Safety Management System Report (SMS)



User Guide Version: 1.2

As of 7 November 2024

Prepared for: Federal Transit Administration

Prepared by: Appian Apps

Table of Contents

Revision History	3
1. Safety Management System Reporting Overview	4
2. Logging in	4
2.1 Logging in as FTA Staff	4
2.2 Logging in as non-FTA Staff	6
3. Roles	8
3.1 SMS Actor Role Matrix	8
4. Reviewer Role (FTA Staff)	9
4.1 Home Tab	9
4.2 General Directives 1	0
4.2.1 Create Directive 1	1
4.2.2 View General Directives 1	3
4.2.3 Edit General Directives 1	3
4.2.4 Delete General Directives 1	4
4.3 Actions for Reviewer Role	5
5. Reporter Role 1	5
5.1 Home Tab 1	6
5.2 Create Safety Management System Report 1	7
5.3 Actions for Reporter Role 1	9
6. SSO Read-Only Role	
	20
7.1 Home Tab	20 20
7.1 Home Tab 2 9. TSO-10 Read-Only Role 2	20 20 22
7.1 Home Tab 2 9. TSO-10 Read-Only Role 2 9.1 Home Tab 2	20 20 22 22
7.1Home Tab29.TSO-10 Read-Only Role29.1Home Tab211.Actions Tab Overview2	20 20 22 22 24
7.1Home Tab29.TSO-10 Read-Only Role29.1Home Tab211.Actions Tab Overview212.Help and Resources Tab Overview2	20 20 22 22 24 25
7.1Home Tab29.TSO-10 Read-Only Role29.1Home Tab211.Actions Tab Overview212.Help and Resources Tab Overview212.1Help Tab2	20 20 22 22 24 25 25
7.1Home Tab29.TSO-10 Read-Only Role29.1Home Tab211.Actions Tab Overview212.Help and Resources Tab Overview212.1Help Tab212.2Resources Tab.2	20 20 22 22 22 24 25 25 25

Revision History

Date	Version	Description	Author
11/24	1.2	Updated Screenshot and text references regarding General Directive Deadline and General Directive Publication Date's Error/Validation prompt	B. Khan

1. Safety Management System Reporting Overview

The Safety Management System Reporting application will capture the results of transit agencies' use of the Safety Management System (SMS) process, including the results of Safety Management System Reports, and safety risk mitigation-related information.

The purpose of the SMS application is to facilitate transit agency reporting in response to a pending General Directive. These General Directives will require applicable transit agencies to conduct a Safety Risk Assessment for transit worker assault safety concerns.

Individuals at the Public Transportation Agency Safety Plan (**PTASP**) applicable agencies must complete the SMS form. The deadline to submit the SMS form is set by the creator of the General Directive.

The SMS application is owned and operated by FTA. It can be accessed within the Transit Integrated Appian Development (TrIAD) suite of applications, accessible at <u>https://faces.fta.dot.gov/suite/</u>. ema

☆ Welcome to FTA TrIAD Platform			III BK & Federal Ramit Administration
Welcome to the Transit Integra Current USER Khan. Benen Last Login Date: 279/2024 10:36 AM EST	ted Ap _j	pian Platform!	Lick here to finish setting up your Security Questions and Answers
TrAMS	☆	SNTD	Safety Management System Report
Cversight Tracking System		Discretionary Grants System Grants & Fatal Flaw &	Lid SSOR State Safety Oversight Reporting FTA

Figure 1: FTA TrIAD Homepage

2. Logging in

SMS begins with logging into the SMS application. To access the SMS system, enter the SMS website address into a web browser: https://faces.fta.dot.gov/suite/.

2.1 Logging in as FTA Staff

When users log into SMS, it will bring them to the screen shown below (Figure 2) where they will be asked to accept the user terms by selecting "I Agree.

Figure 2: Initial Login Screen



After agreeing to the user terms, the user should click the appropriate link (Figure 3).

Figure 3: Login Screen

Username	
Password	
Forgot your password?	SIGN IN
If you are an FTA Employee or an FTA Contractor, click this link to log in	
If you are a non-FTA User, click this link to log in	
Auloorability Disclosure Deliau	

If the user is an FTA employee or contractor, they should click on "If you are an FTA employee or FTA contractor, click this link to log in." After logging into the system, users will see the TrIAD Homepage. To access SMS homepage, users should click the SMS tile (Figure 4).

Figure 4: FACES Homepage

🛠 Welcome to FTA TrIAD Platform				III 🐻 @ Frances Normal Administration
Welcome to the Transit Integ Grient user Khan. Brien List Legin Date: 27972024 10:36 AM EST	grated App	pian Platform!		IITH & HYANDOTTE
TrAMS Transit Award Management System	☆	S NTD National Transit Database	☆	Safety Management System Report
Uversight Tracking System	☆	Discretionary Grants System Grants Ŷ	law û	Lill SSOR State Safety Oversight Reporting FTA \dot{X} Validation \dot{X} Stop \dot{Y}

2.2 Logging in as non-FTA Staff

The system will present a warning screen containing FTA's policy for using the software (Figure 5).

Figure 5: Initial Login Screen

	WARNING WARNING WARNING	
You have accessed a U. this computer, (2) this m and (4) all devices and s computer on this networ for the processing of of or improper use of this to disciplinary action, as on U.S. Government inf and may, for the purpo: Government, be monitor	S. Government information system, which includes (1) letwork, (3) all computers connected to this network, itorage media attached to this network or to a ork. U.S. Government information systems are provided ficial U.S. Government information only. Unauthorized information system is prohibited and may subject you s well as civil and criminal penalties. All data contained ormation systems is owned by the U.S. Government se of protecting the rights and property of the U.S. ored, intercepted, recorded, read, searched, copied, or	

After agreeing to the user terms, the user will be asked to sign in to FACES (Figure 6).

Figure 6: Login Screen

Username	
Password	
Forgot your password? If you are an FTA Employee or an FTA Contractor, click this link to log in	SIGN IN
If you are a non-FTA User, click this link]

For the initial log-in, non-FTA users must select "If you are a non-FTA User, click this link to log in." After clicking this link, the system will navigate the user to **Login.gov**. Users must have a Login.gov account to log in. You can create a Login.gov by visiting the Login.gov account creation page at <u>https://secure.login.gov/sign_up/enter_email</u>.

Figure 1: Login.gov Screen

TrIAD is using Login.gov to allow you to sign in to your account safely and securely.					
Email address					
Password	Show password				
Sign in					
Create an accourt	it				
Sign in with your government employee ID					

Enter the user's email address and password, then click the Sign In button.

