

**Public Transportation Agency Safety Plan
(PTASP)**

for

**Metropolitan Evansville
Transit System
(METS)**



601 John Street
Evansville, IN 47713

March 2021

Table of Contents

Section 1. Transit Agency Information	4
General Information.....	4
Section 2. Plan Development, Approval, and Updates	5
Section 3. Safety Performance Targets.....	6
Safety Performance Measures:.....	6
Section 4. Safety Management Policy	10
Safety Management Policy Statement.....	10
Safety Management Policy Communication	12
Employees	12
Passengers.....	12
Authorities, Accountabilities, and Responsibilities	12
Accountable Executive (AE).....	12
Chief Safety Officer (CSO).....	13
Roll of Staff to Develop and Manage Safety Management Systems (SMS)	13
Accountable Executive	13
Chief Safety Officer (CSO).....	13
Supervisors	13
Employees	13
Key Staff.....	14
Employee Safety Reporting Program (ESRP).....	14
Hazard Reporting Process	14
Immediate Action Required	15
Delayed Action Required.....	15
Role of Supervisor	15
METS Responsibility	16
Section 5. Safety Risk Management	17
Safety Hazard Identification	17
Personnel.....	17
Assets	17
System	17
Hazard Identification Procedure	18
Safety Risk Assessment	18
Safety Risk Mitigation	19
Section 6. Safety Performance Monitoring and Measurement.....	21

Maintenance	21
Maintenance Standards and Procedures	21
Operator Inspections.....	21
Daily Servicing and Inspections	21
Mileage-Based Maintenance Inspections	21
Operations.....	22
Facility Monitoring	22
Frequency.....	22
Reporting.....	22
Hazard Resolution	22
Follow-up.....	22
Documentation	22
Employee Hazard Reporting	23
Loss Reports	23
Route/Operations Safety.....	23
Safety Events.....	23
Accident and Incident Reporting Process.....	23
Notification.....	23
At-Scene Procedures	24
Investigation.....	24
Accident Review Process.....	24
Hazard Resolution	25
Follow-up.....	25
Internal Reporting	25
Documentation	25
Performance Measures.....	25
Maintenance	26
Operations.....	26
Safety.....	26
7. Safety Promotion	27
Operator Selection	27
Hiring Practices.....	27
Training	28
Initial Bus Operator Training	28
Training for All Bus Operators	29
Operation Supervisor Training	29
Injury and Illness Prevention Training.....	29

Emergency Response Planning and Coordination	30
System Modification Design Review and Approval	30
General Process.....	30
Modification Design Review.....	30
Modification Design Approval.....	31
Monitoring.....	31
Documentation	31
Routes.....	31
Additional Information.....	31
Appendix 1: Hazard Reporting Form	32

Section 1. Transit Agency Information

General Information

Metropolitan Evansville Transit System (METS)

601 John St
Evansville, IN 47713

Phone: (812) 435-6166

Fax: (812) 435-6159

TTY/TDD: (877) 446-8722

<https://www.evansvillegov.org/city/departments/index.php?structureid=225>

Accountable Executive: Todd M. Robertson – Executive Director of Transportation and Services

Mr. Robertson meets the requirements of 49 CFR 673.5 & 673.23.d.1


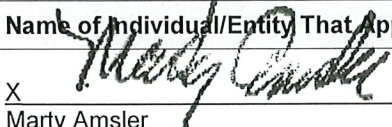
Chief Safety Officer: Rick Wilson – Superintendent of Operations – METS

Modes of Service Directly Provided: Fixed Route and ADA Complementary Paratransit

FTA Funding Sources: FTA Section 5307, Section 5339 and Section 5310

METS does not provide transit services on behalf of another transit agency or entity.

Section 2. Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	Metropolitan Evansville Transit System (METS)		
Signature by the Accountable Executive	Signature of Accountable Executive	Date of Signature	
	X  Todd M. Robertson	4-8-2021	
Approval by the Board of Directors or an Equivalent Authority	Name of Individual/Entity That Approved This Plan	Date of Approval	
	X  Marty Amsler	4-8-2021	
	Relevant Documentation (title and location)		
Certification of Compliance	Name of Individual/Entity That Certified This Plan	Date of Certification	
	City of Evansville Board of Public Works	4-8-2021	
	Relevant Documentation (title and location)		
	Minutes of BPW meeting 4-8-2021		
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		New Document	March 25, 2021
Annual Review and Update of the Public Transportation Agency Safety Plan <i>Describe the process and timeline for conducting an annual review and update of the Public Transportation Agency Safety Plan.</i>			
<p>The Metropolitan Evansville Transit System (METS) will review the Public Transportation Agency Safety Plan (PTASP) during the final quarter of each calendar year (October 1 – December 31). If an update is required, METS will complete the update and receive approval from the City of Evansville Board of Public Works in the first quarter of the following calendar year (January 1 – March 31) or as necessary. In the event of major service changes or any other major changes to the transit system, METS may make updates and receive approval immediately following those changes.</p>			

Section 3. Safety Performance Targets

Safety Performance Targets are determined by the past trends of Safety Performance Measures. The following targets are based on trends for fatalities, injuries, safety events, and major mechanical failures from 2017 through 2019. Details about each Safety Performance Measure follow the Targets.

Safety Performance Measures and Targets				
Mode of Transit Service	Performance Measures			
	Fatalities	Injuries	Safety Events	Distance Between Major Failures
	Annual Targets			
Fixed Route	0	0	0	75,000 miles
Demand Response (Paratransit)	0	0	0	50,000 miles

Safety Performance Measures:

♦ Fatalities

- Total number of fatalities, confirmed within 30 days of a safety event, that occurred at a transit revenue facility, at a transit maintenance facility during a transit-related maintenance activity or involving a transit revenue vehicle.

Safety Performance Measures (2017-2019): Fatalities					
Mode	Measure	2017	2018	2019	Average
Fixed Route	Fatalities	0	0	0	0
	Total Revenue Miles	1,165,586	1,156,322	1,091,750	1,137,886
	Rate per 10,000 Revenue Miles	0	0	0	0
Demand Response (Paratransit)	Fatalities	0	0	0	0
	Total Revenue Miles	354,618	351,881	382,741	363,080
	Rate per 10,000 Revenue Miles	0	0	0	0

◆ **Injuries**

- Any injury (other than a fatality) requiring immediate medical attention away from the scene for one or more person, that occurred at a transit revenue facility, at a transit maintenance facility during a transit-related maintenance activity or involving a transit revenue vehicle.

Safety Performance Measures (2017-2019): Injuries					
Mode	Measure	2017	2018	2019	Average
Fixed Route	Injuries	6	4	3	4.33
	Total Revenue Miles	1,165,586	1,156,322	1,091,750	1,137,886
	Rate per 10,000 Revenue Miles	<1	<1	<1	10,000
Demand Response (Paratransit)	Injuries	0	0	0	0
	Total Revenue Miles	354,618	351,881	382,741	363,080
	Rate per 10,000 Revenue Miles	0	0	0	0

◆ **Safety Events**

- Any fatality, injury or other safety event, that occurred at a transit revenue facility, at a transit maintenance facility during a transit-related maintenance activity or involving a transit revenue vehicle.
- Other safety events include:
 - **Property damage** equal to or exceeding \$25,000,
 - **Collisions** involving transit revenue vehicles that require towing away from the scene for a transit roadway vehicle or other non-transit roadway vehicle,
 - **Evacuations** for life safety reasons.

