

Safety Management System Report (SMS)



User Guide

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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.....	10
4.2.1 Create Directive	11
4.2.2 View General Directives.....	13
4.2.3 Edit General Directives.....	13
4.2.4 Delete General Directives	14
4.3 Actions for Reviewer Role.....	15
5. Reporter Role	15
5.1 Home Tab.....	16
5.2 Create Safety Management System Report.....	17
5.3 Actions for Reporter Role	19
6. SSO Read-Only Role	20
7.1 Home Tab.....	20
9. TSO-10 Read-Only Role.....	22
9.1 Home Tab.....	22
11. Actions Tab Overview	24
12. Help and Resources Tab Overview.....	25
12.1 Help Tab	25
12.2 Resources Tab.....	25
13. Appendix: Acronyms	27

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

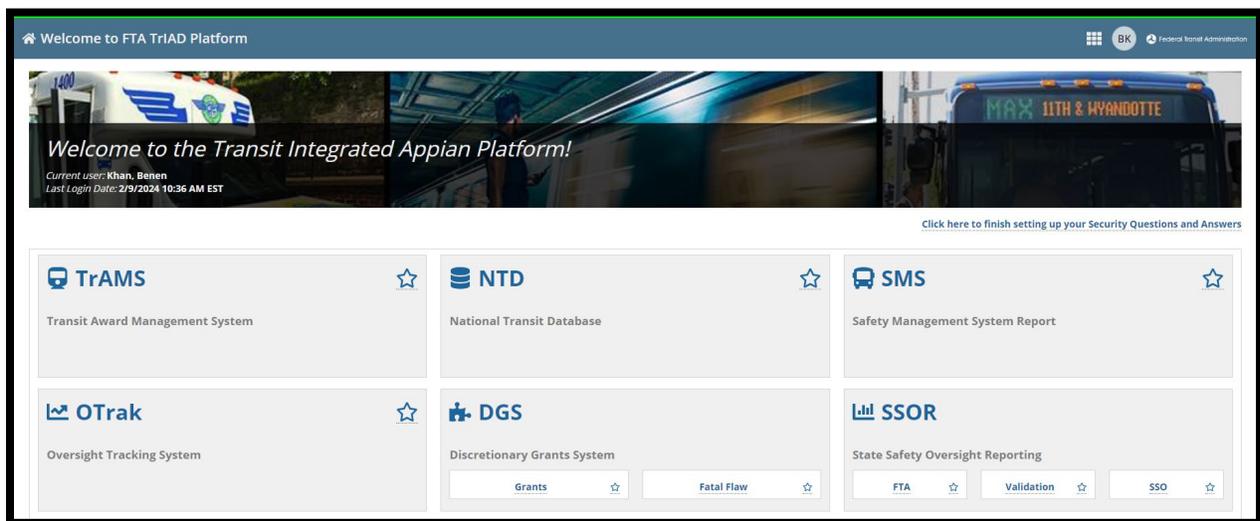
The Safety Management System Reporting application will capture the results of transit agencies' use of the Safety Management System (SMS) process, including the results of Safety Management System Reports, and safety risk mitigation-related information.

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 <https://faces.fta.dot.gov/suite/>.
ema

Figure 1: FTA TriAD Homepage



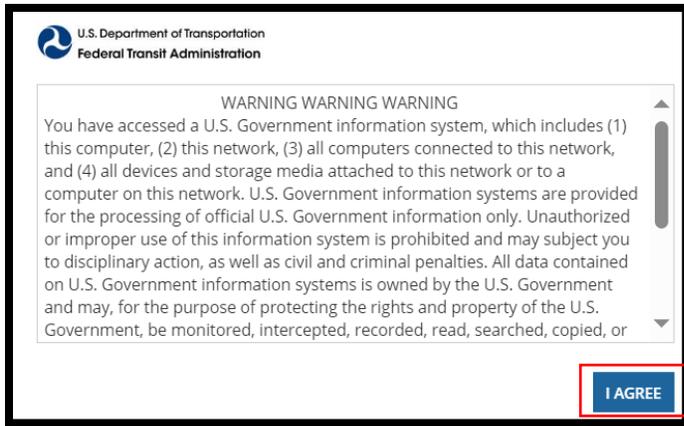
2. Logging in

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

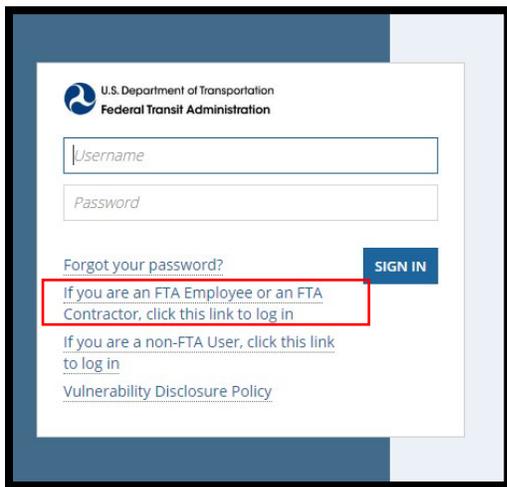
When users log into SMS, it will bring them to the screen shown below (Figure 2) where they will be asked to accept the user terms by selecting "I Agree."

