity of their outcome.

Probability Levels			
Description	Level	Specific Individual Item or Location	Fleet, Inventory, or Systemwide
Frequent	A	Likely to occur <u>often in the life of an item with high frequency</u>	Continuously experienced.
Probable	B	Will occur <u>several many</u> times in the life of an item <u>or at a specific location</u> .	Will occur frequently.
Occasional	C	Likely to occur sometime in the life of an item.	Will occur several times <u>during life of system</u> .
Remote	D	Unlikely, but possible to occur in the life of an item.	Unlikely, but can reasonably be expected to occur <u>during life of system</u> .
Improbable	E	So unlikely, it can be assumed occurrence <u>man will</u> not be experienced in the life of an item <u>or at a specific location</u> .	Unlikely to occur, but possible.
Eliminated	F	Incapable of occurrence. This level is used when potential hazards are identified and later eliminated.	Incapable of occurrence. This level is used when potential hazards are identified and later eliminated.

The measuring goes from A to F with A being frequent or likely to occur frequently and E being improbable or expected that this event will most likely never occur. The designation F is used when potential hazards are identified and later eliminated.

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

The Safety Risk Severity Table presents a typical safety risk. It includes four categories to denote the level of severity of the occurrence of a consequence, the meaning of each category, and the assignment of a value to each category using numbers. In this table, 1 is considered catastrophic meaning possible deaths and equipment destroyed and 4 is considered negligible or of little consequence with two levels in between.

Safety Risk Probability and Safety Risk Severity are combined into the Safety Risk Index Ranking to help prioritize safety risks according to the table below.

### Safety Risk Assessment Matrix

Severity → Probability ↓	Catastrophic 1	Critical 2	Marginal 3	Negligible 4
A-Frequent	1A	2A	3A	4A
B- Probable	1B	2B	3B	4B
C-Occasional	1C	2C	3C	4C
D- Remote	1D	2D	3D	4D
E- Improbable	1E	2E	3E	4E
F- Eliminated				
Safety Risk Index Ranking				
1A, 1B, 1C, 2A, 2B	High	Unacceptable		
1D, 2C, 3A, 3B	SeriousModerate	Undesirable - <del>With management D</del> decision required		
1E, 2D, 2E, 3C, 3D, 3E, 4A, 4B,	MediumLow	Acceptable - with review <del>by management</del>		
4C, 4D, 4E	Very Low	Acceptable - without review		

The Chief Safety Officer documents recommendations regarding hazard rating and mitigation options and reports this information to the Accountable Executive.

#### Subsection 6.4 Safety Risk Mitigation

The Chief Safety Officer, assisted by Key Staff subject matter experts, reviews current safety risk mitigations and establish procedures to 1) eliminate; 2) mitigate; 3) accept specific risks. Prioritization of safety remediation measures is based on risk analysis and a course of action acceptable to **City of Corona Transit Service** management.

The safety risk must be mitigated if ranked as Unacceptable (High- Red). Those safety risks that have been mitigated, even those mitigated risks shown as Acceptable status (Low -Green) undergo regular and consistent monitoring to ensure the mitigation strategy is effective.

Key strategies to minimize the types of risks that potentially exist include:

- Development and deployment of policies and procedures that address known hazards and risks,
- Discussion of other actions, strategies, and procedures that might help safeguard against unknown/unforeseen risks,
- Training of drivers and other agency staff on all safety policies and procedures,
- Training of drivers and other agency staff on methodologies for handling emergencies, and
- Training of drivers and staff on proper and effective use of emergency equipment and communication technologies and protocol.

Safety risk mitigations are tracked and updated in the Hazard Log by the Chief Safety Officer.

## *Section 7 Safety Assurance*

The third component of the Agency's SMS is Safety Assurance, which ensures the performance and effectiveness of safety risk controls established under safety risk management. Safety assurance also helps ensure that the organization meets or exceeds its safety objectives through the collection, analysis, and assessment of data regarding the organization's performance. Safety assurance includes inspection activities to support oversight and performance monitoring.

The **City of Corona Transit Service** monitors its operations and maintenance protocols and procedures, and any safety risk mitigations to ensure that it is implementing them as planned. Furthermore, the Agency investigates safety events (as defined in [CCTS' City of Corona Transit Service's](#) SMS pg. 12) and any reports of non-compliance with applicable regulations, standards, and legal authority. Finally, the Agency continually monitors information reported to it through any internal safety reporting programs, including the employee safety reporting program.

Some of the key elements of **City of Corona Transit Service's** Safety Performance Monitoring and Measurement are shown below in subsection 7.1:

### *Subsection 7.1 Safety Performance Monitoring and Measurement*

As part of the Safety Assurance Process, **City of Corona Transit Service**:

- Monitors the system for compliance with, and sufficiency of, the Agency's procedures for operations and maintenance through:
  - Safety audits,
  - Informal inspections,
  - Regular review of on-board camera footage to assess drivers and specific incidents,
  - Safety surveys,
  - Employee safety reporting program,
  - Investigation of safety occurrences,
  - Safety review prior to the launch or modification of any facet of service,
  - Daily data gathering and monitoring of data relating to the delivery of service,
  - Regular vehicle inspections and preventative maintenance, and
  - Continuous feedback loop between leadership and all levels of the agency.
- Monitors its operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended through:
  - Reviewing results from accident, incident, and occurrence investigations,
  - Monitoring employee safety reporting,
  - Reviewing results of internal safety audits and inspections, and
  - Analyzing operational and safety data to identify emerging safety concerns.
- Conducts investigations of safety events to identify causal factors; and
- Monitors information reported through any internal safety reporting programs.

- The Chief Safety Officer routinely reviews safety data captured in employee safety reports, safety meeting minutes, customer complaints, and other safety communication channels. When necessary, the Chief Safety Officer ensures that the issues and concerns are investigated or analyzed through the safety risk assessment process.
- The Chief Safety Officer also reviews the results of internal and external reviews, including audits and assessments, with findings affecting safety performance, compliance with operations and maintenance procedures, or the effectiveness of safety risk mitigations. The Chief Safety Officer discusses relevant safety issues and concerns with the Accountable Executive and executive management and documents the results of these reviews in the Hazard Log.

In the event of a fatality, the **City of Corona Transit Service** complies with all FTA drug and alcohol requirements.

In California, every driver involved in an accident that results in death, injury, or property damage over \$1000, effective January 1, 2017, must report the accident on a [Report of Traffic Accident Occurring in California](#) (SR 1) form to DMV. The report forms are available at [www.dmv.ca.gov](http://www.dmv.ca.gov), by calling 1-800-777-0133, and at CHP and DMV offices. Also, under California Vehicle Code §16002(b) the driver of a vehicle that is owned or operated by a publicly owned or operated transit system, or that is operated under contract with a publicly owned or operated transit system, and that is used to provide regularly scheduled transportation to the general public or for other official business of the system shall, within 10 days of the occurrence of the accident, report to the transit system any accident of a type otherwise required to be reported pursuant to [subdivision \(a\) of Section 16000](#). The **City of Corona Transit Service** requires driver notification to the **City of Corona Transit Service** immediately and maintains records of any report filed pursuant to this paragraph.

### *Section 8 Safety Promotion*

The fourth component of the Agency's SMS is Safety Promotion, which includes a combination of training and communication of safety information to employees to enhance the Agency's safety performance. Safety Promotion sets the tone for the SMS and helps **City of Corona Transit Service** to establish and maintain a robust safety culture. Safety Promotion has two-components: (1) Safety Communication; and (2) Competencies and Training.

#### *Subsection 8.1 Safety Communication*

**City of Corona Transit Service** communicates safety and safety performance information throughout the organization that, at a minimum, conveys information on hazards and safety risks relevant to employees' roles and responsibilities and informs employees of safety actions taken in response to reports submitted through an employee safety reporting program.

Ongoing safety communication is critical and **City of Corona Transit Service** ensures communication occurs up, down, and across all levels of the organization. Any lessons learned

are communicated to all concerned. Management commitment to address safety concerns and hazards is communicated on a regular basis. Management encourages and motivates employees to communicate openly, authentically, and without concern for reprisal; ensures employees are aware of SMS principles and understand their safety-related roles and responsibilities; conveys safety critical information such as accident data, injuries, and reported safety concerns and hazards and their resolutions to employees. **City of Corona Transit Service's** tools to support safety communication include:

- Safety bulletins
- Safety notices
- Posters
- CDs or Thumb drives or online safety video access
- Newsletters
- Briefings or Toolbox talks
- Seminars and workshops
- New employee training and refresher training
- Intranet or social media
- Safety Committee Meetings

**Competencies and Training:** Executive Management ensures that all employees attend the training provided to understand their specific roles and responsibilities for the implementation of SMS. **City of Corona Transit Service** provides SMS training in the following areas:

**All Employees:**

- Understanding of Safety Performance Targets
- Understanding of fundamental principles of SMS
- Understanding of Safety Reporting Program – Reporting unsafe conditions and hazards/near misses
- Understanding of their individual roles and responsibilities under SMS

**Managers and Supervisors**

- Understanding of Safety Risk Management
- Understanding of Safety Assurance
- Understanding of Safety Promotion
- Understanding of their individual roles and responsibilities for SMS

**Executive Management:**

- Understanding of management commitment to and support of all SMS activities.

