

## **RESOLUTION NO. 2025-2478**

A RESOLUTION OF THE MAYOR AND COUNCIL OF THE CITY OF GOODYEAR, MARICOPA COUNTY, ARIZONA, APPROVING THE 2025 PUBLIC TRANSPORTATION AGENCY SAFETY PLAN (PTASP) FOR THE CITY OF GOODYEAR; AUTHORIZING THE CITY MANAGER TO SUBMIT THE 2025 CITY OF GOODYEAR PTASP TO THE FEDERAL TRANSIT ADMINISTRATION (FTA); AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, in September 2022, the Goodyear City Council approved a contract with First Transit, LLC to implement a microtransit program in Goodyear with the intent it would be partially funded with a Section 5307 Urbanized Area Formula Grant ("FTA Grant"); and

WHEREAS, the City of Phoenix was the designated FTA Grant recipient and in April 2023, the Goodyear City Council approved an Intergovernmental Agreement with the City of Phoenix to receive a \$500,000 as a subrecipient of the FTA Grant to operate a Microtransit Pilot Program; and

WHEREAS, Goodyear, as a subrecipient of federal funding, is required to accept and comply with all terms and conditions set forth in the FTA Master Grant Agreement; and

WHEREAS, certain operators of public transportation systems that receive federal funds under FTA's Urbanized Area Formula Grants (49 U.S.C. § 5307) must develop a PTASP that includes the processes and procedures to implement a Safety Management System ("SMS"); and

WHEREAS, the city of Goodyear Engineering Department Transit Division manages the full turnkey microtransit contract partially funded by the FTA and is responsible for ensuring all processes and procedures to implement the SMS required by the Goodyear PTASP are fulfilled; and

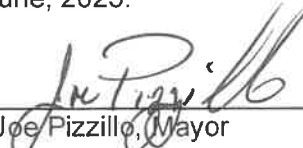
WHEREAS, the city of Goodyear Engineering Department Transit Division has created a PTASP which implements the SMS in compliance with the FTA Master Agreement.

NOW, THEREFORE, BE IT RESOLVED BY THE MAYOR AND COUNCIL OF THE CITY OF GOODYEAR, MARICOPA COUNTY, ARIZONA, AS FOLLOWS:

SECTION 1. The 2025 City of Goodyear Public Transportation Agency Safety Plan (PTASP), attached hereto as Exhibit A, and incorporated herein by this reference, is hereby approved.

SECTION 2. Resolution 2025-2478 shall be effective upon the date of its adoption.

PASSED AND ADOPTED by the Mayor and Council of the City of Goodyear, Maricopa County, Arizona, by a 7-0 vote, this 23rd day of June, 2025.

  
\_\_\_\_\_  
Joe Pizzillo, Mayor

Date: 6/24/2025

ATTEST:

  
\_\_\_\_\_  
Jasmine Pernicano, City Clerk

APPROVED AS TO FORM:

  
\_\_\_\_\_  
Roric Massey, City Attorney



Exhibit A

Public Transportation Agency Safety Plan

# City of Goodyear

## Public Transportation Agency Safety Plan

Revision 1

In compliance with 49 CFR Part 673 and 49 U.S.C. § 5329



## TABLE OF CONTENTS

|                                                                  |                              |
|------------------------------------------------------------------|------------------------------|
| <b>Executive Summary</b> .....                                   | <b>7</b>                     |
| Plan Adoption – 673.11(a)(1) .....                               | 9                            |
| Certification of Compliance – 673.13(a)(b).....                  | 9                            |
| <b>Transit Agency Information – 673.23(d)</b> .....              | <b>10</b>                    |
| Authorities & Responsibilities – 673.23(d) .....                 | 12                           |
| <b>Safety Policies and Procedures</b> .....                      | <b>14</b>                    |
| Safety Management Policy – 673.23(a) .....                       | 14                           |
| Employee Safety Reporting Program – 673.23(b) .....              | 14                           |
| Communicating the Policy Throughout the Agency – 673.23(c) ..... | 15                           |
| PTASP Development and Coordination with ADOT – 673.11(d).....    | 15                           |
| PTASP Annual Review – 673.11(a)(5).....                          | 15                           |
| PTASP Maintenance – 673.11(a)(2)(c) .....                        | 16                           |
| PTASP Documentation and Recordkeeping – 673.31 .....             | 16                           |
| Safety Performance Measures – 673.11(a)(3) .....                 | 16                           |
| Safety Performance Target Coordination – 673.15(a)(b) .....      | 18                           |
| <b>Safety Management Systems – 673 subpart C</b> .....           | <b>19</b>                    |
| Safety Risk Management – 673.25.....                             | 19                           |
| Safety Hazard Identification – 673.25(b) .....                   | 21                           |
| Safety Risk Assessment – 673.25I .....                           | 22                           |
| Safety Risk Mitigation – 673.25(d) .....                         | 24                           |
| Risk Reduction Program – 49 USC Section 5329(d)(1)(I) .....      | 24                           |
| Safety Assurance – 673.27 (a).....                               | 25                           |
| Safety Performance Monitoring and Measuring – 673.27 (b).....    | 25                           |
| Safety Event Investigations – 673.27(B)(3) .....                 | 26                           |
| Safety Promotion – 673.29 .....                                  | 27                           |
| Safety Competencies and Training – 673.29(a) .....               | 27                           |
| Safety Communication – 673.29(b) .....                           | 28                           |
| <b>Appendix A</b> .....                                          | <b>29</b>                    |
| Glossary of Terms.....                                           | 29                           |
| Additional Acronyms Used.....                                    | 32                           |
| <b>Appendix B</b> .....                                          | <b>33</b>                    |
| Board Minutes or Resolution .....                                | 33                           |
| <b>Appendix C</b> .....                                          | <b>34</b>                    |
| Safety Committee Membership.....                                 | 34                           |
| <b>Appendix D</b> .....                                          | <b>36</b>                    |
| Safety Training Curriculum.....                                  | Error! Bookmark not defined. |

## LIST OF FIGURES

|                                                       |    |
|-------------------------------------------------------|----|
| Figure 1: Goodyear Transit Organizational Chart ..... | 12 |
| Figure 2: Safety Management Systems.....              | 19 |
| Figure 3: Safety Risk Management Process .....        | 20 |
| Figure 4: Sample Risk Register .....                  | 21 |
| Figure 5: Safety Risk Assessment Matrix .....         | 23 |

## LIST OF TABLES

|                                                         |    |
|---------------------------------------------------------|----|
| Table 1 Hours of Service .....                          | 10 |
| Table 2: Agency Information.....                        | 11 |
| Table 3: PTASP Annual Update Timeline.....              | 15 |
| Table 4: PTASP Record of Changes .....                  | 16 |
| Table 5: Goodyear 2025 Safety Performance Targets ..... | 17 |

## Executive Summary

Moving Ahead for Progress in the 21st Century (MAP-21) granted the Federal Transit Administration (FTA) the authority to establish and enforce a comprehensive framework to oversee the safety of public transportation throughout the United States. MAP-21 expanded the regulatory authority of FTA to oversee safety, providing an opportunity to assist transit agencies in moving towards a more holistic, performance-based approach to Safety Management Systems (SMS). This authority was continued through the Fixing America's Surface Transportation Act (FAST Act).

In compliance with MAP-21 and the FAST Act, FTA promulgated a Public Transportation Safety Program on August 11, 2016, that adopted SMS as the foundation for developing and implementing a Safety Program. FTA is committed to developing, implementing, and consistently improving strategies and processes to ensure that transit achieves the highest practicable level of safety. SMS helps organizations improve upon their safety performance by supporting the institutionalization of beliefs, practices, and procedures for identifying, mitigating, and monitoring safety risks.

The subject of this document is the Public Transportation Agency Safety Plan (PTASP) rule, 49 CFR Part 673, and guidance provided by FTA.

In November 2021, the Bipartisan Infrastructure Law (BIL) was signed into law and amended FTA's safety program at 49 United States Code (USC) Section 5329(d) by adding to the PTASP requirements. Changes include strategies to minimize exposure to infectious diseases, strategies to reduce assaults on transit workers, expansion of training, and the formation of a Safety Committee. As of the publication of this revision of the Agency Safety Plan, the FTA released a Notice of Proposed Rulemaking (NPRM) regarding changes based on the BIL. These changes will not substantially change this Agency Safety Plan as they will codify what was included in 49 U.S.C. 5329(d).

Additionally, FTA recently released proposed revisions to the National Public Transportation Safety Plan (NPTSP) to address the new requirements in the Bipartisan Infrastructure Law (BIL), enacted as the Infrastructure Investment and Jobs Act (IIJA) to further advance transit safety. This Plan supersedes the one which FTA published in January 2017. It lays out a performance-based approach to reduce injuries and fatalities on transit systems under FTA's safety jurisdiction. If these changes are ratified, this plan will be updated to include safety training for maintenance staff as well as de-escalation training for all safety sensitive personnel. Three new Safety Performance Measures will be added for tracking including "Transit Worker Fatality Rate", "Assaults on Transit Workers", and "Rate of Assaults on Transit Workers". This plan will then be updated to include two new Safety Risk Reduction Program Measures which are "Assaults on Transit Workers" and "Rate of Assaults on Transit Workers, both of which are already reported by Goodyear to the FTA through the National Transit Database (NTD).