After logging into the system, users will see the TrIAD Homepage. To access the SMS homepage, users should click the SMS tile (Figure 8).



ኛ Welcome to FTA TrIAD Platform				III 📧 👌 Yeodinai Naminateston
Welcome to the Transit Integr Current user: Khan, Benen Last Legin Dire: 201/2021 1036 AM EST	rated App	oian Platform!		Click here to finish setting up your Security Questions and Answers
TrAMS		S NTD National Transit Database	☆	Safety Management System Report
Image: Market of the system		DGS Discretionary Grants System Grants 👷 Fatal Flaw	Ŷ	Ltdl SSOR State Safety Oversight Reporting FTA $\dot{\Omega}$ Validation $\dot{\Omega}$ SSO $\dot{\Omega}$

3. Roles

3.1 SMS Actor Role Matrix

Reviewers are responsible for initiating the general directive, and Reporters are responsible for filling and submitting an SMS report in response to the general directive. Reviewers and TSO-10 Read-Only roles can view and export SMS form data of all transit agencies. Reporters and SSO Read-Only roles can view, and export SMS form data based on their assigned agencies. For more detail see the sections below

		Home tab					General Directive Tab	Actions 7	ab
Role Category	Roles	View Agency SMS Report	Create New Safety Management System Report	Create New Directive	Export to Excel	Update/Edit/ Delete SMS Report	View and Fully Access General Directives Tab	Create New/ Update/Delete SMS Report	Create New Directive
System Administrator	System Administrator	All Agencies	Х	Х	Х	Х	Х	Х	Х
	Reviewer	All Agencies		Х	Х		Х		Х
FTA Staff	TSO-10 Read- Only	All Agencies			Х				
	Reporter	Assigned Agencies	Х		Х	Х		Х	
SMS Reporter	SSO Read-Only	Corresponding Rail Transit Agencies (RTAs)			Х				

This matrix is designed to provide guidance on the assignment of roles and capabilities across SMS functions.

This matrix only lists the distinct SMS user actions which vary across roles. FACES management roles (such as GSM, LSM, & UM) are not listed, as they are utilized only for provisioning and recertification purposes.

Regarding General Directives, Reviewers have access to all functionality, and System Administrators have access to all functionality except for submitting directives.

Regarding SMS Report creations, System Administrators do not have the ability to save or submit an SMS form.

4. Reviewer Role (FTA Staff)

A "Reviewer" is an FTA staff member who has access to all general directive functionality, such as creating, viewing, editing, deleting, and exporting general directive data. Also, a Reviewer can view and export SMS data of all transit agencies.

4.1 Home Tab

合 년 HOME REPORTS G	ENERAL DIRE		NS HELP	I©I AND RESOURCES ∽					III BK	Federal Transit Administration
	14				-M	Sam	Sinte			
Safety Management	System	Report				-				Welcome Baneen Khan
	1	1						_		
My Quick Actions		#Assessme	nts	Due Today	Draft		Submitted	Over Due	e In	active
		89		0	12		76	62	5	
Agencies										
🔍 Search Agei 🛛 SEARCH 🛓	τ.	🗸 🕀 Safe	ty Mana	ge ment System Repo	rt					
TYPE Any - 2		Q Search ID//	Agency/Status	s 2 Agency Any		• STATUS Any		DUE DATE Any	- Any 👻	± ▼• 0
Agency Name 1	Туре	ID ↓	Directive	Agency		Due Date	Submitted Date	Performed Date	Submitted By	Status
Ada County Highway District	Small	SMS00094	Sample	Westmoreland County		🛦 Jul 06 2024	Jul 05 2024	Jul 05 2024	Anthony User	Submitted
Adirondack Transit Lines, Inc,	Small	SMS00093	Sample	Greater Hartford Transit District		A Jul 06 2024	Jul 05 2024	Jul 05 2024	Anthony User	Submitted
Alamance County Transportation Authority	Small	SMS00092	Sample	Greater Hartford Transit District		A Jul 06 2024	Jul 02 2024	Jul 02 2024	Anthony User	Submitted
Alameda-Contra Costa Transit District	Large	SMS00091	Sample	City of Bristol Virginia		▲ Jul 06 2024	Jul 01 2024	Jul 01 2024	Rithish Katpally Test User 3	Submitted
Alamo Area Council of Governments	Small	SMS00090	Sample	Chicago Transit Authority		🛕 Jul 06 2024	Jun 26 2024	Jun 26 2024	Anthony User	Submitted
Alternativa de Transporte Integrado -ATI	RTA	SMS00089	Sample	Clark County Public Transportati Area Authority	ion Benefit	🔺 Jul 06 2024	Jun 06 2024	Jun 04 2024	Sathvika Gujja-478	Submitted

Figure 9: Filter Functionality SMS Homepage for Reviewer Role

- 1. The SMS homepage for a Reviewer role provides users with summary statistics on the SMS reports listed within the SMS reports grid:
 - # Assessments: Total number of assessments viewable
 - Due Today: Assessments due today
 - Draft: Draft assessments
 - Submitted: Submitted assessments
 - Overdue: Overdue assessments
 - Inactive: Inactive assessments

- 2. A Reviewer can also filter the SMS reports by:
 - Agency
 - Status
 - Due date

Figure 10: Export Functionality on SMS Report Page

HOME REPORTS GENERAL	DIRECTIVES ACTIONS HELP	AND RESOURCES V	_			H BK C Federal Itansit Administratio
afety Management Syste	em Report		A Libra	State		Welcome Baneen Khan
ly Quick Actions	#Assessments	Due Today	Draft	Submitted	Over Due	Inactive
vencies	88	0	12	75	61	5
Q. Search Ager SEARCH 🛓 T -	🗸 🖶 Safety Manag	ement System Rep	ort			
TYPE Any -	Q. Search ID/Agency/Status	SEARCH AGENCY Any	▼ STATUS Ar	y.	DUE DATE Any - Any	• ± T • 0
Agency Name 1 Type	ID ↓ Directive	Agency	Due Date	Submitted Date	Performed Date Sub	mitted By Status
Ada County Highway District Small						

The Reviewer has the option to export SMS Report Data.

