CITY OF BANGOR

COMMUNITY CONNECTOR

Agency Safety Plan (ASP)

Public Transportation Agency Safety Plan (PTASP)

July 2023

This plan was developed by City of Bangor, Community Connector in coordination with the Section 5307 and it is meant to satisfy the requirements of 49 CFR Part 673 and amendments from the Bipartisan Infrastructure Law of 2021. Certain requirements in Part 673 do not apply to small public transportation providers. Transit operators that are subject to Part 673 may choose to include additional sections beyond what is required in Part 673.

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Attachments:

A. Minutes or letter showing Board approval.
B. Certificate of compliance with this Safety Plan (annual signed Certifications and Assurances)
C. Employee Reporting Form
D. Comprehensive Hazard List with Risk Level and Mitigation activity identified.
E. Risk Assessment Matrix
F. Hazard Tracking Log
G. Org Chart Naming Accountable Executive (AE) and Chief Safety Officer (CSO)

Section 1.

Transit Agency Information	
Transit Agency	City of Bangor, Community Connector
Address	475 Maine Ave., Bangor, Maine 04401
Telephone	(207) 992-4670
Website	www.bangormaine.gov/communityconnector
Name and Title of Accountable Executive (AE)	Laurie Linscott, Bus Superintendent
Name and Title of Chief Safety Officer (CSO)	Marshall Smith, Safety and Training Officer
Mode(s) of Service covered by this Plan	Fixed Route Bus and ADA Complementary Paratransit Service
Mode(s) of Service Provided by this Agency	Fixed Route Bus and ADA Complementary Paratransit Service
Service Area Description	Urban Service in the Greater Bangor Region. City of Bangor, City of Brewer, City of Old Town, and the Town of Orono, Town of Veazie, and Town of Hampden.
Number of Vehicles in Peak Revenue Service	13
Directly Operated ☒ Contracted Service ☐	
Name and Address of Transit Agency for Which Service is Provided	City of Bangor, Community Connector 475 Maine Ave Bangor, Maine 04401
Name and Address of Service Contractor	NA
List FTA Funding Types:	5307 and 5339

Section 2.

Plan Development, Approval, and Updates	
Name of Entity that Drafted this Plan	The City of Bangor, Community Connector developed this ASP to meet all applicable requirements of 49 CFR Part 673.
Signature* of Accountable Executive	
Date of Signature	8/2023
Name of Board or other Entity approving this Plan	City of Bangor – City Councilors
Date of Approval	9/2023
Approval Documentation (provide description and include as **Attachment A**)	*Council Order showing vote to approve*
Name of Entity/Individual Certifying Compliance	*Deborah Laurie and David Szechek*
Date of Certification	2/17/2023
Certification Documentation (provide description and include as **Attachment B**)	*Signed Annual Certifications and Assurances*

*Signature is meant to approve and affirm all requirements under this plan. Separate signatures for each section of this plan are not required. The Accountable Executive and Chief Safety Officer meet all requirements as defined by 49 C.F.R. § 673.5.

Annual Review and Update Process

This plan will be jointly reviewed and updated by the Bus Superintendent (*Accountable Executive) and Chief Safety Officer* **annually**, or more often if the need arises. In addition, the plan will be developed/updated in cooperation with frontline employee representatives. Prior to the approval process, Community Connector will provide an opportunity for frontline staff representatives to provide comment on the plan updates. There will be opportunities scheduled to provide adequate time for all edits and approvals to occur each year. Signed Certifications and Assurances (C&A) will be included as **Attachment B** annually. After approval of annual updates, the revised plan with be shared with MaineDOT and MPO.

Version Number and Updates			
Version Number	Section/ Pages Affected	Reason for Change	Date Issued
1		New Document	7/20/2020
2		Suggestions from FTA, PTASP experts	8/6/2020
3		Final with attachments	10/16/2020
4	6-7	Updates for June 2021	10/20/2021
5	6-7	Continuation of updates for June 2021	2/3/2022
6	2, 5, 9, 15-16, 23	Updates per Bipartisan Infrastructure Law of 2021 Emailed and reviewed with frontline workers 12/31/2022	12/20/2022
7	9,11,12,13,14,21,23	Annual review with AE & CSO	7/28/2023
8	6,9,11,12,13,14,18,21, 22,23	Review and update with frontline employees emailed and reviewed to frontline workers 9/1/2023	9/1/23
9	9	Updated with comments from Council	9/19/2023

Section 3.

Safety Performance Targets

The **Public Transportation Agency Safety Plan (PTASP)** regulation, at 49 C.F.R. Part 673, requires covered public transportation providers and State Departments of Transportation (DOT) to establish **safety performance targets (SPTs)** to address the **safety performance measures (SPMs)** identified in the **National Public Transportation Safety Plan (NSP)** (49 C.F.R. § 673.11(a)(3)).

As described in the National Public Transportation Safety Plan **NSP**, transit providers must establish by mode seven Safety Performance Standards **SPTs** in four categories:

- **Fatalities**: Total number of reportable fatalities reported to National Transit Data Base (NTD) and rate per total vehicle revenue miles (VRM) by mode.
- **Injuries**: Total number of reportable injuries reported to NTD and rate per total VRM by mode.
- **Safety Events**: Total number of reportable safety events reported to NTD and rate per total VRM by mode.
- **System Reliability**: Mean distance between major mechanical failures by mode.

The thresholds for "reportable" fatalities, injuries, and events are defined in the NTD Safety and Security Reporting Manual.

NTD SAFETY DATA REQUIREMENTS 2021

Transit agencies reporting as Rural Reporters and Reduced Reporters must report total annual Reportable Events, as well as the total number of Fatalities and Injuries. FTA defines a reportable event as an event occurring on transit right-of-way, in a transit revenue facility, in a transit maintenance facility, or involving a transit revenue vehicle that meets the following NTD reporting thresholds for non-rail modes:

- A fatality (including suicide) confirmed within 30 days of the event

- An injury requiring immediate medical attention away from the scene for one or more persons

- 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

- An evacuation of a transit facility or vehicle for life safety reasons.

Reportable Events include either planned or unplanned events. A reportable event does not include occupational safety events occurring in administrative buildings. Agencies may not report illnesses that require transport away from the scene for medical attention if the illness is unrelated to a Safety Event.

