

# Public Transportation Agency Safety Plan (PTASP)

## Gastonia Transit / GoGastonia



March 2026

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## Section 1. Transit Agency Information

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Gastonia Transit / GoGastonia

Accountable Executive: Randi P. Gates, Director of Transportation

Chief Safety Officer: Cindy Forrester, Division Manager, Fleet Services

PO BOX 1748

Gastonia, N.C. 28054

704-866-6855

[www.gastonianc.gov](http://www.gastonianc.gov)

Modes of Transit Service Covered by the Agency Safety Plan:

- On-Demand Microtransit
- Complimentary Paratransit

Modes of Service Provided:

- On-Demand Microtransit - Contracted
- Complimentary Paratransit – Directly Operated

FTA Funding Sources: FTA Section 5307

Gastonia Transit does not provide transit services on behalf of another transit agency or entity.

Gastonia Transit only serves a small urbanized area (and does not also provide service in a large urbanized area).

Small Urbanized Area Served: Gastonia, NC--SC

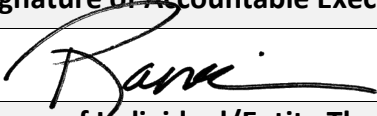
### General Information

The City of Gastonia provides public transportation through its GoGastonia microtransit service and complementary paratransit program. GoGastonia is an on-demand, app-based transit system that offers flexible, curb-to-curb service throughout the entire city limits, providing a convenient and efficient alternative to traditional fixed-route buses. Riders can book trips in real-time using the GoGastonia mobile app or by calling the call center. In compliance with the Americans with Disabilities Act (ADA), the City also offers complementary paratransit service for eligible individuals who are unable to use the microtransit system due to a disability. Together, these services are designed to improve mobility, promote accessibility, and enhance the overall quality of life for residents and visitors in the Gastonia area.

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## Section 2. Plan Development, Approval, and Updates

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|                                                                      |                                                                                   |                          |
|----------------------------------------------------------------------|-----------------------------------------------------------------------------------|--------------------------|
| <b>Name of Entity That Drafted This Plan</b>                         | City of Gastonia, Gastonia Transit                                                |                          |
| <b>Signature by the Accountable Executive</b>                        | <b>Signature of Accountable Executive</b>                                         | <b>Date of Signature</b> |
|                                                                      |  | March 17, 2026           |
| <b>Approval by the Board of Directors or an Equivalent Authority</b> | <b>Name of Individual/Entity That Approved This Plan</b>                          | <b>Date of Approval</b>  |
|                                                                      | City of Gastonia City Council                                                     | March 17, 2026           |
|                                                                      | <b>Relevant Documentation (title and location)</b>                                |                          |
|                                                                      | Resolution of Adoption, Appendix C                                                |                          |
| <b>Website</b>                                                       | www.gastonianc.gov/residents/transportation                                       |                          |

***The PTASP addresses all applicable requirements and standards as set forth in FTA's Public Transportation Safety Program and the National Public Transportation Safety Plan.***

### Annual Review and Update of the Public Transportation Agency Safety Plan

Gastonia Transit will review the PTASP annually, update the document as necessary, and implement the changes within a timeframe that allows for timely submission of the annual self-certification of compliance, no later than October 31st. Annual self-certification will consist of the Executive Director reviewing, approving, and signing the updated PTASP and submitting it to the Gastonia City Council for their approval. Any necessary updates outside the annual update window will be processed as PTASP addenda, which will be incorporated into the body of the PTASP. All updates and certifications will be shared with the Gaston-Cleveland-Lincoln MPO, the Federal Transit Administration (FTA), and the North Carolina Department of Transportation (NCDOT).

In compliance with FTA requirements for small urbanized transit providers, Gastonia Transit develops and updates its Public Transportation Agency Safety Plan (PTASP) in cooperation with frontline transit worker representatives. The cooperative process is structured, inclusive, and ongoing, ensuring that the knowledge and experience of frontline workers are integral to identifying hazards, assessing risks, and developing mitigations.

The collaborative process begins each year in July, when Gastonia Transit initiates its formal PTASP review period. A Safety Review Workgroup is convened and includes the Chief Safety Officer, supervisory staff, and at least three designated frontline worker representatives—with at least one from microtransit operations, one from complimentary paratransit operations, and one from maintenance staff.

The workgroup meets multiple times between July and September to evaluate current safety practices, review safety performance data, and recommend updates to policies, procedures, or mitigations. In

preparation for these meetings, employees are encouraged to submit safety suggestions or concerns through anonymous comment forms, digital surveys, or during regularly scheduled safety briefings. All input is documented and reviewed for consideration in the PTASP.

During the meetings, frontline representatives actively participate in reviewing the existing PTASP, identifying areas for improvement, and discussing how operational practices impact safety outcomes. Their feedback is documented in meeting summaries and incorporated into the PTASP draft. Once the draft is complete in early September, it is circulated to all members of the Safety Review Workgroup—including frontline representatives—for final comment before submission to the Accountable Executive and City Council.

This cooperative process ensures that the PTASP reflects real-world conditions and risks experienced by frontline staff, strengthens communication between leadership and employees, and supports a proactive, inclusive safety culture within Gastonia Transit.

| <b>Version Number and Updates</b><br><i>Record the complete history of successive versions of this plan.</i> |                               |                                |                    |
|--------------------------------------------------------------------------------------------------------------|-------------------------------|--------------------------------|--------------------|
| <b>Version Number</b>                                                                                        | <b>Section/Pages Affected</b> | <b>Reason for Change</b>       | <b>Date Issued</b> |
| 2                                                                                                            | All                           | Additional Guidance and Review | 6/30/2020          |
| 3                                                                                                            | All                           | Additional Guidance and Review | 3/17/2026          |

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### Section 3. Annual Safety Performance Targets

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Annual Safety Performance Targets are required under the FTA’s PTASP regulations (49 C.F.R. Part 673) and the National Public Transportation Safety Plan.

