2019

PUBLIC TRANSPORTATION AGENCY SAFETY PLAN FOR PIERCE TRANSIT

PierceTransit

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Revision Record

Version Number	Date	Nature of Revision	Updated By	Approved By
090117	9/1/2017	Developed the Peirce Transit PTASP Plan according to the FTA Guideline for a PTASP development.	Rob Huyck	Sue Dreier
072319	7/23/19	Reviewed, updated, and reformatted the Plan to reflect the current safety work practices.	Reggie Reese Jason Hovde Selena Ngo Bill Kessler Amy Maxwell	Sue Dreier

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1 Acronym Glossary

Acronym	Definition
APP	Accident Prevention Plan
BS&T	Bus Safety & Training
CBA	Collective Bargaining Agreement
CDL	Commercial Driver License
CEO	Chief Executive Officer
CPA	Corrective and Preventable Actions
CSO	Chief Safety Department Officer
DC	DriveCam
DCC	DriveCam Coordinator
EA	Emergency Alarm
EAM	Enterprise Asset Management
EIR	Employee Injury Rates
EOC	Emergency Operations Center
EWS	Early Warning System
FTA	Federal Transit Administration
HD	Hard Drive
IPT	Inside Pierce Transit
IWRP	Inclement Weather Response Plan
JBSC	Joint Bus Safety Committee
JHA	Job Hazard Analysis
KPIs	Key Performance Indicators
LMS	Learning Management System
NTD	National Transit Database
OB	Operator Observation
OPS	Operators
PIR	Passenger Injury Rate

PRC	Public Records Clerk
PRPTs	Policies, Rules, Procedures and Tasks
PT	Pierce Transit
PTASP	Public Transportation Agency Safety Plan
RAIA	Risk Assessment and Impact Analysis
RCA	Root Cause Analysis
RCL	Radio Control Log
REM	Risk Evaluation Matrix
SA	Safety Assurance
SDS	Service Delivery and Support
SMS	Safety Management System
SOP	Standard Operating Procedure
SRM	Safety Risk Management
SSEPP	System Security & Emergency Preparedness Plan
SSPP	Safety System Program Plan
ST	Sound Transit
TAMP	Transit Asset Management Plan
WSTIP	Washington State Transit Insurance Pool

Executive Summary

Pierce Transit improves our service area's quality of life by providing safe, reliable, innovative and useful transportation services that are locally based and regionally connected. The Agency provides bus service throughout 70 percent of Pierce County, including the cities of Auburn, Edgewood, Fife, Fircrest, Gig Harbor, Joint Base Lewis-McChord, Milton, Puyallup, Ruston, Steilacoom, Tacoma and University Place. The agency also provides service into King County through contracted service with Sound Transit, Puget Sound's Regional Transit Authority.

Managing risk and safety is at the core of our safety culture and an essential part of our business activities. Pierce Transit has adopted a Safety Management Systems (SMS) framework as an explicit element of the Agency's responsibility by establishing safety policies; identifying hazards and controlling risks; goal setting; planning; prioritizing resources and measuring performance. Furthermore, the Agency's SMS is a means to foster Agency-wide support for transit safety by establishing a culture where management is held accountable for safety and everyone in the organization takes an active role in securing transit safety.

To ensure transit safety in our system, Pierce Transit has developed this Public Transit Agency Safety Plan (PTASP or the "Plan") which includes setting performance targets based upon collected data and performance-based criteria.

Pierce Transit's PTASP is consistent with and supports the Safety Management System (SMS) approach to safety risk management. SMS is an integrated collection of Agency policies, processes, and behaviors that ensures a formalized, proactive and data-driven approach to safety risk management.

The goal of Pierce Transit's PTASP is to increase the safety of our transit system by proactively implementing the four components of SMS: Safety Management Policy, Safety Risk Management, Safety Assurance and Safety Promotion. This strategic approach is flexible and scalable where effectiveness is determined by attaining safety performance targets and standards. The PTASP for Pierce Transit addresses the following elements:

Policy Statement	Conveys top-level management's commitment and support for the SMS. The policy statement is signed by the Pierce Transit CEO, the executive accountable for the operation of the Agency, and to the Board of Commissioners.
Safety Objectives	Specifies measurable and attainable safety objectives to reach the Agency's annual and overall safety goals.
Safety Performance Targets	Establishes a list of quantifiable levels of safety performance that the Agency has established as a base for safety performance measurability.

Safety Accountabilities and Responsibilities	Clearly defines roles and responsibilities for safety management that provides for ownership at every level including assurance of safety.
Employee Safety Reporting Program	Formalizes a reporting structure that empowers and encourages employees to report safety conditions to all management personnel void of any repercussions.
SMS Review and Recordkeeping	Outlines an annual process to review and update the plan including a timeline for implementation of the process.
Safety Risk Management Approach	Provides the formal hazard control processes the Agency uses to identify hazards; analyze, evaluate and prioritize safety risks; and develop, implement and evaluate risk controls strategies.
Safety Assurance	Provides a framework for establishing Key Performance Indicators (KPIs) and associated processes; continuously monitors and evaluates the effectiveness of how the Agency's SMS manages safety risks; manages changes and supports continuous improvement regarding the Agency's safety performance.
Safety Training and Communication	Outlines the comprehensive safety training program for Agency staff that ensures staff members are trained and competent to perform their safety duties and provides the means for effectively communicating safety performance and safety management information.

2 Safety Management Policy

2.1 Mission and Policy Statement

Pierce Transit plans, builds and operates a transit system that provides services to improve mobility for Pierce County with regional connections. Safety is first and foremost in the delivery of services that are dependable and cost effective, thereby enhancing the quality of life in our community.

Managing risk and safety is one of our core business functions. Pierce Transit is committed to developing, implementing, maintaining and continuously improving processes to ensure the delivery of our transit services takes place under a balanced allocation of organizational resources aimed at achieving the industry's best, safe work practices and meeting established standards.

The Pierce Transit Safety and Risk departments are directed to plan, implement and administer a comprehensive and coordinated Safety Management System (SMS) with a safety plan that identifies activities to prevent, eliminate, control and/or reduce hazards that may occur during the design, construction, procurement and or operational stages of the Agency's transportation modes (bus, paratransit, and van pool).

It is the policy of Pierce Transit to fully support a proactive Safety Program that uses preventative concepts to identify and resolve hazards. However, the success of the safety program depends on the sincere and cooperative efforts and active participation of all employees. It is therefore the responsibility of each Pierce Transit employee to actively participate in the safety process, provide requested information, aid in investigations, and actively prevent hazards.
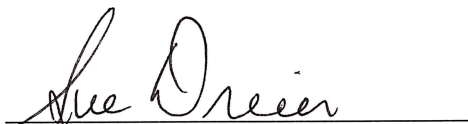
All levels of Pierce Transit management, employees, contractors, and partner agencies are responsible for upholding the best safety performance, with final responsibility resting with the Chief Executive Officer (CEO) as the Accountable Executive.

The Executive Director of Service Delivery, as the Agency's designated Chief Safety Department Officer (CSO), has the oversight authority and responsibility for implementation of the Agency's Safety Management System (SMS) and reports directly to the CEO. The CSO is responsible for providing resources, executive-level safety advocacy, and direction to the Safety Manager and the Safety Department for managing day-to-day implementation and operation of the Agency's SMS.

Pierce Transit commits to:

- **Support** the risk and safety management program by providing appropriate resources and visible top-level commitment to safety;

- **Foster a** positive safety culture and embed best practices among all managers and employees;

- **Clearly define** to all managers and other employees their responsibilities for the delivery of the organization's safety performance and the performance of our Safety Management System;

- **Establish** a systematic and comprehensive approach to identify, analyze, evaluate, and mitigate safety risks to ensure the Agency meets or exceeds the acceptable level of safety performance;

- **Integrate** the Safety Management System into all departmental levels;

- **Ensure** there are no repercussions when employees report unsafe work practices and hazards. As an Agency, we encourage participation and contribution of all employees in the management of safety. We ensure that no action will be taken against any employee who discloses a safety concern unless such a disclosure indicates, beyond any reasonable doubt, an illegal act, gross negligence, or a deliberate or willful disregard of regulations or procedures;

- **Provide** adequate and appropriate safety-related information and job-specific safety training for our employees and ensure that they are competent in safe work performance;

- **Ensure** that sufficient skilled and trained human resources are available to implement safety management processes;

- **Establish and measure** our safety performance with realistic and data-driven safety performance indicators and safety performance targets;

- **Comply** with and exceed wherever possible, legislative and regulatory requirements and standards;

- **Continuously improve** our safety performance through management processes that ensure the Agency is taking appropriate and effective safety management actions; and

- **Ensure** that systems and services supplied from outside the Agency are delivered in timely manner that meets our safety performance standards.

- **Ensure** that Pierce Transit's Board of Commissioners is kept apprised of Agency safety management initiatives.

Sue Dreier   7/23/19

Sue Dreier, Chief Executive Officer   Date

2.2 Purpose and Applicability

The purpose of this plan is to provide a structured safety management approach that effectively controls operational safety risks and continuously improves the Agency's safety performance:

- Document a top-down commitment from management and a commitment from employees, partners, and contractors to archive safety performance goals.
- Establish a chain of control to document implementation of the PTASP through guidelines, policies and provisions.
- Identify safety management roles and responsibilities that outline ownership at every level.
- Establish the Agency's safety goals and objectives while ensuring we are following industry safety practices and federal recommendations.
- Set safety performance targets and Key Performance Indicators (KPIs) to ensure the Agency achieves its safety objectives.
- Define acceptable levels of safety performance for provided services.
- Provide a framework and guidance to implement, evaluate, and continuously improve safety policies, the safety risk management processes, and the achievement of related goals and objectives.
- Establish safety programs that document Pierce Transit's commitment to safety.

This PTASP applies to all Pierce Transit operations. All divisions and departments are required to ensure that facilities, equipment, supplies, practices, and procedures meet or exceed applicable federal, state, and local standards as well as the Pierce Transit SMS. Individual departments are responsible for documenting specific procedures tailored to their business as needed.

2.3 Safety Goals

2.3.1 GOAL 1: SMS to Reduce Casualties/Occurrences.

Use a Safety Management Systems framework to identify safety hazards, mitigate risk and reduce injuries and property losses.

2.3.2 GOAL 2: SMS to Foster a Robust Safety Culture

Foster Agency-wide support for transit safety by establishing a culture that holds Agency leaders accountable for safety and ensures all employees take an active role in securing transit safety; and cultivating a safety culture in which employees are comfortable and encouraged to bring safety concerns to the attention of Agency leaders.

2.3.3 GOAL 3: SMS to Enhance System/Equipment Reliability

Provide safe and reliable transit operations by assuring that all vehicles, equipment and facilities are regularly inspected, maintained and serviced as needed.

2.3.4 GOAL 4: Annual Safety Goals and Objectives

Each year all Agency departments will be required to establish safety goals and objectives that include benchmarks and KPIs.

2.4 Concept of SMS Operations:

The four components of the Pierce Transit Safety Management System are:

- **Safety Policy** — Establishes our commitment to continually improve safety; defines the methods, processes, and organizational structure needed to meet safety goals.
- **Safety Risk Management (SRM)** — Determines the need for, and adequacy of, new or revised risk controls based on the assessment of acceptable risk.
- **Safety Assurance (SA)** — Evaluates the continued effectiveness of implemented risk control strategies; supports the identification of new hazards.
- **Safety Promotion** — Includes training, communication and other actions necessary to create a positive safety culture at all levels within the Agency.

Figure 1 - Four Pillars of SMS

2.5 Safety Accountability and Responsibility

Employee safety is a critical component of a transit safety program. In Washington State, employee safety is regulated by the Washington State Department of Labor and Industry's Department of Safety and Health (DOSH), and requires:

- A workplace free of recognized hazards
- A written Accident Prevention Program
- Safety Committees
- Safety Bulletin Boards
- First Aid

- Personal Protective Equipment (PPE)
- Lighting
- Housekeeping
- Drinking water, restrooms and washing facilities
- Accident Reporting
- Other requirements as specified in Chapter 296 Washington Administrative Code
- Lighting
- Housekeeping
- Drinking water, restrooms, and washing facilities
- Accident Reporting
- Other requirements as specified in Chapter 296 Washington Administrative Code

The CEO, as the Accountable Executive, has the ultimate responsibility for safe and secure operations of Pierce Transit and contract service operators. Each employee is required to carry out specific system safety responsibilities, depending on their position, in compliance with the PTASP. The Pierce Transit SMS Organization Chart below (Figure 2) outlines who is responsible for the performance of the SMS and the relationship between the Accountable Executive (CEO) and the transit Agency's governance structure. This chart reflects the Agency's commitment to safety.
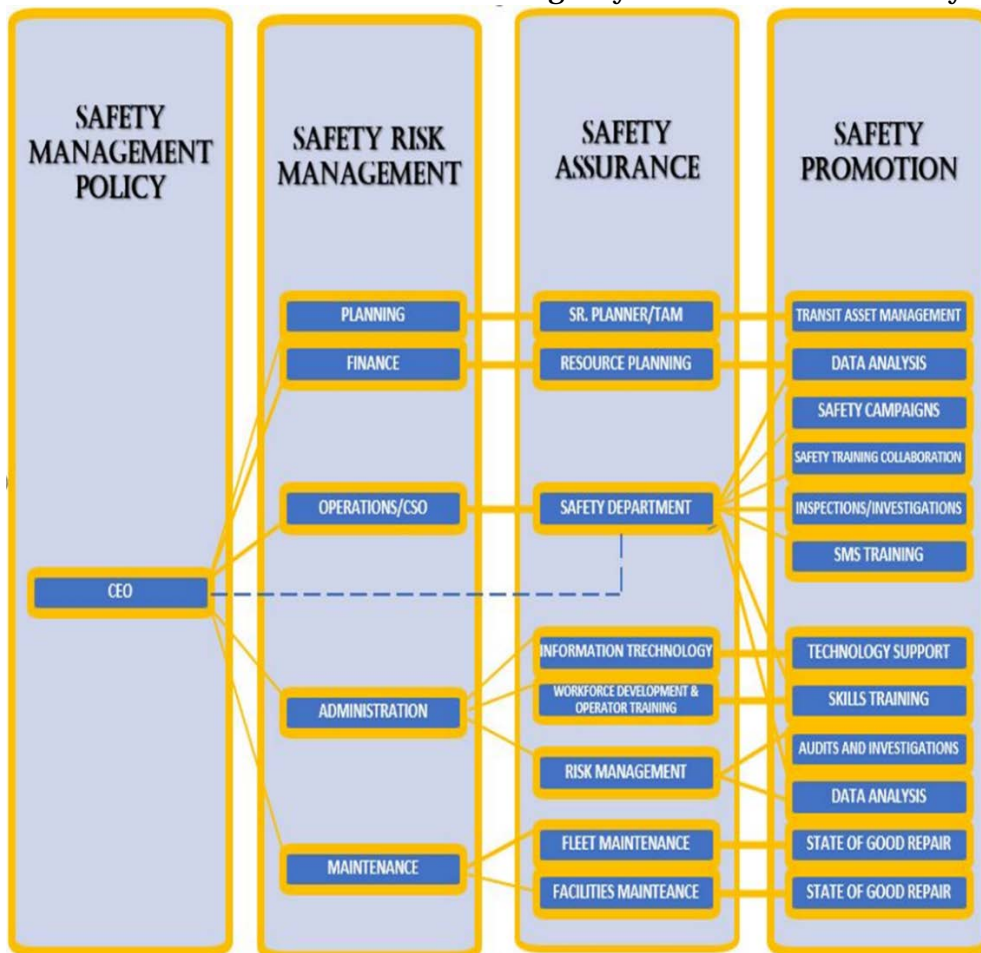
Figure 2 - Pierce Transit SMS Organization Chart

2.5.1 Safety Responsibilities of Chief Executive Officer (CEO)

The CEO's authorities and responsibilities for the SMS Plan include:

- Acts as the Agency's safety advocate;
- Has full authority for human resource issues;
- Maintains authority for major financial issues;
- Directs responsibility for the conduct of the Agency's affairs;
- Has final authority over agency operations;
- Establishes and promotes safety policy;
- Collaborates with the Safety Department to establish the Agency's safety objectives and safety targets and;
- Has final responsibility for the resolution of all safety issues.

2.5.2 Safety Responsibilities of Chief Safety Department Officer (CSO)

The Executive Director of Service Delivery, as the Agency's designated Chief Safety Department Officer (CSO), has the oversight authority and responsibility for implementing the Agency's Safety Management System (SMS) and reports directly to the CEO. The CSO is responsible for providing resources and executive-level safety advocacy and direction to the Safety Manager and the Safety Department, which manages day-to-day implementation and operation of the Agency's SMS.

2.5.3 Safety Responsibilities of Safety Manager

The safety of operations rests with the relevant agency managers. The Safety Manager's role is to assist those managers with safe operations. The duties of the Safety Manager include taking a lead role in:

- Developing/maintaining safety policies, plans, procedures and processes and developing and maintaining a proactive SMS Plan/program.
- Providing advice for developing realistic and data-driven safety performance indicators and safety performance targets.
- Jointly engaging, with Risk Management, in safety audit activities, including verifying compliance with the SMS Plan and the System Safety Program Plan (SSPP) with relevant legislation, guidelines and standards.
- Providing advice, interpretation and recommendations over technical matters such as safety design and systems in new bus purchases; facility renovations; decommissioning of old equipment; and other areas (e.g., standards for safe working, job hazard analyses and assisting with the development of Standard Operating Procedures (SOPs)).
- Coordinating closely with Public Safety on policies, plans, standards and programs related to bus operator and Public Safety activities that involve passenger injuries or incidents (e.g., anti-social behavior), pedestrian incidents or incidents with other road users (e.g., collisions), preventing and mitigating transit

worker assaults, emergency response and security procedures for transportation events.

- Providing support, direction and/or advice on programs with region–wide significance, such as Best Practices and Fatigue Management guidelines, in which the Agency works with the Sound Transit (ST) Safety Transit Integration Group and/or Washington State Transit Insurance Pool (WSTIP).
- Leading the development of safety training, competency and awareness programs and providing advice, input and final review in the development of training activities.
- Participating in Health and Wellness Programs covering the policies, plans, procedures and processes related to employee health and wellness, including health promotions, Safety Day, fitness for work, vaccinations and the Employee Assistance Program.
- Auditing the Drug and Alcohol program in accordance with the SMS Plan/SSPP audit schedule.
- Develop a coherent system safety management program that will ensure the Agency meets environmental, safety and health requirements.
- Tailor safety management plans for conduct of operations based upon risk.
- Allocate safety resources based on work, associated hazards and importance of facilities/activities.
- Provide training and education programs that maintain competency in safety-critical areas.
- Measure and report program effectiveness in a form that is useful and relevant.

2.5.4 Safety Responsibilities of Executive Directors and Managers
- The SMS Plan roles, responsibilities and accountabilities of the positions on the organizational chart are explicitly outlined in this document.
- All managers are ensuring that sufficient resources are available to achieve the outcomes of the SMS Plan.
- The structure of the Agency is documented so everyone understands their roles and responsibilities.
- To demonstrate their ongoing support for the SMS Plan, managers will:
  - Actively support and promote the SMS Plan by reviewing each year the sections that apply to their respective departments and managerial job duties;
  - Cooperate with the Safety Manager and his staff;
  - Ensure due processes and procedures are in place for safe operations;
  - Make sufficient resources available to support the SMS Plan; and,
  - Continually monitor their areas of responsibility, as outlined in the SMS Plan.

2.5.5 Safety Responsibilities of Supervisor

Provide adequate supervision in monitoring mechanisms, and providing information, instruction and training to ensure Pierce Transit effectively develops and implements its safety policy.

Supervisors are accountable to ensure that employees comply with safety processes/procedures and reporting. When work assigned to an employee includes executing safety-critical tasks, the supervisor shall ensure the safety-critical task can be completed, even if it requires putting other work aside until the safety task is completed.

Duties and responsibilities of key safety personnel are also found in one or more of the following:

- Safety manuals (e.g., Accident Prevention Plan (APP), etc.);
- Operator's manual;
- Safety-related Policies, Rules, Procedures and Tasks (PRPTs) on the agency's Intranet;
- Information in this SMS Plan documentation; and
- Job descriptions.

2.5.6 Safety Responsibilities of Pierce Transit Employees

All employees are responsible for and empowered to:

- Ensure their work areas and equipment are in safe condition;
- Ensure every task/job performed is completed safely and with no adverse consequences;
- Identify, assess, control and report hazards;
- Cooperate with the Safety Manager, safety staff and Safety Committee Members;
- Safeguard and look out for co-workers;
- Follow established procedures and policies;
- Identify situations where procedures are not adequate;
- Ask for assistance if their skills, physical capabilities and/or knowledge are not adequate to complete the task;
- Stop and report work they deem unsafe; and
- Demonstrate safe work behaviors.

