

APPENDIX B: BLUE RIDGE INTERCITY EXPRESS (BRITE BUS)

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B1 ABOUT BRITE BUS

The Blue Ridge Intercity Transit Express, or BRITE Bus, is a service of the Central Shenandoah Planning District Commission (CSPDC), which manages the system. CSPDC contracts operations and maintenance of BRITE Bus to Virginia Regional Transit (VRT). BRITE Bus provides deviated fixed-route bus and paratransit services within the City of Staunton, the City of Waynesboro, and portions of Augusta County. BRITE Bus also has one route that serves Harrisonburg and connects to HDPT service at the Godwin Transit Facility at James Madison University (JMU).

All operations and maintenance of BRITE Bus fixed route and paratransit services are performed by VRT employees, by contractual agreement between the CSPDC and VRT. BRITE Bus's administrative offices, operations base, and maintenance facility are located at the BRITE Transit Facility, 51 Ivy Ridge Lane, in Fishersville. BRITE Bus's transit and paratransit fleet include:

BRITE Bus operates nine deviated fixed routes, with deviations permitted within a $\frac{3}{4}$ -mile radius of any of the BRITE Bus fixed routes, as well as demand-response paratransit service.

The Executive Director of CSPDC will be the BRITE Bus Accountable Executive and will have the ultimate authority to allocate human and financial resources to address safety issues.

BRITE Bus Fleet

- 8 transit cutaways
- 2 paratransit cutaways
- 1 trolley (trolley body on bus chassis)

B2 REVISION HISTORY – BRITE BUS

Each year, BRITE Bus will be required to work with DRPT to review and revise its portion of the Statewide PTASP. DRPT will work with each agency to initiate this process prior to release of a new revision of the Plan. The following table shows the history of revisions solely for BRITE Bus's PTASP sections.

Table B-1: Revision Table

Version	Notes
Rev. 0	Initial PTASP developed for all required bus agencies

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B3 SAFETY MANAGEMENT POLICY

B3.1 SAFETY POLICY STATEMENT

Safety is a core value of Blue Ridge Intercity Express (BRITE) Bus. BRITE Bus is committed to providing safe, reliable transit service to the City of Staunton, the City of Waynesboro, and Augusta County. BRITE Bus is also committed to developing and implementing the structures, roles and responsibilities, and providing the resources needed to effectively manage safety risk using the principles of Safety Management Systems (SMS).

This PTASP is written in accordance with the requirements set forth by 49 CFR Part 673, the National Public Transportation Safety Plan, and the Commonwealth of Virginia. This PTASP defines the authorities and accountabilities and responsibilities, as well as the safety management roles and responsibilities for key BRITE Bus staff. All BRITE Bus employees are held accountable for the overall safety performance of BRITE Bus, and for carrying out their individual safety roles and responsibilities. With the execution of this PTASP, BRITE Bus managers and employees are accountable for the delivery of the highest achievable levels of safety performance.

BRITE Bus will establish a culture of safety among its managers and employees, such that safety is at the core of all operational and administrative decisions and actions. BRITE Bus passengers can count on our organization to provide the safe and reliable service. Managers and executives must meet or exceed the minimum thresholds and requirements set forth in all BRITE Bus plans, policies, and procedures. BRITE Bus will also meet or exceed all local, state, and federal regulations and requirements related to the safety of the transit system. To achieve these safety goals, BRITE Bus has established measurable safety performance targets, outlined in this PTASP, in accordance with the National Public Transportation Safety Plan. Using the SMS processes described in this PTASP, BRITE Bus will continually measure and assess the achievement of its safety performance targets through its Safety Management Policies, Safety Risk Management processes, Safety Assurance activities, and Safety Promotion, including, but not limited to:

- Ensuring constant communication and awareness of BRITE Bus's safety policies throughout the organization
- Clearly defining the safety roles, responsibilities, and accountabilities of BRITE Bus personnel
- Communicating safety policies and safety information throughout the organization
- Identifying, analyzing, and mitigating safety risks
- Measuring and monitoring safety performance
- Providing employees with key safety competencies and training
- Providing all employees with the ability to identify and report safety concerns

As the Executive Director of the CSPDC, I am the Accountable Executive and have ultimate authority and responsibility for the safety of BRITE Bus. With this plan, all BRITE Bus staff are hereby accountable and responsible for the implementation of the all of the SMS activities described herein.

