



AGENDA FOR THE MASS TRANSIT DEPARTMENT BOARD MEETING

November 08, 2022

**COUNCIL CHAMBERS, CITY HALL, 300 N. CAMPBELL AND VIRTUALLY
10:00 AM**

Teleconference phone number: 1-915-213-4096

Toll free number: 1-833-664-9267

Conference ID: 260 011 781#

AND

AGENDA REVIEW MEETING

**COUNCIL CHAMBERS, CITY HALL, 300 N. CAMPBELL AND VIRTUALLY
November 7, 2022
9:00 AM**

Teleconference phone number: 1-915-213-4096

Toll free number: 1-833-664-9267

Conference ID: 547 374 081#

Members of the public may view the meeting via the following means:

Via the City's website. <http://www.elpasotexas.gov/videos>

Via television on City15,

YouTube: <https://www.youtube.com/user/cityofelpasotx/videos>

In compliance with the requirement that the City provide two-way communication for members of the public, members of the public may communicate with Council during public comment, and regarding agenda items by calling either of the numbers listed above and entering the corresponding conference ID.

The public is strongly encouraged to sign up to speak on items on this agenda before the start of this meeting on the following links:

<https://www.elpasotexas.gov/city-clerk/forms/>

<https://elpasotx.seamlessdocs.com/f/SpeakerSignUpFormItem>

A quorum of the Mass Transit Department Board must participate in the meeting.

ROLL CALL

CALL TO THE PUBLIC – PUBLIC COMMENT:

This time is reserved for members of the public who would like to address the Mass Transit Department Board on items that are not on the Mass Transit Department Board Agenda.

Members of the public may communicate with Board Members during public comment, and regarding agenda items by calling 1-915-213-4096 or toll free number 1-833-664-9267 at the prompt please enter the following Conference ID: 260 011 781#

A sign-up form is available on line at:

<https://elpasotx.seamlessdocs.com/f/SpeakerSignUpFormPublic>

for those who wish to sign up in advance of the meeting date. Requests to speak must be received by 9:00 a.m. on the date of the meeting. 30 Minutes total is allotted for speakers. Three to five minutes may be allowed for each speaker.

NOTICE TO THE PUBLIC:

All matters listed under the CONSENT AGENDA, including those on the Addition to the Agenda, will be considered by Mass Transit Department Board to be routine and will be enacted by one motion unless separate discussion is requested by Board Members. Prior to the vote, members of the audience may ask questions regarding items on the consent agenda. When the vote has been taken, if an item has not been called out for separate discussion, the item has been approved. The Mass Transit Department Board may, however, reconsider any item at any time during the meeting.

CONSENT AGENDA - APPROVAL OF MINUTES:

Goal 6: Set the Standard for Sound Governance and Fiscal Management

1. Approval of minutes of the Mass Transit Department Board Meeting of October 11, 2022. [22-1396](#)

All Districts

Sun Metro Mass Transit, Ellen A. Smyth, (915) 212-6000

CONSENT AGENDA – REQUEST TO EXCUSE ABSENT MASS TRANSIT BOARD MEMBERS

2. Excuse Board Member Joe Molinar from the November 8, 2022, Mass Transit Department Board Meeting. [22-1468](#)

CONSENT AGENDA - RESOLUTIONS:

Goal 7: Enhance and Sustain El Paso's Infrastructure Network

3. A Resolution to authorize the City Manager to sign an agreement between the Mass Transit Department of the City of El Paso and the El Paso County to provide public transportation for jurors summoned to participate in the jury process and participants in accountability court programs. [22-1426](#)

All Districts

Sun Metro Mass Transit, Ellen A. Smyth, (915) 212-6000

REGULAR AGENDA - OTHER BUSINESS:

Goal 7: Enhance and Sustain El Paso's Infrastructure Network

4. Discussion and action that the Sun Metro Agency Safety Plan is approved and adopted. Further, that the City Manager, or designee, be authorized to submit the Agency Safety Plan to the Federal Transit Administration, the Texas Department of Transportation, and/or the State Safety Oversight Agency. Further, that the City Manager or designee, be authorized to execute any documents and perform any actions necessary to effectuate the Agency Safety Plan. Further, to the extent allowed by law that the City Manager is authorized to make any changes to the Agency Safety Plan. [22-1427](#)

All Districts

Sun Metro Mass Transit, Ellen A. Smyth, (915) 212-6000

EXECUTIVE SESSION

The Mass Transit Department Board of the City of El Paso may retire into EXECUTIVE SESSION pursuant to Section 3.5A of the El Paso City Charter and the Texas Government Code, Chapter 551, Subchapter D, to discuss any of the following: (The items listed below are matters of the sort routinely discussed in Executive Session, but the Mass Transit Department Board of the City of El Paso may move to Executive Session any of the items on this agenda, consistent with the terms of the Open Meetings Act.) The Mass Transit Department Board will return to open session to take any final action and may also, at any time during the meeting, bring forward any of the following items for public discussion, as appropriate.

Section 551.071	CONSULTATION WITH ATTORNEY
Section 551.072	DELIBERATION REGARDING REAL PROPERTY
Section 551.073	DELIBERATION REGARDING PROSPECTIVE GIFTS
Section 551.074	PERSONNEL MATTERS
Section 551.076	DELIBERATION REGARDING SECURITY DEVICES OR SECURITY AUDITS
Section 551.087	DELIBERATION REGARDING ECONOMIC DEVELOPMENT NEGOTIATIONS
Section 551.089	DELIBERATION REGARDING SECURITY DEVICES OR SECURITY AUDITS; CLOSED

MEETING

ADJOURN

NOTICE TO THE PUBLIC:

Sign Language interpreters are provided for this meeting. If you need Spanish Interpreter Services, you must email CityClerk@elpasotexas.gov at least 72 hours in advance of the meeting.

**MASS TRANSIT BOARD AGENDAS ARE PLACED ON THE INTERNET THE THURSDAY
PRIOR TO EACH MEETING AT THE FOLLOWING ADDRESS:**

<https://elpasotexas.legistar.com/Calendar.aspx>

<http://www.elpasotexas.gov/>



Legislation Text

File #: 22-1396, **Version:** 1

**CITY OF EL PASO, TEXAS
LEGISTAR AGENDA ITEM SUMMARY FORM**

DISTRICT, DEPARTMENT, CONTACT INFORMATION:

*Please choose District and Department from drop down menu. Please post exactly as example below.
No Title's, No emails. Please use ARIAL 10 Font.*

All Districts

Sun Metro Mass Transit, Ellen A. Smyth, (915) 212-6000

AGENDA LANGUAGE:

This is the language that will be posted to the agenda. Please use ARIAL 11 Font.

Approval of minutes of the Mass Transit Department Board Meeting of October 11, 2022.



MASS TRANSIT DEPARTMENT BOARD MINUTES

CITY COUNCIL CHAMBERS

October 11, 2022

A meeting of the Mass Transit Department Board was called to order at 10:41 a.m. Vice-Chair Cissy Lizarraga was present and presiding and the following Board Members answered roll call: Peter Svarzbein, Alessandra Anello, Cassandra Hernandez, Joe Molinar, Isabel Salcido, Claudia Rodriguez, and Henry Rivera. Board Chair Oscar Leeser requested to be excused from the meeting.

CALL TO THE PUBLIC – PUBLIC COMMENT

This time is reserved for members of the public who would like to address the Mass Transit Department Board on items that are not on the Mass Transit Department Board Agenda.

No members of the public commented.

CONSENT AGENDA

Motion made by Board Member Hernandez, seconded by Board Member Salcido, and unanimously carried to **APPROVE, AS AMENDED**, all matters listed under the Consent Agenda unless otherwise noted (Items approved, postponed, or deleted pursuant to the vote on the Consent Agenda will be shown with an asterisk).

AYES:	Board Members Svarzbein, Anello, Hernandez, Molinar, Salcido, Rivera, and Lizarraga
NAYS:	None
NOT PRESENT:	Board Member Rodriguez
ABSENT:	Board Chair Leeser

CONSENT AGENDA – APPROVAL OF MINUTES

Goal 6: Set the Standard for Sound Governance and Fiscal Management

1. *Motion made, seconded, and unanimously carried to **APPROVE** the minutes of the Special Mass Transit Board Meeting of August 23, 2022.

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CONSENT AGENDA – REQUEST TO EXCUSE ABSENT MASS TRANSIT BOARD MEMBERS

2. *Motion made, seconded, and unanimously carried to **EXCUSE** Board Chair Oscar Leeser from the October 11, 2022, Mass Transit Board Meeting.

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CONSENT AGENDA - RESOLUTIONS

Goal 7: Enhance and Sustain El Paso’s Infrastructure Network

3. ***RESOLUTION**

WHEREAS, the Federal Transit Administration (“FTA”) requires reporting by the Designated Recipient for the El Paso Large Urbanized Area (“Urbanized Area” or “UZA”) as set forth in FTA Circular 9030 (“Circular 9030”) which provides guidance under 49 United State Code §5307 (“Section 5307”); and

WHEREAS, the FTA provides grants and funding to the El Paso UZA under Section 5307;

WHEREAS, the Mass Transit Department (“Sun Metro”) of the City of El Paso is the designated recipient as defined by Circular 9030; and

WHEREAS, Sun Metro is tasked with providing periodic notice to the FTA of how the Section 5307 funds will be allocated among the qualifying recipients in the El Paso UZA; and

WHEREAS, Sun Metro reports the allocation to the FTA, on a periodic basis, in a “split letter” as defined in Circular 9030.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF THE MASS TRANSIT DEPARTMENT OF THE CITY OF EL PASO:

That the City Manager, through his delegation to the Chief Transit and Field Operations Officer, is authorized to sign the Split Letter to the FTA for the current reporting period and future reporting periods as required by Circular 9030 and Section 5307; as may be amended.

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4. ***RESOLUTION**

WHEREAS, City Council finds that the Sun Metro Citizens Advisory Committee herein after (the “SMCAC” or “the Committee”) will serve an important role in providing information to the Board of the Mass Transit Department (Board) to assist in making changes to benefit the citizens of El Paso for the existing facilities; and

WHEREAS, the Citizen's Advisory Committee ("CAC") was created by Resolution on April 26, 1988; and

WHEREAS, the Board re-established the CAC and its powers and duties through resolutions dated March 10, 1992, May 25, 2004, August 22, 2006, February 9, 2009, December 1, 2009 (CAC Resolutions); and

WHEREAS, the Board now desires to rename the board in addition to consolidating previous resolutions into one resolution encompassing the authority, purview, powers, and duties of the committee, superseding all previous resolutions currently in full force and effect; and

NOW, THEREFORE, BE IT RESOLVED BY THE MASS TRANSIT BOARD OF THE CITY OF EL PASO:

That the Sun Metro Citizens Advisory Committee ("SMCAC") is hereby established by the Board to advise it and the City of El Paso Mass Transit Department ("Department") on matters within the purview of the committee, as designated below:

MASS TRANSIT ADVISORY COMMITTEE

Section 1. Sun Metro Citizens Advisory Committee—Established.

There is hereby established the Sun Metro Citizens Advisory Committee ("SMCAC") in accordance with this resolution.

Section 2. Membership.

- A. The SMCAC shall consist of nine regular members. Of these nine members, at least three members shall have a minimum of five years' experience in public administration, operations, or logistics.
- B. The mayor shall nominate the appointment of one member, and each city council member shall nominate the appointment of one member to the committee. All of the appointments must be approved by the Board in accordance with the requirements of the City Charter.
- C. Regular members of the committee duly appointed prior to the effective date of this resolution shall be allowed to continue to serve on the committee until the expiration of their term, and may be continue to serve if reappointed in accordance with this resolution.
- D. Alternate members of the committee duly appointed prior to the effective date of this resolution shall be allowed to continue to serve on the committee until the expiration of their term; however, once the term has expired, a vacancy for an alternate member shall not be filled and the seat shall be removed from the committee.

Section 3. Terms of office.

- A. Members shall be appointed for a four-year period, except that appointments made to fill vacancies created during a term shall be for the remainder of the term.
- B. The members of the SMCAC shall be subject to the term limitation provisions contained in Section 2.04.050 of the El Paso City Code.
- C. A member may be removed with or without cause, and shall be subject to the provisions of Section 2.04.010 of the El Paso City Code.
- D. The members of the committee shall be subject to the holdover prohibition in Section 2.04.040 of the El Paso City Code.

Section 4. Meetings.

A. The SMCAC shall hold regular meetings every other month, beginning in January of each year. Additional special meetings may be held when necessary for the performance of the duties set forth by this resolution. The chair or vice-chair may call a special meeting for the purpose of addressing matters to which the committee must address prior to the next scheduled regular meeting. In no event shall the committee hold less than three meetings per calendar year.

B. The committee chair and vice-chair shall meet monthly with staff designated by the director of the Department on a monthly basis to encourage communication between the department and committee, provide information requested by the chair, and to assist in developing agendas for upcoming committee meetings.

C. All meetings of the committee shall be open to the public. Notice of all meetings shall be made in conformity with the provisions of the Texas Open Meetings Act, Chapter 551, Texas Government Code, as from time to time it may be amended. Meetings shall be held in-person; however, virtual or online meetings made available for public participation may be held in lieu of in-person meetings when needed to protect public health or safety. The minutes of each meeting shall be kept and filed with the city clerk, to include recording the attendance by the members and their votes upon each question, and shall be filed within a reasonable time after the minutes have been approved by the committee.

Article 5. Quorum and procedures.

A. The SMCAC shall select from among its members a chair and a vice-chair, and may adopt rules and regulations for the governing of its own proceedings to carry out the purposes for which the committee was created, consistent with the state law and the charter and ordinances of the City. A quorum shall consist of five members.

B. The City shall provide support to the committee for the purpose of scheduling and giving notice of the meetings, the preparation of minutes of each meeting, and the provision of other reasonable support services. The director of the Department or designee, shall serve as the secretary. The secretary shall have the right to attend meetings and speak on questions before the committee, but shall have no vote and shall not be counted for the purpose of making a quorum or determining the number of votes necessary to reach a decision on any question.

Article 6. Duties.

A. The SMCAC shall act as an advisory body to the Board and may advise it on any matters over which the Board has authority.

B. The committee may from time to time recommend such general studies of existing Department facilities and operations as may be useful in keeping the mass transit system efficient and adequate to meet the needs of the City.

C. The committee may prepare and provide a written annual report to the Board, reviewing the operations of the Department and shall make such recommendations to the Board regarding the operations of the Department as the committee considers necessary and appropriate. If a report will be provided by the committee, it shall be presented at a meeting of the Board held during the month of March.

The following City staff members commented:

1. Ms. Ellen Smyth, Chief Transit and Field Operations Officer
2. Mr. Karl Rimkus, Special Projects Manager

Board Members Anello, Hernandez, and Svarzbein commented.

Motion made by Board Member Annello, seconded by Molinar, and carried to **AMEND** Section 4A of the Resolution to require bimonthly meetings instead of quarterly meetings.

AYES: Board Members Svarzbein, Annello, Molinar, Salcido, and Rivera
NAYS: Board Members Hernandez and Lizarraga
NOT PRESENT: Board Member Rodriguez
ABSENT: Board Chair Leeser

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CONSENT AGENDA – NOTICE FOR NOTATION

Goal 7: Enhance and Sustain El Paso’s Infrastructure Network

For notation only: This Transit Access Management Plan was developed and implemented in order to serve as a guide to assist Sun Metro in maintaining all their assets in a state of good repair in the performance of operating the transit system.

5. *Motion made, seconded, and unanimously carried to **ACCEPT** the Transit Access Management Plan.

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REGULAR AGENDA – OPERATIONAL FOCUS UPDATES

Goal 7: Enhance and Sustain El Paso’s Infrastructure Network

6. Presentation and discussion on the Paratransit/LIFT Performance Indicators for FY22 period ending August 31, 2022

Ms. Ellen Smyth, Chief Transit and Field Operations Officer, presented a PowerPoint presentation.

Mr. Rafael Fernandez, MV General Manager, commented.

Board Members Hernandez and Annello commented.

NO ACTION was taken on this item.

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7. Presentation and discussion on the Fixed Route Performance Indicators for FY22 period ending August 31, 2022.

Ms. Ellen Smyth, Chief Transit and Field Operations Officer, presented a PowerPoint presentation.

NO ACTION was taken on this item.

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8. Discussion on an update to provide the Council with information on Sun Metro's Service Modification Plan to go into effect November 6, 2022.

Ms. Astrid Bunner, Managing Assistant Director, presented a PowerPoint presentation.

Board Member Molinar commented.

NO ACTION was taken on this item.

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REGULAR AGENDA – OTHER BIDS, CONTRACTS, PROCUREMENTS

Goal 7: Enhance and Sustain El Paso's Infrastructure Network

9. Motion made by Board Member Rivera, seconded by Board Member Molinar, and unanimously carried to **AUTHORIZE** the Director of the Purchasing & Strategic Sourcing Department to issue a Purchase Order(s) to Mitchell Adding Machine Company Inc. dba Mitchell Time and Parking, the sole and authorized distributor for the 2022-0586 UPTT & Union Depot Parking Machines for a term of one (1) year for an estimated amount of \$186,488.00. This contract will allow for the purchase of parking garage equipment to replace the entry and exit systems currently installed in the UPTT Parking Garage and the Union Depot Parking Garage located at 500 W San Francisco.

The following City staff members commented:

1. Ms. Ellen Smyth, Chief Transit & Field Operations Officer
2. Crystal Paz, Senior Procurement Analyst

Board Member Rodriguez commented.

AYES: Board Member Svarzbein, Annello, Hernandez, Molinar, Salcido, Rodriguez, Rivera, and Lizarraga

NAYS: None

ABSENT: Board Chair Leeser

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10. Motion made by Board Member Molinar, seconded by Board Member Rodriguez, and unanimously carried to **AUTHORIZE** the Purchasing Director to notify Maria del Rosario Rodriguez dba D*AMOR DIDAS that the Mass Transit Board is terminating Contract No. 2020-027 5Points & ETC Concessions for default, pursuant to the provisions and requirements of Article 13, Section 13.2. A. i) of the Contract, and that the termination shall be effective as of October 11, 2022.

Ms. Ellen Smyth, Chief Transit & Field Operations Officer, commented.

AYES: Board Member Svarzbein, Annello, Hernandez, Molinar, Salcido, Rodriguez, Rivera, and Lizarraga

NAYS: None

ABSENT: Board Chair Leeser

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ADJOURN

Motion made by Board Member Hernandez, seconded by Board Member Annello, and unanimously carried to **ADJOURN** the meeting at 11:31 a.m.

AYES: Board Member Svarzbein, Annello, Hernandez, Molinar, Salcido, Rodriguez,
Rivera, and Lizarraga

NAYS: None

ABSENT: Board Chair Leeser

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Approved as to content:



Ellen A. Smyth, Chief Field & Transit Operations Officer



Legislation Text

File #: 22-1468, **Version:** 2

**CITY OF EL PASO, TEXAS
LEGISTAR AGENDA ITEM SUMMARY FORM**

DISTRICT, DEPARTMENT, CONTACT INFORMATION:

*Please choose District and Department from drop down menu. Please post exactly as example below.
No Title's, No emails. Please use ARIAL 10 Font.*

AGENDA LANGUAGE:

This is the language that will be posted to the agenda. Please use ARIAL 11 Font.

Excuse Board Member Joe Molinar from the November 8, 2022, Mass Transit Department Board Meeting.



Legislation Text

File #: 22-1426, Version: 1

**CITY OF EL PASO, TEXAS
LEGISTAR AGENDA ITEM SUMMARY FORM**

DISTRICT, DEPARTMENT, CONTACT INFORMATION:

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No Title's, No emails. Please use ARIAL 10 Font.*

All Districts

Sun Metro Mass Transit, Ellen A. Smyth, (915) 212-6000

AGENDA LANGUAGE:

This is the language that will be posted to the agenda. Please use ARIAL 11 Font.

A Resolution to authorize the City Manager to sign an agreement between the Mass Transit Department of the City of El Paso and the El Paso County to provide public transportation for jurors summoned to participate in the jury process and participants in accountability court programs.

**CITY OF EL PASO, TEXAS
AGENDA ITEM
DEPARTMENT HEAD'S SUMMARY FORM**

AGENDA DATE: November 8, 2022
PUBLIC HEARING DATE: N/A

CONTACT PERSON(S) NAME AND PHONE NUMBER: Ellen A. Smyth, (915) 212-6000

DISTRICT(S) AFFECTED: All

STRATEGIC GOAL: Strategic Goal 7: Enhance and Sustain El Paso's Infrastructure Network

SUBGOAL:

SUBJECT: A Resolution to authorize the City Manager to sign an agreement between the Mass Transit Department of the City of El Paso and El Paso County to provide public transportation for jurors summoned to participate in the jury process and participants in accountability court programs.

BACKGROUND / DISCUSSION:

The City entered into an agreement with the County in 1999 to provide the public with discounted bus fare for jury service. Sun Metro accepts jury summons and documents as verification for service, manages a balance of funds provided by the County, and invoices the County monthly to provide payment for the discounted fares. Over the years, discounted fares were also made available to participants in court-ordered programs. This amended agreement will include the El Paso County Council of Judges as a party to the agreement and will allow the County to purchase bulk tokens and passes at full fare for selected jurors and court participants. The County has the ability to provide these to jurors and court participants at a reduced rate or free of charge, at its sole discretion.

PRIOR BOARD ACTION:

The Board adopted a resolution authorizing the Chairman to sign an interlocal agreement with respect to the purchase of reduced fare passes from Sun Metro for use by citizens summoned to jury service on October 5, 1999.

AMOUNT AND SOURCE OF FUNDING:

N/A

HAVE ALL AFFECTED DEPARTMENTS BEEN NOTIFIED? ☒ YES ☐ NO

PRIMARY DEPARTMENT: Sun Metro

SECONDARY DEPARTMENT:

*****REQUIRED AUTHORIZATION*****

DEPARTMENT HEAD: *Anthony R. Dekeyser* For Ellen Smyth

(If Department Head Summary Form is initiated by Purchasing, client department should sign also)

RESOLUTION

WHEREAS, the County of El Paso and the City of El Paso Mass Transit Department (“Sun Metro”) would like to enter into an agreement pursuant to the Interlocal Cooperation Act, Chapter 791 of the Texas Government Code; and

WHEREAS, the City of El Paso operates transit services as “Sun Metro”; and

WHEREAS, the County of El Paso and the City of El Paso previously entered into an Interlocal Fares Agreement to provide free transportation for summoned jurors, through the use of Sun Metro, to enable jurors to participate in the jury process; and

WHEREAS, City of El Paso Sun Metro and the County of El Paso wish to now enter into a new Interlocal Fares Agreement that provides a public transportation option for summoned jurors and for participants in accountability court programs.

BE IT RESOLVED BY THE MASS TRANSIT DEPARTMENT BOARD OF THE CITY OF EL PASO:

That the Chairman of the Mass Transit Board of the City of El Paso be authorized to sign the Interlocal Fares Agreement with the County of El Paso to provide a public transportation option for summoned jurors and for participants in accountability court programs.

That the City Manager or designee be authorized to sign any additional related paperwork, including all understanding and assurances contained therein, and accept, reject, alter, or terminate the resulting Interlocal Agreement, authorized budget transfer and submit necessary revisions to the operational plan. No cash match is required.

APPROVED this _____ day of _____ 2022.

MASS TRANSIT BOARD:

Oscar Leaser
Chairman

ATTEST:

Laura D. Prine
Secretary

APPROVED AS TO FORM:



Joyee Garcia
Assistant City Attorney

APPROVED AS TO CONTENT:

 For Ellen Smyth

Ellen Smyth, Director
Chief Transit and Field Operations Officer

STATE OF TEXAS)
)
COUNTY OF EL PASO)

INTERLOCAL FARES AGREEMENT

WHEREAS, The Mass Transit Department, City of El Paso and County of El Paso are authorized to enter into this Agreement under the Texas Interlocal Cooperation Act, Chapter 791, Texas Government Code; and

WHEREAS, The Interlocal Agreement ("Agreement") is between the Mass Transit Department, City of El Paso, Texas, ("City") and El Paso County, Texas ("County") by and through their duly authorized officials, pursuant to the Interlocal Cooperation Act. City and County shall be collectively referred to herein as the "Parties" and individually as a "Party."; and

WHEREAS the City operates transit services as "Sun Metro,"

WHEREAS, The City of El Paso and the Mass Transit Board (Sun Metro) are authorized to enter into this Agreement with the County of El Paso to provide public transportation for jurors summoned to participate in the jury process and participants in accountability court programs; and

WHEREAS, The Parties previously entered into an Interlocal agreement in regards to free transportation from the Mass Transit System to enable jurors to participate in the jury process; WHEREAS, The Parties now desire to replace the previously entered Agreement as the County wishes to continue to provide a public transportation option to participants in accountability court programs and summoned jurors to enable their participation in the jury process, and

NOW THEREFORE, the Parties agree to the following:

Section 1 - PURCHASE OF TRANSIT SERVICES.

1.1 The County will issue to summoned jurors a single-use "juror ride pass" with the summons that will be collected when presented for transit by Sun Metro. The County will pay Sun Metro the current rate per ride, or daily pass rate, whichever is less. In the event the rate changes during any year, the County will begin paying the new rate at the start of the next fiscal year (October 1st) immediately following the City's rate increase.

1.2 Sun Metro shall provide a monthly invoice to the County stating how many juror passes were accepted and at what location. Upon receipt of the invoice, the County shall have 30 days to process the invoice and submit payment to the City.

1.3 Tokens, Monthly and weekly passes. In order to support ridership for empaneled jurors or court-annexed programs, the County may purchase single-use tokens, monthly or weekly passes from Sun Metro at the current posted rate, including military, senior/disability, or student passes, as needed. Passes will be purchased by the County up-front, and shall not be subject to invoicing to the County by Sun Metro. In the event

the rate changes during any year, the County will begin paying the new rate at the start of the next fiscal year (October 1st) immediately following the City's rate increase.

1.4 Route schedules. Beginning January 1, 2023, the County agrees to pay Sun Metro for the printing of County transit routes in Sun Metro's *Schedule Paper*, which is printed when modifications of transit service are implemented. The cost shall be calculated by the percentage of pages the County routes comprise compared to the total number of pages of the *Schedule Paper*, multiplied by the total cost of the printing services. For example, if County routes account for four pages out of a *Schedule Paper* with 20 pages, the printing cost allocated to the County would be 20% of the total cost of printing. Invoice and payment process shall be identical to that outlined in Subsection 1.2.

