

CITY of ALBUQUERQUE

TWENTY SIXTH COUNCIL

COUNCIL BILL NO. R-25-202 ENACTMENT NO. _____

SPONSORED BY: Klarissa J. Peña, by request

1 RESOLUTION

2 APPROVING THE TRANSIT DEPARTMENT'S 2025 UPDATED PUBLIC
3 TRANSPORTATION AGENCY SAFETY PLAN.

4 WHEREAS, the Public Transportation Agency Safety Plan (PTASP) final
5 rule (49 C.F.R. Part 673) of the Federal Transit Administration (FTA) requires
6 certain operators of public transportation systems that are recipients or sub-
7 recipients of FTA grant funds to develop safety plans that include the
8 processes and procedures necessary for implementing Safety Management
9 Systems (SMS); and

10 WHEREAS, as a recipient of FTA funds and meeting the applicability
11 standards of the regulation, the Transit Department complied with the
12 requirements of this regulation by developing a PTASP by July 20, 2020; and

13 WHEREAS, the rule requires that the Transit Department review the PTASP
14 annually and make updates as needed; and

15 WHEREAS, the Transit Department has conducted that review after this
16 fifth year of implementation and FTA's 49 CFR Part 673's Notice of Proposed
17 Rulemaking (NPRM), found a need to make changes to the plan; and

18 WHEREAS, the Transit Department is required to submit its updated
19 PTASP to its governing entity for approval; and

20 WHEREAS, the Council has considered and determined to approve the
21 Transit Department's PTASP as set forth in the attached Exhibit A entitled
22 "City of Albuquerque 2025 Public Transportation Agency Safety Plan."

23 BE IT RESOLVED BY THE COUNCIL, THE GOVERNING BODY OF THE CITY OF
24 ALBUQUERQUE:

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1 Section 1. That the Public Transportation Agency Safety Plan as set forth in
2 the attached Exhibit A entitled "City of Albuquerque 2025 Public
3 Transportation Agency Safety Plan" is approved.

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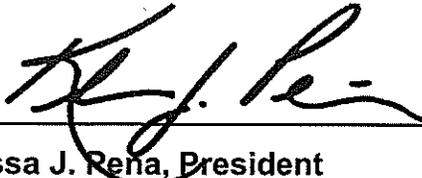
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1 PASSED AND ADOPTED THIS 5th DAY OF January, 2026
2 BY A VOTE OF: 9 FOR 0 AGAINST.

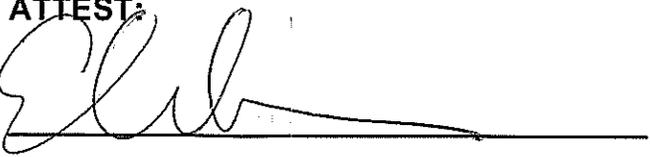
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Klarissa J. Rena, President
City Council

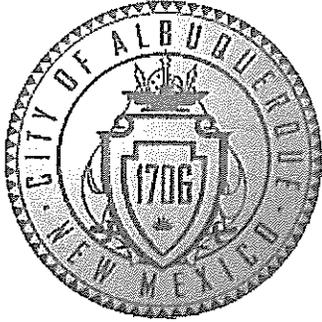
APPROVED THIS 16 DAY OF January, 2026

Bill No. R-25-202


Timothy M. Keller, Mayor
City of Albuquerque

ATTEST:

Ethan Watson, City Clerk

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CITY OF ALBUQUERQUE
Albuquerque, New Mexico
Office of the Mayor

Mayor Timothy M. Keller

INTER-OFFICE MEMORANDUM

October 3, 2025

TO: Brook Basaan, President, City Council

FROM: Timothy M. Keller, Mayor *TJK*

SUBJECT: Approving the City of Albuquerque ("City") Transit Department's ("Transit")
2025 Updated Public Transportation Agency Safety Plan (PTASP)

The Federal Transit Administration (FTA) of the U.S. Department of Transportation required any State, local governmental authority, or any other operator of a public transportation system that receives Federal financial assistance under 49 U.S.C. Chapter 53 to review its Public Transportation Agency Safety Plan (PTASP) annually and to make updates as needed. During the past year, Transit has continued implementation of its PTASP and has conducted its annual review. As a result, Transit has identified the need to make several changes to the plan.

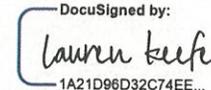
The FTA requires Albuquerque's City Council ("Council") approval of any changes to the PTASP as part of the plan certification process. If the Council does not approve the plan, the FTA will no longer provide financial assistance to the City under 49 U.S.C. Chapter 53.