Each year, Gastonia Transit sets safety performance targets to help keep riders, employees, and the public safe. These targets allow the agency to track how well the transit system is performing in key safety areas, such as preventing serious incidents, reducing injuries, and maintaining reliable vehicles. By reviewing safety data annually and setting clear goals, the agency can identify trends, focus on areas that need improvement, and take steps to prevent future incidents. Annual safety targets also help ensure transparency and accountability and support coordination with state and regional partners to continuously improve transit safety for the community.

| Safety Performance Measure                         | GoGastonia<br>FY 2027 Target | Gastonia Transit<br>ADA<br>FY 2027 Target |
|----------------------------------------------------|------------------------------|-------------------------------------------|
| Major Events<br>(Total)                            | ≤ 5                          | 0                                         |
| Major Event Rate<br>(per 100k VRM)                 | ≤ 1                          | 0                                         |
| Total Collisions                                   | ≤ 35                         | ≤ 1                                       |
| Collision Rate<br>(per 100k VRM)                   | ≤ 5                          | ≤ 3                                       |
| Pedestrian Collision Rate<br>(per 100k VRM)        | 0                            | 0                                         |
| Vehicular Collision Rate<br>(per 100k VRM)         | ≤ 5                          | ≤ 3                                       |
| Total Fatalities                                   | 0                            | 0                                         |
| Fatality Rate<br>(per 100k VRM)                    | 0                            | 0                                         |
| Transit Worker Fatality Rate<br>(per 100k VRM)     | 0                            | 0                                         |
| Total Injuries                                     | ≤ 6                          | ≤ 2                                       |
| Injury Rate<br>(per 100k VRM)                      | ≤ 1                          | ≤ 6                                       |
| Transit Worker Injury Rate<br>(per 100k VRM)       | 0                            | ≤ 3                                       |
| Assaults on Transit Workers<br>(Total)             | ≤ 15                         | ≤ 1                                       |
| Assault Rate<br>(per 100k VRM)                     | ≤ 2                          | ≤ 3                                       |
| Mean Distance Between Major Mechanical<br>Failures | ≥ 50,000                     | ≥ 25,000                                  |

#### Performance Measures and Data Sources:

- SAFETY PERFORMANCE MEASURE: FATALITIES  
(Total number of reportable fatalities and rate per total Vehicle Revenue Miles (VRM), by mode)
  - Applies to: Customers, employees, and the public
  - Measures include:
    - Total fatalities
    - Fatality rate per VRM

- Transit worker fatality rate per VRM
- Data:
  - Reportable fatalities by mode
  - Transit worker fatalities by mode
  - Vehicle Revenue Miles by mode
- SAFETY PERFORMANCE MEASURE: INJURIES  
(Total number of reportable injuries and rate per total Vehicle Revenue Miles (VRM), by mode)
  - Applies to: Customers, employees, and the public
  - Measures include:
    - Total injuries
    - Injury rate per VRM
    - Transit worker injury rate per VRM
  - Data:
    - Reportable injuries by mode
    - Transit worker injuries by mode
    - Accidents/incidents resulting in injuries by mode
    - Vehicle Revenue Miles by mode
- SAFETY PERFORMANCE MEASURE: SAFETY EVENTS / COLLISIONS  
(Total number and rate per total Vehicle Revenue Miles (VRM), by mode)
  - Applies to: Customers, employees, and the public
  - Measures include:
    - Major events (total)
    - Major event rate per VRM
    - Collision rate per VRM
    - Pedestrian collision rate per VRM
    - Vehicular collision rate per VRM
  - Data:
    - Safety events by mode
    - Collisions by mode (pedestrian and vehicular)
    - Vehicle Revenue Miles by mode
- SAFETY PERFORMANCE MEASURE: TRANSIT WORKER ASSAULTS  
(Total number and rate per total Vehicle Revenue Miles (VRM), by mode)
  - Applies to: Transit employees
  - Measures include:
    - Total assaults on transit workers
    - Assault rate per VRM
  - Data:
    - Reported transit worker assaults by mode
    - Vehicle Revenue Miles by mode

- SAFETY PERFORMANCE MEASURE: SYSTEM RELIABILITY  
(Mean distance between major mechanical failures, by mode)
  - Purpose: Measures the reliability of transit vehicles and supports safe and consistent service delivery
  - Relationship to TAM Plan: Closely aligned with the Transit Asset Management (TAM) Plan and State of Good Repair (SGR) objectives
  - Data:
    - Annual system reliability targets by mode
    - Vehicle Revenue Miles by mode
    - Major mechanical failures by mode, including dates
    - Reference to TAM Plan policies and investment strategies impacting reliability

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## Section 4. Coordination with Metropolitan, Statewide, and Non-Metropolitan Planning Processes

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The North Carolina Department of Transportation (NCDOT) has prepared a Group TAM plan on behalf of all eligible transit agencies in the state, including Gastonia Transit. This plan reflects the data submitted by participating transit agencies serving all counties in the state of North Carolina.

**Note:** The current NCDOT Group TAM Plan includes Gastonia Transit’s previous fixed-route system. The next TAM Plan will include the City of Gastonia’s microtransit system, GoGastonia.

| Safety Performance Target Coordination                                                                                                                                                                                                                                      |                                         |                                  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|----------------------------------|
| <i>Describe the coordination with the State and Metropolitan Planning Organization(s) (MPO) in the selection of State and MPO safety performance targets.</i>                                                                                                               |                                         |                                  |
| Gastonia Transit shares safety performance targets with the Gaston-Cleveland-Lincoln MPO annually as part of our continued coordination of transit data. This data also includes Transit Asset Management (TAM) Plan updates and anticipated capital replacement schedules. |                                         |                                  |
| Targets Transmitted to the State                                                                                                                                                                                                                                            | State Entity Name                       | Date Targets Transmitted         |
|                                                                                                                                                                                                                                                                             | NCDOT                                   | June 30 <sup>th</sup> every year |
| Targets Transmitted to the Metropolitan Planning Organization(s)                                                                                                                                                                                                            | Metropolitan Planning Organization Name | Date Targets Transmitted         |
|                                                                                                                                                                                                                                                                             | Gaston-Cleveland-Lincoln MPO            | June 30 <sup>th</sup> every year |

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## Section 5. Safety Management System

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Gastonia Transit has established and implemented a Safety Management System (SMS) that is appropriately scaled to the size, scope, and complexity of its operations. As a small urban transit provider operating a microtransit system with complimentary paratransit services, Gastonia Transit has structured its SMS to ensure effective oversight of safety risks, promote a proactive safety culture, and provide continuous improvement in safety performance.

The SMS integrates safety into day-to-day decision-making and service delivery and is comprised of the four core components required by 49 CFR Part 673: Safety Management Policy, Safety Risk Management, Safety Assurance, and Safety Promotion. Each component is designed to reflect the operational scale of Gastonia Transit to meet the needs of its employees, passengers, stakeholders, and regulatory partners.

### Safety Management Policy

The Safety Management Policy forms the foundation of the SMS and establishes Gastonia Transit's commitment to safety as its top organizational priority. The policy is signed by the Accountable Executive and is supported by senior management, the Chief Safety Officer, and all employees. It defines the roles and responsibilities for safety throughout the organization, including the responsibilities of the Accountable Executive and Chief Safety Officer.