All employees are required to acquire the competencies and knowledge for the consistent application of their skills as they relate to safety performance objectives. **City of Corona Transit Service** dedicates resources to conduct effective safety-related skill training. The scope of the

safety training is appropriate to each employee’s individual safety-related job responsibilities and their role in SMS. Components of **City of Corona Transit Service**’s skill-related training include:

- Conducting training needs analyses to ensure that the right information is being taught to the right employees using the most efficient training methods.
- Communicating purpose, objectives, and outcome.
- Ensuring relevant content by directly linking training to the trainee’s job experiences so trainees are more motivated to learn.
- Using active hands-on demonstrations and practice to demonstrate skills that are being taught and provide opportunities for trainees to practice skills.
- Providing regular feedback during hands-on practice and exercises.
- Reinforcing training concepts in the post-training work environment by giving employees opportunities to perform what they’ve learned.

**Safety-related skill training programs provided by the transit agency**, per “4.1 Competencies & Training” in MV Transportation’s “Safety Management System Plan 2019”

**City of Corona Transit Service** conducts refresher training **monthly**, during employee safety meetings.

### **Section 9 Documentation**

*Pursuant to 49 CFR Part 673.31, **City of Corona Transit Service** maintains records related to this Safety Plan and SMS implementation for a minimum of three years. These documents include but are not limited to the results from SMS processes and activities. **City of Corona Transit Service** will make these documents available to FTA Region 9, Caltrans, and other Federal and state agencies upon request.*

*Attachments*

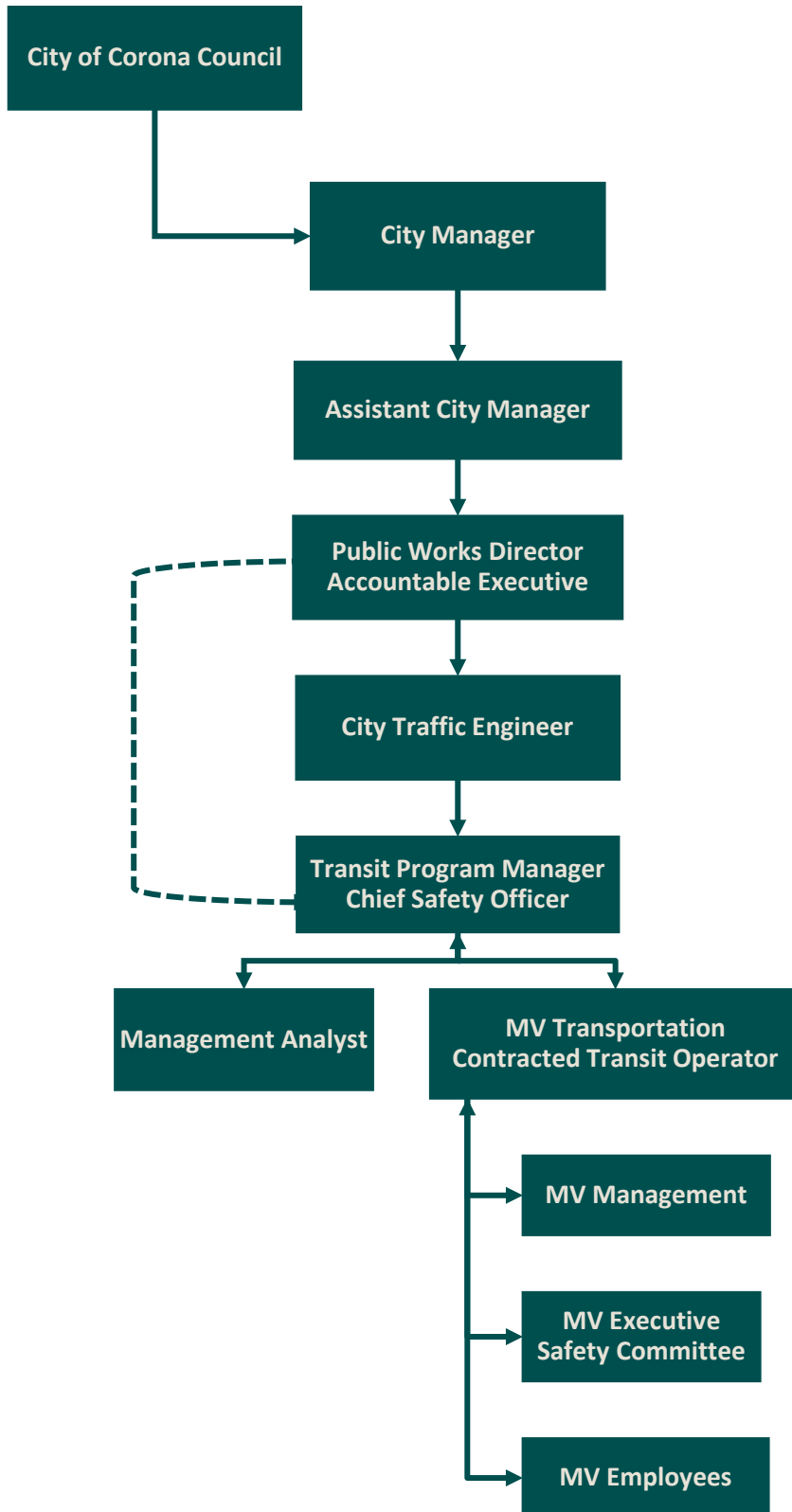
*Attachment A – Organization Chart*



# CITY OF CORONA TRANSIT SERVICE

## Public Transit Agency Safety Plan

### ATTACHMENT A: ORGANIZATIONAL CHART





*Addendum – City of Corona Transit Service Safety Management System*



~~2022~~2025

# CITY OF CORONA TRANSIT SERVICE SAFETY MANAGEMENT SYSTEM SAFETY MANAGEMENT SYSTEM



SUDESH PAUL

CITY OF CORONA TRANSIT SERVICE

12/7/2022



## City of Corona Transit Service Safety Management System (SMS)

### MISSION/OBJECTIVE

The City of Corona Transit Service (CCTS) is committed to operating a public transportation system that offers reliable, accessible, and convenient service with safe vehicles and facilities. CCTS overall safety objective is to proactively manage safety hazards and their associated safety risk, with the intent to eliminate unacceptable safety risk in our transit operations.

### ABOUT CITY OF CORONA TRANSIT SERVICE (CCTS)

City of Corona Transit Service (CCTS) provides both fixed route, Corona Cruiser, and Dial-A-Ride (DAR) services. CCTS serves a diverse population of over 168,000 residents. The city limits encompass approximately 39 square miles.

Dial-A-Ride service commenced in 1977 and provides curb-to-curb service throughout the City of Corona, neighboring county areas of Coronita, El Cerrito, Home Gardens, and satellite locations in the City of Norco. The complementary paratransit service DAR service extends beyond city limits to ensure compliance with the Americans with Disability Act (ADA) ¼ mile corridor around Corona Cruiser fixed route service. Door-to-door service is available upon request for DAR patrons certified under the ADA. The Corona Cruiser fixed route service commenced in 2001 and operates along two routes, the Red Line and Blue Line, using five buses during peak service. The routes provide access to commercial, retail and residential areas, medical facilities, schools, jobs, and links to other transit services. CCTS contracts with the private sector to provide a turn-key transit operation

Version ~~3~~, ~~11/29/224~~, ~~10/1/2025~~

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*The Federal Transit Administration (FTA) has issued rules that require public transit agencies to draft a Safety Plan in accordance with 49 C.F.R. Part 673 (Part 673). The full text of the Part 673 is available at <http://www.transit.dot.gov/PTASP>*



### City of Corona Transit Service Information

<b>Transit Agency Name</b>	City of Corona Transit Service		
<b>Transit Agency Address</b>	400 S. Vicentia Avenue, Suite <del>225</del> 10, Corona, CA 92882		
<b>Name and Title of Accountable Executive</b>	<del>Anne K. Turner, Community Service Director</del> <u>Savat Khamphou, Public Works Director</u>		
<b>Name of Chief Safety Officer or SMS Executive</b>	Sudesh Paul, Transit Program Manager		
<b>Mode(s) of Service Covered by the Plan</b>	Fixed Route Demand Response	<b>List All FTA Funding Types (e.g., 5307, 5310, 5311)</b>	5307, 5339
<b>Modes(s) of Service Provided by the Transit Agency</b>	Contract Operated Fixed Route Contract Operated Demand Response		

