

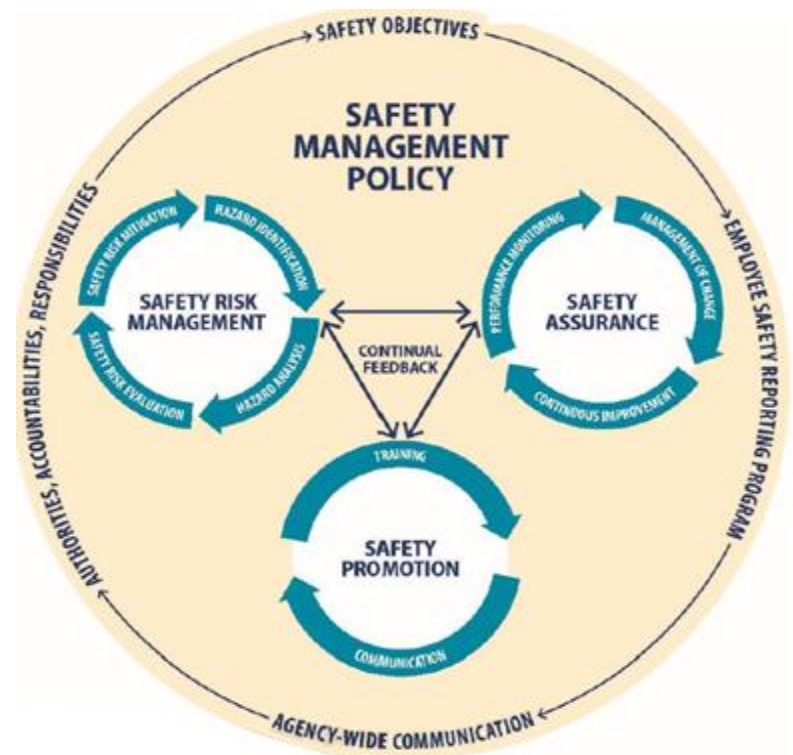
	Spokane Transit Agency Safety Plan	Implementation Date:	12/17/2020
		Last Updated:	March 2026

Introduction

This document is Spokane Transit Authority’s Public Transportation Agency Safety Plan (ASP). This ASP provides a high-level overview of the Spokane Transit Authority (STA) Safety Management System (SMS) and processes, developed in accordance with 49 CFR 673. This document is to be used by staff, informing them of documented processes and procedures, a reference to functional safety protocols, and overall, as a safety resource.

This plan establishes accountability and responsibility at the top levels of the organization, evidenced by Board of Directors approval and Chief Executive Officer (CEO) commitment to the Safety Management Policy statement, which includes commitment to necessary resources to sustain and improve the STA safety culture. This document serves as the framework for the STA SMS and maps all processes and procedures that support it.

This plan acts like the hub of a wheel, linking subsidiary plans, manuals, and other safety documentation as spokes to the overall processes and components of SMS to create feedback and continuity into the system.



Background

STA is the public transport authority of Spokane County, Washington, serving Spokane, Spokane Valley, Airway Heights, Cheney, Medical Lake, Millwood, Liberty Lake, and unincorporated areas of Spokane County. It began operating in 1981 after acquiring the assets of the city-operated Spokane Transit System. In 2021, STA had a ridership of 5,554,200 or about 21,300 per weekday.

Board of Directors

STA is governed by a Board of Directors composed of up to nine elected officials (and one non-voting STA labor representative) chosen from the jurisdictions served by the Public Transportation Benefit Area, which includes the cities of Airway Heights, Cheney, Medical Lake, Millwood, Liberty Lake, Spokane, Spokane Valley, and some unincorporated portions of the county surrounding those municipalities.

The Board provides the policy and legislative direction for STA and its administrators and approves its actions, budgets, and long-term plans. It also has the authority to levy taxes as authorized by state law (with voter approval). The Board meets on the third Thursday of the month at the STA Boardroom located at 1230 W. Boone Avenue in Spokane, Washington.

Delegation of Authority and Accountability in SMS

The Board of Directors has delegated the authority and accountability for day-to-day operation and safety of STA to the CEO. The CEO has designated the Chief Safety Officer (CSO) as the SMS Manager and delegated the CSO authority for the day-to-day Agency oversight of safety for all operating systems. The CSO is a direct report to the CEO and the CSO is responsible for the implementation and operation of the Agency’s SMS. This ASP will be approved for implementation under STA authority and accepted by the CEO, the Board of Directors, and the STA Employee Safety Committee.

Transit Agency Information

Transit Agency Name	Spokane Transit Authority		
Transit Agency Address	1230 W Boone Avenue, Spokane, Washington 99201		
Name and Title of Accountable Executive	Karl Otterstrom Chief Executive Officer		
Name of Chief Safety Officer or SMS Executive	Stephanie Crawford Chief Safety Officer		
Mode(s) of Service Covered by This Plan	Fixed Route Paratransit	List All FTA Funding Types	5307, 5310, 5339
Mode(s) of Service Provided by the Transit Agency (directly operated or contracted service)	Fixed Route - (directly operated) Paratransit – (directly operated) Paratransit – (contracted service)		
Does the agency provide transit services on behalf of another transit agency or entity?	No		

Safety Plan

This section incorporates STA’s conformance with 49 CFR 673 including establishing safety performance targets, review and update of this document, emergency management protocols, and coordination with planning stakeholders.

Plan Development, Approval, and Updates

As required by 49 CFR Part 673, STA’s ASP, which describes our agency’s commitment to continuously monitoring, measuring, and improving safety performance, has been approved by the Board of Directors and endorsed by the Chief Executive Officer.

Name of Entity That Drafted This Plan	Spokane Transit Authority Chief Safety Officer	
Signature by the Accountable Executive	Signature of Accountable Executive	Date of Signature
		May 18, 2026

Approval by the Board of Directors or an Equivalent Authority	Name of Individual/Entity That Approved This Plan	Date of Approval
	STA Employee Safety Committee	March 9, 2026
	STA Board of Directors	May 21, 2026
	Relevant Documentation (title and location)	
	Annual PTASP Approval Board Agenda Item/Minutes	
	Employee Safety Committee Meeting Minutes	

Certification of Compliance	Name of Individual/Entity That Certified This Plan	Date of Certification
	Karl Otterstrom, Chief Executive Officer	
	Relevant Documentation (title and location)	
	Annual Certifications and Assurances	

Annual Review and Update

STA's Accountable Executive holds STA management and committees accountable for compliance with the processes and procedures detailed in the Agency Safety Plan (ASP) to ensure adequate safety performance and fulfill requirements of the Public Transportation Agency Safety Plan (PTASP) regulation (49 CFR Part 673). STA's Chief Safety Officer will coordinate the annual review of the ASP, beginning with a notification to the Employee Safety Committee and Operations Management. These departments will review ASP sections applicable to their function to ensure that the ASP aligns with their processes with input from front line supervisors and leads, making recommendations and updates to the CSO. The Chief Safety Officer will incorporate departmental comments in the ASP and then conduct a final review and update with the Employee Safety Committee no later than December 31 of each year. Recommended changes and updates will then be delivered to the CEO and Board of Directors for final approval. Other plan review triggers include:

- Required updates or additions to the ASP by the FTA
- Mitigating a safety deficiency identified through the SMS
- Significant changes in service delivery
- Introduction of a new process that may impact safety, or
- Significant changes in STA's organizational structure

Version Number and Updates <i>Record the complete history of successive versions of this plan.</i>			
Version #	Section/Pages Affected	Reason for Change	Date Issued
Version 1	All	Establish Plan	December 2020
Version 2	All	Infrastructure Plan Update	December 31, 2022
Version 3	All	FTA PTASP Updates 2024	December 2024
Version 4	13-17, 20, 23-27, 30, 42-47		

Safety Management Policy

Safety Management Policy Statement

STA recognizes that safety is a core value of our agency and of our business service. The management team is committed to developing, implementing, maintaining, and constantly improving processes to ensure all our transit service delivery activities take place under a balanced allocation of organizational resources, aimed at achieving the highest level of safety performance and meeting established standards.

All levels of STA management, employees and contracted service providers are accountable for the delivery of this high level of safety performance, with the final responsibility resting with the CEO as the Accountable Executive.

- **Executive Commitment to Safety**
 Executive Management will lead the development of an organizational culture that promotes safe operations and provides appropriate resources to support this core function through fostering and ensuring safe practices, improving safety when needed and effective employee safety reporting and communication. STA will hold executives, managers, and employees accountable for safety performance.
- **Communications and Training**
 Employee engagement is crucial to a functioning SMS. Communication systems will be put in place to enable greater awareness of STA safety objectives and safety performance targets as well as to provide on-going safety communications up, down, and across the organization. All levels of management must proactively engage employees and work to keep the lines of safety communications open and honest. All employees will be made aware of the importance of STA’s SMS and trained in safety reporting procedures.
- **Responsibility and Accountability**
 All levels of management will be responsible for delivering safe and quality transit services that represent STA’s performance of its SMS. Managers will take an active role in the Safety Risk Management process and ensure the Safety Assurance functions are supported. Managers are responsible for ensuring Safety Risk Management is being performed in their operational areas of control to assure the safety risk associated with the safety hazards is assessed and mitigated. Safety performance will be an important part of performance evaluations for STA managers and employees. All employees and contracted service providers will support safety management by ensuring that hazards are identified and reported.

- **Employee Reporting**
Executive management will establish a safety reporting program as a viable tool for employees to voice their safety concerns. All frontline employees will be responsible for utilizing this program as part of the SMS. No action will be taken against any employee who communicates a safety condition through the STA safety reporting program unless such disclosure indicates the following: an illegal act, gross misconduct, or negligence, or a deliberate or willful disregard of STA rules, policies, procedures, or practices.
- **Performance Monitoring & Review**
STA will establish realistic measures of safety performance and establish safety performance targets with attention to results to ensure continual improvement in safety performance. Managers will verify that the safety risk mitigations put in place are appropriate and effective.
- **Review and Evaluation**
STA will measure SMS performance by analyzing key safety performance indicators, reviewing audits, investigations, and corrective action reports that support the SMS. These activities will become the basis for revising or developing safety objectives, safety performance targets, and plans with the goal of continuous safety improvement.

Purpose and Applicability

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

- Document a commitment from management, employees and contracted service providers to achieve safety performance goals.
- Identify safety management roles and responsibilities that outline ownership at every level.
- Establish safety goals and objectives while ensuring the Agency is following federal recommendations and industry safety practices.
- Address all applicable requirements and standards set forth in FTA's Public Transportation Safety Program and the National Public Transportation Safety Plan.
- Through the Risk Reduction Program carried out by the Employee Safety Committee, set safety performance targets and Safety Performance Measures (SPM) to help ensure the Agency achieves its safety objectives.
- Provide a framework and guidance to implement, evaluate and continuously improve safety policies, the safety risk management process, and achieve related goals and objectives.
- Establish safety programs that document STA's commitment to Safety.

The Public Transportation Agency Safety Plan (PTASP) applies to all Spokane Transit operations. All directors and departments are required to ensure that facilities, equipment, supplies, practices, and procedures meet or exceed federal, state, and local requirements as well as Spokane Transit Authority SMS. Individual departments are responsible for documenting specific procedures tailored to their work tasks as needed.

Safety Goals

- Goal 1: SMS to Reduce Injuries and Occurrences
 - STA will use the SMS framework to identify safety hazards, mitigate risk and reduce injuries and occurrences resulting from transit operations.

- Goal 2: SMS to Foster a Robust Safety Culture
 - STA will 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.
- Goal 3: SMS to Ensure Safe and Efficient Systems and Equipment
 - STA will provide safe and efficient transit operations by ensuring all vehicles, equipment and facilities are regularly inspected, maintained, and serviced as required.

SMS Concept of Operations

The four components of the STA SMS are:

- Safety Policy – The Safety Policy establishes a clear commitment to continually improve safety. The Safety Policy defines the methods, processes, and organizational responsibilities needed to meet stated safety goals.
- Safety Risk Management – Safety Risk Management is the process for identifying hazards and analyzing, assessing, and mitigating risk.
- Safety Assurance – Safety Assurance is the process of evaluating and measuring the continued effectiveness of risk mitigation efforts and supports the identification of new hazards.
- Safety Promotion – Safety Promotion includes training, communications, and other actions taken to create a positive safety culture within the organization.

Safety Management Policy Communication

The Safety Management Policy is communicated to employees and contracted service providers upon hire during new employee orientation, in Employee/Operator handbooks, through agency Safety Notices, in Safety Committee Meeting Minutes, and on Safety Bulletin Board Postings.

