



Valley Metro

Public Transportation Agency Safety Plan

Version 6,

Proposed board approval: August 26, 2026

In compliance with 49 CFR part 673



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1. EXECUTIVE SUMMARY

Moving Ahead for Progress in the 21st Century (MAP-21) granted the Federal Transit Administration (FTA) the authority to establish and enforce a comprehensive framework to oversee the safety of public transportation throughout the United States. MAP-21 expanded the regulatory authority of FTA to oversee safety, providing an opportunity to assist transit agencies in moving towards a more holistic, performance-based approach to Safety Management Systems (SMS). This authority was continued through the Fixing America's Surface Transportation Act (FAST Act).

In compliance with MAP-21 and the FAST Act, FTA promulgated a Public Transportation Safety Program on August 11, 2016, that adopted SMS as the foundation for developing and implementing a Safety Program. FTA is committed to developing, implementing, and consistently improving strategies and processes to ensure that transit achieves the highest practicable level of safety. SMS helps organizations improve their safety performance by supporting the institutionalization of beliefs, practices, and procedures for identifying, mitigating, and monitoring safety risks.

There are several components of the national safety program, including the National Public Transportation Safety Plan (NSP), that FTA published to provide guidance on managing safety risks and safety hazards. One element of the NSP is the Transit Asset Management (TAM) Plan. Public transportation agencies implemented TAM plans across the industry in 2018. The subject of this document is the Public Transportation Agency Safety Plan (PTASP) rule, 49 CFR Part 673, and guidance provided by FTA.

Safety is a core business function of all public transportation providers and should be systematically applied to every aspect of service delivery. At Valley Metro, all levels of management, administration, and operations are responsible for the safety of our clientele and transit workers. This Agency Safety Plan (ASP) applies to all Valley Metro employees and contractors who are directly or indirectly involved in or responsible for providing transit services, infrastructure elements, and processes.

To ensure that the necessary processes are in place to accomplish both enhanced safety at the local level and the goals of NSP, and meet the PTASP regulation requirements, per 49 CFR part 673, Valley Metro and the LRGVDC Board of Directors adopt this ASP and the tenets of SMS as the basis for directing and managing safety and risk at the agency. Valley Metro SMS includes a Safety Management Policy (SMP) and the processes for Safety Risk Management (SRM), Safety Assurance (SA), and Safety Promotion (SP). It is appropriately scaled to the size, scope, and complexity of Valley Metro operations. All levels of management and employees are accountable for accurately identifying and effectively managing risk in all activities and operations to deliver improvements in safety and reduce risk to the lowest practical level during service delivery.

Figure 1: Safety Management Systems



2. ASP APPROVAL

A. Accountable Executive Signature - 673.11(a)(I)

The Account Executive is accountable for ensuring that the SMS processes described in this ASP are effectively implemented throughout the Valley Metro.

Sandra Carrizales, Chief Account Executive Officer

Accountable Executive Signature

Date

B. Safety Committee Plan Approval - 673.11(a)(I)(i)

On Tuesday, June 30, 2026, Valley Metro Safety Committee approved this ASP

Sandra Carrizales, AE

Dora Cruz, CSO

Juan Perez, Field Supervisor – Operations

Rosie Martinez, Dispatcher

Juan Ruiz, Vehicle Driver II

Gerardo Aguillon, Vehicle Driver II

Rene Garza, Program, Supervisor III

Armando Vasquez, Shop Foreman

The Safety Committee ASP approval meeting minutes are stored on Valley Metro CSO drive within the PTASP folder in a subfolder labeled "Safety Committee Meeting Agendas & Minutes."

C. Board of Directors Approval - 673.11(a)(1)(i)

Date of Approval _____

See Appendix D for approval documentation. Board ASP approval minutes are also stored on Valley Metro main: drive within the PTASP folder.



3. TRANSIT AGENCY INFORMATION

The LRGVDC – Valley Metro provides public transportation in urbanized and non-urbanized areas of the lower Rio Grande Valley through our transit department, Valley Metro. The LRGVDC main office is located at 301 W. Railroad St., Weslaco, TX 78596, and the Valley Metro Transit Center is located at 510 S. Pleasantview Drive, Weslaco, TX 78596.

Valley Metro currently operates twenty – six (26) flex routes, four (4) demand response, and four (4) fixed routes and two (2) commuter routes . Flexed route service operates in Hidalgo County, Cameron County, and Starr County weekday demand response service operates in Willacy County from 7:00 am to 7:00 pm, Starr County from 7:00 am to 7:00 pm, and Zapata County from 7:00 p.m. to 7:00 p.m., Commuter routes operate in Zapata and Willacy from 7:00 a.m. to 7:00 p.m. Since Valley Metro is considered a department of the LRGVDC, the agency is managed by the LRGVDC Director of Regional Transit and the management team consisting of the Program Supervisor I - IV – Maintenance, Operations & Planning, the Program Specialist II-Risk, and Chief Safety Officer (CSO)/Safety.

No additional transit service is provided by Valley Metro on behalf of another transit agency or entity at the time of the development of this plan.

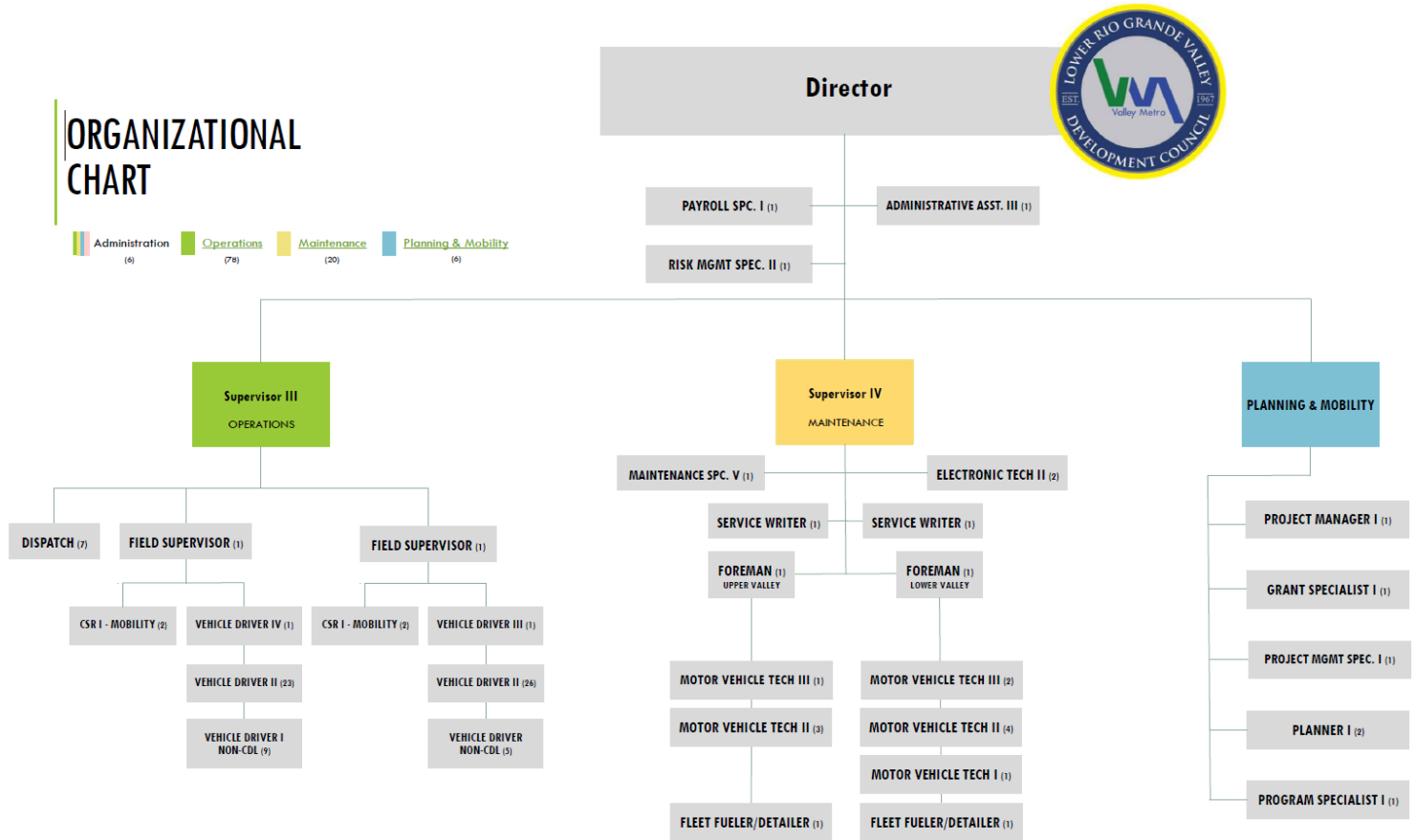
Table 1 contains agency information while an organizational chart for Valley Metro is provided in Figure