Safety Performance Measures (2017-2019): Safety Events					
Mode	Measure	2017	2018	2019	Average
Fixed Route	Safety Events	6	4	6	5.33
	Total Revenue Miles	1,165,586	1,156,322	1,091,750	1,137,886
	Rate per 10,000 Revenue Miles	< 1	< 1	< 1	< 1
Demand Response (Paratransit)	Safety Events	0	1	1	0.67
	Total Revenue Miles	354,618	351,881	382,741	363,080
	Rate per 10,000 Revenue Miles	0	< 1	< 1	< 1

◆ **System Reliability (Major Failures)**

- System reliability is based on the number of major mechanical failures in a given year and the distance between major mechanical failures.
- Major mechanical failures are defined as failures that limit actual vehicle movement, require a tow, or create safety issues, including but not limited to: brakes, doors, engine cooling systems, steering, axles, suspension, etc.

Safety Performance Measures (2015-2019): System Reliability (Major Failures)					
Mode	Measure	2017	2018	2019	Average
Fixed Route	Major Failures	20	10	25	18
	Total Revenue Miles	1,165,586	1,156,322	1,091,750	1,137,886
	Miles between Major Failures	58,279	115,632	43,670	72,527
Demand Response (Paratransit)	Major Failures	8	19	5	11
	Total Revenue Miles	354,618	351,881	382,741	363,080
	Miles between Major Failures	44,327	18,520	76,548	46,465

- Asset management plays a vital role in ensuring system reliability and limiting the number and frequency of major mechanical failures. METS's Transit Asset Management (TAM) Plan includes both a TAM Policy and a State of Good Repair (SGR) Policy that may affect system reliability.
 - **TAM Policy:** It is the Policy of METS to:
 - assess the current condition of all capital assets;
 - determine the optimal condition of all assets;
 - identify any changes needed to continue to maintain the transit system in a State of Good Repair; and
 - decide how to best balance and prioritize anticipated funds from all sources to improve asset conditions and achieve the best possible level of performance within those means.
 - **SGR Policy:** METS identifies an asset as being in a State of Good Repair when:
 - the asset is in a condition sufficient to operate as intended without risking the safety of riders, staff, or the general public;
 - the condition of the asset does not limit or deny accessibility for any riders; and
 - the annual cost of maintaining the asset does not exceed the cost of acquiring and maintaining a replacement asset.

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.

METS will provide safety performance targets to the Evansville MPO at the end of each calendar year as part of our continued coordination of transit data. METS will also share current fleet information at the end of each calendar year to facilitate Transit Asset Management (TAM) Plan updates. METS will provide targets to the INDOT Office of Transit as requested.

Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
	Indiana Department of Transportation (INDOT) Office of Transit	March 25, 2021
Targets Transmitted to the Metropolitan Planning Organization(s)	Metropolitan Planning Organization Name	Date Targets Transmitted
	Evansville Metropolitan Planning Organization (EMPO)	March 25, 2021

Section 4. Safety Management Policy

Safety Management Policy Statement

Metropolitan Evansville Transit System (METS) strives to provide safe, reliable, and comfortable public transportation options to every member of the community. The Public Transportation Agency Safety Plan (PTASP) has been developed to integrate safety into all METS operations. By using the procedures contained in the PTASP, METS can continue to improve the safety and security of METS's operation and services provided.

This PTASP describes the policies, procedures, and requirements to be followed by management, maintenance, and operations personnel to provide a safe environment for METS employees, passengers, and the public. The goal of this program is to eliminate the human and fiscal cost of avoidable personal injury and vehicle accidents.

Each department has a responsibility under the PTASP. The Director, superintendent, and supervisors shall provide the continuing support necessary to achieve the PTASP objectives. A key to the success of this effort is for employees to be aware that they are accountable for safely performing the requirements of their position. The success of the program also depends on all employees actively identifying potential hazards and making a commitment to the safety of others.

METS is aware that decisions and actions often affect the safety of those in other operations. By following the processes described in the PTASP, METS will continue to improve performance and the safety of the system while creating a culture of safety.

METS's commitment is to:

- **Support** the management of safety through the provision of appropriate resources that will result in an organizational culture that fosters safe practices, encourages effective employee safety reporting and communication, and actively manages safety with the same attention to results as the attention to the results of the other management systems of the organization;
- **Integrate** the management of safety among the primary responsibilities of all managers and employees;
- **Clearly define**, for all staff, managers, and employees alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of METS's safety management system;
- **Establish and operate** hazard identification and analysis, and safety risk evaluation activities--including an employee safety reporting program as a fundamental source for safety concerns and hazard identification--to eliminate or mitigate the safety risks of the consequences of hazards resulting from METS operations or activities to a point which is consistent with an acceptable level of safety performance;
- **Ensure** that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures;
- **Comply** with, and wherever possible exceed, legislative and regulatory requirements and standards;

- **Ensure** that sufficient skilled and trained human resources are available to implement safety management processes;
- **Ensure** that all staff are provided with adequate and appropriate safety-related information and training, are competent in safety management matters, and are allocated only tasks commensurate with their skills;
- **Establish and measure** safety performance against realistic and data-driven safety performance indicators and safety performance targets;
- **Continually improve** safety performance through management processes that ensure that appropriate safety management action is taken and is effective; and
- **Ensure** externally supplied systems and services to support operations are delivered, meeting established safety performance standards.

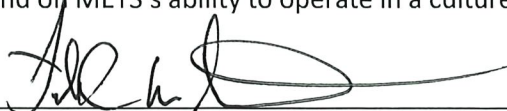
METS's Goals for Safety are established as follows:

- Operate a fixed route transit and paratransit system that achieves an optimum level of safety, exceeding the safety performance of other transit systems of a similar size in the United States.
- Identify and evaluate, then eliminate or control, hazards to employees, passengers, and the public.
- Meet or exceed all government and industry occupational health and safety standards and practices.
- Maximize the safety of future operations by affecting the design and procurement processes.

The objectives of the PTASP are the means to achieving METS's goals. They also provide a method of evaluating the effectiveness of METS's safety efforts. The PTASP objectives are:

- Integrate safety management and hazard identification and mitigation within each METS department.
- Assign responsibilities for developing, updating, complying with, and enforcing safety policies, procedures, and requirements.
- Verify compliance with METS's safety policies, procedures, and requirements through performance evaluations, accident/incident trends, and internal audits.
- Investigate all accidents/incidents, including identifying and documenting the causes for the purpose of implementing corrective action to prevent a recurrence.
- Identify, analyze, and resolve safety hazards in a timely manner.
- Minimize system modifications during the operational phase by establishing and utilizing safety controls at system design and procurement phases.
- Ensure that system modifications do not create new hazards.
- Train employees and supervisors on the safety components of their job functions.

