



Public Transportation Agency Safety Plan (PTASP)

1. Transit Agency Information

Transit Agency Name: *Muskegon Area Transit System*
Transit Agency Address: *2624 Sixth St., Muskegon Heights, MI 49444*
Name and Title of Accountable Executive: *James A. Koens, Transit Systems Manager*
Name and Title of Chief Safety Officer: *Karen P. Mendham, Risk Management Coordinator*
Mode(s) of Service Covered by This Plan: *Fixed Route Bus & Demand Response*
FTA Funding Types: *5304, 5307, 5310, 5311, 5339*

Muskegon Area Transit System does not provide transit services on behalf of another transit agency or entity.

2. Definitions

Accident: an Event that involves a loss of life; a report of a serious injury to a person; a collision of public transportation vehicles; or an evacuation for life safety reasons

Event: any Accident, Incident, or Occurrence.

Hazard: any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.

Incident: an event that involves 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 causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.

MPO: the Metropolitan Planning Organization to which MATS responds to is: West Michigan Shoreline Regional Development Commission (WMSRDC) (West Michigan Metropolitan Planning Program (WestPlan)).

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

Performance Measure: an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress towards meeting the established targets.

Performance Target: a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the Federal Transit Administration (FTA).

Risk: The composite of predicted severity and likelihood of the potential effect of a hazard.

Risk Mitigation: a method or methods to eliminate or reduce the effects of hazards.

Safety Assurance: processes within a transit agency's Safety Management System that functions to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

Safety Management System (SMS): the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.

Safety Performance Target: a Performance Target related to safety management activities.

Safety Risk Assessment: the formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance, or value, of its safety risk.

Safety Risk Management: a process within a transit agency's Public Transportation Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.

Serious Injury: any injury which is known to:

- Require hospitalization for more than 48 hours, commencing within 7 days from the date of the injury was received.
- Result in a fracture of any bone (except simple fractures of fingers, toes, or noses);
- Cause severe hemorrhages, nerve, muscle, or tendon damage;
- Involve any internal organ; or
- Involve second- or third-degree burns, or any burns affecting more than 5 percent of the body surface.

3. Safety Management Policy

The management of safety is one of our core business functions. Muskegon Area Transit System is committed to developing, implementing, maintaining, and improving processes to ensure that all our transit service delivery activities take place under a balanced allocation of organizational resources, aimed at achieving the highest level of safety performance and meeting established standards.

All levels of management and all employees are accountable for the delivery of this highest level of safety performance, starting with the Transit Systems Manager.

Muskegon Area Transit System's commitment is to:

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

4. Safety Management Policy Communication

The Safety Management Policy is communicated through a variety of ways that include the following:

- Posting of the Safety Management Policy in the lobby, training room, maintenance conference room, and breakrooms.
- Utilization of an acknowledgement form to document the review of the policy by all team members.
- Introduction of the policy during new team member orientation.
- Creation of a Transit Safety Committee to review all safety incidents, accidents, and plans.

5. Authorities, Accountabilities, and Responsibilities

Accountable Executive

A single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan (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 5328.

The Accountable Executive for Muskegon Area Transit System is the Transit Systems Manager.

Chief Safety Officer

An adequately-trained individual, who has responsibility for safety and reports directly to a transit agency's chief executive officer, general manager, president, or equivalent officer. A Chief Safety Officer may not serve in other operational or maintenance capacities, unless the Chief Safety Officer is employed by a transit agency that is a small public transportation provider as defined in this part, or a public transportation provider that does not operate a rail fixed guideway public transportation system.

The Chief Safety Officer for Muskegon Area Transit is the Risk Management Coordinator for the County of Muskegon.

Agency Leadership

The following positions are designated as Muskegon Area Transit System Leadership:

Transit Systems Manager
Transit Administrative Analyst
Transit Operations Manager
Paratransit Operations Manager

Key Staff

The following positions are designated as Muskegon Area Transit System Key Staff:

Transit Supervisors
Transit Maintenance Mechanics
Bus Operators
Paratransit Operators
Customer Care Representatives
Transit Attendant
Union Steward

6. Employee Safety Reporting Program

Team Members are often best positioned to identify safety and health concerns and program shortcomings. By encouraging the reporting of perceived workplace hazards, unsafe conditions, close calls/near misses, and actual incidents, as well as following up promptly on all reports, Muskegon Area Transit System can address issues before someone gets hurt, becomes ill, equipment becomes damaged, or a customer is at risk from injury. All reports will be reviewed by management and the Safety Committee, and reported back to the organization through meeting minutes and other required reports.

