



Maricopa Express Transit (MET) Public Transportation Agency Safety Plan (PTASP) 2025

Table of Contents

1. TRANSIT AGENCY INFORMATION	3
2. PLAN DEVELOPMENT, APPROVAL, AND UPDATES	3
3. SAFETY PERFORMANCE TARGETS	4
4. SAFETY MANAGEMENT POLICY	6
5. SAFETY RISK MANAGEMENT	9
6. SAFETY ASSURANCE	11
7. SAFETY PROMOTION	14
8. ADDITIONAL INFORMATION	15
9. DEFINITIONS OF TERMS USED IN THE SAFETY PLAN	15
10. COMMONLY USED ACRONYMS	17

1. TRANSIT AGENCY INFORMATION

Transit Agency Name	Maricopa Express Transit (MET)		
Transit Agency Address	39700 W Civic Center Plaza, Maricopa, AZ 85139		
Name and Title of Accountable Executive (AE)	Matt Kozlowski, Deputy City Manager/Chief Financial Officer		
Name of Chief Safety Officer (CSO) or SMS Executive	Toni Flood, Transit Supervisor		
Mode(s) of Service Covered by This Plan	Fixed Route Bus; On-Demand (Microtransit)	List of All FTA Funding Types (e.g., 5307, 5310, 5311)	5307, 5339
Mode(s) of Service Provided by the Transit Agency (Directly operated or contracted service)	Fixed Route Bus; On-Demand (Microtransit). All transit operations under the Transit Division. MET Directly provides service and utilizes its employees to provide the necessary labor to operate the transit revenue vehicles.		
Does the agency provide transit services on behalf of another transit agency or entity?	No	Description of Arrangement(s)	Not Applicable
Name and Address of Transit Agencies) or Entities for Which Service Is Provided	The MET only serves riders within the city limits of the City of Maricopa, which is a small urbanized area of less than 200,000 residents and has less than 100 transit vehicles.		

2. PLAN DEVELOPMENT, APPROVAL, AND UPDATES

Name of Person Who Drafted This Plan	Toni Flood, Transit Supervisor	
Signature by the Accountable Executive	Signature of Accountable Executive	Date of Signature
Approval by the Board of Directors or an Equivalent Authority	City of Maricopa City Council (Council)	Date of Approval
	Resolution 25-36	9/2/2025
	Relevant Documentation (title and location)	
	A copy of Resolution 25-36 approving the Public Transportation Safety Plan (PTASP) is maintained by the Chief Safety Officer.	

Version Number and Updates			
Record of successive versions of this plan.			
Version Number	Section/Pages Affected	Reason for Change	Date Issued
1		New Document-Original PTASP	9/2/2025
Annual Review and Update of the Public Transportation Agency Safety Plan (PTASP)			
<p>The City of Maricopa's MET PTASP is an "active document" and must address issues associated with the system safety plan on a timely and proactive basis. The PTASP will be updated at any point when MET determines that its Safety Management System (SMS) approach to safety has identified a need for change. An annual review of the PTASP will be conducted by the AE, Matt Kozlowski, Deputy City Manager/Chief Financial Officer and CSO, Toni Flood, Transit Supervisor, August of each year. During the review, if changes are needed, the CSO will revise the PTASP and training schedule to reflect the changes. The AE and CSO will ensure the PTASP addresses all applicable requirements and standards as set forth in FTA's Public Transportation Program and the National Public Transportation Plan prior to being reviewed and approved by the City of Maricopa Council.</p> <p>A frontline transit worker representative cooperated in the development of this original PTASP will cooperate in subsequent updates of the PTASP through monthly one on one meetings and the quarterly training refresher. The CSO held a meeting with the most senior Transit Driver (Driver), on 8/5/25 during the development of the PTASP. During the meeting, the CSO received feedback from the Driver on safety concerns, training needs, and ongoing reporting or safety issues. Per the discussion, it was noted that Driver and the other transit drivers feel as if they have been able to report safety concerns in the past and their concerns are addressed as necessary by the CSO. In addition, the Driver also stated that she felt the current safety training provided for new drivers was appropriate and sufficient to prepare them for the things they see every day. More specifically, the Driver noted that the Community Transportation Association of America (CTAA) training provided during new driver orientation is valuable and helpful. In addition, the Driver stated the training provided through the City's Vector training portal provides training and real-world examples for drivers to perform their duties safely.</p>			