CSPDC Executive Director /Accountable Executive

Date

CSPDC Chair, Board of Commissioners

Date

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B3.2 SAFETY GOALS, OBJECTIVES, AND TARGETS

BRITE Bus has established the following measurable Safety Performance Targets as a benchmark for the overall safety performance of the agency. The activities used to measure the achievement of these targets generally include information collected and provided to the National Transit Database (NTD).

Table B-2: BRITE Bus Safety Performance Targets

	Fatalities (total number of reportable fatalities per year)	Fatalities (rate per total vehicle revenue miles by mode)	Injuries (total number of reportable injuries per year)	Injuries (rate per total vehicle revenue miles by mode)	Safety events (total number of safety events per year)	Safety events (rate per total vehicle revenue miles by mode)	Distance between Major Failures	Distance between Minor Failures
Fixed Route	0	0	3	Less than .5 injuries per 100,000 vehicle revenue miles	5	Less than 1 reportable event per 100,000 vehicle revenue miles	10,000 miles	3,200 miles
Paratransit/ Demand Response	0	0	0	Less than .5 injuries per 100,000 vehicle revenue miles	1	Less than 1 reportable event per 100,000 vehicle revenue miles	10,000 miles	3,200 miles

NTD defines the above categories as follows:

Reportable Event (Major)

A safety or security event occurring on a transit right-of-way or infrastructure, at a transit revenue facility, or at a transit maintenance facility during a transit-related maintenance activity or involving a transit revenue vehicle that results in one of more of the following conditions:

- A fatality confirmed within 30 days of the event
- An injury requiring immediate medical attention away from the scene for one or more person
- Property damage equal to or exceeding \$25,000
- Collisions involving transit revenue vehicles that require towing away from the scene for a transit roadway vehicle or other non-transit roadway vehicle
- An evacuation for life safety reasons

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Non-Major Summary Incident/Event (Minor)

Less severe incidents or events that do not meet the requirements of Reportable Events listed above, such as:

- Other injuries or safety occurrences not otherwise classified
- Fires

Major Mechanical System Failures

NTD defines these as failures that limit actual vehicle movement or create safety issues, including but not limited to:

- Brakes
- Doors
- Engine cooling systems
- Steering, axles, and suspension

Minor Mechanical System Failures

Minor failures could include some other mechanical element of a revenue vehicle not caused by a collision, natural disaster, or vandalism, but, because of BRITE Bus policy, prevents the revenue vehicle from completing a scheduled revenue trip or from starting the next scheduled revenue trip even though the vehicle is physically able to continue in revenue service, such as, but not limited to:

- Fareboxes
- Wheelchair lifts
- Heating, ventilation, and air conditioning (HVAC) systems

BRITE Bus may elect to add additional measurable safety performance targets in the future, depending on data trends collected through its Safety Assurance and Safety Risk Management activities. The CSPDC Executive Director is responsible for ensuring that BRITE Bus managers are performing the SMS activities needed to collect and analyze the safety data needed to measure safety performance, and for periodically reporting on the agency's safety performance to the Executive Director and CSPDC. The Executive Director and key BRITE Bus managers are responsible for periodically evaluating the safety performance targets and determining whether they require revision, alongside all of the other SMS processes as part of the annual PTASP review and revision process, alongside DRPT.

Working with DRPT, CSPDC is responsible for annually providing its Safety Performance Targets as the region's Metropolitan Planning Organization (MPO) to help aid in the transportation planning process. DRPT will coordinate with CSPDC in the selection of BRITE BUS's safety performance targets.

B3.3 EMPLOYEE SAFETY REPORTING

BRITE Bus employees can report safety issues to their immediate supervisors, the Operations Supervisor, the Fleet & Safety Training Specialist, and the Transit Program Managers. BRITE Bus is evaluating additional methods for facilitating a formal program for employee safety reporting.

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B3.4 SAFETY POLICY COMMUNICATION

It is the policy of BRITE Bus to communicate the safety policies in this PTASP with all affected employees throughout the agency. The CSPDC Transit Program Manager, working with the Contractor's management, is responsible for ensuring that BRITE Bus safety policies are disseminated through training, formal and informal meetings, and verbal and written communication with employees.

BRITE Bus safety policies will be provided to every new employee alongside printed training materials. BRITE Bus managers and executive staff will have access to the complete BRITE Bus PTASP in both hard copy and electronically.

