

# Claremont Dial-a-Ride

## Public Transit Agency Safety Plan



CLAREMONT DIAL-A-RIDE  
909-623-0183

**2026  
Report**

## 1. Transit Agency Information

**Claremont Dial-a-Ride**, 207 Harvard Avenue, Claremont, CA 91711

**Accountable Executive:** Jeremy Swan, Director of Community Services

**Chief Safety Officer:** Rachel Estrada, Location Safety Manager

**Mode of Service Covered by This Plan:** Demand Response

**FTA Funding Types:** 5307

**Mode of Service Provided by the Transit Agency:** Demand Response

## 2. Plan Development, Approval, and Updates

This plan has been drafted by City of Claremont

Signature:

\_\_\_\_\_  
*Jeremy Swan, Accountable Executive*

\_\_\_\_\_  
*Date*

**Approved by Claremont City Council on**

\_\_\_\_\_  
*Date*

Certification of Compliance Signature:

\_\_\_\_\_  
*Adam Pirrie, City Manager*

\_\_\_\_\_  
*Date*

### **Annual Review and Update of the Agency Safety Plan:**

The day-to-day administration of the safety plan for Claremont Dial-a-Ride is the responsibility of its contractor, Transdev.

The Agency's PTASP will be reviewed by the PTASP Committee:

- Annually, each year in September.
- And when Pomona Valley Transportation Authority and/or City of Claremont:
  - Determines its approach to mitigating safety deficiencies is ineffective;
  - Makes significant changes to service delivery;
  - Introduces new processes or procedures that may impact safety;
  - Changes or re-prioritizes resources available to support Safety Management Systems; and/or,
  - Significantly changes its organizational structure.

Changes to the plan are reviewed and approved by PVTA and Claremont. The Director of Community Services will approve any updates or changes and forward to the City Council for approval.

The Agency's PTASP Committee will consist of the General Manager, Safety Manager, Maintenance Manager, Administrative Assistant, dispatchers, drivers, PVTA Sr. Program Manager, PVTA Mobility Manager.

### 3. Safety Performance

#### Safety Performance Targets

Fatalities (Total)	0
Fatalities (Rate)	0
Injuries (Total)	0
Injuries (Rate)	0
Safety Events (Total)	0
Safety Events (Rate)	0
System Reliability	0

#### Safety Performance Target Coordination

We provide our safety targets to our MPO and CalTrans.

Targets Transmitted to the state

State Entity Name	Date targets Transmitted
CalTrans	

Targets Transmitted to the Metropolitan Planning Organization(s)

Metropolitan Planning Organization Name	Date targets Transmitted
Southern California Association of Governments	

### 4. Safety Management Policy

Claremont believes that working safely promotes quality and productivity. Prevention of collisions and personal injuries is of critical importance to everyone. Working with our contractors we are committed to providing a safe workplace, the proper training, protective equipment, and a work environment conducive to safe practices and policies.

Claremont's contractor, Transdev has developed a safety plan for the PVTA/Claremont location. The plan was reviewed by Pomona Valley Transportation Authority (PVTA) which manages the

### **Claremont Dial-a-Ride Public Transportation Agency Safety Plan**

Claremont DAR and by the City of Claremont. Trandev's location safety plan provides the overall framework for the safety plan for Claremont DAR. Elements of the contractor's safety plan and practices, such as, certain of the contractor's standard operating procedures (SOPs) are referred to and incorporated into this plan. Claremont DAR and PVRTA monitor contractor performance to assure compliance with the adopted Claremont safety program. Personnel providing Claremont DAR are required to perform their duties safely and with concern for the safety of our passengers, other employees, and the public. Claremont DAR contractors and personnel will not perform any service, nor transport or use a product, unless it can be done safely. The main purpose of this plan is to reduce collisions and injuries by increasing the communications between employees and managers about safety related issues. As part of this process, staff of all levels are encouraged to initiate reports of any near miss, route and security hazards, or any unsafe condition. When a report about a safety or security concern is filed, it is investigated, which includes follow-up with the reporting employee regarding the resolution of the report. PVRTA and Claremont support the safety program and review the Contractor's performance implementing the safety plan as well as conducting periodic and annual reviews.

### **Safety Management Policy Communication**

Claremont's contractor is responsible for communicating the safety management policy in accordance with this plan. The Contractor's Location Safety Manager is at the center of the local safety communication process and is responsible for compiling safety reports to include the following:

- Accident and injury data for previous month
- Security incident data
- Safety and security audit data and recommendations
- Safety Solutions Team (SST) meeting minutes
- Near miss and hazard reporting

The Contractor's Location Safety Manager reports directly to the Location General Manager (LGM) and routinely meets formally with the LGM, one-on-one, to provide updates on safety issues, safety priorities, and hazard management. The Location Safety Manager (LSM) also meets informally with the LGM to provide updates on safety issues on an as-needed basis. The Location General Manager reports on a regular basis to PVRTA and Claremont DAR management regarding performance and safety issues.

The Location Safety Manager also participates in the Location's Safety Solutions Team (SST) meetings to discuss safety priorities, safety issues, and hazard management, and to communicate safety-related information across all departments. The LSM and the LGM have the authority to correct or suspend work for conditions determined to be unsafe, or pose a hazard to customers, employees, contractor employees, the general public, or endangers the safe passage of vehicles, until the unsafe condition or hazard can be mitigated or corrected.

## Authorities, Accountabilities, and Responsibilities

**Accountable Executive:** Jeremy Swan, Director of Community Services

**Chief Safety Officer or SMS Executive:** Rachel Estrada, Location Safety Manager

**Agency Leadership & Executive Management:** Kristin Mikula, Community Services Manager, City of Claremont, Erika Jacquez, Senior Program Manager, PVTA

**Key Staff:** Contractor Region Safety Manager

## Employee Safety Reporting Program

### Reporting Options

The safety reporting program is administered by the Claremont DAR's contractor. Reporting unsafe practices, policy violations, violations of the law, etc. is encouraged, and in some instances required, of all employees. The primary goal is to be able to identify areas where risk of injury to personnel or customers, or destruction of property may exist; and develop measures to mitigate those risks.

Employees involved in Claremont DAR are required to report the following:

Defective equipment

Safety hazards

Accidents

Employees are encouraged to report:

### Near Miss and Hazard Reporting

If an employee is involved in a near miss or determines something they see to be a hazard, we ask for their help in reporting the event so we all may learn the lessons from it and perhaps prevent a collision or injury from occurring in the future.

**Near miss:** An event you witnessed where no harm was caused, but there was the potential to cause injury or ill health; a dangerous occurrence.

**Hazard:** Anything that may cause harm in the near future

If the safety or security hazard requires immediate attention, dispatch is notified immediately. If immediate attention is not required, the employee is encouraged to submit the information to location management by the end of their workday. Managers then initiate conversations with employees about their observations of both safe and unsafe behaviors.

### Threatening or Suspicious Activity

If there is an immediate risk or imminent threat of violence, serious harm, or life-threatening conduct, employees should immediately call 911, local police, or other law enforcement.

## Claremont Dial-a-Ride Public Transportation Agency Safety Plan

### **Duty to Report Wrongdoing**

Employees, contractors, and vendors are encouraged to report wrongdoing or illegal acts to location management so long as they are not believed to be involved in the fraud, waste or abuse being reported.

### **Self-Reporting**

Self-reporting is also encouraged. Anyone who reports his/her own violation will receive due consideration regarding disciplinary action that may be taken.

### **Open-Door Policy**

A workplace where employees are treated with respect and one that is responsive to their concerns is important to each of us. Employees may have suggestions for improving our workplace, as well as complaints about the workplace. We feel that the most satisfactory solution to a job-related problem or concern is usually reached through a prompt discussion with an employee's manager. Each employee is encouraged to do so.

Employees are REQUIRED to report the following:

#### **Accidents/Incidents**

Accidents and incidents are a very serious matter and a valuable learning opportunity to improve safety. SOP #6 – Incident Reporting, and the supporting SOP's, SA105 – Incident Investigating & Reporting; SOP-SA105b-FTA Combined Document Response Packet; ensure that the appropriate actions happen at the scene for the safety and security of passengers and employees; and that the appropriate data is collected to evaluate the incident, determine culpability; and develop actions to limit or eliminate the possibility of the incident occurring in the future.

#### **Accidents**

Accidents are considered to be any collision that occurs while an Operator is on duty. Operators are to report all accidents and collisions to Dispatch immediately upon occurrence. When reporting to Dispatch, the employee must state that he or she is reporting an accident and then answer any questions asked by Dispatch. Additionally, SOP-SA105b-FTA Combined Document Response Packet and SA105 – Incident Investigating & Reporting, must be completed by the Operator involved and location management for accidents, possible claims of accidents, damage to equipment, injury and possible injury not later than one hour after completion of shift on the day of occurrence. Any vehicle defects that may have contributed to an accident shall be included in the report. To help ensure that this deadline is met, employees are paid to complete the form. Employees must provide contractor location management with any additional accident information immediately upon request.

#### **Incidents**

Incidents with passengers involving slips and falls on or near the vehicle, fights, police action, or removal of a passenger, must be reported to Dispatch immediately; and require a SA105 – Incident Investigating & Reporting Form to be completed by management before going off duty

## **Claremont Dial-a-Ride Public Transportation Agency Safety Plan**

for the workday. All other incidents and occurrences out of the norm, no matter how slight, are to be reported to Dispatch upon return to the yard.

The following are examples of incidents that must be reported:

- Broken or cracked windows from unknown causes,
- Cut seats,
- Service delays,
- Passing up passengers,
- Insufficient or excessive running time in schedule,
- Overloads, etc.

If in doubt, immediately contact Dispatch. Operators Witnessing an Accident shall notify Dispatch immediately, even though their vehicle may not be involved.

### **Required Courtesy Cards**

In the event of an accident or an incident, Operators must distribute SOP #700b – Courtesy Cards then retrieve as many as possible from passengers and persons in the immediate area of the accident or incident who may have witnessed the event.

### **Duty to Report Law Enforcement Actions**

Employees are required to report any arrests, indictments or convictions to their immediate manager or Human Resources immediately, but no later than prior to the next scheduled work shift, to the extent permitted by applicable law. If the circumstances and the offense charged, in our judgment, present a potential risk to the safety and/or security of our customers, employees, premises and/or property, such events may result in disciplinary or other appropriate action to the extent permitted by applicable law.

Operators and safety sensitive employees are required to report all Driving Under the Influence (DUI) or Driving While Intoxicated (DWI) related charges, vehicular collisions, and any moving violation citations received in any vehicle immediately, if possible, but no later than prior to their next scheduled work shift, consistent with applicable law.

## **5. Safety Risk Management**

All Claremont DAR personnel are responsible for performing their jobs in a safe manner, which includes identifying safety risks and participating in developing and implementing effective mitigation techniques

## Claremont Dial-a-Ride Public Transportation Agency Safety Plan

### Safety Hazard Identification

This process is a vital component in efforts to reduce safety risks and improve overall delivery of service. Safety Hazard Identification data from internal sources such as employee reporting, customer feedback, maintenance records; and external sources such as the Federal Transit

Administration and local oversight authority is used to implement immediate corrective actions and to proactively identify hazards and potential consequences before they cause future accidents or incidents.

The objective of hazard identification is to identify those conditions that can cause an accident or create an unsafe condition and determine possible consequences if the unsafe condition is not corrected. Records from our operation and external sources are routinely analyzed as they become available to identify accident causation based on history. Current traffic conditions are periodically analyzed, and management inspection of established prevention processes are routinely performed.

Claremont DAR and its contractors rely on employees to assist in the hazard identification and resolution process. Working with the location safety personnel and through a structured process, employees help:

- Identify Critical Factors in Mitigation of Safety Risk
- Develop and Recommend an Action Plan
- Implement Action Plan
- Measure Performance Against Safety Objectives
- Monitor the Process
- Modify the Process
- Secure Outside Assistance (when needed)
- Audit for Compliance

Several tools exist for hazard identification. Among them are:

- SOP SA118 Daily Safety & Health Walkthrough and SA118a Daily Safety & Health Walkthrough Checklist
  - A routine safety and health check walkthrough to promptly identify hazardous conditions at our facilities and notify employees of the hazards identified and mitigation measures to help protect them from personal injury.
- SOP SA128 - Reasonable Suspicion Testing
  - Positive Check-In procedures are to ensure our operators reporting to work are fit-for-duty.
- SOP SA118B – Facility Hazard Recognition Manual
  - This Hazard Recognition Manual is intended to be a tool for recognizing potential hazards that may be present at facilities. Although it does not represent all conditions that could exist, the photos and narrative provide:

## Claremont Dial-a-Ride Public Transportation Agency Safety Plan

- A reference guide for conducting safety inspections at a facility, and
- A training document to educate and train employees to conduct effective safety inspections.
- Vehicle Maintenance Risk Assessment
  - All employees who perform maintenance and repairs to vehicles within transit centers and bus yards or on road calls complete a risk assessment using Transdev corporate maintenance, safety and technology programs prior to performing any work on a vehicle.
  - The Risk Assessment program, requires employees about to perform a maintenance task to confirm they possess the training, skills, knowledge, abilities, tools, and equipment to safely perform the task at hand. The assessment includes determining the following:
    - Are You Properly Trained to Perform the Task?
    - If Task Requires Lifting, Are Lifts Secured, Are Jack Stands Used Correctly?
    - Are You Wearing the Appropriate Personal Protective Equipment (PPE)?
    - Have You Performed the Proper Lock-Out/Tag-Out (LOTO) procedures?
    - Are You Aware of the Potential Risks of Performing this Repair?
  - If the answer is “NO” to any of the above assessments the technician is to immediately contact their manager.
  - Facility Parking Risk Management Assessment
  - Inadequate turning areas, blind corners, uneven walking surfaces can all cause collisions or employee injury in parking areas. SOP SA119- Facility Parking Risk Management Assessment will help identify and prevent these types of collisions for both buses and personal vehicles.
  - The Location Manager must ensure compliance with all provisions of this SOP.
  - The risk of each facility is assessed as follows:
    - Annually
    - Unscheduled – Whenever a significant vehicle collision or a pedestrian strike occurs in the bus yard or on company premises
    - Start-up locations – Before operating out of the new location.
    - SOP SA119a – Facility Parking Risk Management Assessment Guide, and
    - SOP SA119b – Facility Parking Risk Assessment Form are tools to help with this assessment.

### Accident/Incident Hazard Identification

Procedures exist and are followed regarding resolution of accidents and incidents and capturing data. Although this information is used proactively, these opportunities determine which, if any hazards existed that may have contributed to the accident or incident and develop mitigation measures to reduce the risk of a recurrence.

There are five (5) main areas reviewed in this Hazard Identification process:

1. Environment
  - a. Weather
  - b. Road Surface Condition
  - c. Visibility
2. Transit Service Characteristics and Agency Policies
  - a. Incentives for Safe Driving
  - b. Equipment Maintenance Policies
  - c. Stop Intervals
  - d. Route Design
  - e. Driver Scheduling
  - f. Passenger Demand Schedules
3. Operator
  - a. Experience
  - b. Physical Ability
  - c. Personality
  - d. Psychological Condition
  - e. Physical Condition
4. Road Layout
  - a. Width
  - b. Speed Limit
  - c. Geometric Design
  - d. Traffic Volume
  - e. Capacity
  - f. Parking
  - g. Adjacent Lane Use
  - h. Street Lighting
  - i. Pedestrian Volume
5. Hazard Identification – Accident Prevention/Resolution
  - 1<sup>st</sup>: Identify the Hazard
  - 2<sup>nd</sup>: Remove the Hazard
  - 3<sup>rd</sup>: When the Hazard cannot be removed, Train for the Hazard as a “known condition

## Claremont Dial-a-Ride Public Transportation Agency Safety Plan

### Safety Risk Assessment

Once the hazard has been identified, they are categorized into the following severity levels. The categorization of hazards is consistent with risk-based criteria for severity; it reflects the principle that not all hazards pose an equal amount of risk to personal safety.

Category 1 – Catastrophic: operating conditions are such that human error, design deficiencies, element, subsystem or component failure, or procedural deficiencies may cause death or major system loss and require immediate termination of the unsafe activity or operation.

Category 2 – Critical: operating conditions are such that human error, subsystem or component failure, or procedural deficiencies may cause severe injury, severe occupational illness, or major system damage and require immediate corrective action.

Category 3 – Marginal: operating conditions are such that they may result in minor injury, occupational illness or system damage and are such that human error, subsystem, or component failures can be counteracted or controlled.

Category 4 – Negligible: operating conditions are such that human error, subsystem, or component failure or procedural deficiencies will result in less than minor injury, occupational illness, or system damage.

The next step in assessing the hazard is to determine the likelihood of it occurring. Likelihood of occurrence is determined based on the analysis of transit system operating experience, evaluation of safety data, the analysis of reliability and failure data, and/or from historical safety data from other passenger bus systems. Resident Management Team is available at each operation location. This team consists of a Location General Manager and a Location Safety Manager, who oversee the safety of the operation. Additionally, Dispatchers are responsible for oversight of the daily operations. All safety risks identified are reported to the Location General Manager and Location Safety Manager. Any risks that can be addressed immediately are corrected but still reported. Each location also establishes a Safety Solutions Team (SST), described in Section 5: Safety Risk Management of this plan, which uses the following methodologies to ensure a proactive approach to safety at each location.

- Routine hazard management
- Accident and incident investigation
- Safety data collection and analysis
- Routine internal safety audits
- Facility, equipment, systems, and vehicle inspections
- Routine proficiency checks for all vehicle operators and maintenance employees
- Compliance evaluations including onsite inspections
- Regularly communicating safety and hazard data to all employees

Claremont DAR has a “zero” tolerance for preventable injuries and collisions. Elimination of preventable injuries and collisions is our number one goal. Any injury, collision or incident that

## Claremont Dial-a-Ride Public Transportation Agency Safety Plan

occurs is investigated to determine preventability or non-preventability. Investigations include all instances in which:

- a vehicle was damaged
- a vehicle leaves the traveled roadway
- a passenger is injured or
- an employee is injured

SOP 6-Incident Reporting describes the data collection process including

- Defining the Event & What to Do
- Accidents – Defining the Accident
- “Five Cardinal Rules That Apply to an Accident”
- Operator Responsibility
- Dispatcher on Duty Accident Investigation Responsibility

SOP 6 also describes the Operators and the Dispatchers responsibilities for protecting the customers and managing the scene.

The groups described in SOP SA124 – Accident Review Committee (ARC), and SOP SA122 – Safety Committee (SC), review the data collected to determine if the accident/incident was preventable or non-preventable, (ARC); and identify measures to reduce the risk of the accident/incident occurring in the future (SC) Safety Risk Mitigation

### Safety Risks Mitigation

#### Mitigation Determination

After the assessment has been completed, the follow-up actions will be implemented as follows.

- Unacceptable: The hazard must be mitigated in the most expedient manner possible before normal service may resume. Interim corrective action may be required to mitigate the hazard to an acceptable level while the permanent resolution is in development.
- Undesirable: A hazard at this level of risk must be mitigated unless the Location General Manager and Location Safety Manager issue a documented decision to manage the hazard until resources are available for full mitigation.
- Acceptable with review: The Location General Manager and Location Safety Manager must determine if the hazard is adequately controlled or mitigated as is.
- Acceptable without review: The hazard does not need to be reviewed by the management team and does not require further mitigation or control.

#### Mitigation of Safety Risk

Mitigation of safety risk consists of reducing the risk to the lowest practical level. Not all safety risks can be eliminated completely. Resolution of hazards will utilize the results of the risk assessment process. The objectives of the mitigation of safety risk process are to:

1. Identify areas where mitigation of safety risk requires a change in the system design, installation of safety devices or development of special procedures.

### **Claremont Dial-a-Ride Public Transportation Agency Safety Plan**

2. Verify that hazards involving interfaces between two or more systems have been resolved.
3. Verify that the resolution of a hazard in one system does not create a new hazard in another system.

The SST, who was identified earlier in this plan as the team responsible for local safety review, uses the following methodologies to assure that system safety objectives are implemented through design and operations, and hazards are eliminated or controlled:

1. Design to eliminate or minimize hazard severity. To the extent permitted by cost and practicality, identified hazards are eliminated or controlled by the design of equipment, systems, and facilities.
2. Hazards that cannot reasonably be eliminated or controlled through design are controlled to the extent practicable to an acceptable level through the use of fixed, automatic, or other protective safety design features or devices.
3. Provisions are made for periodic functional checks of safety devices and training for employees to ensure that system safety objectives are met.
4. When design and safety devices cannot reasonably nor effectively eliminate or control an identified hazard, safety warning devices are used (to the extent practicable) to alert persons to the hazard.
5. Where it is impossible to reasonably eliminate or adequately control a hazard through design or the use of safety and warning devices, procedures and training are used to control the hazard.
6. Precautionary notation is standardized, and safety-critical issues require training and certification of personnel.

### **Mitigation of Safety Risk Management and Tracking**

Resolution of identified hazards are managed by the Location General Manager and/or the Location Safety Manager. The mitigation of safety risk process is managed through the “Safety Toolbox”, which is an online tool used by management, from Road Supervisors to Executive Management, to record the occurrence of safety-related events, review safety critical data, and track corrective actions, as necessary.

The Safety Toolbox is a powerful tool to help understand the work area’s safety environment. This includes:

- Understanding and improving observations of safety critical behaviors
- Reviewing recorded debriefs to ensure that the “BeSafe” process is in place and working.
- Reviewing findings from BeSafe tours and determine if tasks/actions have been closed out

The Safety Toolbox includes information regarding:

- BeSafe (BeSafe Debriefs, BeSafe Tours, BeSafe Touchpoints)
  - Debrief meetings conducted in order to assure quality.
  - Safety Critical Behavior is the main focus of touchpoints; and shared and discussed during debrief meetings.
- Contacts (e.g. Near Misses, Hazard reports, Commendation, Safety Issue)
  - Near Misses. Reporting an event that occurred and could have caused injury.

### **Claremont Dial-a-Ride Public Transportation Agency Safety Plan**

- Hazard Reports. Reporting an event that occurred and could have caused injury.
- Commendation. A report of commendable safety actions/conduct performed by a colleague within the business.
- Safety issues. A report on any safety issue that has a specific cause – i.e., maintenance, housekeeping, environment, and behavior etc.
- Safety Leadership Activities (e.g., Participate in safety meetings, risk assessment, section observation)
  - Participation in a Safety meeting. Actively leading or participating in the location in-service safety meeting.
  - Intersection observation or risk assessment. Risk assessment or driver observations conducted at nearby intersections, and delivery of positive reinforcement or coaching as indicated.
  - Rail section observation or risk assessment. Risk assessment or driver observations conducted at rail crossing(s), and delivery of positive reinforcement or coaching as indicated.
  - Planned general inspections. A systematic inspection where a location is forewarned.
  - High interest driver. A report of a driver's performance that has indicated a level of risk taking through observations, review scores, and skills evaluations.

Additional documentation, such as corrective action plans, are developed for those hazards requiring complex and multifaceted resolutions.

## **6. Safety Assurance**

### **Safety Performance Monitoring and Measurement**

There is a Resident Management Team at the operation location. This team consists of a Location General Manager and a Location Safety Manager, who oversee the safety of the operation, Dispatchers, and Instructors; all of whom are responsible for oversight of the daily operations and training. All safety risks identified are reported to the Location General Manager and Location Safety Manager. Any risks that can be addressed immediately are corrected but still reported.

Each location also establishes a Safety Committee (SC), described in the: Safety Risk Management section of this plan, which uses the following methodologies to ensure a proactive approach to safety at each location.

- Routine hazard management
- Accident and incident investigation
- Safety data collection and analysis
- Routine internal safety audits
- Facility, equipment, systems, and vehicle inspections
- Routine proficiency checks for all vehicle operators and maintenance employees
- Compliance evaluations including onsite inspections
- Regularly communicating safety and hazard data to all employees

## **Claremont Dial-a-Ride Public Transportation Agency Safety Plan**

There is “zero” tolerance for preventable injuries and collisions. Elimination of preventable injuries and collisions is our number one goal. Any injury, collision or incident that occurs is investigated to determine preventability or non-preventability. Investigations include all instances in which:

- a vehicle was damaged
- a vehicle leaves the traveled roadway
- a passenger is injured or
- an employee is injured

SOP 6-Incident Reporting describes the data collection process including

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SOP 6 also describes the Operators and the Dispatchers responsibilities for protecting the customers and managing the scene.

The groups described in SOP SA124 – Accident Review Committee (ARC), and SOP SA122 – Safety Committee (SC), review the data collected to determine if the accident/incident was preventable or non-preventable, (ARC); and identify measures to reduce the risk of the accident/incident occurring in the future (SC).

The Location Safety Manager (LSM) and/or Location General Manager (LGM) routinely reviews all location safety and hazard data, which includes searching for repetitive events that might have safety implications. When accident/incident reports and statistics indicate repetitive accidents/incidents, the LSM and LGM investigate to determine the root cause.

## **7. Safety Promotion**

### **Competence and Training**

Claremont's contractor, Transdev is responsible for the safety training program for employees and contractors directly responsible for safety. Claremont and its administrator, Pomona Valley Transportation Authority are responsible to monitor the contractor's compliance with their safety training program.

The Transdev program feature training in two major domains:

- Knowledge (education)
- Skills (training)

Various delivery mechanisms such as classroom, multimedia presentations, closed course, observation and behind-the-wheel skills building are used to support the learning process.

## Claremont Dial-a-Ride Public Transportation Agency Safety Plan

Learning is evaluated through written quizzes, driving tests and customer service skills evaluation

### Instructors

Successful new operator training starts with selecting and certifying good instructors.

1. Classroom Instructor:

The classroom instructor is responsible for facilitating the classroom portion of New Operator Training. Classroom training requires the development of lesson plans.

2. Behind-the-Wheel Instructor:

The Behind-the-Wheel (BTW) Instructor is responsible for conducting closed course exercises and behind the wheel instruction. The New Operator Training program consists of instructional DVDs, which are accompanied by facilitator guides and participant study guides. The BTW Instructor uses the Operator Proficiency Workbook to document each trainee's progress.

\*New Instructor Candidates can obtain certification as both a Classroom Instructor and a Behind-the-Wheel Instructor.

3. Master:

The Master Instructor, along with the Regional Director of Safety and Region Safety Manager(s), is responsible for training the Safety Supervisors. The Master Instructor is also responsible for the certification programs for Behind-the-Wheel and Classroom Instructors and the ongoing Train-the-Trainer workshops.

Training the Instructor is a process by which a Certified Instructor works with the selected New Instructor Candidate. During this time, the Certified Instructor conducts a review of all state laws, Transdev policies and procedures, local policies, and client-specified programs and requirements. The Certified Instructor also provides a review of the Behind-the-Wheel Manual, Classroom Manual, and all Transdev video-based courses.

In addition to the above training, the New Instructor Candidate must complete the Instructor Development Curriculum, which includes the following three self-directed courses:

1. How to Train
2. Coaching the Adult Learner
3. Learning Basics

There are three types of Instructor Certification:

1. Temporary (Silver)

- a. Temporary certificates are issued at the local level. A temporary certificate is issued to a New Instructor Candidate upon successful completion of the New Instructor training program at his or her location, conducted by a certified trainer at that location. Certificates are issued throughout the year prior to the annual Train-the-Trainer program.
- b. Temporary certificates are valid for one year, and one year only, from the date of issue. Temporary certification is accompanied by silver achievement emblems for Classroom, BTW or both.

### Claremont Dial-a-Ride Public Transportation Agency Safety Plan

- c. To continue in the program, a New Instructor must obtain Gold Certification.
2. Certified (Gold)
    - a. The Certified Instructor certificate is issued to a New Instructor who has successfully completed the annual Train-the-Trainer program, conducted by a Master Trainer. The annual Train-the-Trainer program combines all elements of the temporary certification, with the exception of the classroom evaluation. At the annual Train-the-Trainer program, Classroom Instructor Candidates are required to develop a lesson plan and give a presentation.
    - b. Prior to attending the annual Train-the-Trainer program, all New Instructors must complete the "Safety Leadership" course and pass the final exam with a grade of 90% or above.
    - c. The Senior Director of Safety is the only person authorized to approve and issue a Certified Instructor certificate with gold achievement emblems for Classroom, BTW, or both.
  3. Master
    - a. The Master Instructor Certification program ensures that Transdev Policies and Procedures are correctly implemented throughout the company.
    - b. Master Instructor Certification is required for all area safety managers and above.
    - c. The Master Instructor:
      - i. Provides support to the Location General Manager and the Region Safety Manager,
      - ii. Is involved with training new Safety and Training Supervisors, and re-training current Safety and Training Supervisors if required,
      - iii. Conducts the annual Train-the-Trainer program for BTW and Classroom Instructor Certification
      - iv. Conducts Safety and Training audits in the region and reports the findings to the Region Safety Manager, if required.

#### Employee Training

Training employees to assess risks and recognize and avoid hazards in the workplace is critical to the overall safety of the workplace. Every Transdev employee is trained in "BeSafe" and "Safe Work Methods", which are described later in this section.