Figure 2: Initial Login Screen



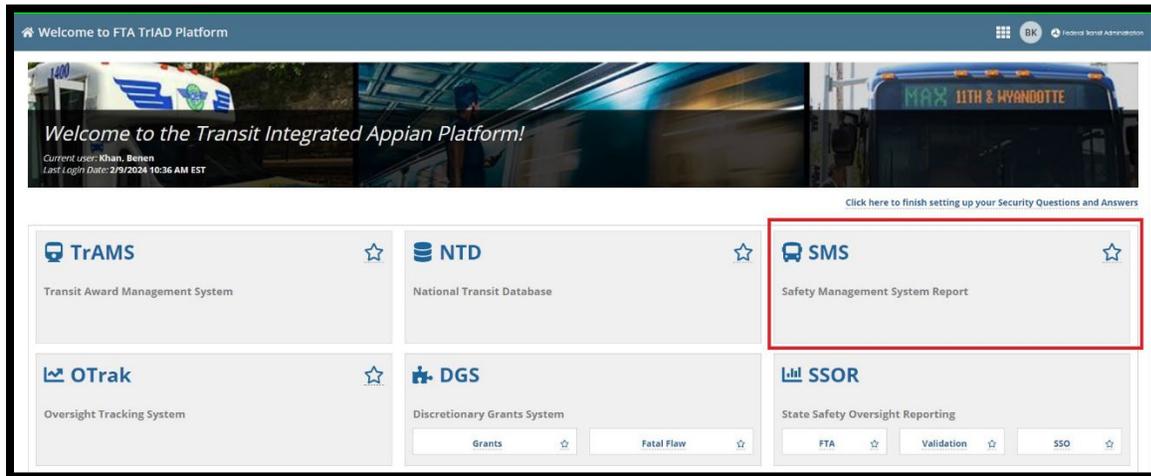
After agreeing to the user terms, the user should click the appropriate link (Figure 3).

Figure 3: Login Screen



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).

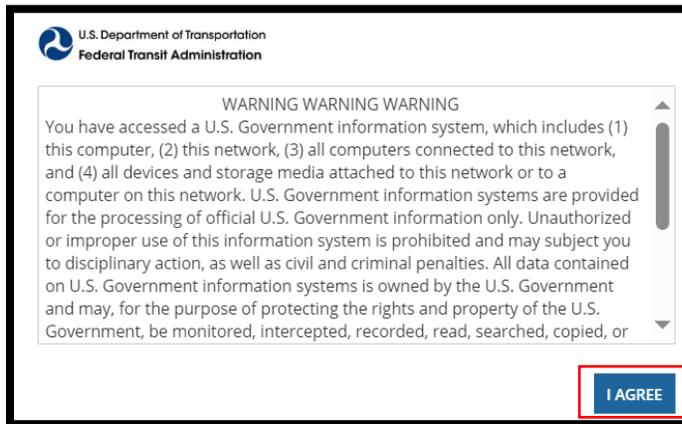
Figure 4: FACES Homepage



2.2 Logging in as non-FTA Staff

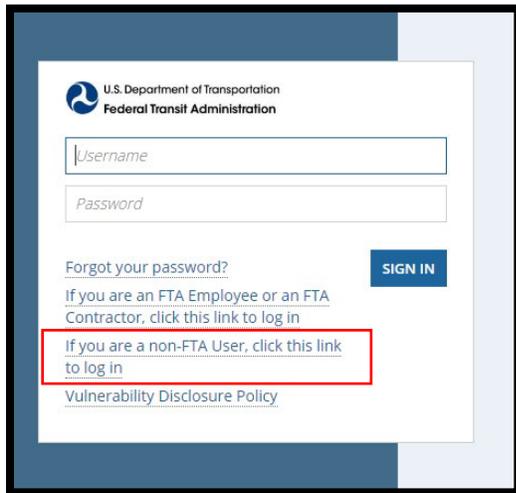
The system will present a warning screen containing FTA’s policy for using the software (Figure 5).

Figure 5: Initial Login Screen



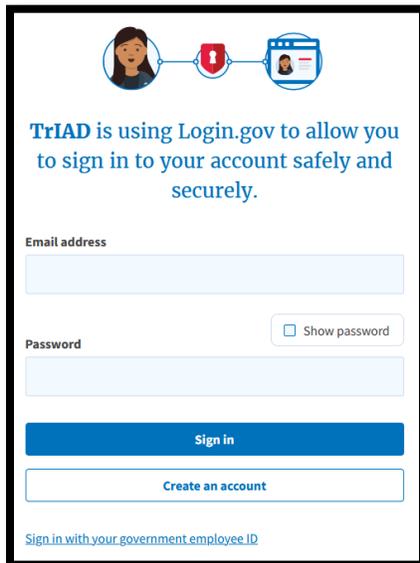
After agreeing to the user terms, the user will be asked to sign in to FACES (Figure 6).