Key features of the Safety Management Policy include:

- A written commitment to ensuring the safety of all transit operations
- Defined lines of safety accountability and reporting structure
- A clear designation of the Accountable Executive with ultimate responsibility for SMS implementation
- An open reporting environment where employees are encouraged to report safety concerns without fear of retaliation
- Annual review and update of the policy to reflect organizational or operational changes

### Safety Risk Management (SRM)

Gastonia Transit applies a structured Safety Risk Management process to identify, analyze, and mitigate safety hazards across all transit modes. This process is scaled to our operations and conducted in a collaborative and ongoing manner with input from frontline employees, supervisors, and leadership.

The SRM process includes:

- Hazard Identification: Through employee reports, safety audits, vehicle inspections, incident data, and routine observations.
- Risk Assessment: Using a qualitative risk matrix to evaluate likelihood and severity of potential consequences.
- Mitigation Strategies: Developing and implementing controls to reduce risks to an acceptable level, such as policy changes, staff training, or operational adjustments.

Hazards and mitigations are tracked in a centralized safety tracking log, reviewed during monthly safety meetings, and used to inform decisions and revisions to standard operating procedures.

### Safety Assurance

Safety Assurance activities ensure that safety controls are functioning as intended and that the agency can detect emerging safety issues. Gastonia Transit's Safety Assurance program uses data collection, performance monitoring, and internal reviews to assess compliance and identify needed improvements.

Components include:

- Monitoring of safety performance indicators (e.g., preventable collisions, vehicle breakdowns, on-time performance)
- Investigation and root cause analysis of incidents, near misses, and safety events
- Regular audits of operational activities and maintenance procedures
- Verification of the effectiveness of implemented risk mitigations
- Quarterly safety performance reviews by the Chief Safety Officer, with findings shared with the Accountable Executive and relevant department leads

Corrective actions are documented and tracked until resolution, and lessons learned are integrated into future training and risk assessments.

### Safety Promotion

Gastonia Transit promotes safety awareness and accountability through regular communication, training, and employee engagement. Safety Promotion ensures that all staff understand their role in supporting a safe transit environment.

Elements of Safety Promotion include:

- New employee safety orientation and ongoing refresher training
- Quarterly safety meetings with all staff to discuss recent safety trends, policies, and concerns
- Use of internal bulletins, emails, and text alerts to distribute safety information
- Safety recognition initiatives to highlight and reward safe behaviors
- Open-door policy for employee feedback and confidential reporting of hazards or unsafe conditions

Frontline employees are engaged through their representatives in the development and update of the PTASP and are encouraged to take an active role in shaping Gastonia Transit's safety culture.

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## Section 6. Safety Management Policy

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### Safety Management Policy Statement

Gastonia Transit strives to provide safe, reliable, comfortable, and innovative transportation options to every member of the community. The Public Transportation Agency Safety Plan (PTASP) has been developed to integrate safety into all Gastonia Transit system operations. By using the procedures

contained in the PTASP, Gastonia Transit can continue to improve the safety and security of its services and operations.

This PTASP describes the policies, procedures, and requirements to be followed by management, maintenance, and operations personnel to provide a safe environment for Gastonia Transit employees, customers, and the general public. The goal of this program is to eliminate the human and fiscal cost of avoidable personal injuries and vehicle accidents.

Each department has a responsibility under the PTASP. The Director and supervisors shall provide the continuing support necessary to achieve the plan's objectives. A key to the success of this effort is for employees to be aware that they are accountable for safely performing the requirements of their positions. The success of the program also depends on all employees actively identifying potential hazards and making a commitment to the safety of others.

Gastonia Transit recognizes that effective safety management requires participation at all levels of the organization. A critical component of this approach includes cooperation with frontline transit worker representatives in both the development and ongoing updates of the PTASP. Representatives of frontline workers—including vehicle operators, maintenance personnel, and other field staff—are engaged in structured discussions, safety meetings, and hazard identification activities. Their feedback is gathered through direct participation in the safety review process, safety committees, anonymous reporting tools, and one-on-one engagement. Their input is incorporated into hazard analysis, mitigation development, and policy revisions to ensure the PTASP reflects the real-world experiences and concerns of those who operate and maintain the system daily. This cooperative approach strengthens the agency's safety culture and ensures that frontline perspectives are integrated into decision-making.

Gastonia Transit must remain aware that decisions and actions often affect the safety of other operational areas. By following the processes described in the PTASP, Gastonia Transit will continue to improve performance and system safety while creating and maintaining a culture of safety.

Gastonia Transit's Commitment to Safety includes the following:

- Support the management of safety through the provision of appropriate resources that foster an organizational culture encouraging safe practices, open communication, and active management of safety with the same rigor as other management systems.
- Integrate the management of safety among the primary responsibilities of all managers and employees.
- Clearly define accountabilities and responsibilities for all staff to support the agency's safety performance and the implementation of the Safety Management System (SMS).
- Establish and maintain effective hazard identification, risk analysis, and safety evaluation processes—including an employee safety reporting program that frontline staff can use to confidentially report concerns.
- Ensure that no action is taken against any employee who discloses a safety concern through the reporting program, unless the disclosure involves illegal acts, gross negligence, or willful disregard of procedures.

- Comply with, and when feasible, exceed federal, state, and local safety regulations and standards.
- Ensure the availability of skilled and trained staff to support the safety program and SMS implementation.
- Provide all employees with appropriate safety-related training and assign them duties aligned with their training and competence.
- Establish and track safety performance metrics and goals based on realistic and data-driven indicators.
- Continuously improve safety performance through effective management reviews and corrective action processes.
- Ensure that contractors and external vendors supplying critical services adhere to Gastonia Transit's established safety standards.

#### Safety Goals:

- Design, construct, operate, and maintain a transportation system that achieves a high level of safety, exceeding that of similarly sized transit agencies in the United States.
- Identify and evaluate hazards to employees, customers, and the public, and eliminate or control them through appropriate measures.
- Meet or exceed all applicable occupational health and safety standards and practices.
- Influence the design and procurement process to enhance the safety of future operations and reduce the need for modifications during service delivery.

#### PTASP Objectives:

- Integrate safety management and hazard control practices within each Gastonia Transit department.
- Assign responsibility for developing, updating, complying with, and enforcing safety-related policies and procedures.
- Verify compliance with safety policies and procedures through regular evaluations, trend analysis, and internal audits.
- Investigate all safety events to determine root causes and implement corrective actions to prevent recurrence.
- Expand the investigation and documentation of near-miss events.
- Identify, analyze, and resolve hazards in a timely and effective manner.
- Introduce safety considerations early in system design and procurement phases to reduce operational risks.
- Ensure that system modifications do not introduce new hazards.
- Train all employees and supervisors on the safety responsibilities specific to their roles.

Gastonia Transit takes these commitments seriously, as the lives and well-being of our riders, employees, and the general public depend on our ability to operate within a strong and accountable safety culture.