Authorities, Accountabilities, and Responsibilities

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

- A workplace free of recognized hazards
- A written Accident Prevention Program
- Initial and Recurring Training
- An Employee Safety Committee
- Safety Bulletin Boards
- Other requirements as specified in chapter 296 of the Washington Administrative Code

The CEO, as the accountable executive, has the ultimate responsibility for safe and secure operations at STA and contract service operations. Each employee is required to carry out specific system safety responsibilities depending on their position in compliance with the ASP. The following is a list of the responsibilities of each job description at STA and reflects the agency's commitment to safety.

<p>Accountable Executive – Chief Executive Officer</p>	<ul style="list-style-type: none"> • Acts as the Agency’s safety advocate. • Controls and directs human and capital resources needed to develop and maintain the Agency Safety Plan (ASP) and Transit Asset Management Plan (TAM.) • Has final authority over agency operations and carrying out the ASP and TAM Plans. • Collaborate with the Chief Operations Officer and the Safety Department to establish the Agency’s safety objectives and safety targets. • Directs responsibility for the conduct of the Agency’s affairs. Ensures SMS is effectively implemented, and action is taken as necessary to address substandard performance. • Implements safety risk mitigations for the safety risk reduction program. • Receives and considers safety risk mitigations recommended by the Employee Safety Committee
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<p>Chief Safety Officer – Director of Safety</p>	<p>The Director of Safety has oversight, authority, and responsibility for the day-to-day implementation and operations of the Agency’s Safety Management System (SMS), reports directly to the CEO, and is adequately trained. The safety of operations rests with the relevant agency managers. The Director of Safety’s role is to assist those managers with safe operations. The duties of the Director of Safety include taking the lead in:</p> <ul style="list-style-type: none"> • Developing and maintaining safety policies, plans, procedures, and a proactive SMS Plan. • Providing advice for developing realistic and data-driven safety performance indicators and safety performance targets. • Verifying compliance with the SMS Plan and the Accident Prevention Plan with relevant legislation, guidelines, and standards. • Providing advice, interpretation, and recommendations over technical matters such as safety design and systems in new bus/van purchases, facility renovations, and other areas (e.g., standards for safe working, job hazard analyses, and the development of standard operating procedures and handbooks). • Coordinating closely with Security on plans, procedures, and programs related to bus operator safety activities that involve passenger injuries or incidents (e.g., disruptive behavior), pedestrian incidents or incidents with other road users (e.g., collisions), preventing and mitigating worker assaults, emergency response and security procedures for the different modes of transportation. • Developing safety training, competency and awareness programs, and providing advice, input, and final review in developing training activities. • Tailoring safety management plans for the conduct of operations based upon risk. • Allocation of safety resources based on work, associated hazards, and importance of facilities/activities. • Providing training and education plans and programs that maintain competency in safety critical areas. • Measure and report program effectiveness in a form that is useful and relevant to the agency. • Ensure a joint labor-management Employee Safety Committee is established.
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<p>Agency Leadership and Executive Management – Chiefs & Managers</p>	<ul style="list-style-type: none"> • All directors and managers are responsible for ensuring that enough resources are available to achieve a safe workplace and stated outcomes of the SMS Plan. • Ensure that enough employee time, supervisor support, and funds are budgeted for safety equipment, training and to carry out the safe operations. • Review direct report performance each year to make sure they are carrying out their responsibilities as described in this program. • Ensure that incidents are fully investigated, and corrective action taken to prevent hazardous conditions or behaviors from re-occurring. • Set a good example by following established safety rules and attending required training. • Report unsafe practices or conditions to the supervisor of the area where the hazard was observed. • Chief Operations Officer is responsible for: <ul style="list-style-type: none"> ○ The overall safety of employees in Fixed Route, Paratransit, Vehicle Maintenance and Facilities. ○ Maintenance and condition of all facilities, vehicles, and equipment. ○ Establishing, maintaining, and reporting SPM. ○ Transit Asset Management plan. • Senior Fixed Route Transportation Manager is responsible for: <ul style="list-style-type: none"> ○ The overall safety of employees in the department. ○ Coach Operator performance. ○ Maintaining and reporting SPM. • Senior Paratransit & Transportation Manager is responsible for: <ul style="list-style-type: none"> ○ The overall safety of employees in the department. ○ Van Operator performance. ○ Maintaining and reporting SPM. • Senior Vehicle Maintenance Manager is responsible for: <ul style="list-style-type: none"> ○ The overall safety of employees in the department. ○ Vehicle Maintenance employee performance. ○ Vehicle preventative and general maintenance and condition through the Transit Asset Management Plan (TAM). ○ Maintaining and reporting SPM. • Senior Facilities Maintenance Manager is responsible for: <ul style="list-style-type: none"> ○ The overall safety of employees in the department. ○ Facility Laborer employee performance. ○ Facility preventive and general maintenance and condition through the Transit Asset Management Plan (TAM). ○ Maintaining and reporting SPM.
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<p>Key Staff – Supervisors and Leads</p>	<ul style="list-style-type: none"> • Ensure that each employee supervised has received an initial orientation before beginning work. • Ensure that each employee supervised is competent or receives training on safe operation of equipment or tasks before starting work on that equipment or project. • Ensure that each employee receives the required personal protective equipment (PPE) before starting work on a project or work task requiring PPE. • Complete a daily walk-around safety check of the work area. Promptly correct any hazards found. • Observe the employees you supervise working. Promptly correct any unsafe behavior. Provide training and take corrective action as necessary. And document employee evaluations. • Set a good example for employees by following safety rules and attending required training. • Investigate all incidents in your area and report findings to management and the CSO. • Talk with management about changes to workplace practices/rules or equipment that will improve employee safety.
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<p>Key Staff – Employee Safety Committee</p>	<p>STA established an Employee Safety Committee to support and oversee the SMS. This committee promotes interagency coordination and frontline transit worker cooperation.</p> <p>The committee meets monthly and has the following responsibilities:</p> <ul style="list-style-type: none"> • Oversees Safety Risk Reduction Program • Sets performance targets for Safety Risk Reduction Program • Reviews the timely collection of information related to hazards, potential consequences, and safety events; • Reviews reported hazards and supports the analysis of hazards; • Investigates, analyzes, and identifies causal factors for safety events; • Monitors and analyzes trends in hazards and safety events; • Identifies and recommends risk-based mitigations or strategies necessary to reduce the likelihood and severity of consequences identified through the agency’s safety risk assessment process; • Identifies mitigations or strategies that may be ineffective, inappropriate, or were not implemented as intended • Identifies safety deficiencies for purposes of continuous improvement • Monitors industry data and reports from FTA and oversight authorities, industry associations, and manufacturers and other vendors • Reviews and approves the Agency Safety Plan annually; <p>Safety Committee Memberships include:</p> <ul style="list-style-type: none"> • Chairperson • Record Keeper • Employee Selected Member - Paratransit Operator • Employee Selected Members - Fixed Route Operators (2) • Employee Selected Member - Journeyman Vehicle Technician • Employer Selected Member – Manager of Human Resources • Employer Selected Member – Fixed Route Operations Technical Specialist • Employer Selected Member - Fixed Route Technical Projects Specialist • Employer Selected Member - Paratransit Supervisor • Advisor – Director of Fixed Route Transportation • Advisor – Chief Operations Officer • Advisor – Chief of Human Resources • Advisor – Plaza Transit Center Operations Manager • Advisor – Director of Security • Advisor – Associate Transit Planner • Advisor – Training Instructor
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<p>Key Staff – All Spokane Transit Employees</p>	<ul style="list-style-type: none"> • Follow safety rules and safe practices described in the accident prevention program, safety standards and training you receive. • Promptly report unsafe conditions or actions to your supervisor, Safety Committee Representative, or the Safety Officer using the Safety Hazard Report Form. • Ask for assistance if their physical capacities, skills and/or knowledge are not adequate to complete the task safely. • Report all injuries to your supervisor promptly regardless of how serious. • Report all near-miss incidents to your supervisor promptly. • Always use personal protective equipment (PPE) when required, and make sure it is in good working condition prior to use. • Do not remove or disengage any safety device or safeguard provided for employee protection. • Encourage co-workers with your words and example by using safe work practices on the job. • Safeguard and look out for co-workers. • Make suggestions to your supervisor, Safety Committee Representative, or management about changes you believe will improve employee safety and or eliminate hazards.
<p>Contracted Service Providers</p>	<p>For contracted service providers working at Spokane Transit, all safety requirements apply to every member of the contractor’s workforce to protect the safety of the contracted service providers, transit employees, public, and property.</p> <ul style="list-style-type: none"> • Contracted service providers must abide by all applicable local, state, and federal safety regulations. • Contracted service providers must perform their work in a safe manner and not expose themselves, Spokane Transit employees, or the public to risk of harm.

Public Safety and Emergency Management Interaction

Operations leads in coordinating the Agency’s response to emergencies and will activate STA’s Emergency Operations Center (EOC) when indicated. This department will provide short- and long-term support coordination to aid local/regional in emergency response to federal, state, and local agencies and/or the restoration of public transit services during emergency and disaster events. During emergencies, this department helps with:

- Temporary shelter
- Emergency evacuation assistance
- Detours
- STA Emergency Operations Center Activation

Paratransit provides special needs support and transportation as coordinated through STA’s EOC during declared emergencies.

Security takes the lead in public safety and security response. This department is responsible for developing, implementing, and updating security emergency response procedures, including, but not limited to:

- Active shooters

- Bomb threats
- Physical security

STA is responsible for providing security at all transit facilities including transit centers and park and rides. The Agency's security plan is covered under the Security & Emergency Preparedness Plan (SEPP). Security Awareness training is provided for employees during new employee orientation.

De-escalation training is provided for all incoming coach operators and security personnel, as well as recurring training for current coach operators, security personnel, and other employees that have interactions with the public.

Crime Prevention through Environmental Design (CPTED) is an important concept used with the Security Program and at all STA facilities. The process is also used during review of new projects.

STA enforces the Rules of Conduct throughout the service area and excludes service to customers who exhibit prohibited behavior using a progressive discipline approach.

Spokane Transit contracts with the Spokane Police Department through an interlocal agreement to provide support at our main transit station in the downtown area.

The Safety department serves as STA's Emergency Management Liaison and works closely with the Spokane County Department of Emergency Management and the Local Emergency Planning Committee to provide a coordinated transportation response to local and regional emergencies and disasters.

Interface with Internal and External Documents

STA and its contracted service providers will maintain documentation related to the implementation of its SMS, the programs, policies, and procedures used to carry out this ASP, and the results from its SMS processes and activities for three (3) years after creation. This documentation will be available to the FTA or other federal, state, or local oversight entity upon request.

The following STA documents are in conjunction with STA's ASP to meet our safety goals and objectives, and are available upon request:

- Accident Prevention Plan
- Transit Asset Management Plan (TAM)
- Spokane County Comprehensive Emergency Management Plan (CEMP)
- Extreme Weather Emergency Management Plan
- System Security and Emergency Preparedness Plan (SEPP)
- Emergency Operations Plan
- Collective Bargaining Agreements
- Operators Handbook
- Job Descriptions
- Drug and Alcohol Abuse Policy and Program
- Safety Data Sheets

Safety Risk Management

Safety 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 and potential consequences of hazards before they escalate into incidents or accidents. Major sources of information regarding hazards are obtained through new project planning and employee reporting. STA's risk management process applies to

existing operations and maintenance procedures, service delivery changes, and new services (vehicle, equipment, capital projects).

Telematics is an additional source of hazard identification data. Driving behaviors such as frequent hard-braking events, repeated speeding alerts, or sudden maneuvers are reviewed to determine whether they represent meaningful operational hazards. These indicators help STA identify performance-related risks.

Operator Training

Telematics-based coaching is incorporated into ongoing operator development. Supervisors and Training Instructors use telematics reports to:

- Reinforce consistent, smooth driving habits
- Address emerging trends or repeated behaviors that increase operational risk
- Personalize coaching sessions
- Provide operators with supportive feedback for continuous improvement

This coaching approach is focused on helping operators build skills that enhance safety, comfort, and operational efficiency.

