

CITY OF HOLLYWOOD

Public Transportation Agency Safety Plan (PTASP)

CITY OF HOLLYWOOD
DRAFT PUBLIC TRANSPORTATION AGENCY SAFETY PLAN

July 3, 2024

City of Hollywood
2600 Hollywood Blvd.
Hollywood, FL. 33022

Contents

Introduction	4
PTASP Rule and Requirements.....	4
Agency Overview	5
Safety Objectives and Performance Targets.....	10
Agency Coordination.....	11
Commonly Used Acronyms.....	12
Definitions of Terms	13
Safety Management System (SMS) Framework	17
I: Transportation Safety Management Policy	19
II: Safety Risk Management.....	28
III: Safety Assurance	33
IV: Safety Promotion	39
State of Florida Requirements.....	41

Introduction

This document serves as the City of Hollywood's Public Transportation Agency Plan (PTASP) for its Broward County Transit (BCT) Community Shuttle Program (CSP) transit system located in Broward County, Florida. It is intended to encompass all current and future operations, services and projects and applies to all activities which involve planning, design, procurement, installation and testing of equipment or facilities, operations, maintenance, support activities, and the environment in which the transit system operates.

PTASP Rule and Requirements

The City of Hollywood is committed to comprehensive safety planning. As an operator of a small public transportation system that receives Federal Financial assistance under Title 49 of the United States Code (USC), the City of Hollywood is subject to FTA's 49 CFR Part 673 Final Rule and as delineated in Florida Administrative Code Section 14-90.004(1), has adopted the principles and methods of Safety Management Systems (SMS) as the basis for enhancing the safety of its public transportation system.

The plan incorporates the framework and principles of a SMS for the CSP operations and all applicable Subcontracted organization(s) to the extent practical and consistent with applicable requirements for each SMS component: I) Safety Management Policy, II) Safety Risk Management, III) Safety Assurance, and IV) Safety Promotion. The PTASP adheres to the fundamentals and framework of SMS and reflects the specific safety objectives, standards and priorities for BCT's CSP and the City of Hollywood including the following required elements:

- ✓ The Safety Plan and subsequent updates will be signed by the Accountable Executive and approved by the .
- ✓ The Safety Plan documents the processes and activities related to SMS implementation.
- ✓ The Safety Plan includes performance targets based on the safety performance criteria established under the National Public Transportation Safety Plan (NSP), and the state of good repair standards established in the regulations that implement the National Transit Asset Management System and included in the NSP.
- ✓ The Safety Plan will comply with the minimum performance standards authorized through the National Public Transportation Safety Plan (NSP)
- ✓ The City of Hollywood will establish a process and timeline for conducting an annual review and update of the Safety Plan.
- ✓ The City of Hollywood and Limousines of South Florida (Subcontractor) will maintain the Safety Plan in accordance with the recordkeeping requirements in subpart D of Part 673.

Issuance and Update

The SMS plan will be reviewed and updated, as applicable, annually beginning on the date of issuance. Immediate changes to the Public Transportation Agency Safety Plan (PTASP) SMS procedures deemed paramount to safety mitigation may be authorized by the designated Subcontractor's Operations/Fleet Maintenance/General Manager via a signed SMS Immediate Policy Amendment Change Memo that has been reviewed and approved by the City's designated Chief Safety Officer.

For these immediate changes, the Chief Safety Officer/Subcontractor General Manager (CONTR GM) will be responsible for ensuring communication to all concerned parties through established internal communication venues and the update will be noted on the PTASP Activity Log by the Chief Safety Officer/ Subcontractor Operations Manager (CONTR OM).

Scope and Objectives

The SMS has been established consistent with business needs and regulatory impetus. The SMS is designed to reduce safety risks to an acceptable level through a continuous process of hazard identification and safety risk management practices to achieve the following goals:

- Reducing transit safety, employee, and environmental risks by better managing the 's CSP safety risks and setting goals to eliminate or reduce risks.
- Communication of safety risks to employees and their roles and responsibilities related to risks.
- Increase awareness of safety issues at all levels, thereby providing a better framework/structure for management to play a leadership role in addressing safety concerns.
- Continuous improvement of Contractor and Subcontractor organization SMS and risk controls.
- Compliance with all applicable state and federal regulations.
- Foster a culture of change management so that safety issues are identified, and risks are eliminated or reduced in the planning process and delays or other impediments to business goals are avoided.

The SMS applies specifically to all Contracted and Subcontracted organizations subject to Florida Department of Transportation and the Federal Transit Administration regulation on SMS and all 's CSP operations.

Agency Overview

Broward County is in southeast Florida and is bordered by 2 counties: Palm Beach County to the north, and Miami-Dade County to the south. As part of BCT's CSP, the City of Hollywood entered an Interlocal Agreement on June 4, 202 to provide transit service to the local community.

BCT's CSP is a collaborative transit service that operates in partnership with Broward County municipalities. The partnership is bound by an Interlocal Agreement (ILA) in which the County provides funding and propane-fueled buses to the municipalities and the municipalities operate a pre-defined local fixed-route shuttle service with designated bus stops in their communities.

According to the U.S. Census Bureau, the City of Hollywood had an estimated residential population of 143,230 in 2022. The City of Hollywood provides fixed-schedule service on 4 route(s). Most routes operate between 9am – 5pm on weekdays and weekends. Routes are designed to complement the County's Fixed-Route system and to provide increased mobility and connectivity options in areas within the community that larger buses are unable to serve. The City of Hollywood is responsible for the overall planning of the service, including bus stop locations. Assisted by BCT staff, the City of Hollywood determines the major origins and destinations to be served by the route. Modifications to the routes are allowed; however, implementation must coincide with the schedule established by the County for Fixed-Route service. Travel times used for the implementation of bus schedules are calculated by BCT staff. Bus operator training, printed bus schedules, and shuttle/bus stop signs are provided by BCT. The City of Hollywood must provide monthly passenger boarding/ridership reports to BCT and maintain performance of a minimum average of 7.1 Passengers Per Revenue Service Hour per route during any rolling twelve (12) month period in order to remain qualified for the CSP.

The City of Hollywood's fixed-routes daily operations and maintenance are Subcontracted through a third-party, Limousines of South Florida (LSF).

Funding is paid quarterly in advance to municipalities in advance for operations and maintenance (O&M) at an established O&M rate for the total vehicle hours of the service. Propane-fueled buses equipped with wheelchair securements and bicycle racks are purchased by BCT and leased to municipalities for \$10.00 per bus annually. Should municipalities choose to purchase non-propane-fueled buses, the County will reimburse municipalities on a per-vehicle basis up to the County's current purchase price of a propane-fueled bus less the propane conversion or similar type vehicle from the Florida state contract.

