CITY of ALBUQUERQUE
TWENTY SIXTH COUNCIL

COUNCIL BILL NO. R-24-92 ENACTMENT NO. R 2024.080

SPONSORED BY: Klarissa J. Peña, by request

RESOLUTION

APPROVING THE TRANSIT DEPARTMENT'S 2024 UPDATED PUBLIC TRANSPORTATION AGENCY SAFETY PLAN.

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

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

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

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

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

WHEREAS, the Council has considered and determined to approve the Transit Department's PTASP as set forth in the attached Exhibit A entitled "City of Albuquerque 2024 Public Transportation Agency Safety Plan."

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

[Bracketed/Underscored Material] - New
[Bracketed/~~Strikethrough Material~~] - Deletion

Section 1: That the Public Transportation Agency Safety Plan as set forth in the attached Exhibit A entitled "City of Albuquerque 2024 Public Transportation Agency Safety Plan" is approved.

[Bracketed/Underscored Material] - New
[Bracketed/~~Strikethrough Material~~] - Deletion

PASSED AND ADOPTED THIS 21st DAY OF October, 2024
BY A VOTE OF: 9 FOR 0 AGAINST.

Dan Lewis, President
City Council

APPROVED THIS 30 DAY OF October, 2024

Bill No. R-24-92

Timothy M. Keller, Mayor
City of Albuquerque

ATTEST:

Ethan Watson, City Clerk

[+Bracketed/Underscored Material+] - New
[-Bracketed/Strikethrough Material-] - Deletion

CITY OF ALBUQUERQUE

Albuquerque, New Mexico

Office of the Mayor

Mayor Timothy M. Keller

INTER-OFFICE MEMORANDUM September 24, 2024

TO: Dan Lewis, President, City Council

FROM: Timothy M. Keller, Mayor

SUBJECT: Approval of the 2024 Public Transportation Agency Safety Plan

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 the Transit Department has continued implementation of its PTASP and has conducted its annual review. As a result, the Department has found a need to make several changes to the plan.

The FTA requires 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.

Cover Analysis

1. **What is it?**
   Request for approval of the Transit Department's 2024 updates to the Public Transportation Agency Safety Plan (PTASP) as required by the Federal Transit Administration (FTA) under 49 U.S.C SS 5329, for 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. Council approved the previous update in December 2023.

2. **What will this piece of legislation do?**
   This resolution will approve the Transit Department's 2024 updated version of the Public Transportation Agency Safety Plan (PTASP).

3. **Why is this project needed?**
   The Public Transportation Agency Safety Plan (PTASP) final rule (49. C.F.R. Part 673) requires the City of Albuquerque, 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 the Department's plan certification process. If the Department fails to follow the regulations by conducting annual reviews, making needed updates, and getting Council approval, FTA will not provide grant funding to the City.

7. **Is this service already provided by another entity?**
   No.

City of Albuquerque 2024 Public Transportation Agency Safety Plan

(Based on FTA Template for Bus Transit)

The Federal Transit Administration (FTA) is providing the *Public Transportation Agency Safety Plan Template for Bus Transit* and accompanying *Reference Guide* to assist with the development of a Public Transportation Agency Safety Plan (Safety Plan) for bus transit modes. Use of this template is voluntary. The template and reference guide are intended for use by States and operators of public transportation systems that are required to draft a Safety Plan in accordance with 49 C.F.R. Part 673 (Part 673). The full text of Part 673 is available at http://www.transit.dot.gov/PTASP.

Certain requirements in Part 673 do not apply to small public transportation providers[1]. The relevant sections in this template are noted in red to indicate where requirements differ. Transit operators that are subject to Part 673 may choose to include additional sections beyond what is required in Part 673.

Under Part 673, a transit agency is required to maintain documents that describe its Safety Plan, including those related to implementation and results from processes and activities. Also, a transit operator may have existing documentation that describes processes, procedures, and other information required in Part 673. You may reference these documents in your Safety Plan by specifying the document names and locations within the appropriate sections of the plan.

1. Transit Agency Information

Transit Agency Name	City of Albuquerque Transit Department (ABQ RIDE)		
Transit Agency Address	100 1st 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, 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		

[1] A small public transportation provider is 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. 49 C.F.R. § 673.5.