The Community Connector will provide historical data from their maintenance record. Rates were calculated per 100,000 vehicle revenue miles (VRM). The two modes of transit are defined as Fixed Route (MB) and Non-Fixed Route [Demand Response (DR)]. City of Bangor, Community Connector operates both MB and DR service.

When establishing SPTs for total numbers, Community Connector will consider the total number of fatalities, injuries, and safety events they expect to experience during their fiscal year which is the same as their NTD reporting year. The annual timeframe is consistent with the state/regional planning process. Likewise, in setting rates per VRM, transit providers may use total annual VRM, or another number (100,000 VRM, 1,000,000 VRM, or 10,000,000 VRM) as needed for consistency with state/regional planning requirements.

Safety Performance Targets

A **Safety Performance Target** (SPT) is a quantifiable level of performance or condition expressed as a value for the measure related to safety management activities to be achieved within a set time period.

A **Safety Performance Measure** (SPM) is a quantifiable indicator of performance or condition that used to establish targets related to safety management activities, and to assess progress toward meeting the established targets.

Targets below are based on review of the previous year of NTD safety performance data for FY 2022

Mode of Transit Service	Fatalities per NTD Reporting Year (total)	Fatalities (per 100 thousand VRM)	Injuries per NTD Reporting Year (total)	Injuries (per 100 thousand VRM)	Safety Events per NTD Reporting Year(total)	Safety Events (per 100 thousand VRM)	System Reliability (VRM / failures)
MB	0.00	0.00	4.0	.70	2.0	.35	56798
DR	0.00	0.00	0.00	0.0	0.00	0.0	124800

Safety Performance Target Coordination

Community Connector's Accountable Executive will transmit our PTASP by email including safety performance targets, to the State DOT and MPO in our service area each year after its formal adoption by the City Council. Community Connector's Accountable Executive will coordinate with the MDOT and MPO to support the selection of State and MPO transit safety performance targets to the maximum extend practicable.

ASP and Targets Transmitted to the State	State of Maine Department of Transportation (MDOT)	**Date Targets Transmitted** October 2023
ASP and Targets Transmitted to the Metropolitan Planning Organization	Bangor Area Comprehensive Transportation System (BACTS)	**Date Targets Transmitted** October 2023

Section 4.

Safety Management Policy Statement

Community Connector is a Small Public Transportation Provider serving an urban population of 56,000 in fixed and demand service. Safety is a core value at Community Connector, and managing safety is an essential daily function. Community Connector is committed to developing, implementing, maintaining, and constantly improving processes to ensure all transit service delivery activities are supported by an appropriate allocation of resources and aimed at achieving the highest level of transit safety performance and meeting established standards. Community Connector is dedicated the safety of our customers, employees, and the public.

All transit employees in our department are accountable for the delivery of the highest level of safety performance regardless of job title.

As part of our commitment to safety, Community Connector will:

- Communicating the purpose and benefits of the Safety Management System (SMS) to all staff, managers, supervisors, and frontline employees
- Provide an open culture of all reporting of all safety concerns, ensuring that no action will be taken against any employee that discloses a safety concern through Community Connectors Employee Safety Reporting Program (ESRP), unless such disclosure indicates beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of policy, regulations or procedure on the part of the reporting employee.
- Providing appropriate management involvement and the necessary resources to establish and operate effectively an Employee Safety Reporting Program (ESRP). The ESRP will encourage employees to communicate and report any unsafe work conditions, hazards, or at-risk behavior to the management team.
- Establish and operate a safety reporting program in support of pre-determined hazards, potential hazards, and use it to evaluate and mitigate risk.
- Ensure that sufficiently skilled and trained staff are available to implement safety management processes.
- Ensure that all staff are provided with adequate and appropriate safety information and training, are competent in safety management activities, and are assigned safety related tasks commensurate with their skills.
- Establishing safety performance targets that are realistic, measurable, and data driven. Measure our safety performance against realistic safety performance indicators and targets.
- Establish and measure our safety performance against realistic safety performance indicators and safety performance targets.

Safety Management Policy Communication

The Chief Safety Officer, who leads Community Connector's SMS activities will start as soon as possible with the introduction of the SMS principles. The Community Connector's Safety Management Policy Statement will be distributed to all transit employee. Employees will be required to sign that they have received a copy of the policy.

Community Connector also will post a copy of the Safety Management Policy Statement on the bulletin board in the driver's room. Community Connector has incorporated the review and distribution of the Safety Management Policy Statement into new hire training and in refresher training.

Records of distribution will be kept by the Chief Safety Officer and will be made available upon request. When substantive changes are made, all parties will be required to sign that they have received a copy of the updated policy.

In addition to the distribution of the ASP to all transit employees, there will be periodic staff/safety meetings to discuss on going safety practices and reported events. These staff/safety meetings will serve to keep the importance of safety as a top priority.

Employee Safety Reporting Program (ESRP)

Community Connector transit staff at all levels are required to practice safety in all aspects of our operation. **All employees are required to report and document accidents and injuries no matter how minor as soon as it is safe to do so.**

What to Report: Employees are required to report all safety concerns, events, hazards, and near-misses. If the employee chooses to report the safety event verbally, then the CSO or supervisor will complete the form on behalf of the employee and make proper notes.

What to Report: Employees are required to report all:

- Use City of Bangor Accident Form For:

  - Vehicle Accidents

- Use City of Bangor Incident Form for:

  - Incidents

- Injuries

- Use City of Bangor Spill notification Form For:

  - Spill notification form

- Use Employee Safety Reporting Form (attachment C) for:

  - Hazards- Damage to facilities, trees blocking view, etc.

  - Near-misses

  - Established policies and procedures that are not working as intended

The employee should reach out to any supervisor for help in selecting the correct form. In all instances, the CSO will receive the final report.

Forms can be found in accident packet on every vehicle or in the racks in the driver room at the Community Connector office or with dispatch at the transit center.

In all instances, the CSO will receive the final report. Employees should also report to the CSO or supervisor when established policies and procedures are not working as intended so they can be improved.

Chief Safety Officer Response: The CSO will review all safety reports. The CSO will assess and track the hazards as outlined in Safety Risk Management section (Section 5) of this ASP. Employees will be informed of hazard mitigation strategies and resolution through direct communication with the CSO or immediate supervisor, postings on Safety Board in Drivers Room at Community Connector and through periodic safety training events.