Capital assets that the City of Hollywood owns, leases (from BCT), operates, maintains, or has a direct capital responsibility comprises of the following asset categories:

Rolling Stock

Five (5) Vehicles for transporting of passengers;

Equipment

One (1) Rotary Lift(s) used for vehicle maintenance provided by subcontractor

Facilities

(1) Maintenance Facility located on the Limousines of South Florida (LSF) Transit Facility at 2000 North State Road 7, Lauderdale Lakes, Florida 33313.

Transit Agency Information

Transit Agency Name	City of Hollywood		
Transit Agency Address	2600 Hollywood Blvd		
Name and Title of Accountable Executive	George Keller, City Manager		
Name of Chief Safety Officer or SMS Executive	Chis O' Brian, Director of Public Safety		
Mode(s) of Service Covered by this Plan	Fixed-route bus	List All FTA Funding Types (e.g., 5307, 5337, 5339)	5307
Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)	Subcontracted service		
Does the agency provide transit services on behalf of another transit agency or entity?	Yes X	No	Description of Arrangement(s) Community Shuttle Program - Interlocal Agreement with Broward County Transit
Name and Address of Transit Agency(ies) or Entity(ies) for Which Service is Provided	Broward County Transit 1 N. University Drive, Suite 3100A Plantation, FL 33324		

Plan Development Approval and Certification of Compliance

The CSP's Chief Safety Officer/ SMS Executive ensures that the Public Transportation Agency Safety Plan (PTASP) is developed, implemented, and maintained in an appropriate and effective manner. The Subcontract Operator, with oversight of Operations and Fleet Maintenance, assists the Chief Safety Officer in this effort. Any changes in policy, organization, rules, regulations, or operations necessitating plan adjustments are to be accomplished within the established guidelines of this plan and require review and approval by the Accountable Executive and/or Chief Safety Officer. The PTASP will have ongoing updates as necessary, including changes that will be implemented immediately. All updates to the plan will be recorded on the PTASP activity log of this plan.

Name of Entity That Drafted This Plan	City of Hollywood	
Signature by the Accountable Executive	Signature of Accountable Executive	Date of Signature
Approval by the Board of Directors or an Equivalent Authority	Name of Individual/Entity that Approved This Plan	Date of Approval
	Hollywood City Commission	
	Relevant Documentation (Title and Location)	
	Resolution - TDB	
Certification of Compliance	Name of Individual/Entity that Certified This Plan	Date of Certification
	City of Hollywood	
	Relevant Documentation (Title and Location)	
	Resolution R-2024-?? A paper copy of the approved PTASP is maintained on file in the City's Public Records Office.	

Plan Review and Modification

The City of Hollywood's assigned Project Manager and the Subcontractor Operations Manager (CONTR OM) will review the PTASP annually beginning the date of issuance. At the time of review, will discuss performance targets and any other safety hazards identified previously. The plan will have ongoing, administrative updates as necessary including any changes that will be implemented immediately. Any updates to the plan will be recorded on the activity log of this plan. The updated plan is shared with BCT annually. This Agency Safety Plan addresses all applicable requirements and standards for Small Transit Agencies as set forth in FTA's Public Transportation Safety Program and the National Public Transportation Safety Plan.

Revision Number	Section/Pages Affected	Reasons for Change	Date Issued
Original			XXXX

Safety Objectives and Performance Targets

This section specifies performance targets based on the safety performance measures established under the National Public Transportation Safety Plan (NSP) and the state of good repair standards established in the regulations that implement the National Transit Asset Management System which are included in the NSP.

It is the mission of the City of Hollywood to provide safe, reliable public transit services to its community. In order to implement the City of Hollywood's safety policies, goals, and objectives, this plan requires coordination, integration, communication, and cooperation among all directors, managers, supervisors, departments, and City of Hollywood employees.

Safety performance targets, as defined in CFR Part 673.5 are to be compiled after reviewing the previous 5 years of performance data for:

- Fatalities: Total number of reportable fatalities and rate of fatalities per total vehicle revenue miles (VRM), by mode.
- Injuries: Total number of reportable injuries and rate of injuries per total vehicle revenue miles, by mode.
- Safety Events: Total number of reportable events and rate of events per total vehicle revenue miles, by mode.
- System Reliability: Average distance between major mechanical failures, by mode.

The City of Hollywood has set the following performance targets for the CSP based on the safety performance criteria established under the National Public Transportation Safety Plan (NSP).

Mode of Transit Service	Fatalities (total)	Fatalities (per 100 thousand VRM)	Injuries (total)	Injuries (per 100 thousand VRM)	Safety Events (total)	Safety Events (per 100 thousand VRM)	System Reliability MDBF (Miles)
Deviated Fixed Route	0	0.0	9	0.568	12	0.946	3,420

A reportable safety event is defined in CFR Part 673.5 as any accident, incident, or occurrence.

Agency Coordination

This section describes the coordination with FDOT and the Broward Metropolitan Planning Organization (MPO) in the selection of State and MPO safety performance targets.

BCT shares the safety performance targets with the Broward Metropolitan Planning Organization (MPO) and the City of Hollywood each year prior to the PTASP's annual update. BCT also provides the performance targets to the Florida Department of Transportation (FDOT) Central Office Transit Safety Programs Manager. City of Hollywood personnel are available to coordinate with FDOT and the Broward MPO in the selection/coordination of State and MPO safety performance targets upon request.

Targets Transmitted to County	County Entity Name	Transmittal Date
	Broward County Transit	10/28/2024
Targets Transmitted to MPO	MPO Name	Transmittal Date
	Broward MPO	10/28/2024

Commonly Used Acronyms

The following acronyms apply to all related information in this manual

ADA	Americans with Disabilities Act of 1990
AE	Accountable Executive
ALARP	As Low as Reasonably Practicable
ASP	Agency Safety Plan (also referred to as PTASP in Part 673)
CAP	Corrective Action Plan
CFR	Code of Federal Regulations
CONTR	Subcontractor
CSO	Chief Safety Officer
CSP	Community Shuttle Program
CT	Community Transit
DIR	Director
CONTR FM	Subcontractor Fleet Manager
CONTR GM	Subcontractor General Manager
CONTR OM	Subcontractor Operations Manager
FAC	Florida Administrative Code
FDOT	Florida Department of Transportation
FTA	Federal Transportation Administration
FM	Fleet Manager
GM	General Manager
OM	Operations Manager
NM	Near Miss
POC	Point of Contact
NSP	National Public Transportation Safety Plan
NTD	National Transit Database
NTSB	National Transportation Safety Board
PTASP	Public Transit Agency Safety Plan (Replaces SSPP)
RA	Risk Assessment
SA	Safety Assurance
SMS	Safety Management System
SMT	Site Management Team
SRA	Safety Risk Assessment
SRM	Safety Risk Management
SSP	System Security Plan
SSPP	System Safety Program Plan (Replaced by PTASP)
TASC	Transit Agency Safety Council
TAM	Transit Asset Management

Definitions of Terms

The following definitions apply to all related information in this manual.

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 transit vehicles; an evacuation for life safety reasons; at any time, whatever the cause.

