

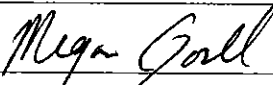
Rapid Transit System Public Transportation Agency Safety Plan for Bus Transit

Version 4, Issued May, 2025

1. Transit Agency Information

Transit Agency Name	Rapid Transit System (RTS)			
Transit Agency Address	333 Sixth Street, Rapid City, South Dakota 57701			
Name and Title of Accountable Executive	Megan Gould – Transit Division Manager			
Name of Chief Safety Officer or SMS Executive	Cater Lopez – Safety & Training Supervisor			
Mode(s) of Service Covered by This Plan	Fixed Route, Paratransit	List All FTA Funding Types (e.g., 5307, 5337, 5339)	5307, 5310, 5339	
Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)	Fixed Route – Directly Operated, Paratransit – Directly Operated			
Does the agency provide transit services on behalf of another transit agency or entity?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	Description of Arrangement(s)	Not applicable
Name and Address of Transit Agency(ies) or Entity(ies) for Which Service Is Provided	Not applicable			
Does the transit agency only serve a small urbanized area?	Yes			
Which small urbanized area(s) does the transit agency serve?	Rapid City, SD			

2. Plan Development, Approval, and Updates

Name of Entity That Drafted This Plan	Megan Gould – Transit Division Manager	
Signature by the Accountable Executive	Signature of Accountable Executive	Date of Signature
		05.19.2025
Approval by the Board of Directors or an Equivalent Authority	Name of Individual/Entity That Approved This Plan	Date of Approval
	City of Rapid City Common Council	05.19.2025
	Relevant Documentation (Title and Location)	
	City Council Minutes, Rapid City, SD	
Certification of Compliance	Name of Individual/Entity That Certified This Plan	Date of Certification
	Megan Gould and Joel Landeen	05.27.2025
	Relevant Documentation (Title and Location)	
	Certifications and Assurances, Rapid City, SD	

Version Number and Updates			
Record the complete history of successive versions of this plan.			
Version Number	Section/Pages Affected	Reason for Change	Date Issued
1		New Document	03/15/2021
2	Pages 1,2,4; Employee Safety Reporting page 6; Safety Promotion page 12.	Update Megan Gould-Stabile's last name; Update Safety Reporting Program RTS Employee Handbook reference chapter to 5; Add Custodian to Safety Promotion section.	08/01/2022
3	Pages 12-13; #7 – Safety Promotion; Operations safety-related skill training lists.	Added Exposure to Infectious Diseases training for all staff to list of operations safety-related skills training section.	09/05/2023
4	Pages 1,2,3,4,5,6,7,10,11,12; Accountable Executive, Chief Safety Officer, Safety Performance Targets, Chief Safety Officer Duties, Agency Leadership, Key Staff, Employee Safety Reporting Program, Safety Risk Management, Safety Assurance, Appendix A	Update Accountable Executive name and Chief Safety Officer to Cater Lopez, added what small urbanized area served. Updated annual review process with frontline transit worker Representatives, and added signature lines, Updated the Safety Performance targets required by FTA, Updated Chief Safety officer duties, RTS added a third Supervisor position, added Accident & Incident Committee to Agency Leadership and Key Staff sections, Updated Employee Safety Reporting Program for dispatch to report incidents to Chief safety Officer and deleted Operations log, Added the process of reporting assaults on transit workers. Added/Updated Accident & Incident Committee to the Safety Risk Management and Safety Assurance sections, Added Continuous Improvement plan, Added Appendix A that has the RTS Safety Risk Matrix and Likelihood and Severity tables.	05/20/2025

Annual Review and Update of the Public Transportation Agency Safety Plan (ASP)

Describe the process and timeline for conducting an annual review and update of the ASP.