Documentation of reported safety hazard: The CSO will maintain a log of all reported safety events, hazards, and near-misses along with the follow-up action as outlined in Section 5 of this ASP.

The CSO will keep employees informed of reported safety hazards through direct communication and trainings. In the event that the hazard is reported anonymously, the CSO will track the hazard and share with employees during training events if deemed significant.

Employees Safety Reporting Program (ESRP)

The CSO encourages all transit employees who identify a safety concerns to report safety conditions to any office staff at any time in good faith without fear of retribution.

Employees can report safety conditions in the following ways:

Turn in completed form to the dispatch, who will forward them to the CSO

Turn in completed form to Operations Officer, who will forward to the CSO

Turn in completed form directly to CSO or AE (Bus Superintendent)

If employee chooses to report safety event verbally, then the CSO or supervisor
will complete the form on behalf of the employee

Report conditions using your name or anonymously by dropping into the mailbox on the administration door at 475 Maine Ave, Bangor, ME 04401 or by using mail to the same address using regular USPS mail.

Report conditions using your name or anonymously by emailing: **bus-safety@bangormaine.gov**

The CSO will review the reports and the dedicated email address, and respond appropriately.

Employee Protections: No disciplinary action will be taken against any employee who discloses a safety event unless the event is the result of an illegal act or deliberate and willful disregard of agency safety rules and policies. Employees are not protected in the event that that safety event was reported from another source, internal or external.

CSO daily will check the dedicated email address mailbox and any document identified safety conditions in the Safety Register. Chief Safety Officer with the support of the PTSP Safety Committee, as necessary, will review and address each employee report. CSO will ensure that hazards and their consequences are appropriately identified and resolved through Community Connector SRM process and that reported deficiencies and non-compliance with rules or procedures are managed through CC Safety Assurance process.

Authorities, Accountabilities, and Responsibilities

Staff Safety Roles and Responsibilities

Position Title	Safety Responsibilities
Accountable Executive	The Bus Superintendent of the Community Connector serves as the Accountable Executive with the following authorities, accountabilities, and responsibilities, necessary for the management of safety, as they relate under this plan: • Implement each element of the SMS throughout the agency • Controlling or directing the human and capital resources needed to develop and maintain the ASP <u>and</u> the TAM Plan. • Address substandard performance in the agency • Carrying out the Agency Safety Plan (ASP) and the Transit Asset Management (TAM) Plan • Ensure that PTASP is distributed to transit employees • Oversee all safety records • Oversee and provide support to the Chief Safety Officer (CSO) when necessary • Review and update PTASP annually or as necessary • Establish and measure safety performance • Ensure the CSO is performing their duties to the highest possible level

Chief Safety Officer (CSO)	The CSO has the following authorities, accountabilities, and responsibilities necessary for the management of safety, as they relate under this plan: • Promote health and safety and be a resource to all transit related employees • Review accidents and conduct investigations when they result in serious injury or property damage • Ensure training programs are developed and implemented for all employees including current and new hires • Establish and operate the employee safety reporting program (ESRP) • Continually look for ways to improve safety for employees and passengers • Reports to the Accountable Executive • Review and update the PTASP annually with AE • Ensure the hazard management practices are followed • Ensure that all employees under their supervision are appropriately trained • Ensure that all employees comply with all safety policies and expectations • Ensure that employees receive refresher training • Resolve safety situations or elevate to AE if necessary • Perform safety oversight activities to ensure staff is following policy • Set a high standard for health and safety and lead by example • Promote a safe and healthy culture throughout the agency • Set a high standard for health and safety and lead by example • Ensure that the safety program is fully implemented and effective • Ensure adequate resources are designed to support the organizational safety culture and procedures from the PTASP • Ensure no retaliatory action is taken against an employee who discloses a safety concern unless established policy is violated

Operations Officer	• Promote health and safety and be a resource to all transit related employees • Continually look for ways to improve safety for employees and passengers • Ensure that all employees under their supervision are appropriately trained • Works closely with the CSO on safety plan • Ensure that all employees comply with all safety policies and expectations • Ensure that employees receive refresher training • Resolve safety situations or elevate to CSO if necessary • Perform safety oversight activities to ensure staff is following policy • Set a high standard for health and safety and lead by example • Promote a safe and healthy culture throughout the agency • Participate as required in the safety program • Communicate with CSO and AE
Dispatchers	• Be aware of all safety policies and your role • Be aware of surroundings at all times to mitigate safety risks • Report hazards according to policy • Participate as required in the safety program • Set a high standard for health and safety and lead by example • Promote a safe and healthy culture throughout the agency • Resolve safety situations or elevate to CSO if necessary • Communicate with Operations and CSO
Drivers	• Maintain control of the vehicle at all times • Bring safety concerns to the supervisor and or CSO • Report injuries, illnesses, and incidents to the supervisor and or CSO • Report hazards according to policy • Participate as required in the safety program • Report near-misses to supervisors and or CSO as soon as practicable

Infectious Disease Mitigation

> **Defined**
>
> **According to the Center for Disease Control and Prevention (CDC) National Center for Emerging and Zoonotic Infectious Diseases (NCEZID)** 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), that is, spread from one person to another.
>
> - Other infectious diseases can be spread by germs carried in air, water, food, or soil. They can also be spread by vectors (like biting insects) or by animals.

Community Connector makes every effort to minimize risk to employees, passengers and the community from infectious diseases through proactive monitoring of various information sources and emergency alerts. Once a potential threat has been identified, Community Connector takes immediate steps to minimize risk by implementing appropriate mitigation strategies outlined by CDC, State of Maine Department of Health and Human Services and MaineDOT. Those steps may include the following actions:

- Communication of threat to employees and passengers
- Temporary, long-term or permanent policy changes
- Immediate training of all employees in proper mitigation and health precautions
- Coordination with State of Maine DHHS on response and prevention methods
- Based on threat level, activate staff to implement transit's mission in the Local, County or Statewide Emergency Management Plan and Continuity of Operations Plan (COOP)
- Make necessary risk reducing modifications to assets
- Modify existing asset cleaning procedures as needed
- Follow emergency response plan for modified service levels
- Secure additional Personal Protective Equipment (PPE) to augment existing/emergency supply
- Work with State Transit Association and State peer transit entities to communicate best practice mitigation strategies, develop consistent and unified response policy and strengthen group buying power for supplies, retrofit parts and PPE's.
- Activate Single Point of Contact (SPOC) for messaging to public and news media including digital communications, social media and website.
- Implement Safety Performance Measures (SPM)s relative to event to include tracking of any additional services resulting from the event, additional expenses of plan implementation and impacts to staff and riders

Each of the above mitigation strategies will be measured using the Risk Assessment Matrix process in **Attachment E** to determine the hazard level, consequences, severity and likelihood of re-occurrence. Mitigation strategies will each be listed in the Risk Assessment Index and monitored on a periodic basis (to
be determined) to ensure strategy is effective and if not, modify or remove it.

