access

Public Transportation Agency Safety Plan

December 8, 2025

As of October 2025, GPI Driver Juana Peraza had gone more than 527,000 miles without a preventable collision, incident or major safety violation

1.   Transit Agency Information

Access Services, PO Box 5728, El Monte, CA 91734-1728

Accountable Executive: Andre Colaiace, Executive Director

- The accountable executive meets the requirements of CFR 673.5 and is ultimately responsible for carrying out the Transit Asset Management (TAM) Plan, as well as directing the human and capital resources needed to develop the Public Transportation Agency Safety Plan (PTASP) and the Transit Asset Management (TAM) plan.

Chief Safety Officer: Mike Greenwood, Chief Operations Officer

- The Chief Safety Officer meets the requirements of CFR 673.5 and is adequately trained and responsible for safety within the organization.

Mode of Service Covered by this Plan: Demand Responsive

List of all Federal Transit Administration (FTA) Funding Types:

- Federal Urban Area Formula Program (Section 5307)
- Enhanced Mobility of Seniors and Individuals with Disabilities Funds (Section 5310)
- American Rescue Plan Act (ARPA)

Access' contracted service operations include:

- Eastern Region – San Gabriel Transit, Inc.
- Northern Region – MV Transportation, Inc.
- Southern Region – Global Paratransit, Inc.
- West/Central Region – California Transit, Inc.
- Antelope Valley Region – First Transit, Inc.
- Santa Clarita Region – Santa Clarita Transit
- Eligibility – Medical Transportation Management, Inc.
- Customer Service – ALTA Resources

Access Services provides transit services on behalf of:

Antelope Valley Transit Authority	Beach Cities Transit
City of Alhambra	City of Arcadia
City of Artesia	City of Baldwin Park
City of Bell	City of Bell Gardens
City of Bellflower	City of Burbank
City of Calabasas	City of Carson
City of Cerritos	City of Commerce
City of Compton	City of Cudahy
City of Downey	City of Duarte
City of El Monte	City of Glendale
City of Huntington Park	City of Inglewood
City of La Cañada Flintridge	City of Lawndale
City of Lynwood	City of Monterey Park
City of Paramount	City of Pasadena
City of Rosemead	City of Sierra Madre
City of West Covina	City of West Hollywood
City of Westlake Village	Culver CityBus
Foothill Transit	Gardena Municipal Bus Lines (GTrans)
Long Beach Transit	Los Angeles City Department of Transportation (LADOT)
Los Angeles County Department of Public Works	Los Angeles County Metropolitan Transportation Authority (Metro)
Montebello Bus Lines	Norwalk Transit
Palos Verdes Peninsula Transit Authority	Santa Clarita Transit
Santa Monica's Big Blue Bus	Torrance Transit

2.   Plan Development, Approval, and Updates (§673.11)

This plan has been drafted by Access Services and addresses all applicable requirements and standards as set forth in the Federal Transit Administrations Public Transportation Safety Program and the National Public Transportation Safety Plan.

Name of Entity That Drafted This Plan	Access Services

Signature of Accountable Executive	Date of Signature

Access Services Board of Directors	December 8, 2025
Name of Entity That Approved This Plan	Date of Approval

Mike Greenwood	December 8, 2025
Name of Individual That Certified This Plan	Date of Certification

Version Number and Updates – Record the complete history of successive versions of this plan			
Version Number	**Issue Date**	**Revisions**	**Author(s)**
1.0	December 12, 2022	Original Issue	Mike Greenwood
2.0	December 4, 2023	Annual Revision	Mike Greenwood
3.0	December 9, 2024	Annual Revision	Mike Greenwood
4.0	December 8, 2025	Annual Revision	Mike Greenwood

The Public Transportation Agency Safety Plan is updated annually. It is Access' goal to have signed and approved plans two months before the required submission date. This will give Access adequate time to make corrections to the plan should there be a need to make changes. The plan will be reviewed annually and updated accordingly. During this review, key Access staff, as well as Access' Executive Safety Committee, will analyze safety performance to:

1. Determine if new Safety Performance targets should be established;
2. Determine whether increased Safety Promotion related to safety events is necessary; and
3. Ensure that the agency's Safety Assurance mechanisms are mitigating the current and most frequent safety events.

Access' PTASP was shared with the Southern California Association of Governments (SCAG) in January 2023.

Management's Commitment

The individuals signing this PTASP attest all items and conditions contained in this plan are understood, accepted, recommended, and supported; they are committed to implementing the PTASP and achieving its safety goals and objectives.

Andre Colaiace, Executive Director	Date

Hector Rodriguez, Deputy Executive Director	Date

Mike Greenwood, Chief Operations Officer/Chief Safety Officer	Date

F Scott Jewell, Director of Administration	Date

Matthew Avancena, Director of Planning & Coordination	Date

Bill Tsuei, Director of Information Technology	Date

Randy Johnson, Director of Government Affairs and Outreach	Date

3.   Safety Performance Targets (§673.11(a)(3))

	TARGET	FY 23 ACTUAL	FY 24 ACTUAL	FY 25 ACTUAL
Preventable Collisions per 100,000 miles	≤0.75	0.82	0.80	0.80
Preventable Incidents per 100,000 miles	≤0.25	0.19	0.21	0.22
Fatalities per 100,000 miles	0.00	0.01	0.002	0.01
Reportable Injuries per 100,000 miles	≤0.10	0.09	0.07	0.17
Safety Events per 100,000 miles	≤0.20	0.15	0.21	0.30
Transit Worker Assaults per 100,000 miles	≤0.02	0.01	0.016	0.05
Mean Miles between Major Mechanical Failures	≥50,000	54,280	60,042	65,419
Collisions per 100,000 miles	≤2.75	2.61	2.61	2.58
Pedestrian Collisions per 100,000 miles	≤0.10	0.02	0.03	0.03
Transit Worker Fatalities per 100,000 miles	0.00	0.003	0.00	0.00
Transit Worker Reportable Injuries per 100,000 miles	≤0.10	NA	NA	0.17

4.   Conformance with FTA Guidelines (§673.11(a)(4)))

This PTASP addresses all requirements as outlined in the FTA's Public Transportation Safety Program and the National Public Transportation Safety Plan. The PTASP will be revised when FTA establishes standards through the public notice and comment process. Accordingly, the PTASP has been modified per the PTASP Safety Rule published by the FTA on April 11, 2024.