## Safety Management Policy Communication

Gastonia Transit realizes the importance of ensuring its employees and riders are aware of Gastonia Transit safety management policies and procedures to effectively manage the system's day-to-day operations. To do this, Gastonia Transit relies on several forms of effective communication.

**Employees:** Gastonia Transit is constantly evaluating existing policies and procedures to verify their effectiveness. To do this, Gastonia Transit seeks input from all staff, including contracted service providers and other City departments, to determine if change is necessary based on trends, data analysis, operational changes or new assets. Several methods are used to communicate policy and/or procedure changes, including:

- Bulletin board notices
- Employee email notification
- Departmental meetings

Gastonia Transit incorporates training on safety management policies that impact safety or service delivery, which is conducted prior to the policy's effective date. New policies and procedures are also included in orientation training for new employees. When a policy or procedure change is deemed significant, employees are required to sign an acknowledgment form to confirm their understanding of the change.

**Riders:** When a rider policy is changed or added, Gastonia Transit communicates updates through multiple channels, including:

- Notices posted on vehicles and at transit facilities, including the effective date and contact information for further inquiries
- Updates to schedules and ride guides, as appropriate
- Public meetings
- Social media announcements
- Targeted outreach for any services impacted by policy changes, as required by federal guidance
- In-app pop-ups, direct text messages, and emails sent through the GoGastonia app to notify riders directly

## Authorities, Accountabilities, and Responsibilities for Management of Safety

The ultimate authority for the success of this PTASP falls to the Accountable Executive (AE). The Chief Safety Officer (CSO), the administration and management team, as well as employees fulfilling their commitment to safety on a day-to-day basis support the AE.

**Accountable Executive (AE):** The Accountable Executive will determine, based on feedback from senior staff, the level of Safety Management System principals to maintain to ensure a safe work environment, rider experience and community safety. Gastonia Transit's AE is committed to providing employees with the tools and training needed to be successful and safe in their roles with Gastonia Transit. The AE will continually strive to create a culture of safety among the employees, and Gastonia Transit expects each employee to play a role in maintaining a safe workplace.

Gastonia Transit's AE is accountable for ensuring that the agency's Safety Management System (SMS) is effectively implemented throughout the agency's public transportation system. The AE is accountable for ensuring action is taken, as necessary, to address substandard performance in the agency's SMS. He or she may delegate specific responsibilities, but the ultimate accountability for the transit agency's safety performance cannot be delegated and always rests with the AE.

The AE has ultimate responsibility for carrying out the Public Transportation Agency Safety Plan; responsibility for carrying out the agency's Transit Asset Management Plan; and control or direction over the human and capital resources needed to develop and maintain both the PTASP and TAM Plan.

Gastonia Transit's AE is responsible for developing an annual transportation budget to provide the necessary funding to support training for new hires and experienced staff while also maintaining assets in a State of Good Repair (SGR) and/or replacing it, if it is no longer able to function as originally intended.

**Chief Safety Officer (CSO):** The CSO has been designated by the AE and has the authority and responsibility for day-to-day implementation and operation of the SMS and, while in this role, reports directly to the AE. As CSO, this individual will monitor safety and security throughout the organization including sub-contractors. All departments have been notified of the CSO's role and the established reporting requirements relating to safety-related matters.

Gastonia Transit's CSO will be responsible for the following:

- Developing and maintaining SMS documentation
- Directing hazard identification and safety risk assessment
- Monitoring safety risk mitigation activities
- Providing periodic reports on safety performance
- Briefing the Accountable Executive on SMS implementation progress
- Planning safety management training

**Supervisors:** Supervisors are responsible for the safety performance of all personnel and equipment under their supervision. They are responsible for the initial investigation of all accidents and incidents, and for reporting these accidents and incidents to the Human Resources and Transportation departments.

**Employees:** All Gastonia Transit and GoGastonia personnel are responsible for performing their work safely and for following established safety-related rules, procedures, and work practices. This includes reporting all accidents, incidents, and hazards to their supervisor per established requirements for the protection of themselves, co-workers, customers, facilities, and equipment.

Gastonia Transit and GoGastonia staff will be involved with updates, modifications and implementation of the PTASP. Each staff member brings a valued perspective to the development of policies and procedures he or she will be expected to implement. Every opportunity will be given for employees and riders to provide input to increasing safety at Gastonia Transit. Those opportunities include quarterly

safety meetings, annual employee meetings and training, department meetings, customer and employee surveys and an open-door policy with access to all management staff.

### Transit Worker Safety Reporting Program

Gastonia Transit is committed to providing a safe and respectful working environment for all employees and recognizes that effective safety management requires input from those most familiar with day-to-day operations: our frontline staff. In accordance with the requirements of 49 CFR Part 673, Gastonia Transit has established an Employee Safety Reporting Program (ESRP) that allows employees to confidentially report safety concerns to senior management—including the Chief Safety Officer (CSO) and Accountable Executive (AE)—without fear of retaliation.

### Purpose of the ESRP

The ESRP supports a proactive and transparent safety culture by encouraging all transit employees to report:

- Assaults or threats against transit workers
- Near-miss incidents
- Unsafe acts, conditions, or behaviors
- Potential hazards to employee, rider, or public safety
- Any other perceived or observed safety risk

Employees may report these issues regardless of their role—including drivers, maintenance technicians, dispatchers, or administrative personnel—using one of the following reporting methods:

- Direct report to a supervisor, CSO, or AE
- Completion of the Hazard Report Form
- Verbal report during safety meetings
- Anonymous written or electronic submissions, where available

This program complements other hazard identification methods including pre/post-trip inspections, maintenance evaluations, employee and rider feedback, training assessments, and scheduled safety committee reviews.

### Process and Follow-Up

Reports are categorized as requiring either **immediate action** or **delayed action**, based on the risk level:

**Immediate Action:** The employee must notify the on-duty supervisor or dispatcher immediately. If safe and time allows, consult the supervisor before taking action. Following mitigation, the employee must complete a Loss Prevention Investigation Report and submit it for formal review.

**Delayed Action:** If the risk does not pose an immediate threat, the employee must complete the report form and submit it to a supervisor for follow-up within a reasonable timeframe.

Supervisors are responsible for reviewing the report, offering guidance, and forwarding the information to the CSO. The CSO will determine the severity of the issue, investigate root causes, coordinate appropriate responses or mitigations, and track the report through resolution.

All reported hazards, including near misses and threats to workers, will be logged and monitored as part of Gastonia Transit's Safety Assurance process. Trends and data collected from ESRP submissions will be analyzed regularly to improve policies and procedures, prevent recurrence, and ensure system-wide safety improvements.