3. SAFETY PERFORMANCE TARGETS

Safety Performance Targets¹		
The targets below are based on review of the previous one year of MET safety performance data. At the time of development of the PTASP there were no incidents or events.		
Safety Performance Target Coordination		
MET will share the PTASP, including performance targets, with the Maricopa Association of Governments (MAG), and the Arizona Department of Transportation (ADOT) after its formal adoption by Council.		
Targets Transmitted to the State	State Entity Name	Date Targets Transmitted
	Arizona Department of Transportation	9/9/25
	Metropolitan Planning Organization Name	Date Targets Transmitted

Targets Transmitted to the Metropolitan Planning Organization	Maricopa Association of Governments (MAG)	9/9/25
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Mode	Fixed Route Bus	ADA/Paratransit
Fatalities (total)	0	Not applicable as MET does not operate or provide an ADA/Paratransit service
Fatalities (per 100 thousand VRM)	0	
Injuries (per 100 thousand VRM)	0	
Safety Events (Total)	0	
Safety Events (per 100 thousand VRM)	0	
System Reliability (VRM per major mechanical failure)	≥ 25,000 VRM per major mechanical failure	
Major Events	0	
Major Event Rate	0	
Collision Rate	0	
Vehicular Collision Rate	0	
Pedestrian Collision Rate	0	
Fatalities	0	
Fatality Rate	0	
Transit Worker Fatality Rate	0	
Injuries	0	
Injury Rate	0	
Transit Worker Injury Rate	0	
Assaults on Transit Workers	0	
Rate of Assaults on Transit Workers	0	

4. SAFETY MANAGEMENT POLICY

Safety Management Policy Statement
<p>Policy Statement</p> <p>MET views safety as a core value and will develop, implement, maintain and continuously improve processes to ensure the safety of our customers, employees, and the public.</p> <p>MET is committed to the following safety objectives:</p> <ul style="list-style-type: none"> • Communicating the purpose and benefits of the PTASP to all employees. • Providing a culture that encourages employees to communicate and report any unsafe work conditions, hazards, or at-risk behavior without concern of retribution. • Providing appropriate management involvement and the necessary resources to establish an effective PTASP. • Identifying hazardous and unsafe work conditions and developing processes and procedures to mitigate safety risk to an acceptable level. • Establishing safety performance targets that are realistic, measurable and data driven. • Continually improving safety processes to ensure appropriate safety management is effective. <p>The City of Maricopa will maintain a Safety Management System (SMS) appropriately scaled to the size, scope, and complexity of the agency. The SMS includes the following SMS components: Safety Management Policy, Safety Risk Management, Safety Assurance, and Safety Promotion. The City of Maricopa commits to implementing a SMS to support the management of safety through the provision of appropriate resources and the encouragement of an organizational culture that fosters safe practices and enables effective employee safety reporting and communication.</p> <p>This PTASP supports Maricopa Express Transits mission, vision, guiding principles, and values of safety within the Transit division. By following the processes described in the PTASP, MET will have continuing opportunities to improve overall safety performance.</p>
Safety Management Policy Communication
<p>Maricopa Express Transit's PTASP will be communicated through various processes which will provide not only reviews of the safety plan, but also schedule follow-up sessions to check for understanding of the safety plan</p> <ul style="list-style-type: none"> • The PTASP will be presented to the City of Maricopa City Council for review and adoption. Once approved scheduled training will begin for all transit staff. • The training process will continue until each employee becomes familiar with their specific roles and responsibilities pertaining to the PTASP and Safety Management System (SMS) processes. • All newly hired Transit staff will receive the PTASP orientation during their on-boarding process with transit, this will include a review of their specific roles and responsibilities following the plan. • Staff will be encouraged to utilize the Employee Safety Reporting Program anytime they have safety concerns. • Related safety communications will be delivered to staff through email, bulletins, and desk reminders. • Quarterly refresher training will be provided for staff to encourage reporting of their safety related concerns. • Annual safety audits of the PTASP will be conducted to focus on the safety communication and implementation of the plan including SMS