All requirements in Access' PTASP will flow down to its operating contractors via its contracts, contract amendments, and scopes of work. Access' contractors are compliant with 49 CFR Part 673 and have implemented the requirements outlined in the February 17, 2022, "Dear Colleague" letter issued by the Federal Transit Administration.

5.   Review and Update of the PTASP (§673.11(a)(5))

This PTASP will be reviewed annually to make necessary updates, corrections, and modifications. Access will seek feedback from affected departments and operating contractors to determine if any changes are needed. Any significant changes to the plan will be made and presented to Access' Executive Director for adoption by the Board of Directors.

6.   Cooperation with Frontline Transit Worker Representatives (§673.17)

Access' Workplace Safety Committee meets bi-monthly and includes frontline employees.

Access' operating contractors each have a safety committee that meets monthly (one contractor meets quarterly) and includes frontline transit employees. Those safety committees have been restructured to meet requirements detailed in the PTASP Safety Rule published by the FTA on April 11, 2024.

7.   Safety Committees (§673.19)

Access has established five safety committees as a tool for developing and promoting a safe, healthy, and secure environment for Access employees, contract employees, customers, and stakeholders. The safety committees include:

1. The Executive Safety Committee meets monthly to conduct a formal review of safety performance and review of safety concerns that cannot be satisfactorily resolved by individual departments because of cost or authority reasons. The Executive Safety Committee consists of the following key staff members:
    - Executive Director
    - Deputy Executive Director
    - Chief Operations Officer (Chief Safety Officer)
    - Director of Planning and Coordination
    - Director of Governmental Affairs and Outreach
    - Director of Information Technology
    - Director of Administration
2. The Safety Steering Committee meets monthly and includes key staff from both Access and its operating contractors.
3. The Workplace Safety Committee (WSC) meets quarterly and includes key front-line staff from Access, as well as a management sponsor. One role of the WSC is to review employee reports of workplace hazards and ensure that the hazard is assessed that consequences of the hazard are considered, and that the hazard is mitigated.
4. Contractor Safety Committees meet monthly at each operating contractor location (one contractor meets quarterly) and include an equal number of

management and front-line employees.   These safety committees have been restructured to meet requirements detailed in the PTASP Safety Rule published by the FTA on April 11, 2024.

5. The Change Control Committee (CCC) meets as-needed, but at a minimum of quarterly, to support the identification and assessment of changes that may introduce new hazards or impact the agency's safety performance. The CCC includes representatives from the Operations, Safety, Fleet, Risk Management, and Information Technology Departments.

6. All safety committees are documented through meeting agendas and meeting minutes.

8.   Safety Management Policy (§673.23)

Safety is Access' number one priority. Access educates, encourages, and endorses a strong culture of safety at all levels of the organization, valuing the responsibility entrusted in us by the passengers who use the service. Access is committed to developing, implementing, maintaining, and constantly improving processes to ensure that all services are safe, reliable, and cost effective.

Starting in FY23, all employee annual reviews include a strategic outcome competency titled "Safety Focus." Each employee is evaluated within the following emphasis: "Thinks safety first and considers the safety of riders, employees, contract employees and the public in all decision making. Reports safety concerns per policy and does not jeopardize safety when performing job duties."

All levels of the organization, extending to all of Access' contractors, are accountable for the delivery of the highest level of safety performance, starting with the Executive Director.

Access' commitment is to:

- Implement a safety management system (SMS), which is a formal, top-down, 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 risks and hazards;
- Support the management of safety through the provision of appropriate resources that will result in an organizational culture that fosters safe practices, encourages effective employee safety reporting and communication, and actively manages safety with the same attention to results of the other management systems of the organization;
- Integrate the management of safety among the primary responsibilities of all managers and employees;

- Clearly define for all staff, contractors, managers, and employees alike, their accountabilities and responsibilities for the delivery of the organization's safety performance and the performance of our safety management system;
- Establish and operate hazard identification and analysis, and safety risk evaluation activities, including an employee safety reporting program as a fundamental source for safety concerns and hazard identification, to eliminate or mitigate the safety risks of the consequences of hazards resulting from our operations or activities to a point which is consistent with our acceptable level of safety performance;
- Ensure that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program, unless disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures;
- Comply with, and wherever possible exceed, legislative and regulatory requirements and standards;
- Ensure that sufficient skilled and trained employees are available to implement safety management processes;
- Ensure that all staff are provided with adequate and appropriate safety-related information and training, are competent in safety management matters, and are allocated only tasks commensurate with their skills;
- Establish and measure our safety performance against realistic and data-driven safety performance indicators and safety performance targets;
- Continually improve our safety performance through management processes that ensure that appropriate, effective safety management action is taken; and
- Ensure that externally supplied systems and services to support our operation meet our safety performance standards.