The Community Connector Safety Committee will meet a minimum of weekly until the threat risk has been mitigated to a point where normal meeting schedules may resume. The Committee will be responsible for reviewing SPM's and mitigation strategies in addition to normal responsibilities.

When the threat of infectious disease has been modified through CDC, State of Maine Department of Health and Human Services and MaineDOT, Community Connector's Safety Committee, CSO and Accountable Executive will determine the safe response posture to take based on the information provided deferring to Federal oversight agencies in most cases. If the threat has been reduced to safe levels, Community Connector will continue to monitor event SPMs for a period of time after the event has been ended to ensure no measures exceed data thresholds indicating new or continuation of the threat.

Section 5.

Safety Risk Management

Safety Risk Management Process

Our Safety Risk Management (SRM) process will be continuous and on-going to ensure the safety of our operations, passengers, employees, vehicles, and facilities. Community Connector will use a process whereby hazards and their consequences are identified, assessed for potential safety risk, and resolved in a manner acceptable to management. Community Connector SRM process allows us to carefully examine what could cause harm and determine whether we have taken sufficient precautions to minimize harm, or if further mitigations are necessary.

The Chief Safety Officer (CSO) will lead Community Connector's Safety Risk Management Process, working with City of Bangor, Risk Manager when necessary, to identify hazards and consequences, assess safety risk of potential consequences, and mitigate safety risk. The CSO will track the hazards with evaluation and mitigation strategies to find trends that will be analyzed to improve safety throughout the agency. The results are documented in our Hazard Tracking Log.

Community Connector SRM process applies to all elements of our system including our operations, facilities, and vehicles; and personnel recruitment, training, and supervision.

Safety Hazard Identification

Identification of hazards may occur through direct observation, claims, customer complaints, accident reports, employee reporting, or any of the sources listed below:

- Periodic staff meetings/trainings that encourage employees to report hazards and near-misses
- Employee Safety Reporting Program/Other Accident or Incident Reports (ESRP)
- Transit Asset Management (TAM) Plan
- Facility inspections
- Pre/post trip vehicle inspections
- Post-accident investigations
- On-board cameras
- Observations from Supervisors
- Routine oversight of daily activities (On Board Evaluations)
- Customer complaints
- Routine monitoring of road conditions (weather/construction)
- Federal Transit Administration (FTA) and other oversight authorities
- Results of training assessments
- Comprehensive Hazard List (**Attachment E**)

When any safety concerns are reported whatever the source, it is reported to the Chief Safety Officer. The CSO also receives the employee reports from the ESRP, customer complaints related to safety, and any other safety related document. The CSO will review these sources for hazards and document them in the Community Connector Hazard Tracking Log.

Investigation

The CSO routinely review safety data captured in employee safety, reports customer complaints and other safety communication channels. When necessary, the CSO will ensure that the concerns are investigated and/or analyzed through the SMS.

Community Connector investigates all safety events (accidents, incidents, and occurrences, as defined by FTA) to find casual and contributing factors and review the existing mitigations in place at the time of the event. The CSO will maintain all documentation of investigation policies, processes, forms, checklists, activities and results. CSO will prepare a report and will be sent to the Accountable Executive and Operations Officer to review along with being emailed to City of Bangor Safety and Environmental Management (safety.enviromental@bangormaine.gov).

Safety Risk Assessment

Once hazards have been identified using any of the above sources, they will be evaluated to determine their potential consequences. Factors to be considered are *existing mitigation factors*, the *likelihood of the occurrence*, the *severity of the consequences for the occurrence*, and the *level of exposure to the hazard*. The CSO will use the Risk Assessment Matrix (RAM) found in **Appendix E** to evaluate, score, and prioritize each hazard. Hazards will be categorized as High, Medium, or Low depending on these definitions:

Risk Index	Criteria by Index
HIGH	Unacceptable – Action Required: Safety Risk must be mitigated or eliminated as soon as practicable.
MEDIUM	Undesirable – Management Decision: Executive management must decide whether to accept the safety risk with monitoring or further action.
LOW	Acceptable with Review: Safety Risk is acceptable pending management review.

Safety Risk Mitigation

Once hazards are documented using the RAM, the CSO and City of Bangor, Risk Manager (if needed) will use their extensive experience and the RAM to categorize the severity of the hazards. Hazards will be categorized as catastrophic, critical, marginal, or negligible.

A-CATASTROPIC: Death or system loss.

B-CRITICAL: Severe injury, severe occupational illness, or major system damage.

C-MARGINAL: Minor injury, minor occupational illness, or minor system damage.

D-NEGLIGIBLE: Less than minor injury, illness, or system damage.

The CSO will use all available tools from hazard identification and categorization to prioritize the hazards and determine mitigation strategies and resolution. Those strategies may include do nothing, re-training, new training, and/or a change in Community Connector's procedure.

The CSO will document the safety risk management process for each hazard, from identification of source, evaluation, mitigation, resolution, and tracking by maintaining a comprehensive log. The log will be used to identify and prioritize trends to improve safety performance department

wide. The log may be used as a training tool. Community Connector will utilize their own log for tracking provided as **Attachment F**.

Section 6.

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Safety Assurance

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The Chief Safety Officer:
- Evaluates out compliance with operations procedures to determine whether our existing rules and procedures are sufficient to control our safety risk
- Assesses the effectiveness of safety risk mitigations to make sure the mitigations are appropriate and are implemented as intended
- Investigate safety events to identify causal factors
- Analyzes the information from safety reporting, including data about safety failures, defects, or conditions.