### Plan Development, Approval, and Updates

<b>Name of Entity That Drafted This Plan</b>	City of Corona Transit Service	
<b>Signature by the Accountable Executive</b>		
	<b>Signature of Accountable</b>	<b>Date of Signature</b>
<b>Approval by the Board of Directors or an Equivalent Authority</b>	City Council	<del>12/7/22</del> 10/1/25 <u>Pending</u>
	<b>Name of Entity That Approved this Plan</b>	<b>Date of Approval</b>



### Revision/Update History

**Agency Name:**

City of Corona Transit Service

**FTA Recipient ID:**

1638

**Accountable Executive:**

~~Anne K. Turner, Community Services Director~~  
Savat Khamphou, Public Works Director

**Initial City of Corona Council Adoption:**

April 15, 2020

**SMS Effective Date**

July 31, 2020

<b>Last Modified By (Name):</b>	<b>Last Modified (Date):</b>
Gerardo Sanabria	06/15/2020
Sudesh Paul	12/7/2022
<u>Sudesh Paul</u>	<u>10/1/2025 Pending approval</u>



## City of Corona Transit Service Safety Management System (SMS)

### ~~City of Corona Transit Service, Safety Management System (SMS)~~

#### ~~Introduction~~

~~On July 19, 2018, The Federal Transit Administration (FTA) published the Public Transportation Agency Safety Plan (PTASP) Final Rule, which requires certain operators of public transportation systems that receive federal funds under FTA's Urbanized Area Formula Grants to develop safety plans that include the processes and procedures to implement Safety Management Systems (SMS). The documented processes and procedures for the Agency's SMS must consist of four main elements: (1) Safety Management Policy, (2) Safety Risk Management, (3) Safety Assurance, and (4) Safety Promotion.~~

~~In the case of conflict between Corona's Agency Safety Plan and Corona's Safety Management System that includes its Transit Operations Contractor's Safety Management System Plan (MV Transportation "Safety Management System Plan 2019"), Corona's Agency Safety Plan and SMS shall take precedence over, and shall be used in lieu of, such conflicting provisions. Corona's Safety Management System including those of its Contracted Transit Operator have been arranged into a format that parallels the Public Transportation Agency Safety Plan (PTASP) Final Rule.~~



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## City of Corona Transit Service, Safety Management System (SMS)

### Introduction

On July 19, 2018, The Federal Transit Administration (FTA) published the Public Transportation Agency Safety Plan (PTASP) Final Rule, which requires certain operators of public transportation systems that receive federal funds under FTA's Urbanized Area Formula Grants to develop safety plans that include the processes and procedures to implement Safety Management Systems (SMS). The documented processes and procedures for the Agency's SMS must consist of four main elements: (1) Safety Management Policy, (2) Safety Risk Management, (3) Safety Assurance, and (4) Safety Promotion.

In the case of conflict between Corona's Agency Safety Plan and Corona's Safety Management System that includes its Transit Operations Contractor's Safety Management System Plan (MV Transportation "Safety Management System Plan 2019"), Corona's Agency Safety Plan and SMS shall take precedence over, and shall be used in lieu of, such conflicting provisions. Corona's Safety Management System, including those of its Contracted Transit Operator, has been arranged into a format that parallels the Public Transportation Agency Safety Plan (PTASP) Final Rule.

#### *The Accountable Executive*

Per FTA PTASP requirements, each transit operator receiving FTA funding shall designate an "Accountable Executive" to implement the PTASP. The Accountable Executive may delegate specific responsibilities, but the ultimate accountability for the transit agency's safety performance cannot be delegated and always rests with the Accountable Executive. The Agency's Accountable Executive is the Public Works Director. The Agency's Accountable Executive meets all requirements of § 673.5 and § 673.23(d)(1) and has the ultimate responsibility for carrying out the Agency's Public Transportation Agency Safety Plan and the Transit Asset Management Plan.

It is the responsibility of the Accountable Executive to implement safety risk mitigations identified and recommended by the Safety Committee for the safety risk reduction program.

#### *Chief Safety Officer*

The Agency's Chief Safety Officer (CSO) is responsible for the day-to-day implementation and operation of the SMS. The CSO is designated by the Accountable Executive and must be able to report directly to the Accountable Executive. A direct line of communication is critical and required because the Accountable Executive has the authority to make resource and personnel decisions.



## I. Safety Management Policy

The first component of the City of Corona Transit Service's SMS is the Safety Management Policy, which is the foundation of the City of Corona Transit Service's safety management system. It clearly states the organization's safety objectives and sets forth the policies, procedures, and organizational structures necessary to accomplish the safety objectives. The Safety Management Policy clearly defines management and employee responsibilities for safety throughout the organization. It also ensures that management is actively engaged in the oversight of the system's safety performance by requiring regular review of the Safety Management Policy, budget and program by the designated Accountable Executive.

### *Safety Management Policy Statement*

Safety is a core value at City of Corona Transit Service, and managing safety is a core business function. City of Corona Transit Service will develop, implement, maintain, and continuously improve processes to ensure the safety of our customers, employees, and the public. City of Corona Transit Service overall safety objective is to proactively manage safety hazards and their associated safety risk, with the intent to eliminate unacceptable safety risk in our transit operations.

City of Corona Transit Service will:

- Clearly, and continuously explain to all staff that everyone working within City of Corona Transit Service must take part and be responsible and accountable for the development and operation of the Safety Management System (SMS).
- Work continuously to minimize safety risks. Work to comply with and, wherever possible, exceed legislative and regulatory requirements and standards for passengers and employees.
- Work to ensure that all employees are provided appropriate safety information and training, are competent in safety matters, and assigned tasks commensurate with duties and skills.
- Reaffirm that responsibility for making our operations safer for everyone lies with all employees – from executive management to frontline employees. Each manager is responsible for implementing the SMS in their area of responsibility and will be held accountable to ensure that all reasonable steps are taken to perform activities established through the SMS.



### *Purpose*

The City of Corona Transit Service (CCTS) recognizes Safety as its number one core pillar. Every employee is accountable for making safety their priority, starting with the Accountable Executive. Safety and regulatory compliance are the first consideration when developing and implementing policies, procedures and programs affecting the Agency's operation.

### *Policy*

CCTS will continue to support the ongoing implementation of its Safety Management System (SMS) with a commitment to the provision of appropriate resources. The Agency's policies, rules and regulations will continue to be developed with the intent to integrate safety into all Agency operations. Every employee should understand the importance of safety in the workplace.

CCTS establishes and measures our safety performance against realistic and data-driven performance indicators and targets. Monthly safety and security inspections of CCTS transit facilities are conducted to identify and correct potential hazards. Our safety culture encourages employees to freely and openly report safety related issues or concerns.

CCTS ensures no action is taken against any employee who discloses a safety matter through the employee safety reporting program, unless disclosure reveals beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures. CCTS and its Contracted Operator will further ensure that every action is taken within reason to mitigate or eliminate potential hazards from the workplace.

The Agency's Safety Committee, represented by Corona Transit management from multiple disciplines, meets monthly to discuss the safety of its employees and customers. The Committee seeks to proactively identify and mitigate any risk of workplace injury and illness. Employees are provided an opportunity for the free discussion of health and safety problems and possible solutions through their representatives on the committee. Additionally, safety suggestion forms and drop boxes are available to employees as part of the safety reporting program.

In the Agency's quest for safety excellence, it has implemented a Safety Management System (SMS) to identify and mitigate risk. This includes the constant evaluation of the effectiveness of these efforts. This cycle of continuous improvement is a part of the culture at CCTS. Realistic safety performance targets are set prior to the start of each fiscal year and are measured no less than quarterly against benchmarks to evaluate the effectiveness of and adjust as necessary to the continuous efforts to mitigate safety related exposures.

To ensure externally supplied systems and services supporting our operations are delivered and meet our safety performance standards, CCTS screens all potential contractors or vendors to ensure compliance with regulatory guidelines.

Safety at the highest level is achieved through cooperative proactivity in identifying potential hazards and taking into consideration the safety of others. Management will review the safety plan annually and update it as appropriate to ensure the safety of our employees and customers.



As a Public Transit Agency, we understand our responsibility to the safety of our employees, customers, and the public. Our decisions and actions affect the safety of our community and we commit to continually improve on safety.

### Reporting Unsafe Conditions

It is the responsibility of every employee to be aware of their surroundings and to report any unsafe or unsecure condition to their supervisor, safety committee representative, or via the safety suggestion boxes. The Agency has established a program through which employees can identify and make suggestions relating to safety issues. All suggestions or issues identified are addressed monthly at the Agency’s Safety Committee meetings.

### Safety Management Policy Communication

*CCTS safety management policy is communicated throughout the agency’s organization. Include dates where applicable*

The Safety Management Policy is initially communicated to employees in the new employee orientation. Additionally, every operator is given annual instruction which includes the Agency’s safety policy, and a review of how it relates to their safe operation of Agency vehicles. Maintenance employees are communicated the Agency’s Safety Policy once per month during regularly scheduled safety meetings. The Safety Committee addresses the Agency’s Safety Policy with Administrative employees at the monthly Safety Committee Meeting, and the representatives take the information back to department staff meetings.