2.5.7 Safety Responsibilities Matrix

This safety responsibility matrix below outlines the duty assigned to each position or role and the ways these responsibilities are measured. There are sufficient staffing levels to carry out these risk-management tasks.

	Facilities Maintenance	Finance / PMO	IT	Planning/Dev	Safety	Risk Mgt.	Public Safety	WD/Training	Operations	HR	Fleet	Executive
1. Policy Statement and Authority for SMS Plan					R							**P**
2. Description of Purpose for SMS Plan					**P**	S						R
3. Goals for the Safety Management System Plan	S	S	S	S	**P**	S	S	S	S	S	S	R
4. Identifiable and Attainable Objectives	S				**P**	S	S					S
5. System Description/Organizational Structure – See SSPP	S				**P**	S				R		S
6. Plan Control and Update Procedures	R	R	R	R	**P**	R	R	R	R	R	R	S
7. Hazard Identification/Resolution Process – See SSPP	S	S	S	S	**P**	S	S	S	S	S	S	S
8. Accident/Incident Reporting and Investigation – See SSPP	S	S			R /S	R /S	S	S	**P**	S	S	S
9. Facilities Inspections (Includes Systems Equipment and Rolling Stock) – See APP and SSPP	**P**	S	S		R	S	S				**P**	S
10. Maintenance Audits/Inspections (All Systems and Facilities) – See APP and SSPP	**P**		S		R	S					**P**	S
11. Rules/Procedures Review- See SSPP	S	S	S	S	**P**	S	S	S	S	S	S	S
Key Code: P=Primary Responsibility S=Support Responsibility R=Review Responsibility												

	Facilities Maintenance	Finance / PMO	IT	Planning/Dev	Safety	Risk Mgt.	Public Safety	WD/Training	Operations	HR	Fleet	Executive
12. Training and Certification Review/Audit – see SSPP					R	S		P		S		
13. Emergency Planning and Response – See SSPP	S	S	S	S	P	S	P	S	S	S	S	S
14. System Modification Review/Approval Process – See SSPP	S	P		S		S	S	S	S			
15. Safety Data Acquisition/Analysis – See SSPP and Risk Memorandum		S	S		R	P	S		S		S	
16. Interdepartmental/ InterAgency Coordination – See SSPP					P	R	S	S	S			S
17. Configuration Management – See SSPP	R			R	P	R	R	R				S
18. Employee Safety Programs – See APP	S	S	S	S	P	R	S	P	S	S	S	S
19. Hazardous Materials Programs – See APP and SSPP	S	S	S	S	P	S		S			S	S
20. Drug and Alcohol Abuse Programs – See Program document.					R					P		
21. Contractor Safety Coordination – See SSPP	S	P		S	R	S	S	S	S	S	S	S
22. Procurement – See SSPP		P	S	S	S					S		
23. Alternative Fuels and Safety – See SSPP	S				S						P	
24. Operating Environment and Passenger Facility Management – See SSPP	P			S	S	S		S			S	S
Key Code: P=Primary Responsibility S=Support Responsibility R=Review Responsibility												

	Facilities Maintenance	Finance / PMO	IT	Planning/Dev	Safety	Risk Mgt.	Public Safety	WD/Training	Operations	HR	Fleet	Executive
25. Security	S		S	S	R	S	S	S	**P**	S	S	S
26. Internal Safety Audit Process	S	S	S	S	**P**	**P**	S	S	S	S	S	S
Key Code: P=Primary Responsibility S=Support Responsibility R=Review Responsibility												

2.6 Public Safety and Emergency Management Interaction

Service Delivery and Support (SDS) is responsible for developing plans and procedures to contend with emergencies and making contingency plans to return to normal operations. Each department within the SDS Division takes part in the emergency planning for the Agency.

1. **Service Support Department** takes the lead in coordinating the agency's emergency responses and the Emergency Operations Center (EOC). This department serves as the Pierce Transit Emergency Management Liaison and works closely with the Pierce County Emergency Management Office to arrange training and exercises for Pierce Transit Emergency Responders. During an emergency, this department helps with the following:
   - Emergency evacuation assistance
   - Detour preparation (working closely with Scheduling and Planning Department to coordinate the detour)
   - Public Safety radio communication
   - Passenger assistance
   - Emergency Management liaison
   - Pierce Transit EOC activation
   - Bus bridge coordination

2. **Service Delivery Department** provides short- and long-term coordination to aid in the emergency response of federal, state, and local agencies, and/or the restoration of essential public transit services during emergency and disaster events.
3. **Public Safety Department** takes the lead in public safety and security emergency response. This department is responsible for developing, implementing and updating public safety and security emergency response procedures, including but not limited to:
   - Early Warning System (EWS)

- Bomb threats
- Active shooters
- Workplace violence
- Physical security

Pierce Transit is responsible for providing security at transit centers that are served by Pierce Transit buses. The Agency's security plan is covered under the SSEPP (System Security Emergency Preparedness Plan).

Pierce Transit contracts with the Pierce County Sheriff's Department for Transit Police. Under the Washington Police Powers Act, police departments in Washington State are required to issue letters of concurrence with all other police departments for mutual assistance. If an emergency is declared, assistance is provided.

At Pierce Transit, a contracted Chief of Police reports to the Executive Director of Service Delivery & Support. Uniformed police officers serve Pierce Transit on contract through the Pierce County Sheriff's Office along with uniformed security.

Threat and Vulnerability Assessments are an important part of the Security Program. At Pierce Transit, the Washington State Police and Sheriff's Association or the TSA conduct a Threat and Vulnerability Assessment at regular intervals.

Security Awareness Training is provided for employees. Pierce Transit provides initial training during new employee orientation.

Crime Prevention through Environmental Design (CPTED) is an important concept used within the Security Program. It is important that Security is involved in review of new projects.

Pierce Transit maintains a Passenger Exclusion Program, which is currently shared within Law Enforcement.

4. **Safety Department** takes the lead in coordinating the development and implementation of the All-Hazard Emergency Plan for the Agency.

The SDS Division uses the "My-EOP" mobile application (app) to help first responders such as bus operators, field supervisors and emergency support staff stay on top of the latest emergency response procedures and plans, emergency operating procedures, and emergency contact list. My-EOP is maintained and updated regularly by the Service Delivery Department.

Below is the general summary of PT Emergency Response:

ACTION BY:	ACTION:
Communication Center Controller	1. Takes ownership of the call
	2. Broadcasts notification of the Emergency Alarm (EA) to all field units
Field Supervisors	3. Goes into monitor and/or observation mode
Public Safety Department	4. Responds to location
Communication Center Controller	5. Monitors the covert microphone
	6. Periodically provides information from the covert microphone audio to the responding field units
	7. Sends EverBridge Notification (if EA determined to be true/real)
	8. Continues providing updates to responding field units until the EA is cancelled
	9. Documents the incident in the Radio Control Log (RCL)

2.7 Interface with Internal and External Documents

The following Pierce Transit documents* are incorporated by reference as part of the Agency's Public Transportation Agency Safety Plan:

- Accident Prevention Plan (APP)
- Risk Management Manual
- Risk and Insurance Handbook
- Transit Asset Management Plan (TAMP)
- Inclement Weather Response Plan (IWRP)
- Workplace Security Plan
- System Security & Emergency Preparedness Plan (SSEPP), which includes Threat and Vulnerability Assessments
- Collective Bargaining Agreement (CBA)
- Maintenance Work Rules
- Operator's Handbook
- Job Descriptions (competency-based provisions)
- Job Hazard Analysis
- FTA Drug and Alcohol Policy
- Emergency Fueling Plan
- Safety Data Sheets (SDSs)

 * These documents are available upon request.

2.7.1 Workplace Chemicals

Pierce Transit will comply with state and federal Hazard Communication, or Right to Know, laws. All chemical products are inventoried and Safety Data Sheets (SDSs under Global Harmonization) are made available for each chemical on the inventory.

Pierce Transit uses the Washington State Transit Insurance Pool (WSTIP) program for managing SDSs. The WSTIP database includes many SDSs, and Pierce Transit can add SDSs if they are not already included. Pierce Transit maintains a folder of SDSs in their inventory. A pre-screen approval process for chemicals is included in the purchasing process: Anyone ordering a chemical must first check to see if the SDS is in the system. Periodic physical audits are conducted.

In managing inventory, it is very important to establish policies that vendors cannot provide "free samples" (Pierce Transit has such policies in place). "Free" chemical product can result in high disposal costs as hazardous waste, and having chemical products on site that have not been approved and added to the inventory can result in fines by regulatory agencies.

All employees must receive Hazard Communication training as required by state and federal laws. Even office employees may be exposed to chemicals, such as printer toner, whiteboard cleaner or other office chemicals, and must receive a basic level of Hazard Communication training. At Pierce Transit, this is covered in New Employee Orientation.

Employees who work with industrial chemicals may require additional training on the hazards of those chemicals, especially if they contain lead, chromium, asbestos, methylene chloride or other regulated chemicals.

2.8 Plan reviews and recordkeeping

The Safety and Risk Management departments are responsible for coordinating the annual review and update of the Agency's PTASP. Representatives from participating departments are required to contribute to the review process.

3 Safety Risk Management

Pierce Transit's Safety Risk Management (SRM) component comprises the process, activities, and tools that the Agency uses to identify and analyze hazards, the mitigation of those hazards and any residual risk. The flow chart below describes the SRM process. Furthermore, the Risk Management Department will serve as a central receiving hub for safety-related data and will serve as a resource for Agency departments as they establish goals, benchmarks and KPIs. Each year the Risk Management Department will conduct an internal assessment of one component of the PTASP - Safety Policy, Safety Risk Management, Safety Assurance or Safety Promotion. Findings will be shared with the appropriate Agency employees and executive staff.
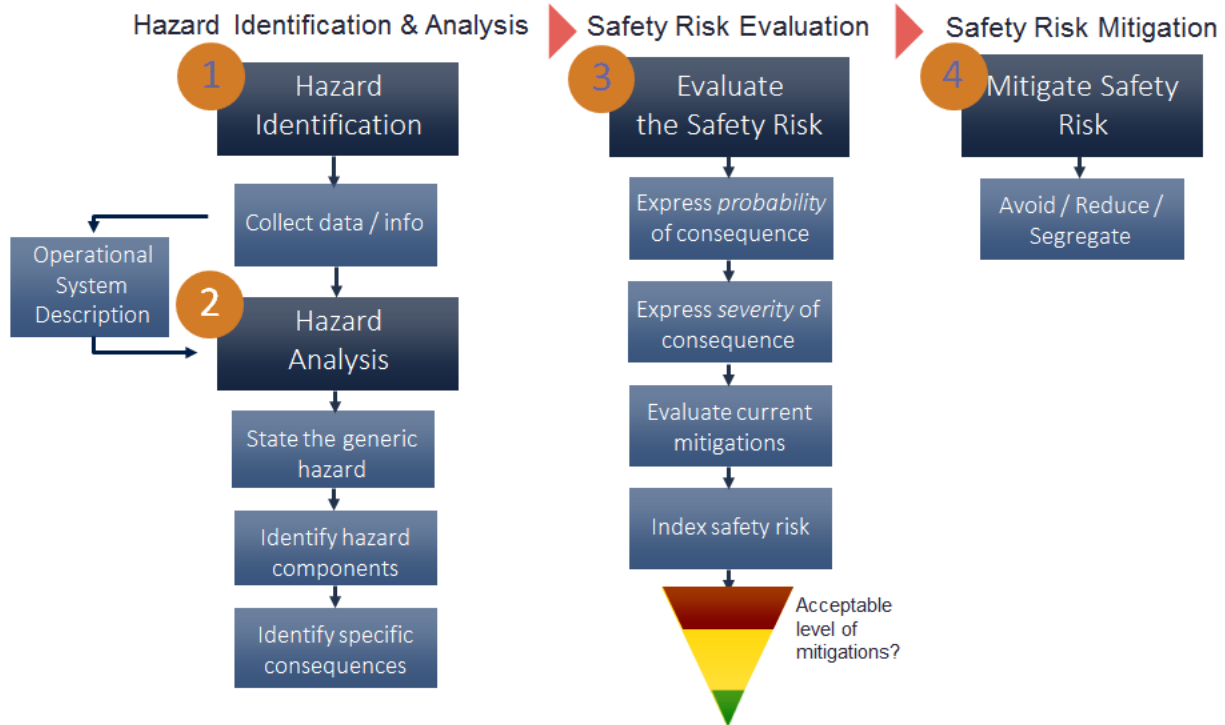
Figure 3 – Safety Risk Management Flow Chart

3.1 Hazard Identification and Analysis

As the first two steps in the Safety Risk Assessment process, hazard identification and analysis are tools the Agency uses to identify and address hazards before they escalate into incidents or accidents. At Pierce Transit, hazards are identified through the following activities:

- Risk Assessment and Impact Analysis (RAIA)
- Employee safety reporting
- Customer service reporting
- Observations of operations
- Safety inspections
- Incident reporting and investigation
- Incident, injuries and accident history
- Items discussed at the Agency Safety Committee
- Items discussed at the Sound Transit Joint Bus Safety Committee (JBSC)
- Legislation, industry standards, checklists or external consultants
- Data trending reports made available through incident, injury and accident history, insurance carriers and pools (e.g., WSTIP), and local authorities
- Review and audit of safety policies and procedures, and safety instructions for equipment and materials

When hazards are identified, they are addressed by:
- Immediate resolution

- Reporting to a higher level within the organization (if it cannot be fixed by the person identifying the hazard)
- Reporting the hazard to the representative safety committee

3.1.1 Job Hazard Analysis (JHA)

A Job Hazard Analysis (JHA) describes the high-risk work activities that take place in a workplace, the hazards and risks arising from these activities, and the measures that should be put in place to control the risks. A JHA focuses on:

- The job steps
- The potential hazards associated in undertaking the job steps
- The hazard control measures required to eliminate the risk of injury, or reduce the risk to an acceptable level

The primary purpose of a JHA is to help supervisors and workers implement and monitor workplace control measures that are established to ensure high risk work is carried out safely.

A Job Hazard Analysis (JHA) must:

1) Specify hazards relating to the work and risks to health and safety associated with those hazards
2) Describe the measures that must be put in place to control the risks
3) Describe how the control measures are to be implemented, monitored and reviewed
4) Take into account all relevant matters, including circumstances in the workplace that may affect the way in which the task is carried out. This must be expressed in a way that is readily available and understandable to employees who use it.

The JHA must be reviewed, approved, and signed by the supervisor before the task is started. When training the employee, the supervisor should give the employee a copy of the JHA and document any training which has taken place. Understanding every job step is very important! Whenever a job step changes or a new step is introduced, the JHA must be reviewed/updated, and employee retraining is to take place.

The key reasons for completing a JHA are to encourage teamwork (especially with new employees), involve everyone performing the job in the process, and elevate awareness!

An example of a completed JHA can be found in Appendix A.

3.1.2 Risk Assessment Survey

The Risk Assessment Survey is used to identify the potential hazard exposures related to an activity or operations, analyze the potential impacts associated with those exposures, and propose controls to reduce the level of risk. The Risk Assessment Survey provides a comprehensive assessment of operational risks.

For Safety Assurance, the Risk Assessment Survey is also designed to help evaluate the effectiveness of existing controls that often lead to the identification of emerging risks.

3.1.3 Employee Safety Reporting Program

At Pierce Transit, our objective is to cultivate and foster a proactive safety culture in which employees are comfortable and encouraged to bring safety concerns to the attention of Agency leaders. We recognize that our employees are most familiar with the details of their respective jobs and work environment, which makes their input crucial to maintaining safety in the workplace. Therefore, when witnessing an unsafe act or noticing an unsafe condition or near miss, employees must promptly report the unsafe condition or act to their direct supervisor, manager, the Safety Department, and/or Safety Committee Representatives, and should receive a clear answer with a corrective action plan.

No person will be penalized or retaliated against for bringing safety issues to the attention of management. This statement does not apply to information received from a source other than the employee, or which involves an illegal act, or a deliberate or willful disregard of regulations or procedures.

There are several ways employees can report their safety concerns to management:

1) Report directly to their supervisors or managers
2) Report directly to the Safety Department
3) Report through a Safety Committee Representative
4) Entry on the Route and Schedule Reporting Form
5) Report through the Communication Center
6) Call or email the Safety Hotline
7) Submit a safety concern anonymously via the Safety Suggestion Box

All safety concerns and comments are reviewed with follow up by the direct supervisors, managers and the Safety Department in a timely manner.

3.1.4 Customer Service Reporting

Customers are also our partners in safety. We encourage our customers to bring their safety concerns to our attention, whether through our bus operators or our Customer Service Team. Customer Service's contact information is available on every coach.

The Customer Service Team is responsible for documenting and forwarding the customer's concern to the appropriate individual or department for resolution.

3.1.5 Observations of Operations

Pierce Transit adopts three programs to help identify and monitor the safety of our system, including driving behavior and transit facility safety.

3.1.5.1 Guest Rider Program

The Guest Rider Program provides a framework and guidelines for transit agencies to exchange experienced, knowledgeable staff (supervisors and operators) that can anonymously observe and provide feedback on individual operators and the entire transit system's performance. This program is sponsored by Washington State Transit Pool (WSTIP) and transit agencies that commit to participate in Guest Rides twice a

year. Participating agencies work together to determine the appropriate staff and Guest Ride dates based on available resources and needs.

Feedback is provided on a Guest Rider Feedback Form. This form provides observations on:

1) Driving skills
2) Passenger relations
3) Bus stops
4) Schedules
5) Customer service
6) Basic routing
7) Bus conditions
8) Transfer centers

Pierce Transit uses this feedback to identify individual areas for operator development and/or identify gaps in our training program that need to be addressed. This program also provides an objective look at our transit service from a rider's point of view.

A copy of the Guest Rider Feedback Form can be found in Appendix B.

3.1.5.2 Operator Observations made by Service Supervisors

Service Supervisors also provide observations as outlined below:

- Service Support Supervisors are required to complete a minimum of one operator observation (OB) per week.
- Service Supervisors follow the selected vehicle unobserved to evaluate the performance of the operator for 20 minutes or more.
- Operator Observations are conducted using an Observation Form in the Track-It program.
- Supervisors refer to the Service Supervisor Observation Tracking Sheet, which is created by information extracted from the Track-It program and updated twice monthly. Supervisors select operators to evaluate based on the information in the form and Supervisors document on the Tracking Sheet the day and time they complete an observation. When the form is updated, all the most recent observation stats are extracted from Track-it and included in the report. The new list is shared with Risk Management.
- Generally, there is no specific required number of observations for operators. There are identified groups, which are observed multiple times, to create positive coaching and help change behavior. Those groups are:
  - Operators with less than one year of experience (the goal is to evaluate at least 3-4 times the first year);
  - Operators identified in specific risk groups (e.g., two years or less experience, or with a specific focus based on trends);
  - Operators with preventable events or multiple events of any safety-related nature;
  - Special requests from the Safety Department, Operations, and/or Safety and Training; and
  - Operators not showing a documented observation in over a year.

- The Track-It system records information and maintains a record of the evaluation. Managers; Safety and Training; Risk; Safety; and Service Support employees may access the information to work on needed training and/or corrective coaching.

3.1.5.3 DriveCam

The DriveCam (DC) Safety System is a complete driver safety program proven to change driver behavior through a combination of expert event review and analysis, advanced analytics, prioritization and comprehensive driver coaching. The system helps Pierce Transit actively manage Agency employees who drive agency vehicles (revenue and non-revenue alike) with dedicated support from a team of experts that monitor driver safety behavior. The system uses:

- A camera with sensors and LTE cellular with Blue Tooth connectivity to communicate incidents;
- 8 high-lumen, infrared LED lighting for inside view at night with a 130+ degree view;
- 10 Frames Per Second video capture;
- 9 axis accelerometer;
- Built in g-force sensor; and
- Built in GPS.

This system is;

- Compatible with 12VDC and 24VDC vehicles;
- Capable of capturing drivers with left- and right-hand steering;
- Tamper-resistant with fault indicators; and
- Capable of storing up to 800 events for remote sites that may experience extended periods between downloads.

The result of this technology is a 12-second video recorded when a triggering event occurs (8 seconds before the event, 4 seconds after). These clips are reviewed with each vehicle driver within 24 hours of the event. The DriveCam program observations and clips are intended to reduce risky driving behavior by helping drivers identify ways to stop unsafe driving behaviors.