The Safety Risk Assessment process includes:

- Collecting information on the identified hazard – reviewing event reports, interviewing employees and subject matter experts, and work area walk-throughs.
- Assessing severity of the hazard – identifying the worst feasible consequence affecting people, systems, equipment, and the environment as a consequence of the hazard. STA's matrix cites five levels:
 1. Catastrophic
 2. Critical
 3. Major
 4. Minor
 5. Negligible
- Assessing Likelihood – assigning a frequency to how often the worst feasible consequence will occur with and without existing mitigation countermeasures in place.
 - A. Repetitive
 - B. Frequent
 - C. Occasional
 - D. Remote
 - E. Improbable
 - F. Extremely Improbable
- Determine Overall Risk – assigning the Risk/Criticality Index from the matrix using the severity and likelihood. The resulting alphanumeric rating helps prioritize risk and rates the tolerability of the risks.
 - Minimal – acceptable, operation permitted.
 - Low – acceptable, operation permitted.
 - Medium – acceptable with mitigation. Requires management review and on-going monitoring of mitigation to determine if it is ineffective, inappropriate, or not implemented as intended.

- High – unacceptable, operation permitted with execution of a high priority, systematic mitigation strategy only. Immediate notification to CEO, Division Chief, Manager, and Director of Safety.
- Extreme – unacceptable and management approval required. STA will suspend service or activities with an extreme-risk index until mitigated to an acceptable level. Immediate notification to CEO, Division Chief, Manager, and Director of Safety.
- Documenting Results – STA will record the risk/hazard in a Risk Assessment to track it and identify the risk/hazard status.
 - A sample of the Risk Assessment is in Appendix C
 - Risk Assessments are created and maintained by Project Managers and/or the Safety Committee.

The Safety Department or assigned Subject Matter Expert (SME) will review identified hazard documentation and determine the potential impact on STA operations and/or the health and safety of employees.

At STA hazards are identified through the following:

- Employee safety reporting (Hazard Report Form), see Appendix A.
- Customer service reporting
- Observations by operations
- Safety audits
- Event/incident reports and investigations
- Incident, injury, and accident history
- Items/Hazard identified through the Risk Reduction Program carried out by the Employee Safety Committee
- Managements Open Door policy
- Data trending reported made available through insurance carriers (e.g., WSTIP)
- Data and information provided by an oversight authority, including but not limited to the FTA, Washington State, or the State Safety Oversight Agency.
- Data and information regarding exposure to infectious disease provided by the CDC or other State health authority

When hazards are identified, they are addressed by:

- Immediate resolution/mitigation
- Reporting to a higher level within the organization (if it cannot be corrected by the person identifying the hazard)
- Reporting the hazard to the safety committee for recording and resolution/mitigation

Employee Safety Reporting Program

At Spokane 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 environments, 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 act or condition to their direct lead, supervisor, manager, the Safety Department, and/or a Safety Committee Representative, and should receive a clear answer with a corrective plan in person or through the Safety Committee Meeting Minutes.

Physical assaults against transit workers will be reported to the employee's direct lead, supervisor, or manager, and security. After the event has occurred and the employee has received medical treatment,

if necessary, the employee will complete the Operator's Report. This report, along with the Supervisor's Report, Security Report, video if available, and other information will be reviewed at the Quarterly Assault Review. Quarterly summaries of the assault reviews will be presented to the Employee Safety Committee as part of the Risk Reduction Program.

Operators can request a Security Ride Along if they identify a specific route or time that having a Transit Officer on the coach would deter undesirable behavior. To arrange this, they can use a QR code or notify their supervisor to have a Transit Officer accompany them on the route.

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 policy, rules, warning/notice signs and posters, procedures, or practices stated in employee handbooks.

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

- Report directly to their leads, supervisors, managers, or chiefs
- Report directly to the Safety Department
- Report through Safety Committee Representative
- Report through STA Customer Service Tel. # (509) 328-RIDE
- Email the Director of Safety (scrawford@spokanetransit.com)
- Complete a Hazard Report Form and give it to Supervisor, Safety Committee Representative, or member of the Safety Department.

All safety hazards/concerns will be channeled to the Safety Committee and assigned a tracking number and the status reported monthly on the Hazard Report Log until mitigated or resolved.

Customer Service Reporting

Customers are also our partners in safety. We encourage our customers and the public to bring their safety concerns to our attention, whether through our bus/van operators or our Customer Service group. Customer Service's contact information is published on our vehicles and on our website. Customers can contact STA with their safety questions or concerns using:

- Telephone – (509) 328-RIDE
- Email – STA Questions at <https://www.spokanetransit.com/feedback/sta-questions-comments>

Observations by Operations

STA has programs to help identify and monitor the safety of our system, including driving behavior and transit facility safety.

Public Reporting

All complaints, comments, and observations from the public are tracked using the automated comment module from Trapeze, Inc. Customers make reports by calling (509) 328-RIDE, going online to STA Questions & Comments, or submitting a written report.

Operator Observations

Operation Supervisors & Training Instructors are required to annually ride with each operator and evaluate/rate each Operator's driving techniques, route maintenance and customer service skills.

Safety Audits

Safety Audits are performed to:

- Identify hazards, risks, and unsafe practices by inspecting areas with a department representative.

- Proactively take corrective actions by noting findings and abatement issues. Items which can be abated immediately will be done on the spot and recorded.
- Promote a safe work environment by providing a systematic audit schedule to abate safety issues before accidents occur.
- Encourage safe work practices.
- Identify any training deficiencies needing further development.

Informal safety walkthroughs are conducted periodically, and formal walkthroughs are conducted annually with department representatives and a Safety Department member. Safety Audit form samples are in Appendix B.

The Security department conducts weekly fire suppression sprinkler control valve inspections and documents their findings. Completed inspections checklists are filed in the Safety Department.

Annual fire extinguisher inspections are conducted by an outside vendor and records are filed in the Facilities Department.

External safety audits are conducted at the request of outside regulatory organizations such as LNI, Department of Ecology, or other regulatory bodies. These audits can be planned or unplanned audits, any findings from audits will be immediately addressed and abated.

New Project Planning

Project and/or Department Managers will conduct risk reviews during the planning, construction, and implementation/delivery phases of new facilities, equipment, or service added to STA operations. Mitigation measures identified during these reviews will be communicated to affected employees through advanced training sessions or Safety and Operation Notices.

Risk Assessment

Likelihood

	Extremely Improbable, once in 10 years	Improbable, once in 2-10 years	Remote, once in less than 2 years	Occasional, 2-11 times per year	Frequent, 1-3 times per year	Repetitive, 4+ times per year
Catastrophic	4	4	5	5	5	5
Critical	3	3	4	5	5	5
Major	2	2	3	3	4	4
Minor	1	1	2	2	2	3
Negligible	1	1	1	1	1	2
No Safety Implication	0	0	0	0	0	0

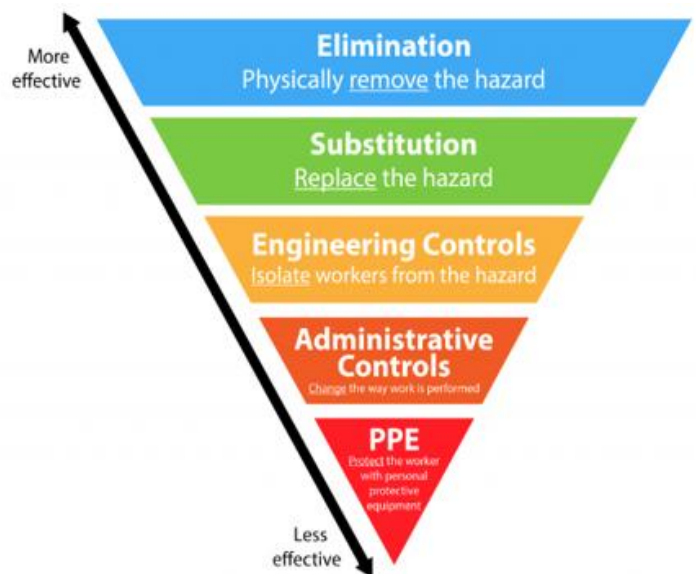
Severity

	Injury or Illness	Bus, Facility	Operational Compliance	Damage, Fine, Loss of Revenue	Agency Image	Damage to the Environment
Catastrophic	One or more fatalities	Total loss of bus or facility	Potential threat to operation	Damage, fines, or loss of revenue >1M	Permanent impact on agency system-wide	Massive environmental effect
Critical	Multiple overnight hospital admissions	Bus or facility out of service for more than 1 month	Regulatory/a gency policy and/or procedure deviation with a critical impact on safety	Damage, fines, or loss of revenue >1M - 500K	Adverse impact on agency image	Critical environmental effect
Major	Single overnight hospitalization	Bus or facility out of service for 1 month or less	Regulatory/a gency policy and/or procedure deviation with major reduction in safety margin	Damage, fines, or loss of revenue >500K - 100K	Major effect on agency image	Contained effect to the environment
Minor	Medical treatment beyond first aid	Bus able to operator, minor property damage	Regulatory/a gency policy and/or procedure deviation with minor safety implication	Damage, fines, or loss of revenue >100K - 30K	Minor effect on agency image	Minor environmental effect
Negligible	First Aid Treatment	Minor damage to bus or negligible property damage	Regulatory/a gency policy and/or procedure deviation with limited safety implication	Damage, fines loss of revenue >30K	Negligible impact on agency image	Negligible environmental effect
No Safety Implication	No Safety Implication	No safety implication	No safety implication	No safety implication	No safety implication	No safety implication

Risk Level	Risk	Operational Impact	Minimum Action	Immediate Notification	Risk Acceptance and Mitigation Responsibility
5	Extreme (unacceptable)	Stop the Operation	Mitigation to level 4 or lower prior to operation	CEO, Division Chief, Manager, Director of Safety	CEO, Division Chief, Manager, Director of Safety
4	High (unacceptable)	Operation Permitted with execution of a high priority, systematic mitigation strategy	Immediate mitigation and comprehensive mitigation not level 3 minimum required	CEO, Division Chief, Manager, Director of Safety	Division Chief, Manager, Director of Safety
3	Medium (acceptable with mitigation)	Operation permitted	Mitigation strategy required to reduce risk	Manager, Director of Safety	Manager, Director of Safety
2	Low (acceptable)	Operation permitted	Monitor, consider actions to further reduce risk	Manager who owns process	Manager over area of risk
1	Minimal (acceptable)	Operation permitted	N/A	Manager over area of risk	Manager over area of risk
0	None	Operation permitted	N/A	N/A	Manager over area of risk

Safety Risk Mitigation

If the risk is unacceptable, risk controls are developed that will either eliminate the hazard or mitigate the risk to an acceptable level. Risks/hazards will be addressed on a priority basis with a matrix rating of 5 receiving attention first down to the lowest rating of 1. Mitigation may include reducing the likelihood and/or severity of the consequences of the hazard. After risk controls are developed, 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 Safety Risk Mitigation procedure. 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 are as follows:

- **Design for Minimum Risk** – From the initial design, eliminate hazards through design selection or alteration.
- **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 likelihood 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.
- **FTA or Other Oversight Authority** – Guidance provided by an oversight authority such as the FTA or the CDC will be considered when applicable as a source for safety risk mitigation.
- **Other mitigation methods** include:
 - Initial Training
 - Advanced Training
 - Remedial Training
 - Preventative Maintenance Program
 - Safety Notices
 - Operating Notices
 - Maintenance Campaigns
 - Employee Safety Committee suggestions or recommendations

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, equipment, vehicles, planned service stops and routes.
- **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.

The Accountable Executive will be informed of safety risk mitigation suggestions for a risk unrelated to the safety risk reduction program and will notify the committee of the decision to approve or deny the recommended mitigation.

Safety Assurance

The purpose of Safety Assurance is to evaluate the overall effectiveness of safety risk controls established under Safety Risk Management and STA's ASP. The Safety, Planning, and Operations departments are responsible for monitoring and evaluating the operations system for compliance and sufficiency of the agency and contractor's operations and maintenance procedures to ensure that: 1) emerging risks are identified, 2) STA meets 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. The Chief Operations Officer (COO) will assemble, track and report on the status of the SPM which displays the compliance and sufficiency of operations and maintenance procedures.

Compliance with and Sufficiency of Operations and Maintenance Procedures

STA's safety assurance activities that are used for monitoring the oversight, procedural, and performance compliance evaluation of operations and maintenance includes, but is not limited to:

- Safety Event Reporting and Investigation (Accident, Incidents, and Occurrences)
- Quarterly SPM Review
- Safety Audits
- Internal and External Audits
- Internal and External Findings through Observations of Operations (e.g., ride-alongs)
- Committee Reviews
- Video Monitoring
- Service Spotlight

STA's Departments of Safety, Planning and Operations are responsible for the monitoring, evaluation, and review of results from these activities which are reported to the Chief Safety Officer. Safety assurance activities are documented through defect cards, hazard report forms, accident and incident operator and supervisor forms so the agency can track the data and compare it over time. Based on these reports, the Chief Safety Officer works with the managers in each department to review and investigate findings with implications for agency-wide compliance with and sufficiency of operations and maintenance procedures, and to determine the root cause and contributing factors for any issues.