TITLE/SUBJECT OF LEGISLATION*** Approving the Transit Department's 2025 Updated Public Transportation Agency Safety Plan (PTASP)

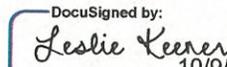
Approved:

Approved as to Legal Form:


Samantha Senge, EdD Date
Chief Administrative Officer

DocuSigned by:
 10/15/2025 | 4:20 PM MDT
1A21D96D32C74EE...
Lauren Keefe Date
City Attorney

Recommended:

DocuSigned by:
 10/9/2025 | 3:20 PM MDT
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Leslie Keener Date
Director

Cover Analysis

1. What is it?

Request for approval of the City of Albuquerque (“City”) Transit Department’s (“Transit”) 2025 updates to the Public Transportation Agency Safety Plan (PTASP) as required by the Federal Transit Administration (FTA) under 49 U.S.C. SS5329, for any state, local governmental authority, or operator of a public transportation system that receives Federal financial assistance under 49 U.S.C. Chapter 53. City Council approved the previous update in October 2024.

2. What will this piece of legislation do?

This resolution will approve the Transit Department’s 2025 updated version of the PTASP.

3. Why is this project needed? PTASP final rule (49 C.F.R. Part 673) requires the City, as a recipient of FTA grant funds, to conduct annual reviews of its required safety plan and make updates as needed.

4. How much will it cost and what is the funding source?

There is no additional cost to the City.

5. Is there a revenue source associated with this contract? If so, what level of income is projected?

None

6. What will happen if the project is not approved?

Any changes to the plan must be approved by the City Council as part of Transit’s plan certification process. If Transit fails to follow the regulations by conducting annual reviews, FTA will not provide grant funding to the city.

7. Is this service already provided by another entity?

No.

FISCAL IMPACT ANALYSIS

TITLE: Approving the Transit Department's 2025 Updated Public Transportation Agency Safety Plan (PTASP)

R: O:
 FUND: n/a
 DEPT: n/a

- No measurable fiscal impact is anticipated, i.e., no impact on fund balance over and above existing appropriations.
- (If Applicable) The estimated fiscal impact (defined as impact over and above existing appropriations) of this legislation is as follows:

	Fiscal Years			Total
	2025	2026	2027	
Base Salary/Wages				-
Fringe Benefits at				-
Subtotal Personnel	-	-	-	-
Operating Expenses				-
Property				-
Indirect Costs	-	-	-	-
Total Expenses	\$ -	\$ -	\$ -	\$ -
<input type="checkbox"/> Estimated revenues not affected				
<input type="checkbox"/> Estimated revenue impact				
Revenue from program				0
Amount of Grant				-
City Cash Match				-
City Inkind Match				-
City IDOH				-
Total Revenue	\$ -	\$ -	\$ -	\$ -

These estimates do not include any adjustment for inflation.

* Range if not easily quantifiable.

Number of Positions created

COMMENTS: The Federal Transit Administration (FTA) requires annual review of the Public Transportation Agency Safety Plan and Council approval of any resulting updates to the Plan. If the Council does not approve the plan, FTA will not provide grant funding to the city under 49 U.S.C. Chapter 53.

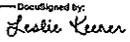
COMMENTS ON NON-MONETARY IMPACTS TO COMMUNITY/CITY GOVERNMENT:

PREPARED BY:

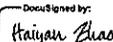
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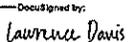
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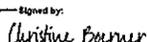
APPROVED:

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 DIRECTOR

REVIEWED BY:

DocuSigned by:

 EXECUTIVE BUDGET ANALYST

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 BUDGET OFFICER

Signed by:

 CITY ECONOMIST

City of Albuquerque 2025 Public Transportation Agency Safety Plan

Version 1, issued 07/19/18

1. Transit Agency Information

The City of Albuquerque Transit Department is a public large urbanized area provider serving the Albuquerque metropolitan area with fixed route, rapid transit and paratransit services.

Transit Agency Name	City of Albuquerque Transit Department (ABQ RIDE)		
Transit Agency Address	100 1 st Street SW Albuquerque, New Mexico 87102		
Name and Title of Accountable Executive	Leslie Keener, Director		
Name of Chief Safety Officer or SMS Executive	Michael Kitchen CSO/Safety compliance specialist		
Mode(s) of Service Covered by This Plan	DR, MB, RB	List All FTA Funding Types (e.g., 5307, 5310, 5311)	5307, 5309, 5339
Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)	DR, MB, RB		
Does the agency provide transit services on behalf of another transit agency or entity?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>	Description of Arrangement(s) Bernalillo County: pays for ABQ RIDE to provide service on routes that leave the City boundaries within the County.
Name and Address of Transit Agency(ies) or Entity(ies) for Which Service Is Provided	Bernalillo County 415 Silver ave SW Albuquerque NM 87102 Rio Metro Reginal Transit Distrct 809 copper ave NW albuquerque 87102		

2. Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	City Of Albuquerque Transit Department	
Signature by the Accountable Executive	Signature of Accountable Executive	Date of Signature