METS takes these commitments seriously as the lives of METS passengers, employees and the public depend on METS's ability to operate in a culture of safety.



Accountable Executive

4-8-2021

Date

Safety Management Policy Communication

METS realizes the importance of ensuring its employees and passengers are aware of METS's safety management policies and procedures to effectively manage the system's day-to-day operations. To do this, METS relies on several forms of effective communication.

Employees

METS is constantly evaluating existing policies and procedures to verify their effectiveness. To do this, METS seeks input from all employees, to determine if change is necessary based on trends, data analysis, operational changes or new assets. Several methods are used to communicate policy and/or procedure changes, including:

- ◆ Employee memorandum, daily manifest of work orders, agency meetings
- ◆ Electronic message boards, Bulletin board notices
- ◆ Employee email notification
- ◆ Departmental meetings

METS includes a training element for safety management policies impacting safety or service delivery and is conducted before the policy effective date. New policies and procedures are incorporated into orientation training for new employees.

Depending on the importance of the policy or procedure change, an acknowledgement signature is required of each employee verifying their understanding of the change.

Passengers

If a Passenger policy is changed or added, METS notifies passengers through the following methods:

- ◆ Notice posted on vehicle and facilities, including effective date and who to contact for more information
- ◆ Changes to digital rider guidance, including schedules and ride guides as appropriate, and electronic message boards
- ◆ Public Meetings
- ◆ Social Media
- ◆ Any services impacted by policy changes will include outreach as required by Federal Guidance.

Authorities, Accountabilities, and Responsibilities

As mentioned in the Safety Policy Statement, the ultimate authority for the success of this PTASP falls to the Accountable Executive (AE). The Chief Safety Officer (CSO), the administration and management team, as well as employees fulfilling their commitment to safety on a day-to-day basis support the AE.

Accountable Executive (AE)

The Accountable Executive will determine, based on feedback from senior staff, the level of Safety Management System principals to maintain to ensure a safe work environment, passenger experience and community safety. METS's AE is committed to providing employees with the tools and training needed to be successful and safe in their roles with METS. The AE will continually strive to create a culture of safety among the employees, and METS expects each employee to play a role in maintaining a safe workplace.

METS's AE will be responsible for developing an annual transportation budget to provide the necessary funding to support training for new hires and experienced staff while also maintaining assets in a State of Good Repair (SGR) and/or replacing it, if it is no longer able to function as originally intended.

The current AE, Todd M. Robertson, is also METS's CEO and is responsible for implementation and changes to this Plan.

Chief Safety Officer (CSO): METS has concluded one CSO will be sufficient to manage the day-to-day adherence to this Plan and, while in this role, report directly to the AE. As CSO, this individual will monitor safety and security throughout the organization including sub-contractors. All departments have been notified of the CSO's role and the established reporting requirements relating to safety-related matters.

METS's CSO will be responsible for the following:

- ◆ Developing and maintaining SMS documentation;
- ◆ Administering the Employee Reporting System and program;
- ◆ Directing hazard identification and safety risk assessment;
- ◆ Monitoring safety risk mitigation activities;
- ◆ Providing periodic reports on safety performance;
- ◆ Briefing the AE and Board of Directors on SMS implementation progress; and
- ◆ Planning safety management training.

Roll of Staff to Develop and Manage Safety Management Systems (SMS)

Accountable Executive

The Accountable Executive (AE), who also serves as METS's CEO, will work with the Chief Safety Officer (CSO) and administrative staff to adjust the PTASP as needed based on staff feedback, trends, and data analysis. The AE is vested with the primary responsibility for the activities of the transit system and overall safety performance. The AE fulfills these responsibilities by providing the resources necessary to achieve PTASP goals and objectives by exercising the approval authority for system modifications as warranted.

Chief Safety Officer (CSO)

For purposes of managing the SMS and PTASP, the CSO will report directly to the AE to determine strategy, policy, and goals for maintaining safety and security for passengers, employees, and the public. The CSO will monitor day-to-day operations and work with staff to identify and mitigate risk through evaluation, feedback, and data analysis.

Supervisors

Supervisors are responsible for the safety performance of all personnel and equipment under their supervision. They are responsible for the initial investigation of all accidents and incidents, and for reporting these accidents and incidents to the AE and METS Operations Staff.

Employees

All METS personnel are responsible for performing their work safely and for following established safety-related rules, procedures, and work practices. This includes reporting all accidents, incidents, and

hazards to their supervisor per established requirements for the protection of themselves, co-workers, passengers, public, facilities, and equipment.

Key Staff

METS staff will be responsible for maintaining high standards of safety, customer service, and security. The Employee Safety Reporting Program (ESRP) will define the employees' role to identify and mitigate risk through open communication to superiors including the CSO and AE. Administrative staff will be instrumental in ensuring action is taken to reduce risk and the whole system is continuously monitored to ensure actions are effective and appropriate.

METS staff will be involved with updates, modifications, and implementation of the PTASP. Each staff member brings a valued perspective to the development of policies and procedures he or she will be expected to implement. Every opportunity will be given for employees and passengers to provide input to increase safety at METS. Those opportunities include monthly safety meetings, annual employee meetings and training, department meetings, customer submissions via the City's webpage Action Center, Double Map comments and Employee Safety Reporting Program (ESRP), and an open-door policy with access to all METS management staff.

Employee Safety Reporting Program (ESRP)

As stated in the [Safety Management Policy Statement](#), METS is determined to provide a safe working environment for its employees, passengers, and the public. To ensure success, METS has developed an ESRP to enable employees to report any risk or perceived risk to a supervisor, CSO, or member of METS administrative staff.

The ESRP allows every employee to report detailed information and observations, whether they are an operator in service, maintenance staff, or other on duty employee. This program dovetails with other methods currently in place to proactively identify hazards or threats. Those methods include, but are not limited to, the following:

- ◆ Pre/Post Trip Inspections
- ◆ Preventive Maintenance Inspections
- ◆ Employee Evaluations
- ◆ Facility Maintenance Plan
- ◆ Transit Asset Management Plan - TAM Plan
- ◆ Service Evaluation and Planning Program
- ◆ Training Program
- ◆ Passenger and Public Complaint/Compliment Process
- ◆ Safety and Employee Meetings
- ◆ Incident/Accident Policies
- ◆ Safety Committee

Hazard Reporting Process

METS has developed a Hazard Report Form (Form) used to identify and provide information about hazards observed by METS employees while on duty. The form identifies vital information to assist employees in determining an action to mitigate the threat or hazard. This Form is not meant to replace

the incident/accident/event form currently being used, which are to be used in conjunction with the Form. It is a proactive reporting method to identify a perceived threat or hazard, potentially endangering employees, passengers, or the public. The Form can serve a multi-role hazard, risk, security, and near miss report. The Form is located in Appendix 1 of this Plan.