1.5 Should the County no longer wish for Sun Metro to print County transit routes in the *Schedule Paper*, it shall provide written notice to Sun Metro, providing for 60 days until the change takes effect. At any time during the term of this agreement, when such written notice has been provided, the County may re-enroll in having its routes printed in the *Schedule Paper* by providing notice to Sun Metro,

Section 2 - TERM AND RENEWAL. The Effective Date is October 1, 2022, regardless of the date that the parties sign this Agreement ("**Effective Date**"). The term of this Agreement commences on the Effective Date and shall continue until terminated by either party in accordance with this agreement.

Section 3 - TERMINATION. Either party may terminate this Agreement without cause by giving the other party 60 days written notice. Tokens and monthly passes purchased under this Agreement will be accepted after the termination date.

Section 4 - NOTICES AND PAYMENTS. The Parties will send all notices and payments under this Agreement by postmarked and first-class mail. For purposes of this Agreement, all notices and payments are deemed to be received 5 calendar days following the postmark date on the notice or payment. The Parties will deliver all notices and payments under this Agreement to the following addresses:

If to the City:

Sun Metro

Attention: Finance Division, Accounts Receivable Section
10151 Montana Ave., El Paso, Texas 79925

Copy to:

Ellen Smyth, Chief Transit and Field Operations Officer
Sun Metro
10151 Montana Ave., El Paso, Texas 79925

If to the County:

El Paso County, Texas
Attention: Michael Cuccaro, Executive Director
Council of Judges
500 E. San Antonio Ave., Ste. #101, El Paso, Texas 79901

Copy to:

Edward Dion, County Auditor
El Paso County, Texas
800 E. Overland, Room #406, El Paso, Texas 79901

Sun Metro and the County will notify each other in writing of any changes in the addresses described above.

Section 5 - GENERAL PROVISIONS.

5.1 Governing Law and Venue. This Agreement is governed by Texas Law. The venue for any disputes regarding this Agreement lies exclusively in El Paso County, Texas.

5.2 No Joint Enterprise. This Agreement does not create any joint enterprise between the Parties.

5.3 No Third-Party Beneficiaries. This Agreement does not confer or create any rights or obligations to any third Parties.

5.4 No Personal Liability. This Agreement does not create any personal liability on the part of any employee, officer, or agent of any public body that may be a party to this Agreement.

5.5 Public Information. This Agreement is public information.

5.6 Sovereign and Governmental Immunity Acknowledged and Retained. The Parties acknowledge and agree that no provision of this Agreement is in any way intended to constitute a waiver by any party of any immunities from suit or liability that a Party may have by operation of law. The City and the County retain all governmental immunities.

5.7 Governmental Function. The Parties expressly agree that, in all things relating to this Agreement, the Parties are performing a governmental function, as defined by the Texas Tort Claims Act. The Parties further expressly agree that every act or omission of the Parties, which, in any way, pertains to or arises out of this Agreement falls within the definition of governmental function.

5.8 Independent Contractors. The City and the County are independent legal entities. Nothing in this Agreement creates the relationship of employer and employee, or principal and agent, or any relationship other than that of independent parties contracting with each other solely for the purpose of carrying out the terms of this Agreement. Neither the City nor the County nor any of their respective agents or employees has control or the right to control the activities of the other party in carrying out the terms of this Agreement. Both Parties agree that neither

Party has, nor will attempt to assert, authority to make commitments for or to bind the other Party to any obligation other than the obligations described in this Agreement.

5.9 Headings. The paragraph or section headings contained in this Agreement are for reference purposes only and do not control the meaning or interpretation of this Agreement.

5.10 Assignment. The Parties may not assign any obligations or rights under this Agreement without the express written consent of the other Party.

5.11 No Waiver. Failure of either Party to enforce any provision of this Agreement does not constitute a waiver of rights and the parties will retain the right to require performance of any provision of this Agreement.

5.12 Complete Agreement. This Agreement constitutes the entire agreement between the Parties and any previous agreements are hereby superseded.

5.13 Severability. If any provision of this Agreement is declared unenforceable, then all other provisions of this Agreement will remain in effect.

5.14 No Indemnification. The Parties agree that, except as provided in this Agreement, neither Party shall have the right to seek indemnification or contribution from the other Party for any losses, costs, expenses, or damages directly or indirectly arising, in whole or part, from this Agreement.

5.15 Fines and Penalties. Each Party is responsible for fiscal penalties, fines, or any other sanctions occasioned as a result of a finding that violations of any applicable local, state or federal law occurred as a result of that Party's actions.

5.16 Exclusion of Incidental and Consequential Damages. Neither Party is liable under this Agreement to the other Party for any incidental, consequential, special, punitive, or exemplary damages of any kind -including lost profits, loss of business, mental anguish, emotional distress and/or attorney fees- as a result of a breach of any term of this Agreement.

5.17 All attachments referenced in this Agreement are incorporated in full to this Agreement by reference.

5.18 Contingent Funding Availability. Sun Metro acknowledges that the County is a political subdivision of the State of Texas, and as such adopts its budget according to the laws of the State of Texas for a period of one year beginning on October 1st and terminating on September 30th of each year. In the event that the County does not intend to include sufficient funds in its next annual budget, in any fiscal year during the term of this Agreement, for the payment of its obligations hereunder, the County may terminate this Agreement without penalty or further payment, upon 30 days written notice to Sun Metro, to be effective on September 30th of the then current fiscal year.


IN WITNESS WHEREOF, County and City have caused this Agreement to be executed in their names by their undersigned officers, the same being duly authorized to do so.

THE COUNTY OF EL PASO, TEXAS:



Ricardo A. Samaniego, El Paso County Judge

October 17, 2022
Date



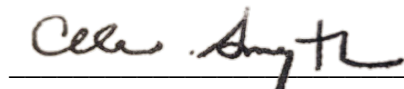
Michael Cuccaro
Executive Director of the Council of Judges

10-24-2022
Date

THE CITY OF EL PASO, TEXAS:

Tomás González, City Manager

Date



Ellen Smyth, Chief Transit and Field Operations Officer
Sun Metro


10/24/22
Date

(City of El Paso Mass Transit Board signatures begin on the following page)

**CITY OF EL PASO MASS TRANSIT
DEPARTMENT:**

Oscar Leeser
Chairman

APPROVED AS TO FORM:



Joyce Garcia
Assistant City Attorney

APPROVED AS TO CONTENT:



Ellen Smyth, Director
Chief Transit and Field Operations Officer



Legislation Text

File #: 22-1427, Version: 1

**CITY OF EL PASO, TEXAS
LEGISTAR AGENDA ITEM SUMMARY FORM**

DISTRICT, DEPARTMENT, CONTACT INFORMATION:

Please choose District and Department from drop down menu. Please post exactly as example below.

No Title's, No emails. Please use ARIAL 10 Font.

All Districts

Sun Metro Mass Transit, Ellen A. Smyth, (915) 212-6000

AGENDA LANGUAGE:

This is the language that will be posted to the agenda. Please use ARIAL 11 Font.

Discussion and action that the Sun Metro Agency Safety Plan is approved and adopted. Further, that the City Manager, or designee, be authorized to submit the Agency Safety Plan to the Federal Transit Administration, the Texas Department of Transportation, and/or the State Safety Oversight Agency. Further, that the City Manager or designee, be authorized to execute any documents and perform any actions necessary to effectuate the Agency Safety Plan. Further, to the extent allowed by law that the City Manager is authorized to make any changes to the Agency Safety Plan.

**CITY OF EL PASO, TEXAS
AGENDA ITEM
DEPARTMENT HEAD'S SUMMARY FORM**

AGENDA DATE: November 8, 2022
PUBLIC HEARING DATE: N/A

CONTACT PERSON(S) NAME AND PHONE NUMBER: Ellen A. Smyth, (915) 212-6000

DISTRICT(S) AFFECTED: All

STRATEGIC GOAL: Strategic Goal 7.3: Enhance a regional comprehensive transportation system

SUBGOAL:

SUBJECT:

Discussion and action that the Sun Metro Agency Safety Plan is approved and adopted. Further, that the City Manager, or designee, be authorized to submit the Agency Safety Plan to the Federal Transit Administration, the Texas Department of Transportation, and/or the State Safety Oversight Agency. Further, that the City Manager or designee, be authorized to execute any documents and perform any actions necessary to effectuate the Agency Safety Plan. Further, to the extent allowed by law that the City Manager is authorized to make any changes to the Agency Safety Plan.

BACKGROUND / DISCUSSION:

The Safety Plan is reviewed annually and more often as needed.

PRIOR COUNCIL ACTION:

N/A

AMOUNT AND SOURCE OF FUNDING:

HAVE ALL AFFECTED DEPARTMENTS BEEN NOTIFIED? ☒ YES ☐ NO

PRIMARY DEPARTMENT: Sun Metro

SECONDARY DEPARTMENT:

*******REQUIRED AUTHORIZATION*******

DEPARTMENT HEAD:

Anthony R. Dekeyser

For Ellen Smyth

(If Department Head Summary Form is initiated by Purchasing, client department should sign also)

RESOLUTION

NOW THEREFORE, BE IT RESOLVED BY THE MASS TRANSIT DEPARTMENT BOARD OF THE CITY OF EL PASO:

The Sun Metro Agency Safety Plan attached to this resolution as Attachment “A” is approved and adopted. Further, that the City Manager, or designee, be authorized to submit the Sun Metro Agency Safety Plan to the Federal Transit Administration, the Texas Department of Transportation, and/or the State Safety Oversight Agency. Further, that the City Manager, or designee, be authorized to execute any documents and perform any actions necessary to effectuate the Sun Metro Agency Safety Plan. Further, to the extent allowed by law that the City Manager is authorized to make any changes to the Sun Metro Agency Safety Plan.

APPROVED this _____ day of _____, 2022.

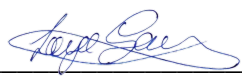
MASS TRANSIT BOARD:

ATTEST:

Oscar Leaser, Chairman

Laura D. Prine, Secretary

APPROVED AS TO FORM:



Joyce Garcia
Assistant City Attorney

APPROVED AS TO CONTENT:



Ellen Smyth
Chief Operations and Transportation Officer

For Ellen Smyth

(Attachment “A” on the following pages)

Sun Metro Agency Safety Plan

Revision 3
September 28, 2022

Sun Metro | City of El Paso
10151 Montana
El Paso, TX 79925

Approved on: _____



Table of Content


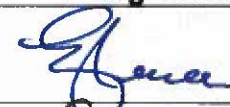







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Plan Approval Documentation

Prepared By	Signature	Date
Johnny Balcazar, WSO-CSSD, TSSP, PTSCTP, Bus/Rail Streetcar Safety Manager Designated as the SMS Executive		10/11/2022
Reviewed By	Signature	Date
Esteban Perea, TSSP, WSO-CSM Transit Safety Manager, Sun Metro		10/11/2022
German Meza Sun Metro LIFT Safety & Operations Manager		10/12/2022
Felix Minjarez Jr. Transit Safety Officer		10/11/2022
Robert Dominguez Transit Superintendent of Operations, Sun Metro		10/17/2022
Everett Esparza Chief Streetcar Officer		10/13/2022
Danny Meza Fleet Maintenance Manager		10/12/2022
Anthony DeKeyser Assistant Director of Transit Operations, Sun Metro		10/11/2022
Approved By	Signature	Date
Ellen A. Smyth, P.E. Chief Transit and Field Operations Officer, Managing Director for Sun Metro (Accountable Executive)		10-11-22

Name of Entity	El Paso Streetcar - Sun Metro	
Approval by Joint Labor-Management Committee (Streetcar Safety Committee)	Name of Individual/Entity That Approved This Plan	Date of Approval
	Streetcar Safety Committee	9/29/2022
	Relevant Documentation (title and location)	
	Public Transportation Agency Safety Plan (PTASP)	

Name of Entity	Mass Transit Department - Sun Metro	
Approval by the Board of Directors or an Equivalent Authority	Name of Individual/Entity That Approved This Plan	Date of Approval
	Mass Transit Board	
	Relevant Documentation (title and location)	
	Approval resolution	

PTASP Revision History Table

Date	Revision	Description of Change	Section or Page
April 2020	0	Original Document	
April 2021	1	Update headers and footers -	
		Terms and Definitions - 1. Accident 2. Drill 3. Designated personnel 4. Key Staff	
		Name of AE -	3.2
		Update Signature table Add Fixed Route Operations & Maintenance personnel and safety committee approval box with date of approval.	Page 5
		Revision History Table	Page 6
		Performance Measures - Use Frequency Rates instead of the number of accidents	3.3.5
		Add Fixed Route positions to Key Staff	3.4
		Update Sun Metro / EPSC Organizational Chart	3.4
		Revise section 5.3 regarding an investigation	5.3
		Internal Safety Audit update section Added 2021 Audit Schedule	5.4.1
		Update Section 5.6 Management of Change and the program	5.6

		Review Training and Certification Plan	6.1.1
		Update the Hazardous Material program to include the fixed route	6.1.3
		Update Drug & Alcohol Recordkeeping section	6.1.5
		Updated safety bulletin board photo	page 59
Nov 2021	2	Update LIFT paratransit section, review definitions for FTA compliance, remove OSHA reference for Sun Metro, further define safety meetings, update the organizational chart, update the D&A section to include safety-sensitive positions, update safety performance measures, reference the SMS Executive as an equivalent to the Chief Safety Officer	
Sep 2022	3	Update headers and footers -	
		Update Signature table	Page 5
		Revision History Table	Page 7
		Added Acronyms	Pages 12-14
		Added new Upper Eastside Transfer Center	Page 16
		Performance Measures – removed projected	Pages 22-23
		Update Sun Metro / EPSC Organizational Chart	Pages 26-27
		Updated and added the SMS Executive Job Duties to the Streetcar Safety Manager	Page 28
		Updated Tittles and added New Fixed Route positions to Key Staff	Pages 33-40
		Updated safety bulletin and added QR Code for Hazard reporting	Page 46
		Added New Bipartisan Infrastructure Law requirements: Risk Reduction Program, Exposure to Infectious Disease, Assault Awareness and Prevention for Transit Operators.	Pages 67-69

DEFINITIONS

1. **Accident** means an Event that involves any of the following:
 - (1) A loss of life;
 - (2) A report of a serious injury to a person;
 - (3) A collision of a public transportation vehicle resulting in substantial damage, serious injury, or fatality.
 - (4) A Runaway train;
 - (5) An evacuation for life safety reasons; or
 - (6) Any derailment of a rail transit vehicle, at any location, at any time, whatever the cause.
2. **Accountable Executive** means a single, identifiable person who has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan of a public transportation agency; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the agency's Public Transportation Agency Safety Plan, in accordance with 49 U.S.C. 5329(d), and the agency's Transit Asset Management Plan in accordance with 49 U.S.C. 5326.
3. **Chief Safety Officer** means an adequately trained individual who has responsibility for safety and reports directly to a transit agency's chief executive officer, general manager, president, or equivalent officer. A Chief Safety Officer may not serve in other operational or maintenance capacities unless employed by a transit agency that is a small public transportation provider as defined 49 CFR 673.5 or, a public transportation provider that does not operate a rail fixed guideway public transportation system.
4. **Contractor:** An entity that performs tasks on behalf of FTA, a State Safety Oversight Agency, or a Rail Transit Agency, through contract or other agreement
5. **Corrective Action Plan (CAP):** A plan developed by a Rail Transit Agency that describes the actions the Rail Transit Agency will take to minimize, control, correct, or eliminate risks and hazards, and the schedule for taking those actions. Either a State Safety Oversight Agency or FTA may require a Rail Transit Agency to develop and carry out a Corrective Action Plan
6. **Designated personnel** means:
 - (1) Employees and contractors identified by a recipient whose job function is directly responsible for safety oversight of the public transportation system of the public transportation agency; or
 - (2) Employees and contractors of a State Safety Oversight Agency whose job function requires them to conduct safety audits and examinations of the rail fixed guideway public transportation systems subject to the jurisdiction of the agency.
7. **Directly responsible for safety oversight** means public transportation agency personnel whose primary job function includes the development, implementation, and review of the agency's safety plan, and/or the SSOA requirements for the rail fixed guideway public transportation system pursuant to 49 CFR parts 659 or 674.
8. **Drill:** A supervised activity to test a procedure that is a component of the overall PTASP, Emergency Management Plan, or any other Sun Metro Document. A drill may be a step leading towards an exercise or can also be an actual field response. The true value of a drill lies in its ability to highlight a limited portion of the overall Emergency Management Plan and to examine it closely. (APTA SS-SEM-S-004-09 Rev. 1| General Guidance on Transit Incident Drills and Exercises)
9. **Equivalent Authority** means an entity that carries out duties similar to that of a Board of Directors, for a recipient or sub-recipient of FTA funds under 49 U.S.C. Chapter 53, including the sufficient

- authority to review and approve a recipient or sub-recipient Public Transportation Agency Safety Plan.
10. **Event** means any Accident, Incident, or Occurrence.
 11. **Examination** means a process for gathering or analyzing facts or information related to the safety of a public transportation system.
 12. **FRA:** The Federal Railroad Administration is an agency within the United States Department of Transportation
 13. **FTA** means the Federal Transit Administration.
 14. **Hazard** means any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of a public transportation system; or damage to the environment.
 15. **Hazard Analysis:** The method by which hazards are identified and analyzed as to their possible effects on the safe operation of the entire system (i.e.: Failure Mode and Effect Analysis, Fault Tree Analysis, Stress Analysis, etc.)
 16. **Hazard Identification:** formal activities to analyze potential consequences of hazards during operations related to provisions of service
 17. **Hazardous Condition:** An immediate condition that could cause an accident involving personal injuries or death
 18. **Incident** means an event that involves any of the following:
 - (1) A personal injury that is not a serious injury;
 - (2) One or more injuries requiring medical transport; or
 - (3) Damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.
 19. **Injury:** Any physical damage or harm to persons as a result of an incident that requires immediate medical attention away from the scene
 20. **Investigation** means the process of determining the causal and contributing factors of an accident, incident, or hazard, to prevent recurrence and mitigate risk.
 21. **Key Staff:** Sun Metro managing positions responsible for the implementation of Sun Metro's Agency Safety Plan.
 22. **Mode Safety Manager:** Safety Manager assign to a specific transportation mode in Sun Metro
 23. **National Public Transportation Safety Plan** means the plan to improve the safety of all public transportation systems that receive Federal financial assistance under 49 U.S.C. Chapter 53.
 24. **NTSB:** National Transportation Safety Board, an independent federal agency
 25. **Occurrence** means an Event without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt the operations of a transit agency.
 26. **Operator of a public transportation system** means a provider of public transportation as defined under 49 U.S.C. 5302(14)*Public transportation agency* means an entity that provides public transportation service as defined in 49 U.S.C. 5302 and that has one or more modes of service not subject to the safety oversight requirements of another Federal agency.
 27. **Performance measure** means an expression based on a quantifiable indicator of performance or condition that is used to establish targets and to assess progress toward meeting the established targets.
 28. **Performance target** means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within a time period required by the Federal Transit Administration (FTA).
 29. **Person:** A passenger, employee, contractor, pedestrian, trespasser, or any individual on the property of a rail's fixed guideway public transportation system

30. **Public Transportation Agency Safety Plan (PTASP)** means the documented comprehensive agency safety plan for a transit agency that is required by 49 U.S.C. 5329 and this part.
31. **Public Transportation Safety Certification Training Program:** Either the certification training program for Federal and State employees, or other designated personnel, who conduct safety audits and examinations of public transportation systems, and employees of public transportation agencies directly responsible for safety oversight, established through interim provisions in accordance with [49 U.S.C. 5329\(c\)\(2\)](#), or the program authorized by [49 U.S.C. 5329\(c\)\(1\)](#)
32. **Rail fixed guideway public transportation system** means any fixed guideway system that uses rail, is operated for public transportation, is within the jurisdiction of a State, and is not subject to the jurisdiction of the Federal Railroad Administration, or any such system in engineering or construction. Rail fixed guideway public transportation systems include but are not limited to rapid rail, heavy rail, light rail, monorail, trolley, inclined plane, funicular, and automated guideway.
33. **Rail Transit Agency** means any entity that provides services on a rail fixed guideway public transportation system
34. **Recipient** means a State or local governmental authority, or any other operator of a public transportation system receiving financial assistance under 49 U.S.C. chapter 53.
35. **NTD Reportable Incident:** Existence of one or more of the following:
- (1) A fatality confirmed within 30 days (including suicide)
 - (2) An injury requiring immediate medical attention away from the scene for one or more persons (partial exception in the case of Other Safety Occurrences Not Otherwise Classified)
 - (3) Estimated property damage equal to or exceeding \$25,000
 - (4) An evacuation due to or under hazardous conditions or to the rail Right-Of-Way
 - (5) Collisions involving transit vehicles that require towing away of a transit roadway vehicle or other non-transit roadway vehicles
 - (6) Rail transit vehicle collisions occurring at a grade crossing
 - (7) Rail transit vehicle collisions with an individual on the rail right-of-way or another revenue or non-revenue rail transit vehicle
 - (8) A mainline or yard derailment of revenue or non-revenue vehicles
 - (9) Security incidents
 - (10) Terrorism-related events
 - (11) Bomb threat (Credible)
 - (12) Bombing (Occurring)
 - (13) Chemical / Biological / Radiological / Nuclear release
 - Other system security events:
 - Arson
 - Sabotage
 - Hijacking
 - Cyber-Attack
 - Other personal events:
 - Aggravated assault
 - Rape
 - Suicide
 - Attempted suicide (Survives attempt)
 - Vandalism (See dollar limits)
 - Robbery (See dollar limits)
 - Burglary (See dollar limits)

- Motor vehicle theft (Proven by Police)
- Larceny/theft (See dollar limits)
- Homicide

36. **PTSAP** Public Transportation Agency Safety Plan means the comprehensive agency safety plan for a transit agency, including a Rail Transit Agency, that is required by 49 U.S.C. 5329(d) and based on a Safety Management System.
37. **Risk** means the composite of predicted severity and likelihood of the potential effect of a hazard.
38. **Risk Mitigation** means a method or methods to eliminate or reduce the effects of hazards.
39. **Sabotage**: The deliberate destruction of transit property or the slowing down of public transit operations by employees with the intention of damaging business or the economic condition of the transit agency
40. **Safety Assurance** means processes within a transit agency's Safety Management System that function to ensure the implementation and effectiveness of safety risk mitigation and to ensure that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.
41. **Safety Audit** means a review or analysis of safety records *and related* materials, including, but not limited to, those related to financial accounts.
42. **Safety Management Policy** means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of its employees regarding safety.
43. **Safety Management System (SMS)** means the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.
44. **Safety Management System (SMS) Executive** means a Chief Safety Officer or an equivalent. The Safety Management System Executive fulfills the duties of the Chief Safety Officer in accordance with the TxDOT Program Standard and 49 CFR 673. The SMS Executive has the authority and responsibilities of the day-to-day implementation and operation of the agency's SMS and may serve in roles that have a nexus to safety, such as security, asset management, and training (C.F.R. Part 673.5)
45. **Safety Performance Target** means a Performance Target related to safety management activities.
46. **Safety Promotion** means a combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.
47. **Safety Risk Assessment** means the formal activity whereby a transit agency determines Safety Risk Management priorities by establishing the significance or value of its safety risks.
48. **Safety Risk Management** means a process within a transit agency's Public Transportation Agency Safety Plan for identifying hazards and analyzing, assessing, and mitigating safety risks.
49. **Serious Injury** means any injury which:
- (1) Requires hospitalization for more than 48 hours, commencing within 7 days from the date of the injury was received;
 - (2) Results in a fracture of any bone (except simple fractures of fingers, toes, or noses);
 - (3) Causes severe hemorrhages, nerve, muscle, or tendon damage;
 - (4) Involves any internal organ; or
50. Involves second or third-degree burns, or any burns affecting more than 5 percent of the body surface. **Small public transportation provider** means a recipient or subrecipient of Federal financial assistance under [49 U.S.C. 5307](#) that has one hundred (100) or fewer vehicles in peak revenue service and does not operate a rail fixed guideway public transportation system.

51. **SSOC:** Safety & Security Operations Committee
52. **SSP:** System Security Plan.
53. **State of Good Repair** means the condition in which a capital asset is able to operate at a full level of performance.
54. **State Safety Oversight Agency** means an agency established by a State that meets the requirements and performs the functions specified by 49 U.S.C. 5329(e) and the regulations set forth in 49 CFR part 674.
55. **Transit Agency** means an operator of a public transportation system.
56. **Transit Asset Management Plan** means the strategic and systematic practice of procuring, operating, inspecting, maintaining, rehabilitating, and replacing transit capital assets to manage their performance, risks, and costs over their life cycles, to provide safe, cost-effective, and reliable public transportation, as required by 49 U.S.C. 5326 and 49 CFR part 625.
57. **Subsystem:** An element of a system that, in itself, may constitute a system
58. **Vehicle:** Any rolling stock used on a rail's fixed guideway public transportation system, including, but not limited to, passenger and maintenance vehicles

Acronyms

AAR	After-Action Reports
ADA	Americans with Disabilities Act
AE	Accountable Executive
ANSI	American National Standards institute
APTA	American Public Transit Association
AVL	Automatic Vehicle Locator
BRT	Bus Rapid Transit
CAP	Corrective Action Plan(s)
CCR	Configuration Change Request
CDC	Center for Disease Control
CFR	Code of Federal Regulations
COOP	Continuity of Operations Plan
CSO	Chief Safety Officer
CSO	Chief Streetcar Officer
DHS	Department of Homeland Security
DOD	United States Department of Defense
EMA	Emergency Management Agency
EMP	Emergency Management Plan
ERP	Emergency Response Plan
ESRP	Employee Safety Reporting Program
EX	Emergency Exercise
FLSC	Fire Life Safety Committee
FSE	Full-Scale Exercise
FTA	Federal Transit Administration
GPS	Global Positioning Satellite
HSEEP	Homeland Security Exercise and Evaluation Program

ICS	Incident Command System
ID	Identification
ISA	Internal Safety Audit
ITP	Individual Training Program
KPI	Key Performance Indicators
MAP-21	Moving Ahead for Progress in the 21 st Century
MIL-STD	Military Standard
MPO	Metropolitan Planning Organization
MSDS	Material Safety Data Sheets
MSF	Maintenance and Storage Facility
MTI	Manager of Streetcar Infrastructure
N/A	Not Applicable
NFPA	National Fire Protection Association
NIOSH	National Institute for Occupational Safety and Health
NPTSP	National Public Transportation Safety Plan
NSC	National Safety Council
NSP	National Safety Plan <i>also see NPTSP</i>
NTD	National Transit Database
NTI	National Transportation Institute
NTSB	National Transportation Safety Board
O&M	Operation and Maintenance
OCS	Overhead Contact Systems
OEM	Original Equipment Manufacturer
OMP	Operations and Maintenance Plan
OSHA	Occupational Safety and Health Administration
PHA	Preliminary Hazard Analysis
PM	Preventative Maintenance
PMI	Preventative Maintenance Inspection
PMMS	Preventative Maintenance Management System
PPE	Personal Protective Equipment
PRO	Pre-Revenue Operations
PTASP	Public Transportation Agency Safety Plan
PTSCTP	Public Transportation Safety Certification Training Program
QA	Quality Assurance
QC	World Safety Organization
RFGPTS	Rail Fixed Guideway Public Transportation System
ROW	Right-Of-Way
RTA	Rail Transit Agency
RWP	Roadway Worker Protection
SA	Safety Assurance
SDS	Safety Data Sheet <i>also see MSDS</i>
SGR	State of Good Repair
SIT	System integration testing
SME	Subject Matter Expert
SMS	Safety Management System
SMP	Standard Maintenance Procedures
SOP	Standard Operating Procedures

SPC	Safety Performance Criteria
SPI	Safety Performance Indicators
SPT	Safety Performance Targets
SRA	Safety Risk Analysis
SRCP	Safety Rules Compliance Program
SRL	Safety Risk Log
SRM	Safety Risk Management
SSC	Safety and Security Certification
SSCP	Safety and Security Certification Plan(s)
SSEPP	System Security and Emergency Preparedness Plan
SSO	State Safety Oversight
SSOA	State Safety Oversight Agency
SSPP	System Safety Program plan
SSPS	State Safety Oversight Program Standard
SSRC	Safety and Security Review Committee
SSWG	Safety and Security Working Group
TAM	Transit Asset Management Plan
TxDOT	Texas Department of Transportation
TPSS	Traction Power Sub Station
TSA	Transportation Security Administration
TTX	Tabletop Exercise
TVA	Threat and Vulnerability Analysis
U.S.C.	United State Code
UC	Unified Command
VRM	Vehicle Revenue Miles
WSO	World Safety Organization

1. Introduction

1.1. Organization

To meet the population growth, Sun Metro offers fixed route and paratransit - Living Independently Facilitated by Transit (LIFT) services. Sun Metro is one of the largest city departments with 638 employees and a 2019 annual budget of \$73.5 million. Its fixed route and LIFT bus services are offered only within El Paso City limits. Its fixed routes and LIFT bus services traveled 10.2 million revenue miles in the pre-pandemic year.