Figure 6: Login Screen



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 https://secure.login.gov/sign_up/enter_email.

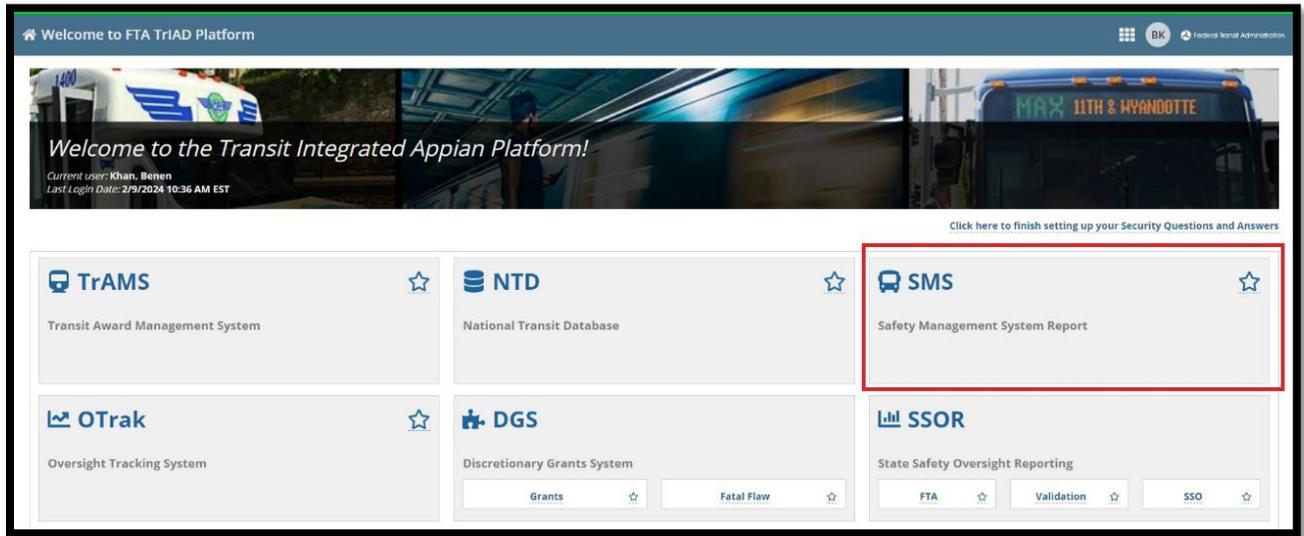
Figure 1: Login.gov Screen



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).

Figure 8: TrIAD Homepage



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

Role Category	Roles	Home tab					General Directive Tab	Actions Tab	
		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	X	X	X	X	X	X	X
FTA Staff	Reviewer	All Agencies		X	X		X		X
	TSO-10 Read-Only	All Agencies			X				
SMS Reporter	Reporter	Assigned Agencies	X		X	X		X	
	SSO Read-Only	Corresponding Rail Transit Agencies (RTAs)			X				

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

Figure 9: Filter Functionality SMS Homepage for Reviewer Role

The screenshot shows the 'Safety Management System Report' homepage. At the top, there is a navigation bar with 'HOME', 'REPORTS', 'GENERAL DIRECTIVES', 'ACTIONS', and 'HELP AND RESOURCES'. The user is identified as 'Baneen Khan'. The main content area features a 'My Quick Actions' section with a red box labeled '1' around it, and a summary of assessment statistics: #Assessments (89), Due Today (0), Draft (12), Submitted (76), Over Due (62), and Inactive (5). Below this is a 'Safety Management System Report' grid with search filters and a table of reports. A red box labeled '2' highlights the search filters in the grid.

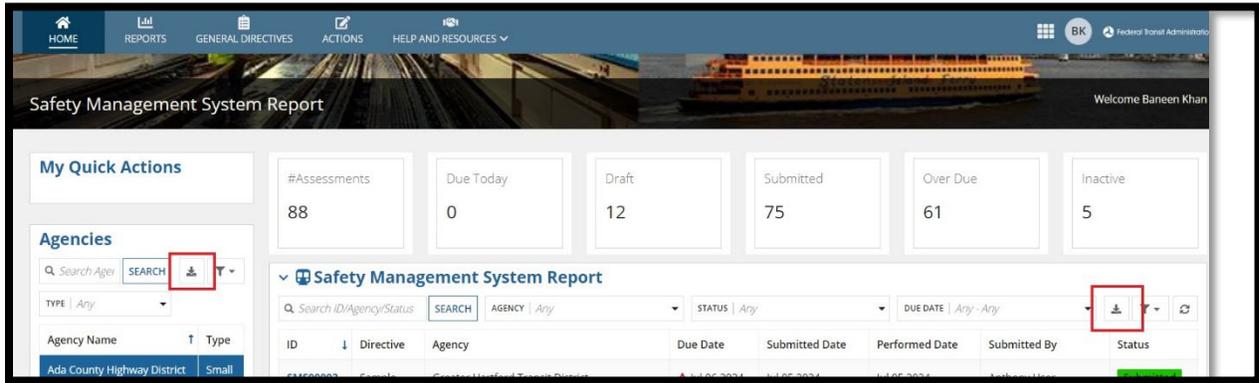
ID	Directive	Agency	Due Date	Submitted Date	Performed Date	Submitted By	Status
SMS00094	Sample	Westmoreland County	Jul 06 2024	Jul 05 2024	Jul 05 2024	Anthony User	Submitted
SMS00093	Sample	Greater Hartford Transit District	Jul 06 2024	Jul 05 2024	Jul 05 2024	Anthony User	Submitted
SMS00092	Sample	Greater Hartford Transit District	Jul 06 2024	Jul 02 2024	Jul 02 2024	Anthony User	Submitted
SMS00091	Sample	City of Bristol Virginia	Jul 06 2024	Jul 01 2024	Jul 01 2024	Rithish Katpally Test User 3	Submitted
SMS00090	Sample	Chicago Transit Authority	Jul 06 2024	Jun 26 2024	Jun 26 2024	Anthony User	Submitted
SMS00089	Sample	Clark County Public Transportation Benefit Area Authority	Jul 06 2024	Jun 06 2024	Jun 04 2024	Sathvika Guja-478	Submitted