Safety Management Policy Communication

Access staff are informed of their responsibilities related to safety and SMS during onboarding, within their job descriptions, and receive an annual performance evaluation that includes safety-related evaluation criteria. Additionally, each employee is required to acknowledge through a signature that they have received a written copy of Access' Safety Management Policy Statement. Signed copies are filed within individual employee files. Access provides additional safety information via the Intranet, emails, meetings, and safety committees.

The importance of safety and incorporation of SMS is extended to its operating contractors via the RFP scope-of-work and/or contract amendment(s) for each operating contract. Access also collaborates with its contractors to ensure that Access' targets, goals, and expectations are achieved in the performance of the service.

Authorities, Accountabilities, and Responsibilities

The Accountable Executive has the ultimate responsibility for carrying out the Agency Safety Plan. The Accountable Executive is also responsible for the development and implementation of the agency's Safety Management System (SMS). This makes the accountable executive responsible for ensuring that the agency's SMS is effectively implemented, and actions are taken, as necessary, to address substandard performance.

The Chief Safety Officer is responsible for the day-to-day implementation of the Safety Management System. The CSO is responsible for reporting any substandard performance of the SMS directly to the accountable executive.

Agency Leadership contributes to the implementation of the SMS by enforcing and reporting substandard performance that occurs in each operating facility. Each contractor's operations and maintenance facility has its own safety manager who is responsible for implementing and monitoring the progress of SMS responsibilities. Functional areas across the administrative team share in safety responsibilities.

- Operations
    - Provide contractor oversight particularly in areas of operations and safety.
    - Provide on-street service monitoring and investigation of safety events, collisions and incidents.
    - Manage emergency preparedness and emergency response including infectious disease prevention.
- Customer Service
    - Monitor customer feedback related to safety, communicate safety complaints to appropriate parties, and ensure that safety complaints are investigated in a timely fashion.
- Fleet Maintenance
    - Manage and ensure the state of good repair of all revenue and Agency staff vehicles.
    - Provide vehicle mechanical quality oversight.
    - Regularly update new revenue vehicle specifications to ensure that the fleet meets, or exceeds, safety requirements.
    - Keep abreast of recall or other critical safety information as relates to vehicles.
    - Conduct monthly maintenance and appearance inspections of revenue vehicles.
- Facilities
    - Manage and ensure the state of good repair of all Agency buildings and equipment and provide oversight of contractor buildings and equipment as appropriate.
    - Conduct periodic audits of all Contactor Operations and Maintenance yards.
- Finance

- o Ensure agency safety functions are appropriately budgeted.
- Human Resources
  - o Ensure agency new hire onboarding includes appropriate orientation in Access' SMS and PTASP.
  - o Lead efforts towards ensuring that employees know they will not be retaliated against for reporting safety concerns.
- Information Technology
  - o Provide security for all network and electronic communication assets.
  - o Support timely and accurate collection and reporting of safety data.
- Marketing and Communications
  - o Manage effective internal and external safety communication.
- Planning
  - o Provide compliance oversight of 49 CFR 40 (Procedures for Transportation Workplace Drug and Alcohol Testing Programs) and 49 CFR 655 (Prevention of Alcohol Misuse and Prohibited Drug Use in Transit Operations).
  - o Keep abreast of safety-related grant opportunities that might benefit the Agency or its contractors.
  - o Provide training opportunities for Access and contractor staff in support of the PTASP.
- Procurement
  - o Ensure scopes of work and technical specifications include appropriate safety considerations.
- Risk Management
  - o Gather information, investigate, and make determinations related to all collisions and incidents from paratransit operations.
  - o Manage insurance claims in support of paratransit operations.
- Safety
  - o Monitor, report on, and mitigate near-miss collisions.
  - o Oversee the successful operation of Access' vehicle-based onboard video camera system.
  - o Support all aspects of Access' SMS and PTASP.
  - o Conduct an annual safety audit of each operating contractor to ensure compliance with this plan.
  - o Lead the effort to minimize risk at Agency headquarters for staff and visitors.
- Operating, Eligibility, and Customer Service Contractors
  - o Abide by contractual requirements included in scopes of work. Ensure that a positive, proactive safety culture is cultivated and maintained as part of daily work.

Safety Objectives

To achieve it's safety mission, Access has established the following objectives for itself and its operations and maintenance contractors:

- Perform annual audits of operations and maintenance contractors to ensure compliance with SMS;
- Identify and resolve hazards through an established employee reporting system;
- Conduct emergency drills at the administrative office and contractor facilities;
- Establish and monitor collision and incident benchmarks;
- Establish and monitor injury benchmarks;
- Establish and monitor fatality benchmarks;
- Establish and monitor safety event benchmarks;
- Establish and monitor system reliability benchmarks;
- Monitor and mitigate near-miss collisions;
- Establish a proactive, positive, and visible safety culture including two-way feedback regarding reported hazards;
- Meet and exceed safety requirements in design specifications, engineering, facility construction, equipment, and systems installation testing, and in operations and maintenance; and
- Evaluate the safety implications of all proposed service modifications prior to implementation.

Employee Safety Reporting Program

Reporting of workplace hazards is covered in Access' Illness and Injury Prevention Plan (IIPP) and reported hazards are reviewed by the Workplace Safety Committee to ensure the risk is assessed and mitigated. Hazards are reported in multiple ways including submission of a Report of Unsafe Condition or Hazard.

Per California regulation, all of Access' operating contractors are also required to maintain an IIPP and have a similar process for reporting workplace hazards.

Public Health

The COVID-19 pandemic highlighted the agency's need for a robust program to protect employees, contractors and riders from disease and illness. Per requirements of Title 49 and the National Public Transportation Safety Plan, Access has implemented strategies, consistent with guidelines of the Centers for Disease Control and Prevention and the State of California, to minimize exposure to infectious diseases. These actions are also in keeping with direct threat doctrine as stipulated in the Americans With Disabilities Act.

