



**Committee:** T&E  
**Committee Review:** At a future date  
**Staff:** Glenn Orlin, Senior Analyst  
**Purpose:** To introduce agenda item – no vote expected  
**Keywords:** #transitsafetyplan

AGENDA ITEM #1B  
March 24, 2020  
**Introduction**

## SUBJECT

Approval and Certification of the Division of Transit Services' Agency Safety Plan (ASP)

## EXPECTED ATTENDEES

None

## COUNCIL DECISION POINTS & COMMITTEE RECOMMENDATION

The T&E Committee review is tentatively scheduled for June 11, 2020.  
The certification must be transmitted to the Federal Transit Administration (FTA) by July 1, 2020.

## DESCRIPTION/ISSUE

FTA requires public transit operators to develop Agency Safety Plans annually, certifying that each comply with federal requirements.

## SUMMARY OF KEY DISCUSSION POINTS

None

### **This report contains:**

Executive's transmittal memo	© 1
Draft adoption resolution	© 2
Agency Plan	following © 2

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OFFICE OF THE COUNTY EXECUTIVE  
ROCKVILLE, MARYLAND 20850

Marc Elrich  
*County Executive*

MEMORANDUM

February 28, 2020

TO: Sydney Katz, President  
Montgomery County Council

FROM: Marc Elrich, County Executive 

SUBJECT: County Council Approval and Certification of the Montgomery County's  
Department of Transportations, Transit Services Agency Safety Plan (ASP).

The purpose of this memorandum is to forward to you a request for the County Council's approval of a Resolution authorizing the approval and certification of the Agency Safety plan mandated by the Federal Transit Administration.

It is required by the United States Department of Transportation, Federal Transit Administration, in accordance with the provisions of 49 CFR Part 673, that operators of public transportation under 49 U.S.C. Chapter 53 must develop Public Transportation Agency Safety Plans based on the Safety Management System approach. In accordance with 49 U.S.C. 5329(d)(1), § 673.13(a), each transit agency must certify its compliance with the federal requirements. Operators of public transportation systems will be required to implement the safety plans.

I am requesting introduction and approval/certification by the County Council of the attached Authorizing Resolution. Also attached is the agency safety plan for approval and signature on page 2. I look forward to working with the County Council in adopting this resolution. Thank you in advance for your cooperation.

①

Resolution: \_\_\_\_\_  
Introduced \_\_\_\_\_  
Adopted: \_\_\_\_\_

**COUNTY COUNCIL  
FOR MONTGOMERY COUNTY, MARYLAND**

By: County Council

**SUBJECT: Authorization to approve and certify the Agency Safety Plan for Montgomery County Department of Transportation, Division of Transit Services.**

**Background**

1. This is a resolution approves and certifies compliance of the Montgomery County Department of Transportations, Division of Transit Services Agency Safety plan . In accordance with 49 U.S.C. 5329(d)(1), § 673.13(a).
2. The Agency Safety Plan (ASP) will be reviewed and updated by the Accountable Executive (AE), Chief of Operations (COO), and the Chief Safety Officer (CSO) during the first week of July each year. The ASP will then be forwarded to the Montgomery County Council for approval and certification annually. After Montgomery County Council's approval, the ASP will be submitted to the Maryland Transit Administration (MTA) and the Federal Transit Administration (FTA). Changes in the organizational structure or changes in the basic service provided may trigger the need to update the ASP outside of the annual review process. The AE is responsible to conduct this review and update the ASP as appropriate.
3. It is required by the United States Department of Transportation, Federal Transit Administration, in accordance with the provisions of 49 CFR Part 673, that operators of public transportation under 49 U.S.C. Chapter 53 must develop Public Transportation Agency Safety Plans based on the Safety Management System approach. In accordance with 49 U.S.C. 5329(d)(1), § 673.13(a), each transit agency must certify its compliance with the federal requirements. Operators of public transportation systems will be required to implement the safety plans.

**Action**

The County Council for Montgomery County approves and certifies the following resolution:

1. The filing of the aforesaid agency safety plan is endorsed.

This is a correct copy of Council action.

\_\_\_\_\_  
Selena Singleton  
Clerk of the Council

②

# Montgomery County Department of Transportation, Division of Transit Services

## Agency Safety Plan

### 1. Transit Agency Information

Montgomery County, Maryland is located north of Washington DC and is part of the National Capital Region Transportation Planning Board (TPB) Metropolitan Planning Organization (MPO). The County's estimated population is just over one million and is part of the Washington-Baltimore-Northern Virginia combined statistical area with a population of over six million. The County's largest employers include the National Institutes of Health (approximately 18,000 employees) and the Food and Drug Administration (13,130 employees). Other large employers include the Walter Reed National Military Medical Center (11,690 employees), Marriott and Lockheed Martin (approximately 5,000 each), the National Oceanic and Atmospheric Administration (NOAA) (4,600 employees), Adventist Healthcare (approximately 4,300 employees), and many other public and private employers. Countywide, the population is forecasted to grow to over 1.2 million, while employment is forecasted to grow 40 percent to approximately 735,000 jobs by 2040.

Montgomery County's bus service, branded as Ride On, provides service throughout the County with a fleet of 368 buses. Roughly half of the buses (107 CNG and 66 diesel hybrid electric buses) use alternative fuels. Ride On routes and bus services may be viewed through the Ride On web site at: [www.montgomerycountymd.gov/DOT-Transit/routesandschedules/rideonroutes.html](http://www.montgomerycountymd.gov/DOT-Transit/routesandschedules/rideonroutes.html). Ride On bus service coverage extends to 76% of residents and 89% of employers and provides service within ¼ mile to 81% of low-income households and 86% of households without cars. County buses are stored at the Silver Spring, Gaithersburg and Nicholson Court depots.

<b>Transit Agency Name</b>	Montgomery County Department of Transportation, Division of Transit Services		
<b>Transit Agency Address</b>	101 Monroe Street, 5 <sup>th</sup> Floor, Rockville, Maryland 20850		
<b>Name and Title of Accountable Executive</b>	Dan Hibbert, Chief, Division of Transit Services		
<b>Name of Chief Safety Officer or SMS Executive</b>	Jeff George, Chief of Safety, Training, and Security		
<b>Mode(s) of Service Covered by This Plan</b>	Bus	<b>List All FTA Funding Types (e.g., 5307, 5310, 5311)</b>	5307,5310,5311, Discretionary grants.



<b>Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)</b>	Directly Operated Bus Service		
<b>Does the agency provide transit services on behalf of another transit agency or entity?</b>	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	<b>Description of Arrangement(s)</b> Montgomery County Ride On is a Locally Operated Transit System in Maryland. Grant funds are provided by Maryland Transit Administration for Operating/Large Urban/JARC and Rural Routes
<b>Name and Address of Transit Agency(ies) or Entity(ies) for Which Service is Provided</b>	Maryland Transit Administration (MTA)		

## 2. Plan Development, Approval, and Updates

<b>Name of Entity That Drafted This Plan</b>	Montgomery County Department of Transportation, Division of Transit Services	
<b>Signature by the Accountable Executive</b>	<b>Signature of Accountable Executive</b>	<b>Date of Signature</b>
<b>Approval by the Board of Directors or an Equivalent Authority</b>	<b>Name of Individual/Entity That Approved This Plan</b>	<b>Date of Approval</b>
	Montgomery County, County Council	
	<b>Relevant Documentation (title and location)</b> Authorizing Resolution	
<b>Certification of Compliance</b>	<b>Name of Individual/Entity That Certified This Plan</b>	<b>Date of Certification</b>
	Montgomery County, County Council	
	<b>Relevant Documentation (title and location)</b>	

<b>Version Number and Updates</b>			
<i>Record the complete history of successive versions of this plan.</i>			
<b>Version Number</b>	<b>Section/Pages Affected</b>	<b>Reason for Change</b>	<b>Date Issued</b>
1			

<b>Annual Review and Update of the Public Transportation Agency Safety Plan</b>
<i>Describe the process and timeline for conducting an annual review and update of the Public Transportation Agency Safety Plan.</i>
The Agency Safety Plan (ASP) will be reviewed and updated by the Accountable Executive (AE), Chief of Operations (COO), and the Chief Safety Officer (CSO) during the first week of July each year. The ASP will then be forwarded to the Montgomery County Council for approval. After Montgomery County Council's approval, the ASP will be submitted to the Maryland Transit Administration (MTA) and the Federal Transit Administration (FTA).
Changes in the organizational structure or changes in the basic service provided may trigger the need to update the ASP outside of the annual review process. The AE is responsible to conduct this review and update the ASP as appropriate.

### 3. Safety Performance Targets

<b>Safety Performance Targets</b>							
<i>Specify performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.</i>							
<b>Mode of Transit Service</b>	<b>Fatalities</b>	<b>Injuries</b>	<b>Safety Events</b>	<b>System Reliability</b>	<b>Other</b>	<b>Other</b>	<b>Other</b>
Bus	0	62	101	219			
Rate	0	.38	.62	73959			

<b>Safety Performance Target Coordination</b>
<i>Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.</i>

The agency's Safety Performance Targets are established by analyzing the agency's safety performance data for the last three fiscal years. All established Safety Performance Targets are approved by the Accountable Executive (AE) and are measurable, realistic and achievable. Safety Performance Targets are monitored and tracked daily by the Chief Safety Officer (CSO). Safety Performance Targets are reported daily to transit leadership and workforce through the agency's Daily Safety Report. (See Attachment O)

The four required Safety Performance Targets are defined as follows:

- Fatalities – Total number of National Transit Database (NTD) reportable fatalities.
- Injuries – Total number of NTD reportable injuries.
- Safety Events – Total number of NTD reportable events.
- System Reliability – Average distance, measured in Vehicle Revenue Miles (VRM) between Major Mechanical Failures.

Safety Performance Target rates are calculated as follows:

- Fatality Rate = Total Fatalities / 100,000 VRM.
- Injury Rate = Total Injuries / 100,000 VRM.
- Safety Event Rate = Total Event Rate / 100,000 VRM.
- System Reliability = Total VRM / Total Major Mechanical Failures.

The Accountable Executive of Montgomery County Department of Transportation, Division of Transit Services will make safety performance targets available to the Metropolitan Washington Council of Governments (MWCOG) after this PTASP has been finalized, approved and certified and will, to the maximum extent practicable, coordinate with MWCOG in the selection of MWCOG safety performance targets.

Submission of the approved and certified ASP to Maryland Transit Administration (MTA) ensures safety performance targets are available to the State and supports coordination regarding the statewide selection process.

Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
Targets Transmitted to the Metropolitan Planning Organization(s)	Maryland Transit Administration (MTA)	
	Metropolitan Planning Organization Name	Date Targets Transmitted
	Metropolitan Washington Council of Governments (MWCOG)	

## 4. Safety Management Policy

### Safety Management Policy Statement

*Include the written statement of safety management policy, incorporating safety objectives.*

Montgomery County Transit Services (Ride On) recognizes that the management of safety is a core value of our business. The management team at Ride On will embrace Safety Management System (SMS) as our safety oversight approach. Ride On is committed to developing, implementing, maintaining, and constantly improving safety and operational management processes to ensure the safety of our employees, customers and the general public. All levels of management and frontline employees are accountable to safety and understand that safety is a primary responsibility.

Ride On is committed to:

- Communicating the purpose and benefits of the Safety Management System (SMS) approach through our Safety Management Policy (SMP) to all staff, managers, supervisors, and employees. Documenting the duties, responsibilities, and accountabilities for employees throughout the organization and providing adequate safety related information and training to ensure employees are competent in safety management matters.

- Supporting the management of safety through the provision of appropriate resources, that will result in an organizational culture that fosters safe practices, encourages effective employee safety reporting and communication, and actively manages safety with the same attention to results as the attention to the results of the other management systems of the organization.
- Establishing and operating hazard identification and analysis, safety risk evaluation activities, including an employee safety reporting program as a fundamental source of identifying safety concerns and hazard identification, in order to eliminate 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.
- Ensuring that no punitive or retaliatory action will be taken against employees who disclose safety concerns through the reporting program, unless disclosure indicates an illegal act, gross negligence or deliberate or willful disregard of regulations or procedures.
- Establishing safety performance targets that are measurable, realistic, achievable, and data driven.
- Providing employee safety training on an annual and follow-up basis.
- Sharing safety information and data with employees to create awareness and cultivate the safety culture.
- Continually improving safety performance, through management processes, that ensure appropriate safety management action is taken and is effective.

### **Safety Management Policy Communication**

*Describe how the safety management policy is communicated throughout the agency's organization. Include dates where applicable.*

In August 2019, the agency conducted Communication Meetings in the Gaithersburg, Silver Spring and Nicholson Court depots to discuss the Safety Management System (SMS). During the meetings, the agency's Chief Safety Officer (CSO), presented an overview of the SMS components and the Safety Management Policy (SMP) to attending employees. Posters of the SMP and the SMS diagram are displayed in each depot for the operational workforce. SMP and SMS posters are also displayed in the Executive Office Building, for administrative personnel and management staff, and in the Driver Training School classroom which is located on Snouffer School Road. Operator communication meetings are conducted every four months with the workforce. SMS will be included as a permanent agenda topic in future meeting.

All policies approved by Montgomery County Transit Services, including the Safety Management Policy, are available electronically and hard copy. Newly hired employees are given a copy of all policies and procedures during the initial training period. Policies are also communicated to employees during operator meetings and depot safety meetings. In addition, information is posted in each depot and presented on the depot information monitors. All policies are available on computers, located in each depot, designated for employee use.

### **Authorities, Accountabilities, and Responsibilities**

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

<b>Accountable Executive</b>	<p>The Accountable Executive (AE) has ultimate ownership, accountability, and responsibility for overseeing, managing, and executing the Agency Safety Plan (ASP) and the Asset Management Plan (AMP) for Montgomery County's Department of Transportation, Division of Transit Service. (See Attachment J)</p> <p>Specific responsibilities of the AE include:</p> <ul style="list-style-type: none"> <li>• Ensuring SMS is effectively implemented throughout the agency's public transportation system.</li> <li>• Ensuring action is taken as necessary to address substandard performance in the agency's SMS.</li> <li>• Directing the day-to-day operation.</li> <li>• Developing the SMS Implementation Plan.</li> <li>• Setting safety objectives and establishing safety performance targets.</li> <li>• Developing and implementing the safety risk management and safety assurance plans.</li> <li>• Reviewing and analyzing information related to safety, service, schedule, planning, and financial reports.</li> <li>• Allocates human and capital resources to develop and maintain the agency's safety and asset plans.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Development of emergency and security policies.</li> <li>• Establishing training requirements for each employee position.</li> </ul>
<p><b>Chief of Operations (COO)</b></p>	<p><b>Chief of Operations (COO)</b> - The Chief of Operations is responsible and accountable for developing and implementing the Agency Safety Plan.</p> <p>Responsibilities of the COO include:</p> <ul style="list-style-type: none"> <li>• Ensuring all Depot Section Chiefs, Transit Operations Supervisors, Transit Service Supervisors, Bus Operators and other employees, have the ability to report any safety concerns using the appropriate plans, policies and procedures.</li> <li>• Overseeing the safety and security of employees and facilities of the transit division.</li> <li>• Ensuring that all employees are trained in SMS and understand the Agency Safety Plan and their roles in implementing the SMS Implementation Plan.</li> <li>• Ensuring all operational employees receive annual and follow-up safety training in defensive driving, safety work methods, security, customer service, and SMS.</li> <li>• Coordinating with Emergency Responders as the Emergency Operations Center transit representative.</li> <li>• Tracking the reporting of incidents by employees and reviewing the data on a daily basis.</li> <li>• Supporting Safety Risk Assessment activities as a daily activity.</li> <li>• Identifying and establishing safety targets and measures for performance measurement.</li> <li>• Supporting the activities of Safety Committees</li> </ul>
<p><b>Chief Safety Officer or SMS Executive</b></p>	<p><b>The Chief Safety Officer (CSO)</b> - The CSO has the authority and responsibility for day-to-day implementation and operation of the agency's SMS. The CSO holds a direct line of reporting to the AE.</p> <p>The CSO is responsible for:</p> <ul style="list-style-type: none"> <li>• Ensuring the safety and security of employees and facilities of the transit division.</li> <li>• Ensuring the agency has appropriate safety and security plans, policies, and procedures required to operate the transit service safely and efficiently.</li> <li>• Developing an effective Employee Safety Reporting Program (ESRP) which includes hazardous hazard identification and analysis, risk assessment, and mitigation. Reviewing the results of the reporting program daily. (See Attachment P)</li> <li>• Identifying and addressing non-compliance with operating and maintenance procedures.</li> <li>• Ensuring effectiveness of safety risk mitigations.</li> <li>• Assuring, through effective training, that all employees and management are aware of the agency's plans and have appropriate knowledge, skills, and abilities to follow the plans, policies, and procedures.</li> <li>• Identifying and establishing safety targets and measures for performance measurement.</li> <li>• Overseeing the activities of each depot Safety Committee.</li> <li>• Updating SOP's regarding accident investigation and prevention.</li> <li>• Reviewing and updating continuity of operation plans and emergency management plans.</li> </ul>
<p><b>Key Staff</b></p>	<p>The Key Staff reports directly to the Accountable Executive. Listed below are the staff positions and a brief description of the position. (See Attachment J – Organizational Chart)</p> <p><b>Customer and Operations Support Section Chief</b> - The Chief of Customer &amp; Operations Support has the responsibility for implementation, IT support and maintenance of the tools (software and reports) and associated infrastructure to track incidents and provide analytics to assess the causes for accident/incidents and reported hazards. The responsibility also includes being the initial point of all customer concerns in order to track each item as well as assigning the responsible party to address the customer concern.</p>

**Operational Planning Section Chief** - The Planning & Implementation section is responsible for the fixed route network design in Montgomery County MD for Ride On. This includes coordination with WMATA which serves as the Washington DC regional transportation provider and supplies approximately forty percent of the fixed route bus service in Montgomery County. The section is also responsible for the design of Micro-transit service throughout the County. The Section also manages 5,400 bus stops, four Transit Centers and fifteen Park & Ride lots throughout Montgomery County. In addition, to upgrading Ride On and WMATA bus stops to ensure ADA compliance.

**Management Services Section Chief** - The Chief of Management Services is responsible for securing background checks are completed and health status review is completed prior to offering the safety sensitive position to candidates. The Chief, MS is also responsible for guaranteeing fiscal responsibility for all contracts and resources to provide the transit service.

**Medicaid and Senior Transportation Section Chief** - The Chief of Enhanced Mobility and Senior Services is responsible for operating, overseeing and implementing the Division's special transportation services, which serves older adults, individuals with disabilities and low-income residents, and also compliments Ride On, public transit system. The Chief provides guidance, administers and monitors the safe operation of transportation services, by numerous transportation vendors, using various modes to transport County residents, while adhering to established safety and quality standards.

**Depot Section Chiefs (SC)** are responsible and accountable for the implementation of SMS in their respective depot location. Each Depot Chief is accountable for safety and safety performance measures. Safety elements are included in performance appraisals and incentive systems.