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

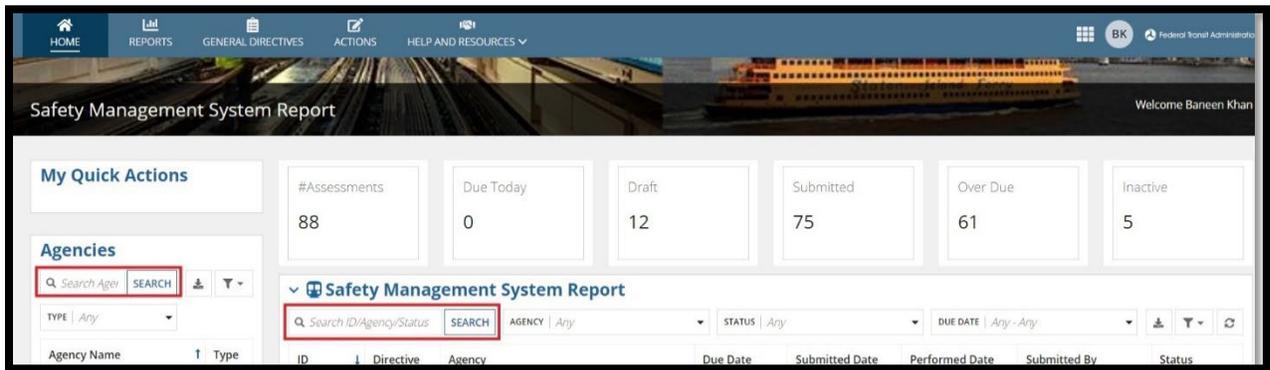
2. A Reviewer can also filter the SMS reports by:
- Agency
 - Status
 - Due date

Figure 10: Export Functionality on SMS Report Page



The Reviewer has the option to export SMS Report Data.

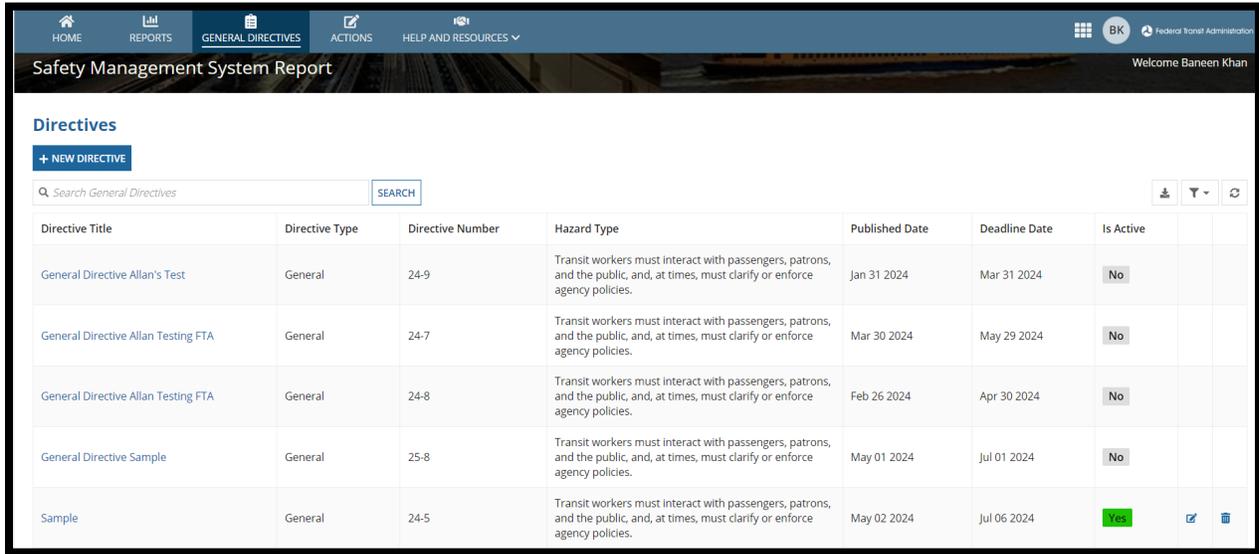
Figure 11: Search Functionality on SMS Report Page



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

4.2 General Directives

Figure 12: General Directives Tab



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.