"BeSafe" is our company-wide approach to safety management. This program takes our safety performance to the next level through behavioral change. "BeSafe" is inclusive, collaborative and focuses on recognizing and acknowledging safe behavior and actions through positive reinforcement such as debriefs, tours, and touchpoints. All employees are trained in the principles of "BeSafe"

Transdev's "Safe Work Methods" is designed to educate employees on how to identify conditions and actions posing risks to their well-being and that of their coworkers. This training is to be used:

1. In training new hire employees

### Claremont Dial-a-Ride Public Transportation Agency Safety Plan

2. In leading supervisors in identifying root causes of workplace injuries
3. In retraining injured workers so that re-occurrences are avoided
4. To supplement Transdev's First Occupational Rehabilitation Management (F.O.R.M.) light duty and return to work management program, in controlling workers compensation losses

The "Safe Work Methods" training curriculum includes:

- New Hire Training

New hire training is designed to educate the new employee to the hazards commonly found in the transportation environments including in vehicle maintenance shops, bus yards, fuel islands, wash bays, and office environments. The program also makes employees aware of injuries that can result from physical activities such as entering and exiting vehicles, assisting persons with disabilities, and handling mobility devices.

- PPE program including requirements for appropriate
  - Safety eyewear
  - Safety footwear
  - Safety hand wear
  - Hi-Vis vests
  - Disposal contaminated materials
- Risk Assessment and Injury Avoidance
  - Walking & Climbing
  - Lifting, Carrying, Holding, and Lowering Objects
  - Pushing, Pulling, & Twisting
  - Burns, Scalds
  - Exposed Fluids, Chemicals, Smoke
  - Cuts, Punctures, Abrasions, Lacerations
  - Mobility Device Lifts/Ramps

1. Requirements for Operator Training

Applicants are required to successfully complete a comprehensive training program prior to transporting passengers. Trainees are continually evaluated and tested throughout the training program. Trainees who do not demonstrate the required level of proficiency are provided additional training or are removed from training. The Operator training program

### **Claremont Dial-a-Ride Public Transportation Agency Safety Plan**

combines instructor-led sessions, video instruction, facilitated discussion, and opportunities for the trainees to practice what they have learned. Training topics include:

#### Classroom Training

The first part of Operator training at Transdev, classroom training, begins the process of instilling the safety culture into each Operator. Helping the student Operators understand the importance of keeping themselves and each passenger safe; and their responsibilities in maintaining a safe environment, is a theme integrated throughout.

- Unit 1 - Introduction
  - Welcome and Introduction
  - Title VI Civil Rights Act 1964
  - Employee Handbook
  - BeSafe - Making Safety Personal
  - Hazardous Communication
  - Bloodborne Pathogens
- Unit II – Fundamentals
  - Safe Work Methods
  - Basics of Safety
  - Managing Emergencies
  - Security Awareness
  - Map Reading
  - Communication Devices
  - Navigation and Fare Policies
  - Smith System
- Unit III - The Operator
  - Drug and Alcohol Awareness
  - Distracted Driving
  - Fatigue and Sleep Apnea Awareness
- Unit IV - Transporting Passengers with Disabilities
  - Transporting Passengers with Disabilities
  - Interacting with Passengers
  - Diffusing Conflict
  - Passenger Care While Loading and Unloading
  - Mobility Aids and Devices
- Unit V - Driving Fundamentals
  - Driving Fundamentals I
  - Driving Fundamentals II
  - Roadway Types
  - Railroad Crossings

#### Behind-the-Wheel Training

Behind-the-Wheel training is conducted in three phases. Since most people coming to work as a Bus Operator have not been exposed to driving the types of vehicles used, the first part of

### **Claremont Dial-a-Ride Public Transportation Agency Safety Plan**

behind-the-wheel training takes place on a closed course. This provides the opportunity for the instructors to evaluate the skill levels of each employee; and gives each employee the opportunity to make and learn from their mistakes in a safe environment.

The next phase of Behind-the-Wheel training takes place on the road, but in a controlled manner. During the road phase of the training, each student Operator works one-on-one with a Transdev Instructor. The road work begins with the basics; intersections, service stops, and backing. The next advanced stage of the road work addresses roadways, highway driving, and continues the instruction on intersections and service stops. The “Smith Driving System” principles are incorporated throughout the entire Behind-the-Wheel training phase.

- Closed Course (Group Work)
  - Vehicle Orientation
    - Pre-Trip Inspection
    - Seat Adjustment
    - Mirror Adjustment
    - Braking, Accelerating, and Transmission
    - Wheelchair Securement
  - Reference Points
    - Lane Position
    - Right Side / Left Side
    - Backing Point
    - Forward Stop
    - Pivot Points
    - Turning Points
  - Vehicle Control
    - Straight in Lane
    - Left Turn
    - Right Turn
    - Lane Changing - Moving Right or Left
- One on One Instruction Behind the Wheel
  - Basic Road Work
    - “Smith System”
    - Intersections

## Claremont Dial-a-Ride Public Transportation Agency Safety Plan

- Service Stops
- Backing
- Advanced Road Work
  - “Smith System” Commentary Driving
  - Roadways
  - Expressway / Highway Driving
  - Intersections
  - Service Stops
- Final Evaluation
  - Upon completion of the training program, before an Operator can be placed into service, they must successfully demonstrate their mastery of the skills and practices learned during the training program.
- Cadet Training
  - Once a new Operator has been placed into service there is period of observation where an experienced Operator, Instructor, or Supervisor periodically rides-along to ensure the skills learned in training have successfully transferred to providing service. This includes the securement and transportation of a person with a disability.

### 2. Requirements for Maintenance Training

Maintenance personnel are trained in shop safety, OSHA standards, and vehicle maintenance, in addition to receiving training in driving techniques and safety. Trainees are continually evaluated and tested throughout the training program. Trainees who do not demonstrate the required level of proficiency are provided additional training or are removed from training.

Maintenance training includes:

- Introduction to Transdev policies & procedures
- Injury prevention and risk assessment
- Substance Abuse Policy
- Defensive Driving
- “Smith System”
- NTI - Security Awareness Warning Signs
- Shop Safety Handbook
- Maintenance Lift Safety
- DVI Procedures
- SafeWork Methods
- Wheel Torque Specifications
- Workplace Violence
- OSHA (R-T-K / MSDS / PPE Training)

## Claremont Dial-a-Ride Public Transportation Agency Safety Plan

### 3. Requirements for Staff Training

Staff personnel are trained in Safety Leadership and “BeSafe” (described in item #1)

- Safety Leadership

This is an interactive CD-ROM course consisting of 5 CD’s and leaders guides which are designed to educate all levels of management on the behaviors surrounding accidents. Every level of management takes the course and successfully pass an online test, found on the Safety Resource Center (SRC), with a passing grade of 90% or better. The course outline is as follows:

- Safety Leadership
  - Accidents
  - Behavior
  - Leadership
- Supervisor Development
  - The Role of the Supervisor
  - Communication
  - Building Trust
  - Conflict Resolution
  - Performance Management
  - Decisions

- Additional Safety Training

- Reasonable Suspicion
- Supervisor’s Report of Reasonable Suspicion
- Code of Conduct
- Customer Service
- OSHA Requirements
- Hazard Abatement FORM – CA Only

### 4. Requirements for Continuing Training and Evaluations

Transdev provides ongoing employee training and evaluations.

The objective of ongoing evaluations is met through a broad spectrum of regularly scheduled management activities including:

- road observations,
- ride along evaluations, and
- daily safety contacts.

Where evaluations and observations identify unsafe acts or conditions, retraining is provided to improve skill levels in accordance with corporate standards.

## **Claremont Dial-a-Ride Public Transportation Agency Safety Plan**

In addition to Transdev's formal employee training program, the following safety training is also conducted.

### **Safety Meetings:**

- Twelve (12) safety meetings are issued to the locations annually with required topics identified by the location and region safety management
  
- Each meeting is to be a minimum of one (1) hour in length unless otherwise required by state, client, or local regulations
- A required topic along with a safety campaign including posters and DVD is sent to each location for presentation to all employees
- Attendance is a condition of employment and is mandatory for all Operators, Management, Operational staff, and Maintenance personnel. (Unless stated otherwise in the CBA.)
  - Failure to attend all meetings will result in disciplinary actions up to and including termination.
- Client/Contract requirements may require safety meetings to be conducted on a more frequent basis than the Transdev minimum standards

### **Retraining**

Transdev has a "zero" tolerance for preventable injuries and collisions, elimination of preventable injuries and collisions is our number one goal. An employee involved in a preventable injury or collision is placed on administrative leave pending completion of the investigation and completion of any required retraining.

## **Safety Communication**

### **Safety Awareness Programs**

Establishing and maintaining a culture that demands safe behavior at all times is at the core of the safety plan. This is done, in part, by providing a regular flow of positive information and recognizing those who are performing safely.

This is where our "BeSafe" program provides the structure and foundation for communicating safety messages and inspiring safe job performance at all levels. "BeSafe" takes safety to a more personal level. It is a company-wide commitment to safety, with the objective of continuous improvement by making safety a personal goal and incorporating behavioral change as a mitigation measure.

"BeSafe" focuses on positive change through routine personal "touchpoints" and coaching interactions between front-line employees and management. To reinforce the touchpoints, discussions and feedback sessions are conducted as needed.

This program inspires safe behavior among employees at all levels by;

- Generating system-wide participation in safety issues through positive reinforcement

### **Claremont Dial-a-Ride Public Transportation Agency Safety Plan**

- Encouraging all employees to “take ownership” for safety results
- Communicating safety policies, procedures, and processes
- Engaging executives and managers at all levels, encouraging their active participation in safety management and communication
- Sharing safety results at the individual, project, region, and national levels by celebrating success stories
  - Individual Motivators – Individual Achievement Awards: The “cultural carrot” to help affect individual safety improvement through the use of personal recognition awards. Currently established safety awards for employees are:
    - Annual Safe Driver Awards
    - Safety Solutions Team Recognition
- A Safety Leadership Group - The Safety Committee (SC): Four to 10 location teammates dedicated to making safety “top-of-mind” by identifying and resolving safety issues.
  - SC
    - Review the safety concerns they have worked on and improvements that have been implemented
    - Record and distribute SST meeting minutes
  - GM
    - Review “Daily Safety & Health Walkthrough”
  - GM and SST
    - Recognize individuals who have earned years of safe driving
    - Pins and Certificates
    - Include bullets from SST Meeting minutes
- A Communication Tool: “Transdev Connect” employee app, a peer-to-peer safety communication tool offering safety tips, best practices, recognition, offering ideas on “What Works”, Safety Happenings, and Safety Pep Rallies

## Additional Information

### Supporting Documentation:

The Transdev Standard Operating Procedures: (SOPs) listed below are utilized in the administration of this safety plan.

<b>SOP6</b>	<b>Incident Reporting</b> Describes Operators & Dispatchers Responsibilities for protecting the customer and managing the scene.
<b>SA105</b>	<b>Incident Investigating &amp; Reporting</b>
<b>SA105b</b>	<b>Incident Investigating &amp; Reporting</b>
<b>SA107</b>	<b>Bus/Work Area Disinfecting</b>
<b>SA118</b>	<b>Daily Safety &amp; Health Walkthrough</b>
<b>SA118a</b>	<b>Daily Safety &amp; Health Walkthrough Checklist</b>
<b>SA118B</b>	<b>Facility Hazard Recognition Manual</b>
<b>SA119</b>	<b>Facility Parking Risk Management Assessment</b>
<b>SA119a</b>	<b>Facility Parking Risk Management Assessment Guide</b>
<b>SA119b</b>	<b>Facility Parking Risk Assessment Form</b>
<b>SA122</b>	<b>Safety Committee</b>
<b>SA124</b>	<b>Accident Review Committee</b>
<b>SA128</b>	<b>Reasonable Suspicion Testing</b>

<b>Procedure:</b>	Incident Reporting		
<b>SOP Number:</b>	6	<b>Published Via:</b>	Intranet
<b>Owner:</b>	Joanna Cornell, VP of Safety and Security	<b>Effective Date:</b>	June 20, 2025
<b>Sponsor:</b>	Randall Lewis General Counsel	<b>Release Date:</b>	
<b>Approver:</b>	Thomas Leiding, Director Internal Control	<b>Approval Date:</b>	
<b>Personnel Affected:</b>	This policy applies to all employees of Transdev North America (TDNA)		
<b>Objective:</b>	The guidelines in this policy designate the procedures for all employees to follow when an incident occurs and to ensure accurate and timely incident reporting.		

## POLICY

It is the policy of Transdev North America to promptly report and thoroughly investigate incidents, injuries, illnesses and identified hazards, with the goal of promoting safety, enacting remedial measures, and preventing future occurrences by engaging in a root cause analysis.

General Managers are responsible to ensure prompt and accurate reporting of all incidents per this company policy/procedure.

GM responsibilities do not include handling or attempting to settle any claims or potential lawsuits – that is the responsibility of TDNA’s Risk Management Department and TDNA’s insurance companies.

Transdev employees and contractors are required to report any incident, regardless of severity, immediately after its occurrence. Failure to immediately report an incident will result in disciplinary action up to and including termination.

## PROCEDURE

An Incident is any TDNA-related event or occurrence involving a TDNA Driver, TDNA employee, TDNA Independent Contractor, TDNA passenger, TDNA vehicle, TDNA equipment, or the environment. An incident may or may not result in injury or death to a person, damage to vehicles or property, or damage to the environment.

This includes alleged incidents involving a TDNA employee, contractors, vehicle, or equipment; even though the employee, contractor, vehicle, or equipment is not affected.

If the incident involves an injury requiring medical attention due to a vehicle crash or passenger incident, the dispatcher immediately calls 911 to have an ambulance/EMS dispatched to the scene.

Dispatcher/Operations Manager/Safety Manager enters the date & time of the call to 911 into WebRisk notes.

This procedure applies to all TDNA losses to include (but not limited to):

- Vehicular collision with any person, vehicle, or object
- Employee injury
- Passenger/Customer/Client Incident/Injury
- TDNA Vehicle Physical Damage (including unknown yard physical damage)
- TDNA Property (buildings/contents) Losses (fire, tornado, flood, hurricane, vandalism, break-in, etc.).
- Environmental Exposures (i.e. fuel, oil, antifreeze, or other spills)
- Theft of TDNA vehicles, equipment, or property

When reporting incidents and entering data in WebRisk, it is important to limit entries to factual information only and not opinions or speculations. Safety Dept. investigates all incidents (see below for definition) by engaging in a root cause analysis and monitors trends with the goal of promoting safety, enacting remedial measures, and preventing future occurrences. This includes examining driving and work procedures and revising them as needed; and identifying potential violations of TDNA rules, processes, and procedures and, OSHA, DOT, FTA, or other regulations.

## I. INCIDENT TYPES

- a. **Critical Incidents**: An incident involving a company vehicle or occurring on TDNA property involving one or more of the following:
  - Tier 1:
  - Fatality: Any collision resulting in the death of an individual.
  - Serious Bodily Injury: Incidents resulting in serious bodily injury or medical transport of three (3) or more people.
  - Pedestrian, Motorcyclist, or Bicyclist Incident: Collisions involving pedestrians, motorcyclists, or bicyclists with injury or damage
  
- b. **Major Incidents**: An incident involving a company vehicle or occurring on TDNA property involving one or more of the following:
  - Tier 2:
  - Passenger Incident/Injury Involving Improper Wheelchair Securement: Any incident where a passenger is injured due to improper wheelchair securement.



- Environmental Spills: Incidents involving spills of hazardous materials or substances that pose a risk to the environment.
  - Vehicle Roll-over/Lay-over/Roll-away: Any incident involving a vehicle rolling over, laying over, or rolling away resulting in injury or damage
  - Streetcar/Railcar Derailment: Any derailment of a streetcar or railcar.
  - Vehicle Thermal Event: Any incident involving a vehicle catching fire or experiencing a thermal event.
- c. **Minor Incidents**: An incident involving a company vehicle or occurring on TDNA property involving one or more of the following:
- Tier 3:
  - Events Causing Interruption of Operations.
  - May be elevated depending on circumstances.
  - WC securement without injury.
  - Tier 1 or Tier 2 Accidents/Incidents without injury, damage, or passenger/member of public information.
  - Environmental Spills – Local/contractor clean-up.
- d. **Incident**: Any event resulting in injury or property damage that does not meet the definition of a Tier 1, Tier 2, or Tier 3 incident. This includes bus collisions/crashes of any type, passenger injuries/falls, and employee work-related injuries.
- e. **Record-Only Event**: Any event where there is no injury or property damage that does not meet the definition of Tier 1 or Tier 2 incidents. This includes accidents of any type, passenger incidents/falls and employee work-related incidents.

## II. INCIDENT REPORTING PROCEDURE:

### A. All Incidents except Work Related injuries/illnesses (Work Comp):

- 1) All incidents, regardless of severity, shall be immediately reported from the scene. Operators, safety personnel, general managers, and other employees at the scene shall use their best efforts to obtain all names, contact information, and other information from any passenger or pedestrian or other injured individual. Managers shall follow the procedures listed below, along with those set forth in SOP 105 regarding incident investigations.

#### a. Operators shall:



1. Stop the vehicle, notify Dispatch immediately after an incident occurs, and remain at the scene until released by the proper authority.
2. NOTE: Failure to comply with this requirement shall result in termination
3. Provide dispatch with incident details and remain in contact with Dispatch until all necessary information has been obtained:
4. The exact location of the accident, vehicle/route number and direction of travel
5. Any injuries or passenger complaints
6. Condition of the vehicle
7. Damage to any other property
8. Operators are authorized to call emergency services directly in cases of 9. "imminent danger to life" if not able to immediately contact dispatch.

**b. Dispatch shall immediately:**

1. Determine the severity of the accident and notify the appropriate emergency response authorities (fire and police) if applicable.
2. Report the incident to the Operations Manager (Ops Manager) and to the Safety Manager (SM).
3. Notify the appropriate Supervisor or Manager and ensure that a street Supervisor responds to the scene.

2) **Ops Manager / SM shall** enter the incident into WebRisk as soon as possible but **within 24 hours** and update the WebRisk entry as the investigation is completed and/or more information becomes available.

3) Ops Manager / SM uploads / updates pertinent documents/reports in WebRisk as they become available.

**B. Employee Work-Related Injury or Illness reporting:**

- a. When an incident occurs, the employee must report all injuries or illnesses to location management immediately.
- b. All work-related injuries or illnesses are to be reported by calling: Clinical Consult  
888-836-5426

\*Locations need to provide their location 3- or 5-digit cost center and injured employee SSN

- c. In the event of a medical emergency the injured employee should not wait to speak with a nurse. The employee should go to the nearest emergency room or call 911. The Safety Manager shall call the Clinical Consult line to report the injury.



- d. In the event of a non-medical emergency, the injured employee should be present for the call to speak with the nurse. After the injury assessment and care recommendations are provided the call will be transferred to intake.
- e. The location management should instruct the employee to proceed with the care recommendations provided as the employee does not need to be present for the intake portion of the call.
- f. Location management will provide the needed information to intake.
- g. After the event has been entered into WebRisk by the intake team, Location Management shall review the information and update missing fields.

### III. CRITICAL INCIDENT PROCEDURES:

In the case of Critical Incidents, as outlined above, managers shall follow the procedures listed below and shall comply with (SOP 105) regarding incident investigations.

#### 1. Obtain the following basic information:

- a. Time and Place of incident
- b. Driver name
- c. Vehicle number and type (cut-away, van, bus, sedan, etc.)
- d. Injuries, if transported from scene – if available, where to and by whom.
- e. Basic facts of incident
- f. Identity and contact information of law enforcement personnel investigating incident
- g. Where applicable, driver and occupant names of other involved vehicles, motorcycles, bicycles, or pedestrians
- h. Where applicable, insurance information for other involved vehicles or motorcycles

#### 2. Call and notify the following persons (within 30 minutes of initial notification):

- a. The General Manager (GM) (or designee) immediately notifies their designated Regional Vice President/Head of Business (*RVP/Head of Business confirms that Corporate Safety is notified; Refrain from written electronic communication*)
- b. The SM (or designee) immediately notifies their designated Corporate Safety Director or Region Safety Manager (*Safety Director or Region Safety Manager will notify the VP of Safety & Security to issue internal notification*)
- c. Call each individual above twice. If the people above cannot be reached, continue calling down the list below until at least one person is reached:
  - John Guignon, Corp. Safety (630) 277-7091 cell
  - Joanna Cornell, VP Safety (630) 895-1805 cell
  - Randall Lewis Corp. Legal (630) 877-9047 cell



3. Region Safety staff submits a “Critical Incident Notification” for all Tier 1 and Tier 2 incidents.
4. Regional Safety Director and/or the Regional Vice President will continue the phone tree to the senior executives listed on an “as needed” basis. The Regional Safety Director will personally contact the VP of Safety for fatal or catastrophic events.

**NOTES:**

- The only information given by employees/contractors (Operator) should be to Police Officers present at the scene of the incident. Operator does not discuss incident/loss with witnesses – Operator only discusses with police and authorized Transdev personnel. It is important to limit statements to factual information only and not opinions or speculation as to what occurred
- Refer all other parties to Media Relations (301) 674-3733 to handle any public and/or media questions.





Employee Name

Date of Incident

## ACCIDENT/INJURY CHECKLIST

Vehicle Event Number - WebRisk:  VI-  OJI-

Task/Item to be completed or considered:      x=Complete   N= No   NA=Not Applicable	Completed
1 Necessary assistance called for as needed (911) and injuries documented	
2 Sup and/or Mgr respond to the scene and secure the scene to prevent any further accidents/assist Operator	
3 Driver begins collecting data at scene/Supervisor and driver complete "Operator Incident Report"	
4 Passengers transportation arranged to cover the trip	
5 Ambulance company/provider and unit documented	
6 <b>Critical Incident?</b> Escalation phone calls to RSM, RVP, GM required? Make calls as needed	
7 Destination hospital for injured is documented	
8 "Medical Transport Refusal Form(s)" completed if applicable	
9 Police Department, officers name, Incident number documented	
10 Tow truck called (if necessary). Record towing company name	
11 Maintenance Dept notified if Transdev Vehicle is towed	
12 Witness "Courtesy Cards" collected	
13 Photos of other vehicle and its damage taken	
14 Photos of Transdev vehicle and its damage taken (all sides and at a distance)	
15 Photos of accident area & traffic controls, streets taken (see Photo Checklist)	
16 Note if Media is present at the scene. If yes, record name	
17 Critical Incident Notification Form completed if required? Send to RSM	
18 Supervisor/Operator completed <b>Accident Information Worksheet</b>	
19 FMCSA/FTA Post Accident Decision Maker completed to determine if Post Accident Testing required	
20 Operator taken for Post Accident testing if applicable	
21 Complete Incident Report form in preparation for Webrisk Input	
22 Initial report filled out and reported into Webrisk ( <b>Within 24 hrs</b> ) <a href="http://portside.com">Portside (portside软waresystems.com)</a> Ensure all potential claimants are listed in Event. Property Owner, Passengers, driver, etc.	
23 Employee Injury: Review OSHA Decision Tree and determine if OSHA Recordable and/or Reportable	
24 Employee Injury: Employee to call Triage Nurse Hotline @ 888-836-5426	
25 Vehicle Collision: Review FTA/FMCSA criteria for "Recordable Accident" - Record on log if required	
26 DriveCam clips obtained and saved - <b>Upload to Vehicle Event</b> and <b>save in Teams Folder</b>	
27 Photos of accident area/traffic controls/damage vehicles - <b>Upload to Vehicle Event</b>	
28 Damage Estimate process started for Subrogation needs (Maintenance)	
29 Damage Estimate for Transdev completed - <b>Upload to Vehicle Event</b>	
30 Additional documents (driver statement, witness statements, etc.) <b>Upload to Vehicle Event</b>	
31 Police Report obtained - <b>Upload to Vehicle Event</b>	
32 Notify Client of accidents/injuries as required by Contracts	
33 Using the "Guide to Determining Preventability of Accidents" determine if P on NP	
34 Complete the "Remedial Action Assessment Form"	
35 Review Driver coaching and accident history. Disciplinary action to be taken?	
36 Driver re-training scheduled if applicable	
37 Driver re-training completed - when done update Event in WebRisk	

Location Safety or General Manager Printed \_\_\_\_\_

Location Safety or General Manager Signature \_\_\_\_\_

Location Name \_\_\_\_\_  
Location Number \_\_\_\_\_

Date of Loss \_\_\_\_\_  
Driver/Employee Name \_\_\_\_\_

**Ambulance**

Provider Name \_\_\_\_\_  
Phone \_\_\_\_\_  
# transported \_\_\_\_\_  
Hospital taken to \_\_\_\_\_

**Towing Company**

Name: \_\_\_\_\_  
Phone: \_\_\_\_\_  
Vehicles taken to? \_\_\_\_\_

**Police Dept**

Agency Name: \_\_\_\_\_  
Officer Name: \_\_\_\_\_  
Badge Number: \_\_\_\_\_

**Media Present On Scene**

Name \_\_\_\_\_  
TV Channel \_\_\_\_\_

**ADDITIONAL NOTES:**

# Incident Scene Photo Checklist

Key: RS = Road Side (Left) CS = Curbside (Right)

NA = Not available at this scene

## Type of Media Used

Camera Still		Video	
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## Area Photos

Approach 100 ft		Look Back 100 ft	
Surrounding Building Overview		Vegetation Overview	
Point of Injury		Entry/Exit	

## IV Photos

RS Front		CS Front	
RS Rear		CS Rear	
Interior Cab		Interior Coach	

## OV Photos

RS Front		CS Front	
RS Rear		CS Rear	
RS Interior		CS Interior	

# Courtesy Card

Thank you for your input



Your Driver:

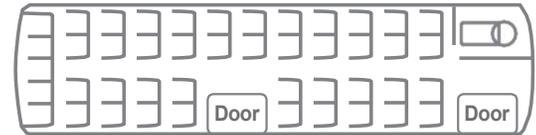
Our drivers have been proudly serving communities for over 100 years.  
Please help your driver by completing the following:

NAME DATE SIGNATURE

PHONE

Where were you on the bus? (Please circle)

ADDRESS




CITY / STATE / ZIP

E-MAIL

Gender: Female  Male  Other

Are you harmed? Yes  No   
*Please explain in comments*

Did you see the accident? Yes  No  If so, how did it happen? \_\_\_\_\_



We will be in touch as soon as the incident has been reviewed.