~~The Safety Management Policy is reinforced using “Driver TV,” which plays continuous loops of safety policy communications that are updated each month with information geared toward relevant current trends.~~

The Agency maintains a Monthly Safety Campaign program for all operators and maintenance personnel. Material for the monthly campaigns cover mandated training topics such as Heat Illness Prevention and Bloodborne Pathogens, but a review of recent trends in safety events within the system also help tailor the monthly campaigns in effort to meet Safety Performance Targets.

### Safety Accountabilities and Responsibilities

<b>Authorities, Accountabilities, and Responsibilities</b>	
<i>Describe the authorities, accountabilities, and responsibilities of the following individuals for the development and management of the transit agency’s Safety Management System (SMS).</i>	
<b>Accountable Executive</b>	<b><u>Anne K. Turner, Community Services</u> <u>Savat Khamphou, Public Works</u> Director</b>
<b>Authority/Accountability</b>	The <b><u>Accountable Executive</u> <u>PWD/CE</u></b> has ultimate accountability to ensure the proper development and implementation of Agency’s Safety Plan. The <b><u>APWD/CE</u> <u>Accountable Executive</u></b> has the authority to designate the appropriate funding for necessary safety related items.



City of Corona Transit Service Safety Management System (SMS)

<p><b>Chief Safety Officer or SMS Executive</b></p> <p><b>Responsibility/Authority</b></p>	<p>Sudesh Paul, Transit Program Manager</p> <p>The Transit Program Manager has the responsibility to develop and ensure implementation throughout the Agency and has the authority to implement safety mitigating measures and recommendations.</p>
<p><b>Agency Leadership and Executive Management</b></p> <p><b>Responsibility/Authority</b></p>	<p><del>Anne K. Turner</del> <u>Savat Khamphou, Community Services Public Works Director (Accountable Executive); Cynthia Lara, Community Assistance Manager</u> <u>Rosalva Ureno, City Traffic Engineer</u>; Sudesh Paul, <u>Transit Program Manager</u> (Chief Safety Officer or SMS Executive); Sudesh Paul, Transit Program Manager</p> <p>The entire leadership team has the responsibility to model, encourage and enforce behaviors that are consistent with the Agency’s number one core value, Safety. They are vested with the authority to carry out this task and are to ensure that Safety is always primary in any decisions about Agency business.</p>
<p><b>MV Transportation Agency Contractor Operator Leadership and Executive Management</b></p> <p><b>Responsibility/Authority</b></p>	<p>Catherine Wynne, General Manager; Britney Pimentel, Assistant General Manager; Alex Sierra, Maintenance Manager; <del>George Mbulu Jr</del> <u>Jorge Flores</u>, <u>Regional Safety Director of Safety</u> (Southern CA); Veronica Ramirez, Road Supervisor.</p> <p>The entire MV Transportation leadership team has the responsibility to model, encourage and enforce behaviors that are consistent with the Agency’s number one core value, Safety. They are vested with the authority to carry out this task and are to ensure that Safety is always primary in any decisions about Agency business.</p>
<p><b>MV Transportation Key Staff</b></p>	<p><b>General Manager:</b> Ultimate responsibility for the safety performance of the location and authorizes activities to support an effective SMS. <b>Assistant General Manager</b> (Britney Pimentel): Responsible for promoting operational safety and adhering to our policies and procedures. <b>Safety and Training Manager</b> (Catherine Wynne): Responsible for the day-to-day implementation and operation of the SMS. <b>Maintenance Manager:</b> Responsible for OSHA compliance and site-specific maintenance activities. <b>Trainers / Instructors</b> (<del>George Mbulu Jr</del> <u>Jorge Flores</u>, Alex Sierra, Catherine Wynne): Responsible for ensuring that we are training every employee to proficiency in accordance with our performance standards. <b>Supervisors</b> (Veronica Ramirez): Responsible for playing an active role in SMS activities, including</p>



	<p>sufficient road observations and identifying potential safety hazards with recommended solutions.</p> <p><b>Location Safety Committee</b> (the committee is composed of MV Transportation and Corona staff, refer to Safety Committee attachment): Responsible for ensuring that reported safety items are reviewed and addressed, as well as discussing proactive measures to mitigate future risk.</p>
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### *Employee Safety Reporting Program*

#### Vehicle Safety Defects Reporting

Coach operators complete pre-trip vehicle inspections prior to pulling from the yard and during relief, using an approved California Highway Patrol inspection form to report safety or mechanical defects. The completed form is turned into dispatch upon pulling the bus back into the yard. Completed forms are collected periodically throughout the day by maintenance staff and repairs are then made if necessary. If a safety or mechanical defect is reported to dispatch prior to pull out, a mechanic will inspect the defect and determine if the coach is safe for operation. If determined the bus is unsafe, it will be placed on hold and will not be released to operations until the necessary repairs are completed and signed off by the mechanic. If a safety or mechanical defect is reported while in service, dispatch will confer with a maintenance supervisor to determine the next course of action i.e. bus exchange, maintenance road call, or safe to continue operation.

#### On-Route Safety Issue Reporting Procedures

All events, incidents or accidents are reported by the operator or reporting staff to dispatch via Clever Device, two-way Bolt radio communication, or cell phone. Dispatch will advise the operator what report must be completed and/or refer the issue to the operations manager if necessary. If an incident or accident occurs, the operator or reporting staff will complete the appropriate report and turn it in to dispatch. Dispatch will then place the report in the Risk Management's mailbox for review. For accidents, if Risk Management determines it was a preventable accident, they will forward their findings to the training manager who will then schedule the employee for retraining. For incidents, Risk Management will determine if there is certain behavior by the employee that caused the incident to take place, they will report their finding in an observation report to the operations manager who then will determine if retraining and/or discipline will take place. If the accident or incident was not the fault of the employee, Risk Management will attempt to mitigate the hazard utilizing CCTS' hazard identification and resolution process that is detailed starting on p. 10.

#### Employee Behaviors/Retraining Procedures

If the operator or staff has accountability relating to an incident or accident, a retraining form is completed, and the employee is retrained via on the road and/or a verbal/written coaching by either a training instructor or operations supervisor. All retraining documentation is signed by



the employee and supervisor/training instructor and filed in the employees personnel file and in Oracle software. Any operator behavior determined to be “at-risk” results in retraining. Any operator behavior determined to be reckless could result in punitive/disciplinary measures.

### Other Employee Safety Reporting Procedures

CCTS’ safety culture encourages employees to report safety-related issues or concerns. In addition to the vehicle safety defect reports, incident reports, and accident reports, safety suggestion boxes are in employee break and lounge areas and checked frequently. All employees are encouraged to utilize these boxes and may do so anonymously. All employee concerns/suggestions are addressed and communicated back to the employee submitting the suggestion/concern.

~~All Agency functional areas are represented on the Agency Safety Committee. The Committee meets each quarter, and employees are encouraged to bring forward any safety related concerns.~~ The Agency Safety Committee represents all agency functional areas. The Committee meets quarterly, and employees are encouraged to bring forward any safety-related concerns.

The meeting is concluded with a “round-table” open forum discussion to ensure each member has an opportunity to contribute.

CCTS/MV Transportation ensures no action is taken against any employee who discloses a safety matter through the employee safety reporting program, unless disclosure reveals beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures.

## II. Safety Risk Management

### *Safety Risk Management Process*

*Describe the Safety Risk Management process, including:*

- *Safety Hazard Identification: -The methods or processes to identify hazards and consequences of the hazards.*
- *Safety Risk Assessment: -The methods or processes to assess the safety risks associated with identified safety hazards.*
- *Safety Risk Mitigation: -The methods or processes to identify mitigations or strategies necessary as a result of safety risk assessment.*

### *Monthly Facility Inspections*

Inspections of CCTS facilities are conducted on a regular basis, no less than monthly. The Corona/MV Transportation staff conducts regular facility inspections to identify any potential safety hazards/risks and coordinates the abatement of such items with Facilities and/or Maintenance.



### *Reporting*

All operations and maintenance personnel are required to submit a report after the occurrence of any safety event. The reports are submitted to the Risk Management Department for processing. This processing process includes review of the report, classification of the incident/accident type, documentation of the event in the Agency's Accident/Incident database, and investigation/recovery of additional evidence (including audio and video).

### *Training*

Through regular annual training, employees are encouraged to report any observed/identified conditions throughout the Agency's service area to the Risk Management Department by way of the Safety Suggestions Boxes or their Safety Committee representatives.

All safety events are reviewed by the Risk Manager. When an event is rated as preventable, a notice is issued to the operator advising them of the preventable rating. The operator is given the option of having the rating determination reviewed by an Accident Review Board Panel.

A copy of the notice is sent to the Training Manager, who immediately schedules a mandatory re-training with the operator. This re-training is carried out regardless of the outcome of any review, if requested by the operator

### *Assessment*

Regular assessments are conducted in conjunction with the Transportation Security Administration, Department of Homeland Security to review potential risks, Agency policies and procedures, as well as the physical security of the Agency's facilities. Action items are created, and coordination with the appropriate department management personnel is initiated by the Transit Safety and Security Manager to ensure follow-up and completion of such items to correct deficiencies.