7. Reporting Process

Any Team Member can report injuries, illnesses, close calls/near misses, hazards, and other safety and health concerns by doing any of the following:

- Directly reporting to their respective supervisor.
- Directly reporting to the Transit Systems Manager.
- Directly reporting to the Chief Safety Officer.
- Anonymously submitting a Safety Report (see below for Safety Report process).
- Submission of an Injury Report directly to their supervisor (see below for Injury Report).

It is important to note that any information utilized in the report will only be used to improve workplace safety and health, and that no team member will experience retaliation for bringing such information to attention.

8. Safety Reports

The Safety Report forms can be found in Appendix A, B & C, and their primary purpose is to report close calls/near misses, accidents, injuries, hazards and other safety and health concerns. They are crucial documents used in our monitoring and mitigation process, which will hopefully prevent future injury or property damage and ensuring continuous improvement in MATS' safety management system.

Team members can utilize the appropriate form anytime they feel the need to bring a hazardous condition to the forefront of MATS operations. The form can be submitted directly to MATS' Leadership or Chief Safety Officer.

These forms, as well as information written or typed on a plain piece of paper can, can also be utilized anonymously by completing and placing the report in designated drop boxes.

The Safety Report Forms can also be utilized by members of the public, when required. However, public reporting of safety concerns is normally received through direct phone call or electronic comment on the MATS website.

9. Safety Risk Management

The Safety Risk Management process is comprised of hazard identification, risk assessment and risk mitigation.

Hazard Identification is the responsibility of all team members, internal and external customers, and the general public. Concerns and observations can be identified and reported through a variety of mechanisms including inspections, reports, phone calls, complaints, investigations, and feedback. MATS encourages customer feedback through our website, and route pamphlets.

Risk Assessment is currently done through scheduled inspections, daily observation, and administrative review. A Safety Committee comprised of MATS leadership and key staff members will be created and charged with the review of all incident and accident reports within specified periods, and making recommendations to minimize future occurrences.

Risk Mitigation will be the goal of the Safety Committee, as they will be in the position to identify and recommend actions or strategies to protect the public and personnel from unsafe conditions.

10. Safety Assurance

MATS' Leadership will be responsible for disseminating agency policies and support safety oversight and performance monitoring, as well as investigations of safety events to identify causal factors and monitor information reported through any internal safety reporting program.

Safety Performance Monitoring and Measurement activities will be incorporated on a daily basis through inspections, surveys, investigations, and continuous exposure to a culture of safety. All reports will be reviewed by the Risk Management Coordinator and presented to the Safety Committee as appropriate for monitoring and measurement.

The Risk Management Coordinator will coordinate meetings of the Transit Safety Committee three times a year. These meetings will be used for risk assessment by reviewing accident or incident information received, as well as any safety hazards reported during the period. A June meeting will also be held to conduct the annual review of the Safety Plan and recommend its re-certification to the Accountable Executive. However, this Safety Plan can be reviewed at any time there is significant change to service, new procedures or processes that may impact safety, or in the event the approach contained herein is deemed ineffective.

11. Safety Promotion

In order to achieve a cultural change, safety must be a part of every employee's individual attitude and daily routine. The building blocks for this foundation will be provided by the leadership team through words and actions. Safety awareness will be communicated and promoted at all staff meetings, and specific training will be provided semi-annually in April and October, as they have been identified as Transit Safety Awareness Months here at MATS.

Competencies and Training begin with each new employee, who will undergo both classroom and driver training on standard safety practices and MATS' policies and procedures. Annual training will be conducted during the semi-annual Transit Safety Awareness Months and recorded in each employee's training record.

Our goal is for Safety Communication to occur anytime an individual becomes aware of a potential risk. Identification comes from observation and awareness and begins upon arrival each day. The pre-trip inspection also provides drivers with an avenue to communicate concerns to the appropriate individuals necessary to have action taken. Communication will be promoted through the Safety Committee.

12. Safety Plan Documentation

All Safety related documents, reports, and records will be maintained for three years, or longer as required by County mandate.

13. Coordination with MPO

49 CFR 673.15 requires transit agencies to make their safety performance targets available to States and MPOs to aid in the transportation planning process. The regulation further requires that MPOs incorporate these transit safety performance targets into their planning process and used in assessing the performance of the transportation system, for transit asset management, safety, and the FHWA performance measures.

The MPO has identified the Safety Performance Targets for the Transit Providers in the region. Safety Performance Targets for the previous year as well as a narrative description of event will be provided to the MPO upon request.