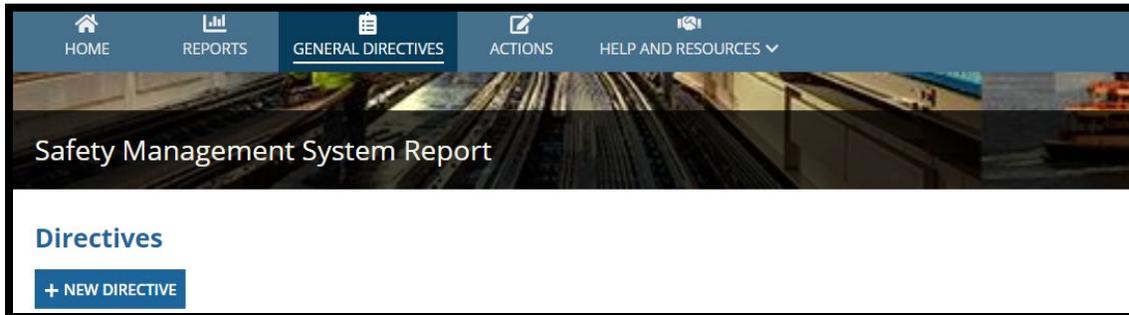
Directive Active Status:

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

The screenshot shows a web form titled "Create Directive". It has two columns of input fields. The left column contains: "Title*" with the value "General Directive Sample" (24/255), "Directive Type*" with a dropdown menu showing "General", and "Publication Date*" with a date picker set to "05/01/2024". The right column contains: "Directive Number*" with the value "25-8" (4/10), "Applicable Hazard*" with a dropdown menu showing "Transit workers must interact with passengers, patrons, and the public, and. at t...", and "Deadline Date*" with a date picker set to "07/01/2024". At the bottom left is a "CANCEL" button and at the bottom right is a "SUBMIT" button.

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.

The screenshot shows the same "Create Directive" form as in Figure 14, but with an error. The "Deadline Date*" field is highlighted with a red border and contains the date "11/06/2024". Below the date picker, a red error message reads: "Please select a date that is later than the publication date". The "Publication Date*" field shows "11/06/2024". The "Title*" field has a placeholder "Enter the title of the Directive" (0/255). The "Directive Number*" field has a placeholder "e.g., 24-1" (0/10). The "Directive Type*" and "Applicable Hazard*" dropdown menus show "--Select General Directive Type--" and "--Select Hazard Type--" respectively. The "CANCEL" and "SUBMIT" buttons are visible at the bottom.

Figure 16: Create Directive Confirmation

Do you want to create Directive?

NO YES

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		
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A New Directive has been created.

4.2.2 View General Directives

Figure 18: General Directive Tab

Safety Management System Report

Directives

+ NEW DIRECTIVE

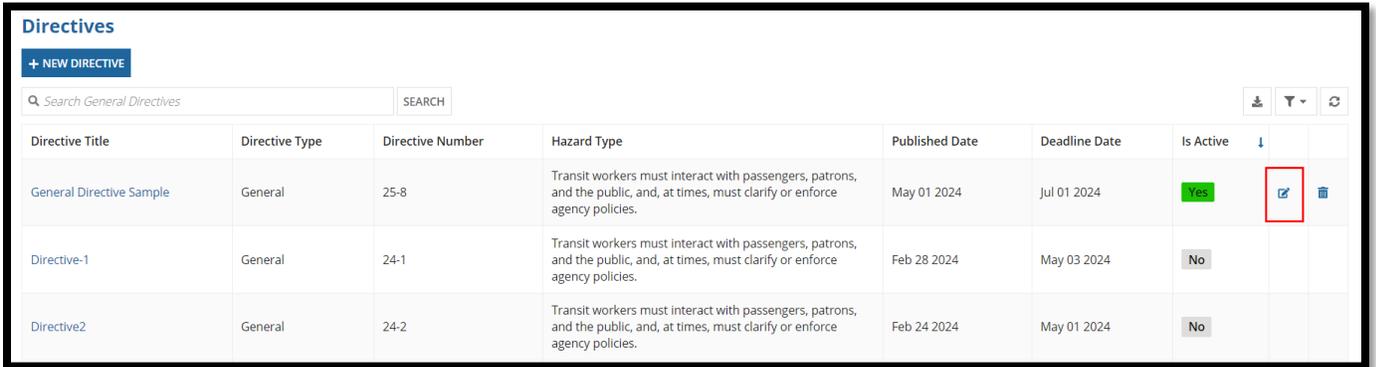
Search General Directives SEARCH

Directive Title	Directive Type	Directive Number	Hazard Type	Published Date	Deadline Date	Is Active		
General Directive 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 Directive 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 Directive 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 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	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		

To view a General Directive, select any Directive Title.