Access receives reports of potential and actual infectious disease transmission in its rider community as part of a program that includes:

1. Continuous surveillance of potential outbreaks of infectious disease in the service area.
2. Investigation of reported potentially infectious cases. Riders with confirmed infectious disease positivity may be temporarily suspended from the service until they meet minimum isolation and clearance criteria developed based on federal, state and county guidance and/or are cleared by a medical professional. Agency policy also addresses rider hygiene and vermin infestation through the lens of infectious disease transmission.
3. Staff monitors contractor performance on a daily basis and contractors understand that reporting of an outbreak among their staff is expected. If an outbreak occurs, contractors are requested to provide an action plan to maintain safety and performance.
4. Staff educates contractors and riders about infectious disease prevention with a proactive approach. Riders are advised not to ride while sick.

9.   Safety Risk Management (§673.25)

The Safety Risk Management component is comprised of the processes, activities and tools that Access needs to identify and analyze hazards and assess safety risks in operations and supporting activities. It allows Access to carefully examine what could cause harm and determine if Access has taken sufficient precautions to minimize the harm, or if further mitigations are necessary.

<u>Safety Hazard Identification</u>

Hazards are an inevitable part of transit operations. Only after identifying those hazards can, they be addressed. Sources of hazard information include:

- Safety reporting
- Formal and informal observations of the operation
- Scheduled and unannounced inspections
- Internal safety investigations
- Collision and incident reports
- Committee reviews
- Industry data
- Governmental sources including the FTA, CDC and state and local health authorities
- Customer and public feedback or complaints

Employees at the Agency administrative headquarters building and contractor operations and maintenance facilities are trained on how to report hazards or risks they identify or incidents and close calls they experience. This reporting is highly encouraged across the organization. All personnel, whether directly employed or employed by a contractor, are provided with various options for reporting hazards and close calls. Reporting is encouraged using any method an individual is most comfortable using. This includes verbally to a supervisor or management staff, written by way of an incident report, or electronically using email.

Within the operations, vehicle-based hazards (defects) are reported by the driver on the daily vehicle inspection report (DVIR) and then reviewed by a technician, maintenance supervisor, or maintenance manager.

Non-vehicle-based hazards are reported using a designated form (or alternative method) and submitted for investigation, analyzed, and communicated to the safety committee for review. Each contractor facility identifies and manages their safety risks using their safety committee. The safety hazard reporting process includes feedback from the investigating party to the reporting party, whenever possible, to close the feedback loop on what was done to mitigate or eliminate the hazard.

Location specific safety concerns are addressed by Road Safety Inspectors through the location evaluation process.

Safety Risk Assessment

Employees are encouraged to immediately address hazards that may be easily resolved, such as a trip hazard that may be easily moved. Hazards that require more extensive measures for resolution should be elevated to managers or safety committees for corrective action by completing an Unsafe Condition or Hazard Report. Managers and safety committees are encouraged to conduct appropriate investigations to determine the potential risk as evaluated by examining the severity and probability of the hazard.

Hazard severity is the measure of the consequence the hazard presents. The greater the potential hazard consequence, the more severe the hazard. Below is a chart describing Access' hazard severity categories:

HAZARD SEVERITY CATEGORIES		
Category	Severity	Characteristics
4	Catastrophic	Death, system loss, or severe environmental damage
3	Critical	Severe injury, severe occupational illness, or major system or environmental damage
2	Marginal	Minor injury, minor occupational illness, or minor system or environmental damage
1	Negligible	Less than minor injury, occupational illness, or system or environmental damage

Access uses a rating system to identify the frequency level of a hazard occurring:

HAZARD FREQUENCY INDEX		
Description	Level	Specific Individual Event
Frequent	A	Likely to occur frequently
Probable	B	Will occur regularly
Occasional	C	Will occur rarely
Remote	D	Unlikely but possible
Improbable	E	So unlikely it can be assumed that it will not occur

Viewed in relation to one another, the hazard severity and hazard probability properties measure a hazard's magnitude and allows for the prioritization of applying control measures. Hazards are then analyzed, evaluated, and treated based on the likelihood that an event will occur and the potential severity of the consequence of that occurrence. The value derived by considering a hazard's severity and probability is the Hazard Risk Index. The Hazard Risk Index measures the acceptability or unacceptability of the hazard.

The Hazard Risk Index enables Access' management to accurately assess the amount of risk involved by viewing the hazard relative to what it would cost Access (in terms of person-hours, funding, operations, schedule, etc.) to reduce the hazard to an acceptable level. The following matrix identified the Hazard Risk Index based on hazard category and probability, as well as the criteria for defining further action based on that index.

HAZARD PROBABILITY TABLE Severity				
Frequency of Occurrence	**Negligible**	**Marginal**	**Critical**	**Catastrophic**
Frequent	1A	2A	3A	4A
Probable	1B	2B	3B	4B
Occasional	1C	2C	3C	4C
Remote	1D	2D	3D	4D
Improbable	1E	2E	3E	4E

After considering the risk frequency and severity, staff will determine if the risk level is acceptable, undesirable, or unacceptable.

HAZARD RESOLUTION TABLE		
	Unacceptable	4A, 4B, 4C, 3A, 3B, 2A
	Undesirable – Executive Level Review Required	4D, 3C, 2B
	Acceptable – Management Level Review Required	4E, 3D, 2C, 1A, 1B
	Acceptable – Acceptable without Further Review	3E, 2D, 2E, 1C, 1D, 1E

Safety Risk Mitigation

Risk mitigation is primarily accomplished through Access' safety committee structure, which includes the bi-weekly collision review meeting (internal staff), the Workplace Safety Committee (internal staff), and the monthly Safety Steering Committee (internal and operating contractor staff).

