



Agency Safety Plan

**Yuba-Sutter Transit Authority
2100 B Street
Marysville, CA 95901**

Original Approved by Board of Directors

November 19, 2020

Annual Review/Approval Completed for Implementation

May 19, 2022

A handwritten signature in blue ink, appearing to read "Keith Martin", is written over a horizontal line.

Signature of Accountable Executive

Keith Martin, Executive Director

A handwritten date "5-20-22" in blue ink is written over a horizontal line.

Date

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Definitions

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

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

Agency or Transit Agency means the Yuba-Sutter Transit Authority or Yuba-Sutter Transit.

Board of Directors means governing body of the Yuba-Sutter Transit Authority.

Caltrans means the California Department of Transportation.

Chief Safety Officer means the adequately trained individual who has responsibility for safety and reports directly to the Transit Agency's chief executive officer.

CFR means Code of Federal Regulations.

Event means any Accident, Incident, or Occurrence.

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

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

Incident means an Event that involves any of the following: a personal injury that is not a serious injury, one or more injuries requiring medical transport, or damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of the Transit Agency.

Investigation means the process of determining the causal and contributing factors of an accident, incident, or hazard, for the purpose of preventing recurrence and mitigating risk.

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

Occurrence means an Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of the Transit Agency.

Part 673 means 49 CFR (Code of Federal Regulations) Part 673.

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

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

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

Risk mitigation means a method or methods to eliminate or reduce the effects of hazards.

Safety Assurance means processes within the Transit Agency's Safety Management Systems that function to ensure the implementation and effectiveness of safety risk mitigation, and to ensure that the Transit Agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

Safety Management Policy means the Transit Agency's documented commitment to safety, which defines the Transit Agency's safety objectives and the accountabilities and responsibilities of its employees in regard to safety.

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

Safety Performance Target (SPT) means a Performance Target related to safety management activities.

Safety Promotion means a combination of training and communication of safety information to support SMS as applied to the Transit Agency's public transportation system.

Safety Risk Assessment (SRA) means the formal activity whereby the Transit Agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.

Safety Risk Management (SRM) means a process within the Transit Agency's Public Transportation Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risk.

Serious injury means any injury which: (1) requires hospitalization for more than 48 hours, commencing within seven days from the date the injury was received, (2) results in a fracture of any bone (except simple fractures of fingers, toes, or noses), (3) causes severe hemorrhages, nerve, muscle, or tendon damage; (4) involves any internal organ, or (5) involves second or third-degree burns, or any burns affecting more than five percent of the body surface.

State of Good Repair (SGR) means the condition in which a capital asset is able to operate at a full level of performance.

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

U.S.C. means United States Code.

Section 1: Transit Agency Information

Yuba-Sutter Transit is a joint powers agency for the provision of public transportation. The Agency formed in 1975 by an agreement between Yuba County, Sutter County, the City of Marysville, and the City of Yuba City under the authority of the Joint Exercise of Powers Act (Section 6500 et seq. of the California Government Code). The Agency operates fixed route and demand response services in designated areas of Yuba and Sutter Counties. The Agency also operates a commuter service between these counties and downtown Sacramento. Yuba-Sutter Transit purchases transportation services from a designated contractor (currently Storer Transit Systems of Modesto, CA). Yuba-Sutter Transit is a direct recipient of Section 5307, Section 5310, and Section 5311 funds. Yuba-Sutter Transit provides transportation services on behalf of the cities of Live Oak and Wheatland.

Subsection 1.1: Accountable Executive

Yuba-Sutter Transit's Accountable Executive is the Executive Director. The Executive Director is the single, identifiable person who has ultimate responsibility for carrying out this Agency Safety Plan, Yuba-Sutter Transit's Transit Asset Management (TAM) Plan. They provide control or direction over the human and capital resources needed to develop and maintain both this Plan and the TAM Plan.

The Executive Director is accountable for ensuring that the Agency's Safety Management Systems (SMS) are effectively implemented throughout the Agency's public transportation system. The Executive Director is accountable for ensuring action is taken, as necessary, to address substandard performance in the Agency's SMS. The Executive Director may delegate specific responsibilities, but the ultimate accountability for the Transit Agency's safety performance cannot be delegated and always rests with the Executive Director.

Subsection 1.2: Chief Safety Officer

The Executive Director designates the General Manager of its contracting agency for operations as Yuba-Sutter Transit's Chief Safety Officer who has the authority and responsibility for day-to-day implementation and operation of the Agency's SMS. The Chief Safety Officer holds a direct line of reporting to the Accountable Executive, as shown in the organization charts in Attachment 1.1 and 1.2 and has a strong working relationship with the operations and asset management functions at Yuba-Sutter Transit.

Section 2: Plan Development, Approval, and Updates

Caltrans developed the contents of Yuba-Sutter Transit's Agency Safety Plan (ASP) to meet requirements specified in 49 CFR Part 673 and comply with Part 673.11(d) regarding Caltrans' responsibility to develop an ASP for any small public transportation provider that is located in California. This Plan is based on the four (4) principles or pillars of the Safety Management Systems (SMS). SMS is defined as the formal, top-down, organization-wide, data-driven approach to managing safety risk and assuring the effectiveness of safety mitigations. It includes systematic policies, procedures, and practices for the management of safety risk. The four principles or pillars of SMS are: (1) Safety Management Policy; (2) Safety Risk Management; (3) Safety Assurance; and (4) Safety Promotion.

Subsection 2.1: Drafting the Plan

Caltrans drafted this Plan, thus meeting the requirements of 49 CFR Part 673.11(d). FTA will oversee compliance with the requirements of Part 673 through the existing Triennial Review processes.

Should Yuba-Sutter Transit no longer meet the definition of a small public transportation provider or choose to opt-out of the Caltrans Agency Safety Plan, and within one year from the date of notifying the State of either development, Yuba-Sutter Transit will draft and certify its own Agency Safety Plan. If Yuba-Sutter Transit operates more than 100 vehicles, Yuba-Sutter Transit must fulfil requirements of systems operating more than 100 vehicles.

Subsection 2.2: Signature by the Accountable Executive and Approval by the Board

Pursuant to 49 CFR Part 673.11 (a)(1), this Agency Safety Plan and subsequent updates must be signed by the Accountable Executive and approved by Yuba-Sutter Transit's Board. Documentation of Board approval is found in Attachment 2.

Subsection 2.3: Certification of Compliance

Pursuant to 49 CFR Parts 673.13(a) and 673.13(b), Caltrans certifies that it has established this Agency Safety Plan, meeting the requirements of 49 CFR Part 673 by July 20, 2020 and will certify its compliance with 49 CFR Part 673.

After Caltrans initial certification, and on an annual basis, Yuba-Sutter Transit must update this Agency Safety Plan by July 20 in perpetuity. All Agency Safety Plan updates shall be signed by the Accountable Executive and approved by Yuba-Sutter Transit's Board.

The FTA does not require this plan to be submitted to the FTA. Instead, Caltrans will certify that it has established this Safety Plan, which fulfills the requirements under Part 673. FTA annually amends and issues the list of Certifications and Assurances.

Caltrans will review such guidance for incorporation into the safety program as necessary.

Subsection 2.4: Plan Review and Updates

Yuba-Sutter Transit updates this Safety Plan when information, processes or activities change within the Agency and/or when Part 673 undergoes significant changes, or annually, whichever comes sooner. As Yuba-Sutter Transit collects data through its Safety Risk Management and Safety Assurance processes and shares it with Caltrans and the local Metropolitan Planning Organization (MPO) as described in subsection 3.1 below, the MPO and Caltrans will evaluate Yuba-Sutter Transit's safety performance targets (SPTs) to determine whether they need to be changed, as well.

Each April, this Plan will be jointly reviewed and updated by the Chief Safety Officer, Executive Director, and applicable support staff including frontline employee representatives, with the assistance of subject matter experts. The Accountable Executive will approve any changes then forward the Plan to the Board of Directors at their May regular meeting for approval each year.

This Plan may need to be reviewed and updated more frequently based on the following:

- We determine our approach to mitigating safety deficiencies is ineffective.
- We make significant changes to service delivery.
- We introduce new processes or procedures that may impact safety.
- We change or re-prioritize resources available to support SMS.
- We significantly change our organizational structure.

Section 3: Safety Performance Targets (SPTs)

Subsection 3.1: Target Development

Yuba-Sutter Transit includes SPTs in this Safety Plan. These targets are specific numerical targets set by Yuba-Sutter Transit and based on the safety Performance Measures established by FTA in the National Public Transportation Safety Plan. In the most recent version, the 2017 NSP3, FTA adopted four initial safety Performance Measures: (1) Fatalities, (2) Injuries, (3) Safety Events, and (4) System Reliability.

Yuba-Sutter Transit developed safety performance targets that it will review and update annually. The specific safety performance targets are based on the safety performance measures established under the National Public Transportation Safety Plan and the safety performance goals set by Caltrans based on the past three (3) calendar years of data. The Safety Performance Targets for Yuba-Sutter Transit for the year 2022 are expected to stay within 1% +/- of the previous three years of data pertaining to fatalities, injuries, safety events, and system reliability.

Note: Baseline data for each target will need to be provided by each agency for Caltrans to develop goals.

FTA requires Caltrans to coordinate with Yuba-Sutter Transit and the Sacramento Area Council of Governments (SACOG) to the maximum extent practicable. Pursuant to 49 CFR Part 673.15(a), Yuba-Sutter Transit will make safety performance targets available to SACOG to aid in the planning process upon certification of this plan. Additionally, Yuba-Sutter Transit will transmit performance data against the safety performance targets to Caltrans and SACOG on an annual basis.

Caltrans will conduct coordination meetings with SACOG for the selection of State and MPO safety performance targets and goals.

Mode of Transit Service	Fatalities	Injuries	Safety Events	System Reliability
Fixed Route Integer Target	0	2	0	23,953 (VRMs between incidents)
Fixed Route Target per Vehicle Revenue Mile (VRM)	0	0.22	0	
Demand Response Integer Target	0	0	0	7,493 (VRMs between incidents)
Demand Response Target per Vehicle Revenue Mile	0	0	0	

Section 4: Overview of the Agency’s Safety Management Systems (SMS)

SMS is a comprehensive, collaborative approach that brings management and labor together to build on the transit industry’s existing safety foundation to control risk better, detect and correct safety problems earlier, share and analyze safety data more effectively, and measure safety performance more carefully. Yuba-Sutter Transit’s SMS focuses on applying resources to risk and is based on ensuring that Yuba-Sutter Transit has the organizational infrastructure to support decision-making at all levels regarding the assignment of resources.

Some key parts of Yuba-Sutter Transit’s SMS include:

- Defined roles and responsibilities,
- Strong executive safety leadership,
- Formal safety accountabilities and communication,
- Effective policies and procedures, and
- Active employee involvement.

Furthermore, Yuba-Sutter Transit's SMS has the following four distinct components, which it discusses in subsequent sections of this Safety Plan:

- Safety Policy
- Safety Risk Management
- Safety Assurance
- Safety Promotion

Section 5: Safety Management Policy

The first component of the Yuba-Sutter Transit's SMS is the Safety Management Policy, which is the foundation of the Yuba-Sutter Transit's safety management system. It clearly states the organization's safety objectives and sets forth the policies, procedures, and organizational structures necessary to accomplish the safety objectives. The Safety Management Policy clearly defines management and employee responsibilities for safety throughout the organization. It also ensures that management is actively engaged in the oversight of the system's safety performance by requiring regular review of the Safety Management Policy, budget, and program by the designated Accountable Executive.

Subsection 5.1: Safety Management Policy Statement

Safety is a core value at Yuba-Sutter Transit, and managing safety is a core business function. Yuba-Sutter Transit will develop, implement, maintain, and continuously improve processes to ensure the safety of our customers, employees, and the public. Yuba-Sutter Transit's overall safety objective is proactive management of safety hazards and their associated safety risk, with the intent to eliminate unacceptable safety risk in our transit operations.

Yuba-Sutter Transit will:

- Clearly and continuously explain to all staff that everyone working within Yuba-Sutter Transit must take part and be responsible and accountable for the development and operation of the Safety Management System (SMS).
- Work continuously to minimize safety risks.
- Work to comply with and, wherever possible, exceed legislative and regulatory requirements and standards for passengers and employees.
- Work to ensure provision to all employees appropriate safety information and training, that all employees are competent in safety matters, and that all tasks assigned to employees are commensurate with duties and skills.
- Reaffirm that responsibility for making our operations safer for everyone lies with all employees – from executive management to frontline employees. Each manager is responsible for implementing the SMS in their area of responsibility and is accountable to ensure taking all reasonable steps to perform activities established through the SMS.

Yuba Sutter Transit establishes safety performance targets to help measure the overall effectiveness of our processes and ensure we meet our safety objectives. Yuba-Sutter Transit will keep employees informed about safety performance goals and objectives to ensure continuous safety improvement.

Subsection 5.2: Safety Management Policy Communication

The Agency communicates the Safety Management Policy throughout the organization, to all employees, managers, and executives, as well as contractors, and to the Board of Directors.

The Agency accomplishes this through various processes, such as:

- Workshops/training sessions - Conducted for Senior Management, Directors, Managers, and/or Supervisors. Once the Executive Director signs this Plan or any update to this Plan, the Board of Directors approves the Plan or updates and Caltrans certifies the Plan or updates, it will become standard practice in perpetuity so that SMS becomes standard business practice. The Agency and/or any operations management staff keep all Union representatives informed as these actions occur.
- New Hire Safety Orientation – All new employees, regardless of their classifications, receive training about their roles and responsibilities pertaining to PTASP and the principles of SMS.
- Safety bulletins, email safety newsletter blasts to staff, toolbox/tailgate safety meetings and/or safety committee meetings.

Subsection 5.3: Employee Safety Reporting Program

Yuba-Sutter Transit implemented a process that allows Agency employees and contracted employees to report safety conditions to senior management and allows protections for employees who report safety conditions to senior management. The Agency describes the purpose, description, and protections for employees to report unsafe conditions and hazards in the Employee Safety Reporting Program, as shown in the following sections.

Purpose:

a) To establish a system for Yuba-Sutter Transit employees to identify unsafe conditions or hazards at work and report them to their department management without fear of reprisal. However, disciplinary action could result if the condition reported reveals the employee willfully participated in or conducted an illegal act, gross negligence or deliberate or willful disregard of regulations or procedures, including reporting to work under the influence of controlled substances, physical assault of a coworker or passenger, theft of agency property, unreported safety events, unreported collisions, and unreported passenger injuries or fatalities.

b) To provide guidelines for facilitating the timely correction of unsafe conditions or hazards by Yuba-Sutter Transit management.

Description:

a) This program provides a method for Yuba-Sutter Transit management to identify, evaluate, and correct or avoid unsafe conditions or hazards, procedural deficiencies, design inadequacies, equipment failures, or near misses that adversely affect the safety of employees.

Examples of voluntary safety reports include:

- Safety hazards in the operating environment (for example, county or city road conditions);
- Policies and procedures that are not working as intended (for example, insufficient time to complete pre-trip inspection);
- Events that senior managers might not otherwise know about (for example, near misses); and
- Information about why a safety event occurred (for example, radio communication challenges).

b) The program also involves recommending corrective actions and resolutions of identified unsafe conditions or hazards and/or near misses.

c) All employees have the obligation to report immediately any unsafe conditions or hazards and near misses to their immediate supervisor/department manager and may do so without fear of reprisal.

d) Unsafe conditions or hazards may also be identified as a result of occupational injury or illness investigations and/or by accident investigation.

e) Other means by which hazards may be identified are inspections/audits or observations made by the supervisors/management staff as referenced in agency's Safety Inspection Program.

f) Findings will be published immediately following mitigation actions. If employee identification is available, direct feedback regarding mitigation will be provided.

Subsection 5.4: SMS Authorities, Accountabilities, and Responsibilities

This Plan has assigned specific SMS authorities, accountabilities, and responsibilities to the designated Accountable Executive, Chief Safety Officer, Agency's Leadership/Executive Management, and Key Staff/Employees, as described below. Attachment 7 includes a table indicating names of staff currently in each role. Staff updates the table each April during the annual review and board approval process in time for the annual certification deadline of July 20 or as changes to staff require it.

Subsection 5.4.1: Accountable Executive

Yuba-Sutter Transit's Accountable Executive is the Executive Director. The Executive Director is accountable for ensuring effective implementation of the Agency's SMS throughout the Agency's public transportation system. The Executive Director is accountable for ensuring staff takes action, as necessary, to address substandard performance in the Agency's SMS. The Executive Director may delegate specific responsibilities, but the person in that position is ultimately accountable for the Yuba-Sutter Transit's safety performance. They cannot delegate safety performance accountability as it always rests with the Executive Director. The Executive Director is accountable for ensuring that employees effectively implement the Agency's SMS, and takes action, as necessary, to address substandard performance in the Agency's SMS. The Accountable Executive may delegate specific responsibilities, but not accountability for Yuba-Sutter Transit's safety performance.

The Accountable Executive roles include, but are not limited to, the following:

- Decision-making about resources (e.g. people and funds) to support asset management, SMS activities, and capital investments,
- Signing SMS implementation planning documents,
- Endorsing SMS implementation team membership,
- Ensuring consideration and addressing of safety concerns in the agency's ongoing budget planning process,
- Ensuring transparency in safety priorities for the Board of Directors and for the employees,
- Establishing guidance on the level of safety risk acceptable to the agency,
- Assuring appropriate communication of the safety policy throughout the agency, and
- Other duties as assigned/necessary.

Subsection 5.4.2: Chief Safety Officer

The Chief Safety Officer (CSO) is the General Manager for the contracting agency for operations. The CSO has the authority and responsibility for day-to-day implementation and operation of Yuba-Sutter Transit's SMS.