14. Safety Performance Targets

2019 – Overview

Vehicle Revenue Hours (VRH)	Unlinked Passenger Trips (UPT)	Vehicle Revenue Miles (VRM)
50,587	480,253	734,173

Fatality	Injury	Event without personal injury	System Reliability
0	3	1	Data Not Available

2020 – Targets

Vehicle Revenue Hours (VRH)	Unlinked Passenger Trips (UPT)	Vehicle Revenue Miles (VRM)
40,000	480,000	650,000

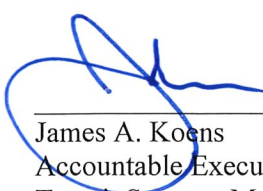
Fatality	Injury	Event without personal injury	System Reliability
0	<0.5/100K VRM	<1 per 100K VRM	<6 Road Failures/100K VRM

15. Plan Development, Approval and Updates

This plan was drafted by Muskegon Area Transit System and in compliance with 49 C.F.R. Part 673, will be revised as required and re-certified annually by the Transit Systems Manager during the month of July in the event no revision was made.

This Plan was approved and the Transit Systems Manager named Accountable Executive for PTASP efforts: item TR20/05-15 at the May 21, 2020 Muskegon County Board of Commissioners Meeting.

Version Number and Update Table			
Version Number	Section/Area Affected	Reason for Change	Date Issued
1	All	New Plan Creation	04/23/2020


James A. Koens
Accountable Executive
Transit Systems Manager, Muskegon County

6/1/2020
Date signed



Appendix A

General Accident/Incident Report Form

COUNTY OF MUSKEGON
GENERAL ACCIDENT/INCIDENT REPORT FORM

Claimant (Please complete this section)	
Department/Location _____	
Claimant Name _____	Home Phone _____
Home Address _____	Zip code _____
Date of Accident/Incident _____	Time _____ Type of Injury/Loss _____
Vehicle: Year _____	Make _____ Model _____ Lic Plate# _____
Describe Damage _____	
Police Department notified _____	Provide copy of police report _____
Body Part Injured (If applicable) _____	
Description of Accident/Incident _____	

List any Witnesses _____	
CLAIMANT'S SIGNATURE _____	Date _____

Department Supervisor	
Department Supervisor's Investigation _____	

DEPARTMENT SUPERVISOR'S SIGNATURE _____	
Date _____	

DEPARTMENT HEAD SIGNATURE _____ Date _____



Appendix B

Employee Injury Report Form

COUNTY OF MUSKEGON
EMPLOYEE INJURY REPORT FORM/ORDER FOR MEDICAL TREATMENT

Employee - Complete this section	
Employee Name _____	County Department _____
Date of Accident _____	Time _____ Location _____
Class Title _____	Soc. Sec. # _____ Date of Birth _____ Sex _____
Home Address _____	Zip code _____
Home Phone _____	#Dep _____ Tax Status: Single _____ Married/Joint _____ Single/Head _____ Married/Sep _____
Time employee began work _____	List any witnesses _____
Body Part Injured _____	Type of Injury _____
What was employee doing just prior to incident? _____	
Description of Accident That Caused Injury _____	

EMPLOYEE SIGNATURE _____	Date _____

AUTHORIZATION FOR TREATMENT

PROVIDER _____ Please render necessary treatment to the above named individual, subject to the provisions of Workers' Compensation Act and provide employee with documentation of diagnosis and return to work status.

AUTHORIZATION FOR TREATMENT _____ Date _____
Supervisor

Supervisor – Complete this section	
Supervisor's Investigation _____	

SUPERVISOR'S SIGNATURE _____	Date _____

DEPARTMENT HEAD SIGNATURE _____ Date _____

Copy 1 – Human Resources

Copy 2 – Department

Copy 3 – Medical Provider

Copy 4 – Employee

12/04



Appendix C

County Vehicle Accident Report Form

**COUNTY OF MUSKEGON
COUNTY VEHICLE ACCIDENT REPORT FORM**

Employee

Department _____ Name _____

Class Title _____ Soc Sec# _____ Sex _____

Date of Accident _____ Time _____ Location _____

**IF YOU HAVE SUSTAINED A PERSONAL INJURY DURING THIS ACCIDENT, PLEASE FILL OUT
AN EMPLOYEE INJURY REPORT FORM/ORDER FOR MEDICAL TREATMENT FORM**

Vehicle

Year _____ Make _____ Model _____ Lic Plate# _____

Describe Damage _____

Other Vehicle _____ Driver _____ # of Other Occupants _____

Year _____ Make _____ Model _____ Lic Plate# _____

Describe Damage _____

Description of Accident/Incident _____

Police Department notified _____ Provide copy of police report

List any Witnesses _____

EMPLOYEE SIGNATURE _____ Date _____

Supervisor

Supervisor's Investigation _____

SUPERVISOR'S SIGNATURE _____ Date _____

DEPARTMENT HEAD SIGNATURE _____ Date _____

Appendix D

Muskegon Area Transit System Safety Management Policy Statement

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- **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;
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