Figure 11: Search Functionality on SMS Report Page

HOME REPORTS GEN	REAL DIRECTIVES ACTIONS HE	ISI LP AND RESOURCES ✓				🔢 🛞 🗞 Federal Transit Administratio
Safety Management Sy	ystem Report	No Sector	-H			Welcome Baneen Khar
My Quick Actions	#Assessments	Due Today	Draft 12	Submitted	Over Due	Inactive
Agencies		0	12	//		
Q Search Ager SEARCH &	✓ Safety Man Q. Search ID/Agency/State	Agement System R US SEARCH AGENCY Any	eport • si	atus Any	DUE DATE Any - Any	• ± T • 0
Agency Name 1 Ty	ype ID 1 Directive	Agency	Due D	ate Submitted Date	Performed Date Submittee	d By Status

The Reviewer also has the option to search through the reports and agencies.

4.2 General Directives

Figure 12: General Directives Tab

А НОМЕ	LIII REPORTS	GENERAL DIRECTI		ाद्ध। Help and resources 🗸				вк 😞	Federal Transit	Administration
Safety Ma	anagemer	t System R	eport	I I B B D L				Welc	ome Bane	en Khan
Directive	s									
+ NEW DIRECT	TIVE									
Q Search Gene	eral Directives		S	EARCH					¥ 7	- C
Directive Title	2		Directive Type	Directive Number	Hazard Type	Published Date	Deadline Date	Is Active		
General Direct	tive Allan's Test		General	24-9	Transit workers must interact with passengers, patrons, and the public, and, at times, must clarify or enforce agency policies.	Jan 31 2024	Mar 31 2024	No		
General Direct	tive Allan Testing	FTA	General	24-7	Transit workers must interact with passengers, patrons, and the public, and, at times, must clarify or enforce agency policies.	Mar 30 2024	May 29 2024	No		
General Direct	tive Allan Testing	FTA	General	24-8	Transit workers must interact with passengers, patrons, and the public, and, at times, must clarify or enforce agency policies.	Feb 26 2024	Apr 30 2024	No		
General Direct	tive Sample		General	25-8	Transit workers must interact with passengers, patrons, and the public, and, at times, must clarify or enforce agency policies.	May 01 2024	Jul 01 2024	No		
Sample			General	24-5	Transit workers must interact with passengers, patrons, and the public, and, at times, must clarify or enforce agency policies.	May 02 2024	Jul 06 2024	Yes	ø	â

The General Directive Tab has the list of all the General Directives created. A Reviewer can also create a New Directive from this page. Users are able to search, filter and sort through all the General Directives from this page. Figure 12 shows a view of the General Directive Tab as seen by a Reviewer role.

Directive Active Status:

An active directive will be highlighted green while an inactive is light gray.

Is Active	Yes/No
Yes	
No	

4.2.1 Create Directive

Figure 13: General Directives Tab



A Reviewer can create a Directive by navigating to General Directive and select New Directive.

Figure 14: Create General Directive

Create Directive								
Title *		Directive Number*						
General Directive Sample	24/255	25-8 4/10						
Directive Type *	Applicable Hazard *							
General	•	Transit workers must interact with passengers, patrons, and the public, and, at t \bullet						
Publication Date*		Deadline Date *						
05/01/2024 🗰		07/01/2024 🗰						
		Ę						
CANCEL		SUBMIT						

The form consists of Title, Directive Number, Directive Type, Applicable Hazard, Publication Date, and Deadline Date; all fields are mandatory.

As a response to the general directive, transit agencies are required to submit their SMS report by the general directive's deadline date. The deadline date is established upon creation of the general directive. The deadline date must be later than the publication date. If the deadline date does not meet this criterion, then the system will return an error, as shown in Figure 15.

Figure 15: Error Indicating Deadline Date should be later than the Publication Date.

		Directive Number*
Enter the title of the Directive	0/255	e.g.,24-1 0/11
Directive Type*		Applicable Hazard *
Select General Directive Type	•	Select Hazard Type
Publication Date *		Deadline Date*
11/06/2024 🗰		11/06/2024 📾

Figure 16: Create Directive Confirmation



After users select Submit, the form prompts a confirmation before creating a New Directive.

Figure 17: General Directive Created

Sample	General	24-5	Transit workers must interact with passengers, patrons, and the public, and, at times, must clarify or enforce agency policies.	May 02 2024	Jul 06 2024	Yes	Ľ	Î
							_	

A New Directive has been created.

4.2.2 View General Directives

Figure	18:	General	Directive	Tab
--------	-----	---------	-----------	-----

A HOME	LIL REPORTS	GENERAL DIRECT		i⊗i Help and resources ✓			:	BK 2 For	deral Transit A	dministration
Safety Ma	anagemer	nt System I	Report					Welcor	ne Banee	en Khan
Directive	s									
+ NEW DIRECT	TIVE									
Q Search Gene	eral Directives			SEARCH				4	Υ.	C
Directive Title	2		Directive Type	Directive Number	Hazard Type	Published Date	Deadline Date	Is Active		
General Direct	tive Allan's Test		General	24-9	Transit workers must interact with passengers, patrons, and the public, and, at times, must clarify or enforce agency policies.	Jan 31 2024	Mar 31 2024	No		
General Direct	tive Allan Testing	FTA	General	24-7	Transit workers must interact with passengers, patrons, and the public, and, at times, must clarify or enforce agency policies.	Mar 30 2024	May 29 2024	No		
General Direct	tive Allan Testing	; FTA	General	24-8	Transit workers must interact with passengers, patrons, and the public, and, at times, must clarify or enforce agency policies.	Feb 26 2024	Apr 30 2024	No		
General Direct	tive Sample		General	25-8	Transit workers must interact with passengers, patrons, and the public, and, at times, must clarify or enforce agency policies.	May 01 2024	Jul 01 2024	No		
Sample			General	24-5	Transit workers must interact with passengers, patrons, and the public, and, at times, must clarify or enforce agency policies.	May 02 2024	Jul 06 2024	Yes	ď	Ō

To view a General Directive, select any Directive Title.

4.2.3 Edit General Directives

Figure 19: Edit General Directives

Directives • NEW DIRECTIVE • Search General Directives		SEARCH					± ₹	2
Directive Title	Directive Type	Directive Number	Hazard Type	Published Date	Deadline Date	Is Active	1	
General Directive Sample	General	25-8	Transit workers must interact with passengers, patrons, and the public, and, at times, must clarify or enforce agency policies.	May 01 2024	Jul 01 2024	Yes	ľ	ā
Directive-1	General	24-1	Transit workers must interact with passengers, patrons, and the public, and, at times, must clarify or enforce agency policies.	Feb 28 2024	May 03 2024	No		
Directive2	General	24-2	Transit workers must interact with passengers, patrons, and the public, and, at times, must clarify or enforce agency policies.	Feb 24 2024	May 01 2024	No		

To update a General Directive, select the highlighted icon. The General Directive will then open.