There are three subcomponents under Safety Assurance:

- Safety Performance Monitoring and Measurement
- Management of Change
- Continuous Improvement

Safety Performance Monitoring and Measurement

STA's first step in Safety Assurance is establishing Safety Objectives and Safety Performance Measures to meet the Agency's safety goals. This Agency Safety Plan includes 14 safety performance measures set forth in the National Public Transportation Safety Plan. Safety Performance Measures (SPM) are established to indicate whether the Agency is achieving its safety objectives and performance targets.

		Baseline	Safety Performance Target (SPT)	2023	2024	2025
Fixed Route Fatalities	Number	0	0	0	0	0
	Rate per 10,000 Vehicle Revenue Miles (VRM)	0	0	0	0	0

		Baseline	Safety Performance Target (SPT)	2023	2024	2025
Paratransit Fatalities	Number	0	0	0	0	0
	Rate per 10,000 VRM	0	0	0	0	0
Fixed Route Safety Events	Number	316	310	294	298	242
	Rate per 10,000 VRM			0.38	0.37	0.29
Paratransit Safety Events	Number	54	50	25	26	21
	Rate per 10,000 VRM			.18	.03	.03
Fixed Route Passenger Injury Events	Number	4	0	21	26	21
	Rate per 10,000 VRM			.03	.03	.03
Paratransit Passenger Injury Events	Number	4	0	4	6	4
	Rate per 10,000 VRM			.03	.04	.03
Fixed Route Pedestrian Collisions	Number	0	0	2	1	6
	Rate per 10,000 VRM	0	0	0	0	.01
Paratransit Pedestrian Collisions	Number	0	0	0	0	1
	Rate per 10,000 VRM	0	0	0	0	.01
Fixed Route Preventable Vehicle Collisions	Number			167	116	101
	Rate per 10,000 VRM	.06	2.0	.19	.21	.16
Paratransit Preventable Vehicle Collisions	Number			11	15	23
	Rate per 10,000 VRM	.13	0.89	.08	.11	.19
Paratransit Employee/Contracted Provider Injuries	Number		0	0	0	0
	Rate per 10,000 VRM		0	0	0	0
Employee Assaults	Number		1	33	44	28
	Rate per 10,000 VRM		0.12	.04	.05	.03

Safety Goals, Objectives, and Performance Targets

During the 2026 review of the Agency Safety Plan, STA updated the rate used for several Safety Performance Measures from ‘per 1,000,000 vehicle revenue miles’ to ‘per 10,000 vehicle revenue miles’ to better align PTASP reporting with internal operational reporting and to allow for clearer identification of performance trends.

Additionally, during the annual review process, safety event data for 2023 and 2024 was re-evaluated and updated. In some cases, incident and injury reporting occurs months or years after the event, and collision determinations may change following Accident Review Hearings. As a result, the historical

safety performance metrics in this plan reflect the most current and accurate event totals available at the time of publication.

These updates do not change the underlying safety performance monitoring process but ensure that STA’s reporting remains accurate, consistent, and aligned with operational data.

Goal 1: SMS to Reduce Casualties and Occurrences

This is completed by 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.

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 bring safety concerns to the attention of agency leadership.

	Safety Performance Target (SPT)	2023	2024	2025
Fixed Route Advanced Training	90%	94%	0%	92%
Paratransit Advanced Training	90%	10%	95%	100%
Vehicle Maintenance Advanced Training	90%	86%	86%	86%

Goal 3: Systems and Equipment

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

	Safety Performance Target (SPT)	Baseline	2024	2025
Fixed Route Road Calls – Number of miles between road calls	6,000 miles	6,722 miles	5,899 miles	6,322 miles
Paratransit Road Calls – Number of miles between road calls	75,000 miles	67,537 miles	71,170 miles	124, 118

Facilities Preventive Maintenance	80% completed on time	90%	98%	97%
Paratransit (DO/CT) System Reliability (major + other)	75,000 miles	216	93	109
Fixed Route System Reliability (major + other)	7,500 miles	1097	1208	1368

Safety Performance Target Coordination

STA is a member of the Spokane Regional Transportation Council (STRC) and annually updates the Metropolitan Planning Organization (MPO) with our performance targets. STA will coordinate, to the maximum extent possible, with the FTA State Safety Oversight Officer and the local MPO on the selection of these targets. STA’s Accountable Executive shares our ASP, including safety performance targets, with the MPO in our service area each year after its formal adoption by the STA Board of Directors. STA’s Accountable Executive also provides a copy of our formally adopted plan to the Washington Department of Transportation.

If STA does not meet an established annual SPM, it must:

- Assess associated safety risks, using the methods outlined in this Safety Risk Management portion of the ASP.
- Mitigate associated safety risk based on the results of a Safety Risk Assessment outlined in this ASP.
- Allocate its safety set-aside in the following fiscal year to safety-related projects eligible under 49 U.S.C. 5307 that are reasonably likely to assist the transit agency in meeting the safety performance target in the future.

Under the direction of the Account Executive, STA will develop and carry out a plan to address any deficiencies identified through the safety assessment.

Risk Reduction Program – Safety Committee

The Risk Reduction Program is a framework utilized by the Employee Safety Committee to improve organizational safety performance by reducing the number and rates of safety events, injuries, and assaults on transit employees. This program utilizes components of the SMS to evaluate eight safety performance measures established by the National Public Transportation Safety Plan to reduce and mitigate safety events, vehicle and pedestrian safety events involving transit vehicles, and assaults on transit employees. The committee will set Safety Performance Targets for these eight safety performance measures for all modes of transportation within the agency. The committee will investigate and identify risk mitigations when STA does not meet one of the annual safety performance targets. These safety risk mitigation evaluations will include:

- Evaluation and reduction of visibility impairments
- Evaluation of retrofitting equipment in vehicles
- Consideration of specifications for future vehicle procurements

- Infrastructure and technology mitigations to reduce operator assaults and restrict the unwanted entry of individuals and objects into the workstations of operators.

The Employee Safety Committee will also identify safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.

Recommended mitigations will be approved by the Employee Safety Committee with an agreement of both union and non-union members. If an agreement for a mitigation cannot be reached, a neutral third party that is approved by both the organization and the union will be brought in to resolve the matter. If a recommended safety mitigation cannot be put into place, a written explanation will be provided to the Employee Safety Committee and the Board of Directors by the Account Executive, if applicable.

*The Employee Safety Committee will monitor the following SPMs and will create SPTs for these metrics after 2026.

Safety Performance Measures for the Safety Risk Reduction Program

Fixed Route	Safety Performance Target (SPT)	2024	2025	2026
Major Events		28	14	
Major Event Rate		00.28%	00.14%	
Collisions		21	12	
Collision Rate		9.21%	6.22%	
Injuries		41	38	
Injury Rate		8.68%	10.61%	
Assaults on Operators		69	35	
Rate of Assaults on Operators		19.38%	09.78%	

Paratransit	Safety Performance Target (SPT)	2024	2025	2026
Major Events		4	1	
Major Event Rate		00.04%	00.01%	
Collisions		2	1	
Collision Rate		8.70%	3.23%	
Injuries		12	4	
Injury Rate		5.25%	6.15%	
Assaults on Operators		0	1	
Rate of Assaults on Operators		00.00%	01.53%	

Telematics Safety Monitoring Program

STA is implementing a telematics system across its revenue fleet to support continuous improvement in operator performance, enhance visibility into operational trends, and strengthen STA's proactive safety oversight. The telematics system collects real-time and historical data related to vehicle operation and operator driving patterns, providing objective information to support the Safety Management System (SMS).

The telematics system collects operational data including, but not limited to:

- Vehicle speed and speeding alerts
- Harsh braking and turning
- Collision detection
- Seatbelt usage
- Following distance
- Engine diagnostic codes and mechanical health indicators
- GPS-based location, routing, and dwell time metrics

This information will be used to identify higher-risk driving behaviors and performance patterns that may benefit from coaching, as well as detect and address emerging trends. This will also enable STA to provide supportive, data-driven feedback to operators and reinforce consistent driving habits and professional best practices. This will also help inform targeted refresher, remedial, or advanced training, support the Safety Risk Management hazard identification process, evaluate the effectiveness of safety mitigations, and allow STA to monitor performance across the entire fleet as well as contracted services.

Telematics data will be reviewed by the Telematics Safety Coordinator in the Safety Department. Relevant summaries and identified trends will be reported to the Employee Safety Committee and incorporated into STA's Safety Performance Measures (SPM), organizational risk reduction initiatives, and continuous improvement efforts.

The primary purpose of the Telematics program is supportive coaching, with an emphasis on identifying opportunities to strengthen operator proficiency and reduce behaviors that increase operational risk.

Organizational Risk Reduction

The following operations, procedures and processes are used organization-wide to serve as the collective risk reduction program for STA's transit operations to reduce the number of accidents, injuries and assaults on STA's transit workers based on data submitted to NTD. The collection of data, investigation of events, Accident & Incident Review Board, Safety Performance Measures, Inspections and Audits all address:

- Reducing vehicle and pedestrian accidents involving buses and consider measures to reduce visibility impairments for bus operators that contribute to accidents.
- Mitigation of assaults on transit workers. In 2023 barriers were installed on all coaches to restrict the unwanted entry of individuals and objects into bus operator workstations after a risk analysis performed by the Safety Committee determined that such barriers or other measures would reduce assaults on and injuries to transit workers.

Data Collection

Safety, Risk, Operations, Maintenance, and Training departments work collaboratively as a team to collect, analyze, and disseminate the data necessary to demonstrate the effectiveness of the Agency

operations, hazard/risk mitigation efforts including identifying individual safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended, compliance with operation/maintenance procedures, and the SMS. Contracted service providers are expected to report requested data so STA can include that data in the risk reduction program. This data comes from several documented sources including, but not limited to:

- Operator Event Reports on safety and security incidents including assaults on transit workers, vehicular and pedestrian accidents, injuries, and illnesses (*Attachment D*)
- Hazard Reports
- Job Hazard Analysis
- Observations from Operators
- Observations from Contracted service providers
- Service Improvement Committee
- Internal and external inspection, survey, and audit reports
- Customer comments and suggestions
- Historic recall
- Seasonal events and effects
- Environmental considerations
- Deployment of new equipment
- Maintenance common fleet issues
- Process review and improvement
- Emergency planning

This safety data is reviewed, discussed, and shared at the monthly management meetings and monthly Safety Committee Meetings. Specific procedures on how to carry out safety risk mitigation monitoring activities and forms to document those activities are on file in the Safety Department.

Safety Event Investigations to Identify Causal Factors

STA instructs Managers, Supervisors, and Transit Officers on how to conduct investigations of safety events (vehicular and pedestrian accidents, incidents, and injuries) to help find causal and contributing factors and review the existing mitigations in place at the time of the safety event.

Local law enforcement also may respond to any STA safety event. STA will coordinate its investigation process with local law enforcement.

Operations and maintenance management are responsible for immediately notifying the Safety department and key staff (including the Accountable Executive) of any safety event that meets STA's thresholds. The COO notifies the Accountable Executive and designated staff member of any event that resulted in a fatality, serious injury, or property damage to STA's vehicles or private vehicles that may exceed \$25,000. The Safety Department ensures that all safety events are reported, recorded, and tracked in the event tracking system (Origami) maintained by Washington State Transit Insurance Pool (WSTIP).

The Safety department also ensures compliance with reporting thresholds, requirements, and processes defined in *FTA's NTD Safety and Security Policy Manual* and with notification thresholds established by the National Transportation Safety Board and the Washington State Department of Transportation.

STA's general safety investigation process consists of five basic phases.

Set up: Designate an investigation team (Supervisor, Manager, Safety, Claims Specialist, Adjuster, etc.) with the required skills and expertise.

Fact gathering: Record facts pertinent to understanding the circumstances leading to the safety event using STA's Operator's Event Report (Appendix D), Supervisor's Event Report (Appendix E), and/or Employee Report of Injury (Appendix F).

Event reconstruction: Reconstruct the sequence of events using STA's Operator's Event Report (Appendix D), Supervisor's Event Report (Appendix E), Employee Report of Injury (Appendix F), and Supervisor's Investigation of Employee Injury Report (Appendix G), and camera system video recordings.

Data analysis: Analyze the information obtained through fact gathering and event reconstruction to assess the safety risk and provide explanations of the technical and operational factors and any underlying organizational factors and issues.