Table 1: Agency Information

Information Type	Information	
Full Transit Agency Name	Lower Rio Grande Valley Development Council - Valley Metro	
Transit Agency Address	510 S. Pleasantview Drive Weslaco, TX 78596	
Name and Title of Accountable Executive 673.23(d)(1)	Sandra Carrizales, Chief Executive Officer	
Chief Safety Officer or SMS Executive 673.23(d)(2)	Dora Cruz, Chief Safety Officer	
Safety Committee Members (673.19)	Name	Title
	Sandra Carrizales Dora Cruz Armando Vasquez Juan Perez Rene Garza	- Account Executive - Chief Safety Officer - Shop Foreman - Field Supervisor - Operation Supervisor
	Rosie Martinez Juan Ruiz Gerardo Aguillon	-Dispatcher / Reservationist -Bus Operator -Bus Operator
Mode(s) of Service Covered by This Plan 673.11(b)	Fixed/Flex Route Bus, Demand Response, and Commuter Bus	
List All FTA Funding Types (e.g., 5307, 5310, 5339)	5307, 5310, 5311, 5311f, 5339, and 5339b	
Mode(s) of Service Provided by the Transit Agency (Directly operated and contracted service)	MB, CM, and DR	

Valley Metro Public Transportation Agency Safety Plan

Figure 2: VALLEY METRO Organizational Chart



4. SAFETY COMMITTEE ESTABLISHMENT AND PROCEDURES – 673.19(a), (b), (c)

Valley Metro has an active safety committee that meets quarterly to discuss preventable accidents, injuries, safety concerns, and suggestions from each division.

Valley Metro is empowered to look beyond the critical review of safety incidents toward opportunities to reduce occurrences by identifying ways to improve the work environment and safety culture at Valley Metro, acknowledging safe actions and work that contribute to a safe workplace.

Valley Metro Safety Committee is appropriately scaled to the size, scope, and complexity of Valley Metro. To encourage participation from frontline employees, Valley Metro distributed surveys, memos, flyers, QR codes, and electronic links inviting employees to volunteer and participate in the Safety Committee process.

Despite multiple outreach efforts, limited feedback and participation was received from frontline staff. As a result, the management team held a meeting to discuss the low level of engagement and determine the best approach to ensure frontline employee representation within the Safety Committee. Following this discussion, management encouraged the nomination of frontline employees who would serve as representatives and actively participate in the Safety Committee.

The Valley Metro Safety Committee is composed of eight members, with an equal number of management representatives and frontline transit worker representatives, three supervisors, and three frontline employees.

- I. Account Executive
- II. Chief Safety Officer (CSO)
- III. Program Supervisor III – Operations
- IV. Shop Foreman – Maintenance
- V. Field Supervisor – Operations
- VI. Vehicle Driver II
- VII. Vehicle Driver II
- VIII. Program Specialist I – Dispatcher/Scheduler

The Safety Committee is chaired by the Account Executive, and Chief Safety Officer, who conducts all meetings of the Safety Committee. The Chief Safety Officer develops meeting agendas and notices and shares them via email in advance of scheduled meetings. The CSO also ensures all Safety Committee meeting minutes are documented and saved on Valley Metro main hub within the PTASP folder in a subfolder labeled “Safety Committee Meeting Agendas & Minutes.”

The Safety Committee makes decisions collaboratively, ensuring all voices are heard and considered during open discussions. The committee aims to reach a consensus through open discussion; however, if a consensus cannot be reached, a vote is held to determine the outcome. When voting results in a tie, the Account Executive of Administration casts the deciding vote.

Members receive their regular salary or wage for attending meetings, as meetings are scheduled during regular work hours. Members are not required to attend meetings that fall on their scheduled day off.

When the Safety Committee requires advice from technical experts, subject matter experts (SME), or other transit workers, the Account Executive or CSO contacts these individuals via email or phone to explain the topic under discussion. These individuals respond to the Account Executive, who presents the advice to the Safety Committee.

The Account Executive has access to and shares with the Committee any required agency information, resources, and tools, along with submissions to the transit worker safety reporting, if needed to support Committee deliberations. The Chief Safety Officer serves as the intermediary for all communications between the Committee, the Account Executive, and the Board of Directors. Communications can be delivered in person, via email, or through attendance at Board of Directors meetings.

Valley Metro does not require Safety Committee members to attend any special training due to their representation on the committee.

See also the *Safety Committee Procedures* document located on Valley Metro Hub subfolder (Safety Committee Policy and Procedures) of the PTASP folder.

5. SAFETY RISK REDUCTION PROGRAM – 673.11(a)(7)

A. Approach to Improving Safety Performance

Valley Metro approach to improving safety performance by reducing the number and rates of safety events, injuries, and assaults on transit workers addresses the following:

- The reduction and mitigation of vehicular and pedestrian safety events involving transit vehicles, including mitigations consistent with Valley Metro safety risk mitigation processes described in the Safety Risk Management section of this ASP.
- The reduction and mitigation of assaults on transit workers, including mitigations consistent with Valley Metro Safety risk mitigation processes described in the Safety Risk Management section of this ASP.
- Any safety risk mitigations identified and recommended by the Safety Committee based on a safety risk assessment for the safety risk reduction program are included in Appendix F of this ASP.

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

The Safety Committee has established the following safety performance targets for the safety risk reduction program based on the safety performance measures outlined in the National Public Transportation Safety Plan, which FTA updated in April 2024. All rates are per actual vehicle revenue miles (VRM). These targets are set annually using a three-year rolling average of the data Valley Metro submits to the National Transit Database (NTD) and present a reduction from the three-year average.

Table 2: Safety Risk Reduction Program Targets

Target	Fixed-Route Bus	Demand Response	Commuter Bus
Major Events total	10.5	0.9	0.3
Major Event rate (per VRM)	0.00000546	0.00000781	0.00000661
Collision rate (per VRM)	0.00000094	0.00000260	0
Pedestrian Collision rate (per VRM)	0	0	0
Vehicular Collision rate (per VRM)	0.00000094	0.00000260	0
Fatalities total	0	0	0
Fatality rate (per VRM)	0	0	0
Transit Worker Fatality rate (per VRM)	0	0	0
Injuries total	9.9	0.9	0.3
Injury rate (per VRM)	0.00000515	0.00000781	0.00000661
Transit Worker Injury rate (per VRM)	0.00000047	0.00000520	0.00000661
Assaults on Transit Workers total	0	0	0
Rate of Assaults on Transit Workers (per VRM)	0	0	0
System Reliability (VRM/failures)	Pending Final Report	Pending Final Report	Pending Final Report

6. GENERAL ANNUAL SAFETY PERFORMANCE TARGETS – 673.11(a)(3)

Valley Metro has established the following annual general safety performance targets based on the safety performance measures outlined in the [National Public Transportation Safety Plan](#), which FTA updated in April 2024. All rates are per actual VRM. These targets are set annually using a three-year rolling average of the data Valley Metro submits to the NTD.

Table 3: General Safety Performance Targets

Target	Fixed-Route Bus	Demand Response	Commuter Bus
Major Events total	10.5	0.9	0.3
Major Event rate (per VRM)	0.00000546	0.00000781	0.00000661
Collisions total	1.8	0.3	0
Collision rate (per VRM)	0.00000094	0.00000260	0
Injuries total	9.9	0.9	0.3
Injury rate (per VRM)	0.00000515	0.00000781	0.00000661
Assaults on Transit Workers total	0	0	0
Assaults on Transit Workers rate (per VRM)	0	0	0

Disclaimer: 2025 Major Mechanical Failure and System Reliability data is currently under review and pending final verification. Final calculations and targets will be updated upon completion of the agency's reporting review process and validation of NTD/PTN reportable events.