10.   Safety Assurance (§673.27)

Safety Performance Measurement

Access tracks safety performance through multiple key performance indicators (KPIs):

A. **<u>Preventable Collisions per 100,000 miles</u>** – This performance measure compares the number of preventable collisions that occur in a given time period (e.g., a month) to the total number of miles operated during the same time period. Preventable collisions are also weighted by severity.

   A collision is defined as contact made between a vehicle (vehicle 1 [V1]) while performing Access business and another object (vehicle 2 [V2], bicycle, pedestrian, tree, fence, wall, sign, curb, etc.) even if there is no measurable amount of damage to V1 and/or the other object.

   A preventable collision is determined as such after a thorough investigation and consideration of whether all reasonable precautions were taken by the V1 driver to prevent the collision. A thorough investigation includes a review of required reports, video, photographs, witness statements, etc. Access uses the definition of the National Safety Council: *"A preventable collision is a collision in which the driver failed to do everything <u>reasonable</u> to avoid it."*   A determination of "preventable" is made with three assumptions:

   1. V1 driver completed professional driver training and demonstrates a higher proficiency than an average non-professional driver;
   2. V1 driver understands and practices defensive driving principles stressed during training; and
   3. V1 driver was provided job-specific training including but not limited to understanding operational procedures and policies.

   Calculation: Preventable Collisions per 100,000 Miles = (Number of Weighted Preventable Vehicle Collisions)/(Total Miles Operated)

   FY 2026 Target: ≤0.85 Preventable Collisions per 100,000 Miles

B. **<u>Preventable Incidents per 100,000 Miles</u>** – This performance measure compares the number of preventable incidents that occur in a given time period (e.g., a month) to the total number of miles operated during the same time period. Preventable incidents are also weighted by severity.

   A preventable incident is defined as any non-collision event that must be reported by the driver due to conditions that result in, or could result in, injury or property damage.

   A preventable incident is determined as such after a thorough investigation and consideration of whether all reasonable actions were taken by the V1 driver to avoid the incident. A thorough investigation includes a review of required reports,

video, photographs, witness statements, etc. The determination is made with two assumptions:

1. V1 driver had completed professional driver training and demonstrates a higher proficiency than an average non-professional driver; and
2. V1 driver was provided job-specific training including but not limited to understanding operational procedures and policies.

Calculation: Preventable Incidents per 100,000 Miles = (Number of Weighted Preventable Vehicle Incidents)/(Total Miles Operated)

FY 2026 Target: ≤0.25 Preventable Incidents per 100,000 Miles

C. **Reportable Injuries per 100,000 Miles** – This performance measure compares the number of injuries that occur in a given time period to the total number of miles operated during the same time period. The FTA definition of an injury is one that requires immediate medical attention away from the scene for one or more persons, if the injured person declines medical attention and/or leaves the scene of the injury, it is not counted in this measurement.

Calculation: Reportable Injuries per 100,000 Miles = 100,000 x [(Number of Passenger Injuries)/(Total Miles Operated)]

FY 2026 Target: ≤0.15 Reportable Injuries per 100,000 Miles

D. **Fatalities per 100,000 Miles** – This performance measure compares the number of fatalities that occur in a given time period to the total number of miles operated during the same time period. The FTA definition of a fatality is a fatality that occurs within 30 days of a Reportable Safety Event.

Calculation: Fatalities per 100,000 Miles = 100,000 x [(Number of Fatalities)/(Total Miles Operated)]

FY 2026 Target: 0 Fatalities per 100,000 Miles

E. **Safety Events per 100,000 Miles** – This performance measure compares the number of Reportable Safety Events that occur in a given time period to the total number of miles operated during the same period. The FTA definition of a Safety Event is an event occurring on transit right-of-way or infrastructure, in a transit maintenance facility, during a transit related maintenance activity, or involving a transit revenue vehicle and meeting established National Transit Database (NTD) thresholds. Excluded from this event reporting requirement are: events that occur off transit property where affected persons, vehicles or objects come to rest on transit property after the events, OSHA-reportable events in administrative buildings, death that are the result of illness or other natural causes, other events (assault, robbery, non-transit vehicle collisions, etc.) occurring at pickup or drop-off locations, collisions that occur while traveling to or from a transit maintenance

facility, collisions involving a supervisor vehicle, or other transit service vehicle operating on public roads.

Calculation: Safety Events per 100,000 Miles = 100,000 x [(Number of Safety Events)/(Total Miles Operated)]

FY 2026 Target: ≤0.25 Safety Events per 100,000 Miles

F. **Mean Miles Between Major Mechanical Failures** – This performance measure compares the number of major mechanical failures that occur in a given time period to the total number of miles during the same period. The FTA definition of a Major Mechanical Failure is when a vehicle is prevented from completing or starting a scheduled revenue trip because actual movement is limited or because of safety concerns. In most cases, Major Mechanical Failures require the vehicle to be towed back to the yard.

Calculation: Mean Miles between Major Mechanical Failures = [(Total Miles Operated)/(Number of Major Mechanical Failures)]

FY 2026 Target: ≥50,000 Miles between Major Mechanical Failures

G. **Transit Worker Assaults per 100,000 Miles** – This performance compares the number of transit worker assaults in a given time period to the total number of miles during the same period. Access uses the California Penal Code (section 240) definition of an assault: An assault is an unlawful attempt, coupled with a present ability, to commit a violent injury on the person of another." An assault is a misdemeanor under this section, and acts of assault can be a punch, slap, or kick upon a transit worker, as well as the transit worker being struck by a thrown object or being spat upon.