Authorities, Accountabilities, and Responsibilities	
Accountable Executive AE	<p>The Deputy City Manager/Chief Financial Officer has taken the role of the Accountable Executive for the PTASP. Some of the responsibilities include but are not limited to:</p> <ul style="list-style-type: none"> • Controls and directs human and capital resources needed to develop and maintain the PTASP and SMS. • Designates an adequately trained Chief Safety Officer who is a direct report. • Ensures that MET's SMS is effectively implemented. • Ensures action is taken to address substandard performance in MET's SMS. • Assumes ultimate responsibility for conducting MET's PTASP and SMS. • Maintains responsibility for conducting the agency's Transit Asset Management Plan. <p>The AE meets all of the requirements in § 673.5 and § 673.23(d)(1), including having authority and responsibility for the day-to-day implementation and operation of the SMS.</p>
Chief Safety Officer CSO	<p>The Accountable Executive has designated the Transit Supervisor as the Chief Safety Officer (CSO). The CSO responsibilities include but are not limited to:</p> <ul style="list-style-type: none"> • Develops MET's PTASP and SMS policies and procedures. • Ensures and oversees day-to-day implementation and operation of MET's SMS • Manages MET's ESRP • Advises the Accountable Executive on SMS progress and status. • Identifies substandard performance in MET's SMS and develops action plans for approval by the Accountable Executive • Ensures MET's policies are consistent with MET's safety objectives. • Provides Safety Risk Management (SRM) expertise and support for other METs personnel who conduct and oversee Safety Assurance Activities (if applicable)
Agency Leadership and Executive Management	<p>The MET operates as a small UZA with a population of less than 200,000 and less than 100 transit vehicles. As such, the City's transit operations are within a single division of 4-5 employees. As transit operations are not administered agency wide, the Accountable Executive, who also serves as the Chief Financial Officer and Deputy City Manager serves as the Agency Leadership representative for the PTASP and performs all the duties stated above in the Accountable Executive section.</p>
Key Staff and Activities	<p>Annual reviews, new hire orientation, monthly driver one-on-ones, and quarterly safety refresher training, are utilized to support the MET's SMS and safety programs.</p> <ul style="list-style-type: none"> • AE & CSO: Annual reviews of the PTASP • CSO & frontline workers: All newly hired frontline workers will go through the applicable safety training and be informed of their PTASP responsibilities during the orientation period. • CSO & frontline workers: A permanent agenda item on all monthly one-on-one meetings will be dedicated to safety, and all items discussed will be documented in the Safety Risk Register. • CSO & frontline workers: A quarterly training refresher will be held for all frontline workers to discuss safety concerns and hazards. <p>Ultimate responsibility for safety rests with the Accountable Executive. Responsibility for making our operations safer for everyone belongs to each of us, from executive management to frontline employees. Each employee is responsible for implementing the Safety Management System (SMS) for the areas they are responsible for and will be held accountable to ensure all reasonable steps are taken to perform activities established as part of the SMS.</p>

Employee Safety Reporting Program (ESRP)

MET encourages employees who identify safety concerns in their day-to-day duties to report them in good faith without fear of retribution, excluding reports involving the items at the end of this section. Employees can report on safety conditions in the following ways:

- Report conditions directly to the Transit Supervisor
- Report conditions in the comment box in the driver's office.
- Report conditions using their name or anonymously to transit@maricopa-az.gov

Examples of information typically reported include:

- Safety concerns in the operating environment (the condition of facilities, vehicles, or roads).
- Policies and procedures that are not working as intended (for example, insufficient time to complete pre-trip inspection).
- Events that the Transit Supervisor might not otherwise know about (such as, near misses, assaults on frontline workers, or unsafe pickup locations, acts, or conditions)
- Information about why a safety event occurred (such as radio/phone communication challenges or mechanical concerns).