7. COORDINATION WITH METROPOLITAN, STATEWIDE, AND NON-METROPOLITAN PLANNING PROCESSES - 673.15

Valley Metro will make our SPTs available to TxDOT and the Rio Grande Valley Metropolitan Planning Organization (RGVMPO) to aid in those agencies' respective regional and long-range planning processes. To the maximum extent practicable, Valley Metro will coordinate with TxDOT and the MPO in the selection of State and MPO SPTs as documented in the Interagency Memorandum of Understanding (MOU).

Each year during the FTA Certifications and Assurances reporting process, Valley Metro transmits any updates to its SPTs to both the RGVMPO and TxDOT (unless those agencies specify another time in writing).

8. ASP ANNUAL REVIEW AND UPDATE PROCESS

A. ASP Development and Coordination with TxDOT – 673.11(d)

Valley Metro 2020 ASP was developed by TxDOT in coordination with Valley Metro. Valley Metro provided a letter to TxDOT opting into participation on March 15, 2019, and was an active participant in the development of the 2020 ASP through sharing existing documentation and participating in communication and coordination throughout the development of the plan.

TxDOT is not responsible for updating Valley Metro ASP.

B. ASP Annual Review – 673.11(a)(5)

As part of Valley Metro ongoing commitment to fully implementing SMS and engaging transit workers in developing a robust safety culture, Valley Metro reviews the ASP and all supporting documentation annually so that it accurately reflects the agency's current SMS processes and procedures.

The annual review will include the ASP and supporting documents (Standard Operating Procedures [SOPs], Policies, Manuals, etc.) that Valley Metro uses to fully implement all of its safety management processes (see Appendix A). Valley Metro will also update its general safety performance targets, and the safety performance targets for the safety risk reduction program.

The annual ASP review will follow the schedule provided in Table 4 on the next page. As processes are changed to fully implement SMS or new processes are developed, Valley Metro will track those changes for use in the annual review.

The implementation of SMS is an ongoing and evolving process, and as such, this PTASP is a working document. Therefore, a clear record of changes and adjustments is kept in the PTASP for the benefit of safety plan performance management and to comply with Federal statutes (see Table 5).

Table 4: ASP Annual Update Timeline

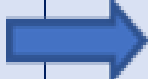
Task	Jan	Feb	Mar	Apr	May	June	July	Aug
Management and Safety Committee Review Agency Operations and SMS Documentation • <i>Safety Policy;</i> • <i>Risk Management;</i> • <i>Safety Assurance; and</i> • <i>Safety Promotion.</i>								
Update targets								
Make necessary changes to ASP and send to Accountable Executive for signature								
Safety Committee approves ASP								
LRGVDC – Valley Metro Board of Directors approval								



Table 5 is used to record changes made to the ASP during each annual update. This table is a permanent record of the changes to the ASP over time.



Table 5: ASP Record of Changes

Document Version	Section/Pages Changed	Reason for Change	Reviewer Name	Date of Change
Public Transit Agency Safety Plan – Version 2	Annual Review – 673.11 (a)(5)	Valley Metro is ongoing commitment to fully implement and engage in developing a safety culture.	Maribel Contreras & Dora Cruz	August 31, 2022
Public Transit Agency Safety Plan – Version 3	- Page 4. Revised new Accountable Executive from Maribel Contreras to Tom Logan - Page 11. Annual Review – 673.11 (a)(5) - Page 6 & 7. Transit Agency Information - Organizational Chart - Safety Risk Mitigation, Bipartisan Infrastructure Law requirements. - Table 5 - Safety Performance Targets - Page 35 Appendix C	Valley Metro is ongoing commitment to fully implement and engage in developing a safety culture. Organizational Chart Updated Safety Performance Targets Implementation of Infectious disease exposure	Tom Logan & Dora Cruz	December 13, 2023
Public Transit Agency Safety Plan – Version 4	- Annual Review – 673.11 (a)(5) - FTA’s Required Action Regarding Assaults on Transit Workers - Table 5 – SPT	Valley Metro’s ongoing commitment to fully implement and engage in developing a safety culture. 49 CFR § 673.25(c)	Dora Cruz	December 11, 2024
Public Transit Agency Safety Plan – Version 5	- Annual Review – 673.11 (a)(5) - Page 6 Transit Agency Information - Page 7 Organizational Chart	Valley Metro is ongoing commitment to fully implement and engage in developing a safety culture. Organizational Chart Updated Safety Performance Targets	Tom Logan & Dora Cruz	October 29, 2025
Public Transit Agency Safety Plan – Version 6	- Annual Review – 673.11 (a)(5) - Updating Missing elements.	Valley Metro’s ongoing commitment to fully implement and engage in developing a safety culture.	Dora Cruz & Sandra Carrizales	August 26, 2026

9. SAFETY MANAGEMENT POLICY

A. Authorities, Accountabilities, & Responsibilities – 673.23(d)

Valley Metro has established the necessary authority, accountability, and responsibilities for the management of safety amongst key individuals or groups within the organization, as they relate to the development and management of our SMS. In general, the following defines the authority and responsibilities associated with our organization.

Accountable Executive

Valley Metro Accountable Executive has ultimate responsibility for carrying out the ASP and the agency's Transit Asset Management (TAM) Plan and control or direction over the human and capital resources needed to develop and maintain both the ASP, in accordance with 49 U.S.C. 5329(d), and the agency's TAM Plan, in accordance with 49 U.S.C. 5326. The Accountable Executive is accountable for ensuring that Valley Metro SMS is effectively implemented throughout the system and for ensuring action is taken, as necessary, to address substandard performance in Valley Metro SMS. The Accountable Executive may delegate specific responsibilities, but the ultimate accountability for Valley Metro safety performance cannot be delegated and always rests with the Accountable Executive.

The Accountable Executive also implements the safety risk mitigations for the safety risk reduction program that are included in this ASP and considers all other safety risk mitigations recommended by the Safety Committee.

Agency Leadership and Executive Management

Valley Metro leadership and Program Supervisors have authority or responsibility for the day-to-day implementation and operation of our agency's SMS. Figure 2 provides a list of the titles of Valley Metro management and leadership. All levels of management are also:

- Responsible for leading the development of an organizational culture that promotes safe operations
- Provide appropriate resources to support the SMS and a positive safety culture
- Encourage effective employee safety reporting and communication.

Chief Safety Officer (CSO)

The CSO is an adequately trained individual who has responsibility for safety and authority and responsibility as designated by the Accountable Executive for the day-to-day implementation and operation of Valley Metro's SMS. As such, the CSO reports directly to the Accountable Executive.

Key Staff

Valley Metro and contractor staff, groups of staff, and committees support the Accountable Executive and CSO in developing, implementing, and operating our agency's SMS. Key Staff include frontline transit workers who perform daily tasks and activities where hazards can be readily identified and addressed before the hazards become adverse events. These employees are critical to SMS success through each employee's respective role in reporting safety hazards, which is where an effective SMS and a positive safety culture begin.

Safety Committee – 673.19(d)

The Safety Committee's responsibilities to oversee Valley Metro safety performance include:

- Reviewing and approving updates to the ASP.
- Identifying and recommending safety risk mitigations necessary to reduce the likelihood and severity of potential consequences identified through Valley Metro's safety risk assessment process, including safety risk mitigations associated with any instance where the transit agency did not meet an annual safety performance target in the safety risk reduction program.
- Identifying safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended, including safety risk mitigations associated with any instance where the transit agency did not meet an annual safety performance target in the safety risk reduction program.
- Identifying safety deficiencies for purposes of continuous improvement, including any instance where the transit agency did not meet an annual safety performance target in the safety risk reduction program.
- Establishing annual safety performance targets for the agency's safety risk reduction program.