BRITE Bus can also communicate safety messages to employees using message boards and the display screen in the employee lounge area at the BRITE Bus facility at 51 Ivy Ridge Lane in Fishersville, as well as through in-person interactions between the Operations Supervisor, Dispatcher, and Service Advisor with front-line employees.

The CSPDC Transit Program Manager works regularly with the CSPDC Executive Director to provide data for analysis and reporting, particularly on accident and injury trends.

B3.5 SAFETY ACCOUNTABILITIES AND RESPONSIBILITIES

Following are detailed safety accountabilities and responsibilities for relevant BRITE Bus positions. Complete position descriptions are maintained for all BRITE Bus positions by the CSPDC for their BRITE Bus staff and VRT for their staff.

CSPDC Executive Director. The CSPDC Executive Director leads BRITE Bus and is the agency's Accountable Executive. The Executive Director is responsible for overseeing the safety program and for maintaining safe working conditions and practices for all BRITE Bus personnel. The Executive Director is responsible for ensuring that the SMS is effectively implemented throughout the department, and for holding managers and employees accountable for fulfilling their respective safety roles and responsibilities. In accordance with 49 CFR Part 673.23(d), the Executive Director has the authority and responsibility to allocate human and capital resources to address safety risks.

Overall, the CSPDC Executive Director is responsible for the following specific activities:

- Ensuring BRITE Bus meets the safety requirements set forth by the CSPDC
- Ensuring the development of plans, policies, and procedures throughout the organization that clearly define management and employee safety roles and responsibilities
- Ensuring BRITE Bus meets or exceeds minimum local, state, and federal regulatory requirements
- Holding managers and employees accountable for safety performance
- Ensuring compliance with the safety activities described in this PTASP
- Instilling a culture of safety throughout the organization

CSPDC BRITE Bus Program Manager. The CSPDC Transit Program Manager reports to the CSPDC Executive Director, and manages CSPDC's administrative functions, including grants and funding and regulatory compliance. This individual oversees and coordinates with VRT for BRITE Bus service delivery and maintenance.

The CSPDC Transit Manager has been designated by the CSPDC Executive Director as the BRITE Bus Chief Safety Officer. This individual is responsible for overseeing the following activities:

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- BRITE Bus operations and maintenance
- All safety-related BRITE Bus employee training, which is conducted by VRT for its own employees
- Accident investigation and reporting, which is conducted by VRT
- Reporting safety information to the National Transit Database
- Coordinating with VRT to provide safety data for analysis
- Coordinating with the CSPDC's Finance Director
- Regular review and update of BRITE Bus plans, policies, and procedures related to safety
- Participation in the BRITE Transit Advisory Committee (BTAC)
- Periodic inspection of BRITE Bus facilities and vehicles
- Liaison with local first responder agencies

The VRT General Manager oversees BRITE Bus contracted employees, including, but not limited to the **Operations Supervisor, Dispatcher, Operators** (who operate fixed route and complimentary paratransit services), and the **Vehicle Attendant. The VRT Director of Operations** oversees the **Fleet and Safety Training Specialist, Service Advisor, and Mechanic.** The VRT General Manager manages day-to-day bus operations. They are also in charge of monitoring the performance of preventive and corrective maintenance of the BRITE Bus fleet and ensures work is performed safely by VRT employees. All BRITE Bus employees are responsible for understanding their SMS responsibilities, including Safety Risk Management and Safety Assurance activities.

The Fleet and Safety Training Specialist is responsible for conducting training for VRT employees, including training pertinent to SMS and hazard awareness.

The Operations Supervisor is responsible for leading on-scene accident investigation activities and for completing associated investigation reports. The Operations Supervisor routinely observes Operators to manage and enforce operating rule compliance. The **Dispatcher** is in direct contact with local police, fire, and emergency medical services (EMS), and is responsible for clear and compliant radio communications. The Operations Supervisor and Dispatcher are trained in "reasonable suspicion" in accordance with 49 CFR Part 655 and are responsible for assessing the fitness-for-duty of Operators as they report for their shifts.

Operators are responsible for exercising maximum care and good judgment at all times while driving BRITE Bus vehicles, and for following all BRITE Bus rules and procedures in the execution of their duties. Operators must maintain and have in their possession a valid Virginia operator's license or Commercial Driver's License (CDL) as required by law at all times while operating BRITE Bus vehicles. Operators must also maintain and have in their possession a valid Department of Transportation medical examiners certificate, as required by law or regulation, at all times while operating a BRITE Bus vehicle. Other duties include, but are not limited to, reporting safety hazards and accidents to dispatch, and completing pre-trip inspections.