## Operator's Incident Report

Vehicle #:	Employee Name: <i>(Print)</i>	Date of Hire:	Employee Date of Birth:
Route #:	Location of Incident:		
Date Occurred:	Time Occurred:	The incident was: <input type="checkbox"/> Motor Vehicle Collision <input type="checkbox"/> Employee Injury	
<input type="checkbox"/> Other _____			
Name of Supervisor Responding:			
Description of Incident:			

Employee Signature: \_\_\_\_\_ Reported Date/Time: \_\_\_\_\_

# Accident/Incident Investigation & Supervisor Report

VEHICULAR INCIDENT REPORT								
COMPLETE ALL BOXES; IF UNKNOWN, PUT "UNK"; IF NOT APPLICABLE, PUT "NA"								
<b>ACCIDENT TYPE</b> <input type="checkbox"/> 1.1 OVERTURN <input type="checkbox"/> 1.2 BUS OFF ROAD <input type="checkbox"/> 1.3 SIDESWIPE <input type="checkbox"/> 1.4 FIXED OBJECT <input type="checkbox"/> 1.5 INTERSECTION <input type="checkbox"/> 1.6 REAR END <input type="checkbox"/> 1.7 FRONT END <input type="checkbox"/> 1.8 _____ OTHER	<b>INVOLVING</b> <input type="checkbox"/> 2.3 PEDESTRIAN <input type="checkbox"/> 2.4 BICYCLIST <input type="checkbox"/> 2.5. ANIMAL <input type="checkbox"/> 2.6 PARKED VEHICLE <input type="checkbox"/> 2.7 TD YARD OR PROPERTY <input type="checkbox"/> 2.8 WHEELCHAIR INCIDENT <input type="checkbox"/> 2.9 _____ OTHER	<b>DATE</b>	<b>OF ACCIDENT (MO. DAY YR.)</b> _____	<b>TIME</b> _____	<b>BUS. NUMBER</b> _____	<b>MODEL</b> _____		
		PLACE	NEAREST CITY OR TOWN				STATE OR PROV.	
			ON (STREET OR HIGHWAY)					
			(STREET, HIGHWAY OR OTHER LANDMARK)					
			<input type="checkbox"/> AT <input type="checkbox"/> NEAR					
<b>MOVEMENT</b> <input checked="" type="checkbox"/> <b>VEHICLE</b> <b>BUS #2 #3</b> <input type="checkbox"/> 3.1 STRAIGHT AHEAD – PASSING <input type="checkbox"/> 3.2 STRAIGHT AHEAD – BEING PASSED <input type="checkbox"/> 3.3 STRAIGHT AHEAD – NOT PASSING OR PASSED <input type="checkbox"/> 3.4 MERGING / LANE CHANGE <input type="checkbox"/> 3.5 TURNING LEFT <input type="checkbox"/> 3.6 TURNING RIGHT <input type="checkbox"/> 3.7 BACKING <input type="checkbox"/> 3.8 STOPPED IN TRAFFIC <input type="checkbox"/> 3.9 STOPPED AT RR CROSSING <input type="checkbox"/> 3.10 WEAVING <input type="checkbox"/> 3.11 SKIDDING <input type="checkbox"/> 3.12 WRONG SIDE <input type="checkbox"/> 3.13 TD VEHICLE PARKED <input type="checkbox"/> 3.14 _____ OTHER		<b>TRIP OR ROUTE</b>	<b>TRIP NO. OR ROUTE NO.</b> _____	<b>ENROUTE FROM</b> _____		<b>ENROUTE TO</b> _____		
		<b>BUS DRIVER</b>	<b>NAME</b> _____	<b>DATE HIRED</b> _____	<b>DOB</b> _____	<b>AGE</b> _____	<b>EMPLOYEE NO.</b> _____	
			<b>DIVISION NAME</b> _____			<input type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME		
		<b>DAMAGE TO TD BUS/VEH.</b>	<b>DESCRIBE DAMAGE</b> _____ _____ _____					<b>WAS VEHICLE TOWED?</b> _____

## Accident/Incident Investigation & Supervisor Report

<p style="text-align: center;"><b>PEDESTRIAN / BICYLIST</b></p> <p><input type="checkbox"/> 4.1 WALKING/RIDING WITH TRAFFIC</p> <p><input type="checkbox"/> 4.2 WALKING/RIDING AGAINST TRAFFIC</p> <p><input type="checkbox"/> 4.3 COMING FROM BEHIND PARKED VEH.</p> <p><input type="checkbox"/> 4.4 CROSSING AT INTERSECTION</p> <p><input type="checkbox"/> 4.5 CROSSING NOT AT INTERSECTION</p> <p><input type="checkbox"/> 4.6 ALIGHTING FROM A VEHICLE</p> <p><input type="checkbox"/> 4.7 _____</p> <p>OTHER</p>	<b>VEH.2</b>	DRIVER'S NAME	PHONE	AGE (EST.)	<input type="checkbox"/> MALE <input type="checkbox"/> FEMALE
		DRIVER'S ADDRESS (STREET & NO., CITY, ZIP CODE)		OPER. LIC. NO	STATE OR PROV.
		OWNER'S NAME/ ADDRESS (STREET & NO., CITY, ZIP CODE)	PHONE	VEH. YEAR, MAKE & MODEL	STATE OR PROV.
				VEH. LIC. NO.	
<p style="text-align: center;"><b>PASSENGER INJURY / FALL</b></p> <p><input type="checkbox"/> 5.1 BOARDING VEHICLE</p> <p><input type="checkbox"/> 5.2 ALIGHTING FROM VEHICLE</p> <p><input type="checkbox"/> 5.3 CAUGHT IN DOORS</p> <p><input type="checkbox"/> 5.4 SEATED</p> <p><input type="checkbox"/> 5.5 IN MOTION IN VEHICLE</p> <p><input type="checkbox"/> 5.6 _____</p> <p style="padding-left: 20px;">OTHER</p>		DESCRIBE DAMAGE			
		WAS VEHICLE TOWED? <input type="checkbox"/> YES <input type="checkbox"/> NO			
		INSURANCE POLICY		POLICY NUMBER	
		OTHER PROPERTY	DESCRIBE DAMAGE		
	<b>VEH.3</b>	DRIVER'S NAME	PHONE	AGE (EST.)	<input type="checkbox"/> MALE <input type="checkbox"/> FEMALE
		DRIVER'S ADDRESS (STREET & NO., CITY, ZIP CODE)		OPER. LIC. NO	STATE OR PROV.
		OWNER'S NAME/ ADDRESS (STREET & NO., CITY, ZIP CODE)	PHONE	VEH. YEAR, MAKE & MODEL	STATE OR PROV.
				VEH. LIC. NO.	
		DESCRIBE DAMAGE			
		WAS VEHICLE TOWED? <input type="checkbox"/> YES <input type="checkbox"/> NO			
		INSURANCE POLICY		POLICY NUMBER	
OTHER PROPERTY	DESCRIBE DAMAGE				

## Accident/Incident Investigation & Supervisor Report

	PERSONS IN ACCIDENT	NO. OF PERSONS (INCL. DRIVER)	BUS / TD VEHICLE	VEH. 2	VEH. 3	S P E E D	POSTED SPEED LIMIT	BUS / TD VEHICLE	VEH. 2	VEH. 3		
		NO. OF PERSONS COMPLAINI NG OF INJURY								MPH	MPH	MPH
		PERSONS TRANSPORTED TO HOSPITAL								ESTIMATED SPEED WHEN DANGER NOTICED	MPH	MPH
		NUMBER PERSONS ADMITTED TO HOSPITAL					ESTIMATED SPEED AT IMPACT	MPH	MPH	MPH		
POLICE INVESTIGATE? <input type="checkbox"/> YES <input type="checkbox"/> NO		IF SO, NAME OF OFFICER WITH BADGE #					REPORT NO.					
		IF SO, NAME OF DEPARTMENT OR PATROL & LOCATION										
CITATIONS ISSUED? <input type="checkbox"/> TD <input type="checkbox"/> OTHER DRIVER <input type="checkbox"/> NONE		IF SO, CHARGE										
REFERENCE NUMBER												
ANYONE TRANSPORTED TO HOSPITAL? <input type="checkbox"/> YES <input type="checkbox"/> NO			HOSPITAL				CITY/STATE					

**INSTRUCTIONS**

1\_ Choose sections of diagram that will show outline of roadway at location of accident

2. Use solid line to show path

of vehicle BEFORE accident:

dotted line AFTER accident

3. Number each vehicle and show direction of travel by arrow:



4\_ Show PEDESTRIAN/BICYCLIST by: 0

5\_ Show RAILROAD by:



6\_ Show TRAFFIC LIGHT by:



7\_ Show STOP SIGN by:



8\_ Indicate distance and direction from point of impact to nearest bridge, culvert or other landmarks

9\_ Indicate names of streets or route numbers of roadways

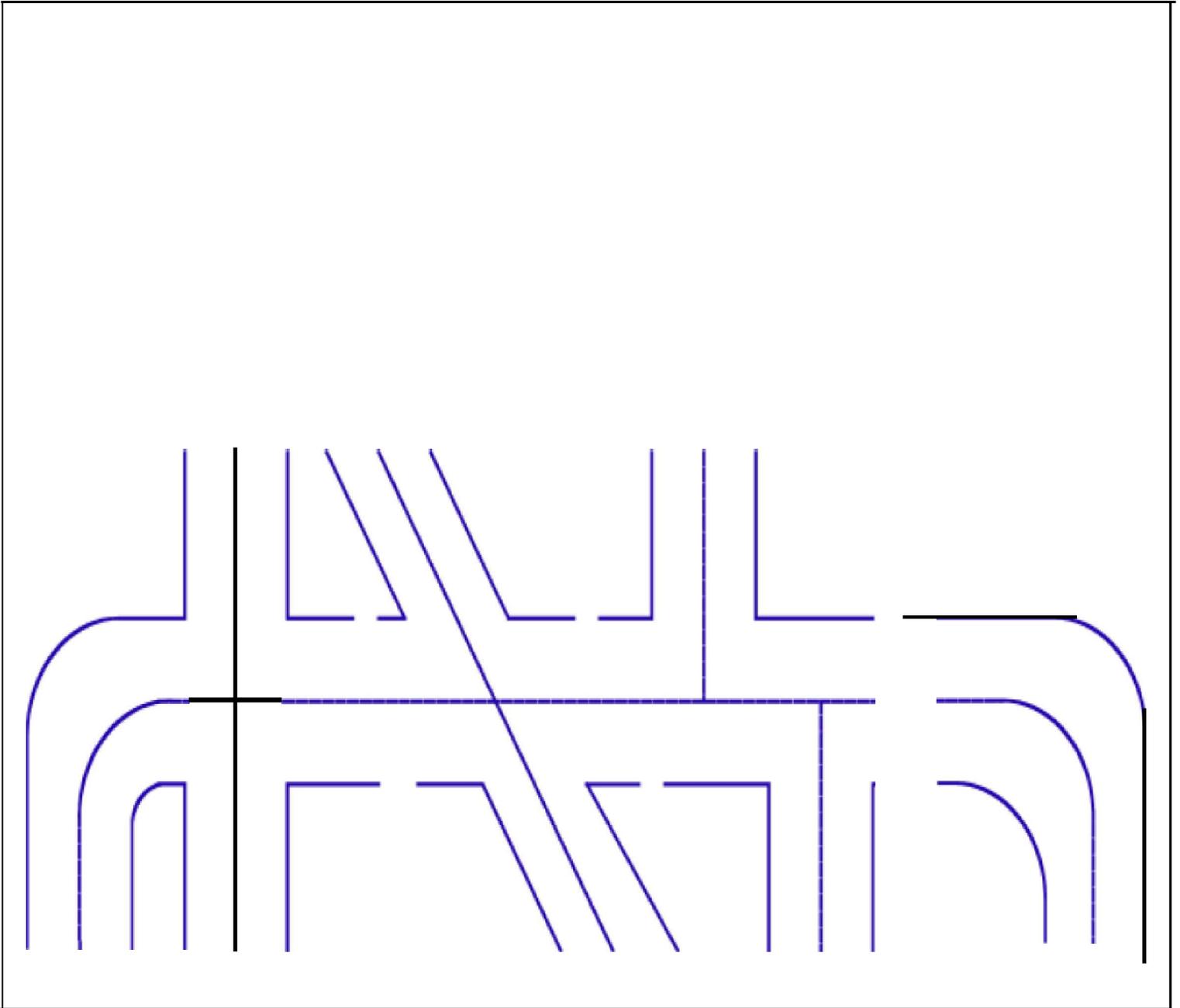
Complete the following diagram showing direction and position of vehicles or property involved, designating clearly point of contact



Indicate points

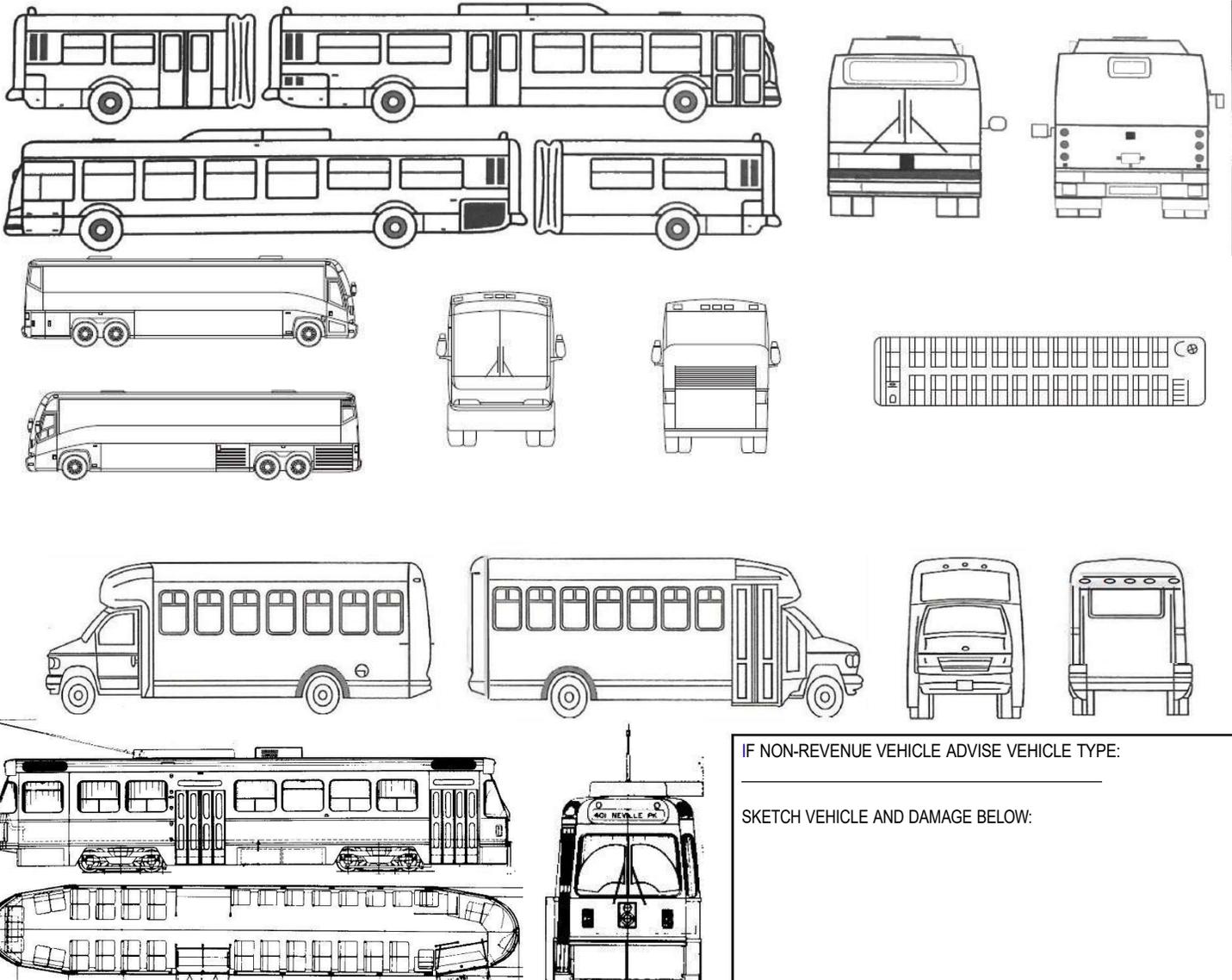
of compass  
N\_E\_S\_W\_

TRAFFIC LANES		ROADWAY		SIGNALS		PAVING		WEATHER		LIGHT			
9-1	LANES WIDENED	111.1	STREET LIGHT	111.7	OR	11.1	STOP SIGN	12.1	CEMENT	13.1	CLEAR	15-1	DAYLIGHT
11.2	LANES UNWIDENED	111.2	CURVE	111.3	LEFT	11.2	TRAFFIC LIGHT	12.2	BRICK	13.2	RAINFALL	15-2	NIGHT
9.3	NO ROAD DEFECTS	111.4	UPGRADE	111.9	MILJDDY	11.3	PCUBMAN	12.3	GRAVEL	13.3	STORM	15.3	DAY
9.4	ROAD DEFECTS	111.4	UPGRADE	111.10	SNOWY	11.4	WARNING SIGN	12.4	GRAVEL	13.4	SLEET	15-4	DAY
9.5	ROAD MATERIAL	111.5	LEVEL	111.11	ICY	11.5	R.R. GATE	12.5	(OTHER)	13.5	FOG	15-5	IF DARK, NIGHT
9.6	(OTHER)	111.6	1111.12 REST	111.12	FLAG FLARES, FUSES, ETC., DISPUTED	11.6	YIELD SIGN	12.6	(OTHER)	13.6	(OTHER)	15-6	LIGHTED? YES NO
14.1	LOCATION	11.7	(OTHER)	14.1	ATY&SILEL.RBAN	14.1	ATY&SILEL.RBAN	14.2	INTERSECTION	15.6	(OTHER)		



# Accident/Incident Investigation & Supervisor Report

MARK "X" WHERE DAMAGE OR CONTACT OCCURRED



IF NON-REVENUE VEHICLE ADVISE VEHICLE TYPE: \_\_\_\_\_

SKETCH VEHICLE AND DAMAGE BELOW:

# Accident/Incident Investigation & Supervisor Report



SUPERVISOR'S DESCRIPTION OF INCIDENT (Note: Facts and objective findings should be included here. Not opinions.)	
SUPERVISOR'S SIGNATURE:	DATE OF REPORT

PERSONS OTHER THAN OCCUPANTS OF VEHICLES INVOLVED: LIST PASSERBY, OTHER MOTORISTS OR PERSONS AT SCENE OF ACCIDENT – WHETHER EYEWITNESSES OR NOT.

**WITNESSES – Critical**

NAME	AGE	HOME PHONE	BUSINESS PHONE	ADDRESS (STREET & NO., CITY & STATE OR PROV.)



## Supervisor's Accident/Incident Report

### TYPE OF INCIDENT (Check ALL that apply)

MOTOR VEHICLE ACCIDENT

PASSENGER INJURY

MOBILITY DEVICE

Employee Name \_\_\_\_\_ Job Title \_\_\_\_\_ Date of report \_\_\_\_\_

Department \_\_\_\_\_ Time of Occurrence \_\_\_\_\_ Date of Occurrence \_\_\_\_\_

Employee Cell Phone \_\_\_\_\_ Employee Home Phone \_\_\_\_\_ E-mail \_\_\_\_\_

Location of Incident (be specific as possible) \_\_\_\_\_

Vehicle Number \_\_\_\_\_ Route \_\_\_\_\_

Names of Passengers \_\_\_\_\_

### SUPERVISOR REVIEW QUESTIONS

Was any party involved injured?  YES  NO

If yes, please describe \_\_\_\_\_

Did you visit the scene of the occurrence?  YES  NO

Did you check the equipment?  YES  NO

Did you talk to any witnesses?  YES  NO

Was video available?  YES  NO Was video secured?  YES  NO

If video not available or not secured, why? \_\_\_\_\_

Were pictures taken?  YES  NO If no, why not? \_\_\_\_\_

Was a police report available?  YES  NO

If no, why not, or when do you expect for it to be available? \_\_\_\_\_

Describe in detail what happened (attach additional pages if necessary)

# Supervisor's Accident /Incident Report



What activity was being performed?

- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Bus Cleaning                  | <input type="checkbox"/> Bus Washing                | <input type="checkbox"/> Door-to-Door Service   |
| <input type="checkbox"/> Driving                       | <input type="checkbox"/> Fueling                    | <input type="checkbox"/> Maintenance Operations |
| <input type="checkbox"/> Office Activities             | <input type="checkbox"/> Passenger Loading          | <input type="checkbox"/> Passenger Off-Loading  |
| <input type="checkbox"/> Pre-Trip/Post-Trip Inspection | <input type="checkbox"/> Wheelchair Lift Operations | <input type="checkbox"/> Wheelchair Securement  |
| <input type="checkbox"/> Other _____                   |   |   |

Supervisor Signature \_\_\_\_\_ Date \_\_\_\_\_

Employee Signature \_\_\_\_\_ Date \_\_\_\_\_

---

Completed by: \_\_\_\_\_ Date: \_\_\_\_\_ Investigation Complete  YES  NO

Reviewed by: \_\_\_\_\_ Date: \_\_\_\_\_ Follow-Up Required  YES  NO

**ORIGINAL TO: ACCIDENT FILE FOLDER**

**\*\*CRITICAL NOTE: UPLOAD ALL INFORMATION TO WEBRISK WITHIN 24 HOURS OF THE EVENT\*\***

# Medical Transport Refusal Form

Should an individual, passenger or pedestrian, involved in an accident or incident involving a Transdev vehicle, choose to refuse transport to a medical facility, this form **MUST** be completed and retained as part of the event documentation.

## MEDICAL TRANSPORT REFUSAL FORM

I have been advised that I may request to be taken to a medical facility/emergency hospital for medical examination as a result of an incident that occurred on a public transit vehicle on \_\_\_\_\_.

(Date)

I have **DECLINED** the offer to be transported to a medical facility.

Passenger's Signature \_\_\_\_\_

Date \_\_\_\_\_

Print Passenger's Name \_\_\_\_\_

---

Vehicle Operator's Signature \_\_\_\_\_

Date \_\_\_\_\_

Print Vehicle Operator's Name \_\_\_\_\_

Project # \_\_\_\_\_ Route # (if applicable) \_\_\_\_\_ Bus # \_\_\_\_\_

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(IF OBTAINABLE)

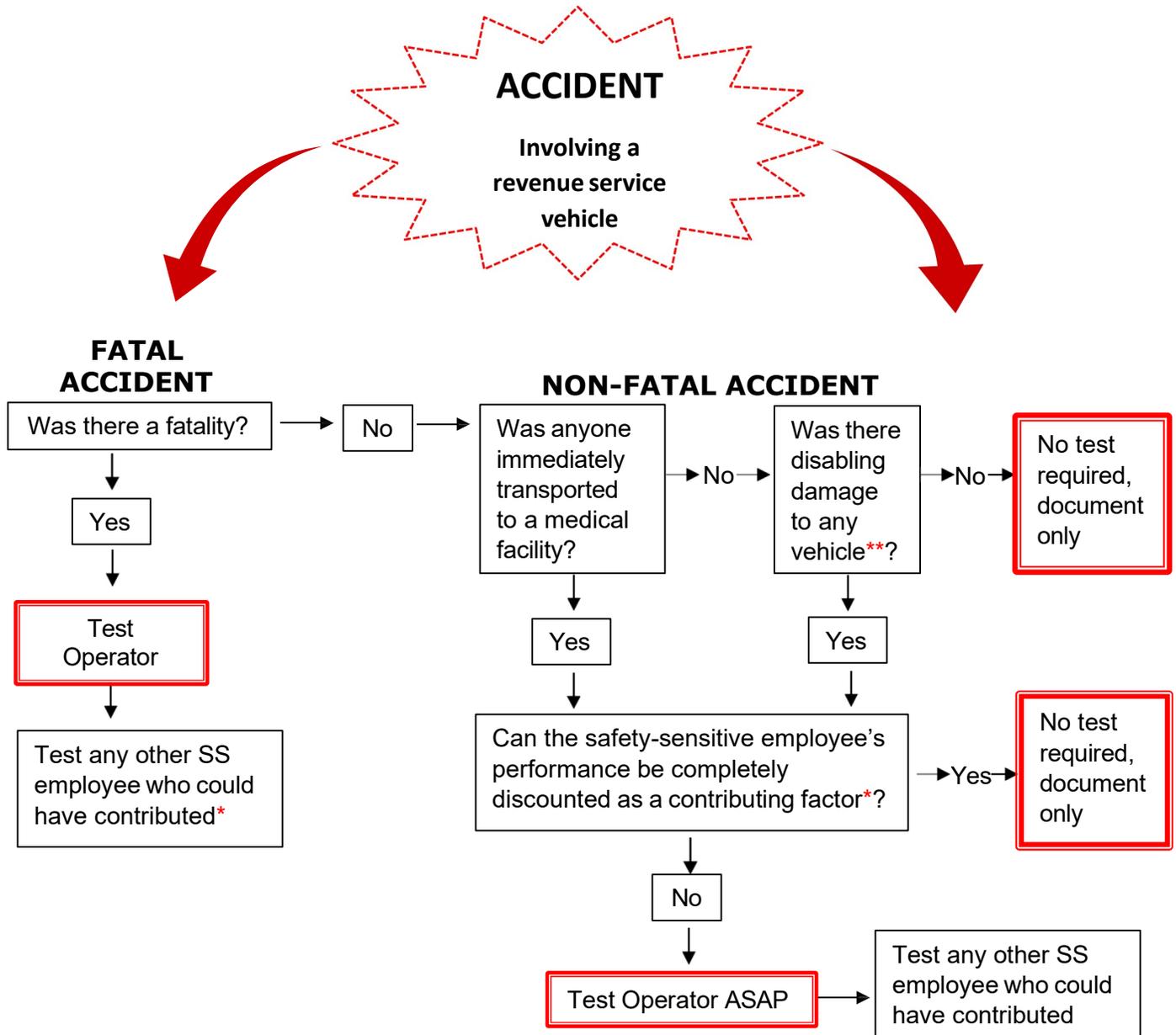
Witness Signature \_\_\_\_\_

Date \_\_\_\_\_

Print Witness Name \_\_\_\_\_



## FTA Post-Accident Decision Tree



**\*Contributing Factor:** The determination to test or not to test a safety-sensitive (SS) employee's performance was a contributing factor is the decision of the TRANSDEV official investigating the accident. This decision should not be made hastily. The determination must be based on the best available information at the time of the accident.

**\*\*Disabling Damage:** Damage that precludes departure of a motor vehicle from the scene of the accident in its usual manner in daylight after simple repairs. Damage to a motor vehicle, where the vehicle could have been driven, but would have been further damaged if so driven.

### **Exclusions:**

- Damage that can be remedied temporarily at the scene of the accident without special tools or parts.
- Tire replacement without other damage even if no spare tire is available.
- Headlamp or tail light damage or damage to turn signals, horn, or windshield wiper, which makes the vehicle inoperable.



# FTA POST-ACCIDENT TESTING DECISION REPORT

## ACCIDENT INFORMATION:

Location Name:		Date of Accident:	
Employee Name:		Time of Accident:	AM/PM
Location of Incident:		Employee ID#:	

## POST-ACCIDENT DECISION QUESTIONS:

### FATAL ACCIDENT

1.	Did the accident involve the operation of a revenue service vehicle that resulted in the loss of human life?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
----	--	-----	--------------------------	----	--------------------------

If **"Yes"**, immediately conduct an FTA-DOT alcohol and drug test  
If no fatality, go to Non-Fatal Accident

### NON-FATAL ACCIDENT

2.	Did the accident involve the operation of a revenue service vehicle that resulted in the suffering of a bodily injury and immediately receive medical treatment away from the scene?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
3.	Did the accident involve the operation of a revenue service vehicle that resulted in one or more vehicles incurring disabling damage and must be transported away from the scene by a tow truck or other vehicle?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

If you answered **"No"** to both 2 and 3, do not conduct a DOT-FTA test.

If you answered **"Yes"** to 2 or 3, you must still answer #4 below

4.	Using the best information available at the time of the accident, can the employee's performance be completely discounted as a contributing factor to the non-fatal accident?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
----	---	-----	--------------------------	----	--------------------------

If you answered **"No"**, immediately test the operator for a DOT-FTA alcohol & drug test

If you answered **"Yes"** to #4, do not conduct a DOT-FTA test.

Please document below why the employee's performance can be completely discounted:

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Was the alcohol test performed within 2 hours from time of the accident?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Was the alcohol test performed within 8 hours from time of the accident?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>
Was the drug test performed within 32 hours from the time of the accident?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>

If you answered **"No"**, please explain the reason for the delay: \_\_\_\_\_

---



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## TRANSPORT/COLLECTION SITE INFORMATION:

Collection Site Location:			
Transported By:		Time Transported:	AM/PM

## FORM COMPLETED BY:

Determined By:		Date:	
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## Root Cause Analysis Form

This form is provided to help determine the root cause of an accident/incident which can be used to develop strategies to lessen the likelihood of a reoccurrence.

### CONFIDENTIALITY

The information contained in this Root Cause Analysis shall not include opinions or speculation, only the facts as you currently understand them. If information is not known, simply write "unknown."

*The compilation of information contained in this Root Cause Analysis is made in anticipation of potential litigation and made at the direction of the Company Legal Department and constitutes attorney-client privileged communication.*

**All information in this Root Cause Analysis is Company Confidential – Internal Distribution Only.**

### CORPORATE USE ONLY

#### Location Information

Location Name:	Location Number:	Date Reported:
City:	State:	Incident Date & Time:
Employee/Driver Name:		Date of Hire:
Location Manager Name:		RSM Name:

*All sections below should be expanded if additional space is needed.  
Attach additional pages or documents which contribute to the completion of the Root Cause Analysis.*

## Incident Description

Description of the event which occurred as well as any injuries or damages which resulted from the incident.

## Investigation

Actions taken to determine the Root Cause of the incident as well as information gathered during the examination.

### Contributing Factors

Contributing factors are elements outside the location's or organization's influence through policies, procedures, processes or engineering.

### Root Cause(s)

Factors within the location or organizations ability to influence which led to the incident occurring.

## Corrective Actions

Corrective actions are those steps to be taken by the location which seek to prevent similar events from occurring.

Corrective actions should include those taken with the employee as well as with the location as a whole.

They should include implementation dates.

## Attachments

Attached documents provide additional details directly related to the investigation.

They may include but are not limited to:

- |  |   |
|--|---|
| <ul style="list-style-type: none"> <li>photos,</li> <li>maps,</li> <li>diagrams,</li> <li>videos,</li> <li>training records,</li> <li>DOT Medical Certificates or Long Forms,</li> </ul> | <ul style="list-style-type: none"> <li>speed,</li> <li>pre-trip,</li> <li>child-search records,</li> <li>police reports,</li> <li>personnel and location performance metrics,</li> <li>debrief and safety leadership activity,</li> <li>audit scores, etc.</li> </ul> |
|--|---|

## Leadership Commitment

The findings and recommendations in this analysis are the result of a thorough investigation of the incident.

I am responsible for providing guidance and support to the location manager and staff, to correct the identified root causes and prevent reoccurrence.

Region Safety Manager:

Date:

Print: \_\_\_\_\_

Signature: \_\_\_\_\_

# Remedial Actions Assessment Form



Date: \_\_\_\_\_

Location Number/Name: \_\_\_\_\_

Employee Name: \_\_\_\_\_

Employee Date-Of-Hire: \_\_\_\_\_

### **Safety Event**

Brief Description of Collision, Injury, or Event:

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Was the Collision, Injury, or Event Preventable?  Yes  No

Prior Evidence of Employee Performing Safe Behavior (see choices below)

Prior Observations/Ride-a-longs/BTW Evaluations?  Yes  No

Training/Skill Station Documents?  Yes  No

Recent Bus Video Depicting Safe Behavior?  Yes  No

Prior Collision, Injury, or Event History?  Yes  No

Other? (Describe): \_\_\_\_\_  Yes  No

Discussed the Event with the Employee?  Yes  No

Had employee demonstrate/explain the behavior and its sequence-of-steps?  Yes  No

Collision, Injury, or Event occurred because employee CAN'T DO, or DIDN'T DO the safe behavior? (Check one)

CAN'T DO  DIDN'T DO

Basis for CAN'T DO or DIDN'T DO Assessment (continue notation on back of form as needed):

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\_\_\_\_\_  
Manager Signature

\_\_\_\_\_  
Date

### **Remedial Actions**

#### **CAN'T DO Events – Provided Enhancement Training.**

Yes  No Date: \_\_\_\_\_

Preventable Collisions - Follow the guidance contained in the Incident Evaluation Guide.

Preventable Injury – Prior to RTW demonstrate desired behavior and have employee practice until they demonstrate mastery.

Yes  No Date: \_\_\_\_\_

#### **DIDN'T DO Events**

Described Specific safe behavior desired

Yes  No

Obtained a commitment from the employee they understand what

they need to do, and will improve?

Yes  No EE Signature: \_\_\_\_\_

Followed-up with Observation(s)?