**Responsibilities include:**

- Providing leadership and direction to employees as related to safety and security matters.
- Participating in Safety Committee activities on monthly basis.
- Having full knowledge of all standard and emergency operating procedures.
- Providing SMS training and education to all employees reporting to the depot.
- Implementing the Employee Safety Reporting Program (ESRP) and training affected employees in the process.
- Providing an effective Employee Safety Reporting Program (ESRP) which includes hazardous hazard identification and analysis, risk assessment, and mitigation.
- Reviewing all reported safety hazards and conditions on a daily basis.
- Ensuring direct communications with the employee when safety hazards are identified.
- Collecting, analyzing data, and tracking information in Trapeze.
- Storing the Employee Safety Reporting (ESR) form electronically in the county V:
- Retaining data as required by FTA regulations.
- Re-training employees to eliminate and prevent risks that may lead to accidents, incidents or injuries.
- Continually improving safety performance, through management processes, that ensure appropriate safety management action is taken and is effective.
- Sharing safety information and data with employees to create awareness and cultivate the safety culture

**Transportation Services Supervisors (TSS)** – Report directly to the Depot Chief.

**Responsibilities include:**

- Supervising the desk and on road coordinators.
- Conducting SMS training with all employees under their direct supervision.
- Investigating and reporting accidents and incidents to determine root cause.
- Actively involved and accountable for the ERSP process
- Retaining SMS data and ESR in the county V:

**Transportation Operations Supervisors (TOS)** – Report directly to the Depot Chief.

	<p><b>Responsibilities include:</b></p> <ul style="list-style-type: none"> <li>• Supervising the transit agencies front line employees.</li> <li>• Conducting SMS training with all employees under their direct supervision.</li> <li>• Conducting annual and follow-up safety training to eliminate and prevent risks that may lead to accidents, incidents, or injuries</li> <li>• Actively involved and accountable for the ERSP process.</li> </ul> <p><b>Safety &amp; Training Supervisors (STS) / Instructors (STI) – Report to the CSO.</b></p> <p><b>Responsibilities include:</b></p> <ul style="list-style-type: none"> <li>• Training new bus operators during a five - week training program.</li> <li>• Training focused on SMS, Vehicle Operations, Emergency Management, Bus and Facility Security, and Customer Relations.</li> <li>• Maintaining current and relative training material that best reflects the practices established by the transit industry.</li> <li>• Actively involved and accountable for the ERSP process.</li> </ul>
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**Employee Safety Reporting Program**

*Describe the process and protections for employees to report safety conditions to senior management. Describe employee behaviors that may result in disciplinary action (and therefore, are excluded from protection).*

Employees are encouraged to identify and report all safety hazards and concerns encountered. An effective Employee Safety Reporting Program (ESRP) includes hazard identification and analysis, risk assessment, and mitigation. Hazards may exist inside and outside of depots, in transit centers, at service stops, in vehicles, and on the roadways. (See Attachment A and O)

Hazardous conditions and concerns may be reported as follows:

- Reporting to Central Communications – When employees are on road, employees may report unsafe and hazardous conditions to Central through radio transmission. Employees reporting in this manner will formally document the concern on an Employee Safety Report (ESR) form by the end of the business day and submitted according to written procedures.
- Reporting directly to any Supervisor or Manager utilizing the ESR form.
- Reporting to a desk coordinator and completing the Employee Safety Reporting (ESRP) form.
- Reporting anonymously by completing the ESR and placing in a locked comment box in the driver area.

The agency ensures that it practices a non-punitive approach to employee safety reporting and that no punitive or retaliatory action will be taken against employees who disclose safety concerns through the employee reporting program, unless disclosure indicates an illegal act, gross negligence, a deliberate act, a willful disregard of regulations or procedures.

**5. Safety Risk Management**

**Safety Risk Management Process**

*Describe the Safety Risk Management process, including:*

- *Safety Hazard Identification: The methods or processes to identify hazards and consequences of the hazards.*
- *Safety Risk Assessment: The methods or processes to assess the safety risks associated with identified safety hazards.*



- **Safety Risk Mitigation:** *The methods or processes to identify mitigations or strategies necessary as a result of safety risk assessment.*

### **Safety Risk Management (SRM)**

The success of the Agency's Safety Plan is dependent on SRM. The agency has developed and implemented an SRM process. SRM is comprised of activities including identifying safety hazards, assessing safety risks, and mitigating safety risks.

Several key terms must be defined to understand the SRM process.

- **Event** – Any accident, incident or occurrence.
- **Hazard** – Any real or potential condition that may cause injury, illness, death, property damage, and/or loss.
- **Risk** – Exposure to possible harm, injury or loss.
- **Risk mitigation** – The method to eliminate or reduce the effects of a hazard.
- **Consequence** – An effect of a hazard involving injury, illness, death, and/or damage to property.

Depot Section Chiefs will be responsible for the SRM process when hazards are identified. Listed below are the three sections of SRM. (See Attachment O for Section 5)

**Safety Hazard Identification** – The agency has established methods and processes to identify hazards and the consequences of the hazards. This process is described in Attachment O. Data and information provided by the oversight authority and the FTA will be reviewed as part of the hazard identification process.

Management observations and the ESRP are the primary sources for safety hazard identification. Employees will utilize the Employee Safety Reporting (ESR) form to notify the management team of potential hazards or existing hazards found in the workplace. Safety Hazard Identification is provided to the agency through various means including:

- Pre-trip and post trip vehicle condition reports identifying bus safety concerns to fleet as well as depot leadership.
- Hazards are identified and analyzed by routine observations of the workplace by all management personnel and through regular ride checks.
- Hazardous conditions are reported and assessed monthly with the safety committees in each depot.
- Other sources utilized by employees to report hazardous conditions or behavior include near misses, accident reports, maintenance reports, system inspections, and passenger feedback.
- The County 311 program provides an avenue for county residents to assist in the SMS process by reporting unsafe behavior or hazardous facility and equipment conditions.
- The agency regularly conducts public forums with county residents.
- The Transit Advisory Group (TAG) is made up of riders, organization members and community leaders. TAG meets each quarter to discuss operational needs and service requirements within the county.
- Fleet Maintenance monthly meetings address reoccurring equipment issues and discuss resolution.

Once the safety hazard has been identified by the agency, the next step in the SRM process is to complete the risk assessment.

**Safety Risk Assessment** is the process to evaluate safety risks associated with identified hazards. A safety risk represents the likelihood that people could be harmed, or equipment could be damaged, by the potential consequences of a hazard. Safety risk is expressed and measured by the predicted probability, severity of a hazard's potential consequences. The agency has established methods and processes to assess the safety risks associated with identifying hazards. The assessment includes the likelihood and consequences of the hazards and current mitigations plans.

To assess risks effectively, the following process will be followed. A depot Section Chief, or a designated supervisor, will follow this procedure to assess the safety risk. See Attachment O.

- Utilizing the Probability Form For Risk Assessment (Attachment B), determine the probability: *Frequent, Probable, Likely, Occasional, Remote, or Improbable* and document the findings on the ESR form.
- Next, use the Severity Form For Risk Assessment (Attachment C) to determine the severity of the event, hazard or incident: *Catastrophic, Critical, Moderate, Minor or Insignificant* and document the findings on the ESR form.
- The final step is to utilize the Risk Assessment Matrix For Decision Making form (Attachment D) to determine the hazard risk. This form is color coded and has numerical values and letters, associated with the risk.
- The color red is *Unacceptable* and must be mitigated immediately.



- The color orange is *Undesirable* and mitigation is required.
- The color yellow is *Acceptable but requires additional review and possible mitigation*.
- The green color is *Acceptable without further review*. The findings should be documented on the ESR form.

After completing the risk assessment, safety risk mitigation may be required.

**Safety Risk Mitigation** is the action taken by the agency to reduce the likelihood and severity of the potential consequences of a hazard. Existing mitigations must be considered when determining whether further measures are required to mitigate the consequences. The initial mitigation will require ongoing review and revised when necessary. The Section Chief, in each operation/depot, will approve risk mitigation and monitoring processes. Each mitigation should align with the agency's safety performance targets.

Mitigation actions may involve:

- Eliminating the hazard.
- Controlling the hazard through an engineering design.
- Implementing corrective action to reduce severity and or probability.
- Posting signage to reduce the risk.
- Assuming the risk.

Mitigation follow up is required to:

- Monitor the effectiveness of the mitigation.
- Monitor for unexpected hazards and consequences.
- Ensuring the mitigation resolution do not create a hazard.

Examples of Mitigation

- Pedestrian crosswalk accidents – Operator training related to approaching intersections and rock and roll techniques.
- Slips, trips, and fall injuries – Safe work methods training for employees and follow up training for the injured employee.
- Tree limbs blocking clear view of intersections – Contact authorities responsible for the roadway and request assistance with trimming trees. Notification to the workforce to reduce the safety hazard.

### Finalizing the SMS Process

Employee Follow Up and Workforce Communications

- The reporting employee will receive direct feedback when the hazard is mitigated.
- Safety committees shall review the identified hazards data and discuss mitigations during the monthly safety committee meetings.
- SMS data should be reported to the depot employees utilizing the safety board.

ESR Closure

- The Section Chief, or a designated supervisor, will close the safety concern in Trapeze when the mitigation is in place.
- The original ESR form will be updated and the final resolution will be noted.
- The ESR and other documentation related to the safety concern and mitigation will be retained in the SMS electronic folder located in the S:

Management Activities – Monitoring the SMS Process

- Daily the COO, CSO, and SC's will review the depot SMS electronic folder located in the S: and review Trapeze entries to evaluate the process. Trapeze is the tool used to track all SMS data.
- Daily the CSO will send the Daily Safety Report to the management team. This report will contain Accident, Injury, and SMS data. The daily safety report will be shared with employees and posted on the depot safety board.
- Weekly the COO and SC's will discuss SMS during a scheduled staff meeting.
- Monthly the AE, COO, CSO and SC's will review and discuss SMS data during the scheduled Operations Meeting.
- Monthly the AE, COO, CSO will review and discuss SMS during the scheduled AE's staff meeting.

## 6. Safety Assurance

### Safety Performance Monitoring and Measurement

*Describe activities to monitor the system for compliance with procedures for operations and maintenance.*

Safety performance monitoring focuses monitoring the safety performance of the agency's operations and maintenance activities. The data generated by SMS must be evaluated to determine whether implemented safety risk mitigations are appropriate and effective. In addition, it allows the agency to evaluate how well the safety performance is in line with the safety objectives and safety performance targets. Examples of safety performance monitoring activities include the following:

- Monitoring the system for compliance with, and sufficiency of, the agency's procedures for operations and maintenance.
- Monitoring the agency's operations to identify and safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.
- Conducting investigations of safety events to identify causal factors.
- Monitoring information submitted through the agency's ESRP. (See Attachment O)
- Monitoring on-board camera footage to assess operator incidents and accidents.
- Conducting regular vehicle inspections and preventative maintenance.
- Conducting informal inspections.
- Conducting and reviewing audits and safety surveys.
- Conducting safety reviews of any changes to existing service or before beginning new service.
- Evaluating data gathered and monitoring of data relating to the service.
- Reviewing feedback between leadership and all levels of the agency.

Results from the above processes are compared against recent performance trends annually by the CSO to determine where further corrective action is required. Any areas of the operation, including recent mitigation actions, if found to be out of compliance or ineffective will be entered back into the SRM process for re-evaluation by management leadership and safety committees.

*Describe activities to monitor operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.*

The effectiveness of mitigations will be monitored by the AE, COO, SC's and CSO annually utilizing performance data trends. Ineffective mitigations will be re-evaluated via the SRM process. Performance data comparisons will be based on the previous three years of accident, incident, and safety event data. Employee safety committees will assist the agency during the re-evaluation process.

*Describe activities to conduct investigations of safety events to identify causal factors.*

When accidents, incidents, hazards, or safety events occur, the agencies' road coordinators are dispatched to the location to begin an investigation. Actions include:

- Investigating and identifying causal factors. (See Attachments A, F, G, H, M, and U)
- Checking the status of individuals involved in the accident/incident and requesting medical assistance as required.
- Taking pictures of the accident or incident scene.
- Obtaining statements from the employee and witnesses (See Attachment H).
- Preparing a diagram of the scene and obtaining police information.
- Securing the vehicle video surveillance when appropriate.
- Clearing the scene of the event and completing a report.
- Retaining accident/incident reports and video surveillance electronically.
- Reporting hazards using the employee safety reporting form.

Employee Injury Investigation

- Investigated by the SC, TOS, or TSS.
- Investigation facts are documented on the Injury Investigation Report. (See Attachment M)
- The root cause of the injury is identified and documented.

- Injuries are reported formally to the agency and insurance provider. Appropriate care is provided.
- Follow up training is conducted with injured employee. (See Attachment L)
- Accident follow up training conducted with employee. (See Attachment K)
- Communication with workforce to create awareness and review methods to prevent future injuries/accidents.

Following the initial investigation of safety events, the CSO reviews and analyzes the data as follows:

- Safety data is review and tracked on an Excel worksheet by the CSO daily.
- Safety data is retained and analyzed by the CSO.
- Specific data includes the causal factors, the type and severity of the accident or event, location and time of accident, employee's length of service, number of previous accidents/incidents, and data concerning injured employee and/or passengers.
- Preventability of the accident or incident is determined initially by the COO, CSO, and the SC. This process is a requirement of the agency's Collective Bargaining Agreement. If an employee wishes to appeal the initial decision of preventability, an Appeal Review Committee with determine the final decision. (See Attachments F, G, H, and N).

Following the safety investigation and after the mitigation strategy is identified, the SC will document the process in Trapeze, and will execute the mitigation. Following this procedure will ensure that risk and severity of the safety events are mitigated to prevent future occurrences. The findings of the investigation will be reported back to the affected and reporting employee(s). Current policies and procedures will be reviewed and modified as appropriate to eliminate similar occurrences.

*Describe activities to monitor information reported through internal safety reporting programs.*

The COO, CSO, and SC's monitor safety information reported and documented through the ESRP daily. Data and documents are tracked in the agency's Trapeze program. (See Attachment O) All investigation forms are retained electronically in the agency's V: and all management has access to the V: In addition, the CSO will compile and email a summary of the previous day's safety events to the AE, COO and SC's. By reviewing and analyzing current data, the agency can monitor any changes and safety trends. Staff meetings will occur each week in the depots and monthly operational meetings are scheduled with the AE, COO, CSO, and SC's to further review ESRP data.

### **Management of Change**

*Describe the process for identifying and assessing changes that may introduce new hazards or impact safety performance.*

The planning and operations section will communicate upcoming service changes to the agency. When this occurs the COO, CSO, and SC will meet with the planning section and assess how changes may introduce new hazards or impact safety performance. The SRM process will be utilized to recognize potential risk that could be introduced to the system through the management change. New equipment, new service processes and procedures, will require new policy development.

After assessing the new service changes using the SRM process, the CSO will initiated safety strategies to address change. Training programs will be provided for employees operating the new service. Train the trainer classes will be provided by manufacturers of new buses and this training will be passed on to employees. New maintenance programs will be established to provide training on new equipment operation and vehicle maintenance.

Examples of management change:

- Recently, the agency introduced a new on demand service named the Flex. Employee training was modified to meet the change in equipment and service. New maintenance requirements and schedules were adopted to adjust to the changes.
- In 2020 the agency will introduce new service operating sixty- foot articulated buses and electric buses. New operating plans and employee training is required for the service. Maintenance training and equipment service requirements are currently being established to meet the service demands.

### **Continuous Improvement**

*Describe the process for assessing safety performance. Describe the process for developing and carrying out plans to address identified safety deficiencies.*

The agency's AE, COO, and CSO will conduct a quarterly evaluation of SMS to ensure that the system is effectively and efficiently allowing the agency to meet safety objectives and performance targets. Any deficiencies identified during the safety performance assessment, will require the agency, under the direction of the AE, to develop and carry out specific action plans to address the identified safety deficiencies.

In addition, an annual review of overall safety performance will be conducted each July. Examples of activities include:

- Addressing underlying hazards and potential consequences through SRM.
- Changing data collection or analysis techniques to better understand the reality of the process.
- Testing and evaluating new approaches to the SMS process.

## 7. Safety Promotion

### Competencies and Training

*Describe the safety training program for all agency employees and contractors directly responsible for safety.*

The agency has established and implemented a comprehensive safety training program for all agency employees in the agency's public transportation system. (See Attachment S). The training program includes annual refresher training. The agency does not utilize contractors for safety training.

The agency communicates safety and safety performance information throughout the agency's organization utilizing a daily safety report. The daily safety report is sent to each operation via email by the CSO. (See Attachment I) The agency conveys information on hazards and safety risks relevant to employees' roles and responsibilities and informs employees of safety action taken in response to reports submitted through the ESRP. See Attachment O)

The agency's Safety and Training department provides initial safety training to all new employees. In addition, the depot management team attends a three day train the trainer refresher course each year. The Transportation Services Supervisors (TSS) and the Transportation Operations Supervisors (TOS) are responsible for annual/refresher training for the employees reporting to the depot. Below is a brief description of the training department.

#### Training Department

- The training staff includes the CSO, a compliance manager, two safety and training supervisors, and six safety and training instructors. (See Attachment R)
- The Montgomery County Driver Training Facility (MCDTF) is located at 8751 Snouffer School Road Gaithersburg, Md. The facility is equipped with a thirty-seat classroom, office space for all staff, and a large skills pad for driver training.
- The department utilizes training material from Transportation Safety Institute (TSI) and Smith System Institute.
- Safety and training supervisors and instructors attend a five-day train the trainer course conducted by Smith System and are certified trainers.
- Montgomery County is certified by Maryland Motor Vehicles as a Career/Employee Testing program.
- This program allows our staff to train new bus operators with a learner's permit.
- After the training period, the agency can conduct MVA/CDL testing instead of taking the employee to MVA.
- MVA issues a CDL to the employee that successfully pass the test.

Annual/Refresher training and follow up training (for accidents, injuries, and incidents) is provided to each employee. Listed below is training provided by position title.

#### Management Training – Annual/Refresher – Conducted by Safety and Training Instructors

- Three-day train the trainer class includes customer service, emergency management, security, SMS, safe Work methods, and vehicle operations
- Skills pad training and testing
- Pre-trip and post trip Inspection
- On road training and evaluation
- Smith System Space Cushion driver training and evaluation
- SMS online training available through TSI

**New Operator Training – Conducted by Safety and Training Instructors**

- New bus operators attend a five-week training program at MCDTF.
- Classroom training and testing including customer service, emergency management, security, SMS, safe work methods, and vehicle operations
- Smith System Space Cushion driver training and evaluation
- Drug and Alcohol Training
- Safe Work Methods (SWM) to reduce employee injuries
- Agency specific policies and procedures
- Skills pad training and testing
- ADA training
- Radio Communications
- SMS online training available through TSI
- After the completion of the five-week training program, new operators are assigned to a depot.

**Platform Operator Training – Annual/Refresher - Conducted by Safety and Training Instructors**

- As an extension to the five-week training program, the agency utilizes Platform Operators to mentor and train new operators for a minimum of two-week period after the new operator reports to the assign depot. During the mentoring process, the operators receive route and revenue service training.
- Platform operators receive annual training as a requirement to performing this duty. Platform operator training includes:
  - Three-day training conducted by safety and training
  - Classroom training and testing including customer service, emergency management, security, SMS, safe work methods, and vehicle operations
  - Smith System Space Cushion driver training and evaluation
  - Safe Work Methods (SWM) to reduce employee injuries
  - Agency specific policies and procedures
  - Skills pad training and testing
  - ADA training
  - Pre-trip and post trip inspection
  - On road training and evaluation
  - SMS online training available through TSI

**Bus Operator Training – Annual/Refresher – Conducted by TOS**

- Customer Service
- Security
- SMS online training available through TSI
- Space and visibility on road training and evaluation
- Safe work methods/ policies and procedures
- Follow-up accident and injury training as required

**Coordinator Training – Annual/Refresher – Conducted by TSS**

- Customer Service
- Security
- SMS online training available through TSI
- Space and visibility on road training and evaluation
- Safe work methods/ policies and procedures
- Follow-up accident and injury investigation as required

**Motor Pool Attendant – Annual/Refresher – Conducted by TOS**

- Customer Service
- Security
- SMS online training available through TSI
- Space and visibility on road training and evaluation
- Safe work methods/ policies and procedures
- Follow-up accident and injury investigation as required

**Information Technicians – Annual/Refresher – Conducted by TOS**

- Customer Service

- Security
- SMS online training available through TSI
- Space and visibility on road training and evaluation
- Safe work methods/ policies and procedures
- Follow-up accident and injury investigation as required. (See Attachment R, K, and L)

Maintenance Staff Initial and Refresher Training – Is provided by the Safety Manager of Fleet Services. (See Attachment T)

### **Safety Communication**

*Describe processes and activities to communicate safety and safety performance information throughout the organization.*

The agency has established processes and activities to communicate safety and safety performance with the workforce. Listed below are common activities.