4.2.3 Edit General Directives

Figure 19: Edit General Directives

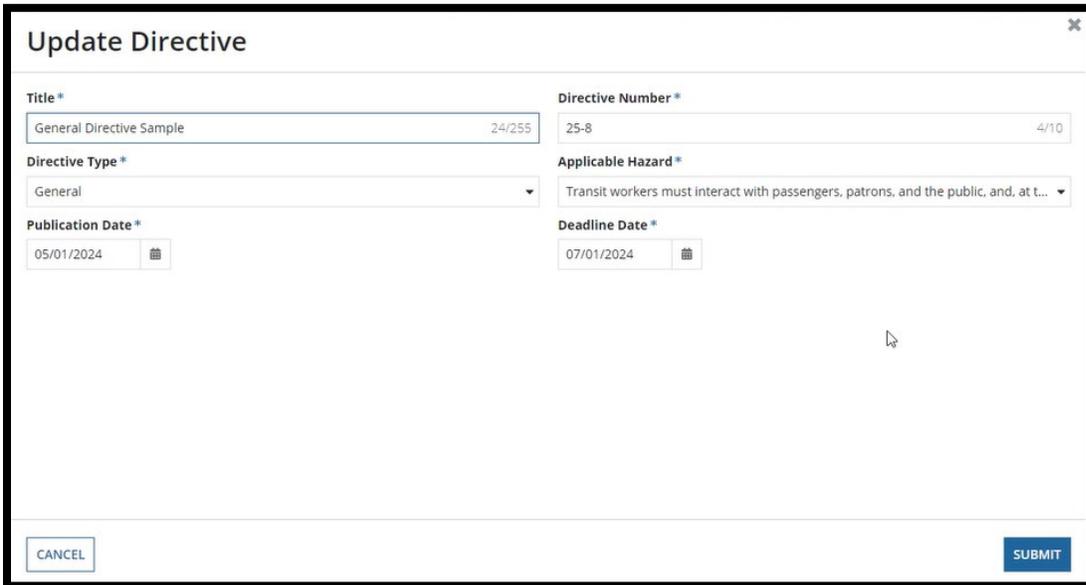


The screenshot shows a web interface titled "Directives". At the top left is a "+ NEW DIRECTIVE" button. Below it is a search bar with the placeholder text "Search General Directives" and a "SEARCH" button. To the right of the search bar are three icons: a download icon, a filter icon, and a refresh icon. The main content is a table with the following columns: Directive Title, Directive Type, Directive Number, Hazard Type, Published Date, Deadline Date, Is Active, and a column with action icons. The first row, "General Directive Sample", has a red box around its edit icon. The other two rows, "Directive-1" and "Directive2", have "No" in the "Is Active" column.

Directive Title	Directive Type	Directive Number	Hazard Type	Published Date	Deadline Date	Is Active	
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	
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



The screenshot shows a form titled "Update Directive" with a close button in the top right corner. The form contains the following fields: "Title *" with the value "General Directive Sample" and a character count "24/255"; "Directive Number *" with the value "25-8" and a character count "4/10"; "Directive Type *" with a dropdown menu set to "General"; "Applicable Hazard *" with a dropdown menu set to "Transit workers must interact with passengers, patrons, and the public, and, at t..."; "Publication Date *" with a date picker set to "05/01/2024"; and "Deadline Date *" with a date picker set to "07/01/2024". At the bottom left is a "CANCEL" button and at the bottom right is a "SUBMIT" button.

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

4.2.4 Delete General Directives

Figure 21: Delete Directive

Directive Title	Directive Type	Directive Number	Hazard Type	Published Date	Deadline Date	Is Active		
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		
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.

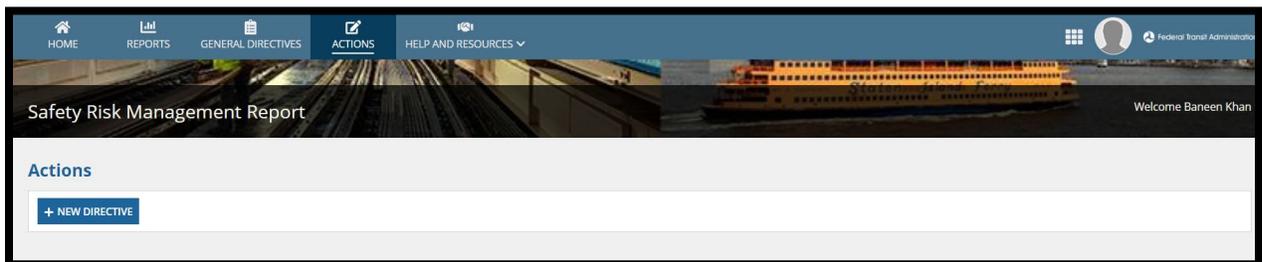
Figure 22: Confirmation to Delete General Directive