Chief Safety Officer's Roles include:

- Decision-making about resources (e.g., people and funds) to support asset management, SMS activities, and capital investments,
- Overseeing the safety risk management program by facilitating hazard identification, safety risk assessment, and the development and implementation of safety risk mitigations,
- Monitoring safety risk mitigation activities,
- Providing periodic reports on safety performance,

- Briefing the Accountable Executive and the Board of Directors on SMS implementation progress,
- Planning safety management training,
- Developing and organizing annual audits/reviews of SMS processes and the Agency Safety Plan to ensure compliance with 49 CFR Part 673 requirements,
- Maintaining safety documentation, and
- Other duties as assigned/necessary.

Subsection 5.4.3: Agency Leadership and Executive Management

The contracting agency's General Manager, Assistant Operations Manager, Safety & Training Manager and Human Resources Manager comprise Agency Leadership/Executive Management. Some of their responsibilities include:

- Day-to-day implementation of the Agency's SMS throughout their department and the organization;
- Communicating safety accountability and responsibility from the frontline employees to the top of the organization;
- Ensuring employees are following their working rules and procedures, safety rules and regulations in performing their jobs, and their specific roles and responsibilities in the implementation of this Agency Safety Plan and the Agency's SMS;
- Ensuring that employees comply with the safety reporting program and are reporting unsafe conditions and hazards to their department management;
- Ensuring reported unsafe conditions and hazards are addressed in a timely manner; and
- Ensuring that resources are sufficient to carry out employee training/certification and re-training as required by their job classifications.

Subsection 5.4.4: Key Staff

The agency Key Staff/Employees may include managers, supervisors, specialists, analysts, database administrators, and other key employees who are performing highly technical work and overseeing employees performing critical tasks and providing support in the implementation of this Agency Safety Plan and SMS principles in various departments throughout the agency.

Yuba-Sutter Transit's Key Staff/Employee responsibilities include:

- Ensuring that employees are complying with the safety reporting program;
- Ensuring supervisors are conducting their toolbox safety meetings;
- Promoting safety in employee's respective area of responsibilities, where safety means zero accidents, absence of any safety concerns, perfect employee performance and compliance with agency rules, procedures and regulatory requirements;

- Ensuring safety of passengers, employees, and the public;
- Responding to customer complaints and expectations for frequency, reliability, and convenience of service;
- Replacing and maintaining aging facilities, equipment, and infrastructure;
- Meeting increasing demands for fixed route, commuter service and paratransit service;
- Developing and maintaining programs to gather pertinent data elements to develop safety performance reports and conduct useful statistical analyses to identify trends and system performance targets;
- Establishing clear lines of safety communication and holding accountability for safety performance; and
- Assisting as subject matter experts in safety risk assessment and safety risk mitigation processes.

Section 6: Safety Risk Management (SRM)

The second component of the Yuba-Sutter Transit's SMS is Safety Risk Management, which includes processes and procedures to provide an understanding of the Agency's operations and vehicle maintenance to allow individuals to identify hazards associated with those activities.

Yuba-Sutter Transit has implemented a Safety Risk Management process for all elements of its transportation system. The Safety Risk Management process includes the following activities: safety hazard identification, safety risk assessment, and safety risk mitigation. Attachments 3, 4, 5, and 6 contain the plans, processes and documentation samples of the following programs that the agency and contractor utilize for successful implementation of Safety Risk Management: Employee Safety Reporting Program; Safety, Security-Awareness and First Observer Program; Accountability and Incentive Program; Injury and Illness Prevention Plan (IIPP).

Subsection 6.1: Safety Hazard Identification

Hazard identification is the first step in the Safety Risk Management process and a key component. It involves these fundamental safety-related activities: identifying safety hazards and their consequences; assessing the risks associated with the consequences of the hazards; and developing mitigations to reduce the potential consequences of the identified hazards.

The following is Yuba-Sutter Transit's methods and processes to identify hazards. The Agency considers, as a source for hazard identification, data and information provided by an oversight authority and the FTA. The Agency identifies hazards through a variety of sources, including:

- Employee safety reporting,
- Review of vehicle camera footage,
- Review of monthly performance data and safety performance targets,

- Observations from supervisors,
- Maintenance reports,
- Comments from customers, passengers, and third parties,
- Safety committee, driver and all-staff meetings,
- Results of audits and inspections of vehicles and facilities,
- Results of training assessments,
- Investigations into safety events, incidents and occurrences, and
- Information from FTA and oversight authorities.

When a hazard has been identified, whatever the source, it is reported to the Yuba-Sutter Transit Chief Safety Officer, who enters it into the Hazard Log. The Chief Safety Officer also may enter hazards into this log based on reviews of operations and maintenance activities and procedures.

The Chief Safety Officer will investigate hazards to collect information and determine any need to enter the hazard information into the safety/risk assessment process. In following up on identified hazards, the Chief Safety Officer may:

- Reach out to the reporting party, if available, to gather all known information about the reported hazard,
- Conduct a walkthrough of the affected area, assessing the possible hazardous condition, generating visual documentation (photographs and/or video), and taking any measurements deemed necessary,
- Conduct interviews with employees in the area to gather potentially relevant information on the reported hazard,
- Review any documentation associated with the hazard (records, reports, procedures, inspections, technical documents, etc.),
- Contact other departments that may have association with or technical knowledge relevant to the reported hazard,
- Review any past reported hazards of a similar nature, and
- Evaluate tasks and/or processes associated with the reported hazard.

Any staff that identify a hazard that poses an immediate risk to transit operations, the health and safety of employees or the public, or equipment must immediately bring it to the attention of the Accountable Executive. Responsible staff will place the hazard or hazards through the Safety Risk Management process for safety risk assessment and mitigation. Otherwise, responsible staff will prioritize any hazards for further Safety Risk Management activity.

Subsection 6.2: Safety Risk Assessment

Safety risk assessment defines the level or degree of the safety risk by assessing the likelihood and severity of the consequences of hazards and prioritizes hazards based on the safety risk. The Chief Safety Officer, with assistance from key staff subject matter experts, is responsible for assessing identified hazards and ratings using the Safety

Risk Assessment Matrix below. Prioritizing safety risk provides the Accountable Executive with the information needed to make decisions about resource application.

The following matrix, adopted from the TSI Participation Guide – SMS Principles for Transit, facilitates the ranking of hazards based on their probability of occurrence and severity of their outcome. The measuring goes from A to F with A being frequent or likely to occur frequently and E being improbable or expected that this event will most likely never occur. Agency staff use designation F when identifying and later eliminating potential hazards.

Probability Levels			
Description	Level	Specific Individual Item	Fleet Inventory
Frequent	A	Likely to occur often in the life of an item.	Continuously experienced.
Probable	B	Will occur several times in the life of an item.	Will occur frequently.
Occasional	C	Likely to occur sometime in the life of an item.	Will occur several times.
Remote	D	Unlikely, but possible to occur in the life of an item.	Unlikely, but can reasonably be expected to occur.
Improbable	E	So unlikely, it can be assumed occurrence may not be experienced in the life of an item.	Unlikely to occur, but possible.
Eliminated	F	Incapable of occurrence. The ranking uses this level when identifying and later eliminating potential hazards.	Incapable of occurrence. The ranking uses this level when identifying and later eliminating potential hazards.

The Safety Levels table below presents a typical safety risk. It includes four categories to denote the level of severity of the occurrence of a consequence, the meaning of each category, and the assignment of a value to each category using numbers. In this table, Level 1 is considered catastrophic meaning possible deaths and equipment destroyed and Level 4 is considered negligible or of little consequence with two levels in between.

Severity Levels		
Description	Level	Mishap Result Criteria
Catastrophic	1	Could Result in one or more of the following: death, permanent total disability, irreversible significant environmental impact, or monetary loss equal to or exceeding \$10M

Severity Levels

Critical	2	Could result in one or more of the following: permanent partial disability, injuries or occupational illness that may result in hospitalization of at least three personnel, reversible significant environmental impact, or monetary loss equal to or exceeding \$1M but less than \$10M
Marginal	3	Could result in one or more of the following: injuries or occupational illness resulting in one or more lost work day(s), reversible moderate environmental impact, or monetary loss equal to or exceeding \$100k but less than \$1M
Negligible	4	Could result in one or more of the following: injuries or occupational illness not resulting in lost workday, minimum environmental impact; or monetary loss less than \$100k.

The Safety Risk Assessment Matrix and Safety Risk Index Ranking each combine the Safety Risk Probability and the Safety Risk Severity to help prioritize safety risks according to the tables below.

Safety Risk Assessment Matrix				
Severity → Probability ↓	Catastrophic 1	Critical 2	Marginal 3	Negligible 4
A-Frequent	1A	2A	3A	4A
B- Probable	1B	2B	3B	4B
C-Occasional	1C	2C	3C	4C
D- Remote	1D	2D	3D	4D
E- Improbable	1E	2E	3E	4E
F- Eliminated				
Safety Risk Index Ranking				
1A, 1B, 1C, 2A, 2B	High	Unacceptable		
1D, 2C, 3A, 3B	Serious	Undesirable - With management decision required		
1E, 2D, 2E, 3C, 3D, 3E, 4A, 4B,	Medium	Acceptable - with review by management		
4C, 4D, 4E	Low	Acceptable - without review		

The Chief Safety Officer documents recommendations regarding hazard rating and mitigation options and reports this information to the Accountable Executive.

Subsection 6.3: Safety Risk Mitigation

The Chief Safety Officer, assisted by Key Staff subject matter experts, reviews current safety risk mitigations and establish procedures to 1) eliminate; 2) mitigate; 3) accept specific risks. Involved staff base prioritization of safety remediation measures on risk analysis and a course of action acceptable to Yuba-Sutter Transit management. Agency staff must mitigate the safety risk if ranked as Unacceptable (High-Red). Those safety risks that have been mitigated, even mitigated risks shown as Acceptable status (Low-Green), undergo regular and consistent monitoring to ensure the mitigation strategy is effective.

Key strategies to minimize the types of risks that potentially exist include:

- Development and deployment of policies and procedures that address known hazards and risks,
- Discussion of other actions, strategies and procedures that might help safeguard against unknown/unforeseen risks,
- Training of drivers and other agency staff on all safety policies and procedures,
- Training of drivers and other agency staff on methodologies for handling emergencies, and
- Training of drivers and staff on proper and effective use of emergency equipment and communication technologies and protocol.

The Chief Safety Officer tracks and updates safety risk mitigations in the Hazard Log, accessed through documentation associated with the contractor's Injury & Illness Prevention Program (IIPP). Attachment 6 contains a copy of this plan.

Section 7: Safety Assurance

The third component of the Agency's SMS is Safety Assurance, which ensures the performance and effectiveness of safety risk controls established under safety risk management. Safety assurance also helps ensure that the organization meets or exceeds its safety objectives through the collection, analysis, and assessment of data regarding the organization's performance. Safety assurance includes inspection activities to support oversight and performance monitoring.

Yuba-Sutter Transit monitors its operations and maintenance protocols and procedures, and any safety risk mitigations to ensure that it is implementing them as planned. Furthermore, the Agency investigates safety events (as defined in the contractor's Safety, Security-Awareness and First Observer Program - Attachment 5) and any reports of non-compliance with applicable regulations, standards, and legal authority. Finally, the Agency continually monitors information reported to it through any internal safety reporting programs, including the employee safety-reporting program.

The following sub-section shows some of the key elements of Yuba-Sutter Transit's Safety Performance Monitoring and Measurement.

Subsection 7.1: Safety Performance Monitoring and Measurement

As part of the Safety Assurance Process, Yuba-Sutter Transit:

- Monitors the system for compliance with, and sufficiency of, the Agency's procedures for operations and maintenance through:
 - Safety audits,
 - Informal inspections,
 - Regular review of on-board camera footage to assess drivers and specific incidents,
 - Safety surveys,
 - Employee safety reporting program,
 - Investigation of safety occurrences,
 - Safety review prior to the launch or modification of any facet of service,
 - Daily data gathering and monitoring of data relating to the delivery of service,
 - Regular vehicle inspections and preventative maintenance, and
 - Continuous feedback loop between leadership and all levels of the agency;
- Monitors its operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended through:
 - Reviewing results from accident, incident, and occurrence investigations,
 - Monitoring employee safety reporting,
 - Reviewing results of internal safety audits and inspections, and
 - Analyzing operational and safety data to identify emerging safety concerns;
- Conducts investigations of safety events to identify causal factors; and
- Monitors information reported through any internal safety reporting programs via the following:
 - The Chief Safety Officer routinely reviews safety data captured in employee safety reports, safety meeting minutes, customer complaints, and other safety communication channels. When necessary, the Chief Safety Officer ensures that the issues and concerns are investigated or analyzed through the safety risk assessment process.
 - The Chief Safety Officer also reviews the results of internal and external reviews, including audits and assessments, with findings affecting safety performance, compliance with operations and maintenance procedures, or the effectiveness of safety risk mitigations. The Chief Safety Officer discusses relevant safety issues and concerns with the Accountable Executive and executive management and documents the results of these reviews in the Hazard Log.

In the event of a fatality, Yuba-Sutter Transit complies with all FTA drug and alcohol requirements.

In California, every driver involved in an accident that results in death, injury, or property damage over \$1000, effective January 1, 2017, must report the accident on a Report of Traffic Accident Occurring in California (SR 1) form to DMV. The report forms are available at www.dmv.ca.gov, by calling 1-800-777-0133, and at CHP and DMV offices. Also, under California Vehicle Code §16002(b), the driver of a vehicle that is owned or operated by a publicly owned or operated transit system, or that is operated under contract with a publicly owned or operated transit system, and that is used to provide regularly scheduled transportation to the general public or for other official business of the system, shall, within 10 days of the occurrence of the accident, report to the transit system any accident of a type otherwise required to be reported pursuant to subdivision (a) of Section 16000 . Yuba-Sutter Transit requires driver notification to Yuba-Sutter Transit immediately and maintains records of any report filed pursuant to this paragraph.

Section 8: Safety Promotion

The fourth component of the Agency's SMS is Safety Promotion, which includes a combination of training and communication of safety information to employees to enhance the Agency's safety performance. Safety Promotion sets the tone for the SMS and helps Yuba-Sutter Transit to establish and maintain a robust safety culture. Safety Promotion has two-components: (1) Safety Communication; and (2) Competencies and Training.

Subsection 8.1: Safety Communication

Yuba-Sutter Transit communicates safety and safety performance information throughout the organization that, at a minimum, conveys information on hazards and safety risks relevant to employees' roles and responsibilities and informs employees of safety actions taken in response to reports submitted through an employee safety-reporting program.

Ongoing safety communication is critical and Yuba-Sutter Transit ensures communication occurs up, down, and across all levels of the organization. Key staff and management communicate any lessons learned to all concerned. Management also communicates its commitment to address safety concerns and hazards on a regular basis. Management encourages and motivates employees to communicate openly, authentically, and without concern for reprisal; ensures employees are aware of SMS principles and understand their safety-related roles and responsibilities; conveys safety critical information such as accident data, injuries, and reported safety concerns and hazards and their resolutions to employees.

Yuba-Sutter Transit's tools to support safety communication include:

- Safety bulletins
- Safety notices
- Posters
- CDs or Thumb drives or online safety video access
- Newsletters
- Briefings or Toolbox talks
- Seminars and workshops
- New employee training and refresher training
- Intranet or social media
- Safety Committee Meetings

Subsection 8.2: Competencies and Training

Executive Management ensures that all employees attend the training provided to understand their specific roles and responsibilities for the implementation of SMS.

Yuba-Sutter Transit provides SMS training in the following areas:

- All Employees
 - Understanding of Safety Performance Targets
 - Understanding of fundamental principles of SMS
 - Understanding of Safety Reporting Program – Reporting unsafe conditions and hazards/near misses
 - Understanding of their individual roles and responsibilities under SMS
- Managers and Supervisors
 - Understanding of Safety Risk Management
 - Understanding of Safety Assurance
 - Understanding of Safety Promotion
 - Understanding of their individual roles and responsibilities for SMS
- Executive Management
 - Understanding of management commitment to and support of all SMS activities

All employees are required to acquire the competencies and knowledge for the consistent application of their skills as they relate to safety performance objectives. Yuba-Sutter Transit dedicates resources to conduct effective safety-related skill training. The scope of the safety training is appropriate to each employee's individual safety-related job responsibilities and their role in SMS.

Components of Yuba-Sutter Transit's skill-related training include:

- Conducting training needs analyses to ensure that the right information is taught to the right employees using the most efficient training methods;
- Communicating purpose, objectives, and outcome;

- Ensuring relevant content by directly linking training to the trainee's job experiences so trainees are more motivated to learn;
- Using active hands-on demonstrations and practice to demonstrate skills that are taught and provide opportunities for trainees to practice skills;
- Providing regular feedback during hands-on practice and exercises; and
- Reinforcing training concepts in the post-training work environment by giving employees opportunities to perform what they have learned.

Specific safety-related skill training programs include:

- Storer Transit Systems: Safety, Security-Awareness and First Observer Program
- TSA First Observer Plus

Yuba-Sutter Transit conducts refresher training annually during employee safety meetings.