- Open Door Meetings – This is a process to promote communications with employees each month. The AE, COO, and Depot Section Chiefs meet with employees and discuss a variety of safety and other work-related topics. These meetings normally last one hour.
- Operation Meetings – Communication meetings are conducted in each depot every four months. These meetings correspond with the driver pick. Speakers attending the meeting include the AE, COO, CSO, a route planning representative, a police officer, and a service technician. During the meetings the agency discusses safety trends, route changes, safety and security concerns, issues requiring police assistance, and a discussion related to equipment concerns. Meetings are schedule in the AM and PM to allow more contact with employees.
- The CSO sends a daily safety messages and a safety report to leadership and frontline supervisors. The daily report is posted on the depot safety board in the work place for all employees to review. (See Attachment I)
- In addition, electronic monitors located in the depots are utilized to communicate daily changes to normal operations. The messages typically include the daily safety tip, detours, and upcoming events.
- Each depot has an active safety committee. Committees meet once each month to discuss safety events, accidents, incidents, injuries, equipment concerns, SMS, old business and any new business/safety concerns. Minutes from the safety meeting are posted on the Safety Board for all employees to review. Employees are encouraged to express safety concerns without fear of retaliation. Safety committees also evaluate and make recommendations regarding safety reporting, assessment and mitigation. (See Attachment P)
- The AE conducts management staff meets monthly to discuss safety results and strategies to improve safety.
- Safety Driving Awards are issued to bus operators each year for zero preventable accidents in a calendar year. Operators awarded, receive a safety certificate and appropriate safety awards.
- The Annual Bus Rodeo is another form of employee recognition and communication. Participants demonstrate their skill level as professional bus operators during this event. The agency follows APTA rules as the official standards. The rodeo includes individual and team completion. The first through third place participants in both categories are awarded trophies. The first-place individual winner represents the agency at the National APTA rodeo and all expenses are paid for this winner.

## **Additional Information**

### **Supporting Documentation**

*Include or reference documentation used to implement and carry out the Safety Plan that are not included elsewhere in this Plan.*

Attachment A: Employee Safety Reporting (ESR) Form  
 Attachment B: Probability Chart  
 Attachment C: Severity Chart  
 Attachment D: Risk Decision Making Matrix Chart  
 Attachment E: Description of Service  
 Attachment F: Accident Investigation Report Form

Attachment G: Incident Investigation Report Form  
 Attachment H: Operator Incident/Accident Investigation Report Form  
 Attachment I: Daily Safety Report  
 Attachment J: Organizational Chart  
 Attachment K: Space and Visibility Ride Form  
 Attachment L: Safe Work and Methods Training Form  
 Attachment M: Injury/Illness Investigation Report  
 Attachment N: DOT Accident/Incident Review Procedure  
 Attachment O: SOP Employee Safety Reporting Program and Safety Risk Management  
 Attachment P: SOP Safety Committees  
 Attachment Q: Safety and Training Organizational Chart  
 Attachment R: Operator Training Defined  
 Attachment S: FY20 Training Roster  
 Attachment T: Maintenance Training  
 Attachment U: Checklist for incident

### Definitions of Special Terms Used in the Safety Plan

Term	Definition
Accident	An event that involves any of the following: A loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; a runaway train; an evacuation for life safety reasons; or any derailment of a rail transit vehicle, at any location, at any time, whatever the cause.
Accountable Executive	A single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the agency's Transit Asset Management Plan in accordance with 49 U.S.C. 5326.
Chief Safety Officer	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 Chief Safety Officer may not serve in other operational or maintenance capacities, unless the Chief Safety Officer 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.
Equivalent Authority	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 subrecipient's Public Transportation Agency Safety Plan.
Event	Any Accident, Incident, or Occurrence.
FTA	The Federal Transit Administration, an operating administration within the United States Department of Transportation.
Hazard	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.

National Public Transportation Safety Plan	The plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.
Occurrence	An Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.
Operator of a public transportation system	A provider of public transportation as defined under 49 U.S.C. 5302 (14).
Performance measure	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	A quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the Federal Transit Administration (FTA).
Public Transportation Agency Safety Plan	The documented comprehensive agency safety plan for a transit agency that is required by 49 U.S.C. 5329 and this part.
Risk	The composite of predicted severity and likelihood of the potential effect of a hazard.
Risk mitigation	A method or methods to eliminate or reduce the effects of hazards.
Safety Assurance	Processes 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 Management Policy	A transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees in regard to safety.
Safety Management System (SMS)	The 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.
Safety Management System (SMS) Executive	A Chief Safety Officer or an equivalent.
Safety performance target	A Performance Target related to safety management activities.
Safety Promotion	A combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.
Safety risk assessment	The formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.
Safety Risk Management	A process within a transit agency's Public Transportation Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.
Serious injury	Any injury which: (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date of the injury was received; (2) Results in a fracture of any bone (except simple fractures of fingers, toes, or noses);



	(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.
Small public transportation provider	A recipient or subrecipient of Federal financial assistance under <u>49 U.S.C. 5307</u> that has one hundred (100) or fewer vehicles in peak revenue service and does not operate a rail fixed guideway public transportation system.
State	A State of the United States, the District of Columbia, Puerto Rico, the Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands.
State of good repair	The condition in which a capital asset is able to operate at a full level of performance.
State Safety Oversight Agency	An agency established by a State that meets the requirements and performs the functions specified by <u>49 U.S.C. 5329(e)</u> and the regulations set forth in <u>49 CFR part 674</u> .
Transit agency	An operator of a public transportation system.
Transit Asset Management Plan	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 <u>49 U.S.C. 5326</u> and <u>49 CFR part 625</u> .

### List of Acronyms Used in the Safety Plan

Acronym	Word or Phrase
<b>AE</b>	Accountable Executive
<b>APTA</b>	American Public Transportation Agency
<b>ASP</b>	Agency Safety Plan
<b>COO</b>	Chief Operations Officer
<b>CSO</b>	Chief Safety Officer
<b>ESR</b>	Employee Safety Report
<b>ESRP</b>	Employee Safety Reporting Program
<b>MTA</b>	Maryland Transit Administration
<b>MWCOG</b>	Metropolitan Washing Council of Governments
<b>NTD</b>	National Transit Database
<b>SC</b>	Section Chief
<b>SMS</b>	Safety Management System
<b>STI</b>	Safety and Training Instructor

<b>STS</b>	<b>Safety and Training Supervisor</b>
<b>TAG</b>	<b>Transit Advisory Group</b>
<b>TOS</b>	<b>Transit Operations Supervisor</b>
<b>TSI</b>	<b>Transportation Safety Institute</b>
<b>TSS</b>	<b>Transit Services Supervisor</b>
<b>VRM</b>	<b>Vehicle Revenue Miles</b>



**MCDOT**  
 Montgomery County  
 Department of Transportation



**Employee Safety Reporting Form**

<input type="checkbox"/> Thank the reporter for participating in the Employee Safety Reporting Program					
<b>Is this an emergency</b>		No <input type="checkbox"/>		Yes <input type="checkbox"/> If Yes, have them contact Central Communications	
<b>Notification Date</b>		<b>Notification Time</b>		Received by	
<b>Report Type</b>		Close Call <input type="checkbox"/>	Event <input type="checkbox"/>	Hazard <input type="checkbox"/>	Date and Time of:
<b>Report Type</b>		Emergency <input type="checkbox"/> Non-Emergency <input type="checkbox"/>		Human Resources <input type="checkbox"/>	
<b>Mode BUS</b>		Agency Wide <input type="checkbox"/>	Gaithersburg Depot <input type="checkbox"/>	Nicholson Court Depot <input type="checkbox"/>	Silver Spring Depot <input type="checkbox"/>
<b>Will it hurt someone now</b>		No <input type="checkbox"/>	Yes <input type="checkbox"/>	If Yes has it been temporarily mitigated	
				No <input type="checkbox"/>	Yes <input type="checkbox"/>
		If No, mitigated immediately via cone, tape, sign, notify management / Central			
<b>Injuries</b>		No <input type="checkbox"/>	Yes <input type="checkbox"/>	Description	
<b>Property Damage</b>		No <input type="checkbox"/>	Yes <input type="checkbox"/>	Description	
<b>Work order#</b>		No <input type="checkbox"/>	Yes <input type="checkbox"/>	If No, contact facilities to open a worker order	
				<b>Work Order#</b>	
<input type="checkbox"/> Location (ex: Street, Building, Station, Yard/ Div.)					
<input type="checkbox"/> Issue (ex: equipment, vehicle, procedure, facility item)					
<input type="checkbox"/> Conditions (ex: beginning/end shift, peak, events)					
<input type="checkbox"/> Weather (ex: rain, snow, hot/cold, sunny, season)					
<input type="checkbox"/> Environment (ex: loudness, debris, construction)					
<input type="checkbox"/> Description of the issues being reported (ex; Who, When, Where, How. Doing what, and surrounding conditions/environment)					
_____ _____ _____ _____					
<b>Final Resolution: Probability Level (    ), Severity Level (    ), Risk Assessment (    )</b>					
_____ _____					

## Probability Form For Risk Assessment

Probability Description	Probability Level	Specific Individual Item	Operational Experience	Frequency
Frequent	A	Likely to occur frequently in the life of an item.	Continuously experienced.	>36/year (or approximately weekly)
Probable	B	Will occur often in the life of an item.	Will occur regularly.	>12 to <36/year (approximately 1-3 per month)
Likely	C	Will occur several times in the life of an item.	Will occur several times.	>1 to <11 / years
Occasional	D	Likely to occur sometime in the life of an item.	Will occur a few times	1-11 events / year < 5 events in 5 years
Remote	E	Unlikely but possible to occur in the life of an item.	Unlikely but possible to occur.	1 event / 5 years < 10 events in 10 years
Improbable	F	So unlikely, it can be assumed occurrence may not be experienced.	It can be assumed it will not occur.	1 event / 10 years

Depot Section Chiefs or a designated supervisor will perform assessments on all reported safety incidents. They will determine the probability of the incident based on the above table.

Attachment B



## Severity Form For Risk Assessment

Severity	Characteristics			
	People	Equipment/ Services	Financial	Reputational
<b>Catastrophic 1</b>	Several deaths and/or numerous severe injuries	Total loss of equipment or system interruption, requiring months to repair	Estimated loss from the incident in excess of \$500,000.	Ongoing national media coverage, irreparable reputational damage, government intervention (Weeks – Months)
<b>Critical 2</b>	One death and/or severely injured	Significant loss of equipment or system interruption, requiring weeks to repair	Estimated loss from the incident in the range of \$100,000 to \$499,999.	Prolonged media campaign, serious reputational damage, sustained government involvement. (Days – Weeks)
<b>Moderate 3</b>	Severe injuries and/or numerous minor injuries	Some loss of equipment or system interruption, requiring seven or less days to repair	Estimated loss in the range of \$25,000 to \$99,999	Adverse media coverage, reputational damage, government involvement
<b>Minor 4</b>	Multiple minor injuries	Some loss of equipment, no system interruption, less than 24 hours to repair	Estimated losses are relatively minor, in the range of \$1,000 to \$24,999	Local media coverage and some reputational damage
<b>Insignificant 5</b>	Minor injuries or No injuries	Minor damage to equipment no system interruption, no immediate repair necessary	Estimated loss from the incident are likely less than \$1,000	No adverse media coverage or reputational damage

Depot Section Chiefs or a designated supervisor will perform assessments on all reported safety incidents. They will determine the severity of the incident based on the above table.

Attachment C



# Risk Assessment Matrix For Decision Making

HAZARD RISK INDICES					
Probability of Occurrence	Hazard Severity				
	1 Catastrophic	2 Critical	3 Moderate	4 Minor	5 Minimal
(A) Frequent	1A	2A	3A	4A	5A
(B) Probable	1B	2B	3B	4B	5B
(C) Likely	1C	2C	3C	4C	5C
(D) Occasional	1D	2D	3D	4D	5D
(E) Remote	1E	2E	3E	4E	5E
(E) Improbable	1F	2F	3F	4F	5F

Depot Section Chiefs or a designated supervisor will determine the needed mitigation based on findings from severity /probability charts.

**Table 1 - Hazard Risk Index**

Hazard Risk Index	Risk Decision Criteria
1A, 1B, 1C, 2A, 2B, 3A	<div style="display: flex; align-items: center;"> <div style="width: 20px; height: 20px; background-color: black; margin-right: 10px;"></div> <span>Unacceptable - must be mitigation immediately</span> </div>
1D, 2C, 2D, 3B, 3C, 4A, 4B,	<div style="display: flex; align-items: center;"> <div style="width: 20px; height: 20px; background-color: #ccc; margin-right: 10px;"></div> <span>Undesirable - mitigation required</span> </div>
1E, 1F, 2E, 2F, 3D, 3E, 4C, 4D, 5A, 5B	<div style="display: flex; align-items: center;"> <div style="width: 20px; height: 20px; border: 1px solid black; margin-right: 10px;"></div> <span>Acceptable with review</span> </div>
3F, 4E, 4F, 5C, 5D, 5E, 5F	<div style="display: flex; align-items: center;"> <div style="width: 20px; height: 20px; background-color: #000; margin-right: 10px;"></div> <span>Acceptable without further review</span> </div>

Montgomery County is located in Maryland; northwest of the Washington, D.C. It is Maryland's most populous county with a 2017 population of 1,058,810 - a 8.9 percent increase in seven years and the fifth largest county in the state in square miles. Public transportation in suburban Maryland is provided through partnerships between the Maryland Department of Transportation – Maryland Transit Administration (MTA), the Washington Metropolitan Transit Authority (WMATA) and local jurisdictions including Montgomery and Prince George's counties. Montgomery County is served by multiple transit agencies. The Washington Metropolitan Transit Authority (WMATA) provides rapid rail service with the Red Line and local bus services on 17 bus lines. Through MTA, the MARC provides commuter rail services and the MTA Commuter Bus program provides commuter bus services.

The Montgomery County Department of Transportation, Transit Services Division coordinates transit services throughout Montgomery County. The Division plans, schedules and operates the County's own Ride On bus system. The Ride On bus system has grown to its current 307 peak vehicles on 79 bus routes and two new microtransit zones.

Montgomery County continues to strive to be on the cutting edge of technology and innovations in the transit industry. We will soon operate Bus Rapid Transit along US29 Columbia Pike with limited stop service and off-board fare collection at uniquely designed level boarding transit stations. Also, our first four electric buses will arrive soon to further define our commitment to a clean environment.

## Attachment E

2/2



# Accident Investigation Report

DATE OF ACCIDENT: \_\_\_\_\_ TIME OF ACCIDENT: \_\_\_\_\_  AM  PM  
MONTH DAY YEAR

TYPE OF ACCIDENT:  COLLISION WITH VEHICLE OR OBJECT  PEDESTRIAN  
 OTHER: \_\_\_\_\_

LOCATION OF ACCIDENT: \_\_\_\_\_

## COUNTY VEHICLE

VEHICLE #: \_\_\_\_\_ YEAR: \_\_\_\_\_ PLATE#: \_\_\_\_\_ MAKE: \_\_\_\_\_  
# OF PASSENGERS: \_\_\_\_\_ MODE:  BUS  OTHER: \_\_\_\_\_  
DEPOT:  SILVER SPRING  GAITHERSBURG  NICHOLSON COURT  OTHER: \_\_\_\_\_  
ROUTE: \_\_\_\_\_ BLOCK: \_\_\_\_\_ DIRECTION:  NORTH  SOUTH  EAST  WEST  
OPERATOR NAME & ID#: \_\_\_\_\_ CDL STATE & #: \_\_\_\_\_  
OPERATOR'S STATEMENT COMPLETED?  YES  NO FUEL TYPE:  DIESEL  CNG  HYBRID  
DESCRIBE LOCATION OF DAMAGE TO COUNTY VEHICLE: \_\_\_\_\_  
POSTED SPEED LIMIT: \_\_\_\_\_ VEHICLE TOWED?  YES  NO  
SPEED OF VEHICLE: \_\_\_\_\_ OPERATOR INJURED?  YES  NO

## VEHICLE # 2

MAKE: \_\_\_\_\_ MODEL: \_\_\_\_\_ COLOR: \_\_\_\_\_ YEAR: \_\_\_\_\_  
# OCCUPANTS: \_\_\_\_\_ LICENSE PLATE STATE: \_\_\_\_\_ PLATE #: \_\_\_\_\_ DIRECTION:  NORTH  SOUTH  EAST  WEST  
OWNER: \_\_\_\_\_ ADDRESS: \_\_\_\_\_ PHONE: \_\_\_\_\_  
OPERATOR: \_\_\_\_\_ ADDRESS: \_\_\_\_\_ PHONE: \_\_\_\_\_  
OPERATOR DRIVER LICENSE STATE: \_\_\_\_\_ OPERATOR DRIVER LICENSE #: \_\_\_\_\_  
INSURANCE COMPANY: \_\_\_\_\_ POLICY #: \_\_\_\_\_  
DESCRIBE LOCATION OF DAMAGE TO VEHICLE 2: \_\_\_\_\_  
VEHICLE TOWED?  YES  NO  
OPERATOR INJURED?  YES  NO

## VEHICLE # 3

MAKE: \_\_\_\_\_ MODEL: \_\_\_\_\_ COLOR: \_\_\_\_\_ YEAR: \_\_\_\_\_  
# OCCUPANTS: \_\_\_\_\_ LICENSE PLATE STATE: \_\_\_\_\_ PLATE #: \_\_\_\_\_ DIRECTION:  NORTH  SOUTH  EAST  WEST  
OWNER: \_\_\_\_\_ ADDRESS: \_\_\_\_\_ PHONE: \_\_\_\_\_  
OPERATOR: \_\_\_\_\_ ADDRESS: \_\_\_\_\_ PHONE: \_\_\_\_\_  
OPERATOR DRIVER LICENSE STATE: \_\_\_\_\_ OPERATOR DRIVER LICENSE #: \_\_\_\_\_  
INSURANCE COMPANY: \_\_\_\_\_ POLICY #: \_\_\_\_\_  
DESCRIBE LOCATION OF DAMAGE TO VEHICLE 3: \_\_\_\_\_  
VEHICLE TOWED?  YES  NO  
OPERATOR INJURED?  YES  NO

## ON THE SCENE

POLICE REPORT# \_\_\_\_\_  
POLICE CAR #: \_\_\_\_\_ OFFICER NAME: none BADGE #: \_\_\_\_\_  
RESCUE #: \_\_\_\_\_ # CLAIM INJURIES: \_\_\_\_\_ # WITNESSES: \_\_\_\_\_

29



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**WEATHER CONDITIONS AND TRAFFIC CONTROLS**

WEATHER

CLEAR    CLOUDY    FOGGY    RAINING    SLEETING    SNOWING    OTHER: \_\_\_\_\_

VISIBILITY

DAWN    DAY    DUSK    DARK    OTHER: \_\_\_\_\_

CONDITION OF ROADWAY

NONE DRY    GREASY    ICY    SNOW    UNDER REPAIR    WET     
OTHER: \_\_\_\_\_

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**DIAGRAM OF ACCIDENT SCENE:**

WITNESSES AND/OR PERSONS CLAIMING INJURY

1. NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_ HOME PHONE: \_\_\_\_\_  
 DATE OF BIRTH: \_\_\_\_\_ CITY/STATE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_  
 APPROX. AGE: \_\_\_\_\_ GENDER: \_\_\_\_\_  
 WITNESS?:  RIDE ON PASSENGER  OTHER VEHICLE PASSENGER  BYSTANDER  OTHER: \_\_\_\_\_  
 IF WAS RIDE ON PASSENGER:  SEATED - LOCATION: \_\_\_\_\_  STANDING - LOCATION: \_\_\_\_\_  
 CLAIMING INJURY?:  RIDE ON VEHICLE  OTHER VEHICLE  PEDESTRIAN  OTHER: \_\_\_\_\_  
 PERSON LEFT THE SCENE HOW?  WALKED  EMS TRANSPORT  PRIVATE  REFUSED ASSISTANCE  OTHER: \_\_\_\_\_

2. NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_ HOME PHONE: \_\_\_\_\_  
 DATE OF BIRTH: \_\_\_\_\_ CITY/STATE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_  
 APPROX. AGE: \_\_\_\_\_ GENDER: \_\_\_\_\_  
 WITNESS?:  RIDE ON PASSENGER  OTHER VEHICLE PASSENGER  BYSTANDER  OTHER: \_\_\_\_\_  
 IF WAS RIDE ON PASSENGER:  SEATED - LOCATION: \_\_\_\_\_  STANDING - LOCATION: \_\_\_\_\_  
 CLAIMING INJURY?:  RIDE ON VEHICLE  OTHER VEHICLE  PEDESTRIAN  OTHER: \_\_\_\_\_  
 PERSON LEFT THE SCENE HOW?  WALKED  EMS TRANSPORT  PRIVATE  REFUSED ASSISTANCE  OTHER: \_\_\_\_\_

3. NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_ HOME PHONE: \_\_\_\_\_  
 DATE OF BIRTH: \_\_\_\_\_ CITY/STATE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_  
 APPROX. AGE: \_\_\_\_\_ GENDER: \_\_\_\_\_  
 WITNESS?:  RIDE ON PASSENGER  OTHER VEHICLE PASSENGER  BYSTANDER  OTHER: \_\_\_\_\_  
 IF WAS RIDE ON PASSENGER:  SEATED - LOCATION: \_\_\_\_\_  STANDING - LOCATION: \_\_\_\_\_  
 CLAIMING INJURY?:  RIDE ON VEHICLE  OTHER VEHICLE  PEDESTRIAN  OTHER: \_\_\_\_\_  
 PERSON LEFT THE SCENE HOW?  WALKED  EMS TRANSPORT  PRIVATE  REFUSED ASSISTANCE  OTHER: \_\_\_\_\_

4. NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_ HOME PHONE: \_\_\_\_\_  
 DATE OF BIRTH: \_\_\_\_\_ CITY/STATE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_  
 APPROX. AGE: \_\_\_\_\_ GENDER: \_\_\_\_\_  
 WITNESS?:  RIDE ON PASSENGER  OTHER VEHICLE PASSENGER  BYSTANDER  OTHER: \_\_\_\_\_  
 IF WAS RIDE ON PASSENGER:  SEATED - LOCATION: \_\_\_\_\_  STANDING - LOCATION: \_\_\_\_\_  
 CLAIMING INJURY?:  RIDE ON VEHICLE  OTHER VEHICLE  PEDESTRIAN  OTHER: \_\_\_\_\_  
 PERSON LEFT THE SCENE HOW?  WALKED  EMS TRANSPORT  PRIVATE  REFUSED ASSISTANCE  OTHER: \_\_\_\_\_

5. NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_ HOME PHONE: \_\_\_\_\_  
 DATE OF BIRTH: \_\_\_\_\_ CITY/STATE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_  
 APPROX. AGE: \_\_\_\_\_ GENDER: \_\_\_\_\_  
 WITNESS?:  RIDE ON PASSENGER  OTHER VEHICLE PASSENGER  BYSTANDER  OTHER: \_\_\_\_\_  
 IF WAS RIDE ON PASSENGER:  SEATED - LOCATION: \_\_\_\_\_  STANDING - LOCATION: \_\_\_\_\_  
 CLAIMING INJURY?:  RIDE ON VEHICLE  OTHER VEHICLE  PEDESTRIAN  OTHER: \_\_\_\_\_  
 PERSON LEFT THE SCENE HOW?  WALKED  EMS TRANSPORT  PRIVATE  REFUSED ASSISTANCE  OTHER: \_\_\_\_\_



COORDINATOR NARRATIVE:

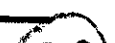
[Empty box for Coordinator Narrative]

CHECK LIST

- 1. ACCIDENT REPORT COMPLETE       YES    NO      IF "NO", WHY? \_\_\_\_\_
- 2. PHOTOS TAKEN       YES    NO      IF "NO", WHY? \_\_\_\_\_
- 3. HARD DRIVE PULLED       YES    NO      IF "NO", WHY? \_\_\_\_\_
- 4. H. D PULLED #       H.D REPLACED WITH #  \_\_\_\_\_
- 5. HARD DRIVE DELIVERED TO CENTRAL       YES    NO      IF "NO", WHY? \_\_\_\_\_
- 6. DIAGRAM COMPLETED       YES    NO      IF "NO", WHY? \_\_\_\_\_
- 7. OPERATOR'S STATEMENT OBTAINED       YES    NO      IF "NO", WHY? \_\_\_\_\_
- 8. WITNESS LIST OBTAINED       YES    NO      IF "NO", WHY?      None \_\_\_\_\_
- 9. WITNESS STATEMENT (S)       YES    NO      IF "NO", WHY?      None \_\_\_\_\_

COORDINATOR / SUPERVISOR'S NAME (PRINTED) \_\_\_\_\_ COORDINATOR / SUPERVISOR'S SIGNATURE \_\_\_\_\_ DATE REPORT COMPLETED \_\_\_\_\_

TSS REVIEWED ON DATE: \_\_\_\_\_ TSS SIGNATURE: \_\_\_\_\_





Attachment G

# Incident Investigation Report

DATE OF ACCIDENT:

MO. DAY YEAR

TIME OF ACCIDENT:

AM PM

TYPE OF ACCIDENT:

COLLISION WITH VEHICLE OR OBJECT PEDESTRIAN

OTHER:

LOCATION OF ACCIDENT:

## COUNTY VEHICLE

VEHICLE # YEAR PLATE# MAKE # OF PASSENGERS MODE: BUS OTHER DEPOT: SILVER SPRING GAITHERSBURG NICHOLSON COURT OTHER ROUTE BLOCK DIRECTION: NORTH SOUTH EAST WEST OPERATOR NAME & ID# CDL STATE & # OPERATOR'S STATEMENT COMPLETED? YES NO FUEL TYPE: DIESEL CNG HYBRID DESCRIBE LOCATION OF DAMAGE TO COUNTY VEHICLE: POSTED SPEED LIMIT: VEHICLE TOWED? YES NO SPEED OF VEHICLE: OPERATOR INJURED? YES NO

## VEHICLE # 2

MAKE MODEL COLOR YEAR # OCCUPANTS LICENSE PLATE STATE PLATE # DIRECTION: NORTH SOUTH EAST WEST OWNER ADDRESS PHONE OPERATOR ADDRESS PHONE OPERATOR DRIVER LICENSE STATE OPERATOR DRIVER LICENSE # INSURANCE COMPANY POLICY # DESCRIBE LOCATION OF DAMAGE TO VEHICLE 2: VEHICLE TOWED? YES NO OPERATOR INJURED? YES NO

## VEHICLE # 3

MAKE MODEL COLOR YEAR # OCCUPANTS LICENSE PLATE STATE PLATE # DIRECTION: NORTH SOUTH EAST WEST OWNER ADDRESS PHONE OPERATOR ADDRESS PHONE OPERATOR DRIVER LICENSE STATE OPERATOR DRIVER LICENSE # INSURANCE COMPANY POLICY # DESCRIBE LOCATION OF DAMAGE TO VEHICLE 3: VEHICLE TOWED? YES NO OPERATOR INJURED? YES NO

## ON THE SCENE

POLICE CAR # OFFICER NAME POLICE REPORT# BADGE # RESCUE # # CLAIM INJURIES # WITNESSES

31

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**WEATHER CONDITIONS AND TRAFFIC CONTROLS**

WEATHER

- CLEAR    CLOUDY    FOGGY    RAINING    SLEETING    SNOWING    OTHER: \_\_\_\_\_

VISIBILITY

- DAWN    DAY    DUSK    DARK    OTHER: \_\_\_\_\_

CONDITION OF ROADWAY

- DRY    GREASY    ICY    SNOW    UNDER REPAIR    WET    OTHER: \_\_\_\_\_
- 

**DIAGRAM OF THE SCENE:**

**WITNESSES AND/OR PERSONS CLAIMING INJURY**

1. NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_ HOME PHONE: \_\_\_\_\_  
DATE OF BIRTH: \_\_\_\_\_ CITY/STATE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_  
APPROX. AGE: \_\_\_\_\_ GENDER: \_\_\_\_\_  
WITNESS?:  RIDE ON PASSENGER  OTHER VEHICLE PASSENGER  BYSTANDER  OTHER: \_\_\_\_\_  
IF WAS RIDE ON PASSENGER:  SEATED - LOCATION: \_\_\_\_\_  STANDING - LOCATION: \_\_\_\_\_  
CLAIMING INJURY?:  RIDE ON VEHICLE  OTHER VEHICLE  PEDESTRIAN  OTHER: \_\_\_\_\_  
PERSON LEFT THE SCENE HOW?  WALKED  EMS TRANSPORT  PRIVATE  REFUSED ASSISTANCE  OTHER: \_\_\_\_\_

2. NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_ HOME PHONE: \_\_\_\_\_  
DATE OF BIRTH: \_\_\_\_\_ CITY/STATE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_  
APPROX. AGE: \_\_\_\_\_ GENDER: \_\_\_\_\_  
WITNESS?:  RIDE ON PASSENGER  OTHER VEHICLE PASSENGER  BYSTANDER  OTHER: \_\_\_\_\_  
IF WAS RIDE ON PASSENGER:  SEATED - LOCATION: \_\_\_\_\_  STANDING - LOCATION: \_\_\_\_\_  
CLAIMING INJURY?:  RIDE ON VEHICLE  OTHER VEHICLE  PEDESTRIAN  OTHER: \_\_\_\_\_  
PERSON LEFT THE SCENE HOW?  WALKED  EMS TRANSPORT  PRIVATE  REFUSED ASSISTANCE  OTHER: \_\_\_\_\_

3. NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_ HOME PHONE: \_\_\_\_\_  
DATE OF BIRTH: \_\_\_\_\_ CITY/STATE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_  
APPROX. AGE: \_\_\_\_\_ GENDER: \_\_\_\_\_  
WITNESS?:  RIDE ON PASSENGER  OTHER VEHICLE PASSENGER  BYSTANDER  OTHER: \_\_\_\_\_  
IF WAS RIDE ON PASSENGER:  SEATED - LOCATION: \_\_\_\_\_  STANDING - LOCATION: \_\_\_\_\_  
CLAIMING INJURY?:  RIDE ON VEHICLE  OTHER VEHICLE  PEDESTRIAN  OTHER: \_\_\_\_\_  
PERSON LEFT THE SCENE HOW?  WALKED  EMS TRANSPORT  PRIVATE  REFUSED ASSISTANCE  OTHER: \_\_\_\_\_

4. NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_ HOME PHONE: \_\_\_\_\_  
DATE OF BIRTH: \_\_\_\_\_ CITY/STATE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_  
APPROX. AGE: \_\_\_\_\_ GENDER: \_\_\_\_\_  
WITNESS?:  RIDE ON PASSENGER  OTHER VEHICLE PASSENGER  BYSTANDER  OTHER: \_\_\_\_\_  
IF WAS RIDE ON PASSENGER:  SEATED - LOCATION: \_\_\_\_\_  STANDING - LOCATION: \_\_\_\_\_  
CLAIMING INJURY?:  RIDE ON VEHICLE  OTHER VEHICLE  PEDESTRIAN  OTHER: \_\_\_\_\_  
PERSON LEFT THE SCENE HOW?  WALKED  EMS TRANSPORT  PRIVATE  REFUSED ASSISTANCE  OTHER: \_\_\_\_\_

5. NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_ HOME PHONE: \_\_\_\_\_  
DATE OF BIRTH: \_\_\_\_\_ CITY/STATE: \_\_\_\_\_ CELL PHONE: \_\_\_\_\_  
APPROX. AGE: \_\_\_\_\_ GENDER: \_\_\_\_\_  
WITNESS?:  RIDE ON PASSENGER  OTHER VEHICLE PASSENGER  BYSTANDER  OTHER: \_\_\_\_\_  
IF WAS RIDE ON PASSENGER:  SEATED - LOCATION: \_\_\_\_\_  STANDING - LOCATION: \_\_\_\_\_  
CLAIMING INJURY?:  RIDE ON VEHICLE  OTHER VEHICLE  PEDESTRIAN  OTHER: \_\_\_\_\_  
PERSON LEFT THE SCENE HOW?  WALKED  EMS TRANSPORT  PRIVATE  REFUSED ASSISTANCE  OTHER: \_\_\_\_\_

COORDINATOR / SUPERVISOR NARRATIVE:

[Empty box for Coordinator / Supervisor Narrative]

CHECK LIST

- 1. ACCIDENT REPORT COMPLETE  YES  NO IF "NO", WHY? N/A
- 2. PHOTOS TAKEN  YES  NO IF "NO", WHY? N/A
- 3. HARD DRIVE PULLED  YES  NO IF "NO", WHY? \_\_\_\_\_
- 4. H.D PULLED #  H.D REPLACED #
- 5. HARD DRIVE DELIVERED TO CENTRAL  YES  NO IF "NO", WHY? N/A
- 6. DIAGRAM COMPLETED  YES  NO IF "NO", WHY? N/A
- 7. OPERATOR'S STATEMENT OBTAINED  YES  NO IF "NO", WHY? \_\_\_\_\_
- 8. WITNESS LIST OBTAINED  YES  NO IF "NO", WHY? \_\_\_\_\_
- 9. WITNESS STATEMENT (S)  YES  NO IF "NO", WHY? \_\_\_\_\_

COORDINATOR / SUPERVISOR'S NAME (PRINTED)

COORDINATOR / SUPERVISOR'S SIGNATURE

DATE REPORT COMPLETED

214

ATTACHMENT H



Operator Incident / Accident Report

TYPE OF REPORT: [ ] ACCIDENT [ ] INCIDENT
DATE OF INCIDENT/ACCIDENT: MO. DAY YEAR TIME OF INCIDENT/ACCIDENT: [ ] AM [ ] PM
LOCATION OF INCIDENT/ACCIDENT:

COUNTY VEHICLE

OPERATOR NAME & ID#:
VEHICLE #: ROUTE: BLOCK: DIRECTION: [ ] NORTH [ ] SOUTH [ ] EAST [ ] WEST
DEPOT: [ ] SILVER SPRING [ ] GAITHERSBURG [ ] NICHOLSON COURT [ ] OTHER:
DESCRIBE LOCATION OF DAMAGE TO COUNTY VEHICLE:

VEHICLE # 2

MAKE: MODEL: COLOR: YEAR:
# OCCUPANTS: LICENSE PLATE STATE: PLATE #: DIRECTION: [ ] NORTH [ ] SOUTH [ ] EAST [ ] WEST
OWNER: ADDRESS: PHONE:
OPERATOR: ADDRESS: PHONE:
OPERATOR DRIVER LICENSE STATE: OPERATOR DRIVER LICENSE #:
INSURANCE COMPANY: POLICY #:
DESCRIBE LOCATION OF DAMAGE TO VEHICLE 2:
VEHICLE TOWED? [ ] YES [ ] NO
OPERATOR INJURED? [ ] YES [ ] NO

PASSENGER INCIDENT / ACCIDENT

TYPE OF INCIDENT / ACCIDENT: [ ] FALL [ ] STRUCK BY BUS [ ] OTHER:
PASSENGER WAS: [ ] ALIGHTING [ ] FINISHED ALIGHTING [ ] APPROACHING TO BOARD [ ] BOARDING [ ] ON BOARD STANDING [ ] ON BOARD SITTING
LOCATION OF PASSENGER: [ ] FRONT DOORS [ ] FRONT STEPS [ ] AISLE [ ] CENTER DOORS [ ] CENTER STEPS [ ] SEAT
IF PASSENGER OUTSIDE: DISTANCE FROM BUS: APPROX. FEET. DISTANCE FROM DOOR INVOLVED TO CURB: APPROX. FEET.

PEDESTRIAN INCIDENT / ACCIDENT

PEDESTRIAN WAS: [ ] RUNNING [ ] WALKING [ ] STANDING [ ] OTHER:
LOCATION: [ ] CROSS WALK [ ] SIDEWALK [ ] IN THE STREET [ ] OTHER:
DIRECTION PEDESTRIAN WAS FACING: [ ] NORTH [ ] SOUTH [ ] EAST [ ] WEST

ON THE SCENE

POLICE CAR #: OFFICER NAME: POLICE REPORT#:
RESQ# # CLAIM INJURES: # WITNESSES:
BADGE #:

WEATHER CONDITIONS

WEATHER: [ ] CLEAR [ ] CLOUDY [ ] FOGGY [ ] RAINING [ ] SLEETING [ ] SNOWING [ ] OTHER:
VISIBILITY: [ ] DAWN [ ] DAY [ ] DUSK [ ] DARK [ ] OTHER:

DIAGRAM OF INCIDENT/ACCIDENT SCENE:

Large empty rectangular box for drawing the incident/accident scene.



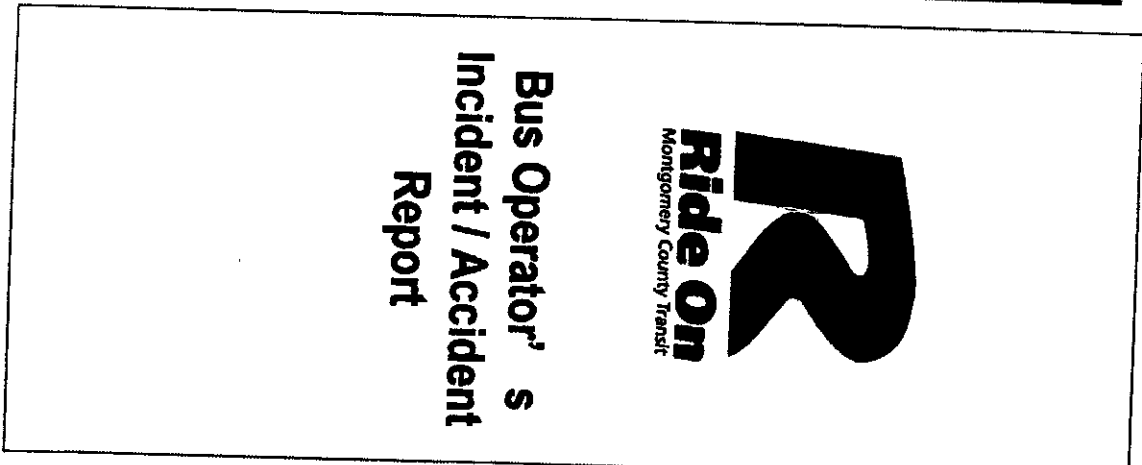
**WITNESSES AND/OR PERSONS CLAIMING INJURY**

1. NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_ HOME PHONE: \_\_\_\_\_  
DATE OF BIRTH: \_\_\_\_\_ CITY/STATE \_\_\_\_\_ CELL PHONE: \_\_\_\_\_  
WITNESS?:  RIDE ON PASSENGER  OTHER VEHICLE PASSENGER  BYSTANDER  OTHER: \_\_\_\_\_  
IF WAS RIDE ON PASSENGER:  SEATED - LOCATION: \_\_\_\_\_  STANDING - LOCATION: \_\_\_\_\_  
CLAIMING INJURY?:  RIDE ON VEHICLE  OTHER VEHICLE  PEDESTRIAN  OTHER: \_\_\_\_\_  
PERSON LEFT THE SCENE HOW?  WALKED  EMS TRANSPORT  PRIVATE  REFUSED ASSISTANCE  OTHER: \_\_\_\_\_

2. NAME: \_\_\_\_\_ ADDRESS: \_\_\_\_\_ HOME PHONE: \_\_\_\_\_  
DATE OF BIRTH: \_\_\_\_\_ CITY/STATE \_\_\_\_\_ CELL PHONE: \_\_\_\_\_  
WITNESS?:  RIDE ON PASSENGER  OTHER VEHICLE PASSENGER  BYSTANDER  OTHER: \_\_\_\_\_  
IF WAS RIDE ON PASSENGER:  SEATED - LOCATION: \_\_\_\_\_  STANDING - LOCATION: \_\_\_\_\_  
CLAIMING INJURY?:  RIDE ON VEHICLE  OTHER VEHICLE  PEDESTRIAN  OTHER: \_\_\_\_\_  
PERSON LEFT THE SCENE HOW?  WALKED  EMS TRANSPORT  PRIVATE  REFUSED ASSISTANCE  OTHER: \_\_\_\_\_