Safety Performance Monitoring and Measurement:

Community Connector has processes in place to monitor its entire transit system for compliance with operation procedures, including
- Safety audits
- Identify and track policies, procedures and protocols the Community Connector needs to monitor and measure.
- Periodically review and analyze current safety policies for sufficiency
- ERSP
- DVIR's
- Investigation of Safety occurrences to included accidents, incidents, and or near misses
- Monitor daily operational activities for safety compliance
- Safety review of modifications to service
- Regular service and preventative maintenance
- Use data collected to monitor and analyze mitigation strategies to determine effectiveness and share data with Account Executive and Operations Manager
- Occupational Safety and Health reporting's

Section 7.

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Safety Promotion

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Competencies and Training:

> The FTA's Public Transportation Safety Program includes two separate requirements for training:
>
> FTA's Public Transportation Safety Certification Training Program regulation, 49 CFR Part 672, specifies "a uniform safety certification training curriculum and requirements to enhance the technical proficiency of **individuals who conduct safety audits and examinations of public transportation systems and those who are directly responsible for safety oversight of public transportation agencies**." (§672.1(a))
>
> FTA's Public Transportation Agency Safety Plan (PTASP) regulation, 49 CFR Part 673, **requires each covered public transportation agency** to "establish and implement a comprehensive safety training program for **all agency employees and contractors directly responsible for safety** in the agency's public transportation system." The training program "must include refresher training, as necessary." (§673.29(a))

Community Connector transit employees must become familiar with all safety policies and procedures and learn to perform their jobs safely and efficiently. <u>Employees are required to participate in all agency on-the-job, classroom, and specialty training. Community Connector will ensure that training programs include hazard recognition, regulatory compliance, and accident prevention.</u>

Employees directly responsible for safety are: Bus Drivers, Dispatchers, Operations Officer, Chief Safety Officer (CSO), and Bus Superintendent (AE).

Training: The Accountable Executive and Chief Safety Officer must complete the FTA's SMS online training. Also plan to attend the Public Transportation Safety Certification Training Program within three years and subsequently complete refresher training every two years.

Ongoing Safety and Refresher Trainings:
<u>General</u>
Fire Extinguisher
Blood Born Pathogens
Hazardous Communication
Spill Prevention, reporting and Cleanup
ADA Regulations/Sensitivity
Human Trafficking
Emergency Action Plan

EEO
Title VI
PTASP
City of Bangor AND Community Connector forms, policies and procedures
Drug Free Workplace
Customer Service
 Bus/Van
 Bus Evacuation/Emergency Procedures
Breakdowns – Triangles, Safety Vest
Ramp operation
DOT required Inspections
Drug & Alcohol
Electronic Devices

Safety Communication:

The Community Connector's Chief Safety Officer will coordinate Community Connector's safety communication activities for the SMS. Community Connector's activities focus on the three categories of communication activity established in 49 CFR Part 673 (Part 673):

• Communicating safety and safety performance information throughout the agency: Community Connector communicates information on safety and safety performance on its safety board and during periodic staff meetings. Community Connector also requests information from drivers during these meetings, and which minutes are taking as record. Finally, Community Connector's CSO posts safety bulletins and flyers on the bulletin boards located in driver's break room, to advertising safety messages and promoting awareness of safety issues.

• Communicating information on hazards and safety risks relevant to employees' roles and responsibilities throughout the agency: As part of new-hire training, Community Connector distributes safety policies and procedures, included in the Community Connector New Employee Packet, to all new employees. Community Connector provides training on these policies and procedures and discusses them during safety talks between supervisors and bus operators. For newly emerging issues or safety events at the agency, the Chief Safety Officer issues bulletins or messages to employees that are reinforced by supervisors in one-on-one or group discussions with employees.

• Informing employees of safety actions taken in response to reports submitted through the ESRP: Community Connector CSO provides targeted communications to inform employees of safety actions taken in response to reports submitted through the ESRP, including handouts and flyers, safety talks, updates to bulletin boards, and one-on-one discussions between employees and supervisors.

Additional Information:

Community Connector will maintain documentation related to the implementation of the ASP. This documentation will be retained for three years after creation. They will be available to the FTA or other Federal or oversight entity upon request.

Section 8.

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Definitions

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Accident: An event that involves loss of life, serious injury to a person, collision of public transportation vehicle, and/or evacuation for life safety reasons.

Accountable Executive (AE): A single, identifiable person who has the ultimate responsibility for carrying out the PTASP and TAM Plan of the transit agency; and control or direction over the human and capital resources needed to develop and maintain both the PTASP and TAM.

Chief Safety Officer (CSO): An adequately trained individual who has responsibility for safety and reports directly to the agency's top executive or board. The Chief Safety Officer may also be the Accountable Executive.

Consequence: The result of a hazard.

Equivalent Authority: An entity that carries out duties similar to a Board of Directors.

Safety Event: An accident, incident, or occurrence.

Fatality: A transit-caused death that occurs within 30 days of transit event.

Hazard: Any real or potential condition that can cause injury, illness, or death damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.

Incident: An event that involves a personal injury that is not a serious injury, one or more injuries requiring medical transport, and/or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of the transit agency.

Infectious Disease: Infectious diseases are illnesses caused by germs (such as bacteria, viruses, and fungi) that enter the body, multiply, and can cause an infection.

Injury: Any physical damage or harm to a person that requires immediate medical attention and hospitalization.

Major Mechanical Failure: A failure which prevents a vehicle from completing or starting a scheduled revenue trip because actual movement is limited or because of safety concerns. Examples of major bus failures include breakdowns of brakes, doors, engine cooling systems, steering, axles, and suspension.

MPO: Metropolitan Planning Organizations in Maine. There are four (4) in Maine: KACTS, BACTS, PACTS, ATRC.

PTASP: Public Transportation Agency Safety Plan required by 49 CFR Part 673.

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

Risk Mitigation: A method or methods to eliminate or reduce the effects of hazards.

Safety Assurance: The processes within a transit agency's SMS that function to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

Safety Risk Management: A process within a transit agency's ASP for identifying hazards and analyzing, assessing, and mitigating safety risk.

Small Public Transportation Providers: Transit systems operating fewer than 100 vehicles in peak revenue service.