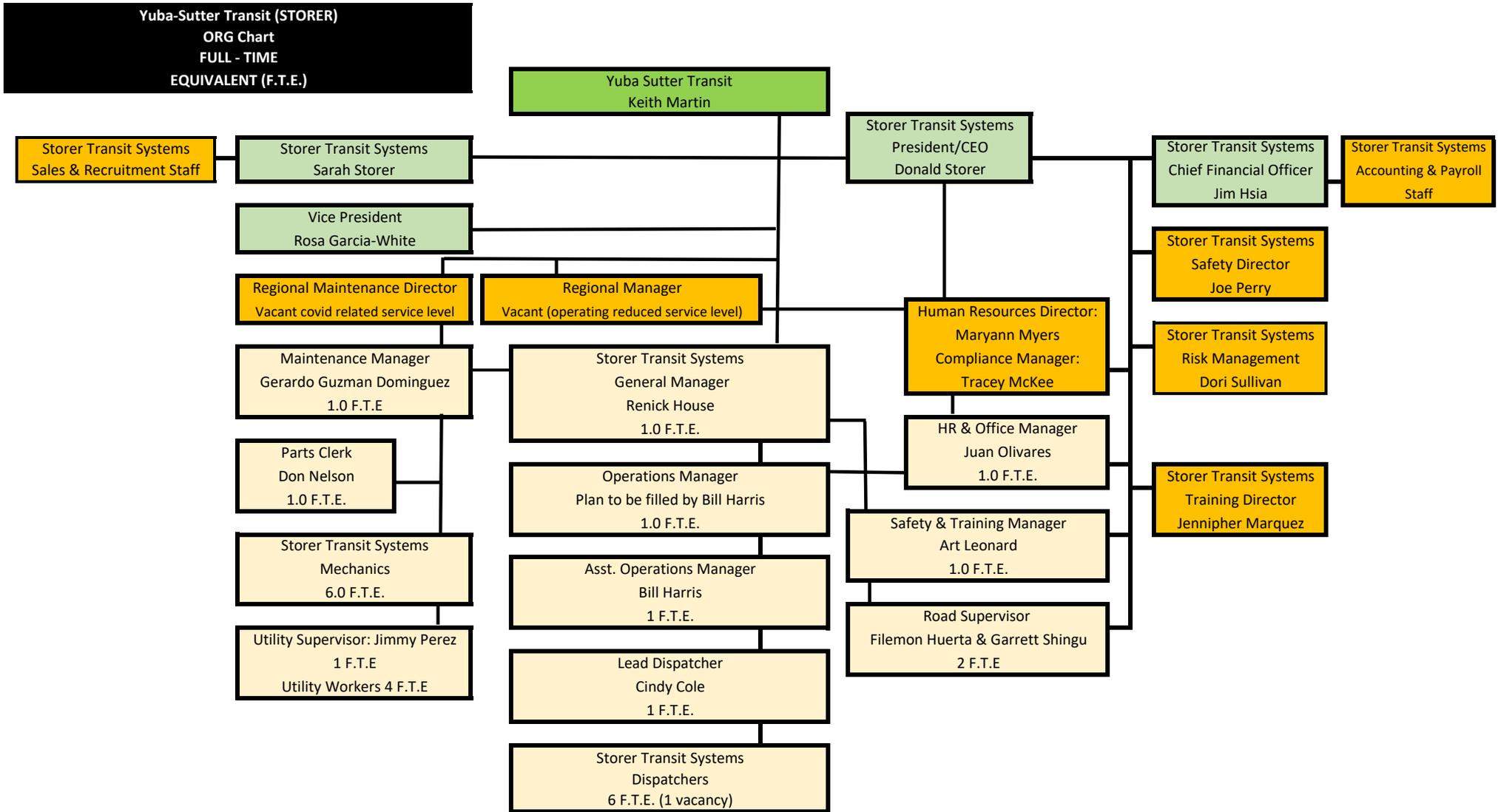
Section 9: Documentation

Pursuant to 49 CFR Part 673.31, Yuba-Sutter Transit maintains records related to this Safety Plan and SMS implementation for a minimum of three years. These documents include but are not limited to the results from SMS processes and activities. Yuba-Sutter Transit will make these documents available to FTA Region 9, Caltrans, and other Federal and state agencies upon request.

Section 10: Attachments

The following pages include all attachments referred within and related to this Agency Safety Plan.

Attachment 1.1 - Storer Organization Chart



ATTACHMENT 1.2

YUBA-SUTTER TRANSIT
ORGANIZATIONAL CHART

Revised March 15, 2022



Attachment 2

Agency Safety Plan - Resolution of Board Approval

YUBA-SUTTER TRANSIT AUTHORITY
RESOLUTION NO. 9-20

**BOARD APPROVAL OF THE YUBA-SUTTER TRANSIT
AGENCY SAFETY PLAN FOR CALENDAR YEAR 2020**

WHEREAS: All public transportation agencies, including the Yuba-Sutter Transit Authority, are required by the Federal Transportation Administration (FTA) to follow 49 CFR Part 673 and all related sub-sections (also known as the Public Transportation Agency Safety Plan [PTASP] Final Rule); and,

WHEREAS: This rule requires an Agency Safety Plan (ASP) to be initially created and certified to the FTA by December 31, 2020, and subsequently reviewed and updated/amended as required at least annually for re-certification prior to July 20th; and:

WHEREAS: Caltrans has provided the plan for calendar year 2020 to the Yuba-Sutter Transit Authority per its responsibility to develop an ASP for any small public transportation provider located in California; and:

WHEREAS: The ASP is based on the four (4) principals of the Safety Management System (SMS), which are Safety Management Policy (SMP), Safety Risk Management (SRM), Safety Assurance (SA), and Safety Promotion (SP); and:

WHEREAS: SMS is defined as the formal, top-down, organization-wide, data-driven approach to managing safety-risk and assuring the effectiveness of safety mitigations; and:

WHEREAS: Implementation, monitoring, updating and record keeping related to Yuba-Sutter Transit's ASP will be reviewed through the Federal Transit Authority's Triennial Review process.

NOW, THEREFORE, BE IT RESOLVED that the Yuba-Sutter Transit Authority Board of Directors does hereby declare that the Agency Safety Plan for the Yuba-Sutter Transit Authority for calendar year 2020 is approved and established by the following vote:

Ayes: 6

Noes: 0

THE FOREGOING RESOLUTION WAS DULY AND REGULARLY INTRODUCED, PASSED AND ADOPTED BY THE YUBA-SUTTER TRANSIT AUTHORITY AT A REGULAR MEETING HELD ON NOVEMBER 19, 2020.

ATTEST:



Janet Frye
Secretary to the Board of Directors



Chairman of the Board

11/19/2020

Date

Attachment 4

Storer Transit Systems Accountability and Incentive Program

Storer Transit Systems Accountability and Incentive program is designed to reward employees who work hard to make each transit year successful and is based on each employee's performance for a year.

Employees will be tracked in the areas of: Job Performance, Attendance, and Vehicle Accidents. Positive and negative incidents have a predetermined point value. Full-time employees can earn a yearly cash bonus in the amount of \$300.00 or \$500.00 based on years with the Company. Part-time employees can earn a yearly cash bonus in the amount of \$150.00 - \$375.00 based on years with the Company.

Employee point values will be tracked by the individual employee. These points will be used to judge employee performance. Points are tracked on a rolling scale; meaning all points accrued by an employee will stay with that employee for one full year. For instance, if an employee accrues two (2) points in September, they will have those points on their record for one full year, and they will drop off the following September. When an employee reaches 10 (ten) points they will have a meeting with their immediate supervisor to discuss the reasons for the excessive points and how the employee should correct their performance. Should an employee continue to accrue points, they are subject to progressive disciplinary action including suspension. If a Driver reaches 24 points during the year, termination may be considered.

A Safety Committee will meet once each month to discuss point appeals and items of safety.

Employees who excel at their jobs will be rewarded each month with credit points and opportunities to win cash prizes. The areas of Incentive for points and money prizes will be Safety/Accidents, Safety Observations, Perfect Attendance, Going Above and Beyond regular duties and Driver of the Month. Each incentive is explained below:

Safety:

Safety and Accidents are tracked on a monthly basis. All employees who excel in these areas, i.e. not being involved in any at fault accidents and having perfect attendance for the month will be rewarded with a ½ point credit each month on the Transit point system. Additionally, the name of each employee who has a perfect safety record, in any given month, will be placed in a drawing to receive a Safety Award. During the monthly Safety Committee Meeting two names will be pulled and awarded a \$100 safety check.

Any employee involved in an at-fault safety related accident will be disqualified from any safety points credit and/or safety reward for the 12 consecutive months immediately following the accident.

Safety Observations:

Drivers who excel in their driving abilities can earn up to 5 credit points on the Transit point system every 12 months. These points will be assigned by our company Safety Officers for each driver's

annual driver safety observation that is judged to be exceptional in all areas of safe driving. Only the driver's annual safety observation will qualify for points.

Any driver who receives credit points for their annual safety observation and drivers who receive additional positive safety observations (other than their annual), in any given month, will be eligible for the Safety Observation drawing.

During the monthly employee award ceremony one name will be randomly drawn, and that driver will win a \$100 safety observation check.

Above and Beyond:

Any employee who excels and provides a service that goes beyond their duties as a Transit employee can be given up to 3 credit points for their efforts. Examples of above and beyond would be going beyond the norm in assistance of a fellow driver; going beyond the norm in assistance of the company; going beyond the norm in assistance of the passengers we transport. Any employee who believes a fellow employee deserves Above and Beyond credit points should alert the office staff in writing.

The names of each employee who has gone Above and Beyond in any given month will be placed in an Above and Beyond Award drawing. During the monthly employee award ceremony one name will be randomly drawn, and that employee will win a \$100 Above and Beyond check.

Attendance:

Attendance will be tracked on a monthly basis. All employees who attend work each day, are not late and do not leave early for any reason will be rewarded with a ½ point credit each month on the Transit point system. The only exception is those that miss work while utilizing their CPSL or who serve in Jury Duty.

Driver of the Month award: This award is presented on a monthly basis to a driver who exhibits safe driving practices, outstanding customer service, performs above and beyond and is a team player. The driver receives a \$100. bonus, a certificate recognizing the driver and a designated parking space.

Employee of the Year: Employees who perform exceptionally well, have the opportunity to receive the "Employee of the Year" award. This employee receives a personalized company jacket, with their name and company logo. This individual also receives a \$500.00 cash bonus along with a personalized plaque and their name added to the perennial plaque.

Twenty-Five- Plus Year Employees: These employees are recognized on a yearly basis for continuing their work in each of their positions with Storer Transit Systems. Their history and longevity with our Company is unprecedented and, in an effort, to show our appreciation each of these employees receive a \$1,000. cash bonus as well as a certificate of recognition.

Attachment 5

Storer Transportation Service Safety, Security-Awareness and First Observer Program

Hot Line (844) TSA-FRST

Overview

Storer Transportation System follows the guidelines provided by the Federal Transit Administration's (FTA) description of Core Elements addressing Model Bus Safety Programs in our internal focus on safety and the FTA's Public Transportation System Security Guide in our internal focus on security.

Risk Reduction: Storer Transportation System reviews current trends in state and regional transit system(s) threat assessments.

STRATEGIES TO MINIMIZE RISK

Procedures that Storer Transportation Systems uses to reduce vulnerability to unknown hazards and threats include:

- Involving staff in the identification of hazards and threats. Involving staff when creating strategies that prevent or lessen unwanted incidents. Provide training that raises staff awareness, across all divisions, about potential company-specific hazards and threats. Pro-actively improving emergency response protocols conducting drills that raise staff proficiency in reacting to unwanted incidents, including proper use of emergency equipment and our communication devises. Participating in safety exercises that improve coordination across departments and between responding agencies for any sort of critical incident.

EMERGENCY OPERATIONS POLICIES

Emergencies, Accidents, Incidents (minor or major) Checking Weather and Other Hazardous Conditions

With most hazards or emergencies, including accidents; it is the primary policy of Storer Transportation System, that the driver first communicate with the dispatcher, describe the situation, and await instruction on how to proceed.

- The exception to this is in the case of an immediate life threatening situation, when the driver acts first, then communicates. Policies are in place for a range of situations. Management shall always be advised of any action taken.

Storer Transportation System has in place Operational Policies that address responding to unusual events, including weather emergencies.

Particular attention is given to the following:

Storer Transportation System's Safety Department is responsible for checking winter weather and other emergency related news to ensure it is safe to send vehicles on the road. A designated supervisor, usually a Safety Officer or divisional manager routinely checks weather information, before each shift and at appropriate intervals during the day, if it is necessary, especially if severe weather is expected. *As an example, winter storm alerts such as Central Valley Critical Fog for example*). Every effort shall be made to avoid sending drivers on routes if it is unsafe to do so.

However, if a condition arises requiring a driver to abort a route, the dispatcher will contact the driver and/or the driver will alert the dispatcher, and the dispatcher (supervisor) will provide instructions on how or where to proceed. A General Manager or Division Manager is always kept in the loop when decisions are being considered that effect contracted service delivery. Also, drivers performing their routes shall continuously assess road conditions, evaluating critical weather, construction zones, accidents, and other situations to ensure it is safe to proceed.

Storer Transit System uses National and Local Weather Service warnings, forecasts, and advisories available. At www.weather.gov, and weather radios monitored at dispatch site(s) to track real-time information on the following conditions:

- Hazardous weather outlooks
- Special weather statements
- Winter storm watches
- Winter storm warnings
- Snow and blowing snow advisories
- Winter weather advisories
- Heavy freezing spray warnings
- Dense fog warnings/ Critical fog
- Fire weather forecasts
- High wind warnings
- High wind watches
- Wind advisories
- Gale warnings
- Tornado watches and warnings
- Hurricanes
- Flood warnings
- Flood statements
- Coastal flood statements

Storer Transportation System also maintains a dispatcher log, a narrative description of what occurs during each shift. This enables the incoming dispatcher to read the previous shift log and know what needs to be tracked, problem areas of concern, or what is going right and wrong.

Aborting or Changing Route Due to a Hazard

To the extent possible, Storer Transportation System avoids sending vehicles out in conditions that might pose a hazard. As stated earlier, is the safety department's (Safety Officer) responsibility to check weather and other relevant conditions at the beginning of a shift, and on an ongoing basis, to safeguard the well being of clients, passengers, employees, and others. If a hazard is encountered that causes it to be unsafe to continue on a route, *Storer Policy is as follows:*

- If the hazard is noted by the driver, he/she must call the dispatcher, describe the situation, and await further instruction.
- If the hazard is noted by staff other than the driver, i.e., dispatcher becomes aware that a large scale accident occurring on a local Hwy or on a designated route; a dangerous storm or fire may be approaching, the dispatcher will contact a supervisor and the driver will await further instruction

Direction may be as follows:

- To abort the route, drive the passengers to a safe point established by pre-established contracted stakeholder agreement(s)
- To abort the route and return to the transit terminal (particularly if there are no passengers on the vehicle)

FACILITY SAFETY AND SECURITY REVIEW

Storer Transportation System assesses, on an ongoing basis, the physical and procedural "security system" and potential "exposures" of all their fleet vehicle transit yards/facilities' (Findings from past and current threat and vulnerability assessments are of particular significance)

The conditions affecting facility security change constantly. Employees come and go, a facility's contents and layout may change, various community threats wax and wane, and operations may vary. Even such mundane changes as significant growth of bushes or trees around a facility's exterior may affect security by shielding the view of potential intruders. Storer Transportation System review company security measures monthly at their Managers Meeting, as well as whenever facilities or other conditions change significantly.

Storer Transportation System also does the following:

- updates risk assessments and conducts route site evaluations/ surveys
- reviews the level of employee and contractor compliance with security procedures;
- considers whether those procedures need modification; and
- establish ongoing testing and maintenance of security systems including access control, intrusion detection and video surveillance

Special attention is given by Storer Transportation System's Executive Management Team to:

- develop and refine security plans
- encouraging personnel to maintain heightened awareness of suspicious activity
- providing special attention to perimeter security and access control
- maintaining a proactive effort of facility visitor access and control
- verifying the identity of service and delivery personnel
- heightening security measures involving buses and other vehicles
- securing access to utilities and other facility maintenance operations
- examining and enhancing physical security measures related to outside access to HVAC (heating, ventilation and air conditioning) systems and utility controls (electrical, gas, water, phone)
- securing chemical and cleaning product storage areas and maintaining appropriate records items
- conducting status checks of emergency communication mechanisms
- implementing information security programs including web site access to sensitive information
- identifying high risk facilities, organizations and potential targets in the community surrounding the transit facility
- using cameras to monitor facilities and/or transit vehicles
- ensuring adequate lighting for the facility grounds
- considering placing fencing or similar barrier around perimeter of facility and storage areas
- developing, reviewing, refining and testing crisis preparedness procedures

OSHA REQUIREMENTS

Storer Transportation System periodically inspects its facilities and staff working conditions in order to ensure the company is compliant with all applicable OSHA requirements.

VEHICLE READINESS

It is the policy of Storer Transportation System to maintain fully stocked first aid kits, biohazard cleanup packs, fire suppression equipment, vehicle emergency equipment, and emergency instructions in all vehicles. Battery operated equipment batteries will be replaced routinely. Fleet vehicle drivers inspect assigned vehicles daily for the following emergency supplies and documents the results on the pre-trip inspection sheet. In addition, when a mechanic places a vehicle back in service, he/she ensures the required safety equipment is on the vehicle. The required safety equipment includes:

First Aid Kit	Seat Belt Cutter	Bio-hazard Kit
Fire Extinguisher		Reflective Triangles

Training and Development

FLEET VEHICLE OPERATOR/ CMV DRIVER TRAINING and CERTIFICATION

Driver Training

Once qualified candidates are identified and hired, Storer Transportation System provides initial and ongoing training critical to ensure proper operations and adherence to Storer Transportation defensive driving rules and regulations. Storer Transportation System understands that proper qualification of drivers and maintenance personnel is a vital part of a safe work environment. Driver training addresses specific safety-related issues appropriate to the type of vehicle and driving assignment. Special consideration is also given to crisis management concerns such as fire and passenger evacuation.

- **Traffic Regulations** – Training addresses state and local traffic rules and regulations, traffic signs and signals, and proper vehicle operations (including proper use of hand signals).
- **Defensive Driving and Accident Prevention** – Driver training stresses defensive driving principles, collision/ crash prevention, and concepts of preventable accidents as a measure of defensive driving success.