Yes  No Date(s): \_\_\_\_\_

Positive Reinforcement Delivered when employee was observed performing desired (safe) behavior?

Yes  No Date(s): \_\_\_\_\_

\_\_\_\_\_  
Manager/Trainer Signature

\_\_\_\_\_  
Date

*Transdev Remedial Action Assessment Form Revision*  
*Date: 03/2025*



# Referral for Re-Training

Date Referred: \_\_\_\_\_

Employee's Name: \_\_\_\_\_ has been referred for re-training.

Referred for re-training by:  GM/Operations  Safety Manager  Training Manager  
 AGM/Operations Mgr  Other: \_\_\_\_\_

Reason for re-training: \_\_\_\_\_

Date of Collision/Incident: \_\_\_\_\_

Recommended length of re-training \_\_\_\_\_

## Certification of Re-Training

I \_\_\_\_\_  
Trainer certify that the above named employee

received re-training on in the following areas:

<b>Actual Retraining Performed:</b>			
Date	Start Time	End Time	Detail
<b>TOTAL TIME</b>			

Employee acknowledges re-training: \_\_\_\_\_ Date: \_\_\_\_\_

Trainer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Approved Completed: \_\_\_\_\_  
Safety Manager's Signature Date: \_\_\_\_\_

CC: Accident File  
Personnel File after completion



<b>Standard Operating Procedure: SA105</b>	<b>Incident Investigating &amp; Reporting</b>		
<b>Owner:</b> <i>(Name &amp; Title)</i>	Safety and Security		<b>Published Via:</b> Intranet
<b>Sponsor:</b> <i>(Name &amp; Title)</i>	Joanna Cornell, VP Safety and Security		<b>Original Effective Date:</b> 1/20/2026
<b>Approver:</b> <i>(Name &amp; Title)</i>	Susan Sweat, COO		<b>Original Release Date:</b>
<b>Personnel Affected:</b>			
<b>Effective Date of Revision</b>	<b>Revision Version</b>	<b>Change Summary</b>	<b>Approver(s)</b>

## I. DESCRIPTION:

It is the policy of Transdev (TD) to promptly report and thoroughly investigate incidents, injuries, illnesses and identified hazards, with the goal of promoting safety and preventing reoccurrences by identifying root cause and contributing factors. General Managers are responsible to ensure prompt and accurate reporting of all incidents per this company policy/procedure.

GM responsibilities do not include handling or attempting to settle any claims or potential lawsuits – that is the responsibility of TD’s Risk Management Department and TD’s insurance companies.

Transdev employees and contractors are required to report any incident, regardless of severity, immediately after its occurrence. Failure to immediately report an incident will result in disciplinary action up to and including termination

This SOP designates the procedures for all employees to follow when an incident occurs and to ensure accurate and timely incident reporting.

An Incident is any TD-related event or occurrence involving a TD Driver, TD employee, TD Independent Contractor, TD passenger, TD vehicle, TD equipment, or the environment. An incident may or may not result in injury or death to a person, damage to vehicles or property, or damage to the environment.

This includes alleged incidents involving a TD employee, contractors, vehicle, or equipment; even though the employee, contractor, vehicle, or equipment is not affected.

If the incident involves an injury requiring medical attention due to a bus crash or passenger incident, dispatcher immediately phones 911 to have an ambulance/EMS dispatched to the scene. Dispatcher/Operations Manager/Safety Manager enters the date & time of the call to 911 into WebRisk notes.

<b>SOP #: SA105</b>	<b>Incident Investigation &amp; Reporting</b>
<b>Effective Date:</b>	

This procedure applies to all TD losses to include (but not limited to):

- Vehicular collision with any person, vehicle, or object
- Employee injury
- Passenger/Customer/Client Incident/Injury
- TD Vehicle Physical Damage (including unknown yard physical damage)
- TD Property (buildings/contents) Losses (fire, tornado, flood, hurricane, vandalism, break-in, etc.).
- Environmental Exposures (i.e. fuel, oil, antifreeze, or other spills)
- Theft of TD vehicles, equipment, or property

When reporting incidents and entering data in WebRisk, it is important to limit entries to factual information only and not opinions or speculations.

The Safety Department investigates all incidents to determine cause/contributing factors and monitors incidents to spot trends and to determine the trends' root causes and contributing factors. This includes examining driving and work procedures and revising them as needed; and identifying potential violations of TD, OSHA, DOT, FTA, or other

## II. INCIDENT TYPES:

- a. **Critical Incident (Tier 1):** An incident involving a company vehicle or occurring on TD property involving one or more of the following:
  - Fatality: Any collision resulting in the death of an individual.
  - Serious Bodily Injury: Incidents resulting in serious bodily injury or medical transport of three (3) or more people
  - Pedestrian, Motorcyclist, or Bicyclist Incident: Collisions involving pedestrians, motorcyclists, or bicyclists with injury or damage
  
- b. **Major Incidents (Tier 2):**
  - Passenger incident/injury involving improper wheelchair securement: Any incident where a passenger is injured due to improper wheelchair securement.
  - Environmental Spills: Incidents involving spills of hazardous materials or substances that pose a risk to the environment.
  - Vehicle Roll-over/Lay-over/Roll-away: Any incident involving a vehicle rolling over, laying over, or rolling away where damage or injury occurred
  - Streetcar/Railcar Derailment: Any derailment of a streetcar or railcar.
  - Vehicle Thermal Event: Any incident involving a vehicle catching fire or experiencing a thermal event.
  
- c. **Minor Incidents (Tier 3):**
  - Events Causing Interruption of Operations
  - Wheelchair securement without injury
  - Pedestrian, Motorcyclist, or Bicyclist Incident without injury, damage, or passenger/member of public information
  - Environmental Spills – local/contractor clean-up

- d. **Incident:** Any event resulting in injury or property damage that does not meet the definition of a Tier 1, Tier 2, or Tier 3 Incident. This includes bus collisions/crashes of any type, passenger injuries/falls, and employee work-related injuries.
- e. **Record-Only Event:** Any event where there is **no** injury or property damage that does not meet the definition of Tier 1, Tier 2, or Tier 3 incidents. This includes accidents of any type, passenger incidents/falls and employee work-related incidents.
- f. **Near-Miss Event:** An event that does not result in injury, death, property, or environmental damage, but could have resulted in an incident given slightly different circumstance (e.g.: luck).

### III. INCIDENT REPORTING PROCEDURE:

#### A. All Incidents except Work Related injuries/illnesses (Work Comp):

All TD incidents (e.g.: collisions, passenger injuries/falls, pedestrian/bicyclist events, etc.), regardless of severity, shall be immediately reported from the scene:

##### Operators shall:

- Stop the vehicle, notify Dispatch immediately after an incident occurs, and remain at the scene until released by proper authority.  
NOTE: Failure to comply with this requirement shall result in termination
- Provide dispatch with incident details and remain in contact with Dispatch until all necessary information has been obtained:
  - The exact location of the accident, vehicle/route number and direction of travel
  - Any injuries or passenger complaints
  - Condition of the vehicle
  - Damage to any other property
- Operators are authorized to call emergency services directly in cases of “imminent danger to life” if not able to immediately contact dispatch.

**Dispatch shall** immediately report the incident to the Operations Manager and to the Safety Manager (SM).

- Dispatch will determine the severity of the accident and notify the appropriate emergency response authorities (fire and police).
- Dispatch will notify the appropriate Supervisor or Manager and ensure that a street Supervisor responds to the scene.

**Operations Manager / Safety Manager shall** enter the incident into Web Risk as soon as possible, but no later than within 24 hours.

- Update the WebRisk entry as the investigation is completed and/or more information becomes available.
- All videos will be uploaded into both Web Risk and the Teams site: US-Fleet Claims - Video Upload & Storage

## **B. Work-Related Injury or Illness reporting:**

When an incident occurs, the employee must report all injuries or illnesses to the Safety Manager immediately.

All work-related injuries or illnesses are to be reported by calling:

- Clinical Consult: 888-836-5426 (888-VEOLIA6)

In the event of a medical emergency the injured employee should not wait to speak with a nurse. The employee should go to the nearest emergency room or call 911.

The injured employee should be present for the call to speak with the nurse. After the injury assessment and care recommendations are provided the call will be transferred to intake.

The Safety Manager should instruct the employee to proceed with the care recommendations provided as the employee does not need to be present for the intake portion of the call.

The Safety Manager will provide the needed information to intake.

The Safety Manager will complete the Employee Worker's Compensation Packet, which contains the Worker's Compensation Insurance Card

The Safety Manager will provide all missing information into Web Risk once the claim is established and maintain the entry for accuracy including preventability and lost time days

## **IV. TIER 1, TIER 2, AND TIER 3 PROCEDURES:**

In case of Tier 1, Tier 2, and Tier 3 Incidents, managers shall follow the procedures listed in the Incident Notification Process document. (SOP 6)

## V. SHARP INSTRUMENT INJURIES:

The company's current illness and injury reporting procedures shall be followed to report all sharp instrument injuries.

All sharp instrument injuries must be recorded on the sharp injury log for record keeping and kept with the OSHA 300 log for inspection by both company and OSHA officials. The sharp log is confidential and should not be posted for open review.

## VI. FATALITIES, SERIOUS INJURIES, AND ILLNESS:

All work-related fatalities and serious injuries/illness shall be reported to the nearest District Office of Occupational Safety and Health within 24 hours. But no longer than 8 hours after the Manager knows or with diligent inquiry would have known of the death or serious injury or illness. No report shall be made more than 24 hours from the time of the accident. **This does not include fatalities due to motor vehicle collisions.**

## VII. INCIDENT INVESTIGATION:

All incidents involving Company employees and/or Company vehicles shall be investigated.

In cases involving Company vehicles and/or company employees, the location responsible for the investigation shall submit a properly completed report within 24 hours.

All incidents will be reported utilizing either the FTA or FMCSA Combined Document Response Packet. The packets include the following documents:

- FTA or FMCSA Accident/Injury Checklist
- Incident Scene Photo Checklist
- Courtesy Card (English & Spanish)
- Employee Incident Report
- Accident/Incident Investigation & Supervisors Report
- Vehicle Incident Report
- Supervisor's Vehicle Incident Investigation Report
- Medical Transport Refusal Form
- FTA or FMCSA Post Accident Flow Chart
- FTA or FMCSA-DOT Post-Accident Decision Maker
- Root Cause Analysis Form
- Remedial Actions Assessment Form
- Referral For Retraining
- Estimate For Accident Repair Form

Multiple copies of the appropriate Combined Document Response Packet must be maintained in each revenue and nonrevenue vehicle as well as with any responding Road Supervisor or Manager as outlined in Incident Document Process document.

## **A. TOOLS TO INVESTIGATE AN INCIDENT:**

Careful accident/incident evaluation is essential to transit bus safety. Failure to learn the cause increases the chance of a similar accident/incident occurring in the future. The tools listed here will be of great importance when analyzing events.

- Operators' description of the event:
  - Is it complete and compared to the police report and other accounts of the event?
- Police reports
- Any D.O.T. inspection documentation, if applicable.
- On scene reports and statements
- Internal reports from dispatch, operations and maintenance
- Photos
- Physical evidence
- Skid marks
- Vehicle fluids
- Training Records
- Statements from witnesses and all subjects involved
- Safety Records
- Company policy
- Drug & Alcohol Testing (If required)
- Drive Cam record of the event:
  - Was the operator obeying all the rules?
  - Was the operator driving defensively?
  - Was the operator distracted in any way?
  - Were there other outside forces that became a factor?
  - Did the operator take immediate and correct action to stop the vehicle?
  - Was the operator's first concern for the safety of the passengers?
  - Did the operator establish contact with dispatch?

Contributing Factors:

All areas must be scrutinized when looking for Contributing Factors. These include:

- Was the Operator?
  - Well rested
  - Taking any medications
  - Properly trained
  - Operating within route guidelines

- Observing all safety principles
- Observing all company policies
- Familiar with the vehicle
- Was the Vehicle?
  - In peak mechanical condition
  - Appropriate to the route
  - Was mechanical failure a factor
- Outside Forces?
  - Weather
  - Road conditions
  - Actions of other drivers, pedestrians, passengers

## VIII. EMPLOYEE INCIDENT REPORT:

A report is to be completed by each employee who sustains, or is suspected to have sustained, an injury during the performance of their duties. This report shall contain the following:

- The employee's name, current residence address, and phone number.
- An exact description of the location where the accident occurred.
- An exact description of the injury and the part of the body injured.
- An exact description of how the accident occurred.
- An exact description of any tool, equipment or machinery involved in the accident.

## IX. INCIDENT INVESTIGATION AND SUPERVISOR REPORT:

A Road Supervisor or Manager must respond to each incident by traveling to the scene of the incident and investigate utilizing the Accident/Incident Investigation and Supervisor Report. This report must be completed in its entirety. No blank sections should be left at the end of the investigation. Utilize Not Applicable (N/A) as necessary.

Response Roles by Incident Tier:

- Tier 1 (Critical Incident): Road Supervisor, Safety Manager and General Manager
- Tier 2 (Major Incident): Road Supervisor, Safety Manager, and General Manager
- Tier 3 (Minor Incident): Road Supervisor, Safety Manager and Safety Manager
- Incidents: Road Supervisor

The Road Supervisor is the first responder for all incident tiers and is responsible for on-scene investigation, securing evidence, and initiating the Supervisor Report process.

## **X. ROOT CAUSE ANALYSIS:**

An important part of the post-accident/incident evaluation is identifying the root cause and determining the best course of follow-up action. The Root Cause Analysis Form (Found in SOP-SA105a – FMCSA Combined Document Response Packet and SOP105b- FTA Combined Document Response Packet) is used by the General Manager and Safety Manager to capture and analyze the contributing factors of the event.

This analysis is key to looking beyond the surface of an event and determining the underlying cause; effectively decreasing the likelihood of the event occurring in the future.

Root cause analysis helps the local manager take corrective action with the employee. It is a waste of time and money to re-train an employee who has made a conscious decision to engage in risky behavior.

If the analysis shows that the incident resulted from an overt decision, disciplinary action is indicated.

Conversely, if the employee simply did not have the knowledge or skills to safely perform the job, a letter of warning or other reprimand is unacceptable, and education and training are indicated.

## **XI. COMMUNICATION WITH OUTSIDE AGENCIES:**

The only information given by TD employees/contractors (Operator) should be to Police Officers present at the scene of the incident.

Operator does not discuss incident/loss with witnesses – Operator only discusses with police, TD Safety personnel, TD Risk Management personnel, and/or TD Third-Party Claims Administrator personnel or retained attorneys.

The sharing and viewing of a collision ‘clip’ must be kept on a very strict ‘need to know’ basis. In most cases, only the Safety Manager and the General Manager have that ‘need to know.’ Before a DriveCam ‘clip’ can be shared with anyone outside of authorized personnel, permission MUST be obtained from a TD Director of Safety.

Refer all other parties to media Relations to handle any public and/or media questions.

## **XII. INSURANCE ADJUSTERS & ACCIDENT RECONSTRUCTIONISTS:**

### **Insurance Adjustors:**

The following procedures are recommended guidelines when interacting with insurance adjusters.

To effectively keep track of the developments regarding auto liability claims, the Safety Supervisor needs to interact effectively with the Third-Party Adjuster (TPA) by communicating available information outlined below:

- An email was received at the project confirming acknowledgement of report with an adjustor assigned to the claim.
- The assigned adjustor will contact the project if additional information is needed.
- Follow-up communication with the adjustor is necessary to accomplish a timely closure of the claim.
- The Safety Manager should treat any request from the adjustor as a priority.
- THESE MAY INCLUDE:
- Request from the adjustor to speak with the operator.
- Request additional reports, photos, diagrams, or statements.
- Provide pictures whenever possible.
- Digital is ideal, it's easy to email and it provides a record of the delivery.
- Telephone and confirm with adjuster receipt of materials whenever faxing or emailing responses.
- Each accident file should be reviewed at a minimum once a month.
- Our goal should be to assist the adjustors with the timely closing of claims.
- Effective communication between the Safety Manager and the Adjustor is essential for the completion of the claim.

### **Accident Reconstructionist:**

If the accident needs a Reconstructionist, that determination will be made by Legal and the TPA.

## **XIII. DOT ACCIDENT REGISTER FORM:**

Each Transdev Location's DOT Accident Register Form is available electronically through Webrisk and is available upon request as per 49 CFR 390.15.

## **XIV. NATIONAL TRANSPORTATION DATABASE (NTD) REPORTABLE CLAIMS CRITERIA:**

Using your total number of collisions for the period, determine how many, if any, meet the criteria for NTD reporting.

An NTD reportable event is a Safety & Security event that meets NTD reporting thresholds and occurs:

- on transit right-of-way or infrastructure,
- at a transit revenue facility,
- at a maintenance facility or rail yard,
- during a transit-related maintenance activity, or
- involves a transit revenue vehicle.

Excluded from reporting requirements are:

- events that occur off transit property where affected persons, vehicles, or objects come to rest on transit property after the event.
- occupational safety events occurring in administrative buildings.
- deaths that are a result of illness or other natural causes, outside of a reportable event.
- other events (assault, robbery, non-transit vehicle collisions, etc.) occurring at bus stops or shelters that are not on transit-controlled property.
- collisions that occur while transit personnel are travelling to or from a transit-related maintenance activity; and
- collisions involving a supervisor car or other transit service vehicle operating on public roads.

### Safety Events:

- Collisions
  - meet an injury, fatality, property damage, or evacuation threshold.
  - involve transit revenue roadway vehicles and the towing away of any vehicles (transit or non-transit) from the scene; or
  - including suicides or attempted suicides that involve contact with a transit vehicle.
- Fires (suppression)
- Derailments (mainline and yard) including non-revenue vehicles.
- Hazardous Material Spills
- Acts of God
- Other Safety Events (events that do not fall into any of the other categories, yet meet a reporting threshold other than immediate transport for medical attention for one person)

#### System Security Events:

- Bomb Threat/Bombing
- Chemical/Biological/Radiological/Nuclear Release
- Arson
- Sabotage
- Burglary
- Vandalism
- Hijacking
- Cyber Security Events
- Other System Security Events (such as projectiles thrown at vehicles)

#### Personal Security Events:

- Assault
- Homicide
- Motor Vehicle Theft
- Robbery
- Rape
- Larceny/Theft
- Other Personal Security Events (including non-collision attempted suicide and suicide)

Enter that number, zero if none, into the appropriate column (Major or Non-Major).

#### Major Incident:

A transit related incident involving one or more of the following:

- A fatality
- Injuries requiring immediate medical attention away from the scene for two or more people
- Property damage equals to or exceeding \$25,000
- An evacuation due to life safety reasons
- A collision at a grade crossing

#### Non-Major Incident:

Non-major safety incidents are incidents involving one of the following:

- Incidents involving injuries (requiring immediate medical attention away from the scene) that have not been reported as a major incident.
- Property damage equals to or exceeds \$7,500 (but less than \$25,000)
- All fires that have not been reported as major incidents are to be reported, regardless of property damage.
- Reportable fires are only those fires that require the use of suppression equipment or personnel.

## **XIV. NEAR MISS EVENTS:**

Near Miss/Hazard reporting and investigation provides an important opportunity to learn from the more frequent minor events to prevent more serious incidents and accidents from occurring in the future.

Reporting and investigating Near Misses/Hazards are guided by our principles of reducing unsafe acts that can lead to an incident and aims to achieve the following:

- Prevent further harm to yourself, a co-worker, the public or property
- Documentation to understand the circumstances surrounding the event enables trends to be identified and prevention measures implemented to reduce the risk of a more serious event occurring
- Improve engagement on health and safety

Employees shall report near misses and or hazards within Transdev by either notifying dispatch or supervision/management and then documenting and submitting it on an Operators Incident Report. (Found in SOP-SA105b – FTA Combined Document Response Packet)

All near-miss events shall be investigated and documented into a near-miss log.

- Ensure that appropriate actions have been taken to reduce the likelihood or recurrence of events.
- Ensure that all required reporting has happened in accordance with reporting requirements.
- Identify methods to avoid repetition of the occurrence.
  - Additional training
  - Modification of training
  - Route/Service modification
  - Procedure modification
- Follow-up with the employee who reported the event.
- Raise awareness of the root cause of the event to employees and staff.

## **XIV. SAFETY & RISK MANAGEMENT PROCESS:**

Incident prevention is the key. If there is no incident, there will be no potential claim. Location managers are critical to incident prevention and claim cost management.

It is essential that when an incident occurs, local manager promptly notifies Risk Management of the incident (as detailed above) and provide necessary updates in Web Risk as new information becomes available.

If the investigation of the incident show that the incident could have been avoided, it is essential to retrain the individual(s) involved and/or improve the process as needed.

## REFERENCED DOCUMENTS

- **SOP-SA105a – FMCSA Combined Document Response Packet includes:**
  - **FMCSA Accident/Injury Checklist**
  - **Incident Scene Photo Checklist**
  - **Courtesy Card (English & Spanish)**
  - **Employee Incident Report**
  - **Accident/Incident Investigation & Supervisors Report**
  - **Vehicle Incident Report**
  - **Supervisor’s Vehicle Incident Investigation Report**
  - **Medical Transport Refusal Form**
  - **FMCSA Post Accident Flow Chart**
  - **FMCSA-DOT Post-Accident Decision Maker**
  - **Root Cause Analysis Form**
  - **Remedial Actions Assessment Form**
  - **Referral For Retraining**
  - **Estimate For Accident Repair Form**
  
- **SOP-SA105b – FTA Combined Document Response Packet includes:**
  - **FTA Accident/Injury Checklist**
  - **Incident Scene Photo Checklist**
  - **Courtesy Card (English & Spanish)**
  - **Operator’s Incident Report**
  - **Accident/Incident Investigation & Supervisors Report**
  - **Vehicle Incident Report**
  - **Supervisor’s Vehicle Incident Investigation Report**
  - **Medical Transport Refusal Form**
  - **FTA Post-Accident Decision Tree**
  - **FTA-DOT Post-Accident Testing Decision Report**
  - **Root Cause Analysis Form**
  - **Remedial Actions Assessment Form**
  - **Referral For Retraining**
  - **Estimate For Accident Repair Form**
  
- **SOP-SA105c – FMCSA Accident Register Form**
  
- **SOP-SA105d – FTA Accident Register Form**



<b>Standard Operating Procedure: SA107</b>	<b>Bus/Work Area Disinfecting</b>		
<b>Owner:</b> <i>(Name &amp; Title)</i>	Safety and Security	<b>Published Via:</b>	SharePoint
<b>Sponsor:</b> <i>(Name &amp; Title)</i>	Joanna Cornell, VP Safety and Security	<b>Original Effective Date:</b>	August 11, 2025
<b>Approver:</b> <i>(Name &amp; Title)</i>	Lauren Skiver, COO	<b>Original Release Date:</b>	August 11, 2025
<b>Personnel Affected:</b> This policy applies to all employees of Transdev North America		<b>Original Approval Date:</b>	
<b>Objective:</b>	It is the policy of Transdev North America that all revenue vehicles and work areas shall be properly disinfected after potential exposure to Bloodborne Pathogens or Infectious Disease. .		
<b>Effective Date of Revision</b>	<b>Revision Version</b>	<b>Change Summary</b>	<b>Approver(s)</b>

## DESCRIPTION

Bus and Work Area disinfecting procedures apply when a passenger or employee has been diagnosed with an infectious disease which could pose an immediate and grave risk to life and health and has been transported on a bus or was present in the work environment.

### Disinfecting a potentially infected area:

- Limits exposure to the virus.
- Helps control the spread of illnesses by providing passengers with clean vehicles.
- Helps ensure the workforce is physically well and able to report to work each day.

The common cold or seasonal influenza virus generally does not warrant a bus or work area disinfection.

When considering bus or work area disinfection consult your RSM and/or AGM.

## GENERAL REQUIREMENTS

Consult with the General Manager (GM) or the Location Safety Manager (LSM) when considering bus or work area disinfection.

- Remove contaminated bus from service; limit access to work areas until disinfection has occurred.
- Ensure disinfecting is performed on any contaminated bus or work area.
- Maintain stock of all necessary PPE and disinfecting supplies.
- Document disinfecting using [SOP-SA130a –Bus/Work Area Disinfection Record](#)
- Maintain disinfecting record in file.

<b>Standard Operating Procedure: SA130</b>	<b>Bus/Work Area Disinfecting</b>
<b>Effective Date of</b>	



## PERSONAL PROTECTIVE EQUIPMENT (PPE)

When cleaning and disinfecting the interior of the bus or location work area, use the following PPE to minimize exposure:

- Disposable gloves (latex, vinyl, nitrile)
- Disposable particulate face mask
- Splash goggles when mixing, applying disinfectant solution
- Non-slip shoes
- Apron

Following the proper cleaning procedures and using the appropriate PPE greatly reduce the risk of employee exposure to infectious illnesses.

### **Never reuse disposable PPE such as masks and gloves.**

1. Gloves are used to eliminate the exposure of diseases from contacting the skin and being transmitted
2. Masks are primarily used to prevent accidental or unconscious touching of the nose, mouth, or face when cleaning and not for airborne diseases.
  - a. Think about how many times a day you touch your nose, mouth, or face without thinking about it.
3. After each bus cleaning, dispose of the gloves and masks according to the protocols established at each location for disposing of potentially infectious materials.

## BUS/VEHICLE AREA DECONTAMINATION

Where any location has determined that one or more buses have transported passenger(s) diagnosed with an infectious illness, the following procedures shall be utilized:

1. The identified bus or buses shall be immediately removed from service, isolated, and measures taken to prevent any use or access until disinfecting has occurred.
2. If an employee has been assigned to disinfect the bus, the employee shall wear appropriate PPE, (i.e. face shield/goggles, gloves and apron).
3. If bus seats are extraordinarily dirty, it may be necessary to first clean them with soap and hot water before disinfecting.
4. The bus or buses may be immediately returned to service following completion of the cleaning and disinfection.
5. Document the situation by completing [SOP-SA130a –Bus/Work Area Disinfection Record](#).
6. The LM shall keep a file copy.
7. Continue with “Decontamination Procedure” below.

## WORK AREA DECONTAMINATION

Where any location has determined that an employee has been diagnosed with an infectious illness, the following procedures shall be utilized:

1. Identify any/all common areas or other workspaces the employee may have occupied in the prior 24 hours.
2. To the extent possible, minimize or eliminate use of these areas until disinfection has occurred.
3. Continue with “Decontamination Procedure” below.

<b>Standard Operating Procedure: SA130</b>	<b>Bus/Work Area Disinfecting</b>
<b>Effective Date of</b>	



## DECONTAMINATION MATERIALS

Each location shall maintain a supply of decontamination materials for disinfecting buses and work areas.

Along with the required PPE, suggested materials include:

- Clean bucket to prepare disinfecting solution
- Environmental Protection Agency registered disinfectant, (e.g. Lysol spray)
- Chlorine bleach
- Clean spray bottle
- Damp cloth
- Damp mop

## DECONTAMINATION PROCEDURE

1. Ensure only trained and properly equipped persons perform cleaning and disinfecting.\*
2. Use an EPA registered disinfectant, such as Lysol spray disinfectant,
  - a. or prepare a chlorine disinfectant by mixing 1 part Clorox (or other chlorine bleach) with 9 parts water. (Example: 1 oz. bleach / 9 oz. water)
  - b. Ensure the bleach is added to the water rather than water to the bleach.
  - c. Ensure when mixing and applying this disinfectant solution, employees wear appropriate PPE as described above.
  - d. This mixture is not intended for cloth surfaces.
  - e. Once disinfectant is mixed, transfer contents to a clean hand-spray bottle.
3. Spray the disinfectant onto all surfaces where there is a potential for skin contact including, but not necessarily limited to,
  - seats (front/back),
  - grab bars/handles,
  - window latches.
4. Apply the disinfectant liberally to ensure coverage of the entire surface being sprayed.
5. Allow the disinfectant to remain on the surface(s) for at least 10 minutes.
6. Wipe the sprayed surfaces with a damp cloth (and damp mop the floor as necessary).
7. Cloths or mops used in this procedure shall be disposed of using the locations infectious materials disposal procedures.
8. Discard unused chlorine disinfectant by flushing in a toilet.
9. Thoroughly rinse the spray bottle clean with warm tap water.

**\*NOTE:** If blood or other potentially infectious material is involved, in addition to the above disinfecting procedures, follow the procedures in [SOP-SA129 - Blood Borne Pathogens & Infectious Disease Exposure Control Plan](#).

## REFERENCED DOCUMENTS

- [SOP-SA129 - Blood Borne Pathogens & Infectious Disease Exposure Control Plan](#)
- [SOP-SA130a –Bus/Work Area Disinfection Record](#)

<b>Standard Operating Procedure: SA118</b>	<b>Daily Safety &amp; Health Walkthrough</b>		
<b>Owner:</b> <i>(Name &amp; Title)</i>	Safety and Security		<b>Published Via:</b> SharePoint
<b>Sponsor:</b> <i>(Name &amp; Title)</i>	Joanna Cornell, VP Safety and Security		<b>Original Effective Date:</b> June 24, 2025
<b>Approver:</b> <i>(Name &amp; Title)</i>	Lauren Skiver, COO of Safety		<b>Original Release Date:</b> June 24, 2025
<b>Personnel Affected:</b> This SOP applies to all employees of Transdev North America			<b>Original Approval Date:</b>
<b>Objective:</b>	This procedure is designed to provide a daily safety and health check walkthrough to assess yard and facility conditions in an effort to minimize the risk of personal injury and collisions and ensure a safe work environment.		
<b>Effective Date of Revision</b>	<b>Revision Version</b>	<b>Change Summary</b>	<b>Approver(s)</b>

## INTRODUCTION

### Why is This Important?

To promptly identify hazardous conditions at our facilities and notify employees to help protect them from personal injury.