Does the transit agency provide transit services on behalf of another transit agency or entity?	Yes ☒	No ☐	**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 Regional Transit District 809 Copper Ave. NW Albuquerque, NM 87102			

2. Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	City of Albuquerque Transit Department (ABQ RIDE)	
Signature by the Accountable Executive	**Signature of Accountable Executive**	**Date of Signature**
	Leslie Keener	09/25/2024
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***
	Relevant Documentation (title and location)	
	Pending resolution of approval; will be available online.	
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 Certifcations and Assurances filed on TrAMS *(pending)*	

Committee Member	Approval	Approval Date
Safety Committee	Yes	09/19/24
Michael Buchanan	Yes	09/19/24
Shaun Gibson	Yes	09/19/24
Steve Meyerheim	Yes	09/19/24
Justin Ferrer	Yes	09/19/24

Version Number	**Section/Pages Affected**	**Date Issued**
1.0	All	4/21/2020
2.0	pp. 1, 3, 4, 7, 8, 9	8/19/2021
3.0	pp. 1, 2, 6	9/13/2022
4.0	All	10/16/2023
5.0	All	9/19/2024

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 and safety committee meet periodically 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.

3. Safety Performance Targets

Safety Performance Targets

Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan. Rates are computed for the number of occurrences per 100,000 Revenue Miles.

Mode of 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	2	0.1
MB	0	0	0	0	3	0.1	20	0.7
RB	0	0	0	0	3	0.4	18	2.6

Mode of Service	Annual **Total** Worker Assaults	**Rate** of Worker Assaults	Annual **Total** Safety Incidents	**Rate** of Safety Incidents	Annual **Total** Pedestrian Collisions	**Rate** of Pedestrian Collisions
DR	0	0	11	0.6	0	0
MB	13	0.4	110	3.8	3	0.1
RB	4	0.6	65	9.3	3	0.4

Mode of Service	Annual **Total** Vehicle Collisions	**Rate** of Vehicle Collisions	**Total** of Major Events	**Rate** of Major Events	**System Reliability:** Average Miles between Major Mechanical Failures
DR	26	1.5	3	0.2	65,000
MB	84	2.9	24	0.8	35,000
RB	42	6.0	20	2.9	18,000

Safety Performance Target Coordination

Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.

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**
	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

4. 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.

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.

Safety Management Policy Communication

Describe how the safety management policy is communicated throughout the transit 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.

Authorities, Accountabilities, and Responsibilities

Describe the authorities, accountabilities, and responsibilities of the following individuals for the development and management of the transit agency's Safety Management System (SMS).

Accountable Executive	As Accountable Executive, the Department Director has ultimate accountability and responsibility for ensuring the implementation of this plan including implementing safety risk mitigations for the safety risk reduction program; receiving and considering 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.
Chief Safety Officer or SMS Executive	The Chief Safety Officer (CSO) has responsibility for ensuring that the plan is implemented on a day-to-day basis. The CSO is responsible for and authorized to: • 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. The CSO is accountable for plan updates and monitoring to be approved by the Department Director.
Transit agency Leadership and Executive Management	**Department Managers** All Managers, Assistant Managers, Supervisors and Department Leads are responsible for: • Ensuring that facilities and equipment provided meet requirements for a safe work environment as defined by applicable rules, regulations and standards and this 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. 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 this plan.
Key Staff	**Human Resources Manager** In addition to the management responsibilities above, the HR Manager is responsible for: • 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. The HR Manager is accountable for the distribution of established safety materials to new transit workers and is authorized to direct staff as needed in conducting any disciplinary process related to ensuring this plan is carried out. **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 their respective division managers (Operations and Maintenance) for providing the required training. **Safety Compliance Specialist** The Safety Compliance Specialist is responsible for providing assistance to the CSO including: • Assist in the formulation of safety policies and the monitoring of their effectiveness. • Investigate safety events for root causes as well as other identified hazards, assess safety risks and recommend mitigations. Assist with tracking of safety risk mitigation efforts and their efficacy. • Inspect facilities or procedures for hazards and/or adherence to safety-related procedures. • Develop and assist in the implementation of safety programs and training. • Consult with transit workers, supervisors and the public about safety and health topics. • Disseminate information to the Transit community on safety topics. The Safety Compliance Specialist is accountable to the Director of the Finance and Administrative Services Department for assisting the Transit Department in reducing safety-related safety risks.