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

4.3 Actions for Reviewer Role

Figure 23: Action Tab



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

Figure 24: Filter Functionality SMS Home Tab for Reporter

The screenshot displays the 'Safety Management System Report' dashboard. At the top, there is a navigation bar with 'HOME', 'REPORTS', 'ACTIONS', and 'HELP AND RESOURCES'. The main header shows 'Safety Management System Report' and a user greeting 'Welcome Allan Mccall-Wall Test User 3'. Below the header, there are two main sections: 'My Quick Actions' and 'Agencies'. The 'My Quick Actions' section includes a '+ NEW REPORT' button and a summary of assessment counts: # Assessments (5), Due Today (0), Draft (0), Submitted (5), Over Due (5), and Inactive (0). The 'Agencies' section includes a search bar and a dropdown menu for filtering reports. The main content area is a table titled 'Safety Management System Report' with columns for ID, Directive, Agency, Due Date, Submitted Date, Performed Date, Submitted By, and Status. A red box highlights the 'DUE DATE' filter dropdown, and another red box highlights the 'STATUS' filter dropdown. The table contains one row with ID 'SMS00087', Directive 'Sample', Agency 'Greater Hartford Transit District', Due Date 'Jul 06 2024', Submitted Date 'Jun 05 2024', Performed Date 'Jun 05 2024', Submitted By 'Allan Mccall-Wall Test User 3', and Status 'Submitted'.

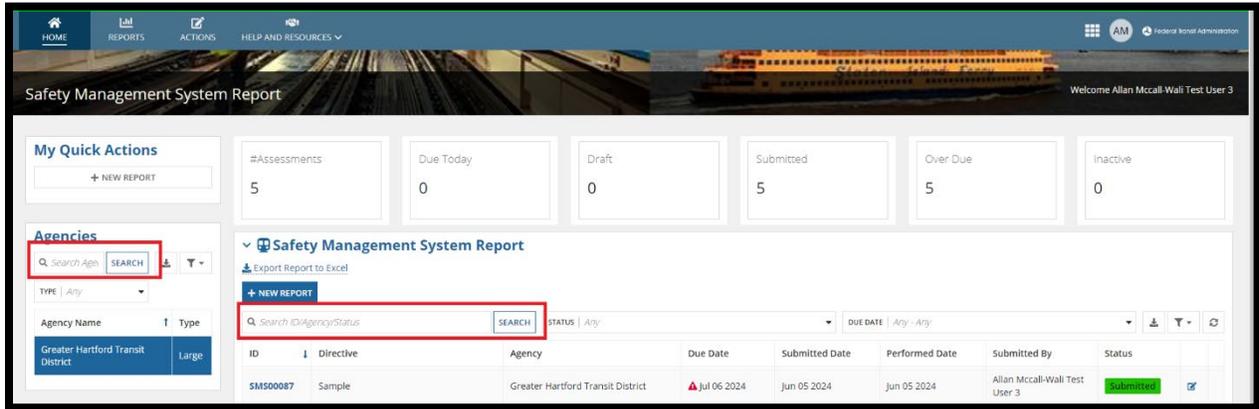
1. The SMS homepage for a Reporter role provides users with summary statistics on the SMS reports listed within the SMS reports grid:
 - # Assessments: Total assessments
 - Due Today: Assessments due today
 - Draft: Draft Assessments
 - Submitted: Submitted assessments
 - Overdue: Overdue assessments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

The screenshot displays the 'Safety Management System Report' dashboard, similar to Figure 24. The 'My Quick Actions' section is visible. The 'Agencies' section includes a search bar and a dropdown menu for filtering reports. The main content area is a table titled 'Safety Management System Report' with columns for ID, Directive, Agency, Due Date, Submitted Date, Performed Date, Submitted By, and Status. A red box highlights the 'ID' column header, indicating that a reporter can view SMS reports by selecting the SMS report ID.

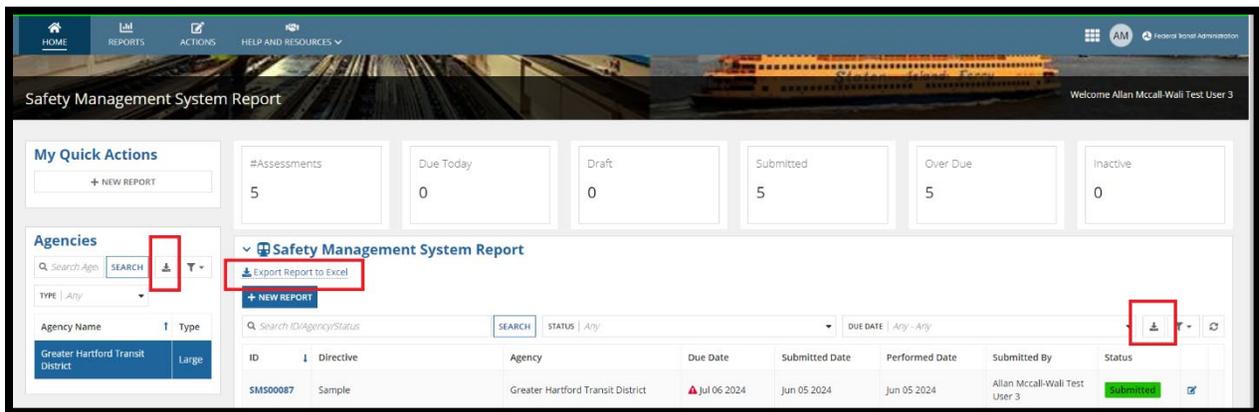
A Reporter can view SMS reports by selecting SMS report ID.