### Protections for Employees

Gastonia Transit encourages all employees and contract drivers to participate actively in the safety reporting process and guarantees that:

- **No employee or contract driver will be disciplined or retaliated against for good faith safety reporting.**
- Reports will be handled confidentially to the extent possible.
- The identity of the reporting employee will be protected unless disclosure is required during investigation or for corrective action.
- Reports may be submitted anonymously when preferred.

### Exclusions and Disciplinary Actions

While employee and contract driver safety reporting is protected, there are limitations to this protection. Employees will not be shielded from disciplinary action if the safety concern reported:

- Involves deliberate or willful violations of safety procedures or regulations
- Results from gross negligence or reckless conduct
- Involves illegal acts, such as tampering with safety equipment or falsifying records
- Is submitted in bad faith with intent to harm others or mislead management

These behaviors may be subject to disciplinary action up to and including termination, depending on the severity of the misconduct.

### Gastonia Transit's Responsibility

Gastonia Transit takes every safety concern seriously. Each report is evaluated individually to determine whether it reflects a single event or indicates a systemic issue. All findings are documented and, where necessary, used to initiate corrective actions, procedural updates, or changes in training.

Employees are strongly encouraged to play an active role in identifying risks and maintaining a safe and respectful environment for fellow staff, riders, and the public. Gastonia Transit leadership remains committed to fostering a culture where every employee is empowered to speak up about safety without fear.

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## Section 7. Safety Risk Management

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Gastonia Transit and contract service providers offer training to all personnel in the identification of hazards and security threat while also providing tools to enable personnel to report these risks. Once the risk has been identified, Gastonia Transit and/or the contracted service provider conducts an assessment of the risk to determine the necessary response and response time. The response may include further investigation or monitoring, action(s) to mitigate the hazard or security threat and follow-up assessment to ensure action taken is appropriate and effective.

### Hazard Identification

Hazards and security threats are identified through systematic, continuous monitoring of the entire Gastonia Transit system. Hazard identification is a foundational element of the Safety Risk Management (SRM) process and includes regular assessments of personnel, assets, and service operations. Hazards are identified using both routine procedures and proactive feedback loops, and potential consequences are evaluated for severity and likelihood by supervisory staff and the Chief Safety Officer (CSO).

### Personnel

Each Gastonia Transit paratransit employee undergoes a formal evaluation during their 180-day probationary period, during which performance, safety adherence, and training effectiveness are closely monitored. Spot checks and annual evaluations throughout employment help identify hazardous behaviors, skill gaps, or training deficiencies. Any deficiency identified triggers remedial training and follow-up evaluation to ensure the issue is resolved and does not create a systemic hazard.

### Assets

All rolling stock, equipment, and facilities are subject to a rigorous preventive maintenance program aimed at early detection of hazards or performance deficiencies. Daily Vehicle Inspection Reports (VIRs), scheduled inspections, and annual evaluations are used to assess condition and identify risks. Gastonia Transit also provides updates to NCDOT for its FTA-required Transit Asset Management (TAM) Plan annually, including asset condition, age, and mileage. This data is used to forecast potential failures, plan replacements, and avoid service disruptions or safety risks.

### System Operations

System-level evaluations are conducted through route testing, periodic ride-alongs, and performance monitoring. Frontline employees are trained to recognize operational or environmental changes that may pose hazards. Through the Employee Safety Reporting Program (ESRP), they are instructed to notify supervisors immediately or upon returning to base, depending on the urgency of the situation.

Supervisors or employees complete a Hazard Report Form for each reported condition. If the hazard requires immediate action, the supervisor will provide mitigation instructions on the spot. If not immediate, the CSO will assess risk, investigate the underlying cause, and assign appropriate mitigation steps and timelines.

## Passenger and Public Reports

Complaints submitted by passengers or the public—especially those related to unsafe operator behavior or recurring service issues—are reviewed to determine whether they rise to the level of a safety concern. Any complaint deemed to pose an imminent hazard triggers immediate response and investigation by supervisory staff.

Hazard Report Forms can be found on all vehicles and in all service and operations offices. The form requires documentation of:

- Date, time, location
- Description of hazard
- Individuals involved (if applicable)
- Initial actions taken
- Supervisor/CSO evaluation
- Risk prioritization matrix
- Final resolution or additional follow-up actions

All completed forms are processed by the CSO, who categorizes and logs them for trend analysis, which informs both Safety Risk Management and Safety Assurance processes.

## External Hazard Sources

In addition to internal monitoring, Gastonia Transit considers data and guidance from external oversight authorities and subject-matter experts to identify potential hazards. These include:

- **Federal Transit Administration (FTA):** Safety Advisories, Safety Bulletins, and audit findings
- **North Carolina Department of Transportation (NCDOT):** Safety notices and compliance recommendations
- **Centers for Disease Control and Prevention (CDC) and State health authorities:** Information regarding exposure to infectious diseases, emerging health threats, and guidance for worker and public protection

This external information is integrated into hazard monitoring and used to inform health-related policies, personal protective equipment (PPE) standards, vehicle sanitation procedures, and emergency planning.

## Safety Assurance Integration

Gastonia Transit's Safety Assurance activities, including safety audits, performance data review, incident/accident investigations, and monitoring of safety performance targets, are also key sources of hazard identification. Any safety concern emerging from trend analysis, post-incident reviews, or failed mitigations is referred to the CSO and entered into the hazard tracking system for evaluation and risk management.

## Safety Risk Assessment

All Gastonia Transit employees and GoGastonia contract drivers receive position-specific safety training to enable them to identify and respond to potential hazards effectively. In the field, employees are

empowered to use sound professional judgment when immediate supervisor contact is not feasible, particularly in fast-developing or emergency situations. When a hazard is observed that does not require urgent mitigation, employees are expected to document and report the issue for evaluation.

Once received by the Chief Safety Officer (CSO), each reported hazard undergoes a formal risk assessment process, which includes:

- Evaluating the potential severity of the consequences if the hazard were to result in an event, and
- Assessing the likelihood of those consequences occurring, based on available data, trends, and employee or supervisory insight.

The CSO categorizes hazards into three priority levels, which guide the urgency and scale of the agency's response:

| Risk Level                  | Description                                                                                               | Required Action Timeline                                                                         |
|-----------------------------|-----------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| <b>Level 1 – Immediate</b>  | High-severity or high-likelihood hazards that pose imminent risk to staff, riders, or public safety.      | Action taken <b>immediately</b> or within 24 hours. May involve temporary or permanent controls. |
| <b>Level 2 – Short Term</b> | Moderate risk hazard. Potential to escalate to Level 1 if left unaddressed.                               | Mitigation within <b>7 days</b> . Additional monitoring required.                                |
| <b>Level 3 – Long Term</b>  | Low risk or potential risk. No immediate threat, but requires tracking and possible mitigation over time. | Ongoing monitoring. Mitigation considered based on available resources and impact.               |

As part of this process, the CSO considers any existing mitigations or safety controls already in place to determine whether additional actions are necessary, or if adjustments to existing processes are more appropriate.