Effective January 1, 2021, all METS employees will receive training on the procedures associated with the Form. The training will cover the following areas:

- ◆ Locations of blank Forms
- ◆ When to use the Form
- ◆ Capturing critical information on the Form
- ◆ Notification process depending on the hazard
- ◆ Proper assessment of the reported hazard
- ◆ Supervisor and CSO role in completing the Form
- ◆ Follow-up process to determine effectiveness of mitigation

The following process is used as part of the ESRP:

Immediate Action Required

If you have identified a hazard which you perceive to be a risk to yourself, fellow employees, passengers, or the public, you must report it immediately to the on-duty supervisor/dispatcher. Once reported, you must determine if immediate action is necessary to prevent additional risk. If so, communicate to the supervisor before taking action, if time allows. Once action has been taken to mitigate the potential harm to yourself, others, or property, advise a supervisor of the result of your actions. Once you are able, complete the incident/accident/event report or ESRP form with complete information and give to the supervisor on duty.

Delayed Action Required

Once a hazard has been identified, the METS employee should assess if the hazard requires immediate action to reduce the risk or if delayed action can be taken. If the employee determines delayed action is appropriate, a full report must be completed using the incident/accident/event report or ESRP form and submitted to the on-duty supervisor.

Role of Supervisor

The on-duty supervisor is responsible for advising the employee on immediate action or delayed action to mitigate a hazard. The supervisor must then review the incident/accident/event report or ESRP form to ensure all information is included, adding additional information from their perspective. Once the form is complete, it must be reviewed by the CSO to determine action necessary, investigate root cause of hazard, and follow-up.

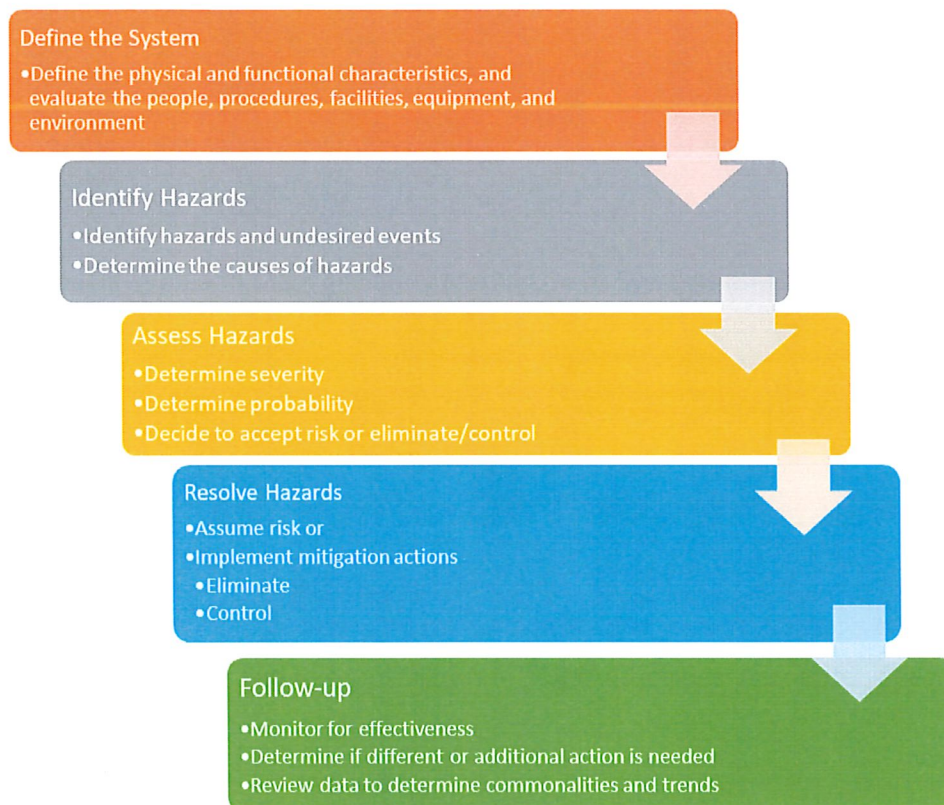
The CSO is responsible for determining the status of each hazard reported. In some cases, hazards may be identified and are not able to be resolved but actions are taken to reduce the risk of the hazard. It is METS's goal to eliminate all identified hazards, if possible. Some hazards may require continuous monitoring to ensure the hazard does not elevate to an action level.

All hazard reports will be documented and integrated into current performance measures and data collection. The CSO will track each hazard to completion and recommend policy or procedural changes, if needed as a result of the hazard mitigation.

METS Responsibility

METS takes every hazard report seriously and investigates each one to determine if it is an isolated case or emerging trend requiring evaluation of policies and procedures or service modifications. Employees reporting hazards will not face disciplinary action unless that employee contributed to the hazard. METS wants to encourage all employees to report any hazard or threat they observe and help make the METS system as safe as possible for its employees, passengers, and the public. Employees may report the hazard to their immediate supervisor or go directly to the CSO to submit and discuss their report.

The following process chart illustrates the steps taken as part of the hazard identification process through the ESRP.



Section 5. Safety Risk Management

METS provides training to all personnel in the identification of hazards and security threats while also providing tools to enable personnel to report these risks. Once the risk has been identified, METS conducts an assessment of the risk to determine the necessary response and response time. The response may include further investigation or monitoring, action(s) to mitigate the hazard or security threat, and follow-up assessment to ensure action taken is appropriate and effective.

Safety Hazard Identification:

Hazard and security threats are identified through different methods of monitoring the system. This includes system, employee, and asset assessments conducted daily and on incremental basis. METS conducts the following routine and random evaluations of the system in the following departments:

Personnel

Each METS employee is evaluated to ensure they are performing their job to the expectations of the agency. As part of their orientation process, the employee is provided training and tools to perform their job while not receiving permanent status until completing 90 days of employment. During the 90-day period, the employee is evaluated to determine if they are properly prepared to perform their job.

Additional evaluations of the employee are conducted throughout the year through spot-checks of some aspect of their job function. If through spot-check or annual evaluation it is determined the employee's performance does not meet expectations or training standards, remedial training will be provided and additional evaluations will take place to ensure remedial training was effective.

Assets

Rolling stock, facilities, and equipment are monitored through a vigorous preventive maintenance plan aimed at identifying hazards and deficiencies as part of daily and scheduled inspections. Operations and Maintenance Departments coordinate the preventive maintenance program including daily Vehicle Inspection Reports (VIR)s and incremental and annual inspections.

METS updates the FTA required Transit Asset Management (TAM) Plan annually with data relevant to each asset to include a condition assessment, miles (with rolling stock and non-revenue vehicles), and age as to whether the asset is in a State of Good Repair (SGR). The TAM Plan allows METS management to plan asset replacement or rehabilitation for future years.

System

As part of METS's safety management system monitoring, the agency uses service evaluations when planning, spot-checking, or responding to an event like an accident or incident. New routes are strategically developed with safety being the first priority and passenger access second. METS staff and operators test all routes before activating the route for revenue service. All routes are reviewed periodically to determine if environmental hazards may exist requiring modification to the route, schedule, or vehicle.

All front-line staff have been trained to (1) note any changes to service which may be considered a hazard or security threat, and (2) through the ESRP, notify their supervisors immediately or upon return to METS, depending on the severity of the hazard.