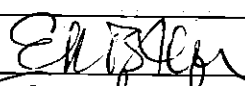
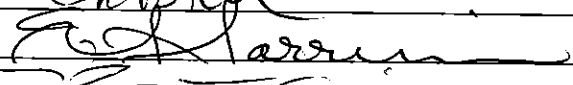
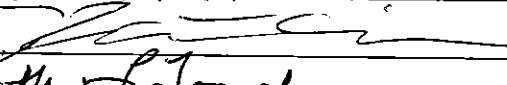
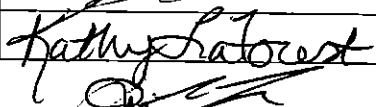
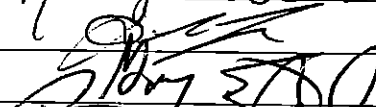
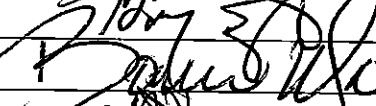
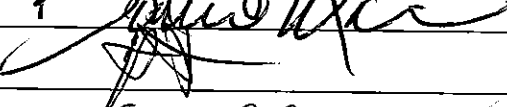
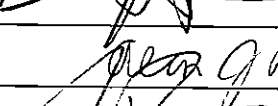
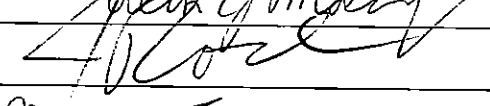
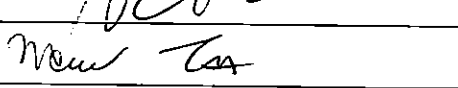
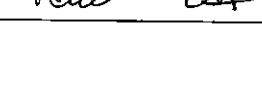
This plan will be jointly reviewed by the Accident & Incident committee and Safety Committee, all recommendations will be given to the Accountable Executive and the Chief Safety Officer. Then the Accountable Executive and the Chief Safety Officer will update the ASP with the given recommendations and any new requirements that may be needed per FTA. Updates to the ASP will be done by June 1 of each year.

The Accountable Executive will review and approve any changes, sign the new ASP, then forward to the City of Rapid City Common Council for review and approval.

The Agency Safety Plan addresses all applicable requirements and standards as set forth in FTA's Public Transportation Safety Program and the National Public Transportation Safety Plan.

Frontline Transit Worker Representatives

This ASP update was developed in cooperation with frontline worker representatives.

Committee Member/Staff	Printed Name	Signature	Date
Operation Coordinator	Erin Kistler		5.1.25
A&I Supervisor	Liz Harrison		5.14.25
A&I Dispatcher	Kris Erickson		5/11/25
A&I Maintenance	Kathy Laforest		5-10-25
A&I Dial-A-Ride Driver	Don Redleaf		5-10-25
A&I RapidRide Driver	Gary English		5/12/25
A&I Union Representative	Bonnie Marion		May 1, 2025
Safety Supervisor	Matt Bright		5-1-25
Safety Dispatcher	Al Maloney		5/1/25
Safety RapidRide Driver	Jeff Rose		5/1/25
Safety Dial-A-Ride Driver	Marcus Carsten		5/12/25

3. Safety Performance Targets

Safety Performance Targets <i>Annual Safety Performance targets based on the safety performance measures established under the National Public Transportation Safety Plan.</i>								
Mode of Transit Service	Fatalities Total	Fatalities per 100,000 Rate	Transit Worker Fatality Rate	Injuries Total	Injury Rate	Transit Worker Injury Rate	Major Events Total	Major Events Rate
Fixed Route	0	0	0	0	0	0	0	0
ADA / Paratransit	0	0	0	0	0	0	0	0
Mode of Transit Service	Collision Rate	Pedestrian Collision Rate	Vehicular Collision Rate	Physical Assaults on Transit Workers Total	Physical Assaults on Transit Workers Rate	Non-Physical Assaults on Transit Workers Total	Non-Physical Assaults on Transit Workers Rate	System Reliability
Fixed Route	0	0	0	0	0	0	0	2,795
ADA / Paratransit	0	0	0	0	0	0	0	702

Safety Performance Target Coordination <i>Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.</i>		
RTS's Accountable Executive shares our ASP, including safety performance targets, with the Metropolitan Planning Organization (MPO) in our service area each year after its formal adoption by the City of Rapid City Common Council. RTS's Accountable Executive also provides a copy of our formally adopted plan to the South Dakota Department of Transportation (SDDOT). RTS personnel are available to coordinate with SDDOT and the MPO in the selection of South Dakota and MPO safety performance targets upon request.		
Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
	South Dakota DOT	05.28.2025
Targets Transmitted to the Metropolitan Planning Organization(s)	Metropolitan Planning Organization Name	Date Targets Transmitted
	Rapid City Area MPO	05.28.2025

4. Safety Management Policy

Safety Management Policy Statement

Use the written statement of safety management policy, including safety objectives.

To protect our clients, employees, transit assets, and the public through the management of safety is one of our top priorities. RTS will develop, implement, maintain, and continuously improve processes to ensure the safety of our customers, employees, and the public.