Furthermore, In April 2024, the FTA made important updates to the Public Transportation Agency Safety Plan (PTASP) regulations to improve safety management and performance monitoring for transit agencies. These updates stress the need for decisions based on data and proactive risk management. Key changes include using advanced safety performance metrics to provide a more complete view of safety by recording a wider range of incidents and near-misses. This helps agencies spot potential hazards earlier and take action to prevent them. Additionally, the FTA now requires more thorough training programs for transit staff, focusing on modern safety management systems (SMS) practices and emergency preparedness to create a knowledgeable workforce focused on the culture of safety.

The updated PTASP regulation also adds stronger oversight and accountability measures for 5307 agencies. These agencies must now conduct regular safety audits and submit detailed reports on their safety performance and compliance with SMS as detailed in their PTASP plans. These reports should include specific plans for addressing any safety issues identified and providing a commitment to continuous improvement. The regulation also highlights the importance of management in promoting a safety-first culture and encouraging executives to be actively involved in safety planning and decision-making processes, thereby promoting safety communications in a top-down and bottom-up feedback.

Safety is a core business function of all public transportation providers and should be systematically applied to every aspect of service delivery. At Goodyear, all levels of management, administration and operations are responsible for the safety of their customers and themselves. To improve public transportation safety to the highest practicable level in the state and comply with FTA requirements, the Phoenix Transit Department (PTD) originally developed this Agency Safety Plan (ASP) in collaboration with Goodyear.

To ensure that the necessary processes are in place to accomplish both enhanced safety at the local level and the goals of the National Public Transportation Safety Plan (NSP), Goodyear has adopted this PTASP and the tenets of SMS including a Safety Management Policy (SMP) and the processes for Safety Risk Management (SRM), Safety Assurance (SA), and Safety Promotion (SP), per 49 U.S.C. 5329(d)(1)(A)<sup>1</sup>. While safety has always been a primary

---

<sup>1</sup> Federal Register, Vol. 81, No. 24

function at Goodyear, this document lays out a process to fully implement an SMS over the next several years that complies with the PTASP final rule, as amended.

TransDev, as the turnkey contractor on behalf of the City of Goodyear, operates transit services and manages safety programs detailed within this PTASP. It is critical that all references to operational responsibilities in this document clearly delineate that TransDev performs these functions under contractual obligations to Goodyear.

**Plan Adoption – 673.11(a)(1)**

This Public Transit Agency Safety Plan is hereby adopted, certified as compliant, and signed by:

---

Stephen Scinto, Engineering Director, City of Goodyear

ACCOUNTABLE EXECUTIVE SIGNATURE

DATE

---

Christine McMurdy, Project Management Coordinator, City of Goodyear

CHIEF SAFETY OFFICER (CSO) SIGNATURE

DATE

**Certification of Compliance – 673.13(a)(b)**

ADOT certified in August 2020 that the PTASP was in full compliance with 49 CFR Part 673. This iteration of the PTASP has been adopted and will be implemented by Goodyear as evidenced by the plan approval from the City Council and signatures from the Accountable Executive and CSO required under 49 CFR Part 673.11(a)(1)

Transit Agency Information – 673.23(d)

The City of Goodyear, Arizona, provides on-demand micro transit services to a 17-square mile area of central Goodyear through WeRIDE.

WeRIDE connects residents to destinations within a designated service zone in Goodyear through a convenient app-based or phone reservation system. Services are provided as shown in Table 1:

TABLE 1 HOURS OF SERVICE

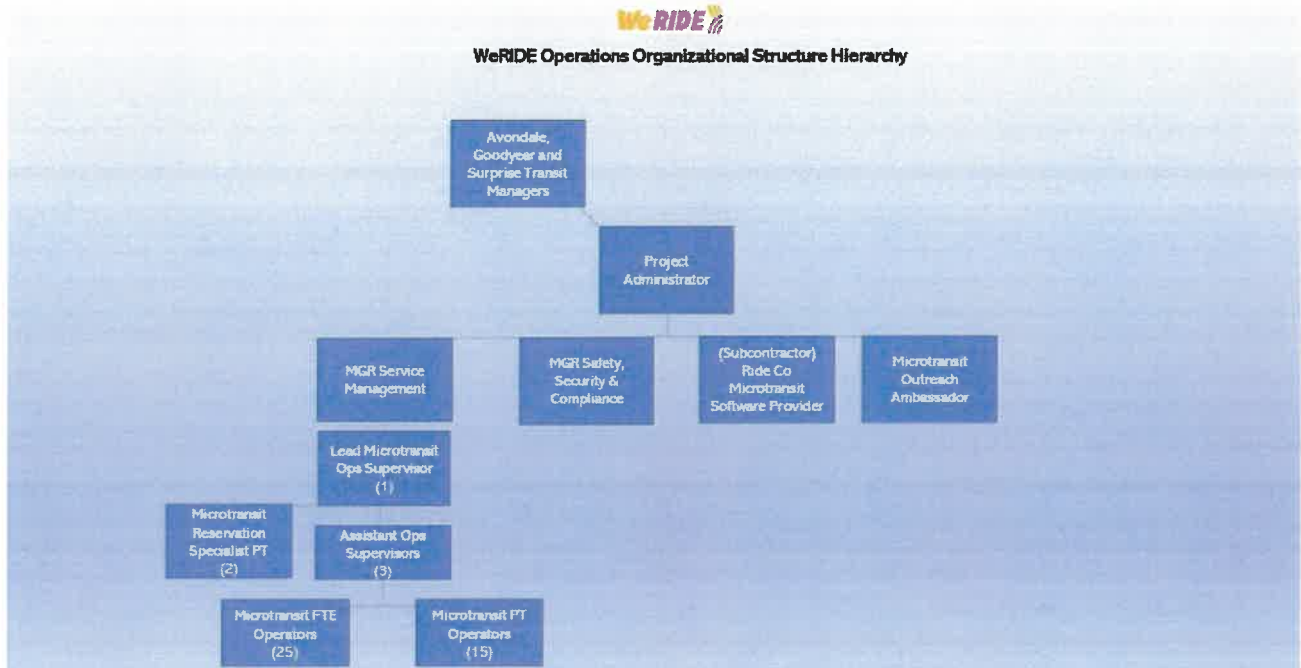
| MICROTRANSIT SERVICE  |                    |
|-----------------------|--------------------|
| MONDAY THROUGH FRIDAY | 6:00 AM to 8:00 PM |
| SATURDAY              | No Service         |
| SUNDAY                | No Service         |
| NATIONAL HOLIDAYS     | No Service         |

See further details of the Goodyear-authorized, TransDev maintenance program under the [Safety Risk Management](#) section. Table 2 contains agency information, while an organizational chart for Goodyear is provided in Figure 1.

**TABLE 2: AGENCY INFORMATION**

| <b>Information Type</b>                                                                 | <b>Information</b>                                       |                                                            |               |
|-----------------------------------------------------------------------------------------|----------------------------------------------------------|------------------------------------------------------------|---------------|
| Full Transit Agency Name                                                                | City of Goodyear                                         |                                                            |               |
| Transit Agency Address                                                                  | 1900 N. Civic Square, Goodyear AZ 85395-2012             |                                                            |               |
| Name and Title of Accountable Executive<br>673.23(d)(1)                                 | <b>Stephen Scinto, Engineering Director</b>              |                                                            |               |
| Name of Chief Safety Officer or SMS Executive<br>673.23(d)(2)                           | <b>Christine McMurdy, Project Management Coordinator</b> |                                                            |               |
| Mode(s) of Service Covered by This Plan<br>673.11(b)                                    | Demand Response                                          |                                                            |               |
| FTA Funding Types (e.g., 5307, 5310, 5311)                                              | 5307                                                     |                                                            |               |
| Mode(s) of Service Provided (e.g., Fixed Route, Demand Response, ADA Paratransit, etc.) | Demand Response                                          | <b>List All FTA Funding Types (e.g., 5307, 5310, 5311)</b> | Sections 5307 |
| Vehicles Operated in Maximum Service, by Mode                                           | Demand Response: 15                                      |                                                            |               |
| Mode(s) of Service Contracted Out to Third Party Operators (TPOs)                       | Demand Response                                          |                                                            |               |
| Name of Third-Party Operator (if applicable) and contact person                         | Transdev (WeRide)                                        |                                                            |               |
| Does the agency provide transit services on behalf of another transit agency or entity? | No                                                       | <b>Description of Arrangement(s)</b>                       | N/A           |
| No. of Fixed Bus Routes:                                                                | N/A                                                      |                                                            |               |
| Annual Vehicle Revenue Miles (VRM) (Yr 2024)                                            | 253607                                                   |                                                            |               |
| Annual Unlinked Passenger Trips (UPT) (Yr 2024)                                         | 61297                                                    |                                                            |               |

Figure 1: Goodyear Transit Organizational Chart



### Authorities & Responsibilities – 673.23(d)

Goodyear is establishing the necessary authority, accountabilities, and responsibilities for the management of safety amongst the key individuals within the WeRIDE operation, as those individuals relate to the development and management of the SMS, as required in 49 CFR Part 673.23(d). In general, the following defines the personnel, authority, and responsibilities associated with the organization.