	<i>Leslie Keener</i>	09/01/2025
Approval by the Board of Directors or an Equivalent Authority	Name of Individual/Entity That Approved This Plan	Date of Approval
	Albuquerque City Council	Pending council approval
	Relevant Documentation (title and location)	
Resolution; City of Albuquerque - Legislation		
Approval by the Safety Committee	Name of Individual/Entity That Certified This Plan	Date of Certification
	Safety Committee	08/21/25
	Relevant Documentation (title and location)	
Meeting minutes dated (08/21/25), (Transifolders\crossdivisional\Safety\safetycommitteeandagenda)		
Certification of Compliance	Name of Individual/Entity That Certified This Plan	Date of Certification
	Lauren Keefe, City Attorney	Pending council approval
	Relevant Documentation (title and location)	
City of Albuquerque's FTA Certifications and assurances filed on trams (pending)		

Version Number and Updates			
<i>Record the complete history of successive versions of this plan.</i>			
Version Number	Section/Pages Affected	Reason for Change	Date Issued
1.0	All	Updated	4/21/20
2.0	pp. 1,3,4,7,8,9	Updated	8/19/21
3.0	pp. 1, 2, 6	Updated	9/13/22
4.0	All	Updated	10/16/23
5.0	1,2,3,4,6,7,8,9	Updated	9/19/24
6.0	All	updated	8/04/25

Annual Review and Update of the Public Transportation Agency Safety Plan
Describe the process and timeline for conducting an annual review and update of the Public Transportation Agency Safety Plan.

The Department's Accountable Executive, Chief Safety Officer, and transit agency leadership meet quarterly and the safety committee meets at a minimum of **six (no more than eight)** times throughout the year to review the implementation status of the plan and consider the need for changes or updates. This review includes examination of the safety performance assessment including safety performance targets, progress toward achieving those targets, and whether any adjustment to the targets is warranted for the following year. In addition, the review includes whether any changes are warranted to the safety management policy, safety risk management process, safety assurance activities, and safety promotion program. Any changes and updates are completed by the end of September, three months after the Department's fiscal year ends and are approved by the Accountable Executive, the Safety Committee and the City Council annually.

3. General Annual Safety Performance Targets

General Annual Safety Performance Targets								
<i>Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.</i>								
Mode of Transit Service	Annual Total Worker Fatalities	Rate of Annual Worker Fatalities	Annual Total of Other Fatalities	Rate of Other Fatalities	Annual Total Worker Injuries	Rate of Worker Injuries	Annual Total Other Injuries	Rate of Other Injuries
DR	0	0.0	0	0.0	0	0.0	2	0.1
MB	0	0.0	0	0.0	5	0.2	20	0.7
RB	0	0.0	0	0.0	5	0.7	18	2.6
Mode of service	Annual Total Worker Assaults	Rate of Annual Worker Assaults	Annual Total Safety Incidents	Rate of Safety Incidents	Annual Total Pedestrian Collisions	Rate of Pedestrian Collisions	Annual Total Vehicle Collisions	Rate of Vehicle Collisions
DR	0	0.0	11	0.6	0	0.0	20	1.1
MB	10	0.4	110	3.9	3	0.1	60	2.1
RB	8	1.2	65	9.4	3	0.4	40	5.8
Mode of service	Total of Major Events	Rate of Major Events	System Reliability					
DR	3	0.2	60,000					
MB	20	0.7	35,000					
RB	15	2.2	18,000					

4. Annual Safety Performance Targets for the Safety Risk Reduction Program

The safety performance targets below overlap with the general annual safety performance targets and are approved by the safety committee. The agency and safety committee may choose to use the same targets for both measures. The targets below focus the safety committee with particular focus on injuries, transit worker assaults, collisions and major events.

Annual Safety Performance Targets for the Safety Risk Reduction Program								
<i>Specify performance targets set by the Safety Committee for the safety risk reduction program based on the safety performance measures established under the National Public Transportation Safety Plan</i>								
Mode of Transit Service	Annual Total Worker Injuries	Rate of Worker Injuries	Annual Total Other Injuries	Rate of Other Injuries	Annual Total Worker Assaults	Rate of Annual Worker Assaults	Annual Total Pedestrian Collisions	Rate of Pedestrian Collisions
DR	0	0.0	2	0.1	0	0.0	0	0.0
MB	5	0.2	20	0.7	10	0.4	3	0.1
RB	5	0.7	18	2.6	8	1.2	3	0.4
Mode of service	Annual Total Vehicle Collisions	Rate of Vehicle Collisions	Total of Major Events	Rate of Major Events				
DR	20	1.1	3	0.2				
MB	60	2.1	20	0.7				
RB	40	5.8	15	2.2				

5. Coordination with Metropolitan, Statewide, and Non-metropolitan Planning Processes

These targets will be coordinated with the New Mexico Department of Transportation (NMDOT) and the Mid-Region Metropolitan Planning Organization (MRMPO) to ensure alignment with regional transportation safety goals. The progress toward these targets will be reviewed annually and updated as part of the PTASP review cycle.