RTS is committed to the following safety objectives:

- Communicating the purpose and benefits of the Safety Management System (SMS) to all staff, managers, supervisors, and employees.
- Providing a culture of open reporting of all safety concerns, ensuring that no action will be taken against any employee who discloses a safety concern through RTS's Employee Safety Reporting Program (ESRP), unless such disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures.
- Providing appropriate management involvement and the necessary resources to establish an effective ESRP that will encourage employees to communicate and report any unsafe work conditions, hazards, or at-risk behavior to the management team.
- Identifying hazardous and unsafe work conditions and analyzing data from the ESRP. (After thoroughly analyzing provided data, the transit operations division will develop processes and procedures to mitigate safety risk to an acceptable level.)
- Establishing safety performance targets that are realistic, measurable, and data driven. Continually improving our safety performance through management processes that ensure appropriate safety management action is taken and is effective.
- The Accident & Incident Committee and The Safety Committee will include frontline transit worker representatives as well as management in the quarterly meeting.

Megan Gould, Rapid Transit System Division Manager and Accountable Executive

Safety Management Policy Communication

Describe how the safety management policy is communicated throughout the agency. Include dates where applicable.

The Chief Safety Officer, who leads RTS's SMS activities, introduced our staff to SMS principles in April 2021, at an All-Staff Meeting. RTS's Safety Management Policy Statement was also distributed to each employee in the form of a handout during this All-Staff Meeting. RTS also posts copies of the Safety Management Policy Statement on bulletin boards at headquarters and in the operations break areas of the operating division. RTS has incorporated review and distribution of the Safety Management Policy Statement into new-hire training and all-staff annual refresher training.

Authorities, Accountabilities, and Responsibilities

Describe the role of the following individuals for the development and management of the transit agency's Safety Management System (SMS).

Accountable Executive

The Division Manager of Rapid Transit System (RTS) serves as RTS's Accountable Executive with the following authorities, accountabilities, and responsibilities under this plan:

- Controls and directs human and capital resources needed to develop and maintain the ASP and SMS.
- Designates an adequately trained Chief Safety Officer who is a direct report.
- Ensures that RTS's SMS is effectively implemented.
- Ensures action is taken to address substandard performance in RTS's SMS.
- Assumes ultimate responsibility for carrying out RTS's ASP and SMS.
- Maintains responsibility for carrying out the agency's Transit Asset Management Plan.
- Controlling or directing the human and capital resources needed to develop and maintain the Agency Safety Plan and the TAM plan.