The Service Advisor is responsible for the maintenance and reliability of BRITE Bus's fleet. Maintenance personnel are responsible for completing required safety training and for fulfilling their delegated safety and SMS responsibilities. The Service Advisor is responsible for adhering to all maintenance plans and procedures, and for completing inspections and repairs in accordance with established maintenance intervals.

BTAC is a committee of stakeholders from BRITE's service area, as well as DRPT, that advises BRITE Bus on service, administrative, and safety matters. While safety is not BTAC's sole purpose, BTAC is a forum in which BRITE Bus safety issues are raised.

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All BRITE Bus personnel are responsible for performing key SMS activities, including, but not limited to, immediately reporting safety hazards to the Operations Supervisor or General Manager. They are also responsible for completing all training required for the safety performance of their duties, and for performing their duties in a safe manner.

B3.6 SAFETY MEETINGS

VRT holds Safety Committee on an as-needed basis. Participants in the Safety Committee Meeting include the four Transit Managers for different VRT-operated transit systems, including BRITE Bus. The Safety Committee primarily meets for accident review in order to determine preventability. VRT Safety Committee meetings are a forum in which employees can report safety concerns. Additionally, BTAC can also discuss specific safety issues as part of the scope of its meetings.

In addition to the safety meetings described above, BRITE Bus personnel interface with the Operations Supervisor, Dispatcher, and Service Advisor in the course of executing their duties, during which safety issues are also discussed as appropriate.

B3.7 DOCUMENTATION AND RECORDKEEPING

BRITE Bus safety is governed by this PTASP as well as referenced stand-alone documents. This includes **The VRT Vehicle Operator's Manual**. This document includes a series of detailed policies, procedures and requirements for VRT Operators, including those operating for BRITE Bus. Some of these are referenced in this PTASP, while others may be repeated in the PTASP. The VRT Fleet and Safety Training Specialist is responsible for representing BRITE Bus specifics when working with VRT to update the VRT Vehicle Operator's Manual.

For BRITE Bus, VRT adheres to its own corporate Record Retention Policy, which include guidelines for document retention timelines for different document types. Please refer to the VRT guidelines accompanying the Record Retention Policy for specific document retention guidelines.

B4 SAFETY RISK MANAGEMENT

This section of the PTASP establishes formal processes for the identification, analysis, and mitigation of safety hazards. Safety hazards are any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, vehicles, or infrastructure of a public transportation system; or damage to the environment.

B4.1 HAZARD IDENTIFICATION

BRITE Bus managers and front-line employees identify safety hazards using a variety of methods, including but not necessarily limited to:

- Operator reports to Operations Supervisor or Dispatcher, and/or the VRT General Manager
- Near miss reporting by Operators
- Formal and informal safety meetings
- Informal discussions with Operations Supervisor, Dispatcher, Service Advisor or VRT management staff
- Operator pre-trip inspections, reported via Vehicle Defect Sheets
- Mechanic reports to the Service Advisor

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- Monthly BRITE facility (51 Ivy Ridge Lane, Fishersville) inspections performed jointly by CSPDC and VRT transit staff
- Customer service complaints
- Feedback from BTAC

The VRT General Manager, Fleet and Safety Training Specialist, Operations Supervisor, and Service Advisor are responsible for regularly monitoring these sources of hazard data to determine whether safety hazards require further action or analysis. The VRT General Manager or designee will be responsible for working with the department managers and regularly monitoring each of the above sources of safety data and for systematically tracking them in a database, as well as submitting safety data to the CSPDC Transit Program Manager. A VRT representative and the CSPDC Transit Program Manager are jointly responsible for direct observation and identification of safety hazards via the monthly facility inspection process.

As appropriate, BRITE Bus will incorporate any relevant safety data provided by local, state, and federal oversight and regulatory bodies into the safety risk management process.