Safety Management System (SMS): A comprehensive collaborative approach to managing safety bringing management and labor together to control risk better, detect and correct safety problems earlier, share and analyze safety data more effectively, and measure safety performance more precisely.

SMS Executive: The Safety Management System Executive is the Chief Safety Officer or equivalent.

System Reliability: Mean distance between major mechanical failures by mode.

TAM: Transit Asset Management plan. A business model that prioritizes funding based on the condition of transit assists to achieve and maintain a state of good repair (SGR) for the nation's public transportation assets.

Section 9.

Acronyms

ADA: Americans with Disabilities Act
ATRC: Androscoggin Transportation Resource Center

AVCOG: Androscoggin Valley Council of Governments

BACTS: Bangor Area Comprehensive Transportation System

BSOOB: Biddeford-Saco-Old Orchard Beach Transit Committee
CDC: Centers for Disease Control
CDL: Commercial Driver's License
DOT: United States Department of Transportation

DR: Demand Response

FAST: Fixing America's Surface Transportation Act of 2015
FHWA: Federal Highway Administration

FTA: Federal Transit Administration

GPCOG: Greater Portland Council of Governments

JSA: Job Safety Analysis

KACTS: Kittery Area Comprehensive Transportation System

LATC: Lewiston-Auburn Transit Committee

MaineDOT: Maine Department of Transportation

MPO: Metropolitan Planning Organization

NPTSP: National Public Transportation

Safety Plan NTD: National Transit Database

PACTS: Portland Area Comprehensive Transportation System

PM: Preventive Maintenance

PTASP: Public Transportation Agency Safety Plan required by 49 CFR Part 673

RAM: Risk Assessment Matrix

RTP: Regional Transportation Program
SA: Safety Assurance

SDS: Safety Data Sheets

SOP: Standard Operating Procedure SPBS:

South Portland Bus Service

SMPDC: Southern Maine Planning & Development Commission

SMS: Safety Management System

SPM: Safety Performance Measure

SPT: Safety Performance Target

SRM: Safety Risk Management

TAM: Transit Asset Management

USDOT: United States Department of Transportation

VRM: Vehicle Revenue Mile

WAVE: Wheels to Access Vocation and Education

WMTS: Western Maine Transportation Services

YCCAC: York County Community Action Corporation

ATTACHMENT A: BOARD APPROVAL

	CITY COUNCIL ACTION	**09/25/2023 23-293**
	Council Meeting Date: **09/25/2023**	
	Item No: **23-293**	
	Responsible Dept: **Community Connector**	
	Requested Action: **Order**	Map/Lot: **N/A**

Title, Order

Authorizing the Annual Update of the Public Transportation Agency Safety Plan for the Community Connector

Summary

This Order authorizes an update to the Public Transportation Agency Safety Plan (PTASP) for the Community Connector as required by the Federal Transit Administration (FTA).

The Community Connector is a recipient of federal funding and is required to update our PTASP plan annually. The plan outlines in detail how a Safety Management System (SMS) will be developed and implemented. This includes items such as, safety performance targets, safety management policy, safety assurance, and safety promotion. The intent is improve public transportation safety and prove the Community Connector with a structure for understanding and addressing safety risks through proactive and timely data driven organizational decision making. This item was reviewed internally, including by Transit Drivers, prior to going before Council with suggested changes to the plan.

This item was reviewed and recommended for approval at the Government Operations Committee meeting of Monday, Sept. 18, 2023.

Committee Action

Committee: **Government Operations Committee**	Meeting Date: **09/18/2023**	
Action: **Recommend for passage**	For: **4**	Against: **0**

Staff Comments & Approvals

City Manager	City Solicitor	Finance Director

Introduced for: Consent

Date: **09/25/2023**

Item No: **23-293**

Assigned to Councilor: **Tremble**

Authorizing the Annual Update of the Public Transportation Agency Safety Plan for the Community Connector

Whereas, the Community Connector is required by the Federal Transit Administration (FTA) to develop and implement a Public Transportation Agency Safety Plan (PTASP) based on being the recipient of federal funding; and

Whereas, City staff, including front line workers, has updated the agency's PTASP within the requirements set by the Federal Transit Administration; and

Whereas, the is responsible for updating the plan annually;

Be it Ordered by the City Council of the City of Bangor that, the updated Public Transportation Agency Safety Plan for the Community Connector is approved.

ATTACHMENT B: CERTIFICATE OF COMPLIANCE

Certifications and Assurances   Fiscal Year 2023

FEDERAL FISCAL YEAR 2023 CERTIFICATIONS AND ASSURANCES FOR FTA ASSISTANCE PROGRAMS

(Signature pages alternate to providing Certifications and Assurances in TrAMS.)

Name of Applicant: _City of Bangor Community Connector_

The Applicant certifies to the applicable provisions of all categories: (*check here*) __✓__ .

Or,

The Applicant certifies to the applicable provisions of the categories it has selected:

Category		Certification
01	Certifications and Assurances Required of Every Applicant	_____
02	Public Transportation Agency Safety Plans	_____
03	Tax Liability and Felony Convictions	_____
04	Lobbying	_____
05	Private Sector Protections	_____
06	Transit Asset Management Plan	_____
07	Rolling Stock Buy America Reviews and Bus Testing	_____
08	Urbanized Area Formula Grants Program	_____
09	Formula Grants for Rural Areas	_____
10	Fixed Guideway Capital Investment Grants and the Expedited Project Delivery for Capital Investment Grants Pilot Program	_____
11	Grants for Buses and Bus Facilities and Low or No Emission Vehicle Deployment Grant Programs	_____

12	Enhanced Mobility of Seniors and Individuals with Disabilities Programs	_____
13	State of Good Repair Grants	_____
14	Infrastructure Finance Programs	_____
15	Alcohol and Controlled Substances Testing	_____
16	Rail Safety Training and Oversight	_____
17	Demand Responsive Service	_____
18	Interest and Financing Costs	_____
19	Cybersecurity Certification for Rail Rolling Stock and Operations	_____
20	Tribal Transit Programs	_____
21	Emergency Relief Program	_____

CERTIFICATIONS AND ASSURANCES SIGNATURE PAGE

AFFIRMATION OF APPLICANT

Name of the Applicant: _Deborah Laurie_

BY SIGNING BELOW, on behalf of the Applicant, I declare that it has duly authorized me to make these Certifications and Assurances and bind its compliance. Thus, it agrees to comply with all federal laws, regulations, and requirements, follow applicable federal guidance, and comply with the Certifications and Assurances as indicated on the foregoing page applicable to each application its Authorized Representative makes to the Federal Transit Administration (FTA) in the federal fiscal year, irrespective of whether the individual that acted on his or her Applicant's behalf continues to represent it.