Figure 20: Update Directive

Update Directive	×
Title *	Directive Number *
General Directive Sample 24/255	25-8 4/10
Directive Type *	Applicable Hazard*
General 👻	Transit workers must interact with passengers, patrons, and the public, and, at t $ ullet $
Publication Date*	Deadline Date *
05/01/2024	07/01/2024 🗰
	13
CANCEL	SUBMIT

After updating the Directive, click submit. To disregard changes, click cancel.

4.2.4 Delete General Directives

Figure 21: Delete Directive

Directives + NEW DIRECTIVE Q. Search General Directives		SEARCH					*	₹.~	Q
Directive Title	Directive Type	Directive Number	Hazard Type	Published Date	Deadline Date	Is Active	1		
General Directive Sample	General	25-8	Transit workers must interact with passengers, patrons, and the public, and, at times, must clarify or enforce agency policies.	May 01 2024	Jul 01 2024	Yes	ſ	8	â
Directive-1	General	24-1	Transit workers must interact with passengers, patrons, and the public, and, at times, must clarify or enforce agency policies.	Feb 28 2024	May 03 2024	No			
Directive2	General	24-2	Transit workers must interact with passengers, patrons, and the public, and, at times, must clarify or enforce agency policies.	Feb 24 2024	May 01 2024	No			

To delete a General Directive, select the highlighted icon. The system will then open a confirmation box to confirm deletion.

Figure 22: Confirmation to Delete General Directive

Delete General Directives	х
Selecting Delete will remove the 25-8 record. The data will no longer exist.	
CANCEL	DELETE

To confirm deletion, click submit. To disregard changes, click cancel.

4.3 Actions for Reviewer Role

Figure 23: Action Tab

A HOME	REPORTS	GENERAL DIRECTIVES		I 🕼 I HELP AND RESOURCES 🗸	III 🚺 🕫	ederal Transt Administration
	20	246	MAR AN A	West 2	States from the	CARGO DE LA CARGO
Safety Ri	sk Manage	ement Report			Weice	ome Baneen Khan
Actions						
+ NEW DIR	CTIVE					

All Actions for a Reviewer Role will be available under this tab. Under the Action tab, a Reviewer can also create a New Directive.

5. Reporter Role (SMS Reporter)

The "Reporter" role has access to create, edit, delete, and export SMS report data of its assigned agency or agencies.

5.1 Home Tab

HOME REPORTS ACTIONS	। Help and resources 🗸							🖩 🔬 🕹 Federal lianst Administrat
Safety Management System	n Report	Mag	THE SECOND	- Sam-			Well	come Allan Mccall-Wali Test User :
My Quick Actions	1 sessments	Due Today	Draft	S	ubmitted	Over Due		Inactive
+ NEW REPORT	5	0	0	5	Ĵ.	5		0
Agencies Q. Search Age SEARCH & T · TYPE Arry · 2	Safety Managen Export Report to Excel HNEW REPORT	nent System Report						
Agency Name T Type Greater Hartford Transit	Q Search ID/Agency/Status	SEARCH	STATUS Any	Due Date	DUE	DATE Any - Any	Culouitted De	• 2 · • Ø
District	SMS00087 Sample	Greater	Hartford Transit District	▲ Jul 06 2024	Jun 05 2024	Jun 05 2024	Allan Mccall-Wali Test User 3	Submitted 2

Figure 24: Filter Functionality SMS Home Tab for Reporter

- 1. The SMS homepage for a Reporter role provides users with summary statistics on the SMS reports listed within the SMS reports grid:
 - # Assessments: Total assessments
 - Due Today: Assessments due today
 - Draft: Draft Assessments
 - Submitted: Submitted assessments
 - Overdue: Overdue assessments
 - Inactive: Inactive assessments
- 2. A reporter can also filter the SMS reports by:
 - Status
 - Due date
 - Agency

Figure 25: View Functionality SMS Home tab Reporter View

HOME REPORTS ACTIONS	ion Help and resources ↓							III м o	Federal Nanst /	Idministra
afety Management System	Report			and the second s			We	come Allan Mcc	all-Wali Tes	t User
My Quick Actions	#Assessments	Due Today	Draft	s	ubmitted	Over Due		Inactive		
+ NEW REPORT	5	0	0	5		5		0		
Agencies Q. Search Age SEARCH 🛓 T 🔹 TYPE Arry 🔹	Safety Manage Export Report to Excel HNEW REPORT	ment System Report								
Agency Name † Type	Q. Search ID/Agency/Status	SEARCH	STATUS Any		- DUE	DATE Any - Any		- 4	L T-	3
Greater Hartford Transit District	ID 4 Directive	Agene	-y	Due Date	Submitted Date	Performed Date	Submitted By	Status		
	SMS00087 Sample	Great	er Hartford Transit District	A Jul 06 2024	Jun 05 2024	Jun 05 2024	Alian Mccall-Wali Test User 3	Submittee	ß	

A Reporter can view SMS reports by selecting SMS report ID.

Figure 26: Search Functionality SMS Home tab Reporter View

HOME REPORT		HELP AND RESOURCES 🗸						E		Federal Itan	
afety Manager	ment System	n Report	Med L	-13	- des			Welc	ome Allan N	ccall-Wali T	est Use
My Quick Action + NEW REP	ORT	#Assessments	Due Today O	Draft O	s 5	ubmitted	Over Due		inactive 0		
Agencies Q Search Age SEARC TYPE Any Agency Name	H ± ▼· • 1 Type	Safety Manage Export Report to Excel HNW REPORT Search ID/Agency/Status	ment System Report	STATUS Any		■ DUE I	DATE Anjy - Anjy		•	± ₹.	. 0
Greater Hartford Trans District	it Large	ID ↓ Directive	Agency		Due Date	Submitted Date	Performed Date	Submitted By	Status		
		SMS00087 Sample	Greater	Hartford Transit District	🛕 Jul 06 2024	Jun 05 2024	Jun 05 2024	Allan Mccall-Wall Test User 3	Submit	ed G	8

The Reporter has the ability to search through IDs, agencies and status.

Figure 27: Export Functionality SMS Home tab Reporter View

HOME REPORTS ACTIONS	i©n Help and resources ∽						:	🗄 🔬 💩 Federal kansil Admin
Safety Management System	Report		- H	in the second second	Sia	Cond. R.	Welc	ome Allan Mccall-Wali Test Us
My Quick Actions + NEW REPORT	#Assessments 5	Due Today O	Draft O	51 5	ubmitted	Over Due		inactive O
Agencies Q. Search Agen SEARCH 🛓 T 🗸	Safety Managem Export Report to Excel	ent System Report						
TYPE Any Agency Name Type	+ NEW REPORT	SEARCH STA	ατυς Αημ		✓ DUE C	DATE Anjy - Anjy		. ± ⊺ - S
District Large	SMS00087 Sample	Agency Greater Hai	rtford Transit District	Due Date	Submitted Date	Jun 05 2024	Submitted By Allan Mccall-Wall Test User 3	Submitted 🗭

The Reporter has the ability to export SMS Report Data.