B4.2 HAZARD ANALYSIS AND EVALUATION

BRITE Bus analyzes and evaluates potential safety hazards identified through the above-listed information sources using a variety of methods:

- During VRT Safety Committee meetings, managers and employees have the opportunity to discuss and review safety hazards.
- The CSPDC Transit Program Manager will be responsible for continually monitoring the sources of safety data under his/her authority and responsibility, and for using the principles of Safety Risk Management to help evaluate and prioritize the mitigation of those safety hazards.
- The CSPDC Transit Program Manager will be responsible for compiling reports on safety performance, including accidents and incidents, and for disseminating information on safety hazards to the CSPDC and BTAC.
- The CSPDC Transit Program Manager is responsible for working closely with VRT managers to review and evaluate potential safety hazards in accordance with Safety Risk Management principles.

BRITE Bus is committed to the analysis and evaluation of hazards for the purpose of prioritizing the management and mitigation of safety risk. BRITE Bus management is responsible for receiving and evaluating hazards based on severity and probability through a formal hazard analysis process. BRITE BUS will use a hazard assessment process based off of Military Standard 882E to evaluate identified hazards as described in the DRPT PTASP section 3.1: Safety Risk Management Processes. See more detail on the process for rating hazards for all small transit providers covered by the DRPT PTASP in section 3.1 of the Statewide PTASP introduction.

The CSPDC Transit Program Manager is responsible for ensuring the review of all unacceptable hazards by VRT Safety Committee members. Through both the safety meetings and informal leadership meetings, BRITE Bus management is responsible for overseeing the development and implementation of mitigations for such unacceptable hazards. BRITE Bus management has the discretion to prioritize hazards of a lower risk level and determine whether mitigation is needed. All such decisions are documented in meeting minutes, tracking logs, or other means deemed

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appropriate by BRITE Bus managers. All such documentation must be preserved for posterity for a minimum of five years in accordance with CSPDC and VRT requirements.

B4.3 SAFETY RISK MITIGATIONS

BRITE Bus's safety risk mitigation strategies include the development of corrective or preventive actions to help reduce the likelihood that safety hazards will reappear in the future. The CSPDC Transit Program Manager, in conjunction with members of the VRT Safety Committee and input from BTAC as appropriate, will be responsible for working together to develop and implement such mitigations. BRITE Bus management is responsible for obtaining relevant input and feedback from the VRT General Manager, Fleet and Safety Training Specialist, Operations Supervisor, Dispatcher, Service Advisor, Operators, Mechanic, and other outside experts as necessary in the creation of mitigations. The primary forum for the formal discussion and documentation of such mitigations will be the VRT Safety Committee.

B4.4 HAZARD TRACKING AND RECORDKEEPING

The CSPDC Transit Program Manager will be ultimately responsible for the documentation, tracking, and monitoring of safety hazards and any associated mitigations or corrective actions. The primary tracking mechanism for hazards and their associated mitigations will be a database that serves as a central repository of information that captures, at a minimum, the following information:

- Date of identification or discovery of the safety hazard
- Source of the information
- Brief description of the hazard
- Potential Consequence
- Description of any associated mitigations or corrective actions to address the hazard
- Person(s) responsible for implementation of the mitigation
- Current status

This database will also capture information related to mitigations developed to address the results of event investigations, inspections, and audits. The CSPDC Transit Program Manager is ultimately responsible for the regular, ongoing maintenance and update of this spreadsheet. A sample Risk Register for tracking hazards has been included in the DRPT PTASP section 3.2: Safety Risk Register.

BRITE Bus management, typically through coordination between the CSPDC Transit Program Manager and the VRT Safety Committee, is responsible for regularly reviewing and evaluating the safety mitigations to determine their effectiveness, and to consider alternative approaches as needed.

B5 SAFETY ASSURANCE

B5.1 SAFETY PERFORMANCE MONITORING

BRITE Bus uses a variety of formal and informal processes to monitor and measure safety performance, both proactively and reactively. The CSPDC Transit Program Manager and VRT BRITE Bus management regularly monitors safety performance through leadership team meetings, safety committee meetings, investigations, and frequent, ongoing conversations with supervisory and front-line employees. The VRT General Manager, Operations Supervisor,

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Dispatcher, and Service Advisor are responsible for regularly reviewing and monitoring safety-related information that is produced by respective groups employees under their purview. As described in the Safety Risk Management section above, the VRT General Manager, Operations Supervisor, Dispatcher, and Service Advisor are responsible for reviewing safety-related data for potential safety hazards, and for evaluating those hazards to determine whether mitigation is needed. These individuals are also responsible for communicating information regarding safety performance with the CSPDC Transit Program Manager, who in turn is responsible for communicating this information to the Accountable Executive and BTAC through meetings and reports.