The Certifications and Assurances the Applicant selects apply to each Award for which it now seeks, or may later seek federal assistance to be awarded by FTA during the federal fiscal year.

The Applicant affirms the truthfulness and accuracy of the Certifications and Assurances it has selected in the statements submitted with this document and any other submission made to FTA, and acknowledges that the Program Fraud Civil Remedies Act of 1986, 31 U.S.C. § 3801 *et seq.*, and implementing U.S. DOT regulations, "Program Fraud Civil Remedies," 49 CFR part 31, apply to any certification, assurance or submission made to FTA. The criminal provisions of 18 U.S.C. § 1001 apply to any certification, assurance, or submission made in connection with a federal public transportation program authorized by 49 U.S.C. chapter 53 or any other statute

In signing this document, I declare under penalties of perjury that the foregoing Certifications and Assurances, and any other statements made by me on behalf of the Applicant are true and accurate.

Signature _Deborah Laurie (signed)_   Date: _2/16/23_

Name _Deborah Laurie_   Authorized Representative of Applicant

AFFIRMATION OF APPLICANT'S ATTORNEY

For (Name of Applicant): _David Szewczyk_

As the undersigned Attorney for the above-named Applicant, I hereby affirm to the Applicant that it has authority under state, local, or tribal government law, as applicable, to make and comply with the Certifications and Assurances as indicated on the foregoing pages. I further affirm that, in my opinion, the Certifications and Assurances have been legally made and constitute legal and binding obligations on it.

I further affirm that, to the best of my knowledge, there is no legislation or litigation pending or imminent that might adversely affect the validity of these Certifications and Assurances, or of the performance of its FTA assisted Award.

Signature _David F. Szewczyk (signed)_   Date: _2/17/23_

Name _David Szewczyk_   Attorney for Applicant

Each Applicant for federal assistance to be awarded by FTA must provide an Affirmation of Applicant's Attorney pertaining to the Applicant's legal capacity. The Applicant may enter its electronic signature in lieu of the Attorney's signature within TrAMS, provided the Applicant has on file and uploaded to TrAMS this hard-copy Affirmation, signed by the attorney and dated this federal fiscal year.

ATTACHMENT C: EMPLOYEE REPORTING FORM

Community Connector
EMPLOYEE SAFETY REPORTING FORM

Please complete form as thoroughly as possible. If preferred, leave employee name field blank to remain anonymous.

DATE: _____ **TIME:** _____

WEATHER CONDITIONS: _____

ROAD CONDITIONS: _____

DAY OF WEEK: ☐MON ☐TUES ☐WED ☐THURS ☐FRI ☐SAT ☐SAFETY EVENT ☐ HAZARD ☐NEAR MISS ☐POLICY

DESCRIBE SAFETY CONCERN: _____

_____

_____

This form completed by: _____

Form submitted to: _____

Date form submitted: _____

Action taken by CSO: _____

_____

Follow-up action: _____

_____

Date closed: _____

Community Connector
Created: 12/20/2022 Revision: Updated – 09/23/2023

ATTACHMENT D: COMPREHENSIVE HAZARD LIST

Hazard	Hazard type Category	Consequence	Risk Mitigation
Blinding Sunlight	Environmental	Crash/injury/vehicle damage	Provide tinted visors/ keep windshield clean
Night Glare	Environmental	Crash/injury/vehicle damage	Keep windshield clean
Snow/Ice build up on windshield	Environmental	Crash/injury/vehicle damage	Remove snow/working defrost/wiper replacement
Slippery Boarding Stairs/Other surfaces	Environmental	Injuries	Keep stairs clean and dry as possible/use salt when icy
Deer / Animal Collisions	Environmental	Crash/vehicle damage/injuries	Install Deer Whistles/Defensive Driving Course
Snow on Vehicle Roof	Environmental	Crash/Fines/vehicle damage	Properly remove all snow before moving vehicle
Uncleared bus stop locations	Environmental	Slip and fall injury	Clear bus stops or stop in alternate locations if safe
Hazardous material spills on bus or in garage	Environmental	Slip & Fall/Contamination to employees and riders	Clean up spills as soon as possible
Poor weather conditions	Environmental	Crash/Slip & Fall/Cancelled service	Cancel or reschedule service if possible
Heavy rains	Environmental	Crash/Slip & Fall	Use caution/reschedule service if possible
Blizzard conditions/snow storms	Environmental	Crash/Slip & Fall/Cancelled service	Cancel service in dangerous conditions
Freezing rain, sleet	Environmental	Crash/Slip & Fall/Cancelled service	Cancel service in dangerous conditions
Fog	Environmental	Crash/Poor on-time performance	Drive more slowly/defensive driving course
High winds	Environmental	Crash/Poor on-time performance	Drive more slowly/defensive driving course
Frost heaves/road damage	Environmental	Passenger injury, vehicle damage	Drive more slowly, try to avoid if possible
Flooding/debris in roadway	Environmental	Detour/service delay	Drive more slowly, try to avoid if possible
Wildlife/animals in roadway	Environmental	Crash/vehicle damage	Drive more slowly, try to avoid if possible
Driving Tired	Organizational	Loss of Life / License / Fines	Drivers should get proper rest before shift
Mobility Device not properly secured	Organizational	Injury to rider/driver/other passengers	Re-train employee
Operating Vehicles Beyong Useful Life	Organizational	High maintenance costs/risk of breakdowns	Replace aging equipment as soon as practicable
Disorderly / Disruptive Passenger	Organizational	Confrontation / Injury	Adequate Training/Disruptive Passenger Policy/Call 911
Disabled Vehicle on Shoulder	Organizational	Potential crash/detour/bus not on schedule	Defensive Driving Techniques / Best Practices
Intruder Situation	Organizational	Confrontation / Injury	Training / Secure Access Points / Panic Button/Call 911
Occupational Exposure / Bloodborne Pathogens	Organizational	Injury to employees/passengers	Training / Policies & Procedures
Passenger not wearing seat belt	Organizational	Potential injury/fines	Training / Policies & Procedures
Child not in safety seat	Organizational	Potential injury/fines	Training / Policies & Procedures
Violation of traffic regulations	Organizational	Potential injury/fines	Training / Policies & Procedures