The fixed-route service consists of 59 routes with 169 vehicles transporting passengers. These routes provide about 15 million bus passenger trips a year. The LIFT service consists of 69 LIFT vehicles and 8,000 participants that made 292,358 trips during the fiscal year 2019 (non-pandemic year). Sun Metro operates a large natural gas-fueled fleet, fueled 100% through alternative fuels – CNG, including all passenger support vehicles.

On November 12, 2018, the El Paso Streetcar began service. The El Paso Streetcar route highlights all the wonderful things that make El Paso downtown and uptown a unique place to visit. The 4.8 mile-route runs in two loops through El Paso's uptown and downtown areas. Both loops interconnect through a single-tracked corridor, an international bridge, and an array of businesses, restaurants, government buildings, Convention Center, downtown ballpark, and the University of Texas at El Paso among many other prominent locations. As part of this project, six vintage streetcars (the same vehicles that ran on El Paso streets until 1974) were restored for the rigors of daily service. While the streetcars are decades old, they are outfitted with modern amenities including:

- Seating for approximately 35 people and additional space for standing riders
- Free Wi-Fi
- ADA Accessibility
- Bike racks
- Air conditioning
- Heating
- Upgrades for safety
- Modern propulsion
- Streetcar branding along the route and signage at designated stops
- Pavement, sidewalk, and driveway improvements at designated stops



El Paso Streetcar

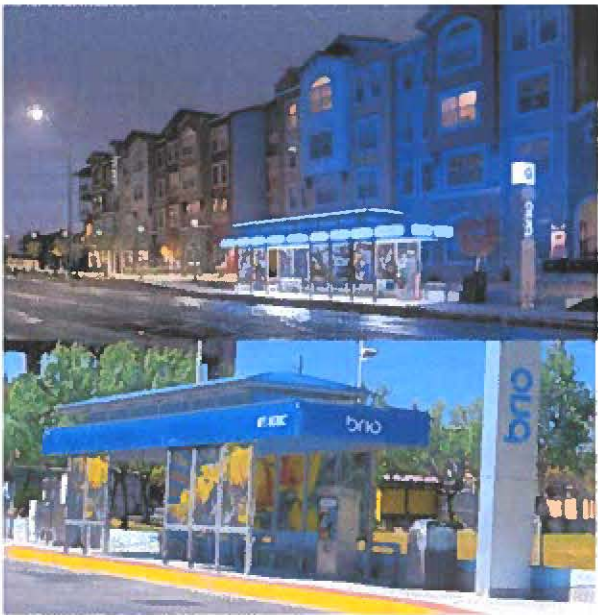
The highest transportation priority for both Sun Metro is the implementation of a four-citywide BRT/TOD corridor system that with other regional and local bus services rail, air, and ground transportation. include:

- International/Downtown/Central El serviced by the other four corridors, International border area to Glory Road University of Texas at El Paso campus.
- Mesa/Westside Corridor – services Paso and Southeast New Mexico.
- Alameda/North Loop/Mission Valley services Alameda Street and far-El Paso, connecting to an El Paso operated Rural Transit line that provides fixed-route service to East Montana and Valley area incorporated cities.
- Montana Corridor – services East and Far East El Paso to the Upper Eastside Transfer Center located off Edgemere Blvd. and RC Poe Rd.
- Dyer Corridor – services Northeast El Paso and Fort Bliss.

Brio is Spanish for excitement, verve, and energy and is the term used to describe and brand El Paso's BRT system. In addition to Transit Terminals, each BRT Corridor has several Brio stations that are well-lit and rider-friendly. Amenities include Wi-Fi hotspots; automated Brio status information boards; and prepaid machines. The stations comply with all City, State, and Federal Where public art selected or the City's Cultural Department Division are as pieces or as of throughout

The 60-foot Brio buses

fuel with a 400-mile capacity and seven-minute fill-up time. They are well equipped to keep the modern-



Brio Roadway and TOD Stations

the City and line, connects as well as Corridors

Paso – services the and

Northwest El

Corridor – Southeast County-limited the Mission



Sixty-foot Articulated Brio Bus

ticket vending The stations all City, State, regulations. feasible, displays designed by Museums and Affairs Public Art included either standalone components improvements each corridor.

articulated run on CNG

day rider comfortable and informed of their destination while staying in touch with work, family, and friends, or just enjoying the ride with amenities such as announcement monitors, Wi-Fi, and bike racks.

2. Annual PTASP Review and Update Process

2.1. Control and Update Procedures

Any change or modification to the rail system has the potential for affecting passenger and/or employee safety, therefore any change or modification to the rail system will be a reason to review and update the Sun Metro PTASP. Changes to the system in the revenue service period will be conducted in accordance with TxDOT, and Sun Metro policies.

The Sun Metro PTASP is reviewed annually based upon a baseline date of December 1st and/or **updated periodically** on an as-needed basis to:

- Review progress on the tasks accomplished as the system matures.
- Refine and improve the current task descriptions and activities.
- Identify new tasks that may be required as the system progresses.
- Identify system safety, fire / life / safety-related responsibilities.

The following process is used to update and support the Sun Metro PTASP:

- I. The City of El Paso and Sun Metro personnel will work cooperatively with the Chief Safety Officer or SMS Executive, Accountable Executive, and Sun Metro Management to update their safety record and to evaluate the Sun Metro PTASP effectiveness.
- II. The Sun Metro Safety Managers will review the Sun Metro PTASP and advance proposed updates to the Chief Safety Officer or SMS Executive for review and approval.
- III. The Chief Safety Officer or SMS Executive will forward the updated Sun Metro PTASP and the Streetcar section to TxDOT - SSO for their review and comments.
- IV. The TxDOT - SSO will return the Sun Metro PTASP with the Streetcar section with comments to the Chief Safety Officer or SMS Executive:
- V. The TxDOT-SSO comments of Sun Metro PTASP with the Streetcar section will be reviewed by the Accountable Executive, Chief Safety Officer or SMS Executive, Sun Metro Director of Mass Transit, Chief Streetcar Officer & the Streetcar Safety Manager.
- VI. If TxDOT-SSO has no comments they will submit a letter of approval of the Sun Metro PTASP and the Streetcar section. At that moment, the document will be copied and distributed in accordance with EPSC Sun Metro PTASP and the Streetcar section distribution list.
- VII. The approved plan will be published and distributed to all Sun Metro Managers and pertinent Sun Metro members for implementation according to an established distribution list.

2.2. Implementation Activities and Responsibilities

Sun Metro has defined specific tasks to implement the goals and objectives of the System Safety Program Plan. The personal safety and security of passengers and employees are Sun Metro's highest priorities.

2.3. Annual Sun Metro PTASP Review

Before December 1st each year, Sun Metro will conduct a review of its Sun Metro PTASP to ensure it is current and in compliance with federal rules and the TxDOT SSO Program Standard (for the Streetcar). Sun Metro will submit a formal letter of certification to TxDOT, by December 1st, signed by the Sun Metro

Managing Director as the Accountable Executive indicating the Sun Metro PTASP is current and in compliance with the SSO Program Standard (for the streetcar only).

If the Accountable Executive determines the Sun Metro PTASP is not current, the letter shall detail the activities that will be taken to achieve compliance and the internal deadline for submitting the Sun Metro PTASP and supporting materials to TxDOT for approval.

The Chief Safety Officer or SMS Executive is responsible for the preparation, maintenance, and updating of the Sun Metro PTASP. The Sun Metro PTASP evaluation process for Sun Metro will consist of the following steps:

- I. Sun Metro will submit an updated/revised version of the Sun Metro PTASP to the Accountable Executive for review.
- II. After approval from the Accountable Executive (AE), the Chief Safety Officer (CSO) or SMS Executive will submit the PTASP to TxDOT.
- III. TxDOT will acknowledge receipt of a Sun Metro PTASP submission.
- IV. If the submission is approved, TxDOT will acknowledge acceptance within 45 days.
- V. If the submission is not approved, TxDOT will notify Sun Metro to request additional documentation or clarification. Upon receipt of the requested documentation or clarification, the process will begin anew.
- VI. If the Sun Metro PTASP does not comply with federal rules or the TxDOT SSO Program Standard for El Paso Streetcar, the CSO / SMS Executive & AE will be notified via a formal letter. A completed checklist identifying the required changes and any required documentation will be included.
- VII. Upon TxDOT's final acceptance, approval will be communicated via a formal letter to the Accountable Executive.

2.3.1. Control of Documents

Sun Metro will establish a process for the Control and Distribution of Plans, Manuals, Policies, and Procedures. The controls needed for implementation are:

- I. Approve documents for adequacy prior to issue
- II. Review and update as necessary and re-approve documents
- III. Ensure changes and the current revision status of documents are identified
- IV. Ensure current versions of applicable documents are available at points of use
- V. Ensure documents remain legible and readily identifiable
- VI. Prevent the unintended use of obsolete documents and apply suitable identification to them if they are retained for any purpose

Employees & Subcontractors shall use the specified or latest revision of specifications or controlled documents to include documents of external origin.

The employees and contractors will be retrained each time the Sun Metro PTASP is updated. In addition, the distribution list of the Sun Metro PTASP will be used to guarantee every party has the latest version of the Sun Metro PTASP.

Each time the Sun Metro PTASP is updated, all personnel included in the Sun Metro PTASP distribution list and subcontractors will be notified via e-mail. This notification will also include the date when they can pick up the updated version.

2.3.2. Control of Records

Records are established and maintained to provide evidence of conformity to requirements, and for the effective operation of the quality management system. Records shall remain legible, readily identifiable, and retrievable. Sun Metro Control of Public Records defines the controls needed for the identification, storage, protection, retrieval, retention time, and disposition of records.

The type of document used will vary depending on the type of activity. The following is a list of activities and the type of document used to document it:

Activity	Type of Document
Inspections	Checklist Photos Evidence that finding has been corrected
Audits	Notification letters Auditing Checklist Auditing report with supportive documentation Corrective Actions generated by the audit
Safety Meetings	Agendas Attendant Sheet
Training	Agenda Attendant sheet Training material

*Official documents must be kept for a period of no less than 3 calendar years.

3. Safety Management Policy Chapter (CFR 673.23)

3.1. Safety Management Policy Overview

All employees and contractors are charged with responsibility for the safety of passengers, employees, property, and those who come in contact with our systems. In addition, ALL employees are accountable for the safety performance of Sun Metro.

Specific accountability for safety performance rests with those responsible for the management of each transit mode operated under Sun Metro.

3.2. Safety Management Policy Section

It is our mission to connect people and places, support economic development, and improve the quality of life in the region. Because of this, Safety is of paramount concern.

All personnel and contractors are charged with responsibility for the safety of passengers, employees, property, and those who come in contact with our systems. Specific accountability for safety rests with those responsible for the management of each function or location. Sun Metro management will review the Safety Program's effectiveness and provide resources needed to correct deficiencies and work with the Texas Department of Transportation and other agencies involved in the oversight of safety to achieve the safest and highest quality system possible.

The Chief Safety Officer or SMS Executive is tasked to devise, implement, and administer a comprehensive, integrated, and coordinated Public Transit Agency Safety Plan (PTASP). It is the responsibility of the Chief Safety Officer or SMS Executive and Sun Metro Key Staff to implement and execute SMS to prevent, eliminate, control, and/or reduce hazards of any system under the jurisdiction of Sun Metro. The Chief Safety Officer or SMS Executive will perform, oversee, and/or review all activities related to hazard management. Management of hazards includes the legitimate right, in coordination with the affected department manager, to stop unsafe operations when the hazard identified poses an imminent danger to life and/or property

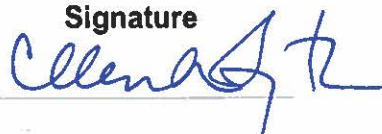
The Chief Safety Officer or SMS Executive will perform, oversee, and/or review all activities related to hazard management. Management of hazards includes the legitimate right, in coordination with the affected department manager, to stop unsafe operations when the hazard identified poses an imminent danger to life and/or property.

It is the Sun Metro & the City of El Paso policy to fully support an ongoing Safety Program in which preventive concepts are utilized in identifying and resolving hazards. However, the success of the Safety Program depends on the sincere and cooperative efforts and active participation of all employees. It is, therefore, the responsibility of each Sun Metro employee and Contractor to actively participate in the safety process, provide requested information, and support and aid in any investigations

Approved By

Ellen A. Smyth
(Accountable Executive)

Signature



Date

10-11-2022

3.3. Performance Target (based on Nat. Pub. Trans Safety Plan)

Safety performance measurement will help the City of El Paso and Sun Metro monitor their safety performance. The measurement and evaluation of safety performance require a carefully structured program of planning, setting targets, identifying valid measures, conducting proper data analysis, and implementing appropriate follow-up activities. Safety performance measurement is a key aspect of a safety management process and provides the basis for continuous safety improvement.

Pursuant to compliance with 49 U.S.C. § 5329(d), Sun Metro Agency Safety Plan must include safety performance targets based on the safety performance measures in the FTA National Safety Plan. The safety performance measures are:

1. FATALITIES: Total number of reportable fatalities and rate per total vehicle revenue miles by mode.
2. INJURIES: Total number of reportable injuries and rate per total vehicle revenue miles by mode.
3. SAFETY EVENTS: Total number of reportable events and rate per total vehicle revenue miles by mode.
4. SYSTEM RELIABILITY: Mean distance between major mechanical failures by mode.

Successful performance targets are **specific, measurable, attainable, relevant, and time-bound** (SMART). As part of the annual review of Sun Metro's Agency Safety Plan, Sun Metro shall reevaluate its safety performance measures and determine how the measures should be refined, sub-measures developed, and performance targets selected annually.

If the Safety Targets are not met it will be the responsibility of the City Of El Paso and Sun Metro Management to assess the situation and determine the root cause. Once the root cause has been determined the appropriate Safety Manager in coordination with the CSO will develop the corrective actions needed to mitigate the situation.

All Sun Metro employees are responsible for following all rules and procedures established by management to achieve the performance measures established in this document.

3.3.1. Fatalities

Fatality is defined as a death occurring at the scene or within 30 days of the accident. It does not include deaths in or on transit property, which result from illness or other natural causes.

3.3.2. Injuries

Injuries are defined as any damage or harm to persons as a result of an event that requires immediate medical attention away from the scene. In addition, FTA has established the term "Serious Injury". A Serious Injury is defined at 49 C.F.R. § 674.7 as any injury that:

1. Requires hospitalization for more than 48 hours, commencing within 7 days from the date of the injury was received;
2. Results in a fracture of any bone (except simple fractures of fingers, toes, or nose);
3. Causes severe hemorrhages, nerve, muscle, or tendon damage;
4. Involves any internal organ; or
5. Involves second or third-degree burns, or any burns affecting more than 5 percent of the body surface.

For the injury safety performance measure, FTA uses the NTD definition of injury (harm to a person requiring immediate medical attention away from the scene). FTA uses injuries reported on both the NTD S&S-40 (major) and S&S-50 (non-major) forms and excludes injuries resulting from assaults and other crimes (security events). This means Sun Metro may have to report a crime-related injury to the NTD, but Sun Metro would exclude that injury when calculating your injuries performance measure.

3.3.3. Safety Events

The Safety Events measure captures all reported safety events that occurred during transit operations and the performance of regular supervisory or maintenance activities. 49 CFR 673.5 defines an Event as any Accident, Incident, or Occurrence.

The 49 CFR 673.5 also defines an **Accident** as an Event that involves any of the following:

- A loss of life;
- A report of a serious injury to a person;
- A collision of a public transportation vehicle resulting in substantial damage, serious injury, or fatality;
- A runaway train;
- An evacuation for life safety reasons; or
- Any derailment of a rail transit vehicle, at any location, at any time, whatever the cause.

49 CFR 673.5 defines an **Incident** as an event that involves any of the following:

- A personal injury that is not a serious injury;
- One or more injuries requiring medical transport; or
- Damage to facilities, equipment, rolling stock, or infrastructure that disrupts the operations of a transit agency.

49 CFR 673.5 defines an **Occurrence** as an Event:

- Without any personal injury in which any damage to facilities, equipment, rolling stock, or infrastructure does not disrupt in any way the operations of a transit agency.

Safety Events for Fixed Route and Paratransit For the safety event performance measure in these modes, the FTA uses all safety events meeting an NTD major event threshold (events reported on the S&S-40 form). In other words, for this measure, FTA includes only major safety events and **excludes** major security events (both of which are reported to the NTD). This means Sun Metro may have to report a major security event to the NTD but would exclude that security event when calculating your safety events performance measure.

3.3.4. System Reliability

The System Reliability measure expresses the relationship between safety and asset condition. The rate of vehicle failures in service, defined as the mean distance between major mechanical failures, is measured as revenue miles operated divided by the number of major mechanical failures. This measures how well the fleet or transit vehicles are maintained and operated.

3.3.5. Performance Measures

For this ASP the data used to develop the performance measures were the data for the Fiscal Year 2019 & 2020. Sun Metro Performance measures are based on the previous year's data. Data acquisition is discussed in Section 5.3.2 of this document.

All performance measures and PTASP updates will be submitted to TxDOT (for Streetcar) and the MPO no later than September 1st each year, EPSC will conduct a review of its PTASP and notify TxDOT via email if the PTASP is current or requires and update. If EPSC determines the PTASP must be updated, the notification shall summarize the areas requiring an update and the anticipated date the revised PTASP will be submitted to TxDOT. The revised PTASP must be approved by EPSC no later than December 31st and submitted to TxDOT no later than January 31st as indicated in sec 4.4 of the State Safety Oversight Program Standard dated August 2022.

3.3.6. Sun Metro Performance Table by Mode

Indicators	Mode of Transit Service				
	Para Transit				
	Fiscal Year				
	2019	2020	2021	2022	2023
Fatalities (Total)	0	0	0	0	0
Fatalities (Rate)	0	0	0	0	0
Injuries (Total)	13	4	4	0	0
Injuries (Rate)	7.22	4.95	3.35	0	0
Safety Events (Total)	109	59	45	0	0
Accidents (Total)	33	17	12	0	0
Incidents (Total)	25	13	19	0	0
Occurrences (Total)	49	28	14	0	0
Safety Events (Rate)	0.021	0.08	0.06	0.0	0.0
Accidents (Rate)	0.351	1.11	0.6	0.0	0.0
Incidents (Rate)	0.266	1.45	.95	0.0	0.0
Occurrences (Rate)	0.521	2.39	.7	0.0	0.0
System Reliability					

Indicators	Mode of Transit Service				
	Fixed Route				
	Fiscal Year				
	2019	2020	2021	2022	2023
Fatalities (Total)	0	0	0	0	0
Fatalities (Rate)	0	0	0	0	0
Injuries (Total)	53	40	40	0	0
Injuries (Rate)	.70	0.76	0.72	0.0	0.0
Safety Events (Total)	607	530	532	0	0
Accidents (Total)	157	134	122	0	0
Incidents (Total)	N/A	9	8	0	0

Occurrences (Total)	N/A	97	397	0	0
Safety Events (Rate)	8.00	10.13	9.54	0.0	0.0
Accidents (Rate)	2.07	2.56	2.19	0.0	0.0
Incidents (Rate)	N/A	0.17	0.14	0.0	0.0
Occurrences (Rate)	N/A	1.85	7.12	0.0	0.0
System Reliability		82864	90000		

Indicators	Mode of Transit Service				
	Streetcar				
	Fiscal Year				
	2019	2020	2021*	2022	2023
Fatalities (Total)	0	0	0	0	0
Fatalities (Rate)	0	0	0	0	0
Injuries (Total)	2	1	0	0	0
Injuries (Rate)	0.11	0.10	0	0.0	0.0
Safety Events (Total)	20	9		0	0
Accidents (Total)	2	1	1	0	0
Incidents (Total)	9	2	0	0	0
Occurrences (Total)	9	6	0	0	0
Safety Events (Rate)	2.22	1.08	0	0.0	0.0
Accidents (Rate)	0.21	0.10	0	0.0	0.0
Incidents (Rate)	0.96	0.19	0	0.0	0.0
Occurrences (Rate)	0.84	0.69	0	0.0	0.0
System Reliability		5,000	0		

* El Paso Streetcar has not provided revenue service for the first 5 months of FY 2021.

3.4. Sun Metro Key Staff - Accountabilities and Responsibilities

The following Key Staff positions are responsible for the implementation of Sun Metro ASP. Sun Metro **has established necessary** authorities, accountabilities, and responsibilities for the development and management of the transit agency's SMS

Key Staff is responsible for implementing the ASP in their individual areas and assure that all their personnel understands their individual roles and responsibilities.

3.4.1. Sun Metro Managing Director (Accountable Executive)

Sun Metro Managing Director has been designated as the **Accountable Executive** responsible for directing and coordinating all activities affecting safety within Sun Metro. This individual directs and coordinates all operational personnel by establishing and monitoring program and project objectives, The Accountable Executive will oversee the development and implementation of the processes and procedures, reviewing performance, completing required status changes and timekeeping documents,

implementing and monitoring training, coordinating efforts with internal Sun Metro departments. The Accountable Executive must satisfy the following functions:

- (1) The Accountable Executive is the final authority over all operations authorized to be conducted on the Sun Metro System.
- (2) Controls the financial resources required for the operations.
- (3) Controls the human resources required for the operations authorized to be conducted.
- (4) Retains ultimate responsibility for the safety performance of the operations conducted.

The accountable executive must accomplish the following:

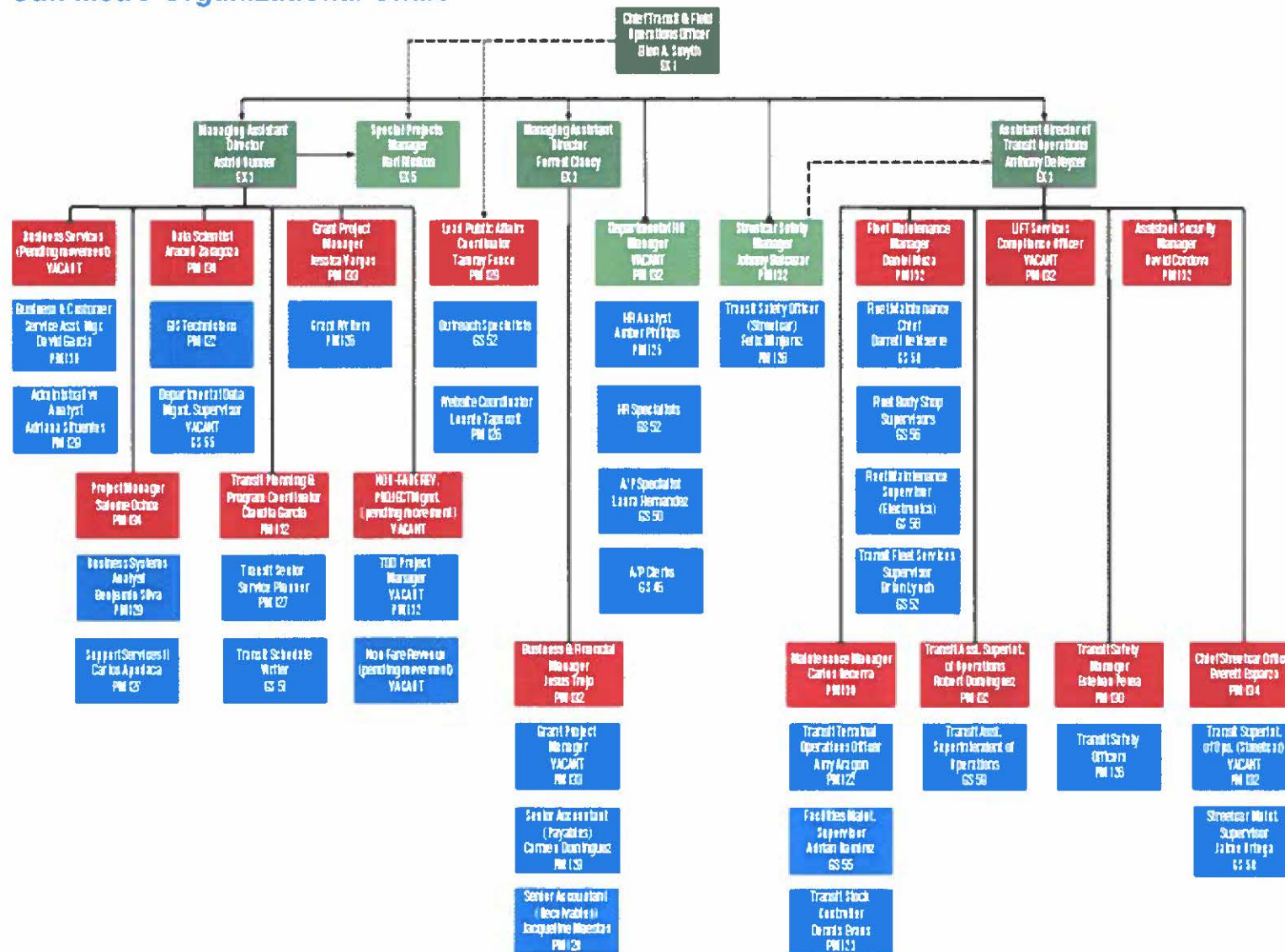
- (1) Ensure SMS is properly implemented and performed in all areas.
- (2) Approved and sign the safety policy.
- (3) Communicate the safety policy throughout the organization.
- (4) Regularly review the safety policy to ensure it remains relevant and
- (5) Regularly review the safety performance of the organization and direct actions necessary to address substandard safety performance

The Managing Director has full authority to speak and act on behalf of the Authority on all operations and maintenance matters including those involving the safety of passengers, employees, and service property. It is the responsibility of the Managing Director to ensure the organization achieves the system safety goals.