Storer Transportation System drivers are taught to always drive defensively. This means driving to avoid and prevent accidents. It means driving with the vehicle under control at all times, within the applicable speed limits, or less if driving conditions so indicate, and anticipating possible unsafe actions of other drivers. Special attention is given in the Storer Transportation Systems safety program to hazardous conditions. These hazardous conditions include but are not limited to:

Winter driving	Fog
Rainstorms/thunderstorms	Flash flooding
Tornadoes	Skids
Intersections	Following distance
Backing	Stale Green Lights
Passing	Prohibited left turns
Lane changes and turns	Pedestrians, bicycles and motorcycles
Railroad crossings	Complete stops with full scans
Expressways	Traffic congestion

- **Vehicle Orientation and Inspection** – Training focuses on the type of vehicle that will be used in service. Significant differences can exist among different bus models and among different manufacturers, and equipment may have characteristics that are unique to the service environment.
- **Behind the Wheel Training** – Training includes all core driving maneuvers for the type of vehicle in service, including the difficulties in backing maneuvers that can lead to accidents, stopping distance requirements, and equipment-specific functions, such as door opening and closing procedures for passenger boarding and alighting.
- **Passenger Sensitivity and Assistance Training** – Training covers topics ranging from general customer service techniques, to elderly and disabled sensitivity to technical skills in lift and securement. The following subjects are included in the training:
 - Understanding passenger needs, understanding disabilities, Americans with Disabilities Act (ADA), communicating with passengers, sensitivity to passenger needs, mobility devices, lifting and body mechanics, providing assistance to passengers, wheelchair management, wheelchair management lift and ramp operations, and emergency procedures.

Radio Usage

To ensure the safety of our drivers and passengers and to enhance the performance of our operations, all Storer Transportation System employees are familiar with two-way radio operations. Basic procedures are as follows:

- Staff using the two-way radio will follow the standard use practices of the FCC. Profanity, abusive language, or other inappropriate transmissions are not allowed, and could result in disciplinary action.
- All transmissions will be as brief as possible.
- All base stations and vehicle units shall be tuned to the appropriate assigned frequency at all times.
- Staff will initiate communications by first stating who they are calling and then who is making the call. At the completion of the transmission both parties will indicate that the transmission is completed by stating their call sign and “clear”.
- Except in the event of an emergency, all staff will listen for five seconds before transmitting to ensure there are no transmissions in progress. Other units’ transmissions will not be interrupted unless it is an emergency.

Crisis Management Training – Training covers emergencies the driver may face while out on the bus. Topics of this training range from breakdowns to accidents, fire evacuation to handling aggressive clients. The following subjects are included in the training:

- Accidents
- Ill and injured passengers
- Lift operations
- Fire safety
- Vehicle evacuation
- Bloodborne pathogens (bodily fluid spill containment and clean up)
- Handling conflict
- Basic crisis management steps
- Transportation security
- Securing the vehicle

Security Awareness

First Observer Plus

The Storer Transportation System supports First observer and prepares all its employees to help promote safety and security within the community, region and nation.

Transit Watch (now First Observer Plus) was developed by the Federal Transit Administration (FTA) and encourages transit employees, transit riders and community members to be aware of their surroundings and alert to activities, packages or situations that seem suspicious. If something out of the ordinary and potentially dangerous is observed, it is to be reported immediately to the proper transit supervisor, who may investigate and/or notify law enforcement authorities.

SUSPICIOUS ITEMS, VEHICLES, PEOPLE AND ACTIVITIES

Storer Transportation System(s) understands that it has a role to play in being a part of the eyes, ears and liability of the community and a part of the community's first line of defense. Therefore, it is vigilant and is committed to train and encourage all employees to be on the look out for any suspicious people, activities, vehicles, packages or substances. Because Storer Transportation System employees know their operating environment, know what is usual and unusual, they are taught to trust their gut reactions and report anything unusual, out of place or suspicious to dispatch/management. They will then immediately pass this information on to the appropriate authorities.

All Storer Transportation and Transportation System employees are "On the Look Out" for and report to the transit division supervisors the following:

Suspicious Items

Public transportation systems deal with items left unattended in stations and on vehicles all the time. These unattended packages impose a tremendous burden on security. Although unattended packages are rarely linked to explosive devices, they all represent a potential threat and need to be examined systematically. If an unattended package is not deemed suspicious, it will be treated as lost property and handled according to protocol.

Storer Transportation System train employees to identify items, packages and devices as suspicious if they meet any of the following criteria:

- Common objects in unusual locations
- Uncommon objects in common locations
- A threatening message is attached
- Unusual wires or batteries are visible
- Stains, leaks or powdery residue are evident
- Sealed with excessive amounts of tape or string
- Lopsided or lumpy in appearance
- Tanks, bottles or bags are visible
- A clock or timer is attached
- A strange odor, cloud, mist, vapor or sound emanates from it
- Addressed with cut and paste lettering and/or common words misspelled
- Have excessive postage attached
- Abandoned by someone who quickly leaves the scene
- No one in the immediate area claims it as theirs
- An active attempt has been made to hide it (i.e. Placed in an out-of-the-way locations)

Once an item, package or device is determined to be suspicious

- the item is not touched or moved
- the area or vehicle is immediately evacuated uphill and upwind
- radio and cell phones should not be used within 300 feet of the suspicious package
- Management is notified and appropriate action is taken (i.e., notifying of bomb analysis team).

Suspicious Vehicles

Storer Transportation System understands that vehicles (cars, trucks, boats, bikes) are frequently used in criminal or terrorist attacks. Therefore, company employees are trained to be alert to suspicious vehicles in and around their work environment. Employees are told to report vehicles to system management and authorities, when they notice any of the following:

- Show signs of forced entry
- Have altered or makeshift company insignia or license plates
- Are located in an unauthorized area or near a potentially catastrophic target
- Contain unusual equipment which could be used in a violent act
- Appear to be overloaded and/or have bulging tires or sagging frames
- Emit unusual odors, leaks or residues

Suspicious People and Activities

Storer Transportation System teaches its employees to be aware of suspicious people and activities. Employees are taught to focus on behaviors and not on a person's color, nationality, ethnicity or religion. The key concern in determining what is suspicious is always based on 1) where someone is, 2) when he or she is there, and 3) what he or she is doing. Employees are encouraged to trust their judgment based on their experience in and around the community, and the transit system, and that it normally is a combination of factors taking place that will accurately identify a suspicious person or act.

Specific actions that are of concern and may meet the threshold of reporting as suspicious include people appearing to be:

- gathering intelligence
- running security tests
- attempting infiltration
- conducting a dry run/drill
- deploying assets

Employees are taught by Storer Transportation System to determine if a behavior is suspicious based on the following categories:

- attitude of the person
- apparel and accessories
- body language (e.g. reaction to uniformed presence)
- actions in and around crowds
- attention to secure or high profile locations

Driver Security Principles; Event driven driver performance standards in difficult situations

Existing Security Principles

In the past, Storer Transit System drivers have had problems with passengers or with persons who were not passengers. There have been threats made, though none have been carried out. Drivers and Supervisors must be aware of what to do and not to do in the event of a disturbance situation, threat, or if a more serious event happens within the bus or in close proximity to it. Any situation can become dangerous if not handled properly.

The following are the principles we follow to maximize security.

Do not be a hero. In the event of a potentially dangerous situation, be prepared to wait until help arrives. Do not take any action that could result in your own or another person's injury.

Remain calm. If you remain calm during times of stress, your passengers will be more likely to remain calm. If you panic, your passengers probably will too.

Observe everything. The driver should carefully observe everything that occurs, everything they see and hear. This includes describing the person(s) involved, any weapons, vehicles, and if possible, license plate numbers.

Do not argue. Being argumentative during these situations only makes things worse. Firmly, but politely as possible, explain the rules to any individual who is in violation of any Storer Transportations safety policy.

Advise dispatch. Radios are aboard the buses and one of the first things that need to be done is to advise dispatch of the situation. If law enforcement is required, give your exact location and advise dispatch that you need an officer on scene or to meet you at a safe location if the situation warrants. At the beginning of each shift, it is important to check the radio for proper operation.

Keep the problem outside. If a situation occurs outside the bus, the driver should, if possible, close the passenger door so that the problem does not come into the bus.

No unauthorized stops. Never pull over to assist a broken down vehicle. Do not pull over where it is not safe to perform a flag down stop (transit division). By pulling over and being a good guy, you could create a serious problem for you and your passengers.

Gunshots and Rocks. A dangerous situation is when a gun is fired at the bus. You may not hear the gun shot, only a breaking window and noise such as something hitting the side of the bus. It may be only a rock thrown at the vehicle. In this situation do not immediately stop. Move the bus out of the range of danger, stop the bus, check for injuries or damage and call for law enforcement or medical assistance if needed.

Mechanical breakdowns. If there is a mechanical problem with the bus, you should attempt to move it to a safe location. Advise passengers to remain aboard the bus until help arrives.

Damage and graffiti. Are repaired and removed immediately, demonstrating pride in equipment.

Existing Security Guidelines

It is important that every person know his or her role in a crisis. It is also important that the drivers know how to identify potential problems and situations before they occur. Finally, drivers must know which issues are important to the system and which are not.

Drivers: Drivers are primarily responsible for the safety of the vehicle and the passengers. If a situation arises, it is the driver's responsibility to take appropriate action in accordance with this program. In addition to the aforementioned principles, the driver should be able to see which passengers are potential problems. The following are warning signs for the driver:

1. Intoxication. If a passenger appears under the influence of a controlled substance or alcohol, they are already a problem. Do not intervene with the passenger. Report the passenger to dispatch so that they can inform the proper authorities.
2. Fare Evaders. There are passengers who will attempt to cheat the system by not paying their full fare. When possible, the passenger should be recalled to the fare box and asked to pay again. If the passenger insists, they have paid the fare, the matter should be dropped. There is never a reason to start an incident over the fare. It is understood that fares cannot be returned; if the passenger demands their fare returned, they should be referred to the office to receive assistance.
3. Vandals. It is very difficult to observe vandalism aboard the bus. If vandalism is observed, the bus should be stopped at the next safe location and the passengers should be asked to disembark. If for any reason there is concern about the safety of the preceding action, do not intervene. Call dispatch for assistance.
4. Psychologically Challenged. Transit and Dial-a-Ride buses may transport people who face emotional impairment and psychological disorders. These people are generally not a threat to anyone but themselves. If a passenger is acting strange but is not actively bothering someone else, they should be left alone. There are those who harass passengers and/or the driver. These passengers should be asked to stop their behavior. If they do not, they must be reported to dispatch immediately for assistance. At the earliest convenience, the Manager should be informed of the situation. He/She may authorize the driver to refuse service to this passenger. If a disturbed person approaches the bus, the driver may refuse service to the passenger without authorization of the Manager.

Dispatchers and Receptionists: It is the responsibility of the dispatcher to respond to the security requests of the drivers as quickly as possible. If speaking to a customer on the phone, the dispatcher or receptionist must never say anything that would inflame a situation. It is important to maintain a calm demeanor when speaking to the public. A calm and soft voice helps to relax the person on the other end of the phone. If a driver calls for law enforcement, the call should be made as quickly as possible. The 911 dispatcher needs as much information as possible, but it should be understood that further communication with the driver during a crisis situation might make the situation worse. Sometimes the dispatcher must call, but these calls should be made in as calm a voice as possible.

Storer Transit Systems purchased an advance telephone system which has many capabilities including the following:

Auto Record Calls: Recorded calls are stored in the voice mail box associated with the extension/agent handling the call. Recorded calls can be programmed to automatically copy to a supervisor's voice mail box. Recorded conversations can also be sent to a supervisor's email and burned to a CD for future reference.

Auto Manager Assistance: A manager can enter the call at any time to monitor an agent's conversation, or to speak with the customer. Agents also have the option to request assistance from a manager directly from their phone. Assistance can be provided by the manager to the agent only, without the caller hearing, or to the caller and agent.

Caller ID: All agents will have this feature for incoming calls.

Reports: Complete reporting package, including, but not limited to, number of calls received, how long the caller was on hold and in queue.

These features will assist in the handling of difficult calls and the documentation of such calls.

Vice President and Managers: It is the Vice President and Managers' responsibility to coordinate any necessary activities. The Vice President and Managers must make sure all warning and suspension letters are sent. The Vice President and Managers responsibilities are less clearly defined because they must be ready to take any action necessary to assist in the resolution of the matter. Finally, the Vice President and Managers must review all security breaches to assess the actions of the participants and to learn what steps might prevent a reoccurrence in the future.

Existing Goals

The ultimate goal of any transit operation is not to have crisis situations. This is not realistic. Practical goals are attuned to the prevention of crises and the minimization of the affects of a crisis.

1. Injury. In any crisis, the first concern of all persons involved is to prevent physical injury to the passengers and the driver. Whatever action can be taken to prevent injury will be taken.
2. Safety. The next concern is to remove the passengers and drivers from the danger. Maximizing safety may involve calling law enforcement or simply driving away. Whatever needs to be done will be done, irrespective of all other considerations except injury.
3. Prevention. The best way to avoid problems is to be aware of potential problems. The drivers should observe the passengers for characteristics that could lead to a problem. The driver should also remain calm in order to avoid escalating a small incident into a crisis. Sometimes taking no action at all will be the best way to avoid a problem.
4. Resolution. All breaches of security are an opportunity to learn. Once an incident is over, the matter is reviewed by management to see if any lessons can be learned. If so, these lessons should be communicated to the drivers in order to improve their skills. A pattern of continuing education will reinforce the importance of the Security Policy.

Attachment 6



STORER
TRANSPORTATION SCHOOL
& CONTRACT SERVICES

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STS/ INJURY, ILLNESS & PREVENTION PROGRAM (IIPP)

Revised Date: 10.29.2015

Revised Date: 09.09.2017

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Revised Date: 02.12.2021_{jp}

STORER TRANSIT SYSTEMS (STS)

3519 McDonald Avenue
Modesto, CA 95358

THIS IIPP PROGRAM MEETS ALL ELEMENTS OF TITLE 8 3203 REQUIREMENTS

Responsible Persons [8ccr3203 (a) (1)] pg. 3/ 7

EMPLOYEE COMPLIANCE AND DISCIPLINARY POLICY [8CCR3203(a)(2)] pg. 22

COMMUNICATION OF SAFETY AND HEALTH INFORMATION [8 CCR 3203(a)(3)] pg. 9

HAZARD IDENTIFICATION AND CONTROL [8 CCR 3203 (a)(4)] pg.16

ACCIDENT, INJURY, AND ILLNESS INVESTIGATION [8 CCR 3203 (a)(5)] pg. 20

PROCEDURES FOR CORRECTING UNSAFE OR UNHEALTHY CONDITIONS AND WORK PRACTICES [8 CCR 3203(a)(6)] pg.15

TRAINING AND INSTRUCTION [8 CCR 3203 (a)(7)] pg.14/ 17

RECORD KEEPING [8 CCR 3203 (b)] pg. 7

and

CODE OF SAFE PRACTICES

FOREWORD

The success of any sound occupational safety and health program is dependent, to a large degree, upon the sustained interest in, and support of, such a program by everyone within the entire organization. This interest and support originate with the chief executive officer/president and should be evidenced throughout the entire management/supervisory structure on down to the most recently hired employee. Management is fully cognizant of the hardship to injured employees and the unnecessary waste of money, manpower and resources, which can result from industrial injury and illness.

We are fully committed to putting forth our best efforts to assure the most effective program possible. To this end, we require each of our managers, supervisors, instructors and trainers to take a leadership role in the implementation and on-going administration of our organization's **Occupational Safety and Health Program**; and we must require a constant awareness and sincere interest in the success of our program by each and every one of our employees!

This policy covers the broad spectrum of safety and health provisions and is supplemented by additional policies and procedures relating to site-specific areas of safety and health concern in our organization.

PREAMBLE

This program is designed to provide information and guidelines needed to effectively maintain a solid and dynamic workplace safety and health program. It does not purport to be all-inclusive or serve as a replacement for or contradict regulatory requirements, manufacturers operating instructions or legal or other professional advice. In particular, this program should not be interpreted as providing advice regarding legal affairs for which counsel should be consulted.

It is impossible to guarantee the absolute accuracy of the materials herein, and the originator cannot assume responsibility or liability for loss or injury, or for any omission, error, misprinting, or ambiguity related to this program.

It is incumbent upon management and supervisors of Storer Transportation Services to understand these policies and procedures evaluate the conditions present in their operation, and to assure that their employees are appropriately trained and maintain high safety standards in the workplace.

These policies and procedures are intended to cover a broad spectrum of techniques and safety practices; but do not cover every possible point that could be unique to the company.

The manual is designed with the idea in mind that each safety topic can be removed and used in safety meetings. From training sessions, the company should evaluate their safety practices as they relate to these policies and procedures as well as actual situations encountered. Information may be obtained from individual experience and expertise work, during the sessions, to update the policies and procedures. These safety topics can be located in this manual under the heading of **Code of Safe Work Practices**.

Hazards present in each terminal operation are, to a certain extent, unique to the individual setting, and supervisors must understand their various combinations of safety problems and apply these policies and procedures along with manufacturers instructions and state and federal regulations to assure employee safety!

Safe operations are paramount to efficient business operations. Incidents and accidents reduce time available for productive work and ultimately affect the company's bottom line economic performance.

The employee is a vital key to a safe and efficient operation. The employee must be thoroughly knowledgeable of the equipment and intricacies of their job. Employees must understand that safety is paramount and has priority over all other factors. State and Federal regulations state, "That employee(s) must comply with standards, rules, regulations and orders issued which are applicable to their own actions and conduct." All employees have a great responsibility to ensure their own safety as well as that of their fellow workers and the general public.

Top management has the ultimate responsibility for safety and health of their employee. They are the critical link in the safety chain, as the bridge between product producers, safety regulators, and the ultimate end user (the line employee). Management must ensure that all available information is gathered and transmitted to those responsible for day-to-day safety. Effective management of the company safety program and the ongoing training and communication programs will greatly help to fulfill the employer's charged responsibilities under the Occupational Safety & Health Act to provide a safe working environment.