The CSO reviews the Via scheduling application, checks the comment box and dedicated email address, and documents identified safety conditions in the Safety Risk Register daily. The CSO will review and address each employee report, ensuring that hazards and their consequences are appropriately identified and resolved through the SRM process and that reported deficiencies and non-compliance with rules or procedures are managed through Maricopa Express Transit's (MET's) Safety Assurance process.

The CSO will discuss actions taken to address reported safety conditions during the quarterly refresher training. Additionally, if the reporting employee provided their name during the reporting process, the CSO will follow up directly with the employee when MET determines whether to act and after any mitigations are implemented.

Reports submitted under the ESRP are handled confidentially to the extent permitted by law; access is limited to personnel with a need to know for safety purposes, and anonymous reporting options are maintained.

MET may take expedited 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 using MET vehicles, equipment, or property for purposes other than intended such that people or property are put at risk; or
- Deliberate or willful disregard of regulations or procedures, such as reporting to work under the influence of controlled substances.

Transit Asset Management – Safety Management System Integration

Maricopa Express Transit (MET) will integrate its Transit Asset Management (TAM) processes and Safety Management System (SMS) as follows:

- Monthly, the CSO and Maintenance Supervisor will screen TAM defect logs, PM backlogs, and asset condition data for hazards and initiate SRM packages as needed;
- Quarterly, MET will trend vehicle reliability (VRM per major mechanical failure) and component failure modes against reportable safety events and near-misses;
- SRM risk ratings (High/Medium) will inform prioritization of maintenance actions and capital programming (e.g., vehicle replacements, mid-life overhauls); and
- Safety Assurance findings and ESRP trends will be provided to the AE for consideration in the annual TAM Plan update and SGR target setting.

5. SAFETY RISK MANAGEMENT

MET uses the Safety Risk Management (SRM) process as a primary method to ensure the safety of our transit operations, passengers, employees, vehicles, and facilities. Hazards and their outcomes are identified and then assessed for potential safety risk. Assessments allow MET to examine what could cause harm and determine whether sufficient precautions have been taken to minimize any resulting harm, or if further mitigations are necessary. The CSO leads the SRM process. The results of the SRM process are documented in the Safety Risk Register. This process is applied to all components of Maricopa Express Transit.

In conducting the SRM process, MET 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 Maricopa Express Transit; 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 City property.

Safety Hazard Identification

The safety hazard identification process offers MET 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:

- Employee Safety Reporting Program
- Investigations into safety events, accidents, and incidents
- Monitoring of MET operations and maintenance procedures
- Quality Assurance review of vehicle and building security camera footage.
- Monthly one-on-ones with frontline workers & quarterly refresher training
- Results of audits and inspections of vehicles and facilities

When a safety concern is observed and reported, it will be directed to Maricopa Express Transit's AE or CSO for a review and resolution. The CSO will identify and enter hazards into the Safety Risk Register based on Safety Assurance process, their review of 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. In addition, the CSO will identify and consider information from the Centers for Disease Control and Prevent (CDC) and the Arizona Department of Health Services (ADHS) regarding exposure to infectious diseases.

The CSO may conduct further analyses of hazards and consequences entered into the Safety Risk Register to collect information and identify additional consequences and to determine which hazards should be prioritized for safety risk assessment. In following up on identified hazards, the CSO 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 have 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.

The CSO will then prepare an agenda to discuss identified hazards and consequences with the AE at least quarterly depending on the nature of the hazard. 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 for safety risk assessment and mitigation. This means that the CSO 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 Arizona environmental protection standards. Otherwise, the AE & CSO will prioritize hazards for further SRM activity.