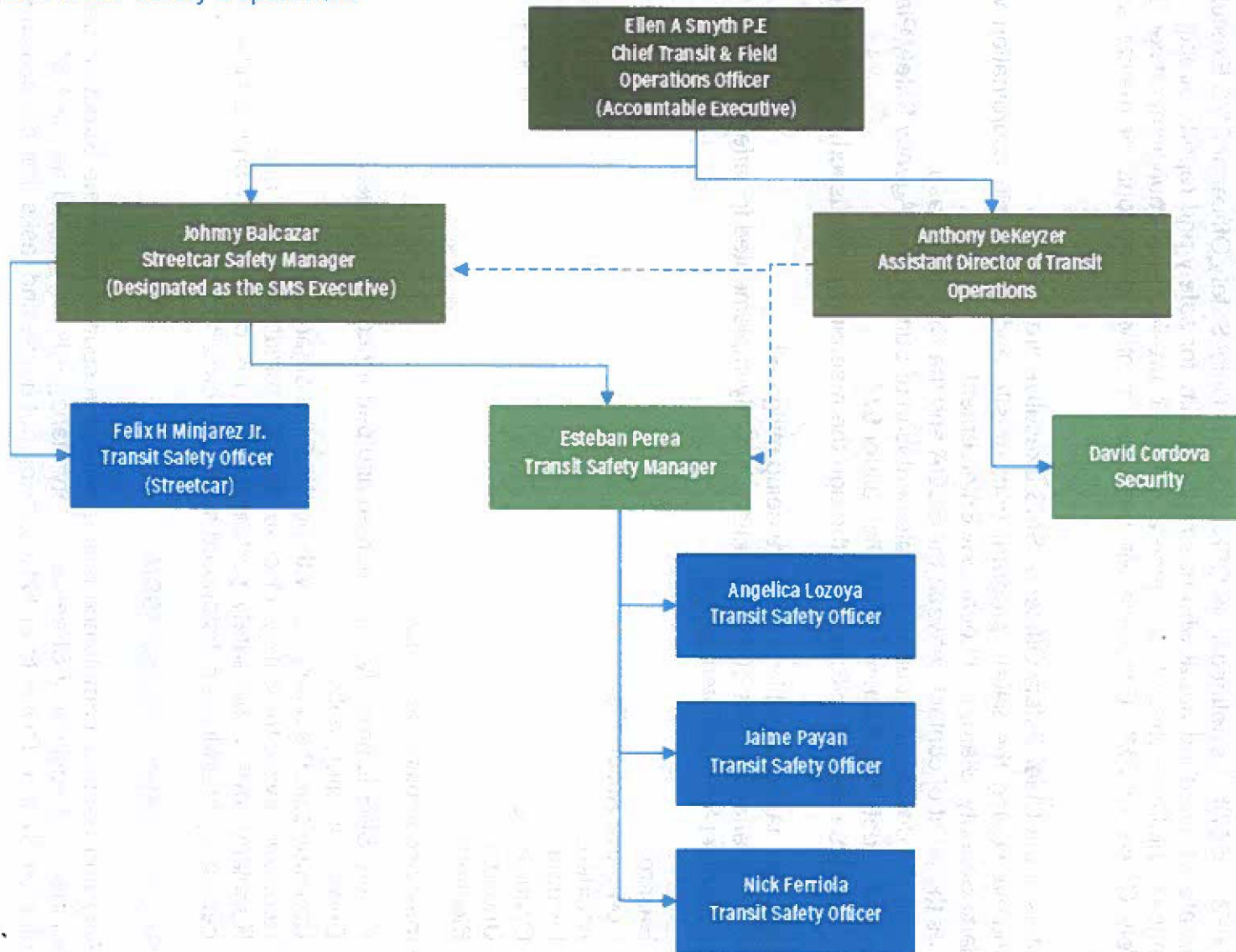
The Director of Mass Transit schedules and attends meetings with the appropriate internal and external staff to exchange information, assess the safety performance of Sun Metro to discuss any safety issues, and is the media contact for the Mode-specific safety-related inquiries.

The Managing Director is responsible for the performance of all subordinate staff and for ensuring the entire staff's safety responsibilities are consistently carried out professionally and effectively.

Sun Metro Organizational Chart



Sun Metro Safety Department



3.4.2. Transit Chief Safety Officer (CSO) or SMS Executive

The Transit Chief Safety Officer or SMS Executive is responsible for overseeing (inspecting, auditing, and following up) the implementation of the Sun Metro Agency Safety Plan. With a direct line of communication to the Accountable Executive, this position will be responsible for the development and implementation of the Public Transit Agency Safety Plan as established in 49 CFR 673 and 674. As defined in 49 CFR 673.5 the Chief Safety Officer or SMS Executive is an adequately trained individual who has responsibility for safety and reports directly to a transit agency's chief executive officer, general manager, president, or equivalent officer. The Chief Safety Officer or SMS Executive will not serve in other operational or maintenance capacities.

Typical duties of the Chief Safety Officer or SMS Executive are:

- Directing/overseeing the safety program both on-site and on-road in coordination with Homeland Security, State, and Local Law Enforcement
- Serve as the point of contact between the SSOA and the City of El Paso
- Coordinate the development and the implementation of Sun Metro's Agency Safety Plan
- Review and update the Agency Safety Plan under 674
- Monitor hazards reported in Sun Metro through the mechanism discussed in Sun Metro's ASP
- Track reported hazards and how they are being mitigated
- Monitoring the effectiveness of the mitigations already implemented for effectiveness/
- Monitor the different logs listed below

- I. Hazard
- II. Corrective Action Plan
- III. Accident
- IV. Incident
- V. Occurrence
- VI. Unusual
- VII. Blockage

The CSO must accomplish the following:

- I. Ensure SMS is properly implemented and performed in all areas.
- II. Develop a safety policy.
- III. Communicate the safety policy throughout the organization.
- IV. Regularly review the safety policy to ensure it remains relevant and
- V. Regularly review the safety performance of the organization and direct actions necessary to address substandard safety performance

3.4.3. Streetcar Safety Manager (SSM)

EPSC Safety and Security compliance falls under the responsibility of the Streetcar Safety, (SSM) Manager. The position of Streetcar Safety Manager is designated as the CSO / SMS Executive for Sun Metro. This is to include carrying out duties and tasks that are assigned to

the CSO / SMS Executive. The SSM verifies and assesses the daily operations of EPSC. This position is based at the EPSC Maintenance & Storage Facility (MSF). From this location, the SSM can monitor the safety of the system.

The SSM has the authority to stop any work or operation if it represents an imminent hazard.

The SSM Manager's duties include:

- Assists in accident investigation,
- Performs investigation of security breaches,
- Conducts random inspections,
- Performs annual safety audits,
- Manages hazard analysis,
- Provides safety & security training,
- Conducts threat and vulnerability assessments, and
- Responsible for all System Safety regulatory reporting requirements.
- Ensure SMS is properly implemented and performed in El Paso Streetcar.
- Develop the safety policy for El Paso Streetcar.
- Communicate the safety policy throughout the El Paso Streetcar.
- Regularly review the safety policy to ensure it remains relevant and
- Regularly review the safety performance of El Paso Streetcar and direct actions necessary to address substandard safety performance

The SSM responsibilities in the day-to-day activities may include, but are not limited to:

- Directing/overseeing the overall safety operations of job sites and onboard systems that include reporting and conducting safety meetings.
- Directing/overseeing the development and implementation of training programs (i.e. new streetcar operator, safety policy courses, passenger/assistance service sensitivity classes, etc.)
- Directing/overseeing the security program for all facilities (including on-road), remote surveillance, and onboard camera systems
- Training staff
- Developing and monitoring contents of classroom training to ensure compliance
- Investigate incidents, accidents, hazardous conditions, and work-related injuries including; accident reports, accident files, accident register, and following up with the claims office and adjusters as needed
- Planning, scheduling, and conducting monthly safety meetings based on Sun Metro safety and security training goals and objectives
- Setting up regular accident review committees to determine the preventability of accidents
- Addressing employee safety complaints.
- Developing and maintaining the Operational Hazard Analysis Log
- Assisting the Chief Safety Officer or SMS Executive with Corrective Action Plans (CAPs) implementation and follow-up

3.4.4. Transit Safety Manager (Fixed-Route)

The Transit Safety Manager verifies and assesses the daily operations of Sun Metro Bus operations (Fixed Route). This position is based at Sun Metro Transit Operation Center (TOC). From this location, the Transit Safety Manager can monitor the safety of the system. The Transit Safety Manager manages the activities of the division and establishes policies and procedures.

The Transit Safety Manager has the authority to stop any work or operation if it represents an imminent hazard. This position is responsible for:

- Departmental compliance with federal, state, and City safety ordinances, laws, and administration safety policies and procedures.
- Planning and conducting research and preparing technical transit safety research and analysis.
- Evaluating findings, identifying significant issues, determining options, and developing recommendations on complex transit safety projects.
- Evaluating project compliance with safety requirements.
- Managing claim litigation and coordination of accidents and incidents involving transit personnel and/or property. Draft, review, and recommend revisions to departmental insurance policies. Write specifications for insurance quotations.
- Overseeing the cost of insurance, accidents, and claim settlements to initiate cost containment programs and prepare management reports outlining cost reduction strategies.
- Overseeing safety training classes and safety meetings of subordinate personnel.
- Managing environmental compliance activities.
- Overseeing compliance activities related to environmental protection.
- Recommending corrective actions related to environmental protection.
- In coordination with the CSO direct federal safety audits and respond to external agencies' audit findings. Complete and submit safety reports to regulatory agencies.
- With the support of the CSO, serve as a liaison with federal, state, and city agencies and departments.
- Perform preliminary assessments such as identifying environmental conditions.
- Overseeing and coordinating environmental assessments performed by outside consultants.
- Reviewing environmental impact statements completed by consultants. Evaluate project compliance with environmental requirements.
- Represent the City at various meetings, conferences, and formal proceedings and interact with a wide range of officials, regulatory agencies, civic and professional organizations, the media, department directors, coworkers, and the public.
- Testifying in formal proceedings regarding insurance-related matters, subrogation, litigation, and accident/injury investigation.
- Conducting presentations pertaining to the status of operational plans to elected officials, steering and policy advisory committees, civic and business groups, and the public.

- Serving as a technical adviser to contractors and City officials.
- Advising higher-level supervisors in a timely manner of situations or issues that have or could lead to deviation from expected results, and recommending appropriate solutions or options.
- Performing division general and fiscal administration and miscellaneous professional and managerial functions as required.
- Involves:
 - Participate in setting performance goals and priorities that contribute to the departmental mission.
 - Monitor and approve an allocation of operational expenses for the area of responsibility.
 - With the support of the CSO/SMS Executive, prepare recommendations, and justify division programs and capital funding to assist in the preparation of the department's budget and control expenditures.
 - Plan, develop, implement, and administer components of the information system to establish and maintain timely and accurate reporting and recording pertaining to functions managed.
 - Perform duties of a higher-level supervisor, peers, or subordinates to ensure continuity of operations.
 - Ride transit vehicles as a passenger periodically to observe operations. Oversee preparation of activity reports.
- Supervising assigned personnel.
- Scheduling, assigning, and checking work.
- Conducting employee performance appraisals and review evaluations by subordinate supervisors.
- Provide training and development.
- Enforcing personnel rules and regulations and work behavior standards firmly and impartially.
- Meeting with staff on a regularly scheduled basis.
- Counseling, motivating staff, and maintaining harmony.
- Interviewing applicants.
- Recommending hiring, termination, transfers, discipline, merit pay, or other employee status changes.

3.4.5 Sun Metro Assistant Director of Transit Operations

Sun Metro Assistant Director of Transit Operations, please refer to Sun Metro Organizational chart.

Typical Duties are:

- Plan, organize, and oversee daily operational activities. Involves:
 1. Manage the division to include fixed routes, rapid transit (BRIO), and dispatch operations.

2. Participate in the development and implementation of transit operations policies, goals, and standards to provide safe, reliable, cost-effective, and customer-friendly bus service.
 3. Direct all aspects of transit operations, including ridership, on-time performance, quality of service, and fare collection.
 4. Make recommendations and resolve sensitive and controversial operations issues including customer complaints when necessary.
 5. Coordinate with other department divisions to ensure appropriate resources are available for all operations.
Prepare correspondence regarding department operations, policies, and procedures.
- Direct administrative and procedural studies of transit operations and maintenance to review cost-effectiveness and recommend service improvements. Involves:
 1. Research and analyze operational statistics. Prepare divisional budgets, and monitor and control budgets.
 2. Direct operational programs such as Training and Development and Expansion of Service Methods and Area.
 3. Oversee the Transit Facility and Fleet Maintenance program to include fueling and inventory control methods.
 4. Provide technical expertise in support of vehicle acquisitions including specification preparation.
 5. Maintain awareness of current Federal Transit Administration (FTA) regulations and federal, state, and local legislation pertaining to transit operations, including drug and alcohol testing regulations, and accessibility requirements.
 6. Adjust procedures as necessary to maintain compliance.
 7. Participate in audits or federal grant regulatory compliance and development of cost allocation plans.
 8. Substitute for department head and other division heads during absences, if delegated, to maintain continuity of services and operations. Represent the department at committee meetings such as Citizen Advisory Committee and Mass Transit Board, communicate with ridership, the media, and citizen groups, and while at transit industry events.
 - Oversee and manage fixed-route transit service and systems planning, scheduling, data collection, and service analysis activities. Involves:
 1. Develop operational service planning studies.
 2. Analyze performance data and key performance indicators.
 3. Coordinate programs related to bus stops, shelters, and transit centers. Identify transit service needs, prioritize improvements, and determine resources required for implementing modified or new service(s).
 4. Oversee analysis and scheduling of major service changes and communicate changes to the affected public.
 5. Oversee route shift-bidding process.

6. Oversee management of system performance measurement, route evaluation, and bus stop inventory database.
 7. Evaluate trip planning, ridership, route efficiency, and accessibility.
 8. Oversee the retrieval of manual and automated passenger counts and on-time performance data, so it may be reported to the Federal Transit Administration (FTA).
 9. Coordinate with the Fixed Route Operation division and other departmental staff to implement service delivery plans and other programs such as the Automated Vehicle Locator (AVL).
 10. Coordinate service for general and special event operations that include Fixed Route and Streetcar Operations.
 11. Analyze and evaluate division operations to assess long and short-range transit planning for strategies, resources, and needs.
 12. Coordinate with other city departments and entities such as the Texas Department of Transportation (TXDOT), and Metropolitan Planning Organization (MPO) on long-range or regional transit planning and development projects.
- Supervise assigned staff. Involves:
 1. Schedule, assign, instruct, guide, and check work.
 2. Appraise employee performance and review performance appraisals completed by subordinate supervisors.
 3. Provide training and development.
 4. Enforce personnel rules and regulations and work behavior standards firmly and impartially.
 5. Counsel, motivate, and maintain harmony. Interview applicants.
 6. Recommend hiring, discipline, merit pay, or other employee status changes.

3.4.6 Chief Streetcar Officer

The Chief Streetcar Officer **Monitors and Oversees** the management of Sun Metro's Streetcar system. As a Sun Metro employee, this managerial position reports to the Director of Mass Transit. The position directs and manages all staff and contractors to ensure compliance with established Sun Metro's system policies, directives, regulations, and ordinances (city, state, and federal) and both the Standard Operating Procedures (SOP) and Standard Maintenance Procedures (SMP) in all phases of operation and maintenance. Under general direction, oversee, direct and manage streetcar operations and streetcar maintenance and facility functions.

Among the duties are:

- Plan and organize the development of streetcar operations. Involves: Analyze and evaluate division operations to assess Streetcar program and project objectives to determine strategies, resources and needs.
- Develop short and long-range plans. Involves: Monitor trends, establish benchmarks, and

implement modifications and improvements. Ensure compliance with all federal, state, local and agency requirements set forth by Federal Transit Administration (FTA).

- Establish goals and performance objectives for staff availability and performance. Involves: Maintain reliable and high-quality streetcar service by ensuring appropriate scheduling of personnel and training. Monitor ridership trends and analyze data. Recommend and monitor completion of service upgrades and modifications, monitor work flow, and monitor expenditures.
- Direct and control the streetcar maintenance and facility and oversee streetcar maintenance and repair of rail equipment to include vehicles, track and stations. Oversee inventory control methods. Ensure compliance with equipment manufacturer specifications, coordinate operational requirements with maintenance staff, report equipment failures.
- Participate in new operational design, coordinate activities internally with outside vendors and contractors, and manage and participate in configuration control programs. Prepare, monitor and control divisional budget.
- Supervise assigned professional, supervisory, and administrative support personnel. Involves: Schedule, assign, instruct, guide and check work. Appraise employee performance and review evaluations by subordinates.
- Provide for training and development; enforce personnel rules and regulations, and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.

3.4.7 Streetcar Superintendent of Operations

The Streetcar Superintendent of Operations position is located at the MSF facility. This position oversees and manages the streetcar revenue operations. The tasks that are to be carried out by the SSO are listed but are not limited to below:

- Assists in planning, organizing, coordinating, and directing streetcar operations through subordinate supervisors to ensure timely, efficient, and safe customer service. Involves:
 1. Provide guidance and direction to subordinate supervisors in route and shift coverage to ensure timeliness of service, customer satisfaction, and compliance with safety requirements set forth by Federal Transit Administration (FTA) regulations and motor carrier requirements. Monitor daily operations, meet with route supervisors on service-related issues such as road closures or special assignments, and maintain and analyze complaint files for service improvement.
 2. Issue written or oral instructions to transit supervisors and dispatchers. Monitor overtime and other operating expenses.
 3. Oversee and monitor the streetcar to ensure sufficient staffing to facilitate the orderly movement of passengers.
- Investigate and respond to complaints from public officials, other departments, or the general public. Involves:

1. Provide accurate information to inquiries, and respond to complaints, including complaints from individuals who may be irate. Ensure that accidents or complaints are properly investigated.
 2. Represent the City in administrative hearings. Interact with other departments, supervisors, co-workers, and the public.
- Supervise assigned personnel. Involves:
 1. Assign, schedule, and monitor work.
 2. Appraise employee performance and review subordinates' appraisals.
 3. Provide training and development.
 4. Counsel, motivate, and maintain supervisor-subordinate harmony.
 5. Identify and resolve staff differences, conflicts, and deficiencies. Investigate grievances, take statements, and make recommendations. Interview applicants.
 6. Recommend hiring, discipline, termination, merit pay, or other employee status changes.
 7. Enforce personnel rules and regulations, and work behavior standards firmly and impartially.
 8. Monitor and ensure equitable distribution of overtime.
 9. Promote the observation of safe work practices.
 10. Monitor sick leave abuse, and oversee vacation sign-up.
 - Perform related managerial or supervisory duties as required. Involves:
 1. Perform duties of immediate supervisor or subordinates to ensure continuity of operations.
 2. Respond to serious accidents or emergencies to ensure proper investigation.
 3. Attend meetings to represent the department, such as the Citizens' Advisory Board, or Workers' Compensation hearings.
 - Supervise assigned personnel. Involves:
 1. Schedule, assign and check work.
 2. Appraise employee performance and review evaluations by subordinate supervisors.
 3. Provide for training and development.
 4. Enforce personnel rules and regulations and work behavior standards firmly and impartially.
 5. Counsel, motivate and maintain harmony. Interview applicants.
 6. Recommend hiring, termination, transfers, discipline, and merit pay or other employee status changes.

3.4.8 Transit Superintendent of Fixed Route Operations

The Transit Superintendent of Operations position is located at the TOC facility. This position oversees and manages the fixed-route operations. The tasks that are to be carried out by the TSO are listed but are not limited to below:

- Assists in planning, organizing, coordinating, and directing transit fixed route operations through subordinate supervisors to ensure timely, efficient, and safe customer service. Involves:
 1. Provide guidance and direction to subordinate supervisors in route and shift coverage to ensure timeliness of service, customer satisfaction, and compliance with safety requirements set forth by Federal Transit Administration (FTA) regulations and motor carrier requirements. Monitor daily operations, meet with route supervisors on service-related issues such as road closures or special assignments, and maintain and analyze complaint files for service improvement.
 2. Issue written or oral instructions to transit supervisors and dispatchers. Monitor overtime and other operating expenses.
 3. Oversee and monitor fixed routes to ensure sufficient staffing to facilitate the orderly movement of passengers.
- Investigate and respond to complaints from public officials, other departments, or the general public. Involves:
 1. Provide accurate information to inquiries, and respond to complaints, including complaints from individuals who may be irate. Ensure that accidents or complaints are properly investigated.
 2. Represent the City in administrative hearings. Interact with other departments, supervisors, co-workers, and the public.
- Supervise assigned personnel. Involves:
 1. Assign, schedule, and monitor work.
 2. Appraise employee performance and review subordinates' appraisals.
 3. Provide training and development.
 4. Counsel, motivate, and maintain supervisor-subordinate harmony.
 5. Identify and resolve staff differences, conflicts, and deficiencies. Investigate grievances, take statements, and make recommendations. Interview applicants.
 6. Recommend hiring, discipline, termination, merit pay, or other employee status changes.
 7. Enforce personnel rules and regulations, and work behavior standards firmly and impartially.
 8. Monitor and ensure equitable distribution of overtime.
 9. Promote the observation of safe work practices.

10. Monitor sick leave abuse, and oversee vacation sign-up.

- Perform related managerial or supervisory duties as required. Involves:
 1. Perform duties of immediate supervisor or subordinates to ensure continuity of operations.
 2. Respond to serious accidents or emergencies to ensure proper investigation.
 3. Attend meetings to represent the department, such as the Citizens' Advisory Board, or Workers' Compensation hearings.
- Supervise assigned personnel. Involves:
 1. Schedule, assign and check work.
 2. Appraise employee performance and review evaluations by subordinate supervisors.
 3. Provide for training and development.
 4. Enforce personnel rules and regulations and work behavior standards firmly and impartially.
 5. Counsel, motivate and maintain harmony. Interview applicants.
 6. Recommend hiring, termination, transfers, discipline, and merit pay or other employee status changes.

3.4.9 Sun Metro Transit Assistant Superintendent of Operations

Sun Metro has two Transit Assistant Superintendent of Operations positions that are located at the TOC facility. These positions oversee and manage the fixed-route operations. The tasks that are to be carried out by the TASO are listed but are not limited to below:

- Plan, organize, and supervise daily transit operations through subordinate employees. Involves:
 1. Monitor daily operations and provide guidance and direction to transit operators, communication dispatchers, and transit supervisors to provide superior transit service and ensure timeliness and customer satisfaction.
 2. Promote and implement compliance with safety requirements set forth by Federal Transit Administration (FTA) regulations and motor carrier requirements.
 3. Meet with transit operators, communication dispatchers and transit supervisors daily to identify and resolve problems and allocate supervisor and dispatcher assignments. Assist with personnel related issues such as sick leave abuse notifications, missouts, and issuance of written or oral instructions to transit operators, dispatchers and transit supervisors.

4. Evaluate and ensure compliance with safety and training requirements.
- Oversee and participate in compliance activities related to transit operations.
 1. Coordinate training and maintain records.
 2. Coordinate the transport of safety-sensitive operations employees to random drug testing site.
 3. Monitor overtime and other operating expenses related to transit operations.
 4. Maintain statistics and generate periodic reports on services furnished.
 5. Monitor calls received by dispatchers, and follow up with transit operator complaints or issues regarding service or units.
 6. Ensure that accidents, unsafe acts and complaints are properly documented and reported.
 7. Monitor staffing levels and shift assignments for transit operators, dispatchers and transit supervisors.
 8. Recommend service modifications to better accommodate customer needs.
 9. Review documentation submitted by Transit Operators, Dispatchers and Transit Supervisors for accuracy prior to submission to Superintendent or other divisions.
 - Perform and conduct various administrative responsibilities. Involves:
 1. Identify, create and introduce improvements to work flow, training, equipment and other operational areas.
 2. Respond to inquiries, questions and requests for information.
 3. Draft and provide written and oral responses.
 4. Consult with department planning and scheduling staff on the transit operator sign-up.
 5. Coordinate and execute the transit supervisor and dispatcher sign-up, transit supervisor and dispatcher coverage, transit operator vacation sign-up, transit supervisor vacation sign-up, transitional duty assignments and other special projects.
 6. Assist safety division in the planning and preparation of new transit operator trainee classes and transit operator trainer assignments.
 7. Assist Superintendent to resolve problems and respond to customer service complaints, including complaints from individuals who may be irate.
 8. Attend meetings as required to provide information and respond to concerns from co-workers, other departments and the public.
 9. Make recommendations for improvement of services.
 - Perform related managerial or supervisory duties as required. Involves:
 1. Perform duties of immediate supervisor or subordinates to ensure continuity of operations.
 2. Recall employees to work in emergencies.
 3. Assist Superintendent with resolution of grievances.

4. Promote the observation of safe work practices.

- Supervise assigned personnel. Involves:
 1. Schedule, assign and check work.
 2. Appraise employee performance and review evaluations by subordinate supervisors.
 3. Provide for training and development.
 4. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony.
 5. Interview applicants and Recommend hiring, termination, transfers, discipline, and merit pay or other employee status changes.