MANAGEMENT SAFETY DIRECTIVE

Donald Storer, President/ CEO: TITLE 8 3203-Managements Responsible Person [8CCR 3203 (a)(1)]

It is our policy to comply in all respects with all local, state and federal safety and health regulations and laws.

SAFETY IS OF PRIMARY IMPORTANCE in all of Storer Transportation's operations. Our organization is firmly committed to providing a safe, secure and productive working environment for all of our employees, and we will use all reasonable and practical means to achieve our organization's objectives in an accident/incident/injury-free manner! Sufficient training will be provided to all employees so that, in following the established work rules and safe-work practices, our employees will be able to work in a safe, productive and accident-free manner:

1. Newly hired drivers are given classroom training in regard to law, equipment safety, personal safety, and company policy. This is accomplished by the Safety Supervisors and the California Department of Education Certified Instructors and Trainers.
2. Shop employees are trained by their Supervisor in regard to their job duties, personal safety in and around the shop, and safety with the equipment they use.
3. Ensure vested employees that have been with the company long term are provided updated information regarding safety and new techniques. This is accomplished in their regular safety meetings, company sponsored workshops and through company memorandums.

Organizational Responsibilities

The application of our Occupational Safety and Health Program is basically the same as that applied to any other phase of management control. The prevention of industrial injuries and illnesses can be achieved through the control of the working environment and control of people's actions. Only *Management* can implement such controls. That is why employee safety and health is a function of Management. STS organizational structure is one where supervisors are vested with the responsibility for industrial injury and illness control, and each higher level of management is accountable for its performance.

Storer Transportation Service Human Resources (STS)

The most important aspect of any system is the people. **Storer Transportation Service (STS)** has a core of experienced employees who each have specific responsibilities in the execution of the Safety/Health and Security Program.

Safety Executive Managers:

Donald Storer: President of Storer Transportation System, Donald is a member of the Manager's Safety Committee and has over 40 years of administrative, operations, CMV driving and driver training experience. He is the Administrative Lead Manager in the Modesto and San Francisco Charter Divisions of STS. He is also the Lead and Executive Director of all STS Safety Programs. He is the Critical Incident Executive Management Team key contact in the STS Threat Response Security Plan for all STS divisions.

Steven Fernandes: Vice President for Storer Transportation Service, Steven is a member of the Manager's Safety Committee and has 26 years of administrative, operations, CMV driving and driver training experience. He is the Division Manager of STS School Bus and STS Transit divisions. As well as the Executive Director of STS's California Department of Education Certified School Bus and Transit Instructors and Trainers. Steven is a Critical Incident Executive Management Team key contact in the STS Threat Response & Security Plan for all divisions.

Sarah Storer: Modesto Charter Division Operations General Manager & Administrative Assistant to Storer's President & CEO. A member of the Manager's Safety Committee, Sarah maintains all safety related data for the company and ensures Modesto Charter contracted business and safety requirements are fulfilled. She is also a Critical Incident Executive Management Team key contact in the STS Threat Response & Security Plan for all divisions.

Dori Sullivan: Storer Transportation Service's companywide Risk Manager. Dori is a member of the Manager's Safety Committee and has over 17 years of administrative experience.

Rosa Garcia-White: Storer Transit Systems Division Manager, Rosa is a member of the Manager's Safety Committee, is an expert in ADA law and has over 25 years of administrative experience. She is also a Critical Incident Management Team key contact in the STS Threat Response & Security Plan for Transit division.

Edgar Franco: Hayward School Bus Operations Manager and SCT/LINK Interim Operations Manager, Edgar is a member of the Manager's Safety Committee and has 10 years of administrative experience.

Becky Day: Tuolumne County Transit Operations Manager, Becky is a member of the Manager's Safety Committee and has 7 years administrative experience

Maritza Tinoco: Turlock Transit General Manager: Maritza is a member of the Manager's Safety Committee and has over 6 years of administrative experience.

Travis Pilcher: Turlock Transit Operations Manager: Travis is a member of the Manager's Safety Committee and has over 10 years of administrative experience.

Renick House: Yuba Sutter Transit General Manager: Renick is a member of the Manager's Safety Committee and has approximately 8 years of large-scale transportation management experience.

Greg Moore: Santa Clarita School Bus Operations Manager, Greg is a member of the Manager's Safety Committee and has administrative experience

Maggie Buchanan: Saugus School Bus Operations Manager, Maggie is a member of the Manager's Safety Committee and has administrative experience

La'Tamera Carpenter: Palmdale School Bus General Manager. La'Tamera is a member of the Manager's Safety Committee and has over 10 years of experience in our training department as a behind the wheel trainer and California State Certified Instructor. La'Tamera has administrative experience.

Dane Boucher: Modesto Charter Division Assistant General Manager. A member of the Manager's Safety Committee, he assists with the organizational needs of the Modesto/ San Francisco Divisions and implementation of STS safety/ health and security programs. Ensures Modesto Charter contracted business requirements are fulfilled. Dane is also a Critical Incident Management Team 'key contact' for the STS Threat Response & Security Plan.

Brittany Nixon: San Francisco Charter Division Assistant General Manager. A member of the Manager's Safety Committee, she assists with the organizational needs of the San Francisco Division and implementation of STS safety/ health and security program. Ensures SFO contracted business requirements are fulfilled.

STS Safety Employees:

Safety Officers (Road Supervisors): Are members of the Manager's Safety Committee, they provide Investigative reports to document all industrial injury and illness, site assessments, accident, and other reportable safety events. They are also street supervisors and conduct real time driver safety road observations that assess and evaluate the STS fleet vehicle defensive driving standards that are required performance standards. (refer to Appendix C for details), then debrief and counsel drivers on performance; good and bad events and performance!

Joe Perry: Lead Safety Officer. Joe brings 25 years of working with the Stanislaus County Probation Department. A member of the Manager's Safety Committee, he will assist with STS driver and staff training needs. He ensures OSHA and Hazardous Materials/Waist Handling Compliance and oversight of Inspection duties, Safety Officer Development and implementation of STS health/ safety/security programs. He is also a Critical Incident Management Team key contact for the STS Threat Response & Security Plan for all divisions.

Geoffrey Bradshaw: Safety Officer, Geoffrey brings 15 years of working with the Santa Barbra County Probation and Sheriffs Department. A member of the Manager's Safety Committee, he will assist with driver training, street supervision of

fleet vehicle driver safety performance, lead Safety Officer in CERS Business Hazardous Materials Compliance and Inspection processes, and oversight of health/safety/security program implementation.

Travis Pilcher: Safety Officer, Travis has experience working for the Stanislaus County Probation Department. A member of the Manager's Safety Committee, he will assist with driver safety training and implementation of the STS health/safety/security program implementation, along with driver street supervisor duties.

Maria Bautista: School Bus Behind the wheel Instructor and Safety Officer; 15 years Veteran Driver, Driver Trainer. A member of the Manager's Safety Committee. Maria will provide Training, Safety Program Implementation of the STS health/safety/security program, along with Road Supervisor Duties.

Michael Johnson: Safety Officer and Driver, A member of the Manager's Safety Committee, he will assist with training and driver safety/security assessments along with street supervisor duties.

Mike Henry: Safety Officer and Driver for Storer Sonora Transit Systems. Mike brings 30 years of experience driving emergency vehicles and teaching Emergency Vehicle Operations. Has previous experience with driving of Storer fleet vehicles, familiar with all STS policies and procedures and a member of the Manager's Safety Committee. He will assist with training and implementation of driver health/safety/security program assessments along with street supervisory duties.

Randy Lindvall: The Safety Manager for SF, Certified SPAB Instructor, a member of the Manager's Safety Committee, he will provide training and health/safety/security program implementation.

Myra Wayman: Safety Officer and Training Supervisor for STS Modesto Transit Systems. She has previous training experience as a School Bus Certified Instructor. She is a member of the Manager's Safety Committee and will assist with training and implementation of driver health/safety/security program, along with street supervisory duties.

Steve Rocha: Safety Officer for Storer Transit Systems. Has previous experience with driving of Storer Fleet Vehicles, familiar with all STS policies and procedures and a member of the Manager's Safety Committee. He will assist with training and implementation of driver health/safety/security program along with street supervisory duties.

Nikita Bricerest: Safety Officer for Storer Facebook. Eight years' experience in transportation as a driver, road supervisor, driver trainer, and safety manager. Background in a variety of office positions. Has experience with driving of Storer fleet vehicles, familiar with all STS policies and procedures. She will assist with training and implementation of driver health/safety/security program along with street supervisory duties.

Darryl Lee: Safety Officer and Driver, Oscar was a veteran of the Los Angeles County Sheriff's Department. A member of the Manager's Safety Committee, he will assist with training and driver health/safety/security program assessments along with street supervisor duties.

Arthur Leonard: Safety Officer and Trainer for Storer Transit Systems. Has over 30 years previous experience in Fleet Vehicle Transit Operations, is familiar with all STS policies and procedures and a member of the Manager's Safety Committee. He will assist with training and implementation of driver health/safety/security program, along with street supervisory duties.

Filemon Huerta: Safety Officer for Storer Transit Systems. Has previous experience with driving of Fleet Vehicles Operations and Driver Training, familiar with all STS policies and procedures and a member of the Manager's Safety Committee. He will assist with training and implementation of driver health/safety/security program along with street supervisory duties.

Garrett Shingu: Safety Officer for Storer Transit Systems. Has previous experience with driving of Storer Fleet Vehicles, familiar with all STS policies and procedures and a member of the Manager's Safety Committee. He will assist with training and implementation of driver health/safety/security program along with street supervisory duties.

Training Department Employees: Members of the Manager's Safety Committee, the *STS Training Team* are the backbone of the companies "defensive driver training program." The division includes Delegated Instructors, SPAB Trainers, School Bus Trainers and State-Certified School Bus Driver Instructors.

Certified Instructors:

Steven Fernandes: Executive Director of STS California Certified School Bus Instructors Division. School Bus Certified Instructor; and lead of the Manager's Safety Committee.

Yvonne Player: STS Training Director, School Bus Certified Instructor, a member of the Manager's Safety Committee; she will provide driver training and health/safety/security program implementation throughout the Company.

Myra Wayman: School Bus Certified Instructor, a member of the Manager's Safety Committee; she will provide training and health/safety/security program implementation.

Lily Maddox: School Bus Certified Instructor, a member of the Manager's Safety Committee; she will provide training and health/safety/security program implementation.

Randy Lindvall: Certified SPAB Instructor, a member of the Manager's Safety Committee, he will provide training and health/safety/security program implementation.

Rebecca Leanna: School Bus Certified Instructor, a member of the Manager's Safety Committee. She will provide training and health/safety/security program implementation.

LaTamera Carpenter: Palmdale School Bus General Manager, School Bus Certified Instructor, a member of the Manager's Safety Committee; she will provide training and safety program implementation.

Christina Piersall: School Bus Certified Instructor, CPR Instructor, a member of the Manager's Safety Committee; she will provide driver training and health/safety/security program implementation.

Cristina Mestayer: School Bus Certified Instructor, CPR Instructor, she will provide driver training and health/safety/security program implementation.

Dan Hurd: School Bus Certified Instructor, he will provide driver training and health/safety/security program implementation.

Rosaura Jimenez: School Bus Certified Instructor, a member of the Manager's Safety Committee, she will provide training and safety program implementation.

Cinthia Torres: School Bus Certified Instructor, CPR Instructor, she will provide driver training and health/safety/security program implementation.

Youel David: Certified SPAB Instructor. He will provide training and health/safety/security program implementation.

CPI Instructors: KD Norman, Chuna Huntsman, Dan Hurd

Certified Delegate Trainers: Steve Rocha, Ryan Wilkins, Walter Barrera, Maria Bautista, Derek Tirado

Designated Trainers: Elizabeth Korth CPR Instructor, Dan Hurd-State Certified SB Instructor, Ken Tsui, Sherell Glover, Robert Ambroz, Sulia Solis

SPAB, Transit, and/or School Bus Uncertified Trainers: Roberta Rivera, Becky Ann Williams

Certified First Aid/ CPR Instructors: LaTamera Carpenter, Michael Henry, Cristina Mestayer, Izchel Huerta, Rebecca Leanna, Elizabeth Korth, Christina Piersall

Wheelchair Trainers: Becky Ann Williams, Lily Maddox, Elizabeth Korth, Yvonne Player, Cristina Mestayer, Christina Piersall, Rebecca Leanna, Randy Lindvall, Youel David, Robert Ambroz, Kenneth Tsui

Title 8 (3203 (a)(1))

ASSIGNMENT OF RESPONSIBILITY

In accordance with California Code of Regulations, Title 8 (3203 (a)(1)), and federal regulations, this company is assigning the authority and responsibility for administration of the Health, Safety and Security Program to:

<u>Dori Sullivan</u>	<u>Loss Prevention Manager/ Risk Manager</u>
NAME	TITLE
<u>Joe Perry, Geoffrey Bradshaw, Myra Wayman, Steve Rocha</u>	<u>Safety Officers</u>
<u>Mike Henry, Randy Lindvall, Travis Pilcher, Daryl Lee</u>	<u>TITLE</u>
<u>Nikita Bricerest, Michael Johnson, Maria Bautista</u>	
<u>Arthur Leonard, Filemon Huerta, Garrett Shingu</u>	
NAME	

The duties of the above-named persons will include but not be limited to the listed responsibilities in this program. It being understood that any areas of responsibility related to each of the above, or safety in general will be coordinated and/or administered by personnel listed above.

SIGNATURE OF COMPANY OFFICER- *Steven Fernandes*

MANAGEMENT RESPONSIBILITY

RECORD KEEPING [8 CCR 3203 (b)]

Management has the following responsibility in our Injury, Illness & Prevention Program:

- Legally to comply with the California Occupational Safety Health Act, both the General Duty Clauses and all applicable regulations, to comply with all applicable regulations, to comply with all other applicable State and Local regulations cover our activities.
- To be familiar with all applicable legal regulations related to employee safety and notify our affected key employees of their regulations.
- To develop and implement safety rules designed for the protection of our employees and facilities.
- Demonstrate a positive attitude and set the example for accident prevention.
- To measure employees for both production and safety achievement and to reward employees accordingly.
- To develop company safety policies and activities for implementation.
- To monitor the overall accident prevention activities.
- To keep our staff informed as to the final costs of job accident and the impact on our company.
- Document retain events/ as stated in Title 8 [8CCR 3203 (b)]
- Establish and maintain the Companywide Record Keeping Management Program for retention of IIPP events.

Supervisor Responsibility

Supervisors are defined in this program as those who supervise or direct other employees. They include supervisors, dispatchers, and lead persons. Supervisors shall:

- Be held accountable for accidents on their job assignment or under their supervision.

- Enforce safety rules and practices. Set a proper example for workers to follow. If you violate a company safety rule, then how can you expect those that you supervise to follow the rules?
- Be responsible at all times to see that the work is performed in a safe manner and that safety rules, regulations and instructions are followed.
- Be responsible for orientating new employees on safety aspects of the job and the proper method of doing the job. Nothing in the world can take the place of persistence in trying to keep someone from being hurt. Safety rules should always be given to each employee.
- Be responsible for reporting any hazard that would make the work area or the equipment unsafe. Prompt attention shall be given to any needed repairs and to safety suggestions. The **Safety Department** shall be notified of any hazard or unsafe practices; immediately!
- Not permit the use of intoxicating beverages on the job or allow on the job, any employee, under the influence of alcohol, drugs or barbiturates. If there is a reasonable suspicion the employee has been drinking alcohol or using drugs and is performing a safety sensitive job function, the Storer Alcohol and Drug Policy shall be followed.
- Be responsible to see that all illness, personal injury and or property damage accidents are immediately reported to a *Safety Supervisor* so they can be investigated.
- Ensure that needed first-aid, safety equipment and protective devices (PPE) are provided and used whenever necessary.
- Be aware of emergency responder and hospital phone numbers and that they are readily available at each terminal. The assigned facility safety officer shall review the information monthly for any changes and see that the emergency list is updated.

Supervisors shall take prompt corrective action whenever unsafe conditions and unsafe acts are identified, written up or verbally reported.

Employee Responsibilities

Employees are required to comply with all safety and health rules and regulations. Management expects each employee, regardless of his/her position with the company to cooperate in every respect with the STS safety program. Some of the major points of our safety program require that:

- All damage, illness, injuries and accidents shall be **reported immediately** to your supervisor and to obtain medical aid without delay. The employee's supervisor will then notify one of the "safety team" investigators.
- Personal Protective Equipment (PPE), where required, must be worn by all employees. There will be no exceptions to this requirement.
- Hazardous conditions and other safety concerns must be reported immediately to your supervisor.
- *Shop Employees:* Machines without adequate guards or guards in questionable condition will not be used! Unless another alternative exists for the safe use of the equipment, i.e. safety glasses used on grinders, is available. Or other type of machinery safety guard is in place prior to using the equipment.

FIRST AID

The medical and health program at each location should include the following:

- Adequate first aid facilities and equipment for the treatment of industrial injuries or illnesses.
- Trained personnel who are qualified to provide first aid treatment.
- Prior arrangements with a qualified medical doctor and/or facility, for providing treatment of industrial injuries and illnesses, and arrangements for emergency services, such as paramedics, ambulances, and hospital emergency facilities.
- A list of required first aid supplies to be maintained at the operational location, which must be approved and signed by a medical doctor.
- Establish and maintain adequate records of industrial injuries and illnesses, treatments, investigations, and other information related to employee safety and health.
- Follow up to assure proper care and treatment is provided to injured employees

COMMUNICATION OF SAFETY AND HEALTH INFORMATION

[8 CCR 3203(a)(3)]

Storer Transportation Systems/ Managers Monthly Safety Committee Meeting- Accident Review and Occupational Injury/Illness Preventability Determination Program

Policy

Storer Transportation System (STS) is committed to the fair and equal treatment of its fleet vehicle drivers. All work-related accidents, injuries and illnesses are formally investigated and reviewed. This commitment includes the fair assessment of circumstances in all vehicle accidents, incidents or other serious events. The company believes determining the cause of any incident fairly is essential to the credibility of our fleet safety and driver recognition programs. To ensure all vehicle accidents and other events are judged fairly and drivers are trained consistently.