Establish conclusions: Draw conclusions and determine preventability from the collected and analyzed information based on:

- Main and direct causes and contributing factors leading to the event.
- Other findings that have potential to improve the safety of the transit system.

Safety Event Investigation Procedures

STA's safety event investigation procedures follow these steps:

- Bus Operators, Van Operators, Mechanics, Transit Officers, or Operations Supervisors notify Dispatch of the safety event. The Operator of the affected transit vehicle follows basic emergency steps:
 - Stay calm.
 - Assess the situation. Do not move the vehicle unless directed by law enforcement or Dispatch.
 - Notify Dispatch.
 - Protect people, then property.
 - Provide aid to the passengers.
 - Secure/make safe the vehicle/scene.
 - Gather information from customers using Customer Courtesy Cards.
 - Complete an Operators Event Report as soon as is practicable.
- Dispatch immediately notifies Operations Management, Safety department, and Emergency Operations representatives via text message and email.
- The investigator is dispatched to the scene. This normally consists of an Operations Supervisor or Manager.
- The investigator arrives at the scene as soon as possible with tools (report blanks & camera) to conduct the investigation.
- The investigator secures the scene and collects facts about what occurred, including interviewing the operator involved, if possible.
- The investigator begins the technical investigative process, which includes but is not limited to the following:
 - Noting the environmental factors surrounding the safety event, such as lighting and visibility, road surface conditions, climate, and weather conditions.
 - Collecting vehicle and roadway evidence, including vehicle condition and position for all vehicles involved in the incident.
 - Observing brake-related factors (skid marks).
 - Observing debris and vehicle fluids.
 - Observing contact and induced damage.

- Making exterior damage assessments.
- Photographing the scene.
- Sketching the incident scene.
- Interviewing other drivers, witnesses, passengers, fire, emergency medical services, and police personnel at the scene. Interviewing maintenance personnel, if necessary, later.
- Making drug and alcohol testing decisions.
- Finalizing the Supervisor's Event Report Form.
- Requests building and/or vehicle video recordings of the event.

Identifying Causal and Contributing Factors

STA is committed to examining all safety events to determine causal and organizational factors that may have contributed to the safety event including reducing vehicular and pedestrian accidents and assaults on transit workers. This includes examining:

- Vehicle Operating Instructions.
- People/human factors.
- Management decision-making and resource support.
- Equipment, tools, and materials including any visibility impairments.
- Operating environment.
- Environmental issues.
- Existing relevant mitigations.
- Other causes and contributing factors, as appropriate.

The investigators prepare a report based on this review and send copies to the Operations Manager and Director of Safety for immediate action (if necessary) and integration into their analysis and preventability determination of the event. Additionally, there is a quarterly Assault Review Board that meets to discuss and review the number of assaults on transit workers in the past quarter, and best practices to mitigate assaults on transit workers.

Accident and Incident Review

STA's Director of Safety /Chief Safety Officer reviews information on all accidents and incidents which occur on STA property or involving STA vehicles, equipment, or employees. The Director of Safety does not review occurrences, as defined in 49 CFR § 673.5. The Director of Safety determines whether:

- The accident or incident was preventable or non-preventable,
- Retraining is required,
- The causal factor(s) indicate(s) an unexpected or previously unconsidered operating condition or situation or an existing mitigation that may be ineffective, inappropriate, or not implemented as intended, or
- The accident or incident appears to involve underlying organizational causal factors beyond just individual employee behavior.

Operators may dispute accident determinations. Disputed accident determinations are reviewed by a knowledgeable third party, agreed upon by both the Union Representatives and STA management. Third party accident determination decisions are final and binding.

Per contractual agreement, the paratransit contractor must immediately notify STA's Paratransit Manager of any safety event that meets defined minimum thresholds. STA also monitors the paratransit contractor's safety investigation processes by reviewing investigation reports, causal analysis activities, and the contractor's response to investigation reports and causal analysis findings. The contractor is required to submit documentation on safety investigation activities to STA.

The Safety department and the individual Fixed Route, Paratransit, and Maintenance departments maintain all documentation of STA's investigation policies, processes, forms, checklists, activities, and results.

Safety Performance Measures

The Safety department uses collected data to establish Safety Performance Measures (SPM) and baselines for realistic safety performance targets. Safety also uses SPM to assess and communicate efficiency of operations/maintenance procedures and hazard/risk mitigation efforts with affected departments within the Agency as well as outside agencies and the Board in a timely manner

Internal Safety Reporting Programs

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

The Chief Safety Officer also reviews internal and external reviews, including audits and assessments, compliance with operations and maintenance procedures, and the effectiveness of safety risk mitigations. The Chief Safety Officer discusses relevant safety issues and concerns with the Accountable Executive and Executive Management.

Internal and External Inspections and Audits

Audits are used to evaluate the overall effectiveness, efficiency, and reliability of any transit Agency's SMS. Internal audits also help prepare the Agency for the Triannual Review with the FTA.

STA performs audits to determine compliance with the Agency's safety plan, and implements corrective action plans related to findings to:

- Verify safety programs have been developed/implemented in accordance with system safety program plan requirements.
- Assess the 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.

- 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 continuous improvement of the Spokane Transit Agency Safety Plan.

Hazard/Risk Actions Log

Tracking safety and security actions is a safety and quality assurance process for monitoring and measuring the effectiveness of the safety and risk management processes. The Actions Log aims to track and address critical safety items/hazards and recurring safety issues. The Safety and Operations departments and the Safety Committee review all findings and follow up on the mitigation plan on a regular basis. A sample Hazard/Risk Actions Log can be found in Appendix C.

Management of Change

STA understands that change may affect the appropriateness or effectiveness of existing risk mitigation strategies. 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, evaluated through the SRM process, and corrected.

STA's SRM process includes identifying a change's associated hazards and potential consequences, assessing safety risk, and, when necessary, creating new safety risk mitigations or modifying existing mitigations. When STA makes a change that requires new or revised mitigations, it monitors these mitigations as described in the mitigation monitoring section above.

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 consider the following three criteria:

- 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 STA, the Maintenance department submits changes such as bus retrofits (e.g., mirrors) to the Operations, Safety, and Training departments.

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

STA's Operations, Planning, Safety, and Training departments:

- Review issues, such as installing new crosswalks at facilities.
- Conduct facility safety audits of transit centers and submit work orders to correct hazards.
- Issue audit reports, which outline key items such as sidewalks, condition of pavement paint markings, and similar items.

It is 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

Continuous Improvement

STA uses a continuous improvement process to monitor and improve our SMS and safety performance. STA conducts an annual safety performance assessment during the last quarter of the calendar year. If any deficiencies are identified as part of the safety performance assessment, under the direction of the Accountable Executive, a plan is developed to address the identified deficiencies. STA's process for assessing its safety performance includes:

- Monitoring the achievement of safety objectives and safety performance indicators and targets.
- Reviewing the effectiveness of:
 - Hazard identification, safety risk assessment, safety risk mitigation development, and management of change activities.
 - Operations and maintenance procedure monitoring activities during performance reviews.

- Safety risk mitigation monitoring activities through the Safety Committee.
- Event investigation activities.
- Safety training efforts.
- Safety communication.

The Safety department is responsible for assessing STA's safety performance because of its safety expertise and functional independence from operations and maintenance. Safety department strategies for assessing safety performance and the effectiveness of STA's SMS operations include but are not limited to the following:

- Reviewing safety data, including data related to safety objectives and safety performance indicators and targets.
- Attending safety committee meetings and safety meetings.
- Conducting field observations.
- Monitoring regulatory compliance.
- Reviewing SMS documentation.

The Safety department will provide reports on the results of safety performance assessments to the Accountable Executive and Executive Management. The Safety department maintains documentation of the safety performance assessments.

STA supports continuous improvement by addressing deficiencies it discovers during assessments of safety performance and SMS operations assessments. STA monitors corrective actions taken to correct safety deficiencies to ensure the mitigations put in place are sufficient and to identify mitigations that may be ineffective, inappropriate, or were not implemented as intended. These mitigation deficiencies will be reviewed by the Safety Committee and management and will go through the Risk Management process to identify another mitigation. STA also may choose to use outside expertise to assist in addressing safety deficiencies. STA's Chief Safety Officer reports on the status of these corrective actions to the Accountable Executive each month through the Safety Committee Meeting Minutes.

Safety Promotion

Employee Safety Training

Safety promotion ensures that STA employees and contracted service providers are aware of policies and procedures related to the safety of agency operations, and specifically as related to their areas of work. STA's comprehensive safety training program applies to all STA employees directly responsible for safety.

All agency employees receive training as required under the Agency's Accident Prevention Program. All employees receive New Employee Orientation training and annual training on the basic elements of employee safety and their role in the SMS. Depending upon job classification, some employees may receive additional training in programs such as Bloodborne Pathogens, Confined Space, Lockout/Tagout, De-escalation training, and others as required to perform their job safely.

Operator Training

STA offers Commercial Driver License (CDL) training for bus and van operators. STA'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.

STA provides approximately eight weeks of instruction for new operators, including time spent with an operator mentor. This is followed by route training with field instructors.

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 they relate to safety.
- Customer service.
- Diffusing angry customers.
- De-escalation techniques.
- Operation/Driving skills.
- Face cover use and passenger monitoring.

All Operators receive annual refresher/advanced training, which includes but is not limited to de-escalation training, safety concern identification and reporting training. Remedial training occurs when an Operator receives a preventable collision determination. Operator retraining occurs during the return-to-work process on absences exceeding 90 days.

Mechanical Certification and Maintenance Training

STA provides vehicle maintenance staff with on-going skills training through Automotive Service Excellence (ASE) certification and awarding extra pay for staff who have obtained certifications. This is provided for in the collective bargaining agreement.

Vehicle Maintenance employees receive additional skills training in:

- Preventative Maintenance and Standard Operating Procedures (SOPs).
- Specialized equipment training through contracted vendors
- De-escalation, safety concern identification, and reporting training through the Agency training program

Safety Officer Certification and Training

STA participates in the FTA's Public Transportation Safety Certification Training Program. The Chief Safety Officer will complete the following required classes:

- SMS Awareness Training
- Safety Assurance
- SMS Principles for Transit
- Effectively Managing Transit Emergencies
- Transit Bus System Safety
- Fundamentals of Bus Collision Investigation.

The Chief Safety Officer will complete a minimum of one hour of safety training each year.

Training Assignments and Recordkeeping

Each department maintains training requirements and transcripts for their respective employees. Further recordkeeping and training documentation can be accessed at:

- Munis
- Trapeze
- Origami
- Employee Files

At STA, the Department Managers track and maintain training records.

Training Curriculums

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

Safety Communication

STA actively encourages the open sharing of information on all safety issues throughout our organization. To ensure effective communication throughout the agency, STA has established formal processes and approaches, including:

Dissemination of safety and safety performance information throughout the Agency:

The communication of safety performance information follows the agency-wide model of the agency's SMS. The Chief Safety Officer is responsible for reporting on the agency's safety performance through the COO to the Accountable Executive. These reports may include, but are not limited to, performance relative to the agency's safety performance targets, updates related to corrective actions, and unusual events. In accordance with guidance distributed by the Chief Safety Officer, leadership throughout the agency (including executives, chiefs, managers, and supervisors) are responsible for communicating safety performance information with their teams. The Safety department is responsible for distributing the Safety Committee Hazard/Risk Log and Safety Committee Meeting minutes to all employee levels to inform them of the current status of mitigation efforts.

Communication of information on hazards and safety risk relevant to employees' roles and responsibilities throughout the Agency:

As part of New Hire Orientation, STA reviews safety policies and procedures. Training is provided on these policies and procedures, which are also included in the Operator Handbooks. For newly emerging safety issues or safety events at the Agency, STA's Chief Safety Officer issues notices or messages to employees and contracted service providers that are reinforced by supervisors in one-on-one or group discussions with employees and contracted service providers. STA's Training department also develops materials and courses to explain changes to policies, procedures, and work instruction that address hazards and safety risks relevant to employees' and contracted service providers' roles and responsibilities.

Additional Information

Safety Committees are required by state law to serve as the basic forum to review safety issues and hazards, hazard reports, safety audit 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 work groups. Safety Committee meeting minutes are made available to all employees via the Safety Intranet site and Safety Bulletin Boards.

STA has display monitors centrally located throughout the facility to display safety and emergency alerts, accident statistics, and other safety education materials. Safety posters are also used to raise awareness throughout the agency.

STA has established employee recognition programs such as monthly Employee Recognition Awards and Safe Driver and Maintenance Safety Awards to promote safety performance, build morale, and focus attention on achieving the agency's safety goals. To this end, STA conducts an annual Awards Banquet to recognize safety-related award winners and their guests.