3.4.10 Transit Safety Officer

Sun Metro has four Transit Safety Officers that are assigned to the Safety Division that report to the Transit Safety Manager (Fixed – Route). When assistance is needed from the Streetcar Safety Manager, the TSO will be sent through the coordination of TSM. TSO's duties include but are not limited to the follow:

1. Plan, organize, coordinate and oversee transit-related risk management programs including quality assurance issues or projects, worker's compensation and safety programs.
2. Involves: Develop and implement policies, procedures and internal controls related to compliance with health, safety, security and environmental rules and regulations. Identify health and safety risks and recommend corrective actions to control and limit the City's liability.
3. Investigate claims of damage or injury reported by passengers, pedestrians or other drivers.
4. Coordinate legal issues or concerns with City Attorney's office, liability insurance adjusters or external legal counsel and represent the City's interest in mediation, settlement negotiations or trials.
5. Coordinate quality assurance inspections such as post-accident, and post employee injury inspections and monitoring.
6. Oversee and participate in compliance activities related to environmental protection such as alternative fuels, stormwater, fuel storage, coordinate corrective action or response to audit findings.
7. Assist Transit Safety Manager with coordination of the federally mandated drug and alcohol testing program including pre-employment, post-accident, reasonable suspicion, random, return to duty and follow-up testing for safety sensitive positions.
8. Assist with federal safety audits and complete and submit safety reports to regulatory agencies.
9. Plan, coordinate and deliver training programs. Involves: Conduct needs assessment, program planning, development and presentation of training and instructional materials. Monitor program effectiveness, track attendance and prepare periodic reports. Prepare,

- edit and coordinate the production of training materials or coordinate the efforts of contractual trainers.
10. Provide classroom and behind the wheel training to new Transit Operators and provide retraining to current Transit Operators.
11. Provide training in areas such as defensive driving, back injury prevention, commercial driver licensing, supervisory training, hazardous materials, accessibility compliance, sexual harassment prevention or other subjects related to transit operations to enhance performance or ensure compliance with state and federal requirements.
12. Respond to complaints from public officials, other departments or the general public.
13. Provide accurate information to inquiries, and respond to complaints, including complaints from individuals who may be irate.
14. Ensure that accidents, unsafe acts and complaints are properly investigated. Conduct on-the-scene accident investigations. Interact with other departments, supervisors, co-workers and the public.
15. Coordinate and participate in department Event Review Board (ARB) committee meetings.

3.4.11 Sun Metro LIFT

Since 2012, Sun Metro has outsourced the paratransit division to MV Transportation, a national third-party vendor. After the initial agreement ended in 2019, MV was awarded a new 10-yr contract through a competitive RFP process. The new contract states that MV is responsible for providing all staffing resources to run a turn-key operation while the City provides the operations and maintenance facility, fuel, scheduling software, and buses. The service is paid for by performed trip and a fixed monthly fee while maintaining a set of key performance measures with corresponding incentives and disincentives. MV is then responsible for the following:

- Deliver a fully functional ADA paratransit operation as outlined in the 2019-607R contract.
- The hiring of all necessary personnel to include drivers, supervisors, dispatchers, schedulers, call center staff, mechanics, and supervisors.
- The maintenance of the facility, buses, equipment, landscaping, and bus wash.
- All operational expenses include utilities, uniforms, LIFT passenger flyers and correspondence, vehicle cellular charges, and all costs associated with running the service.
- Create, execute and maintain a fully functional eligibility program that includes a new conditional eligibility component.
- Management of all subcontractors to ensure delivery of the highest quality and lowest cost paratransit service and that they meet all FTA and City requirements.
- Implementation of their Safety SMS program that adheres to all FTA requirements. Sun Metro does not have its SMS program for paratransit; instead, it relies on MV's safety program, namely their "

In addition to providing MV with the facility, buses, fuel, and technology, the City will also provide a contract compliance manager that regularly reviews the performance measures and other contractual obligations.

The following are the main contractual obligations and key performance measures: **Sun Metro Standards**

Standard	Disincentive	Expected	Incentive
In-Window On-Time	<90.0%	90-92.9%	>93%
Ride-Time Compliance*	<97%	97-98.9%	>99%
Call Center Response Time * (Calls answered within 2 mins)	<90%	90-92.9%	>93%
Complaints per 10K trips *	>=13	10-12.9	<10
Customer Satisfaction Rating*	<4.0	4.0-4.5	>4.5
Miles between Road Calls	<75K	75K-90K	>90K
Preventative Maintenance	<98%	99-99.9%	100%
Safety (Collisions)	>1.3	1.0-1.3	<1.0
Passenger Incidents/10K trips*	>1.0	.6 - .9	<.6

Sun Metro LIFT Safety SMS Program

MV provides a Safety and Operations Manager who manages the paratransit safety program in compliance with State and Federal regulations and Corporate and Client policies. This position ensures:

- All operators are current with company and contractor training requirements.
- All operators are adequately certified, and certification records and files are kept up to date.
- All employees are current with the training required for general safety programs and practices.
- The local facility is operated in compliance with OSHA and EPA regulations.
- All new hire candidates meet minimum general qualifications and receive all required training prior to being placed into revenue service.
- Liability and Worker's Compensation Claims are handled appropriately, promptly, and in conjunction with contractor staff and resources.
- The Drug and Alcohol Testing program is implemented and meets Federal and TxDOT.
- Employee turnover is minimized through initial and ongoing training aimed at improving operator skill level as well as through a complete and appropriate screening process.
- Consistent reductions in the preventable and non-preventable vehicle and non-vehicle accidents.
- Dynamic and appropriate ongoing training programs for all operators.
- Safety Incentives and programs are managed effectively and consistently. A consistent Safety Culture throughout the location that incorporates operations, safety, and maintenance departments and emphasizes the team approach and individual responsibility of all employees to achieve the common goal.
- Successful completion of all related audits including those conducted by MV, City, FTA, or external auditors.

- Recruit and screen potential new hire operator candidates to be placed into training ensuring that efforts meet the staffing needs of the project.
- New hire and veteran operator training programs are managed to ensure all operators receive the minimum initial training and all employees receive required annual and ongoing training.
- Community outreach is implemented to identify potential new hire candidates as well as the most appropriate recruiting sources.
- Provide and/or manage the classroom and behind-the-wheel instruction in all aspects of vehicle operation in the course of passenger transportation, including defensive driving, service area familiarization, passenger loading, unloading and securement, proper manifest documentation, use of on-board equipment, accident and emergency procedures, dispatch and radio communications, and passenger sensitivity.
- Provide and/or manage monthly or annual ongoing/refresher training in topics relevant to the service and service area in a timely manner.
- Respond to and/or provide for trained staff response to operator accidents and incidents, ensuring appropriate collection of information, documentation of events, and reporting per MV's internal policy. Review all vehicular, passenger, and employee accidents/incidents for determination of cause and preventability, identifying potential trends to be addressed in future training efforts as well as ensuring retraining and safety points are assessed according to MV's policy.
- Manage all aspects of the Drug and Alcohol Testing program including pre-employment, random, and post-accident testing requirements. Conduct regular reviews of local testing facilities ensuring compliance with City, MV corporate, and federal policy.
- Establish functional Safety Committees of operators and staff to review safety concerns and make recommendations to management for potential additional safety efforts.
- Assist operations and maintenance departments in identifying additional or refresher training needs based on current trends within the employee base
Work with City & MV corporate claims staff to ensure all liability and worker's compensation claims are handled promptly and effectively in an effort to reduce financial liability as well as recoup all claims, which can be subrogated.
- Proactively manage all employee injury claims to minimize lost time and modified duty claims. Work with local medical facilities to ensure injured employees are returned to full-duty status promptly.
- Conduct regular audits of employee training files, vehicle maintenance files, and facility safety audits ensuring compliance with OSHA and EPA regulations and related MV corporate policies.
- Ensure operator performance reviews, ride along, road checks, and evaluations are conducted according to local policies and MV corporate policy and requirements. Provide feedback and follow-up for operator performance reviews and identify individual training needs where necessary.
- Ensure all project training materials are current, necessary supplies are available and inventories are secured and kept up to date.

- Provide regular reports to local and MV corporate management staff of safety department efforts, claims status, training efforts, accident history, worker's compensation claims status, and other required information.

3.5 Employee Safety Reporting

Safety reporting is an essential part of SMS. Sun Metro must foster an atmosphere of trust that encourages and rewards employees for providing safety-essential information to Senior Management, even if it is self-incriminating, without fear of reprisal. Reports and concerns are communicated to management & Senior Management, so they are assessed and mitigated. If required, the hazard or concern could be elevated to upper management for additional actions.

As we know self-reporting is a process that if what happened was a real mistake, the focus will be on re-education and not on the punitive action.

There are many ways employees can report safety conditions:

- Report conditions directly to the dispatcher, who will add them to the daily Operations Log.
- Report conditions anonymously via a locked comment box in the driver area.
- Report conditions using their name or anonymously to hazard@elpasotexas.gov
- Report conditions directly to any supervisor, manager, or director.

CSO discusses actions taken to address reported safety conditions during the quarterly SSRC Meetings. Additionally, if the reporting employee provided his or her name during the reporting process, the CSO or designee follows up directly with the employee when Sun Metro determines whether or not to take any action, and after any mitigations are implemented

Hazards reported by employees are informed to the CSO and the Mode Safety Manager. The Mode Safety Manager is responsible for directly addressing the reported hazard. The CSO will provide support and track the management of the reported hazard. The CSO will report to upper management on how the hazards reported are managed.

An effective SMS empowers employees with the confidence to raise concerns that may lead to serious safety/quality concerns and assures them that someone will listen to them and investigate their issues or concerns in a professional manner — all without fear they will face unduly harsh penalties for admitting to genuine mistakes.

A robust employee safety reporting system will provide:

- Unique – Information you can't get any other way
- Authentic – Individuals who know best are directly providing the information
- Timely – Direct reporting overcomes the time lag of mandatory reporting processes
- Diverse Information from different individuals with different experiences and perspectives
- Comprehensive – Multiple reports over time reveal patterns, trends, and the scope of an issue

The Sun Metro will implement an Employee Self Reporting program that will:

- Encourage employees to report any safety-related situation
- Emphasize benefits for safety, not safety record
- Establishes clear guidelines for unacceptable behavior
- Balance learning and accountability
- Establishes several methods for employees to report safety issues.

The following table presents a guideline in cases of safety events:

Human Error	At-Risk Behavior	Reckless Behavior
An inadvertent action – slip, lapse, mistake	A choice – risk not recognized or believed justified	Conscious disregard of unreasonable risk
Manage through: <ul style="list-style-type: none"> ➤ Processes & procedures ➤ Checklists ➤ Training ➤ Design 	Manage through: <ul style="list-style-type: none"> ➤ Increase situational awareness ➤ Remove at-risk behavior ➤ Encourage safe behavior 	Manage through: <ul style="list-style-type: none"> ➤ Remedial action ➤ Punitive action

Employees are expected to tell others when witnessing unsafe work practices or conditions. When employees are not comfortable discussing these unsafe conditions with fellow employees, they are encouraged to discuss the situation with management or report it in writing.

What is important to emphasize is that any cultural change in the organization will take time (months to years) to be fully implemented and see the results of these changes.

3.5.7 Disciplinary policy

To ensure a culture of open reporting in Sun Metro, in the majority of the cases, no disciplinary action will be taken against any employee who **reports** a safety hazard or concern using the proper channels provided by Sun Metro and the City of El Paso. If the reporting of the hazard or concern indicates, beyond any reasonable doubt an illegal act, gross negligence, or a deliberate/willful disregard for Sun Metro or City of El Paso rules and regulations, the employee will be subject to disciplinary actions.

The Sun Metro Rules and Regulation Manual will serve as the guidelines for the implementation of disciplinary actions regarding Events. The Human Resources Department of Sun Metro will be responsible for interpreting and determining any disciplinary action if necessary.

3.5.8 Employee Reporting Methods

If a Sun Metro employee is involved in a near miss or determines something they deem to be a hazard, Sun Metro and their contractors 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 an employee is involved in a near miss or determines something they deem 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

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 management by the end of their workday. Our managers then initiate conversations with employees about their observations of both safe and unsafe behaviors.

The employee's contribution to the cause of the injury or collision is considered in disciplinary action, up to and including termination. If after analysis it has been determined the incident resulted from an overt decision, disciplinary action is indicated. If not, then the appropriate counseling and/or training is indicated.

The following methods will be used by Sun Metro to allow employees to report hazards or near misses. The methods are:

1. **Reporting boxes:** Using a Near/Hazard Notification form, the employee can fill the form and deposit it in the reporting boxes that will be located at strategic locations on Sun Metro facilities. The locations will be selected in a way that the employees feel comfortable using this method. Each mode will develop a Standard Operating Procedure.
2. **Open door policy:** Each safety manager, CSO/SMS Executive, and the Accountable Executive have an open-door policy where the employee is encouraged to contact their corresponding manager to report any hazard or safety situation in their work area.

Refer to section 6.2 Safety Communication for more details on Sun Metro's Communication process.

3. Hazard Reporting QR Code



Safety Management System (SMS)

What is my role in our SMS?

- Work safely and wear PPE
- Be compliant with procedures and regulations
- Report safety hazards, concerns, or suggestions

What can I report?

- Hazards or potential hazards
- Accident and/or incidents
- Possible solutions and safety improvements
- Close calls and/or near misses

Please email your concerns to
sm-hazards@elpasotexas.gov
 or use the QR code on the back.

Safety Reporting Options:

- Notify your Supervisor/Lead or local
- Safety Representative
- Email sm-hazards@elpasotexas.gov
- Formally submit a confidential report

Personal Safety Accountabilities:

- I am accountable for my own safety and the safety of those around me
- I follow procedures, wear PPE, and promptly report safety hazards
- I must report injuries and damages
- My goal: **BE SAFE AT WORK AND AT HOME**

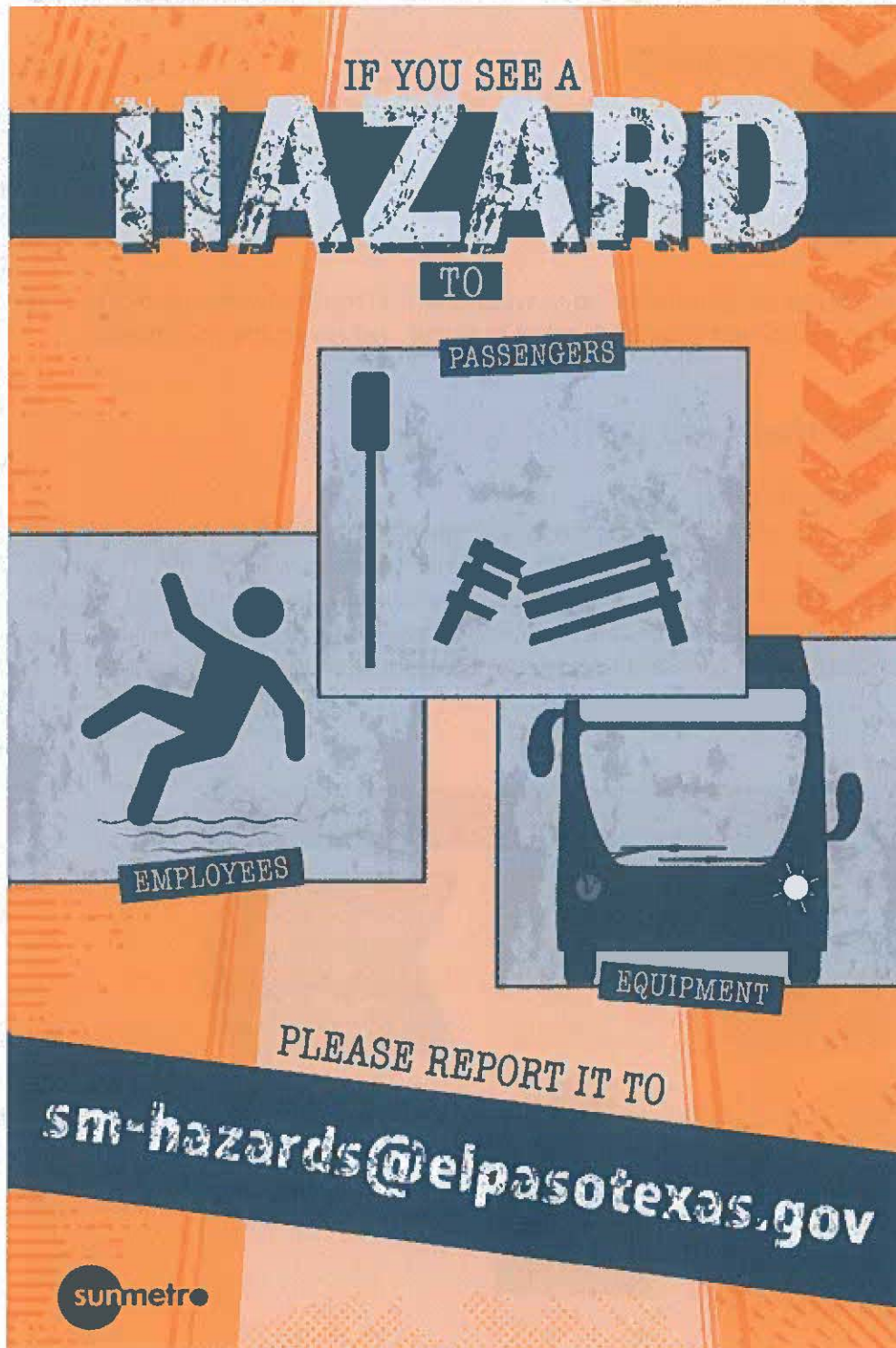
Unacceptable Workplace Behaviors:

- Willful safety violations
- Reckless and negligent acts
- Criminal activities
- Alcohol or drug use

Point your camera at the QR code.
 Wait for code to scan,
 and then open.



4. Promotional E-mail for Reporting Hazards



3.6 Safety Management Policy Communication

Each safety manager is responsible to communicate the safety policies establish in this PTASP to their employees. The Safety Manager must communicate the safety policy within 30 days after the PTASP has been approved by the Mass Transit Board.

The Safety Manager can use any or all the methods listed below to communicate the Safety Policy:

- E-mail – sm-hazards@elpasotexas.com
- Hazard Reporting QR Code
- Safety Bulletins
- Toolbox meetings
- General notices
- Formal classroom training

The safety manager is responsible for documenting in writing which method was used and that all employees were formally notified and acknowledged that they received the information.

4 Safety Risk Management (49 CFR 673.25)

4.1 Safety Risk Management Overview

The objective of this section is to establish a process to manage hazardous conditions that exist across **all transit modes** operated by Sun Metro. The process will identify hazards, assess the hazards, develop corrective action to mitigate or eliminate the hazard and assess the success of the corrective actions in eliminating or minimizing to an acceptable risk status by the mitigations. Refer to Sun Metro SOP 600.1 Hazard Management and Assessment.

Refer to the diagram below:



Sun Metro defines a hazard as any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infrastructure of the public transportation system; or damage to the environment.

The Chief Safety Officer or SMS Executive & the Safety Manager of each mode are directly responsible for the implementation and ongoing management of Sun Metro's Hazard Management process. This includes:

1. Developing, updating, and auditing the program
2. Training all designated Sun Metro employees and contractors on the hazard management process
3. Documenting and tracking all identified hazards to resolution.

The hazard resolution process is from 'cradle to grave' and can be applied throughout the 5 phases of the system life cycle.

1. Planning
2. Design
3. Construction
4. Operations
5. Decommissioning

Hazard analysis attempts to determine the set of primary events in the hazard generation process. Upon identification of these events, Sun Metro will undertake measures to mitigate, control, or eliminate the generation of hazards in ways that can reduce their risk to an acceptable level. Hazard resolution is the corrective action taken in response to the hazard identification and assessment process, but time and resource restrictions may determine the level of resolution that can be accomplished.

The following are actions for hazard resolution:

1. Eliminate the hazard, if possible
2. Implement training, procedural strategies, or technology approaches, as appropriate, to reduce the hazard
3. Provide training to educate the workforce on possible hazards
4. If the hazard cannot be eliminated, reduce exposure to it
5. Monitor the Hazard mitigation to determine if the risk has been managed at an acceptable level so that it does not re-occur"

4.2 Safety Hazard Identification

Hazard identification encompasses a set of methodologies that first search throughout the system for anything with the potential to do harm. Identification of hazards is the responsibility of all divisions and is the key to system safety. Identified hazards are analyzed for severity, occurrence frequency, and cost feasibility of remedial action required to eliminate or reduce the hazard to the lowest practical level. The Safety Manager of each mode shall review all hazards identified and log them into the Hazard Tracking Log.

Hazards can be identified in several ways such as:

1. Design Review
2. Accidents, Incidents, System Reliability, and Failure Reports
3. Ride Checks and Proficiency Checks

4. System Inspections, Audits, and Regulatory Inspections
5. Customer, Contractor, and Employee Complaints
6. Safety Committee
7. Transit Industry Experience
8. Federal Transit Administration
9. Texas Department of Transportation (TxDOT-SSOA)

Sun Metro will use a hazard identification and analysis process before purchasing and accepting new equipment and modifications of existing facilities, systems or rolling stock, & infrastructure elements.

4.3 Safety Risk Assessment

Hazard Risk Assessment is a quantitative calculation based on largely subjective judgments used to determine the risk associated with each hazard and thus the urgency for implementing corrective measures to eliminate or reduce risk to a level of acceptability. Risk Assessment is comprised of evaluating hazard severity (categorizing the hazard) and evaluating hazard probability.

The factors considered in this analysis include system safety, schedule, and the impact on the public's perception of safety on the system in the community where the Streetcars operate.

4.3.1 Hazard Analysis

Analysis of a hazard is based on both the probability of occurrence and the severity of an event. Hazards with the greatest potential to cause serious injury are given the highest priority for immediate resolution. Hazard analysis also attempts to reduce the severity of accident events by introducing protective devices and equipment, procedures and/or forms, or system modifications that reduce the amount of human and property damage in an accident event.

While identifying, every hazard is virtually impossible, there are two methods for orderly identification of hazards: inductive and deductive analysis.

- The inductive hazard identification process consists of an analysis of system components to identify their respective failure modes and the effects they may have on the total system. This process assumes the failure of single elements or events and, through analysis, determines the potential consequential effects on the system or subsystem.
- The deductive hazard identification process involves defining an undesired effect (e.g. collision, fire) and then deducing the possible conditions or system component faults (or combinations of them) that are necessary to cause the undesired effect.

The CSO and the Safety Manager of each mode will continually evaluate the transit operation using the methods described above to identify new hazards. This will be documented as described in this document.

For existing infrastructure elements, vehicles, procedures/processes Sun Metro should consider using audits – either ad hoc or structured based on identified safety issues to identify existing hazards and hazard potentials.

The Chief Safety Officer or SMS Executive and the Safety Manager of each mode will be charged with performing the hazard analysis for that operation.

4.3.2 Hazard Severity

Hazard severity is a subjective determination. As data is accumulated over time, an objective determination applicable specifically to Sun Metro can be derived. The determination reflects a credible mishap that could be anticipated to result from human error, procedural deficiencies, design inadequacies, component failure, or malfunction. Hazard Severity at Sun Metro is based on the U.S. Department of Defense Military Standard for Systems Engineering (MIL-STD-882-E) as follows:

- Category 1, Catastrophic – Death, system loss, or severe disruption of service system-wide.
- Category 2, Critical – Severe injury, severe occupational illness, major system damage, or major system-wide disruption of service.
- Category 3, Marginal – Minor injury, minor occupational illness, minor system damage, or minor system disruption of service.
- Category 4, Negligible – Less than a minor injury, occupational illness, system damage, or less than minor system disruption of service.

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 or system safety.

If the Mode Safety Manager and/or the CSO / SMS Executive identify any Category 1 Catastrophic and Category 2 Critical hazards specifically hazards 1A, 1B, 1C, 2A & 2B on the streetcar system, the TxDOT-SSOA will be immediately notified using "TxDOT Industry Safe" software.

The OHA and/or PHA for all transit modes in Sun Metro will be continually updated to ensure the hazards have been mitigated, reduced, or controlled to acceptable levels. The Safety Manager of each transit mode is responsible for updating the OHA and/or PHA.

4.3.3 Hazard Probability

The probability of an event or hazard occurring may be defined as a ratio of the number of times a specific event occurs to the total number of trials in which this event may occur during the planned life expectancy of a system. Generally, hazard probability is described qualitatively in potential occurrences per unit of time, miles, trips/runs or passengers carried. The table below identifies the probability thresholds used by the Sun Metro. A hazard probability may be derived from the analysis of transit system operating experience, evaluation of Sun Metro safety data, or historical safety data from other passenger rail systems.

Hazard Assessment Probability Levels

Hazard Probability	Probability Levels
A = Frequent	Likely to occur frequently to an individual item. Continuously experienced in the system. MTBE* is less than 1000 operating hours
B = Probable	May occur several times in the life of an item. May occur frequently in the system. MTBE is equal to or greater than 1000 operating hours and less than 100,000 operating hours
C = Occasional	Likely to occur sometime in the life of an item. May occur several times in the system. MTBE is equal to or greater than 100,000 operating hours and less than 1,000,000 operating hours
D = Remote	Unlikely, but possible to occur in the lifetime of an item. Unlikely, but can be expected to occur at some time in the system. MTBE is greater than 1,000,000 operating hours and less than 100,000,000 operating hours
E = Improbable	So, unlikely to occur, it can be assumed occurrence may not be experienced. Unlikely, but possible to occur in the system. MTBE is greater than 100,000,000 operating hours
F = Eliminated	Incapable of occurrence. This category is used when potential hazards are identified and later eliminated

* MTBE = Mean Time between Events

The Risk Assessment Process is used to prioritize hazardous conditions and focus available resources on the most serious hazards requiring immediate resolution. Sun Metro will use MIL-STD-882-E DOD Standard Practice for System Safety dated May 11, 2012, or the most current version, to assess the level of risk for each identified hazard to determine what action(s) must be taken to correct or document the hazard risk. This risk assessment system is incorporated into the formal System Safety analysis, which enables Sun Metro decision-makers to understand the amount of risk involved in accepting the hazard in relation to the cost (schedule, cost, operations) to reduce the hazard to an acceptable level.