Calculation: Transit Worker Assaults per 100,000 miles = 100,000 x [(Number of Assaults)/(Total Miles Operated)]

FY 2026 Target: ≤0.02 Transit Worker Assaults per 100,000 Miles

H. **Collisions per 100,000 Miles** – This performance measure compares the number of collisions (regardless of preventability) that occur in a given time period (e.g., a month) to the total number of miles operated during the same time period.

A collision is defined as contact made between a vehicle (vehicle 1 [V1]) while performing Access business and another object (vehicle 2 [V2], bicycle, pedestrian, tree, fence, wall, sign, curb, etc.) even if there is no measurable amount of damage to V1 and/or the other object.

Calculation: Collisions per 100,000 Miles = (Number of Collisions)/(Total Miles Operated)

FY 2026 Target: ≤2.75 Collisions per 100,000 Miles

I. **Pedestrian Collisions per 100,000 Miles** – This performance measure compares the number of pedestrian-involved collisions (regardless of preventability) that occur in a given time period (e.g., a month) to the total number of miles operated during the same time period.

   Calculation: Pedestrian Collisions per 100,000 Miles = (Number of Pedestrian Collisions)/(Total Miles Operated)

   FY 2026 Target: ≤0.05 Pedestrian Collisions per 100,000 Miles

J. **Transit Worker Fatalities per 100,000 Miles** - This performance measure compares the number of transit worker fatalities that occur in a given time period to the total number of miles operated during the same time period. The FTA definition of a fatality is a fatality that occurs within 30 days of a Reportable Safety Event.

   Calculation: Transit Worker Fatalities per 100,000 Miles = 100,000 x [(Number of Transit Worker Fatalities)/(Total Miles Operated)]

   FY 2026 Target: 0 Transit Worker Fatalities per 100,000 Miles

K. **Transit Worker Reportable Injuries per 100,000 Miles** – This performance measure compares the number of OSHA reportable transit worker injuries that occur in a given time period to the total number of miles operated during the same time period.

   Calculation: Transit Worker Reportable Injuries per 100,000 Miles = 100,000 x [(Number of Transit Worker Reportable Injuries/(Total Miles Operated)]

   FY 2026 Target: ≤0.20 Transit Worker Reportable Injuries per 100,000 Miles

Contract Facility Safety

Operations, Maintenance, and Contractor administration services are conducted at the operating yards. To create a safe workplace and protect employees and visitors from risk and injury, Access requires its contractors to comply with local, state, and federal requirements, including, but not limited to, Job Hazard Analysis, Personal Protective Equipment, Hazard Communication, Emergency Action Plans, Bloodborne Pathogens, Lockout/Tagout, and Record Keeping. To ensure requirements are met, Access conducts semiannual audits to assess the safety of each facility.

Collision and Incident Investigation and Communication

Access' operating contractors are required to conduct investigations on all collisions, incidents, injuries, illnesses, and near misses. Contractor staff who conduct collision/incident investigations are required to be provided with adequate investigation training.   Contractors are also required to determine the preventability of all collisions and incidents, as well as what level of retraining, coaching, counseling, and/or discipline is appropriate for each collision or incident.

On top of investigation processes and procedures employed by its contractors, Access employs a multi-level collision/incident investigation process that starts with the collection of all pertinent evidence (driver report, road supervisor reports, video, photographs, witness statements, etc.). All documentation is stored electronically in Access' Rider360 customer relationship management system. An initial determination of preventability, as well as severity, is made by Access' Risk Management Department. Meeting every two weeks, Access' Collision/Incident Review Committee (which includes staff from Risk Management, Operations, and Safety) reviews all serious and unusual collisions and incidents to confirm preventability, severity and identify elevated risk incidents and trends. Access uses a third-party administrator to assist in managing insurance claims and lawsuits resulting from collisions and incidents. In some cases, collisions or incidents are referred for a Root Cause Review, convened by an Access Road Safety Inspector, who will interview the driver and/or re-enact the collision or incident.

Upon determination of preventability, Access shares decisions with its operating contractors and is available to discuss disagreements on preventability or severity. This process creates another level of review. In some cases, Access may require that the driver be removed from providing revenue service for excessive preventable collisions or incidents, or for a particularly serious single collision or incident.

General Reporting/Investigation Practices

All persons operating a revenue vehicle are required to report any injury, collision or incident, regardless of severity, immediately after its occurrence. Enforcement and discipline are determined by the contractor, and post-collision/incident training is also conducted by the contractor.

Safety Performance Monitoring

Vehicle Maintenance is monitored per the following:

- Bimonthly vehicle fleet health audits
- New vehicle certification
- Preventative Maintenance Inspection (PMI) file audits
- Annual visual inspections of the fleet in support of Access' Transit Asset Management (TAM) plan
- Turnover inspections

- Subcontractor vehicle file audits

Vehicle Operations are monitored per the following:

- Road Safety Inspector observations
- Road Safety Inspector rollout inspections
- Road Safety Inspector collision/incident response
- Driver training audits
- Monitoring of vehicle-based video recordings
- Comments/complaints by passengers

Management of Change

Change may introduce new hazards and safety risks into Access' operation. Therefore, Access has established criteria that defines when a change must be evaluated through the safety risk management process. If a proposed or identified change meets or triggers those criteria, Access will use Safety Risk Management to review existing mitigations to determine if they are sufficient or if new mitigations are necessary. These changes include, but are not limited to:

- New vehicles;
- New vehicle technology;
- Safety recalls issued by a vehicle manufacturer or the National Highway Traffic Safety Administration (NHTSA);
- Changes to vehicle equipment;
- Changes to vehicle technology; and
- Changes in operational procedures.