### What Does it Accomplish?

- Establishes standard and consistent procedure for daily facility inspection.
- Provides guidance on identifying hazardous conditions.
- Establishes requirement for correction of hazards.
- Provides communication to employees of hazardous conditions.
- Documents daily walkthrough inspections on the
  - [SOP-SA118a – Daily Safety & Health Walkthrough Checklist](#) – one form for the week

Assists in Injury Prevention measures.

### How Do I Ensure Compliance?

- Key items prior to arrival of employees.
  - This will generally include the items listed under “Bus Yard Condition” on the inspection checklist and may also include “Walkthrough Communication” items as needed.
- Ensure hazards identified have been corrected before employees arrive and/or are clearly marked or cordoned off.
- Follow up on actions which cannot be corrected immediately.
- Ensure procedures are in place for notification to employees of hazardous or changing conditions.
- Retain documentation for 90 days for auditing purposes.

## REFERENCED/RELATED DOCUMENTS

### Referenced Documents

- [SOP-SA118a – Daily Safety & Health Walkthrough Checklist](#)
- [SOP-SA118b – Facility Hazard Recognition Manual](#)

# Daily Safety & Health Walkthrough Checklist



Date _____ to _____							Item	Comments/Actions
M	T	W	TH	F	S	SU		
							<b>*Bus Yard Condition</b>	
<input type="checkbox"/>	Tripping hazards, fuel spills, debris							
<input type="checkbox"/>	Hazardous areas identified w/cones							
<input type="checkbox"/>	Adequate lighting							
<input type="checkbox"/>	Vehicle or property damage							
<input type="checkbox"/>	Snow and Ice							
							<b>Slip, Trip &amp; Fall Hazards</b>	
<input type="checkbox"/>	Floors – clean and dry							
<input type="checkbox"/>	Stairways – clear, non-slip treads							
<input type="checkbox"/>	Area mats – lay flat, clean, non-slip							
<input type="checkbox"/>	Handrails – usage, cleanliness							
							<b>*Walkthrough Communication (as needed)</b>	
<input type="checkbox"/>	Shoe-grip use notification posted / communicated							
<input type="checkbox"/>	Snow removal operations communicated							
<input type="checkbox"/>	Current weather/yard conditions							
							<b>Fire Safety</b>	
<input type="checkbox"/>	Fire extinguisher access							
<input type="checkbox"/>	Exit aisles are clear							
<input type="checkbox"/>	Exit doors are unlocked, clearly marked & lit							
<input type="checkbox"/>	Emergency fuel shutoff access							
<input type="checkbox"/>	Fuel Island spill control – spill kit in place & stocked							



## INTRODUCTION

This Manual contains the general safety rules employed at Transdev and is not intended to be all-inclusive. It is designed to provide each employee a broad and clear view of the safest methods of performing their duties.

While the overall responsibility for overseeing the safety of the line employees lies with the supervisors and managers, all employees are required to work safely and help prevent accidents and injuries.

Each individual shall assume responsibility for safe use of shop equipment and tools by following all safety rules, regulations, and instructions carefully.

**Any condition, which is believed to be unsafe, shall be reported immediately to the employee's supervisor.**

The following rules and guidelines have been developed to help each employee maintain safe working conditions.

## SAFETY PRINCIPLES

The Basic Safety Principles to be practiced at Transdev include:

- 1) **Perform all safety checks and risk assessments before you undertake any work.** Speak to your supervisor or manager before you start work if you are unsure.
- 2) **Do not endanger yourself or others.** Report any hazardous condition or practice that may cause injury to people, property, or the environment.
- 3) **Obey all rules, signs, and instructions.** If you do not understand, speak to your manager before you start work.
- 4) **Keep your work area clean and tidy.** Disorder causes accidents/injuries, wastes time, energy, and materials.
- 5) **Wear protective clothing and equipment as required.** Keep it in good condition, wear it correctly, and ask for replacement if it becomes damaged or unfit for use.
- 6) **All accidents, incidents, and near misses shall be reported to your manager.** Seek immediate help and first aid (if necessary).
- 7) **Do not adjust, modify, or repair any piece of work equipment unless you are competent and authorized to do so.** Inform your manager of any modifications before making them.
- 8) **Use only the correct tools and equipment for the job.**
  - Check that they are in safe operating condition before use then use them safely.
  - Tools that are not in safe operating condition shall be reported to management and immediately removed from service
- 9) **Before lifting, assess the load and your capability to move it.** Make sure you get help with any heavy or awkward items and follow approved techniques.
- 10) **If you have any suggestions to improve your workplace, tell your supervisor or manager.** Every employee is empowered to stop a task they feel cannot be completed safely.

## PERSONAL PROTECTIVE EQUIPMENT

(OSHA 1910.133; 135; 136; 138)

**Are employees wearing the proper PPE for the work they are performing?**

- **Eye and Face Protection** (OSHA 1910.133)
- **Foot Protection** (OSHA 1910.136)
- **Hand Protection** (OSHA 1910.138)
- **Head Protection** (OSHA 1910.135)

## **Foot Protection:**

The need for adequate foot protection is critical to reduce the chance of crushing and rollover hazards from vehicles and heavy objects. Slip resistant soles will also help prevent slips and falls.

- All employees working in the maintenance shop (work area) shall wear shoes approved by Transdev for the work being performed.
- Shoes which have worn-out soles or are of such construction or material that they are not suited for the work being performed are not permitted.



## **Eye & Face Protection:**

Safety glasses with side shields are minimum eye protection requirements for all employees, customers and visitors in Transdev shops, fuel islands, or wherever work is being performed.

Face shields and/or goggles may be required to prevent additional hazards of chemical splash or injury from flying particles to the face.



## **Safety Glasses**

*Safety Glasses appropriate for the task to be performed shall be worn at ALL times.*

- ALL maintenance employees and all visitors shall wear safety glasses at all times when in the designated work areas.
  - The work area/safe area is designated by a yellow line on the shop floor.
  - It is each employee's responsibility to help make certain that anyone in the designated work area is wearing proper eye protection.
- Anyone not wearing proper eye protection in the designated work area, shall be provided with eye protection or escorted out of the work area if eye protection is not immediately available.

## **Face Shields & Goggles**

Face Shields are to be worn in conjunction with, not in place of, safety glasses.

- Face shields shall be worn:
  - in designated areas,
  - for all grinding, wire wheel and cutoff wheel operations,
  - anyone using compressed air or liquids to clean parts,
  - anyone using high pressure liquids or steam to clean engines.

**The machine-equipped guards are not sufficient eye protection.**

## High Visibility Outer Wear (Hi-Viz Vest)

- Technicians and Utility personnel shall wear a reflective vest or the company issued reflective shirt at all times while in the bus yard or outside of a vehicle on the street.
- In cold weather, if a jacket is worn over the company issued shirt, then a jacket with the appropriate reflective material or a vest shall also be worn while in the bus yard or outside of a vehicle on the street.
- It is not required while in the shop.



## Hand Protection

- Proper gloves shall be worn when handling hot, jagged, sharp materials, wood, or acid.
- It is not permissible to wear rings or other jewelry during the performance of mechanical and/or electrical work.
- Precautions shall be taken when wearing a wristwatch to ensure it does not create an unsafe working condition.
  - Remove it when it may interfere with safe working conditions.
- Wearing gloves around moving machinery is dangerous and is prohibited.
- Employees cleaning parts with cleaning solvents shall use the appropriate chemical resistant gloves.
- Gauntlet gloves shall be worn by welders when welding or cutting.



## Hearing Protection

- Approved hearing protection devices shall be worn under all work conditions that exceed the permissible noise levels. Please contact your supervisors if you have questions about the permissible noise levels.
- When required, hearing protection devices shall be provided for employees by Transdev.



## Respiratory Protection

- Respirators shall not be used or stored on-site without proper training.
- Dust masks are to be used when working around dust, paint fumes, and other debris such as brake lathe machines, paint touch up, sanding, etc.



## Clothing & Other Protection

- Loose or torn clothing, neckties, (clip-on ties are allowed); dangling sleeves, gloves, suspenders, or unbuttoned jumpers shall not be worn when working around moving parts.
- Sleeves on all clothing shall be rolled up or kept buttoned.
- Shirt tails shall be tucked in at all times.
- Grease or oil-soaked clothing shall not be worn. Exchange soiled uniforms as soon as possible.

**Other PPE** – Protection from possible battery acid splash and other toxic chemicals requires special protective equipment and procedures.

Battery charging is an example of a process that will produce flammable hydrogen gas so in addition to wearing the proper PPE, the area shall be well ventilated and free of ignition sources.



## GENERAL WORK ENVIRONMENT SAFETY EXPECTATIONS

(OSHA 1910.23; 36; 94; 95) (OSHA 1915.81)

### Facility Heating/Air Conditioning.

- Are boilers and other pressure vessels inspected and certified per state requirements?
- Is the air filtration system inspected regularly for proper operation?
  - Are filters replaced on a regular basis?
  - While OSHA does not have regulations regarding air quality, the elimination of the following common indoor air contaminants can make the difference between a healthy and a “sick” work environment.
    - Carbon monoxide (CO)
    - Carbon dioxide (CO<sub>2</sub>)
    - Pesticides
    - Radon
    - Biological Contaminants from animals, plants, mold
    - Damp indoor environment
    - Legionella
    - Volatile Organic Compounds (VOCs) such as paints, cleaning supplies, copiers, printers, glues, adhesives, etc. that emit vapors.
- Does the heating and air condition system maintain a comfortable work environment during all seasons?

### If Your Shop Has Service Pits:

- **Do the service pits have an operational ventilation system that adequately prevents the build-up of hydrocarbon vapors from vehicles and chemicals in the shop? (OSHA 1910.94)**
  - If the pit ventilation is not properly operational, the heavier-than-air vapors will collect in the pit and could present fire and health hazards.
  - Is the system inspected and maintained on a regular schedule to ensure proper operation.
    - Is the service pit ventilation inspected quarterly at a minimum?
    - Is the service pit closed for operation with adequate signage if the ventilation system is not performing properly?
    - Is the ventilation system repaired in a timely manner if it is not performing properly?

- **Do the pits have fall protection that meets (OSHA 1910.23(a)(5)) ?**
  - Every pit and trapdoor floor opening, not in use, shall be guarded by a floor opening cover of standard strength and construction.
  - While the cover is not in place, the pit or trap opening shall be constantly attended by someone or shall be protected on all exposed sides by removable standard railings.

## Are vehicle exhaust fumes being properly ventilated out of the shop area? (OSHA 1910.94)

Adequate methods of exhaust ventilation assure the removal of harmful carbon monoxide vapors.

- If vehicles are running in the shop are doors open or local exhaust ventilation provided to prevent the build- up of carbon monoxide?
- Are exhaust fans and ventilation systems on a regular PM schedule?
  - Improper maintenance will limit the system's effectiveness and could result in potential health hazards.



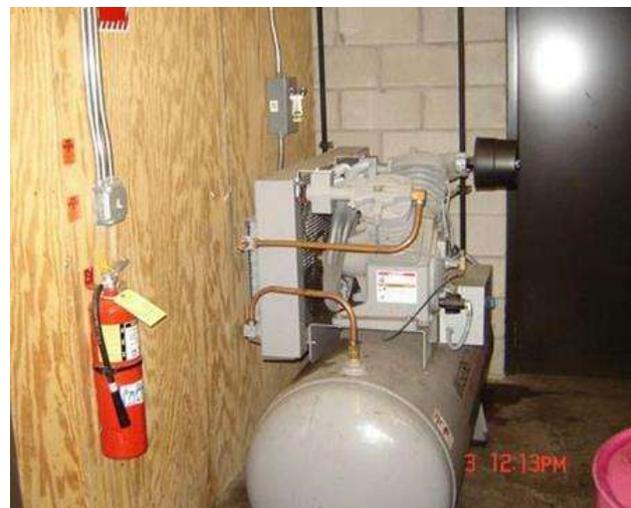
## Are Work Areas Properly Illuminated? (OSHA 1910.36)

- Proper lighting in shops allows technicians to better see their work and complete quality repairs in a timely manner.
- Items needing repair can easily be missed under poor lighting conditions.
- Light colored ceilings and walls enhance the overhead lighting capacity.
- Light fixtures in low hanging areas shall have protective covers.



## Are Noise Levels Acceptable Through-out the Shop? (OSHA 1910.95)

- High noise sources shall be isolated, such as this compressor in a separate room or area away from normal work areas.



- A hearing protection program shall be in place for any areas that exceed acceptable noise levels for sustained periods of time.



## Is There a Smoking Policy in Place?

Transdev has established a smoke free work environment for all of our employees, customers and visitors.

A smoking area shall be designated outside each facility that is at least 25-feet from any flammable or combustible materials in the shop or service island.



*This is an example of a smoking area outside of the shop.*



## Housekeeping. (OSHA 1915.81)

Good housekeeping not only results in a cleaner workplace but makes it safer as well. Good housekeeping reduces illnesses and injuries and promotes positive behaviors, habits, and attitudes.

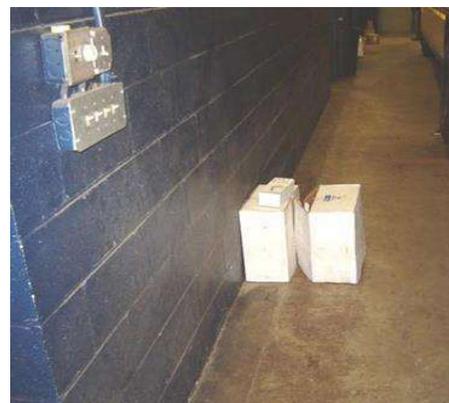
- Floors shall be free from grease and oil spillage; safe passageways shall be properly identified; unobstructed accesses and exits shall be maintained; machinery and equipment shall be kept neat and orderly;
- Setting a higher standard a for the work environment goes “hand in hand” with having regard for higher quality of service.
- Working surfaces shall be cleared of debris, including solid and liquid waste, at the end of each work shift or job, whichever occurs first.



- Employees shall properly store cords and hoses when not in use.



- Parts shall be properly stored when received.
  - Delivered parts shall not block aisles or doorways.



- Oils, paint thinners, solvents, rags, scraps, waste, or other flammable and combustible substances, shall be disposed of or stored in covered fire-resistant containers, at the end

of each work shift or when the job is complete, whichever occurs first.

- In addition to safe and clean work areas, restrooms and break rooms shall be maintained to provide a safe and clean work environment.
- Are the paint, insulation, and floor coatings in good condition and not chipping or deteriorating?



## EMERGENCY PRECAUTIONS & FIRST AID

(OSHA 1910.38; 120; 151; 331; 1200)

- Are emergency phone numbers posted throughout the facility? (OSHA 1910.38)
- Are fire evacuation routes and procedures posted? (OSHA 1910.38)
- Are OSHA approved first aid kits available? (OSHA 1910.151)
- Are first aid kits inspected periodically? (OSHA 1910.151)
- Are emergency eyewash and showers available for battery changing and chemical storage areas? (OSHA 1910.151)
- Are employees who work on live electrical systems less than 120 volts trained in CPR? (OSHA 1910.331)
- Is there necessary spill response equipment available? (OSHA 1910.120)
- Are SDS's available for all chemicals at the facility? (OSHA 1910.1200)

### Is there an emergency phone number sign posted at each telephone throughout the facility?

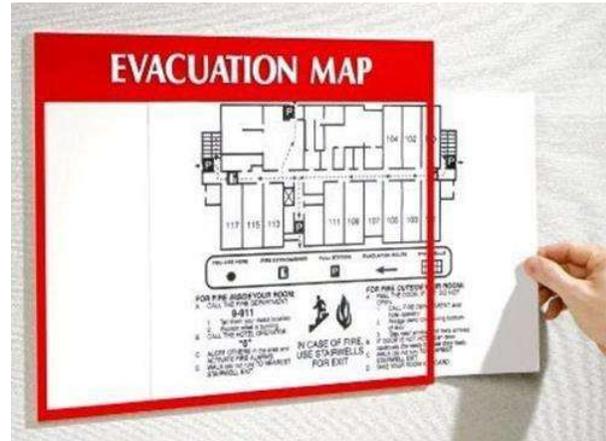
Be sure to keep emergency numbers updated, and make sure that the facility address and phone number is available.

*If an additional number must be dialed to reach 911, is that indicated on each phone?*



## Are fire evacuation routes and procedures posted where employees have ready access?

Regular training and periodic fire drills shall be conducted to prepare employees for emergencies.



## Are first aid kits clean and well stocked with supplies according to OSHA standards? (OSHA 1910.151)

Never add items to a first aid kit that are not on an approved inventory from the supplier. Keep the inventory list and inspect monthly.



## Are eye-wash stations available in areas that batteries are used or charged and in chemical mixing areas?

- A continuous flush eye wash shall be available within 10 feet of the battery rack and chemical mixing areas, such as bus wash soap.
- Eye wash stations shall be kept clean and are required to have a minimum of 15 minutes of water supply.
- Eye wash stations shall be tested monthly to clear contaminants and ensure proper operation.



*This type of eye wash is no longer allowed by OSHA.*

**Every facility shall have spill response equipment available.**



This fuel island spill kit has booms and a barrel stocked with:

- 1) Bale of 10' booms
- 2) Bale of 200 - 18 x 18 in. pads
- 3) 8 - 36" x 50" 6 mil plastic bags
- 4) 1 pair of rubber/vinyl gloves
- 5) 1 each clip board
- 6) SDS sheet for each petroleum product.

An inventory sheet shall be kept in the barrel and checked monthly. Missing items shall be replenished immediately.



**Service vehicles shall carry spill response kits.**

Kits shall contain, at a minimum, wooden plugs, safety glasses, gloves, plastic bag, absorbent pads, booms and stop leak putty.

Employees that respond to spills shall have training in how to use this kit.



## EXITS

(OSHA 1910.36; 38)

- Are all exits kept free of obstructions?
- Are exits marked with an exit sign and lighted by a reliable light source?
- Are exit signs provided throughout the facility when the exit is not apparent?
- Are doors and passageways that are not exits or exit passageways marked "Not an Exit"?
- Do shop/wash bay exit doors swing in the direction to travel outside?
- Can exit doors be opened in the direction of travel without the use of a key or any special knowledge or effort when the building is occupied?

### Exits must be free of obstruction.

*This exit is cluttered making a quick and safe exit difficult.*



Exits must have lighted or clearly visible signs during all occupied hours.

If lighted exit signs are used, periodically check signs and replace bulbs at regular intervals.

An overhead maintenance bay door cannot be classified as a personnel exit.



### Exit discharge doors shall open in the direction of travel for evacuation.

Exit discharges must lead directly outside or to a street, walkway, refuge area, public way, or open space with access to the outside.

These exit discharge areas must be large enough to accommodate the building occupants likely to use the exit route.



*This exit door opens in the direction of travel to the outside.*

## WALKING & WORKING SURFACES

(OSHA 1910.22,.23,.24)

- Are aisle and passageways kept clear?
- Are permanent aisles and walkways marked?
- Are materials and equipment arranged so that materials, sharp objects and equipment will not interfere with the walkway?
- Are stair rails or handrails present on stairways having 4 or more risers?
- Are stairways at least 22 inches wide?
- Are slip resistant surfaces provided on stairs and stairways?
- Are floor openings and holes protected?
- Is adequate fall protection provided for service pits when vehicles are not parked over the pit?
- Are employees using 3 points of contact when climbing into and out of vehicle cabs?
- Are floor loads marked on mezzanine and overhead storage areas?

*Properly designed stairway with slip resistant surface.*



**Floors and aisles free of obstructions and kept clean; oil spills are quickly cleaned up to prevent accidental slips and falls.**



# Facility Hazard Recognition Manual

*The aisle in this parts room is blocked with boxes and a step ladder creating a safety hazard.*



**Service pits shall be properly protected to prevent someone from accidentally falling into floor hole.**

Each pit shall be guarded with standard toe board on all exposed sides or a floor hole cover of standard strength and construction.

While the cover is not in place, the floor hole shall be constantly attended by someone or shall be protected by a removable standard railing.



**Overhead storage can be very dangerous.**

*This overhead does not have toe boards, railings or load capacity markings. Objects could easily fall on employees below.*



## FIRE PROTECTION

(OSHA 1910.36; 157; 159; 165)

- If the facility has a fire alarm system, is it tested and certified by a licensed contractor at least annually? (OSHA 1910.165)
- Are fire extinguishers mounted in accessible locations and are there locations clearly designated? (OSHA 1910.157)
- Are fire extinguishers inspected, recharged as needed with notes on the inspection tag? (OSHA 1910.157)
- Are fire doors unobstructed and in proper working condition, including the fusible link and counterweight mechanisms? (OSHA 1910.36)
- Are sprinkler heads protected from paint in the paint spray booths? (OSHA 1910.159)
- Are sprinkler heads protected by metal guards in storage areas? (OSHA 1910.159)
- Are sprinkler systems tested at least annually by a licensed contractor? (1910.159)
- Do the sprinkler heads have a clear 18 inches of vertical space? (1910.159)

### **Portable Fire Extinguishers must be properly placed, marked, and inspected.**

Fire extinguishers shall be inspected monthly as part of the regular facility inspection program to ensure the seals and pins are intact, and the indicator shows a full charge.



*This fire extinguisher is properly marked and hung within 5 feet of the floor.*

*A tag indicates that it has been properly inspected by a licensed vendor within the past 12 months.*

*This photo shows shop equipment improperly stored, blocking the access to the fire extinguisher.*

*In an emergency, time would be wasted moving equipment to gain access to the fire extinguisher.*

Portable Fire Extinguishers shall be hydrostatically tested by trained persons with suitable testing equipment and facilities.

The hydrostatic testing shall be conducted at the intervals listed in the table below.



Type of Extinguisher	Test Interval (Years)
Soda acid (stainless steel shell)	5
Cartridge operated water and/or antifreeze	5
Stored pressure water and/or antifreeze	5
Wetting agent	5
Foam (stainless steel shell)	5
Aqueous Film Forming foam (AFFF)	5
Loaded stream	5
Dry chemical with stainless steel	5
Carbon Dioxide	5
Dry chemical, stored pressure, with mild steel, brazed brass or aluminum shells	12
Dry chemical, cartridge or cylinder operated, with mild steel shells	12
Halon 1211	12
Halon 1301	12
Dry powder, cartridge or cylinder operated with mild steel shells	12

## FUSIBLE SOLDER LINK

This parts washer has a fusible solder link that will melt in a fire and close the door/lid to stop fire from spreading.

However, parts left in it would prevent this feature from operating properly.

A similar situation occurs when fire rated doors are blocked open.



There shall be a clear 18 inches of vertical space beneath each sprinkler head.



- The 18-inch vertical clearance requirement is treated as a horizontal plane throughout the storage area or room.
- The clear space between stored materials and the sprinkler deflectors allows discharge from sprinklers to overlap and pre-wet combustibles to effectively contain a fire.

All materials shall be stored below this horizontal plane.

## FLAMMABLE & COMBUSTIBLE MATERIALS

(OSHA 1910.106)

- Are all solvent wastes and flammable liquids kept in fire- resistant, covered containers?
- Are flammable liquids dispensed in approved safety cans or kept in an approved flammable liquids storage container?
- Are oily rags and other combustible materials stored in covered containers?
- Are drums of flammable liquids grounded and bonded to containers during dispensing?
- Are flammable and combustible material containers stored in proper locations and labeled with their contents and hazard?

### Are oily rags and uniforms stored properly?

Oily rags and uniforms stored in covered containers will prevent possible spontaneous combustion, ignition sources and spread of fire.

*These photos show proper rag and uniform storage.*



### Are solvents and paint cans stored properly?

These items are flammable materials and should be stored in an approved flammable liquids storage cabinet.

*Improper storage of paint cans left on work bench.*



The types of cabinets shown below are approved for flammable storage.



Cabinets shall be stored on outer walls and kept away from sparks or heat source.

**Storage tanks shall be properly labeled with contents, capacity and any health warnings.**

Above ground storage tanks shall be inspected monthly for any signs of leakage, damage or corrosion.

This drum is properly labeled and does have a self-closing faucet or manual drum pump.

If this liquid is flammable, it should be grounded to prevent a static spark.





Flammable liquids shall be dispensed into an approved flammable liquid safety can.

## COMPRESSED GASES

(OSHA 1910.101)

- Are cylinders legibly marked to identify the gas contained in them?
- Are compressed gas cylinders stored in areas away from heat sources and with valve caps on?
- Are cylinders secured to prevent them from falling or rolling?
- Are all valves closed before a cylinder is moved, when a cylinder is empty, and after each use?
- Are oxygen and acetylene cylinders separated by a 5- foot non-combustible barrier or are 20 feet apart?
- Are empty cylinders marked “empty” with valve closed and caps on?

### **Are compressed gas bottles secured and signed properly?**

These oxygen bottles are securely chained, capped, and have the proper sign.

# Facility Hazard Recognition Manual

If the bottles were empty, they should be marked “empty” or “MT”.

Oxygen, acetylene and other gases shall be separated by 20 feet.

Keep oil and grease away from oxygen.



Gas valves shall be closed and hoses drained after each use, before cylinder is moved, and when the cylinder is empty.

Gas cylinders not being used on a regular basis shall be dismantled from cart and properly stored.

Acetylene cylinders shall only be stored in an upright position at least 20 feet from any oxygen bottles.

Laying cylinders down could cause the stabilizing agent to rise to the top and mix with the dispersing gases.



## WELDING

(OSHA 1910.253)

Cutting and welding operations can be very hazardous to the technician and surrounding employees.

A safety evaluation shall be conducted by the Location Safety Manager each quarter to ensure that all OSHA requirements have been met.

At a minimum, the safety items described in this section of this SOP shall be evaluated to ensure compliance.

Should any issues of non-compliance be discovered, the welding area shall be closed for operation, indicated clearly with signage, until the safety issues have been corrected.

When conducting a safety evaluation of the welding area, the following questions shall be addressed. If any question is answered with a "NO", then the welding area is not safe for operation.

1. Are only trained and qualified employees permitted to use welding, cutting or brazing equipment?
2. Is welding performed in an area at least 25-feet away from combustible materials or protected with noncombustible covers.?
3. Are pressure regulators used only for the gas and pressures that they are intended?
4. Are signs posted "NO Smoking" or "Open Flame" in the welding area?
5. Is red used to identify the acetylene hose, (and other fuel gases), green for oxygen hoses, and black for inert gas and air hoses?
6. Is the machine frame grounded and are safety ground connections provided on portable units?
7. Is ventilation adequate in areas where welding is performed?
8. Is it a shop policy that no welding will be performed on tanks, vehicles, or drums that have contained hazardous material unless it has been cleaned and certified that no material or vapors are present?
9. Are welding screens used?
10. Is a fire extinguisher of the appropriate type available for immediate use whenever hot work is being performed?

In addition to the quarterly safety evaluation described above, a daily walkthrough shall be conducted to determine if the safety practices described below are being followed.

### Is the proper welding PPE being used?

- Always wear Proper Protective Equipment and correct tint on eye shields when welding.
- Serious burns or even blindness can result when not using proper PPE.
- Welding helmets or goggles shall be fitted with the proper lenses, and protection shall be used during ALL welding or cutting operations.
- Do not watch any welding or cutting without the proper shaded goggles or helmet, as stated above, or damage to your eyes can occur.

A welding screen, as well as Personal Protective Equipment (PPE) that includes gloves and eye protection shall be used when welding, in addition to a helmet and goggles.

- Approved clothing which will protect the body from the rays of the arc and metal sparks, is being worn during welding operations.

- Clothing must be grease and oil free and be fastened at the neck, wrists, and ankles.
- Shoes that extend above the ankle or spats and pants extending below the tops of the shoes are worn during welding operations.



## Are the following guidelines being followed?

- All hot work shall be approved by the maintenance manager and the approval documented prior to commencing welding operations.  
Approved welding hoods shall be in place before striking an arc and at all times while welding.
- All gas welding equipment shall have "safety" flashback valves.
- Whenever welding at an elevated height, precautions shall be taken to prevent hot material or sparks from falling on people or on flammable material.
  - A fire watch person shall be assigned to maintain a clear work area below the hot work.
- Barriers shall be used when arc welding is done to protect other workers from the ultra-violet rays.
  - When the arc welder is not in use, the main switch shall be off.
- Employees shall warn other personnel when they start welding and keep others away from the work area.
- Care shall be taken when heating or burning pipes or tubes.
  - The ends of the pipes shall be directed away from fellow employees.
- **At NO TIME shall welding be performed on compressed gas cylinders.**
- Proper ventilation must be secured when brazing, soldering, cutting, or welding on any metals which produce harmful gases.
  - Inhaling fumes of hot metal or acid should be avoided at all times.
- Extreme caution shall be exercised when electric welding to avoid accidental grounding of the electrode.
- Welding **SHALL NOT** be performed on tanks, vehicles, or drums that have contained hazardous materials unless they have been cleaned and certified that no materials or vapors are present.
- Pressure regulators shall be approved for the work being done.

- The torches shall have reverse flow check valves installed and flame arrestors for added protection.



- Welding equipment shall be obtained from licensed, knowledgeable welding equipment suppliers.



- Always avoid welding when there is a potential for catastrophe, such as taking on fuel close to the shop, as shown in this picture.
- Hot “bb’s” can bounce many feet on a concrete floor.