Chief Safety Officer or SMS Executive	<p>The Accountable Executive designates the Safety & Training Supervisor of Rapid Transit System as RTS's Chief Safety Officer. The Chief Safety Officer has the following authorities, accountabilities, and responsibilities under this plan:</p> <ul style="list-style-type: none"> • Develops RTS's ASP and SMS policies and procedures. • Ensures and oversees day-to-day implementation and operation of RTS's SMS. • Manages RTS's ESRP. • Chairs the RTS Accident & Incident Review Committee and Safety Committee. • Coordinates the activities of the committees. • Establishes and maintains RTS's Safety Risk Register, Accident & Incident Log and Safety Event Log to monitor and analyze trends in hazards, occurrences, incidents, and accidents. • Maintains and distributes minutes of committee meetings. <ul style="list-style-type: none"> • Advises the Accountable Executive on SMS progress and status. • Identifies substandard performance in RTS's SMS and develops action plans for approval by the Accountable Executive. • Ensures RTS policies are consistent with RTS's safety objectives. • Provides Safety Risk Management (SRM) expertise and support for other RTS personnel who conduct and oversee Safety Assurance activities.
Agency Leadership and Executive Management	<p>Agency Leadership and Executive Management also have authorities and responsibilities for day-to-day SMS implementation and operation of RTS's SMS under this plan. RTS Agency Leadership and Executive Management include:</p> <ul style="list-style-type: none"> • Division Manager • Operations Coordinator • Route Supervisor – Maintenance • Route Supervisor – Safety & Training • Route Supervisor – Staff Scheduling <p>RTS Leadership and Executive Management personnel have the following authorities, accountabilities, and responsibilities:</p> <ul style="list-style-type: none"> • Participate as members of RTS's Accident & Incident and Safety Committee (Route supervisors for Maintenance and Staff scheduling will be rotated through the Accident & Incident and Safety Committee on a one-year term and other positions are permanent members.) • Complete training on SMS and RTS's ASP elements. • Oversee day-to-day operations of the SMS in their departments. • Modify policies in their departments consistent with implementation of the SMS as necessary. • Provide subject matter expertise to support implementation of the SMS as requested by the Accountable Executive or the Chief Safety Officer, including SRM activities, investigation of safety events, development of safety risk mitigations, and monitoring of mitigation effectiveness.
Key Staff	<p>RTS uses the Accident & Incident Committee and Safety Committee, as well as the quarterly Drivers' Meeting and semi-annual All-Staff Meetings, to support its SMS and safety programs:</p> <ul style="list-style-type: none"> • Accident & Incident Committee: Reviews incidents that include Vehicle Accidents, Injuries, damage to RTS property, calls for service from Rapid City Police Department, and No Trespass orders given out. Each incident is evaluated by the Accident & Incident Committee and the Chief Safety Officer during the quarterly meeting prior to the Safety Committee meeting. The Accident & Incident Committee members include the Chief Safety Officer, Operations Coordinator, a Route Supervisor, a representative from dispatch, a Union representative (RTS Driver from either division), a representative from fixed route, and a representative from paratransit who meet quarterly to review issues and make recommendations to improve safety. • Safety Committee: Any safety hazards reported and the results of the Accident & Incident meeting, will be jointly evaluated by the Safety Committee and the Chief Safety Officer during the quarterly meeting prior to Driver's meetings. The Safety Committee members include the Accountable Executive, Chief Safety Officer, a Route Supervisor, a representative from dispatch, a representative from fixed route, and a representative from paratransit who meet quarterly to review issues and make recommendations to improve safety. • Drivers' Meetings: A permanent agenda item in all quarterly Drivers' Meetings is dedicated to safety. Safety issues are discussed and documented.

- **Semi-annual All-Staff Meetings:** Hazard reports and mitigations will be shared, safety topics will be brought up for open discussion, further feedback solicited, and hazard self-reporting further encouraged. Information discussed in these meetings will be documented.

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).

RTS's ESRP encourages employees who identify safety concerns in their day-to-day duties to report them to senior management in good faith without fear of retribution. There are many ways employees can report safety conditions:

- Report conditions directly to the dispatcher, who will then report conditions to Chief Safety Officer.
- Report conditions anonymously via a locked comment box in the driver area at the bus barn.
- Report conditions directly to any supervisor, manager, or director.

Examples of information typically reported include:

- Safety concerns in the operating environment (for example, county or city road conditions or the condition of facilities or vehicles).
- Reports of assaults on transit workers, near misses, and unsafe acts and conditions.
- Policies and procedures that are not working as intended (for example, insufficient time to complete pre-trip inspection).
- Events that senior managers might not otherwise know about (for example, near misses).
- Information about why a safety event occurred (for example, radio communication challenges).

On a daily basis, the Chief Safety Officer reviews reports from Dispatch and checks the comment box, and documents identified safety conditions in the Safety Risk Register. RTS's Chief Safety Officer, supported by the Safety Committee, as necessary, will review and address each employee report, ensuring that hazards and their consequences are appropriately identified and resolved through RTS's SRM process and that reported deficiencies and non-compliance with rules or procedures are managed through RTS's Safety Assurance process.

RTS's Chief Safety Officer discusses actions taken to address reported safety conditions during the semi-annual All-Staff Meetings. Additionally, if the reporting employee provided his or her name during the reporting process, the Chief Safety Officer or designee follows up directly with the employee when RTS determines whether or not to take action and after any mitigations are implemented.

RTS encourages participation in the ESRP by protecting employees that report safety conditions in good faith (see RTS Employee Handbook [Chapter 5] for more information). However, RTS may take disciplinary action if the report involves any of the following:

- Willful participation in illegal activity, such as assault or theft.
- Gross negligence, such as knowingly utilizing heavy equipment for purposes other than intended such that people or property are put at risk.
- Deliberate or willful disregard of regulations or procedures, such as reporting to work under the influence of controlled substances.

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 Process

RTS uses the SRM process as a primary method to ensure the safety of our operations, passengers, employees, vehicles, and facilities. It is a process whereby hazards and their consequences are identified, assessed for potential safety risk, and resolved in a manner acceptable to RTS's leadership. RTS's SRM process allows us to carefully examine what could cause harm and determine whether we have taken sufficient precautions to minimize the harm, or if further mitigations are necessary.