Safety Performance Target Coordination		
<i>Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.</i>		
The Department communicates its goals to the Mid-Region MPO and the New Mexico Department of Transportation's Transit and Rail Division and discusses the selection of State and MPO safety performance targets with those entities.		
Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
	The New Mexico department of transportation	One (1) month after Resolution Approved by City Council
Targets Transmitted to the Metropolitan Planning Organization(s)	Metropolitan Planning Organization Name	Date Targets Transmitted
	Mid-region MPO	One (1) month after Resolution Approved by City Council

6. Safety Risk Reduction Program

The Safety Risk Reduction program is a structured approach to minimizing risks and promoting safety specific to vehicular and pedestrian safety events involving transit vehicles and assaults on transit workers. It involves identifying and assessing risks, implementing measure to reduce them, and ensuring a culture of safety. The Department will develop risk mitigation measures to address risks of particular national and local concern. These include mitigations to reduce the risk of assaults on transit workers, the risk of bus accidents with vehicles and pedestrians particularly involving any visibility impairments due to configuration of operator areas on buses, and risk of employee and public exposure to infectious diseases consistent with guidelines of the Centers for Disease Control and Prevention or the New Mexico Department of Health. As of the 2025 annual update, the Department has completed another risk assessment for operator assaults that identifies closing operator area protective barriers and customer service training as a primary mitigation measure, along with training and discipline procedures to reduce likelihood of assaults. The department will complete a risk assessment for the visibility of operators for each mode the department operates. At the end of each FY, deficient targets in the safety risk reduction program will be assessed and the associated safety risk will be reviewed through the safety risk assessment process. The risk will be mitigated based on the results of the assessment. The transit departments safety set-aside in the following fiscal year will be allocated to safety related projects that are reasonable likely to help it meet missed safety performance targets for the safety risk reduction program in the future to mitigate the risk. At a minimum, annual risk assessments will be performed by the Chief Safety Officer for transit worker assaults and collisions with input from the safety committee

Hazard Identification

This is the process of proactively finding and documenting potential sources of harm. The agency's program would include multiple sources of data.

Collisions:

Analyzing **National Transit Database (NTD)** data and internal collision reports to identify trends (e.g., specific intersections, times of day, or types of vehicles with a high number of incidents).

Reviewing dashcam footage and telematics data for risky driving behaviors like hard braking, sharp turns, and speeding.

Using an **Employee Safety Reporting Program (ESRP)** to collect "near-miss" reports from operators about close calls with vehicles or pedestrians.

Injuries:

Examining injury reports, workers' compensation claims, and sick leave data to identify common injury types (e.g., slips, trips, and falls in bus garages; repetitive strain injuries from operating equipment).

Conducting **Job Hazard Analysis (JHA)** for specific tasks, such as bus maintenance or wheelchair securement, to identify and document hazards.

Assaults:

Analyzing NTD data and internal security reports to pinpoint locations (e.g., bus stops, stations) and times (e.g., late-night routes) where assaults on transit workers or passengers are frequent.

Gathering feedback from bus and rail operators through safety committees and surveys to understand the specific triggers of assaults (e.g., fare disputes, unruly passengers).

Major Events:

Conducting routine inspections and maintenance audits of rolling stock and infrastructure to identify potential sources of major events, such as faulty brake systems on a bus or a cracked rail on the subway.

Reviewing maintenance records to identify common recurring mechanical failures.

Analyzing environmental data and historical records to understand the risk of natural disasters like flooding or seismic activity.

7. Safety Committee Establishment, Membership, and Procedures

The Safety Committee establishment, membership and procedures are maintained as a separate document and held by the Chief Safety Officer. Access is available by request.

8. Safety Management System (SMS)

The Transit Department has established and is implementing a Safety Management System (SMS). The SMS consists of the following components - a Safety Management Policy, Safety Risk Management, Safety Assurances and Safety Promotion. These establish the leadership commitment, provide an avenue to identify analyze, prioritize, measure, monitor, evaluate and communicate safety risk and mitigation. The following sections detail each of the components and how they are being implemented in the transit department.

9. Safety Management Policy

Safety Management Policy Statement

Include the written statement of safety management policy, incorporating safety objectives.

The City of Albuquerque Transit Department is committed to maintaining and promoting a safe, healthy and injury-free environment for its transit workers and the public. This policy endorses efforts which ensure safety and health by emphasizing safety event prevention and the control of safety risks in the Department's operations. No task is so important and no service so urgent that it cannot be done safely.

Goal:

To assure the safety of the Department's transit workers, riders, and other members of the public.

Objectives:

- Develop a safety culture that encourages transit worker to recognize the importance of safety and to incorporate safety as a paramount goal in carrying out their duties and to identify and report potential safety **events**.
- Clearly define for all transit workers their accountabilities and responsibilities for delivering safe transit service.
- Minimize safety risks associated with the Department's operations to a point that is as low as reasonably achievable.
- Actively develop, monitor and improve safety processes to maintain and continuously improve safety performance over the long term.
- Ensure that all staff are provided with adequate and appropriate safety information and training to achieve competency in safety matters commensurate with their duties.
- Empower employees to recognize and mitigate hazards

A systematic process is necessary to integrate tools with a management led approach that effectively assesses the dynamics of the work environment, workplace safety, and the transit system as it operates in the field. Other mechanisms include transit worker involvement, worksite analysis, safety event prevention, control, and training. The safety committee is a key to fostering an environment and culture that aids in hazard identification and mitigation through providing solutions to safety issues within the department

Safety Management Policy Communication

Describe how the safety management policy is communicated throughout the agency's organization. Include dates where applicable.