Driving to Endanger	Organizational	Potential crash/injuries/fines	Defensive Driving Techniques / Policies & Procedures
Observation of passengers in unsafe conditions (abuse, neglect, trafficked)	Organizational	Potential harm/danger to passengers	Training / Policies & Procedures
Tight/hard to meet schedules	Organizational	Crash/Poor on-time performance	Review schedule/train dispatchers to avoid
Passengers needing assistance	Organizational	Potential injury/service delay	Training / Policies & Procedures
Trips/falls during boarding	Organizational	Injury to passengers	Training to assess and assist when necessary
Transporting oxygen tanks/other medical equipment	Organizational	Injuries due to unsecured equipment	Training, ensure equipment is secured
Poor communication between driver/dispatch/passenger	Organizational	Injury/service delay/bad reputation	Training, rider manual, policies & procedures
Passenger with firearm/weapon	Organizational	Injury/danger	Have weapons policy, contact law enforcement if needed
Driver inattention to sleeping/unresponsive passenger	Organizational	Potential injury or wrong stop for rider	Training, driver policies
Safety inspections not done on time	Organizational	Crash/breakdown/fines/non-compliance	Training/supervisory oversight/state sanctions
Driver injuries when assisting passengers	Organizational	Loss of time/need to seek medical attention	Better training on passenger assistance
Inappropriate driver conduct	Organizational	Poor customer service/loss of job/unsafe conditions	Lack of trust, poor service
Employee misconduct - theft	Organizational	Lower agency reputation/replacement cost	Increased supervision/accountability
Computer hacking/cyber attacks	Organizational	Loss of important data/loss of revenue/disrupted service	Increased computer security-upgrades/train employees
Poor records retention practices	Organizational	Loss of important data/potential audit finding	Better training on records retention
Lack of adequate training	Organizational	Lower system-wide performance	Improve training
Non compliance with D&A policies/procedures	Organizational	Potential traffic violations/crash	Increased supervision/awareness of requirements
Use of improper lifting techniques	Organizational	Passenger injury/Employee injury/worker's comp claims	Better training and oversight
Traffic Circle (others not following Pattern)	Technical	Potential crash or injury/fines	Training / Policies & Procedures
Glass on road from previous accident	Technical	Flat tire	Report to Town Highway Dept.
Inadequate lighting in boarding area	Technical	Slip & Fall/Injuries	Address better lighting
Operating Defective Equipment	Technical	Accident / Loss of Life / Fines / OOS	Training / Preventative Maintenance / Repair
Excessive Exhaust Fumes Idling	Technical	Sickness	Limit Idle Time
Near Misses	Technical	Preventable Accident / Injury	Encourage Reporting / Training, Policies & Procedures
Maneuvering vehicles in difficult locations	Technical	Crash/injury/vehicle damage	Defensive Driving training
Backing up dangers	Technical	Crash/injury/vehicle damage	Defensive Driving training
Traffic Congestion/other adverse road conditions	Technical	Crash/injury/poor on-time performance	Defensive Driving training/Allow time in schedule
Vehicle Accident/Breakdown	Technical	Crash/injury/poor on-time performance	Ensure maintenance and repairs done on-time
Unauthorized personnel in maintenance area	Technical	Injury/lawsuit	Enforce policies and procedures
Break-ins/vandalism damage to facilities/vehicles	Technical	Loss of service/reputation	Improve security, add cameras/fencing if funding allows
Other motorists	Technical	Injury/crashes	Defensive Driving
Bicyclists	Technical	Injury/crashes/lawsuits	Defensive Driving
Pedestrians	Technical	Injury/crashes/lawsuits	Defensive Driving
Outdated software/hardware	Technical	Potential for cyber attack/loss of data	Update computer hardware/software/security
Loss or lack of resources	Technical	Outdated fleet/equipment/loss of service	Apply for available funding/seek increase of local match

ATTACHMENT E: RISK ASSESSMENT MATRIX (RAM)

Reported or Identified Hazard: _____

Consequences					Likelihood				
Severity	People	Assets	Environment	Reputation	1	2	3	4	5
					Practically impossible (never heard of in the industry)	Remote, not likely to occur	Could occur, or heard of it happening	Likely, known to occur or has happened before	Common, or occurs frequently
1	First aid or no injury	No/Slight damage	No/Slight effect	No/Slight impact	Low	Low	Low	Low	Low
2	Slight injury, medical treatment	Minor damage	Minor effect	Limited impact	Low	Low	Low	Medium	Medium
3	Serious injury, hospitalization more than 7 days	Moderate damage	Moderate effect	Local area impact	Low	Medium	Medium	High	High
4	Permanent total disability, or one fatality	Major damage, unit level	Major effect	Major statewide impact	Medium	Medium	High	High	High
5	Multiple fatalities	Major damage, multiple units	Massive effect	Major national impact	High	High	High	High	High
Risk Value:									

Total Risk Level (sum of all risk values):	0
Total Risk Value (total risk level x likelihood):	

ATTACHMENT F: HAZARD TRACKING LOG

Hazard Categories:
A – Catastrophic
B – Critical
C – Marginal
D – Negligible

Hazard Description	Date Reported	Risk Value from RAM	Hazard Category	Corrective Action Plan	Implementation Steps	Resolution Date
ex. Deer Collision	2/4/2020	24	D	hard to avoid - do nothing		2/5/2020

ATTACHMENT G: ORGANIZING CHART

City of Bangor

Community Connector

Organization Chart:

- City Manager (1)
  - Assistant City Manager (1)
    - Bus Superintendent (1) — Accountable Executive for TAM and PTASP Plans
      - Operator Officer (1 FT)
        - Dispatcher (4 FT)
          - Lead Transit Driver (2 PT)
            - Transit Drivers (39 PT)
        - Safety and Training Officer (1 FT) — Chief Safety Officer (PTASP)
        - Transit Technician (1 FT)
        - Facilities Maintenance / Janitor (1 FT)

Community Connector
Created: 12/20/2022 Revision: Updated – 09/23/2023