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

Audit – an examination of records and related materials, including, but not limited to, those related to financial accounts.

Broward County Transit – the County's Fixed Route/ADA public transportation system serving unincorporated Broward County and local municipalities within Broward County, Florida.

Chief Safety Officer or SMS Executive – an adequately trained individual who has the responsibility for safety and reports directly to a transit agency's chief executive officer, general manager, president, or equivalent officer.

Community Shuttle Program – a collaborative transit service that operates in partnership with municipalities in Broward County. The partnership is bound by an Interlocal Agreement (ILA) in which Broward County provides funding and buses to the municipalities, and the municipalities operate a pre-defined local fixed-route shuttle service with designated bus stops in their communities.

Community Transit: Transit service provided via BCT's CSP.

Contractor – municipality participating in the Broward County Transit Community Shuttle Program under an Interlocal Agreement (i.e. contract) and is accountable on the terms of the agreement.

Corrective Action Plan – a plan developed by recipient that describes the actions the recipient will take to minimize, mitigate, correct, or eliminate risks and hazards, and the schedule for taking those actions. Either BCT, a State Safety Oversight Agency (FDOT), or FTA may require a transit agency to develop and carry out a corrective action plan.

Equivalent Authority – an entity that carries out duties similar to that of a Board of Directors for a recipient or sub recipient of FTA funds under 49 U.S.C. Chapter 53, including sufficient authority to review and approve a recipient or sub recipient's Public Transportation Agency Safety Plan.

External Service Provider – performs operations, maintenance, safety, or risk management services related to transit service delivery from outside a recipient's immediate organizational structure and work is performed under an inter or intra governmental agreement, statute or regulation, not a contract.

Event – any Accident, Incident, or Occurrence.

Florida Department of Transportation (FDOT) – state agency that administers rules and regulations as outlined in Florida Administrative Code Chapter 14-90

Florida Administrative Code Rule Chapter 14-90 – is the official compilation of the administrative rules and regulations of state agencies that outlines state law regarding bus systems specific to operational, maintenance, and safety rules concerning public transportation.

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 the transit system or damage to the environment.

Hazard Report – a report filed regarding a hazard identified in the workplace.

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 the transit agency.

Investigation – the process of determining the casual and contributing factors of an accident, incident or hazard for purpose of preventing reoccurrence and mitigating risk to the lowest manageable level practicable.

National Public Transportation Safety Plan – a plan to improve the safety of all public transit systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.

Near Miss – a safety event where conditions with potential to generate an accident, incident, or occurrence existed, but where an accident, incident, or occurrence did not occur because the conditions were contained by chance or by existing safety risk mitigations.

Near Miss Report – a report filed from a narrowly avoided collision or other accident.

Occurrence – an event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of the transit agency.

Operator – a public transportation system 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 as prescribed by the National Public Transportation Safety Plan for the following: 1) fatalities; 2) injuries; 3) safety events; and 4) system reliability

Performance Target – a specific quantifiable safety performance level related to safety management activities established in the National Public Transportation Safety Plan (NSP)

Project Manager - the individual assigned by the Accountable Executive to oversee the day to day management of the Community Shuttle Program (CSP) and associated Subcontractors.

Public Transportation Agency Safety Plan (PTASP) – documented comprehensive agency safety plan as required by 49 U.S.C. 5329 and Part 673.

Recipient – a State or local government authority, or any other operator of public transportation that receives financial assistance under 49 U.S.C. Chapter 53. The Ter, “recipient” includes State Safety Oversight Agencies.

Recordable Injury – injury resulting in lost time at work.

Reporting Manager – an employee’s direct supervisor.

Risk – the composite of predicted severity and likelihood of the potential effect of a hazard

Risk Assessment – a systematic study or examination and determination of a hazard to establish the significance or value of the risk.

Risk Mitigation – a method or methods to eliminate or reduce the effects of hazards to its lowest manageable level practicable.

Root Cause – The exact cause of an incident or accident where had the root cause found not to be present, the accident or incident would not have happened.

Safety Assurance – the processes within the 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 and activities through the collection, analysis, and assessment of information.

Safety Management Policy – the transit agency’s documented commitment to safety, which defines the agency’s safety objectives and the accountabilities and responsibilities of its employees regarding safety.

Safety Management System – the formal, top-down organization-wide approach to managing safety risk and assuring effectiveness of the agency’s safety risk mitigation. SMS includes effective 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 policy and procedure practices throughout the transit agency as applied to the agency's public transportation system.

Safety Review – an on-site assessment to determine if a bus transit system has adequate safety management controls in place and functioning in accordance with the safety standards provided and incorporated by reference in this rule chapter.

Safety Risk Management – a process within the transit agency's Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.

Serious Injury – an injury which (1) requires hospitalization for more than 48 hours, commencing within 7 days from the date 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 an 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 – means a recipient or subrecipient of Federal financial assistance under U.S.C. 5307 that has one hundred (100) or fewer vehicles in peak revenue service and does not operate a rail fixed guideway public transportation system.

State of Good Repair – the condition in which a capital asset can 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 49 U.S.C. 5329 and the regulations set forth in 49 CFR part 659 or 49 CFR part 674.

Subcontractor – entity that provides operations and/or maintenance services to a municipality participating in the BCT CSP under a subcontract and is accountable on the terms of the subcontract.

Transit Agency – an operator of a public transportation system

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

Transit Asset Management Plan (TAM) – a plan developed for Broward County Transit pursuant to 49 CFR part 625 that includes, at minimum, capital asset inventories and condition assessments, decision support tools, and investment prioritization.

Safety Management System (SMS) Framework

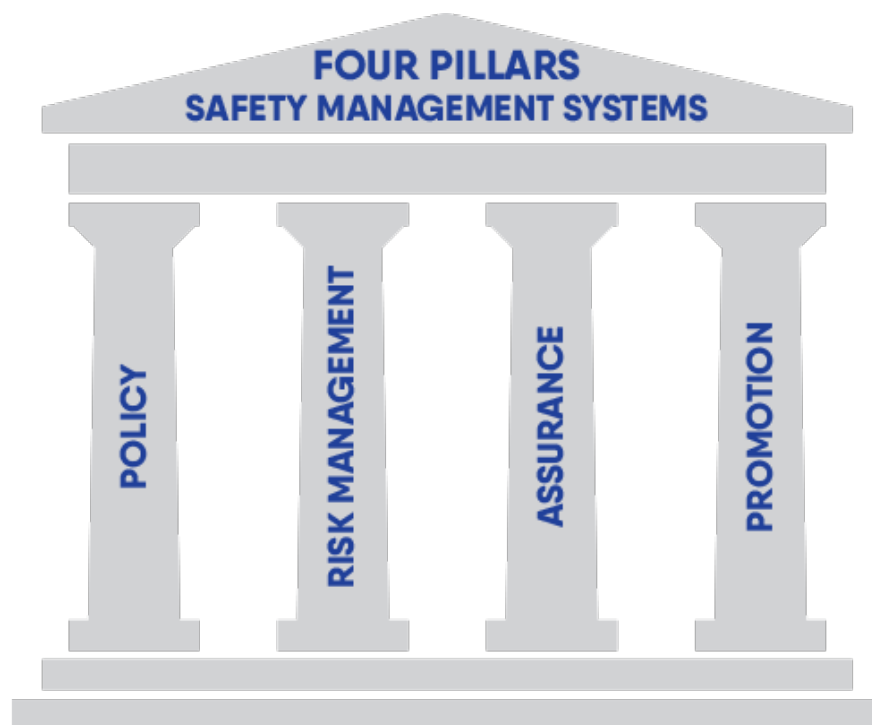
This section outlines the SMS Framework incorporated under the PTASP by the City of Hollywood, including:

Safety Policy – Establishes senior management’s commitment to continually improve safety; defines the methods, processes, and organizational structure needed to meet safety goals.