The Department disseminates this policy through posters at work reporting locations and in new-transit worker training. Periodic reminders are posted on the Department's internal display system which alerts transit workers to important current information. Safety committee membership is solicited from the

<p>union but also is promoted in these same forms of communication. Further, safety committee summary of topics covered at the meeting is provided in similar communications to employees.</p>	
<p>Authorities, Accountabilities, and Responsibilities</p> <p><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></p>	
<p>Accountable Executive</p>	<p>As Accountable Executive, the Department Director has ultimate accountability and responsibility for carrying out the ASP and the Transit Asset Management (TAM) Plan. Ensures the SMS is effectively implemented throughout the system and action is taken as necessary to address substandard performance in the SMS. This is done by implementing safety risk mitigations for the safety risk reduction program as included in this AS. Receives and considers all other safety risk mitigations recommended by the Safety Committee. The Director has the authority to direct all staff in the department to perform their roles in the plan's implementation and can reassign tasks as needed.</p>
<p>Chief Safety Officer or SMS Executive</p>	<p>The Chief Safety Officer (CSO) has responsibility for ensuring day-to-day implementation and operation of the SMS. The CSO is responsible for and authorized to:</p> <ul style="list-style-type: none"> • Assist in the formulation of safety and health policies. • Provide safety and health related technical services. • Monitor the effectiveness of this plan including collecting information from Department staff and preparing updates on progress to meeting safety performance targets. • Investigate safety events to identify root causes, identify hazards, assess safety risks and recommend safety mitigations, including working with the Department's Safety Committee. Coordinate tracking of safety risk mitigation efforts and their efficacy. • Inspect facilities for hazards and/or adherence to safety-related procedures. • Develop and assist in the implementation of safety programs. • Provide training materials, assistance, and programs on safe work practices. • Consult with transit workers, supervisors and the public about safety and health topics. • Disseminate information to the Transit community on legal requirements of appropriate federal, state and City rules and regulations. <p>The CSO is accountable for plan updates and monitoring to be approved by the Department Director. The CSO holds a direct line of reporting to the Director.</p>
<p>Safety Committee</p>	<p>The Safety Committee reviews and approves the ASP and any updates before approval by City Council. The Committee sets annual safety performance targets for the safety risk reduction program. The Committee identifies and recommends safety risk mitigations necessary to reduce the likelihood and severity of potential consequences identified through the transit department's safety risk assessment, including safety risk mitigations associated with any instance where the transit department did not meet an annual safety performance target in the safety risk reduction program. The Committee identifies safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended, including safety risk mitigations associated with any instance where the transit agency did not meet an annual safety performance target in the safety risk reduction program. The Safety Committee identifies safety deficiencies for purposes of continuous improvement, including any instance where the transit department did not meet an</p>

	<p>annual safety performance target in the safety risk reduction program.</p>
<p>Transit agency Leadership and Executive Management</p>	<p>Department Managers All Managers, Assistant Managers, Supervisors, Department Leads are responsible for:</p> <ul style="list-style-type: none"> • Having authority and responsibility for the day to day implementation and operation of the SMS • Ensuring that facilities and equipment provided meet requirements for a safe work environment as defined by applicable rules, regulations and standards and the plan. • Ensuring individuals under their management have the authority, training, and support to implement this plan • Establishing procedures to implement safety policies • Establishing procedures for dissemination of policies and other safety-related information. <p>They have authority to draft standard operating procedures (subject to Director approval), to provide training to their subordinates, and to conduct discipline as appropriate per the City's Personnel Rules and Regulations to ensure their subordinates implement all elements of this plan. They are accountable for ensuring their respective areas work in good faith to implement the plan.</p>
<p>Key Staff</p>	<p>Human Resources Manager In addition to the management responsibilities above, the HR Manager is responsible for:</p> <ul style="list-style-type: none"> • Ensuring that this Plans' policy statement and any related documents are reviewed with all transit workers upon hire. • Understanding safety rules are work rules when counseling supervisors on non-- compliance safety matters. Ensure that transit workers are accountable for their actions through a progressive disciplinary action plan. • Partnering with the Chief Safety Officer, Trainers, and Risk Management in the implementation of this plan and any subsequent training that may be needed. <p>The HR Manager is accountable for the distribution of established safety materials to new transit worker s and is authorized to direct staff as needed in conducting any disciplinary process related to ensuring this plan is carried out.</p> <p>Trainers The Transit Department Training Specialists are responsible for training new Motor Coach Operators, Sun Van Chauffeurs, and Vehicle Maintenance staff on the Department's standard operating procedures, including related safety procedures. They also provide refresher trainings as needed and retraining as required per policy. They are authorized to decide when trainees are ready to take on their regular duties and are accountable to them respective division managers (Operations and Maintenance) for providing the required training.</p> <p>These groups will support the Safety Committed in developing, implementing and operating the SMS.</p>
<p>Transit Worker Safety Reporting Program</p>	

Describe the process and protections for employees to report safety conditions to senior management. Describe employee behaviors that may result in disciplinary action (and therefore, are excluded from protection).