### *Quarterly Accident Reviews*

~~A quarterly review is conducted of safety events. A committee made up of staff from Operations, Risk Management and Training review all safety events for the previous quarter to determine what mitigating measures may be implemented to prevent~~ Safety events are reviewed quarterly. A committee made up of staff from Operations, Risk Management, and Training reviews all safety events for the previous quarter to determine what mitigating measures may be implemented to prevent the reoccurrence of similar events.

These reviews include ~~analysis of~~ accidents by type, location (using geo mapping), frequency and severity. Additionally, the data may be broken down by seniority (or other demographic information) to determine if there are any identifiable patterns are occurring.

### *Hazard Management Process*

A hazard is any real or potential condition that can cause injury, illness, or death; damage to or loss of a system, equipment, or property; or damage to the environment. CCTS's hazard



identification and resolution process has been implemented to ensure potential hazards are systematically identified, evaluated, and resolved during design, construction, and revenue operations. Through this process, CCTS seeks to minimize and eliminate injuries to passengers, employees, and the general public, and to prevent service delays and damage to property, equipment, and the environment.

### Purpose

This section outlines CCTS/MV Transportation's formal process used to identify, evaluate, and mitigate potential hazards associated with transit operations and maintenance. Hazards identified are analyzed for potential impact and resolved by design, procedure, warning device, or other method so that identified hazards are at a point that is As Low as Reasonably Practicable (ALARP).

*Hazard Management Consists of:*

- Hazard identification
- Hazard investigation, evaluation, and analysis
- Hazard mitigation, control, and elimination
- Hazard tracking

### Hazard Identification

The physical and functional characteristics of the system to be analyzed are CCTS operations, maintenance, facilities, procedures, employee practices, and general contract oversight.

Knowledge of how the individual system elements interface with each other is essential to the hazard identification effort. Hazards may be identified through:

- Daily tasks and routine activities conducted by CCTS staff and contractors
- Inspections and observations conducted by CCTS Risk Management
- Internal audits and records reviews
- External audits conducted by regulatory agencies
- Design reviews where representatives of Safety and Security as well as Operations Divisions participate
- Hazard analyses and special reports prepared by consultants, CCTS employees, contractors, and suppliers
- Hazards that develop as a result of accidents/incidents
- Information from other transit systems

### Employee Hazard Reporting

CCTS has provided a Safety/Security Hazard form that is available in paper form at CCTS facilities. This form may be used by all employees and contractors to report hazards throughout the system. Once an employee/contractor submits the form, a supervisor/manager must enter that information into the CCTS Safety database and determine a risk assessment using the predetermined hazard assessment table. Once the hazard has been assigned a risk level, a



corrective action must be assigned to all hazards and resolution achieved, prior to any close out. CCTS' Transit Transportation Planning Supervisor is ultimately responsible for ensuring all corrective actions are addressed and closed out in a timely fashion. If the hazard requires additional resources beyond those assigned responsibility, the Transit Safety and Security Manager may assign the hazard to the applicable Risk Register.

### *Infectious Disease Prevention*

CCTS follows the Center for Disease Control (CDC) guidelines for all infectious disease exposures. CCTS will also monitor the Riverside County Office of Public Health and California Occupational Safety and Health Administration (OSHA) guidelines and maintain the highest level of employee safety. In addition, the City has developed and implemented the COVID-19 Prevention Program, which is designed to control employees' exposure to COVID-19 that may occur in the workplace. These documents can be found on the City's intranet and in the appendix of this plan. Further, the City's transit operations contractor, MV Transportation, has updated its Injury and Illness Prevention Program to include COVID-19 Health and Safety Preparedness. This document is also included in the appendix.

## III. Safety Assurance

### *Safety Performance Monitoring and Measurement*

*Describe activities to monitor the system for compliance with procedures for operations and maintenance.*

### *Reporting*

All operations and maintenance personnel are required to submit a report after the occurrence of any safety event. The reports are submitted to the Risk Management Department for processing. This processing includes review of the report, as well as video from the bus or facilities cameras to determine compliance with procedures for operations and maintenance. If non-compliance is observed, an observation report is completed and forwarded to the Surveillance Specialist (SS-Road Supervisor collect video, General manager/Assistant GM will review). The SS will open a disciplinary case by assigning an Occurrence Number to track the matter through to conclusion.

### *Investigations*

Any collision, and all accidents involving property damage or injury to person is immediately investigated by an Operations and/or Road Supervisor. ~~Analysis to determine the root cause of the event is conducted, as well as a review of any procedures or policies for which violations of~~ Analysis to determine the root cause of the event is conducted, as well as a review of any procedures or policies that may have contributed to the event. This information is tracked in the Accident/Incident database and reviewed on a quarterly basis to determine if mitigations implemented have been effective in meeting benchmarks as outlined in the Management of Change section below under "Quarterly Reviews."



### *Safety Information Monitoring*

~~A quarterly review is conducted of safety events. A committee made up of staff from Operations, Risk Management and Training review all safety events for the previous quarter to determine what mitigating measures may be implemented to prevent Safety events are reviewed quarterly. A committee made up of staff from Operations, Risk Management, and Training reviews all safety events for the previous quarter to determine what mitigating measures may be implemented to prevent the~~ reoccurrence of similar events.

These reviews include analysis of accidents by type, location (using geo mapping), frequency, and severity. ~~Additionally, the data is broken down by seniority to determine if events are occurring among less senior operators more frequently or more severely~~ Additionally, the data is broken down by seniority to determine whether events occur more frequently or more severely among less senior operators and to assess whether training or experience are factors in the events.

### *Proactive Observations and Evaluations*

The Agency deploys 3 types of Proactive Observations/Evaluations:

#### 1) *Coach Operator Performance Profile*

The Agency performs an annual performance evaluation of every coach operator. The document records (see attached Coach Operator Performance Evaluation Form) an operator's safety record, compliance to rules and regulations and attendance. An Operations Supervisor meets with the Coach Operator ~~and goes over to review~~ their record for the year, and gives them recommendations for improvement, if necessary.

#### 2) *On-Board Observation*

The Agency deploys trained on-board evaluators (secret shoppers) to perform an in-person observation of each operator at least once a year. The on-board evaluators ride a minimum of 20 minutes and observe for core skills as a basis for their evaluation. If any deficiencies are observed the coach operator is coached/counseled/retrained as necessary.

#### 3) *External Observation*

The Agency performs an annual field observation for every coach operator. An Operations Supervisor follows the bus in a supervisor vehicle and observes for core skills as a basis for evaluation. If any deficiencies are observed, the coach operator is coached/counseled/retrained as necessary.

Describe activities to monitor operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.

### *Safety Inspections*

~~Regular routine inspections are also conducted by the Agency's contracted bus operators on a daily basis, pre-trip and post-trip inspections. Any concerns, hazards or risks are reported in the~~



~~Daily Vehicle Inspection Report, immediate concerns are communicated to Dispatch, Maintenance, Management Staff, such issues are documented in the Dispatch Log. The agency's contracted bus operators also conduct regular routine inspections on a daily basis, including pre-trip and post-trip inspections. Any concerns, hazards, or risks are reported in the Daily Vehicle Inspection Report. Immediate concerns are communicated to Dispatch, Maintenance, and Management Staff, and such issues are documented in the Dispatch Log and Maintenance Log.~~

### *Monthly Facility Inspections*

Inspections of CCTS transit operating facilities are conducted on a regular basis, no less than monthly. The Transit General Manager conducts regular facilities and revenue vehicle inspections to identify any potential safety hazards/risks and coordinates the abatement of such items with Facilities and/or Maintenance—see Form “GM Monthly Facility Safety Audit FormREV”.

### *Quarterly Reviews*

A quarterly review is conducted of safety events. A committee made up of staff from Operations, Risk Management and Training review all safety events for the previous quarter to determine if recommended mitigations were effective in meeting safety performance targets or were not implemented as intended.

Describe activities to conduct investigations of safety events to identify causal factors.

### *Root Cause Analysis*

Any collision, and all accidents involving property damage or injury to person is immediately investigated by an Operations and/or Road Supervisor. ~~Analysis to determine the root cause of the event is conducted, as well as a review of any procedures or policies for which violations of~~An analysis to determine the root cause of the event is conducted, as well as a review of any procedures or policies that may have contributed to the event. This information is included in the Risk Management report processing.

*Describe activities to monitor information reported through internal safety reporting programs.*

### *Hazard Investigation, Evaluation, and Analysis*

Employees are encouraged to immediately address hazards that may be easily resolved, such as a trip hazard that may be easily moved. Hazards that require more extensive measures for resolution should be elevated to managers or safety committees for corrective action. Managers and safety committees are encouraged to conduct appropriate investigations to determine the potential risk as evaluated through examining the severity and probability of the hazard.