The following STS event review procedures have been implemented:

Formal Review of Storer Events

Each driver and/or STS employee is expected to understand the process on how 'reportable events' are reviewed by the "Managers Safety Committee". Fleet vehicle Drivers must abide by the company's formal process and can be part of the Committee's decision-making process by giving statements as to how the event occurred. Safety Committee Members are comprised of Storer Transportation System Executive Staff, Managers, Safety Officers and Trainers.

Purpose and Goal

Storer Transportation System, "**Managers Safety Committee**" have monthly meetings to objectively review the previous month's recordable events. These events include vehicle collisions, crashes and/or employee or customer injury due to; a slip, trip, fall or illness. The formal review is intended to determine the cause of the event, which is classified as non-preventable, preventable or the fault of the employee involved. After a **M.S.C** discussion on probable cause, a vote is taken to certify a probable cause determination. If the employee is determined to have contributed to the accident by his/her actions, another majority vote is taken to assign points to the event. This will then become part of the employees permanent personnel file. (This review can launch an employee "Action Plan" to develop heightened performance)

Storer Transportation defines a preventable accident/ incident as: "Any accident or incident in which the driver failed to do everything reasonably possible to avoid the collision, crash or circumstance."

Safety Committee Members' focus, in part, is to determine if the driver contributed in some way to the event by not using good judgement and the trained defensive driving or other safety techniques and skill sets, that are mandatory for all Storer Fleet Vehicle Drivers and STS staff. Safety Committee Members shall abide by established standards and protocols set forth to review accidents objectively, in order to come to a fair conclusion.

STS Event Assessment Procedure (determination of preventability)

As stated earlier in this report, Storer Transportation Systems' accident review procedures are based on the premise that Storer drivers are expected to meet a higher standard of safety performance due to their trained defensive driving skill set, *than the average motorist*.

Nevertheless, when STS vehicle accidents and employee or passenger injury/illness incidents occur; assessing probable cause and a determination of preventability serve as the foundation of our driver event review program. With the ultimate STS goal of preventing future like incidents.

In addition, the following vehicle accident review "code of behavior" has been established for M.S.C. members to ensure uniformity in determining the cause/preventability of vehicle accidents. These procedures are necessary for:

- The promotion of the highest standards of safety among S T S fleet vehicle drivers to reduce the frequency of accidents
- The fair and equitable treatment of the safety record of individual Storer Transportation Systems drivers
- The effective and timely administration of Storer Transportation System driver safety incentive and recognition program

Measuring the effectiveness of Storer Transportation System fleet vehicle safety program

Facts used to Determine Preventability

In determining preventability, Storer Transportation System Executive Management will use all available information including, but not limited to:

- The driver's initial report of the accident (including any statements from witnesses)
- The police report of the accident; when appropriate
- **STS** Safety Officer's ('primary on-scene investigators') report; and findings
- Video evidence when available
- **STS** trained defensive driving performance standards

Initial STS Investigation

Based on on-site findings, to include on-board video confirmation when accessible, the responding Storer Transportation System Safety Officer will make an initial immediate assessment of the events, facts and findings. A preliminary (on-site) liability assessment will be reported to the specific Divisional and/or STS Risk Manager. This assessment includes facts, findings a STS preventability evaluation. The evaluation will partly (but not exclusively) be based on whether or not the driver could or should have taken reasonable action to avoid the accident using good judgment and pre-trained, mandated, STS defensive driving skill set.

During the initial at the scene investigation, when determining event preventability or STS fault of a; crash, collision, or passenger injury/illness response, the responsible Storer Transportation System Safety Officer shall:

- Gather information for a written report including all facts, finding and circumstances that led to the reportable incident, accident or other reportable event
- Immediately notify an Executive Manager (while at the scene) and/or the Company Risk Manager of investigative findings. Especially if, the Storer Transportation Employee is reasoned to have contributed to the reportable event leaving the company w/ potential liability
- Decide if the driver is safe to drive or should be temporarily removed from driving his/her job assignment based on; present emotional status/ fitness for duty status
- Debrief the driver. Discuss the decision to take or not to take administrative action based on the investigative findings. Including reasonable suspicion determination

Depending on the severity of the event and or other repeated past performance concerns potential driver progressive disciplinary action recommendations may include an *Action Plan execution*. This proposal that may include various remedial trainings, or punitive progressive disciplinary action that can include, suspension, demotion or termination.

STS Employee Participation in "Managers Safety Committee Meetings" (MSC)

Storer Transportation System believes anyone who attends the monthly safety review at a Managers Safety Meeting will be rewarded with a sharpened sense of company safety practices and priorities. Since participation is considered by the company to be an educational experience, the committee can rotate in invited fleet vehicle drivers and other employees randomly to observe the proceedings. This will serve to involve as many employees as possible in the accident review process. The employee can view the procedural fairness of the meeting as Safety Officer's present the previous months investigated events. With each event there is a full committee member participant discussion and assessment of performance. Employee invitee participation is encouraged but is without voting privileges.

The Company President and Executive Managers can determine if an appeal of a **MSC** decision is warranted and reschedule the event for further review at the next Managers Safety Committee Members meeting. That review (Holdover) is final.

Non-Preventable/ Preventable Vehicle accident guidelines

The company will use the following guidelines (which are consistent with the National Safety Council rulings) for the purpose of determining preventable accident.

General guidelines – barring extenuating circumstances and maintaining STS preventability standards, accidents are generally

Preventable if:

- Driver was inattentive or failed to accurately observe and assess existing conditions that contributed to an accident.
- Driver's speed was not consistent with posted (prescribed) limits or existing road, weather, or traffic conditions.
- Driver's speed precluded stopping within available clearances or assured clear distance.
- Driver misjudged (or did not confirm) available clearances (above, below, or on the sides) resulting in the striking of a fixed or movable object.
- Driver failed to control the vehicle.
- Driver failed to yield the right of way resulting in an accident (or to avoid an accident).
- Driver failed to communicate the vehicle's presence or intended actions through the use of directional lights (signal flashers), horn, or other means.
- Driver was in violation of company operating rules or special defensive driving instructions, the regulations of any federal or state regulatory agency, or any applicable traffic law or ordinance.
- Driver failed to scan appropriately

2. Struck in rear by other vehicle –

Non-preventable if:

- Driver's vehicle was legally and properly parked; unless there were extenuating circumstances, which should be recognizable to the alert driver, whose judgment should suggest "park elsewhere".
- Driver was proceeding in his or her own lane of traffic at a safe and lawful speed.
- Driver was stopped in traffic due to existing conditions or was stopped in compliance with traffic sign signal, or the directions of a police officer or other person legitimately controlling traffic.
- Driver was in proper lane, waiting to make turn, and was flashing a signal indicating the intention to turn.
- Driver's vehicle was disabled and was protected by emergency warning devices as required by DOT and state regulations, or if driver was in the process of setting out or retrieving signals (see "Mechanical Defects Accidents") except, if opportunity was available for driver to remove vehicle off road.

Preventable if:

- Driver was passing slower traffic near an intersection and had to make a sudden stop.
- Driver made a sudden stop to park, load, or unload.
- Driver was improperly or illegally parked.
- Driver made any other type of unnecessary sudden stop.
- Driver's vehicle rolled back into vehicle immediately behind while starting on a grade.

3. Struck while parked –

Non-preventable if:

- Driver was properly parked in an area where permitted, unless there was extenuating circumstances recognizable to the alert driver, whose judgment should suggest "park elsewhere," or there was off-the-road parking available.
- Vehicle was protected by emergency warning devices as required by DOT and state regulations, or if driver was in the process of setting or retrieving signals. The use of 4-way flashers as emergency warning lights under DOT regulations meets this provision for only the first 10 minutes.

4. Mechanical defect or breakdown accidents –

Preventable if:

- Defect was of a type which driver should have detected during a proper pre-trip inspection of vehicle.
- Defect was of a type that the driver should have detected during the normal operation of the vehicle.
- Defect was caused by the driver's abusive operation of the vehicle.
- Defect was known to the driver but was operated regardless of this knowledge.

5. Side-swiped or head-on collisions –

Preventable if:

- Driver was not entirely in the proper lane of travel.
- Driver did not pull to the right or left, slow down, and/or stop for the encroaching vehicle lane when such action could have been taken without additional danger and to prevent a collision.
- Driver changed lanes without ascertaining that sufficient space was available or failed to signal intent, or give sufficient warning of intent, to change lane.
- Driver was weaving to the right or left, thus crowding the passing vehicle.

6. Striking other vehicle in rear collisions –

Non-preventable if:

- Other vehicle rolled backward while starting on grade.
- STS Driver's vehicle was stopped but was hit from behind and pushed into other vehicle. As long as the driver had good space cushion!!!

Preventable if:

- Driver failed to maintain safe following distance and have the vehicle under control.
- Driver failed to stay alert and ascertain that traffic was slowing down or that vehicle ahead was moving slowly, stopped, or slowing down.
- Driver misjudged rate of overtaking vehicle.
- Driver came too close before pulling out to pass.
- Driver started up too soon or too fast for vehicle ahead.
- Driver failed to leave sufficient room for passing vehicle to get safely back in line.
- Driver was passing and misjudged approaching traffic, and returned to right lane too fast.

7. Accidents at intersection –

Non-preventable if:

- Driver was stopped in compliance with traffic sign or signal or at the direction of a police officer or other person legitimately controlling traffic.

Preventable if:

- Driver failed to control speed so that the vehicle could stop within available sight distance.
- Driver failed to check cross-traffic and wait for it to clear before entering intersection.
- Driver pulled out in the face of oncoming traffic.
- Driver collided with person, vehicle, or object while making a right or left turn.
- Driver collided with vehicle making turn in front of him. Driver had collision with vehicle coming from either side, regardless of location of traffic signs or signals or whether light was green.

8. Backing accidents –

Preventable if: Driver backed up when backing could have been avoided by better route planning.

- Driver backed into traffic stream when such backing could have been avoided.
- Driver failed to get out of bus and check the immediate situation and proposed path of backward travel.
- Driver depended solely on mirrors when it was practicable to look back.
- Driver failed to get out of bus periodically and recheck conditions when backing a long distance.
- Driver failed to sound horn while backing.
- Driver failed to check behind vehicle parked at curb before attempting to leave parking space.
- Driver backed from blind side when a sight-side approach could have been made.
- Driver failed to use a guide (spotter) to help back or depended solely on a guide.
- Driver relinquished all responsibility to guide.

9. Accidents while passing or being passed –

Preventable if:

- Driver passed where view of road ahead was obstructed by hill, curve, vegetation, traffic, adverse weather conditions, etc.
- Driver attempted to pass in the face of closely approaching traffic.
- Driver failed to warn driver of vehicle being passed.
- Driver failed to signal change of lanes.
- Driver pulled out in front of other traffic overtaking from rear.
- Driver cut-in short returning to right lane.
- Driver failed to stay in own lane of traffic.
- Driver failed to hold speed or reduce speed to permit other vehicle to pass safely.

10. Accidents while entering traffic (merging) –

Preventable if:

- Driver failed to signal when pulling out from curb.
- Driver failed to check traffic before pulling out from curb.
- Driver failed to look back to check traffic if he was in position where mirrors did not show traffic conditions.
- Driver attempted to pull out in a manner that forced other vehicle(s) to change speed or direction.
- Driver failed to make full stop before entering from a side street, alley, or driveway.
- Driver failed to make full stop before crossing sidewalk.
- Driver failed to yield right-of-way to approaching traffic.

11. Accidents involving pedestrians and bicycles –

Non-preventable if:

- Pedestrian or bicycle driver collided with driver's vehicle while it was legally parked or stopped.

Preventable if:

- Driver did not reduce speed in area of heavy pedestrian traffic.
- Driver was not prepared to stop.
- Driver failed to yield right-of-way to pedestrian.
- Driver failed to stop when passing a streetcar or bus on the right.

12. Accidents involving rail operated vehicles (railroad crossings) –

Preventable if:

- Driver attempted to cross tracks directly ahead of train or streetcar.
- Driver ran into side of train or streetcar.
- Driver stopped or parked on or too close to tracks.
- Driver failed to yield right-of-way to trolley.
- Driver failed to stop at the railroad crossing.

13. Miscellaneous accidents –

Preventable if:

- Driver was making a “U” turn.
- Driver was pulling away from the curb or other parking space.
- Driver was entering traffic from a commercial driveway, or private alley.
- Driver was giving a push or was being pushed.
- Vehicle moved due to faulty brakes.
- Driver left vehicle unattended (with or without motor running) and failed to set parking brake and wheel chocks.
- Collision with fixed objects - poles gates, light stanchions, etc.
- Non-collision accidents, such as an overturn, or running off road.
- Skidding accidents in which the company's vehicle is damaged.
- Parking lot maneuvers where empty vehicle is struck and damaged

TERMINAL SAFETY MEETINGS

STS /Procedure for reporting of Site-Specific Hazards' and other Divisional Safety Concerns

All Storer Transportation divisions have a routine safety committee meeting process, with monthly meetings, composed of various employee job classifications. In place, is a written and verbal reporting procedure for committee employees to communicate to the company's responsible persons that have specific assignments in the execution of the company Safety/Injury/Illness and Security Program. The reporting system process is in effect to notify the assigned operations manager and/or other responsible safety person(s) of any concerns that they may have on unsafe work practices, safety hazards, or unsafe conditions that may exist on company property or they have encounter on their routes or at the terminal. Employees are encouraged to inform and report to STS safety committee members of hazard(s) in the workplace without fear of reprisal.

Employees have been instructed on what type of form(s) they are to use and that are located in the company employee break room. In the breakroom is located STS library materials that pertain to employees' programs, policies and procedures. They have also been trained on the use the form(s) and how they can be submitted, With or without identifying themselves. There are two forms used to identify Hazards and unsafe conditions at the workplace. 1.” Report of Unsafe Condition or Hazards” known as **Form 2**, and 2. “**STS Safety Concern**” form. (See Appendix A and B for examples of forms)

Upon receipt of either form safety personnel will investigate the complaint/concern and then report back to the employee that submitted the form or post the results of the investigation in the employee room if the employee did not identify himself or herself (Form 2 only). This will conform to the OSHA requirements instead of the routine Safety Committee Meeting. The submitted reports and the investigation results will be kept with the Safety Departments.

TRAINING AND INSTRUCTION [8 CCR 3203 (a)(7)]

NEW HIRE ORIENTATION AND TRAINING PROCEDURES

IIPP- Accident Prevention Program

A cornerstone requirement for the development of an effective formal accident prevention program involves the training of all new employees and those employees assigned to new job duties. The training requirements include addressing both general employee safety and job task specific employee topics. Use the STS Employee Handbook for general reference.

General and Specific Safety Procedures:

General safety procedures establish the overall safety practices that shall be followed while working for STS. They allow for procedures and rules that can be applied uniformly for situations found in the workplace. They **assist** management in giving proper safety instructions to employees and helps establish the proper safety attitude of new employees.

STS has specific safety procedures and rules for a variety of job processes. These job tasks have the potential to cause employee injuries. For example, in the Vehicle Maintenance Shops, proper equipment use and handling with specialized operation procedures like confined space entry procedure and the lock out procedures for equipment maintenance, are just a couple such safety procedures to prevent employee occupational injury.

Safety Policies and Procedures shall allow employees to have a proper understanding of the task to be performed and the predictable hazards to avoid. Staff operating new equipment or need to learn a new process or procedure, will be trained on the equipment or process prior to it becoming a routine job task. STS supervisors teach and coach the employee(s), then assess their performance! STS Trainers routinely have the employee do the job but watch closely to make sure that it is being done properly and safely. They often repeat the operation a second time, then have the employee explain what is being done and why. They have the employee repeat "commentary" on the key points of the job task back to them.

Trainer Reminder: Prepare the veteran employee to accept your instruction. Then correct any errors in a calm manner: never shouting or getting mad when the training is not performed correctly. Then repeat all of the above until the employee can do the job task as instructed. For new employees, do not assume the person knows anything even though the person tells you otherwise. Explain all aspects of the job from start to finish.

Follow-up on skill development: Put people on their own as soon as possible to give them self-confidence. Tell the employee whom to contact if help is needed. Check the employee frequently at first and then less frequently as you see that they can do the job task. Coach frequently, if coaching is effective don't take over the job. Make sure the person knows the key points of the job. Make sure that all required safety equipment is being worn properly.

STS Certified Driver Instructors/Trainers/Delegates are qualified by the Dept. of Education: Training STS drivers intended for passenger carrying commercial vehicles. The Instructors have assistants (delegates) who work for him/her on training in different kinds/styles of buses (proficiencies). They also teach safety in and around the bus, which includes the equipment. Driver Training Staff work with veteran, journey level and new drivers, developing skills.

The shop and clean up personnel are trained by the supervisors of the shop. Safety Supervisors teach employees, in regard to occupational health and safety and the management of hazardous materials. The safety training records of employees of the shop are retained by Safety Supervisors.

Driver training records (T-01 and T-02 time) are kept on all trainings of individual drivers by the Certified Instructor. This includes but not limited to; proper lifting procedure, working in and around wheelchairs, working with specialized equipment on the buses, and injuries or illness to employee in assisting disabled passengers.