The Department has developed a procedure for all transit workers and contractors to report safety concerns that could include hazards, potential consequences, or any other information relevant to safety. The safety reporting program is an important source of safety information and is intended to help the Accountable Executive and other senior managers receive this information from across the Department.

The Department provides paper forms for all transit workers or contractors to use to submit safety concerns or observations. The forms allow transit workers to submit their concerns anonymously in drop boxes located at the Department's Rusk and Ken Sanchez maintenance and operating facilities as well as at the Alvarado Transportation Center where administrative offices are located. The department is actively promoting reporting all issues including transit worker assaults, near-misses and any and all unsafe acts and conditions so supervision can assess the root cause and act by putting mitigations in place to reduce the risk to the public and other transit workers.

The Department may not retaliate against a transit worker for reporting a safety concern. This protection does not, however, protect a transit worker from disciplinary action, per the City's Transit worker Rules and Regulations, if the transit worker reports a safety concern stemming from the transit worker violating explicit instructions from the Department.

10. 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.*

The Department's Risk Management Process centers on its Chief Safety Officer (CSO) and its inter-disciplinary Safety Committee. The CSO chairs the Department's Safety Committee, receives and records hazard and potential consequence information, and maintains notes from the committee's meetings. The committee is made up of an equal number of frontline transit worker representatives, selected by the collective bargaining unit(s), and management representatives. The committee consists of management staff in Maintenance, Operations, and the City's Risk Management Division, and representatives from Frontline Maintenance Personnel, Sun Van Chauffeurs, and Motor Coach Operators.

Safety Hazard Identification:

While the Department uses several processes to identify hazards and potential consequences of those hazards, those that have been identified as potential concerns are sent to the CSO to document and perform preliminary analysis in order to present those concerns to the Safety Committee for efficient consideration and resolution as the committee deems appropriate. Sources of hazard identification include:

- Transit worker reporting forms
- Transit worker reports to supervisors
- Daily safety meetings for Maintenance shifts
- Fixed-route Motor Coach Operator comment forms (intended for comments on route timing, bus stop issues, low ridership trips, etc. but also available for use as an avenue for relaying safety concerns)

- Public comments through various channels (311 call center, Transit Department Customer Service, Department's social media accounts, comments given to the Mayor's office or Councilor offices, etc.)
- Inspections by staff or contractors
- Safety event review committee or investigations
- Review of trends
- Transit Asset Management condition assessments
- Risk Management Safety Compliance Specialist observations
- CSO observations
- Data and information provided by oversight committees such as the FTA and the State
- Data and information regarding exposures to infectious diseases provided by the CDC or a State health Authority
- Safety Concerns identified through the Safety Assurance process

Supervisors and managers receiving any of these sources of hazard concerns send them to the CSO. If the hazard clearly requires immediate mitigation, the CSO may initiate that action. For all other hazard concerns, the CSO reviews the hazard reports and makes preliminary assessments of potential consequences (whether identified in the hazard report or not), risk assessment, and potential safety risk mitigations. The Safety Committee then reviews and approves or changes the CSO's recommendations. The CSO records the committee's conclusions.

Safety Risk Assessment:

As above, the Safety Committee reviews the CSO's recommended safety risk assessments and approves or changes them. The Department uses the [attached matrix](#) for assessing the severity of hazards' potential consequences, the likelihood that the potential consequences will occur, and the resulting safety risk assessment.

Safety Risk Mitigation:

With recommendations from the CSO, the Safety Committee examines potential mitigations including engineering, education or enforcement changes to reduce the safety risk of hazards based on their priority level. Mitigations that require unusual levels of Department change or investment require approval by the Transit Director. Changes could include design of facilities, standard operating procedures, training, equipment or oversight and discipline in order to avoid, reduce or eliminate the potential consequences of hazards and thereby reduce safety risk. Members of the committee are assigned follow-up tasks to implement or investigate the feasibility of implementing recommended changes; they report back to committee on progress for accountability or re-examination of potential mitigations as additional information is gathered. The CSO is responsible for tracking progress on these mitigation efforts and making sure that mitigations are implemented as ultimately decided by the Committee and approved by the Director (as needed). When the Safety Committee recommends a safety risk mitigation unrelated to the safety risk reduction program and the Director decides not to implement the mitigation, the Director shall provide a written statement explaining their decision and submit and present it to the Safety Committee.