**OPERATOR'S STATEMENT:**


OPERATOR'S SIGNATURE \_\_\_\_\_ DATE REPORT COMPLETED \_\_\_\_\_



FY20 Daily Safety Report					Accidents		
9/1/2019	BUS ACCIDENTS	EMPLOYEE INJURIES	PASSENGERS TRANSPORTED	Operator Assaults	Fixed, Mirror, Tire & Rim	Minor	Major
Silver Spring	0	0	0	0	0	0	0
Gaithersburg	0	0	0	0	0	0	0
Nicholson Ct.	0	0	0	0	0	0	0

Cumulative Safety Totals For September FY20										Accidents		
Ride On	BUS ACCIDENTS	EMPLOYEE INJURIES	PASSENGERS TRANSPORTED	ACCIDENT GOAL	FY20 RATE	INJURY GOAL	FY20 RATE	Operator Assaults	Fixed; Mirror, Tire & Rim	Minor	Major	No Damage
Silver Spring	0	0	0	3.60	0.00	0.61	0.00	0	0	0	0	0
Gaithersburg	0	0	0	3.60	0.00	0.61	0.00	0	0	0	0	0
Nicholson Ct.	0	0	0	3.60	0.00	0.61	0.00	0	0	0	0	0

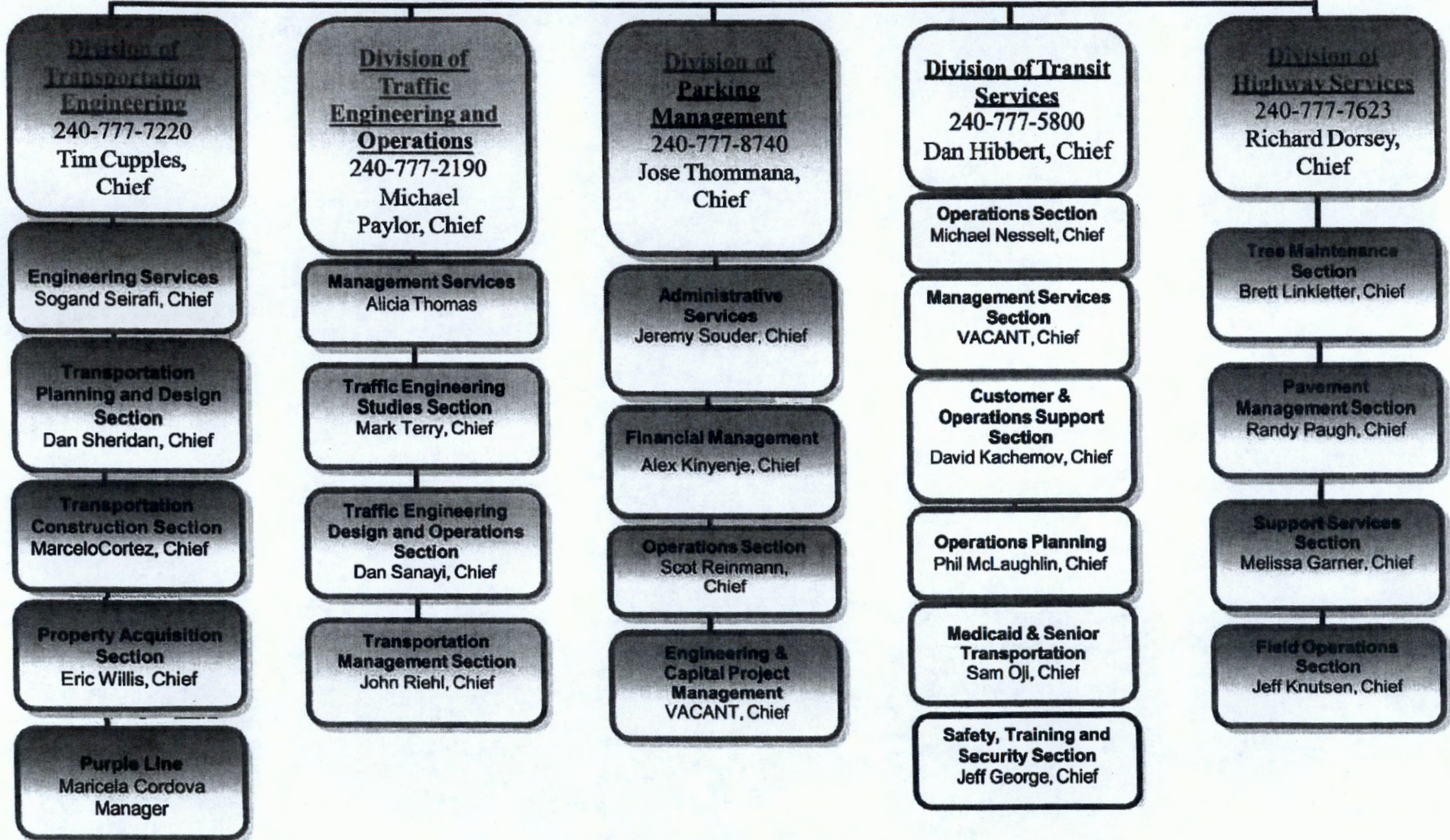
FY20 MONTHLY SAFETY RESULTS										
MONTH	ACCIDENTS	OPERATOR INJURIES	PASSENGERS TRANSPORTED	ACCIDENT GOAL	FY20 RATE	FY19 RATE	INJURY GOAL	FY20 RATE	FY19 RATE	Operator Assaults
1 July				3.60		2.95	0.61		0.81	
2 August				3.60		3.97	0.61		0.42	
3 September				3.60		3.85	0.61		0.51	
4 October				3.60		3.60	0.61		0.85	
5 November				3.60		3.33	0.61		0.53	
6 December				3.60		2.71	0.61		0.53	
7 January				3.60		4.36	0.61		0.58	
8 February				3.60		4.48	0.61		0.32	
9 March				3.60		2.94	0.61		0.59	
10 April				3.60		2.56	0.61		0.37	
11 May				3.60		3.33	0.61		0.36	
12 June				3.60		3.53	0.61		0.31	
Year to Date	0	0	0	3.60		3.46	0.61		0.53	0

Attachment I

# MONTGOMERY COUNTY DEPARTMENT OF TRANSPORTATION (MCDOT)

Updated 12/31/2019

Christopher R. Conklin, Director  
 Emil Wolanin, Deputy Director  
 VACANT, Deputy Director for Transportation Policy  
Office of the Director, 240-777-7170



ATTACHMENT J





**Bus Operator**  
**Space and Visibility Observation**  
**ATTACHMENT K**



Operator		Employee ID		Run	
Start Time	AM	PM	Date of Observation		
Depot		Demonstration Time		Hours	Minutes
Bus Number		Instructor			
D.O.T. Physical Due Date		/	/	Type Of Equipment	
Date Of Last Observation		/	/	Drivers License Expiration Date	
License Class:		Endorsement(s):		Restrictions:	
Does Operator Use Seat Belt At All Times		Yes	No		
Type Of Training (Circle):		Annual	Yes	No	Accident Follow-up
Answer All Questions (Yes or No)		Injury Follow-up		Yes	No

**1. Pre-trip Inspection Of Vehicle**

- Check general condition of vehicle
- Check cameras for visible signs of damage
- Check documents and permits
- Check for leakage of fuel and any fluids
- Check steering
- Check tires, all lights, horn and all doors
- Check windshield wipers and all glass
- Check mirrors and body damage
- Check parking brake and brake action
- Check emergency warning devices
- Check fire extinguisher and fire suppression system
- Check low air pressure warning
- Check bike rack
- Check kneeling system
- Check mobility securement device, ramp and straps
- Checks emergency exits and stop request
- Checks steps, floor, handrails and seats
- Make a test stop before leaving property

**2. Engine**

- Start engine without difficulty
- Understands gauges on instrument panel
- Has basic knowledge of engine

**3. Brakes**

- Understands operation principles of brake system
- Stops smoothly without rebound
- Uses brakes properly

**4. Steering**

- Over steer
- Allow vehicle to wander or float on turns
- Have proper driving posture
- Have proper grip on steering wheel (no spokes)
- Stay centered in the lane of travel

**5. Lights**

- Use proper headlight beam for conditions
- Dim lights when meeting or following other traffic
- Adjust speed to headlight spray
- Use four-way emergency flashers properly
- Signal other drivers improperly

**6. Stopping**

- Check traffic to rear when stopping or slowing down
- Give warning signal for following traffic
- Avoid sudden stops
- Stop behind stop line or cross-walk
- Stop before crossing sidewalk when coming out of driveway
- Stop too close to vehicle ahead

**7. Parking**

- Hit curb
- Park too far from curb
- Fail to secure vehicle properly
- Signal properly
- Check traffic before pulling from curb

**8. Backing**

- Avoid unnecessary backing
- Check rear before backing - sound horn
- Look back as well as checking mirrors
- Avoid backing from blind side
- Get out and check conditions on long back
- Control speed and direction properly

**9. Turning**

- Signals intentions a minimum 100 feet in advance
- Get in proper lane well in advance
- Check traffic conditions and turn only when way is clear
- Swing wide or cut short on turns
- Follow up on turns in mirror
- Use turn signals correct and turn at safe speed

**10. Traffic Signs And Signals**

- Approach - prepared to stop. Point of decision
- Run yellow light - point of decision
- Start too fast or too slow on green light
- Fail to notice or heed traffic signs
- Come to a full stop at stop signs

**11. Intersections**

- Approach - prepared to stop. Point of decision
- Check for clear intersection
- Yield right-of way at all times
- Check left-right-left approaching intersections
- Check left-right-left prior to starting up at Intersection

**13. Railroad Grade Crossings**

- Approach prepared to stop - activate four-ways
- Check warning lights
- Open door and window - listen
- Select proper gear before crossing
- Look left-right-left before crossing

**14. Passing**

- Pass with sufficient clear space ahead
- Pass in unsafe location - curve or intersection
- Use horn properly
- Tailgate - waiting for a chance to pass
- Block traffic with slow pass
- Cut into right lane too soon
- Check mirrors during lane change

**15. Speed**

- Adjust speed to varying road conditions
- Adjust speed to weather and traffic conditions
- Reduce speed before entering curve
- Allow adequate space behind vehicle in front

**16. Courtesy and Safety**

- Yield right-of way at all times
- Crowd other drivers or forces way through traffic
- Fail to keep right whenever safe to do so
- Fail to allow faster traffic to pass
- Use horn properly
- Safe use of radio (Bus Stopped and Secured)

**17. General Driving Ability And Habits**

- Remains alert and attentive
- Remains aware of constantly changing traffic conditions
- Adjusts speed and driving to cope with change conditions
- Check instrument panel regularly while driving
- Performs routine functions without taking eyes off road
- Check mirrors every 5-8 seconds

**18. Company Policies And DOT Regulations**

- Know DOT regulations
- Personal appearance, manner and cleanliness

**19. Post-trip**

- Check all tires, lights and brakes
- Fill out Vehicle Inspection Report
- Know service lane and close out procedures
- Follows end of day routine

**20. Seeing Habits**

- Aim high in steering
- Get the big picture
- Keep your eyes moving
- Leave yourself and out
- Make sure they see you
- Understands space and visibility

Evaluation Of Performance: Satisfactory Yes No  
Instructions Given For Each Non-Compliant Behavior:

Requires Additional Training Yes No

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Operator's Signature \_\_\_\_\_ Date \_\_\_\_\_  
 Instructor's Signature \_\_\_\_\_ Date \_\_\_\_\_  
 Manager's Signature \_\_\_\_\_ Date \_\_\_\_\_



**Bus Operator  
Training and Methods Evaluation  
ATTACHMENT L**

<b>Operator</b>		<b>Employee ID</b>		<b>Run</b>	
<b>Start Time</b>	<b>AM</b>	<b>PM</b>	<b>Date of Observation</b>		
<b>Depot</b>			<b>Demonstration Time</b>	<b>Hours</b>	<b>Minutes</b>
<b>Bus Number</b>			<b>Instructor</b>		
<b>D.O.T. Physical Due Date</b> / /			<b>Type Of Equipment</b>		
<b>Date Of Last Observation</b> / /			<b>Drivers License Expiration Date</b> / /		
<b>License Class:</b>		<b>Endorsement(s):</b>		<b>Restrictions:</b>	
<b>Type Of Training (Circle):</b>		<b>Annual</b>		<b>Yes No</b>	
<b>Answer All Questions (Yes or No)</b>		<b>Injury Follow-up</b>		<b>Yes No</b>	

Indicate non compliant behavior with an (\*) and document your instructions in detail.

**1. Operator**

- Reports to work on time
- Wears proper uniform
- Appropriate footwear - No tennis shoes
- Neat, clean and professional appearance
- Ready and prepared to work at start time

**2. Start of Work Day**

- Arrives prepared for the activity
- Dresses appropriately
- Physically ready
- Mentally ready
- Work area clean and organized

**3. Lifting and Lowering**

- Get close to object
- Positions feet - shoulder width apart
- Bend knees
- Test weight
- Get a firm grip
- Smooth and steady motion
- Move feet
- Use existing equipment to assist

**4. Slips, Trips, and Falls**

- Walk at a brisk pace don't run
- Establish firm footing
- Stay off unsecured areas
- Look before stepping
- Adjust for changing conditions
- Keep your eyes ahead of work
- Scan pathway
- Use designated walk paths
- Uses three points of contact on steps
- Enters bus using three points of contact
- Wears proper footwear

**6. Pushing and Pulling**

- Understands the concept of "power zone"
- Minimizes end range motion
- Understands pushing and pulling limits
- Understands pushing is preferred over pulling
- Maintains secure footing
- Demonstrates push/pull method on steering wheel

**7. Powered Equipment / Hand Tools**

- Secures tools and equipment
- Selects correct tool for the job
- Stores and organizes tools

**8. Plan for the Unexpected**

- Has a set routine
- Opens and closes doors cautiously
- Understands the location of emergency equipment
- Knows the emergency evacuation plan for your building
- Understands the importance of reporting people, activities, and things that are out-of-place or out of the ordinary

**9. Emergencies**

- Understands how to operate a fire extinguisher
- Understands how to activate Amerex System.
- Understands how to place reflective triangle on roadway
- Notifies central immediately of any injury
- Notifies central immediately of any accident or incident
- Use of safety vest - follows policy guidelines

**10. End of Day Routine**

- Returns to property using designated travel path
- Places bus in appropriate parking location
- Performs post-trip inspection on bus
- Completes VCR and turns into dispatch office / shop
- Notifies shop if vehicle needs repairs
- Removes trash and personal items from the bus

**11. On Property Routine**

- Performs pre-trip inspection
- Checks mobility devices during pre-trip inspection
- Checks destination sign and departs per schedule

**12. Communications With Passengers**

- Greets each customer, makes eye contact, smiles
- Uses terms - Good Morning, Thank you for riding
- Handles problems calmly at fare box - no scene
- Gives directions as soon as possible
- Uses appropriate language - not racial or sexual
- Offers assistance to elderly and disabled
- Proactively assists customers as needed
- Listens intently to customers - shows concern

**13. Policies and Procedures**

- Understands/Demonstrates the seat belt policy
- Understands/Demonstrates the idling policy
- Understands/Demonstrates distractive driving policy
- Understands/Demonstrates the safety vest policy
- Understands/Demonstrates the bicycle retrieval card
- Understands/Demonstrates bus securement policy
- Understands/Demonstrates the uniform policy
- Understands/Demonstrates the VCR policy
- Understands/Demonstrates the timepiece policy
- Understands medication reporting procedure
- Understands review of driving record policy
- Understands reporting traffic citations
- Understands silent alarm and radio test procedures
- Understands suspicious packages/activities policy
- Understands/Demonstrates logon/logoff procedure
- Demonstrates three points of contact on/off bus
- Demonstrates tilted steering wheel and proper grip

**14. We CARE**

- Ensure customers are on the curb
- Check all blind spots before moving bus
- Perform a visual check of customers in mobility device
- Understands customers may bring oxygen on board
- Stop and advise customer attempting to board of standing load, occupied priority seating or lift malfunction
- Deploys ramp manually if required
- Set the tone by being patient and courteous
- Move and accelerate only when customers are secure
- Offers the use of the kneeler, ramp or lift to customers
- Understands must comply to all request to deploy ramp, wheelchair lift or kneeler features
- While kneeling bus activates park brake and places in neutral
- Boards seniors and people with disabilities first
- Assists customers as needed or requested
- Assures customers using lift are completely on the platform as close to the bus holding the railing. May face any direction
- Ask is mobility device is powered down and brake applied
- Ask customer to fasten the seatbelt on their own wheelchair
- Customers seated or settled in securement area before moving the bus
- Ask wheelchair user if they would like to be secured
- Straps are secured to the solid frame of the wheelchair
- Ask rider to pull forward and back to tighten belts
- Ask rider if assistance is needed with bus seatbelts
- Makes stop announcements when necessary

**15. Routine Activities**

- Stops at all designated stops on the route
- Does not stop in unsafe areas - use of designated transit bay
- Operates bus safely during the course of the day
- Follows Safe Work Methods (SWM)
- Understands the importance to maintain the on time schedule
- Stores personal items in overhead storage compartments
- Follows end of day routine - Vault lane if required
- Performs Post-trip inspection and turns in VCR

Evaluation Of Performance: Satisfactory Yes No  
Instructions Given For Each Non-Compliant Behavior:

Requires Additional Observations Yes No

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<b>Operator's Signature</b>	_____	<b>Date</b>	_____
<b>Observer's Signature</b>	_____	<b>Date</b>	_____
<b>Manager's Signature</b>	_____	<b>Date</b>	_____



Attachment M

# Injury Investigation Report

DATE OF INJURY / ILLNESS: \_\_\_\_\_  
MO. DAY YEAR

DATE INJURY / ILLNESS REPORTED: \_\_\_\_\_  
MO. DAY YEAR

TIME OF INJURY / ILLNESS: \_\_\_\_\_ A.M. / P.M.

TIME INJURY / ILLNESS REPORTED: \_\_\_\_\_ A.M. / P.M.

EMPLOYEE NAME: (TYPE or WRITE HERE)

LAST SWM TRAINING: \_\_\_\_\_  
MO. DAY YEAR

DEPOT ASSIGNED TO:  SILVER SPRING  GAITHERSBURG  NICHOLSON COURT OTHER \_\_\_\_\_

NATURE OF INJURY / ILLNESS:  CUT  STRAIN  CONTUSION  OTHER: (TYPE or WRITE HERE)

BODY PART(S) INJURED: (TYPE or WRITE HERE)

DESCRIBE IN DETAIL HOW THE INJURY / ILLNESS OCCURRED (WHAT HAPPENED, WHERE IT HAPPENED AND HOW IT HAPPENED):

(TYPE or WRITE HERE)

BASED ON THE INVESTIGATION, WHAT WAS THE ROOT CAUSE OF THIS INJURY/ILLNESS?

(TYPE or WRITE HERE)

HOW WILL THE EMPLOYEE AVOID THIS TYPE OF INJURY / ILLNESS IN THE FUTURE?  
(INTERVIEW EMPLOYEE AND DOCUMENT COMMENTS AND COMMITMENT)

(TYPE or WRITE HERE)

WILL THE EMPLOYEE BE RE-TRAINED ON THE FIRST DAY HE/SHE RETURNS TO WORK?  YES  NO

WHAT ADDITIONAL TRAINING OR FOLLOW-UP WILL BE PROVIDED FOR THE EMPLOYEE?

(TYPE or WRITE HERE)

WHO WILL CONDUCT THE ADDITIONAL TRAINING / FOLLOW-UP? \_\_\_\_\_

DATE OF RE-TRAINING / FOLLOW-UP: \_\_\_\_\_  
MO. DAY YEAR

HOW WILL THIS TYPE OF INJURY / ILLNESS BE COMMUNICATED TO THE WORKFORCE?

(TYPE or WRITE HERE)

(TYPE or WRITE HERE)

EMPLOYEE NAME (PRINTED)

EMPLOYEE SIGNATURE

DATE

(TYPE or WRITE HERE)

SUPERVISOR'S NAME (PRINTED)

SUPERVISOR'S SIGNATURE

DATE

**Upon completion, Scan and Email this Report to the Chief of Safety, Training & Security and the Compliance Manager.**

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## ATTACHMENT N

### Department of Transportation Accident/Incident Review Procedure - Policy Side Letter Agreement

#### I. Purpose

- A. To determine the preventability of all accidents and incidents within the Division of Transit Services.
- B. To provide structure and guidelines to determine preventability of each accident and incident.
- C. To ensure consistency throughout the review process.