## ELECTRICAL

(OSHA 1910.303; 304; 305; 331)

National Fire Protection Association(NFPA), National Electrical Code(NEC)

- Are electrical appliances and equipment grounded?
- Are all disconnecting switches and circuit breakers labeled?
- Are extension cords and flexible cables free of splices, damaged insulation, or tape?
- Are cord and cable connections intact and secure?
- Are unused openings such as conduit knockouts, enclosed with appropriate covers?
- Are switches, receptacles, and junction boxes provided with covers and plates?
- Is there a 3-foot clearance in front of electrical panels and circuit breakers to permit access and safe operation?
- Are electrical tools grounded or double insulated?
- Are electrical tools used in wet or damp locations approved for such use?
- Are electrical installations in areas where flammable vapors could exist, such as pits, hazardous materials areas, and fueling approved for hazardous atmosphere?
- Is the manufacturer, voltage, wattage or current rating labeled?
- Do circuit breakers indicate they are in the "on" or "off" position?
- Are panel covers permanently marked "High Voltage" for voltage greater than 50 volts?
- Are only licensed electricians used to perform electrical work and is all work in compliance with all electrical codes & OSHA regulations specified?
- Do all extension cords have a grounding conductor



*Photo of properly labeled circuit breaker box.*



*Photo of box with improperly labeled breakers.*

Ground fault receptacles shall be used whenever there is an outdoor or wet location.

*The outlet shown on the right has ground fault protection.*



High Voltage box shall be properly labeled and easily accessible.



Electrical tools shall be grounded or double insulated.

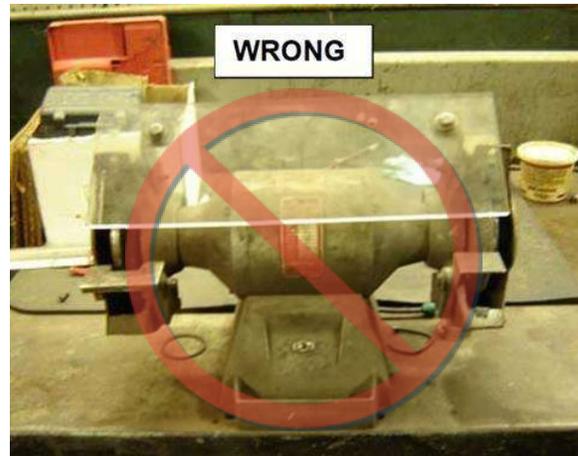


## MACHINE GUARDING

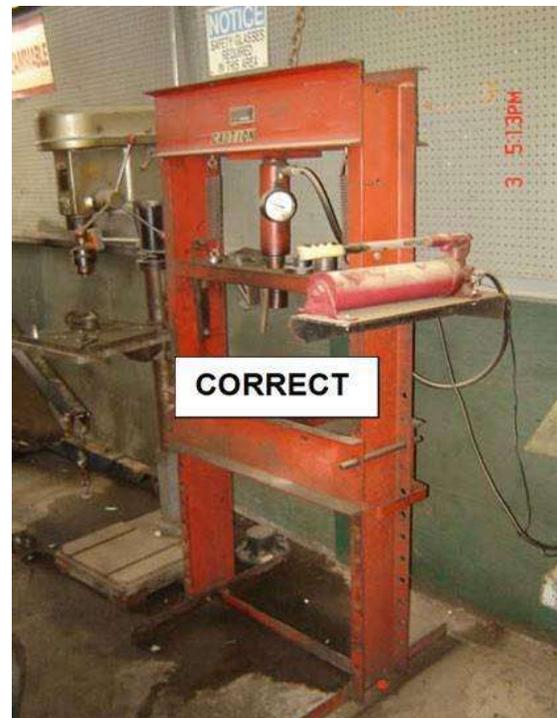
(OSHA 1910.212; 243)

- Is all machinery clean and properly maintained?
- Is there sufficient clearance around machines to allow for safe operation, servicing, and material handling?
- Is machinery and equipment securely anchored?
- Are grinders, saws, compressors and similar equipment provided with appropriate guards?

*This grinder has been modified against OSHA regulations*



*This press is anchored properly to the floor and has a safety chain to prevent tipping.*



## Facility Hazard Recognition Manual

*The grinder is not secured to the floor and could easily be tipped, causing injury to the operator.*



*Guard adjustment is greater than 1/8 inch from wire wheel, and the upper tongue guard is missing.*

*The upper tongue guard must be adjusted within 1/4 inch from the wheel.*

- Bench grinders are frequently found with the guards missing or out of alignment.
- Grinding wheels can explode causing serious injury to the employee.
- Failure to have upper tongue guards, and lower tool guards properly adjusted, can cause pinch injuries.
- Tool operators shall wear safety glasses or goggles, and a full-face shield.
- An employee is less likely to wear a face shield if one is not conspicuously provided and is not kept clean.
- Make sure that other employees or visitors are clear of the area which equipment is being operated.



## LADDERS

(OSHA 1910.23)

- Are there adequate number and type of ladders available for the shop?
- Are ladders in safe operating condition with no broken rungs or no visible damage?
- Do ladders have safety feet that are in safe operating condition?
- Are step ladders less than 12 feet in length?
- Are all ladders either aluminum or fiberglass?

Slips and falls are the number one cause of employee injuries at Transdev. These types of accidents can result in the most serious type of injury; neck and back. Falls from higher elevations intensify the seriousness of the injury.

Ladders, steps, and railings shall be regularly inspected.

**Equipment not meeting safety standards shall be immediately placed out of service, repaired, or destroyed.**

Proper storage of ladders is difficult in small locations, but they can usually be hung out of the way.

*This is not a good storage place for the extension ladder.*

*It is a safety hazard because it is leaning against a compressor and could easily fall.*



*This ladder appears to be stored properly, until the technician needs to use it.*

- Barrels and other equipment shall not block access to ladders.
- Securing the ladders to the wall would also help prevent falling.



Ladder inspections shall include feet, spreaders, bracing, rungs, side rails and other components.

- Is the ladder designed for its intended use?
- Always check ladder rating and capacity.



## WHEEL MAINTENANCE

(OSHA 1910.147;177)

- Is an OSHA approved restraining device or barrier used for tire changing and maintenance?
- Is there a remote mounted pressure regulator and gauge; air hose with quick couple disconnect at the regulator end, and a clip-on air chuck for tire repair, and or tire mounting and inflation?
- Are safe operating procedures posted in the tire maintenance area?
- Is the restraining device or barrier inspected for cracks at welds, cracked or broken components, bent components, corroded components, or structural damage prior to each use?

Tire explosions can result in serious injuries to employees. Use of a tire cage, remote inflation, a quick release hose and a clip-on chuck are essential for the safety of employees in the shop, and on service calls.

Remember to keep all employees and visitors out of the tire trajectory area during inflation.

OSHA requires the use of a restraining device or barrier with the capacity to withstand the maximum force that would be transferred to it during a rim wheel separation occurring at 150 percent of the maximum tire specification pressure for the type of rim wheel being serviced.

Restraining devices and barriers shall be capable of preventing the rim wheel components from being thrown outside or beyond the device or barrier for any rim wheel positioned within or behind the device.

Restraining devices and barriers shall be visually inspected prior to each day's use and after any separation of the rim wheel components or sudden release of contained air.

Any restraining device or barrier exhibiting damage such as the following defects shall be immediately removed from service:

- Cracks at welds;
- Cracked or broken components;
- Bent or sprung components caused by mishandling, abuse, tire explosion or rim wheel separation;
- Pitting of components due to corrosion; or
- Other structural damage which would decrease its effectiveness.

Restraining devices or barriers removed from service shall not be returned to service until they are repaired and reinspected.

- Restraining devices or barriers requiring structural repair such as component replacement or rewelding shall not be returned to service until they are certified by either the manufacturer or a Registered Professional Engineer

Charts that should be posted or manual available in tire servicing area include:

- Demounting and Mounting Procedures for Tube-type Truck and Bus Tires Chart - Tire Chart.
- Demounting and Mounting Procedures for Tubeless Truck and Bus Tires Chart - Tire Chart
- Servicing Multi-Piece and Single-Piece Rim Wheels (29 CFR 1910.177 Manual - Tire Chart)
- All can be found for download at [https://www.osha.gov/pls/publications/\\_publication.athruz?pType=Industry&plD=319](https://www.osha.gov/pls/publications/_publication.athruz?pType=Industry&plD=319)
- OSHA accepts posters displayed or manual available and easily accessible in tire service area



**Transdev employees shall not perform any tire or wheel/rim maintenance activities on multi-piece wheels/rims.**

## VEHICLE MAINTENANCE

- Is at least one non-drive wheel of the vehicle chocked during maintenance?
- Are jack stands used properly?
- Are keys out of the vehicle and under exclusive control of the employee performing the work?
- Are the proper tools being used for the job being observed?
- Are fueling operations done with the engine off?

If you are performing maintenance or parking the vehicle for an extended period of time, chock the wheels.

- To properly chock a free-standing vehicle, place chocks on the left and right rear axle wheels.
- It is safest to chock both the front and back of the wheels on both sides of a vehicle.



### Are the properly rated jack stands for the job being used?

Damaged stands should not be repaired but discarded to prevent use.



**Keys should be in the exclusive control of the employee performing the work.**

This photo shows a lockout with a combination/key lock securing the ignition keys to the door handle.



Steering wheel covers must also be used in conjunction with the lockout device.



This photo shows the ignition keys lying on the passenger seat. This method does not prevent the accidental starting of a vehicle that is being serviced.



## REFERENCED DOCUMENTS

### Referenced Documents

## ***Personal Protective Equipment***

- OSHA Standard 1910.133 Personal Protective Equipment – Eye and Face Protection
- OSHA Standard 1910.136 Personal Protective Equipment – Foot Protection
- OSHA Standard 1910.138 Personal Protective Equipment – Hand Protection
- OSHA Standard 1910.135 Personal Protective Equipment – Head Protection

## ***Work Environment***

- OSHA 1910.23(a)(5) – Guarding Floor and Wall Openings and Holes
- OSHA Standard 1910.94 Occupational Health and Environmental Control – Ventilation
- OSHA Standard 1910.36 Means of Egress - Design and Construction Requirements for Exit Routes
- OSHA Standard 1910.95 Occupational Health and Environmental Control – Occupational Noise Exposure
- OSHA Standard 1915.81 General Working Conditions - Housekeeping

## ***Emergency Precautions & First Aid***

- OSHA Standard 1910.38 Means of Egress - Emergency Action Plans
- OSHA Standard 1910.151 Medical and First Aid – Medical Services and First Aid
- OSHA Standard 1910.331 Electrical - Scope
- OSHA Standard 1910.120 Hazardous Materials – Hazardous Waste Operations and Emergency Response
- OSHA Standard 1910.1200 Toxic and Hazardous Substances – Hazard Communication

## ***Exits***

- OSHA Standard 1910.36 Means of Egress - Design and Construction Requirements for Exit Routes
- OSHA Standard 1910.38 Means of Egress - Emergency Action Plan

## ***Walking & Working Surfaces***

- OSHA Standard 1910.22 Walking-Working Surfaces – General Requirements
- OSHA Standard 1910.23 Walking-Working Surfaces – Ladders
- OSHA Standard 1910.24 Walking-Working Surfaces – Step Bolts and Manhole Steps

## ***Fire Protection***

- OSHA Standard 1910.165 Fire Protection – Employee Alarm Systems
- OSHA Standard 1910.157 Fire Protection – Portable Fire Extinguishers
- OSHA Standard 1910.36 Means of Egress - Design and Construction Requirements for Exit Routes
- OSHA Standard 1910.159 Fire Protection – Automatic Sprinkler Systems

## ***Flammable & Combustible Materials***

- OSHA Standard 1910.106 Hazardous Materials – Flammable Liquids

## ***Compressed Gases***

- OSHA Standard 1910.101 Hazardous Materials – Compressed Gases

## ***Welding***

- OSHA Standard 1910.253 Welding, Cutting, and Brazing – Oxygen-Fuel Gas Welding and Cutting

## ***Electrical***

- OSHA Standard 1910.331 Electrical - Scope
- OSHA Standard 1910.303 Electrical - General
- OSHA Standard 1910.304 Electrical – Wiring Design and Protection
- OSHA Standard 1910.305 Electrical – Wiring Methods, Components, and Equipment for General Use
- National Fire Protection Association(NFPA), National Electrical Code(NEC)

## ***Machine Guarding***

- OSHA Standard 1910.212 Machinery and Machine Guarding – General Requirements for All Machines
- OSHA Standard 1910.243 Hand and Portable Powered Tools and Other Hand-Held Equipment - Guarding of Portable Powered Tools

## ***Ladders***

- OSHA Standard 1910.23 Walking-Working Surfaces - Ladders

## ***Wheel Maintenance***

- OSHA Standard 1910.147 General Environmental Controls The Control of Hazardous Energy (lockout/tagout).
- OSHA Standard 1910.177 Materials Handling and Storage Servicing Multi-Piece and Single Piece Rim Wheels.

## ***Vehicle Maintenance***

- OSHA Standard 1910.147 General Environmental Controls
- The Control of Hazardous Energy (lockout/tagout).
- OSHA Standard 1910.244 Hand and Portable Powered Tools and Other Hand-Held Equipment - Other Portable Tools and Equipment

## **RELATED DOCUMENTS**

- SOP #501a - Facility Parking Risk Assessment Guide
- SOP #501b - Facility Parking Risk Assessment
- SOP #802 – Daily Safety & Health Walkthrough SOP #802a – Daily Safety & Health Walkthrough Checklist

<b>Standard Operating Procedure: SA119</b>	<b>Facility Parking Risk Management Assessment</b>		
<b>Owner:</b> <i>(Name &amp; Title)</i>	Safety and Security	<b>Published Via:</b>	SharePoint
<b>Sponsor:</b> <i>(Name &amp; Title)</i>	Joanna Cornell, VP of Safety and Security	<b>Original Effective Date:</b>	July 16, 2025
<b>Approver:</b> <i>(Name &amp; Title)</i>		<b>Original Release Date:</b>	July 16, 2025
<b>Personnel Affected:</b>		<b>Original Approval Date:</b>	
<b>Objective:</b>	This procedure will help identify and prevent safety risks associated with location parking.		
<b>Effective Date of Revision</b>	<b>Revision Version</b>	<b>Change Summary</b>	<b>Approver(s)</b>

## ASSESSMENT SCHEDULE

Inadequate turning areas, blind corners, uneven walking surfaces—all of these can cause collisions for both buses and personal vehicles or employee injury in parking areas.

The LM must ensure compliance with all provisions of this SOP.

Assess the risk of each facility as follows:

- **Annually**
- **Unscheduled** – Whenever a significant vehicle collision or a pedestrian strike occurs in the bus yard or on company premises.
- **Start-up locations** – Before operating out of the new location.

## RISK ASSESSMENT & PARKING DESIGN PLANNING

1. Develop an Assessment Action Plan using the [SOP-SA119a - Facility Parking Risk Assessment Guide](#) to include:
  - a. Staff or safety personnel assignments
  - b. Timelines for review and completion
2. Provide staff or safety personnel with the [SOP-SA119b - Facility Parking Risk Assessment Form](#).
3. Review completed assessments and develop location action plans – consider the following elements in your plans:
  - a. Design traffic movement and parking to minimize backing, using “pull through parking” wherever possible.
  - b. Probability and implementation of reverse parking in yard.
  - c. Marked pathways.
  - d. One-way traffic flow wherever possible.
  - e. Appropriate lighting.
  - f. Signage with warnings and directions at each entrance and in the bus yard.
4. Consult the RSM for technical assistance

<b>SOP - SA119</b>	<b>Facility Parking Risk Management Assessment</b>
<b>Effective Date:</b>	



5. Forward completed assessment to the AGM, who will review each plan for completion and confer with the SVP regarding CAPEX items
6. Obtain final approval of location facility parking plan from the AGM and RSM

## REVERSE PARKING IN YARD

A facility may have unique features that negate the benefits of reverse parking. In those cases, the Facility Parking Risk Assessment must be completed and approved by the SGM and RSM for any exceptions from mandated reverse parking.

## REVERSE PARKING ONLY SIGNS

Ensure that “Reverse Parking Only” signs are visibly posted in bus yards and employee parking areas where reverse parking is mandated.

Each applicable location will have a minimum of two (2) “Reverse Parking Only” signs for display in parking areas.

Note:

- The signs are 18” x 24”, have reflective lettering, and are pre-punched with four holes (one in each corner) for mounting on fences.

Where poles are necessary, you will be able to drill holes in the middle for mounting; purchase poles locally.



## MULTIPLE PARKING AREAS

Locations which have multiple bus parking areas require a posted sign in each area or at the entrance to that area.

Locations with mandated reverse parking for employee personal vehicles also require a posted sign (if personal vehicle parking is separate from bus parking).

## MONITOR PERFORMANCE

- Counsel employees who fail to comply.
- Check signage and markings when walking in the bus yard to ensure their visibility.
- Adjust plan as needed and communicate changes to employees.

## DESIGNATED CELL PHONE USE AREA

- Employees and contractors must not use cell/mobile phones while walking on Company property, in a workshop or while climbing or descending stairs.
- If it is necessary to make or receive calls, send or read a text message or an email, an employee or contractor must only do so while stationary and within a designated safe place.

**DO NOT WALK AND TALK, TEXT OR READ MESSAGES!**

- In the event of an urgent and genuine emergency, a phone can be used to

<b>SOP - SA119</b>	<b>Facility Parking Risk Management Assessment</b>
<b>Effective Date:</b>	



summon emergency services or to communicate or receive instructions.

- All visitors must be made aware of the site rules regarding the use of cell/mobile phones.
- Establish a designated safe place for cell/mobile phone use.

## RELATED/REFERENCED DOCUMENTS

### Related documents

- [SOP-SA119a - Facility Parking Risk Assessment Guide](#)
- [SOP-SA119b - Facility Parking Risk Assessment Form](#)

### Reference documents

- [SOP-SA120 - Backing Company Vehicles](#)
- [SOP-SA121 - Pedestrian Visibility and Movement on Company Property](#)

## INTRODUCTION

It is understood a facility may have unique geographical issues that would deter reverse parking benefits. In those cases, the Facility Parking Risk Assessment, [SOP-SA119b - Facility Parking Risk Assessment Form](#), of traffic flow, marked pathways, speed control and pedestrian visibility must be considered in a digression from mandated reverse parking.

When determining the safest parking method and layout for your location, there are many factors to consider when assessing the risks.

## BUS YARD DESIGN

- Pull-through parking is best, but reverse parking is next preferred for large vehicles specifically and all vehicles generally.
- Parking lots will have signs posted stating reverse parking is required, at locations where applicable.
- Locations where buses must pull in, e.g. electrical outlet, may have a separate plan where they would be able to reverse park the remainder of the year.
- Consider if the current parking design provides maximum safety and the best use of space.



## TRAFFIC FLOW

- Positive guidance is the key.
  - Arrows, painted channelization, and signs should be used and first before signs.
- Establish one-way traffic flow wherever possible.
- Employee parking should be located away from garage entry/exit and fuel island.
  - It should be as close to the building as possible but separated from bus parking.
- Pedestrian/employee flow should be as separated as possible from bus flow.
- If there are multiple entries into a facility, designating an employee entry may be a good idea.
- Maintenance facilities pose additional issues:
  - Do the technicians back the buses out of the shop?
  - Do they back inot the main traffic flow?
  - How are approaching vehicles warned of backing?



## Facility Parking Risk Management Assessment Guide

### PEDESTRIAN VISIBILITY

- High visibility vests and good lighting are essential to employee safety and security.
- Reflective vests/high visibility clothing must be worn by all employees, technicians, visitors and vendors at all times when in the yard or when working on the service island.



### YARD LIGHTING

- Good lighting is essential to employee safety and security.
- Install and maintain lighting that adequately illuminates all driving and service island areas.
- Remove any obstructions or parking arrangements that limit visibility.

### SAFETY SIGNS

- All signs must be visible during daylight and nighttime, as well as varied weather conditions.
- Safety signs should be used wherever possible and appropriate.
- Safety signs will include “Reverse Parking Required” in personal vehicle and bus parking areas, at applicable locations.



### SIGN PLACEMENT

Traffic safety should be of the utmost consideration in placement of signs. Signs should be placed at the most advantageous and noticeable level but should not become an obstruction to viewing pedestrian marked pathways or traffic flow.

- Acceptable display would be attached to fencing, a building, existing post, (e.g. yard lighting)
  - Be certain the sign does not interfere in any way with original purpose of the post.
- Signs should be displayed in highly visible areas.
- When installing stand-alone posts, position the post for best view of signage while ensuring the post does not become a hazard.
- Signs should be posted at entry ways close to bus and employee parking areas.

### FACILITY ENTRIES

Facilities having one main entrance must also consider the impact these signs may have on vendors or visitors to the property.

Where possible, do not post in public access entrances.

## SPEED CONTROL

- Speed control is critical to yard safety.
  - 5 mph / 8 kph maximum.
- Post speed limit signs or pavement markings near the entrances to each driving area and throughout the facility.
- Speed bumps are useful but may cause maintenance issues.
- Use STOP signs where control is needed.



## MARKED PATHWAYS

- Establish well-marked pedestrian walkways in high traffic areas; add STOP signs as needed.
- These pathways are:
  - essential, and pedestrians should be required to use them as long as possible to their intended destination
  - critical for crossing any publically traveled roadway.
- Where possible buses should leave at least ten feet between the front bumper and the leading edge of a pathway that extends across the front of the buses. If necessary, paint a stop line to maintain this safety zone.
- Reference [SOP-SA121 - Pedestrian Visibility and Movement on Company Property](#).



## SIZE OF YARD

- Space must be utilized in the most efficient manner.
- Small locations with minimal vehicles:
  - Less walking distance means less exposure
- Large locations with 100 plus vehicles:
  - Seek ways to reduce the walking distance

## MULTIPLE PARKING AREAS

- Separate entrances to each parking area would limit traffic flow throughout the facility.
- Buses and personal vehicles should be allowed to park in the same parking lot only if there is adequate space to do this safely.
- Consider if there have been any collisions or injuries in this area.
  - What can be done to prevent the recurrence of collisions or injuries?

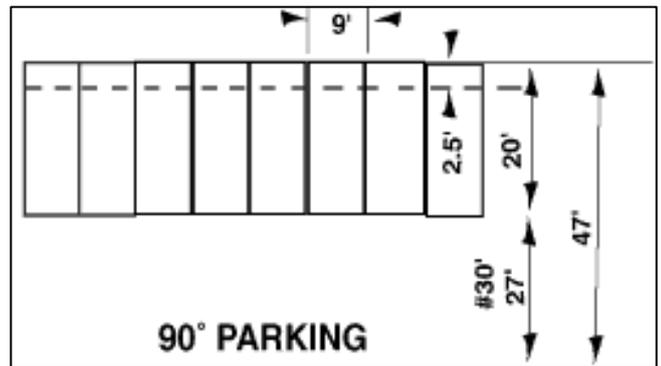
## TYPES OF YARDS

- Asphalt / Concrete
  - Allows for lined painting of parking spaces and pathways.
- Gravel
  - Gravel creates challenges in determining methods for pavement markings, traffic flow arrows and marked walkways, and may require increased usage of alternative methods, such as signs or traffic cones.

## TYPES OF PARKING

This is usually a function of space efficiency.

- Having a scaled, accurate plan of the facility is essential.
- Planning is the key all influence efficient layout.
  - Shape (rectangle? square?) of building and yard
  - Fuel island location,
  - Entry access locations
- Usually the fewer parking and cross aisles the better to reduce conflicts.

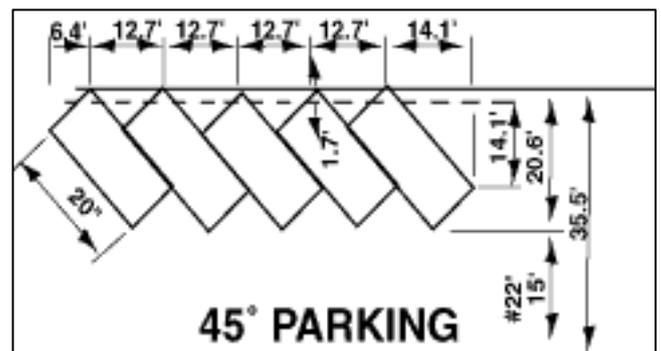


### Perpendicular

- This parking arrangement is ideal as it allows the vehicle to drive forward to enter the parking space and to continue forward to exit.
  - This drive-through procedure is the safest method of parking.
  - Most convenient for single line parking.
  - May have one-way or two-way traffic flow.

### Angle

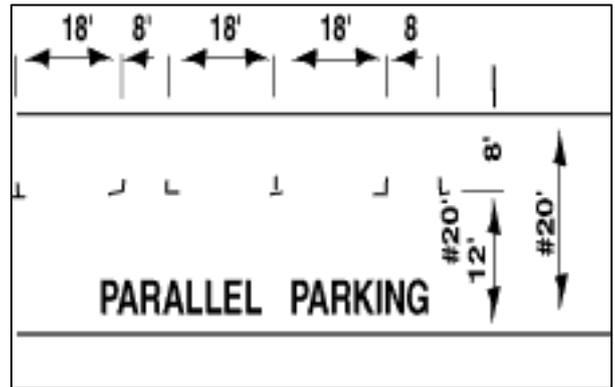
- When designing angle parking, you may choose the angle of the space.
  - With parking angles less than 90-degrees, drivers can be restricted to certain directions.
  - However, the angle should usually be no greater than 75-degrees.
- Angle parking allows the vehicle to drive forward to enter the parking space and to continue forward to exit also.
- Angle parking requires one-way traffic flow through rows of parking spaces.
- Angle parking allows less space between the rows of parking spaces.



## Parallel

- Parallel parking should only be allowed along boundary lines where space does not accommodate angular or perpendicular parking.

*NOTE: Parking diagrams depict space lengths for standard vehicles. Space lengths will vary depending on type and size of vehicle parking is being planned for.*

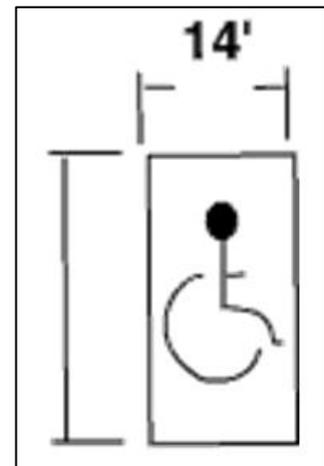


## Special Parking

- All of these types of spaces should be clearly marked so they are seen in advance of pulling into the space.
- Reserved and visitor spaces should be as close to intended destination as possible.
- Per the ADA,
  - Minimum Number: One in every eight, but not less than one, parking space must be van accessible with a designated handicap sign and an access aisle 96" wide.

### Total Spaces in Lot with Accessible Spaces Required:

- 1-25 1 van
- 26-50 1 std. + 1 van
- 51 - 75 2 std. + 1 van
- 76-100 3 std. + 1 van
- 101-150 4 std. + 1 van
- 151-200 5 std. + 1 van
- 201-300 6 std. + 1 van
- 301-400 7 std. + 1 van
- 401-500 7 std. + 2 van
- 501-1000 2% of total spaces\*
- 1001 and over 20 + (1 per 100 over 1000)\*



*\* One in every 8 accessible parking spaces must be a van accessible space with an 8 foot wide access aisle.*

**IMPORTANT NOTE:** These are the minimum requirements of the ADA.

State and local government have the authority to adopt and enforce their own building codes but must meet or exceed those contained in the ADA.

Be sure to check your state and local regulations before planning or beginning your project.

Refer to ANSI Section 117.1 for dimensions and other construction requirements.