RTS's Chief Safety Officer leads RTS's SRM process, working with RTS's Accident & Incident Committee and Safety Committee to identify hazards and consequences, assess safety risk of potential consequences, and mitigate safety risk. The results of RTS's SRM process are documented in our Safety Risk Register and referenced materials.

RTS's SRM process applies to all elements of our system including our operations and maintenance, facilities and vehicles, and personnel recruitment, training, and supervision.

In carrying out the SRM process, RTS uses the following terms:

- **Event** – Any accident, incident, or occurrence.
- **Hazard** – Any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure belonging to RTS; or damage to the environment.
- **Risk** – Composite of predicted severity and likelihood of the potential effect of a hazard.
- **Risk Mitigation** – Method(s) to eliminate or reduce the effects of hazards.
- **Consequence** – An effect of a hazard involving injury, illness, death, or damage to RTS property or the environment.

Safety Hazard Identification

The safety hazard identification process offers RTS the ability to identify hazards and potential consequences in the operation and maintenance of our system. Hazards can be identified through a variety of sources, including:

- ESRP.
- Safety concerns identified through its Safety Assurance Activities.
- Review of vehicle camera footage.
- Review of monthly performance data and safety performance targets.
- Observations from supervisors.
- Maintenance reports.
- Comments from customers, passengers, and third parties.
- Accident & Incident Committee, Safety Committee, Drivers' Meetings, and All-Staff Meetings.
- Results of audits and inspections of vehicles and facilities.
- Results of training assessments.
- Investigations into safety events, incidents, and occurrences.
- Federal Transit Administration (FTA) and other oversight authorities (mandatory information source).
- Considers data and information regarding exposure to infectious diseases provided by the Centers for Disease Control and Prevention (CDC) and South Dakota Department of Health

When a safety concern is observed by RTS's management or supervisory personnel, it is reported to RTS's Chief Safety Officer. Procedures for reporting hazards to RTS's Chief Safety Officer are reviewed during All-Staff Meetings and in the Accident & Incident Committee and Safety Committee. RTS's Chief Safety Officer also receives employee reports from the ESRP and customer comments related to safety. RTS's Chief Safety Officer reviews these sources for hazards and documents them in RTS's Safety Risk Register.

RTS's Chief Safety Officer also may enter hazards into the Safety Risk Register based on their review of RTS's operations and maintenance, the results of audits and observations, and information received from FTA and other oversight authorities, as well as the National Transportation Safety Board.

RTS's Chief Safety Officer may conduct further analyses of hazards and consequences entered into the Safety Risk Register to collect information and identify additional consequences and to inform which hazards should be prioritized for safety risk assessment. In following up on identified hazards, RTS's Chief Safety Officer may:

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

RTS's Chief Safety Officer will then prepare an agenda to discuss identified hazards and consequences with the Accident & Incident Committee and Safety Committee during quarterly meetings. This agenda may include additional background on the hazards and consequences, such as the results of trend analyses, vehicle camera footage, vendor documentation, reports and observations, or information supplied by FTA or other oversight authorities.

Any identified hazard that poses a real and immediate threat to life, property, or the environment must immediately be brought to the attention of the Accountable Executive and addressed through the SRM process (with or without the full Safety Committee) for safety risk assessment and mitigation. This means that the Chief Safety Officer believes immediate intervention is necessary to preserve life, prevent major property destruction, or avoid harm to the environment that would constitute a violation of Environmental Protection Agency or South Dakota environmental protection standards. Otherwise, the Safety Committee will prioritize hazards for further SRM activity.

Safety Risk Assessment

RTS assesses safety risk associated with identified safety hazards using its safety risk assessment process. This includes an assessment of the likelihood and severity of the consequences of hazards, including existing mitigations, and prioritizing hazards based on safety risk.

The Chief Safety Officer and Safety Committee assess prioritized hazards using RTS's Safety Risk Matrix (see Appendix A). This matrix expresses assessed risk as a combination of one severity category and one likelihood level, also referred to as a *hazard rating*. For example, a risk may be assessed as "1A" or the combination of a Catastrophic (1) severity category and a Frequent (A) probability level.