STA conducts the annual Rodeo for coach and van operators which showcases operator driving and operation skills. STA uses American Public Transportation Association (APTA) standards and criteria to test competitors. Winners attend the state and national competitions and receive a complimentary dinner at the annual Awards Banquet.

STA annually recognizes two individuals and one team for exemplary performance, dedication, innovation, customer service and professionalism. This Wall of Fame award is sponsored by the Washington State Department of Transportation. Selectees attend a state banquet and receive recognition at the annual Awards Banquet.

Definitions of Special Terms Used in the Safety Plan

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

Assault on a transit worker – as defined under 49 U.S.C. 5302, means a circumstance in which an individual knowingly, without lawful authority or permission, and with intent to endanger the safety of any individual, or with a reckless disregard for the safety of human life, interferes with, disables, or incapacitates a transit worker while the transit worker is performing the duties of the transit worker.

CDC – the Centers for Disease Control and Prevention of the United States Department of Health and Human Services.

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

Direct Recipient – an entity that receives Federal financial assistance directly from the Federal Transit Administration.

Emergency – as defined under 49 U.S.C 5324, means a natural disaster affecting a wide area (such as a flood, hurricane, tidal wave, earthquake, severe storm, or landslide) or a catastrophic failure from any external cause, as a result of which the Governor of a State has declared an emergency, and the Secretary has concurred; or the President has declared a major disaster under section 401 of the Robert T. Stafford Disaster Relief and Emergency Assistance Act (42 U.S.C. 5170).

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

FTA – Federal Transit Administration, an operating administration within the United States Department of Transportation.

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

Injury – any harm to persons as a result of an event that requires immediate medical attention away from the scene.

Audit – the process of determining the causal and contributing factors of a safety event or hazard, for the purpose of preventing recurrence and mitigating safety risk.

Joint labor-management process – a formal approach to discuss topics affecting transit workers and the public transportation system.

Large Urbanized Area – a recipient or subrecipient of financial assistance under 49 U.S.C. 5307 that serves an urban area with a population of 200,000 or more as determined by the most recent decennial Census.

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

Near-miss – a narrowly avoided safety event.

Operator of a Public Transportation System – a provider of public transportation.

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

Potential Consequence – the effect of a hazard.

Public Transportation – as defined under 49 U.S.C. 5302, regular, continuing shared-ride surface transportation services that are open to the general public or open to a segment of the general public defined by age, disability, or low income; and does not include:

1. Intercity passenger rail transportation provided by the entity described in 49 U.S.C. chapter 243 (or a successor to such entity);
2. Intercity bus service;
3. Charter bus service;
4. School bus service;
5. Sightseeing service;
6. Courtesy shuttle service for patrons of one or more specific establishments; or
7. Intra-terminal or intra-facility shuttle services.

Public Transportation Agency Safety Plan (PTASP) – the documented comprehensive agency safety plan for a transit agency that is required by 49 U.S.C. 5329 and this part.

Rail transit agency – any entity that provides services on a rail fixed guideway public transportation system.

Recipient – State or local governmental authority, or any other operator of a public transportation system, that received financial assistance under 49 U.S.C. chapter 53.

Roadway – land on which rail transit tracks and support infrastructure have been constructed to support the movement of rail transit vehicles, excluding station platforms.

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

Safety Committee – the formal joint labor-management committee on issues related to safety that is required by 49 U.S.C. 5329 and 49 CFR part 673.

Safety Event – an unexpected outcome resulting in injury or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.

Safety Management Policy – a transit agency’s documented commitment to safety, which defines the transit agency’s safety objectives and the accountabilities and responsibilities for the management of safety.

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

Safety Management System (SMS) Executive– A Chief Safety Officer or equivalent.

Safety Performance Target – a quantifiable level of performance or condition, expressed as a value for the measure, related to safety management activities, to be achieved within a specified time period.

Safety Promotion – a combination of training and communication of safety information to support SMS as applied to the transit agency’s public transportation system.

Safety risk – the composite of predicted severity and likelihood of a potential consequence of a hazard.

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

Safety Risk Management – a process within a transit agency’s Public Transportation Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating the safety risk of their potential consequences.

Safety risk mitigation – a method or methods to eliminate or reduce the severity and/or likelihood of a potential consequence of a hazard.

Safety set-aside – the allocation of not less than 0.75 percent of assistance received by a large urbanized area provider under 49 U.S.C. 5307 to safety-related projects eligible under 49 U.S.C. 5307.

Small public transportation provider – a recipient or subrecipient of Federal financial assistance under 49 U.S.C. 5307 that has one hundred (100) or fewer vehicles in peak revenue service across all non-rail fixed route modes or in any one non-fixed route mode and does not operate a rail guideway public transportation system.

State – a State of the United States, the District of Columbia, Puerto Rico, the Northern Mariana Islands, Guan, American Samoa, and the Virgin Islands.

State of good repair – the condition in which a capital asset is able to operate at a full level of performance.

State Safety Oversight Agency – an agency established by a State that meets the requirements and performs the functions specified by 49 U.S.C. 5329(e) and (k) and the regulations set forth in 49 CFR part 674.

Subrecipient – an entity that receives Federal transit grant funds indirectly through a State or a direct recipient.

Transit Agency – an operator of a public transportation system that is a recipient or subrecipient of Federal financial assistance under 49 U.S.C. 5307 or a rail transit agency.

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

Transit worker means any employee, contractor, or volunteer working on behalf of the transit agency.

Urbanized area – as defined under 49 U.S.C. 5302, an area encompassing a population of 50,000 or more that has been defined and designated in the most recent decennial census as an urban area by the Secretary of Commerce.

Acronyms

ASP	Agency Safety Plan
CAP	Corrective Action Plan
CEO	Chief Executive Officer
COO	Chief Operating Officer
ESRP	Employee Safety Reporting Program
FTA	Federal Transit Administration
MPO	Metropolitan Planning Organization
PTASP	Public Transportation Agency Safety Plan
SMP	Safety Management Policy
SMS	Safety Management Systems
SOP	Standard Operating Procedure
SRM	Safety Risk Management
STA	Spokane Transit Authority
TSI	Transportation Safety Institute
USC	United States Code
VRM	Vehicle Revenue Miles

Appendix A: Safety Hazard Report Form

STA Employee Safety Hazard Report Form

File Number: _____
(Leave Blank)

Date: _____

Where is the hazard located?
(Check One)

- Boone Facility-North
- Boone Facility-South Boone Northwest Garage
- Sharp Facility
- Fleck Service Center
- Park & Ride _____ (enter which one)
- Plaza Facility
- Valley Transit Center
- Other _____

Describe the location further if it is not obvious from the description of the hazard: _____

Describe the workplace hazard: (Give more details if you are filling this out anonymously)

Has the Hazard been reported to a Foreman, Supervisor, Manager, or Chief?
 Yes No If so, Who? _____ Date Reported: _____

Your Name: _____ (optional)

Stop Here!

Stop Here!

Drop off or mail this report to your management, the Human Resources or Safety departments, or with any Safety Committee Member.

Briefly describe the actions taken to correct the hazard: _____

Who or what department took the corrective action? _____

Purpose of the Safety Hazard Report Form:

The purpose of this form is to provide employees with another method of reporting workplace hazards or potential hazards, to have the identified hazards evaluated and, if possible, have the hazard eliminated or minimized.

Instructions:

1. Fill in the blanks and answer the questions on the reverse side.
2. Turn in the completed form to your foreman, supervisor, or manager. You may also deliver the completed form to any Safety Committee Member, or the Safety or the Human Resources departments.

Other Information:

1. Allow time for routing and investigation before expecting a follow-up contact from the appropriate party.
2. All completed reports will be forwarded to the Safety Committee for review and disposition.

Appendix B: Safety Audit Form



Safety Audit Checklist

Name of Auditor:	Location of Audit and Address:
Title of Auditor:	Specific Areas Inspected or of Concern (leave blank if entire location)

Personal Protective Equipment (PPE):						N/A	Yes	No
Please indicate what PPE is required for this area:								
Hi - Viz	Eye	Ear plugs	Earmuffs	Gloves	Respiratory			
Is the appropriate PPE for the task being utilized?								
Is the required PPE available to employees?								
Is the required PPE being utilized in the correct manner?								
Is the required PPE being utilized in good, working condition? Does it fit properly?								
Has a hazard assessment been done & documented?								
If you answered "no" to any of the previous questions, please use the space below to explain								

Emergency Wash Stations:				N/A	Yes	No
Are emergency eye wash stations available & easily accessible?						
Are emergency showers available & easily accessible?						
Are the emergency wash stations (eye/shower) in good working order?						
Are they located so it takes no more than 10 seconds to reach & free from an obstacle that could block its usage?						
Are both clearly marked that the water being used is non-potable (not fit to drink)?						
Have the emergency wash stations (eye/shower) been inspected?						
Are the inspections documented properly?						
Are the inspections performed in the required timeframe?						
If you answered "no" to any of the previous questions, please use the space below to explain						

Fire Suppressant Systems:				N/A	Yes	No
Are fire extinguishers readily available and accessible?						
Are they easily identified so employees can easily locate & reach them?						

Fire Suppressant Systems Cont'd:	N/A	Yes	No
Are they the right one for the hazard (wood, liquids, grease, electrical hazards?)			
Are they in good working condition (charged, free from damage, etc.)			
Have the fire extinguishers / sprinklers been inspected?			
Are the inspections documented properly?			
Are the inspections performed in the required timeframe?			
Are all employees properly trained on how to use them? Is training up to date?			
If you answered "no" to any of the previous questions, please use the space below to explain			

Entry / Exit Routes / Walking Paths:	N/A	Yes	No
Are the workroom floors in a safe walking / working condition?			
If practical, are the workroom floors dry?			
Are the floors not overloaded so they can support the equipment being used?			
Are all employees aware of the emergency plans & exits?			
Are the exits clearly marked for all means of exit?			
Are access & egress routes free & clear from debris?			
If "no" were you or another employee able to remove the debris?			
If you answered "no" to any of the previous questions, please use the space below to explain			

General Housekeeping:	N/A	Yes	No
Are the storage areas, passageways, service rooms & other workspaces clean, orderly, and sanitary?			
Are the stored materials done in such a way as not to create a hazard?			
Is the area free from materials that could cause a slip/trip/fall/fire hazard?			
Is the workspace swept clean to reduce airborne contaminants as much as possible?			
Is the area free from items that could obstruct cleaning (nails, boards, hole, etc?)			
Are items such as bundles, containers, bags, etc. stored in such a way to prevent sliding, tipping, falling, or collapsing?			
Is there adequate lighting for the workspace & duties being performed?			
If you answered "no" to any of the previous questions, please use the space below to explain			

First Aid, AED, and bloodborne pathogens (BBP):	N/A	Yes	No
Is there a First Aid Kit, BBP kit, and AED available and accessible?			
Is there at least 1 person present with current training?			
Are the kits properly stocked? If "no" list the missing items below.			
Are the containers free from contamination, deterioration, etc?			

First Aid, AED, and bloodborne pathogens (BBP) Cont'd:	N/A	Yes	No
Are the containers clearly marked & unlocked?			
If you answered "no" to any of the previous questions, please use the space below to explain			

Electrical Cords:	N/A	Yes	No
Are electrical cords being used for their approved purpose & working environment?			
If being used near a hazardous location (gas, dust, vapor, fiber) is it approved to do so? (Area must have documentation of all hazards)			
Are cord connectors free from exposed current-carrying parts except prongs, blades, or pins?			
Are all electrical cords in good working condition? (Insulation intact, no exposed wires, all prongs exist, etc.) Visual inspection must be done prior to use			
Are they handled in such a manner that it will not cause damage?			
Are they stored in such a manner so as not to damage insulation? (i.e. staples?)			
If you answered "no" to any of the previous questions, please use the space below to explain			

Electrical Equipment:	N/A	Yes	No
Is it being used for its approved purpose? If being used in a wet/damp environment is it designed for such use? If so, are any cabinets, cutout boxes, fittings, boxes or wet locations, are they installed to prevent moisture from entering & weatherproof?			
If being used in a damp environment are there any exposed parts that may become energized grounded, and is the grounding conductor clearly identified?			
Is the equipment clearly marked w/ manufacturer name/voltage/current/wattage?			
Electrical panel free from any items surrounding it by at least 36 inches?			
Is any exposed noncurrent-carrying metal parts that may become energized grounded?			
If you answered "no" to any of the previous questions, please use the space below to explain			

Lock Out / Tag Out (LOTO):	N/A	Yes	No
If machine/equipment is new/modified/repared can it accept LOTO devices?			
Is the device being used appropriate to control all forms of energy?			
If needed, are multiple LOTO devices applied & correctly?			
Have all energy sources been identified, isolated, and controlled?			
Has the authorized employee notified all affected employees prior to installation?			