For further information and guidance on ADA accessible space requirements, a great point of reference is located at: <http://www.ada.gov/restripe.htm>

## RELATED/REFERENCED DOCUMENTS

### Reference documents

- [SOP-SA119b - Facility Parking Risk Assessment Form](#)
- [SOP-SA121 - Pedestrian Visibility and Movement on Company Property](#)

# Facility Parking Risk Assessment Form



## LOCATION

<b>Location #:</b>	<b>Location Name:</b>
<b>City:</b>	<b>State/Province:</b>
<b>Manager:</b>  (Print): _____  (Signature): _____	<b>Location Safety Manager/Coordinator:</b>  (Print): _____  (Signature): _____
<b>Date of Inspection:</b>	<b>Region Safety Manager:</b>  (Print): _____  (Signature): _____

## BUS YARD DESIGN

1. Are "Reverse Parking Required" signs posted in applicable parking areas?	Yes:	No:
2. Are buses currently being reverse parked?	Yes:	No:
3. Are the buses in a single row and able to pull through?	Yes:	No:
4. Are personal vehicles being reverse parked?	Yes:	No:
5. Are personal vehicles in a single row and able to pull through	Yes:	No:
6. If double row, are they facing the same direction and able to pull through?	Yes:	No:
7. Are they facing front to front?	Yes	No:
8. Is there a reason they must pull in, e.g. electrical outlet?	Yes:	No:

# Facility Parking Risk Assessment Form



9. Would they be able to reverse park when electricity is not required?	Yes:	No:
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Suggestions for improvement:

## TRAFFIC FLOW

10. Are arrow pavement markings or signs being used to indicate traffic flow?	Yes:	No:
11. Are stop signs being used?	Yes:	No:
12. Are there warning signs and convex mirrors on blind corners or obstructed view area?	Yes:	No:
13. Must all vehicles travel past the office to park?	Yes:	No:
14. Is there a separate entrance and exit for buses only?	Yes:	No:
15. Do the buses enter or exit through the personal vehicle parking area?	Yes:	No:
16. Is there a way to redirect these buses?	Yes:	No:
17. Are all roadways two-way traffic?	Yes:	No:
18. Are there any areas restricted to one-way travel?	Yes	No:
19. If question 18 is yes, where?		
20. If your yard is equipped with fuel pumps, are there arrows indicating traffic flow to the pumps?	Yes:	No:
21. Do you have the 15' safety zone marked at the fuel pump?	Yes:	No:
22. Do the technicians back the buses out of the shop?	Yes:	No:

# Facility Parking Risk Assessment Form



23. Do they back into the main traffic flow?	Yes:	No:
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24. How is approaching traffic warned of backing?
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Suggestions for improvement:
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## FACILITY ILLUMINATION/PEDESTRIAN VISIBILITY

25. Are all employees and visitors wearing high visibility vests or reflective uniforms?	Yes:	No:
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26. Are vests provided for visitors?	Yes:	No:
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27. Are overhead lights providing sufficient illumination in the dark?	Yes:	No:
--	------	-----

28. Are all safety signs visible during daylight and nighttime conditions as well as weather conditions?	Yes:	No:
--	------	-----

29. Are fuel islands sufficiently illuminated?	Yes	No:
--	-----	-----

30. Are there obstructions that reduce visibility?	Yes:	No:
--	------	-----

Suggestions for improvement:
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**SAFETY SIGNS**

<p>31. Are required safety signs posted at the fuel pumps?                  Y N  <input type="checkbox"/> <input type="checkbox"/> No Smoking  <input type="checkbox"/> <input type="checkbox"/> Shut Off Engine/Remove Keys  <input type="checkbox"/> <input type="checkbox"/> Flammable  <input type="checkbox"/> <input type="checkbox"/> Personal Protective Equipment Required  <input type="checkbox"/> <input type="checkbox"/> No Cell Phone Use</p>	<p>Yes:</p>	<p>No:</p>
<p>32. Are "Reverse Parking Signs" posted in prominent locations in personal vehicle and bus parking areas, where applicable?</p>	<p>Yes:</p>	<p>No:</p>
<p>33. Do congested areas have "Watch for Pedestrians" or similar signs?</p>	<p>Yes:</p>	<p>No:</p>
<p>34. Do you have signs posted reminding drivers to wear their safety vests?</p>	<p>Yes:</p>	<p>No:</p>

Suggestions for improvement:

**SPEED CONTROL**

<p>35. Are speed limit signs posted near location entrances?</p>	<p>Yes:</p>	<p>No:</p>
<p>36. If location is large, are they posted throughout the location?</p>	<p>Yes:</p>	<p>No:</p>
<p>37. If location is paved, are speed limits painted near location entrances?</p>	<p>Yes:</p>	<p>No:</p>
<p>38. Are speed bumps used to control speed?</p>	<p>Yes:</p>	<p>No:</p>
<p>39. Do congested and high pedestrian traffic areas have yellow flashing lights along with speed signs?</p>	<p>Yes</p>	<p>No:</p>

Suggestions for improvement:

**MARKED PATHWAYS**

40. Have designated walkways been established?	Yes:	No:
41. If so have employees been trained and directed to use the marked pathways?	Yes:	No:

Suggestions for improvement:

**TYPE OF YARD**

42. Paved?	Yes:	No:
43. Gravel?	Yes:	No:
44. Combination?	Yes:	No:
45. Other? <i>(If yes, explain.)</i>	Yes:	No:
46. If paved, are there road markings on the pavement, i.e. traffic flow arrows	Yes:	No:
47. Have the appropriate number of pathways been clearly identified and lined?	Yes	No:
48. If your yard is not paved, have you identified and marked pedestrian pathways?	Yes:	No:

Suggestions for improvement:

## SIZE OF YARD

Small Locations

49. Are employees able to park near the building and buses?

Yes:

No:

Large Locations

50. Is parking as close and safe as possible to the building and buses?

Yes:

No:

51. If not, is there a way to reduce the walking distance?

Yes:

No:

Suggestions for improvement:

## MULTIPLE PARKING AREAS

52. Does the path cross a main traffic or publicly travelled roadway?

Yes:

No:

53. Are the buses and personal vehicles allowed to park in the same parking lot?

Yes:

No:

54. If 53 is yes, is there adequate space to do this safely?

Yes:

No:

55. If they park in a separate area, what is the distance to the office from the parking lot?

Yes:

No:

56. If 55 is yes, is there a way to reduce the walking distance?

Yes:

No:

57. Have there been any collisions or injuries in this area?

Yes

No:

58. Is the pathway marked?

Yes:

No:

Suggestions for improvement:

**BACKING ASSISTANCE**

59. Do several buses return to the yard within the same time frame?	Yes:	No:
60. If 59 is yes, would each driver be able to assist the vehicle ahead of it in backing?	Yes:	No:
61. When do the remaining vehicles return?	<b>AM:</b>	<b>PM:</b>
62. Would backing assistance be available?	Yes:	No:
63. Is there full-time staff available, i.e. fueler, clerical person, that could assist?	Yes:	No:

Suggestions for improvement:

**SPECIAL PARKING**

64. Are there parking spaces identified for special needs?	Yes:	No:
65. Do visitor parking and reserved spaces have direct access to a marked pathway?	Yes:	No:

Suggestions for improvement:

**LOCATION DIAGRAM**

Provide a diagram of your yard showing:

- all buildings,
- personal parking area,
- bus parking lot,
- pedestrian walkways,
- fuel island,
- garage area and
- pertinent information relative to your facility.

Include in this diagram any road markings and signs that you have in place.

Indicate any changes that are being proposed; include a separate diagram if needed.





<b>Standard Operating Procedure: SA122</b>	<b>Safety Committee</b>		
<b>Owner:</b> <i>(Name &amp; Title)</i>	Safety and Security		<b>Published Via:</b> SharePoint
<b>Sponsor:</b> <i>(Name &amp; Title)</i>	Joanna Cornell, VP of Safety and Security		<b>Original Effective Date:</b> October 7, 2025
<b>Approver:</b> <i>(Name &amp; Title)</i>	Susan Sweat, COO		<b>Original Release Date:</b> October 7, 2025
<b>Personnel Affected:</b> This SOP applies to all employees of Transdev North America			<b>Original Approval Date:</b>
<b>Objective:</b>	A Safety Committee is a key element to ensure the safety of all employees at each Transdev location.		
<b>Effective Date of Revision</b>	<b>Revision Version</b>	<b>Change Summary</b>	<b>Approver(s)</b>

## WHAT IS A SAFETY COMMITTEE?

A group of location employees who are dedicated to improving their location's safety culture.

Make sure that your GM understands the objectives of the Safety Committee, the importance it can play in keeping everyone safe and, how it will help improve your accident and injury rates.

The Safety Committee is responsible for:

- Identifying safety concerns.
  - utilizing information obtained through [SOP- SA123 - Near Miss & Hazard Reporting](#) and [SOP- SA118a - Daily Safety & Health Walkthrough Checklist](#) submissions.
- Seeking solutions to these concerns.
- Publicly recognizing individual's safety achievements, and
- Helping administer any incentive program.
- Identifying and recommending risk-based mitigations or strategies necessary to reduce the likelihood and severity of consequences identified through the location's safety risk assessment process.
- Identifying mitigations or strategies that may be ineffective, inappropriate, or were not implemented as intended; and
- Identifying safety deficiencies for purposes of continuous improvement.
- Working with the General Manager, client and union representatives to develop a plan of action to address and resolve each of the selected issues.
- Communicating safety concerns and issues to employees through posted SAFETY COMMITTEE minutes [SOP- SA122a - Safety Committee Meeting Minutes Form](#) on the communication board and addressing them at safety meetings.
- Implementing solutions, checking the results and making adjustments.
- Administering any incentive program that may be implemented.

<b>SOP #: SA122</b>	<b>Safety Committee</b>
<b>Effective Date:</b>	



## WHY IS A SAFETY COMMITTEE IMPORTANT?

To identify and monitor hazardous conditions at Transdev facilities and develop solutions to protect employees from personal injury.

Safety Committees are required under **49 CFR 5329(d)(5)(A)** for FTA regulated locations.

## WHO IS ON THE SAFETY COMMITTEE?

Safety Committees must

- consist of an equal number of frontline employee representatives,
- selected by a labor organization representing the plurality of the frontline workforce to the extent frontline employees are represented by a labor organization,
- and management representatives.

The size and make-up of the SAFETY COMMITTEE is flexible depending on your location size and employee make-up once the criteria above are met.

Below you will find some guidelines to consider:

- 4 to 10 members
- Members should reflect the diversity of your location team relative to gender, age, and ethnicity.
- Every department should have a representative participate.
- Members should rotate off and new ones added. This helps keep the enthusiasm level up and ideas fresh.
- Members should not have had an accident or injury within the last year.

From the members above, a facilitator (to keep the meeting moving) and a secretary (to take notes) need to be appointed.

The GM is an important team member and is expected to attend SAFETY COMMITTEE meetings.

- In general, the GM should not be the facilitator.

A union representative or client, depending on your situation, may also be invited.

## HOW TO RECRUIT SAFETY COMMITTEE MEMBERS

Start small and build as the SAFETY COMMITTEE matures.

Begin your SAFETY COMMITTEE by recruiting your location's:

- Safety Manager
  - Must participate and attend the meetings
- General Manager
  - Must, at a minimum, participate by reviewing and signing off on minutes and taking appropriate action
- Maintenance and Operation representatives
- Operators

Discuss with these members that they will be:

- shaping the culture of their work environment,
- ensuring the safety success of the location and helping to keep their fellow employees safe.

<b>SOP #: SA122</b>	<b>Safety Committee</b>
<b>Effective Date:</b>	



## ADDITIONAL CONSIDERATIONS

Assure members that it is an honor to serve on the SAFETY COMMITTEE and recognize their participation by:

- Providing lunch during SAFETY COMMITTEE meeting as a way to say “thanks” for being an SAFETY COMMITTEE member.
- Have your SAFETY COMMITTEE help create and host fun events like a Safety Pep Rally, an employee picnic or location rodeo.

## REFERENCED/RELATED DOCUMENTS

### Referenced Documents

- [SOP- SA122a - Safety Committee Meeting Minutes Form](#)
- [SOP- SA118a – Daily Safety & Health Walkthrough](#)
- [SOP- SA123 - Near Miss & Hazard Reporting](#)

<b>Standard Operating Procedure: SA124</b>	<b>Accident Review Committee</b>		
<b>Owner:</b> <i>(Name &amp; Title)</i>	Safety and Security		<b>Published Via:</b> SharePoint
<b>Sponsor:</b> <i>(Name &amp; Title)</i>	Joanna Cornell, VP of Safety and Security		<b>Original Effective Date:</b> October 13, 2025
<b>Approver:</b> <i>(Name &amp; Title)</i>	Susan Sweat, COO		<b>Original Release Date:</b> October 13, 2025
<b>Personnel Affected:</b> This SOP applies to all employees of Transdev North America			<b>Original Approval Date:</b>
<b>Objective:</b>	An Accident Review Committee is a key element to review accidents and associated information in an effort to prevent such occurrences from happening in the future.		
<b>Effective Date of Revision</b>	<b>Revision Version</b>	<b>Change Summary</b>	<b>Approver(s)</b>

## A. WHAT IS AN ACCIDENT REVIEW COMMITTEE?

**It is a requirement that each Transdev location establishes an Accident Review Committee (ARC) to provide Operators and others charged with a preventable accident/incident with a forum to appeal against the Company’s determination of preventability.**

Additionally, the ARC assists location management in the control and prevention of losses due to vehicular accidents/incidents, and employee safety (workers compensation) claims.

The ARC does not determine discipline, but the appropriate discipline will be based on the preventability affirmed or rejected by the ARC.

The general guidelines of the ARC process are set forth herein.

Some details may vary from location to location.

## B. GUIDELINES

### Membership

Local conditions may vary, however, generally the ARC is made up of five individuals:

- two hourly employees,
  - Selected by lottery from eligible volunteers
  - To be an eligible volunteer, the hourly employee must have been employed by Transdev for at least one year prior to selection and
  - must not have had a preventable employee safety claim or vehicular accident/incident in a company vehicle during a one-year period prior to selection
- two location managers
- one neutral person
- two alternates
  - non-voting members unless they are serving as a substitute for a voting member
  - must attend each meeting to establish consistency, even if the regular member they may substitute for is present
- Membership on the ARC will be voluntary and will not be paid

The ARC selects a chairperson who will maintain order in the hearing and tally the ballots.

The ARC shall elect a secretary to handle all record keeping functions.

The secretary shall be compensated at their hourly “charter” rate for the time spent performing these duties that exceeds the regular meeting time.

The secretary’s responsibilities shall include:

- Prepare review packets prior to each meeting.
  - After obtaining the list of cases to be reviewed, the secretary will need to
    - ☞ pull the accident/incident files,
    - ☞ make copies of the pertinent information for each committee member, and
    - ☞ prepare a “summons” letter to be sent to the operator involved.
- Keeping a record of the committee’s decision, including meeting minutes for each case reviewed.
- Preparing a letter to be signed by each committee member involved in the review and decision, for the operator reviewed informing them of the committee’s decision.
  - These letters will be given to the location manager for distribution.

Because experience is critical to the review process and consistency of determinations, all members and alternates will be required to attend all meetings.

- Absences shall be arranged in advance with the location manager.
- Absences of more than 9% shall be the cause of dismissal.
- Alternate members are encouraged to take part in discussions but shall only vote in the absence of a regular member.
- A quorum shall consist of 5 voting members.

Members of the ARC may not review their own accident/incident, injury or safety claim, or that of a relative.

Members shall remain accident/incident free. A member involved in a preventable accident/incident or employee safety claim shall be dismissed.

**Confidentiality shall be maintained at all times.**

Members who discuss proceedings with non- members, or discuss proceedings where non-members can overhear them, shall be dismissed.

Professionalism shall always be maintained.

- A member who badgers an employee being reviewed or who becomes accusative or argumentative at any time shall be dismissed.

Active participation is required.

Members are expected to voice their questions, thoughts, reservations, and opinions.

Lack of participation for extended periods may lead to dismissal.

The Location Manager shall bear the responsibility for documenting infractions and dismissing members when necessary.

**Meeting Frequency**

The ARC meets periodically as necessary to resolve appeals.

However, in the case of an appeal of a Company determination that resulted in termination, the ARC shall convene no later than ten calendar days following the date of the appeal.

A hearing shall be convened by the ARC at which time the details of the incident, in accordance with the definitions and procedures described in [SOP-SA105 - Accident/Incident Investigation & Reporting](#), shall be presented, and the operator in question shall be given the opportunity to testify.

## C. COMMITTEE RESPONSIBILITIES

Following the presentation of evidence and testimony, the ARC shall render a decision within 48 hours.

In rendering its decision, the ARC shall rely on the information presented at the hearing and is not empowered to alter or change established Company policy, including safety or operational rules.

The ARC shall make the following determinations:

- Whether the accident/incident was or was not preventable by the operator.
- For vehicular accidents/incidents, in which areas, if any, the operator shall be retrained.
- Additionally, the committee shall determine whether changes are needed in the overall training program to address accident/incident trends and to better prevent future accidents/incidents.
- For employee safety claims, the committee shall recommend any action that could prevent similar occurrences in the future.

## D. APPEAL FILING PROCEDURE

An employee's appeal to the ARC, of the determination that an incident was preventable, **shall be filed within seven calendar days of the date the employee received notice** of the Company's initial preventability determination.

**Any appeals received after the seven calendar days will not be reviewed.**

## E. APPEAL REVIEW PROCEDURE

Prior to the scheduled review date, the operator involved shall receive "summons" to appear before the ARC.

- Operator attendance is mandatory,
- The operator shall be compensated at his/her hourly "charter" rate for the meeting time.
- Operators unable to attend shall reschedule their review date with the location manager.
  - If the operator fails to reschedule within 30 days of their original review date or is a no call/no show for a scheduled review, the committee shall proceed without the operator's attendance.

At the beginning of each meeting all committee members shall receive a copy of all pertinent information regarding the accident/incident to be reviewed. To begin a review, the committee members shall read and discuss the information presented to determine what events took place at the time of the accident/incident.

Following this initial discussion, the operator involved shall be brought before the committee and given the opportunity to explain in their own words exactly what happened. They should also be questioned for:

- clarification when necessary.
- what the operator believes was the cause of the accident/incident,
- what mistakes they have made, and
- What could they have done to avoid the situation.

Each committee member shall be given the opportunity to question the operator about anything that remains unclear.

Additional questions may include, did the operator:

- Does everything possible to avoid the accident/incident?
- Give the right way to the other vehicle to avoid an accident/incident?
- Operate at speeds safe for all conditions?
- Obey all traffic conditions?
- Maintain control of the vehicle?
- Operate a vehicle in good, safe mechanical condition?

When there are no further questions, the operator shall be dismissed and advised that they shall receive written notice of the ARC's decision within 48 hours.

After the operator leaves, there shall be a closing discussion period for the committee.

- Voting members shall then be polled as to whether they agree with the original finding that the accident/incident was preventable.

The decision of the ARC shall be final and binding and is limited to determining the preventability of the incident in question.

*As a reminder, a PREVENTABLE incident is one in which the operator failed to do everything possible to prevent the accident/incident from occurring.*

## F. REFERENCED/RELATED DOCUMENTS

### Referenced Documents

- [SOP-SA105 - Accident/Incident Investigation & Reporting](#)

<b>Standard Operating Procedure: SA128</b>	<b>Reasonable Suspicion Testing</b>		
<b>Owner:</b> <i>(Name &amp; Title)</i>	<b>Safety Department</b>		<b>Published Via:</b>
<b>Sponsor:</b> <i>(Name &amp; Title)</i>	Joanna Cornell, VP Safety and Security		<b>Original Effective Date:</b> 01/01/2025
<b>Approver:</b> <i>(Name &amp; Title)</i>	Lauren Skiver, COO Safety and Security		<b>Original Release Date:</b> 01/01/2025
<b>Personnel Affected:</b> This SOP applies to all employees of Transdev North America			<b>Original Approval Date:</b>
<b>Objective:</b>	This Standard Operating Procedure (“SOP”) provides guidelines for Transdev DAPMs and DERs to help them administer their location’s drug and alcohol testing program consistent with federal regulations, 49 CFR Parts 40, 655, and 382 including reasonable-suspicion testing and how to conduct a test in accordance with the Federal regulations and Transdev’s national policy concerning substance abuse and alcohol misuse.		
<b>Effective Date of Revision</b>	<b>Revision Version</b>	<b>Change Summary</b>	<b>Approver(s)</b>

## SCOPE

This SOP covers the management of safety sensitive employees subject to drug and alcohol reasonable-suspicion testing, including the observation and decision-making process and required documentation.

## REFERENCE

1. Department of Transportation (“DOT”) Regulations 49 CFR Part 40
2. Federal Transit Administration (“FTA”) Regulations 49 CFR Part 655
3. Federal Motor Carrier Safety Administration Regulations 49 CFR Part 382
4. Transdev Drug and Alcohol Policy

## DER RESPONSIBILITIES

The following is a description of Transdev’s drug and alcohol testing policy and procedures for all safety-sensitive employees subject to reasonable-suspicion testing and the Transdev designated employer representatives to make a reasonable-suspicion determination.

Employees performing safety-sensitive functions will be subject to reasonable-suspicion drug and alcohol testing in accordance with FTA and FMCSA regulations.

<b>SOP #: SA128</b>	<b>Reasonable Suspicion Testing</b>
<b>Effective Date:</b>	01/01/2025

## DEFINITIONS

### **FTA §655.43 Reasonable Suspicion Testing**

- a) An employer shall conduct a drug and/or alcohol test when the employer has reasonable suspicion to believe that the covered employee has used a prohibited drug and/or engaged in alcohol misuse.
- b) An employer's determination that reasonable suspicion exists shall be based on specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odors of the covered employee.
  - o A supervisor(s), or other company official(s) who is trained in detecting the signs and symptoms of drug use and alcohol misuse must make the required observations.
- c) Alcohol testing is authorized under this section only if the observations required by paragraph (b) of this section are made during, just preceding, or just after the period of the workday that the covered employee is required to be in compliance with this part.
  - o An employer may direct a covered employee to undergo reasonable suspicion testing for alcohol only while the employee is performing safety-sensitive functions; just before the employee is to perform safety-sensitive functions; or just after the employee has ceased performing such functions.
- d) If an alcohol test required by this section is not administered within two hours following the determination under paragraph (b) of this section, the employer shall prepare and maintain on file a record stating the reasons the alcohol test was not promptly administered.
  - o If an alcohol test required by this section is not administered within eight hours following the determination under paragraph (b) of this section, the employer shall cease attempts to administer an alcohol test and shall state in the record the reasons for not administering the test.

### **FMCSA §382.307 Reasonable Suspicion Testing**

- a) An employer shall require a driver to submit to an alcohol test when the employer has reasonable suspicion to believe that the driver has violated the prohibitions of subpart B of this part concerning alcohol.
  - o The employer's determination that reasonable suspicion exists to require the driver to undergo an alcohol test must be based on specific, contemporaneous, articulable observations concerning the appearance, behavior, speech or body odors of the driver.
- b) An employer shall require a driver to submit to a controlled substances test when the employer has reasonable suspicion to believe that the driver has violated the prohibitions of subpart B of this part concerning controlled substances.
  - o The employer's determination that reasonable suspicion exists to require the driver to undergo a controlled substances test must be based on specific, contemporaneous, articulable observations concerning the appearance, behavior, speech or body odors of the driver. The observations may include indications of the chronic and withdrawal effects of controlled substances.

<b>SOP #: SA128</b>	<b>Reasonable Suspicion Testing</b>
<b>Effective Date:</b>	01/01/2025

- c) The required observations for alcohol and/or controlled substances reasonable suspicion testing shall be made by a supervisor or company official who is trained in accordance with § 382.603.
  - o The person who makes the determination that reasonable suspicion exists to conduct an alcohol test shall not conduct the alcohol test of the driver.
- d) Alcohol testing is authorized by this section only if the observations required by paragraph (a) of this section are made during, just preceding, or just after the period of the workday that the driver is required to be in compliance with this part.
  - o A driver may be directed by the employer to only undergo reasonable suspicion testing while the driver is performing safety-sensitive functions, just before the driver is to perform safety-sensitive functions, or just after the driver has ceased performing such functions.
- e) (1) If an alcohol test required by this section is not administered within two hours following the determination under paragraph (a) of this section, the employer shall prepare and maintain on file a record stating the reasons the alcohol test was not promptly administered.  
If an alcohol test required by this section is not administered within eight hours following the determination under paragraph (a) of this section, the employer shall cease attempts to administer an alcohol test and shall state in the record the reasons for not administering the test.  
(2) Notwithstanding the absence of a reasonable suspicion alcohol test under this section, no driver shall report for duty or remain on duty requiring the performance of safety-sensitive functions while the driver is under the influence of or impaired by alcohol, as shown by the behavioral, speech, and performance indicators of alcohol misuse, nor shall an employer permit the driver to perform or continue to perform safety-sensitive functions, until:
  - (i) An alcohol test is administered and the driver's alcohol concentration measures less than 0.02; or
  - (ii) Twenty-four hours have elapsed following the determination under paragraph (a) of this section that there is reasonable suspicion to believe that the driver has violated the prohibitions in this part concerning the use of alcohol.(3) Except as provided in paragraph (e)(2) of this section, no employer shall take any action under this part against a driver based solely on the driver's behavior and appearance, with respect to alcohol use, in the absence of an alcohol test.  
This does not prohibit an employer with independent authority of this part from taking any action otherwise consistent with law.
- f) A written record shall be made of the observations leading to an alcohol or controlled substances reasonable suspicion test and signed by the supervisor or company official who made the observations, within 24 hours of the observed behavior or before the results of the alcohol or controlled substances tests are released, whichever is earlier.

<b>SOP #: SA128</b>	<b>Reasonable Suspicion Testing</b>
<b>Effective Date:</b>	01/01/2025

## REASONABLE SUSPICION TRAINING

Supervisors and/or other company officials authorized by Transdev to make reasonable suspicion determinations shall receive at least 60 minutes of training on the physical, behavioral, and performance indicators of probable drug use and at least 60 minutes of training on the physical, behavioral, speech, and performance indicators of probable alcohol misuse.

**Authorized Personnel** - Includes all supervisors and managers and company officials who frequently interact with safety-sensitive employees.

Additional employees that should have reasonable suspicion training are employees that interact with safety-sensitive employees who:

- ✓ Will notice changes in an employee's appearance, behavior, speech, and/or body odor.
- ✓ Is readily available to remove an employee from safety-sensitive duties when observations of impairment are made.

Example additional personnel include but not limited to: Lead Driver, Lead Scheduler, Lead Mechanic, Dispatchers, Safety Trainers.

Each location must ensure that there is at least one trained official available on all shifts and in all safety-sensitive departments.

The training will be used by the supervisors to determine whether reasonable suspicion exists to require a covered employee to undergo testing.

You must complete the 2-hour required training before you can conduct a reasonable suspicion referral/determination.

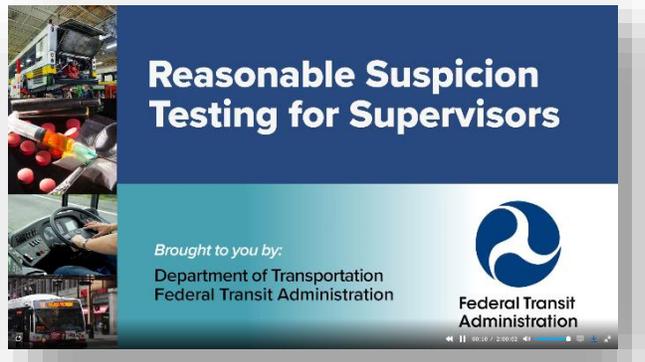
Transdev uses the Federal Transit Administration's reasonable-suspicion training video to meet this training requirement for all FTA, FRA, and FMCSA locations.

**Key Course Objectives** – Upon completion you will be able to:

- ✓ Identify the alcohol prohibitions and when alcohol testing is authorized.
- ✓ Describe the difference between moderate drinking, binge drinking, and heavy alcohol use.
- ✓ Signs and Symptoms of the five prohibited drugs.
- ✓ Approach an employee when you have observed signs of possible impairment.
- ✓ Document your observations.
- ✓ How to conduct an interview and send a covered employee for testing.

<b>SOP #: SA128</b>	<b>Reasonable Suspicion Testing</b>
<b>Effective Date:</b>	01/01/2025

Once you complete the required training a certificate of completion will be provided to you.



- ✓ You must provide a copy of your certificate to your location's safety manager for record keeping requirements.
- ✓ Make sure you keep your certificate in a safe place in the event you are required to provide proof of training to an employee or during a client or DOT audit/inspection.

**PLEASE NOTE:** You may not use a training certificate from a previous company. You must complete training through Transdev's LMS reasonable-suspicion training program.