In addition, use of this system will for the first time allow Pierce Transit to identify and recognize employees who exhibit safe, professional defensive driving behaviors in the performance of their duties. A sample DriveCam "Good Driver Award" can be found in Appendix C. A DriveCam Safety Program Presentation can be found in Appendix D.
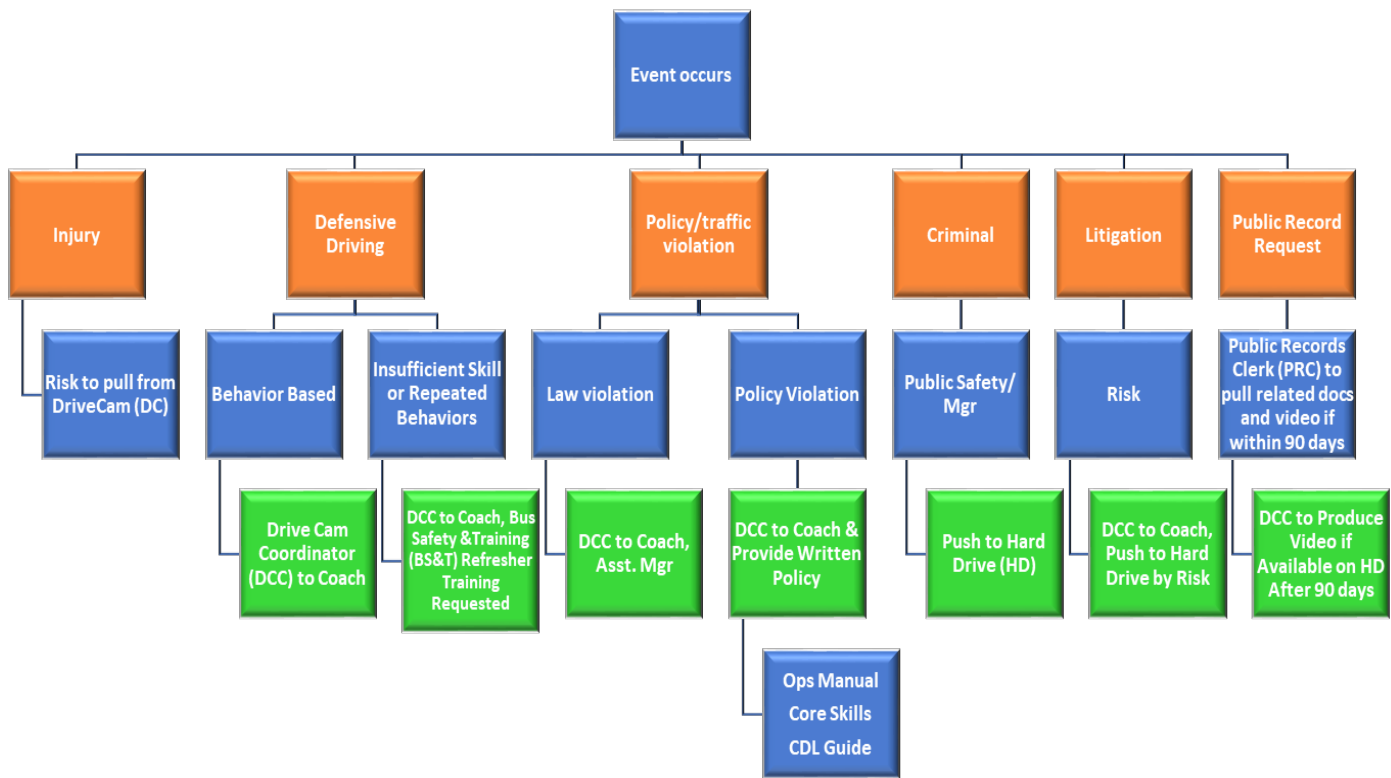
Figure 4 – Pierce Transit DriveCam Coaching and Decision Making Chart

3.1.6 Safety Inspections

Safety inspections are performed to:

- Identify hazards, risks and unsafe practices by inspecting areas with a designated department representative.
- Proactively take corrective actions by noting and photographing concerning findings and abatement issues. Items which can be abated immediately will be done on the spot and a record of the abatement notated.
- Promote a safe and healthy working environment by providing a systematic and consistent inspection schedule to identify hazards, risk and unsafe practices.
- Serve as a positive performance indicator and encourage safe work practices by documenting that we are achieving our safety goals and acknowledging employees who are observing safety policies when performing their work.

Each department completes safety walkthroughs. These are conducted informally each day and formally each month. Daily walkthroughs will consist of a department representative walking their immediate work area and correcting any unsafe findings. Monthly formal walkthroughs will include completing an area-specific safety

walkthrough form. Completed forms will be submitted to the Safety Department by the last working day of the month via the Safety Hotline. Safety Inspection forms are located in Appendix E of this document.

The Safety Department will conduct formal Facility Safety inspections each quarter. These inspections may include Pierce Transit headquarter buildings as well as transit centers operated by Pierce Transit or occupied by Pierce Transit personnel. The Safety Department will ensure that facility safety concerns are routed to the appropriate department for immediate investigation and mitigation.

Hazards are rated in terms of their effects on employees and/or the transit system. Severity categories are defined as:

- o **Category I – Catastrophic**
  Operating conditions are such that human error, environment, design deficiencies, element, sub-system or component failure or procedural deficiencies may cause ***death or major system loss***, thereby requiring immediate cessation of the unsafe activity or operation.
- o **Category II – Critical**
  Operating conditions are such that human error, environment, design deficiencies, element, sub-system or component failure or procedural deficiencies may cause ***severe injury or illness or major system damage*** thereby requiring immediate action including immediate cessation of the unsafe activity or operation.
- o **Category III – Marginal**
  Operating conditions may cause ***minor injury or illness or minor systems damage*** and human error, environment, design deficiencies, sub- system or component failure or procedural deficiencies can be counteracted or controlled without serious injury, illness or major system damage.
- o **Category IV – Negligible**
  Operating conditions are such that human error, environment, design deficiencies, sub-system or component failure or procedural deficiencies will result in ***no, or less than minor, illness, injury or system damage***.

The Safety Department will use the *Track-It Manager* program for both the inspection forms and a record of the Safety Department inspections. Completed inspection forms are generated from the Track-It Manager program and forwarded to the responsible employee(s) for timely correction. An example of a completed inspection form can be found in Appendix F.

Every inspection is recorded and retained in Track-It. This record is used to follow up on accident reports and hazard mitigation, and to support the medical surveillance and workplace monitoring program.

The Risk Department may conduct basic facility and fire extinguisher safety inspections using employees assigned to Transitional (light) Duty. These paper inspection forms use a pass/fail inspection sheet and are forwarded to the Facilities and Safety departments for correction and retention. A blank fire extinguisher inspection form is located in Appendix G.

3.1.7 Event/Incident Reporting and Investigation

The goal of incident reporting and investigation is to identify the cause of a safety concern or event, and record relevant facts to prevent recurrence and mitigate risk. Root Cause Analysis (RCA) is a structured process that uncovers the physical, human and latent causes of any undesirable event in the workplace. The root cause analysis can be used in:

- Single or multidiscipline cases
- Small or large cases

In general, there are seven basic root causes of most accidents: Procedures; Training; Communication; Quality Control; Management Systems Human Engineering and Work Direction.

A Root Cause Analysis will disclose:
- Why the incident, failure or breakdown occurred.
- How future failures can be eliminated through:
  - Changes to procedures
  - Changes to operation
  - Staff training
  - Design modifications
  - Verification that new and rebuilt equipment are free of defects which may shorten life
  - Confirmation that repair or reinstallation is performed to acceptance standards
  - Identifying factors adversely affecting service life and implementation of mitigating actions

At Pierce Transit, the term "Event" is commonly referred to as an "accident, incident, or occurrence." The Event Report is defined as the following event types:

1) Collision resulting in injury or property damage;
2) Non-collision passenger event resulting in injury;
3) Non-collision employee event resulting in injury or property damage, including security-related incidents and workplace injury and illness reports;
4) Near Mishap or High Severity Incident (no actual injury or property damage, but potential for severe injury or high value property damage could have resulted from the event); and
5) Incident (no injury or damage, but injury or damage could have occurred).

3.1.7.1   Reporting Criteria

The table below summarizes Pierce Transit's reporting criteria:

Report Level	Consists of	Type of Event
1	• Event/Incident Report	Incidents – An incident is an event where there is no evidence that contact was actually made or where a passenger accident does not require medical care, the passenger has no visible injury, and no claim was filed.
2	• Event/Incident Report • Supervisor Report with Evaluation and Review • Law enforcement report • Radio Log Review • Submitted passenger courtesy card	Incidents - when, at the discretion of the Supervisor or Safety/Risk Management Department, an additional level of investigation is warranted.
3	Everything in Level 1, plus: • Post-accident review and evaluation	Events, Near Mishaps or High Severity Incidences Any National Transit Database (NTD) Reportable Occurrence
4	Everything in Level 2, plus: • Formal Incident Investigation with root cause analysis	Events, Near Mishaps or High Severity Incidences, and any NTD Reportable Occurrence when, at the discretion of the Supervisor or Safety/Risk Management Department, an additional level of investigation is warranted.
5	Third party investigation and report, including fault-tree analysis	Very significant occurrences of any kind, major events, and when multiple events of a similar nature occur.

3.1.7.2   Reporting Policy and Procedures:

At Pierce Transit, all employees involved in Events, Near Misses, serious and/or High Severity incidents must complete the event/incident report within 24 hours.

Notification of Near Misses or Incidents must be reported by the end of the shift or as soon as possible.

A Near Miss reporting process is a means of allowing an employee an opportunity for confidentially reporting an incident (or a Near Mishap or a High Severity Incident) in a

non-punitive environment. Near Miss reporting is an opportunity to identify root causes that can be prevented to thwart future incidents or events with potentially more serious outcomes.

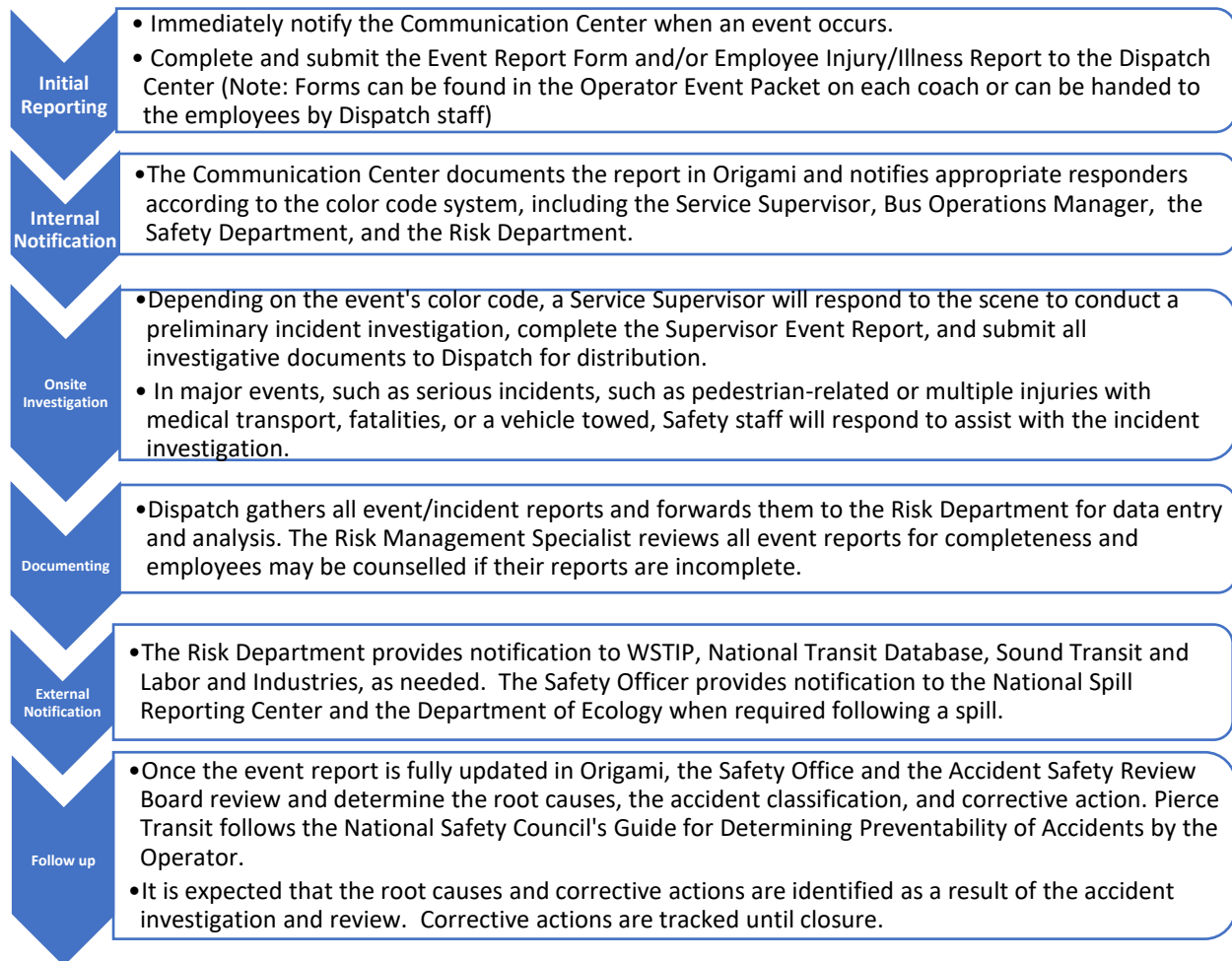The flow chart in Figure 4 describes the reporting procedures:

Initial Reporting
- Immediately notify the Communication Center when an event occurs.
- Complete and submit the Event Report Form and/or Employee Injury/Illness Report to the Dispatch Center (Note: Forms can be found in the Operator Event Packet on each coach or can be handed to the employees by Dispatch staff)

Internal Notification
- The Communication Center documents the report in Origami and notifies appropriate responders according to the color code system, including the Service Supervisor, Bus Operations Manager, the Safety Department, and the Risk Department.

Onsite Investigation
- Depending on the event's color code, a Service Supervisor will respond to the scene to conduct a preliminary incident investigation, complete the Supervisor Event Report, and submit all investigative documents to Dispatch for distribution.
- In major events, such as serious incidents, such as pedestrian-related or multiple injuries with medical transport, fatalities, or a vehicle towed, Safety staff will respond to assist with the incident investigation.

Documenting
- Dispatch gathers all event/incident reports and forwards them to the Risk Department for data entry and analysis. The Risk Management Specialist reviews all event reports for completeness and employees may be counselled if their reports are incomplete.

External Notification
- The Risk Department provides notification to WSTIP, National Transit Database, Sound Transit and Labor and Industries, as needed. The Safety Officer provides notification to the National Spill Reporting Center and the Department of Ecology when required following a spill.

Follow up
- Once the event report is fully updated in Origami, the Safety Office and the Accident Safety Review Board review and determine the root causes, the accident classification, and corrective action. Pierce Transit follows the National Safety Council's Guide for Determining Preventability of Accidents by the Operator.
- It is expected that the root causes and corrective actions are identified as a result of the accident investigation and review. Corrective actions are tracked until closure.

Figure 4 - Reporting Procedures Flow Chart

3.1.8 Incident, Injury and Accident History

Pierce Transit uses incident, injury and accident statistics to monitor trends, identify areas of risk, and measure the effectiveness of safety programs. Pierce Transit tracks and maintains the incident, injury and accident history via Origami Risk and Safety Management Software managed by WSTIP. The Risk Management Department regularly reviews and updates the database.

3.2 Safety Risk Evaluation

A Hazard is a condition with the potential to cause harm. Risk management is a systematic approach to manage workplace hazards. It is a key component in any organizational management that identifies, evaluates and determines the means of

reducing risks to an acceptable level to protect employees, visitors, third party contractors, casual laborers and others who are physically present in the workplace.

Risk management also protects assets and considers how to avoid losses.

After hazards and their potential impact have been identified, Pierce Transit's Safety Department conducts a Safety Risk Assessment to determine the seriousness of the risk. Factors considered include the likelihood of occurrence, the severity of the consequences should there be an occurrence, and the level of exposure to the hazard.

The evaluation consists of:

- Existing controls – Existing processes, devices, practices or controls that act to minimize threats or enhance opportunities, including an indication of how they might be of influence.
- Consequence – A description and rating of the consequence of a risk, in terms of the loss or gain that may be experienced if the risk event occurs (refer to section 2.2.1 Safety Risk Evaluation Matrix Severity for consequence ratings).
- Likelihood – A description and rating of the likelihood of the risk for the full range of risk event consequences (refer to section 2.2.1 Safety Risk Evaluation Matrix Likelihood for likelihood ratings). For opportunities, it is the likelihood of the stated gain being realized if the opportunity is pursued.

Experienced Pierce Transit employees assess safety risks subjectively using a Safety Risk Evaluation Matrix (REM). Results of the risk evaluation process will help prioritize the risk and determine whether it is being appropriately managed or controlled. If the risks are acceptable, the hazard will simply need monitoring. If the risks are unacceptable, Pierce Transit will take steps to lower the risk to an acceptable or tolerable level, or to remove or avoid the hazard.

When contractors work on transit property, certain requirements must be applied to all members of the contractor work force. This is essential for the safety of passengers, transit employees, contractors and protection of transit property.

Responsibility for safety on multi-employer worksites is not addressed by the State of Washington in a specific WAC Code; however, responsibility has been established through case law, WISHA Regional Directives, and instruction documents for OSHA and Washington Department of Safety and Health (DOSH) inspectors. Pierce Transit has a duty to inform contractors when knowledge of hazards exists. Any unsafe act observed by the contracting agency must be addressed, up to and including work stoppage.

Before working onsite, all contractors agree to abide by all local, state and federal safety regulations in the contract with Pierce Transit. Contractors must submit site-specific safety plans before starting any work onsite, and are expected to perform their work in a safe manner and not expose themselves, Pierce Transit employees or the public to risk of harm. The Safety Department will discuss any special safety issues, procedures or

circumstances the contractor expects to encounter onsite. The pre-work safety process includes a Contractor Safety Checklist, which is a documented dialog of safety expectations from Pierce Transit to the contractor. The Contractor Safety Checklist, which may be found in Appendix H of this document, includes (but may not be limited to) the following:

- General Work Rules
- Personal Protective Equipment
- Hazardous Chemicals
- Emergency Equipment
- Reporting Injuries, Illness & Incidents
- Material Storage and Movement
- Safe Electrical Work Practices
- Personal Hygiene/Housekeeping
- Doorways
- Smoking
- Hot Work Permits
- Lockout – Tagout
- Asbestos Encapsulation
- Drug Free Work Place
- Other Safety Systems and Components as Applicable

A copy of our Safety Guidelines for Visitors and Contractors can be found in Appendix I.
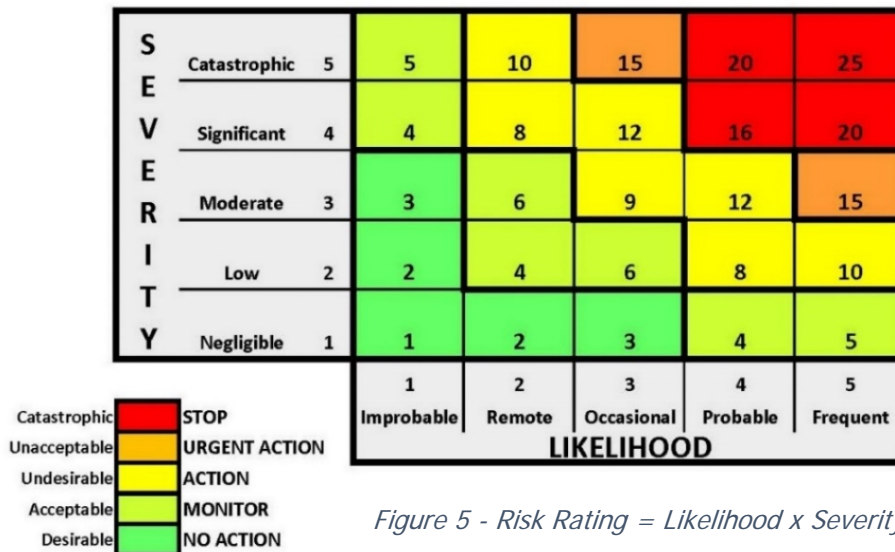
3.2.1 Safety Risk Evaluation Matrix

Figure 5 - Risk Rating = Likelihood x Severity

3.3 Safety Risk Mitigation

If the risk is unacceptable, risk controls are developed that will either eliminate the risk or mitigate the risk to an acceptable level. After risk controls are developed, Risk Management will reassess the new controls to ensure they do not produce an alternative risk. A second assessment of the new control will be conducted following the same SRM procedure, beginning at System Description and Task Analysis through the Safety Risk Evaluation. Once satisfied that residual risk has been mitigated to an acceptable level, the new process/solution will be implemented and documented.