This matrix also categorizes combined risks into levels, High, Medium, or Low, based on the likelihood of occurrence and severity of the outcome. For purposes of accepting risk:

- "High" hazard ratings will be considered unacceptable and require action from RTS to mitigate the safety risk.
- "Medium" hazard ratings will be considered undesirable and require RTS's Safety Committee to make a decision regarding their acceptability.
- "Low" hazard ratings may be accepted by the Chief Safety Officer without additional review.

Using a categorization of High, Medium, or Low allows for hazards to be prioritized for mitigation based on their associated safety risk.

The Chief Safety Officer schedules safety risk assessment activities on the Accident & Incident Committee and Safety Committee agendas and prepares a Safety Risk Assessment Package. This package is distributed at least one week in advance of the committee meetings. During the meeting, the Chief Safety Officer reviews the hazard and its consequence(s) and reviews available information distributed in the Safety Risk Assessment Package on severity and likelihood. The Chief Safety Officer may request support from members of the committees in obtaining additional information to support the safety risk assessment.

The Chief Safety Officer will document both committees' safety risk assessment, including hazard rating and mitigation options for each assessed safety hazard in the Safety Risk Register. The Chief Safety Officer will maintain on file Safety Committee agendas, Safety Risk Assessment Packages, additional information collection, and completed Safety Risk Register sections for a period of three years from the date of generation.

Safety Risk Mitigation

RTS's Accountable Executive and Chief Safety Officer review current methods of safety risk mitigation and establish methods or procedures to mitigate or eliminate safety risk associated with specific hazards based on recommendations from the Safety Committee. RTS also considers guidance provided by the City of Rapid City and FTA on safety risk mitigations. To prevent or control exposure to infectious diseases RTS considers the guidelines provided by the CDC and South Dakota Department of Health for safety risk mitigations. RTS can reduce safety risk by reducing the likelihood and/or severity of potential consequences of hazards.

Prioritization of safety risk mitigations is based on the results of safety risk assessments. RTS's Chief Safety Officer tracks and updates safety risk mitigation information in the Safety Risk Register and makes the Register available to the Accident & Incident Committee and Safety Committee during quarterly meetings and to RTS staff upon request.

In the Safety Risk Register, RTS's Chief Safety Officer will also document any specific measures or activities, such as reviews, observations, or audits, that will be conducted to monitor the effectiveness of implemented mitigations.

6. Safety Assurance

Safety Performance Monitoring and Measurement

Through our Safety Assurance process, RTS:

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

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

RTS has many processes in place to monitor its entire transit system for compliance with operations and maintenance procedures, including:

- Safety audits.*
- Informal inspections.*
- Regular review of onboard camera footage to assess drivers and specific incidents.
- ESRP.
- Investigation of safety occurrences.
- Safety review prior to the launch or modification of any facet of service.
- Daily data gathering and monitoring of data related to the delivery of service.
- Regular vehicle inspections and preventative maintenance.

Results from the above processes are compared against recent performance trends quarterly and annually by the Chief Safety Officer to determine where action needs to be taken. The Chief Safety Officer enters any identified non-compliant or ineffective activities, including mitigations, back into the SRM process for reevaluation by the Accident & Incident Committee and the Safety Committee.

*Safety audits and informal inspections will be conducted and results documented quarterly by the Chief Safety Officer.

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

RTS monitors safety risk mitigations to determine if they have been implemented and are effective, appropriate, and working as intended. The Chief Safety Officer maintains a list of safety risk mitigations in the Safety Risk Register. The mechanism for monitoring safety risk mitigations varies depending on the mitigation.

The Chief Safety Officer establishes one or more mechanisms for monitoring safety risk mitigations as part of the mitigation implementation process and assigns monitoring activities to the appropriate director, manager, or supervisor. These monitoring mechanisms may include tracking a specific metric on daily, weekly, or monthly logs or reports; conducting job performance observations; or other activities. The Chief Safety Officer will endeavor to make use of existing RTS processes and activities before assigning new information collection activities.

RTS's Chief Safety Officer and both committees review the performance of individual safety risk mitigations during quarterly committee meetings based on the reporting schedule determined for each mitigation, and determine if a specific safety risk mitigation has not been implemented or performing as intended. If the mitigation is not implemented or performing as intended, the committees will propose a course of action to modify the mitigation or take other action to manage the safety risk. The Chief Safety Officer will approve or modify this proposed course of action and oversee its execution.