Hazard Identification Procedure

Any employee who sees something through inspection or observation that they deem to be a hazard is instructed to immediately report that hazard to the immediate supervisor, regardless of the perceived level of threat. Depending on the situation, either the immediate supervisor or the employee will complete a Hazard Report Form and submit it to the CSO.

If the hazard requires immediate mitigation, the employee will be instructed on steps to take to reduce the risk, which may or may not alleviate the risk completely. Additional actions may be taken once the immediate risk mitigation has been taken. Some hazards may not pose an immediate risk but are still reported, and the CSO will be responsible for risk assessment, investigation, and mitigation strategy.

In some cases, a passenger or member of the public may call METS with a complaint about a front-line employee, which may rise to the level of hazardous behavior or actions. METS currently documents all customer complaints/compliments and takes appropriate action to investigate any complaints. Complaints deemed hazardous will trigger immediate action by on-duty supervisors.

Hazard Report Forms will be located in standard safety kits for accident and incident reporting, with all Dispatch, Operations, and Maintenance Departments. A copy of the form is located in Appendix 1.

The Hazard Report Form will require the employee to briefly describe the hazard, noting date, time of day, location, and other pertinent information. The form includes a section for the CSO or immediate supervisor to document immediate action taken to reduce risk, a risk assessment chart prioritizing the risk, and a section for additional follow-up action. All forms will be processed by the CSO, summarized periodically for trend analysis, and included in safety performance measures.

49 CFR part 673.5

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 a public transportation system; or damage to the environment.

Safety Risk Assessment

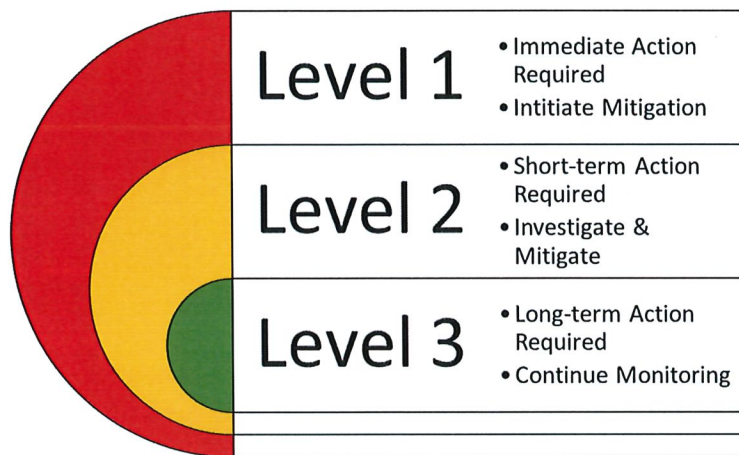
All METS staff have been provided with training appropriate for their positions within the organization. METS expects its employees to respond to hazards or threats with professional judgement because sometimes there might not be time to contact a supervisor to prevent an emergency event. In cases where the hazard can be reported without immediate risk, the employee will make an initial assessment of the risk as part of their report.

Once received by the CSO, the initial risk assessment may be amended requiring immediate, short, or long-term response.

Level 1 - Immediate: A deficiency, threat, or hazard requiring immediate attention to mitigate risk, either temporarily until further action can be taken, or complete mitigation.

Level 2 - Short Term: Action is needed within seven days to mitigate an identified deficiency, threat, or hazard. The deficiency, threat, or hazard does not pose immediate danger but could elevate to an Immediate level risk if no action is taken.

Level 3 - Long Term: A deficiency, threat, or hazard has been identified and does not pose a threat currently but could at a later time. Continued monitoring and awareness are required.



The CSO in coordination with staff will investigate each identified hazard, assess the risk, and take appropriate action to mitigate the risk. Additional mitigation may be needed based on follow-up monitoring to the action taken.

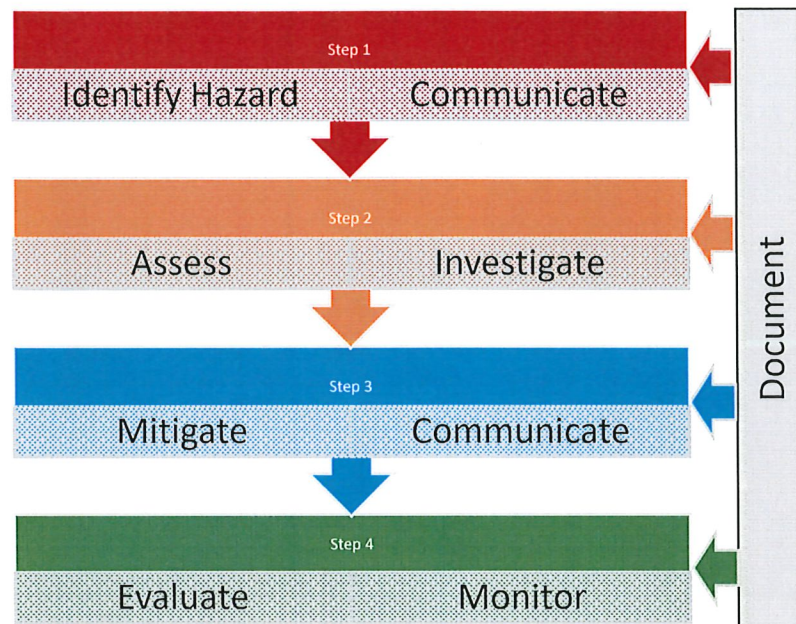
Safety Risk Mitigation

In response to all identified and assessed hazards, METS will take steps to mitigate the hazard and reduce or eliminate the risk to employees, passengers, and public. Mitigation strategies will be dependent on results of investigation into the elements contributing to the risks. The investigation may include more than one department and may include interviews outside of the transit system.

Actions to mitigate risk will include all employees, passengers, and public who may be impacted by either the hazard or the actions to reduce or alleviate the risk. METS will communicate actions to appropriate staff through methods appropriate for risk assessment. In some cases, immediate communication through two-way communications (dispatch system) may be necessary. In other cases, bulletin board notices or memorandum posting may be appropriate.

Once a risk mitigation strategy has been implemented, METS will monitor the actions to determine if full mitigation is possible and, if not, whether additional action or stepped up monitoring is necessary to alleviate the risk. Some risks may not be completely mitigated but awareness to the risk is a top priority.

All actions taken to mitigate risk will be documented and linked to the initial hazard identification step.



Section 6. Safety Performance Monitoring and Measurement

Safety performance monitoring and measurement involves the continual monitoring of the transit agency's activities to understand safety performance. Through these efforts, METS can determine whether it is meeting its safety objectives and safety performance targets, as well as the extent to which it is effectively implementing Safety Management Systems (SMS).

METS is constantly striving to maintain the highest level of safety through its monitoring methods to include adherence to policies and procedures, safety and maintenance plans, and system and employee evaluation processes. These methods allow METS to determine the need to make changes to improve policies, employee training, and public service.