Lock Out / Tag Out (LOTO) Cont'd:	N/A	Yes	No
Are all tags properly marked (date, name, contact info) and legible? Weatherproof?			
Are they all the same format? Are they capable of withstanding excessive force?			
Did you verify the 1:1 rule? (1 lock per person, per device)?			
Prior to removal, is the person removing the device the only one authorized to do so?			
Prior to removal, was it verified that it was safe to do so? Was it verified that any surrounding employees will be safe when the machine/equipment is energized?			
If you answered "no" to any of the previous questions, please use the space below to explain			

Hazard Communication / Chemical Storage:	N/A	Yes	No
Do all employees know how to access the SDS information? SDS meet all GHS req's?			
Are all containers labeled appropriately & legibly?			
Are all chemicals / products housed in the proper container?			
Are the containers free from leaks, corrosion, rust, flaking, etc?			
Have weekly, documented inspections been carried out to ensure no degradation?			
Are flammable liquids being stored in flammable liquid cabinets?			
Are oily rags being placed in self-closing, covered metal containers?			
If you answered "no" to any of the previous questions, please use the space below to explain			

Portable Electric Tools:	N/A	Yes	No
Are hand tools in good condition & stored in a safe manner?			
Are tool guards & any other safety devices in place & utilized properly?			
Is the grinding wheel tongue guard set at 1/4 of an inch or less?			
Is the grinding wheel tool rest at 1/8 of an inch or less?			
Are employees letting the tool do the work (not forcing it)?			
If you answered "no" to any of the previous questions, please use the space below to explain			

Ladders:	N/A	Yes	No
Are ladders inspected and in safe working condition?			
If displacement/tip over is possible, is the ladder properly secured to prevent injury?			
Is the right type of ladder being used for the job (step vs leaning)?			
Are all safety devices in use (locked spreader etc.)			
Is the ladder rated appropriately for the task (1A,1, 2, 3)?			
Is the ladder the appropriate length / height?			
Is the ladder being used at the correct ratio (if leaning)?			
Is the area at the base free from slip, trip, and fall hazards?			

Ladders:	N/A	Yes	No
Is the ladder secure at the top and the bottom when it's in use?			
Are employees following the 3 point of contact rule? Facing during climbing/descending?			
Are employees not carrying materials as they climb the ladder?			
Are employees standing on the second/third to last step/rung?			
If you answered "no" to any of the previous questions, please use the space below to explain			

Fall Protection:	N/A	Yes	No
Is the fall protection being properly stored?			
Is fall protection available, inspected and documented?			
If parapet is <39" or there is an unprotected edge, is fall restraint being used or a warning line @ least 15' from the unprotected edge or guardrail?			
Is the proper form of fall protection being used for the task height?			
Are the harnesses free from corrosion, fraying, or overall damage?			
Are the lanyards & anchorage point free from corrosion / damage?			
Are the harnesses being properly worn & snug enough for proper fit?			
If using an elevated work platform: is fall protection being used?			
If you answered "no" to any of the previous questions, please use the space below to explain			

Compressed Gas Cylinders:	N/A	Yes	No
Are compressed gas cylinders being stored upright & secured?			
Are the safety relief devices installed and in good working order?			
Are the caps on securely & tightly?			
If you answered "no" to any of the previous questions, please use the space below to explain			

Forklifts / Scissor Lifts / Boom Lifts / Powered Man Lifts:	N/A	Yes	No
Are forklift operators wearing seatbelts?			
If the equipment has been modified, has it been approved by the manufacturer?			
Is the modification at least as safe as it was prior to the documentation?			
Was a prestart inspection done & documented? Has an annual inspection been done & documented? (Note: only applies to modified units)			
Has the workspace been inspected & documented for any hazards such as holes, drop-offs, debris, overhead hazards, weather conditions / surface conditions?			
Are holes that could cause a tip over properly labeled & covered?			
Are all operators trained with documentation & it the training current?			
Is the equipment being used not overloaded per the posted capacity limits?			

Do open pits have proper barriers to prevent accidental access?			
Forklifts / Scissor Lifts / Boom Lifts / Powered Man Lifts Cont'd:			
If you answered "no" to any of the previous questions, please use the space below to explain			

Airborne Contaminants / Ventilations:	N/A	Yes	No
Is adequate ventilation provided & in use with contaminants are present? (i.e. paint)			
When work is being performed, is respiratory protection being used?			
If work is being done in confined space, is the proper ventilation in place?			
If you answered "no" to any of the previous questions, please use the space below to explain			

Respirators:	N/A	Yes	No
Has a medical evaluation been done on the employee(s) using a respirator?			
Have the employee(s) using the respirator been fit tested?			
Are respirators being cleaned & sanitized after each use? Assembled properly?			
Stored properly to protect them from hazards that could compromise their use?			
Are inspections being done prior to use (seal check, degradation, etc.)?			
Are the canister labels readable & intact?			
If you answered "no" to any of the previous questions, please use the space below to explain			

Confined Space:	N/A	Yes	No
Has a permit been obtained to enter a confined space?			
Permit have all req'd info (location, reason, names, etc.)?			
All the permit entry procedures being followed & are all affected employees aware?			
Have safety measures been put in place to ensure no unauthorized entry?			
Have all existed & potential hazards been reviewed, documented, and mitigated to the fullest extent possible? (Document mitigation efforts as well)			
Are rescue & emergency resources immediately available?			
If PPE is req'd, it is being used correctly & in good working order?			
If you answered "no" to any of the previous questions, please use the space below to explain			

Appendix C: Hazard/Risk Action Log

2026 ACTION LOG - SAFETY COMMITTEE HAZARD REPORTS							
Date	Location of Hazard	General description	Describe the Hazard	Risk #	Safety Committee Response	Assigned to	Reporting

Appendix D: Operator's Event Report

WSTIP

SPOKANE TRANSIT OPERATOR'S EVENT REPORT

EVENT INFORMATION

STA Report #:				
Event Date:	Time:	AM <input type="checkbox"/> PM <input type="checkbox"/>	Time Dispatch Notified:	AM <input type="checkbox"/> PM <input type="checkbox"/>
Event Indicator: <i>(Check all that apply)</i>	<input type="checkbox"/> Vehicle Accident	<input type="checkbox"/> Passenger Accident	<input type="checkbox"/> Incident	<input type="checkbox"/> Customer Contact
	<input type="checkbox"/> Wheel Chair	<input type="checkbox"/> Pedestrian	<input type="checkbox"/> Property Damage	<input type="checkbox"/> Bicyclist
Department:	<input type="checkbox"/> Fixed Route	<input type="checkbox"/> VanPool	<input type="checkbox"/> ParaTransit	<input type="checkbox"/> Security
	<input type="checkbox"/> Maintenance	<input type="checkbox"/> Administration	<input type="checkbox"/> Contract	

TRANSIT DRIVER INFORMATION

Last Name:	First Name:	MI:
Employee Injury: Y / N	Date of Hire:	Employee ID:
Brief Employee Injury Description:		

Service Denial due to behavior? Yes No If Yes please complete the following questions:

1. Did the passenger impede the flow of service?
2. Did the passenger create or incite a breach of the peace?
3. Did the passenger create a disturbance to others on the coach?
4. Did the passenger direct harassment to others on the coach?

EVENT DETAIL

Weather Conditions (check one)	Light Conditions (check one)	Road Conditions (check one)		
<input type="checkbox"/> Clear	<input type="checkbox"/> Artificial Lighting	<input type="checkbox"/> Debris		
<input type="checkbox"/> Cloudy	<input type="checkbox"/> Daylight	<input type="checkbox"/> Dry		
<input type="checkbox"/> Foggy / Misting	<input type="checkbox"/> Twilight	<input type="checkbox"/> Ice		
<input type="checkbox"/> Raining	<input type="checkbox"/> Dark	<input type="checkbox"/> Snow / Slush		
<input type="checkbox"/> Snowing		<input type="checkbox"/> Wet		
Event Location:				
City:			State:	
Route #:	Direction:	Run #:	Company Vehicle #:	
Was wheelchair securement in use: Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, which one:				
Primary Location <i>(check all that apply):</i>				
<input type="checkbox"/> Bus Shelter/Zone/Stop	<input type="checkbox"/> Open Intersection	<input type="checkbox"/> Parking Lot	<input type="checkbox"/> Alley	<input type="checkbox"/> Street
<input type="checkbox"/> Transit Facility	<input type="checkbox"/> Controlled Intersection	<input type="checkbox"/> Railroad Tracks	<input type="checkbox"/> Hill	<input type="checkbox"/> Bridge
<input type="checkbox"/> Freeway/Interstate	<input type="checkbox"/> Residential Street	<input type="checkbox"/> STA Vehicle	<input type="checkbox"/> Steps	<input type="checkbox"/> Highway
<input type="checkbox"/> Mall/Shopping Center	<input type="checkbox"/> Construction Zone	<input type="checkbox"/> Driveway	<input type="checkbox"/> Other _____	
<input type="checkbox"/> Private Property	<input type="checkbox"/> STA Property	<input type="checkbox"/> Rural	<input type="checkbox"/> Urban	<input type="checkbox"/> Suburban

WSTIP

SPOKANE TRANSIT OPERATOR'S EVENT REPORT

OTHER DRIVER INFORMATION

Last Name:	First Name:	MI:	D.O.B.:
Address:			Hm Phone:
City:	State:	Zip:	Wk Phone:
License Plate:	State:	Driver's License:	State:
Vehicle Year:	Make/Model:	Color:	
Insurance Company:		Insurance Policy Number:	

OTHER VEHICLE OWNER INFORMATION

Last Name:	First Name:	MI:	D.O.B.:
Address:			Hm Phone:
City:	State:	Zip:	Wk Phone:
Insurance Company:		Insurance Policy Number:	
PLEASE ATTACH COURTESY CARDS FOR WITNESS(S) INFORMATION & DESCRIPTION			
# of Passengers:	# of Courtesy Cards Issued:	# of Courtesy Cards Collected:	

Other Persons Involved:

Last Name:	First Name:	MI:	D.O.B.:
Address:			Hm Phone:
City:	State:	Zip:	Wk Phone:
Describe Injuries:			

Other Persons Involved:

Last Name:	First Name:	MI:	D.O.B.:
Address:			Hm Phone:
City:	State:	Zip:	Wk Phone:
Describe Injuries:			

Other Persons Involved:

Last Name:	First Name:	MI:	D.O.B.:
Address:			Hm Phone:
City:	State:	Zip:	Wk Phone:
Describe Injuries:			

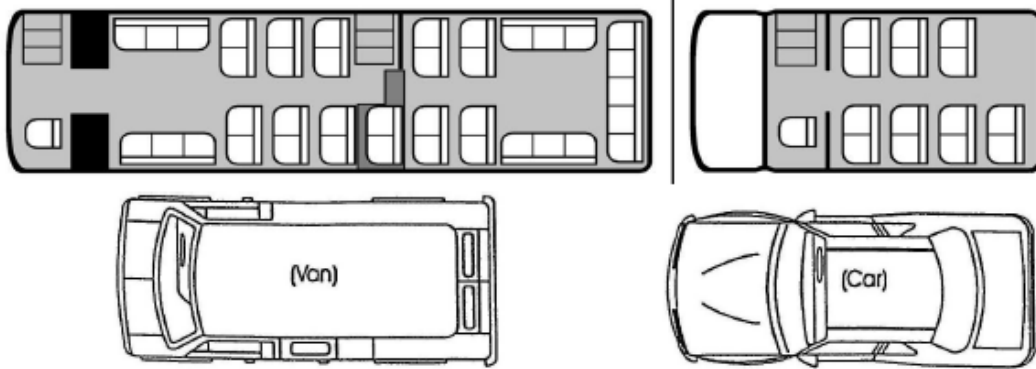
Miscellaneous Comments:

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WSTIP

SPOKANE TRANSIT OPERATOR'S EVENT REPORT

If Passenger Injury. Indicate on Diagram, their physical Location on coach



Supervisor: Read and sign to insure the report is accurate and complete.