The **Accountable Executive**, in this case the Goodyear Engineering Director, has ultimate responsibility for ensuring the SMS of our public transportation agency, and control or direction over the human and capital resources needed to develop and maintain both the ASP, in accordance with 49 U.S.C. 5329(d), and the agency's TAM Plan, in accordance with 49 U.S.C. 5326. The Accountable Executive has authority and responsibility to address substandard performance in the SMS, per 673.23(d)(1).

The **Goodyear Project Management Coordinator** will serve as the CSO. The **CSO** is an adequately trained individual who has the authority and responsibility as designated by the Accountable Executive for the day-to-day implementation and operation of the Goodyear SMS. As such, the CSO is able to report directly to our transit agency's Accountable Executive.

**Key staff** are staff, groups of staff, or committees to support the Accountable Executive, CSO, or SMS Executive in developing, implementing, and operating our agency's SMS.

**Frontline employees** perform the daily tasks and activities where hazards can be readily identified so the identified hazards can be addressed before the hazards become adverse events. These employees are critical to SMS success through each employee's respective role in reporting safety hazards, which is where an effective SMS and a positive safety culture begins. Frontline employees contracted by Goodyear include the operators, dispatchers, and supervisory personnel.

The **Safety Committee** is a committee convened by a joint labor-management process comprised of an equal number of frontline employees (selected by a labor organization representing the plurality of the frontline workforce employed by the recipient or, if applicable, a contractor to the recipient, to the extent frontline employees are represented by labor organizations) and management. Pursuant to the Bipartisan Infrastructure Law (BIL) updates to 49 USC Section 5329(d), Goodyear has created a Safety Committee composed of an equal representation of frontline WeRIDE employees and external management representatives. The Safety Committee at a minimum, is responsible for:

- Review and approval of this PTASP;
- Identify and recommend risk-based mitigations or strategies necessary to reduce the likelihood and severity of consequences identified through the agency's safety risk assessment;
- Identify mitigations or strategies that may be ineffective, inappropriate, or were not implemented as intended; and
- Identify safety deficiencies for purposes of continuous improvement.

See the charter in [Appendix C](#).

## Safety Policies and Procedures

### **Safety Management Policy – 673.23(a)**

Goodyear recognizes that the management of safety is a core value. Goodyear is committed to providing safe and reliable transportation to the communities it serves. The management team of Goodyear will embrace the SMS and is committed to developing, implementing, maintaining, and constantly improving processes to ensure safety. As SMS is a top-down method for instituting safety practices throughout the agency, all levels of management and frontline employees are committed to safety and understand that safety is the primary responsibility of all employees. As necessary, Goodyear will develop plans, procedures, structures, and resources to support the implementation of SMS within the agency. Goodyear is committed to performing the following activities to implement SMS and this PTASP:

- Communicate the purpose and benefits of the SMS to all contracted staff, managers, supervisors, and employees through Safety Promotion activities. This communication will specifically define the duties and responsibilities of each employee throughout the organization and all employees will receive appropriate information and SMS training.
- Provide appropriate management involvement and the necessary resources to establish an effective employee safety reporting system that will encourage contracted employees to communicate and report any unsafe work conditions, hazards, or at-risk behavior to the management team.
- Identify hazardous and unsafe work conditions and analyze data from the TransDev employee reporting system. After thoroughly analyzing provided data, the WeRIDE transit operations division will develop processes and procedures to mitigate safety risk to an acceptable level.
- Ensure that no action will be taken against TransDev employees who disclose safety concerns through the reporting system, unless disclosure indicates an illegal act, gross negligence, or deliberate or willful disregard of regulations or procedures.
- Establish Safety Performance Targets (SPTs) that are realistic, measurable, and data driven and a reduction of the three-year rolling average.
- Continual improvement of safety performance through management processes ensure appropriate safety management action is taken and is effective.
- Ensure the SMP is signed by highest executive in the agency to convey that SMS is important to the highest level of the organization.
- Provide resources for managing safety during service delivery.
- Convey to TransDev employees and agency stakeholders that receiving safety information is critical to the operation and success of the SMS.
- Ensure that the TransDev strategies and guidelines to address infectious disease planning and response is consistent with the Centers for Disease Control and Prevention and the Arizona Department of Health Services and local health authorities in order to minimize exposure to infectious diseases in accordance with 49 USC section 5329 (d)(1)(D) through the Personnel Administrative Regulations, 9-3: Communicable Disease Outbreak program.

### **Employee Safety Reporting Program – 673.23(b)**

TransDev operates the Employee Safety Reporting Program (ESRP) on behalf of Goodyear, with oversight by the city to ensure compliance with federal requirements. Goodyear and TransDev collaboratively ensure that safety concerns are addressed effectively, with clear feedback mechanisms for frontline staff.

Frontline employees are a significant source of safety data as they are typically the first line of defense in daily operations and maintenance. These employees are typically the first to spot unsafe conditions that arise from

unplanned conditions either on the vehicles, in the maintenance shop, or in the field during operations. For this reason, the Employee Safety Reporting Program (ESRP) is a major tenet of the PTASP Rule. Under this requirement, agencies must establish and implement a process that allows employees to report safety conditions directly to senior management; provides protections for employees who report safety conditions to senior management; and includes a description of employee behaviors that may result in disciplinary action. Goodyear management will ensure that all TransDev contracted employees are encouraged to report safety conditions directly to senior management or their direct supervisor for elevation to senior management. The ESRP also covers any contract employees. As a part of its ESRP, Goodyear management will strive to regularly update the individual(s) or group that provided the initial report to advise on what steps have and will be taken to address the hazard(s). This is a critical aspect of SMS in order to provide a feedback loop and provide employees with assurances that safety concerns are heard and are addressed accordingly.

### Communicating the Policy Throughout the Agency – 673.23(c)

Goodyear is committed to ensuring the safety of our passengers, personnel, and operations. Part of that commitment is developing an SMS and agency wide safety culture that reduces agency risk to the lowest level possible. The first step in developing a full SMS and agency wide safety culture for contracted employees is communicating the SMP throughout the agency. The SMP and safety objectives are at the forefront of all communications. This communication strategy will include posting the policy in prominent work locations for existing employees and adding the policy statement to the on-boarding material for all new employees. In addition, the policy statement and safety moments will become part of our agency’s regular safety meetings and other safety communications efforts. The signed PTASP serves as the Accountable Executive’s endorsement of the SMP. Additionally, the Goodyear City Council annually adopts the PTASP and the SMP.

### PTASP Development and Coordination with ADOT – 673.11(d)

This PTASP was originally developed in collaboration between the City of Phoenix Public Transportation Department (PTD) and the City of Goodyear in accordance with all requirements stated in 49 CFR Part 673 and 49 USC Section 5329 applicable to a small public transportation provider.

### PTASP Annual Review – 673.11(a)(5)

Per 49 USC 5329(d)(1)(D), this plan includes provisions for annual updates of the SMS. As part of Goodyear’s ongoing commitment to fully implementing SMS and engaging our contractor’s employees in developing a robust safety culture, Goodyear reviews the ASP and all supporting documentation annually. The review is conducted as a precursor to certifying to FTA that the PTASP is fully compliant with 49 CFR Part 673 and accurately reflects the agency’s current implementation status. Certification is accomplished through Goodyear’s annual Certifications and Assurances reporting to FTA.

The annual review includes the PTASP and associated supporting documents (e.g., Standard Operating Procedures [SOP], Policies, Manuals, etc.) that are used to fully implement all the processes used by TransDev to manage safety for Goodyear’s on-demand service. All changes are noted (as discussed below) and the Accountable Executive and CSO sign and date the title page of this document and provide documentation of approval by the Goodyear Transit Safety Committee followed by the Goodyear City Council, whether by signature, by reference to resolution, or by agenda item approval.

The annual PTASP review follows the update activities and schedule provided below in Table 3. As processes are changed to fully implement SMS or new processes are developed, Goodyear will track those changes for use in the annual review.

**TABLE 3: PTASP ANNUAL UPDATE TIMELINE**

| Task                                                                                                                   | Feb                                                                                 | Mar                                                                                 | Apr                                                                                  | May | Jun                                                                                   | Jul | Aug | Sept | Oct |
|------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|-----|---------------------------------------------------------------------------------------|-----|-----|------|-----|
| Review Agency Operations                                                                                               |  |                                                                                     |                                                                                      |     |                                                                                       |     |     |      |     |
| Review SMS Documentation<br><i>Safety Policy;<br/>Risk Management;<br/>Safety Assurance; and<br/>Safety Promotion.</i> |                                                                                     |  |                                                                                      |     |                                                                                       |     |     |      |     |
| Review Previous Targets and Set or Continue Targets                                                                    |                                                                                     |                                                                                     |  |     |                                                                                       |     |     |      |     |
| Report Targets to National Transit Database (NTD), Metropolitan Planning Organization                                  |                                                                                     |                                                                                     |                                                                                      |     |  |     |     |      |     |

|                                                     |  |  |  |  |  |  |  |  |   |
|-----------------------------------------------------|--|--|--|--|--|--|--|--|---|
| (MPO) – Maricopa Association of Governments (MAG)   |  |  |  |  |  |  |  |  |   |
| Make Any Necessary Adjustments to PTASP             |  |  |  |  |  |  |  |  |   |
| Update Version No., Adopt & Certify Plan Compliance |  |  |  |  |  |  |  |  | ★ |

The following table, Table 4, is used to record final changes made to the ASP during the annual update. This table is a permanent record of the changes to the ASP over time.