No operations should take place in the changed environment until:

- The change is evaluated to determine if it will impact safety
- If it might impact safety, a safety risk evaluation must be completed.

Modification to in-service vehicle design is managed by Access' Fleet Design & Maintenance Department and documented through Technical Service Bulletins.

Continuous Improvement

Evaluation of SMS is necessary to ensure it effectively and efficiently allows Access to meet its safety objectives and performance targets. Access uses the data and information collected from the subcomponents in this Safety Assurance section while conducting safety performance monitoring to address any identified deficits in SMS organizational structures, processes, and resources in a timely manner. Access strives for continuous improvement and recognizes this is a dynamic process and significant efforts within Safety Assurance and Safety Promotion are required to improve systems and practices to comply with SMS standards.

Safety-related data is collected, compiled, organized, stored, and maintained by individual departments, the data is then reported to and analyzed by the Chief Safety Officer and team. Further, the information gathered during this process is reported to the Safety Steering Committee and Executive Safety Committee by the Chief Safety Officer and used by Access to identify hazards through trend analysis. If a trend is identified through analysis, the trend is further investigated to determine the causes and tracked through resolution by the responsible department and Chief Safety Officer. Moreover, tracking of hazard-related data is used to identify trends; trends are further analyzed and/or investigated to determine causal factors. Identified hazards are categorized with corrective action recommendations. Corrective actions are tracked within the responsible department to closure using a hazard tracking log and reported to the Chief Safety Officer.

Vehicle condition and preventative maintenance data is gathered from several inspection programs including the Fleet Department's Vehicle Health Audit (VHA) program and the Safety Department's vehicle inspection program. Data is reviewed by the Change Control Committee to address negative trends that may warrant campaigns, further inspections, or contractual action.

Access conducts an annual safety performance assessment to identify any deficiencies in the agency's SMS and safety committees. If any deficiencies are identified, a plan to address the deficiencies is developed and carried out under the direction of the Accountable Executive.

11.   Safety Promotion (§673.29)

Competencies and Training

To implement an effective two-way feedback loop, front-line staff and management are provided with regular training. SMS training is provided to drivers specifically for safety reporting competencies. They are provided training during their onboarding on what to report and how to report it. Management staff are provided training on how to analyze the safety data, turning it into safety intelligence for senior management decision-making for the allocation of safety management resources.

Access' Safety Management System is designed to be a living document, which will continually identify, evaluate, and mitigate safety risks consistent with Access' safety objectives and performance targets. From the Accountable Executive to the front-line employees, five questions will be asked continually to ensure continuous assessment of the SMS:

1. What are our most serious safety concerns?
2. How do we know this?
3. What are we doing about it?
4. Is what we are doing working?
5. How do we know what we are doing is working?

Driver Training

Training and education of drivers is the responsibility of contractor staff and must include minimum curriculum topics and training hours. Besides meeting minimum requirements, contractors are required to train to proficiency. Training includes classroom training, behind the wheel training, and a satisfactory evaluation. Although it varies by contract, Access' current new driver requirement is a minimum of 95 hours of total new driver training. Within that total, a minimum of 25 hours of behind the wheel training and 17 hours of classroom-based defensive driving training is required. Access' contractors often exceed minimum training requirements. Driver training includes de-escalation training, as well as safety concern identification and reporting training.

Access contractors require drivers to attend monthly safety meetings, as well as a minimum of 8 hours of annual continuous training, and training after having a preventable collision/incident.

Other Training for Frontline Paratransit Workers

Beginning in 2024, other frontline paratransit workers (including Road Supervisors and maintenance employees) will be required to receive training on (1) de-escalation and (2) safety concern identification and reporting. A minimum of one (1) hour per year per frontline worker will be required.

<u>Instructor Qualifications</u>

Training instructors must complete the Instructor's Course for Transit Trainers (FT00562) offered by the United States Department of Transportation's Transportation Safety Institute (TSI). Training instructors must also meet all federal, state, and local requirements and be approved by Access as a key position. Additional requirements are included in operating contracts.

<u>Safety Manager Qualifications</u>

Safety Managers must complete the Transit Bus System Safety course (FT00533) offered by the United States Department of Transportation's Transportation Safety Institute (TSI). Effective in 2023, a new minimum contractual standard for Safety Managers is the Transit Safety and Security Program (TSSP) Certificate issued by TSI.

Safety Communication

As outlined in the Hazard Identification and Analysis section, front-line staff are encouraged to communicate safety issues and are provided with various methods to communicate to management. Safety communication is designed to be a two-way feedback loop to establish a positive safety culture.

Safety Communication occurs through many methods including:

- Safety Monitors – TV monitors placed at each operating location and displaying timely and topical safety materials and themes;
- Safety Steering Committee – joint monthly meetings between Access and operating contractor staff;
- Workplace Safety Committee – quarterly meetings among Access staff to focus on the safety of the administrative headquarters;
- Contractor Safety Committees – monthly meetings amongst contractor staff that include an equal number of front-line employees and management employees;
- Safety Meetings – monthly contractor meetings including contractor safety-sensitive employees;
- Safety Training – portion of new driver training, and annual driver training, which includes safety topics;
- Coaching of vehicle-based video recordings – vehicle-based onboard video system events meeting certain criteria result in coaching, counseling, training, and/or discipline to bring about corrective action (and in some cases, positive reinforcement) for event categories including collisions, near collisions, fundamental driving errors, distracted driving, and unsafe driving;
- Signage;
- Bulletin boards; and
- Radio communication with drivers.