RTS's Chief Safety Officer, Accident & Incident Committee and Safety Committee also monitor RTS's operations on a large scale to identify mitigations that may be ineffective, inappropriate, or not implemented as intended by:

- Reviewing results from accident, incident, and occurrence investigations.
- Monitoring employee safety reporting.
- Reviewing results of internal safety audits and inspections.
- Analyzing operational and safety data to identify emerging safety concerns.

The Chief Safety Officer works with the Accident & Incident Committee, Safety Committee and Accountable Executive to carry out and document all monitoring activities.

Describe activities to conduct investigations of safety events, including the identification of causal factors.

RTS maintains documented procedures for conducting safety investigations of events (accidents, incidents, and occurrences, as defined by FTA) to find causal and contributing factors and review the existing mitigations in place at the time of the event (see RTS Safety Event Investigation Procedures Manual for specific procedures for conducting safety investigations). These procedures also reflect all traffic safety reporting and investigation requirements established by South Dakota's Department of Motor Vehicles.

RTS determines casual and latent organizational factors that may have contributed to the safety event as the following:

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

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

The Chief Safety Officer and Safety Committee routinely review safety data captured in employee safety reports, safety meeting minutes, customer complaints, and other safety communication channels. When necessary, the Chief Safety Officer and Safety Committee ensure that the concerns are investigated or analyzed through RTS's SRM process and documented in the Safety Management Log.

The Chief Safety Officer and Safety Committee also review internal and external reviews, including audits and assessments, with findings concerning RTS's safety performance, compliance with operations and maintenance procedures, or the effectiveness of safety risk mitigations.

Management of Change (Not Required for Small Public Transportation Providers)

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

Continuous Improvement

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

During RTS's Quarter 4 committee meetings, the Accident & Incident and Safety committees will review the agency's safety performance and identify deficiencies in the SMS and RTS's performance against its safety performance targets set for the year. The committees may recommend changes to policies and/or the ASP for the next year. The identified deficiencies and recommendations will be taken under consideration by the Accountable Executive and the Chief Safety Officer during revision of the ASP for the next year, which will need to be approved by the new Accident & Incident Committee and Safety Committee in the Quarter 1 meetings the next year.

7. Safety Promotion

Competencies and Training

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

RTS's comprehensive safety training program applies to all RTS employees directly responsible for safety, including:

- Bus vehicle operators.
- Dispatchers.
- Custodian.
- Supervisors.
- Agency Leadership and Executive Management.
- Chief Safety Officer.
- Accountable Executive.

RTS dedicates resources to conduct a comprehensive safety training program, as well as training on SMS roles and responsibilities. The scope of the safety training, including annual refresher training, is appropriate to each employee's individual safety-related job responsibilities and their role in the SMS. This training will include how to identify a safety concern and then how to properly report that concern.

Basic training requirements for RTS employees, including frequencies and refresher training, are documented in RTS's Safety Training Manual and the RTS Employee Handbook.

Operations safety-related skill training includes the following:

- New-hire bus vehicle operator hands-on skill training.
- Bus vehicle operator refresher training.
- Bus vehicle operator retraining (recertification or return to work).
- On-the-job training for dispatchers.
- On-the-job training for operations supervisors and managers.
- Accident investigation training for operation supervisors and managers.
- Exposure to infectious disease training for all staff.
- De-escalation Training

Vehicle maintenance safety-related skill training includes the following:

- Ongoing tracking training for vehicle maintenance supervisors.
- Accident investigation training for vehicle maintenance supervisors.

RTS's Accountable Executive and Agency Leadership team must complete FTA's SMS Awareness online training.

Safety Communication

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

RTS's Chief Safety Officer and Accountable Executive coordinate RTS's safety communication activities for the SMS. RTS's activities focus on the three categories of communication activity established in 49 CFR Part 673:

- Communicating safety and safety performance information throughout the agency: RTS communicates information on safety and safety performance in its monthly newsletter and during semi-annual All-Staff Meetings. RTS also has a permanent agenda item in all quarterly Drivers' Meetings dedicated to safety. Information typically conveyed during these meetings includes safety performance statistics, lessons learned from recent occurrences, upcoming events that may impact RTS's service or safety performance, and updates regarding SMS implementation. RTS also requests information from drivers during these meetings,

which is recorded in meeting minutes. Finally, RTS's Accountable Executive posts safety bulletins and flyers on the bulletin boards located in all bus operator break rooms, advertising safety messages and promoting awareness of safety issues.