**TABLE 4: PTASP RECORD OF CHANGES**

| Document Version | Section/Pages Changed | Reason for Change | Reviewer Name(s)                                | Date of Change |
|------------------|-----------------------|-------------------|-------------------------------------------------|----------------|
| 1                | New Document          |                   | Chris Larue,<br>Aidan Quirke,<br>Kashmala Tahir | December 2024  |

The implementation of SMS is an ongoing and iterative process, and, as such, this PTASP is a working document. Therefore, a clear record of changes and adjustments is kept in the PTASP for the benefit of safety plan performance management and to comply with Federal statutes.

#### **PTASP Maintenance – 673.11(a)(2)(c)**

Goodyear follows the annual review process outlined above and adjusts the PTASP as necessary to accurately reflect current implementation status. This plan documents the processes and activities related to SMS implementation as required under 49 CFR Part 673 Subpart C and Goodyear makes the necessary updates to this PTASP as it continues to develop and refine its SMS implementation.

#### **PTASP Documentation and Recordkeeping – 673.31**

At all times, Goodyear's contracted service provider maintains documents that set forth within the PTASP, including those documents related to the implementation of TransDev SMS processes and activities. TransDev's Document Retention Policy is further described in section 41-151.15 of Preservation of Public Records, under the Arizona Revised Statutes.

Goodyear's contracted provider, TransDev, also maintains documents that are included in whole, or by reference, that describe the programs, policies, and procedures that our agency uses to carry out the PTASP and all iterations of those documents. These documents can be made available upon request to the FTA, other Federal entity, or ADOT. These include:

- Transit Safety Committee meeting agendas and notes;
- Employee ride-check results;
- Employment records;
- Safety bulletins;
- Preventive and corrective maintenance records;
- Corrective Action Plans;
- Training records; and
- Accident and incident investigations.

Goodyear's contractor, TransDev, maintains these documents and records for a minimum of three years after the documents are created. These additional supporting documents are cataloged in [Appendix A](#) and the list are kept current as a part of the annual PTASP review and update.

#### **Safety Performance Measures – 673.11(a)(3)**

The PTASP Final Rule, 49 CFR Part 673.11(a)(3), requires that all public transportation providers must develop a PTASP to include SPTs based on the safety performance measures established under the NSP. The safety performance measures outlined in the NSP were developed to ensure that the measures can be applied to all modes

of public transportation and are based on data currently being submitted to the NTD. The safety performance measures included in the NSP are fatalities, assaults on transit workers, injuries, safety events, and system reliability (note that State of Good Repair is developed and tracked in the Transit Asset Management (TAM) Plan). TransDev collects and submits safety performance data in compliance with this PTASP, which Goodyear reviews and uses to develop its Safety Performance Targets (SPTs).

There are eight SPTs that must be included in each ASP that are based on the five performance measures in the NSP.

- Fatalities – Total number of reportable fatalities and rate per total VRM by mode;
- Injuries – Total number of reportable injuries and rate per total VRM by mode;
- Safety Events – Total number of reportable events and rate per total VRM by mode; and
- System Reliability – Mean distance between major mechanical failures by mode.
- Assaults on Transit Workers: Total number of reportable assaults on transit workers and rate per total VRM by mode.

These SPTs are presented in terms of total numbers reported and rate per Vehicle Revenue Mile (VRM). With the Bipartisan Infrastructure Law changes in 49 USC Section 5329(d), agencies must use a reduction of the three-year rolling average to identify the baseline for the safety performance targets (SPT), which is broken down in Table 5. The last row of the Table includes the SPTs for 2025.

In compliance with the new FTA regulations requiring a reduction in SPTs, the following methodology will be applied:

**1. Annual Review and Reduction of SPTs:**

- Each SPT will be reviewed on an annual basis, using the three-year rolling average as the baseline.
- A 5% reduction will be applied to each target to ensure continuous improvement in safety performance.

**2. Rounding and Minimum Reduction Criteria:**

- If the 5% reduction results in a non-integer value (e.g., 3.8), the target will be rounded up to the nearest whole number.
- If applying a 5% reduction results in a target lower than 1, the target will be set at zero.

**3. Implementation and Monitoring:**

- The revised SPTs will be incorporated into the PTASP and communicated to all relevant personnel.
- Performance against these targets will be continuously monitored, with adjustments made as necessary to reflect changes in operational conditions.

**4. Documentation and Justification:**

- The rationale for each reduction, including any rounding adjustments, will be thoroughly documented.

**TABLE 5: GOODYEAR 2025 SAFETY PERFORMANCE TARGETS**

| DR (per 100,000 VRM) |              |                    |          |                  |                             |                  |               |                       |                       |
|----------------------|--------------|--------------------|----------|------------------|-----------------------------|------------------|---------------|-----------------------|-----------------------|
| Mode - DR            | Fat aliti es | Rate of Fatalities | Injuries | Rate of Injuries | Assaults on Transit Workers | Rate of Assaults | Safety Events | Rate of Safety Events | System Reliability ** |

|                      |   |      |   |      |      |      |   |      |         |
|----------------------|---|------|---|------|------|------|---|------|---------|
| <b>2023 Actual</b>   | 0 | 0.00 | 0 | 0.00 | 0.00 | 0.00 | 0 | 0.00 | 137,962 |
| <b>Average</b>       | 0 | 0.00 | 0 | 0.00 | 0.00 | 0.00 | 0 | 0.00 | 137,962 |
| <b>2025 SPT (DR)</b> | 0 | 0.00 | 0 | 0.00 | 0.00 | 0.00 | 0 | 0.00 | 253607  |

\*rate = events per 100,000 vehicle revenue miles / \*\*System Reliability = miles between major mechanical failures  
While safety has always been a major component of the Goodyear/TransDev operation, the adoption of this PTASP will result in changes across all aspects of the organization. The SPTs in Table 5 reflect an acknowledgement that SMS implementation will produce new information that will be needed to accurately set meaningful SPTs. Goodyear will continue to set targets at the current NTD reported three-year average as it begins the process of fully implementing SMS and developing its targeted safety improvements. This will ensure that Goodyear's contracted service provider does no worse than the baseline performance over the last three years. As part of the annual review of the PTASP, Goodyear reevaluates TransDev's SPTs and determines whether the SPTs need to be refined based on the three previous years of NTD data.

#### **Safety Performance Target Coordination – 673.15(a)(b)**

Goodyear makes its SPTs available to ADOT and the MPO, Maricopa Association of Governments, to aid in those agencies' respective regional and long-range planning processes, including the Transportation Improvement Plans. Each year during the FTA Certifications and Assurances reporting process, Goodyear will transmit any updates to its SPTs to both PTD and Valley Metro

Additionally, TAM is a key method for agencies to monitor potential safety concerns with assets as they are used and age. Goodyear strives to ensure that it meets compliance requirements in development of the biennial updates to the TAM Plan, including its TAM performance targets and measures.

## Safety Management Systems – 673 subpart C

As previously noted, FTA has adopted SMS as the basis for improving safety across the public transportation industry. In compliance with the NSP, 49 CFR Part 673, and 49 USC Section 5329 (d), Goodyear is adopting SMS as the basis for ensuring their contracted provider is directing and managing safety and risk. Goodyear has always viewed safety as a core business function. All levels of management and employees, including the city's contractors, are accountable for appropriately identifying and effectively managing risk in all activities and operations to deliver improvements in safety and reduce risk to the lowest practical level during service delivery.

SMS is comprised of four basic components: SMP, SRM, SA, and SP. The SMP and SP are the enablers that provide structure and supporting activities that make SRM and SA possible and sustainable. The SRM and SA are the processes and activities for effectively managing safety as presented in Figure 2.

**FIGURE 2: SAFETY MANAGEMENT SYSTEMS**



Implementing SMS will be continued task for the City of Goodyear over the years. Further on, Goodyear will keep assessing the programs put in place through continuous improvement. This PTASP is the first step to putting in place a systematic approach to managing the agency's risk. Goodyear has already taken several steps to implement SMS, such as developing this initial PTASP and designating a CSO.

### **Safety Risk Management – 673.25**

By adopting this ASP, Goodyear is establishing the Safety Risk Management process presented in Figure 3 that TransDev uses for identifying hazards and analyzing, assessing, and mitigating safety risk in compliance with the requirements of 49 CFR Part 673.25. The Safety Risk Management processes described in this section is designed to ensure the contractor can implement the Goodyear-authorized SMS.