Safety Risk Assessment

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

The CSO will utilize the MET Safety Risk Assessment Matrix. 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 MET to mitigate the safety risk,
- “Medium” hazard ratings will be considered undesirable and require Maricopa Express Transit’s AE to make a decision regarding their acceptability, and
- “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 which are based on their associated safety risk.

The CSO schedules safety risk assessment activities on the quarterly agenda of the CSO & AE meeting and prepares a Safety Risk Assessment Package. This package is distributed at least one week in advance of the meeting. 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 the AE in obtaining additional information to support the safety risk assessment.

Once sufficient information has been obtained, the CSO will expedite the completion of relevant sections of the Safety Risk Register, using MET’s Safety Risk Assessment Matrix. The CSO will document the safety risk assessment information, including hazard rating and mitigation options for each assessed safety hazard in the Safety Risk Register. The CSO will maintain all Safety Risk Assessment Packages, additional information collection, and complete Safety Risk Register sections for a period of three years from the date of generation.

Safety Risk Mitigation

The AE and CSO will review current methods of safety risk mitigation and establish methods or procedures to mitigate or eliminate safety risk associated with specific hazards based on discussions and recommendations by the AE. The MET 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. The CSO will track and update the safety risk mitigation in the Safety Risk Register. The register will be made available to the AE during quarterly meetings and available to MET staff upon request.

Using the Safety Risk Register, the CSO will document any specific measures or activities, such as reviews, observations, or audits, which will be conducted to monitor effectiveness of mitigations once implemented.

MET will also consider guidance from the Arizona Department of Transportation (ADOT) and the Federal Transit Administration (FTA) when establishing methods or procedures for risk mitigation.

Furthermore, MET will also consider guidelines from the Arizona Department of Health Services (ADHS) and the Centers for Disease Control and Prevention (CDC) to prevent or control exposure to infectious diseases.

6. SAFETY ASSURANCE

Through our Safety Assurance process, MET will:

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

Safety Performance Monitoring and Measurement

MET has 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 audio/video footage to assess drivers and specific incidents.
- Employee Safety Reporting Program (ESRP)
- Investigation of safety occurrences
- Safety Surveys
- Safety review prior to the launch or modification of any part of the service
- Regular vehicle inspections and preventative maintenance.
- Daily operations and monitoring of data related to the delivery of service.

Results from these activities are compared against recent performance trends quarterly to determine where action needs to be taken. The CSO identifies non-compliant or ineffective activities, including mitigations, back into the SRM process for reevaluation by the AE.

Safety Performance Monitoring and Measurement continued:

MET monitors safety risk mitigations to determine if they have been implemented and are effective, appropriate, and working as intended. The CSO 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 CSO establishes one or more methods for monitoring safety risk mitigations as part of the mitigation implementation process and assigns monitoring activities to the appropriate staff member. 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 CSO will endeavor to make use of existing MET processes and activities before assigning additional information collection activities.

The CSO and AE review the performance of individual safety risk mitigations during quarterly 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 AE 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 AE and CSO frequently monitor Maricopa Express Transit's operations on a large scale to identify improvements that may be ineffective, inappropriate, or not implemented as intended by:

- Reviewing results from accident, incident, and occurrence investigations.
- Monitoring of employees required daily safety actions for accuracy and completion.
- Reviewing results of internal safety audits and inspections
- Analyzing operational and safety data to identify outlying safety concerns.

The CSO works with the AE to conduct and document all monitoring activities.

Safety Performance Monitoring and Measurement continued:

MET will continue to maintain 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. These procedures also reflect all traffic safety reporting and investigation requirements established by the Arizona Department of Transportation (ADOT).

The CSO maintains all documentation of MET investigation policies, processes, forms, checklists, activities, and results. As detailed in Maricopa Express Transit's (MET's) procedures, an investigation report is prepared and sent to Human Resources Risk Management.

MET does not have an accident review board at this time. Currently all MET accidents / incidents reporting come under the Transit Supervisor & Human Resources Risk Management. The Deputy City Manager/Chief Financial Officer (AE) completes all documentation, both City of Maricopa and FTA mandated.

- 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.