Safety Risk Management – Determines the need for, and adequacy of new or revised risk controls based on the assessment of acceptable risk.

Safety Assurance – Evaluates the continued effectiveness of implemented risk control strategies; supports the identification of new hazards.

Safety Promotion – Includes training, communication, and other actions to create a positive safety culture within all levels of the workforce.



Safety Management Policy

- ❖ *A transit agency must establish its organizational accountabilities and responsibilities and have a written statement of safety management policy that includes the agency's safety objectives.*
- ❖ *The safety management policy must be communicated throughout the agency.*
- ❖ *A transit agency must establish and implement a process that allows employees to report safety conditions to senior management, protections for employees who report safety conditions to senior management, and a description of employee behaviors that may result in disciplinary action.*
- ❖ *The transit agency must establish the necessary authorities, accountabilities, and responsibilities for the management of safety amongst the following individuals within its organization, as they relate to the development and management of the transit agency's Safety Management System (SMS).*
- ❖ *The transit agency must identify an Accountable Executive. The Accountable Executive is accountable for ensuring that the agency's SMS is effectively implemented throughout the agency's public transportation system. The Accountable Executive is accountable for ensuring action is taken, as necessary, to address substandard performance in the agency's SMS. The Accountable Executive may delegate specific responsibilities, but the ultimate accountability for the transit agency's safety performance cannot be delegated and always rests with the Accountable Executive.*
- ❖ *The Accountable Executive must designate a Chief Safety Officer or SMS Executive who has the authority and responsibility for day-to-day implementation and operation of an agency's SMS. The Chief Safety Officer or SMS Executive must hold a direct line of reporting to the Accountable Executive. A transit agency may allow the Accountable Executive to also serve as the Chief Safety Officer or SMS Executive.*
- ❖ *A transit agency must identify those members of its leadership or executive management, other than an Accountable Executive, Chief Safety Officer, or SMS Executive, who have authorities or responsibilities for day-to-day implementation and operation of an agency's SMS.*
- ❖ *A transit agency may designate key staff, groups of staff, or committees to support the Accountable Executive, Chief Safety Officer, or SMS Executive in developing, implementing, and operating the agency's SMS.*

I: Transportation Safety Management Policy

Safety Management Policy Statement

The City of Hollywood is committed to providing a safe, comfortable, and accessible transit service as a viable means of mobility to the citizens and visitors of the City. Safety is the number one (1) priority and is a core value to the City of Hollywood. To ensure the highest level of safety performance we are implementing, developing and improving strategies, management systems, and the processes to ensure that all our activities uphold to the highest level of safety performance. We will develop and embed a safety culture in all our activities that recognizes the importance and value of effective safety management and acknowledge that safety is paramount always. Delegated Executive Management will lead all transit service activities, from project planning through operations and maintenance with a balanced allocation of organizational resources to support this goal. Any outside Subcontractor who is in service to the City of Hollywood has the duty to adhere to the City's Public Transportation Agency Safety Plan (PTASP); to recognize, report and correct hazards; to work in a safe manner; to promote safety awareness; and to actively assist in accident prevention.

All levels of management and all employees are accountable for the delivery of the highest level of safety performance, starting with the City Manager. The Assistant City Manager of Sustainable Development and Development Services is the Accountable Executive with ultimate responsibility for carrying out the City's PTASP. The Chief Safety Officer is responsible for ensuring that all employees and Subcontractors will support safety management by ensuring that hazards are identified and reported and that all reasonable steps are taken to perform activities established as part of the Safety Management System (SMS). Each department manager is also responsible for implementing the SMS in their transit area of responsibility and actively support and promote the SMS ensuring staff compliance with all processes and procedures. We will also work to ensure that all frontline transit employees are provided with adequate and appropriate safety information and training and are competent in safety matters.

The City of Hollywood will minimize the safety risk associated with transit service to its lowest level practicable and whenever possible, exceed legislative and regulatory requirements and standards. We will foster an open communication system whereby employees at all levels are encouraged to report all safety hazards and concerns without fear of reprisal.

The City of Hollywood has established safety performance targets to help measure the overall effectiveness of its processes and ensure the transit system meets the City's PTASP safety objectives. The City will evaluate ongoing City of Hollywood SMS performance by analyzing key safety performance indicators, reviewing inspections, investigations and corrective action reports, and auditing the processes that support the SMS which will become the basis for revising or developing safety objectives, safety performance targets and plans with the goal of continuous safety improvement.

The City of Hollywood will:

- Provide appropriate resources to comply with all federal, state, and local safety-related requirements, rules, and standards for development and implementation of SMS activities within the Public Transportation Agency Safety Plan (PTASP).
- Enhance hazard identification and analysis, and safety risk evaluation activities to include: (1) establish and measure safety performance against realistic, data-driven safety performance indicators and targets; (2) develop an employee safety reporting program that supports continuous improvement and (4) ensure externally supplied systems and services meet all transit safety performance standards.
- Ensure that no action will be taken against any employee who discloses a safety concern through the employee safety reporting program (unless disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures).

The SMS Executive Management Team for the City of Hollywood's CSP transit system hereby adopts the principles and methods of Safety Management Systems (SMS) as the basis for enhancing the safety of public transportation. All rules, regulations, policies, guidance, best practices, and technical assistance administered will, to the extent practical and consistent with legal and other applicable requirements, follow the principles and methods of SMS.

The signatures in this section attest that this plan is understood, accepted and approved; and that the Key SMS Management Team is fully committed to implementing SMS through the City's Public Transportation Agency Safety Plan (PTASP) and achieving its safety goals and objectives.