5.2 Create Safety Management System Report

Figure 28: Create New SMS Report

HOME REPORTS ACTIONS	HELP AND RESOURCES V						:	II м	🔕 Federal Te	orset Admini
afety Management Syste	m Report				Sta.	on friend. Fe	Weic	ome Allan N	Accall-Wali	Test Us
My Quick Actions + New Report	#Assessments 5	Due Today O	Draft. O	si 5	ubmitted	Over Due		Inactive O		
Agencies Q. Search Age. SEARCH 🛓 🍸 🔹	Gafety Manageme Export Report to Excel	nt System Report								
Agency Name Type	+ NEW REPORT	SEARCH	status Any		- DUE	DATE Any - Any		•	±τ	• 0
Greater Hartford Transit District Large	ID ↓ Directive	Agenc	1	Due Date	Submitted Date	Performed Date	Submitted By	Status		
	SMS00087 Sample	Greate	r Hartford Transit District	🛦 Jul 06 2024	Jun 05 2024	Jun 05 2024	Allan Mccall-Wali Test User 3	Submit	ted	C.

A Reporter can create a New SMS Report through "My Quick Actions" or selecting New Report.

When a Reporter is creating Safety Management System Report, the directive and agency will prepopulate to the agency(s) to which they have access.

Figure 29: Create SMS Report; Selecting No to "Were mitigations recommended as a result of the SRA?"

Update Safety Ma	nagement System Re	port					,
San Francisco Bay Area Rapid Transit D	District		•	Jul 2, 2024			
Hazard Assessed Transit workers must interact with particular to the particular to	assengers, patrons, and the public, and, at tim	es, must clarify or enforce agency policies.					
Potential Consequences		Likelihood			Severity		
Transit workers are assaulted on trans	sit vehicles	- Low			Marginal		*
Transit workers are assaulted in reven	nue facilities	✤ High		•	Negligible	,	*
Risk Rating	Council of C			Were mitigations recommended as a Ves ONO	result of the SRA?*		
5	* E						
Risk Rating Matrix							
Explanation 🚱 *							
test							
li en elecer meleir de estat side elitert	ing one of the second					4/	4000
in no, presse express willy sellery lisk thinger	AND THE PARTE AND THE PARTY OF						
CANCEL							SUBMIT

In the section titled "Were mitigations recommended as a result of the SRA," if the user selects "No" then an explanation box will appear.

Figure 30: Create SMS Report; Selecting Yes to "Were mitigations recommended as a result of the SRA?"

REPORTS ACTIONS HELP AND RESOURCES ~					III 🐽 o resear tar
Hazard Assessed Transit workers must interact with passengers, patrons, and the public, and	i, at times, must clari	fy or enforce agency policies.			
Potential Consequences		Likelihood		Severity	
Transit workers are assaulted on transit vehicles		Very High		Serious	* ×
Transit workers are assaulted in revenue facilities		Moderate	•	Negligible	- ×
Risk Rating			Were mitigations recommended as a resu	It of the SRA? *	
Likelihood 🚱 * Sev	verity @*		Ves No		
5 • D			•		
Risk Ratine Matrix					
Which mitigations has your agency identified? @ * Operator Area Protective Barriers Signage Informing Riders of Surveillance/Penalities					
De-Escalation Training					
Operating Policies and Procedures					
Video/Audio Surveillance					
Covert/Overt Emergency Alarms					
Automatic Vehicle Location					
Patrol Strategies					
Communication Protocols					
Public Awareness Compaigns					

If the Reporter selects "Yes" to "Were Mitigations recommended a s a result of the SRA?", then the user will get a dropdown regarding "Which mitigation has your agency identified?".

When a mitigation is selected, there is a dropdown that prompts the user to give more detail regarding the mitigation details they identified. A user can select multiple mitigations, if needed.

The system will ask the user which potential consequence corresponds to the mitigation identified, and the user can select one or more that apply.

Operator Area Protective Barriers		
otential Consequences 🕢 *		
Transit workers are assaulted on transit vehicles	0 -	
itigation description *		
est		
		4/2020
		4/2000
ase provide any additional information about this mitigation		
Planned In Progress Complete		

Figure 31: Safety Risk Mitigation Details

For any mitigation, the Reporter will need to select Potential Consequences, a Mitigation Description, and the Implementation Status of this Mitigation. The reporter will have options to cancel, save and submit. Canceling the form will return them to the previous screen. Saving the form will preserve entered data and allow the user to come back to the form later. After completing the form, click submit and the form will prompt a confirmation tab.

Figure 32: Confirmation SMS Report



Selecting "Yes" will create a SMS Report and selecting "No" will disregard the SMS report.

5.3 Actions for Reporter Role

Figure 33: Actions Tab



All Actions for a Reporter Role will be available under this tab. Under Actions, the Reporter can also create a New Report.

6. SSO Read-Only Role (SMS Reporter)

The "SSO Read-Only" role has access to view and export SMS Forms based on their assigned agencies.

6.1 Home Tab

HOME AM Safety Management System Report 1 3 Agencies Draft Inactiv 3 0 0 3 3 0 Safety Management System Report 2 SEARCH AGENCY A STATUS Any 1 Directive Due Date Submitted Date Performed Dat Jul 02 2024 San Francisco Bay Area Rapid Transit Di: A Jul 01 2024 May 08 2024 Test Directive New Santa Clara Valley Trans Apr 27 2024 Apr 10 2024 Mar 27 2024 Apr 27 202 Apr 04 2024 Apr 04 2024

Figure 34: Filter Functionality SMS Home Tab for SSO-Read Only

- 1. The SMS homepage for an SSO-Read Only role provides users with summary statistics on the SMS reports listed within the SMS reports grid:
 - # Assessments: Total assessments
 - Due Today: Assessments due today
 - Draft: Draft assessments
 - Submitted: Submitted assessments
 - Overdue: Overdue assessments
 - Inactive: Inactive assessments

- 2. An SSO- Read Only role can also filter the SMS reports by:
 - Agency
 - Status
 - Due date
- 3. The Agencies listed in the Agencies Panel are based on the SSO's corresponding RTAs.