B5.1.1 OPERATIONS

The VRT Fleet and Safety Training Specialist, working closely with the Operations Supervisor and the VRT General Manager, is responsible for facilitating the continuous evaluation and observation of Operator safety performance and rule compliance. This includes annual ride-alongs, quarterly reviews, and follow-behind observations. Any such observations are documented. The VRT Fleet and Safety Training Specialist reviews the results of all safety performance and rule compliance activities and is responsible for determining what follow up is needed with individual employees. This includes retraining, as well as observing patterns or trends suggesting more systemic safety issues. In such cases, the VRT Fleet and Safety Training Specialist or their designee is responsible for evaluating potential alternative mitigations, such as training or re-training, review or update of policies, procedures, or training programs, or addressing physical or operational issues that may be the responsibility of entities outside of BRITE Bus, such as the City of Staunton, the City of Waynesboro, or Augusta County.

The VRT Vehicle Operator's Manual details Operator's roles and responsibilities, including those safety-related. The Vehicle Operator's Manual also details operating rules and procedures, in lieu of a stand-alone rule book.

Operators are responsible for completing VRT Vehicle Defect Sheets before beginning their routes, and for providing the completed forms to the Service Advisor.

B5.1.2 MAINTENANCE

The Service Advisor is responsible for the overall maintenance of BRITE Bus vehicles. BRITE Bus vehicles have preventive maintenance (PM) inspections performed every 7,500 miles for gasoline-power vehicles and every 15,000 for diesel-powered vehicles. Vehicle maintenance is performed in accordance with manufacturer specifications. BRITE Bus maintenance staff send a daily report to the CSPDC Transit Program Manager on which vehicles are in for service, as well as which vehicles are due for service. As discussed above, CSPDC and VRT staff perform a joint monthly facility inspection of the BRITE Bus facility at 51 Ivy Ridge Lane in Fishersville; a prescribed checklist is used for this inspection. BRITE Bus retains contractors to inspect lifts; the oil/water separator; heating oil furnaces; generators; and heating, ventilation, and air conditioning (HVAC). Contractors performing these inspections will issue inspection reports, of which both CSPDC and VRT keep copies.

B5.2 OTHER SAFETY PERFORMANCE MONITORING ACTIVITIES AND DATA COLLECTION

BRITE Bus administers a United States Department of Transportation (USDOT)-compliant drug and alcohol testing program. The CSPDC Transit Program Manager or their designee is responsible for the administration of the program, including working with BRITE Bus's collection

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vendor to facilitate all types of testing, including pre-employment, random, post-accident, return-to-duty, and follow-up testing. The VRT General Manager or their designee is responsible for the administration of required drug and alcohol awareness training to covered employees, as well as training in reasonable suspicion to supervisors and affected managers. BRITE Bus's drug and alcohol testing program is described in detail in the VRT Drug and Alcohol Testing Policy.

The CSPDC Transit Program Manager is responsible for reporting safety events, as required, to the National Transit Database, in consultation with BRITE Bus managers. The CSPDC Transit Program Manager, or their designee, is responsible for the remaining NTD reporting not related to safety, such as ridership and fare collection data.

B5.3 PROCESS EVALUATION

The CSPDC Transit Manager is responsible for working with the VRT General Manager or their designees to ensure that they are regularly evaluating safety performance and the effectiveness of the safety mitigations described above in the Safety Risk Management section. The managers are responsible for evaluating alternative mitigations or approaches in the event that they determine a given mitigation to be ineffective.

The CSPDC Transit Manager is also responsible for regularly monitoring the effectiveness of BRITE Bus employee safety reporting. These activities include regular coordination with VRT management. This includes, but is not necessarily limited to, the effective and candid reporting of safety concerns to supervision, management, and discussion during VRT Safety Committee meetings. The CSPDC Transit Program Manager and VRT General Manager for BRITE Bus will, as needed, work with management to evaluate any needed changes to the employee safety reporting process.

B5.4 EVENT INVESTIGATIONS

BRITE Bus follows VRT's process for the investigation of safety events, including accidents, incidents, and occurrences. The VRT Safety Committee meets as needed to conduct accident reviews, which includes determination of preventability of accidents, as well as remedial actions, if any.

The Operations Supervisor is primarily responsible for responding to and investigating of safety events, and for performing accident investigation activities. The Service Advisor or their designee is responsible for evaluating the condition of vehicle maintenance and damage during investigations.