Hazard severity is the measure of the consequence the hazard presents. The greater the potential hazard consequence, the more severe the hazard. Below is a chart describing the Hazard Severity Categories:



### Hazard Severity Categories

CATEGORY NAME	LEVEL	CHARACTERISTICS
Catastrophic	1	Fatality or multiple severe injuries, severe environmental damage, total system loss, extreme financial loss to CCTS
Critical	2	Severe injury or occupational illness, significant environmental, system or equipment damage, major service disruptions, significant financial loss to CCTS
Marginal	3	Minor injury or occupational illness, minor environmental, system, or equipment damage, minor service disruption
Negligible	4	Less than minor injury or occupational illness, less than minor environmental, system or equipment damage. Insignificant service disruption.

The probability that a consequence associated with a given hazard will occur can be described in potential occurrences per unit of time, events, population items or activity. The hazard consequence occurrence probability, or frequency of occurrence, represents a qualitative judgment of the relative likelihood of occurrence of an accident caused by an uncorrected or uncontrolled hazard as a result of a particular event or series of events. All identified hazards are assigned one of five probability levels, as provided in the Hazard Frequency Categories chart below:

### Hazard Frequency Categories

Probability Levels			
<u>Description Category Name</u>	<u>Level</u>	<u>Specific Individual Item or Location</u>	<u>Fleet, Inventory, or Systemwide</u>
Frequent	A	Likely to occur <u>often in the life of an item with high frequency.</u>	Continuously experienced.
Probable	B	Will occur <u>several many times</u> in the life of an item <u>or at a specific location.</u>	Will occur frequently.
Occasional	C	Likely to occur <u>sometime one or more times</u> in the life of an item <u>or at a specific location.</u>	Will occur several times <u>during life of system.</u>
Remote	D	Unlikely, but possible to occur in the life of an item <u>or at a specific location.</u>	Unlikely, but can reasonably be expected to occur <u>during life of system.</u>



Improbable	E	So unlikely, it can be assumed occurrence <del>man-will</del> not be experienced in the life of an item <u>or at a specific location</u> .	Unlikely to occur, but possible.
Eliminated	F	Incapable of occurrence. This level is used when potential hazards are identified and later eliminated.	Incapable of occurrence. This level is used when potential hazards are identified and later eliminated.

A qualitative hazard probability will be derived from research, analysis, and evaluation of safety data from the operating experience of CCTS or other similar transit agencies. The term fleet or inventory in the table refers to the number of units or size of system elements as an aggregate in the CCTS system (e.g., the number of bus stops, collectively). Therefore, the table provides a qualitative probability category for a particular event occurring within the entire inventory of stops, or at a single stop, ~~for example~~.

Risk assessment determines the acceptability of assuming a risk associated with a hazard, the necessity of implementing corrective measures to eliminate or reduce the hazard, or a combination of both. Hazard risk assessment involves categorization of hazard severity and probability of occurrence. The guidelines for determining hazard risk are presented in the tables below:

HAZARD SEVERITY CATEGORY	LEVEL
Catastrophic	1
Critical	2
Marginal	3
Negligible	4

HAZARD FREQUENCY CATEGORY	LEVEL
Highly Probable	A
Probable	B
Possible	C
Unlikely	D
Highly Unlikely	E
Eliminated	F

*Hazard Assessment Table*

Safety Risk Assessment Matrix				
Severity → Probability ↓	Catastrophic 1	Critical 2	Marginal 3	Negligible 4
A-Frequent	1A	2A	3A	4A
B- Probable	1B	2B	3B	4B



C-Occasional	1C	2C	3C	4C
D- Remote	1D	2D	3D	4D
E- Improbable	1E	2E	3E	4E
F- Eliminated				
<b>Safety Risk Index Ranking</b>				
1A, 1B, 1C, 2A, 2B	<b>High</b>	Unacceptable		
1D, 2C, 3A, 3B	<b>Serious Moderate</b>	Undesirable, <del>With management decision</del> required		
1E, 2D, 2E, 3C, 3D, 3E, 4A, 4B,	<b>Medium Low</b>	Acceptable <del>with review by management</del>		
4C, 4D, 4E	<b>Very Low</b>	Acceptable <del>without review</del>		

**Unacceptable** means the hazard cannot remain as is and must be mitigated.

**Undesirable** means that the hazard should be mitigated, if possible, within fiscal constraints.

**Acceptable with review** means that CCTS management must determine that the risk associated with the hazard is acceptable with proposed mitigations.

**Acceptable without review** means that the hazard can remain.

### Regulatory Accident/Incident Reporting Thresholds

All accident and incident reporting must be completed by CCTS and its contractors. The following is a list of minimum regulations that must be met; however, it does not exempt CCTS or its contractors from meeting all the reporting requirements and is not all-inclusive:

- CFR, Title 49, Section 674 (FTA)
- General Order 164-E, Section 7 (CPUC)

### Hazards and Corrective Actions Tracking

Hazards needing correction are entered and tracked in the CCTS Safety database. Corrective actions will have: 1) original finding information, 2) a suggested corrective action, 3) the responsible parties assigned, and 4) a due date identified. The CCTS safety data base is designed to provide notification of the corrective action to responsible parties as well as alert them of upcoming due dates and overdue corrective actions. Individuals assigning a corrective action and those responsible for the corrective action are expected to work together to effectively mitigate and/or eliminate the issue.

### Hazards Communications and Reporting

California Public Utilities Commission (CPUC) Hazard Reporting Thresholds requires that certain hazards be reported.



Per the requirements of CPUC General Order 164-E Section 6 (e), CCTS shall report the following hazards ~~to CPUC~~:

- Near miss industrial accident on CCTS property with potential for serious injury or fatality
- Any major hazardous material spill meeting the federal government's reporting threshold

## IV. Safety Promotion

### *Safety Performance Monitoring and Measurement*

*Describe activities to monitor the system for compliance with procedures for operations and maintenance.*

### *Reporting*

All operations and maintenance personnel are required to submit a report after the occurrence of any safety event. The reports are submitted to the Risk Management Department for processing. This processing includes review of the report, classification of the incident/accident type, documentation of the event in the Agency's Accident/Incident database, and investigation/recovery of additional evidence (including audio and video).

### *Investigations*

Any collision, and all accidents involving property damage or injury to persons are immediately investigated by an Operations or Maintenance Supervisor. Analysis to determine the root cause of the event is conducted, as well as a review of any procedures or policies for which violations of may have contributed to the event. This information is included in the Risk Management report processing and is accumulated for further analysis and discussion as outlined in the Management of Change section below.

### *Safety Information Monitoring*

A quarterly review is conducted of safety events. A committee made up of staff from Operations, Risk Management and Training review all safety events for the previous quarter to determine what mitigating measures may be implemented to prevent reoccurrence of similar events.

These reviews include analysis of accidents by type, location (using geo mapping), frequency and severity. Additionally, the data is broken down by seniority to determine if events are occurring among less senior operators more frequently or more severely to assess whether training or experience are factors in the events.

### *Proactive Observations and Evaluations for Operator Safety Adherence*

The Agency deploys 3 types of Proactive Observations/Evaluations:



### 1) *Coach Operator Performance Profile*

The Agency performs an annual performance evaluation of every coach operator. The document records (see attached Evaluation Master.pdf) reflect on the operator's safety record, compliance with rules and regulations and attendance. An Operations Supervisor meets with the Coach Operator and goes over their record for the year and gives them recommendations for improvement, if necessary.

### 2) *On-Board Observation*

The Agency deploys trained on-board evaluators (secret shoppers) to perform an in-person observation of each operator at least once a year. The on-board evaluators ride a minimum of 20 minutes and observe for core skills as a basis for their evaluation. If any deficiencies are observed the coach operator is coached/counseled/retrained as necessary.

### 3) *External Observation*

The Agency performs an annual field observation for every coach operator. An Operations Supervisor follows the bus in a supervisor vehicle and observes for core skills as a basis for evaluation. If any deficiencies are observed the coach operator is coached/counseled/retrained as necessary.

## V. Management of Change (Not Required for Small Public Transportation Providers)

*Describe the process for identifying and assessing changes that may introduce new hazards or impact safety performance.*

CCTS and its contractor will evaluate and maintain a record of environmental, operational, and system changes as to adapt to the change or situation; and include any structural updates that would need to be documented within CCTS' SMS.

### *Configuration and Change Management*

Configuration Management (CM) details the process used to make configuration changes to the transit system. Change management is the process and procedure used to manage significant operational changes that will have a direct impact on system safety.

CM refers to a discipline for evaluating, coordinating, approving or disapproving, and implementing changes in a transit system. The CM process ensures there is a process to document changes from the initial concept through development, implementation, and on-going evaluation of results.

Successful CM requires a well-defined and institutionalized set of policies and procedures to ensure that all CCTS Divisions as well as contractor staff that are affected by the configuration changes are formally notified and approve of the change.