(Accountable Executive) – City Manager Signature

Date

(Chief Safety Officer) – Director of Public Safety Signature

Date

(SMS Site Coordinator) – General Manager/LSF Signature

Date

(SMS Executive) – Regional Manager/LSF Signature

Date

Annual Safety Certification and Adoption

Annual Safety Certification and Adoption

Date: XXXX

Name: City of Hollywood – Broward County Transit Community Shuttle Program

Address: 1805 NE 30th Ave, Building 900
Hollywood, FL. 33002

In accordance with FTA 49 CFR Part 673 Final Rule, the bus system named above hereby adopts and certifies to the following:

1. The adoption of the City of Hollywood Safety Management System (SMS) for calendar year 2024
2. Compliance with adopted standards of the Public Transportation Agency Safety Plan (PTASP), for calendar year 2024
3. Performance of safety inspections on all buses operated in accordance with Rule 14-90.009, for calendar year 2024

Signature: _____

Name: George R. Keller, Jr.

Title: City of Hollywood, City Manager

Signature: _____

Name: Chris O'Brian

Title: City of Hollywood, Director of Public Safety

Safety Management Policy Communication

The City of Hollywood recognizes that communication is the essential component to the promotion of its safety objectives, targets, and safety culture and will use a variety of methods to communicate issues important to the operation of the SMS, including:

- Ensuring that all staff are aware of the SMS and their roles/responsibilities
- Conveying SMS lessons and information
- Explaining why SMS related activities are introduced or changed
- Conveying SMS activity updates
- Educating personnel on procedures for hazard and near miss reporting
- Promotion of the company's safety objectives, targets, and culture

The PTASP will be made available to all employees and will be maintained and kept in an accessible electronic file and in hard copy format by Key SMS Personnel in locations accessible to all employees under their supervision and management. All employees and Subcontractors will support safety management by ensuring that hazards are identified and reported.

Safety communication will comprise both internal and external communication tools/venues to include face to face meetings and interactions, posting and/or distribution of bulletins, department notices, and memoranda. All posted information can be found at a central location in each department area easily accessible to employees. Other communication methods include posters, signs, brochures, training materials, rule books, and operating procedures.

Authorities, Accountabilities, and Responsibilities

This section describes the role of the following individuals in the development and management of the transit agency's Safety Management System (SMS).

Title	Responsibilities
Accountable Executive	<p>The City Manager serves as the City of Hollywood's Accountable Executive with the following authorities, accountabilities, and responsibilities under this plan:</p> <ul style="list-style-type: none"> • 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 Community Transit's SMS is effectively implemented. • Ensures action is taken to address substandard performance in Community Transit's SMS. • Assumes ultimate responsibility for carrying out Community Transit's Agency Safety Plan and SMS.
Chief Safety Officer	The Accountable Executive designates the Director of

	<p>Public Safety as the City of Hollywood 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 the City of Hollywood's Agency Safety Plan and SMS policies and procedures. • Ensures and oversees day-to-day implementation and operation of the City of Hollywood's SMS. • Chairs the City of Hollywood Safety Committee and <ul style="list-style-type: none"> • Coordinates the activities of the committee; • Establishes and maintains Community Transit's Safety Risk Register and Safety Event Log to monitor and analyze trends in hazards, occurrences, incidents, and accidents; and • Maintains and distributes minutes of committee meetings. • Advises the Accountable Executive on SMS progress and status. • Identifies substandard performance in the City of Hollywood's SMS and develops action plans for approval by the Accountable Executive. • Ensures the City of Hollywood policies are consistent with the City of Hollywood's safety objectives. • Provides Safety Risk Management (SRM) expertise and support for other City of Hollywood's personnel who conduct and oversee Safety Assurance activities.
Project Manager or CONTRA OM	<p>Reviews the PTASP annually. Forwards to the BCT for review and approval. Responsible for sharing performance targets, updates and any other safety hazards identified previously. Responsible for maintaining the plan and ensuring updates will be recorded on the activity log of this plan</p>
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 the City of Hollywood's SMS under this plan. The City of Hollywood's Leadership and Executive Management include:</p> <ul style="list-style-type: none"> • Director of Development Services, • Director of Communications, Marketing, and Public Relations, • Director of Human Resources and Training, • Director of Procurement, and • Operations managers and supervisors. <p>The City of Hollywood's Leadership and Executive Management personnel have the following authorities, accountabilities, and responsibilities:</p>

	<ul style="list-style-type: none"> • Participate as members of the City of Hollywood's Safety Committee (Directors may delegate operations managers and supervisors will be rotated through the Safety Committee on a one-year term and other positions are permanent members). • Complete training on SMS and the City of Hollywood'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>The City of Hollywood uses the Safety Committee, as well as the Subcontractor's monthly Drivers' Meeting, as well as the Subcontractor's quarterly All-Staff meetings to support its SMS and safety programs:</p> <ul style="list-style-type: none"> • Safety Committee: Any safety hazards reported will be jointly evaluated by the Safety Committee and the Chief Safety Officer during the quarterly meeting. The Safety Committee members include the Chief Safety Officer, Assistant Director of Operations, an operations manager, a representative from dispatch, a representative from fixed route, a representative from paratransit, and a representative from County Risk Management who meet bimonthly to review issues and make recommendations to improve safety. • Drivers' Meetings: Subcontractor will have a permanent agenda item in all monthly Drivers' Meetings dedicated to safety. Safety issues are discussed and documented. • Quarterly All-Staff Meetings: Subcontractor will share Hazard reports and mitigations, 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

This section describes the process and protections for employees to report safety conditions to senior management. Describes employee behaviors that may result in disciplinary action (and therefore, are excluded from protection). This includes:

- A process that allows employees to report safety conditions to senior management.
- Protections for employees who report safety conditions to safety management.
- A description of employee behaviors that may result in disciplinary action, and therefore are excluded from protection.

One of management's most important responsibilities under SMS is to encourage and motivate others to want to communicate openly, authentically, and without concern for reprisal. The City of Hollywood's PTASP requires proactive reporting of safety hazards or safety concerns on the part of all employees in order to maintain a proactive position on risk. All employees are responsible for reporting any adverse safety conditions, events or acts, any observed or foreseeable hazards, and any safety concerns. Employees may report directly via email, text, verbally, or via written document to the Accountable Executive, Chief Safety Officer/SMS Executive, Agency Leadership or Executive Management, or Key SMS Staff members.

Protected Self-Reporting	Unprotected Self-Reporting
<ul style="list-style-type: none"> ❖ Traffic Signal violations not resulting in an accident, injury or damage to property. ❖ Failure to report an adverse event immediately, but within 4 hours of occurrence. All information connected to the investigation of the reported event will fall under this protection. ❖ Hours of Service violations. ❖ Reporting a safety concern that investigation reveals is not valid. ❖ Failure to wear proper PPE. ❖ Operating a revenue vehicle without proper equipment and uniform, including carrying the CDL on the employee's person. ❖ Fatigue that presents an unacceptable hazardous condition if duties are continued. 	<ul style="list-style-type: none"> ❖ Defined accidents/incidents ❖ Willful violations including but not limited to: <ul style="list-style-type: none"> ▪ Violations of Drug and Alcohol policies and requirements ▪ Criminal acts ▪ Failure to report criminal acts immediately

Self-reported violations can be reported as an initial instance without disciplinary action. However, no willful violations will be subject to self-reporting protections. All employees have the option of reporting anonymously at any time. Employees who do not report anonymously will receive feedback from the key SMS staff member in their area as to the disposition of the report. Any person receiving a report of a hazard will immediately notify the key SMS staff member in his or her department. All reports will be documented and investigated in a timely manner.