Many different means are employed to resolve identified hazards. These include design changes, the installation of controls and warning devices, and the implementation of special procedures. The steps for resolving hazards is as follows:

- **Design for Minimum Risk** – From the initial design, eliminate hazards through design selection.
- **Safety Devices** - Hazards that cannot be eliminated or controlled through design selection shall be controlled using fixed, automatic or other protective safety design features or devices. The agency will perform periodic checks of safety devices.
- **Warning Devices** - When neither design nor safety devices can effectively eliminate or control an identified hazard, devices may be used to detect and generate an adequate warning signal to correct the hazard or evacuate employees. Warning signals shall be designed to minimize the probability of employees responding incorrectly to signals and shall be standardized within similar systems.
- **Procedures and Instruction** - Where it is impossible to eliminate or adequately control a hazard through design selection, engineering or use of safety and warning devices, the agency will use procedures and training to control the hazard. Procedures may include the use of personal protective equipment. Precautionary notations shall be standardized as specified by management. Safety-critical tasks and activities may require employees to be certified.

Other sources of information:
- Risk Management or Safety Guidelines – Provide requirements across Pierce Transit based on legislation or regulation (e.g., manual handling and handling of hazardous substances).
- Safe Work Instructions/Job Hazard Analyses – Pierce Transit-specific procedures and instructions developed and used by teams to manage health and safety and implement the SMS within the team.

When to use Safety Risk Mitigation:
- Daily Operational Systems Assessment - Methods that provide real-time feedback of safety compliance, adherence to established safety norms, or

identified job hazards.
- Design – Steps taken to ensure safety requirements are considered in the planning, operation and disposal of all items including shops, facilities and equipment.
- Purchasing Goods – Steps taken to ensure purchased items and equipment are safe to use.
- Purchasing Services – Steps taken to ensure that purchased services are performed in a safe manner.
- Perform asset condition assessments and SMS hazard analyses to ensure compliance with State of Good Repair standards.

4 Safety Assurance

The purpose of Safety Assurance is to evaluate the overall effectiveness of safety risk controls established under Safety Risk Management and Pierce Transit PTASP. The Safety and Risk Management departments are responsible for monitoring and evaluating the operations system to ensure that: 1) emerging risks are identified, 2) Pierce Transit is in compliance with regulatory requirements applicable to the SMS plan, and 3) the organization meets or exceeds its safety objectives through the collection, analysis and assessment of data regarding the organization's performance.

Pierce Transit's safety assurance activities for supporting oversight and performance evaluation includes, but is not limited to:

- Monthly KPI Reviews
- Safety Inspections and Surveillance Surveys
- Risk Assessment Survey
- Internal and External Audits
- Employee Surveys
- Internal and External Findings through Observations of Operations
- Committee Reviews

Many activities used in Safety Assurance are the same activities used for hazard identification and analysis. If hazards or system weaknesses are identified, they must be reevaluated using the Safety Risk Management process. The figure below demonstrates the interaction of Safety Risk Management and Safety Assurance components in SMS structures.
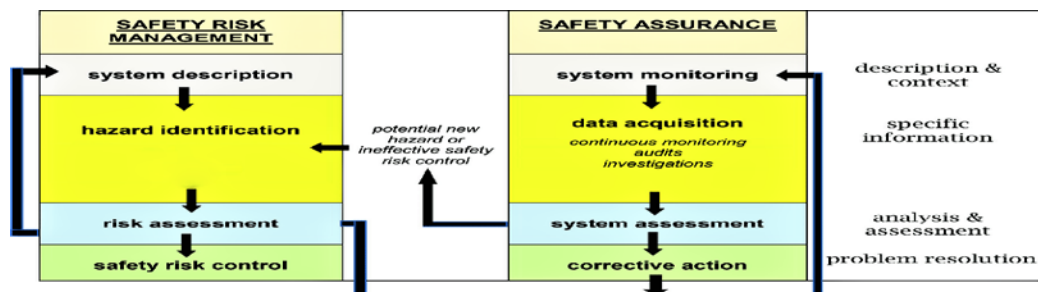

Figure 6 – Safety Risk Management and Safety Assurance Flow Chart   Page | 37

There are three subcomponents under Safety Assurance:

1) Safety Performance Monitoring and Measurement
2) Management of Change
3) Continuous Improvement

The following sections describe the processes and activities that take place under each subcomponent.

4.1 Safety Performance Monitoring and Measurement

Pierce Transit's first step in Safety Assurance is establishing Safety Objectives and Performance Targets to meet the Agency's safety goals. Key Performance Indicators (KPIs) are established that indicate whether the Agency is achieving its safety objectives and performance targets.

4.1.1 Safety Goals, Objectives, and Performance Targets

GOAL 1: SMS TO REDUCE CASUALTIES/OCCURRENCES			
Using a safety management systems framework to identify safety hazards, mitigate risk and reduce casualties and occurrences resulting from transit operations to meet or exceed the acceptable level of safety performance.			
FATALITIES			
OBJECTIVE/OUTCOME	**METRICS (KPIs)**	**BASELINES**	**TARGETS**
Reduce the number of transit-related fatalities	Number of fatalities per 100 million service miles traveled	Zero fatalities	Zero fatalities
ACCIDENT FREQUENCY RATE			
OBJECTIVE/OUTCOME	**METRICS (KPIs)**	**BASELINES**	**TARGETS**
Reduce the frequency of preventable vehicle-related collisions and those events which are related to operation of Agency vehicles	Number of preventable events per 100,000 odometer miles	Preventable Accident Frequency Rate from the previous year 2018 AFR = 1.26	At least 5% improvement over the previous year. 2019 AFR (projected) = 1.19
ACCIDENT SEVERITY			
OBJECTIVE/OUTCOME	**METRICS (KPIs)**	**BASELINES**	**TARGETS**
Reduce the severity of preventable vehicle-related collisions and those events which are related to operation of Agency vehicles	Total claim cost of events deemed preventable per 100,000 odometer miles	Preventable Incident Rate and total incurred for preventable incidents from the previous year 2018 Total Incurred = $451,000	At least 5% improvement over the previous year. 2019 (projected) Total Incurred = $428,450

PASSENGER ACCIDENTS			
OBJECTIVE/OUTCOME	**METRICS (KPIs)**	**BASELINES**	**TARGETS**
Reduce the frequency and severity of transit-passenger related injuries	Number of passenger injuries and its total claim cost per 100,000 service miles	Passenger Injury Rate (PIR) Passenger Injuries from the previous year – 2018 – 15 Pax Accidents X 100,000/8,565,476 .17 PIR	5% improvement over the previous year.

EMPLOYEE INJURY ACCIDENTS			
OBJECTIVE/OUTCOME	**METRICS (KPIs)**	**BASELINES**	**TARGETS**
Reduce the number of employee service related injuries	Number of employee injuries per 200,000 total work hours	Injury Frequency Rate (IFR) from the previous year – 2018 - 55 Recordable Cases X 200,000/1,798,960 Labor Hours = 6.11 IFR	5% improvement over the previous year. 2019 IFR (projected) = 5.8

EMPLOYEE INJURY SEVERITY			
OBJECTIVE/OUTCOME	**METRICS (KPIs)**	**BASELINES**	**TARGETS**
Reduce employee time lost due to work-related injuries and illnesses	Number of work-related injuries and illnesses that results in time lost and total days away from work per month	Lost Time Injury Frequency rate vs. Time Loss Severity from previous year – 2018 – 1991 Lost Work Days/55 Recordable Cases = 36.2 Days/Case	5% improvement over the previous year. 2019 Time Loss Severity (projected) = 34.4

FACILITY AND SYSTEM SAFETY INSPECTIONS			
OBJECTIVE/OUTCOME	**METRICS (KPIs)**	**BASELINES**	**TARGETS**
Increase the assessment and analysis of physical system facilities, equipment and procedures to identify and mitigate any potential safety risks	Number of facility safety audits, inspections, completed quarterly per year	1 per quarter	Complete one facility safety inspection per month and ensure all Pierce Transit-operated facilities are inspected at least twice per year

REVENUE VEHICLE PRE-TRIP INSPECTIONS (QUALITY)			
OBJECTIVE/OUTCOME	**METRICS (KPIs)**	**BASELINES**	**TARGETS**
Increase quality of operators reporting vehicle safety related issues through verifiable daily pre-trip inspection process	Install ZONAR on all revenue vehicles, train operators, feed through EAM system. Move from exception-based reporting	Reporting is all exception based	Build baseline using Zonar Ground Traffic Control (Goals and targets TBD after first quarter of Zonar operation)

GOAL 2: SMS TO FOSTER A ROBUST SAFETY CULTURE
Foster Agency-wide support for transit safety by establishing a culture where managers are held accountable for safety and everyone in the organization takes an active role in securing transit safety; cultivate a safety culture in which employees are comfortable and encouraged to brings safety concerns to the attention of agency leadership.

SAFETY TRAINING			
OBJECTIVE/OUTCOME	**METRICS (KPIs)**	**BASELINES**	**TARGETS**
Increase attendance at regular transit safety meetings comprised of staff at varying levels, including executives, officers, managers, operators, administrative employees and maintenance employees	Percent of employees who participate in the quarterly safety meeting	An average of 50.99% of employees participated in the quarterly safety meetings in 2018	10% increase in attendance over the previous year Target = 57%
Increase employee safety training opportunities and attendance	New 2019 Learning System thru NEOGOV created	Establish usage and targets in 2019	TBD

SAFETY COMMUNICATIONS			
OBJECTIVE/OUTCOME	**METRICS (KPIs)**	**BASELINES**	**TARGETS**
Increase safety material distributed to employees and the general public	Number of manuals, brochures, posters or campaigns distributed on monthly basis, number of safety chats, Safety Monitor presentations, and monitors in every building communicating safety information	Weekly Safety Chat, Monthly Safety Statistic & lesson learned, Quarterly Safety Campaign for employees; and Annual safety promotion for general public at the Washington State Fair	Continuation of existing communication plan, building further communication channels and adding additional safety communication through new monitors placed around the agency, and Sharepoint Safety site portal

Increase the reporting of near misses and incidents that would otherwise go unreported	Number of near miss occurrences/incidents documented by DriveCam system and event reports	12 (avoidable) near collisions per month average	5% reduction over previous year (12 months would equate to 6 less near collisions per year)

GOAL 3: SYSTEMS/EQUIPMENT
Provide safe and reliable transit operations by ensuring that all vehicles, equipment and facilities are regularly inspected, maintained and serviced as needed.

ROAD FAILURES			
OBJECTIVE/OUTCOME	**METRICS (KPIs)**	**BASELINES**	**TARGETS**
Reduce the number of safety-related vehicle road failures	Number of vehicle/equipment/facility maintenance issues reported from the field per quarter/year	Pierce Transit/Sound Transit Total Mileage + Shuttle 2018 / Total 2018 Road Calls = 14,902,739/1630 = 9,142.78 Miles between road failures) Source: System History Database	5% improvement over the previous year [9599.92]

FACILITIES PREVENTIVE (SAFETY) REPAIRS			
OBJECTIVE/OUTCOME	METRICS (KPIs)	BASELINES	TARGETS
Response to reports of safety-related equipment/facility concerns, repair requests	Establish tracking system for safety-related responses system wide, to include timeliness and nature of request	Establish tracking mechanism in 2019	TBD 5% improvement over 2018
Prioritize preventative safety-related maintenance or inspections	Safety-related PMs completed on schedule. (emergency lights, fire systems, eyewash stations, life safety systems, etc.)	Facilities Maintenance to provide from Enterprise Asset Management Software	TBD based on historical annual data

4.1.2 Data Collection

Safety, Risk Management, Maintenance, the Training Department and Operations work collaboratively as a team to collect, analyze, and disseminate the data necessary to demonstrate the effectiveness of the Agency operations system and the SMS. This data comes from a number of sources including, but not limited to:

- Event reports on safety and security incidents, accidents, injuries and illnesses
- Observations of operations reports
- Internal and external inspection, survey, and audit reports
- Safety Hotline comments and suggestions
- Historic recall
- Seasonal events and effects
- Environmental considerations
- Deployment of new equipment
- Maintenance common fleet issues
- Process review and improvement
- Leadership training
- Emergency planning
- SORT training content

This safety data is reviewed, discussed and shared at the management meetings, monthly Safety Committee Meetings, Joint Bus Safety Committee Meeting with our partner agencies, and at the quarterly Safety Meetings with all employees.

4.1.3 Key Performance Indicators (KPIs)

The Safety Department uses collected data to establish Key Performance Indicators and baselines for realistic safety performance targets. Safety also uses Key Performance Indicators to assess and communicate with affected departments within the Agency in a timely manner.

4.1.4 Internal and External Audits

A Safety Review and Audit is a formal safety and quality assurance process used to evaluate the overall effectiveness, efficiency, and reliability of any transit Agency's SMS. Our internal audit program also helps prepare the Agency for the Triannual Review with the FTA. This process, however, does not take the place of regular safety inspections.

Pierce Transit performs auditing to determine compliance with the Agency's safety plan, and implements corrective action plans related to audit findings in order to:

- Verify safety programs have been developed/implemented in accordance with system safety program plan requirements;
- Assess effectiveness of the agency's system safety programs;
- Identify program deficiencies;
- Identify potential hazards in the operational system and weaknesses in the system safety programs;
- Verify prior corrective actions are being tracked for closure;
- Recommend improvements to the system safety program;
- Provide management with assessment of status and adequacy of system safety program;
- Assure continuing evaluation of safety-related programs, issues, awareness and reporting;

- Promote a clear understanding of success measures; and
- Promote continuous improvement of the Pierce Transit PTASP.

The Risk Management Department and the Safety Department work collaboratively with other departments to develop and maintain auditing schedules and perform the annual internal audit.

4.1.5 Employee Surveys

The Agency conducts employee surveys each year to evaluate the work environment, including employee engagement and overall safety culture. The feedback of our employees helps us identify the need for continuous improvement in our systems and practices. We use the employees' survey ratings as one of our Key Performance Indicators.

4.1.6 Corrective and Preventive Actions Track Log

Tracking Corrective and Preventive Actions (CPA) is a safety and quality assurance process for monitoring and measuring the effectiveness of the safety and risk management processes. The Corrective Action Log aims to track and address critical safety items and recurring safety issues. The Safety Department, Risk Department and the Safety Committee review all findings and follow up on the mitigation plan on regular basis.

A sample Corrective Action Log can be found in Appendix J.

4.2 Management of Changes

Hazards may inadvertently be introduced into an operation whenever change occurs. Safety management practices require that hazards that are a by-product of change be systematically and proactively identified and corrected.

Changes may be internal or external to the organization. Examples of external changes include changes in regulatory requirements and changes to service areas. Examples of internal changes include management changes, new equipment and new procedures.

A formal process for change management should take into account the following three considerations:

- Criticality of systems and activities
- Stability of systems and operational environments
- Past performance

New equipment, system expansion and modification, and system rehabilitation require design and procurement efforts.

Within Pierce Transit, the Service Delivery and Support Division submits changes such as bus retrofits to the Safety, Risk and Training departments. Fleet uses EAM to track modifications to bus systems.

When we make configuration changes to a bus that are not within the original scope, the changes are passed through the Safety, Risk and Training departments. Once the change is made, operators need to be trained on the item that was changed.

Pierce Transit Safety, Risk and Training departments review issues, such as installing new crosswalks at facilities. The Safety, Risk and Training departments also conduct facility safety inspections of transit centers and submits work orders to correct hazards.

The Safety, Risk and Training departments issue inspection reports, which outline key items such as sidewalks, condition of pavement paint markings, and similar items.

It is a good practice to conduct annual condition assessments and audits on equipment to cross check that they are being maintained per manufacturer recommendations.

Modifications to maintenance schedules may be needed based upon the results of the condition assessments. Items that may result in a need to modify schedules include:

- Fleet defects;
- Part failures beyond the warranty period (feedback to fleet engineering to assess); and/or
- Out-of-service causes, such as braking systems or slack in the steering wheel.

The SOP for management of change can be found in Appendix K.

4.3 Continuous Improvement Process

Through the process of monitoring, measuring and reassessing our safety risk controls, we gather data to identify the areas where we can improve and strengthen our operating systems.

The aim of continuous improvement in the SMS plan are applied to three general operational areas:

1. Operational Safety Management (such as policies and procedures, infrastructure, and equipment);
2. Individual performance (such as employee performance monitoring); and
3. Systems of control (such as control measures).

Pierce Transit will implement proven industry best practices in transportation safety management systems:

- Evidence of lessons learned incorporated into safety policy;
- Agency benchmarks SMS program performance compared to the rest of the transit industry;
- Surveys of safety cultures are carried out and acted upon; and
- Contractors are required to participate in the safety program.

5 Safety Promotion, Training, and Communication

Pierce Transit believes safety promotion is critical to the success of SMS by ensuring the entire organization understands and embraces its SMS program, policies, procedures and structure. It involves establishing a culture that recognizes safety as a core value, training employees in safety principles, and allowing open communication of safety issues.

5.1 Training

5.1.1 Employee Safety Training

All employees receive training as required under the Agency's Accident Prevention Program (also see Section 1.5.7, number 18, Employee Safety Program). All employees receive New Employee Orientation Training and annual training on the basic elements of employee safety. Depending upon job classification, some employees may receive additional training in programs such as Bloodborne Pathogens, Confined Space, Lockout/Tagout and others as required to perform their job safely.

Pierce Transit keeps an e-library with multiple courses for certification, qualification, refresher, equipment and process changes. A list of these courses as of can be found in Appendix L.

5.1.2 Operator Training

Pierce Transit offers Commercial Driver License (CDL) training for bus operators. Pierce Transit's Training Department documents CDL training, which includes a self-certification process audited by the state. Training programs are also subject to internal auditing that includes auditing of trainer performance and content. Auditing the number of accidents incurred by new operators is one measure to evaluate the effectiveness of new operator training.

Training begins with the operator selection process. An evaluation of skill sets must be considered during selection.

Prospective operators must meet thresholds to advance to the next stage of training; for example, a trainee must obtain a permit before starting classroom training and must pass a skills test prior to moving on to the balance of the class. If a trainee fails a step at a critical point in the training, they may be dropped from the program. Achieving threshold scores is necessary to progress to the next step and is an important component of the training program.

Pierce Transit provides approximately 10 weeks of instruction for new operators, including time spent with an operator mentor. This is followed by route training, which includes observing videos of the routes.

Ride checks provide a chance to correct actions before an accident occurs. A systematic process is used to identify who needs a ride check and when. Ride checks should be conducted with the goal of evaluating performance in a holistic manner, and includes

evaluation of:

- Health and wellbeing as it relates to safety
- Customer service
- Diffusing angry customers
- De-escalation techniques
- Operation skills
- Ergonomics

5.1.3 Mechanical Certification and Training

Pierce Transit encourages vehicle maintenance staff to obtain Automotive Service Excellence (ASE) certification by providing extra pay for staff who have obtained certification. This is provided in the employee contract.

Vehicle Maintenance employees receive training in Preventative Maintenance and Standard Operating Procedures (SOPs).

5.1.4 Training Assignments and Recordkeeping

Each department maintains training requirements and transcripts for their respective employees. A Learning Management System (LMS) is further used to track employee training.

Further recordkeeping and training documentation can be accessed at:

- Track-it
- Workforce Development Department
- Operations Decisions Database System
- RePortal

At Pierce Transit, the Workforce Development Department tracks and maintains training records.

5.1.5 Training Curriculums

The training curriculum is based on adult learning principles. Training also focuses on local and regional needs of operators.

5.2 Safety Promotion and Communication

5.2.1 Employee Safety Meetings

In compliance with Pierce Transit's Injury and Illness Prevention Plan requirements, the Service Delivery and Support Division will conduct quarterly employee Safety Meetings. The 2-hour safety meeting may be recorded and covers topics such as:

- Accident and injury trends
- Accident and injury prevention
- Hazard identification
- Hazard abatement
- DriveCam trends and instructional videos
- Safety Committee report

- Management safety presentation
- Employee recognition

The Maintenance Department conducts its own, department-specific Safety Meetings each quarter. This is an ongoing effort to keep employees aware of our past experiences while identifying new areas of risk. It is also important in preventing historic trends and involving each employee as part of our culture of safety accountability.

5.2.2 Safety Committee

Safety Committees are required by state law to serve as the basic forum to review safety issues and hazards, hazard reports, safety inspection reports, accident investigations and corrective actions. Safety Committee Representatives communicate safety concerns from their work areas to the Safety Committee, and report back to their workgroups. Safety Committee meeting minutes are made available to all employees via the Safety Intranet site and Safety bulletin boards.

Safety Committee Guidelines can be found in Appendix M.

5.2.3 Safety Bulletin

Pierce Transit has display monitors in centrally located areas (e.g. lunchrooms) to display safety and emergency alerts, accident statistics, and other safety education materials.

Safety posters are also used to raise safety awareness throughout the Agency.

5.2.4 Safety Weekly Chats

The Safety Department publishes weekly "Safety Chats" via email. This communication tool is used to enhance health and safety awareness among Pierce Transit employees.