11. Safety Assurance

Safety Performance Monitoring and Measurement

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

Supervisors monitor transit worker activities to ensure compliance. All supervisors and managers remind transit workers to keep current their City Operator's Permit, including attending required safety training for renewing the COP. Those who supervise staff in safety sensitive positions remind those transit workers of their responsibilities to comply the Substance Abuse Policy. In the Maintenance Division, supervisors use meetings to remind transit workers about safety procedures and to raise issues and allow transit workers to raise concerns. In the Operations Division, supervisors follow up with assigned transit workers about any concerns and monitor operations on the road to ensure compliance. Operators perform pre- and post-trip inspections of their vehicles to look for any damage or defects and notify the Maintenance Division via daily safety inspection reports. Supervisors will conduct investigations into all

<p>safety events to identify casual factors. The Safety Committee will review pertinent casual factors to determine preventative measures that can be implemented. The Safety Committee will monitor the implementation and effectiveness of safety risk mitigations.</p>
<p><i>Describe activities to monitor operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.</i></p>
<p>When mitigations are identified for implementation, the CSO establishes an appropriate schedule for follow-up monitoring to verify that the mitigations were implemented as intended and were effective and appropriate. The results of this monitoring are recorded in a tracking spreadsheet and discussed with the Safety Committee. Sources of information for this monitoring include feedback from management, supervisors, and safety meetings, as well as transit worker reporting, public comments, CSO follow-up review, expected reduction in safety concerns in transit worker comment collection boxes, and/or reduction in safety events.</p>
<p><i>Describe activities to conduct investigations of safety events to identify causal factors.</i></p>
<p>Operations or Maintenance supervisors are typically the first Department personnel on the scene of a safety event. They fill out a safety event report form and may take photos to document what happened. This documentation assists in the initial identification of causal factors and is passed to the CSO who reviews and makes a preliminary determination of causal factors. The Safety Committee then reviews the CSO's conclusions per the Safety Risk Management Process.</p>
<p><i>Describe activities to monitor information reported through internal safety reporting programs.</i></p>
<p>Reporting forms turned in by transit workers are logged in a spreadsheet by a supervisor. Logging the initial information includes: Nature of safety concern, suggested solution if supplied by the reporter, date entered, and a unique ID number is assigned to that issue. The Chief Safety Officer is responsible for reviewing the safety concern and logging the date reviewed and the recommendation for action. The concern and the CSO's recommendation are reviewed by the Safety Committee. That committee logs the date of their review, the action they recommend and, if they disagree with the CSO's recommendation, the reasons for their different recommendation.</p>
<p>Management of Change</p>
<p><i>Describe the process for identifying and assessing changes that may introduce new hazards or impact safety performance.</i></p>
<p>Depending upon the nature of the proposed change, different Subject Matter Experts (SME's) within the Transit Department review the change and possible hazards the change may introduce into the transit environment. Changes may include: new personnel, acquisition of new equipment such as rolling stock, procedures, new tools, work schedules, routes or physical facilities. Each proposed change is reviewed by SME's within the transit agency and the CSO who decides whether to forward the change to the Safety Committee for further review. These reviews occur prior to implementing the changes unless extenuating circumstances apply, in which case the review is completed as soon after as is practical.</p>
<p>Continuous Improvement</p>
<p><i>Describe the process for assessing safety performance. Describe the process for developing and carrying out plans to address identified safety deficiencies.</i></p>

Safety performance targets are reviewed quarterly and after the end of each fiscal year. During the next fiscal year quarterly metrics are calculated by the CSO to measure the department's performance against the standard. The metrics are shared with the Department Director and the transit agency leadership on a quarterly basis to track on-going performance. Where performance is lacking, the Safety Committee is tasked with recommending changes to business practices to improve safety performance. Performance on each year's targets is reviewed to inform future updates to the safety plan and performance targets. Depending upon the nature of the proposed change, different Subject Matter Experts (SME's) within the Transit Department review the change and possible hazards the change may introduce into the transit environment. Changes may include: new personnel, acquisition of new equipment such as rolling stock, procedures, new tools, work schedules, routes or physical facilities. Each proposed change is reviewed by SME's within the transit agency and the CSO who decides whether to forward the change to the Safety Committee for further review. These reviews occur prior to implementing the changes unless extenuating circumstances apply, in which case the review is completed as soon after as is practical.

12. Safety Promotion

Competencies and Training

Describe the safety training program for all agency employees and contractors directly responsible for safety.

Safety training is tailored to the responsibilities of transit agency staff. The safety training program is for all operations transit workers, maintenance transit workers, and transit workers directly responsible for safety. Additional staff directly responsible for safety are the CSO, the Risk Management Safety Compliance Specialist, and members of the Department's Safety Committee. Training for these transit workers includes review of FTA's PTASP resources and may include attendance at bus-related courses offered through FTA-Sponsored Public Transportation Safety Certification Program, including:

- SMS Awareness (e-learning)
- Safety Assurance (virtual classroom)
- SMS Principles for Transit
- Courses offered through the Transit Safety and Security Program (TSSP) Certificate (Bus)

Using a train-the-trainer approach, the CSO and Risk Management Safety Compliance Specialist, in turn, train safety-related staff in the Department. Safety-sensitive transit workers include operators, maintenance staff, dispatchers, **supervisors, and some managers.**

All transit workers receive the City's defensive driving training (including periodic refresher trainings) and drug and alcohol policy training. The Department gives all new transit workers training on this PTASP. Maintenance workers receive environmental training including SWPP and Spill Prevention and Countermeasure. All transit workers receive periodic ADA refresher trainings. New operators receive training on the safe operations of the Department's vehicles and standard operating procedures for safely providing service to the public, and all front-line transit workers, including operators/maintenance, receive periodic conflict/crisis de-escalation, Bloodborne Pathogens, Haz-com, SDS, ladder, fall protection, Ariel lift and forklift training. All transit workers receive CPR and First Aid training.