A second instance of a self-reported violation will be evaluated by the City of Hollywood's Chief Safety Officer to determine if circumstances warrant disciplinary action. A third instance of the same violation will result in disciplinary action, whether self-reported or not.

All Hazards determined to be unacceptable and undesirable for operations and/or fleet maintenance will be referred to the Chief Safety Officer and Subcontractor General Manager/SMS Executive to ensure it is addressed immediately with mitigation or elimination. The hazard will be tracked by the SMS Manager and the corrective action plan will be monitored through full resolution by the designated SMS Executive and FDOT when appropriate.

Safety Risk Management

- ❖ *A transit agency must develop and implement a Safety Risk Management process for all elements of its public transportation system. The Safety Risk Management process must be comprised of the following activities: safety hazard identification, safety risk assessment, and safety risk mitigation.*
- ❖ *A transit agency must establish methods or processes to identify hazards and consequences of the hazards.*
- ❖ *A transit agency must consider, as a source for hazard identification, data and information provided by an oversight authority and the FTA.*
- ❖ *A transit agency must establish methods or processes to assess the safety risks associated with identified safety hazards.*
- ❖ *A safety risk assessment includes an assessment of the likelihood and severity of the consequences of the hazards, including existing mitigations, and prioritization of the hazards based on the safety risk.*
- ❖ *A transit agency must establish methods or processes to identify mitigations or strategies necessary as a result of the agency's safety risk assessment to reduce the likelihood and severity of the consequences.*

II: Safety Risk Management

The Safety Risk Management process is comprised of the following activities each having specific procedures and accountabilities to ensure that the safety hazard has been mitigated to the level “as low as reasonably practicable”.

- Safety Hazard Identification
- Safety Risk Assessment
- Safety Risk Mitigation
- Documented system Safety Risk Management tracking

Safety Hazard Identification

Identification of hazards is the responsibility of all City of Hollywood’s employees, and the Community Shuttle Program’s subcontracted . transit service employees. The continuous identification, monitoring, and elimination of hazards is key to an effective system safety program. Hazard identification methods include but are not limited to the following.

- Observation, inspection, and interaction of all City of Hollywood and Community Shuttle Program subcontracted transit employees.
- Reports from drivers, passengers, customer service, etc.
- Evaluation of accidents, incidents, near misses, to include data trends and projections.
- Internal and external safety audits, inspections, observations, defects, findings, violations, and reviews.

Examples of observed hazards may include:

- An uneven sidewalk joint that could cause a trip and fall
- An extension cord or garden hose laying across a pathway
- Oil leaked out of a Bus in parking lot
- Missing fire extinguisher
- Low hanging tree limb along routes
 - Problematic routes due to route design
 - Service door entry steps, safety tread attached

Every employee is required to report all hazard or unsafe conditions to his/her Supervisor, Department Manager or other appropriate authority as defined in the PTASP. However, employees may also communicate the identification of a potential hazard directly to the City’s designated Chief Safety Officer or any Key SMS staff member verbally or in writing or by communicating through other established communication channels within the Employee Safety Reporting Program.

Safety Risk Assessment

This section describes the methods or processes used to assess the safety risks associated with identified safety hazards. The City of Hollywood's safety risk assessment process provides the ability to assign identified hazards an overall Hazard Rating of High, Serious, Medium, Low, based on a combination of Hazard Severity and Hazard Probability (or likelihood).

Hazard Severity may be rated as Catastrophic, Critical, Marginal, and Negligible.

Severity	Rating	Description
Catastrophic	1	Deaths (not including suicide or death by natural causes); Equipment destroyed.
Critical	2	A large reduction in safety margins: Serious injury, fracture, severe bleeding, paralysis, brain injury; Major equipment damage.
Marginal	3	A reduction in safety margins, injury, bruising, abrasions, bleeding, sprains, (ambulance transport); Sub-system or component failure; Procedural deficiencies
Minor	4	Nuisance, operating limitations, minor incidents, minor injury, bruising, abrasions, (no ambulance transportation)
Negligible	5	Insignificant

Hazard Probability is the likelihood that a hazard may occur in potential occurrences per unit of time, events, items, or activity. The City of Hollywood derives qualitative hazard probability from research, analysis, and evaluation of existing safety data from the operating experience from the City of Hollywood and/or similar transit agencies. Hazard probability may be rated as Frequent, Occasional, Remote, Improbable, Extremely Improbable.

Frequency	Rating	Probability
Frequent	A	Likely to occur frequently/has occurred frequently to an individual item. Continuously experienced in the fleet inventory.
Occasional	B	Likely to occur/has occurred sometimes in life of an item; will occur several times in fleet/inventory.
Remote	C	Unlikely to occur/has occurred rarely in life of an item; unlikely to occur but possible to occur in fleet/inventory.
Improbable	D	So unlikely, it can be assumed occurrence will not be experienced to an individual item; very unlikely to occur or no known occurrences in fleet/inventory.

Frequency	Rating	Probability
Extremely Improbable	E	Almost inconceivable that this hazard will ever occur.

Before implementation of any Corrective Action to mitigate a safety risk/hazard, the City of Hollywood will assign each identified hazard an overall Hazard Rating, which reflects the severity and probability for each identified hazard.

Risk Probability		Risk Severity				
		1	2	3	4	5
		Catastrophic	Critical	Marginal	Minor	Negligible
A	Frequent	1A	2A	3A	4A	5A
B	Occasional	1B	2B	3B	4B	5B
C	Remote	1C	2C	3C	4C	5C
D	Improbable	1D	2D	3D	4D	5D
E	Extremely Improbable	1E	2E	3E	4E	5E

Safety Risk Mitigation

This section describes the methods or processes used to identify mitigations or strategies necessary as a result of the safety risk assessment to reduce the likelihood and severity of hazards.

The City of Hollywood acts to eliminate identified safety hazards or to reduce the associated risk. In accordance with the risk acceptance criteria below, the City eliminates “unacceptable” hazards or reduces their associated risk to an acceptable level. If this is impossible or impractical, alternatives are recommended to the appropriate City’s transit management decision makers.