PROCEDURES FOR CORRECTING UNSAFE OR UNHEALTHY CONDITIONS AND WORK PRACTICES [8 CCR 3203(a)(6)]

SAFETY AND HEALTH INSPECTIONS

The primary objective of Storer Transportation safety and health inspection is to discover hazardous conditions and to initiate correction. The following check list should be used to achieve this objective:

- Assure that equipment, machines, tools and parts are in good condition, properly safeguarded and have not become worn or damaged that they create a hazard. And that the materials used in the workplace do not create an uncontrolled health, fire, or explosive hazard.
- Assure that personal protective devices (PPE), fire equipment, machine safeguards, and safety appliances are adequate and being used properly.
- Assure that vehicles, equipment, aisles, floors, stairs, ramps and operational facilities are being maintained in a safe condition.
- Check illumination, ventilation, and noise conditions to determine if they are at objectionable levels.
- Check all work practices to make sure that they conform to approved safety standards.
- Supervisors are to be constantly alert for unsafe conditions and their day-to-day observations will be supplemented with a formalized and regularly conducted safety program.
- Conduct periodic safety and health inspections by a supervisor at least once a month.
- Insurance loss control representative will conduct safety and health inspections at least 2 times a year.
- Formal inspections will show what has been inspected, and defects found, date correction needs to be completed, signed off that the correction has been completed.

Any defects will be brought to the attention of the department operational supervisor, who will see that the corrections are made. The formal inspection form that will be used is located in the Appendix. The completed forms shall be kept for 1 year as required by the regulations.

HAZARD IDENTIFICATION AND CONTROL [8CCR 3203 (a)(4)]

Job Hazard Analysis Program

CORRECTING UNSAFE CONDITIONS AND WORK PRACTICES

To maintain a safe and healthful workplace requires correcting identified potentially hazardous workplace conditions. Knowing and failing to correct potential hazardous situations is against company policy.

POLICY: No supervisor or other employee shall knowingly allow a hazardous condition to exist, which may result in injury or occupational illness.

Although it is our intention to eliminate all unsafe conditions and work practices as quickly as possible, some corrective action will necessarily require longer periods of time and/or larger expenditures of capital. Because of this, it will be necessary to evaluate the seriousness of the hazards and focus our attention on those that have the potential to cause serious injury or illness.

One way to evaluate the seriousness of a potential injury is to use the same criteria Cal-OSHA generally uses in deciding if a violation of safety and health standard is a "serious" violation or a "non-serious" violation. To do this Cal-OSHA tries to determine if the resulting injury would involve hospitalization, amputation of a limb or part of a limb, or permanent

disfigurement or disablement. These kinds of injuries are certainly serious and conditions likely to cause them should receive our immediate attention.

Another way is to examine our accident records, including the Cal-OSHA log which records the pertinent information regarding the injury, and the loss runs of our insurance company, which clearly shows us which types of injuries and accidents tend to be more expensive (generally a good measure of the severity of the injury).

Once determined that an unsafe condition or work practice exists, and we have evaluated the seriousness of this hazard we need to decide what to do about it --- and then get it done.

IF IT'S QUICK AND EASY, FIX IT --- AND FIX IT NOW! ALL COMPANY PERSONNEL HAVE A RESPONSIBILITY FOR HELPING TO MAKE SURE WE ALL HAVE A SAFE AND HEALTHFUL PLACE TO WORK.

All Employees: Employees should make recommendations for changes in the workplace or in work practices, which will improve job safety and performance. This can be accomplished by completing a Hazards and Unsafe Condition form; Form 2 (See Appendix A and B).

All Supervisors: Supervisors are responsible for making changes in operations and work practices, which improve the job performance, or the people in their areas of responsibility. When changes are not within their budget authority or expertise, they must assure that the responsible persons are notified. (Executive Management)

Executive and Operations Management: Management has the overall responsibility to assure efficient and safe operations within their area of responsibility. Managers are responsible for corrective action. They must have a plan for correcting unsafe or unhealthful conditions or work practices and must select priorities and correct hazards in order of potential seriousness. They must come up with a written action plan.

Corrective Action generally falls into four categories:

Engineering or mechanical controls or job design; This is the preferred method since it usually eliminates or reduces the hazard and is a permanent solution. Cal-OSHA requires us to use this solution whenever possible.

Training: Once a safe job procedure has been established, employees can be trained in the proper (safe) method to do the job. While training is always desirable (and is required by law), the problem with this solution is that it requires constant supervision to make sure employees continue to do the job in the manner in which they have been trained to do. STS provides the constant supervision required.

Administrative Control: For instance, we can limit the time the employee is exposed to a repetitive operation or exposed to a noisy environment. This type of control involves rotating employees between jobs and is difficult to administer.

Personal Protective Equipment (PPE); It is vital to use hearing protection for noisy areas, proper gloves for material handling or exposure to chemicals, bloodborne pathogens, etc. Once again, this solution requires constant supervision to make sure the equipment is properly used. If engineering controls are possible, Cal-OSHA says that we can use personal protective equipment until such time as we can implement the permanent controls.

Corrective Processes

Job Hazard Analysis- Corrective Procedure

When the corrective action for an unsafe condition or job practice is not obvious or where it may involve several solutions, a **JOB HAZARD ANALYSIS** will be completed. Safe job procedure will consider engineering controls or job redesign whenever possible as the correct solution. *Good business practices - as well as the law - require that we have a plan for corrective action and that we document what corrective action we have taken. We have several procedures to us to do this.*

Program Schedule- Corrective Action

When corrective action for an unsafe condition or work practice will involve multiple steps, or cannot be completed immediately, the Safety Supervisor will develop an "Action Plan". It will include who is responsible and the estimated time of completion.

Accident- Corrective Action Under Supervisor Control

Storer Policy requires that an Accident Report be completed whenever a vehicle or industrial accident or injury/illness occurs. A Safety Supervisor shall be notified immediately. He/she will indicate what is being done and if there is to be a correction and the approximate date of said correction.

Routine Safety Inspection Report- Corrective Action

When the safety inspection discloses an unsafe condition or job practice, the corrective action will be noted on the Safety Inspection Report. This will be used to document follow-up and completion date.

TRAINING AND INSTRUCTION [8 CCR 3203 (a)(7)] **CODE OF SAFE WORK PRACTICES**

The following items are required safe work practices to use in conjunction with individual company policies:

GENERAL SAFETY

Be alert for unsafe work methods or unsafe conditions. Either correct them or report them to your supervisor immediately.

Report every injury immediately, whether serious or not. Report this to a operations manager, supervisor or a safety officer. If you do not seek medical treatment, the injury still is required to be *reported immediately*. The supervisor shall report all injuries to the safety officer or operations manager. Documentation shall be made on all injuries. Only injuries requiring medical attention will be sent to the worker's compensation insurance company.

Drinking alcohol or taking narcotics or habit-forming drugs in any form just before or during work hours is not permitted. Refer to Storer Transportation Drug and Alcohol Policy for drivers with a CDL and the requirements.

ALL STORER EMPLOYEES NOT MENTIONED UNDER THE DRUG and ALCOHOL PROGRAM SHALL STILL CONFORM TO THOSE REGULATIONS- 0 tolerance!!!!

- Horseplay and practical jokes can cause accidents and are not permitted.
- Obey warning tags and signs. They are posted to alert you to the hazards.
- Do not block fire fighting equipment, fire doors, or exits with any material or equipment.
- Obey all smoking rules. Smoking is permitted in designated areas only.
- Keep your work area clean at all times.

SLIPS AND FALLS

Wear safe, strong shoes which are in good repair. Watch where you step, be sure your footing is secure. Don't get in an awkward position. Keep control of your movements at all times.

- Pick up the litter. Don't let tripping hazards exist.
- Install cables, extension cords, and hoses so they don't trip you.
- If you must climb to reach something, use a sound ladder, set in and properly secured - - - top and bottom. Chairs are not ladders. When climbing, face the ladder and use both hands. When reaching from a ladder, keep your shoulder inside the vertical stringer. If you must reach further than this, move the ladder first.

HANDLING-SHOP MATERIALS

Material handling is a job everyone does. It is easier and faster to do it the safe way, why do it the hard way? The following safe practices will help.

- Don't move it twice if once will do. Plan your work! Don't try to lift objects which may be beyond your physical capacity and training. Get help or use a machine or a hand truck. Use gloves, aprons or pads when handling materials which are

rough, sharp, hot or cold, or which are covered with hazardous substances. When moving a load/cargo, be sure you can see where you are going.

- When carrying long objects like pipe or lumber, keep the leading end just above head height.
- When lifting heavy objects from the floor, kneel on one knee, roll or tip the object onto the other knee, then pull the load next to your stomach and stand up. Use the reverse procedure to set a load down. Your back is not made of steel.
- Pile material on a strong, level base. Interlock so the pile won't come apart. Chock round stock so it can't roll away.

HAND TOOLS

Cutting tools must be dressed at the proper angle and kept sharp. Keep them in a scabbard, not your pocket. Store them in a safe place. The heads of striking tools must be kept square (with a few exceptions) and without burrs.

Use the right kind of tool. Use the right size tool. Hold screwdrivers, wrenches, chisels, etc., in such a way that if there is a slip or a miss, you will not be hurt. Do not use a file without a handle. The proper tool for the job in the hands of a craftsman does not require a lot of muscle power.

PORTABLE POWER TOOLS

Every electric power tool must be electrically grounded before it can be used. Check the insulation on the wires, the condition of the plugs and sockets every day. If they are frayed, worn, cut or broken, repair them before using.

String temporary extension cords and power lines so they will not create a tripping hazard and so they are protected from physical damage. Before using a drill on a wall, floor, or ceiling, be sure electrical wires, gas lines, and high-pressure lines are not in the way. Skill saws shall not be used without the guard in safe working condition. Do not pin the guard back. Do not use "cartridge" tools for driving nails or spikes in walls, ceilings, or floors, when people are working on the other side.

POWER MACHINERY

A hazardous piece of machinery, unguarded will eventually injure someone. Do not operate any machine without its guards being properly in place. If you see an unguarded machine, report it at once.

Use machinery only when you have been authorized to do so and when you have received safety instructions.

A safeguard covers all moving parts and is designed to permit safe lubrication and adjustment without removing the guard. If it is necessary to remove the guard, stop the machine and either lock the switch or tag it so another worker will not inadvertently start the machine.

Two-handed controls shall not be bypassed, or otherwise made ineffective. Loose clothing is easily caught in machinery. Loose sleeves, ties, aprons, rings, wristwatches and other jewelry are not allowed on the job. Wear safe clothes. Goggles or shields must be worn when grinding or when handling acids or caustics. Do not use compressed air to clean off clothing or for other purposes for which it is not intended.

Employees must know the location and operation of all safety switches and safety devices connected with their job. Do not adjust or clean machinery while it is in motion.

CHEMICALS /PAINTS /SOLVENTS

All *Material Safety Data Sheets* or (SDS) are available for your review. They are kept in the employee's break room and/or shop, which are available to all employees at any time of the day or night. All library material that is required is maintained in this room. You must be informed of all the hazardous properties of all the chemicals that you work with. Read the labels on the containers and follow the manufacturer's instructions to the letter. Know what the first aid treatment is and be prepared to carry it out immediately if need be. Also, store all chemical products in a safe manner and in accordance with the manufacturer's recommendations.

Keep containers closed when not in use. Containers must be labeled. Inspect containers and pipelines of corrosive materials at regular intervals. Report leaks immediately to your supervisor. If using corrosive materials, know where the times. Use PPE: goggles, gloves, masks, and other protective equipment as required.

WHEELCHAIR LIFTS

The lift will be checked during a pre-trip inspection prior to taking the bus on the route. Make sure the vehicle is parked safely and the lift will lower to fairly level ground. The lift door/doors shall be secured to the bus prior to the lift being put in motion. The lift is a piece of machinery, so use all safety precautions when operating it. Do not stand in front of the lift when operating it. Move to the side and make sure that the operating switch and cord will not be in the way of the lift when it is put in motion. Keep hands and fingers away from the lift until it is locked in position (pinch points). Watch feet before the lift is about to make contact with the ground. Your feet could be crushed if they are under the lift.

MOTORIZED VEHICLES

Passengers are forbidden to ride on vehicles that are not equipped with seats for passengers. Do not get on or off a vehicle while it is in motion - - even slow motion. Overloading a vehicle with passengers or materials is forbidden.

All vehicles will be maintained in a safe operating condition. It is the responsibility of the driver to report any defective conditions immediately. (The forklift shall be inspected each day before use and there shall be a record of the inspection) No vehicles shall be driven in a fast or reckless manner.

Fog Rule

The maximum speed any vehicles should be driven, at any time, shall be such that the driver can stop the vehicle within the clear unobstructed distance ahead, giving due regard for possible unforeseen obstructions and the condition of the road surface and the vehicle.

Critical Illness Policy

The Company realizes that employees with contagious temporary illness, such as influenza, colds and other viruses need to continue with normal life activities, including working. In deciding whether an employee with an apparently short-term contagious illness may continue to work, the company considers several factors. The employee must be able to perform normal job duties and meet regular performance standards. In the judgment of the employer, the employee's continued presence must pose no risk to the health of the employee, other employees and customers. If an employee disputes the company's determination that such a risk exists, the employee must submit a statement from his or her attending health care provider that the employee's continued employment poses no risk to the employee, other employees or customers. Supervisors are encouraged to remind employees that the company provides paid sick leave/ PTO to cover absences due to contagious temporary illness.

Infectious/Communicable Disease Policy

Storer's decisions involving persons who have communicable diseases shall be based on current and well-informed medical judgments concerning the disease, the risks of transmitting the illness to others, the symptoms and special circumstances of each individual who has a communicable disease, and a careful weighing of the identified risks and the available alternative for responding to an employee with a communicable disease. Communicable diseases include, but are not limited to, measles, influenza, viral hepatitis-A (infectious hepatitis), viral hepatitis-B (serum hepatitis), human immunodeficiency virus (HIV infection), AIDS, AIDS-Related Complex (ARC), leprosy, Severe Acute Respiratory Syndrome (SARS) and tuberculosis. We may choose to broaden this definition in accordance with information received through the Centers for Disease Control and Prevention (CDC). Storer will not discriminate against any job applicant or employee based on the individual having a communicable disease. Applicants and employees shall not be denied access to the workplace solely on the grounds that they have a communicable disease. We reserve the right to exclude a person with a communicable disease from the workplace facilities, programs and functions if we find that, based on a medical determination, such restriction is necessary for the welfare of the person who has the communicable disease and/or the welfare of others within the workplace. Further, we recognize the need for education and the prevention of infectious diseases in the workplace. Of primary concern is the development of a policy which stresses the need for confidentiality, compassion and assistance to persons who are infected with communicable diseases, while also providing education and protection to employees and consumers against potential accidental exposure.

The following addresses the specific methods and procedures adopted by Storer to protect employees and passengers, to ensure the delivery of services to those in need, and to comply with existing Laws/Regulations and Storer Policies:

1. Storer will conduct ongoing training on awareness, prevention and techniques to ensure safety and minimize potential exposure including Universal Precautions and Blood Borne Pathogen information and supplies.
2. Each division will include a discussion of this policy as part of each new employees training.
3. All employees whose job descriptions include the potential for physical contact with consumers and/or bodily fluids will be provided appropriate protective gear and they will be required to wear them when having such contact in order to prevent exposure between infected and non-infected persons. Protective gear is defined as disposable gloves and masks if necessary.
4. Storer employees whose job description require consumer contact and who refuse to take protective measure as outlined or refuse to fulfill their job duties may, based on position availability and their qualifications, be offered a non-consumer contact job or be terminated for cause.
5. Becoming infected with an infectious disease will not be grounds for termination until such time that the infected employee is medically unable to perform duties. Interactive discussion with the employee and HR would be a crucial part of this modification.
6. Every effort will be made to ensure sufficient safeguards to maintain the personal confidence about persons who have communicable diseases. Current confidentiality regulations are on file and all employees will be familiar with them.
7. Federal, State and local laws regarding the reporting of infectious diseases will be followed.
8. Employees of Storer are required to report to a member of the Human Resources Department that they have or have been exposed to a communicable or contagious infection/ disease only when the failure to do so may result in the possibility of another employee becoming infected.
9. A physician note indicating the employee is no longer contagious may be required when an employee is returning to work after suffering a communicable or contagious infection or disease.

BLOODBORNE PATHOGENS

Pathogens are disease-causing microorganisms. Bloodborne pathogens are viruses or bacteria present in human blood and body fluids which can infect and cause disease in humans. The three most notable of these are Human Immunodeficiency Virus (HIV), the virus that causes AIDS, the Hepatitis B virus (HBV) and the Hepatitis C infection (Hepatitis A is NOT transmitted by blood - it is transmitted by eating)

HOW DO BLOODBORNE PATHOGENS SPREAD IN THE WORKPLACE?

The most common ways bloodborne pathogens spread are through sexual transmission or IV drug use. However, any contact with infected blood or body fluids carries the risk of potential infection. With the correct information, irrational fears about workplace exposure to HIV and HBV can be prevented. On the other hand, treating HIV to lightly may lead you to ignore appropriate protective measures.

How to Protect Yourself It is important to understand what the hazards of bloodborne pathogens are, and what preventative measures you can take to protect yourself from exposure. The three main areas of protection include Attitude, Personal Protective Equipment and Housekeeping. **ATTITUDE:** Your attitude is a vital part of protecting yourself. The right attitude means taking Universal Precautions. This means that you treat all human blood and body fluids as infectious.

PERSONAL PROTECTIVE EQUIPMENT

Personal Protective Equipment (PPE) includes clothing and equipment worn by an individual during activities which may result in exposure to bloodborne pathogens. Personal protective equipment always starts with gloves but may also include gowns, face shields and eye protection. PPE is available at each site; be sure you know where yours is.

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HOUSEKEEPING: Housekeeping refers to methods for cleaning and decontaminating infected surfaces and the disposal of blood and body fluids. All decontamination must include the use of an appropriate disinfecting solution, such as one-part bleach to ten parts water.

Work Practices to Prevent Infection

If your assignments require you to administer first aid, or clean up after an accident, protective measures need to be taken to prevent an exposure to infectious materials.