Maintenance

Maintenance Standards and Procedures

Standards and procedures are included in the METS Maintenance Plan. In general, maintenance procedures are designed to ensure that the maintenance recommendations of the manufacturer are met, maximum efficiency in performance and operation is obtained, and maximum bus life and condition are maintained. Daily bus inspections, an active Preventive Maintenance Program, contractor oversight, and careful monitoring are included in procedures to ensure the safety of buses and adequacy of the Fleet Maintenance Plan.

Operator Inspections

All operators are required to perform a pre-trip and post-trip inspection to ensure that the vehicle is safe and in good operating condition. If any defects are noted by the operator, a Defect Slip is completed and, depending on the severity and extent of the defect, the vehicle may be repaired or taken out of service until a repair can be made. In the case of a defect that develops or is noted once a vehicle is in service, the operator is required to communicate the problem to Operations, who will then notify Maintenance.

Daily Servicing and Inspections

The METS Maintenance Department inspects and services buses used in revenue service each day. The buses are fueled and washed, all fluids are checked, tires and lugs are checked, and the vehicle is inspected for any leaks or unusual noises. The Cleaners clean the bus interiors. When a defect is noted, it is reported to the Dispatcher, then Lead Mechanic or Supervisor on shift so that evaluation and, if necessary, a repair can be conducted.

Mileage-Based Maintenance Inspections

All buses receive preventive maintenance inspections (PMI) at designated mileage intervals. Mileages are determined by vehicle and subcomponent manufacturers and real-world experience. A description of the schedule and type of inspection and service performed for each bus series or type of revenue or vehicle is included in the METS Maintenance Plan.

Operations

Facility Monitoring

Formal facility inspections of all METS facilities and grounds are conducted by METS monthly using a facility checklist. The purpose of the inspections is to identify any unsafe or unhealthy conditions which may exist and that may require maintenance or modification. Each facility is also visually inspected for compliance with OSHA and local fire codes.

Any guests to METS's administration facility must check in through a secured process requiring check-in and validation of visit purpose, and have a Visitor ID displayed on their person while at METS facilities and/or property. Employees are trained on procedures for visitors in the workplace and facility access is limited through security systems.

Frequency

Supervisor of Maintenance, the mechanic and maintenance staff look for potential hazards with equipment whenever they are using equipment. The vehicle hoists and other required equipment in the vehicle maintenance shop are inspected annually by contractors. Preventive maintenance of equipment and facilities is performed in accordance with the manufacturer's recommended practice. Hazards are also identified by analyzing workplace accident trends, through Hazard Report Forms submitted by employees. Forms are used by employees to report safety concerns and to make safety recommendations.

Reporting

When deficiencies are noted during inspections, they are documented and reported to the Supervisor on duty, the CSO, or the supervisor of the department in which the safety hazard is located. When safety hazards are noted by non-scheduled observation, they must be reported by the observer to a supervisor or CSO. Hazard Report Forms are routed to the department, CSO, or supervisor best equipped to evaluate the concern and, when necessary, propose a resolution.

Hazard Resolution

The primary purpose of facility inspections and hazard reporting is to identify conditions that could lead to accidents and losses. In view of this, it is crucial that all departments and employees be involved in the Facility Inspection and the Hazard Identification and Resolution processes. Hazard resolution is related to the severity of the hazard and the probability and severity of a negative consequence of the hazard.

Follow-up

Corrective action for a confirmed hazard that has been identified by any established process is the responsibility of the supervisor of the department area in which the hazard exists or the CSO. This includes arranging for the services of other METS departments or outside parties, as necessary, to eliminate or control the hazard.

Documentation

Hazards that have been identified, proposed resolutions, and corrective actions are recorded in hard copy by the Safety Committee and maintained by the CSO, then reported to the AE, depending on the potential severity.

All front-line personnel are responsible for monitoring safety and security as part of their respective positions. If a hazard is identified through observation or interaction with passengers or public, it is reported to the immediate Supervisor on duty and following METS's hazard reporting process.

Employee Hazard Reporting

Loss Reports

Employees can fill out a Hazard Report Form which is turned into the CSO and talk with a Supervisor on duty or the Superintendent of Operations. They can also contact a Safety Committee member, which is comprised of union members and administrative staff. Depending on the severity/risk of the hazard identified, immediate action may be taken, or the input will be brought to the Safety Committee for discussion. Feedback will be provided to the employee, if desired, on what action, if any, will be taken. All employees must follow the Employee Hazard Reporting Program Policy.

Route/Operations Safety

Employees may fill out a Hazard Report Form or discuss suggestions for making the system/route safer. METS encourages employees to be advocates for safety, while also suggesting methods of increasing performance. Management has an open-door policy and makes clear the importance of employee feedback; positive and negative.

Safety Events

Accident and Incident Reporting Process

All accidents and loss incidents are to be investigated. METS's safe driving standards require professional, safe performance of all employees. To ensure better-than-average safety performance, all employees operating any METS vehicle are held to this standard.

METS's Employee Manual includes procedures and responsibilities for accident/incident investigation. The manual establishes procedures for accident/incident notification, response, investigation, and helps determine if a collision or onboard incident was preventable.

METS Supervisors coordinate with outside law enforcement agencies if they investigate an event. Administrative staff coordinates with our insurance providers and provides support among METS departments and independent investigation to manage METS liability and claims.

Most accidents and incidents involving METS are relatively minor in severity and are investigated by METS management staff. Since most accidents involve buses, this section focuses on bus accidents. However, all non-bus accidents and incidents are also investigated and documented.

Notification

Bus Operators must notify the dispatcher and/or Supervisor on duty anytime a METS vehicle might have been damaged, anytime a METS vehicle and another vehicle come into contact, or anytime an incident occurs in which a passenger or someone else may have been injured. An Operations Supervisor will be directed to the scene. Police, fire department, and ambulance will be requested, as necessary.

At-Scene Procedures

Bus Operators will adhere to the following procedures defined in the METS Employee Manual:

- ◆ Secure the METS Bus or Vehicle, check for injuries (on and around bus), and check for other involved vehicles or objects
- ◆ Notify METS Dispatch via two-way radio of the location and relevant detailed information
- ◆ Assist the injured
- ◆ Do not move the bus or other METS-owned vehicle unless required to do so by the fire or police department, Operations Supervisor, or impending danger from traffic
- ◆ If blocking traffic, set out reflective triangles
- ◆ Obtain names, addresses, and phone numbers of all passengers and witnesses
- ◆ Complete an Incident/Accident/Event form for management

Operations Supervisors are responsible for conducting on-scene investigations of accidents and incidents. Depending on the severity and the nature of the event, various mechanisms will be used for preserving transient evidence. These may include digital photography, bus video, field sketches, interviews, and observations.

Investigation

An attempt is made to complete the investigation in a reasonable period of time. Operations Supervisors are required to complete an Accident/Incident Report. Operators are required to complete an Accident Information Report. The Supervisor is required to file both reports electronically, as well as a hard copy, and attach all relevant media for use by the City of Evansville, Executive Director of Transportation and Services, Superintendent of Operations and the CSO.

A First Report of Injury form (FROI) must be completed if an employee suffers an injury or illness as a result of an accident or incident, then transmitted to the City of Evansville Safety Manager.