### *Bus Operations and Transit Planning*

The Operations (MV Transportation), Planning (Corona staff) are responsible for configuration management activities related to managing and documenting significant changes and/or modifications to CCTS' transportation system, and for verifying that new system elements and modifications in development are reviewed by key stakeholders at appropriate intervals for input and/or approval.

For these types of modifications to mission-critical equipment, facilities, infrastructure, and/or procedures, the Operations, Planning and Facilities divisions have accountability as follows:

### *Planning*

- Evaluate routes based on customer requests, on-time performance, ridership data
- Create a service change guide and hold public meetings throughout the service area to gather feedback from key stakeholders
- Meet with appropriate stakeholders
- Present the service changes (including new, modified and cancelled routes) to Corona's Council as part of the yearly budget process
- Implement service changes as needed, unless a safety issue arises that warrants immediate action
- Issue documents regarding the service change to Contract Ops for review service change before each bid
- Monthly service meeting planning, maintenance, and operations
- Planning staff attends safety meetings for Contract Ops every month to gather feedback on changes, receive comments on current potential safety issues
- Planning staff attends Safety committee to discuss any safety concerns related to service planning
- Planning staff attends quarterly ADA meeting to gather feedback on service changes/ADA needs
- A comprehensive review is conducted, and approvals/signoffs are secured from key stakeholders before such changes are made
- Primary and secondary safety and functional impacts of a proposed change are identified, evaluated, and addressed early in a project's design phase
- The completed modifications are properly incorporated into the existing system



## Operations

- Safety inspections of bus stop conditions and associated amenity during daily routine maintenance of bus stops (pad, bench, trash receptacle, shelter)
- Priority repair/service is scheduled for safety related items
- Annual refurbishment of bus stop amenities
- Keep up to date on the Agency's ADA policy
- Attend the Agency's safety committee meetings
- Review the Agency's accident & incident reports related to bus stops
- Maintain daily communications with internal & external stakeholders

## VI. Continuous Improvement (Not Required for Small Public Transportation Providers)

*Describe the process for assessing safety performance. Describe the process for developing and carrying out plans to address identified safety deficiencies.*

### Quarterly Accident Reviews

A quarterly review is conducted of safety events. A committee made up of staff from Operations, Risk Management and Training review all safety events for the previous quarter to determine what mitigating measures may be implemented to prevent reoccurrence of similar events.

These reviews include analysis of accidents by type, location (using geo mapping), frequency and severity. Additionally, the data is broken down by seniority to determine if events are occurring among less senior operators more frequently or more severely to assess whether training or experience are factors in the events.

### Daily Reviews

All reports of safety events throughout the system are reviewed daily. Particular attention is directed to the identification of safety deficiencies. Whether the deficiencies are of an engineering or administrative nature, immediate action is taken to implement mitigating measures wherever and whenever appropriate.

When an engineering deficiency is identified, the Risk Management team works with the appropriate department to brainstorm and implement mitigating measures. Common examples of these types of deficiencies are overgrown trees interfering with proper service stops, etc.

When administrative deficiencies are identified, employee re-training is immediately scheduled and carried out. When deficiencies are of a significant nature, the operator may be removed from service until such time as the re-training has occurred.



## VII. Program Implementation

### *Responsibility for the AGENCY SAFETY PLAN*

The Transit Safety and Security Manager is responsible for the content, maintenance, and dissemination of this plan. The AGENCY SAFETY PLAN is a living document, available for review at all times to all CCTS employees and Contractors. Comments and revisions may be submitted to the Transit Safety and Security Manager for evaluation and inclusion in the next iteration of the plan. The signed copy of the current plan will be maintained in the Risk Management Department.

### *Continuous Plan Evaluation*

During internal audit activities or the issuance of new regulations or recommended industry wide practices, Risk Management will continuously evaluate the relevancy and applicability of this AGENCY SAFETY PLAN.

All revisions will be noted in the revision record at the beginning of the document. If any revision requires a change in process, a notice will be disseminated to appropriate personnel explaining the 1) document change, 2) reason for change, 3) and its impact on any job functions. CCTS employees and Contractors will be notified of a substantially revised plan by an email or letter from CCTS' Transit Safety and Security Manager.

The revised plan will be disseminated by one or more of the following methods: delivered as a hard copy and/or emailed as a soft copy to each relevant operating entity, or available through request from Risk Management. Contractor employees will be required to sign a hard copy of the plan.

### *Strategic Communications and Coordination*

CCTS maintains a Safety Communication Plan that is consistent with the requirements of SMS. The Safety Communications Plan supports the timely and effective notification and communication between CCTS and its key stakeholders that includes customers, contractors and the general public. Communications and coordination between CCTS, the service contractors, other system users, and interested parties, both internal and external, is facilitated through:

**Contractor Safety Meetings:** All contractor employees meet monthly to address safety concerns and issues discovered through the routine operation and maintenance of the service system. Multiple meetings in all divisions are scheduled to allow all staff to attend. The meeting is led by a representative from the contractor safety team. CCTS Risk Management staff attend and actively participate in these meetings no less than quarterly.

### *Transit Safety and Security Manager*

The CCTS Transit Safety and Security Manager is responsible for the implementation of the AGENCY SAFETY PLAN. Specifically, the Transit Safety and Security Manager:

- Issues and maintains the AGENCY SAFETY PLAN



- Promotes the Culture of Safety
- Oversees the Hazard Management Process
- Collects and analyzes safety data
- Oversees the accident/incident investigation
- Assures AGENCY SAFETY PLAN compliance/procedures review
- Conducts safety reviews/inspections
- Ensures compliance with safe and healthy work practices by employees and contractors
- Communicates with employees regarding occupational health and safety issues
- Identifies, evaluates and corrects hazards in a timely manner
- Assists other departments in resolving hazards
- Ensures that all accidents, injuries, and illnesses are investigated and that recommendations for corrective actions are developed and implemented as warranted
- Ensures compliance with local, state and federal requirements

### *Public Safety Outreach*

CCTS will provide safety information to passengers and public utilizing the three “E’s” of safety: Education, Engineering and Enforcement.

Educational opportunities for the customers and public will include relevant safety information in the CCTS Brochures, on the CCTS website, advertising and community events.

## VIII. List of Definitions and Acronyms Used

**Accident** – An event that happens expectantly-unexpectedly which may result in an undesirable or unfortunate happening causing harm, injury, damage, or loss. As defined in GO-164E, an event that involves any of the following: a loss of life; a report of a serious injury to a person; a collision involving a rail transit vehicle; a runaway train; an evacuation for life safety reasons; or a derailment of a rail transit vehicle, at any location, at any time, whatever the cause.

**Accountable Executive** – means a single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency’s Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency’s Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the agency’s Transit Asset Management Plan in accordance with 49 U.S.C. 5326.

**Agency or Transit Agency** – means City of Corona Transit Service.

**American Disabilities Act (ADA)** – The Americans with Disabilities Act of 1990 gives civil rights protection to individuals with disabilities. Federal law prohibits discrimination on the basis of disability in employment, state and local government, public accommodations, commercial facilities, transportation, and telecommunications.



**Assault on Transit Worker** – A circumstance in which an individual knowingly, without lawful authority or permission, and with intent to endanger the safety of any individual, or with a reckless disregard for the safety of human life, interferes with, disables, or incapacitates a transit worker while the transit worker is performing the duties of the transit worker. An assault can be physical or non-physical. The safety performance measure for Assaults on Transit Workers includes all assaults (major and non-major)>

**California Public Utilities Commission (CPUC)** – State regulatory agency that oversees and regulates railroad and rail fixed guideway safety in the State of California.

**California Highway Patrol (CHP)** – enforce traffic laws and manage traffic and emergency incidents in California

**Caltrans** – means the California Department of Transportation.

**Chief Safety Officer**—means an adequately trained individual who has responsibility for safety and reports directly to a transit agency’s chief executive officer, general manager, president, or equivalent officer. A Chief Safety Officer may not serve in other operational or maintenance capacities, unless the Chief Safety Officer is employed by a transit agency that is a small public transportation provider as defined in this part, or a public transportation provider that does not operate a rail fixed guideway public transportation system.

**City of Corona Council** – means governing body of City of Corona Transit Service.

**CPUC Staff** – CPUC employees responsible for safety oversight of RTAs.

**Code of Federal Regulations, Chapter 49 (49 CFR)** – Federal regulations governing all activities on the general railroad system of transportation in the United States.

**Contractor** – A third party operating or maintenance provider that performs tasks required on behalf CCTS.

**Corrective Actions (CAs) or Corrective Action Plan (CAP)** – Actions or a plan of actions that describes the tasks or measures implemented to minimize, mitigate, control, correct, or eliminate hazard, and the schedule for implementing those actions.