The Risk Assessment Matrix informs the Risk Assessment Index based on potential severity and probability. The criteria for defining further actions are based upon that index. Follow-up actions resulting from the Risk Assessment are 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 a documented decision to manage the hazard until resources are available for full mitigation is issued by executive management and forwarded to Sun Metro CSO for review and approval/disapproval.
- ✓ **Acceptable with Review:** The CSO must determine if the hazard is adequately controlled or mitigated as is.

- ✓ **Acceptable without Review:** The hazard does not need to be reviewed by management and does not require further mitigation or control.

Risk Assessment Matrix

Safety Risk Assessment Matrix					
MIL-STD-882-E		Severity			
		Catastrophic 1	Critical 2	Marginal 3	Negligible 4
Probability	A - Frequent	1A	2A	3A	4A
	B - Probable	1B	2B	3B	4B
	C - Occasional	1C	2C	3C	4C
	D - Remote	1D	2D	3D	4D
	E - Improbable	1E	2E	3E	4E
	F - Eliminated	1F	2F	3F	4F

Risk Assessment Index

1A, 1B, 1C, 2A, 2B	HIGH	Unacceptable
1D, 2C, 3A, 3B	SERIOUS	Undesirable with management decision required
1E, 2D, 2E, 3C, 3E, 3D, 4A, 4B	MEDIUM	Acceptable with review by management
4C, 4D, 4E	LOW	Acceptable without review
1F, 2F, 3F, 4F	NONE	Incapable of occurrence. This category is used when potential hazards are identified and later eliminated

Categories

Category	Description	Description
1	Catastrophic	Death, system loss, or severe environmental damage
2	Critical	Severe injury, severe occupational illness, major system or environmental damage
3	Marginal	Minor injury, minor occupational illness, or minor system or environmental damage
4	Negligible	Less than minor injury, occupational illness, or less than minor system or environmental damage

Probability

Level	Description	Specific Individual Item	Fleet Inventory
A	Frequent	Likely to occur frequently	Continuously experienced
B	Probable	Likely to occur several time in the life of an item	Will occur frequently
C	Occasional	Likely to occur sometime in the life of an item	Will occur several times
D	Remote	Unlikely but possible to occur in the life of an item	Unlikely but can reasonably be expected to occur
E	Improbable	So unlikely, it can be assumed occurrence may not be experienced	Unlikely to occur, but possible
F	Eliminated	Completely removed from consideration	Removed from consideration

4.4 Safety Risk Mitigation

The mitigation of hazards utilizes the results of the Risk Assessment Process. The objectives of the hazard resolution process are to:

1. Identify areas where hazard resolution requires a change in the system design, installation of safety devices, or development of special procedures;
2. Verify hazards involving interfaces between two or more systems have been resolved; and
3. Verifying the resolution of a hazard in one system does not create a new hazard in another system.

Sun Metro uses the following methodology to ensure system safety objectives to eliminate or control hazards. These controls are implemented throughout design, construction, procurement, and operations:

1. Design out hazards or design to 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. Develop mitigating provisions for hazards that cannot reasonably be eliminated or controlled through design that is controlled to an acceptable level through the use of fixed, automatic, or other protective safety design features or devices. Provisions are made for the periodic performance of functional checks of safety devices and training for employees to meet system safety objectives.
3. When design, training, 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.
4. 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. Precautionary notations are standardized for use by all persons involved and safety-critical issues require the certification of authorized personnel.

The Initial Risk Index defines the magnitude of any specific hazard item without the implementation of a design, construction, procurement, or operational measures to control or mitigate the risk. The Safety Manager by mode will identify sets of proposed mitigation actions to eliminate or control each identified risk and evaluate the Residual Risk Index. Based on those mitigating actions, to assess the potential effectiveness and inform the Sun Metro Associate Director of Streetcar Operations, a determination of whether the hazard is adequately controlled or mitigated will be made.

5. Safety Assurance (49 CFR 673.27)

5.2 Safety Assurance Process Overview

This section describes the different processes used to track the implementation of Sun Metro's Safety Management System.

This includes but is not limited to:

- Formal audits
- Inspections
- Monitoring Rule and Standard Operating Procedure (SOP) compliance.
- Constant evaluation of hazards already mitigated.
- Monitor Sun Metro operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended.

Sun Metro understands that hazard management is not only the management of new hazards but also the management of mitigating hazards. Sun Metro will evaluate mitigations already implemented to verify its effectiveness.

This table is a simplified explanation of Sun Metro's Safety Assurance section:

Safety Assurance Process	If yes, then...
Procedures Monitoring and Measurement	
Inadequate compliance?	Address non-compliance
Insufficient?	Evaluate hazards through Risk Management Process
Safety Risk Mitigation Monitoring and Measurement	
Ineffective?	Evaluate hazards through Risk Management Process
Inappropriate?	Identify new mitigation under the Risk Management Process
Not implemented?	Address non-compliance
Safety Event Investigations	
Causal factors identified?	Evaluate hazards through Risk Management Process
Information collected?	Use to monitor and measure through other Safety Assurance processes
Internal Reporting Programs Monitoring and Measurement	

Safety Assurance Process	If yes, then...
Safety concerns identified?	Evaluate hazards through Risk Management Process
Information collected?	Use to monitor and measure through other SA processes

5.3 Safety Performance Monitoring and Measurement Section

5.3.1 Process to monitor compliance with operation and maintenance procedures

This section describes how Sun Metro will monitor:

- Compliance with and sufficiency of operations and maintenance procedures.
- Operations to identify safety risk mitigations that may be:
 - Ineffective could re-analyze the hazard(s) and consequence(s) the mitigation was intended to address through Risk Management.
 - Inappropriate, could identify new mitigation options.
 - The mitigation may not be feasible.
 - Not implemented as intended, could consider alternative mitigations or alternative approaches to implementation.

Sun Metro Key Staff will assess the information gathered using the processes described in this section and evaluate how to address it.

5.3.1.1 Facilities and Equip Inspections

Please reference the Streetcar Operations Maintenance Plan (OMP) for more detailed information on the topics presented.

Facility Inspections

Periodic safety inspections are performed on all Sun Metro facilities to detect and resolve hazards in order to effectively safeguard employees, visitors, and passengers. The Safety Manager of the specific mode and/or maintenance staff perform safety Inspections of the Sun Metro facilities.

The Safety Manager of the specific mode is responsible for ensuring hazards are addressed and corrective actions are captured and logged in the consolidated Hazard Tracking log of that mode. The Safety Manager of the specific mode must complete at a minimum one quarterly safety inspection in the facility under their supervision. The inspection will include but is not limited to housekeeping, fire extinguishers, and guard rails/stair rails in the proper place.

For Track Sweep on El Paso Streetcar, the maintenance staff will be properly trained to perform the track sweep inspection.

Note: Sun Metro does not fall under OSHA requirements but rather the City's own Safety Policy.

Equipment Inspections

- Inspections of facility equipment are made in accordance with appropriate maintenance manuals and procedures. The Safety Manager of the specific mode works with the Mode Maintenance personnel and Sun Metro Facilities to ensure equipment and facilities are maintained at an optimum level of safety. Hazards identified during inspections are entered into the Hazard Tracking Log of the mode as appropriate and tracked until closure is achieved.

5.3.1.2 Maintenance Inspections

Each mode is responsible for developing and implementing a Maintenance Inspection program. This program will be implemented by the Safety Manager of the specific mode with the support of Sun Metro CSO and the City of El Paso Office of Risk Management and Safety.

Each Sun Metro facility inspection report is sent to the responsible party to create the appropriate work orders. It identifies specific areas and targets specific recommendations for corrective action. Identified unacceptable hazards are reported to the CSO. Hazards identified during these inspections are entered into the Hazard Tracking Log of the specific mode as appropriate.

Work Orders are generated in Fleet Net software for defects identified during Streetcar Maintenance, Sun Metro Facilities Management, and EPSC Systems Maintenance inspections. Fleet Net is the software used by Sun Metro to generate, track, and close all work orders generated by the appropriate departments. Hazards identified during these inspections are entered into the Hazard Tracking Log as appropriate and evaluated by the Safety Manager of the mode. Mitigation of Hazards are tracked to closure using the mode Hazard Tracking Log.

Checklists for Facilities are included in the Facility Maintenance Plan, Vehicle Maintenance Plan, or other specific SOP. The checklists are created by the Mode Maintenance Department with the assistance of the Safety and Operations of the mode.

At random the Safety Manager of the mode and/or Chief Safety Officer or SMS Executive will perform inspections to verify previous inspections and maintenance were performed in accordance with OEM recommendations. If areas of improvement are found, the Facility and Maintenance department will be required to present CAPs to the CSO. Those CAPs will be included in the CAP Log for tracking and closure.

5.3.2 Safety Data

The Chief Safety Officer or SMS Executive & the Safety Manager of the mode will monitor the safety performance of the various Sun Metro operations. Accident, incident, injury, and other safety data are collected throughout the division and analyzed to determine trends within the organization. The safety data collected is analyzed to determine if safety performance meets established safety goals outlined annually.

The accident and incident data also help to identify service areas that generate a higher percentage of accidents or potential for higher accident rates. Safety data collected

includes injuries to passengers, Sun Metro personnel, and the public; hazardous equipment failures; unacceptable hazardous conditions; vandalism and security hazards; and rules and procedures violations. The Safety and Security Division analyzes safety-related data to implement corrective action to assist in preventing or mitigating the reoccurrence of hazards.

Data Acquisition

Information regarding accidents, incidents, and hazardous conditions of Sun Metro is obtained from several different reporting sources.

These include, but are not limited to the following reports or logs:

- a. Accident/Injury Reports
- b. Blocking log
- c. Audits
- d. Inspections
- e. Ride checks
- f. Unusual Situations Reports
- g. Event Reports
- h. Daily Operations Summary
- i. Employee/Occupational Injury reports
- j. National Transit Database (NTD) Safety and Security reporting module

Data Analysis

Hazard data is used to identify trends. Trends are then further analyzed and/or investigated by the Chief Safety Officer or SMS Executive and/or Safety Manager of the mode to determine causal factors. Interviews with personnel in the affected division(s) may also be conducted. The various safety teams identify hazards, areas susceptible to accidents, traffic problems, and other critical factors to develop corrective actions for hazards.

Reports

The Safety Manager of the mode analyzes the data from reports, incident investigations, safety committees, field inspections, Police Reports, and Risk Management. The Safety Manager of the mode also uses the data acquisition and analysis process to identify system trends and to monitor safety and security program performance. The Safety Manager of the mode provides monthly safety program performance reports to CSO.

Currently, safety performance reports (in conformance with those submitted to the National Transit Database - NTD) are submitted to FTA on a monthly and annual basis. The reports contain injury data regarding passengers, Sun Metro personnel, and customer/public accidents and incidents.

Sun Metro uses this report to establish safety performance goals and objectives for each coming year.

5.4 Process to conduct investigations of safety events to identify causal factors

Each mode is responsible for developing a specific accident investigation procedure. The safety manager of each mode will develop and/or update their accident investigation procedure. Each procedure will be submitted to Sun Metro CSO and AE for review and approval.

Each accident/incident is investigated as specified in the latest version of the Sun Metro Accident Investigation Procedures. The Procedures will comply with 49 CFR Part 672, 673 & 674, State Rail Safety Oversight Rule (for streetcar) for rail incidents/accidents, and 49 CFR Part 1582 U.S. Department of Homeland Security Rule affecting transit systems. For Streetcar, please refer to SOP 700.1 Revision 1 as approved by TxDOT for details on safety event investigation.

All Sun Metro employees and contractors are expected to comply with Sun Metro accident and incident reporting procedures and use the forms prescribed. Roles, responsibilities, and accident reporting thresholds are outlined in the procedures, including accident notification, reporting, and investigation throughout the organization. The level of investigation required is dependent on the seriousness of the event.

The accident investigation procedures will be revised **annually or any time** there is a change in the FTA or TxDOT regulations and requirements. In addition to the accident investigation procedure, Sun Metro has SOPs to address accident notification & event management.

5.4.1 Accident Notification

All Safety Managers are required to develop an accident notification procedure specific to their mode. As a minimum, the following notifications must be done:

- Internal Notification: develop a process to notify Sun Metro Management in case of accidents or events that may require upper management notification.
- External Notification: At a minimum, the following external agencies will require notification within 2 hrs. as applicable:
 - Notification to FTA will be submitted by TOC-1@dot.gov / **202-366-1863**
 - The notification will be submitted using TxDOT - Industry Safe Web form for initial Accident Notification (for Streetcar within 2 hrs.).
 - The National Transportation Safety Board will be notified by calling the National Response Center at 1-800-424-0201

5.4.2 Event Investigation Methods

The following investigative methods will be included but are not inclusive of the investigation process:

- On-site inspection of the incident scene;
- Review (if necessary) of:
 - Maintenance, operations, or employee training records and
 - The results of post-accident drug and alcohol tests
 - Camera footage, audio recordings, and other data downloaded from electronic devices and recorders

- Collection of all pertinent facts and evidence available, or near the scene of the accident/incident;
- Conduct interviews of employees involved or other witnesses at the site when appropriate;
- Observe employees in the performance of work
- An assemblage of all pertinent reports, data, and records associated with the accident/incident,
- Conduct follow-up interviews, and/or re-enactment to complete the accident investigation
- Perform analysis as required to determine the causative factor(s) for each accident/incident;

5.4.3 Photographs

All accident investigation scenes must be photographed as soon as possible from a panoramic view, preferably before the accident scene is disturbed. Scene photographs should be taken using a '4-point compass' method. The entire scene should be photographed from multiple vantage points. The photographer should attempt to provide sufficient depth-of-field to show the relative positioning of objects and subjects for later comparison with diagrams.

Arrange to have specific objects or subjects photographed as soon as possible from both normal periphery and close-up views, preferably, **before the accident scene is disturbed**. These photographs should attempt to include, at a minimum:

- a. Each vehicle involved, exterior four sides, including a number
- b. Each vehicle involved, an interior compartment
- c. Each vehicle involved, operating control compartment
- d. Resting position of wheels if off track, including evidence of sanding
- e. All visible points of vehicle damage
- f. Evidence of wheel marks on the rail
- g. All visible points of infrastructure damage
- h. Any visibly evident contributing obstructions, objects, or conditions
- i. Position of casualties, if stationary
- j. Any other subject that appears out of the ordinary

5.4.4 Reports

It will be the responsibility of each Safety Manager to prepare an event report. All Event Investigation Reports will be reviewed and approved by the Mass Transit Chief Safety Officer or SMS Executive or designee.

The Event Investigation Reports must compile the accident/incident information; findings evaluated during the investigation process and will include the recommendations to prevent recurrence with the corrective action plan.

For Streetcar, the report will be prepared using TxDOT's Industry Safety software. Refer to Streetcar SOP 700.1 *Event Investigation* for details.

5.5 Continuous Improvement Section

5.5.1 Internal Safety Audit

The purpose of internal system safety audits is to perform an official evaluation of accomplishments, problems, and trends related to total Sun Metro safety and to evaluate the effectiveness of the implementation of the PTASP.

The CSO is responsible for the direction of the safety reviews and audits of Sun Metro divisions and contractors to determine performance related to the System Safety goals and objectives. The audits will be performed by the City of El Paso Office of Risk Management.

All Sun Metro divisions and contractors are subject to safety audits. The critical nature of certain operations requires rigorous development of reviews and audits. These include training, maintenance, and operations activities. Both periodic and no-notice inspections are undertaken to address all aspects of the activity including documentation, practices, and compliance with the PTASP, Sun Metro policies, and other requirements.

The CSO reviews training, practices, and procedures to correct deficiencies identified while conducting audits or other safety activities, including inspections and emergency drills.

5.5.1.1 Purpose and Scope

The purpose of internal safety audits is to confirm all safety elements are in place and that assigned safety tasks and activities are being accomplished. This provides an additional means of documentation for senior management to verify how well each division is fulfilling its safety-related goals and objectives as required in the PTASP.

5.5.1.2 Safety Audit Process

The Chief Safety Officer or SMS Executive with the help of the Office of Risk Management of the City of El Paso is responsible for the management of the Internal Safety Audit Program. All Sun Metro divisions are required to cooperate fully with Safety and Security personnel. Executive and senior managers ensure their divisions participate fully in the safety audit process. Office of Risk Management of the City of El Paso is responsible for submitting to TxDOT the auditing checklist for Streetcar a minimum of 30 days in advance of a scheduled safety audit

5.5.1.3 Integrity of Review Process

To maintain the integrity of the review process, an audit team is used to conduct safety audits. The Safety Manager of the mode does not perform audits/reviews of those functions and elements for which they are directly responsible for implementation. These elements are audited by the Chief Safety Officer or SMS Executive and Office of Risk Management of the City of El Paso, an outside contractor, or an independent member of the audit team. No team member shall audit a function or activity for which they are responsible.

5.5.1.4 Cycle/Schedule

Over a three-year period, all the elements of the PTASP must be audited at least once. Sun Metro Internal Safety Audit Process is intended to be an ongoing, continuous safety review process. The CSO must develop and annually submit a comprehensive Internal Safety Audit schedule detailing when it will audit these elements over the three-year period.

The annual audit schedule must be developed, reviewed, maintained, and updated to ensure all elements of the PTASP are reviewed during the audit cycle.

Tentative Sun Metro Audit Schedule 2023

2023			
	Sun Metro - Lift	Sun Metro - Streetcar	Sun Metro - Bus
90-Day Notice to Sun Metro	Friday, January 20, 2023	Friday, May 5, 2023	Friday, August 4, 2023
60-Day Notice to Sun Metro	Friday, February 24, 2023	Friday, June 9, 2023	Friday, September 8, 2023
30-Day Notice to Sun Metro	Friday, March 24, 2023	Friday, July 7, 2023	Friday, October 6, 2023
Audit Commencement	Monday, April 24, 2023	Wednesday, August 9, 2023	Monday, November 6, 2023
Audit Conclusion	Friday, April 28, 2023	Friday, August 11, 2023	Friday, November 10, 2023
Sun Metro Responses	Friday, May 12, 2023	Friday, August 25, 2023	Friday, November 24, 2023
Finalized Audit Report	Friday, May 26, 2023	Friday, September 8, 2023	Friday, December 8, 2023

The Chief Safety Officer or SMS Executive and/or Safety Manager notifies the division/organization and TxDOT (for streetcar) a minimum of 30 days in advance of a scheduled safety audit.

5.5.1.5 Checklists and Performance of Safety Audits

Audit checklists are developed in advance for each transit mode by the City of El Paso Office of Risk Management. The checklists include the elements on which the department will be audited. Checklists are prepared during the review of the PTASP section, documents referenced in previous audits, and corrective actions.

The Sun Metro's auditing checklists must be submitted by the City of El Paso Office of Risk Management to TxDOT for review and approval. The Audit Checklists are provided to TxDOT 30 days in advance, at minimum, for their review and input. Audit checklists are then provided to the organization being audited as soon as possible after receiving TxDOT's approved checklist(s).

Pre-audit and post-audit conferences are held by the audit team with the entity being audited. The safety audits are comprised of record reviews, interviews, field observations, and inspections and measurements to verify the accuracy of documentation and spot

inspections of facilities and equipment to verify compliance with the PTASP, procedures, codes, and regulations.

The following list of documents may be used to support the development of the audit checklists:

- PTASP
- Rule Book, bulletins, and/or procedures
- Standard and emergency operating procedures
- Training program documentation
- Management and/or administrative plans/procedures
- Design standards and criteria
- Accident and investigation reports
- Hazard tracking logs
- Corrective Action Plans
- Previous audit reports
- Other sources as determined by TxDOT SSO upon request

5.5.1.6 Audit Report

Upon completion of each audit report, the City of El Paso Office of Risk Management will issue a final report of the results and specify areas of deficiency, prepare recommendations, identify the need for corrective action plans, and distribute copies of the report to the Sun Metro Management staff and the audited Division. Responsible Divisions are expected to develop corrective actions, though the audit team may make recommendations and must approve corrective actions.

The results of the audit will be used for positive corrective action, and not as an internal regulatory process. Safety Audit coordination meetings and management briefings are to be held to review areas of concern or disagreement over findings and evaluate possible corrective actions. The Safety Manager will monitor and track corrective actions with the affected divisions to ensure implementation.

The Chief Safety Officer or SMS Executive will provide a draft safety audit report generated by the City of El Paso Office of Risk Management to TxDOT SSO for the El Paso Streetcar 30 days AFTER the audit. TxDOT SSO will make additional recommendations to the audit report before the final issue of the report. Office of Risk Management of the City of El Paso will submit the auditing reports to the Accountable Executive. The Accountable Executive is responsible for signing the report and submitting it to TxDOT.

5.5.1.7 Annual Report Review

An annual safety activity report and Safety and Security audit report must be provided to the Director and TxDOT SSO for review and approval on or before December 1st.

Sun Metro must also include a formal letter signed by the Executive Director certifying its PTASP. If the safety audit's findings indicate noncompliance with its PTASP, the Executive Director must identify in the formal letter the nature of the noncompliance and

the steps Sun Metro will take to achieve compliance. An implementation schedule detailing when compliance will be achieved may also be provided.

5.5.1.8 Coordination with TxDOT

As noted above, the following aspects of the Internal Safety Audit Process are coordinated with TxDOT regarding the streetcar:

- Internal Safety Audit Cycle and Schedule
- Safety Audit Checklists
- Dates of Completion of each Safety Audit
- Each Safety Audit Report
- Corrective Action Plans
- The Annual Safety Audit Report
- The Director of Annual Certification

5.5.1.9 Review Completeness

The CSO (or other entity performing safety audits) is responsible for ensuring the Safety Audit Checklists provide for a complete review of each of the PTASP Elements. In addition, the Safety and Security Division (or other entity performing safety audits) shall ensure the required Safety Audit/Review reports are comprehensive and accurate

5.5.2 Rules Compliance

Each Sun Metro mode is required to have and implement a Rules and Regulations Manual. These manuals are distributed to all new employees upon new-recruit orientation. On-going training is provided through the rulebooks and procedures during operations and in maintenance training courses.

5.5.2.1 Review of Rules and Procedures

Policies, plans, rulebooks referenced above, and procedures are reviewed periodically to verify they meet the needs of the transit system in normal and emergency conditions. Accordingly, Sun Metro Instructors target safety practices intended to instill a safety culture in its workforce.

The Chief Safety Officer or SMS Executive and each mode safety and operations manager coordinate additions to or deletions from these documents which impact the safe operation of the system. Sun Metro Manuals, Policies, and Procedures by mode stipulate control and distribution, including the three-year review process.

The length of time needed for the review may vary based on the document being reviewed but no reviewer should delay the evaluation/review process more than thirty (30) days. The section managers may issue a Bulletin, Notices, General Orders, and Operating Orders when an immediate update is required to an operating rule or procedure. Sun Metro safety committees, accidents/incidents, and audit reviews are additional opportunities for rules review.

5.5.2.2 Process for Rules Compliance

Each Sun Metro Supervisor (regardless of the mode) shall conduct ride checks of each operator at a rate determined by each individual mode.

Each mode uses a specific **Ride Check Forms** to evaluate the operators in a standardized way. Ride Checks provide an opportunity for retraining employees to an acceptable level of compliance regarding specific rules.

Sun Metro Safety division will perform Random DVR reviews to verify the rule compliance of the drivers. Refer to SOP 600.13 Random DVR Inspections.

5.5.2.3 Compliance Techniques – Operations and Maintenance Personnel

Compliance techniques include observation of work activities and tasks and making pop questions regularly to employees about their knowledge of the respective rulebooks and handbooks. During initial training, employees are formally tested on their knowledge of applicable rules and procedures through written examinations.

5.5.2.4 Compliance Techniques – Supervisory Personnel

The Safety Manager or designee of each mode conducts ride checks to evaluate the effectiveness of compliance methods utilized by supervisory personnel. The ride checks assess employees' knowledge of rules and procedures and validates the success of Sun Metro's employee training programs.

Ride check forms completed are forwarded to the Mode Operations Manager to be included in employee performance reviews. Recommendations for improvement of the compliance methods are submitted.

5.5.2.5 Documentation

The results of the proficiency checks performed by operations and maintenance supervisors are documented on the appropriate form and are made available to the Safety Manager & Chief Safety Officer or SMS Executive. Hazards identified during these operations and maintenance rules compliance checks and assessments are captured within the Hazard Tracking Log and subsequently tracked to closure.

All Ride Checks are performed following the transit mode SOP for Ride Checks. All forms will be included in the employees' training folder.

5.5.3 Local, State, and Federal Rules Compliance

Sun Metro is committed to a dedicated safety program covering all applicable federal, state, and local regulatory requirements to ensure a safe and healthy work environment.

The Safety Manager of each mode has the primary responsibility of safety program implementation and enforcement to ensure that the employee in their respective mode is aware of job-related hazards through an ongoing process of training, job briefings, and departmental notices located throughout all affected areas.

5.5.3.1 Risk Reduction Program

As established in the Bipartisan Infrastructure Law requires Sun Metro's Public Transportation Agency Safety Plan (PTASP) to include the risk reduction program that cover the following topics:

- (I) Transit operations to improve safety by reducing the number and rates of accidents, injuries, and assaults on transit workers based on data submitted to the national transit database
 - a. The mitigation of assaults on transit workers, including the deployment of assault mitigation infrastructure and technology on buses, including barriers to restrict the unwanted entry of individuals and objects into the workstations of bus operators when a risk analysis performed by the safety committee determines that such barriers or other measures would reduce assaults on transit workers and injuries to transit workers.
- (II) A reduction of vehicular and pedestrian accidents involving buses that includes measures to reduce visibility impairments for bus operators that contribute to accidents, including retrofits to buses in revenue service and specifications for future procurements that reduce visibility impairments.
- (III) The safety committee shall establish performance targets for the risk reduction program using a 3-year rolling average of the data submitted by the recipient to the national transit database under section 5335.

5.5.3.2 Exposure to Infectious Diseases

As establish in the Bipartisan Infrastructure Law requires Sun Metro's Public Transportation Agency Safety Plan (PTASP) Sun Metro shall develop strategies to minimize the exposure of the public, personnel, and property to hazards and unsafe conditions, and consistent with guidelines of the Centers for Disease Control (CDC) and Prevention or a State health authority, minimize exposure to infectious diseases. To comply with this requirement Sun Metro has established their Bloodborne Pathogens SOP and our Pandemic Plan to reflect the best practices of the industry and CDC guidelines.

5.5.3.3 Assault Awareness and Prevention for Transit Operators

To prevent and protect bus operators from physical assaults including (hitting, spitting, beatings, stabbings and things being thrown at operators and threats and intimidation and any other hostile act.