In all cases, the CSO will document:

- The initial report,
- Assessment outcome (risk level),
- Whether mitigation is required,
- Recommended strategies, and
- Timeline for completion.

This risk assessment process also draws from the agency's Safety Assurance activities, including incident trends, performance monitoring, and internal safety audits. It integrates external data as well, including guidance from the Federal Transit Administration (FTA), North Carolina Department of Transportation (NCDOT), and—when relevant—public health advisories from the Centers for Disease Control and Prevention (CDC) or North Carolina Department of Health and Human Services (NCDHHS).

## Safety Risk Mitigation

Gastonia Transit is committed to mitigating all identified hazards in a way that reduces both the likelihood and severity of harmful consequences. Risk mitigation strategies are designed based on the outcome of the safety risk assessment and are developed in collaboration with relevant departments, supervisors, and subject matter experts.

Mitigation strategies may include:

- Changes to operating procedures
- Engineering controls or asset modifications
- Training or retraining of personnel
- Policy updates
- Adjustments to service schedules or routes
- Enhanced signage or safety communications
- Use of personal protective equipment (PPE)

In cases where the hazard involves infectious disease exposure (e.g., during a public health emergency), Gastonia Transit will also incorporate mitigation practices based on guidance from the CDC, state health authorities, and FTA.

When mitigation strategies are implemented:

- Communications are distributed to impacted staff using the most appropriate and effective channel—e.g., supervisor briefings, dispatch messages, text alerts, bulletin boards, or safety meetings.
- The CSO monitors mitigation effectiveness through follow-up evaluations, audits, or incident trend analysis.
- If mitigation proves insufficient, the strategy may be revised, expanded, or escalated for additional review.

All mitigations are logged, which is used to track mitigation status, link actions to the original hazard report, and inform future safety performance goals and policy updates.

In some cases, complete mitigation may not be feasible. In these instances, Gastonia Transit prioritizes awareness, training, and monitoring to minimize residual risk to an acceptable level.

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## Section 8. Safety Assurance

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### Safety Performance Monitoring and Measurement

Safety performance monitoring and measurement involves the ongoing, proactive assessment of Gastonia Transit's operations, maintenance, and safety procedures. This process ensures safety risk mitigations are functioning as intended, identifies opportunities for improvement, and ensures full

compliance with safety requirements. The Chief Safety Officer (CSO) leads this effort, supported by Transit Operations, Maintenance, and Administrative staff.

### Monitoring Compliance with Operations and Maintenance Procedures

Gastonia Transit and GoGastonia systematically evaluates its operations and maintenance activities to ensure they meet established standards.

Monitoring includes:

- Daily Pre/Post-Trip Inspections by vehicle operators.
- Preventive Maintenance Program (PMI) based on manufacturer recommendations and internal schedules.
- Facility Inspections conducted quarterly by Maintenance, Safety, and Facilities staff using a standardized checklist.
- Employee Evaluations, including real-time spot checks and formal performance reviews.
- Deficiencies identified during these activities are reported using the Hazard Report Form, documented in the safety risk register, and reviewed by the CSO and Safety Committee.

### Monitoring the Effectiveness of Safety Risk Mitigations

The CSO monitors implementation and performance of safety risk mitigations through:

- Field observations and follow-ups on implemented corrective actions.
- Performance indicators such as vehicle service disruptions, hazard recurrence, and preventable incidents.
- Safety Committee reviews of mitigation strategies.

When a mitigation is found to be ineffective, the CSO coordinates with relevant departments to revise or develop alternative strategies.

### Investigations of Safety Events

All reportable safety events—including accidents, incidents, and near-misses—are investigated by Gastonia Transit and/or the contracted service provider to identify root causes and contributing factors.

Investigation procedures include:

- Immediate notification and scene response by an Operations Supervisor.
- Operator and witness interviews, vehicle inspections, and retrieval of video or digital evidence.
- Completion of accident and incident reports within 72 hours.
- Review of causal factors and classification as “preventable” or “non-preventable” by the Safety Committee.

Findings from each investigation are used to inform future training, procedures, and mitigation strategies.

**NOTE:** Operators are required to contact 911 first in emergencies requiring immediate response, followed by notification to dispatch so supervisory staff can respond and begin incident management.

## Monitoring Internal Safety Reporting

Gastonia Transit's Employee Safety Reporting Program (ESRP) encourages frontline staff to report safety concerns, including assaults, unsafe conditions, and/or near-misses. Reports are submitted through supervisors, the CSO, or directly via the Hazard Report Form. The reports are evaluated and tracked by the CSO and reviewed during safety meetings and are included in safety trend analyses and used to refine safety programs. All reports are handled confidentially and protected from punitive response unless they involve willful misconduct or gross negligence.

## Continuous Improvement

Gastonia Transit is committed to maintaining a safety culture of continual learning and improvement. Through regular analysis and corrective action, the agency ensures that its Safety Management System (SMS) remains effective and up to date.

## Annual Safety Performance Assessment

Each year, Gastonia Transit conducts a formal safety performance review, led by the CSO and overseen by the Accountable Executive. This process includes the following with key findings summarized in an internal Annual Safety Performance Report.

- Evaluation of safety performance indicators and targets as outlined in the PTASP.
- Review of safety trends, hazards, and incident data.
- Assessment of SMS implementation across all departments.
- Feedback from employees via surveys, interviews, and committee input.

## Identification of SMS Deficiencies

As part of the annual review, Gastonia Transit identifies any elements of the Safety Management System (SMS) that are not fully implemented or functioning as intended, as well as gaps in compliance with FTA regulations or internal policies. The review also evaluates whether safety performance targets have been missed or if data reveals negative trends in key metrics. Identified deficiencies may include ineffective hazard mitigations, low rates of employee safety reporting, or recurring incidents within a particular service mode or operational area.

## Corrective Action Planning

Under the direction of the Accountable Executive, a Corrective Action Plan (CAP) is developed for each identified deficiency. This plan includes:

- A clear description of the problem and associated risks.
- Root cause analysis findings.
- Specific corrective actions, responsibilities, and deadlines.
- A schedule for implementation and follow-up monitoring.
- Reassessment of the issue after mitigation to determine resolution.

Corrective actions may range from updated procedures, retraining, equipment modifications, and/or external audits.

The Accountable Executive ensures that adequate resources, staffing, and coordination are available to carry out these plans. The CSO tracks implementation and reports status to the executive leadership.