#### II. Definitions

- A. **Accident** – Any contact involving a motor vehicle owned and/or operated by Montgomery County. The contact may occur while a vehicle is moving or standing, with any other motor vehicle, person, object, regardless of fault, nature and extent of personal injury or property damage. This would include accidents resulting in no damage to either vehicle. Vehicles leaving the roadway and resulting in personal injury, property damage, a service disconnect, and/or requiring towing or assistance will be considered an accident.
- B. **Preventable Accident/Incident** – The employee failed to do everything reasonable to prevent and/or avoid an accident/incident while utilizing the Smith System defensive driving principles and considering Ride On safety training methods, procedures, and instructions.
- C. **Non-Preventable Accident/Incident** – The employee did everything reasonable to prevent or avoid an accident/incident while utilizing the Smith System defensive driving principles and considering Ride On safety training methods, procedures, and instructions.
- D. **Incident** – A mishap occurring to any person or passenger while boarding, on board or alighting a county vehicle for the purpose of being transported. The result of the incident leads to actual or potential injury.
- E. **Accident/Incident Review Process** - Accidents/Incidents will be reviewed on a daily basis by the Chief of Operations, Chief of Safety, Training and Security, and a Depot Chief. After analyzing all available pertinent information and evidence, the reviewers will determine preventability. A report of the findings will be generated and submitted to the employee, Depot Chief, and the Union through the County email system. This report will be submitted to all parties each Monday. A Preliminary Accident Review meeting will take place each Friday with a representative from Safety and Training and a representative from the

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Union. The purpose of the Preliminary Accident Review meeting is to allow the Union the opportunity to review the accident/incident information.

- F. Appeals Process – In the event an employee wishes to appeal the initial decision, an appeal process will be available. Appeals must be submitted to the Chief of Safety, Training and Security, and/or the appropriate Depot Chief, in writing, utilizing the County email system. The employee or the Union has ten (10) calendar days to appeal the decision after the Depot Chief, employee, and the Union have been notified by county email. The date of notification is understood to be the first day of the ten (10) calendar day period. Any request for an appeal received after the ten (10) calendar day period will not be considered for appeal.
- G. Appeals Committee – The Appeals Committee is comprised of a representative of the Transit Division, a mutually agreed Team Leader representative from Central Communications, and an active bus operator, appointed by the Union. All committee members must be trained in the Smith System Defensive Driving Program, and committee members are required to complete Smith System training prior to serving on the committee. Smith System Training will be conducted by a qualified Ride On Safety and Training Instructor or Supervisor. Committee members and alternate members appointed by the Transit Division, MCPD Traffic Division, and Union will serve a maximum of twelve (12) months every twenty-four (24) months beginning July 1, 2016. The Transit Division representative will serve as the chairperson and is responsible for recording the committee's decisions. The chairperson will notify the Transit Division, MCPD Traffic Division, the Union and the employee of the final decision. The final decision will be in writing, presented to all parties at the conclusion of each review and will be communicated to all parties utilizing the County email system. A representative from MCGEO will be in attendance for all Appeals Committee proceedings. The MCGEO representative is strictly an observer of the appeals process and may only advise the represented employee.
- H. Accident/Incident Information – Includes all available police reports, Ride On Incident/Accident Reports, operator statements, passenger information cards, supervisor/coordinator statements, witness statements, pictures, transit reports and audio/video evidence.

### III. Responsibilities

- A. Employees – Employees are professional drivers who strive to eliminate driving errors on their part and make allowances for the lack of skill or improper driving actions of other drivers. Professional operators adjust their own driving to compensate for unusual weather, road and traffic conditions, and are not led

into an accident/incident by the unsafe actions of either pedestrians or other drivers. In being alert to accident/incident producing situations, they recognize the need for preventive action in advance and take the necessary precautions to prevent accidents/incidents. Professional operators know when to slow down, stop, check blind spots or yield the right of way to avoid involvement.

Role of the Appeals Committee - The committee will meet, as required, each month to review all accident/incident appeals and determine preventability. The time and date of the Appeals Committee review will be agreed on by committee members the month prior to the review. The committee will review all available police reports, Ride On Incident/Accident Reports, passenger information cards, supervisor/coordinator written statements, written witness statements, written employee statements, pictures, transit reports and audio/video evidence, etc., during the appeal process. Employees will be provided the opportunity, when operational requirements are met, to attend the appeals process but are not required to attend. Once an appeal has been requested, the appeal review must take place on the scheduled date and time. Majority rules on all committee decisions and the decision is final. The decision of the Appeals Committee will be reported in writing to the employee, Depot Chief, Ride On Safety and Training, and the Union at the conclusion of each review.

#### IV. Disciplinary Action

- A. Progressive disciplinary action as described in the CBA and County Regulations shall be administered for each preventable accident/incident. It is the responsibility of the Depot Chief to administer disciplinary action.
- B. Preventable accidents/incidents resulting in mirror, tire or rim damage only, shall result in an oral admonishment for the first offense. A written reprimand will be issued for the second offense. Progressive disciplinary action will apply to any additional accident/incidents resulting in mirror, tire or rim damage only.
- C. For the purpose of progressive disciplinary action, preventable accidents/incidents will remain on the employee's record for a rolling period of two years.
- D. Employees currently under the guidelines of the "Accident Review Procedure" dated November 1, 1984, will be held accountable for preventable accidents occurring within a rolling two-year period. Appropriate progressive disciplinary action will be administered based on preventability and severity of the accident/incident.

#### V. Accident Follow-up Training

- A. Employees having a preventable accident will receive follow-up training as soon as possible. Training will be conducted by a Safety and Training Instructor.

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**VI. Funding**

**Funding for the implementation of this Procedure will be provided by the County-wide LMRC established by Article 29 of the Collective Bargaining Agreement.**

**IN WITNESS WHEREOF, the parties hereto have caused their names to be subscribed hereto by their duly authorized officer and representatives, this 1<sup>st</sup> day of July, 2018.**

**UFCW Local 1994, MCGEO:**

**Montgomery County, Maryland:**

By: \_\_\_\_\_  
Gino Renne, President                      Date

By: \_\_\_\_\_  
William F. Scott, Chief Negotiator      Date

By: \_\_\_\_\_  
Al Roshdieh, Director                      Date

**DIVISION OF TRANSIT SERVICES  
STANDARD OPERATING PROCEDURE  
Department of Transportation**

<b>Section:</b> <b>Ride On</b>	<b>Title: Employee Safety Reporting Program (ESRP) and Safety Risk Management (SRM) Process</b>	<b>Date:</b> <b>December 6, 2019</b>
<b>Number:</b> <b>SOP</b>	<b>Division Chief Signature:</b>	<b>Page:</b> <b>1 of 7</b>

**ATTACHMENT O**

**PURPOSE:**

The Employee Safety Reporting Program (ESRP) provides an avenue for employees to report unsafe work conditions, existing hazards, and at-risk behavior to the agency. The Safety Risk Management (SRM) involves Safety Hazard Identification, Safety Risk Assessment, and Safety Risk Mitigation. ESRP and SRM will provide a proactive approach to reporting, investigating, assessing, and mitigating hazards in the workplace.

**GOAL:**

The goal of ESRP and SRM is to improve safety performance, through an effective safety management process. In addition, this document describes the ESRP and SRM processes in detail and identifies the responsibilities of each employee.

**RESPONSIBILITIES:**

All agency employees are encouraged to identify and report unsafe at-risk behavior, existing hazards, or work conditions found in the workplace or revenue service area. Hazards may exist inside and outside of depots, in transit centers, at service stops, in vehicles, on roadways, and throughout the county transit network. When hazards are not reported, undesired consequences such as injury, illness, death or property damage may occur. Each employee has specific responsibilities in the process. Listed below are the employee job titles and responsibilities related to ESRP and SRM.

**Section Chiefs (SC)**

- Observing, reporting and documenting any unsafe at-risk behavior, existing hazards, or work conditions found in the workplace or revenue service area.
- Providing Safety Management System (SMS) training and education to all employees reporting to the depot.
- Providing effective hazard identification and analysis, risk assessment, and mitigation as outlined in ESRP in their respective depot or location.
- Reviewing and acting on all reported safety hazards and conditions daily or as appropriate.
- Assisting depots with training as required and participating in Safety Committee activities.
- Maintaining current and relative training material that best reflects the practices established by the transit industry
- Retaining SMS data in the county's V: and tracking information in Trapeze for a minimum of five years.
- Sharing safety information and data with Safety Committees and working together to reduce hazards.

AP

**DIVISION OF TRANSIT SERVICES  
STANDARD OPERATING PROCEDURE  
Department of Transportation**

<b>Section: Ride On</b>	<b>Title: Employee Safety Reporting Program (ESRP) and Safety Risk Management (SRM)</b>	<b>Date: December 6, 2019</b>
<b>Number: SOP</b>	<b>Division Chief Initials</b>	<b>Page: 2 of 7</b>

**RESPONSIBILITIES CONTINUED:**

**Transportation Operations Supervisors (TOS)**

- Observing, reporting and documenting any unsafe at-risk behavior, existing hazards, or work conditions found in the workplace or revenue service area.
- Providing SMS training and education to all assigned employees.
- Ensuring direct communication with employees when hazards are identified.
- Providing effective hazard identification and analysis, risk assessment, and mitigation.
- Reviewing all reported safety hazards daily.
- Collecting, analyzing data, and tracking data in Trapeze.
- Storing the SMS reporting forms electronically in the V: drive.
- Retaining data as required by FTA regulations.
- Sharing safety information and data with employees to create awareness and improve the safety culture.
- Conducting annual and follow up safety training to eliminate and prevent risk.

**Transportation Services Supervisors (TSS)**

- Observing, reporting and documenting any unsafe at-risk behavior, existing hazards, or work conditions found in the workplace or revenue service area.
- Ensuring that all coordinators are trained and understand ESRP.
- Investigating and reporting hazards to determine root cause.
- Retaining SMS data and records in the V: and tracking information in Trapeze for a minimum of five years.

**Safety and Training Supervisors (STS) / Instructors (STI)**

- Observing, reporting and documenting any unsafe at-risk behavior, existing hazards, or work conditions found in the workplace or revenue service area.
- Assisting depots with training as required and participating in Safety Committee activities.
- Maintaining current and relative training material that best reflects the practices established by the transit industry
- Training new bus operators on the ERSP process.
- Retaining SMS data and records in the V: and tracking information in Trapeze.

**Bus Operators, Motor Pool Attendants, and Information Technicians**

- Observing, reporting and documenting any unsafe at-risk behavior, existing hazards, or work conditions found in the workplace or revenue service area.
- Operating county vehicles and equipment in a safe manner.
- Following all job relate policies and procedures.
- Using safe work methods during the workday to prevent injuries.

**DIVISION OF TRANSIT SERVICES  
STANDARD OPERATING PROCEDURE  
Department of Transportation**

<b>Section:</b> <b>Ride On</b>	<b>Title: Employee Safety Reporting Program (ESRP) and Safety Risk Management (SRM)</b>	<b>Date:</b> <b>December 6, 2019</b>
<b>Number:</b> <b>SOP</b>	<b>Division Chief Initials</b>	<b>Page:</b> <b>3 of 7</b>

**RESPONSIBILITIES CONTINUED:**

**Central Communication**

- Observing, reporting and documenting any unsafe at-risk behavior, existing hazards, or work conditions found in the workplace or revenue service area.
- Receiving bus operator communications and documenting safety concerns/hazards.
- Taking initial steps to immediately mitigate the hazardous condition by contacting the appropriate authorities that can change the conditions or remove the hazard completely.
- Communicating safety concerns, through the county email system, to the AE, COO, CSO, SC's, TOS, and TSS.
- Dispatching a road coordinator to effectively investigate and handle accidents, incidents or safety events.
- Instructing operators to complete an accident, incident, or ESR form before the end of the workday.

**Desk and Road Coordinators**

- Reporting and documenting any unsafe at-risk behavior, existing hazards, or work conditions found in the workplace or revenue service area.
- Aiding employees reporting safety concerns. Ensuring ESR forms are available at the dispatch desk and in the possession of road coordinators.
- Assuring the ESR form is completed properly and informing the management team of the report.
- Remove anonymous forms from the locked box at the beginning of each shift and placing the forms in the SMS folder.
- Scanning and placing a copy of the ESR form in the SMS folder found in the agency's S:
- Retaining the original ESR form in the assigned folder labeled ESR located in the dispatch office.
- Retaining all ESR forms and related documentation for a minimum of five years.

**SAFETY RISK MANAGEMENT(SRM) – SAFETY HAZARD IDENTIFICATION:**

SRM is the process of identifying hazards, analyzing and assessing, and mitigating safety risks. Hazard identification and analysis identify and address hazards before they escalate into incidents or accidents. Several key terms must be defined to understand the SRM process.

- Event – Any accident, incident, or occurrence.
- Hazard – Any real or potential condition that may cause injury, illness, death, property damage, and/or loss.
- Risk – Exposure to possible harm, injury, or loss.
- Risk mitigation – The method to eliminate or reduce the effects of a hazard.
- Consequence – An effect of a hazard involving injury, illness, death, and/or damage to property.

Sources used to identify hazards include:

- Observations of the operation
- Inspections



**DIVISION OF TRANSIT SERVICES  
STANDARD OPERATING PROCEDURE  
Department of Transportation**

<b>Section:</b> <p style="text-align: center;"><b>Ride On</b></p>	<b>Title: Employee Safety Reporting Program (ESRP) and Safety Risk Management (SRM)</b>	<b>Date:</b> <p style="text-align: center;"><b>December 6, 2019</b></p>
<b>Number:</b> <p style="text-align: center;"><b>SOP</b></p>	<b>Division Chief Initials</b>	<b>Page:</b> <p style="text-align: center;"><b>4 of 7</b></p>

**SRM – SAFETY HAZARD IDENTIFICATION CONTINUED:**

- Accident reporting
- Compliance programs
- Safety committee activities
- Customer feedback - 311
- FTA and MTA notices
- Employee safety reporting.

Employees working in any location can report unsafe employee behavior, unsafe passenger behavior, existing hazards, equipment issues, or unsafe work conditions to the agency by the following methods.

- Reporting to central communications - While on road, employees may report unsafe or hazardous conditions to central through radio transmission. Operators reporting in this manner will formally document the safety concern on the Employee Safety Reporting (ESR) form. The ESR forms will be available at the front dispatch desk. The completed ESR form should be returned to desk coordinator.
- Reporting at the depot - The operator should inform a desk coordinator of any unsafe or hazardous conditions and document the detail utilizing the ESR form.
- Reporting safety concerns directly to the AE, COO, CSO, SC, TOS or TSS in person, telephone, or email.
- Reporting Anonymously – Employee completes the ESR form and place in a locked comment box in the driver area.

All sections of the ESR form should be filled in with as much information as possible. The lines at the bottom of the form should be used for additional comments. After the report has been completed, the form should be filed in the appropriate ESR folder and the SC, a TOS, or a TSS should be notified immediately by email and telephone.

**MCDOT**

**Ride On**

FE

<input type="checkbox"/> Thank the reporter for participating in the Employee Safety Reporting Program					
<b>Is this an emergency</b>		No <input type="checkbox"/>		Yes <input type="checkbox"/> If Yes, have them contact Central Communications	
<b>Notification Date</b>	<b>Report Type</b>	<b>Close Call</b> <input type="checkbox"/>	<b>Event</b> <input type="checkbox"/>	<b>Hazard</b> <input type="checkbox"/>	<b>Date and Time of</b>
<b>Report Type</b>	<b>Emergency</b> <input type="checkbox"/>	<b>Non-Emergency</b> <input type="checkbox"/>	<b>Human Resources</b> <input type="checkbox"/>		
<b>Make ESR</b>	<b>Agency Wide</b> <input type="checkbox"/>	<b>Galesburg Depot</b> <input type="checkbox"/>	<b>Nichols Court Depot</b> <input type="checkbox"/>	<b>Silver Spring Depot</b> <input type="checkbox"/>	
<b>Will it hurt someone now</b>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	<b>Is this a safety hazard</b>	No <input type="checkbox"/>	Yes <input type="checkbox"/>
<b>Injuries</b>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	<b>Description</b>		
<b>Property Damage</b>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	<b>Description</b>		
<b>Work order?</b>	No <input type="checkbox"/>	Yes <input type="checkbox"/>	<b>If No, contact facilities to open a work order</b>	<b>Work Order</b>	
<input type="checkbox"/> Location (at Street, Building, System, Yard, etc.)					
<input type="checkbox"/> Issue (at equipment, vehicle, procedure, facility issue)					
<input type="checkbox"/> Conditions (at beginning and end, peak, off-peak)					
<input type="checkbox"/> Weather (at: rain, snow, hot/cold, sunny, sunny)					
<input type="checkbox"/> Environment (at: roadways, debris, construction)					
<input type="checkbox"/> Description of the hazard being reported (at: Who, When, Where, How, Doing what, and surrounding conditions circumstances)					
<b>Final Resolution:</b>					



Attachment A- Employee Safety Report Form  
**DIVISION OF TRANSIT SERVICES**  
**STANDARD OPERATING PROCEDURE**  
 Department of Transportation

<b>Section:</b> <b>Ride On</b>	<b>Title: Employee Safety Reporting Program (ESRP) and Safety Risk Management (SRM)</b>	<b>Date:</b> <b>December 6, 2019</b>
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**SRM – SAFETY HAZARD IDENTIFICATION CONTINUED:**

Daily or as appropriate, the SC, a designated TOS or TSS, will review the ESR folder and obtain a copy of each ESR. When possible, the SC, a designated TOS or TSS will speak directly to the employee identifying the hazard(s) and thank the employee for participating in the ESRP.

1. The following information should be documented on the ESR form.
2. Date and time reported.
3. Close call, near miss, a safety event, or hazardous condition?
4. Emergency or Non-emergency? In the case of an emergency, was initial action taken to mitigate the conditions or circumstances?
5. Does Human Resources need to be contacted?
6. Can someone be hurt now if conditions or behavior continue? If yes, has the situation been temporary mitigated?
7. Injuries information if applicable. Was a First Notice of Loss (FNOL) filed?
8. Property damage if applicable. Was property damage reported?
9. Is a work order required as part of the mitigation process? If so, contact facilities to open a work order.
10. Provide the following specific detail:
  - a) Location- ex: street, building, station, yard/division
  - b) Issue- ex: equipment, vehicle, procedure, facility item
  - c) Conditions- ex: beginning/end shift, peak, events
  - d) Weather-ex: rain, snow, hot/cold, sunny, season
  - e) Environment- ex: loudness, debris, construction
  - f) Description of what is being reported- ex: who, when, where, how, doing what, and surrounding conditions/environment
11. Final Resolution Section – To be determined after the SRM process is completed.

**SMR – SAFETY RISK ASSESSMENT**

Following hazard identification, the next step in the SMR process is to evaluate safety risks associated with identified hazards. A safety risk represents the likelihood that people could be harmed or equipment could be damaged, by the potential consequences of a hazard. Safety risk is expressed and measured by the predicted probability, and severity of a hazard's potential consequences.

The SC, designated TOS or TSS, will follow this procedure to assess the safety risk.

- Utilizing the Probability Form For Risk Assessment (Attachment B), determine the probability: *Frequent, Probable, Likely, Occasional, Remote, or Improbable* and document the findings on the ESR form.

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**DIVISION OF TRANSIT SERVICES  
STANDARD OPERATING PROCEDURE  
Department of Transportation**

Section: <b>Ride On</b>	Title: <b>Employee Safety Reporting Program (ESRP) and Safety Risk Management (SRM)</b>	Date: <b>December 6, 2019</b>
Number: <b>SOP</b>	<b>Division Chief Initials</b>	Page: <b>6 of 7</b>

**SMR – SAFETY RISK ASSESSMENT CONTINUED:**

- Next, use the Severity Form For Risk Assessment (Attachment C) to determine the severity of the event/hazard or incident: **Catastrophic, Critical, Moderate, Minor or Insignificant** and document the findings on the ESR form.
- The final step is to utilize the Risk Assessment Matrix For Decision Making form (Attachment D) to determine the hazard risk. This form is color coded and has numerical values and letters, associated with the risk.
- The color red is **Unacceptable** and must be mitigated immediately.
- The color orange is **Undesirable** and mitigation is required.
- The color yellow is **Acceptable but requires additional review and possible mitigation.**
- The green color is **Acceptable without further review.** The findings should be documented on the SRM.