Safety Performance Monitoring and Measurement continued:

The CSO and AE routinely review safety data captured in employee safety reports, customer complaints, and other safety communication channels. When necessary, the CSO and AE ensure that the concerns are investigated or analyzed through MET's SRM process.

The CSO and AE also review internal and external reviews, including audits and assessments, with findings concerning MET's safety performance, compliance with operations and maintenance procedures, or the effectiveness of safety risk mitigations.

Continuous Improvement

MET uses a continuous improvement process to monitor and improve our SMS and safety performance. MET conducts an annual safety performance assessment in August. If we identify any deficiencies as part of the safety performance assessment, we develop and conduct, under the direction of the Accountable Executive, a plan to address the identified safety deficiencies.

MET's process for assessing its safety performance includes:

- Monitoring the achievement of safety objectives and safety performance indicators and targets.
- Reviewing the effectiveness of:
 - o Hazard identification, safety risk assessment, safety risk mitigation development, and management of change activities.
 - o Operations and maintenance procedure monitoring activities.
 - o Safety risk mitigation monitoring activities.
 - o Safety investigation activities.
 - o Voluntary ESRP.
 - o Safety competencies and training efforts; and
 - o Safety communication.

The CSO is responsible for assessing MET's safety performance because of their safety expertise. The CSO's strategies for assessing safety performance and the effectiveness of MET's SMS operations include but are not limited to the following:

- Reviewing safety data, including data related to safety objectives and safety performance indicators and targets.
- Conducting employee surveys to measure the effectiveness of the ESRP, safety training, and safety communication.
- Using audit checklists to identify how well the processes, activities, and tools within the SMS are performing.
- One-on-one and group interviews of key service delivery and support stakeholders.
- Attending quarterly meetings with the AE.
- Conducting field observations.
- Auditing regulatory compliance; and
- Reviewing SMS documentation.

At times, MET may choose to use an outside independent auditor to assist the Safety Department in its safety performance assessment activities.

The CSO provides reports on the results of safety performance assessments to the Accountable Executive and Executive Management. The CSO maintains documentation of the safety performance assessments, including checklists and tools.

MET supports continuous improvement by addressing deficiencies it discovers during assessments of safety performance and SMS operations assessments. MET uses corrective action plans to address safety deficiencies and substandard performance of SMS operation to drive the continuous improvement effort. MET also may choose to use outside expertise to assist in addressing safety deficiencies. These corrective action plans are conducted under the direction of the AE and the CSO reports on the status of these corrective action plans to the AE during their quarterly meeting.

7. SAFETY PROMOTION

Competencies and Training

Maricopa Express Transit's (MET's) comprehensive safety training program applies to all transit related staff:

- Bus drivers
- Demand Response (Microtransit) drivers.
- Managers and supervisors
- Chief Safety Officer
- Accountable Executive

MET 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 quarterly refresher training, is appropriate to each employee's individual safety-related job responsibilities and their role in the SMS.

Basic training requirements for transit employees, including frequencies and refresher training, are documented in MET's Safety Training Matrix.

Operations safety-related skill training includes the following:

- New-hire bus / on-demand vehicle operator classroom and direct skill training,
- Bus / on-demand vehicle operator refresher training,
- Bus / on-demand vehicle operator retraining (recertification or return to work),
- Classroom and on-the-job training for dispatchers,
- First Aid – CPR – AED
- Defensive Driving
- FTA / NTI Assault Awareness and Prevention for Transit Operators
- De-escalation training
- Safety concern identification and reporting training

Vehicle Maintenance safety-related skills training is managed by Denver Horine, Fleet Manager, and includes