5.2.5 Safety Hotline and Safety Suggestion Box

The Safety Hotline and the Safety Suggestion Box are tools that allow employees to share their safety ideas and concerns. Any safety-related comments and concerns received via these avenues are discussed and addressed at the Safety Committee Meeting.

5.2.6 Employee Recognition Program

Pierce Transit establishes the Employee Recognition Program such as the Million Mile Club, Good Driver Awards or Good Job to promote safety performance, build morale and focus attention on achieving the Agency's safety goals.

6 APPENDIX A – Job Hazard Analysis Example

PierceTransit **Job Hazard Analysis**
Forklift Operation
3701 96th St. SW, Lakewood, WA 98499
Maintenance Training Department, Telephone: :253.984.8169

Picture of task/equipment:	Task:	Operating a Forklift
	Name of Shop or Dept:	Maintenance Training
	Job Title(s):	All Qualified Staff
	Analyzed by:	Brent Riffel, Maintenance Training Coordinator Information Officer, HZM
	Date:	02/15/18

Required PPE:

Non-slip work shoes

Required/Recommended Trainings

Forklift operator (cyl certification)

TASK	HAZARDS	CONTROLS
Driving a Forklift	Concussion Whiplash Laceration Contusion Trauma	❖ Always wear a seatbelt when operating a forklift and always operate the forklift from the operator's seat. ❖ Slow down for turns, uneven or slippery surfaces. ❖ Watch for clearances for forks, mast, guards and swing radius. ❖ When traveling with an empty load; ➢ Travel with the lifting mechanism slightly raised off the ground, keep vision clear ➢ Travel with the lifting mechanism in front of you when traveling down hill ❖ When traveling with a weighted load; ➢ Make sure forks are spaced as far as load permits ➢ Loads should be evenly and securely stacked. ➢ Never handle loads that are higher than the load bracket. ➢ Avoid any sudden stops, starts, turns or changes in direction. ➢ Never angle or turn on an incline ➢ When traveling uphill, always have the load in front of you. ➢ Never exceed rated capacity. ➢ Keep clear view of travel path, if load is blocking view then travel with load behind you.

PierceTransit	**Job Hazard Analysis** **Administrative Professional**

The following assessment has been prepared to assist Pierce Transit in the identification of hazards that may be present in administrative work classifications. It is only a guide and should not be taken to imply that only the listed hazards are the only risk present in the applicable work classification. It is the responsibility of all employees, supervisors and managers to constantly evaluate each work tasks (before, during and after performance of the task) and identify any hazards that could be a danger to the worker and take steps to control, reduce and/or eliminate the risk to the worker.

Job Hazard	**Hazard Control**
Removal and replacement of files in cabinets	Keep doors, overheads and file drawers closed when not in use
Transfers to a department with job associated hazards	Retrain employee on new job related hazards
Potential trip and fall hazards	Keep all aisles and areas around desk free of boxes: tie-wrap and all cords
Potential exposure to hazardous materials or hazardous waste	Instruct employees on Hazard Communication fundamentals
Range of motion injuries	Use proper Ergonomic procedures, evaluate work station for proper setup and equipment
Constant lifting, bending, and stooping	Body mechanics instruction (ergonomics)
Fire/Emergency Procedures; response to evacuation and injuries for Area Monitors	Instruction on fire extinguisher use, phone communication, regularly scheduled drills, first aid, CPR, and bloodborne pathogens
Automobile injuries/incidents while driving/traveling on campus/business	Good driving practices, foreign travel awareness, vehicle inspection
Emergency situations and their related potential for injuries	Remove all boxes and objects on top of cabinets,--practice good housekeeping, train--first aid, CPR, and bloodborne pathogens
Walking across bus lot/mainteance service areas	Closed toe and heel shoes are required to walk onto/into this area for any purpose.

Recommended Instruction: New Employee Orientation Hazard Communication Fire Safety and Emergency Evacuation Ergonomics Defensive Driving First Aid / CPR Bloodborne Pathogens	EMPLOYEE NAME: EMPLOYEE NUMBER: HIRE DATE: EMPLOYEE SIGNATURE: ADMINISTRATOR:

7 APPENDIX B – Guest Rider Form

Guest Rider 2017   Page 1 of 2

WASHINGTON STATE TRANSIT INSURANCE POOL | RISK MANAGEMENT IN MOTION
2629 12th Court SW | Olympia, WA 98502 | 360-786-1620 | www.wstip.org

Guest Ride Form 2017

Host Agency *
[▾]

Guest Rider Agency *
[▾]

Transit Operator:
(Name if Known)

Date: *
05/15/2016

Vehicle #:
0126

Brd Start Time:
9:00 am

Boarding Location:
4th and Pine

Brd End Time:
9:30 am

Deboarding Location:
Madison and Washington

Route Number:
121

SCORE: 3 - Exceeds Expectations, 2 - Meets Expectations, 1 - Needs Improvement, N/O - Not Observed

1. Smooth* *
[N/O ▾]

15. Wears seatbelt *
[N/O ▾]

2. Turns* *
[N/O ▾]

16. Door operation *
[N/O ▾]

3. Bus Stops* *
[N/O ▾]

17. ADA compliance* *
[N/O ▾]

4. Lane Use* *
[N/O ▾]

18. Climate control *
[N/O ▾]

5. Mirror use *
[N/O ▾]
(checks every 5-10 seconds)

19. Proper uniform* *
[N/O ▾]

6. Intersection awareness* *
[N/O ▾]

20. Radio use *
[N/O ▾]

7. Defensive driving skills* *
[N/O ▾]

21. Route turnover* *
[N/O ▾]

8. Steering control *
[N/O ▾]

22. Proper body mechanics* *
[N/O ▾]

23. Proper fare & transfer procedures *
[N/O ▾]

10. Yields right-of-way* *   **24. Passenger relations*** *
[N/O ▾]   [N/O ▾]

11. Vehicle securement* *   **25. Bus interior*** *
[N/O ▾]   [N/O ▾]

12. Obeys traffic signs/signals* * **26. Distracted driving*** *
[N/O ▾]   [N/O ▾]

13. Speed control* *   **27. Miscellaneous Observations*** *
[N/O ▾]   [N/O ▾]

14. Stopping distance *   **28. On time/schedule** *
[N/O ▾]   [N/O ▾]
                                        (early or late)

On time/schedule
[⌃⌄]

General Comments: [⌃⌄]

Full Name *   [First Name] [Last Name]

Signature
[   ]

Clear

[Submit]

8 APPENDIX C – DriveCam Sample Good Driving Award

Certificate of Recognition

Pierce Transit

Acknowledges that

JOHN DRIVER

has demonstrated exceptional skill, sound judgement and a commitment to driving safely, and is therefore awarded this

Good Driving Award

For your actions exhibited on 5/10/2019

Mike Griffus, Executive Director Service Delivery & Support

lytx DriveCam.

9 APPENDIX D – DriveCam Safety Program Presentation
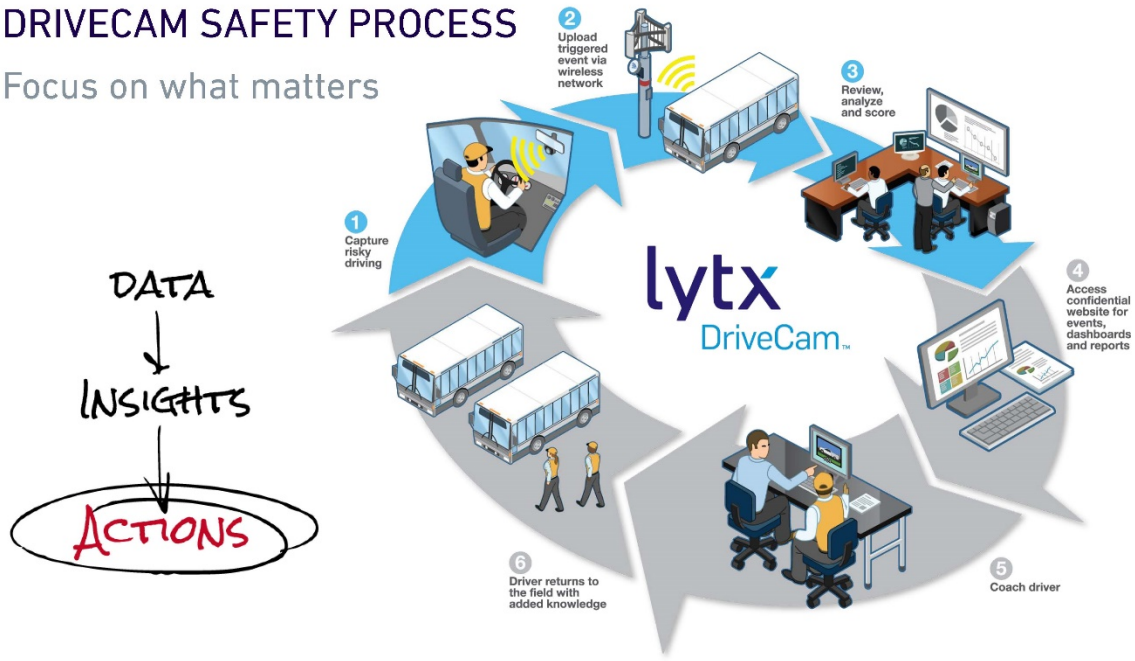
ONLY SAVES VIDEO WHEN TRIGGERED

Video is not continuously saving

surveillance

*Some companies save 20 seconds of video

DRIVERS ARE IN CONTROL

- Driving maneuvers are the main things that trigger an event

- Event recorder only saves 12 seconds of video*

lytx
DriveCam.

NO SPYING

No one has access into the cab to watch the driver

MANAGEMENT CANNOT

- Look into the cab

- Turn on the event recorder

- Remotely trigger the event recorder to save video

Nor do we want to

lytx
DriveCam.

SAFETY HAS ALWAYS BEEN A TOP PRIORITY AT PIERCE TRANSIT
Our culture is built around safety

Safety Service Schedule

The DriveCam program is another safety tool that will help us achieve our goals.

lytx DriveCam.

MANY KEY BENEFITS
The DriveCam program has many benefits

FOR THE DRIVERS

Protection!
• Against false accusations
• Protect your reputation
Keep You Safe!
• Raise awareness of risk
• Improve your driving habits

FOR THE ORGANIZATION

Protection!
• Against false accusation
• Our reputation–win new business
Save Money!
• Fewer collisions
• Avoid a big lawsuit payout
• Less maintenance

lytx DriveCam.

COMMON TYPES OF TRIGGERS THAT CAN CAUSE AN EVENT TO BE SAVED

Accelerator or Hard Braking	Posted Speed
Cornering	Manual *(Driver Activated)*
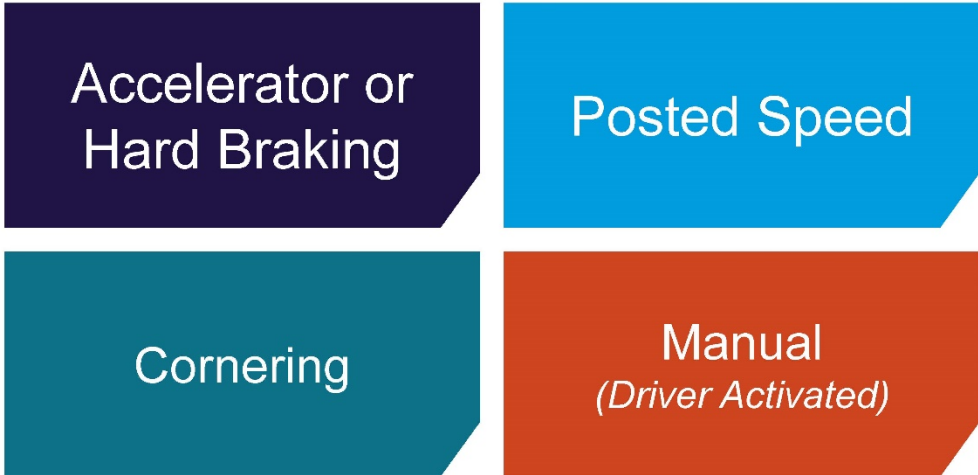
lytx
DriveCam.

JUST SO YOU KNOW: ROAD CONDITIONS CAN ALSO TRIGGER EVENTS

Events triggered by rough roads <u>are not</u> sent for coaching.

Potholes

Rough Roads

Railroad Crossings

lytx
DriveCam.

DRIVECAM SAFETY PROGRAM PROCESS

Event Saved	Event Transferred	Coach & Reward	Skills Improve

Capture data using integrated technology

Event data is captured from high g-force, ADAS signals, posted speed, etc

Upload captured events via wireless network

Daily transfers via cell

Review "game" film

Recognition

Changed behaviors
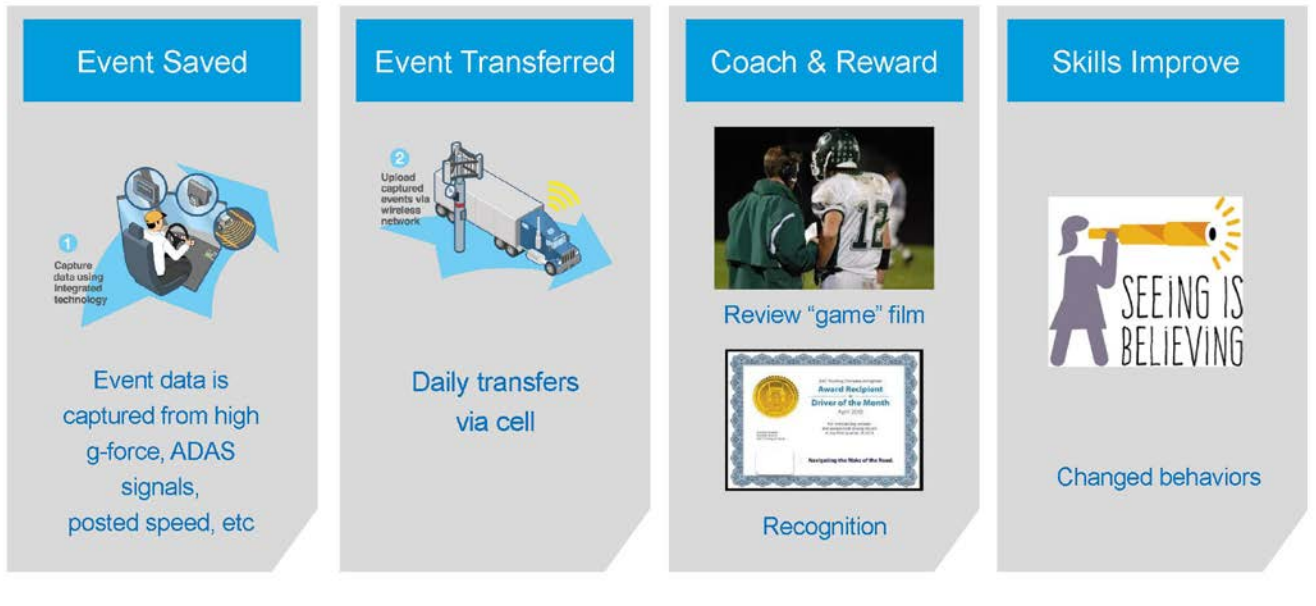
RECOGNIZING SAFE DRIVERS

SF-1 EVENT RECORDER

• Mounted on the windshield or dashboard

✓ Enhanced video quality with 10 fps plus image quality tuning

✓ ECM connection captures speed, fuel and vehicle data

✓ Multiple camera support, road-facing continual recording*

Manual Button

lytx
DriveCam.

EXONERATIONS

FWD 0.00   LAT 0.08   TIME -5.75

lytx
DriveCam.

QUESTIONS

lytx
DriveCam.

WHAT'S ON YOUR MIND?

lytx
DriveCam.

10 APPENDIX E – Department Inspection Sheets

Pierce Transit Safety Checklist
Accounting

Week Commencing: _____

- ☐ Aisles – clean and clear
- ☐ Fire extinguishers – accessible
- ☐ Exits – clearly marked; not blocked inside or out
- ☐ Electrical panels – 3' clearance and not blocked
- ☐ First aid kits – full and accessible
- ☐ Emergency lights – good working order
- ☐ Emergency evacuation signs – posted and legible
- ☐ Safety postings – replaced when necessary
- ☐ Walking surfaces – clean/clear of debris, boxes & equipment
- ☐ Electrical cords – good condition/not frayed
- ☐ Appliances - good condition, cords OK

Comments/Problems: _____
_____
_____
_____
_____

Location/Department Bldg 4
Dept. Head: _____

Person(s) checking: _____ Date: _____

Pierce Transit Safety Checklist
Human Resources

Week Commencing: _____

- [ ] Aisles – clean and clear
- [ ] Fire extinguishers – accessible
- [ ] Exits – clearly marked; not blocked inside or out
- [ ] First aid kits – full and accessible
- [ ] Emergency lights – good working order
- [ ] Emergency evacuation signs – posted and legible
- [ ] Safety postings – replaced when necessary
- [ ] Walking surfaces – clean/clear of debris, oil & equipment
- [ ] Electrical cords – no exposed wiring
- [ ] Electrical Outlets – in good condition, not broken
- [ ] HMIS labels – on all containers as required
- [ ] Appliances - good condition, cords OK

Comments/Problems: _____
_____
_____
_____
_____

Location/Departmen Bldg 4
Dept. Supervisor: _____

Person(s) checking: _____ Date: _____

Pierce Transit Safety Checklist
Purchasing/Admin Srvc

Week Commencing: _____

☐ Aisles – clean and clear
☐ Fire extinguishers – accessible
☐ Exits/paths to exits – clearly marked; not blocked inside or out
☐ Electrical panels – 3' clearance and not blocked
☐ Emergency lights – visible, not blocked
☐ Safety signs – clean, replaced when necessary
☐ Electrical cords – good condition/not frayed
☐ Electrical Outlets – no damage, not overloaded
☐ Flammables – stored properly

Comments/Problems: _____
_____
_____
_____
_____

Location/Department Purchasing
Dept. Head: _____

Person(s) checking: _____ Date: _____

Pierce Transit Safety Checklist
Transit Services

Week Commencing: _____

☐ Aisles – clean and clear
☐ Fire extinguishers – accessible
☐ Exits – clearly marked; not blocked inside or out
☐ Emergency lights – good working order
☐ Safety postings – replaced when necessary
☐ Walking/driving surfaces – clean/clear of debris, oil & equipment
☐ Appliances - good condition, cords OK

Comments/Problems: _____

_____
_____
_____
_____

Location/Department: Transit Services
Dept. Head: _____

Person(s) checking: _____ Date: _____

Pierce Transit Safety Checklist
Bus Maintenance

Month: _____

- ☐ Aisles – clean and clear
- ☐ Fire extinguishers – accessible
- ☐ Exits – clearly marked; not blocked inside or out
- ☐ First aid kits – full and accessible
- ☐ Emergency evacuation signs – posted and legible
- ☐ SDS program loads on all computers
- ☐ Safety signs – replaced when necessary
- ☐ Walking/driving surfaces – clean/clear of debris, oil & equipment
- ☐ Electrical cords – good condition/not frayed
- ☐ Electrical Outlets – splash covers, where applicable, good condition
- ☐ "Wet Floor" signs – in use
- ☐ Electrical panels closed and accessible - no storage blocking access.
- ☐ P.P.E. – in use, checked and cleaned regularly
- ☐ Air hoses – proper tips being used
- ☐ Compressed gas cylinders – secured and in proper area
- ☐ Ladders – in good condition and being used properly
- ☐ Wood pallets – stacked no more than 8' high
- ☐ Bench grinder guards and shields – set properly
- ☐ All portable tools - in good condition
- ☐ Flammables – stored properly
- ☐ Chemical labels – on all containers as required
- ☐ Chemical Storage - clean, orderly and properly signed
- ☐ Appliances - good condition, cords OK

Comments/Problems: _____
_____
_____
_____
_____

Location/Department: Fleet Maintenance   **Area:** _____
Dept. Head: _____

Person(s) checking: _____   Date: _____

Pierce Transit Safety Checklist

Week Commencing: _____

- [ ] Aisles – clean and clear
- [ ] Fire extinguishers – accessible
- [ ] Exits – clearly marked; not blocked inside or out
- [ ] Electrical panels – 3' clearance and not blocked
- [ ] First aid kits – full and accessible
- [ ] Emergency lights – good working order
- [ ] Emergency evacuation signs – posted and legible
- [ ] Safety postings – replaced when necessary
- [ ] Walking surfaces – clean/clear of debris, oil & equipment
- [ ] Electrical cords – no exposed wiring
- [ ] Electrical Outlets – in good condition, not broken
- [ ] All appliances - in good condition, cords OK
- [ ] Flammables – stored properly
- [ ] Chemical labels – on all containers as required
- [ ] Appliances - good condition, cords OK

Comments/Problems: _____

_____

_____

_____

_____

Location/Department:
Dept. Head:

Person(s) checking: _____   Date: _____

Pierce Transit Safety Checklist
Risk

Week Commencing: _____

- ☐ Aisles – clean and clear
- ☐ Fire extinguishers – accessible
- ☐ Exits - clearly marked; not blocked inside or out
- ☐ First aid kits – full and accessible
- ☐ Emergency lights – good working order
- ☐ Emergency evacuation signs – posted and legible
- ☐ Electrical outlets - good condition, not broken
- ☐ Walking surfaces – clean/clear of debris & equipment
- ☐ Electrical cords – good condition/not frayed
- ☐ Appliances - good condition, cords OK

Comments/Problems: _____
_____
_____
_____
_____

Location/Departmen Risk
Dept. Head: _____

Person(s) checking: _____   Date: _____

Pierce Transit Safety Checklist
Maintenance (Shop/Electrical/Mechanical/Storage)

Week Commencing: _____

☐ Aisles – clean and clear
☐ Fire extinguishers – accessible
☐ Exits – clearly marked; not blocked inside or out
☐ Electrical panels – 3' clearance and not blocked
☐ First aid kits – full and accessible
☐ Emergency lights – good working order
☐ Emergency evacuation signs – posted and legible
☐ Lockout/tagout stations – clean, stocked and in use
☐ SDS program available
☐ Walking/driving surfaces – clean/clear of debris, oil & equipment
☐ Electrical cords – good condition/not frayed
☐ Electrical Outlets – good condition, not broken
☐ "Wet Floor" signs – in use when appropriate
☐ P.P.E. – in use, checked and cleaned regularly
☐ Air hoses – proper tips being used
☐ Compressed gas cylinders – secured and in proper area
☐ Ladders – in good condition and being used properly
☐ Bench grinder guards and shields – set properly
☐ Grinding wheels – properly tested and initialed
☐ All portable tools - in good condition, cords OK
☐ Flammables – stored properly
☐ HMIS labels – on all containers as required
☐ Emergency spill equipment accessible, stocked

Comments/Problems: _____
_____
_____
_____
_____

Location/Department: Maintenance
Dept. Head: _____

Person(s) checking: _____ Date: _____

Pierce Transit Safety Checklist
Retail

Week Commencing: _____

- ☐ Aisles – clean and clear
- ☐ Fire extinguishers – accessible
- ☐ Exits – clearly marked; not blocked inside or out
- ☐ First aid kits – full and accessible
- ☐ Emergency lights – visible, not blocked
- ☐ SDS program available
- ☐ Safety postings – replaced when necessary
- ☐ Walking surfaces – clean/clear of debris, rugs not creating trip hazard
- ☐ Electrical cords – good condition, no exposed wiring
- ☐ Electrical outlets – good condition, not broken
- ☐ HMIS labels – on all containers as required
- ☐ All appliances in good condition, cords OK
- ☐ Horn strobes/pull stations - visible & accessible

Comments/Problems: _____

_____

_____

_____

_____

Location/Department: Bldg 5/TDS

Dept. Head: _____

Person(s) checking: _____   Date: _____

Pierce Transit Safety Checklist
Warehouse

- [ ] Aisles – clean and clear
- [ ] Fire extinguishers/hoses – accessible
- [ ] Exits – clearly marked; not blocked inside or out
- [ ] First aid kits – full and accessible
- [ ] Emergency lights – visible, not blocked
- [ ] SDS program available
- [ ] Safety postings – replaced when necessary
- [ ] Walking/driving surfaces – clean/clear of debris, oil & equipment
- [ ] Electrical cords – good condition, no exposed wiring
- [ ] Electrical outlets – good condition, not broken
- [ ] "Wet Floor" signs – in use when necessary
- [ ] P.P.E. – in use, checked and cleaned regularly
- [ ] Wood pallets – stacked no more than 8' high
- [ ] Flammables – stored properly
- [ ] HMIS labels – on all containers as required
- [ ] Hazardous Materials - receiving, distribution and storage OK

Comments/Problems: _____

_____

_____

_____

_____

Location/Department: Warehouse

Dept. Head: _____

Person(s) checking: _____   Date: _____

11 APPENDIX F – Sample Safety Department Inspection Report from Track-it

FACILITY SAFETY INSPECTION CHECKLIST

Inspector ID:	2032	Location Name	Jason L. Hovde
Location ID:	2032	Instructor Name:	Jason L. Hovde
Area	Ops lobby		

Life Safety Issues/Housekeeping:

Egress routes marked and accessible:
Comment: ADA DOOR NEAR RISK TO LOT : BUTTON DOES NOT OPEN DOOR FROM INTERIOR
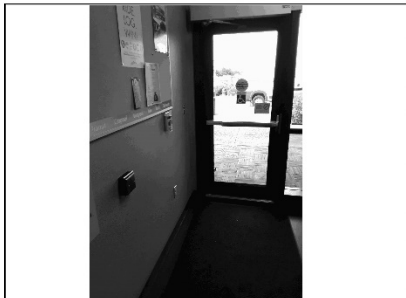
Electrical Hazards:

Outlets, switches and boxes have covers
1. Selected:
Comment:

2. Selected:
Comment: Panel a7 cover coming away from box

Comment:

Noted several lights out near pool table

Tile removed from ceiling above mens rr.

Final Grade Recommendation:

Issues Found

12 APPENDIX G – Fire Extinguisher Inspection Sheet

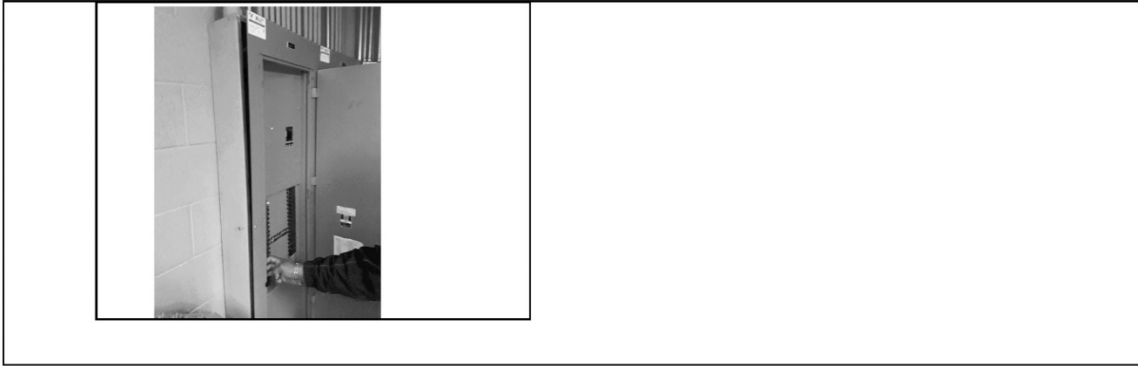| **Fire Extinguisher Checklist**						
NO.	LOCATION BUILDING #4	EXT.TYPE	GAUGE	TAG	PIN	SIGN
Level 1						
B4-L1-1	Inside Risk Management Office	5# ABC				
B4-L1-2	Outside Risk Management Office door	5# ABC				
B4-L1-3	Operators Lobby	5# ABC				
B4-L1-4	Mounted in hallway near TS assistant managers	5# ABC				
B4-L1-5	Near receptions desk at the bottom of the stairs	5# ABC				
B4-L1-6	Outside human resources door	5# ABC				
Level 2						
B4-L2-1	Upstairs SW entrance / exit door	5# ABC				
B4-L2-2	Waiting area outside CEO's office	5# ABC				
B4-L2-3	**REMOVED**	5# ABC				
B4-L2-4	Inside door of break room	5# ABC				
B4-L2-5	Across from upstairs break room door	5# ABC				
B4-L2-6	Inside payroll door	5# ABC				
B4-L2-7	Iside server room (1 #5ABC)	5# ABC				
Level 3						
B4-L3-1	Exercise Room (Penthouse)	5# ABC				

Inspected By: Date:

        Print & Sign   Revised: 11/2014

13   APPENDIX H – Contractor Safety Checklist

Pierce Transit CONTRACTOR SAFETY CHECKLIST

I.   Work Rules

Safety is the first priority at Pierce Transit, so we ask all contractors to also make it a priority. While working onsite contractors agree to abide by all local, state and federal safety regulations. Contractors are expected to perform their work in a safe manner, not exposing either themselves or Pierce Transit employees to risk of harm. (The Safety Officer will also discuss any special safety issues, procedures or circumstances expected to be encountered by the contractor while onsite.)

II.   Personal Protective Equipment

While working at Pierce Transit, contractors are to provide, use and maintain all required PPE, including but not limited to safety glasses, gloves, shoes, hearing protection, hard hats, fall protection and respiratory protection. Proper attire must be worn at all times.

III.   Hazardous Chemicals

During the course of a contractor's work they may encounter hazardous chemicals/materials. Pierce Transit will provide the contractor with information of potential exposure, prior to the commencement of work at the facility. The SDSs for Pierce Transit are located at the Safety Officer's office and in Building One. The contractor must provide a list to the Safety Officer of hazardous materials they expect to bring onsite. Contractors must also maintain (at Pierce Transit) a current copy of SDSs for all materials used on site and ensure the SDSs are available to Pierce Transit personnel upon request.

IV.   Emergency Equipment

Fire extinguishers are located throughout the agency. Locations are marked with red signs on the walls/beams. If a contractor discharges a fire extinguisher, please inform the Safety Officer or Communications Center of the incident. Safety eye washes and showers are located throughout Buildings 1-3, with signs indicating their locations.

The fire alarm is a tone on which all persons are to immediately evacuate the building. The Early Warning System is a message that will be broadcast through all buildings telling employees specific instructions in the event of bomb threat, chemical release, or potential violent situations on premise. Follow direction of the area monitor in your area or verbal directions announced over the EWS system.

V.   Reporting Injuries, Illness & Incidents

Contractors must report all injuries, illnesses and incidents (fire, chemical spill, accidents, etc.) immediately to the Safety Officer or the Communication Center at 589-6371 or 581-8109.

It will be the responsibility of the contractors to have their own first aid kits on site and know of the nearest hospital/clinic for medical situations. In emergency situations the Pierce Transit Safety Officer may be available for assistance.

VI.   Material storage and movement

Toolboxes are the responsibility of contractors. For the protection of contractors, their employees and Pierce Transit employees, tools/equipment shall not be left out when not in use. Tool boxes are to be kept in a mutually agreed upon location. Contractors shall not use Pierce Transit tools or equipment.

The contractor is responsible for providing their own means of transporting materials and personnel throughout the plant (Pierce Transit's lift trucks are not available for use). Transportation equipment must meet with Pierce Transit management approval prior to being brought onsite.

VII.   Personal Hygiene / Housekeeping

The contractor has a responsibility to clean up and diligently maintain their work areas in a sanitary and orderly fashion. Material or storage may never block access to emergency exits, fire extinguishers, eyewashes, or electrical panels.

VIII.   Doorways

Outside doors are not allowed to be propped open and must be closed. Contractors must close all interior doors they pass through while working in the building.

IX.   Smoking
Smoking is only allowed in designated areas. All smoking areas are located outside of buildings. See RCW 70.160.075

Cigarette butts must be properly disposed of in approved containers.

X.   Hot Work Permits

Contractors are required to obtain a Hot Work Permit (from the Safety office), prior to beginning hot work, for all welding, brazing, cutting and other hot work.

XI.   Lockout – Tagout

Contractors engaging in activities in which Lockout-Tagout is required shall provide a copy of their procedures to Pierce Transit. Pierce Transit employees working with contractors are required to follow Pierce Transit lockout-tagout procedures. All Lockout-Tagout procedures involving Pierce Transit employees are to be overseen or performed by Pierce Transit personnel. Pierce Transit lockout-tagout procedures for specific machines/equipment are located in binders within the Assistant Maintenance Managers office.

XII.   Asbestos Encapsulation

Contractors who encounter asbestos containing materials unexpectedly must immediately stop work and notify the project manager for proper procedures.

XIII.   Drug Free Work Place

Pierce Transit is a drug free workplace and will not tolerate violators. Contractors found under the influence of alcohol or illegal drugs will be escorted from the premises.

XIV. Other

Pierce Transit will be conducting frequent job-site safety inspections for compliance with safety requirements.

Contractors are not allowed to wander outside their immediate work areas, unless accompanied by Pierce Transit personnel.

All employees of contractors must check in and out of building four, at the reception desk, on a daily basis. The Pierce Transit Project Manager may make arrangements for long-term contractors through the Public Safety Department if daily check-in is not feasible. Bags and other items brought into the facility are subject to search by the Public Safety Department.

XV. Safety Orientation Checklist

- Contractor Brochure
- Scope and location of work?
- Power tools used in performance of work?
- Vehicles used in performance of work?
- Chemical Safety
- Lot safety
1. Crosswalks
2. Prohibited Lot Areas
3. Vehicle Movement, Yard Speed Limit
4. Parking Areas Permitted
5. Building Alarms
6. Emergency Evacuation Areas
7. Prohibited Building Areas
8. SDS, Chemicals
9. Use flaggers and delineators as required by law while working on the street.
10. When trenching & excavating use shoring and/or sloping as required by law.
11. Please guard all open pits/excavation during construction.

The Contractor is responsible for reviewing the contractor checklist with all its employees, and all of its sub-contractors that perform work on behalf of the contractor and Pierce Transit.

As required under the terms and conditions of the contract, the contractor and it's employees, the contractor's subcontractors and its employees have reviewed the above Contractor's Safety Checklist and shall adhere to the requirements of the Contractor's Safety Checklist.

_____
Contractor Representative's Signature, Date

_____
Company Name

_____
Pierce Transit - Safety Officer, Date

5/06

Special comments:

14   APPENDIX I – Safety Guidelines for Visitors & Contractors

Visitors: Safety Guidelines

Your Safety is Our Highest Priority

The safety and health of our employees and guests is the utmost concern of Pierce Transit. We recognize that all employees at every level of the organization are responsible for their own safety and health as well as for those around them. By accepting mutual responsibility to operate safely, we all contribute to the safety and well being of our customers, visitors, contractors, and co-workers.
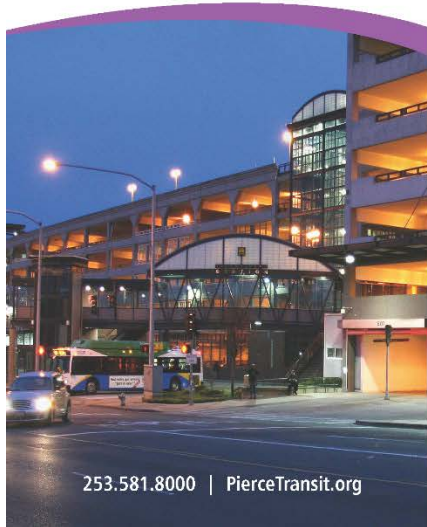
- All visitors must display Pierce Transit issued ID badge while on the premises.

- All vehicles must obey the posted speed limit in all parking lots.

- While in bus lot, wearing ANSI high-visibility II apparel and closed-toe shoes is required at all times.

- Read and obey all posted signage.

- Observe and become familiar with EXIT routes.

- Stay clear of machinery, equipment and welding activity. If the nature of your work requires you to approach machinery or a welding area, wear appropriate protective equipment, remove jewelry, and secure loose clothing and hair.

- Do not distract operators or employees who are working.

- Watch out for forklifts and stay clear of overhead hazards.

- Avoid contact with shop chemicals. Safety Data Sheets (SDS) are available electronically on all agency computers.

- In the event of an emergency, an alarm will sound. If no verbal prompts follow this alarm, carefully move to the designated evacuation area for your location. Report to a supervisor to complete a head count.

- Smoking is only permitted in designated outdoor smoking areas. Place cigarette butts in proper receptacles.

- Avoid using personal electronic devices including cell phones, or other distractions in operational areas.

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Pierce Transit

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PIERCE TRANSIT
SAFETY
GUIDELINES
FOR VISITORS & CONTRACTORS

All Visitors and Contractors

All non-Pierce Transit persons are required to sign the Visitor In/Out Log sheet. In the event of an emergency, this helps account for everyone who is at the facility.

For your health and welfare please follow these safety guidelines:

General Guidelines
- Obey the posted parking lot speed limit.
- Display the Pierce Transit-issued ID badge while on the premises.
- Wear safety glasses in operational areas.
- Wear hearing protection where posted.
- Do not bring food into operational areas.
- ANSI Class II vest required in bus lot.

Additional guidelines for contractors
- Wear closed-toe, work-type shoe.
- Use barricades as necessary.
- Wear necessary personal protective equipment as work requires.
- Dispose of waste fluids and material appropriately.

Emergency Phone Numbers

From Pierce Transit Phone	911
From Personal Cell Phone	911
Front Desk	253.581.8000

Pierce Transit Base

Buildings 1-4: 3701 96th St SW
Building 5: 3720 96th St SW

E Evacuation Area
S Designated Smoking Area

Note: Building 4 is located on the corner of 96th St SW & South Tacoma Way in Lakewood.

15 APPENDIX J - Corrective Actions Log

Date	Finding Number (for the current month)	Observation	Specific Location	Origin	Observer	Action that must be completed	Category	Due Date	Department responsible for correcting finding	Resources What additional resources do we need?	Partners (internal/external) Who will need to be involved/informed?	Challenges or Barriers?	Communication How/which stakeholders will be kept informed?	Accomplishment Date	Verified by	On Track or Completed by Due Date?	Comments
6/24/2019	2	Duct work in building 5 CSR needs cleaning. Registers covered in schmook.	Bldg. 5 CSR	Inspection	Gladys Powell	Clean ducts and registers	Negligible	7/24/2019	Fac/Maint	TBD	TBD	TBD	CSR MGT			YES	

16 APPENDIX K – Lean Problem Solving & Change Management

LEAN PROBLEM SOLVING AND CHANGE MANAGEMENT PROCESS

Pierce Transit has adopted to two methodologies for managing change: Lean Problem Solving and Change Management. The two methods function in partnership to provide a process for both recognizing the need for change, identifying the change, and implementing the change.

Pierce Transit's Lean Program is modeled on an amalgamation of the Deming Cycle and Lean Six Sigma which result in an 8-step problem solving process:

1. Clarify the problem
2. Identify performance gaps
3. Set improvement targets
4. Determine root causes
5. Develop countermeasures
6. See countermeasures through
7. Confirm results and processes
8. Follow-up

Pierce Transit's Change Management Program is based on Prosci's methodology of:

1. Prepare for Change
2. Manage Change
3. Reinforce Change

Each program includes standardized training offered at both the basic and intermediate levels with additional training tailored for leaders of the organization.

17 APPENDIX L – Safety E-Learning Courses

SAFETY E-LEARNING COURSES AS OF 5/10/2019

Name	Description
Accident Incident Investigation	Workplace accidents occur each and every day. Accident investigations determine how and why accidents, incidences or near misses occur. By using the information gained through an investigation, a similar or even a more disastrous accident may be prevented. The primary focus of this course is to explain the reasons for conducting an accident/incident investigation, introduce the six-step accident/incident investigation procedure, and demonstrate how company safety programs can be improved to prevent reoccurrences.
Active Shooter Response for the Workplace	An active shooter in the workplace is a nightmare situation. This course covers the basics of active shooter response, including dealing with post-event trauma. It instills the importance of acting quickly for survival.
Aggressive Driving and Road Rage	Road rage can become a deadly event. This course will help you to identify the difference between aggressive driving and road rage, avoid aggressive driving behavior, and understand the importance of maintaining your composure.
Avoiding Collisions	This course covers the causes of rear-end collisions and how to avoid them, the precautions you should take to avoid head on collisions, key factors of safe passing, right of way rules and how to navigate intersections without incident, and how to avoid accidents when backing up.
Avoiding Collisions While Backing & Parking	The space behind your vehicle can be just as dangerous as the space in the front. Because of this fact, you must be aware of your surroundings at all times and know what is around you â €" in every direction and in all situations. This course covers the dangers of backing and par king collisions, the best ways to back up and park safely, and how to protect yourself from backing and parking collisions.
Avoiding the Crush Zone	Don't get caught in the crush zone! Too many accidents involve workers who are caught between moving and stationary objects. The results have been devastating. This course will raise awareness about some of the most common Crush Zone hazards faced by public employees.
Back Safety	How important is back health? Protecting your back can save you time, money, and pain. This course covers basic back safety in the workplace. Topics include safe lifting steps, common back injuries and an ergonomic overview.
Basic Industrial Safety	This awareness level course covers industrial safety fundamentals covered under OSHA 29 CFR 1910, Industrial Safety Standards. Topics include hazard communication, bloodborne pathogens, lockout-tagout, confined space entry, personal protective equipment, emergency response planning, and respiratory protection. The course also provides and overview of OSHA 29 CFR 1903.1.