**Emergency** – An unexpected serious event or situation which requires immediate response to the urgent needs of the situation, or to maintain the security and/or integrity of the system, including, but not limited to, any of the following:

- a) Any accident that meets reporting criteria for a regulatory agency
- b) Any injury or illness requiring immediate medical attention, or fatality, involving persons on board a revenue vehicle
- c) Threatened, attempted, or successful suicides
- d) Serious threat to the security or safety of passengers and/or employees
- e) Any event requiring the evacuation of a passenger train



- f) Derailments on the main track or controlled siding
- g) Any unplanned event causing a significant disruption of rail service which may require the arrangement of alternative transportation for CCTS system passengers.

**Employees** – When used in this document, all executives, management, staff, labor, consultants, and contractors (and their sub-contractors) of CCTS.

**Event** – means any Accident, Incident, or Occurrence.

**Federal Transit Administration (FTA)** – FTA means the Federal Transit Administration, an operating administration within the United States Department of Transportation.

**Hazard** – Any real or potential condition (as defined in CCTS' hazard management process) that can cause injury, illness, or death; damage to or loss of a system, equipment, or property; or damage to the environment.

**Hazard Analysis** – Any analysis performed to identify hazards for the purpose of their elimination, mitigation, or control.

**Incident** – means an event that involves any of the following: A personal injury that is not a serious injury; one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.

**Investigation** – means the process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.

**Metropolitan Planning Organization (MPO)** - A metropolitan planning organization is a federally mandated and federally funded transportation policymaking organization in the United States that is made up of representatives from local government and governmental transportation authorities.

**National Public Transportation Safety Plan**--means the plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.

**Near Miss** – A narrowly avoided ~~accident~~major safety event. ~~In railroad reporting, a near miss is any interaction with an object, vehicle or trespasser on or near the right-of-way which causes the engineer or operator to adjust the controls of the rail vehicle to include braking or slowing down.~~

**Occurrence**—means an Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.

**Operator of a Public Transportation System**—means a provider of public transportation as defined under 49 U.S.C. 5302(14).

**Passenger** – A person who is on board, boarding, or alighting from an CCTS vehicle for the purpose of travel.



**Performance Measure**—means 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**—means a specific level of performance for a given performance measure over a specified timeframe.

**Personal Electronic Device (PED)** – A device including but not limited to wireless phones, personal digital assistants, smart phones, two-way pagers, portable internet devices, laptop computers, DVD players, audio players, iPods, MP3 players, electronic games, Bluetooth devices, or any headphones or earbuds.

**Public Transportation Agency Safety Plan (PTASP)** – The comprehensive agency safety plan for RTAs that is required by 49 CFR 673 and based on Safety Management System.

**Public Transportation Agency Safety Plan**—means the documented comprehensive agency safety plan for a transit agency that is required by 49 U.S.C. 5329 and this part.

**Risk**—means the composite of predicted severity and likelihood of the potential effect of a hazard.

**Risk Management Department** -- When used in this document is composed of the CCTS Transportation Planning Supervisor and MV Transportation's General Manager who will receive information, reports and will make a determination of who will receive such information up to the Risk Management Department of the City of Corona and MV Transportation.

**Risk Mitigation**—means a method or methods to eliminate or reduce the effects of hazards.

**Safety** – Freedom from harm resulting from unintentional acts or circumstances.

**Safety Assurance**—means processes within a transit agency's Safety Management System that functions to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

**Safety Certification** – The series of acts or processes that collectively verify the safety readiness of a project for public use.

**Safety Committee** –composed of Contractor staff and City of Corona staff refer to Safety Committee attachment for committee membership.

**Safety Management Policy**—means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees in regard to safety.



**Safety Management Systems (SMS)** –means the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency’s safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.

**Safety Management System (SMS) Executive**—means a Chief Safety Officer or an equivalent

**Safety Performance Target**—means a Performance Target related to safety management activities.

**Safety Promotion**—means a combination of training and communication of safety information to support SMS as applied to the transit agency’s public transportation system.

**Safety Risk Assessment**—means the formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.

**Safety Risk Management**—means a process within a transit agency’s Public Transportation Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.

**Safety Sensitive Employee** – Safety-sensitive function means any of the following duties, when performed by employees of recipients, subrecipients, operators, or contractors:

- 1) Operating a revenue service vehicle, including when not in revenue service;
- 2) Operating a nonrevenue service vehicle, when required to be operated by a holder of a Commercial Driver's License;
- 3) Controlling dispatch or movement of a revenue service vehicle;
- 4) Maintaining (including repairs, overhaul and rebuilding) a revenue service vehicle or equipment used in revenue service. This section does not apply to the following: an employer who receives funding under 49 U.S.C. 5307 or 5309, is in an area less than 200,000 in population, and contracts out such services; or an employer who receives funding under 49 U.S.C. 5311 and contracts out such services;
- 5) Carrying a firearm for security purposes.

Vehicle means a bus, electric bus, van, automobile, rail car, trolley car, trolley bus, or vessel. A public transportation vehicle is a vehicle used for public transportation or for ancillary services.

**Security** – Freedom from harm resulting from intentional acts or circumstances.

**Security Sensitive Information (SSI)** – A category of sensitive but unclassified information under the United States government's information sharing and control rules. SSI is information obtained in the conduct of security activities whose public disclosure would, in the judgement of specified government agencies, harm transportation security, be an unwarranted invasion of privacy, or reveal trade secrets or privileged or confidential information. SSI is governed by Title 49 of the Code of Federal Regulations (CFR), parts 15 and 1520.

**Serious Injury**—means any injury which:



- 1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date the injury was received;
- 2) Results in a fracture of any bone (except simple fractures of fingers, toes, or noses);
- 3) Causes severe hemorrhages, nerve, muscle, or tendon damage;
- 4) Involves any internal organ; or
- 5) Involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.

**Small Public Transportation Provider**—means a recipient or subrecipient of Federal financial assistance under 49 U.S.C. 5307 that has one hundred (100) or fewer vehicles in peak revenue service and does not operate a rail fixed guideway public transportation system.

**State**—means a State of the United States, the District of Columbia, Puerto Rico, the Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands.

**State Safety Oversight Agency**—means an agency established by a State that meets the requirements and performs the functions specified by 49 U.S.C. 5329(e) and the regulations set forth in 49 CFR part 674.

**System Safety** – A principle of safety management, developed by the U.S. Military, which recognizes that all organizational plans, programs, policies, practices, and procedures impact the safety of the system as a whole. It requires that these be developed and implemented through a review process that provides for integration of individual departmental needs with the hierarchical needs of the entire system and/or organization.

**Transit agency**—means an operator of a public transportation system.

**Transit Asset Management Plan**—means 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.

## IX. Policies and Procedures

*The programs, policies and procedures that the Agency uses to carry out its Agency Safety Plan are listed below. They can be found on the Agency's Public Works "G-Drive" under "Corona's Public Transportation Agency Safety Plan-Documents," "Policies and Procedures" at the following links (will be located at URL...):*

1. **MV TRANSPORTATION'S "SAFETY MANAGEMENT SYSTEM PLAN 2022"**  
*(All Cited Forms and Policies within MV Transportation's "Safety Management System Plan 2019"*
  - a. **Safety Policy S-1, Incidents - Determining Preventability**
  - b. **Safety Policy S-10, Compliance with Federal And State Safety Regulations**
  - c. **Safety Policy S-12, Driver Refresher Training**



City of Corona Transit Service Safety Management System (SMS)

- d. **Safety Policy S-18, Drivers - Prepared for Work**
  - e. **Safety Policy S-21, Facility Emergency Action Plan**
  - f. **Safety Policy S-27, Safety Meetings (must include CCTS Staff)**
  - g. **Safety Policy S-30, Injury Investigation - Supervisor Responsibility**
  - h. **Safety Policy S-32, Accident/Incident Reporting Procedures**
  - i. **Safety Policy S-37, New Driver Assessment / Validation**
  - j. **Safety Policy S-39, Location Safety Committees**
- 2. **"GM MONTHLY FACILITY SAFETY AUDIT FORMREV" (MV TRANSPORTATION)**
  - 3. **OPERATOR'S EVALUATION AND REFRESHER TRAINING FORM**
    - a. **SF-1, Driver Skills Evaluation And Refresher Training Form**
  - 4. **COACH OPERATOR PERFORMANCE EVALUATION FORM**
  - 5. **MV'S ~~SUBSTANCE ABUSE POLICY~~ DRUG AND ALCOHOL POLICY - NOVEMBER 5, 2020 JULY 2024**
  - 6. **MV'S EMPLOYEE HANDBOOK – JANUARY 1, 2018**
  - 7. **MV'S INJURY AND ILLNESS PREVENTION PROGRAM – JULY 21, 2021**
  - 8. **MV'S ROOT CAUSE ACCIDENT/INJURY FORM**
  - 9. **MV'S VIDEO EVIDENCE CHAIN OF CUSTODY POLICY / FORM**
  - 10. **CCTS SMS HAZARD & INCIDENT REPORT FORM**
  - 11. **SAFETY COMMITTEE MEMBERSHIP**
  - 12. **CITY OF CORONA\_COVID-19 PREVENTION PROGRAM\_REV 2021-1**