Probability Form For Risk Assessment

Frequency/Probability	Probability Label	Specific Individual Incidents	Operational Consequences	Frequency
Frequent	A	Likely to occur frequently in the life of an item	Continuously experienced	>50/year (or approximately weekly)
Frequent	B	Will occur often in the life of an item	Will occur regularly	>10 to <50/year Occasionally 1-4 per month
Infrequent	C	Will occur several times in the life of an item	Will occur several times	>1 to <10/year
Occasional	D	Likely to occur sporadically in the life of an item	Will occur a few times	<1 to <10/year <1 occurs per year
Rare	E	Likely to occur rarely in the life of an item	Unlikely but possible to occur	1 event / 10 years < 10 events in 10 years
Infrequent	F	The unlikely, can be expected to occur only infrequently	It can be assumed it will not occur	1 event / 10 years

Attachment B: Probability Form for Risk Assessment

Severity Form For Risk Assessment

Severity	Severity Label	Severity Description	Severity Description	Severity Description
Catastrophic	1	Death of a person or permanent disability of a person	Loss of life or permanent disability of a person	Loss of life or permanent disability of a person
Critical	2	Death of a person or permanent disability of a person	Loss of life or permanent disability of a person	Loss of life or permanent disability of a person
Major	3	Death of a person or permanent disability of a person	Loss of life or permanent disability of a person	Loss of life or permanent disability of a person
Minor	4	Death of a person or permanent disability of a person	Loss of life or permanent disability of a person	Loss of life or permanent disability of a person
Insignificant	5	Death of a person or permanent disability of a person	Loss of life or permanent disability of a person	Loss of life or permanent disability of a person

Attachment C: Severity Form For Risk Assessment

Risk Assessment Matrix For Decision Making

Severity	Probability			
	A	B	C	D
Catastrophic	Red	Red	Red	Red
Critical	Red	Red	Red	Red
Major	Red	Red	Red	Red
Minor	Red	Red	Red	Red
Insignificant	Red	Red	Red	Red

Attachment D: Risk Assessment Matrix For Decision Making

**SMR – SAFETY RISK MITIGATION:**

Safety risk mitigations are actions taken by the agency to reduce the likelihood and/or severity of the potential consequences of a hazard. Existing mitigations must be considered when determining whether further measures are required to mitigate the potential consequences. The initial mitigation will require ongoing review and revised when necessary.

The SC, in each operation/depot, will approve the mitigation processes. Each mitigations should align with the agency's safety performance targets. Mitigation actions involve:

- Eliminating the hazard
- Control through an engineer design or signage
- Implement corrective action to reduce severity or probability
- Assume the risk

Mitigation follow up is required to:

- Monitor the effectiveness
- Monitor for unexpected hazards or consequences
- Make sure the resolution do not create a hazard

**DIVISION OF TRANSIT SERVICES  
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<b>Section:</b> <b>Ride On</b>	<b>Title: Employee Safety Reporting Program (ESRP) and Safety Risk Management (SRM)</b>	<b>Date:</b> <b>December 6, 2019</b>
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**SMR – SAFETY RISK MITIGATION CONTINUED:**

**Examples of Mitigation**

- Pedestrian crosswalk accidents – Operator training related to approaching intersections and rock and roll techniques.
- Slips, trips, and falls injuries – Safe work methods training for employees and follow up training for the injured employee.
- Tree limbs blocking clear view of intersections – Contact authorities responsible for the roadway and request assistance with trimming trees.

**FINALIZING THE SMR PROCESS:**

**Employee Follow Up and Workforce Communications**

- The reporting employee will receive direct feedback when the hazard is mitigated.
- Safety committees shall review the identified hazards data and discuss mitigations during the monthly safety committee meetings.
- SMS data should be reported to the depot employees utilizing the safety board.

**ESR Closure**

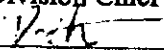
- The SC, or a designated supervisor, will close the safety concern in Trapeze when the mitigation is in place.
- The original ESR form will be updated and the final resolution will be noted.
- The ESR and other documentation related to the safety concern and mitigation will be retained in the SMS electronic folder located in the S:

**Management Activities – Monitoring the SMS Process**

- Daily the COO, CSO, and SC's will review the depot SMS electronic folder located in the S: and review Trapeze entries to evaluate the process. Trapeze is the tool used to track all SMS data.
- Daily the CSO will send the Daily Safety Report to the management team. This report will contain Accident, Injury, and SMS data. The daily safety report will be shared with employees and posted on the depot safety board.
- Weekly the COO and SC's will discuss SMS during a scheduled staff meeting.
- Monthly the AE, COO, CSO and SC's will review and discuss SMS data during the scheduled Operations Meeting.
- Monthly the AE, COO, CSO will review and discuss SMS during the scheduled AE's staff meeting.

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**DIVISION OF TRANSIT SERVICES  
STANDARD OPERATING PROCEDURE**  
Department of Transportation

<b>Section:</b> Ride On	<b>Title:</b> Safety Committees	<b>Date:</b> November 19, 2019
<b>Number:</b> OP0023	<b>Division Chief Signature:</b> 	<b>Page:</b> 1 of 4

**ATTACHMENT P**

**PURPOSE:**

The purpose of the Safety Committee is to bring employees and management together in a non-adversarial, cooperative effort to promote safety and health in the workplace. With effective communication and employee contribution the committee can recommend best practices that will help eliminate workplace hazards.

**GOAL:**

This procedure establishes actions, guidelines and procedures for monthly Safety Committee meetings to be conducted by each Depot. The goal of the Safety Committee is to create and nurture a culture of safety within the Transit Division.

**RESPONSIBILITY:**

The committee shall be comprised of a management co-chair, a non-management co-chair, operators of the Ride On depot, a service technician or supervisor, and other representatives of Ride On as deemed needed or appropriate. Representatives shall include supervisors, hourly workers, and management and/or their appointees. The committee members shall be of one of the following categories:

- Management co-chair (Depot Chief)
- Non-management co-chair (Bus Operator)
- Safety and Training Supervisor
- Central Communications Leader
- Bus Operators
- Coordinator
- Fleet representative
- TOS/ TSS when possible
- MPA
- Secretary (as determined by the committee)
- Any Special Guest


**Safety Committee Members**

Activities include but are not limited to:

1. Perform safety inspections and audits.
2. Attend all scheduled meetings.
3. Participate in special subcommittees as requested by the committee co-chairpersons.



**DIVISION OF TRANSIT SERVICES  
STANDARD OPERATING PROCEDURE  
Department of Transportation**

<b>Section:</b> <b>Ride On</b>	<b>Title:</b> <b>Safety Committees</b>	<b>Date:</b> <b>November 19, 2019</b>
<b>Number:</b> <b>OP0023</b>	<b>Division Chief Signature:</b> 	<b>Page:</b> <b>2 of 4</b>

**CONTINUED:**

4. Actively participate in safety training programs.
5. Review work practices and hazard controls.
6. Recommend hazard elimination or reduction measures.
7. Monitor and evaluate effectiveness of recommendations.
8. Communicate safety information to employees.
9. Practice safe work practices and politely inform other employees who are not complying with safe work practices.

**Co-Chairpersons:**

- Performs the same responsibilities as the other Safety Committee members.
- Arranges the time and place of each meeting.
- Determines the agenda for each meeting.
- Prepares material to accomplish the agenda for each meeting.
- Leads all meetings.
- Selects committee members to serve on special subcommittees as needed.

**Secretary:**

- Performs the same responsibilities as the other Safety Committee members.
- Informs members of the time and location of meetings.
- Distributes copies of the agenda to all members of the committee at least 24 hours before the meeting.
- Takes the minutes of the meetings and distributes copies to the Committee members within 3 days of the meeting. Posts minutes on Safety Board.

**Safety Committee Meeting Minutes**

Date

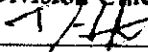
**Members Attending**


**Old Business**

No old business discussed

**New Business**

**DIVISION OF TRANSIT SERVICES  
STANDARD OPERATING PROCEDURE**  
Department of Transportation

Section: <b>Ride On</b>	Title: <b>Safety Committees</b>	Date: <b>November 19, 2019</b>
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**POLICY:**

Montgomery County Transit Services, Ride On, identifies managing safety as an essential value to best business practices. Ride On is committed to developing, implementing, and improving safety measures and processes for our employees, customers and the general public. As a part of establishing a Safety Committee, Ride On will be able to analyze and identify operating hazards, evaluate safety risk activities, including implementing an employee safety reporting program as fundamental sources of detecting safety hazards and concerns. By strategically placing processes and programs we can eliminate the safety risks and consequences of hazards resulting from our operations or activities to a point which is consistent with our acceptance level of safety performance.

The Safety Committee shall meet once a month; date and time to be decided by the committee.

The Safety Committee will perform facility safety inspections. The frequency of inspections will be determined by the Committee. The Committee will perform other activities such as root cause analysis for accidents, incidents, and injuries. The committee will recommend best practices that will reduce accidents, incidents and injuries. The Safety Committee will review all Safety Management System (SMS) related data and resolutions that occurred in the previous month.

Maintain minutes to all Safety Committee meetings including, meeting agenda, members in attendance and other issues discussed:

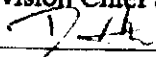
**Safety Meeting Agenda:**

- Opening Comments/Welcome from Safety Co- Chairs
- Review the Daily Safety Tip and Safety Slogan
- Review Minutes from Last Meeting
- Review the Daily Safety Report
- Fleet Services Representative
- Central Representative
- Review and update the Concerns Log
- Review the Number of Days Without an Accident/Injury
- Review the number of Accidents and Injuries and Trends for the Month (No employee names should be identified)
- New Business/Concerns (SMS)
- Next Meeting Date and Time





**DIVISION OF TRANSIT SERVICES  
STANDARD OPERATING PROCEDURE  
Department of Transportation**

<b>Section:</b> <b>Ride On</b>	<b>Title:</b> <b>Safety Committees</b>	<b>Date:</b> <b>November 19, 2019</b>
<b>Number:</b> <b>OP0023</b>	<b>Division Chief Signature:</b> 	<b>Page:</b> <b>4 of 4</b>

**POLICY CONTINUED:**

**Safety Committee should adhere to the following ground rules during meetings:**

- **Members are expected to attend meetings as scheduled or notify the committee members in advance of schedule conflicts.**
- **Meetings will start on time, even if all committee members are not present. Meetings will end on time. Participants will arrive promptly. The meeting is for one hour.**
- **Committee members will do their best to avoid being interrupted during meetings.**
- **Committee members will actively participate in discussion, avoid one-on-one conversations, and will bring questions, ideas and thoughts to the group for discussion.**
- **Committee members can support decisions made by the committee and can agree on alternate methods when consensus cannot be reached.**
- **Meetings will have an agenda. Development of the agenda can be rotated if desired, or agenda can be developed by one person with contributions from all. The goal is to distribute the agenda to members ahead of the meeting.**
- **All committee members share in the responsibility for keeping meetings on track and should not hesitate to call for process check or review of ground rules we necessary.**
- **Meetings will be canceled/rescheduled if the decided-upon quorum cannot be present.**

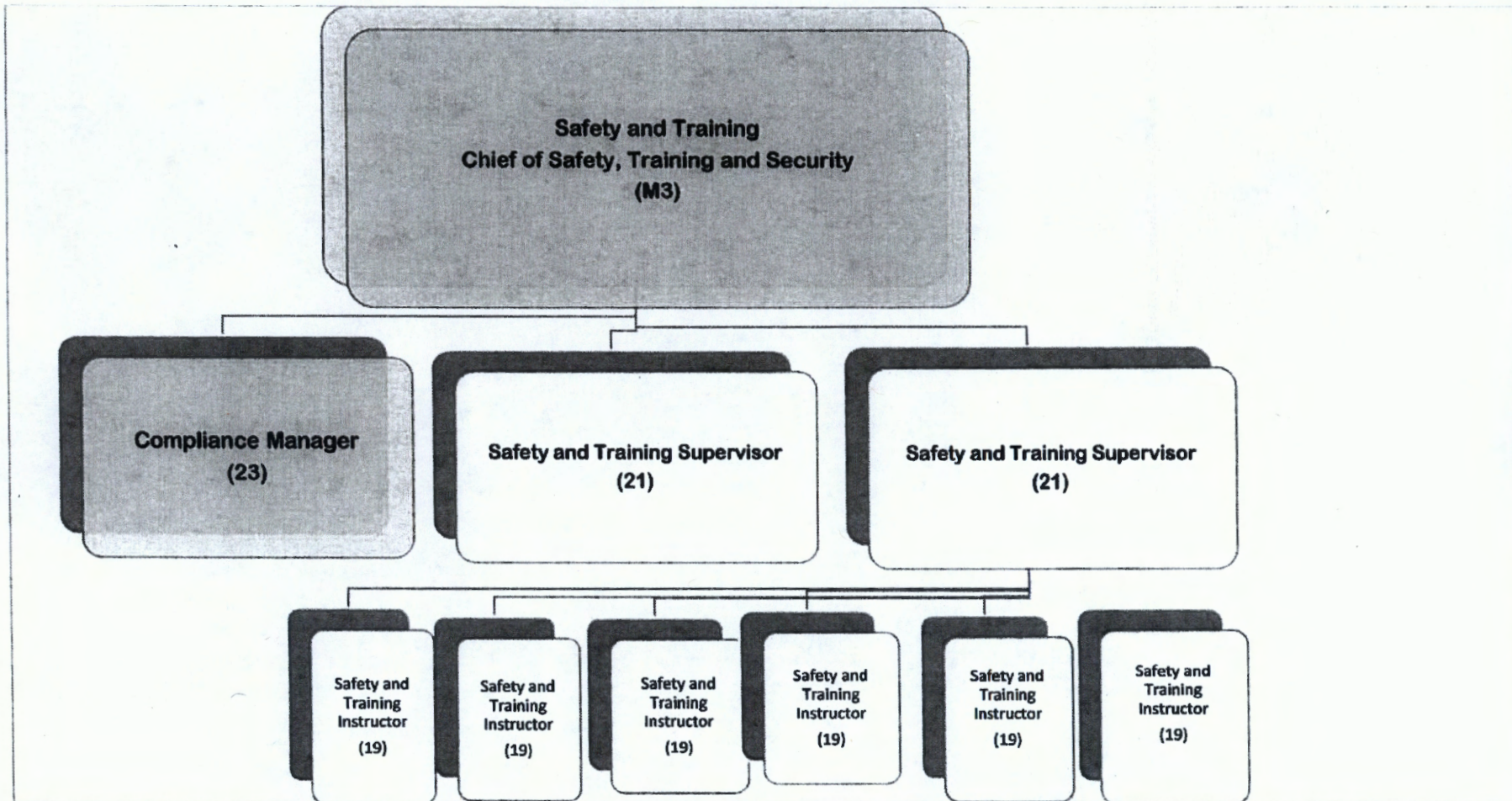
**Establish a Safety Board:**

**Each depot should be responsible for sharing safety information with employees to create awareness through the utilization of Safety Boards in each depot.**

**Eight documents should be displayed on the Safety Board:**

- 1. Daily Safety Tip**
- 2. Safety Slogan**
- 3. Daily Safety Report**
- 4. Minutes of Last Safety Meeting**
- 5. Concerns Log- For long term matters**
- 6. Number of Days Without an Accidents**
- 7. Number of Days Without an Injury**
- 8. Safety Management Policy Statement**

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**Position Descriptions****Chief of Safety, Training and Security (M3)**

- Agency's CSO
- Oversees drug and alcohol program, worker's compensation, light duty, motor vehicle records, and other duties of the compliance manager
- Accountable for the training staff and responsible for new bus operator, senior operator, and management training
- Contacts include County Government officials within and outside the department.
- Works closely with County Attorneys and County Insurance Company
- Reports NTD safety events

**Compliance Manager- (23)**

- Manage the drug and alcohol testing of CDL holders, includes randoms, post-accidents, self-reports, etc.
- Manage and monitor worker's compensation claims
- Monitor driving records of CDL holders
- Manage and monitor Light duty and return to work for Ride On employees

**Safety and Training Supervisor (21)**

- This is full first level administrative and technical supervisory work over the County's transit bus operations Accident Review Program.
- The work involves tracking all operational training for all newly employed bus operators, and for delivering safety, security and compliance training for all current bus operators and other employees in transit-related job classes.
- Contacts include County Government officials within and outside the Department, including the Division Chief, the Safety and Training Manager, the Compliance Manager, Safety and Training Instructors, Depot Chiefs, bus operators, Police and Fire Department officials, OHR Training Staff, and employees of external public and private service agencies.
- These contacts are for the purpose of gathering and exchanging information, coordinating use of training facilities, identifying, coordinating and resolving operating and training problems and issues.
- Responsibilities extend to resolving the most complex and critical safety and operations training-related problems not resolved by subordinate staff.
- Public service and assistance is provided by employees in this class only on an occasional basis.

**Safety and Training Supervisor (21)**

- This is full first level administrative and technical supervisory work over the County's transit bus operations safety and training facility and program.

- The work involves direct supervision over Safety and Training Instructors, who in turn have primary responsibility for delivering safety and operational training for all newly employed bus operators, and for delivering safety, security and compliance training for all current bus operators and other employees in transit-related job classes.
- Contacts include County Government officials within and outside the Department, including the Division Chief, the Safety and Training Manager, the Compliance Manager, Safety and Training Instructors, Depot Chiefs, bus operators, Police and Fire Department officials, OHR Training Staff, and employees of external public and private service agencies.
- These contacts are for the purpose of gathering and exchanging information, coordinating use of training facilities, identifying, coordinating and resolving operating and training problems and issues.
- Responsibilities extend to resolving the most complex and critical safety and operations training-related problems not resolved by subordinate staff.
- Public service and assistance is provided by employees in this class only on an occasional basis.

**Safety and Training Instructors (19)**

- This work involves instructing, training, monitoring progress, and supervising new bus operators in the areas of safety, security and service.
- The class is also responsible for providing training in these areas for current bus operators, coordinators, service technicians, and other division employees, including supervisors and managers.
- Annual refresher training is provided for current bus operators.
- Employees in this class will also conduct remedial training when required.
- Contacts are with other employees in the organization.
- The purposes of the contacts are to pass on and receive work related information.
- Employees in this class are primarily concerned with administering a training and development program to train new bus operators in driving skills and safe, professional bus operation and maintaining skill and knowledge levels.

# Montgomery County Transit – Safety and Training

## New Bus Operator Training Outline

### Attachment R

#### Customer Service Training

The classroom training instructor conducts customer service training using the “We-Care” customer service training materials. We-Care customer service consists of 4 modules. Caring communications, caring for difficult customers, caring for customers with special needs and caring for ergonomics. The instructor presents 4 customer training videos, 1 sensitivity training video and a 52-question quiz.

#### Emergency Management Training

The classroom training instructor conducts emergency management training using Transportation Safety Institute (TSI) training materials. This training covers basic emergency procedures, fire and hazardous materials, intermediate emergency procedures, equipment emergency procedures, environmental emergency procedures, collision emergency procedures and drivers’ action and responsibilities. The instructor uses an inter-active power point, a training DVD and concludes with a 40- question test.

#### Smith System Defensive Driving

The certified Smith System Instructor teaches space cushion driving using the principles of The Smith System, which include: Aim high in steering, Get the big picture, Keep your eyes moving, Leave yourself an out and Make sure they see you. This training utilizes an interactive PowerPoint presentation, 6 training DVD’s, and a 27- question test.

#### Transit Security and Awareness Training

The classroom instructor provides security training using the National Transit Institute terrorist activity course materials. This training includes a PowerPoint presentation, 3 training videos and a 20-question test.