Figure 35: View SMS Report Functionality on Home Tab for SSO-Read Only

				all the second	1.1.1	States	Joland Forcy				
Safety Management	System	Report						Welcome Allan Mccall-Wali Test User			
Agencies		#Assessment:	s Due Toda	Draft	Submittee	1	Over Due	Inactive			
Agency Name	туре	3	0	0	3		3	0			
San Diego Metropolitan Transit System	RTA										
Orange County Transportation Authority	RTA	Safety	Safety Management System Report port Report bizel								
City and County of San Francisco	RTA	Q. Search ID/Age	ncy/Status SEARCH	AGENCY ATY	• STATUS Any		DUE DATE Any - Any	• ± T• 0			
San Francisco Bay Area Rapid	RTA	ID 1	Directive	Agency	Due Date	Submitted Date	Performed Date	Submitted By Status			
Lor Appelor Couply		SMS00078	General Directive Sample	San Francisco Bay Area Rapid Transit District	A Jul 01 2024	May 08 2024	Jul 02 2024	Allan Mccall-Wali Submitted			
Metropolitan Transportation Authority	RTA	SMS00065	Test Directive New 1	Santa Clara Valley Transportation Authority	Apr 27 2024	Apr 10 2024	Mar 27 2024	FTA-AppianTest- 467@dot.gov			
Sacramento Regional Transit District	RTA	SMS00053	Test Directive New 1	Rock Region Metropolitan Transit Authority	Apr 27 2024	Apr 04 2024	Apr 04 2024	Sathvika Gujja-478 Submitted			
Santa Clara Valley Transportation Authority	RTA	-	-								
7	items										

The SSO-Read Only role can view the SMS Reports by clicking on the ID of the report.

Figure 36: Export SMS Report Functionality on Home Tab for SSO-Read Only

afety Management	System	Report						Welcome Allan Mccall-Wali Test User
Agencies		#Assessment	ts Due Toda	Draft	Submitte		Over Due	Inactive
Agency Name	Туре	3	0	0	3		3	0
San Diego Metropolitan Transit System	RTA							
Orange County Transportation Authority	RTA	Safety	Management System	Report				
City and County of San Francisco	RTA	Q. Search iD/Ag	ency/Status SEARCH	AGENCY Any	▼ STATUS Any		DUE DATE Any - Any	• ± T• 0
San Francisco Bay Area Rapid Transit District	RTA	ID I	Directive	Agency	Due Date	Submitted Date	Performed Date	Submitted By Status
Los Angeles County		SMS00078	General Directive Sample	San Francisco Bay Area Rapid Transit District	🛦 Jul 01 2024	May 08 2024	Jul 02 2024	Allan Mccall-Wali Submitted
Metropolitan Transportation Authority	RTA	SMS00065	Test Directive New 1	Santa Clara Valley Transportation Authority	Apr 27 2024	Apr 10 2024	Mar 27 2024	FTA-AppianTest- 467@dot.gov
Sacramento Regional Transit District	RTA	SMS00053	Test Directive New 1	Rock Region Metropolitan Transit Authority	Apr 27 2024	Apr 04 2024	Apr 04 2024	Sathvika Gujja-478 Submitted
Santa Clara Valley	RTA							

The SSO-Read Only role can export the SMS Reports by clicking "Export Report to Excel" or the export icon.

afety Management	System	Report	11/EIN					Welcome Allan Mccall-Wali Test User			
Agencies		#Assessmen	its Due Toda	ay Draft	Subm	itted	Over Due	Inactive			
Agency Name	Туре	3	0	0	3		3	0			
San Diego Metropolitan Transit System	RTA										
Orange County Transportation Authority	RTA.	Safety	Safety Management System Report								
City and County of San Francisco	RTA	Q. Search ID/Ag	sency/Status	AGENCY Any	status Any		• DUE DATE Any - Any	• ± • • 3			
San Francisco Bay Area Rapid Transit District	RTA	ID .	1 Directive	Agency	Due Date	Submitted Date	Performed Date	Submitted By Status			
Los Angeles Countr		SM500078	General Directive Sample	San Francisco Bay Area Rapid Transit	District 🔒 Jul 01 2024	May 08 2024	Jul 02 2024	Allan Mccall-Wali Submitted			
Metropolitan Transportation Authority	RTA	SMS00065	Test Directive New 1	Santa Clara Valley Transportation Aut	hority Apr 27 2024	Apr 10 2024	Mar 27 2024	FTA-ApplanTest- 467@dot.gov			
Sacramento Regional Transit District	RTA	SMS00053	Test Directive New 1	Rock Region Metropolitan Transit Aut	hority 🔺 Apr 27 2024	Apr 04 2024	Apr 04 2024	Sathvika Gujja-478 Submitted			
Santa Clara Valley	RTA										

Figure 37: Search SMS Report Functionality on Home Tab for SSO-Read Only

7. The SSO-Read Only role has the ability to search through IDs, agencies and status.

7. TSO-10 Read-Only Role (FTA Staff)

The "TSO-10 Read-Only" role has can view and export SMS report data of all transit agencies.