SAFETY E-LEARNING COURSES AS OF 5/10/2019

Name	Description
Behavior-Based Safety Training	This course covers the concepts of behavior-based safety as well as methods and techniques used to protect workers. Topics include the scope and purpose of safety policies, the supervisor's responsibilities, the purpose of OSHA's Industrial Safety Standards (29 CFR 1910), and when the General Duty Clause (29 CFR 1903.1) is used to keep workers safe.
Bloodborne Pathogens	This course provides information to minimize the health risks to workers exposed to blood and other potentially infectious materials. Topics include the definition of bloodborne pathogens, symptoms of the diseases they cause, and modes of transmission; Exposure Control Plans; universal precautions, engineering controls, work practices, and personal protection equipment; decontamination and disposal; hepatitis B vaccines and emergency procedures related to exposure incidents.
Bloodborne Pathogens for all Employees	This course provides information to minimize the health risks to workers exposed to blood and other potentially infectious materials. Topics include the definition of bloodborne pathogens, symptoms of the diseases they cause, and modes of transmission; Exposure Control Plans; universal precautions, engineering controls, work practices, and personal protection equipment; decontamination and disposal; hepatitis B vaccines and emergency procedures related to exposure incidents. This course primarily covers OSHA 29 CFR 1910.10.
Compressed Gas Safety	This course covers how employers and employees can work safely with compressed gases by controlling the physical and health hazards associated with them. Topics include physical properties of widely used compressed gases; inspection of cylinders, regulators, and fittings; handling and storage of compressed gases; safety relief devices for compressed gas containers; basic hazard recognition and control procedures; and responding to emergencies. The course provides an overview of OSHA's 29 CFR 1910.101.
Confined Space Entry	This course covers information about working safely in confined spaces and hazardous atmospheres, necessary equipment and permits. Topics include definitions and identification of hazards related to confined spaces and hazardous atmospheres; duties of a confined space attendant; equipment, pre-entry requirements, and point-of-entry permits. This course provides an overview of OSHA's 29 CFR 1910.146.

SAFETY E-LEARNING COURSES AS OF 5/10/2019

Name	Description
Decontamination in Industrial Environments	This course covers major factors affecting permeation of contaminants, steps in creating a decontamination plan, decontamination procedures for personnel and equipment, testing decontamination method effectiveness, and emergency decontamination situations. This course provides and overview of OSHA's 29 CFR 1910.120
Defensive Driving	This course, intended for experienced drivers, covers the risks inherent in driving and offers concrete tips on how to reduce the likelihood of a collision. The course covers vehicle protection systems, rules of the road, how to deal effectively with hazardous conditions, and making safe choices.
Defensive Driving for Passenger Vans	This course, intended for experienced drivers, covers the risks inherent in driving and offers concrete tips on how to reduce the likelihood of a collision. The course covers vehicle protection systems, rules of the road, how to deal effectively with hazardous conditions, making safe choices, passenger van safety.
Defensive Driving Refresher	This course covers driving techniques to reduce the likelihood of involvement in a motor vehicle accident. Topics include the definition of defensive driving, recognition of accident prevention methods, the impact of drinking and driving, and vehicle safety measures on the job.
DOT Hazardous Materials	This course, designed for drivers carrying hazardous materials, covers the basic requirements of the Hazardous Materials (HAZMAT) Regulations. Topics include the parts of the HAZMAT table, hazard classifications and divisions, HAZMAT shipping paperwork, packaging requirements, marking, labeling, and placarding, proper loading of hazardous material, compatibility with other transported materials, and emergency response procedures.
Driving in Adverse Weather	While we cannot control the weather, we can learn how to prepare for and safely react to rain, snow, ice, and fog. This course covers the hazards associated with inclement weather, reacting appropriately to hazardous weather conditions, and implementing beneficial methods to prepare for bad weather.
Driving While Impaired	Driving is an activity that requires both mental and physical alertness. Yet a surprising amount of drivers on the roads today rob themselves of this attentiveness by driving while impaired. They put themselves, and those they share the road with, at great risk. This course covers the types of driving impairments, the risks associated with driving impaired, and common sense strategies for safe driving.

SAFETY E-LEARNING COURSES AS OF 5/10/2019

Name	Description
Driving with Distractions	Every year, thousands of people are injured or killed nationwide in accidents involving a distracted driver. Additionally, at any given time in this country, nearly 700,000 people are driving while manipulating electronic devices. This course covers the types of driving distractions, the amount of distance lost to driver distractions, and common sense solutions to practice attentive driving.
Electrical Safety	This course covers defining â €œunqualified workersâ € and â€œqualified workersâ € according to OSHA, the basic rules of electricity, how electricity impacts the human body, how to recognize electrical hazards, and basic electrical safety prevention methods. This course provides an overview of OSHA's Subpart S 29 CFR 1910.302 through 1910.399
Emergency and Disaster Preparedness	This course provides instruction on emergency response, safety, reporting, and evacuation of company facilities in the event of a natural disaster, fire, bomb threat, or other emergency.
Emergency Communication in the Workplace	Are you ready for an emergency? Communication plays a primary role in the workplace. If an everyday breakdown in communication at your workplace can have such negative results, imagine the consequences of miscommunication during an emergency. This courses focuses on knowing how to communicate during an emergency, how to effectively report an emergency, and how to overcome communication barriers.
Emergency Evacuation & Egress Safety	This course, designed for employees and supervisors, covers how to develop, communicate, train, and enforce a plan for safe egress in an evacuation situation. Topics include means of egress, OSHA's physical requirements for exit routes, employee and employer responsibilities, fire prevention plans, egress hazards, and safe housekeeping practices. OSHA: 29 CFR 1910.36-38
Emergency Response in the Workplace	Are you ready for an emergency? When you go to work, are you prepared for your day to get turned upside down in a moments notice? This course focuses on giving you the basic skills to react and adapt to emergencies, including understanding the basics of evacuation, shelter-in-place, and lockdown procedures, and the psychological effects of stress.

SAFETY E-LEARNING COURSES AS OF 5/10/2019

Name	Description
Emergency Response: Incidental Chemical Releases	This course covers preparation for chemical releases and threats of releases that are not specifically covered by the HAZWOPER standard. The course covers acting safely when chemical releases and threatened releases are limited in quantity, exposure potential, or toxicity and present minor safety or health hazards when handled properly. Topics include recognition of a release, risks associated with a release, and responsibilities in the event of a release. This course provides an overview of OSHA's 29 CFR1910.1200.
Employee Safety Awareness	Our newest Online University course discusses what employees can do to promote a positive safety culture in their entity in order to prevent accidents. Topics covered include hazard identification, coaching fellow employees to work safely, reporting and investigating accidents, and getting involved in safety program activities.
Environmental Regulations Overview	This course covers the history, purpose, and mission of the key regulatory agencies: OSHA, EPA, and DOT. Topics include the sources of regulatory occupational safety and health work practices and standards, including the Toxic Substances Control Act (TSCA), the Resource Conservation and Recovery Act (RCRA), the Comprehensive Environmental Response, Compensation, and Liability Act (CERCLA), and the National Environmental Policy Act (NEPA). The course provides an overview of the EPS's 40 CFR.
Ergonomics for Supervisors	This course, designed for supervisors of workers in jobs that put them at risk for musculoskeletal disorders (MSD), details the process to follow when an incident occurs. The course uses OSHA's DRAFT Ergonomics Standard and the NIOSH manual, "Elements of Ergonomics Program," to define risk factors, signs and symptoms of work-related MSDs. It also classifies the most common MSDs, identifies work practices to reduce the risk of MSDs, and describes ergonomics programs and the roles of the employee and employer.
Eye and Face Protection	This course covers types of personal protective equipment used to protect the eyes and face, when personal protective equipment is necessary, and the selection, use, and maintenance of personal protective equipment in the workplace. Topics include how to don, doff, adjust, and wear PPE; limitations of PPE; and the proper care, useful life, and disposal of PPE. OSHA: 29 CFR 1910 Subpart I

SAFETY E-LEARNING COURSES AS OF 5/10/2019

Name	Description
Fall Protection	This course covers basic fall protection principles. Topics include fall hazards in work areas, fall protection systems, methods for minimizing fall hazards, the role of the employee in fall protection plans and safety monitoring systems, equipment limitations in low-sloped roof work, and correct procedures for equipment, materials handling and storage, and erection of overhead protection. The course provides an overview of OSHA 29 CFR 1910 Subparts D and F and 1926 Subparts E, L, M, P, and X.
Fire & Explosion Hazards	This course covers principles of fire and explosion hazards in industrial environments. Topics include fire elements, fire terminology, ignition sources, safety principles, and safe handling and proper storage of potentially flammable or explosive materials. This course provides an overview of OSHA's 29 CFR 1910.38 and 29 CFR 1926 Subparts E and F.
Fire Prevention	This course covers basic fire safety principles, the recognition and prevention of potential fire hazards, and proper emergency procedures such as proper fire extinguisher operation and maintenance. Topics include those required by the OSHA Workplace Fire Protection Program including the responsibility of employers to provide proper exits, fire fighting equipment, and employee training to prevent fire, death, and injury in the workplace. This course primarily covers OSHA 29 CFR 1910.38 and 29 CFR 1926 Subparts E and F.
First Aid & CPR Academic Training	This course covers basic First Aid and CPR practices in the workplace though does not provide certification for either. Topics include appropriate responses to emergency situations such as bleeding, shock, burns, eye injuries, heart attack, fractures, and exposure to chemicals. The goal of the course is to give employees the confidence to face emergency and first aid situations, knowing where their responsibilities begin and end. OSHA: 29 CFR 1910.152 [Reserved] Subpart K; 29 CFR 1910.151 Subpart K
Flagger Safety	Flagging is an extremely dangerous job. This course aims to prepare flaggers for work zone fundamentals and introduce proper flagging procedures and protocol. Topics include flagger responsibilities and signals, use and definitions of traffic control devices, and road signs and placement.
Flagger Safety-CO	Flagging is an extremely dangerous job. This course aims to prepare flaggers for work zone fundamentals and introduce proper flagging procedures and protocol. Topics include flagger responsibilities and signals, use and definitions of traffic control devices, and road signs and placement.

SAFETY E-LEARNING COURSES AS OF 5/10/2019

Name	Description
Flagger Safety-Gated CO	Flagging is an extremely dangerous job. This course aims to prepare flaggers for work zone fundamentals and introduce proper flagging procedures and protocol. Topics include flagger responsibilities and signals, use and definitions of traffic control devices, and road signs and placement.
Food Safety Training	Over 76 million people in the United States get food-borne illnesses each year. Food-borne illness can result in missed work, medical costs and even death, so it is incredibly important that the food your program gives to people is safe. This course will teach you tools you can use at your program to make food safer for your clients and guests.
Forklift Safety	This forklift safety course provides the necessary academic training required to become a qualified forklift operator. Topics include forklift physics, proper forklift operation and safety practices, general preventive maintenance practices, and safe refueling and recharging procedures. Many practical exercises are provided and good habits are illustrated. This course mainly covers OSHA 29 CFR 1910.178.
Forming Effective Safety Committees	An active joint employee-management safety committee is one of the most effective means to consistently providing a safe work environment. This course introduces managers to best practices in establishing and maintaining an effective safety committee, from planning through operations and training to evaluating and improving safety committees.
General Ergonomics	This course addresses the key components of an ergonomics program identified by CAL/OSHA in the Ergonomics Standard and the NIOSH manual "Elements of Ergonomics Program." It includes information regarding the risk factors, signs, and symptoms of work-related musculoskeletal disorders (MSD).
Hand and Finger Safety	This course covers safety precautions required to prevent industrial hand and finger injuries. Topics include common hand and finger injuries in the workplace, hazards of mechanical and hand tools, safe practices, engineering and administrative controls to increase hand and finger safety for those working around equipment, and the use of personal protective equipment and machine guards. The course provides an overview of OSHA: 29 CFR 1910.132 (d)(l); 29 CFR 1910.138(a) and (b); 29 CFR 1926 Subpart I; 29 CFR 1910.212; and 29 CFR 1910 Subpart I.

SAFETY E-LEARNING COURSES AS OF 5/10/2019

Name	Description
Hand and Power Tool Safety	There are several types of power tools based on the power source they use: electric, pneumatic, liquid fuel, hydraulic, and powder-actuated. These tools are commonly used in industry and at home. This course will provide an understanding of the potential hazards power tools exhibit and identify safety precautions that will minimize or eliminate these hazards. (OSHA's 29 CFR 1926 Subpart I and 29 CFR 1910 Subpart P)
Hazard Communication - The New GHS Standards	This course covers OSHA's Hazard Communication Standard (HAZCOM), 29 CRF 1910.1200, which requires that hazardous materials used at the work site are identified, labeled, handled, used, and disposed of properly. Topics include chemical states, employer and employee responsibilities, company goals, and federal agencies that regulate workplace chemicals. The goal of the course is to prevent or minimize employee exposure to hazardous materials and to minimize their accidental release in the work environment. This course covers the 2012 changes to SDS, labeling, and GHS.
Hazard Recognition	As drivers, we are constantly exposed to hazards. Completing our journey safely is relative to our ability to recognize and respond to all hazards we will be subjected to. This course will help you recognize and respond to hazards, use your mirror and head checks to prevent collisions, and be prepared for hidden hazards.
Hearing Conservation	Hearing is a gift that you should protect from loud noise at work. Upon successful completion of this training, you will be able to identify the effects of noise on hearing, recognize the different causes of hearing impairment, identify the purpose of OSHA's Hearing Conservation Program, specify the purpose and procedures for audiometric testing, specify the purpose of hearing protectors and the advantages and disadvantages of the various types, and specify the proper fitting, use, and care of hearing protection.
Hoisting and Rigging	This course covers the safety issues related to moving large, heavy loads in manufacturing and construction industries. Topics include safety in using various types of cranes and derricks, hoists, elevators, conveyors, aerial lifts (1926.556), trucks, booms, and safety requirements for employees working on marine vessels. This course provides an overview of OSHA's 29 CFR 1926.550-556 and 1926.605.

SAFETY E-LEARNING COURSES AS OF 5/10/2019

Name	Description
Indoor Air Quality	This course covers tools needed to prevent and correct indoor air quality (IAQ) problems in buildings or work areas through an IAQ program. Topics include health effects of poor air quality, hazards, toxicology, and integration of IAQ-related activities using skilled staff. The course provides an overview of the American Society of Heating, Refrigerating and Air-Conditioning Engineers, Inc. (ASHRAE) Standards 62-1989 and 55-1981.
Indoor Crane and Sling Safety	This course covers the safety issues related to moving large, heavy loads in manufacturing and construction industries. Topics include crane and sling safety, the manufacturer's role, required supervisory skills, inspections of cranes and slings, basic operator and rigger skills, safety concepts and techniques for handling, attaching, and moving loads. OSHA: 29 CFR 1926.550-556, and 1926.605
Intersections: Turning & Right of Way	Imagine how simple it would be to go anywhere if we could just travel from Point A to Point B in a straight line. In reality, a direct path like that is a thing of rarity. Instead, as we get in our vehicles to head to wherever we are going, we face corners, turns, intersections, and roundabouts. This course covers operating your vehicle in a manner that minimizes the inherent dangers of intersections, yielding the right of way, and strategies for safe navigation of roundabouts and turns.
Introduction to OSHA	An overview of OSHA's role in the prevention and elimination of work related illnesses and injuries. Includes information about the OSH Act, the Code of Federal Regulations, reporting and record keeping, employer and employee rights and responsibilities, and the inspection process.
Job Safety Analysis	This course covers the benefits of participating in a company safety program and safe work practices to eliminate or minimize the potential for injury from work place hazards. Topics include assessment tools, job safety analysis (JSA), JSA control methods, workplace inspections, and housekeeping practices for work areas. OSHA: 29 CFR 1910 Subparts D, E, and G
Job Safety Analysis for Supervisors	This course, designed for Job Safety Analysis supervisors, covers safe work practices and the processes of identifying and rectifying hazards on the job. Topics include safe work practices programs that eliminate or minimize the potential for injury from workplace hazards, assessment tools, job safety analysis (JSA), JSA control methods, workplace inspections, and housekeeping practices for work areas. OSHA: 29 CFR 1910 Subparts D, E, and G

SAFETY E-LEARNING COURSES AS OF 5/10/2019

Name	Description
Ladder and Scaffolding Safety	This course covers how to recognize, control or minimize the hazards associated with ladders and scaffolding used at worksites. Topics include ladder and scaffold hazards; construction, use, placement, care, and handling of ladders; important safety features; correct procedures for erecting and moving ladders and scaffolding; fall protection devices; and electrical hazard safety guidelines. This course provides an overview of OSHA's 29 CFR 1926.1060 Subpart X and 1926.454 Subpart L.
Ladder Safety	This course covers how to recognize, control or minimize the hazards associated with ladders used at worksites. Topics include ladder hazards; construction, use, placement, care, and handling of ladders; important safety features; correct procedures for erecting and moving ladders; and fall protection devices. This course provides and overview of OSHA's 29 CFR 1926.1060 Subpart X.
Landscape Safety	This course offers a look at the basic safety needs for landscape workers, emergency response, tips on identifying, and avoiding dangers. The course will review core safety guidelines that everyone on your crew should be aware of. During this course, we will review how to prepare for work, including what to wear and taking proper weather precautions, avoid injury while working with chemicals and electricity, safely operate mowers and trimmers, and initiate first aid response.
Lane Use	Driving is truly a social event. Other motorists expect you to drive safely with their well-being in mind, just as you expect them to drive safely with your well-being in mind. Our expectations that other drivers will drive in the correct lane, in the correct direction, and not pass when unsafe and/or illegal is possibly the strongest examples of those social expectations. This course covers correct lane usage, merging, and causes and avoidance of head-on collisions.
Light Trucks: Avoiding Collisions	Nine hundred thousand people were injured and another 12,602 were killed in light truck crashes in 2004. Experts agree that almost all of these accidents could have been prevented. In this course, you will learn how to avoid collisions, especially the common rear-end collision. Topics include inspections, causes of collisions, stopping distances, following distance, and distractions. 20 minutes

SAFETY E-LEARNING COURSES AS OF 5/10/2019

Name	Description
Light Trucks: Backing Safety	According to the National Safety Council, one of every four vehicle accidents can be blamed on poor backing techniques. Between busy freight yards and crowded metropolitan areas, backing is always a potentially dangerous maneuver for light truck drivers. In this course, you will learn how to prevent backing collisions. Topics include making wise choices, backing techniques, and using spotters. 20 minutes
Light Trucks: Driving Hazards	Driving without collisions is a goal of every light truck driver. Unfortunately, hazards of the road make achieving this goal a daily challenge. In this course, you will learn how to deal effectively with your blind spots, changing weather conditions, traffic, pedestrians, and intersections. 20 minutes
Light Trucks: Ergonomics	Your job as a light truck driver may involve loading, unloading, and moving your truck's cargo. These activities, when not done properly, can result in back injury. Back injuries are the leading cause of lost days from work. This course will help you to avoid becoming yet another back injury statistic by covering safe lifting, use of hand trucks, and proper stacking techniques. 20 minutes
Light Trucks: Handling Extreme Conditions	Driving safely in the best of conditions is a challenge in itself for light truck drivers. Add to the challenge, conditions of extreme weather (snow, ice, rain, fog, wind) and extreme conditions (brake or tire failure, mountain driving, animals in the road), and the situation can become dangerous. In this course, you will learn steering, braking, and skid recovery techniques that will help you drive effectively in extreme conditions. 20 minutes
Light Trucks: Trailering	Driving a light truck that is towing a trailer takes an additional set of skills and knowledge. This course covers what to do before you drive to ensure that your truck and trailer are properly prepared. It also describes tips for driving, backing, driving in challenging conditions, dealing with trailer sway, and parking. 20 minutes
Lockout/Tagout Training	Records show that 120 people are killed every year when a machine or piece of equipment is unexpectedly energized during maintenance or repair. This course covers OSHA's lockout/tagout regulation 29 CFR 1910.147, The Control of Hazardous Energy. This standard became effective on January 2, 1990. The regulation protects 7 million workers and is estimated to prevent 60,000 injuries and 120 fatalities a year.