The CSPDC Transit Program Manager will be responsible for logging all safety events into a database and reviews VRT's accident investigation reports. The CSPDC Transit Program Manager is responsible for distributing accident investigation reports as appropriate

B6 SAFETY PROMOTION

B6.1 SAFETY COMMUNICATION

As discussed earlier in the *Safety Policy Communication* section, BRITE Bus will use a variety of methods to communicate safety information to ensure that all employees are aware of the Safety Management Policy, as well as the processes, activities, and tools that are relevant to their responsibilities. The agency's safety policies and other information related to employee safety and SMS responsibilities will be provided to each BRITE Bus employee as part of new employee

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orientation. This PTASP and referenced plans, policies, and procedures are available to all affected employees with digitally or in hard copy.

Individual managers, or their designees, are responsible for posting safety-related bulletins and other messages in areas visible to frontline operations and maintenance employees, such as on television monitors at the BRITE Bus facility (51 Ivy Ridge Lane in Fisherville). If necessary, management will ensure that safety-related materials are directly distributed to individual employees. Management may require employees to acknowledge, in writing, their receipt and understanding of safety-related information.

BRITE Bus front-line employees and managers discuss hazards and safety performance information through formal and informal meetings, including the VRT Safety Committee. Management uses the safety meetings to discuss hazard and safety risk information relevant to employees' responsibilities, and to explain why safety actions have been taken, or why safety procedures may have been introduced or changed, in response to reports received through employee safety reporting.

B6.1.1 COMPETENCIES AND TRAINING

BRITE Bus has a formal process in place to ensure that employees receive the appropriate competencies and training to safely perform their duties. BRITE Bus, through VRT, uses a combination of in-house and vendor-created training materials. The Fleet and Safety Training Specialist is responsible for providing safety-related training to all BRITE Bus employees, and for working with outside vendors, as needed, to provide topic-specific training as-needed. For example, VRT provides quarterly training to BRITE Bus employees from materials developed by TAPTCO. In accordance with the CSPDC-VRT contract and VRT policy, BRITE Bus Operators must undergo an annual United States Department of Transportation (USDOT) physical examination.

All Operators are trained on vehicle operation using a combination of materials created by VRT and the Transit and Paratransit Company (TAPTCO). Training consists of classroom time and on-the-road training with a senior Operator and the Operations Supervisor. New BRITE Bus Operators are trained on:

- Federal Regulations
- Hazards Communication
- Drug and Alcohol Awareness
- Harassment
- Bloodborne Pathogens
- Fatigue Management
- Wellness
- Whistleblower
- Safety Best Practices
- Introduction to the Bus
- Pre-Trip Inspections
- Mirrors
- Defensive Driving
- Driver Distractions
- Following Distance
- Intersections
- Railroad Crossings

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- Pedestrian Awareness
- Backing Accidents
- Merging, Lane Changing, And Passing
- Special Driving Conditions
- Map Reading
- ADA
- Customer Service
- Conflict Management
- Accident Procedures

New Operators are then given quarterly evaluations and annual recertifications thereafter, with emphasis on topics of BRITE Bus interest. Refresher training on some topics recur annually, such as wheelchair securements. Remedial training to Operators is also delivered in response to accidents and validated customer complaints.

The Service Advisor is responsible for ensuring that maintenance employees are sufficiently trained and competent to perform their job duties in a safe manner. Mechanics are required to complete the TAPTCO Occupational Health and Safety Administration (OSHA) training. Mechanics also attend vendor-delivered training, such as for wheelchair lifts.

B6.1.2 TRAINING PROGRAM EVALUATION

The CSPDC Transit Program Manager, in coordination with the VRT General Manager, will be responsible for periodically analyzing all employee training programs to determine whether changes or updates are necessary. The CSPDC Transit Program Manager will be responsible for documenting these reviews and reporting to CSPDC, at least annually, on any proposed changes or updates. These analyses are intended to ensure that the agency has identified and provided all necessary skills and competencies related to the safe performance of BRITE Bus job functions. Changes or updates could include, but are not limited to:

- New training techniques or technology
- Changes based on the results of accident investigations
- Changes based on identified safety hazards or deficiencies
- Changes based on local, state, or federal regulations or guidance

Organization Chart

Pending

Identification Date	Identification Source	Safety Hazard Description	Potential Safety Consequence	Mitigation or Corrective Action Description	Responsible Parties	Current Status