FIGURE 3: SAFETY RISK MANAGEMENT PROCESS



The implementation of the SRM component of the SMS will be carried out over the course of the next few years. The SRM components will be implemented through a program of improvement during which the SRM processes will be implemented, reviewed, evaluated, and revised, as necessary, to ensure the processes are achieving the intended safety objectives as the processes are fully incorporated into Goodyear's contracted provider, TransDev's SOPs.

The SRM is focused on implementing and improving actionable strategies that Goodyear has undertaken with TransDev to identify, assess and mitigate risk. The creation of a Risk Register provides an accessible resource for documenting the SRM process, tracking the identified risks, and documenting the effectiveness of mitigation strategies in meeting defined safety objectives and performance measures. The draft Risk Register is presented in Figure 4.

FIGURE 4: SAMPLE RISK REGISTER

| Hazard ID | Hazard Type | Source | Identification Date | Description | Hazard Rating (Likelihood and Consequence) | Mitigation | Status of feedback with reporter (if applicable) | Updated Hazard Rating (after mitigation) |
|-----------|-------------|--------|---------------------|-------------|--------------------------------------------|------------|--------------------------------------------------|------------------------------------------|
|           |             |        |                     |             |                                            |            |                                                  |                                          |
|           |             |        |                     |             |                                            |            |                                                  |                                          |

As the SRM process progresses through the steps of identifying what may be wrong, what could happen as a result, and what steps Goodyear/TransDev is taking to resolve the risk and mitigate the hazard, the CSO completes and publishes the various components of the Risk Register. These components include the use of safety hazard identification, safety risk assessment, and safety risk mitigation, as described in the following sections.

### Safety Hazard Identification – 673.25(b)

Goodyear has a series of methodologies to identify safety hazards, primarily through frontline personnel. These methods primarily involve identifying hazards during operations along the line (i.e., traffic hazards, obstacles, pedestrian hazards, etc.) as well as through the inspection and maintenance process. Goodyear has policies, procedures and training methods in place that focus on managing safety and methods to report hazardous or unsafe conditions. Contracted transit employees can report safety concerns using several methods, starting with reporting the situation to a lead or supervisor, or the Transit Safety Committee. Goodyear has training requirements for staff in areas of safety, which are monitored by Human Resources to verify all staff complete the required safety training. There are videos available to all employees to supplement training regarding safety. (See training under Safety Promotion). Goodyear's contracted provider, TransDev, has conducted Job Hazard Analyses for all transit positions and certain job duties, which can result in injury if not performed correctly.

Goodyear ensures that the contractor has processes in place to identify and mitigate these hazards as soon as possible, preferably at the time of identifying and reporting the hazard. However, Goodyear will plan to use the Risk Register as a process to assess the hazards and identify any trends.

### Maintenance and Inspections

Maintenance services and inspections are carried out by TransDev under contractual obligations with Goodyear. All inspection records and maintenance activities are documented and verified by Goodyear's transit management team. The agreement provides vehicle maintenance and fleet administration as having the primary responsibility of ensuring that all WeRIDE vehicles are safe and available for their intended purpose. Transit specific inspection and maintenance schedules are developed with detailed checklists of items to inspect and maintain at regular set intervals. Responsibilities under the FSD include conducting regulatory and safety inspections of the vehicles. Drivers additionally are required to conduct a pre- and post-trip inspection through the Microtransit Driver Vehicle Inspection Form. If no safety issues are identified, these inspections sheets are turned in daily and kept with the vehicle records. These inspections must be turned into the dispatch office at the end of each workday or electronically submitted if using electronic devices. In addition, drivers are charged with submitting any maintenance item to the FSD to ensure corrective action is taken. FSD also uses the Supervisor/Senior Operator Transit Vehicle Inspection Form for tracking any defects to be reported to FSD. The process for using the forms is explained in Section 6 – Employee Responsibilities of the Transit Handbook.

### Operations

During daily operations, operators, supervisors, and dispatchers are expected to report any hazards they may identify throughout their shifts. Operations staff are a critical component of the safety risk management and hazard identification process. If a frontline employee or contractor identifies a hazard in operating areas or in private City facilities, they are required to report the hazard to management through the quickest method possible as well as to the Safety Coordinator using the Safety Concern and Near Miss Form. Ideally, if a hazard is identified along a route or other operating areas, they work with management staff to mitigate the problem immediately. If this is not feasible, management and frontline staff will work together to identify a mitigation and track it to completion. Regardless of how the hazard is mitigated, the CSO ensures that all identified hazards are tracked through the Risk Register in order to have a documented list of hazards within or affecting the operations. See more details on the safety risk assessment and mitigation processes in the sections below.

## Cyber Security

In the context of transit safety, the City of Goodyear, AZ ensures the safety and security of its systems, data, and end-users by ensuring our contractor implements robust security management systems. These systems are designed to mitigate cybersecurity risks and adhere to industry standards, such as mapping Center for Internet Security (CIS) controls to the National Institute of Standards and Technology (NIST) Cybersecurity Framework (CSF). To promote end user security, regular cybersecurity training sessions are conducted, and multiple simulated phishing campaigns are employed to enhance awareness and preparedness. Workstations at the transportation agency are forefield through the utilization of a patch management solution, an advanced web filtering client, and continuous monitoring and response through a managed endpoint detection system, available round-the-clock, all year long.

At the network level, the City incorporates a cloud-based Web Application Firewall (WAF) to safeguard against potential cyber threats. Additionally, multiple physical and virtual segments are protected using Next-Generation Firewalls (NGFW), and the environment is equipped with strategically placed and monitored Intrusion Prevention Systems (IPS) to further enhance security measures. To maintain the integrity of web platforms, email services, remote access, and administrative access to SAAS admin consoles and servers, the city mandates the use of Multi-Factor Authentication (MFA). This ensures an added layer of protection against unauthorized access and helps safeguard critical systems and data.

## Procurement

The transit procurement process for Goodyear leverages an existing contract managed by Avondale Procurement. Specifically, Goodyear has piggy-backed off Avondale's contract for microtransit services. Avondale Procurement oversees all amendments and assumes responsibility for the associated administrative processes involving TransDev and WeRIDE. This arrangement ensures compliance with applicable procurement requirements while streamlining operations for Goodyear.

## Safety Risk Assessment – 673.251

TransDev, on behalf of Goodyear, utilizes the Military Standard (MIL-STD) 882E, which is considered an industry best practice. This standard utilizes an overall safety risk rating, which is a composite of the severity and likelihood of a given safety hazard. Figure 5 is a guide to the severity/probability which provides a final rating. TransDev performs safety risk assessments as part of its contractual responsibilities and collaborates with Goodyear to implement necessary risk mitigations.

Hazard severity is a subjective measure of hazard, supported by factual data, and will be categorized as follows:

- Catastrophic – Death or system loss
- Critical – Severe injury, severe occupational illness, or major system damage
- Marginal – Minor injury, minor occupational illness, or minor system damage
- Negligible – less than minor injury, occupational illness, or system damage
- Insignificant – Operating conditions are such that human error, subsystem or component failure or procedural deficiencies will result in no injury, none or minor damage to equipment, no adverse reputational damage.

Hazard probability is a subjective measure of likelihood that a specific hazard will occur and will be categorized as follows:

- Frequent – Likely to occur frequently
- Probable – Likely to occur several times
- Occasional – Likely to occur sometime
- Remote – Unlikely but possible to occur
- Improbable – So unlikely that it can be rejected from consideration

- Eliminated – Incapable of occurrence

Once hazards are identified and categorized, subsequent analysis will be undertaken to resolve the issue and minimize risk associated with the identified hazard. A hazard resolution matrix is used to combine hazard severity and hazard frequency, as shown in the matrix, to identify the level of acceptance for a specific hazard/risk.

FIGURE 5: SAFETY RISK ASSESSMENT MATRIX

| Bus Transit Agency |              |          |          |            |               |
|--------------------|--------------|----------|----------|------------|---------------|
| HAZARD RISK INDEX  |              |          |          |            |               |
| Probability        | Severity     |          |          |            |               |
|                    | 1            | 2        | 3        | 4          | 5             |
|                    | Catastrophic | Critical | Marginal | Negligible | Insignificant |
| (A) Frequent       | 1A           | 2A       | 3A       | 4A         | 5A            |
| (B) Probable       | 1B           | 2B       | 3B       | 4B         | 5B            |
| (C) Occasional     | 1C           | 2C       | 3C       | 4C         | 5C            |
| (D) Remote         | 1D           | 2D       | 3D       | 4D         | 5D            |
| (E) Improbable     | 1E           | 2E       | 3E       | 4E         | 5E            |
| (F) Eliminated     |              |          |          |            |               |

Figure 6 displays the ultimate breakdown of how Goodyear will address hazards, by their rating:

FIGURE 6: HAZARD ACCEPTANCE CRITERIA

| HAZARD ACCEPTANCE CRITERIA |                                        |                           |                                                         |
|----------------------------|----------------------------------------|---------------------------|---------------------------------------------------------|
| Hazard Risk Index          | Decision Authority                     |                           | Special Conditions                                      |
|                            | 1A, 1B, 1C, 2A, 2B, 3A                 | Unacceptable              | <i>Must be mitigated</i>                                |
|                            | 1D, 2C, 2D, 3B, 3C, 4A                 | Undesirable               | <i>Requires bus transit agency management decision:</i> |
|                            | 1E, 2E, 3D, 3E, 4B, 4C, 4D, 5A, 5B, 5C | Acceptable with Review    | <i>Requires bus transit agency management decision:</i> |
|                            | 4E, 5D, 5E                             | Acceptable without Review | Acceptable without further review                       |
| Eliminated                 |                                        |                           |                                                         |

Hazards are further defined as:

- Unacceptable Hazards – Hazards with a Hazard Risk Index of 1A, 1B, 1C, 2A, 2B, 3A are “unacceptable” and must be mitigated in the most expedient manner possible to eliminate or control them prior to the project initiating service, by reducing the severity and/or probability of the hazard to an acceptable level.
- Undesirable Hazards – Hazards with a Hazard Risk Index of 1D, 2C, 2D, 3B, 3C, 4A are “undesirable.” Goodyear expects their contractor to execute a specific method of corrective action to mitigate the risk based on additional considerations such as the availability of

acceptable alternative measures (workarounds), availability of resources, on a permanent or temporary basis.