SAFETY E-LEARNING COURSES AS OF 5/10/2019

Name	Description
Machine Guarding	This course covers the purpose and requirements of a machine guarding program, machine guarding, point of operation guarding, and examples of machinery that require guarding. The course provides an overview of OSHA's 29 CFR 1910.212.
Managing Speed	Speeding is defined as, driving too fast for conditions, or exceeding the posted speed limit. Of course, the laws of the road and of physics see no difference between driving above the posted speed limit and driving too fast for conditions. Both are not only illegal but also extremely dangerous. This course covers safe and excessive speeds, the conditions that require a reduction in speed, and tips for safe driving in a variety of road conditions.
Materials Handling and Storage	This course covers drum handling and hazards associated with handling drums and containers; handling, transportation, storage, and use of compressed gas cylinders; hazards associated with handling acetylene, oxygen, and hydrogen; how to detect leaks; recognition of flammable and combustible material; selection, use, and inspection of slings; and safe lifting, handling, and moving procedures.OSHA: 29 CFR 1910 Subpart N
New Employee Safety Orientation	New employees are at a higher risk for being involved in a job-related accident. It is estimated that most accidents occur within an employees' first six months on a new job. This course compiles key information from many of the web-based safety courses available to provide you with an overview of the safety issues you might encounter in your new job. For an in-depth look on specific safety issues, please take each individual course.
Office Safety	Each year, employees miss work and potential wages due to work-related injuries or hazards. Working safely means more than just using special equipment or following special procedures. It means building safety into your actions and your thinking. It means making safety a way of life-on and off the job. This training course will help employees and supervisors recognize potential office hazards and learn how to eliminate or reduce accidents in the workplace. (OSH Act Section 5A.1).
Operating Safety Committees	An active joint employee-management safety committee is one of the most effective means to consistently providing a safe work environment. This course introduces employees to the benefits of working effectively and efficiently on a company safety committee.

SAFETY E-LEARNING COURSES AS OF 5/10/2019

Name	Description
OSHA Investigation/Inspection	This course, designed for managers, supervisors, safety professionals, human resources professionals and others, covers what to expect of and how to properly respond to OSHA inspections. Topics include planning, preparation, training, follow-up, and review in order to achieve compliance with OSHA regulations. OSHA: 29 CFR 1904
OSHA Investigations and Inspections	This course, designed for managers, supervisors, safety professionals, human resources professionals and others, covers what to expect of and how to properly respond to OSHA inspections. Topics include planning, preparation, training, follow-up, and review in order to achieve compliance with OSHA regulations. OSHA: 29 CFR 1904
Personal Protective Equipment	This course covers types of personal protective equipment (PPE), when personal protective equipment is necessary, and the selection, use, and maintenance of personal protective equipment in the workplace. Topics include how to don, doff, adjust, and wear PPE; limitations of PPE; and the proper care, useful life, and disposal of PPE
Pollution Prevention	This course, designed for employees in general industry, covers pollution prevention. Topics include causes of pollution, participants in pollution prevention programs, regulatory requirements related to pollution prevention, classes of waste generators, pollution prevention methods, and the steps in pollution prevention practice. The course provides an overview of the EPA Pollution Prevention Act of 1990.
Powered Industrial Truck Safety	This course is designed for those who work around or with power-propelled trucks (forklifts) used to carry, push, pull, lift, stack or tier materials. The course covers health and safety concerns associated with the use and maintenance of power-propelled trucks. The course provides an overview of OSHA's 29 CFR 1910.178.
Practicing Hand Hygiene	Germs are the disease and infection producing microscopic agents that live everywhere. You can't see them, but they exist on literally every surface. Germs responsible for the common cold, as well as some of the nastier ones like Salmonella, E. coli, and norovirus, can enter your system and make you, and those you come into contact with, very, very sick. This course covers proper hand hygiene, when to wash your hands, and how to wash your hands in order to prevent the spread of disease-causing germs.

SAFETY E-LEARNING COURSES AS OF 5/10/2019

Name	Description
Preventing Slips, Trips, and Falls	With great mobility comes great responsibility- namely watching where you are going and scanning your walkway for hazards. Slips, trips, and falls are the second leading cause of workplace injuries and the fourth leading cause of workplace fatalities. This course aims to help employees identify slip, trip, and fall hazards; learn how to avoid them; and know how to react if employees find themselves on the receiving end of gravity.
Preventing Strains and Sprains	Physical activity puts stress on the body that can cause injuries to muscles and ligaments. Risks exist both on and off the job. This course will help you be aware of steps your can take to reduce injury risk.
Proactive Approaches to Chemical and Biological Threats	This course offers a practical approach to safe practices regarding potential threats from chemical and biological agents, including sarin, phosgene, anthrax, plague, tularemia, and others. Topics include fallacies, company plans, properties of malicious agents, delivery routes, effective containment, steps to take after an incident, governmental agencies, and notification procedures for public leaders. OSHA Act of 1970, Section 5 (General Duty Clause); OSHA Recommendations for Handling Suspicious Letters or Packages; CDC Guidelines for State Health Departments; CDC Recommendations and Reports: Biological and Chemical Terrorism: Strategic Plan for Preparedness and Response
Process Safety Management	This course, designed for employees, contractors, and contract employees who work at industrial process plants, covers how to recognize job-related potential health and safety implications. Topics include the prevention and minimization of consequences from a catastrophic release of toxic, reactive, flammable, or explosive Highly Hazardous Chemicals (HHC) from an industrial process. OSHA 29 CFR 1910.119 and Appendix A, OSHA Directives CPL 2-2.45A CH-1. Process Safety Management of Highly Hazardous Chemicals – Compliance Guidelines and Enforcement Procedures (1994, September 13). CPL 2.94. OSHA Response to Significant Events of Potentially Catastrophic Consequences (1991, July 22).
Reasonable Suspicion for Drug and Alcohol Testing: Signs and Symptoms of Alcohol Misuse	Organizations that employ workers tasked with performing safety-sensitive functions are required by Department of Transportation to implement workplace anti-drug and alcohol policies and programs. This course is designed to help supervisors recognize the signs and symptoms of potential alcohol misuse in the workplace.

SAFETY E-LEARNING COURSES AS OF 5/10/2019

Name	Description
Reasonable Suspicion for Drug and Alcohol Testing: Signs and Symptoms of Drug Use	Organizations that employ workers tasked with performing safety-sensitive functions are required by Department of Transportation to implement workplace anti-drug and alcohol policies and programs. This course is designed to help supervisors recognize potential drug use in the workplace by identifying its signs and symptoms.
Reasonable Suspicion for Drug and Alcohol Testing: The Role of the Supervisor	Organizations that employ workers tasked with performing safety-sensitive functions are required by Department of Transportation to implement workplace anti-drug and alcohol policies and programs. This course is designed to inform supervisors of their roles and responsibilities regarding reasonable suspicion drug and alcohol testing in the workplace.
Respiratory Protection	This course covers respiratory hazards, protection mechanisms, safe work practices, and use of respiratory protection against hazardous airborne contaminants in the work environment. Topics include employer and employee responsibilities; the nature, extent, and effects of respiratory hazards; the operation, limitations, and capabilities of respirators; and respirator selection, use, inspection, maintenance, cleaning, storage, and malfunctions. OSHA: 29 CFR 1910 Subpart I
Safe Patient Handling	Healthcare industry employees are continually exposed to injury as a result of lifting, transferring, and repositioning patients or residents. This is a major problem for a healthcare profession. Research conducted by safety and health professionals has shown that safe patient lifting and moving programs can protect workers from injury, reduce workersï¿½ compensation costs, and improve the quality of care delivered to patients. The primary focus of this course is to provide general guidance about how caregivers can prevent injury as a result of lifting and moving patients.
Safety Awareness for Seasonal Employees	As a seasonal employee, it is important to have a good overview of safety considerations. Statistics show that new employees are more susceptible to accidents than more experienced workers.
Safety Data Sheets	This course covers the purpose of a Safety Data Sheet, type of information found on an SDS, required availability of an SDS in a Hazard Communication Program, and ways to obtain an SDS. OSHA: 29 CFR 1910.1200

SAFETY E-LEARNING COURSES AS OF 5/10/2019

Name	Description
Safety in Local Government: Part 1	This program continues our discussion about the health and safety of public employees. In this presentation, employees are introduced to safety guidelines for working around blood, chemicals, and machinery. The course also includes safety lessons on two of the most common injuries to municipal employees, strains to the back and slip-trip incidents. There are ten questions at the end of the program based on the material presented in the program.
Site Control	This course describes how site control programs can minimize employee exposure to hazards and prevent migration of contamination. Site control measures covered in this course include preparation of site maps, work zones, buddy systems, site security, communications, and multiple safe work practices. This course provides an overview of OSHA's site control measures from General Industry standards, 1910.120 and Construction Industry standards, 1926.65.
Slips, Trips, and Falls	Slips, trips and falls are the most commonly reported accidents. The resulting injuries can range from a skinned knee to a fractured hip, or worse. This training will teach you to identify potential slip, trip and fall hazards and the best practices to prevent slips, trips and falls in organizations like yours. We show real images of slip, trip and fall hazards from our customers and recommend how you can fix the problem.
Snow Plow Safety	Snow, sleet, ice, wintry mixâ€"it all happens, and when it does, it can greatly reduce the safety and drivability of our roadways and parking areas. Snow plows can help deal with it all, and as a snow plow operator, youâ€™ll be filling an important role in keeping the roads as clear and passable as possible.
Space and Time Management	Each year over 2.5 million rear-end collisions are reported, making them the most common type of automobile accidents in the United States. This course covers the factors that cause rear-end collisions, the recommended spaced needed between vehicles on the road, and how to protect yourself from being on the receiving end of a rear-end collision.

SAFETY E-LEARNING COURSES AS OF 5/10/2019

Name	Description
Spill Prevention and Control	This course covers safe handling, movement and storage of hazardous materials, as well as spill control and confinement methods. Topics include likely locations for and control of spills, containment and confinement, procedures for spill and leak response, steps for containing hazardous spills, confinement methods for solids, liquids and gases, and roles of emergency responders if hazardous materials are involved. The course provides and overview of OSHA 29 CFR 1910 Subpart H.
Street Sweeper Safety	Our cities and towns are facing a crisis--debris is piling up on the roadways, pollutants are being washed into our waterways, and particulates are clogging the air we breathe. A hero is needed to clean things up--and that hero can be you! This course will equip you to identify the different types of street sweepers and how they work, describe the benefits of street sweeping, and operate a street sweeper in a safe, effective manner.
Stress Management at Work and Elsewhere	Letâ€™s be real--we all know what stress is. We also know that too much stress can be bad for us and that there are a number of practical ways to deal with stress. But, knowing about stress and how to relieve it is one thing, and actually doing something to recognize and mitigate stress is another thing altogether. This course is your chance to pause your regular activities and worries for a short while, and take a deeper look at how stress is showing up in your life and in your job.
Stress Management for Public Safety Telecommunicators	Letâ€™s be real--we all know what stress is. Life tends to have plenty of it, and working in a job like public safety telecommunications adds a special type of stress to the mix as well. We also know that too much stress can be bad for us and that there are a number of practical ways to deal with stress. So why take this course? Because knowing about stress and how to relieve it is one thing, and actually doing something to recognize and mitigate stress is another thing altogether.
Supervisor Safety Awareness Program	Safety awareness is an employee's ability to identify job hazards and take the proper safeguards to prevent accidents to themselves and fellow employees. Supervisors play a key role in increasing employee safety awareness and preventing accidents. The purpose of this course is to review what supervisors can do to increase safety awareness among their employees in order to prevent accidents.

SAFETY E-LEARNING COURSES AS OF 5/10/2019

Name	Description
Survival Driving - Emergencies and Natural Disasters	In this course, host and cartoonist Bruce Blitz will expose you to a variety of potentially dangerous situations while offering insights that just might save your life in an emergency.
Survival Driving - Urban Driving	Think your instincts will keep you safe? It takes more than instincts to stay safe on the road. Join host Bruce Blitz as he draws you into an entertaining and educational look at driving in the urban environment.
Tailgate Topics - Avoiding Accidents	Although you may not be able to control everything that occurs on the road, there are many strategies you can employ in order to avoid an accident. This course provides tactics to avoid accidents on the roadway.
Tailgate Topics - Buckle Up	Choosing to buckle up before every trip, no matter the distance, is a quick and easy decision that protects you and your loved ones from danger. Encouraging everyone in the car to buckle up, including those in the back seat, could save your life, your pocketbook, and your driving record.Learn how to effectively wear your seat belt and about state seat belt laws in this course that highlights the importance of buckling up.
Tailgate Topics - Distracted Driving: Drop it & Drive	Distractions are anything that takes your attention away from the task at hand. In this case, the task is driving. If you allow distractions to take your attention away from driving, you are not driving. If you do not give your full attention to driving a vehicle, bad things can happen very quickly. Seeing and reacting safely to sudden changes can keep you from having an accident. To drive safely, you must pay full attention at all times. That will give you enough time to react. Peopleï¿½s lives are in your hands.
Tailgate Topics - Driving Defensively	There is no way to predict how driver behavior will affect driver safety. By remembering that even one poor decision can have tragic consequences, you will better prepare yourself for making smarter decisions while driving. Driving defensively and anticipating possible accidents will protect you against other driversâ €™ harmful decisions
Tailgate Topics - Drowsy Driving	Although your sleep habits may be the last factor you may figure into good driving, your sleeping behaviors undoubtedly influence your safety and those sharing the road with you. This course provides information on how to counteract fatigue on the roadway and discusses proper sleeping habits.
Tailgate Topics - Emotional Driving	Drivers must remember the finer points of good driving, including the mental and physical conditions that affect performance on the road. Driver error causes more than 90% of highway crashes. Your ability to drive safely depends not only on what you know, but how you feel.

SAFETY E-LEARNING COURSES AS OF 5/10/2019

Name	Description
Tailgate Topics - Hang Up and Drive: Cell Phones + Driving	Although it may seem harmless to talk on your cell phone while driving, nearly 1 out of every 5 motor vehicle crash involves cell phone use. Cell phone use while driving isn't just a manual and visual distraction, but also a cognitive one. To drive safely, you must pay full attention at all times. Drop the phone and focus on the road.
Tailgate Topics - Intersections	With different crossing and entering movements by both drivers and pedestrians, an intersection is one of the most complex traffic situations that motorists encounter. Dangers are compounded when we add the element of speeding motorists who disregard traffic controls. Because of this conflict opportunity, intersections represent a disproportionate share of the safety problem. About half of all crashes and half of all injury crashes occur at intersections.
Tailgate Topics - Look Back: Mirror, Mirror on the Car	Almost all backing accidents are preventable. When a backing accident occurs, the driver typically overlooked some basic safety principles, such as not checking the area or relying solely on mirrors. Safe backing requires a driver to be alert and aware of the surrounding area. Anything less and you are recklessly backing up into a dangerous scenario.
Tailgate Topics - Safe Following	To avoid a collision you need time to react to danger. Establishing a safe following distance creates enough time for you to safely react to sudden changes on the road.
Tailgate Topics - Winter Driving	Winter driving calls for special skills. By allowing yourself extra time on the road and by using these safe-driving tips, you can arrive at your destination safe and warm.
Transitional Duty - Improving Your Return to Work Program	Injuries and change are two tough challenges. Together, they can create one overwhelming combination. Employees are sometimes faced with an injury that requires a long rehabilitation period, and physical limitations that affect what he or she can do. With Transitional Duty assignments, an employee's recovery is accompanied with a positive distraction that provides a chance to contribute to the organization. Transitional duty isn't just a return to work program; it's an investment in your employee.
Trenching and Excavation Safety	This course covers health and safety concerns unique to trenching and excavating. Topics include confined space requirements, safety principles, site assessment, causes of fatalities, factors to consider before trenching and excavating, and types of excavation methods. OSHA: 29 CFR 1926.650 Subpart P

SAFETY E-LEARNING COURSES AS OF 5/10/2019

Name	Description
Trip and Transportation Safety	Every summer, incidents and injuries happen on trips. Whether it's a day trip or overnight trip, this training will help you plan and prepare for all off site adventures to make them memorable, safe and fun.
Turning Hazards	Turning maneuvers can be very challenging, possibly even scary to some drivers. While there are hazards involved when moving your vehicle across the paths of other vehicles, properly performed, you can reduce the threat of a crash. This course covers when and how to use turn signals, when to make turns in your car, at red lights, and when U-Turns are permitted
Vehicle Care and Maintenance	Before you begin a trip of a few miles or a few thousand miles, you should ensure that you and your vehicle are both Road Ready. This course will show you how to conduct a circle of safety inspection, identify the purpose and meaning of warning lights, and periodically perform routine inspections and maintenance on your vehicle.
Waste Management	This course covers hazardous waste problems, federal laws which govern waste management, regulated hazardous waste, steps for properly managing hazardous waste including generation, transportation, treatment, storage and disposal, recent developments in waste management, types of waste, waste determination tests, generator statuses, and the list of high-priority chemicals (PBT). RCRA (1976, amended 1984); Pollution Prevention Act of 1990
Welding Cutting and Brazing Safety	This course covers potential health and safety concerns unique to welding, cutting, and brazing. Topics include compressed gas and oxygen cylinders; arc welding and cutting; personal protection equipment (PPE); fire prevention techniques; mechanical ventilation; confined spaces; and metals of toxic significance or with protective coatings. This course provides an overview of OSHA 29 CFR 1910 Subpart Q.
Winter Driving Safety	This course covers safe driving techniques in adverse winter weather conditions. Topics include defensive driving, accident prevention methods, the impact of drinking and driving, vehicle safety measures, vehicle maintenance, winter weather patterns and associated hazards, personal safety considerations, and actions to take for breakdowns or accidents.

SAFETY E-LEARNING COURSES AS OF 5/10/2019

Name	Description
Work Zone Safety	This course aims to introduce work zone fundamentals to individuals who work in, around, or drive through work zone areas, as well as providing an orientation on safety for work zone areas. Topics covered include the importance of safety while working on traffic work zones, the significance of the MUTCD, standard work zone areas, types of road signs, basic definitions and general placement of common traffic control devices, and hazards associated with both external and internal traffic control.
Working in Extreme Temperatures	This course has been developed in accordance with OSHA's 29 CFR 1910.120 regarding personnel exposed to temperature extremes. Topics include illnesses resulting from hot and cold temperature exposure, first aid measures, steps to avoid illness, factors that affect the body's ability to withstand temperature extremes, and measures to prevent injuries related to temperature extremes.
Working Outdoors in Warm Weather	Working outdoors in the summer can be a great way to enjoy Mother Nature but it has its own set of hazards. In this course, you will learn to recognize the dangers and learn how to prevent problems related to elements of nature like the sun, heat, tick-borne diseases, West Nile virus, and poisonous plants. This training is helpful to anyone who works outdoors in warm climates. Both employers and employees need to know about special hazards related to working outdoors and the many ways these hazards can be minimized.
Workplace Ergonomics	This course addresses the key components of a healthy ergonomics practice in the workplace. It includes information regarding the risk factors, signs, and symptoms of work-related musculoskeletal disorders (MSD).

18 APPENDIX M – POL 3320.11 Administering the Agency Safety Committee

POLICY

Effective Date: February 1, 2014
Revision Date: October 16, 2017,
See Also: PRO-3320.11, Conducting Agency Safety Committee Meetings
                 PRO-3320.12, Conducting Agency Safety Committee Elections
Reviewed By: Executive Team
Approved By: Sue Dreier, CEO

POL-3320.11   ADMINISTERING THE AGENCY SAFETY COMMITTEE

As a public agency, Pierce Transit shall have a standing safety committee in accordance with Washington Administrative Code (WAC) 296-800-13020, Establish and Conduct Safety Committees, effective October 1, 2002. WAC 296-800-13020 derives its authority from the Revised Code of Washington (RCW) 49.17.010, 49.17.040, and 49.17.050.

1. **The Agency Safety Committee shall have both Agency-selected members and employee- elected members.**
   a. Agency-appointed members shall be:
      i.   An Executive Director
      ii. Human Resource Representative
      iii. Safety Office Representative
      iv. Risk Office Representative
      v.   Administrative Office Representative
      vi. Operations Office Representative
   b. Employee- elected shall represent the following career groups within the Agency:
      i.   (2 total) Transit or Relief Operators,
      ii. (1 total) Finance Accounting Administration and Customer Service
      iii. Service Support
      iv. Community Development and Planning Representative
      v.   Facilities Maintenance Representative
      vi. Fleet Maintenance Representative
      vii. Public Safety

   c. The number of employee-elected committee members must equal or be greater than the number of Agency-appointed members.
   d. A chair or co-chairs shall be elected by the Committee members.
2. **Members must remain in good standing and be available to attend scheduled meetings.**
   a. Employees must be currently working in the skilled position which they are representing on the committee.
   b. Employees must have no disciplinary actions and no preventable accidents within the 12 months prior to the committee's election.

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3. **The Committee shall meet at least monthly.**

4. **At a minimum, the following topics shall be addressed at each meeting:**
   a. Safety and health inspection reports and actions taken to mitigate risks identified.
   b. Accident investigation reports to determine if causes were unsafe conditions and, if so, what can be done to correct the condition(s).
   c. Workplace accident (on the job injury) and illness reports and actions taken to minimize lost time and claims.

5. **A record of each meeting and who attended shall be written and published.**
   a. Records of each meeting shall be kept for at least one year and minutes posted on agency bulletin boards.
   b. Records of meetings shall be made available to safety and health consultation personnel of the Department of Labor and Industries.

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