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## 9. Safety Promotion

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### Competencies and Training

#### Hiring Practices

Selecting applicants who are well-suited for transit operations is essential to ensuring safe service. Paratransit and microtransit drivers are directly responsible for the safety of passengers, pedestrians, cyclists, and all others who share the road with Gastonia Transit and GoGastonia vehicles. The hiring process includes the following:

**Applications:** Applicants are recruited through postings in traditional and diverse media, referrals, and online platforms. Applications are screened by the Human Resources Department, as well as Transit Operations personnel.

**Interview:** Applicants are interviewed by the Operations Supervisor and other administrative staff. Interviews assess customer service skills, multitasking ability, conflict resolution, and composure under pressure.

**Driving Record:** A clean five-year driving record is required, establishing a de facto minimum hiring age of 21.

**Licensing:** Candidates for the complimentary paratransit service must be able to obtain a Commercial Driver's License (CDL) with appropriate endorsements, including passenger and air brake endorsements, if required.

**Criminal Background Check & Drug Testing:** A clear background check and a negative result on a pre-employment drug test are required.

**Physical Capacities Testing:** Applicants must pass a position-specific physical test.

#### Training Program

Gastonia Transit has implemented a comprehensive safety training program for all operations personnel and employees directly responsible for safety. The training includes the following categories:

##### Initial Driver Training

New paratransit drivers complete an intensive two-week training course covering:

- Vehicle operation (basic and advanced maneuvers)

- Service stop protocols
- Passenger securement and accessible service
- Conflict resolution and de-escalation
- Health, injury prevention, and stress management
- CDL preparation and vehicle orientation
- System overview and safety management systems (SMS)
- Emergency management

#### **Emergency Response Procedures:**

In the event of a life-threatening emergency, serious injury, fire, collision with injuries, or other situation requiring immediate emergency assistance, vehicle operators must contact 911 first to request emergency services. Once emergency services have been notified and it is safe to do so, the operator must immediately contact dispatch to report the situation and receive further instructions.

#### **Follow-up Support**

After initial training, drivers undergo continued monitoring and support including:

- Scheduled check-rides
- Winter weather and defensive driving training
- Safety reviews with the CSO
- Additional topical training opportunities

#### **Annual Refresher Training**

Each year, all drivers participate in a refresher course covering:

- Dealing with difficult people and conflict resolution
- Fatigue awareness
- Harassment prevention
- Securement procedures for mobility devices
- Bloodborne pathogens and injury prevention
- Updates to SMS and the PTASP
- Accessible service sensitivity
- Winter driving
- New technology
- Operational changes

#### **Supervisor and Maintenance Staff Training**

Supervisors receive training appropriate to their roles, including oversight of the drug and alcohol testing program, accident investigation procedures, emergency response protocols, dispatch operations, and employee coaching and performance management. Maintenance and facilities staff receive injury and illness prevention training that covers hazardous materials handling, proper use of personal protective equipment (PPE), ergonomics, forklift safety, and other job-specific safety practices necessary to reduce occupational risk.

## Contracted Service Providers

Gastonia Transit provides microtransit services through a third-party contractor. While Gastonia Transit does not directly hire or supervise the microtransit drivers, it retains responsibility for the safety of the entire transit system, including contracted services.

To ensure compliance with the agency's Safety Management System (SMS), Gastonia Transit requires its contracted service provider to adhere to all relevant safety standards, including:

**Driver Selection and Training:** The contractor is required to follow rigorous hiring and training standards, including background checks, and training in customer service, vehicle operation, defensive driving, ADA accommodations, and safety risk identification.

**Safety Performance Monitoring:** Gastonia Transit regularly reviews safety performance data from the contractor, including incident reports and customer complaints.

**Safety Assurance Oversight:** Gastonia Transit conducts periodic audits and safety reviews of the contracted microtransit operations to ensure safety risk mitigations are implemented and effective.

**Contract Provisions:** The service contract includes language requiring the contractor to cooperate in the implementation and maintenance of Gastonia Transit's PTASP, including participation in safety meetings, reporting safety data, and submitting to compliance reviews.

While the drivers for GoGastonia microtransit services are employed by the contractor, they are considered an integral part of Gastonia Transit's safety program. The agency maintains close coordination to ensure all safety standards and expectations are met or exceeded.

## Safety Communication

Gastonia Transit promotes open communication across all levels of staff regarding safety performance, risks, and system changes.

- **Internal Communications:** Safety bulletins, text alerts, and staff meetings are used to share information about new hazards, policies, or incident response.
- **ESRP Feedback Loop:** Responses to safety reports submitted through the Employee Safety Reporting Program (ESRP) are communicated directly back to the reporting employee or across the system if applicable.
- **Frontline Engagement:** Safety Committee meetings include representation from operations staff, and feedback from ADA/paratransit and microtransit drivers is solicited during safety reviews and PTASP updates.

Gastonia Transit is committed to maintaining a safety culture that values frontline feedback, ensures system-wide awareness, and supports continuous learning.

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## Appendix A. Definitions of Terms Used and Commonly Used Acronyms

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**Accountable Executive (AE)** - The senior executive with ultimate responsibility for ensuring that the Public Transportation Agency Safety Plan (PTASP) and Safety Management System (SMS) are developed, implemented, maintained, and adequately resourced. For Gastonia Transit, this role is fulfilled by the Director of Transportation.

**Accident** - An event involving a transit vehicle that results in a fatality, injury, or property damage and meets National Transit Database (NTD) reporting thresholds.

**Assault** - A physical attack, attempted physical harm, or credible threat of harm directed toward a transit worker, as defined by NTD reporting requirements.

**Collision** - Contact between a transit vehicle and another vehicle, pedestrian, cyclist, animal, fixed object, or infrastructure. Collisions may be classified as pedestrian or vehicular collisions for reporting and analysis purposes.

**Chief Safety Officer (CSO)** - The individual designated by the Accountable Executive to manage and oversee the day-to-day implementation and operation of the Safety Management System (SMS).

**Corrective Action Plan (CAP)** - A documented plan developed to address identified deficiencies in safety performance, SMS implementation, or regulatory compliance, including assigned responsibilities and timelines.

**Employee Safety Reporting Program (ESRP)** - A confidential and non-punitive program that allows transit employees to report safety concerns, hazards, near-misses, and incidents without fear of retaliation, except in cases of willful misconduct, gross negligence, or illegal activity.

**Hazard** - A condition or circumstance with the potential to cause injury, illness, damage to property or equipment, or harm to employees, passengers, or the public.

**Hazard Identification** - The systematic process of recognizing, documenting, and tracking hazards through employee reports, inspections, audits, data analysis, and external guidance.

**Incident** - An unplanned event involving transit operations that does not meet the definition of an accident but may affect safety, service, or system reliability.

**Major Mechanical Failure** - a mechanical defect or malfunction that results in a vehicle being removed from revenue service and includes road calls where the vehicle cannot safely continue service, tows due to a mechanical failure, and failure of a safety-critical system. This does not include removals from service due to collisions/wrecks, vandalism or non-mechanical damage, scheduled preventative maintenance, or routine repairs where the vehicle remains available for service.