Accident Review Process

Accidents and Incidents are classified as Preventable or Non-Preventable.

Preventable accidents are defined as those accidents that could have been reasonably avoided if the operator had followed all defensive driving techniques as established by the National Safety Council Guidelines, the TAPCO Transit Operator Development course including Conflict and Aggression Management, and METS Employee manual including processes, policies, and procedures.

After reviewing all related documents and evidence, the investigating Operations Supervisor or CSO makes an independent preliminary determination of whether the accident was preventable. The final accident determination is made by the Supervisor, CSO, and Superintendent of Operations.

The Safety and Security Committee meets a minimum of once monthly and is comprised of union members, METS Administrative Staff, and the City of Evansville Safety Manager. Minutes are to be taken by one of the attendees, then retained by the CSO.

The Safety and Security Committee follows all policies, procedures, and definitions as established in the METS Safety Plan, METS Employee Handbook, Operating Policies and Procedures. Examples of

investigations may include reviews of incident/accident/event and injury reports, vehicle condition reports, witness statements, employee interviews, accident scene sketches, bus videos, physical evidence, mechanical test reports of equipment (if needed), training manuals, and on-site where the incident/accident/event occurred. Employees who are not in agreement with the determination can appeal directly to METS Administrative Staff by providing additional evidence and testimony. If the employee is not in agreement with the appeal results, he or she may submit an employee statement or file a grievance via the bargaining unit. METS's Administrative Staff and other City Department Officials may review all relevant information, interview the employee making the appeal, interview and confer with any available person, and review resources they consider valuable in the evaluation and determination process when offering their opinion.

Hazard Resolution

The primary purpose of the Accident Investigation process is to determine the cause(s) of accidents so that risk may be prevented or mitigated in the future. To this end, it is crucial that all relevant departments be appropriately involved in the PTASP process. A serious attempt is made to use lessons learned through the investigatory process to incorporate hazard resolution and mitigation into future procedures, designs, construction, modifications, training, and procurements.

Follow-up

Follow-up in the form of corrective action(s) and documentation is the responsibility of the employee's AE. The responsibility may be delegated to the employee's manager, supervisor, or CSO.

Any disciplinary action will be assessed using the Collective Bargaining Agreement procedures and/or the City of Evansville and METS Employee Handbooks. Disciplinary consequences for accidents may include warnings, suspensions, and discharge.

Training/re-training and or guidance will be provided, in most cases, for employees who have been involved in a preventable accident. Training and re-training are not disciplinary in nature.

Internal Reporting

The METS staff is responsible for ensuring that all accident reports are completed and filed with the Superintendent of Operations, CSO, City of Evansville Safety Manager, and the AE. Administrative staff will advise on the history of the employee if a pattern of safety events is evident and, if so, what course of action should be taken.

Documentation

METS administrative staff and CSO maintain the incident/accident/event investigation documentation.

Performance Measures

Through a series of performance measures relative to operations, maintenance, and safety, METS can monitor the system's safety by identifying trends and effectiveness of policies, procedures, and training efforts.

Maintenance

- ◆ **Preventive Maintenance On-time Inspection Percentage** – determines the effectiveness of the maintenance department program to ensure all inspections are conducted per Manufacturer and METS Preventive Maintenance Program and guidance.
- ◆ **Vehicles Removed from Revenue Service** – documents vehicles removed from service due to a mechanical defect or reported malfunction/failure while in service requiring immediate service either at the site of malfunction/failure or when returned to the fleet maintenance facility.
- ◆ **Annual Vehicle Condition Assessment** – through annual review of the fleet, determines the age and mileage of all vehicles and compares that to their useful life benchmark. This performance measure is also used in annual updates of METS's Transit Asset Management Plan (TAM Plan).
- ◆ **Annual Facility and Equipment Condition Assessment** – through annual review of facilities and equipment, determines their condition based on the Transit Economic Requirement Model (TERM) scale. This performance measure is also used in annual updates of METS's Transit Asset Management Plan.

Operations

- ◆ **Customer Complaints** – documents all customer complaints to identify areas of deficiency with vehicle, Operator, or other METS areas. Safety and Security related complaints are immediately routed to a Supervisor on duty or the CSO for investigation, response, and mitigation. Complaints may be submitted by phone, website, mail, email, or in person at the METS Administrative Office.
- ◆ **On-time Performance** – serves as an indicator to issues with time management, environmental factors, scheduling, and vehicle and Operator performance.
- ◆ **On-board Surveys** – may be conducted, allowing METS to receive passenger feedback about bus Operator performance, customer service, and vehicle safety.

Safety

- ◆ **Safety Performance Measure: Fatalities** (total number of reportable fatalities and rate per total vehicle revenue miles by mode)
- ◆ **Safety Performance Measure: Injuries** (total number of reportable injuries and rate per total vehicle revenue miles by mode)
- ◆ **Safety Performance Measure: Safety Events** (total number of reportable events and rate per total vehicle revenue miles by mode)
- ◆ **Safety Performance Measure: System Reliability** (mean distance between major mechanical failures by mode)

7. Safety Promotion

Operator Selection

Hiring Practices

Selecting applicants best suited to excel at the Bus Operator job requirements is critical to safe transit operations. The Transit Bus Operator is directly responsible for the safety of not only the passengers, but also the pedestrians, bicyclists, public, and other employees who share the road and work environment with the transit vehicle. METS's hiring process includes the following components:

Applications

Applicants are sought through postings in traditional and culturally diverse media, referrals from current employees, postings in City County Building, City website, METS offices and applications submitted online by prospective candidates for current job postings. The applications are screened by key personnel in Human Resources, the Office Transportation and Services, and METS Administrative staff.

Interview

After application reviews, applicants are then interviewed by METS's Management Staff, are asked to complete required paperwork, and, if deemed necessary, an HR or other administrative staff person. The interview process is designed to evaluate a candidate's strengths in customer service, the ability to simultaneously perform tasks, conflict resolution, and the ability to perform well under temporal and interpersonal pressure.

Driving Record

To be eligible for hire, a candidate must submit an acceptable driving history to the City of Evansville and METS dating back five years.

Licensing

To be eligible for hire, a candidate must have a valid CDL Physical and be able to earn or already possess, a CDL with a Passenger and Air Brake endorsements.

Criminal Background Check

To be eligible for hire, a candidate must submit authorization for a Criminal Background Check to be performed by the Office of Administrative Services. The results must meet all statutory requirements of the City of Evansville and METS standards for the position.

Drug and Alcohol Testing

To be eligible for hire, a candidate must produce a negative result for a pre-employment drug test, acknowledge that METS is in part federally funded and METS follows guidance in 49 CFR part 40 section 665.17 regarding Drug and Alcohol, and understand that the City of Evansville and METS is a drug and alcohol-free workplace.

Physical Capacities Testing

To be eligible for hire, a candidate must pass a position-specific physical capacities test.

Training

There are formal training programs for Bus Operators, Maintenance, and Operations employees. This includes classroom training, manuals, City of Evansville and METS employee handbooks, including standard operating procedures, road training and testing with current Bus Operator, and on-the-job training.