- Acceptable with Review Hazards – Hazards with a Hazard Risk Index of 1E, 2E, 3D, 3E, 4B, 4C, 4D, 5A, 5B, 5C are “acceptable with review” by the Microtransit agencies. Goodyear may accept the risk associated with retaining the identified hazard in an “as is” condition with no further corrective action. Alternatively, Goodyear may prescribe their contractor to conduct periodic tests and inspections or other preventative measures to ensure, on a continuing basis, that the original severity and probability ratings are not invalidated over time by degradation of conditions in the subject item.
- Acceptable without Review Hazards – Hazards with a Risk Index of 4E, 5D, 5E are “acceptable” without review. The results of the analysis will be shared by the CSO with the Accountable Executive on an ongoing basis to identify appropriate actions. All “unacceptable” hazards must be eliminated, and measures will be taken for the remaining risk acceptance categories to minimize risk. The results of such analysis will be shared with agency staff and law enforcement agencies on a quarterly basis for awareness and support.

### Safety Risk Mitigation – 673.25(d)

In the final step of the SRM process, Goodyear may determine and implement through their contractor, safety mitigation actions to reduce or eliminate all identified safety hazards. Mitigation actions may be developed in the form of elimination, engineering, procedural changes, and/or administrative changes. Once a mitigation action has been identified, Goodyear and their contractor assess all changes that result from the mitigating actions and whether they may introduce new hazards. If existing mitigation measures are sufficient, then no further mitigation actions are necessary. However, Goodyear may need to reassess proposed mitigations to ensure that it will decrease the existing safety risk rating to an acceptable level and avoid the development of any new hazards.

### Risk Reduction Program – 49 USC Section 5329(d)(1)(I)

In collaboration with their contractor, TransDev, Goodyear strives to continuously develop and improve its risk reduction program in order to reduce the number and rates of accidents, injuries, and assaults to Goodyear’s contracted transit workers. Goodyear will monitor internal data and NTD to assess trends and identify measures to take to reduce vehicular and pedestrian accidents. Additionally, Goodyear will monitor transit worker assault data and identify mitigations, including the deployment of assault mitigation infrastructure and technology, as deemed necessary. In the next iteration of this PTASP, Goodyear will plan to include transit worker assault data in the SPTs, a probable new requirement according to pending changes to the NSP. Such mitigations may include barriers to restrict access from individuals. Such risk reduction assessments will be conducted as a part of the Transit Safety Committee activities.

In addition to working with their contractor to conduct risk reduction assessments, Goodyear, also establishes safety performance targets (see further details in [Safety Risk Measures section](#)). These targets are annually updated based on a three-year rolling average of the data submitted by Goodyear to the NTD.

### **Safety Assurance – 673.27 (a)**

Safety assurance is a process that functions to ensure the implementation and effectiveness of safety risk mitigation and is the process by which Goodyear ensures that TransDev/WeRIDE operations meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

### **Safety Performance Monitoring and Measuring – 673.27 (b)**

49 CFR Part 673.27 requires transit agencies to establish activities to:

- Monitor its system for compliance with, and sufficiency of, the agency's procedures for operations and maintenance;
- Monitor its operations to identify any safety risk mitigations that may be ineffective, inappropriate, or were not implemented as intended;
- Conduct investigations of safety events to identify causal factors; and
- Monitor information reported through any internal safety reporting programs.

### **Monitoring Operations and Maintenance Compliance 673.27(b)(2)**

Goodyear's contractor conducts safety performance monitoring and measuring through several methodologies. In terms of overall state of good repair and maintenance of assets, Goodyear monitors maintenance documentation to identify any potential trends in equipment reliability and potential safety risks. Goodyear monitors TransDev's maintenance records compiled by FSD including:

- Pre- and post-trip inspection forms;
- Bus Driver Vehicle Inspection forms; and
- Corrective maintenance records.

Goodyear's contractor monitors vehicle operations as prescribed in the Transit Vehicle Management Procedures to ensure safe operations. The procedures detail steps to include daily monitoring of vehicles for safety and proper maintenance. Pre- and post-trip forms are required daily by operators and submitted to Transit management for review and retention. The WeRIDE Pre-Trip form includes inspections of components of the vans. The inspections are useful for both initial corrective maintenance if issues are found, but also for monitoring common issues for specific components.

Additionally, Goodyear management ensures that TransDev conduct proficiency checks on operators which may include fitness for duty checks, ride-a longs or stationery and/or trailing ride checks. Goodyear uses the resulting data to identify if there are any common trends or hazards affecting operations. Following ride checks, if any deficiencies are noted, the service provider will coach the operators on any necessary rules to review and areas for improvement.

### **Monitoring Internal Safety Reporting Programs 673.27(b)(4)**

As a primary part of the internal safety reporting program, Goodyear monitors information reported through the ESRP. When a report originating through the complaint process documents a safety hazard, the WeRIDE supervisor submits the hazards identified through the internal reporting process, including previous mitigation in place at the time of the safety event. The supervisor submits the hazard report to the SRM process to be analyzed, evaluated, and if appropriate, assigned for mitigation/resolution.

### **Other Safety Assurance Initiatives**

Goodyear is undertaking efforts to implement processes to identify and monitor more leading indicators or conditions that have the potential to become or contribute to negative safety outcomes. This may include trend analysis of environmental conditions through monitoring National Weather Service data; monitoring trends toward or away from meeting the identified SPTs; or other indicators as appropriate.

### Safety Event Investigations – 673.27(B)(3)

Event investigations are a key aspect of the overall SRM and SA process. Goodyear utilizes event investigations to identify the root cause of the event. TransDev has a Risk Management Division and a Safety Office, to assess risk elements and mitigate hazards. The city of Goodyear has reviewed the Incident Review Procedure Written Safety Program that provides the structure for investigating workplace incidents to determine preventability and assist in mitigating future occurrences. TransDev has procedures specific to transit to follow based on the situation and identifies the responsibilities by position. These include procedures for dispatchers, drivers, and supervisors. As the vehicles are City-owned, any incident or accident involving a microtransit vehicle requires Goodyear Police to be called to investigate in addition to the transit supervision investigation.

Goodyear analyzes the root causes of event investigations to assess if it is a common hazard affecting the agency operations and whether it needs to be tracked and mitigated. Additionally, Goodyear regularly reviews all events that occur over time to identify if there are any common trends caused by maintenance, reliability of assets, rules compliance, etc. The Goodyear Incident Review Procedure Written Safety Plan further details the transportation division's event investigation procedures, including the roles and responsibilities of departments, employees and the Safety Office. Department managers and supervisors are responsible for notifying the Safety Office immediately following any workplace injury or illness and providing documentation of incidents within 24 hours. The Safety Office is also responsible for coordinating investigations, initiating reviews, and determining the depth of the investigation based on a Risk Assessment Worksheet.

The severity of incidents is categorized from Class 1 to Class IV, depending on the level of injury or damage caused. Incident reports are generated for Class I and Class II incidents requiring a written investigation. All personnel are required to fully cooperate with the investigation to prevent future occurrences.

## **Safety Promotion – 673.29**

49 CFR Part 673.29(a) requires transit agencies 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.

### **Safety Competencies and Training – 673.29(a)**

#### **EMPLOYEE/CONTRACTOR TRAINING PROGRAM**

On behalf of the City of Goodyear, TransDev conducts training through its Transit Employee Handbook as part of the onboarding process for new employees. In accordance with 49 USC Section 5329 (d)(H)(i)(II), TransDev will provide all pertinent safety training, refresher training, and de-escalation training for operations and maintenance personnel.