Driver Safety Incentive Program

Access recognizes its drivers' contributions through the Driver Safety Incentive Program for all Access certified drivers that operate Access-owned or dedicated vehicles. Under this program, drivers that reach 25,000, 50,000, 75,000, and 100,000 plus miles are rewarded through this incentive program. To be awarded, drivers need to go without a preventable collision, incident or safety violation in the period-of-time being audited. Drivers receiving incentives for reaching 25,000 safe miles have a choice of an Access backpack or Access 47 Brand ball cap and those with over 50,000 safe miles receive an Access jacket. Drivers that reach 75,000 or 100,000 safe miles without a preventable collision, incident or safety violation earn Visa gift cards valued at $250 and $500, as a small token of Access' appreciation for keeping safety at the forefront of the operations. After auditing the safe miles, these incentives are distributed quarterly to Access' contractors for distribution to drivers. Access benefits from this program as it rewards the drivers for their demanding work and incentivizes them to keep driving safe

and stay committed to driving for Access' contractors. In FY25, expenses for the program were $83,099 and 524 different drivers received at least one incentive item. Significant changes to the program are expected in mid-FY26 due to the new onboard vehicle video camera system installation.

12. Safety Plan Documentation (§673.31)

Access will maintain documents that are included in whole, or by reference, which describe the programs, policies, and procedures used to carry out this PTASP as required by regulations.

PTASP documents will be made available upon request to the Federal Transit Administration or other federal entity, or a State Safety Oversight Agency having jurisdiction. The Chief Safety Officer will be the primary point of contact when providing PTASP related information to external agencies.

Appendix A – Definition of Terms Used in Safety Plan (§673.5)

Accountable Executive, (typically the highest executive in the agency) means a single, identifiable person who has ultimate responsibility for carrying out the Safety Management System of a transit agency, and control or direction over the human and capital resources needed to develop and maintain both the transit agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the transit agency's Transit Asset Management Plan in accordance with 49 U.S.C. 5326.

Assault on a Transit Worker – 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 a transit worker.

Emergency – as defined under 49 U.S.C. 5324, a natural disaster affecting a wide area (such as a flood, hurricane, tidal wave, earthquake, severe storm, or landslide) or catastrophic failure from any external cause, as a result of which the Governor of a State has declared an emergency and the Secretary has concurred; or the President has declared a major disaster under section 401 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. 5170).

Employee means an employee of Access, an employee of Access' contractor, or an independent contractor providing services on behalf of Access or Access' contractors.

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 damage or harm to persons that require immediate medical attention away from the scene because of a reportable event. Agencies must report each person transported away from the scene for medical attention as an injury, whether or not the person appears to be injured.

Major Mechanical Failures prevent a vehicle from completing or starting a scheduled revenue trip because actual movement is limited or because of safety concerns.

Near-miss – a narrowly avoided safety event.

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.

Safety Assurance means the process within a transit agency's Safety Management System that functions 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 Event – an unexpected outcome resulting in injury or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transit system; or damage to the environment.

Safety Management Policy means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities for the management of safety.

Safety Management System (SMS) is the formal, top-down, data-driven, 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 risks.

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 refers to a data-driven, quantifiable parameter used for monitoring and assessing safety performance.

Safety Performance Measure is 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 safety performance targets.

Safety Performance Target 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 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 Safety Risk Management priorities by establishing the significance or value of its safety risks.

<u>Safety Risk Management</u> means a process within a Transit Agency's Safety Plan for identifying hazards, assessing the hazards, and mitigating the safety risks of their potential consequences.

<u>Safety Risk Mitigation</u> means a method or methods to eliminate or reduce the severity and/or likelihood of a potential consequence of a hazard.

<u>Safety Risk Probability</u> means the likelihood that a consequence might occur, taking as reference the worst foreseeable–but credible–condition.

<u>Safety Risk Severity</u> means the anticipated effects of a consequence, should it materialize, taking as reference the worst foreseeable–but credible–condition.

<u>Serious Injury</u> means any injury which: (1) requires hospitalization for more than 48 hours, commencing within seven days from the date of the injury was received; (2) results in a fracture of any bone (except simple fractures of fingers, toes, or nose); (3) causes severe hemorrhages, nerve, muscle, or tendon damage; (4) involves any internal organ; or (5) involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.

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

<u>Transit Worker</u> – any employee, contractor, or volunteer working on behalf of the transit agency.

Appendix B – Acronyms

ASP	Agency Safety Plan
CCC	Change Control Committee
CDC	Centers for Disease Control
CFR	Code of Federal Regulations
EOC	Emergency Operations Center
EOP	Emergency Operations Plan
FTA	Federal Transit Administration
IIPP	Illness & Injury Prevention Program
IRP	Incident Response Plan
IRT	Incident Response Team
NPTSP	National Public Transportation Safety Plan
NTD	National Transit Database
OSHA	Occupational Health & Safety Administration
PMI	Preventative Maintenance Inspections
PTASP	Public Transportation Agency Safety Plan
SCAG	Southern California Association of Governments
SMS	Safety Management System
SSOA	State Safety Oversight Agency
TAM	Transit Asset Management
TSI	Transportation Safety Institute
WSC	Workplace Safety Committee

Appendix C – Reference and Related Documents

- Fleet Maintenance Plan
- Emergency Operations Plan (EOP)
- Illness and Injury Prevention Program
- Transit Asset Management Plan
- EOP Infectious Disease Annex
- Operations Policies and Procedures
- National Public Transportation Safety Plan
- 49 CFR 673
- Management of Change Procedures
- "Dear Colleague" letter issued by the Federal Transit Administration on February 17, 2022
- System Security Plan
- PTASP Final Rule published by the Federal Transit Administration on April 11, 2024
- General Directive 24-1 – Required Actions Regarding Assaults on Transit Workers – September 25, 2024