The safety and security component of training is designed to make employees aware of the hazards associated with their jobs and the appropriate methods for controlling these hazards. The training is intended to motivate employees to work safely. Trainings fall into three main categories: (1) Initial, (2) Periodic, and (3) Remedial or Refresher.

Initial Bus Operator Training

New Bus Operators receive an intensive training that covers every aspect of their job. Some components of the training are delivered in the classroom. The majority of learning occurs on the buses during off-route and on-route training. The training includes, but is not limited to, the following areas:

- Drug and Alcohol training, policies, procedures, and prevention
- TAPCO – Transit Operator Development and Conflict & Aggression Management
- Orientation to METS Bus System
- Orientation of all Vehicles equipment
- Basic and Advanced Bus Maneuvers, Backing policy and procedure
- On-route Training
- Service Stops
- System Overview and how vital correct passenger data is reported in fare collection system
- System Procedures -- Obligations and Responsibilities
- Customer Service and Communication skills
- Accessible Service and Reasonable Accommodation
- Employee Reporting System – for Hazard, Risk, Safety, and Security matters
- Incident/Accident/Event Management and documentation processes
- Safety and Security Obligations and Responsibilities
- Health/Injury Prevention
- Stress Management
- Fleet Maintenance Services

On-route training provides real service experience with an experienced Operator on the new Operator's regularly scheduled work. Operators communicate among one another and report to administrative staff regarding where additional training for new Operators is required. Rotation among experienced Operators provides each new employee with experience across a variety of routes, vehicles, times of day, instructional styles, and driving conditions.

After the initial training, new Bus Operators receive additional support and training, including:

- Check-rides randomly
- Procedure and Policy Review as needed
- Refresher training on policy and procedures as needed or requested

Training for All Bus Operators

Each Bus Operator receives the following topics:

- Fatigue Awareness
- Dealing With Difficult People
- Resolving Conflict
- Effectively Dealing with People of Differing Ages
- Proper Securement of Mobility Devices
- Defensive Driving Course
- Bio Hazards
- Safety/Security plans and updates
- Injury Prevention
- Accessible Service Sensitivity and Reasonable Accommodation Policy
- PTASP

Additional training may be scheduled as needed, such as the addition of new equipment or a change in bus routes.

Operation Supervisor Training

A supervisor performs many functions and receives training, including, but not limited to:

- Drug & Alcohol (Policy and procedures for all types of FTA-mandated testing)
- Accident Investigation
- Emergency Procedures
- Safety and Security Procedures
- Injury Claims and processes
- Bio Hazards
- SBOA and City of Evansville Financial Training, Data Entry and Recordkeeping
- Workplace Harassment and policies
- Cultural Diversity and Sensitivities
- Coaching/Criticism/Discipline
- Dispatch Operations
- Field Operations
- Conflict Resolution
- Other training as needed or required

Injury and Illness Prevention Training

Injury and Illness Prevention Training is directed toward achieving a safe working environment for all employees and reducing the chance of occupational-related injuries and illnesses. The program is based on applicable Federal, State, and Local safety codes and regulations. Some areas addressed in training, depending on the job the employee will work, include:

- Handling and Storage of Hazardous Materials
- Slips, Trips, and Falls
- Personal Protection Equipment (PPE)

- Material Safety Data Sheets (MSDS) and Labels
- First Aid
- Forklift Safety
- Bio Hazards
- Fall Protection
- Confined Space
- Hazard Communication

Emergency Response Planning and Coordination

Details are contained in the METS Safety Plan.

System Modification Design Review and Approval

General Process

Any proposed modification is evaluated to ensure it is compatible with existing systems and does not introduce new hazards to the system or reduce the effectiveness of existing hazard controls.

Equipment modifications may be proposed by any employee of any department that uses the equipment. Changes may also occur from an analysis of reliability performance, historical data, and available improvements in equipment design and components.

Modification Design Review

A review of any modification in equipment design shall be made by METS administrative staff and personnel from the department responsible for using the equipment. An informal practice may include Human Resources and other City of Evansville departments in the review of any change that might affect safety and security. The impact on the safety and security of all designs and specifications should be identified and evaluated before the change is approved. Some of the areas to be considered include but are not limited to:

- Hazardous Materials (handling, storage and use)
- Motor Vehicle Safety
- Human Factor
- Occupational Health and Safety
- Materials Compatibility
- Fire Protection
- Lighting
- Braking systems
- Mirrors
- Warning Devices

Modifications must not be made before it is determined how they might affect the safety of the system, or impact other systems. Other departments or staff may evaluate a proposed change to determine its compatibility with other systems (e.g., hoists, fueling systems, communications systems). The evaluation may also include a review of applicable regulations, such as the Federal Motor Vehicle Safety Standards and Regulations and the U.S. Department of Labor's Occupational Safety and Health Act.

Modification Design Approval

Final approval is generally made by either the Executive Director of Transportation and Services or its designee. When modifications are made by a bus manufacturer, the Superintendent of Operations and the Supervisor of Maintenance work with the manufacturer, and contractual changes may be made. If changes are substantial, additional training will be provided for maintenance and bus operators.

Monitoring

Once a modification is put in place, feedback from the Operators is solicited to evaluate the performance of the modification. Unsolicited input from the Operators and other employees (end users) is also encouraged. Depending on the nature of the modification, staff or department Officials may be involved.

Documentation

The Maintenance Department is responsible for documenting any vehicle or facilities modifications. Documentation may involve changing diagrams, schematics, manuals, service bulletins, service intervals, standard operating procedures, and Material Safety Data Sheets. The Maintenance Supervisor is responsible for updating Safety Data Sheets based on input from product manufacturers.

Routes

Route modification is designed by the METS Administrative Staff with the approval of the Office of Transportation and Services. Bus Operators test proposed routing and bus stop placement. This experience-based, real-world process is designed to protect the safety and security of the transit bus, passengers, other vehicles, pedestrians, and public.

METS staff and Operators may request a route modification it believes will improve operations. METS may evaluate a modification that has been proposed by another department or Official. Input from Operators is encouraged through the Hazard Report Form, direct communication, and periodic surveying of Operators conducted by METS staff.

Finally, METS maintains a cooperative working relationship with the appropriate planning and road departments of all municipal levels of government within which METS operates.

Additional Information

This PTASP was developed based on information and guidance from the FTA, State of Indiana, City of Evansville, and METS documents, policies, procedures, and manuals. Those documents include, but are not limited to:

- Federal, State, and Local laws, required policy, and codes
- METS Employee Handbook
- City of Evansville Employee Handbook
- Bargaining Unit contract information
- METS Safety and Security plan
- Transit Asset Management plan - TAM
- Memos regarding new or updated Policy and Procedures

METS

Date: _____

Concern:

If more space is needed please back or form or addition paper.

Are photos being submitted with this report: YES NO If not can they be provided? YES NO

You may submit this report anonymously, if you wish.

You may also include your name and contact information incase further information is needed or would like to be contact regarding the status of this submission.

Name: _____ Phone or email: _____

Date received : _____ By: _____

Date reviewed: _____ By: _____