The training program contains the following categories:

- New hire training for workplace safety
  - o New hire training for transit-specific staff
- On-going/refresher training (annual, bi-annual, or periodic)
  - o On-going transit-specific training requirements
- Initiated required training (for unplanned purposes)
  - o Items identified during ride checks or safety inspections that may require additional refresher training

Goodyear oversees training requirements for contracted and non-contracted staff in areas of safety, which is monitored to ensure all staff complete the required safety training. Specific modules like "Safe Loading and Unloading of Passengers," "Driver Safety," and "Vehicle Safety" videos are provided to ensure a comprehensive understanding of critical safety protocols. There are videos available to all employees to supplement training regarding safety. Goodyear also provides continuing training, as necessary, to employees to ensure they stay current with the agency's safety practices and procedures.

Training for TransDev's WeRIDE employees includes both the contractor training as well as position-specific transit training. These include essential elements such as maintaining safe following distances, controlling speed, and handling adverse weather conditions. Additionally, training covers the specific responsibilities for securing non-ambulatory passengers and navigating rural roads. The training list curriculum is provided in [Appendix D](#).

#### **Employee/Contractor Training Records**

49 CFR Part 673.31 requires transit agencies to maintain documents related to the implementation of its SMS, and results from SMS processes and activities. These documents must be made available upon request by the FTA and must maintain these documents for a minimum of three years after they are created. The city monitors contractor specific training using a spreadsheet and ensures compliance by maintaining the scheduling of these trainings. This spreadsheet is also used to identify the specified training required for each transit staff member, by position.

#### **Employee/Contractor Training Compliance**

To verify compliance requirements and verify the effectiveness of its training program, training documents are retained by Goodyear including:

- Records of training needs analysis for curriculum development;
- Curricula for initial and refresher training;
- Training schedules and records of all completed training; and
- Procedures for revising training materials.

Training compliance includes ensuring employees maintain up-to-date knowledge on modules such as vehicle control, passenger safety, crisis management, and transit security. Periodic reviews of training materials are conducted to align with new safety regulations and operational needs.

## Safety Communication – 673.29(b)

### **Safety Meetings**

Goodyear, along with neighboring agency partners, conducts monthly safety meetings at the WeRIDE facility to distribute safety information to employees and contractors. A safety moment is part of each monthly meeting, after which employees are required to sign off for attendance and understanding. Goodyear encourages drivers to report any safety issue immediately to dispatch or management. If the concern is not of imminent danger, the topic is added to the monthly meeting, if not, a separate meeting and investigation may result. As of the first year of the Safety Committee implementation, Goodyear has found that the meetings are successful in meeting Federal requirements. Goodyear uses the Safety Committee meetings as a venue to review and address hazards that arise from frontline and management staff. Hazards are regularly reviewed during the meetings to identify lasting mitigations and to verify the mitigations do not introduce new hazards (safety rule testing).

### **EMERGENCY MANAGEMENT**

The City of Goodyear adopts the City of Goodyear Hazardous Materials Written Safety Program. The plan requires Goodyear Fire-Medical Department to respond to incidents in Goodyear involving hazardous materials with the goal stabilizing the incident and leaving clean-up operations to hazardous materials specialists. All employees that may be responsible for hazardous materials are to avail themselves to this program and associated training. Additionally, The Goodyear Hazardous Materials Written Safety Program contains policies and procedures for the Right-to-Know Program for communicating chemical and material hazards throughout the agency. Training for employees is provided prior to any exposure to hazardous materials and refresher training is provided at least every two years after initial training. Training includes what is provided on the Safety Data Sheets (SDS) and how to access them. The SDS sheets are maintained and updated as necessary by the Safety Department at Goodyear..

### **DRUG AND ALCOHOL PROGRAM**

Goodyear complies with the FTA drug and alcohol program and verifies the safety of its employees through the restriction of the use of alcohol and drugs in the workplace. The City of Goodyear maintains a Drug and Alcohol Policy that is aligned with DOT 49 CFR Part 40, 49 CFR Part 655, and 49 CFR Part 382. This policy ensures compliance with federal regulations while promoting a safe, drug-free work environment. The City has adopted a zero-tolerance philosophy on substance abuse and emphasizes the importance of self-identification and education for employees with substance abuse concerns.

The policy covers the following topics:

- Types of Testing
- Collection and Testing
- Privacy and Confidentiality
- Employee Responsibilities
- Prescription and Over-the-Counter Drugs
- Referral for Treatment
- Consequences for Violations
- Definitions

Goodyear's Human Resources Department and City Clerk maintains detailed records of all drug and alcohol testing, including training records, testing schedules, and results. These records are retained for at least three years, in compliance with 49 CFR Part 673.31, and made available upon request to the FTA. Goodyear also verifies that TransDev ensures compliance with testing schedules and training requirements.

## Appendix A

### Glossary of Terms

**Accident:** means an event that involves any of the following: a loss of life; a report of a serious injury to a person (see “Serious Injury” below); a collision of transit vehicles; an evacuation for life safety reasons; at any location, at any time, whatever the cause.

**Accountable Executive (typically the highest executive in the agency):** means a single, identifiable person who has ultimate responsibility for carrying out the Safety Management System of a public transportation agency, and control or direction over the human and capital resources needed to develop and maintain both the agency’s PTASP, in accordance with 49 U.S.C. 5329(d), and the agency’s TAM Plan in accordance with 49 U.S.C. 5326.

**Agency Leadership and Executive Management:** means those members of agency leadership or executive management (other than an Accountable Executive, CSO, or SMS Executive) who have authorities or responsibilities for day-to-day implementation and operation of an agency’s SMS.

**Chief Safety Officer (CSO):** 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 CSO may not serve in other operational or maintenance capacity, unless the CSO is employed by a transit agency that is a small public transportation provider as defined in this part, or a public transportation provider that does not operate a rail fixed guideway public transportation system.

**Corrective Maintenance:** Specific, unscheduled maintenance typically performed to identify, isolate, and rectify a condition or fault so that the failed asset or asset component can be restored to a safe operational condition within the tolerances or limits established for in-service operations.

**Equivalent Authority:** means an entity that carries out duties similar to that of a Board of Directors, for a recipient or subrecipient of FTA funds under 49 U.S.C. Chapter 53, including sufficient authority to review and approve a recipient or subrecipient’s PTASP.

**Event:** means an accident, incident, or occurrence.

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

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

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

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

**Key staff:** means a group of staff or committees to support the Accountable Executive, CSO, or SMS Executive in developing, implementing, and operating the agency’s SMS.

**Major Mechanical Failures:** means failures caused by vehicle malfunctions or subpar vehicle condition which requires that the vehicle be pulled from service.

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

**Notice of Proposed Rulemaking (NPRM):** means a proposed new regulation or proposed changes to an existing regulation. A Federal agency is only allowed to issue regulations if authorized to do so by Congress, so the NPRM also provides the statutory authority under which the agency is proposing the regulation. The NPRM also explains the background and history of the issue that generated the regulation, and avenues for public participation.

**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.

**Operator of a Public Transportation System:** means a provider of public transportation as defined under 49 U.S.C. 5302(14).

**Passenger:** means a person, other than an operator, who is on board, boarding, or alighting from a vehicle on a public transportation system for the purpose of travel.

**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.

**Performance Target:** means a quantifiable level of performance or condition, expressed as a value for the measure, to be achieved within the time period required by the FTA.

**Preventative Maintenance:** means regular, scheduled, and/or recurring maintenance of assets (equipment and facilities) as required by manufacturer or vendor requirements, typically for the purpose of maintaining assets in

satisfactory operating condition. Preventative maintenance is conducted by providing for systematic inspection, detection, and correction of anticipated failures either before they occur or before they develop into major defects. Preventative maintenance is maintenance, including tests, measurements, adjustments, and parts replacement, performed specifically to prevent faults from occurring. The primary goal of preventative maintenance is to avoid or mitigate the consequences of failure of equipment.

**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.

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

**Risk Mitigation:** means a method or methods to eliminate or reduce the effects of hazards.

**Road Calls:** means specific, unscheduled maintenance requiring either the emergency repair or service of a piece of equipment in the field or the towing of the unit to the garage or shop.

**Safety Assurance (SA):** means the process within a transit agency's SMS that functions to ensure the implementation and effectiveness of safety risk mitigation and ensures that the transit agency meets or exceeds its safety objectives through the collection, analysis, and assessment of information.

**Safety Committee:** a committee convened by a joint labor-management process comprised of an equal number of frontline employees (selected by a labor organization representing the plurality of the frontline workforce employed by the recipient or, if applicable, a contractor to the recipient, to the extent frontline employees are represented by labor organizations) and management.

**Safety Management Policy (SMP):** means a transit agency's documented commitment to safety, which defines the transit agency's safety objectives and the accountabilities and responsibilities of the agency's employees regarding safety.

**Safety Management System (SMS):** means the formal, top-down, data-driven, organization-wide approach to managing safety risk and assuring the effectiveness of a transit agency's safety risk mitigation. SMS includes systematic procedures, practices, and policies for managing risks and hazards.

**Safety Management System (SMS) Executive:** means a CSO or an equivalent.

**Safety Objective:** means a general goal or desired outcome related to safety.

**Safety Performance:** means an organization's safety effectiveness and efficiency, as defined by safety performance indicators and targets, measured against the organization's safety objectives.