#### Drug and Alcohol Training

The compliance manager conduct training on all applicable federal, state and local laws relevant to the use of alcohol / drugs while operating a transit bus. In addition, the Montgomery County Government employees’ policies and procedures (employee handbook section 32). The compliance manger utilizes TAPCO training video, a PowerPoint and a 20-question quiz.

#### Bus Maneuvering Skills Training

The skills pad instructor provides hands on training on maneuvering 30’,35, and 40’ buses through 12 closed course obstacles simulating: serpentine, left turn, off-set, right turn, passenger stop, diminishing lane, alley docking, railroad crossing, 100’backing, offset alley docking and parallel parking. The instructor teaches proper use of mirrors and references points and controlling speed. The instructor administers a timed skills test using the bus-and cones on the closed course.

#### Commercial Driver License (CDL) Testing

The Maryland Motor Vehicle Administration (MVA) certified instructor conducts CDL testing at the drivers training facility on learners permit holders in the bus operator training course. Montgomery County Transit is certified to conduct CDL testing for all 50 states.

#### On- Road Training

The instructor provides behind the wheel hands, on-road training for approximately 3 weeks prior to each trainee completion of training. Each day the trainee is taught defensive driving, using the Smith System and 10pt safe drive checklist. The trainee learns to operate the bus safely in traffic, parking and receives training in revenue service including use of the farebox and communication with Central.

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## **Montgomery County Transit – Safety and Training New Bus Operator Training Outline**

### **Americans with Disabilities Act (ADA) Compliance Training**

The instructor provides training on compliance with the federal ADA law. The instructor provides hands on training securing a mobility device using in class simulators. The instructor provides training on boarding service animals and effective communication with people with disabilities.

### **Montgomery County Employee Policy and Procedures Training**

The instructor provides each new bus operator with the Blue Book (drivers handbook) containing all relevant policies, procedures and memorandum of understanding pertaining to Montgomery County Transit. The instructor answers all questions and the new bus operator is responsible for updating his or her book with all updates to the Blue Book. The Office of Human Resources mandates each new employee receive

### **Pre-Trip/Post-Trip Inspection Bus Inspection Training**

The skills pad instructor provides hands on training on how to pre-trip/post-trip inspect a transit bus. The training includes proper use of a vehicle condition report (VCR), proper documentation for ADA compliance, air brake test, security check and shopping procedures. In addition, the trainees learn the procedure to follow when a bus has existing unreported damage.

### **Safety Management System (SMS) Training**

The classroom instructor provides SMS training using the web based Federal Transit Administration FTA training materials. This training includes 2 DVD's and a 10-question test. The trainees are taught how what safety hazards to report, how to report these hazards and the follow up process.

### **Radio Communications Training**

The instructor provides classroom-based training using a radio simulator. Each training receives training on proper radio etiquette, use of silent alarm (10-77) and text messaging. In addition, will trainees initiate 10 live calls with central during his/her 5-week training. The trainees are provided training on use of the farebox, programming the destination sign and use of the on-board public address (PA) system.

### **Vehicle Operations Training**

The classroom instructor provides vehicle operations training using the Transportation Safety Institute (TSI) training course materials. The training covers: the bus, inspections, maneuvers, service stops, special conditions, expressways/ freeways, driving problems and defensive driving. The coursework includes a workbook, power point, 1 DVD and 4 tests.



Training Summary  
December 2019

Depot Name	Plan	Actual	%Effective	Gaithersburg	Plan	Actual	%Effective
<b>Accidents Follow-up</b>	17	3	17.65%	<b>Coordinator Annual</b>	14	0	0.00%
Preventable	14	3	21.43%	Space and Visibility	0	0	#DIV/0!
Non-Preventable	3	0	0.00%	Safe Work Methods	0	0	#DIV/0!
<b>Incidents Follow-up</b>	1	0	0.00%	SMS On Line	0	0	#DIV/0!
Preventable	0	0	#DIV/0!	Security	0	0	#DIV/0!
Non-preventable	0	0	#DIV/0!	Customer Service	0	0	#DIV/0!
<b>Injury Follow-up</b>	2	2	100.00%	<b>Management</b>	12	0	0.00%
<b>30 &gt; Days Away</b>	3	3	100.00%	Space and Visibility	0	0	#DIV/0!
<b>Operator Annual</b>	298	0	0.00%	Safe Work Methods	0	0	#DIV/0!
Space and Visibility	0	0	#DIV/0!	SMS On Line	0	0	#DIV/0!
Safe Work Methods	0	0	#DIV/0!	Security	0	0	#DIV/0!
SMS On Line	0	0	#DIV/0!	Customer Service	0	0	#DIV/0!
Security	0	0	#DIV/0!	<b>Rehire</b>	0	0	#DIV/0!
Customer Service	298	18	6.04%	Space and Visibility	0	0	#DIV/0!
<b>MPA Annual</b>	0	0	#DIV/0!	Safe Work Methods	0	0	#DIV/0!
Space and Visibility	0	0	#DIV/0!	SMS On Line	0	0	#DIV/0!
Safe Work Methods	0	0	#DIV/0!	Security	0	0	#DIV/0!
SMS On Line	0	0	#DIV/0!	Customer Service	0	0	#DIV/0!
Security	0	0	#DIV/0!	<b>Platform Daily Forms</b>	0	0	#DIV/0!
Customer Service	0	0	#DIV/0!	<b>SETA Drills</b>	0	0	#DIV/0!
<b>Info.Tech. Annual</b>	0	0	#DIV/0!	<b>Safety Meetings</b>	1	0	0.00%
Space and Visibility	0	0	#DIV/0!	<b>Employee Safety Reporting</b>	0	0	#DIV/0!
Safe Work Methods	0	0	#DIV/0!	<b>Total</b>	<b>664</b>	<b>29</b>	<b>4.37%</b>
SMS On Line	0	0	#DIV/0!				
Security	0	0	#DIV/0!				
Customer Service	0	0	#DIV/0!				
<b>OSC</b>	1	0	0.00%				
SMS On Line	0	0	#DIV/0!				
Security	0	0	#DIV/0!				
Customer Service	0	0	#DIV/0!				

Maintenance Training  
Attachment T

Online Course Module	Training Description
• Bloodborne Pathogen Training	Bloodborne pathogens are infectious microorganisms present in blood that can cause disease in humans. These pathogens include, but are not limited to, hepatitis B virus (HBV), hepatitis C virus (HCV), and human immunodeficiency virus (HIV), the virus that causes AIDS. Workers exposed to bloodborne pathogens are at risk for serious or life-threatening illnesses and should be trained on how to properly manage situations where risk of exposure is likely.
• Hearing Protection	Noise is defined as an unpleasant or unwanted sound, but it can be more than that. It can be a severe health hazard. This training program discusses the following topics: Loss of hearing due to exposure to loud noises and personal protective equipment that can be used to prevent hearing loss. Upon successful completion of this training module, participants will be able to describe the hazards associated with high noise levels; identify related responsibilities of the employer and employee, including the employer's responsibility to create a Hearing Conservation Program when required; describe the purpose of hearing tests, and test procedures for workers in high noise level environments; identify the types of hearing protectors, including their purposes, advantages, disadvantages, and attenuation; and describe the process of selecting, fitting, use, care and cleaning of various hearing protection devices.
• Basic Lockout/Tagout Safety	According to OSHA, it is required that all equipment be locked out during servicing and/or maintenance work to protect against accidental or inadvertent activation that could result in personal injury or equipment damage. In addition to disconnecting the power source, it is also required that all residual pressures be relieved and energizing lines closed and secured prior to and during any such work. This tutorial establishes the minimum requirements for the lockout of energy sources whenever maintenance or servicing work is done on machines or equipment. It will be used to ensure that the machine or equipment is stopped, isolated from all potentially hazardous energy sources, and locked out before employees perform any service or maintenance work where the unexpected or unintended energization or start-up of the machine or equipment, or release of stored energy, could cause injury. All employees (authorized, affected, or others) are required to comply with the requirements of lockout.
• Preventing Back Injuries	Describes the impact of back injuries, why they occur and the contributing factors that lead to back injuries. Discusses the measures that can be taken to prevent back injuries.
• Portable Fire Extinguishers Part /Emergency Action Plans	Describes classes of fire and how to identify them; discusses the extinguishing agents appropriate for different classes of fires, demonstrates how to utilize a portable fire extinguisher in accordance with Best Practices; provides a focus on personal safety; and describes the sequence of events that must occur before a decision to use a fire extinguisher is made.

<ul style="list-style-type: none"><li>• Personal Protective Equipment</li></ul>	<p>Selection of the proper personal protection equipment for a job is critical for the safety of all employees. Employers and employees must understand the equipment's purpose and its limitations. The purpose of this tutorial is to describe the types of equipment most commonly used for the protection of the head, eyes and face, ears, respiratory, torso, arm and hand, and foot and leg. Please note that use of equipment does not eliminate a hazard and if the equipment fails, exposure will occur. Hence, equipment must be properly fitted and maintained in a clean and serviceable condition at all times.</p>
<ul style="list-style-type: none"><li>• Safe Chemical Handling</li></ul>	<p>Although there are no specific standards on safe chemical handling, it is important that all employees who use chemicals understand the hazards associated with the process. OSHA's Hazard Communication Standard, 29 CFR 1910.1200 gives you the right to know about the chemicals you work with and their associated hazards.</p>
<ul style="list-style-type: none"><li>• Material Handling</li></ul>	<p>This training discusses ways to prevent back injuries and repetitive motion injuries. We will do some review of back safety. However, our focus will be on the safe and effective use of material handling aids.</p> <p>When possible, material handling aids should always be used. If everyone can make a habit of using material handling aids, we can reduce the number of lifting related injuries in our workplace.</p>
<ul style="list-style-type: none"><li>• Fall Protection</li></ul>	<p>Employers must train workers in hazard recognition and the care and safe use of equipment such as ladders and scaffolds, and fall protection gear and systems.</p>
<ul style="list-style-type: none"><li>• Working in Comfort-A Lesson in Computer Workstation Ergonomics</li></ul>	<p>Cumulative trauma disorders continue to be a major concern in the country. The United States spends billions of dollars every year just to treat the effects of the problem. This doesn't even reflect the funds necessary to combat the problem itself. This training program will look at some of the basic principles of ergonomics so that you can use a commonsense approach to working in an ergonomically correct manner</p>
<ul style="list-style-type: none"><li>• Safe Housekeeping Practices</li></ul>	<p>Good housekeeping not only means keeping the facility neat and free of hazards, it also means being able to perform these daily tasks without becoming injured. This training program provides participants with information on how to perform housekeeping tasks safely. Topics covered include the importance of wearing proper footwear; preventing slips, trips and falls; preventing strains and exertions when lifting, moving furniture, mopping and cleaning bathroom facilities; and discusses the importance of using chemicals safely. The program also provides reminders for general housekeeping safety that are applicable to any facility.</p>
<ul style="list-style-type: none"><li>• Preventing Slips, Trips, and Falls</li></ul>	<p>Slips and falls are the second leading cause of accidental death in the workplace and are one of the most costly types of worker compensation and general liability claims. Written by Rick Villa of Villa Environmental, in this tutorial you will learn how slips occur; how trips and falls occur; about trips and falls on stairs; about various slip, trip and fall trouble zones; about cleaning spills; how to prevent slips, trips and falls; how to fall properly; what to do if a slip, trip or fall occurs; and about the employee role in preventing slips, trip and falls.</p>



<ul style="list-style-type: none"><li>• <b>Ladder Safety</b></li></ul>	<p>Under the provisions of the OSHA standard, employers must provide a training program for each employee using ladders. The program must enable each employee to recognize hazards related to ladders and to use proper procedures to minimize these hazards. Written by Villa Environmental, this tutorial will review training requirements, general requirements, key requirements for fixed ladders, ladder safety devices and related support systems for fixed ladders, use and placement of all ladders, ladder safety when using a ladder and structural defect procedures.</p>
<ul style="list-style-type: none"><li>• <b>Basics of Defensive Driving</b></li></ul>	<p>Motor vehicle accidents are the number one cause of death in the workplace. This training module helps participants understand the basic components of defensive driving including: understanding the definition of defensive driving; how to recognize unsafe driving practices; being aware of general methods for preventing accidents; and identifying safe practices for driving in various inclement weather conditions.</p>
<ul style="list-style-type: none"><li>• <b>Electrical Safety</b></li></ul>	<p>The training requirements contained in this training apply to employees who face a risk of electric shock that is not reduced to a safe level by the electrical installation requirements.</p>
<ul style="list-style-type: none"><li>• <b>Cart Operator Safety Training</b></li></ul>	<p>Emphasizes important safety information for individuals that use an electric cart as a tool to manage their day-to-day responsibilities. Basic overviews are provided on becoming familiar with your cart, operating the cart, operating responsibilities, and violations. With a little care and responsibility cart operators applying these success keys can get through their day without incident.</p>
<ul style="list-style-type: none"><li>• <b>Machine Guarding</b></li></ul>	<p>Provides information on the hazards associated with operating moving machinery and guides participants through scenarios to determine if common industrial machinery is properly/improperly guarded. Machinery discussed includes: Grinders, Saws, Power Presses and Conveyor Systems</p>
<ul style="list-style-type: none"><li>• <b>GHS Hazard Communication</b></li></ul>	<p>This training module reflects the March 2012 OSHA integration of the Globally Harmonized System (GHS) of classification and labeling of chemicals. The module is designed to help participants define the responsibilities of both employers and employees as it relates to Hazard Communication. The program reviews and discusses typical hazards associated with chemicals and provides an overview of how to understand the chemicals participants may work with by reviewing Safety Data Sheets and container labeling</p>
<ul style="list-style-type: none"><li>• <b>Fork Lift Training</b></li></ul>	<p>A training based on general principles of safe forklift operation, the hazards of the workplace create by forklift vehicles, and the general safety requirements of the OSHA standard.</p>
<ul style="list-style-type: none"><li>• <b>Platform Lift Training – Genie GR26J</b></li></ul>	<p>A training based on principles of safe platform operation, the hazards of the workplace create by platform vehicles, and the general safety requirements of the OSHA standard. This training is include safe transfer of the platform to a fall arrest system.</p>

## **Montgomery County Transit Services Checklist for Incident/Accident Investigation**

### **1. Obtain the basic facts**

- Date and time of incident/accident
- Names and contact details of injured / affected person(s), age, sex, occupation / course of study (if a student)
- The nature of the injury / ill health / assault / property damage sustained, details of treatment received, hospital attended, length of stay, length of absence from work/study
- Location details and layout of the area in which the incident occurred
- Details of witnesses / people first on the scene of the incident / first aiders who attended
- Condition and description of property or equipment involved (before and after the incident) - including make, model, serial number, safety devices provided etc.
- If appropriate, take photographs, draw sketches and take measurements to record the scene of the incident before things are moved, repaired and cleaned up. The agency may need this evidence later.
- Any hazardous substances in use or present (obtain Safety Data Sheets if they are not already available), if applicable to the incident
- Names - contact details of any contractors involved, you may need to contact them later.

### **2. Establish the circumstances of the incident/accident**

- Events leading up to the incident/accident - what was the sequence of events?
- What was being done at the time of the incident/accident, was this unusual or different from normal?
- What were the immediate causes of the incident/accident – how did it happen?
- If investigating a case of occupational disease or ill health, is there any evidence linking this to work activities?
- What instructions were given to those involved, before the incident/accident?
- What were the established methods of work and procedures?
- What was the behaviour and actions of individuals before, during and after the incident/accident?
- What was the role of supervisors and managers in the activities concerned?

### **3. Identify the underlying causes of the incident/accident**

There is often far more to accidents than simply unsafe acts by individuals or unsafe conditions. Consider why the circumstances leading to the incident/accident occurred and went unnoticed or unchecked. How did things get this far? Consider the following:

- Has anything similar happened before? Check the incident/accident database and trapeze reports.

- Has the problem been mentioned before, when, by whom, what action was taken?
- Was this risk known and had a risk assessment been completed for this activity / substance / these premises, is it suitable and sufficient?
- Were agency or local guidelines, policies or rules being followed?
- What control measures and safety equipment were identified by the risk assessment – are they still in place and effective (were the individuals doing the work aware of these)?
- Are any management or supervision failures evident?
- Was communication between the relevant parties adequate and effective?
- What was the level of competence of those involved – including the nature of any training, instruction or information provided, was it adequate?
- Are there any shortcomings in the original installation or design, if relevant?
- Were adequate performance standards set and monitored by management?
- Was there an adequate system for maintenance and cleaning of premises or equipment?
- Were systems of work that individuals were expected to follow actually being followed and practiced? Were these systems workable and realistic (if not, why not?)
- Was personal protective equipment provided, was it suitable and effective (if not, why not?)
- Is record keeping adequate?

**4. Establish whether the initial management and emergency response was adequate**

- Was the initial response to the incident by the agency prompt and effective? Consider the actions taken to make the situation safe, or to deal with any continuing risks
- Was the response to the incident by the Emergency Services or other external agencies, prompt and effective?
- Was the fire fighting and first aid response suitable, were correct spillage procedures known and followed?
- Was the incident promptly reported to the relevant parties (if not, why not)?
- How was the injured person treated and supported –was this adequate?
- Were the needs of witnesses adequately addressed (de-briefing, counselling etc)?

**5. Identify any further action needed to prevent a recurrence**

Assess or reassess the risks of this activity/equipment/area. Question the adequacy of existing control measures and work methods and any discrepancy between these and what was intended. Establish if the existing controls meet current standards are adequate to effectively control risks.

To prevent recurrence:

- Improve physical safeguards or safety features or modify design or workplace layout
- Improve existing work methods or introduce new safe working procedures
- Provide additional safety equipment e.g. lifting aids, personal protective equipment
- Produce or review risk assessments
- Update written health & safety rules, standards or policies, communicate these to employees/customers, as appropriate
- Improve communications systems
- Make changes to or provide extra training, supervision or information sources
- Introduce better testing, maintenance or cleaning arrangements

- Introduce inspection, monitoring and audit systems
- Review similar risks in other sections

Once required action is identified to prevent a recurrence of the incident/accident in question, record recommendations in the form of an action plan, making it clear what is required, by when and who will be responsible for implementing the improvements required.

**Remember:**

- Always talk to the injured person and witnesses to get their account of events
- Verify the facts – do not make assumptions about what happened

The most important thing is not to apportion blame, but to learn from our mistakes, and provide continually improvement.



DEPARTMENT OF TRANSPORTATION

Marc Elrich  
County Executive

Christopher R. Conklin  
Director

February 7, 2020

Mr. Travis Johnston  
Director, Office of Local Transit Support  
Maryland Transit Administration  
6 Saint Paul Street  
Baltimore, MD 21202

SUBJECT: Public Transportation Agency Safety Plan Opt Out Letter

Dear Mr. Johnston,

The Federal Transit Administration (FTA) Public Transportation Agency Safety Plan rule (49 CFR Part 673) requires that a State must draft and certify agency safety plans on behalf of small public transportation providers (*non-rail transit systems that operate 100 or fewer vehicles in peak revenue service*). However, a State is not required to draft an agency safety plan for a small public transportation provider if that agency notifies the State that it will draft its own plan. In each instance, the transit agency must carry out the plan under a Safety Management Systems (SMS) framework established by the FTA.

In recognition that Locally Operated Transit Systems (LOTS) in Maryland represent different types and sizes of public transportation providers and transit operations, and that LOTS must carry out their own SMS-based safety plans, the MDOT MTA Office of Local Transit Support has requested that all LOTS develop their own individual agency safety plans.

This letter notifies MDOT MTA Office of Local Transit Support that Montgomery County Department of Transportation, Division of Transit Services will develop and draft a Public Transportation Agency Safety Plan to guide the implementation of a SMS-based safety program. The agency safety plan will be signed by the Accountable Executive (as defined in 49 CFR Part 673) and will be approved by The Montgomery County, County Council. We understand that Montgomery County Department of Transportation, Division of Transit Services must conduct an annual review and update of the agency safety plan and certify the plan on an annual basis.

Sincerely,

  
\_\_\_\_\_, Accountable Executive  
Dan Hibbert, Chief of Transit Services

Division of Transit Services

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[www.montgomerycountymd.gov/content/dot/transit](http://www.montgomerycountymd.gov/content/dot/transit) • Located one block west of the Rockville Metrolink Station