See also the *Safety Committee Policy and Procedures* document located on Valley Metro main hub and in the PTASP folder.

B. Safety Management Policy Statement – 673.23(a)

Safety is Valley Metro's first priority. Valley Metro is committed to implementing, developing, and improving strategies, management systems, and processes to ensure that all our activities uphold the highest level of safety performance and meet required safety standards.

We will develop and embed a safety culture in all our activities that recognizes the importance and value of effective safety management and acknowledges at all times that safety is paramount.

We will clearly explain for all staff their accountabilities and responsibilities for the development and operation of the SMS.

For passengers and employees, we will minimize the safety risk associated with transit service to as low as reasonably practicable and we will work to comply with and, wherever possible, exceed legislative and regulatory requirements and standards. We will also work to ensure that all employees are provided with adequate and appropriate safety information and training, are competent in safety matters, and are only allocated tasks commensurate with their skills.

We have established Safety Performance Targets (SPT) to help us measure the overall effectiveness of our processes and ensure we meet our safety objectives. We will issue quarterly reports to the entire organization documenting how well we met our safety performance targets and describing the safety risk mitigations we implemented to reduce safety risk.

The Safety Committee was established through a meeting that management held to discuss the low level of engagement and determine the best approach to ensure frontline employee representation within the Safety Committee and comprises an equal number of frontline transit worker representatives and management representatives. The Safety Committee has a strong voice in safety-related decision-making through its responsibilities described in our SRM and SA processes.

C. Communicating the Safety Management Policy– 673.23(c)

Valley Metro is committed to ensuring the safety of our clientele, personnel, contractors, and operations. Part of that commitment is developing an SMS and an agency-wide safety culture that reduces agency safety risk to the lowest level possible. The first step in developing a full SMS and agency-wide safety culture is communicating our SMP throughout our agency.

The SMP and safety objectives are at the forefront of all communications. This communications strategy will include posting the policy in prominent work locations for existing transit workers and adding the policy statement to the onboarding material for all new employees. Additionally, the policy statement will be incorporated into our agency's regular safety meetings and other safety communication efforts. The policy is signed by the Accountable Executive to ensure that all employees are aware of management's support for the policy.

D. Transit Worker Safety Reporting Program – 673.23(b)

Valley Metro has established and implemented a safety reporting program that enables transit workers to report safety conditions directly to senior management, provides protection for employees who report safety conditions to senior management, and includes a description of employee behaviors that may result in disciplinary action.

Frontline transit workers are a significant source of safety data. These transit workers are typically the first to spot unsafe conditions that arise from unplanned conditions either on the vehicles, in the maintenance shop, or in the field during operations. Valley Metro recognizes that our transit workers, including contractors, are most familiar with the details of their respective jobs and work environment, which makes their input critical to maintaining safety in the workplace. Therefore, transit workers must promptly report safety concerns such as:

- Unsafe acts
- Unsafe conditions
- Near misses
- Assaults on transit workers

- Safety hazards
- Security risk
- Safety concerns
- Safety recommendation

Valley Metro ensures no action will be taken against transit workers who disclose safety concerns through the reporting system unless disclosure indicates an illegal act, gross negligence, or deliberate or willful disregard of regulations or procedures.

There are several ways transit workers can report their safety concerns to management:

1. Directly to their supervisors.
2. Directly to the Chief Safety Officer and/or Account Executive.
3. Through a Safety Committee representative.
4. Via email or incident and accident form
5. Employee Safety Reporting box in break room areas

In general, the Valley Metro safety reporting program used by transit workers ensures that all transit workers are encouraged to report safety conditions directly to senior management or their direct supervisor for elevation to senior management. The CSO and Safety Committee routinely review safety data captured via this avenue. When necessary, the CSO, management team, and the Safety Committee ensure that the concerns are investigated or analyzed through the SRM process. As appropriate, information about reported concerns will be shared with the reporting individual and all Valley Metro employees to raise awareness and share mitigation solutions or best practices.

10. Safety Risk Management – 673.25

By adopting this ASP, Valley Metro is establishing the SRM process, which includes the components presented in Figure 3 for identifying and analyzing hazards and assessing and mitigating safety risk in compliance with the requirements of 49 CFR part 673.25. The SRM process described in this section applies to all the elements of the Valley Metro system.

Figure 3: Safety Risk Management Process



Valley Metro SRM is focused on implementing and improving actionable strategies that Valley Metro has undertaken to identify, assess, and mitigate safety risk to an acceptable level. A Safety Risk Assessment Form enables Valley Metro to formally document hazards, potential consequences of the hazards, safety risk assessment results, anticipated safety risk mitigations, and track the status of implemented safety risk mitigations. It provides Valley Metro with an ongoing, up-to-date assessment of the overarching safety concerns that the agency faces during transit service delivery and supporting operations, and the controls (safety risk mitigations) put in place to address them. The Safety Committee reviews all results of safety risk assessments, which are stored in Valley Metro PTASP Folder.

A. Hazard Identification – 673.25(b)

Safety risk management activities are contingent on effectively identifying sources of hazards and the processes to obtain information on hazards. A hazard is 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. A real hazard is observable and present; it exists within the system. Through training and reporting procedures, Valley Metro ensures that personnel can identify hazards and that each employee clearly understands that they have a responsibility to immediately report any identified safety hazards to their supervisors. Continued training helps employees develop and improve the skills needed to identify hazards. Valley Metro uses incident reports and records to determine specific areas of training that need to be covered with employees to ensure that safety hazard identification is continuously improved.

The following are examples of Valley Metro sources for hazard identification:

- Data and information provided by TxDOT and FTA.
- Data and information regarding exposure to infectious disease provided by the Centers for Disease Control and Prevention (CDC) or the Texas Department of State Health Services.
- Results of asset condition assessments, which help inform the determination on whether an asset meets the state of good repair standards under 49 CFR part 625.
- Our employee safety reporting program.
- Review of vehicle camera footage.
- Reviews of monthly performance data and safety performance targets.

- Observations by and reports from supervisors.
- Pre- and post-trip vehicle maintenance reports.
- Maintenance reports.
- Comments from customers, passengers, and third parties.
- Reviews of information concerning bus operator assaults.
- Safety Committee and Safety Meetings.
- Results of audits and inspections of vehicles and facilities.
- Results of training assessments.
- Results of internal safety audits.
- Investigations into safety events, incidents, and occurrences.

The CSO and Account Executive are responsible for overseeing Valley Metro hazard identification process and ensuring that identified hazards are recorded in the Safety Risk Assessment Form and analyzed for potential consequences with the assistance of SMEs, if needed. Hazards in and of themselves do not cause damage. It is the consequences of hazards that cause injuries and death, destroy property, harm the environment, or impair the ability of a transit provider to deliver transit services. A consequence is the effect of a hazard.

Staff may conduct further analysis of hazards and consequences entered to collect information, identify additional consequences, and to inform management which hazards should be prioritized for safety risk assessment. In following up on identified hazards, staff may:

- Reach out to the reporting party, if available, to gather all known information about the reported hazard;
- Conduct a walkthrough of the affected area, assess the possible hazardous conditions, generate visual documentation (photographs and/or video), and take any measurements that are deemed necessary;
- Conduct interviews with employees in the area to gather potentially relevant information on the reported hazard;
- Review any documentation associated with the hazard (such as records, reports, procedures, inspections, technical documents, etc.);
- Contact other departments that may have an association with or technical knowledge relevant to the reported hazard;
- Review any previously reported hazards of a similar nature; and
- Evaluate tasks and/or processes associated with the reported hazard.

Customers are also our partners in safety. Here at Valley Metro, we encourage our customers to bring their safety concerns to our attention, whether through our bus operators or our Customer Service Team. Customer Service contact information is available on all our transit buses.

Customers can also visit our website and social media platform and submit safety concerns. The Customer Service Team is responsible for documenting and forwarding the customer's concern to the appropriate individual or division for resolution.