- Install protection barriers or shields in driver's area to minimize severity of assault
 - Conduct conflict and aggression training consisting of de-escalation techniques for drives focusing on key factors:
- (I) Defining assault and identify operator assault incidents – define what is considered assault and identify factors that increase vulnerability to assault incidents.
 - (II) Recognize key vulnerability factors – Identify behaviors that help maintain professionalism and decide which communication skills to use when dealing with passengers, and practice strategies and techniques to defuse difficult interactions with passengers.
 - (III) Practice communication and response skills – Conduct role playing scenarios and solutions to a potential assault scenario.

- (IV) Reporting incidents – how to evaluate the severity and able to report to the correct jurisdictional authorities
- (V) Importance of seeking assistance when assault incidents occur – to realize the significance of reporting and explain the importance of seeking help and/or assisting when there is difficulty dealing with passenger assault incidents.

The above training standards and practices will assist in transit operators in:

- Identifying safety hazards and potential consequences.
- Asses the associated safety risks and prioritize hazards based on the safety risk of potential consequences.
- Identify necessary mitigations or strategies to reduce the likelihood and severity of hazard's potential consequences.

5.6 Corrective Actions

This section describes the general process of how Sun Metro will manage all Correctives actions generated after the occurrence of an accident and subsequent investigation; the development of recommendations, the identification of an unacceptable hazardous condition, or hazards along with deficiencies identified through internal or external safety reviews/audits.

The Mode Safety Manager will notify the CSO / SMS Executive and develop a CAP within 5 days of entering the CAP into Sun Metro's CAP Log. The CSO / SMS Executive will track and update the CAP Log on a monthly basis. Mode Safety Manager may request additional time to prepare the CAP for complex issues.

The corrective action plan will include:

- The hazard or deficiency identified, and an investigation (if relevant to the CAP);
- Proposed Corrective Actions
- Proposed Timeline

Proposed actions planned to minimize, control, correct, or eliminate the unsafe, or hazardous condition, including interim action if required;

- Scheduled date of completion of implementation;
- Division and individual responsible for implementing the CAP; and
- Comments were subsequently added pursuant to the review and closure of the CAP.

The status of each Corrective Action is reported at FLSC Meetings. All corrective actions are prioritized for implementation using the risk assessment matrix and they are assigned a responsible person to lead the corrective action effort and close the corrective action after resolution. TxDOT requires that El Paso Streetcar CAPs be uploaded and tracked using the Industry Safe. Each mode is required to develop an SOP on how the mode will manage its specific CAPs. However, all SOPs must be approved by the CSO for compliance with SUN Metro ASP requirements

5.7 Management of Change

The Management of Change addresses the processes to be followed to evaluate the risk of any changes proposed at all levels of the organization. The overall purpose of this process is to assure that any proposed changes which impact operations will not increase safety risk; or where additional risk is identified that controls are put in place prior to the changes being implemented. Refer to Appendix C for a copy of the Configuration Management Plan.

Changes to organizational structure; the nature or extent of operations; facility or equipment assets; as well as mergers and acquisitions of new businesses are proactively managed through this process to avoid introducing or increasing safety risks.

- The resources required to complete the validation process, in terms of people, finance, and materials are included in this validation process.
- The allocation of responsibilities considers the competence of the individuals that are required to carry out the safety validation roles.
- All employees who may be affected by the proposed changes are consulted as part of the process.

The extent and scope of safety validation applied to any change proposal is proportional to the risks (safety, operational, and other risks) associated with its introduction

In the case of smaller, less complex, or well-understood changes, the safety validation of the change process may be implemented as part of normal operations, using existing organizational arrangements and meeting structures to deliver the required level of assurance.

Changes shall be classified as either Class I or Class II levels of safety validation. The originator may make an initial determination of the class of a proposed change, however, the Accountable Executive or the Chief Safety Officer, or SMS Executive may make changes to the original classification. The Accountable Executive has final decision-making authority as to the Class of the configuration change.

Class I Changes

Class I changes shall be developed and individually submitted for each proposed change through a standardized Engineering Change Request (ECR) document, and/or through some other approved documented request process. The ECR or documented request will provide detailed information and any other related data to support the formal change approval, which will affect a change to the configuration of an asset. Class I changes directly affect the following:

- a. Form, fit, or function of an asset
- b. Safety of the transit system
- c. Warranty provisions of the test
- d. Acquisition or support costs of an asset or future spare parts

Class II Changes

Class II changes are all changes that are not classified as Class I change. Generally, Class II changes are those required to amend, update, or add clarification to documents and drawings. All Class II changes are to be submitted individually on a standardized form, and/or through a documented request, with a detailed description of the proposed change

The process is generally described in the following chart.

Safety Validation of Change Process		
Main Steps	Key Activities	Completed By
1. Identify Proposal for Change	<ul style="list-style-type: none"> Raise change proposal (including Capital Expenditure Approval) Inform relevant functional Manager(s) 	Change proposer
2. Determine Classification of Change Significance	<ul style="list-style-type: none"> Classify the level of safety validation required Ensure the extent and scope of validation are proportional to the level of risk 	Change proposer
3. Allocate Roles & Responsibilities	<ul style="list-style-type: none"> Formally allocate change sponsor and change authorizer Identify other required resources and roles for consultation 	Change proposer (with guidance)
Submit Change Proposal Form		Change proposer
Decide whether safety validation should proceed		Change proposer
4. Prepare Safety Validation of Change Case	<ul style="list-style-type: none"> Prepare safety validation documentation Complete risk assessment of proposed change Submit for review Revise and finalize documentation 	Change proposer & Mode Safety Manager
Submit Safety Validation Checklist with supporting documentation		Change proposer
Approve and Implement, or Reject Change		CSO, AE
5. Monitoring and Review	<ul style="list-style-type: none"> Monitor implementation of change and safety performance Review performance process 	Safety Manager

As part of the process to ensure specific safety concerns have been identified and addressed.

Additional responsibilities in the Safety Validation of Change process include:

- CSO provides safety expertise/support to those carrying out the safety validation.
- Safety Managers:
 - Reviews and approves each safety validation of the change process.
 - Decides on the level of safety validation required (consulting with other functional heads as necessary).

- Provides safety expertise/support during safety validation activities as required.
- Provides safety expertise/support to those carrying out the safety validation.

An electronic log of all proposed changes, whether approved or not, is maintained by the Mode-specific Safety Manager.

Each mode is responsible for developing its Management of Change SOP based on the process described previously. These SOPs will be submitted to the CSO / SMS Executive and AE for review and approval.

The process described previously in this section for monitoring safety data incorporates continuous improvement. As safety risk is identified, then reported on, a determination is made as to whether the risk can be mitigated immediately or requires more time and resources.

Risk mitigations that can address the safety concerns immediately are carried out but still reported. The reporting of these concerns includes the mitigation steps that have been taken. Monitoring of the risk continues to ensure that the mitigation strategy is effective.

The Safety Risk Management section of this document describes the risk assessment and mitigation procedures used that determine how to proceed with improvement strategies that require more time and resources. Which improvement strategies to implement for longer-term issues are based on the severity and probability of risk occurrence. Additionally, safety hazard identification data is used to implement immediate corrective actions and proactively identify hazards before they cause future accidents or incidents.

The objective of hazard identification is to distinguish those conditions that can cause an accident or create an unsafe condition. Sun Metro routinely analyzes records from our operation to identify accident causation based on history. Current traffic conditions are periodically analyzed, and management inspections of established prevention processes are routinely performed.

6. Safety Promotion Chapter (49 CFR 673.29)

6.1. Competencies and Training Section

- Instructions on safe methods of operation and safety procedures are included in rulebooks, manuals, handbooks, and other documentation developed for the training and certification of operations and maintenance personnel. Training systems have been developed to include in-house classroom training, field training, on-the-job training, and testing.
- Each Mode is responsible for establishing specific safety-training requirements for its employees & contractors. The Mode Safety Manager is responsible for providing/coordinating new and revised safety training programs to the Chief Safety Officer or SMS Executive for approval.
- Each mode Training Plan must be compliant with 49 CFR 672 Public Transportation Safety Certification Training Program. As required, the Mode Training Plan must identify the safety-sensitive positions and their safety curriculum per position including required retraining.

6.1.1. Training and Certification Program

Each Mode Safety Manager is responsible for the development and implementation of their individual Training and Certification Plan.

The Public Transportation Safety Program includes two separate requirements for Sun Metro's Training and Certification Plan

- FTA's Public Transportation Safety Certification Training Program regulation, 49 CFR Part 672, specifies "a uniform safety certification training curriculum and requirements to enhance the technical proficiency of **individuals who conduct safety audits and examinations of public transportation systems and those who are directly responsible for safety oversight of public transportation agencies.**" (§672.1(a))
- FTA's Public Transportation Agency Safety Plan (PTASP) regulation, 49 CFR Part 673, requires **Sun Metro** to "establish and implement a comprehensive safety training program for **all agency employees and contractors directly responsible for safety** in the agency's public transportation system." The training program "must include refresher training, as necessary." (§673.29(a))

Designated personnel means:

- (1) Employees and contractors identified by a recipient whose job function is directly responsible for safety oversight of the public transportation system of the public transportation agency; or
- (2) Employees and contractors of a State Safety Oversight Agency whose job function requires them to conduct safety audits and examinations of the

rail fixed guideway public transportation systems subject to the jurisdiction of the agency.

In Sun Metro, the following positions are classified as Designated Personnel:

- 1) Sun Metro Chief Safety Officer or SMS Executive
- 2) Transit Safety Manager
- 3) Streetcar Safety Manager
- 4) Transit Safety Officers
- 5) LIFT Operations and Safety Manager
- 6) Risk Management Senior Safety Specialist (responsible for Audits)

The training plans as a minimum must cover:

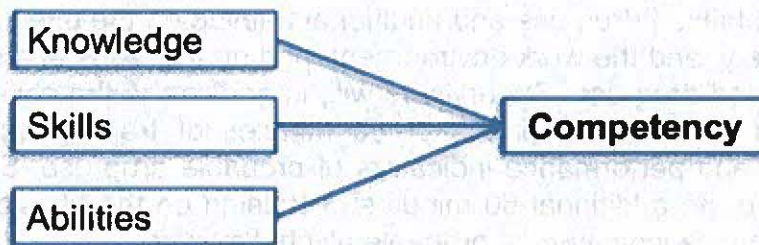
- 1) Safety-sensitive positions are covered in the mode Training Plan. This could include employees and contractors who work as part of the agency's safety function, such as safety officers and analysts, as well as operations and maintenance functions, such as managers, supervisors, and front-line employees
 - 2) Curriculum per safety-sensitive positions (initial training, refresher training, and re-training)
 - 3) Teaching strategies
 - 4) Recordkeeping
- El Paso Streetcar has a Training Plan already developed, submitted, and reviewed by TxDOT. The Training Plan also includes training on required SOPs for Operation and Maintenance.
 - The Maintenance staff will be trained in Standard Maintenance Procedures developed by El Sun Metro/El Paso Streetcar.

Each plan must be submitted to the Mass Transit Chief Safety Officer or SMS Executive for review and concurrence. Each plan must be reviewed annually by the Safety Manager of the mode.

6.1.2. Competency

Competency combines the knowledge, skills, and abilities required to effectively fulfill job roles

- 1) May cross various job roles and functions
- 2) May be useful as an employee training topic
- 3) Can be developed from a variety of sources



The safety managers of each mode are responsible for the competency of their employees and compliance with their individual Training Plans. The specific mode Training Plan must discuss what tools will be used to measure the competency of the personnel. Some examples are:

- Written test
- OJT test
- Exercises

6.1.3. Hazardous Materials Training

Sun Metro is fully aware of the importance of employee chemical safety programs and the duty to comply with legally mandated hazardous materials rules and regulations. To this end, Sun Metro has implemented a materials acceptance/rejection program to monitor and control chemicals, which are brought on to Sun Metro property to be used by employees.

Sun Metro's Hazard Communication Program (rev 0) Hazard Communication Program. Sun Metro's Hazard Communication Program covers the procurement, receipt, storage, and disposal of hazardous materials. It also documents the maintenance of Safety Data Sheet (SDS) binders and employee training.

Hazardous waste/chemical safety inspections are included in the responsibilities for safety inspections. Sun Metro has contracted the services of a properly licensed hazardous waste contractor for the removal of hazardous materials. When necessary, consultants may be hired for special projects such as indoor air quality, chemical vapor, and particulate sampling.

The Safety Manager by Mode reserves the right to reject a product if it is deemed either too hazardous for employee use or Sun Metro is unable to provide adequate safeguards or protection.

6.1.4. Drug and Alcohol Program / Training

Sun Metro is certified as a drug-free workplace and complies with all provisions of the U.S. Department of Transportation, Federal Transit Administration, 49 CFR Part 655, Prevention of Alcohol Misuse in Transit Operations, and 49 CFR Part 40 Procedures for Transportation Workplace Drug and Alcohol Testing Programs. All Sn Metro Transit Modes follow the Sun Metro Substance Abuse Policy dated April 1, 2018.

Covered employees will receive a minimum of 60 minutes of training on the effects and consequences of prohibited drug use and additional training on the effects of alcohol on personal health, safety, and the work environment, and on the signs and symptoms that may indicate prohibited drug use. Supervisors will, in addition to the covered employee training, receive an additional minimum of 60 minutes of training on the physical, behavioral, speech, and performance indicators of probable drug use. Supervisors will receive a minimum of an additional 60 minutes of training on the physical, behavioral, speech, and performance indicators of probable alcohol misuse.

City Human Resources, along with the Sun Metro Safety Managers and Sun Metro Human Resources Section are responsible for administering City Policy Drug and Alcohol-Free Workplace regulations.

Drug and alcohol testing is required under the following circumstances:

- Pre-Employment, including placement of an existing employee in a safety-sensitive position (drug test only)
- Reasonable suspicion that an employee has used a prohibited drug or misused alcohol
- Post-accident following certain types of accidents
- Random testing for safety-sensitive personnel
- Return to duty following completion of drug/alcohol rehabilitation program
- Follow-up testing for employees who have sought and completed a treatment program

Under the FTA drug testing regulations for employees in safety-sensitive positions, laboratory tests on urine specimens are conducted for five types of drugs or their metabolites. These drugs are:

- Marijuana
- Cocaine
- Phencyclidine (PCP)
- Amphetamines (e.g. racemic amphetamine, dextroamphetamine, and methamphetamine)
- Opiates (e.g. heroin, morphine, codeine)

Sun Metro assists city employees with personal or related problems that could affect job performance through the Employee Assistance Program. On-site contractors working in Safety Sensitive positions on Sun Metro property or ROW must have a drug and alcohol policy that complies with DOT guidelines.

The following positions fall under the definition of Safety Sensitive:

Operations

- Transit Operator Operate Revenue Service Vehicles*
- Transit Operator / Trainee Operate Revenue Service Vehicles*
- Transit Supervisor Controls Movement of Revenue Service Vehicles*

- Communication Dispatcher Controls Movement of Revenue Service Vehicles*
- Transit Chief Safety Officer or SMS Executive manages the Safety & Security of the Streetcar
- Chief Streetcar Officer Manages Streetcar Operations
- Assistant Director of Operations Manages Transit Operations
- Transit Superintendent of Operations Manages Transit Operations
- Transit Assistant Superintendent of Operations Manager Transit Operations

Maintenance

- Transit Fleet Service Supervisor Maintain Revenue Service Vehicles
- Fleet Service Worker Maintain Revenue Service Vehicles
- Fleet Services Assistant Maintain Revenue Service Vehicles
- Fleet Maintenance Supervisor Maintain Revenue Service Vehicles
- Fleet Maintenance Chief Maintain Revenue Service Vehicles
- Fleet Maintenance Lead Technician Maintain Revenue Service Vehicles
- Fleet Maintenance Technician Maintain Revenue Service Vehicles
- Electronics Lead Technician Maintain Revenue Service Vehicles
- Electronics Technician Maintain Revenue Service Vehicles
- Fleet Body Shop Supervisor Maintain Revenue Service Vehicles
- Fleet Body Shop Technician/Lead Tech Maintain Revenue Service Vehicles
- Fleet Maintenance Trainer Supervisor Maintain Revenue Service Vehicles
- General Services Worker Maintain Revenue Service Vehicles
- Streetcar Hostler Maintain Streetcar
- Streetcar Maintenance Technician Maintain Revenue Service Vehicle
- Streetcar Maintenance Supervisor Manages Streetcar Revenue Service Vehicles

*Vehicles refer to either a bus or a streetcar

6.1.5. Recordkeeping

All Sun Metro employees' training records are maintained by the corresponding modes (Streetcar, Fixed Route, and Paratransit)

Contractor training records are kept by following the individual companies' policies. However, these records must be available to Sun Metro at any time for inspection or audit.

6.2. Safety Communication:

At Sun Metro communication program goals are:

- Conveys information on hazards and safety risks relevant to Sun Metro employees & contractors' roles and responsibilities.
- Informs Sun Metro employees & contractors of safety actions taken in response to reports submitted through the Sun Metro employee safety reporting program

Safety communication IS data sharing. This data sharing happens in several ways:

- Sharing data with compliance authorities;
- Sharing data with other service providers; and
- Sharing data with employees and contractors.

Safety communication has significant implications for safety culture and transparency. You might even say that transparency is simply how much information you communicate.

These are important points because the term "safety communication" does not quite capture the fact that what we are talking about is:

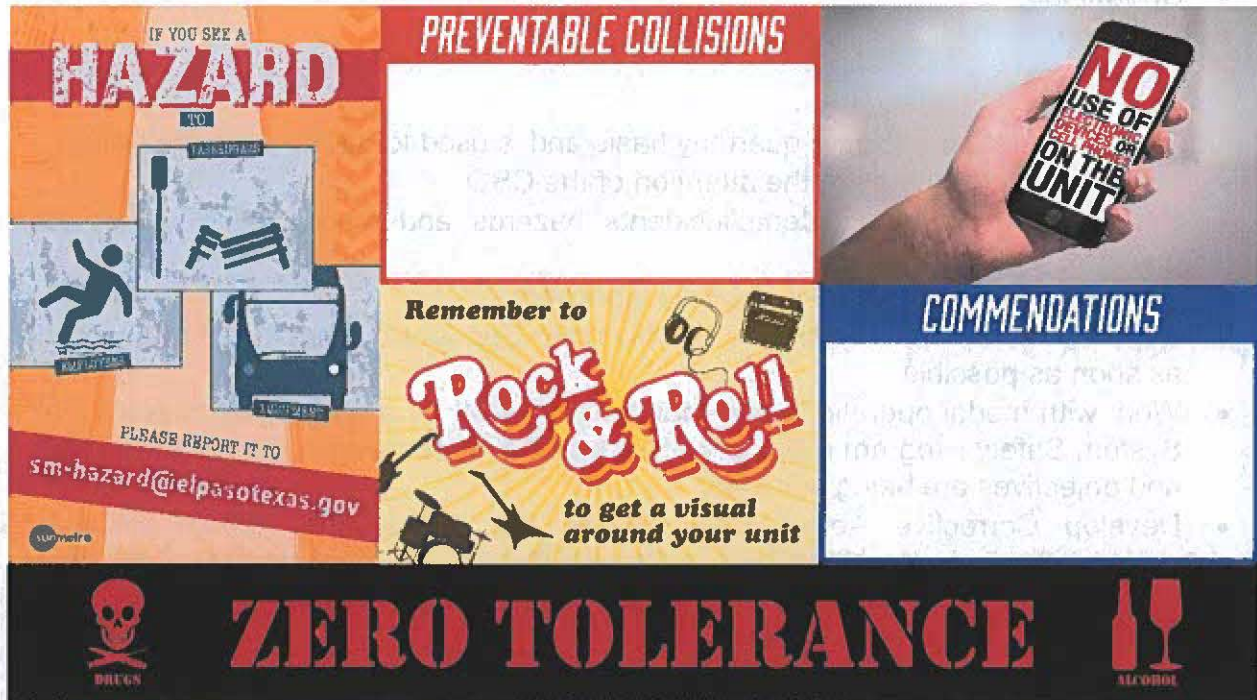
- The type of safety culture management practices;
- The type of relationship management has with front-line employees and other organizations; and
- How much trust does management have in employees?

Some best practices for communicating safety are:

- Having very clear internal rules or guidelines on role-based access to data – i.e., who can see what;
- Having many ways of implicitly and explicitly communicating data, such as:
 - Implicit: an issue manager that displays reported issue summaries;
 - Explicit: Sending out monthly newsletters
- Be as transparent with safety information as possible, as sharing too little or too much can hurt your safety culture.

At Sun Metro, safety communication will be implemented using the following tools to spread information throughout the system.

- **Monthly Safety Meetings:** Participation in this meeting is **mandatory** for all employees and supervisors. This meeting is led by the Mode Safety Manager and the CSO. The monthly safety meeting will be the forum where employees will be kept informed of how Sun Metro was managing the hazards and what mitigating actions are being implemented.
- **Maintenance safety toolbox:** This is a monthly meeting of the maintenance staff to discuss safety issues and also present the monthly safety video for maintenance.
- **Toolbox:** the supervisors will perform toolbox meetings to discuss any new train order, rule, or SOP. These toolboxes are documented by the supervisor.
- **Job briefings:** Every time non-routine work is performed, a job briefing is held to discuss the hazards associated with the task.
- **Safety Boards:** Each mode will develop and keep updating a billboard that will be used to communicate with the employees. The billboard must be kept up to date by the Safety Manager of the mode.



Sun Metro Bulletin Art.

6.2.1. Safety Committees

Sun Metro uses a multi-stakeholder approach to the Safety meetings where every Sun Metro division is involved along with any external agency that has a direct or indirect impact on transit operations. The Fire/Life Safety Committee (FLSC) is comprised of the following agencies:

- Sun Metro
 - Safety and Security
 - Fixed Route
 - Paratransit and Streetcar
- City Departments
 - Police
 - Fire
 - Streets and Maintenance
 - Risk Management
- UTEP
- TxDOT

The Sun Metro Fire/Life Safety Committee (FLSC) consists of a representative of every department and external agencies. This committee meets on a quarterly basis.

The Divisions Safety Committees are headed by a Transit Safety Officer or Mode Safety Manager and a manager of the division. They will be the front line eyes and hears of Sun Metro Safety Division. In Sun Metro there will be the following safety committees:

- Facility & Vehicle Maintenance

- Operations
- Streetcar

The FLSC committee meets on a quarterly basis and is used to address the following:

- Bring specific concerns to the attention of the CSO.
- Ensure that all major accidents/incidents, hazards, and internal safety issues are reviewed and resolved
- Conduct internal safety reviews and inspections
- Report unacceptable hazardous conditions to Sun Metro executive management as soon as possible
- Work with modal operations and maintenance staff on a daily basis to ensure all System Safety Program requirements are being implemented and Program goals and objectives are being achieved
- Develop Corrective Action Plans (CAP) that result from accident/incident investigations, hazard analyses, and safety reviews and audits, and track corrective actions through fruition to ensure all identified deficiencies are adequately eliminated or controlled
- Ensure the Accountable Executive, CSO or SMS Executive, Mode Safety Managers, and other upper management personnel are immediately notified of hazards of imminent danger or as other problems are identified or arise
- Ensure recommendations are followed up on and corrected
- Review findings and comprehensive reports with recommendations, findings, and actions that cannot be resolved by staff. Develop action plans and monitor the implementation of any corrective action plan pursuant to any reports and recommendations
- Review, approve or recommend changes to the reports and corrective action plans, prepared by the Committee for safety hazards and threat and vulnerabilities audit findings and corrective actions, prior to submittal of the final reports to the responsible parties for implementation
- Review, approve or recommend changes to corrective action plans that are developed in response to recommendations of the TxDOT.
- Review, approve or recommend changes to the annual reports of the internal safety review process required for submission to the TxDOT.
- Review, approve or recommend changes to Sun Metro's safety rules and procedures established to implement the requirements and programs defined in the PTASP.

7. Emergency Preparedness and Response Plan

Major incidents such as accidents, fires, floods, violent crime, and terrorist attacks present significant challenges for public transit agencies. To successfully manage these events, personnel from multiple disciplines and agencies work together to promote the highest level of safety and to execute tasks such as perimeter control; rescuing or evacuating passengers; supporting the transportation of emergency responders and equipment; managing victims and their families; controlling crowds; repairing facilities; communicating with the media, and restoring service.

Sun Metro management recognizes that safety, security, and emergency preparedness encompass, not only the system, including employees, facilities, passengers, and operations, but the local responders, planning organizations, and mutual aid partners within the communities it serves. Sun Metro has developed a coordinated emergency response program and a schedule of planned activities and exercises that encompasses local emergency responders, and relevant planning agencies, and establishes a working partnership that allows all entities to work together to identify vulnerabilities that may impact our respective ability to respond and recover from a major emergency incident. This effort is a continuous process that employs four integral functions: planning, inter-agency coordination, training, and exercises.

7.1. Planning

7.1.1. Sun Metro Emergency Preparedness and Continuity Plan

Sun Metro has a comprehensive System Security & Emergency Preparedness Plan (SSEPP). The SSEPP guides all activity and response during a system emergency or community event.

Sun Metro maintains Facility Emergency Plans for the following:

- Building Evacuation – General
- Fire
- Medical Emergencies
- Elevator Emergencies
- Bomb threats
- Biohazards or suspicious items
- Hazardous Materials Spills
- Workplace violence
- Other emergency conditions

7.2. Responsibilities for Emergency Preparedness

Sun Metro has adopted the Incident Command System (ICS) structure to respond to and manage an emergency event. The ICS Primary and Secondary Management functions and responsibilities are shown below

ICS Management Functions

ICS Management Function	Responsible Party
Command	Assistant Director of Streetcar Operations
Safety & Security	Streetcar Safety, Security & Training Manager or Chief Safety Officer or SMS Executive.
Operations	Streetcar Operation Superintendent or Transit Supervisor
Technology	Sun Metro IT
Planning	Sun Metro Planning
Logistics	Streetcar Operation Superintendent or Transit Supervisor
Finance	Chief Financial Officer and Accountable Executive
Public Information	Sun Metro Marketing and City PIO

7.2.1. Crisis Communications Plan

A crisis is a sudden, unexpected event or set of circumstances that require immediate action. For this reason, Sun Metro has a Crisis Communications Plan that allows the organization to deal with each situation at hand and be prepared to communicate under crisis conditions. The Crisis Communications Plan allows the organization to go from a position of response and reaction to one of relative control.

A key step in preparing for a crisis is selecting the team of employees who formulate and implement Sun Metro's response. The Crisis Communications Team assumes responsibility for handling the response so that other employees can maintain normal functions of the office with as few disruptions as possible.