The risk assessment and acceptance criteria assist the City of Hollywood’s management in understanding the amount of risk involved by accepting the safety hazard relative to the costs (schedule, dollars, operations, etc.) to reduce the hazard’s risk to an acceptable level. The following table identifies the hazard acceptance criteria:

High	Unacceptable	Corrective Action required
Serious	Undesirable	Corrective Action may be required, decision by management
Medium	Acceptable W/ review	With review and documentation by management

Low	Acceptable	Without review
-----	------------	----------------

Corrective Action Plan Procedures

The City of Hollywood compares risk assessment criteria to the identified hazards based on their estimated severity and likelihood of occurrence to determine acceptance of the risk or the need for corrective action to further reduce the risk. In accordance with FDOT and BCT requirements, City of Hollywood is required to develop corrective action plans for various deficiencies and hazards identified through on-site safety and security review process, accident or hazard investigations, and internal safety or security reviews. Either the FDOT, BCT or the City of Hollywood may identify the need for corrective actions. If FDOT or BCT identifies a need for corrective action, it will notify the City of Hollywood in writing.

Causes for Initiation of Corrective Action Plan:

- ❖ **On-Site BCT, FDOT, or FTA Safety and Security Reviews** – Upon receipt of the final report for an external regulatory agency safety or security review, the City of Hollywood will develop a corrective action plan to correct identified deficiencies and submit the CAP as required.
- ❖ **Accident/Incident/Hazard Investigations** – Regardless of the agency conducting the investigation process, any final report indicating findings and recommendations for addressing deficiencies or unsafe conditions that have met the overall Hazard Rating of High or Serious according to the City of Hollywood will be the primary responsibility of the City and/or the City's Operations and Maintenance Subcontractor SMS Staff (where applicable) to correct. Upon receipt of the final report, the Subcontractor will have 15 calendar days to develop a corrective action plan or methodology to correct identified deficiencies.
- ❖ **Internal Safety and Security Review** - If the City of Hollywood finds areas of non-compliance during internal audits of City of Hollywood's Agency Safety Plan or Security and Emergency Preparedness Plan, those areas of non-compliance must be remedied by a corrective action plan within 30 calendar days. If BCT or FDOT rejects City of Hollywood annual safety or security audit report, the City will have **15 calendar days** to develop a corrective action plan to correct identified deficiencies.

Corrective Action Plan Required Components:

- ❖ Identified noted Hazard or Deficiency
- ❖ Date Corrective Action Plan was opened
- ❖ Process, Plan or Mechanism to address and resolve deficiency
- ❖ Deadline for Implementation of Plan of Action
- ❖ Departments and Persons who will be responsible For Implementation

Safety Assurance

- ❖ *A transit agency must develop and implement a safety assurance process, consistent with this subpart. A small public transportation provider is not required to describe Management of Change and Continuous Improvement.*
- ❖ *A transit agency must establish activities to:*
 - *Monitor its system for compliance with, and sufficiency of, the agency's procedures for operations and maintenance;*
 - *Monitor its operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended;*
 - *Conduct investigations of safety events to identify causal factors; and*
 - *Monitor information reported through any internal safety reporting programs.*

III: Safety Assurance

Safety Assurance is accomplished through implementation of safety oversight and risk monitoring activities. Safety performance measures are used to select improvement targets, monitor safety performance and encourage continuous improvements in service delivery. As the City of Hollywood implements its SMS, several activities will be initiated and tools will be developed to support these safety oversight and risk monitoring activities. Safety assurance includes safety reviews, evaluations, inspections, as well as safety data collection, tracking, and analysis from various resources (including investigations), and development of Key Performance Indicators (KPIs).

Safety Performance Monitoring and Measurement

The City of Hollywood has developed and implemented a safety assurance process for the CSP consistent with 49 CFR Part 673 to ensure that the transit system complies with or exceeds the established safety standards set forth in the PTASP (as well as Rule Chapter 14-90, Florida Administrative Code located in the final section of this document). These Safety Performance Monitoring and Measurement processes will allow the City of Hollywood to

- Monitor the system for compliance with procedures for operations and maintenance.
- Monitor operations to identify hazards not identified through the Safety Risk Management process (per 49 CFR 673.25)
- Monitor operations to identify safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.
- Conduct investigation of safety events, including identification of causal factors.
- Monitor information reported through internal safety reporting programs.

Results from the above processes are compared against recent performance trends monthly, quarterly and annually by the City of Hollywood and SMS Key Staff, including Subcontractor SMS Key Staff, to determine where action needs to be taken. The Chief Safety Officer will review the performance of individual safety risk mitigations during scheduled Safety Committee meetings, based on the reporting schedule determined. The SMS Manager enters any identified non-compliant or ineffective activities, including mitigations, back into the Safety Risk Management process for re-evaluation with oversight by the City of Hollywood and Subcontractor SMS Executives (Chief Safety Officer and Subcontractor General Manager).

These processes will provide the confidence to the City of Hollywood leadership that the organization and system is functioning at an acceptable level of safety.

The City of Hollywood has established safety objectives, performance targets and performance measures in coordination with its Subcontract Provider, BCT, FDOT and Broward MPO in compliance with all requirements set forth in FTA's Public Transportation Safety Agency Plan (PTASP) and the National Public Transportation Safety Plan (NSP). The initial focus of City of Hollywood performance measure and established safety performance targets is based on existing data delivered to the National Transit database (NTD) for:

- ❖ Fatalities – total number of reportable fatalities and rate per total vehicle revenue miles;
- ❖ Injuries – total number of reportable injuries and rate per total vehicle revenue miles;
- ❖ Safety Events – total number of reportable events (accidents, incidents, and occurrences) as defined in CFR Part 673.5 and rate per total vehicle revenue miles;
- ❖ System Reliability – mean distance between major mechanical failures

The City of Hollywood also establishes performance criteria and monitoring for operations and maintenance areas including Rules and Procedure Compliance, Facilities and Equipment, Vehicle Inspections and Preventive Maintenance, Safety Data Collection and Analysis, Internal Safety Audit Processes, Accident and Incident Reporting and Investigation, Internal System Safety Audit and Review, Drug and Alcohol Program and Medical Monitoring, and Employee Safety Reporting and Training. The City of Hollywood will maintain 100% compliance with all safety performance requirements through use of the following performance measure activities:

- ❖ Safety audits; informal inspections;
- ❖ Regular safety review of onboard camera footage to assess drivers and specific incidents;
- ❖ Employee safety reporting program;
- ❖ Investigation of safety occurrences;
- ❖ Daily data gathering and monitoring of data related to service delivery;
- ❖ Regular vehicle inspections and preventive maintenance.
- ❖ Adherence to schedules set and acceptable measures
- ❖ Appropriate corrective action plans (CAPS) for findings and reasonable timeframe for closure of CAPS in coordination with federal, state and local oversight agencies as necessary

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 Safety Risk Management process for reevaluation by the Safety Committee.

The City of Hollywood 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 City of Hollywood processes and activities before assigning new information collection activities. The City of Hollywood's Chief Safety Officer and Safety Committee review the performance of individual safety risk mitigations during bimonthly Safety Committee meetings, based on the reporting schedule determined for each mitigation, and determine if a specific safety risk mitigation is not implemented or performing as intended. If the mitigation is not implemented or performing as intended, the Safety Committee 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. The City of Hollywood's Chief Safety Officer and Safety Committee also monitor City of Hollywood's Community Shuttle Program transit system 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; and
- Analyzing operational and safety data to identify emerging safety concerns.