Safety Site Inspections are performed to:

- Identify hazards, risks, and unsafe practices by inspecting areas with a designated department representative or a member of the Safety Committee.
- Proactively take corrective actions by noting and photographing concerning findings and abatement issues. Items that can be diminished immediately will be done on the spot and a record of the reduction notated
- Promote a safe and healthy working environment by providing a systematic and consistent inspection schedule to identify hazards, risks, and unsafe practices.
- Serve as a positive performance indicator and encourages safe work practices by documenting that we are achieving our safety goals and acknowledging employees observing safety policies when performing their work.

Monthly Safety Inspections

The Facilities Specialist will conduct formal site safety inspections every month. These inspections may include Valley Metro Administration and Facility Operations buildings, and any transit facility operated by or occupied by Valley Metro personnel. The Program Supervisor will ensure that facility safety concerns are routed to the appropriate division for immediate investigation and mitigation.

The Program Specialist will use a tracking log for Monthly Inspections. Completed inspection forms are generated from iAuditor Program and forwarded to the responsible employee (s) for timely correction. Every inspection is recorded and retained in iAuditor.

B. Safety Risk Assessment – 673.25(c)

Valley Metro has developed methods to assess the likelihood and severity of the consequences of identified hazards to determine if safety risk mitigation is necessary and to inform prioritization of safety risk mitigations. Valley Metro assessment process takes into account existing safety risk mitigations.

The risk assessment is conducted by the CSO and Account Executive, supplemented by subject matter experts from the respective departments or section to which the risk applies. The process employs a safety risk matrix, similar to the one presented in Figure 4, that allows the safety team to visualize the assessed likelihood and severity, and to help decision-makers understand when actions are necessary to reduce or mitigate safety risk.

Figure 4: Example Safety Risk Assessment Matrix

RISK ASSESSMENT MATRIX				
SEVERITY LIKELIHOOD	Catastrophic (1)	Critical (2)	Marginal (3)	Negligible (4)
Frequent (A)	High	High	High	Medium
Probable (B)	High	High	Medium	Medium
Occasional (C)	High	Medium	Medium	Low
Remote (D)	Medium	Medium	Low	Low
Improbable (E)	Medium	Low	Low	Low

The Risk Assessment Matrix is an important tool. If a risk is assessed and falls within one of the red zones, the risk is determined to be unacceptable under existing circumstances. This determination means that management must act to mitigate the situation. If the risk is assessed and falls within one of the yellow zones, the risk is determined to be acceptable, but monitoring is necessary. If the risk falls within one of the green zones, the risk is acceptable under the existing circumstances.

After a hazard's potential consequences have been assessed for likelihood and severity, the results are documented in the Safety Risk Assessment Form. This information is used to move to the next step, safety risk mitigation.

C. Safety Risk Mitigation – 673.25(d)

Developing safety risk mitigations to proactively reduce Valley Metro safety risk is the culmination of the SRM process. Valley Metro has established methods to identify safety risk mitigations necessary as a result of its safety risk assessment activities to reduce the likelihood and/or severity of a hazard's potential consequences. The goal of this step is to avoid or reduce the assessed risk rating to an acceptable level. However; mitigations do not typically eliminate the risk entirely.

The CSO works with the Safety Committee and subject matter experts from the respective divisions to which the risk applies. The Safety Committee reviews the results of safety risk assessments and provides mitigation recommendations. As sources of safety risk mitigation, Valley Metro considers guidance provided by the FTA and TxDOT and guidelines to prevent or control exposure to infectious diseases provided by the CDC or the

Department of State Health Services. Previously documented risk resolution and hazard mitigation activities and the resolutions' documented level of success may also be reviewed and considered in the process. If the hazard is external (e.g., roadway construction by an outside agency), information and input from external actors or experts may also be sought to take advantage of all reasonably available resources and avoid any unintended consequences.

Based on the results of safety risk assessments, Valley Metro also involves the Safety Committee in identifying safety risk mitigations for the safety risk reduction program. These are the safety risk assessments related to vehicular and pedestrian safety events involving transit vehicles and assaults on transit workers. If Valley Metro misses a safety performance target set by the Safety Committee for the safety risk reduction program, the Safety Committee is also involved in identifying recommendations for the missed safety risk reduction program target. Valley Metro and the Safety Committee consider mitigations to reduce visibility impairments for operators that contribute to accidents, including retrofits to vehicles in revenue service and specifications for future procurements that reduce visibility impairments. They also consider deployment of assault mitigation infrastructure and technology on transit vehicles and in transit facilities, including barriers to restrict the unwanted entry of individuals and objects into bus operator workstations. The mitigations recommended to address risk assessments related to the safety risk reduction program are included in Appendix F of this ASP.

When the Safety Committee recommends a safety risk mitigation unrelated to the safety risk reduction program and the Accountable Executive decides not to implement the safety risk mitigation, the Accountable Executive prepares a written statement explaining the decision and submits and presents this explanation to the Safety Committee and the Board of Directors.

Accepted mitigations are assigned to an appropriate staff member or team for implementation. The assigned personnel and the specific implementation responsibilities are documented, along with the responsibilities and metrics for monitoring mitigations once they are implemented. Among the responsibilities of the mitigation team leader is documenting the mitigation effort, including whether the mitigation was carried out as designed. Implemented mitigations are monitored through Valley Metro SA process.

11. Safety Assurance – 673.27 (a)

SA means processes within the Valley Metro SMS that function to ensure the implementation and effectiveness of safety risk mitigation and that Valley Metro meets or exceeds its safety objectives through the collection, measurement, analysis, and assessment of information. SA helps to ensure that the mitigations put in place to manage safety risk are carried out and working as intended, potential safety issues are identified early, and safety objectives are met.

A. Safety Performance Monitoring and Measuring – 673.27(b)

Monitoring Compliance and Sufficiency of Operations and Maintenance Procedures – 673.27(b)(1)

Valley Metro monitors its system for compliance with and sufficiency of its operations and maintenance procedures. Monitoring activities provide Valley Metro with reasonable assurance that its established procedures are being followed and are effective. It helps verify what Valley Metro expects to happen, based on our operations and maintenance procedures, does happen. Moreover, monitoring helps Valley Metro identify areas where the safety impact of procedures could be maximized by refining those procedures. Monitoring also helps Valley Metro identify instances of practical drift, which occur when practice has become uncoupled from procedure due to a transit worker introducing shortcuts, making adaptations, or changing how they implement rules and procedures over time. By identifying instances of practical drift, Valley Metro improves compliance with procedures.

A list of documents describing the safety-related operations and maintenance procedures cited in this ASP is provided in Appendix A of this document.

Supervisors monitor employee compliance with Valley Metro SOPs through direct observation, inspections, and review of information from internal reporting systems.

Ride checks provide a chance to correct actions before an accident/incident occurs. A systematic process is used to identify who needs a ride check and when. Field Supervisors conduct ride checks to evaluate the performance holistically and include evaluation of the following:

- Health and well-being as it relates to safety
- Customer Service
- Diffusing angry customers
- De-escalation techniques
- Operator Assaults
- Operation skills
- Bike rack usage
- Ramp usage
- Sharing the road with Bicyclists
- Recognizing hazards
- Mirror usage
- How to avoid fixed objects

Field Supervisors provide Ride Checks as outlined below:

- Field Supervisors are required to perform at least one Ride Check on each operator per year.

Additional oversight and review opportunities are planned for specific groups to create positive coaching and help change behavior.

These groups include:

- Operators within their six-month new-hire probation.
- Operators with safety or customer service-related issues as determined by Operations Management team.
- Special requests from the Safety Division or Operations Administration.
- On-board Ride Checks are conducted using the Onboard Observation Form.

The Program Supervisor of Operations is responsible for tracking and administering onboard observations. The Tracking log system records information and maintains a record of evaluations. Instructors, Operations Administration, Field Supervisors, and Safety may access the data to work on needed training and/or corrective coaching.

Valley Metro monitors the following areas within the vehicle maintenance function and documents all monitoring activities and their results:

- Adherence to preventive maintenance schedules;
- Effectiveness of corrective maintenance activities, and;
- Maintenance-related vehicle road calls
- Safety defect reporting process

Shop Foremen regularly:

- Monitor compliance with the preventive maintenance schedule,
- Review defect cards and work orders related to corrective maintenance activities, and
- Review road call activities, including the history of maintenance performed on vehicles that have had road calls.

