

This Agency Safety Plan describes our safety efforts and programs, and through our thorough implementation of such efforts and programs we explicitly show our commitment to system safety based on SMS principles, as per 49 CFR Part 673.

## 2.2 Safety Reporting

Employees and independent contractors are required to embrace VOD's safety goals and objectives and are encouraged to report safety concerns, issues, or hazards. Safety concerns may include issues with policies, procedures, physical conditions, events, information about an issue, among others.

All employees, including the Chief Safety Officer ("CSO") and Deputy CSO are encouraged and required to report any safety concerns to upper-level management. The CSO and Deputy CSO are required to bring any safety concerns to the attention of the City Manager, which can be done both in standing staff meetings as well as ad hoc escalations as necessary.

All contractors providing services in contract with VOD will have multiple channels of communication, both with the CSO and Deputy CSO as well as with VOD's live support team for transit operations. Independent contractors are encouraged and able to report any safety concerns through direct conversation with the Deputy CSO, in-app live chat or email to the live support team, and via live phone support during all service hours.

In addition, customers are encouraged to report safety concerns through all available channels, including live phone support during all service hours, dedicated email channels to VOD's live support team, and through VOD's dedicated mobile application.

All violations of VOD's safety rules or procedures (including regulatory requirements) may result in disciplinary action. No action will be taken against any employee, independent contractor, or customer who communicates a safety concern through our reporting channels, unless such disclosure indicates an illegal act, gross misconduct, or negligence, or a deliberate or willful disregard of our rules, policies and procedures. Once actions to remediate a safety violation have been determined, they shall be communicated throughout the organization and carried out.

## 2.3 Safety Management Policy Communication

VOD staff are informed of their responsibilities related to safety and the requirements of our Safety Plan during onboarding. Communicating the purpose and benefits of this Safety Plan and SMS principles among executive and senior management, supervisors and frontline staff are the most important jobs of all of our employees. All employees understand their respective safety roles and obligations and in identifying and assessing safety risks in the workplace and in agency operations. Fostering and reinforcing these obligations through regular agency-wide communications and programs are critical functions of the City Manager, CSO, and Deputy CSO including but not limited to:

- CSO meetings with City Manager on weekly basis.
- Dedicated safety-related agenda item in weekly meetings no less than monthly.