**Safety Performance Indicator:** means a data-driven, quantifiable parameter used for monitoring and assessing safety performance.

**Safety 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.

**Safety Performance Monitoring:** means activities aimed at the quantification of an organization's safety effectiveness and efficiency during service delivery operations, through a combination of safety performance indicators and safety performance targets.

**Safety Performance Target (SPT):** means a quantifiable level of performance or condition, expressed as a value for a given performance measure, achieved over a specified timeframe related to safety management activities.

**Safety Promotion (SP):** means a combination of training and communication of safety information to support SMS as applied to the transit agency's public transportation system.

**Safety Risk:** means the assessed probability and severity of the potential consequence(s) of a hazard, using as reference the worst foreseeable, but credible, outcome.

**Safety Risk Assessment:** means the formal activity whereby a transit agency determines SRM priorities by establishing the significance or value of its safety risks.

**Safety Risk Management (SRM):** means a process within a transit agency's Safety Plan for identifying hazards, assessing the hazards, and mitigating safety risk.

**Safety Risk Mitigation:** means the activities whereby a public transportation agency controls the probability or severity of the potential consequences of hazards.

**Safety Risk Probability:** means the likelihood that a consequence might occur, taking as reference the worst foreseeable, but credible, condition.

**Safety Risk Severity:** means the anticipated effects of a consequence, should the consequence materialize, taking as reference the worst foreseeable, but credible, condition.

**Serious Injury:** means any injury which:

- Requires hospitalization for more than 48 hours, commencing within seven days from the date that the injury was received;
- Results in a fracture of any bone (except simple fractures of fingers, toes, or nose);

- Causes severe hemorrhages, nerve, muscle, or tendon damage;
- Involves any internal organ; or
- 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.

**State:** means a State of the United States, the District of Columbia, or the Territories of Puerto Rico, the Northern Mariana Islands, Guam, American Samoa, and the Virgin Islands.

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

**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.

**Transit Agency:** means an operator of a public transportation system.

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

**Vehicle Revenue Miles (VRM):** means the miles that vehicles are scheduled to or actually travel while in revenue service. Vehicle revenue miles include layover/recovery time and exclude deadhead; operator training; vehicle maintenance testing; and school bus and charter services.

### **Additional Acronyms Used**

**ADA:** Americans with Disabilities Act  
**ADOT:** Arizona Department of Transportation  
**BIL:** Bipartisan Infrastructure Law  
**CIS:** Center for Internet Security  
**CSF:** Cybersecurity Framework  
**COG:** Continuity of Government  
**CSO:** Chief Safety Officer  
**EOP:** Emergency Operations Plan  
**ESRP:** Employee Safety Reporting Program  
**FAST Act:** Fixing America's Surface Transportation Act  
**FSD:** Fleet Service Division  
**FTA:** Federal Transit Administration  
**ICS:** Incident Command System  
**IPS:** Intrusion Prevention Systems  
**MAG:** Maricopa Association of Governments  
**MAP-21:** Moving Ahead for Progress in the 21<sup>st</sup> Century Act  
**MFA:** Multi-factor Authentication  
**MOU:** Memorandum of Understanding  
**MPO:** Metropolitan Planning Organization  
**NGFW:** Next-Generation Firewalls  
**NIMS:** National Incident Management System  
**NIST:** National Institute of Standards and Technology  
**NPRM:** Notice of Proposed Rulemaking  
**NPTSP:** National Public Transportation Safety Plan  
**NTD:** National Transit Database  
**PAG:** Personnel Administrative Regulation  
**PM:** Preventative Maintenance  
**PTASP:** Public Transportation Agency Safety Plan  
**SA:** Safety Assurance  
**SDS:** Safety Data Sheet  
**SERRP:** State of Arizona Emergency Response and Recovery Plan  
**SMS:** Safety Management Systems  
**SOP:** Standard Operating Procedure  
**SP:** Safety Promotion  
**SPT:** Safety Performance Targets  
**SRM:** Safety Risk Management  
**TAM:** Transit Asset Management  
**USC:** United States Code  
**VRM:** Vehicle Revenue Miles  
**WAF:** Web Application Firewall

Appendix B

**Board Minutes or Resolution**

Place here, or place reference here.

## Appendix C

### Safety Committee Membership

#### SAFETY COMMITTEE CHARTER

**Purpose:** The Safety Committee is established to fulfill requirements of the Public Transportation Agency Safety Plan (PTASP) and Bipartisan Infrastructure Law (BIL) updates to 49 USC Section 5329(d).

The committee serves as a collaborative forum to review, assess, and recommend safety practices and improvements for the City of Goodyear's WeRIDE microtransit service.

#### Committee Composition:

- Equal representation between management and frontline employees
- Membership includes:
  - Transdev Operations/General Manager
  - Manager of Service Management & Centralized Training
  - Safety, Security & Compliance Manager
  - Operations Supervisor(s)
  - Two (2) Microtransit Operators
  - City of Avondale Transit Manager (Chief Safety Officer)

#### Responsibilities:

1. Review and approve the PTASP
2. Identify and recommend risk-based mitigations or strategies to reduce the likelihood and severity of safety incidents
3. Evaluate the effectiveness of existing safety mitigations
4. Identify safety deficiencies for continuous improvement
5. Review safety data, including:
  - Employee injuries and incidents
  - Liability and accident reports
  - Safety inspection findings
  - Employee safety concerns
  - Safety training needs
  - Safety policies and procedures

#### Meetings:

- The Safety Committee will meet quarterly at a minimum.
- Special meetings may be called to address urgent safety concerns
- Meeting minutes will be maintained, distributed to all committee members, and posted in the WeRIDE break room

#### Terms of Service:

- Management positions serve as permanent members
- Frontline employee representatives serve one-year terms
- Membership selection process will be documented and transparent

**Authority:** The Safety Committee operates with the authority to make safety recommendations to the Accountable Executive for implementation. The committee fulfills the requirements specified in 49 USC Section 5329(d) for establishing a formal safety committee.

Safety Curriculum



**Student Operator Training Syllabus For WeRIDE Microtransit  
Operated By Transdev Services**



Student Microtransit Operator Training Syllabus From Training Plan

**Student Microtransit Operator Training Program**

***Week 1 – Classroom Instruction***

***Day 1 - Orientation & Overview (8 Hours)***

- (1 hr.) Introductions & Facility Tour
- (2 hrs.) Service Overview & WeRIDE Policies
- (2 hrs.) Transdev and WeRIDE Employee Handbook Review & SOP Overview
- (1 hr.) Title VI Civil Rights Act Compliance
- (1 hr.) Safety Overview: "Be Safe" Training
- (1 hr.) RideCo Platform Training

***Day 2 - Safe Work Methods (9 Hours)***

- (3 hrs.) Driving Fundamentals Part I & II
- (2 hrs.) Basics of Safety
- (2 hrs.) Communication & Navigation Devices
- (2 hrs.) Drive Cam Introduction

***Day 3 - Defensive Driving & Security Awareness (9 Hours)***

- (3 hrs.) Smith System Advanced Driving Techniques
- (2 hrs.) Security Awareness & Emergency Management
- (2 hrs.) Drug & Alcohol Policies
- (2 hrs.) Bloodborne Pathogens & Hazardous Materials

***Day 4 - Passenger Interaction & Compliance (9 Hours)***

- (2 hrs.) Distracted & Fatigued Driving
- (2 hrs.) Sleep Apnea Awareness
- (2 hrs.) Conflict De-escalation
- (2 hrs.) Transporting Passengers with Disabilities

- (1 hr.) WeRIDE Virtual Stop Hubs & Valley Metro Bus Transfer Points

**Day 5 - Certification & Hands-On Empathy Training (9 Hours)**

- (3 hrs.) Wheelchair Securement Certification
- (3 hrs.) Vehicle Introduction & Pre-Trip Inspections
- (3 hrs.) Final Classroom Training Test

***Skills Course, Behind The Wheel Instruction and Cadet Instruction (Week 2 - 40 Hours)***

***Day 6 - Closed Course Driving Instruction (10 Hours)***

- (3 hrs.) Pre-Trip Inspections and use of WeRIDE ODR Form
- (3 hrs.) Serpentine & Maneuvering Drills
- (2 hrs.) Turning & Reference Points
- (2 hrs.) Backing & Controlled Stops

**Day 7 - Behind the Wheel Instruction Basics (4 Hours)**

- (3 hrs.) Basic Road Driving (No freeways)
- (1 hr.) Wheelchair Securement Practice

**Day 8 - Behind the Wheel Instruction Advanced (10 Hours)**

- (3 hrs.) Freeway & Expressway Driving
- (3 hrs.) Intersections & Service Stops
- (2 hrs.) Passenger Pick-up & Drop-off Procedures
- (2 hrs.) Road Hazard Awareness

**Day 9 - Cadet Training Begins (10 Hours)**

- (1 hr.) Final evaluation from behind-the-wheel instruction
- (9 hrs.) Student drives with passengers under Instructor supervision

**Day 10 - Final Evaluation & Service Release (9 Hours)**

- (8 hrs.) Student drives with trainer and actual ridership
- (1 hr.) Final assessment before solo in revenue service approval