7.1 Home Tab

Figure 38: Filter Functionality for TSO-10 Read Only on SMS Homepage

M K입니 ORTS HELP AND RESOURCES ~										
						1.8m	Stat	feland Forey		
Safety Manageme	nt System	Report							Wekome	Allan Mccall-Wali Test User
Agancias										
Q. Search Age SEARCH	2	# 1 ent	5	Due Today	Draft	SI	ubmitted	Over Due	Inacti	ive
TYPE Any -		88		0	12	7	5	61	5	
Agency Name	t Type	🗸 🕀 Safety	Manageme	nt System Report						2
3 Ada County Highway Distri	ct Small	& Export Report	to Excel							<u> </u>
Adirondack Transit Lines, Inc,	Small	Q Search ID/Age	ency/Status	SEARCH AGENCY Any		■ STATUS Any		DUE DATE Any - Any		• ± • 0
Alamance County Transportation Authority	Small	ID	1 Directive	Agency		Due Date	Submitted Date	Performed Date	Submitted By	Status
Alameda-Contra Costa	Large	SMS00093	Sample	Greater Hartford Transit District		A Jul 06 2024	Jul 05 2024	Jul 05 2024	Anthony User	Submitted
Transit District	8-	SMS00092	Sample	Greater Hartford Transit District		A Jul 06 2024	Jul 02 2024	Jul 02 2024	Anthony User	Submitted
Governments	Small	SMS00091	Sample	City of Bristol Virginia		🛦 Jul 06 2024	Jul 01 2024	Jul 01 2024	Rithish Katpally Test User 3	Submitted
Alternativa de Transporte Integrado -ATI	RTA	SMS00090	Sample	Chicago Transit Authority		🛦 Jul 06 2024	Jun 26 2024	Jun 26 2024	Anthony User	Submitted
Altoona Metro Transit	Small	SM500089	Sample	Clark County Public Transportation 8	Benefit Area Authority	🛦 Jul 06 2024	Jun 05 2024	Jun 04 2024	Sathvika Gujja-478	Submitted
Ames Transit Agency	Small	SMS00088	Sample	Berkshire Regional Transit Authority		🛦 Jul 06 2024	Jun 05 2024	Jun 05 2024	Anthony User	Submitted
Ann Arbor Area Transportation Authority	Large	SMS00087	Sample	Greater Hartford Transit District		🛦 jul 06 2024	Jun 05 2024	Jun 05 2024	Allan Mccall-Wali Test User 3	Submitted
Antelope Valley Transit Authority	Small	SMS00086	Sample	Clark County Public Transportation 8	Benefit Area Authority	🛦 jul 06 2024	Jun 05 2024	Jun 05 2024	Sathvika Gujja-478	Submitted
< < 1 - 10 of 73	3 > »	SMS00085	Sample	Berkshire Regional Transit Authority		🛦 jul 06 2024	Jun 05 2024	Jun 05 2024	Anthony User	Submitted
		SMS00084	Sample	Berkshire Regional Transit Authority		🛦 Jul 06 2024	Jun 05 2024	Jun 05 2024	Anthony User	Submitted
										< 1 - 10 of 88 > »

- 1. The SMS homepage for a TSO-10 Read-Only role provides users with summary statistics on the SMS reports listed within the SMS reports grid:
 - # Assessments: Total assessments
 - Due Today: Assessments due today

- Draft: Draft assessments
- Submitted: Submitted assessments
- Overdue: Overdue assessments
- Inactive: Inactive assessments
- 2. A TSO-10 Read-Only user can also filter the SMS reports by:
 - Agency
 - Status
 - Due date
- 3. The Agencies listed in the Agencies Panel are all the agencies a TSO-10 Read Only may access.

Figure 39: View SMS Report Functionality on Home Tab for TSO-10 Read Only

	100									and the second
Safety Managemen	t System	Report				JITSE .	Stat	n Jeland Ferry	Wekor	me Allan Mccall-Wali Test User
Agencies		#Assessment	3	Due Today	Draft		Submitted	Over Due	Ina	ctive
Q Search Age SEARCH	τ.	88		0	12		75	61	5	
Agency Name	Type									
Ada County Highway District	Small	 Safety Export Report 	Manageme	ent System Report						
Adirondack Transit Lines,	Small	Q. Search ID/Age	ncy/Status	SEARCH AGENCY Any		▼ STATUS Anj		DUE DATE Any - An	y	• ± T• 0
Alamance County	Small	ID	1 Directive	Agency		Due Date	Submitted Date	Performed Date	Submitted By	Status
Alameda-Contra Costa		SMS00093	Sample	Greater Hartford Transit District		🛦 jul 06 2024	Jul 05 2024	Jul 05 2024	Anthony User	Submitted
Transit District	Large	SMS00092	Sample	Greater Hartford Transit District		🛦 Jul 06 2024	Jul 02 2024	Jul 02 2024	Anthony User	Submitted
Alamo Area Council of Governments	Small	SM500091	Sample	City of Bristol Virginia		🛕 jul 06 2024	Jul 01 2024	Jui 01 2024	Rithish Katpally Test User 3	Submitted
Alternativa de Transporte Integrado -ATI	RTA	SMS00090	Sample	Chicago Transit Authority		🛦 Jul 06 2024	Jun 26 2024	Jun 26 2024	Anthony User	Submitted
Altoona Metro Transit	Small	SMS00089	Sample	Clark County Public Transportation	Benefit Area Authority	🛦 Jul 06 2024	Jun 06 2024	Jun 04 2024	Sathvika Gujja-478	Submitted
Ames Transit Agency	Small	SMS00088	Sample	Berkshire Regional Transit Authorit	У	🛕 Jul 06 2024	Jun 05 2024	Jun 05 2024	Anthony User	Submitted
Ann Arbor Area Transportation Authority	Large	SMS00087	Sample	Greater Hartford Transit District		🛦 Jul 06 2024	Jun 05 2024	Jun 05 2024	Allan Mccall-Wali Te User 3	Submitted
Antelope Valley Transit Authority	Small	SMS00086	Sample	Clark County Public Transportation Benefit Area Authority		🛦 Jul 06 2024	Jun 05 2024	Jun 05 2024	Sathvika Gujja-478	Submitted
< 1 - 10 of 733	>	SMS00085	Sample	Berkshire Regional Transit Authorit	У	🛦 jul 06 2024	Jun 05 2024	Jun 05 2024	Anthony User	Submitted
		SMS00084	Sample	Berkshire Regional Transit Authorit	у	🛦 Jul 06 2024	Jun 05 2024	Jun 05 2024	Anthony User	Submitted

The TSO-10 Read-Only role can view the SMS Reports by clicking on the ID of the report.

谷 년 (월) HOME REPORTS HELP AND RESOURCES ~							🗄 🎒 🕹 Fecteral Yannit Administr
Safety Management System	n Report		Lifer Linear	2/.//	alond Roov	Wekome Allan Mccall-Wali Test Us	ser 2
Agencies Q. Search Age SEARCH A T - THE Any -	#Assessments 88	Due Today 0 12	SL 7:	Jbmitted	Over Due 61	Inactive 5	
Agency Name † Type Ads County Highway District Simali Adirondark Transit Lines, count	Safety Managem Export Report to Excel Search ID/Agency/Status	SEARCH AGENCY Any	✓ STATUS Any		DUE DATE Any - Any	• ± T • 2	3
Inc, Small Alamance County Transportation Authority Small	ID 4 Directive SMS00093 Sample	Agency Greater Hartford Transit District	Due Date	Submitted Date	Performed Date	Submitted By Status Anthony User Submitted	
Alemede-Contra Costa Transit District Alamo Area Council of Governments Small	SMS00092 Sample SMS00091 Sample	Greater Hartford Transit District City of Bristol Virginia	▲ Jul 06 2024	Jul 02 2024 Jul 01 2024	Jul 02 2024 Jul 01 2024	Anthony User Submitted Rithlish Katpally Test User 3 Submitted	
Alternativa de Transporte Integrado -ATI Altoona Metro Transit Small	SMS00090 Sample	Chicago Transit Authority Clark County Public Transportation Benefit Area Authority	▲ Jul 06 2024	Jun 26 2024 Jun 06 2024	Jun 26 2024 Jun 04 2024	Anthony User Submitted Sathvika Gujja-478 Submitted	
Ames Transk Agency Small Ann Arbor Area Transportation Authority Large	SMS00088 Sample SMS00087 Sample	Berkshire Regional Transit Authority Greater Hartford Transit District	▲ Jul 06 2024	Jun 05 2024 Jun 05 2024	Jun 05 2024 Jun 05 2024	Anthony User Submittee Allan Mccall-Wall Test User 3 Submittee	
Antelope Valley Transit Small Authority Small & < 1 - 10 of 733 > >	SMS00086 Sample SMS00085 Sample	Clark County Public Transportation Benefit Area Authority Berkshire Regional Transit Authority	▲ Jul 06 2024 ▲ Jul 06 2024	Jun 05 2024 Jun 05 2024	Jun 05 2024 Jun 05 2024	Sathvika Gujja-478 Submitted Anthony User Submitted	
	SMS00084 Sample	Berkshire Regional Transit Authority	🛦 Jul 06 2024	Jun 05 2024	Jun 05 2024	Anthony User Submitted	