Safety Communication
Describe processes and activities to communicate safety and safety performance information throughout the organization.

The Department communicates safety and safety performance information throughout the organization. Safety information is communicated to transit workers by internal mechanisms such as Visitor information posters, Department training, radio dispatch, and through direct supervisors. The CSO briefs the Director on a monthly basis at minimum on all safety issues, concerns, and activities. Safety outreach for passengers and the public may include information on the Department's website, posters on buses and/or vans, and other signage and marketing campaigns that highlight safety messages or improvements. Results of the Safety Committee meetings and other pertinent activities such as risk assessments will be communicated directly from supervision.

13. Additional Information

Supporting Documentation
Include or reference documentation used to implement and carry out the Safety Plan that are not included elsewhere in this Plan.

All documentation will be made available upon request by FTA or other Federal or State entity.

List of Additional information:

- City of Albuquerque Rules & Regulations (includes the Substance Abuse Policy in section 1100) Collective Bargaining Agreements
- Transit Safety Committee Establishment, Membership, and Procedures
- Transit Safety Committee Meeting Minutes
- Transit Safety Committee Members List
- Road Supervisor Standard Compliance Forms Management of Change Safety Review Form
- Risk Assessment and Mitigation Plan for Operator Assaults, 2025
- Albuquerque Transit Department Records Retention and Disposition Policy
 - All ASP documents will be maintained for a minimum of three years or longer if required by other retention policy requirements. This includes but is not limited to the following:
 - ASP program material, policies, procedures
 - Safety Committee Membership lists, agendas, meetings and assessments
 - Results from SMS processes and activities

List of Acronyms Used in the Safety Plan

Acronym	Word or phrase
CSO	Chief Safety Officer
MCO	Motor Coach Operator

SVC	Sun Van Chauffeur
FTA	Federal Transit Authority
PTASP	Public Transportation Action Safety Plan
SWPP	Storm Water Prevention Plan
TSSP	Transit Safety and Security Program
VISIX	Digital Display Board
SMS	Safety management system
ADA	Americans with disabilities act
CPR	Cardio pulmonary resuscitation
HAZCOM	Hazardous communication
SDS	Safety data sheet

List of definitions for the acronyms provided:

CSO Chief Safety Officer: Is a high level executive responsible for overseeing and managing all aspects of a company’s safety program and initiatives. The role goes beyond simple compliance and involves developing a comprehensive vision for safety that is integrated into the organizations core operations.

MCO: Motor coach Operator: Is a professional who transports passengers using a large vehicle, typically a motor coach or bus.

SVC: Sun Van Chauffeur: Is a specific type of paratransit driver, a professional driver who operates a specialized vehicle to provide transportation services to individuals with disabilities.

FTA: The Federal Transit Administration (FTA) is an agency within the U.S. Department of Transportation (DOT). It is responsible for providing financial and technical assistance to local public transportation systems across the United States.

PTASP: Public Transportation Agency Safety Plan: A regulation that requires transit agencies to establish safety performance targets based on measures set by the Federal Transit Administration (FTA).

SWPP: Stormwater Pollution Prevention Plan: A plan created by construction companies to detail their strategies for sediment and erosion control.

TSSP: Technical Support Services Professional: A role responsible for providing technical assistance and troubleshooting IT systems.

VISIX: Visix Digital Signage: A specific brand of digital signage software and content management system.

SMS: Safety management System. Is a formal organization- wide approach to managing safety risks.

ADA: American disability act: Is a landmark U.S federal civil rights law that prohibits the discrimination against people with a disability.

CPR: Cardiopulmonary Resuscitation: An emergency procedure involving chest compressions, often combined with artificial ventilation, to preserve brain function and maintain circulation during cardiac or respiratory arrest.

HAZCOM: Hazard Communication: Refers to the Hazard Communication Standard set by the Occupational Safety and Health Administration (OSHA), which aims to ensure that employers and employees are aware of chemical hazards in the workplace and know how to protect themselves.

SDS: Safety data sheet: A document that provides detailed information about chemical substances or mixture. Its primary purpose is to communicate crucial health and safety information to people who work with or handle, or is exposed to the material. This includes workers, emergency responders and Safety personnel

Risk Assessment Matrix

<i>Likelihood</i>	<i>Severity</i>			
	1 (Catastrophic)	2 (Critical)	3 (Marginal)	4 (Negligible)
A (Frequent)	1A	2A	3A	4A
B (Probable)	1B	2B	3B	4B
C (Occasional)	1C	2C	3C	4C
D (Remote)	1D	2D	3D	4D
E (Improbable)	1E	2E	3E	4E