Protect yourself by following these steps:

- Treat all blood and body fluid spills as if they were infectious. wear appropriate personal protective equipment: gloves, goggles, etc. as required by the accident.

- Contain spills immediately, then clean up and disinfect the area. Spill kits are available at each site. These kits contain all you will need to clean up safely and disinfect the area.
- Clean up contaminated broken glass with tongs, forceps, or a brush and dustpan. Never use your hands, even if protected with gloves.
- Handle all trash as if it contains sharps and/or infectious items.
- When removing contaminated clothing, carefully turn inside out as it is removed to contain contaminants. Dispose in appropriately labeled bags or containers.
- After removing personal protective equipment, wash hands or other affected body parts with soap and warm water. Vigorously scrub all areas to remove all potentially infectious contamination.
- Place all potentially infectious materials and contaminated items in closeable containers or bags. The bags must be color coded (usually red)

Protect Yourself First. Treat Victim Second.

WHAT TO DO IF YOU ARE EXPOSED

Despite your best efforts, there is a possibility you may be exposed to blood or body fluids during an emergency response. An exposure incident is defined as a specific eye, mouth, nose or skin contact with potentially infectious materials. All reports will be treated by STORER in the strictest confidence.

If you have an exposure, follow these steps:

- Flush the area on your body that was exposed with warm water then wash with soap and water. Vigorously scrub all areas. It is the abrasive action of scrubbing that removes contaminants from the skin.
- If you have an open wound, squeeze gently to make it bleed, then wash with soap and water.
- Notify your supervisor who will initiate Exposure Incident procedures from the Exposure Control Plan.
- Seek emergency medical treatment following an exposure incident.
- You will be counseled by a physician regarding the risk of HIV or HBV infection and any other follow-up treatment needed.
- Following the post-exposure evaluation, the physician will provide a written opinion to Storer. We will provide a copy of the written opinion to you within 15 days of the evaluation.

GENERAL OFFICE SAFETY RULES

Although office work is generally considered one of the safest of all activities, slips and falls, collisions with desks and open drawers, strains from unauthorized moving of furniture, and other similar accidents resulting in injury are common in offices. The following general safety rules shall therefore be observed in all offices:

General Office

1. Make sure that desks and work areas are clean and orderly. Pick up items such as pencils or paper clips, especially when they have fallen on the floor. Good housekeeping is the key to a safe environment.
2. Be extra cautious when you come up to a door that can be opened in your direction. Be careful when pushing open such a door.
3. Slow down when coming to a "blind" corner.
4. Keep all file, desk, and table drawers closed when not in use.
5. Never open more than one file drawer at a time.
6. Do not stack 2-drawer or 3-drawer filing cabinets on top of one another.
7. Overloading the top drawer of unsecured file cabinets has caused many injuries. If unfamiliar with file cabinets, or desk drawers, be careful not to pull them out to full extension. There may be no locking device on inexpensive or older models. Put heavy materials in bottom drawers.
8. Do not move heavy office furniture or office equipment unless properly trained and authorized. Ask for help when moving heavy objects.
9. Tilting chairs can be hazardous when improperly used. Make sure they are in good working condition. Report broken furniture to your supervisor immediately.
10. Never use chairs, desks or other office furniture as makeshift ladders. Always use a stepladder.
11. Never overreach while climbing on a stepladder because you may lose your balance and fall. Never use the top rung of a stepladder.
12. Keep the blades of paper cutters closed and locked when not in use.
13. Scissors, paper cutters and similar office devices can cause minor but painful injuries. Always use such equipment carefully. Report injuries at once, take first aid measures to avoid infection and seek medical care if necessary.
14. Paper can cut. Use a sponge, glue stick, or other wetting devices for sealing envelopes. Use rubber finger guards when working with stacks of paper.
15. Keep paper clips, thumb tacks and pins in a place where they cannot injure you.
16. Do not use extension cords as permanent wiring. Be sure electrical cords and telephone cords are out of the normal traffic pattern where they could cause a trip hazard. If necessary, use a cord cover.
17. Candles, incense, potpourri and other items that use a flame are not permitted in the workplace.

Office Machines and Equipment

Office machines and electrical appliances present special hazards in the office. The following safety rules regarding office machines and electrical appliances shall be observed:

1. Carefully handle knives, box cutters, scissors and writing instruments.
2. Never leave x-acto knives/box cutters with the blade exposed.
3. Do not use makeshift equipment, and do not use equipment in ways in which it is not intended to be used. Suitable office equipment shall be used for stamping, sharpening, and cutting.
4. Inspect electrical equipment and appliances to be sure that cords are in good condition and that plugs are not cracked, frayed or broken. Coffee makers and heaters can be fire hazards. Never leave a coffee maker on when it is empty. Never

leave a coffee maker or heater on after working hours. Be sure heaters are not placed near combustible materials or where there may be a trip hazard.

5. Unless otherwise identified, always be sure that electrical equipment such as computers, calculators, etc., are turned off at the end of the day.
6. Remove liquid toner for copy machines from the carton and store it in a metal cabinet or metal file drawer away from combustible materials. Storage in an appropriate copier drawer is acceptable.
7. Store flammable materials e.g., alcohol, board cleaner, etc., away from combustible materials.
8. Inspect fire extinguishers monthly. Have the extinguishers re-charged annually.
9. Be sure your computer monitor and chair are properly adjusted for you. Ask for assistance if you do not know how to adjust your chair, keyboard or display.

BACK INJURY PREVENTION

The personal pain and inconvenience caused by back problems cannot be measured. Protecting your back around the clock is your best insurance against back injury. You are the only one who can do it, both on and off the job.

The following are general guidelines to follow when lifting to prevent back injury:

1. Think ahead! Lift your mind before you lift with your back. If you see hazards, you can take responsibility for eliminating them by making suggestions to the Benefit Administrator or your supervisor.
2. Get a firm footing. Keep your feet apart (shoulder width) for stable base; point toes out.
3. Bend your knees. Don't bend at the waist. Keep the principles of leverage in mind. Don't do more work than you have to.
4. Tighten stomach muscles. Abdominal muscles support your spine when you lift, offsetting the force of the load. Train muscle groups to work together.
5. Lift with your legs. Let your powerful leg muscles do the work of lifting, not your weaker back muscles.
6. Keep load close. Don't hold the load away from your body. The closer it is to your spine, the less force it exerts on your back.
7. Keep your back upright. Whether you are lifting or putting down the load, don't add the weight of your body to the load. Avoid twisting; it can cause injury.

Remember that you can keep your back strong and healthy by having good posture, reducing stress, and following a weight reduction and physical exercise program.

ACCIDENT, INJURY, AND ILLNESS INVESTIGATION

[8 CCR 3203 (a)(5)]

All STS vehicle accidents, whether with injury or not, shall be immediately reported to your Supervisor!

STS ACCIDENT INVESTIGATION

Purpose

Every accident is an indicator that adequate preventive action was not taken. Safety minded management, plans all its operations to be as safe as possible, trains its employees in safe work practices, and seeks the sincere cooperation of all employees in preventing accidents.

The primary reason for investigating an accident is to find the immediate and contributing causes of the accident. To demonstrate the sincere concern management has for the safety and welfare of each employee, to identify the corrective steps required to develop safe working attitudes and conditions, and to prevent the same type of accident from recurring.

Causes of Accidents:

The following lists are not intended to identify unsafe acts and conditions; they are intended as guidelines to help in making effective assessments when conducting accident investigations:

Unsafe Acts of Employees: Violated a safety rule or instruction./ Was horse playing, distracting or teasing./ Failed to use safety equipment or protective devices/ Operated without authority or instruction/ Operated at unsafe speed/ Used defective equipment, or improper tool/equipment/ Used tools, equipment, etc., improperly/ Failed to warn others of hazard/ Worked on machinery or equipment that was moving/ Performed sloppy or messy work/ Lack skill or knowledge for job or task/ Used haste or short cuts/ Was inattentive or lackadaisical/ Had improper (unsafe) body position/ Wore improper clothing/shoes/ Acted on instructions of fellow workers, or third party/ Not using defensive driving while operating a vehicle/ Failed to use a proper checkout procedure of equipment before using.

Unsafe Acts by Supervisors and Others: Did not give instructions / Did not give complete or correct instructions/ Did not enforce the safety rules or Storer Transportation policy/ Did not provide personal protective equipment, which was required for the job/ Did not provide correct tools or equipment/ Did not adequately inspect the work being done or the equipment that was being used/ Did not plan the job properly/ Rushed the job, putting pressure on the employee, disregarding safety.

Unsafe Conditions: Improper lighting/ Improper ventilation/ Congested area/ Hazardous arrangement (improper piling or storage)/ Poor housekeeping/ Tools, equipment or materials scattered around/ Trash or debris on floor or work area/ Slippery floor or other surfaces/ Unsafe design or construction/ Unguarded (no guard or guard not in place)/ Defective tools, material, or equipment./ Improper clothing./ Climate or environment.

Accident Investigation Procedure by Safety Officer or other Supervisor:

A supervisor must display proper attitude and conduct an impersonal investigation of the incident. The employee(s) must be convinced that the company is not out to get them. It is intended to find out all of the causes that lead to the accident. And stop future type accidents.

The investigation can be accomplished in two distinct phases. First there should be a preliminary investigation, then a more thorough investigation involving cause analysis and what positive remedial corrective actions should be taken. Responsibility for the investigation of accidents will be the responsibility of the Safety Supervisors with the assistance from the department/divisional Operations Supervisor(s).

When should accidents be investigated?

Every accident should be investigated as soon as possible(immediately). The longer it is put off, evidence becomes lost and it is harder for witnesses to recall exactly what took place. The prompt investigation gets more complete and useful information. Call OSHA immediately when death or serious injury occurs in the place of employment. Vehicle collisions are not to be included in this. Notify OSHA by telephone. Modesto Office: # (209) 576-6260.

Why should accidents be investigated?

The real purpose of accident investigation is to find out what causes them and once this has been determined, take action to eliminate or control the cause.

Follow-up action should include:

Prompt consideration of every recommendation and the specifics of compliance with it. If there are any delays necessary to make the changes or obtain the equipment, this should be fully explained to the affected employees. Consideration should be given to all other operations to see if the same condition could apply whenever unsafe practices or physical hazards are found. The effectiveness of any investigation is contingent upon sound decisions, the distribution of information pertaining thereto, and the follow-up action that will be taken.

Every accident involving an injury or illness, no matter how minor, should be investigated, because the seriousness of any injury is frequently a matter of chance. Investigation of so-called minor injuries, such as cuts, bruises, or burns, as well as near misses, are usually an indication of needed action before a serious injury occurs.

By investigating minor injuries, and near misses, the supervisor demonstrates personal concern and interest in the welfare of the employees. In addition, conditions or practices might be discovered that would lead to a more serious injury. Eliminating the causes of minor problems today may prevent a serious injury tomorrow.

How should a OSHA, Threat or Vehicle investigation be conducted?

Be objective throughout the investigation. The purpose is to find the cause of the accident, so that it may be corrected. It is not to cause embarrassment for anyone.

Check the scene of the accident thoroughly before anything is changed. If practicable, leave the scene as is, until the lead Investigating Safety Supervisor arrives. After first aid or medical treatment is given discuss the accident with the injured employee. Check with the attending physician for any drugs that were given to the employee that could affect their memory or judgment. Discuss the accident with all people that were present at the time of the accident or people who are familiar with conditions both before and after the accident occurred. Small details could be important in determining the cause of the accident.

A good basic approach would be to get the answers to the following questions and document the information on the appropriate forms:

Who was injured?

When and where did the accident happen (its specific location)? How did it happen? What was the direct cause? What was the contributing factor? What was the unsafe act or condition, if any? Was the unsafe act committed by others? Why did the unsafe condition exist? What have you done, or can you do, as a supervisor, to prevent recurrence of the accident? What has management done to eliminate such hazards, unsafe acts, or unsafe conditions that caused this accident? What was the equipment being used? Describe and identify it.

Accident investigation, cause analysis, and appropriate corrections are the three basic steps in prevention, but the point of emphasis must be on **CORRECTION**. If the results of the investigation are not used to develop an effective means of preventing more accidents/injuries, then the time has been wasted.

Accident investigation forms and procedure:

The proper form to be used when reporting an accident or vehicle collision as defined in the CHP Traffic Collision Manual; will be a form headed; "Accident Report Storer Transportation/ 3519 McDonald Ave., Modesto CA 95358". (See Appendix C) This form may be used as a guide, and it is permissible to include a narrative format. The report requires detail, not generalities in describing the accident. This form shall be completed on all hospitalization, serious injuries-employee or customer, and for any STS equipment/vehicle damage events. Photographs should also be taken to supplement the information in the report. This must be processed immediately/when and if safe to do so.

EMPLOYEE COMPLIANCE AND DISCIPLINARY POLICY [8CCR 3203(a)(2)]

TRANSPORTATION STORER SERVICE (STS) POLICY STATEMENT ON PROGRESSIVE DISCIPLINE DESIGNED FOR SAFETY INFRACTION

I. POLICY

It is the policy of **STS** to administer company safety rules and policies through established disciplinary guidelines.

The purpose of **STS** is to promote and enforce safety among all employees and not just to discipline rule and policies offenders. These guidelines will be enforced as uniformly as possible taking into account all factors, such as the nature and severity of the infraction and the degree of the employee's responsibility.

In administering disciplinary action, the company recognizes the principle that mitigating factors may be taken into account in determining the degree of disciplinary action to be taken in any case.

II. OBJECTIVES

To establish general guidelines for the uniform and reasonable administration of **STS** safety policies.

III. DISCIPLINARY GUIDELINES

A. Factors to be considered in disciplinary mitigation might include:

1. Losses to employee(s) caused by injuries received as a result of unsafe practices.
2. Whether the hazard was subtle, inconspicuous, or earnestly but incorrectly analyzed.
3. Whether the employee was relatively inexperienced. In such cases, there may be supervisory responsibility.
4. Whether the employee might have been a victim of fatigue from extended work hours due to emergency service or inclement weather.

B. Other reasons may occur from time to time, but factors considered in mitigation should not include what might be called sentimental reason, i.e., trouble at home, distraction from financial pressures, physical problems resulting from the discovery of onset of tragic disease.

IV. DEGREES OF DISCIPLINE

The Safety Policy lists various types of disciplinary action to be taken including oral or written reprimands, days off, demotion or termination. In order of severity, these are ranked as follows: 1= least disciplinary; 6=most disciplinary

- 1.Oral Reprimand
 - 2.Written Reprimand
 - 3.Point Penalization
 - 4.Days off
 - 5.Demotion
 - 6.Termination for same rule violation or another violation or similar severity of hazard.
-

Appendix B

[Form 2]
Report of Unsafe Condition or Hazard

Optional: Employees may submit this form anonymously.

Employee's Name: _____

Job Title: _____

Location of Condition Believed to be Unsafe or Hazardous: _____

Date and Time Condition or Hazard Observed: _____

Description of Unsafe Condition or Hazard: _____

What Changes Would You Recommend to Correct the Condition or Hazard? _____

Optional:
Signature of Employee: _____

Company Response:

Name of Person Investigating Report: _____

Results of Investigation (what was found? Was condition unsafe or a hazard?) (attach additional sheets if necessary): _____

Action Taken to Correct Hazard or Unsafe Condition, If Appropriate or, Alternatively, Information provided to Employees as to Why Condition Was Not Unsafe or Hazardous (attach additional sheets if necessary): _____

Signature of Person Investigating Report: _____

Appendix D.

Storer Transportation Safety Observation Form

Please read and sign this document, then return to Site Manager or Safety Officer; Request a copy if desired.

Driver: _____

Date: _____

Bus #: _____

Route #: _____

Dept: _____

Following Distance	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Stops Complete	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Stops Cushion	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Stops Limit Line	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Stops Position	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Emergency Braking	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Visual Lead	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Scanning Intersections	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Stale Green Light	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Turn U	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Turn Prohibited Left	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Turn Left	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Turn Right	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Turn Signals	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Lane Position	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Lane Change	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Speed	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Defensive Driving	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Backing	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Mirror Use	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Right of Way	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Passing	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
RXR Crossing	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Curves	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Parking	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Loading Procedures	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Unloading Procedures	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	_____
Pre-Trip		_____
Other:		_____

Overall Evaluation:
Redo/ Pass/ Fail

Driver: _____

Observer: _____

Date: _____

Safety Officer

Appendix E- Inspection example

STORER TRANSPORTATION / INSPECTION REPORT
OFFICE / BREAK AREA

LOCATION: _____ DATE: _____

INSPECTED BY: _____

General Work Area

- Work area is clean, orderly, and has adequate lighting.
- Furniture and file cabinets are in good repair..
- Waste is stored safely and removed from the work area site promptly.
- Clean toilets and washing area.
- Aisles and passageways are clear.
- Materials and supplies are stored safely.
- Carpets or floors are maintained in a safe manner.

Emergency Precautions and First Aid

- Emergency phone numbers posted in visible location.
- Emergency evacuation instructions posted.
- Exits are free from obstructions
- First aid kits are available
- First aid kits inspected and supply is updated.
- MSDSs are available for office chemicals.

Fire Protection

- Portable fire extinguishers are provided in adequate number and type.
- Fire extinguishers are mounted and readily accessible.
- Fire extinguisher tags are signed monthly by inspector.
- Fire extinguishers are recharged yearly.

Porches and Outside Walkways

- Stairs are maintained and are designed to be slip resistant.
- Handrails are capable of withstanding a load of 200 lbs. in a outward or downward direction.
- Porches and stairs are free from debris.
- Walkways and drives are free from hazards.

Electrical

- Wiring and cords with frayed or deteriorated insulation.
- Cables and cord connections intact and secure.
- Electrical panel accessible

Miscellaneous

Repairs/corrections must be completed by (date) _____

Routed to _____ Date _____

Repairs/corrections from above have been done. Date _____ Supervisor _____