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

Safety Communication

Maricopa Express Transit's (MET's) CSO and Human Resources Risk Management coordinates all safety communication activities for the SMS. MET 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:** MET communicates information on safety and safety performance in its quarterly bulletin through email and during monthly one-on-one staff meetings. Information typically conveyed during these meetings includes safety performance statistics, lessons learned from recent occurrences, upcoming events that may impact service or safety performance, and updates regarding SMS implementation. MET also requests information/feedback from drivers during these meetings, which is recorded in the Safety Risk Register. Finally, the City of Maricopa's Human Resources Risk Management ensures required state and federal safety bulletins and flyers on the bulletin boards located in driver gathering areas, including the drivers' office space, 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, MET distributes safety policies and procedures to all transit employees when completed. MET provides training on these policies and procedures and discusses them during quarterly refresher training or monthly one-on-one meetings.
- **Informing employees of safety actions taken in response to reports submitted through the Employee Safety Reporting Program:** MET provides targeted communications to inform employees of safety actions taken in response to reports submitted through the Employee Safety Reporting Program (ESRP), including handouts and flyers, safety talks, updates to bulletin boards, and monthly one-on-one discussions between the CSO and frontline workers.
- **Communicating the results of cooperation with frontline workers representatives in developing and updating the PTASP:** MET provides targeted communication to the frontline whose input was used to develop or update the PTASP. With the worker's consent, the CSO will acknowledge the worker in the next quarterly refresher training to encourage other frontline workers to participate and report their safety concerns.

8. ADDITIONAL INFORMATION

Supporting Documentation
<ul style="list-style-type: none"> • City of Maricopa organizational chart • MET Safety Risk Assessment & Safety Training Matrices • MET Safety Risk Register • Resolution 25-36 • Safety Risk Assessment Package <p><i>Note: MET will retain this PTASP, SRM packages, safety investigations, training records, performance targets and coordination documentation, and safety monitoring data for at least three (3) years and will make such records available to the FTA upon request.</i></p>

9. DEFINITIONS OF TERMS USED IN THE SAFETY PLAN

MET incorporates all of FTA's definitions that are in 49 CFR § 673.5 of the Public Transportation Agency Safety Plan regulation.

- **Accident** means an Event that involves any of the following: A loss of life; a report of a serious injury to a person; a collision of 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** means 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** means an entity that performs 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** means any Accident, Incident, or Occurrence.
- **Hazard** means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.
- **Incident** means an event that involves any of the following: a personal injury that is not a serious injury;

one or more injuries requiring medical transport; or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.

- **Investigation** means the process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.
- **National Public Transportation Safety Plan** means the plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.
- **Occurrence** means 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** means a provider of public transportation as defined under 49 U.S.C. 5302.
- **Performance measure** means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.
- **Performance target** means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the FTA.
- **Public Transportation Agency Safety Plan (or Agency Safety Plan)** means the documented comprehensive Agency Safety Plan for a transit agency that is required by 49 U.S.C. 5329 and Part 673.
- **Risk** means the composite of predicted severity and likelihood of the potential effect of a hazard.
- **Risk mitigation** means a method or methods to eliminate or reduce the effects of hazards.
- **Safety Assurance** means 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 Policy** means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees regarding safety.
- **Safety Management System** means 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** means a performance target related to safety management activities.
- **Safety Promotion** means a combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.
- **Safety risk assessment** means 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** means a process within a transit agency's Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risks.
- **Serious injury** means any injury which: (1) Requires hospitalization for more than 48 hours, commencing within 7 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; or (5) Involves second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.
- **Transit agency** means an operator of a public transportation system.
- **Transit Asset Management Plan** means the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, for the purpose of providing safe, cost- effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR Part 625.

10. COMMONLY USED ACRONYMS

Acronym	Word or Phase
ADA	Americans with Disabilities Act of 1990
AE	Accountable Executive
PTASP	Agency Safety Plan (also referred to as a PTASP in Part 673)
CFR	Code of Federal Regulations
CSO	Chief Safety Officer
ESRP	Employee Safety Reporting Program
FTA	Federal Transit Administration
MET	Maricopa Express Transit
MPO	Metropolitan Planning Organization
Part 673	49 CFR Part 673 (Public Transportation Agency Safety Plan)
SMS	Safety Management System
SRM	Safety Risk Management
U.S.C.	United States Code
VRM	Vehicle Revenue Miles