## REASONABLE SUSPICION TESTING TRAINING "QUICK GUIDE"

### Logging into ME@transdev

#### STEP 1: NAVIGATE TO COMPANY INTRANET

my.transdev.com - Organization home

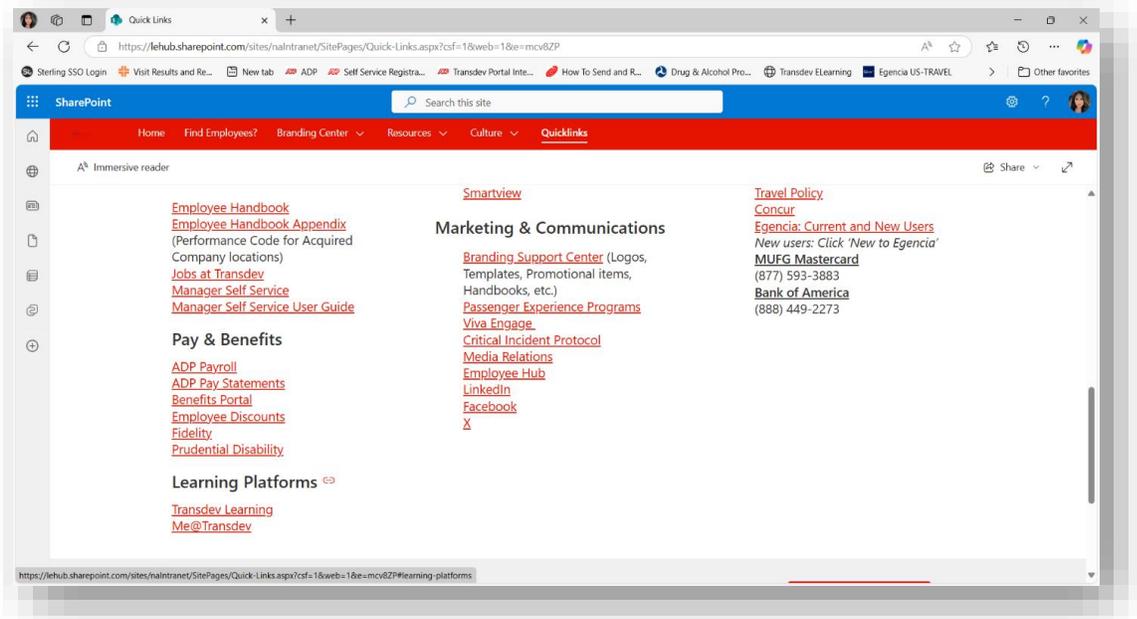
<https://lehub.sharepoint.com/sites/naIntranet> (Make sure that you are within the company firewall)

#### STEP 2: CLICK ON QUICKLINKS

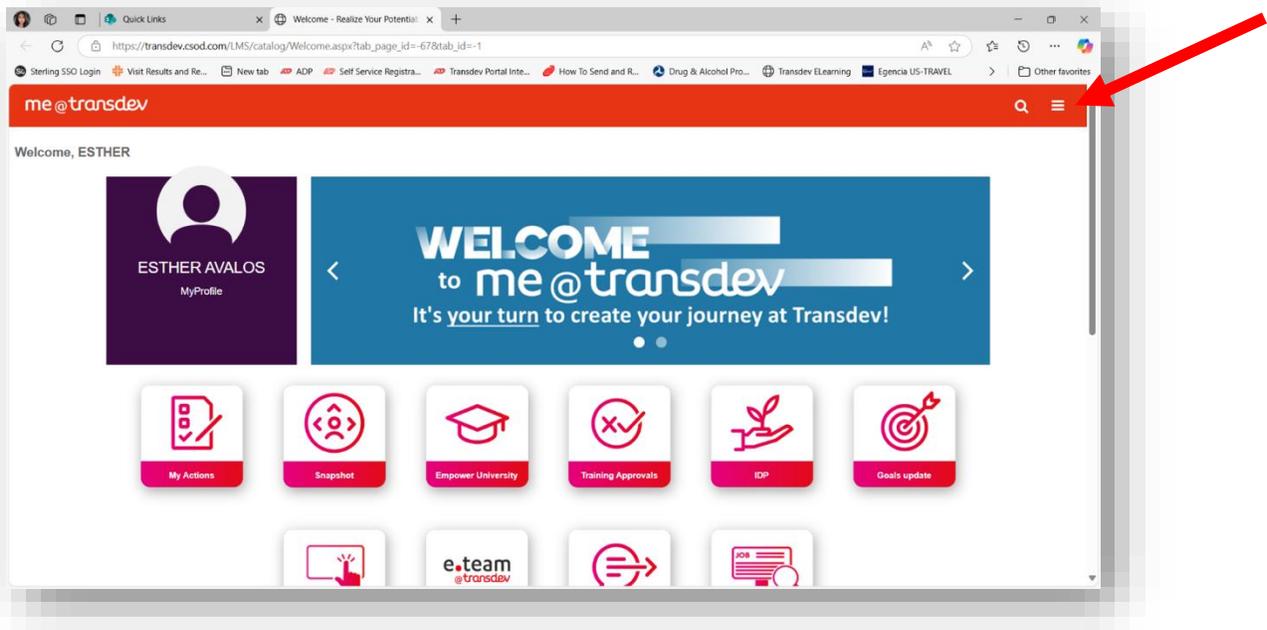


<b>SOP #: SA128</b>	<b>Reasonable Suspicion Testing</b>
<b>Effective Date:</b>	01/01/2025

**STEP 3: SCROLL TO LEARNING PLATFORMS, AND “CLICK” ON Me@transdev**



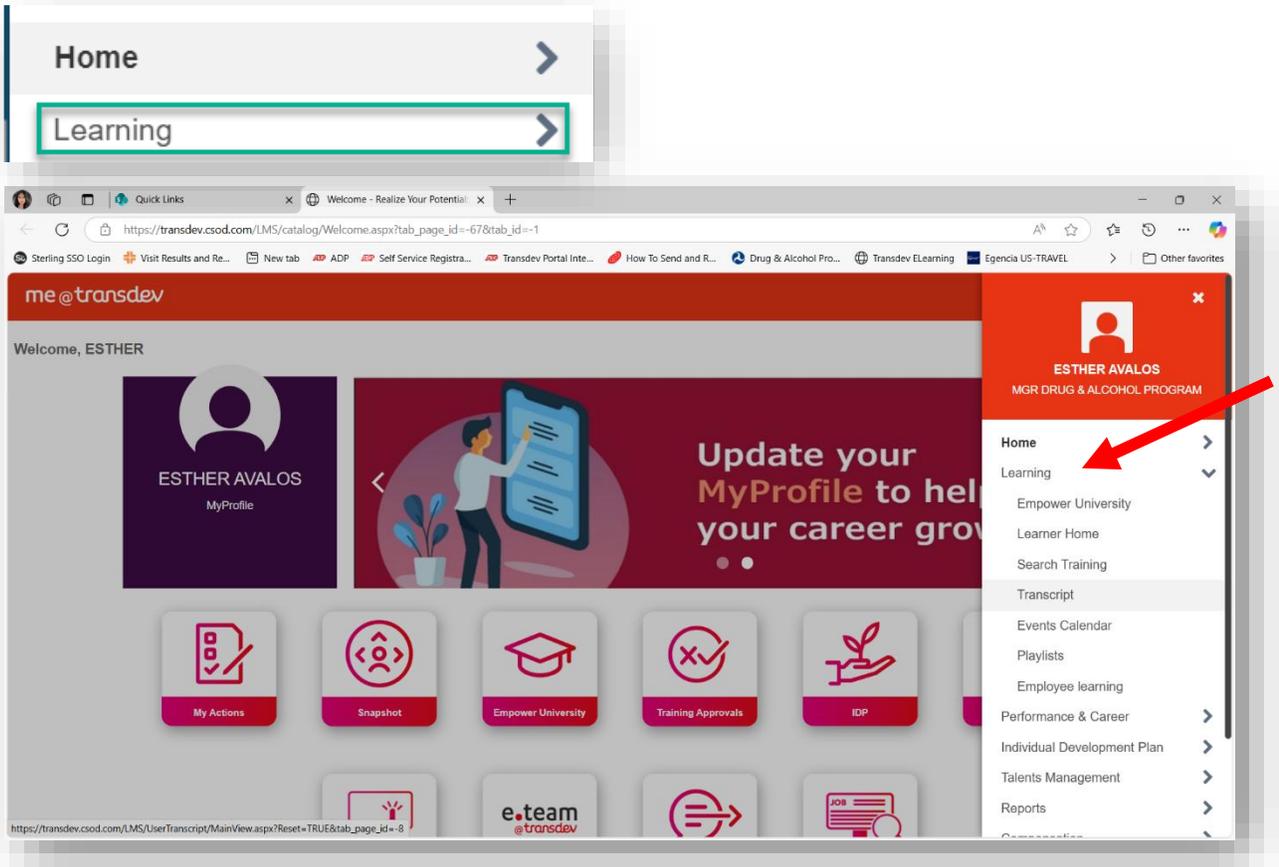
**STEP 4: CLICK ON THREE LINES (HAMBURGER) IN THE UPPER RIGHT CORNER**



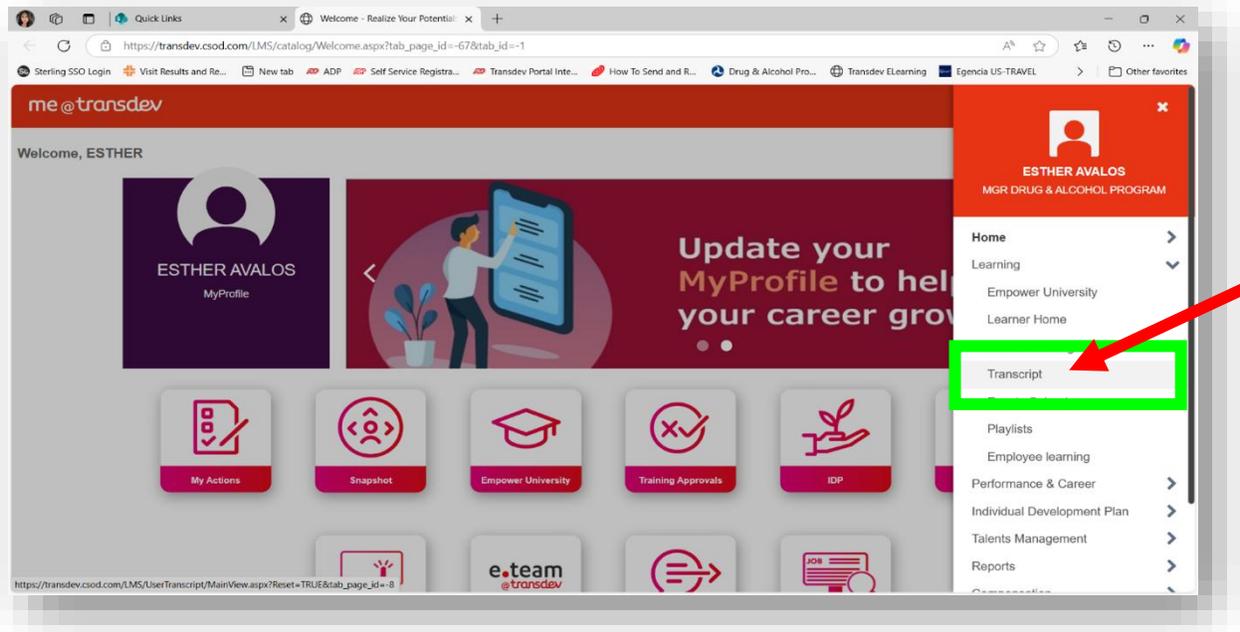
<b>SOP #: SA128</b>	<b>Reasonable Suspicion Testing</b>
<b>Effective Date:</b>	01/01/2025



**STEP 5: CLICK ON LEARNING**

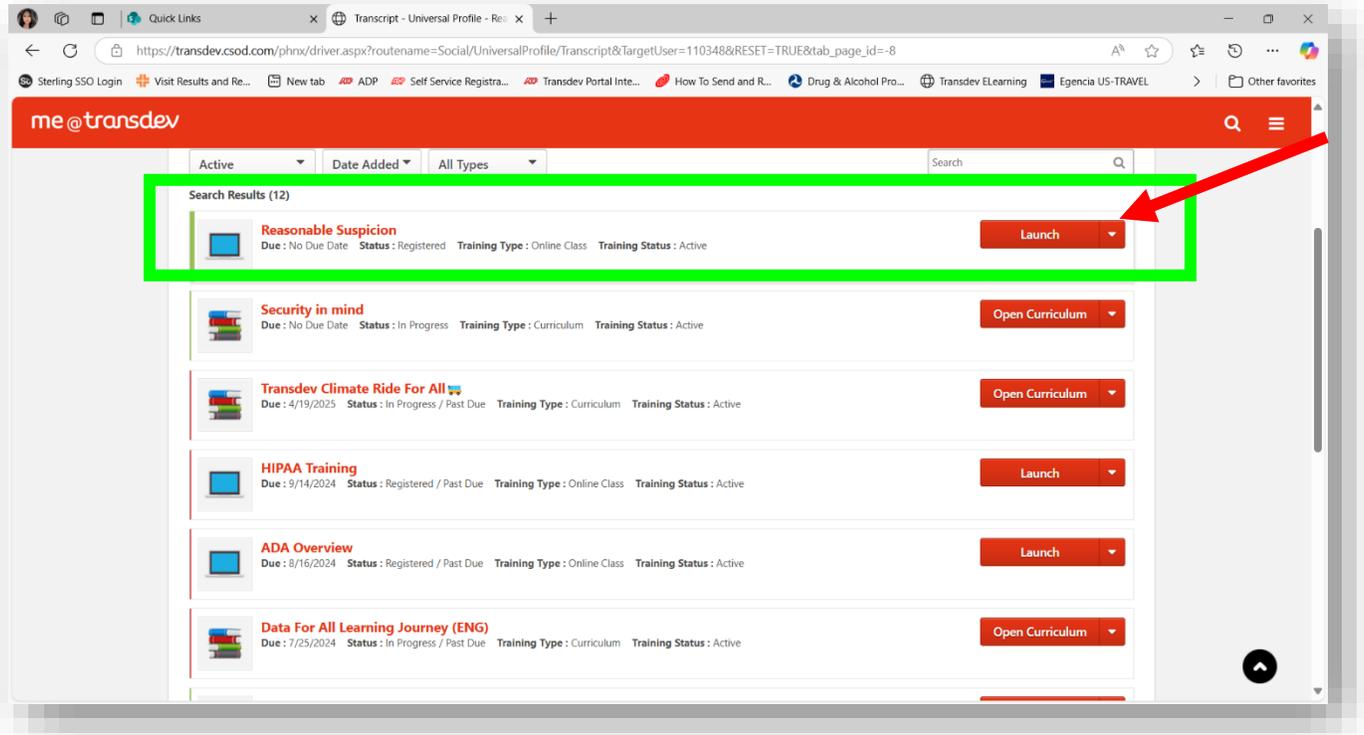


**STEP 6: CLICK ON TRANSCRIPT, THIS WILL TAKE YOU TO ALL THE COURSES YOU HAVE BEEN ASSIGNED**

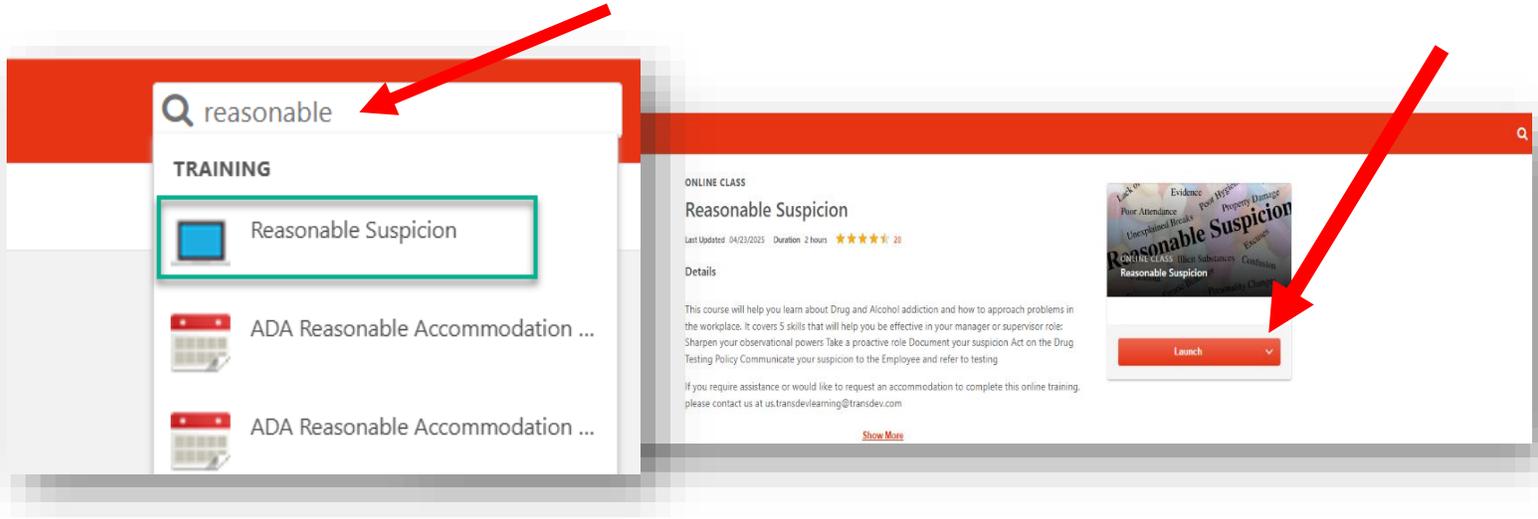


<b>SOP #: SA128</b>	<b>Reasonable Suspicion Testing</b>
<b>Effective Date:</b>	01/01/2025

**STEP 7: CLICK ON LAUNCH**

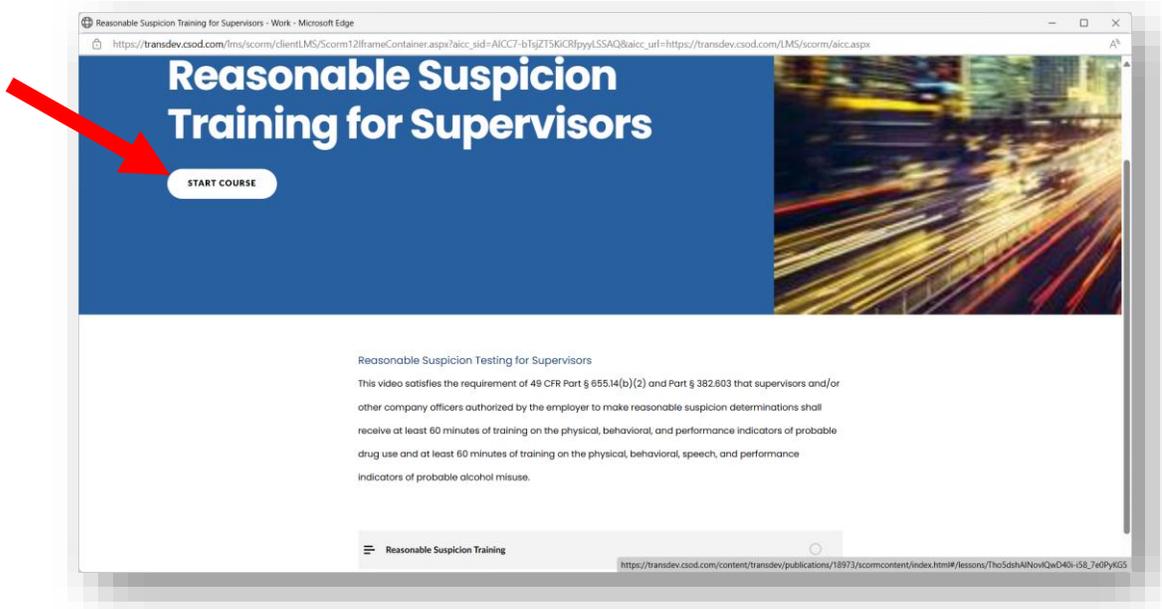


**STEP 7: CONTINUED – IF THE REASONABLE SUSPICION TRAINING COURSE IS NOT VISIBLE IN YOUR TRAINING INBOX- TYPE REASONABLE SUSPICION IN THE MAGNIFYING GLASS SEARCH BOX AND IT SHOULD COME UP. THEN CLICK LAUNCH.**



<b>SOP #: SA128</b>	<b>Reasonable Suspicion Testing</b>
<b>Effective Date:</b>	01/01/2025

**ONCE THE TRAINING COURSE IS LAUNCHED YOU CAN CLICK ON “START COURSE”.**



**STEP 8: ONCE YOU COMPLETE THE ENTIRE COURSE, A CERTIFICATE OF COMPLETION WILL BE PROVIDED TO YOU. MAKE SURE TO SAVE A COPY.**

- ✓ **SEND A COPY OF THE CERTIFICATE TO YOUR SAFETY MANAGER SO THEY HAVE A COPY OF YOUR COMPLETION OF TRAINING AND CERTIFICATE.**
- ✓ **KEEP A COPY OF YOUR CERTIFICATE HANDY SHOULD YOU NEED TO SHOW IT TO AN AUDITOR OR CLIENT OR EMPLOYEE DURING A REASONABLE SUSPICION INTERVIEW.**



<b>SOP #: SA128</b>	<b>Reasonable Suspicion Testing</b>
<b>Effective Date:</b>	01/01/2025

**BEST PRACTICE:** ALTHOUGH IT IS NOT MANDATED, IT IS CONSIDERED A BEST PRACTICE TO TAKE THE COURSE EVERY TWO YEARS AS A REFRESHER. HOWEVER, YOUR CERTIFICATE NEVER EXPIRES AS LONG AS YOU WORK AT TRANSDEV.

*If you have any questions, please reach out to the corporate drug and alcohol program manager at 208-948-4598 or email [esther.avalos@transdev.com](mailto:esther.avalos@transdev.com).*

**IMPORTANT REASONABLE SUSPICION DETERMINATION SIGNS & SYMPTOMS**

APPEARANCE	BEHAVIOR	SPEECH	BODY ODOR
<ul style="list-style-type: none"> <li>• Profuse Sweating</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of Motivation</li> </ul>	<ul style="list-style-type: none"> <li>• Slurred</li> </ul>	<ul style="list-style-type: none"> <li>• Odor of Alcohol on Breath</li> </ul>
<ul style="list-style-type: none"> <li>• Dilated Pupils</li> </ul>	<ul style="list-style-type: none"> <li>• Poor Decision Making</li> </ul>	<ul style="list-style-type: none"> <li>• Incoherent</li> </ul>	<ul style="list-style-type: none"> <li>• Smell of Marijuana on Clothing</li> </ul>
<ul style="list-style-type: none"> <li>• Constricted Pupils</li> </ul>	<ul style="list-style-type: none"> <li>• Short Attention Span</li> </ul>	<ul style="list-style-type: none"> <li>• Rambling</li> </ul>	<ul style="list-style-type: none"> <li>• Breath Sprays</li> </ul>
<ul style="list-style-type: none"> <li>• Flushed Face</li> </ul>	<ul style="list-style-type: none"> <li>• Bursts of Energy</li> </ul>	<ul style="list-style-type: none"> <li>• Mumbling</li> </ul>	<ul style="list-style-type: none"> <li>• Mouth Wash on Breath</li> </ul>
<ul style="list-style-type: none"> <li>• Blood Shot Eyes</li> </ul>	<ul style="list-style-type: none"> <li>• Lethargy</li> </ul>	<ul style="list-style-type: none"> <li>• Dry Mouth</li> </ul>	<ul style="list-style-type: none"> <li>• Increased Body Temperature/Odor</li> </ul>
<ul style="list-style-type: none"> <li>• Glazed Eyes</li> </ul>	<ul style="list-style-type: none"> <li>• Poor Coordination</li> </ul>	<ul style="list-style-type: none"> <li>• Spontaneous Laughter</li> </ul>	
<ul style="list-style-type: none"> <li>• Needle Marks</li> </ul>	<ul style="list-style-type: none"> <li>• Slow Reaction Time</li> </ul>	<ul style="list-style-type: none"> <li>• Inability to Speak Clearly</li> </ul>	
<ul style="list-style-type: none"> <li>• Trembling Hands</li> </ul>	<ul style="list-style-type: none"> <li>• Jittery Movements</li> </ul>	<ul style="list-style-type: none"> <li>• Talking Loudly</li> </ul>	

**REASONABLE SUSPICION TESTING PROCEDURES**

Transdev shall conduct a drug and/or alcohol test when a trained supervisor or designated employer representative has reasonable suspicion that a covered employee has used a prohibited drug and/or engaged in alcohol misuse in accordance with Part 655.43 of the FTA regulations or Part 382.307 of the FMCSA regulations.

**DETERMINATION FACTORS:**

- ✓ Determination that reasonable suspicion exists shall be based on specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, or body odors of the covered employee.

<b>SOP #: SA128</b>	<b>Reasonable Suspicion Testing</b>
<b>Effective Date:</b>	01/01/2025

- ✓ Reasonable suspicion testing for alcohol can be done only while the employee is performing safety- sensitive functions; just before the employee is to perform safety-sensitive functions; or just after the employee has ceased performing such functions.
  - If an alcohol test is not done within eight hours following the determination, you must cease all attempts to administer the test and document event.
- ✓ “Contemporaneous” - That the behavior, conduct, appearance, or body odor exists at the time you are making the observation of the employee. It is not based on observations made over time, in off duty situations or reported to you by others.
- ✓ “Articulable” - That your observations of the employee are specific, grounded in objective criteria and capable of being documented by written or verbal expression.

### **Step 1: Observe**

- Always be vigilant for signs of possible drug use and alcohol misuse in safety-sensitive employees.
- The reasonable suspicion process begins when the signs of possible impairment are observed.
- As soon as observations are made, approach the employee without delay.
- It is important to prevent an impaired covered employee from jeopardizing the safety of others.

### **Step 2: Approach**

- Approach the employee in a respectful manner and be discreet.
- Ask the employee to accompany you to a private area where your conversation cannot be overheard.
  - Office, supervisor’s vehicle, conference room, etc.

### **Step 3: Interview (Initiate)**

- Example - Simplest beginning, ask how they are feeling.
- Tone should be calm, direct and respectful.
- Do not try to diagnose or be accusatory.
- Give the employee an opportunity to respond.

#### **Express Concern:**

- Anticipate that the employee may become defensive or argumentative.
- Remain calm and stay on point.
- Acknowledge the employees response.
- Explain testing is used to rule out drug use or alcohol misuse.

<b>SOP #: SA128</b>	<b>Reasonable Suspicion Testing</b>
<b>Effective Date:</b>	01/01/2025

**Step 4: Document**

- The signs and symptoms that you observed.
- The time that the observations were made.
- The employee’s response to your observations.
- The behavior of the employee during the interview.

**Step 5: Referral**

- Remember that the reasonable suspicion testing is used to rule out drug use or alcohol misuse as a cause for the observations you’ve made.
- Inform the employee of the next steps.
- Address any questions the employee may have and confirm their understanding.

**Step 6: After the Referral**

- You must arrange testing as soon as possible.
- The employee must be escorted to the collection site.
- If it is afterhours and a mobile collector is coming onsite, do not leave the employee alone, ensure the employee is monitored until mobile collector arrives and testing is completed.
- If alcohol testing is delayed more than 2 hours from the time you notified employee of required test, document the reason for the delay and cease attempts if 8 hours has passed and update the documentation.
- If the employee blows a 0.02 or greater, the employee will be required to wait at least 15 minutes with the technician and will be required to provide a confirmation breath test.
  - Whatever the results are from the confirmation test will be the test of record.
- If the employees confirmation (2nd) test results are between 0.02 to 0.039, less than 0.04 that is not considered a positive test.
  - However, the DOT regulations require the employer to remove the employee from the performance of any safety-sensitive functions.
  - The FTA and FMCSA have different rules.
  - Therefore, depending on what mode you are subject to, you must follow the required regulations listed below.

<b>FTA</b>	<b>FMCSA</b>
8 hrs. off-duty after alcohol result 0.02-0.039, or until <0.02	24 hrs. off-duty after alcohol result 0.02-0.039

- If the alcohol test is confirmed positive 0.04 or greater, immediately remove employee from safety-sensitive duties, refer employee to the SAP and complete termination of employment in accordance with Transdev’s zero tolerance policy.
- After employee completes drug and/or alcohol test, employee should be removed from duty and escorted home.

<b>SOP #: SA128</b>	<b>Reasonable Suspicion Testing</b>
<b>Effective Date:</b>	01/01/2025

- Employee may not return to safety-sensitive function until negative drug test and/or alcohol test is received.
- If drug test is confirmed positive, refer employee to SAP and complete termination in accordance with Transdev’s zero tolerance policy.
- A written report must be made within 24 hours of the observed behavior, or before test results are released.
  - This is a FMCSA requirement and Transdev’s have adopted the same policy for all FTA locations as well.
- DOT requires that documentation be maintained of the testing referral for a minimum of 2 years.
  - However, Transdev policy is to maintain all records for a minimum of five years.
- If positive drug test result or positive alcohol violation, you must maintain the documentation for a minimum of 5 years.

**In order to ensure the reasonable suspicion test is done properly and documented in accordance with the DOT requirements please use the following forms each time you conduct a reasonable suspicion test.**

**ASSOCIATED FORMS**

**REASONABLE SUSPICION STEP-BY-STEP GUIDE** *(TD128 - D&A Guide)*

- ✓ **The Step-by-Step Guide will walk you through the steps to take in the event you need to conduct a reasonable suspicion interview.**
- ✓ **It will remind you of the steps to take in the correct order.**

**REASONABLE CAUSE/SUSPICION OBSERVATION FORM** *(TD128 - D&A FORM)*

- ✓ **The Observation Form must be used to document the event within 24 hours of the employee being tested.**
- ✓ **The time of the observation must be documented and is key when documenting the interview and the time of the actual test.**
- ✓ **If a test is not warranted, you must clearly document why you did not test the employee.**
- ✓ **If you need more space to document the event, write on back of form or on another piece of paper. Be sure to keep all documentation of the event together.**

The original copies of the Chain of Custody Form (CCF) copy 4 - and the Breath Alcohol Testing Form (ATF) copy 1 should be provided to you directly at your collection site. Do not leave clinic without them.

<b>SOP #: SA128</b>	<b>Reasonable Suspicion Testing</b>
<b>Effective Date:</b>	01/01/2025

**IF A TEST IS WARRANTED:**

- ✓ Notify employee of the requirement to submit to a reasonable-suspicion test.
- ✓ Employee MUST remain readily available and in your presence once notified.
- ✓ Escort the employee directly to the testing site, if the collector is coming to you stay with employee until mobile collector completes test.
- ✓ Stay with the employee at the clinic until the BAT and urine test is completed.
- ✓ Ensure the test occurs immediately once you arrive at clinic.
- ✓ Ensure the Breath Alcohol Test is done first, then the drug test.
- ✓ Afford the employee a ride home, if employee insists in driving themselves home, you can call the local police for safety purposes.
- ✓ Ensure you obtain your employer copies of the chain of custody and/or breath alcohol form from the clinic/mobile collector after the tests are completed.
- ✓ Email or fax the CCF and BAT to Workforce at [wxccf@cynergymro.com](mailto:wxccf@cynergymro.com) to help expedite the release of the drug test results back from the MRO.
- ✓ Send a copy of the CCF/BAT to [Vanessa.rivera@transdev.com](mailto:Vanessa.rivera@transdev.com)

Issues that could occur - please contact the corporate DAPM's office immediately:

1. Employee refuses to take drug and/or alcohol test. Immediately remove employee from safety-sensitive functions and notify your area safety-director of the refusal to test, document the refusal.
2. Employee has a shy-bladder situation (cannot produce a urine sample after 3-hours)
3. Employee has a shy-lung situation (cannot produce a valid breath sample)

If you have any questions, please reach out to the corporate drug and alcohol program manager at 208-948-4598 or email [esther.avalos@transdev.com](mailto:esther.avalos@transdev.com).