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

The City of Hollywood 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 City of Hollywood System Safety Program Plan for specific procedures for conducting safety investigations). These procedures also reflect all traffic safety reporting and investigation requirements established by Florida's Department of Motor Vehicles. The Chief Safety Officer maintains all documentation of the City of Hollywood's investigation policies, processes, forms, checklists, activities, and results.

As detailed in the City of Hollywood procedures, an investigation report is prepared which identifies if:

- The accident was preventable or non-preventable;
- Personnel require discipline or retraining;
- The causal factor(s) indicate(s) that a safety hazard contributed to or was present during the event; and
- The accident appears to involve underlying organizational causal factors beyond just individual employee behavior.

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

Procedures for Reporting Near Miss

The City of Hollywood's PTASP requires proactive reporting of safety hazards or safety concerns on the part of all employees to maintain a proactive position on risk. Each employee, regardless of his or her position within the organization, is expected to cooperate in all aspects of safety reporting.

When an employee or subcontractor becomes aware of a hazard or near miss, they shall submit a report at the end of the shift using the following reporting forms: 1) City of Hollywood's Hazard Incident Report Form or 2) Subcontractor's Driver's View Form for any system deficiencies, road hazards, passenger concerns, etc. that require the attention of management for resolution.

A full investigation may not be required for all near misses. In this case, the Department Manager/Safety Liaison, will determine the level of investigation appropriate to effectively address the report and will forward the final completed investigation report and other documentation to the SMS Manager who will be responsible for documenting and recording on the hazard event tracking log.

When the contributing or causal factor is not readily determined the SMS Safety Liaison for the respective department will review and conduct the follow-up investigations using same procedures as outlined for other safety events.

Transit Asset Management/State of Good Repair

The City of Hollywood also addresses the requirements of 49 CFR Parts 625 and 630, Transit Asset Management (TAM) and State of Good Repair (SGR), through the Broward County Transit's (BCT) *Transit Asset Management Plan*, which includes TAM

and SGR performance measures. The TAM Plan allows BCT to predict the impact of its policies and investment justification decisions on the condition of its assets throughout the asset's life cycle and enhances the ability to maintain SGR by proactively investing in an asset before the asset's condition deteriorates to an unacceptable level. The goal of these policies is to allow BCT to determine and predict the cost to improve BCT's fixed-route and CSP asset condition(s) at various stages of the asset life cycle while balancing prioritization of capital, operating, and expansion needs. The two foundational criteria of SGR performance measures are Useful Life Benchmark (ULB) and Condition.

Safety Promotion

- ❖ *A transit agency must establish and implement a comprehensive safety training program for all agency employees and contractors directly responsible for safety in the agency's public transportation system. The training program must include refresher training, as necessary.*
- ❖ *A transit agency must communicate safety and safety performance information throughout the agency's organization that, at a minimum, conveys information on hazards and safety risks relevant to employees' roles and responsibilities and informs employees of safety actions taken in response to reports submitted through an employee safety reporting program.*

IV: Safety Promotion

This section outlines the City of Hollywood's commitment to safety and competencies training, including refresher training for all employees and contractors directly responsible for safety, and safety communication.

Competencies and Training

This section describes the comprehensive safety training program for all applicable City employees and Subcontractors directly responsible for safety. The City of Hollywood CSP's comprehensive safety training program applies to all the City of Hollywood CSP's employees and subcontractors directly responsible for safety, including:

- Bus vehicle operators,
- Dispatchers,
- Maintenance technicians,
- Managers and supervisors,
- Agency Leadership and Executive Management,
- Chief Safety Officer, and
- Accountable Executive.

The City of Hollywood and its Subcontractor 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. Basic training requirements for applicable City of Hollywood employees, and Subcontractor employees including frequencies and refresher training, are documented in City of Hollywood/Subcontractor's System Safety Program Plan (SSPP) and the Subcontractor's Operator Manual/Handbook. Training records are kept in each employee's file.

Operations safety-related skill training includes the following:

- New-hire bus vehicle operator classroom and hands-on skill training,
- Bus vehicle operator refresher training,
- Bus vehicle operator retraining (recertification or return to work),
- Classroom and on-the-job training for dispatchers,
- Classroom and on-the-job training for operations supervisors and managers, and
- Accident investigation training for operations supervisors and managers.

Vehicle maintenance safety-related skill training includes the following:

- Ongoing vehicle maintenance technician skill training,
- Ongoing skill training for vehicle maintenance supervisors,
- Accident investigation training for vehicle maintenance supervisors,
- Ongoing hazardous material training for vehicle maintenance technicians/supervisors, and
- Training provided by vendors.

Training mechanisms include classroom, written and video communications, field exercises, and drills. There are formal training programs for operators and employees involved in maintenance activities. These include training classes, training manuals, lesson plans, and field observations.

Safety Communication

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

❖ **Communicating safety and safety performance information throughout the agency:**

The City of Hollywood/Subcontractor communicates information on safety and safety performance via internal email blasts, during quarterly newsletters and during quarterly All-Staff Meetings. The City of Hollywood also has a permanent agenda item in all monthly Subcontractor 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 City of Hollywood's CSP service or safety performance, and updates regarding SMS implementation. The City of Hollywood also requests information from drivers during these meetings, which is recorded in meeting minutes. Finally, the City of Hollywood posts safety bulletins and flyers on the bulletin boards located in all bus operator and maintenance technician 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, the City of Hollywood/Subcontractor distributes safety policies and procedures, included in the Subcontractor's Employee/Driver Handbook/Manual, to all employees. The City of Hollywood and its Subcontractor provides training on these policies and procedures and discusses them during safety talks between supervisors and bus operators and vehicle technicians. For newly emerging issues or safety events at the agency, the City of Hollywood'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 Employee Safety Reporting Program (ESRP):** The City of Hollywood 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.

State of Florida Requirements

This section includes policies and procedures adopted to meet State of Florida Equipment and Operational Safety Standards for Bus Transit Systems found in Rule Chapter 14-90 of the Florida Administrative Code (F.A.C). In accordance with Rule 14-90, F.A.C., the City of Hollywood has adopted safety and security procedures and policies including but not limited to:

- System Safety Program Plan (SSPP)
- System Security Plan (SSP)
- Wireless Communications Policy (WCP)
- Preventative Maintenance Plan
- Operator Training, Testing, and Supervision
- Operator Hours Tracking
- Hazard Identification
- Incident Investigation and Tracking
- Medical Examinations
- Qualification and Selection of CDL Operators
- Safety Data Acquisition and Analysis
- Records Management

These policies and procedures are incorporated by reference as appendices to the ASP.