Supervisor's Signature: _____ Date: _____

Print/Type Name: _____ Employee #: _____

Appendix E: Supervisor's Event Report

WSTIP

SPOKANE TRANSIT SUPERVISOR'S REPORT

EVENT INFORMATION

Report Number#:	Other Related Report #:		
Event Date:	Time:	Time Arrived on Scene:	
Check Who or What Involved:	<input type="checkbox"/> Incident	<input type="checkbox"/> Passenger	<input type="checkbox"/> Vehicle Contact
	<input type="checkbox"/> Wheel Chair	<input type="checkbox"/> Pedestrian	<input type="checkbox"/> Property
			<input type="checkbox"/> Customer Call
			<input type="checkbox"/> Security Incident
Check Department Involved:	<input type="checkbox"/> Fixed Route	<input type="checkbox"/> VanPool	<input type="checkbox"/> ParaTransit
	<input type="checkbox"/> Maintenance	<input type="checkbox"/> Administration	<input type="checkbox"/> Security

SUPERVISOR'S INVESTIGATION REPORT

Investigating Supervisor:	STA Vehicle/Bus #:
Description of Event	

WEATHER CONDITIONS AT TIME OF EVENT

Weather:	Light:	Road:
Police Agency:	Report #:	Officer's Name:
Other Responding Agencies:		

TRANSIT DRIVER INFORMATION

Last Name:	First Name:	MI:	Employee #:
Employee Injury:			
Time Driver Released From Scene:			
DOT (FTA) Drug & Alcohol Test: <i>If meets ONE of the following conditions (check one)</i> <input type="checkbox"/> One or more vehicles towed from the scene. <input type="checkbox"/> Fatality. <input type="checkbox"/> Injuries resulting in transport to a medical facility. <i>Should a fatality occur, a DOT test is always required and not downgraded to a non-federal test if the employee can be completely discounted.</i>		Non DOT (STA) Drug & Alcohol Test: <i>Must meet ONE of the following conditions (check one)</i> <input type="checkbox"/> \$1,000 in damage. <input type="checkbox"/> Injury requiring medical attention at the scene. <input type="checkbox"/> STA vehicle rear-ends another vehicle. <input type="checkbox"/> The operator contributed to the accident or cannot be completely discounted as a contributing factor.	

WSTIP

**SPOKANE TRANSIT
SUPERVISOR'S REPORT**

OTHER DRIVER INFORMATION

Last Name:		First Name:		MI:	D.O.B.
Address:				Hm Phone:	
City:		County:	State:	Zip:	Wk Phone:
Lic. Plate:		State:	Driver's Lic.		State:
Vehicle Year:	Make:		Model:	Color:	
Insurance Co.			Insurance Policy No.		

OTHER VEHICLE OWNER

Last Name:		First Name:		MI:	D.O.B.
Address:				Hm Phone:	
City:		County:	State:	Zip:	Wk Phone:
Insurance Co.			Insurance Policy No.		

OTHER PERSON INVOLVED INFORMATION

(use courtesy cards for others)

Last Name:		First Name:		MI:	D.O.B.
Address:				Hm Phone:	
City:		County:	State:	Zip:	Wk Phone:

Last Name:		First Name:		MI:	D.O.B.
Address:				Hm Phone:	
City:		County:	State:	Zip:	Wk Phone:

Last Name:		First Name:		MI:	D.O.B.
Address:				Hm Phone:	
City:		County:	State:	Zip:	Wk Phone:

Last Name:		First Name:		MI:	D.O.B.
Address:				Hm Phone:	
City:		County:	State:	Zip:	Wk Phone:

WSTIP

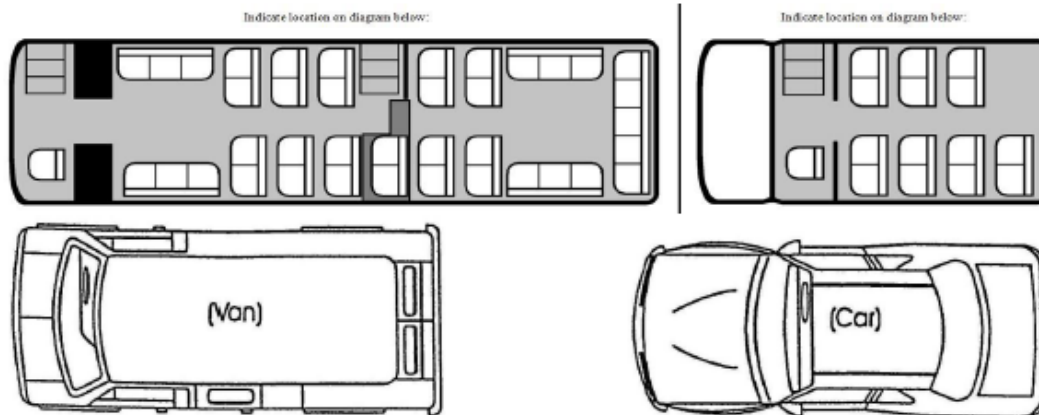
**SPOKANE TRANSIT
SUPERVISOR'S REPORT**

SAFETY—priority for all involved; **SERVICE**—Interview everyone and include their responses; **SCHEDULE**—the driver during your interview for drug testing or a follow-up interview!

ADDITIONAL INFORMATION

Critical Measurements:		
# of Photos Taken:	Photo Location #:	# of Passengers on Board:
# of Courtesy Cards Distributed:	# of Courtesy Cards Collected:	
Were any vehicles towed:	If "Yes" how many?	Towing Co.
Was wheelchair securement in use: Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, which one:		

Supervisor's Signature: _____ Date: _____



Transit Vehicle:

Damage Description:

Estimated Cost: \$0

Other Vehicle #2:

Damage Description:

Estimated Cost: \$0

Other Vehicle #3:

Damage Description:

Estimated Cost: \$0

WSTIP


**SPOKANE TRANSIT
SUPERVISOR'S REPORT**

FIELD SKETCH:

Please diagram (the scene) below and draw in street names, witness positions and where other vehicles were when the event happened – also show direction of travel.

Appendix F: Employee's Injury Report Form

RED fields are required to be filled out.

EMPLOYEE'S INJURY REPORT FORM							
Spokane Transit Authority  1230 W. Boone Avenue Phone: (509) 325-6402 Fax: (509) 325-6061		EMPLOYER FACILITIES <input type="checkbox"/> BOONE <input type="checkbox"/> PLAZA <input type="checkbox"/> VSC <input type="checkbox"/> OTHER		TODAY'S DATE DATE OF OCCURRENCE TIME OF OCCURRENCE <input type="checkbox"/> AM <input type="checkbox"/> PM DATE REPORTED TIME REPORTED <input type="checkbox"/> AM <input type="checkbox"/> PM REPORTED TO WHOM			
		PERSONAL INFORMATION					
		FIRST AND LAST NAME		DATE OF BIRTH	<input type="checkbox"/> MALE <input type="checkbox"/> FEMALE	EMPLOYEE NUMBER	
		HOME PHONE	HOME ADDRESS		CITY	STATE	ZIP
EMPLOYEE INFORMATION							
DEPARTMENT		JOB TITLE		DATE OF HIRE	<input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME		
SHIFT HOURS		HOURS VARY <input type="checkbox"/>	DAYS OFF		DAYS OFF VARY <input type="checkbox"/>		
OCCURRENCE							
ADDRESS OR LOCATION OF OCCURRENCE							
WHAT JOB/ACTIVITY WERE YOU PERFORMING?							
THIRD PARTY INVOLVED? NAME OF INDIVIDUAL			VEHICLE #	DID EVENT OCCUR ON PRIVATE PROPERTY? <input type="checkbox"/> YES <input type="checkbox"/> NO			
WHAT BODY PART(S) INJURED?		<input type="checkbox"/> Left or <input type="checkbox"/> Right	WHAT TYPE OF INJURY (cut, strain, laceration, burn, etc.)?				
WHAT HAPPENED TO CAUSE THE INJURY? (Describe how the event occurred, including other persons involved, tools, machinery, chemicals, etc.)							
HOSPITAL/PHYSICIAN CONSULTED (name/location/phone)					DATE		
TIME LOST AT WORK? <input type="checkbox"/> YES <input type="checkbox"/> NO	DATE LAST WORKED	DATE RETURNED	ADDITIONAL COMMENTS				
WITNESSES							
NAME & ADDRESS			BUSINESS PHONE	RESIDENCE PHONE			
SIGNATURES							
EMPLOYEE (PRINT NAME)							
EMPLOYEE SIGNATURE				DATE			
SUPERVISOR (PRINT NAME)							
SUPERVISOR SIGNATURE				DATE			

RED fields are required to be filled out.

Rev. 11/15/2012 of

Appendix G: Supervisor's Investigation of Employee Injury Report Form



SUPERVISOR'S INVESTIGATION OF EMPLOYEE INJURY REPORT

PART A					
Employee Name: Last		First		MI	
Accident Date	Time Shift Started	Time of Accident	Date Accident Reported	Day of Week of Accident	Vehicle Number
Supervisor Name			Department <input type="checkbox"/> FR <input type="checkbox"/> PT <input type="checkbox"/> Vehicle Maint. <input type="checkbox"/> Bldg. Maint. <input type="checkbox"/> Admin.		
Date of Hire	Employee's Job Title	Job at Time of Accident		Length of Time in Current Position	
Specific Location of the Accident			Physical Description of Injury (i.e. cut finger, twisted ankle, etc.)		
Others Injured/Involved/Witness in Same Accident			Phone Number of Others		
PART B					
Describe, in Detail, How the Accident Occurred:					
PART C					
Casual Factors and Corrective Actions. Check All that apply. Events and conditions that contributed to the accident.					
EQUIPMENT - Root Causes					EQUIPMENT-Corrective Action
<input type="checkbox"/> Electrical hazard	<input type="checkbox"/> Safety device inoperable	<input type="checkbox"/> Boardwalk, sidewalk			
<input type="checkbox"/> Chemical hazard	<input type="checkbox"/> Equipment inadequate	<input type="checkbox"/> Ladders			
<input type="checkbox"/> Hand tools	<input type="checkbox"/> PPE	<input type="checkbox"/> Seat			
<input type="checkbox"/> Equipment defective	<input type="checkbox"/> Steps, stairs	<input type="checkbox"/> Other _____			
MANAGEMENT - Root Causes					MANAGEMENT-Corrective Action
<input type="checkbox"/> Lack of training	<input type="checkbox"/> Lack of accountability	<input type="checkbox"/> Improper maintenance			
<input type="checkbox"/> Lack of instruction	<input type="checkbox"/> No inspections done	<input type="checkbox"/> System failure			
<input type="checkbox"/> Working overtime	<input type="checkbox"/> Policies and procedures	<input type="checkbox"/> Other _____			
<input type="checkbox"/> Equipment unavailable					
ENVIRONMENT - Root Causes					ENVIRONMENT-Corrective Action
<input type="checkbox"/> Insects	<input type="checkbox"/> Uneven pavement	<input type="checkbox"/> Poor housekeeping			
<input type="checkbox"/> Tight working area	<input type="checkbox"/> Poor footing	<input type="checkbox"/> Weather			
<input type="checkbox"/> Construction area	<input type="checkbox"/> Poor lighting	<input type="checkbox"/> Other _____			
<input type="checkbox"/> Uneven ground					
BEHAVIOR/PEOPLE - Root Causes					PEOPLE-Corrective Actions
<input type="checkbox"/> Unsafe act	<input type="checkbox"/> Safety rules ignored	<input type="checkbox"/> Equipment used incorrectly			
<input type="checkbox"/> PPE not worn	<input type="checkbox"/> Unaware of surroundings	<input type="checkbox"/> Lack of training			
<input type="checkbox"/> Assault	<input type="checkbox"/> Physical or mental	<input type="checkbox"/> Other _____			
<input type="checkbox"/> Distraction/haste					
ERGONOMIC - Root Causes					ERGONOMICS-Corrective Actions
<input type="checkbox"/> Repetitive twisting of wrists	<input type="checkbox"/> Vibration	<input type="checkbox"/> Body not in neutral position			
<input type="checkbox"/> Repetitive twisting of waist	<input type="checkbox"/> Awkward position	<input type="checkbox"/> Horizontal distance too great			
<input type="checkbox"/> Improper positioning of head	<input type="checkbox"/> Shoulders too high/low	<input type="checkbox"/> Other _____			
<input type="checkbox"/> Improper tool					
Accident Investigation Conducted By:					
Name (type/print): _____			Date: _____		
Signature: _____			Date: _____		
<p><i>Injury accident investigations should be completed as soon as practical upon notice of an accident. STA Supervisors/Managers should complete Sections A – C, and submit the original of this completed form to Safety/Loss Control within 72 hours of injury notice. If you have questions, call #325-6000 and ask for Claims or Safety.</i></p>					