The Program Supervisor of Maintenance is responsible for tracking that the Shop Foremen are monitoring the preventive maintenance schedule, reviewing work orders, etc. The Tracking log system records information and maintains a record of maintenance work completed through the maintenance software. Instructors, Maintenance Administration, Shop Foremen, and Safety may access the data to work on needed training and/or corrective coaching.

Valley Metro addresses non-compliance with standard procedures for operations and maintenance activities through a variety of actions, including revision to training materials and delivery of employee and supervisor

training if the non-compliance is systemic. If the non-compliance is situational, then activities may include supplemental individualized training, coaching, and heightened management oversight, among other remedies.

At times employees may fully follow the procedures in place, but the actual operations or maintenance procedures themselves may still be inadequate and create potential safety risks. When this happens, the employee or responsible person should report the concern or deficiency through the Safety Risk Management process for further review.

Monitoring Mitigations – 673.27(b)(2)

Division Heads are responsible for monitoring operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended. During the safety risk mitigation development process, responsibilities for mitigation monitoring and the metrics used to determine the effectiveness of mitigations are assigned. The Safety Committee's role in mitigation monitoring involves reviewing the results of each department's monitoring efforts, including metrics data, to provide input and feedback.

Mitigation monitoring activities assist Valley Metro in determining whether:

- The existing mitigation is working as desired;
- The existing mitigation needs some modification to work as desired;
- the existing mitigation is not working and needs to be replaced, or;
- The existing mitigation is no longer needed.

If it is determined that the safety risk mitigation did not bring the risk to an acceptable level or otherwise failed to meet safety objectives, then the supervisor resubmits the consequences of the hazard to the SRM process. The Account Executive will work with the supervisor and subject matter experts to reanalyze the hazard and consequences and identify additional mitigation or alternative approaches to implementing the mitigation. This process involves Safety Committee input.

In the event a mitigation was determined to be ineffective due to an operator's willful failure to adhere to established policies and procedures, the operator is subject to refresher training and the disciplinary process to encourage future compliance.

The information derived from monitoring activities is documented for future analysis and trending.

Safety Event Investigation to Identify Causal Factors – 673.27(b)(3)

Valley Metro currently conducts investigations of safety events in accordance with its Accident/Incident investigation procedures. The objective of the investigation is to identify causal factors of the event and actionable strategies that Valley Metro can employ to address any identifiable organizational, technical, or environmental hazard at the root cause of the safety event for the purpose of preventing recurrence and mitigating risk. Valley Metro conducts analysis on root causes to determine if any mitigations are currently in place and whether additional mitigations are required.

Valley Metro conducts investigations as per Valley Metro Incident and Accidents Procedures, see appendix A

Safety event investigations that seek to identify and document the root cause of an accident or other safety events are a critical component of the SA process because they are a primary resource for the collection, measurement, analysis, and assessment of information. Causal and contributing factors include key actions, situations, or conditions that led to an event's occurrence or that increased an event's effects. Determining causal factors is about more than "at-fault" determinations or establishing whether a safety event was "preventable" or "non-preventable." Valley Metro examines the actions immediately preceding the event and organizational factors that may have contributed to the event, such as procedures, training, supervision, or resourcing. Valley Metro may also analyze factors related to the operating environment, the natural environment (snow, ice, rain, etc.), or the condition of infrastructure or equipment.

Valley Metro uses various information to help in identifying and documenting root causes of accidents and incidents and may examine:

- Organizational factors (the elements of the transit agency's management, policies, and procedures that contributed to the safety event)
- Equipment and infrastructure factors (the failures in functioning of vehicles or other technological components of the transit system that contributed to a safety event)
- Environmental factors (the characteristics of the environment in which the people and vehicles were operating that contributed to the safety event)
- Outside factors (the larger context in which the transit agency is operating, where factors outside the control of the agency contributed to the safety event)
- Human factors (the errors, rule violations, and characteristics of the people involved that contributed to the safety event)

Monitoring Internal Safety Reporting Programs – 673.27(b)(4)

As a primary part of the internal safety reporting program, Valley Metro monitors information reported by transit workers through the Valley Metro safety reporting program. When a report originating through the complaint process documents a safety hazard, the supervisor submits the hazards identified through the internal reporting process, including previous mitigation in place at the time of the safety event. The supervisor submits the hazard report to the SRM process to be analyzed, evaluated, and, if appropriate, assigned for mitigation/resolution.

Valley Metro also routinely reviews safety data captured in safety meeting minutes, customer complaints, and other safety communication channels. Identified hazards are put through Valley Metro safety risk assessment process.

B. Continuous Improvement – 673.27(d)

Valley Metro processes identify deficiencies in its SMS and its safety performance against its general safety performance targets and its safety risk reduction program targets. To identify deficiencies, Valley Metro uses its general targets, safety risk reduction program targets, and leading and lagging safety performance indicators to monitor and track safety performance. This enables Valley Metro to prioritize resources to address safety risk and assess the effectiveness of its investments.

Processes to ensure continuous improvement include:

- The Safety Committee and other applicable personnel reviewing, analyzing, and discussing collected safety performance data at various meetings to identify unmet targets.
- Conducting in-depth investigations into when performance gaps have been identified to determine what performance problems exist.
- Involving safety personnel to make informed resource allocation decisions that balance efficiency with
- Safe operations.
- Utilizing data to identify the need for additional staff training or technical assistance.
- Motivating employees to continue making program improvements by communicating the implemented changes resulting from their input and the benefits those changes have had on system safety.

If, during safety performance monitoring processes, Valley Metro finds that it does not meet an established safety risk reduction program target, it will use its safety risk assessment processes to assess the associated safety risk. The Safety Committee will then recommend mitigations should the risk assessment indicate this is necessary. Valley Metro documents all mitigations recommended by the Safety Committee in Appendix F.

In the case that Valley Metro does not meet a safety risk reduction program target, it will allocate its safety set-aside (0.75%) in the following fiscal year to safety-related projects eligible under Section 5307 that are reasonably likely to assist in meeting the target in the future.

If Valley Metro identifies any deficiencies as part of its safety performance assessment, it will develop and carry out, under the direction of the Accountable Executive, a plan to address identified safety deficiencies and make necessary corrective actions. When Valley Metro fails to meet a safety risk reduction program target and the Safety Committee identifies mitigations to address the safety risk associated with the missed target, Valley Metro will also develop and carry out a plan, under the direction of the Accountable Executive, that includes these mitigations. These plans may include efforts to address underlying hazards and potential consequences through Safety Risk Management, refining data collection or analysis methods to improve situational understanding or testing and evaluating new approaches to SMS processes.

12. Safety Promotion – 673.29

Management support is essential to developing and implementing SMS. SP includes all aspects of how, why, when, and to whom management communicates safety-related topics. SP also includes when and how training is provided. The following sections outline both the safety competencies and training that Valley Metro has implemented and how safety-related information is communicated.

A. Safety Competencies and Training – 673.29(a)

Valley Metro ensures comprehensive training is provided to all transit workers, including those directly responsible for safety, regarding their job duties and general responsibilities. This training includes safety responsibilities related to the employee's position, de-escalation training, and refresher training. As part of SMS implementation, Valley Metro ensures the following:

- Thorough reviews are conducted of general staff categories (administrative, driver, supervisor, mechanic, maintenance, etc.) and the respective staff safety-related responsibilities.
- Training requirements spelled out in 49 CFR part 672 (Public Transportation Safety Certification Training Program-PTSCTP) are assessed for their value to Valley Metro, even though Valley Metro is not subject to the PTSCTP requirements.
- Training materials available on the FTA PTASP Technical Assistance Center website are assessed.
- Training materials available from industry sources are assessed, such as the Community Transportation Association of America and the American Public Transportation Association websites.
- Competencies and training required to meet the safety-related activities for each general staff category are developed.
- Expectations for ongoing safety training and safety meeting attendance are developed.
- A training matrix to track progress on individuals and groups within the organization has been developed.
- Job notices associated with general staff categories are adjusted to ensure that new personnel understand the safety-related competencies and training needs and the safety-related responsibilities of the job.