Figure 40: Export Functionality for TSO-10 Read Only on SMS Homepage

The TSO-10 Read-Only role has the ability to export SMS Report Data.

Figure 41: Search Functionality for TSO-10 Read-Only on SMS Homepage

HOME REPORTS HELP AND RESOURCES V									III 🚳	👌 Fectoral Itarel Admini
Safety Management Syst	em Report		Med L	-H		81.11		Wekom	e Allan Mccall-Wali Test User 2	
Agencies Q. Search Age SEARCH	#Assessmen 88	ts	Due Today O	Draft 12		Submitted	Over Due 61	inac 5	tive	
Agency Name 1 Type Ada County Highway District Small Adirondack Transit Lines, Small	✓ ♥ Safet ✓ ✓ ✓ Separate Report ✓ ✓ ✓ Search ID/Ag	y Managemei to Ercel ency/Status	SEARCH AGENCY ANY		STATUS Any		DUE DATE Any - Any		• ± T- S	
Inc, Alamance County Small Transportation Authority Small Alameda-Contra Costa Large	ID SM500093	Directive Sample	Agency Greater Hartford Transit District		Due Date	Submitted Date	Performed Date	Submitted By Anthony User	Status	
Transit District Long S Alarno Area Council of Governments Small Alternativa de Transporte DTA	SMS00092 SMS00091	Sample Sample	Greater Hartford Transit District City of Bristol Virginia		▲ Jul 06 2024 ▲ Jul 06 2024	Jul 02 2024 Jul 01 2024	Jul 02 2024 Jul 01 2024	Anthony User Rithish Katpally Test User 3	Submitted	
Altoona Metro Transit Small Ames Transit Agency Small	SMS00090 SMS00089 SMS00088	Sample	Clark County Public Transportation Benefit Berkshire Regional Transit Authority	Area Authority	▲ Jul 06 2024 ▲ Jul 06 2024 ▲ Jul 06 2024	Jun 06 2024 Jun 05 2024	Jun 04 2024 Jun 05 2024	Sathvika Gujja-478 Anthony User	Submitted	
Ann Arbor Area Transportation Authority Large Antelope Valley Transit Authority Small	SMS00087 SMS00086	Sample	Greater Hartford Transit District Clark County Public Transportation Benefit	Area Authority	▲ Jul 06 2024 ▲ Jul 06 2024	Jun 05 2024 Jun 05 2024	Jun 05 2024 Jun 05 2024	Allan Mccall-Wali Tes User 3 Sathvika Gujja-478	Submitted	
≪ < 1-10 of 733 > ≫	SMS00085 SMS00084	Sample Sample	Berkshire Regional Transit Authority Berkshire Regional Transit Authority		▲ Jul 06 2024 ▲ Jul 06 2024	Jun 05 2024 Jun 05 2024	Jun 05 2024 Jun 05 2024	Anthony User Anthony User	Submitted	
								»		

The TSO-10 Read-Only role also has the option to search through the reports and agencies.

8. Actions Tab Overview

The Actions tab provides a list of actions that the logged-in user is approved to take based on the permissions of their assigned user role. In general, SMS actions are only visible to Reviewers, Reporters, and the System Administrator roles.

Figure 42: Actions Tab Page



9. Help and Resources Tab Overview

Help and Resources are under one tab. This tab contains links, documents, and information which will assist the user in operating the SMS application.

Figure 43: Navigation Panel; Help and Resources

*	<u>اللا</u>		Ľ		🗰 🐻 de federal itanial Administration
HOME	REPORTS	GENERAL DIRECTIVES	ACTIONS	HELP AND RESOURCES	
	-			HELP	States gland Jackson a
Safety N	lanagemer	nt System Repo	ort		Welcome Baneen Khan
_	1111159				

9.1 Help Tab

The Help Tab includes Help Desk Information, the most recent copy of the SMS User Guide, Frequently Asked Questions (FAQ), and training videos.

Figure 44: Help Tab

	ICI AND RESOURCES ~	III BK & Federal Tanak Administration
Safety Management System Report		Welcome Baneen Khan
Help Desk Information		
Technical/IT Issues Help Desk Business Hours: 8:00 a.m 8:00 p.m. ET, Mon Fri. FTATTHelpDesk@dot.gov		
@ SMS User Manual	i≡Frequently Asked Questions	■« Training Videos

Users are able to reach out to the FTA IT Help Desk through email at <u>FTAITHelpDesk@dot.gov</u>.

9.2 Resources Tab

Figure 45: Resources Tab



The Resources tab includes a link to <u>Using Your Safety Management System (SMS) to Protect</u> <u>Transit Workers from Assaults | FTA (dot.gov)</u>. This page explain that FTA is working with transit agencies to address the ongoing risk of assaults on transit workers using Safety Management System principles and methods, which FTA adopted as the basis of its <u>Public</u> <u>Transportation Safety Program</u> and <u>Public Transportation Agency Safety Plans</u> (<u>PTASP</u>) regulation.

10. Appendix: Acronyms

FACES	Safety Management System Report
FTA	Federal Transit Administration
GSM	Global Security Manager
LSM	Local Security Manager
PTASP	Public Transportation Agency Safety Plans
RTA	Rail Transit Agency
SMS	Safety Management System
SSO	State Safety Oversight
TrIAD	Transit Integrated Appian Development
TSO	Transit Safety and Oversight
UM	User Manager