3. Safety Risk Management

3.1 Safety Risk Management Program

VOD promotes the proactive identification and evaluation of safety risks before they escalate into accidents or incidents. This Safety Plan and its programs must be effective in identifying and minimizing safety risks in the operational environment. All operations must be viewed from a systems perspective in that the safety-critical functions of one group may impact those of one or more others. This focus on system safety is meant to foster the understanding of the interdependence of actions on overall safety. As such, our hazard management program involves a multi-disciplinary review process that is ultimately managed by the Safety Committee, led by the CSO. There are three basic objectives:

- Safety hazard identification;
- Safety risk assessment ;
- and Safety risk mitigation.

3.2 Safety Hazard Identification

Hazard identification is a core element of the Safety Plan emphasizing timely correction of unsafe conditions, anticipated and reconciled before serious accident, injury, or damage occurs. Our Safety Risk Management program includes the following sources to identify hazards:
1. Reporting by frontline employees, including support team;
2. Reporting by independent contractor driver partners;
3. Review of monthly performance data and safety performance targets;
4. Review of vehicle maintenance reporting;
5. Comments from customers, passengers, and third parties, including vehicle maintenance Providers;
6. Investigations into safety events, incidents, and occurrences; and
7. Federal Transit Administration (FTA) and other oversight authorities

Hazards can be identified through a host of sources ranging from daily experience (accidents, incidents or safety concerns), safety performance and KPI related service data, or information submitted by customers, contractors, or employees. Once a hazard's causes, consequences, and likelihood of occurrence have been assessed, priorities for resolution can be established. The risks associated with hazards are accepted, minimized, controlled, or identified for future remedy. Safety efforts must, however, continue to ensure that the implementation of hazard remedies do not create new safety concerns.

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