Employee Safety Reporting Program

Describe the process and protections for transit worker s to report safety concerns to senior management. Describe transit worker 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 Yale and Ken Sanchez maintenance and operating facilities as well as at the Alvarado Transportation Center where administrative offices are located.

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.

5. 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 potential 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 joint labor-management Safety Committee. The CSO chairs the Department's Safety Committee, receives and records hazard and potential consequence information, and maintains agendas and 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 labor representatives from Frontline Maintenance Personnel, Sun Van Chauffeurs, and Motor Coach Operators. Participants are compensated at their regular pay rates for participating in the Safety Committee meetings. Decision-making criteria is as follows: The Safety Committee has established a dispute resolution process to address disagreements. Unresolved disputes will be postponed for further consideration to allow time for further research and discussion in preparation for resolving the issue at the following Safety Committee meeting. A dispute may only be postponed 2 times. The first time, the dispute will be considered in the yellow (in a caution state). This will allow the Safety committee to do further research and contact other sources for further information. The final time the dispute is discussed the situation will be considered in the red (Alert state), And must be resolved by the end of that committee meeting. In the event of a tie, tie breaker procedures have been developed: top-ranking labor and management representatives will alternate as the tie-breaking votes. The first tie breaker will be decided by the highest-ranking member of the union side. Then the next tie breaker will be decided by the highest-ranking supervisor member. This process will alternate with every tie breaker. Under no circumstance can the Accountable Executive act as the tie breaker.

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

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).

Risk Reduction Program:
The CSO and Safety Committee will review the safety performance targets annually and develop safety risk mitigations for any instance where the transit agency did not meet an annual safety performance target. Special attention will be given to safety risk mitigations to reduce visibility impairments for transit vehicle operators that contribute to accidents; deployment of assault mitigation infrastructure and technology on transit vehicles and in transit facilities; and mitigations relating to vehicular and pedestrian safety events involving transit vehicles or assaults on transit workers. Following the process above, 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 2023 annual update, the Department has completed a risk assessment for operator assaults that identifies operator area protective barriers 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. The Safety Committee reviews and sets the eight safety performance measures for the risk reduction program.

6. 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 with 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.
Describe activities to monitor operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.
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.
Describe activities to conduct investigations of safety events to identify causal factors.
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.
Describe activities to monitor information reported through internal safety reporting programs.
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.
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.*
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.
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.*
Safety performance targets are reviewed 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.

Infectious Disease Exposure Procedures

The following reporting system was established to be able to respond Infectious Disease as well as communicate occurrences with management.

Definition: *Infectious diseases are illnesses caused by germs (such as bacteria, viruses, and fungi) that enter the body, multiply, and can cause an infection. Some infectious diseases are contagious (or communicable), meaning they are capable of spreading from one person to another.*

To avoid infectious disease; Immunize against infectious diseases, wash and dry your hands regularly and well, stay at home if you are sick, cover coughs and sneezes, clean surfaces regularly, ventilate your work space if possible, prepare food safely, don't share personal items.

When a Transit worker is infected they are to report to their supervisor, transit worker to maintain social distancing, seek treatment from Primary Care Physician, if transit worker was exposed at place of work call Medcor for further instruction, transit workers to sanitize any work area where infected transit workers have present, supervisor complete incident report, contact Risk Management Department.

7. Safety Promotion

Competencies and Training

Describe the safety training program for all transit agency transit worker s and contractors directly responsible for safety.

Safety training is tailored to the responsibilities of transit agency staff. 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)
    - Effectively Managing Transit Emergencies
    - Transit Bus System Safety
    - Fundamentals of Bus Collision Investigation

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 to include safety concern identification and reporting training. 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 Visix, 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.

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.*
City of Albuquerque Rules & Regulations (includes the Substance Abuse Policy in section 1100) Collective Bargaining Agreements Road Supervisor Standard Compliance Forms Management of Change Safety Review Form Risk Assessment and Mitigation Plan for Operator Assaults, 2022 Safety Committee Roster

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

Risk Assessment Matrix

Likelihood	*Severity*			
	1 (Catastrophic)	2 (Critical)	3 (Marginal)	4 (Negligible)
A (Frequent)	1A	2A	3A	4A
B (Probable)	1B	2B	3B	4B
C (Occaisional)	1C	2C	3C	4C
D (Remote)	1D	2D	3D	4D
E (Improbable)	1E	2E	3E	4E