All transit workers receive New Employee Orientation Training on the essential elements of employee safety, and on safety concern identification and reporting training. De-escalation training is provided for all operations, maintenance, and personnel directly responsible for safety. Depending upon job classification, some employees may receive additional training in Transit Operator Assaults, Bloodborne Pathogens, Back Safety, Lifting Safety, Office Safety, and other safety programs required to do their job safely and effectively. Refresher training may be required for specific programs and will be done following changes to the agency's safety policies and local, state, and federal requirements.

To increase the safety knowledge of our agency, Safety Division personnel are also encouraged to participate in available professional development activities and peer-to-peer exchanges as a source of expertise and information on lessons learned and best practices in hazard identification.

Operator Training

Training programs are also subject to internal auditing that includes auditing of trainer performance and content. Tracking the number of accidents/incidents incurred by new operators is one measure to evaluate the effectiveness of new operator training.

Valley Metro classroom training course is approximately one week for new operators. Training begins with the operator selection process. An evaluation of skills sets must be considered during selection. On the job training with experienced employees will commence upon successful completion of the classroom training. The trainer documents that each trainee is proficient in all curriculum elements. Lastly, Valley Metro operators are trained to contact dispatch in emergencies and in the event of a specific crisis.

Maintenance Safety Training

Training programs are also subject to internal auditing that includes auditing of trainer performance and content. Tracking the number of accidents/incidents incurred by new maintenance staff is one measure to evaluate the effectiveness of new maintenance staff training.

The Valley Metro Maintenance Training Program provides new employees with classroom and hands-on training covering agency policies, workplace safety, vehicle equipment, required documentation, and maintenance procedures. Classroom training is a minimum of two days and includes TAPCO safety training and operational instruction. Upon successful completion of the classroom training, the employee is assigned to work alongside an experienced employee for on-the-job training to ensure they can safely and effectively perform maintenance duties.

In addition to maintenance safety training, maintenance personnel attend regular safety meetings once a month, which include the following:

- General Shop Safety
- Hand Tool Safety
- Protection Against Blood-Borne Pathogens
- Attitude and Behavior
- Equipment Safety
- Personal Protective Equipment Safety
- Operational Safety: Heavy equipment

B. Safety Communication – 673.29(b)

Valley Metro regularly communicates safety and safety performance information throughout our agency's organization that, at a minimum, conveys information on hazards and safety risks relevant to transit worker roles and responsibilities and informs transit workers of safety actions taken in response to reports submitted through the safety reporting program or other means.

Valley Metro reports any safety-related information to the Valley Metro Board of Directors at their regular meetings, including safety performance information. In addition, Valley Metro holds regularly scheduled meetings with drivers to ensure that any safety-related information is passed along that would affect the execution of drivers' duties. Valley Metro also posts safety-related and other pertinent information in a common room for all employees.

Semi Annual regular driver safety meetings are held to ensure that safety-related information is relayed to the key members of our agency's safety processes. Other communication methods include providing opportunities for transit workers to discuss hazard and safety risk information. Safety bulletins and safety information are posted in locations throughout the transit system.

Valley Metro systematically collects catalogs, and, where appropriate, analyzes and reports safety and performance information to all staff. To determine what information should be reported, how the information should be reported, and to whom, Valley Metro answers the following questions:

- What information does this individual need to do their job?
- How can we ensure the individual understands what is communicated?
- How can we ensure the individual understands what action must be taken as a result of the information?
- How can we ensure the information is accurate and kept up to date?
- Are there any privacy or security concerns to consider when sharing information? If so, what should we do to address these concerns?

In addition, Valley Metro periodically reviews current communications strategies to determine whether others are needed.

In support of tracking performance on our SA and SP processes, Valley Metro conducts a yearly safety culture survey. The survey is designed to help Valley Metro evaluate the effectiveness of its communication regarding safety and safety performance information throughout the organization. The survey collects information on how safety is perceived and embraced by Valley Metro administrators, supervisors, staff, and contractors. The survey is also designed to help Valley Metro assess how effectively it conveys information on hazards and safety risks relevant to employees' roles and responsibilities and informs employees of safety actions taken in response to reports submitted through the safety reporting program.

13. ASP Documentation and Recordkeeping – 673.31

At all times, Valley Metro will maintain documents that set forth its ASP, including those documents related to the implementation of Valley Metro SMS and to the results from SMS processes and activities. Valley Metro will also maintain documents that are included in whole or by reference, which describe the programs, policies, and procedures that it uses to carry out the ASP and all iterations of those documents. These documents will be made available upon request to the FTA, other Federal entity, or TxDOT. Valley Metro will maintain these documents for a minimum of three years after the documents are created. These additional supporting documents are cataloged in Appendix A, and the list will be kept current as a part of the annual ASP review and update.

14. APPENDIX A – Supporting Documents

Table 6: ASP Supporting Documents

File Name	Revision Date	Document Name	Document Owner
TAM Plan		TAM Plan	VALLEY METRO
Transit Service Policy	6-25-2026	Transit Service Policy	VALLEY METRO
LRGVDC Personal Policy Manual Final 12.18.25	12-18-2025	LRGVDC Personnel Policy Manual	VALLEY METRO
2024 Operating Policies and Procedures	12-11-2024	Operations Policy and Procedures	VALLEY METRO
Valley Metro Maintenance Program.2025	8-30-2023	Maintenance and Facility Policy & Procedures	VALLEY METRO
Accident Incident Procedures_2026	6-2026	Incidents and Accident Procedures	VALLEY METRO
VM Complaint Procedures_2024	2022	Compliant Procedures	VALLEY METRO
2026 Title VI approved with section 1.06 update	6-24-2026	Title VI	VALLEY METRO
Safety Committee Procedures	8-26-2026	Safety Committee Procedures	VALLEY METRO

15. APPENDIX B – Glossary and Acronyms

A. Glossary of Terms

Accident: means an event that involves any of the following: a loss of life; a report of a serious injury to a person; a collision of transit vehicles; an evacuation for life safety reasons; at any location, at any time, whatever the cause.

Accountable Executive (typically the highest executive in the agency): means a single, identifiable person who has ultimate responsibility for carrying out the SMS of a public transportation agency, and control or direction over the human and capital resources needed to develop and maintain both the agency's PTASP, in accordance with 49 U.S.C. 5329(d), and the agency's TAM Plan in accordance with 49 U.S.C. 5326.

Agency Leadership and Executive Management: Those members of agency leadership or executive management (other than an Accountable Executive, CSO, or SMS Executive) who have authorities or responsibilities for day-to-day implementation and operation of an agency's SMS.

Assault on a transit worker: means, as defined under 49 U.S.C. 5302, a circumstance in which an individual knowingly, without lawful authority or permission, and with intent to endanger the safety of any individual, or with a reckless disregard for the safety of human life, interferes with, disables, or incapacitates a transit worker while the transit worker is performing the duties of the transit worker.

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

Corrective Maintenance: Specific, unscheduled maintenance typically performed to identify, isolate, and rectify a condition or fault so that the failed asset or asset component can be restored to a safe operational condition within the tolerances or limits established for in-service operations.

Equivalent Authority: means an entity that carries out duties similar to that of a Board of Directors, for a recipient or subrecipient of FTA funds under 49 U.S.C. Chapter 53, including sufficient authority to review and approve a recipient or sub recipient's PTASP.

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

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

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

Injury: means any harm to persons as a result of an event that requires immediate medical attention away from the scene.

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

Key staff: means a group of staff or committees to support the Accountable Executive, CSO, or SMS Executive in developing, implementing, and operating the agency's SMS.

Major Mechanical Failures: means failures caused by vehicle malfunctions or subpar vehicle condition which requires that the vehicle be pulled from service.

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

Near-miss: means a narrowly avoided safety event.

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

Passenger: means a person, other than an operator, who is on board, boarding, or alighting from a vehicle on a public transportation system for the purpose of travel.

Performance Measure: means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.

Performance Target: means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the FTA.

Potential Consequence: means the effect of a hazard.