**Major Safety Event** - A serious safety or security incident involving transit service that results in a fatality, a transported injury, property damage of \$25,000 or more, or an evacuation for life-safety reasons.

**Mean Distance Between Major Mechanical Failures (MDBF)** - A system reliability measure calculated by dividing total vehicle revenue miles by the number of major mechanical failures within a given period.

**Near-Miss** - An unplanned event that did not result in injury, damage, or loss but had the potential to do so if circumstances had been slightly different.

**Preventable Incident** - An accident or incident determined through investigation to have been avoidable through reasonable actions or adherence to established policies and procedures.

**Public Transportation Agency Safety Plan (PTASP)** - A written plan required by the Federal Transit Administration that documents how a transit agency implements Safety Management System principles to manage safety risks.

**Risk** - The composite of the likelihood and severity of the potential consequences of a hazard.

**Safety Assurance** - The SMS component that ensures safety risk mitigations are implemented and effective through monitoring, audits, investigations, and performance measurement.

**Safety Management System (SMS)** - A formal, organization-wide approach to managing safety risk and assuring the effectiveness of safety risk mitigations, consisting of Safety Management Policy, Safety Risk Management, Safety Assurance, and Safety Promotion.

**Safety Performance Target** - A quantifiable goal established annually to measure and improve safety outcomes related to fatalities, injuries, safety events, assaults, and system reliability.

**Safety Promotion** - The SMS component focused on training, communication, and employee engagement to support a positive safety culture.

**Safety Risk Management (SRM)** - The SMS process used to identify hazards, assess safety risk, and implement mitigations to reduce risk to acceptable levels.

**State of Good Repair (SGR)** - A condition in which capital assets are able to operate at a full level of performance, supporting safe and reliable transit service.

**Transit Asset Management (TAM) Plan** - A strategic document required by FTA that outlines asset inventories, condition assessments, performance measures, and investment priorities to maintain assets in a state of good repair.

**Vehicle Revenue Miles (VRM)** - The miles traveled by transit vehicles while providing revenue service to passengers; used as a denominator for safety performance rates.

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## Appendix B. Hazard Report Form

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Purpose: This form is used to identify, document, and report safety hazards observed within the transit system. Reports may be submitted confidentially.

### SECTION 1: REPORTER INFORMATION (Optional)

Name: \_\_\_\_\_

Job Title / Role: \_\_\_\_\_

Department: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

☐ Check here if you wish to remain anonymous

### SECTION 2: HAZARD INFORMATION

Date of Observation: \_\_\_\_\_

Time of Observation: \_\_\_\_\_

Location of Hazard:

\_\_\_\_\_  
\_\_\_\_\_

Type of Hazard:

☐ Vehicle/Equipment Issue   ☐ Roadway/Infrastructure Condition   ☐ Weather-Related

☐ Passenger Behavior   ☐ Pedestrian/Bicyclist Conflict   ☐ Operational Procedure

☐ Facility Condition   ☐ Security Concern   ☐ Other: \_\_\_\_\_

### SECTION 3: HAZARD DESCRIPTION

Describe the hazard:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Potential consequence:

☐ Minor Injury   ☐ Serious Injury   ☐ Fatality   ☐ Property Damage   ☐ Service Disruption

☐ Other: \_\_\_\_\_

#### **SECTION 4: RISK ASSESSMENT (Safety Officer)**

Likelihood of Occurrence:

☐ Frequent ☐ Probable ☐ Occasional ☐ Remote ☐ Improbable

Severity of Consequence:

☐ Catastrophic ☐ Critical ☐ Marginal ☐ Negligible

Risk Rating:

☐ High ☐ Medium ☐ Low

#### **SECTION 5: IMMEDIATE ACTION TAKEN**

☐ Yes ☐ No

If yes, describe:

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#### **SECTION 6: CORRECTIVE ACTION**

Recommended Mitigation Strategy:

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Responsible Person/Department: \_\_\_\_\_

Target Completion Date: \_\_\_\_\_

Status:

☐ Open ☐ In Progress ☐ Closed

Date Closed: \_\_\_\_\_

#### **SECTION 7: REVIEW & APPROVAL**

Reviewed By: \_\_\_\_\_

Date Reviewed: \_\_\_\_\_

Signature: \_\_\_\_\_





**RESOLUTION TO ADOPT THE CITY OF GASTONIA  
PUBLIC TRANSPORTATION AGENCY SAFETY PLAN (PTASP)**

**WHEREAS**, the City of Gastonia operates public transportation services through Gastonia Transit, including the GoGastonia microtransit service and complementary ADA paratransit service; and

**WHEREAS**, the City of Gastonia receives federal funding through the Federal Transit Administration (FTA) Section 5307 Urbanized Area Formula Program; and

**WHEREAS**, pursuant to 49 CFR Part 673, the Federal Transit Administration requires recipients of federal public transportation funds to develop and implement a Public Transportation Agency Safety Plan (PTASP) based on Safety Management System (SMS) principles; and

**WHEREAS**, the PTASP establishes the policies, procedures, safety performance targets, and risk management processes necessary to maintain safe transit operations; and

**WHEREAS**, the PTASP applies to all Gastonia Transit operations, including contracted GoGastonia microtransit service and directly operated complementary ADA paratransit service; and

**WHEREAS**, the PTASP has been developed in cooperation with frontline transit worker representatives and incorporates federal safety management requirements, performance monitoring, and continuous improvement practices; and

**WHEREAS**, the PTASP will be reviewed annually and updated as necessary to ensure compliance with federal regulations and alignment with best practices in transit safety management; and

**WHEREAS**, adoption of the PTASP by the governing body of the transit agency is required by federal regulation.

**NOW, THEREFORE, BE IT RESOLVED** by the City Council of the City of Gastonia, North Carolina, that:

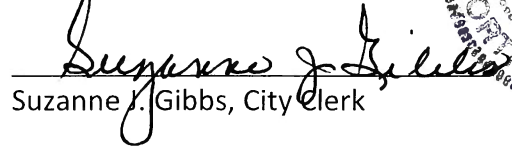
1. The Public Transportation Agency Safety Plan (PTASP) for Gastonia Transit, dated March 2026, is hereby adopted.
2. The Director of Transportation, serving as the Accountable Executive, is authorized to implement and maintain the PTASP and Safety Management System in accordance with federal regulations.
3. Gastonia Transit staff are directed to review the PTASP annually and present any necessary updates to City Council for approval.

Resolved this the 17th day of March, 2026.



Richard Franks, Mayor

ATTEST:



Suzanne J. Gibbs, City Clerk



Res3308