- Communicating information on hazards and safety risks relevant to employees' roles and responsibilities throughout the agency: As part of new-hire training, RTS distributes safety policies and procedures, included in the RTS Employee Handbook, to all employees. RTS provides training on these policies and procedures and discusses them during safety talks between supervisors and bus operators. For newly emerging issues or safety events at the agency, RTS's Chief Safety Officer issues bulletins or messages to employees that are reinforced by supervisors in one-on-one or group discussions with employees.
- Informing employees of safety actions taken in response to reports submitted through the ESRP: RTS provides targeted communications to inform employees of safety actions taken in response to reports submitted through the ESRP, including handouts and flyers, safety talks, updates to bulletin boards, and one-on-one discussions between employees and supervisors.
- The ASP will include names and signatures of the frontline worker representatives that help develop, update and approve. The ASP once approved will be posted in the employee break room and available to all employees.

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.

RTS will maintain the following documentation related to the implementation of its SMS: the programs, policies, and procedures used to carry out this ASP; and the results from its SMS processes and activities for three years after creation. They will be available to the FTA or other Federal or oversight entity upon request.

Definitions of Special Terms Used in the ASP

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.
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.
Hazard	Any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.
Incident	An event that involves 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.
Investigation	The process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.
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 system means a provider of public transportation as defined under 49 U.S.C. 5302.
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 FTA.
Public Transportation Agency Safety Plan (or Agency Safety Plan)	The documented comprehensive Agency Safety Plan for a transit agency that is required by 49 U.S.C. 5329 and Part 673.
Risk	The composite of predicted severity and likelihood of the potential effect of a hazard.
Risk Mitigation	A method or methods to eliminate or reduce the effects of hazards.
Safety Assurance	Processes within a transit agency's Safety Management System that function to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

Safety Management Log	A transit agency's documented analysis of information reported over time from safety audit's and informal inspections.
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	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 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 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 seven days from the date when 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; (5) Involves second-or third-degree burns, or any burns affecting more than five percent of the body surface.
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 49 U.S.C. 5326 and 49 CFR Part 625.

List of Acronyms Used in the ASP

Acronym	Word or Phrase
ADA	Americans with Disabilities Act of 1990
ASP	Agency Safety Plan (also referred to as a PTASP in Part 673)
CFR	Code of Federal Regulations
ESRP	Employee Safety Reporting Program
FTA	Federal Transit Administration
MPO	Metropolitan Planning Organization
Part 673	49 CFR Part 673 (Public Transportation Agency Safety Plan)
RTS	Rapid Transit System
SML	Safety Management Log
SMS	Safety Management System
SRM	Safety Risk Management
U.S.C.	United States Code
VRM	Vehicle Revenue Miles

Appendix A

RTS Safety Risk Matrix and Likelihood and Severity Tables

Likelihood of Occurrence of the Consequence		
Qualitative Definition	Meaning	Value
Frequent	Incident occurs 2 or more times a week	A
Probable	Incident occurs once a week	B
Occasional	Incident occurs once every 2 weeks	C
Remote	Incident occurs once a month	D
Improbable	Incident occurs once a quarter	E

Severity of the Consequence		
Definition Category	Meaning	Value
Catastrophic	Could result in one or more of the following: death, permanent total disability, irreversible significant environmental impact or monetary loss equal to or exceeding \$1M	1
Critical	Could result in one or more of the following: permanent partial disability, injuries or occupational illness that may result in hospitalization of at least one personnel, reversible significant environmental impact, or monetary loss equal to or exceeding \$100K to \$1M	2
Marginal	Could result in one or more of the following: injury or occupational illness resulting in one or more lost work day(s), reversible moderate environmental impact, or monetary loss equal to or exceeding \$10k to \$100K.	3
Negligible	Could result in one or more of the following: injury or occupational illness not resulting in a lost work day, minimal environmental impact, or monetary loss less than \$10K.	4

Risk Assessment Matrix				
Likelihood	Severity			
	1 (Catastrophic)	2 (Critical)	3 (Marginal)	4 (Negligible)
A (Frequent)				
B (Probable)			3B	4B
C (Occasional)		2C	3C	
D (Remote)	1D	2D		
E (Improbable)				

Risk Assessment Matrix Color Code	
"Tolerability" based on identified severity and likelihood.	
	Unacceptable under the existing circumstances.
MEDIUM	Acceptable based upon mitigations.
	Acceptable with senior management approval.