Below are the core team members responsible for formulating Sun Metro messages during a crisis:

- Sun Metro Managing Director
- Sun Metro's Assistant Director of Operations
- Mass Transit Chief Safety Officer or SMS Executive
- Safety Managers by mode
- Sun Metro Manager by mode
- *Others are notified depending on the severity of the crisis

7.3. Coordinated Schedule

7.3.1. Interdepartmental / Interagency Coordination

Sun Metro's Managing Director, Chief Safety Officer or SMS Executive, and Department Managers will coordinate the schedule for emergency preparedness exercises; development of After-Action Reports and implementation of findings; procedure development, and training with the stakeholder agencies.

In the table below are the major federal, state, and local agencies and their primary responsibility to Sun Metro safety and emergency preparedness.

Table 9: Federal, State, and Local Agencies Primary Responsibilities

Agency	Reporting	Oversight	Support	Policy
Federal Transit Administration	X	X	X	X
Texas Department of Transportation	X	X	X	X
Transportation Security Agency	X	X	X	X
Department of Homeland Security		X	X	
El Paso Police Department	X		X	
El Paso Fire Department	X		X	
Emergency Management Office	X		X	
• El Paso Public Works	•	•	X	•
• City Attorney's Office	•	•	X	•

7.4. Emergency Drills and Exercises

Sun Metro/ FLSC conducts or participates in a minimum of one emergency drill annually. The drills may include a full-scale evacuation of the system and a Table Top Exercise. Community first-responders including the El Paso Fire Department, El Paso Police Department, local FBI, TxDOT, and El Paso Emergency Management may assist the transit system in planning, coordinating, and training to prepare for the drills.

Detailed scenarios are developed by the participants' management to ensure that the exercises are realistic, comprehensive, and effectively evaluate the emergency preparedness of the participants. Observers are assigned to each participant group to evaluate the effectiveness of the response to the exercise scenario.

After actual incidents, there is an assessment to return the system to 100% functionality in the shortest time possible. All divisions are responsible for executing this plan. The purpose of this phase is to make certain that all areas have been addressed appropriately and Sun Metro can sustain operations indefinitely. This phase is a self-assessment to determine ways to improve our processes, and procedures, and update all disaster-related plans. The following are examples of items that will be reviewed during this process:

- Division managers will provide the records to support all expenses associated with the emergency
- Each division will provide an update on the status of personnel, equipment, and facilities
- Division managers should provide a list of proposed changes to the comprehensive System Security & Emergency Preparedness Plan (SSEPP). to Sun Metro's Safety Managers
- Division managers should follow the SSEPP to achieve 100% functionality in their assigned area
- Division managers will identify any shortfalls or limiting factors that will prevent them from achieving 100% functionality
- Emergency supplies and equipment used during an emergency will be replenished

Immediately after the completion of an exercise, the participants will debrief and discuss the observations made during the exercise. An after-action report is prepared and distributed to the participants for follow-up with each participant group. The after-action report is used to determine the need for modifications to plans, procedures, and processes. The Sun Metro FLSC performs follow-up with all participant groups to develop a coordinated schedule for the implementation of corrective actions for the closure of identified after-action items. These corrective actions will be submitted to TxDOT and included in the Corrective Action Plan. The Chief Safety Officer or SMS Executive and the corresponding safety manager will be responsible for the implementation of these CAPs.

7.5. Emergency Procedures

Emergency Response Procedures are reviewed and revised in accordance with Sun Metro Plans, Manuals, Policies, and Procedures. This procedure stipulates control and distribution, including the three-year review process. The length of time needed for the review may vary based on the document being reviewed but the review should not exceed 30 days.

7.5.1. Emergency Preparedness Training

Employees receive emergency training during their initial indoctrinations. In addition, all employees receive training to respond to specific emergencies in accordance with the appropriate Standard Operating Procedures.

7.6. Familiarization Training

All fire department personnel have been provided familiarity training on Sun Metro buses and the streetcar system. All new fire department and emergency medical department recruits are provided classroom training and hands-on training on emergency preparedness for the Sun Metro system. The Safety and Security Division provided train-the-trainer instruction

Appendices

A. Mass Transit Board Approval Resolution

B. TxDOT Approval Letter



125 EAST 11TH STREET, AUSTIN, TEXAS 78701-2483 | 512.463.8588 | WWW.TXDOT.GOV

February 11, 2022

Mr. Johnny Balcazar
SMS Executive
Sun Metro
10151 Montana
El Paso, Texas 79925

Dear Mr. Balcazar,

The Texas Department of Transportation (TxDOT), as the State Safety Oversight Agency (SSOA) for rail fixed-guideway public transportation systems in the State of Texas, approves the Sun Metro Agency Safety Plan, dated February 1, 2022.

The Public Transportation Agency Safety Plan (PTASP) complies with the elements outlined in Section 4 of the TxDOT State Safety Oversight Program Standard.

If you have any questions or require additional information, please contact Quentin Huckaby, State Safety Oversight Program Manager at (512) 574-3742 or by email at quentin.huckaby@txdot.gov.

Sincerely,

DocuSigned by:


615C2AE8C799461...
Mark A. Sprick, AICP

Director, Administration and Program Support

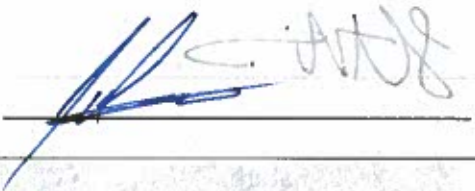
Enclosure

Cc: Ellen Smyth, Managing Director, Sun Metro
Anthony DeKeyser, Assistant Director of Transit Operations, Sun Metro
Carter Sieber, Lead SSO Program Manager, TxDOT
Quentin Huckaby, SSO Program Manager, TxDOT

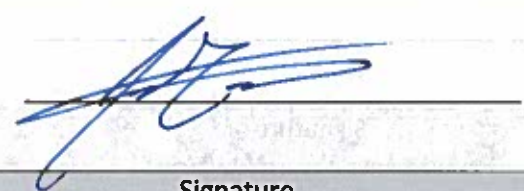
C. Configuration Management Plan

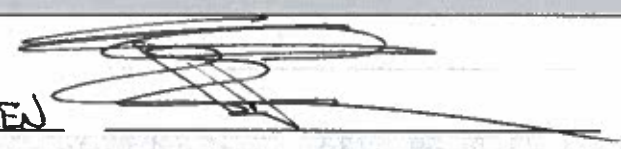
Document Approval

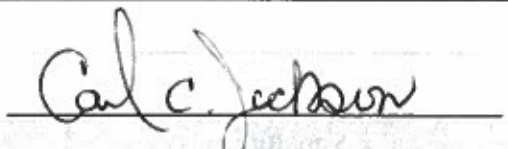
The following signatures acknowledge that the attached document has been reviewed and approved by members of the Safety & Security Review Committee (SSRC). The attached document is approved as the official Configuration Management Plan.


Prepared by	Signature	Date
Jose Marquez Chief Safety Officer Sun Metro- Streetcar		10/26/18

Motion to Accept by	Signature	Date
Gil Gardner (Print Name)	approval by phone	10/26/18

Motion Seconded by	Signature	Date
Jose M. Lopez (Print Name)		10/26/18

Approved By	Signature	Date
ERIC EBERSTEIN (Print Name)		10/26/18

Approved By	Signature	Date
CARL JACKSON (Print Name)		10/26/18

Approved By	Signature	Date
JAY BAWASIAK (Print Name)		10/26/18

Accepted By	Signature	Date
Hannah Williams (Print Name)	[Handwritten Signature]	10/26/2018
Approved By	Signature	Date
Raymond Telles (Print Name)	approval by phone	10/26/18
Approved By	Signature	Date
Approved By	Signature	Date
Approved By	Signature	Date
Approved By	Signature	Date
Approved By	Signature	Date

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SSRC Approval Date:	October 26, 2018
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El Paso Streetcar Configuration Management Plan

October 26, 2018



Approved by:

Jose A. Marquez
Mass Transit Chief Safety Officer

10/26/18
Date

Carl C. Jackson
Assistant Director of Streetcar Operations

10/26/18
Date

Jay Banasiak
Director Of Mass Transit

10/26/18
Date

This document has not been reviewed and approved by the Streetcar Safety and Security Certification Committee.

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Revision History

REVISION NUMBER	EFFECTIVE DATE	DESCRIPTION OF CHANGES
Rev 1	10-26-18	Updated for Revenue Service

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1. INTRODUCTION

1.1 DEFINITIONS

Baseline - A Baseline is the configuration of an element at a specific point in its life cycle. A version of a plan, procedure, document, equipment, facility, hardware, or software, which has been benchmarked and controlled in a configuration management system from which all changes are measured against. Baselines, plus approved changes constitute the current configuration identification of an element.

Change Request - A proposed modification to the baseline of an element that is managed by the Change Control process.

CMP - Configuration Management Plan

Configuration - The functional and/or physical characteristics of system elements, hardware/software, plans, procedures, and technical requirements as set forth in technical documentation and achieved in a product.

Configuration Control - The systematic evaluation, coordination, approval, tracking, dissemination, and implementation of all approved changes in the configuration of any item after establishment of its configuration-controlled baseline.

Configuration Identification - The current approved or conditionally approved technical documentation for a configuration item as set forth in criteria, technical requirements, specifications, drawings, and associated documents.

Configuration Management - The process of documenting, tracking approved changes and maintaining historical status of an element.

Life cycle - The phases of an element from conceptual design through requirements analysis, design, development, testing (validation), installation, operation, maintenance, and retirement.

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2. CONFIGURATION MANAGEMENT

2.1 OVERVIEW

This Configuration Management Plan (CMP) is a tool used to establish the overall approach for documentation and control of configuration changes to the El Paso Streetcar [EPSC]. The scope of this plan extends to establishment of baselines and documentation of all changes to any plans, procedures, criteria, technical requirements, specifications, drawings, hardware, and software of the Streetcar system from inception to retirement.

The CMP is a dynamic document that will be reviewed annually and updated as necessary. As a living document, additions, deletions, and modifications will occur and such changes will be tracked and reported and approved by the EPSC and reported in the configuration management reports. Changes to this document after acceptance of the initial version will be included in the next controlled revision.

The Assistant Director of Streetcar Operations is responsible for oversight of the development, implementation, and maintenance of a comprehensive Configuration Management Program for the EPSC.

2.2 GOALS AND OBJECTIVES

The goals of this Configuration Management Plan (CMP) are to:

- 1) Define and develop guidelines that will ensure system baselines are established,
- 2) Ensure design changes are properly controlled, managed and communicated to the appropriate stakeholders, and
- 3) Ensure that an efficient system development process is created and maintained.

The following are some benefits of this comprehensive configuration management program:

- ✓ It ensures safety, standardization, consistency of review and analysis prior to making changes systems, components, and/or software (personnel, training and software)
- ✓ It ensures accuracy of information
- ✓ It reduces unauthorized usage
- ✓ It builds confidence in the Configuration Management process
- ✓ It provides for continuous improvement
- ✓ It enables safe, and efficient system changes and upgrades.

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The current objectives for the El Paso Streetcar Configuration Management Program are to:

- ✓ Define and document Configuration Management (CM) processes
- ✓ Educate and train personnel on CM processes
- ✓ Develop CM performance measures
- ✓ Provide accurate information
- ✓ Identify, label and locate items placed in database
- ✓ Perform CM assessments/audits

This CMP describes the overall technical and administrative direction and control for the total system life cycle from conceptual design, through construction and installation, during operations, and until retirement of an element. The application of this CMP includes:

- Initial implementation and changes during design
- Implementation of construction and installation of system elements
- Integrated testing and validation of the system
- Initial operation of the El Paso Streetcar system
- Changes during operation of the El Paso Streetcar
- Documentation, tracking, and reporting on any changes to the baseline of the system
- Retirement of any facility, rail vehicle, equipment, component, element, or item of the system.

2.3 SCOPE

The CMP establishes guidelines for administering a uniform configuration management program for new facilities and systems, and to upgrade or refurbish existing facilities and systems. These guidelines include documentation, management and approval requirements for configuration management activities.

2.4 APPLICABILITY

This CMP is applicable to the entire El Paso Streetcar System. The guidelines in this CMP apply to all aspects of the system including, but not limited to, new and rehabilitation projects impacting, streetcars, stations, line sections, systems and facilities.

The baseline for all infrastructure changes will be the as-built and approved

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contractor/vendor conformed drawings, specifications, software, latest revision of drawings for existing infrastructure, operations and maintenance manuals, and standard operating procedures. This document will be reviewed and updated per this procedure.

2.5 PURPOSE

Configuration Management is the systematic control of the physical and operational features of a safety/security-critical project, program, system or operation, along with the monitoring and documenting of all changes to these features. The procedures for initiating, processing and implementing safety/security-critical modifications and improvements must include complete and accurate documentation for traceability of the chain of custody to critical infrastructure and equipment. It identifies the items to be managed and the control processes necessary to maintain an accurate record of the history of any configuration changes.

This document establishes for El Paso Streetcar (EPSC):

1. Clear and consistent criteria for determining what equipment, facility and documentation changes are subject to configuration management and document change control;
2. Consistent procedures for the submittal, approval and implementation of all changes to subject system, equipment or facility changes;
3. Processes for documentation and dissemination of all such configuration changes;
4. A process to ensure all configuration changes affecting personnel, equipment and/or procedures are carefully analyzed for safety/security impacts and hazards that may be introduced by the changes;
5. An efficient and consistently applied process for the distribution, safe storage and quick retrieval of all applicable documents

As a minimum, this Configuration Management Plan includes, but is not limited to the following:

1. Plans and Procedures
2. Design Criteria
3. Technical Requirements
4. Basis of Design
5. Rule Book
6. Interface Control Documents
7. Specifications
8. Drawings
9. Software

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10. Hardware

11. Equipment

12. Facilities

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3. RESPONSIBILITIES

3.1 AUTHORITY

The Deputy City Manager is the Accountable Executive for the El Paso Streetcar. They have the overall responsibility for decisions and management of the El Paso Streetcar. The Accountable Executive has delegated responsibility for day to day management of the El Paso Streetcar to the Director of Streetcar Operations. The Director of Streetcar Operations has delegated responsibility for configuration management and change control to the Assistant Director of Streetcar Operations.

3.2 CONFIGURATION MANAGEMENT RESPONSIBILITY

The Assistant Director of Streetcar Operations has overall responsibility for configuration management and change control oversight at the EPSC. EPSC management and administrative staff are responsible for implementation of this configuration management plan and the Chief Safety Officer [CSO] under the direction of the Director of Mass Transit (DMT) is responsible for monitoring compliance of this configuration management procedure.

Each relevant stakeholder, with the review and approval as appropriate of the Assistant Director of Streetcar Operations and the CSO, shall be responsible for compliance with the requirements of the CMP, to include the following: develop, maintain, and update specific internal procedures, which clearly define the day-to-day procedures for identifying, approving, validating, and communicating changes to its assets. These procedures shall then be submitted to a Configuration Manager, as designated by the CSO.

It is the responsibility of the change initiator to complete the required change control document, and then submit it, along with the applicable supporting documents in electronic copy form, to the designated Configuration Manager for processing.

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4. BASELINE MANAGEMENT

4.1 BASELINE DEFINITION

The objective of establishing a baseline is to define a basis for further system life cycle process activity and allow reference to, control of, and traceability among configuration items back to an original set of requirements or criteria. Baselines serve as the common reference point from which all system development activity begins. Baselines identify the basis of developmental changes and the associated dates, approvals, and version control.

- ✓ Baselines shall be established for the configuration elements/items. Developmental baselines will be established to aid in controlling and documenting the life cycle change processes.
- ✓ A baseline shall be established upon implementation of the conceptual design or draft document phase. Once an initial version of a document or the initial installation has received approval of acceptance testing, further changes to the baseline require review and approval.

4.2 BASELINE CONTROL

Baselines are established in a system development effort to define a formal departure point for controlling future changes that affect performance or functionality. A baseline, once defined and approved, is placed under Configuration Management, after which any changes in the baseline should be formally documented and approved. Each approved change or build should have a unique release number, version number, or revision number. Baselines should be reviewed and approved with an approval memo and attachments for the description of any discrepancies that are part of the release, version, or revision.

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5. CONFIGURATION CONTROL

5.1 DESCRIPTION

Configuration control covers the evaluation of all Change Requests, Requests for Deviation, or Requests for Variance, along with their subsequent approval or disapproval. This includes providing methods and procedures for the systematic proposal, justification, evaluation, coordination, and approval or disapproval of proposed changes to the El Paso Streetcar system.

The following outlines the method to avoid the possibility of a change being implemented without due consideration of its effect on the baselines, including logistics impact, costs, schedules, performance, or interface.

To enable the configuration control process to operate correctly and effectively, it is necessary for the EPSC to oversee changes having the purpose of:

- Providing the relevant information for informed decisions
- Providing Cost Impacts
- Providing Schedule Impacts
- Providing Safety Impacts
- Providing Quality Impacts
- Providing Personnel Impacts
- Determining and implementing decisions
- Reviewing and controlling changes in accordance with policy established by the EPSC.

5.2 PROCEDURE

Properly controlled configuration management and change control is required by 49 CFR 659 for all safety/security-critical processes. A process is safety/security-critical if it affects, in a primary or secondary way, the safety of EPSC passengers, employees, contract employees or the public. Safety/security-criticality of each process is established by a Hazard Management and Risk Assessment (see EPSC SSPP).

Processes for which analysis yields a Hazard Severity Rating of Category (refer to appendix Section) 1 (Catastrophic) or 2 (Critical) shall be deemed safety/security-critical. The Accountable Executive has the final decision as to the safety/security criticality or risk assessment of any area, process, procedure or element of the EPSC system.

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1. Safety/security-criticality is established for the following areas:
 - a. Rights-of-Way
 - b. Track, and Special Trackwork
 - c. O/M Signage
 - d. Signal and Power Systems
 - e. EPSC Facilities and Facilities Rehabilitation
 - f. Communications Equipment
 - g. Vehicle Acquisitions and Overhauls
 - h. Fire Life Safety Systems
 - i. OEM Modifications
 - j. ADA Compliance
 - k. Hazardous Materials / Environmental Controls
 - l. Operating Rules and Procedures
 - m. Maintenance Rules and Procedures
 - n. Safety Rules and Procedures
 - o. Safety and Security Training
 - p. Drug and Alcohol Programs

2. All safety/security-critical documentation shall be reviewed by the department that owns the documentation at least once annually to ensure that the documents are current and meet all requirements of the SSPP. Each document shall be properly updated per the EPSC Document Format and Control Procedure.

3. Minimum Criteria for processes:
 - a. System-wide configuration management procedures will apply to all drawings, procedures, manuals, schematics, specifications, training documents, sign-off sheets, checklists, etc., which are applicable to the safety/security-critical process.
 - b. Departmental document control procedures, including version control, will apply to all of the above.
 - c. Required reviews and sign-off procedures for changes, modifications and revisions shall apply.
 - d. The development of written procedures and checklists (when relevant) will apply to all safety/security-critical processes, and will include the criteria on this information.
 - e. Adequate and technologically current training programs will apply with documentation of such program, including on-the-job training.
 - f. Quality assurance processes will apply through internal auditing procedures, and quality inspection and quality control when applicable.
 - g. Review of all processes for changes in their safety/security-critical status shall apply under the following conditions:

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- (1) When a significant change impacting a safety/security-critical element of the system or process itself occurs, defined as changes to operating territory, vehicle acquisition or overhaul, new or rehabbed facilities, system power configuration changes, and any other critical component of EPSC operations.
 - (2) When a safety/security-critical element affecting a safety/security-critical process is vacated, created or changed, including reorganization.
 - (3) At least once every three years.
- h. Processes found to have changed in safety/security-criticality will be addressed immediately in an appropriate manner.

5.3 CONFIGURATION MANAGEMENT / CHANGE CONTROL PROCESS

Configuration changes shall be classified as either Class I or Class II. The originator may make an initial determination of the class of a proposed change; however, the Assistant Director of Streetcar Services, the DMT or the CSO may make changes to the original classification. The Accountable Executive has final decision-making authority as to the Class of the configuration change.

5.3.1 Class I Changes

Class I changes shall be developed and individually submitted for each proposed change through a standardized Engineering Change Request (ECR) document, and/or through some other approved documented request process of the EPSC. The ECR or documented request will provide detailed information and any other related data to support the formal change approval, which will effect a change to the configuration of an asset. Class I changes directly affect the following:

- a. Form, fit, or function of an asset
- b. Safety of the transit system
- c. Warranty provisions of the test
- d. Acquisition or support costs of an asset or future spare parts

5.3.2 Class II Changes

Class II changes are all changes which are not classified as a Class I change. Generally, Class II changes are those required to amend, update, or add clarification to documents and drawings. All Class II changes are to be submitted individually on a standardized ECR form, and/or through a documented request, with a detailed description of the proposed change.

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5.4 DEVIATIONS

Deviations are formal requests, made prior to the manufacturing of an item, that depart from a design configuration for a specified number of units and/or for a specified period of time. A deviation differs from an ECR in that an approved ECR requires a corresponding revision of the documentation defining the asset. A deviation does not require revision of the documentation.

5.5 PROCESS

Configuration changes requiring hazard review under the minimum criteria above will be subject to the following review as follows:

- A. Proposed changes to safety/security-critical items as defined in this procedure shall be submitted in writing to the CSO. Supporting drawings, schematics, manuals, programs and other documentation shall be submitted with the proposal.
- B. The CSO will review the change with assistance from subject matter technical support and determine hazards associated with the change in configuration. The hazard assessment performed for each change shall be documented per the SSPP.
- C. If the changes result in no significant hazard (blue and white designations on the EPSC Risk Index of the SSPP), the CSO will advise the DMT that that no action is required, and the changes are acceptable without review. With the DMT's approval, the CSO may notify the SSRC of their decision.
- D. If the changes result in significant hazards (red and yellow designations on the Hazard Acceptance Criteria), the CSO, under the direction of the DMT, will prepare a brief for the SSRC on the hazards, along with recommendations for corrective actions to be implemented for the change to take place. If no corrective action will result in an acceptable level of risk, the CSO will include that information in the brief.
- E. The CSO will present the findings of the configuration management review to the SSRC.
- F. The SSRC shall make a decision on the proposed configuration change. Options are:
 - (1) Proceed with the change as planned
 - (2) Implement corrective action and proceed with the change
 - (3) Implement a different change (which must then be reviewed for hazards through this procedure)
 - (4) Provide guidance as to alternate means of implementing the change, so as to eliminate hazards

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(5) Disapprove the change

G. The CSO shall ensure that all recommendations of the SSRC are documented and implemented as appropriate.

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6. DOCUMENT CONTROL

6.1 General

Document control provides for version control of development, review, update, and distribution of record documents at the El Paso Streetcar [EPSC]. Every controlled document is developed and implemented in accordance with this Configuration Management Plan. The EPSC Document Control covers:

- ✓ Identification of controlled documents
- ✓ Assignment of numerical identifiers to controlled documents
- ✓ Procedures for version or revision control of controlled documents
- ✓ Distribution lists for controlled documents
- ✓ Procedures for dissemination and assignment of copies of controlled documents
- ✓ Procedures for updates, recall, and retirement of controlled documents.

6.2 DOCUMENT CONTROL TOOLS

Document Control provides a uniform system of controlled document identification and a central repository of all controlled documents and their revision records. To the extent possible, electronic records shall be maintained of all correspondence and transmittals of controlled documents and their revisions. These hard copy and electronic tools shall ensure that:

- ✓ Criteria is presented for determining which documents will be controlled
- ✓ A master list of controlled documents is maintained
- ✓ Both hard copies and electronic copies of the current versions of controlled documents are maintained in the central records database
- ✓ Master distribution list is maintained for each controlled document
- ✓ Copies of acknowledgement forms for receipt of controlled documents are maintained in the central records database
- ✓ Recipients are provided updated copies when controlled documents are revised, updated, or retired.

6.3 CONFIGURATION DOCUMENTATION RECORDS

The configuration records will serve as the basis for on-going life cycle configuration change control. Detailed configuration records will insure that an audit trail exists from the current facility or equipment configuration back to its inception.

All agreed upon changes shall be documented and include a sign-off to verify that the modification was both approved and completed. The CSO shall ensure that all

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completed configuration/change management documentation shall be retained in an appropriate format by EPSC.

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Hazard Resolution Matrix 2017

Frequency of Occurrence	Hazard Categories			
	Catastrophic	Critical	Marginal	Negligible
	1	2	3	4
A - Frequent	1A	2A	3A	4A
B - Probable	1B	2B	3B	4B
C - Occasional	1C	2C	3C	4C
D - Remote	1D	2D	3D	4D
E - Improbable	1E	2E	3E	4E
F - Eliminated	Mitigates			
1A, 1B, 1C, 2A, 2B	HIGH	Unacceptable		
1D, 2C, 3A, 3B	SERIOUS	Undesirable with management decision required		
1E, 2D, 2E, 3C, 3E, 4A, 4B	MEDIUM	Acceptable with review by management		
4C, 4D, 4E	LOW	Acceptable without review		
1F, 2F, 3F, 4F	NONE	Incapable of occurrence. This category is used when potential hazards are identified and later eliminated		



Sun Metro Safety Plan

Ellen Smyth, P.E. Managing Director

November 8, 2022

The Sun Metro PTASP is reviewed annually and updated periodically on an as-needed basis with cooperation between Sun Metro's Management, Sun Metro's Safety Team and TXDOT's State Safety Team.

PTASP

Public Transportation
Agency Safety Plan

Mass Transit Department Board Approval

The last revisions were made in November of 2021

Additional revisions were made in September of 2022 – MTB approval is sought.

September 2022 Updates

- **Update headers and footers**
- **Update Signature table**
- **Revision History Table**
- **Added Acronyms**
- **Added new Upper Eastside Transfer Center**
- **Performance Measures – removed projected**
- **Update Sun Metro / EPSC Organizational Chart**

September 2022 Updates

- **Updated and added the SMS Executive Job Duties to the Streetcar Safety Manager**
- **Updated Titles and added New Fixed Route positions to Key Staff**
- **Updated safety bulletin and added QR Code for Hazard reporting**
- **Added New Bipartisan Infrastructure Law requirements: Risk Reduction Program, Exposure to Infectious Disease, Assault Awareness and Prevention for Transit Operators.**

MISSION



Deliver exceptional services to support a high quality of life and place for our community

VISION



Develop a vibrant regional economy, safe and beautiful neighborhoods and exceptional recreational, cultural and educational opportunities powered by a high performing government



VALUES

Integrity, **R**espect, **E**xcellence,
Accountability, **P**eople