Preventive Maintenance: means regular, scheduled, and/or recurring maintenance of assets (equipment and facilities) as required by manufacturer or vendor requirements, typically for the purpose of maintaining assets in satisfactory operating condition. Preventive maintenance is conducted by providing for systematic inspection, detection, and correction of anticipated failures either before they occur or before they develop into major defects. Preventive maintenance is maintenance, including tests, measurements, adjustments, and parts replacement, performed specifically to prevent faults from occurring. The primary goal of preventative maintenance is to avoid or mitigate the consequences of failure of equipment.

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

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

Road Calls: means specific, unscheduled maintenance requiring either the emergency repair or service of a piece of equipment in the field or the towing of the unit to the garage or shop.

Safety Assurance (SA): means the process within a transit agency's SMS that functions to ensure the implementation and effectiveness of safety risk mitigation and ensures that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

Safety Event: means an unexpected outcome resulting in injury 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 Management Policy (SMP): means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of the agency's employees regarding safety.

Safety Management System (SMS): means the formal, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing hazards and safety risk.

Safety Management System (SMS) Executive: means a CSO or an equivalent.

Safety Objective: means a general goal or desired outcome related to safety.

Safety Performance: means an organization's safety effectiveness and efficiency, as defined by safety performance indicators and targets, measured against the organization's safety objectives.

Safety Performance Indicator: means a data-driven, quantifiable parameter used for monitoring and assessing safety performance.

Safety Performance Measure: means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.

Safety Performance Monitoring: means activities aimed at the quantification of an organization's safety effectiveness and efficiency during service delivery operations, through a combination of safety performance indicators and SPTs.

Safety Performance Target (SPT): means a quantifiable level of performance or condition, expressed as a value for a given performance measure, achieved over a specified timeframe related to safety management activities.

Safety Promotion (SP): means a combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.

Safety Risk: means the composite of predicted severity and likelihood of a potential consequence of a hazard..

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

Safety Risk Management (SRM): means a process within a transit agency's Safety Plan for identifying hazards, assessing the hazards, and mitigating safety risk.

Safety Risk Mitigation: means the activities whereby a public transportation agency controls the probability or severity of the potential consequences of hazards.

Safety Risk Probability: means the likelihood that a consequence might occur, taking as reference the worst foreseeable, but credible, condition.

Safety Risk Severity: means the anticipated effects of a consequence, should the consequence materialize, taking as reference the worst foreseeable, but credible, condition.

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

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

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

Transit Agency: means an operator of a public transportation system that is a recipient or subrecipient of Federal financial assistance under 49 U.S.C. 5307 or a rail transit agency.

Transit Asset Management (TAM) Plan: means the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost-effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR part 625.

Transit Worker: means any employee, contractor, or volunteer working on behalf of the transit agency.

Vehicle Revenue Miles (VRM): means the miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles include layover/recovery time and exclude deadhead; operator training; vehicle maintenance testing; and school bus and charter services.

B. Acronyms Used

ADA: Americans with Disabilities Act

ARB: Accident Review Board

ASP: Agency Safety Plan

CAF: Customer Assistance Form

VALLEY METRO: Valley Metro

CDC: Centers for Disease Control and Prevention

CEO: Chief Executive Officer

CSO: Chief Safety Officer

FAST Act: Fixing America's Surface Transportation Act

MAP-21: Moving Ahead for Progress in the 21st Century Act

MOU: Memorandum of Understanding

MPO: Metropolitan Planning Organization

NTD: National Transit Database

PTASP: Public Transportation Agency Plans

SA: Safety Assurance

SME: Subject matter expert

SMP: Safety Management Policy

SMS: Safety Management System

SOP: Standard Operating Procedure

SP: Safety Promotion

SRM: Safety Risk Management

SSPP: System Safety Program Plan

TAM: Transit Asset Management

TxDOT: Texas Department of Transportation

VRM: Vehicle Revenue Miles

16. Appendix C – Board Approval Documentation

A. Board Minutes or Resolution location

Valley Metro approved ASP minutes are located in the PTASP folder under “Board Documents” folder. The approval document will be listed alongside the other approved minutes for the year.

17. Appendix D – Infectious Disease Program

Valley Metro top priority is maintaining a safe workplace in the event of an infectious disease outbreak, including COVID-19, seasonal flu, and other public health emergencies when determined by the CDC, State, and local health authorities. Our objectives are to monitor government warnings and information, provide relevant information as timely as possible, and maintain a clean workplace, when necessary, materials and supplies are available. Valley Metro will instruct you on your part in the effort and monitor compliance with directives to employees. Furthermore, Valley Metro will institute continuity of operation plans to operate our business as effectively and continuously as possible during the outbreak. It is essential for every employee to be informed and engaged in the effort to maintain operations and guard against an outbreak in our offices.

CLEANING: Valley Metro is committed to a clean workplace, regularly cleaning objects and common areas, such as bathrooms, breakrooms, conference rooms, door handles, and railings. While you are not expected to clean public areas, please be mindful of using these areas and clean as necessary or communicate with the Facilities Building Manager when additional cleaning may be required.

VACCINATION: Valley Metro encourages all its employees to vaccinate against COVID-19 and the seasonal FLU.

Facial Mask: The Centers for Disease Control and Prevention have shown that masks significantly reduce the spread of Infectious Diseases. At Valley Metro, wearing a mask is optional unless mandated by a governing agency.

Filtration: Valley Metro continues to take measures to help maintain air quality throughout its facilities and fleet. Air filtration systems are utilized within agency facilities and transit vehicles as part of routine maintenance and ventilation practices to support a safe and healthy environment for employees and passengers.

Additional Cleaning Efforts: Valley Metro continues to take additional steps to help maintain a clean and safe environment for employees and passengers. Revenue vehicles are cleaned and disinfected regularly as part of routine fleet maintenance and sanitation efforts. In addition, a designated decontamination station is available to properly clean and disinfect vehicles that may come into contact with COVID-19, bodily fluids, or other potential biohazards. The agency also continues to promote general sanitation and safety practices throughout its facilities and fleet operations.

Lastly, Valley Metro will utilize its Safety Risk Management process to identify mitigations related to exposure to Infectious diseases safely.

18. Appendix E – Safety Risk Reduction Program Mitigations

Random Ride Checks & Observations

Conducting random ride checks and field observations to help identify unsafe conditions, operational concerns, driving behaviors, and passenger safety issues.

Route Hazard Assessments

Performing route hazard assessments to identify potential roadway risks such as limited visibility, unsafe bus stops, traffic concerns, construction areas, and other operational hazards.

Camera Footage Review & Coaching

Reviewing onboard camera footage to support incident investigations, identify safety trends, and provide coaching opportunities for employees.

Maintenance Training Program

Implementing a Maintenance Training Program for both new and existing employees that includes safety procedures, equipment usage, reporting requirements, and hands-on training.

Tool & Equipment Inspections

Conducting routine inspections of tools and maintenance equipment to ensure they remain safe, functional, and properly maintained.

Root Cause Analysis for Mechanical Failures

Completing root cause reviews of repeat mechanical failures to identify recurring issues, improve corrective actions, and reduce future breakdowns.

Water Leak & Mold Response Procedures

Following water leak and mold response procedures to promptly address facility concerns and reduce potential health and safety risks.

Slip, Trip & Fall Hazard Inspections

Performing regular slips, trip, and fall inspections throughout facilities and operational areas to identify and correct potential hazards.

Emergency Eyewash Station Inspections

Inspecting emergency eyewash stations to ensure equipment remains accessible, operational, and compliant with safety requirements.

Video & Audio Surveillance Systems

Buses are equipped with onboard video and audio surveillance systems that monitor both the interior and exterior of the vehicle to assist with safety, security, and incident investigations. Camera systems will be upgraded for the entire fleet.

Safety Debrief Meetings

Valley Metro conducts weekly safety debriefs meetings as part of its SRRP to proactively identify hazards, review safety events, evaluate trends, and implement corrective actions aimed at reducing reportable incidents, injuries, collision and operational risk.

These meetings support the requirements of the PTASP under 49 CFR Part 673 and serve as ongoing mitigation strategy to strengthen Valley Metro's SMS.