



**Procedure SSO-009**

**Investigation for Allegations of RTA/RFGPTS Noncompliance with Agency Safety Plan (ASP) Procedure (including public input)**

**Current Version:** 04/05/2022

**Scope:** This procedure addresses receipt of allegations of RTA/RFGPTS noncompliance with their ASP.

**Agency Safety Plan Investigation of Noncompliance Requirement**

§ 674.25(c). An SSOA has primary responsibility for the investigation of any allegation of noncompliance with a Public Transportation Agency Safety Plan.

**Sources of Allegations of RTA/RFGPTS ASP Noncompliance:** The following are potential sources of allegations of RTA/RFGPTS ASP noncompliance:

- Public
- Patrons
- RTA/RFGPTS Employees
- RTA/RFGPTS Safety Department
- SSO Program
- Federal Transit Administration (FTA)
- Any safety notification made to an RTA/RFGPTS
- Others

The SSO program requirements, processes and procedures are intended to be transparent. The program standard and contacts for the SSO program staff are publicly available on the NJDOT webpage describing the SSO program. This information is published with the acknowledgement that anyone can contact the SSO program staff with any concerns, including allegations of RTA/RFGPTS noncompliance with their ASP/safety program.

PROPERTY	SSO PROGRAM HOTLINE	SAFETY HOTLINE
Newark Light Rail	1-844-RAILSAFE	877-806-8283
Hudson-Bergen Light Rail	1-844-RAILSAFE	877-806-8283
River LINE	1-844-RAILSAFE	877-806-8283
Port Authority Transit Corporation	1-844-RAILSAFE	<a href="#">"Look Up Speak Up" from alerts</a>

The NJDOT SSO program also uses this regulatory requirement to add investigations beyond those required by FTA for accidents as state/significant hazardous condition reportable events.



**Investigation Procedure for RTA/RFGPTS ASP Noncompliance:** All allegations of RTA/RFGPTS noncompliance with their ASP will be properly reviewed and investigated, as prescribed in the following tables. If an allegation requires investigation, it will follow the procedures described in **Appendix O** of this Program Standard and/or the adopted and approved RTA/RFGPTS investigation procedures. The NJDOT SSO program may require the RTA/RFGPTS Safety Department to complete the investigation for the program under the same authority as any other safety event investigations. The investigation report and any issues or recommendations required will be communicated and coordinated between the NJDOT SSO program and the RTA/RFGPTS Safety Department for resolution (and other RTA/RFGPTS departments, as needed). The RTA/RFGPTS will be required to develop a corrective action plan (CAP) or explanation of no need for a CAP. If CAP(s) are developed by the RTA/RFGPTS, the NJDOT SSO program will review, approve, and adopt the CAP(s) in the same manner as any other investigation report and CAP(s), including a formal review of the CAP(s). Any investigations for allegation of noncompliance with the RTA/RFGPTS will be considered a ‘significant hazardous condition’ investigation and follow standard record-keeping.

**Responding to RTA/RFGPTS ASP Noncompliance:**

In the event that a safety complaint is received by the NJDOT SSO program, the person receiving the notification must complete the required ‘Complaint Form’ and notify the NJDOT SSO Program Manager and be governed by instructions. Depending on the severity of the safety complaint, internal/external notifications are made, and a response, direct observation, or full investigation may be required.

**Update:**

- March 5, 2018 – Initial release
- June 30, 2021 – minor word choice changes and converted response table to paragraph format
- October 1, 2021 – minor word choice changes
- April 5, 2022 – added link to PATCO’s app ("Look Up Speak Up")