

It is the task of the CSO to monitor and measure the safety performance of operations through data provided from various channels and to report to the Accountable Executive periodically. Using collected data and assessing trends, we develop minimum performance standards to meet agency safety targets and goals. From there, we may create KPI that show us whether or not we are achieving our safety targets and goals. Selected data is accumulated and analyzed for ongoing trending and performance measurement, including fatalities, injuries to passengers and/or personnel, system reliability, and other safety related events. This data comes from various sources including, but are not limited to:

- Incident reports.
- Observations of operations reports.
- Internal and external inspections, audits, and process reviews.  
Safety suggestions from employees, contractors, or customers.  
Historical knowledge.
- Seasonal events and effects.  
Environmental considerations.  
Fleet issues; and
- Training and onboarding efforts.

Monitoring and measurement of our safety assurance program establishes a baseline which we can use to compare criteria and conditions at other specific points in time. Once a baseline is established through monitoring and measurement, data can be used as criteria in evaluating operations to reduce risk and overall safety objective/goal achievement. Ongoing monitoring is built into our operations, performed continually, and responsive to change. Ongoing monitoring includes regular management and supervisory activities, comparisons, reconciliations, and other routine actions.

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

The transportation director has the ultimate responsibility of affording the riding public and employees safe and secure operations. Each employee is required to carry out specific system safety responsibilities in compliance with their job specifications, agency rules and regulations, and this Safety Plan. Each department generates its own performance data used for the detection of trends or problems in operations and maintenance prior to the development of a major safety concern. Among tThe various safety assurance activities overseen by the transportation director and CSO include:

- SOPs for Reporting Accidents;
- SOPs for Reporting Incidents;
- Fleet operations;
- Road supervision;
- Fleet maintenance through ATS's Fleet Management Vehicle Maintenance Program;
- Drug and Alcohol Program;
- TAM;
- Resource planning;
- Internal operations reviews;
- Accident/incident investigations and other means to determine causal factors;
- Contractor safety efforts;
- Data collection and analysis; and
- Security activities.

It is the task of the CSO to monitor and measure the safety performance of operations through data provided from the various departments and periodically report to the transportation director and safety committee periodically. Using collected data and assessing trends, we develop minimum performance standards to meet agency safety targets and goals. From there, w