Figure 26: Search Functionality SMS Home tab Reporter View



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

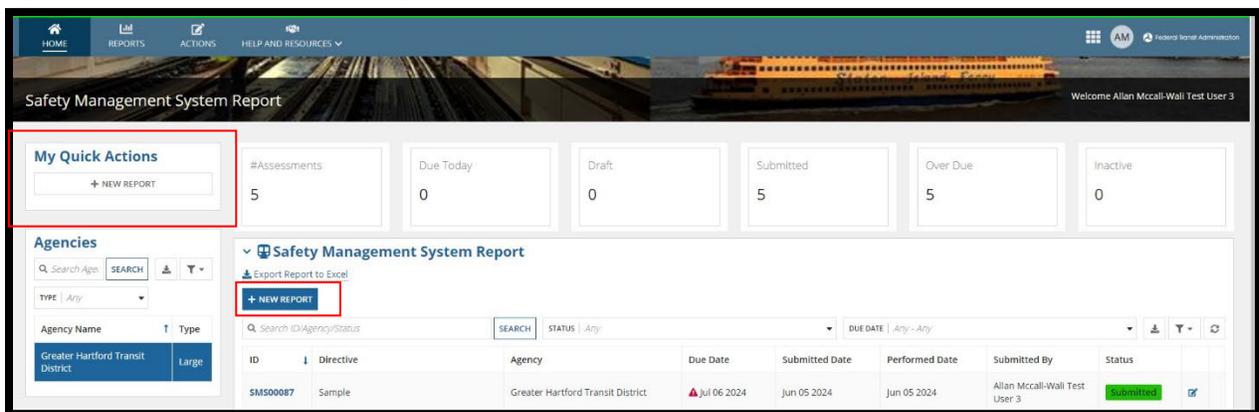
Figure 27: Export Functionality SMS Home tab Reporter View



The Reporter has the ability to export SMS Report Data.

5.2 Create Safety Management System Report

Figure 28: Create New SMS Report



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?”

The screenshot shows the 'Update Safety Management System Report' interface. At the top, it displays 'San Francisco Bay Area Rapid Transit District' and the date 'Jul 2, 2024'. Below this is a 'Hazard Assessed' section with a note: 'Transit workers must interact with passengers, patrons, and the public, and, at times, must clarify or enforce agency policies.' The main table lists two potential consequences: 'Transit workers are assaulted on transit vehicles' (Likelihood: Low, Severity: Marginal) and 'Transit workers are assaulted in revenue facilities' (Likelihood: High, Severity: Negligible). The 'Risk Rating' section shows Likelihood 'S' and Severity 'E'. A red box highlights the question 'Were mitigations recommended as a result of the SRA?' with the 'No' radio button selected. Below this, another red box highlights the 'Explanation' text area, which contains the word 'test'. A 'CANCEL' button is on the bottom left and a 'SUBMIT' button is on the bottom right.

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?”

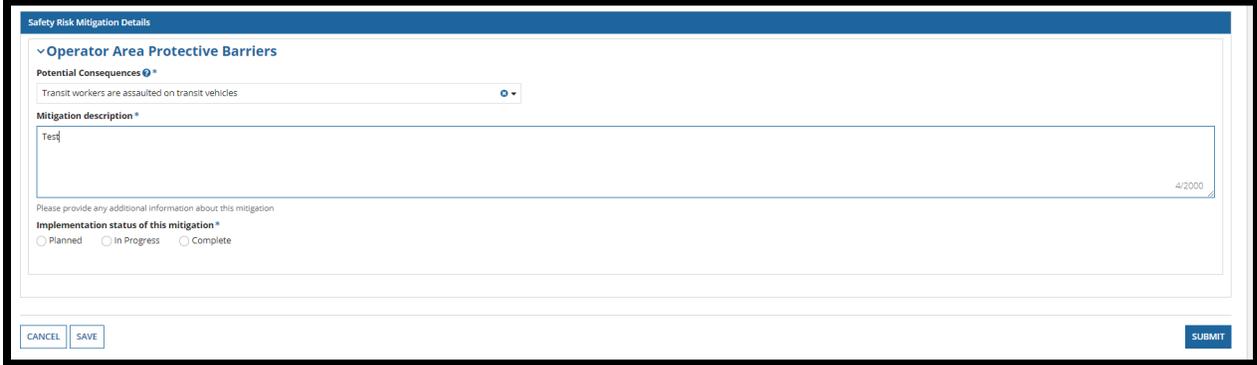
The screenshot shows the 'Update Safety Management System Report' interface with a different configuration. The 'Hazard Assessed' section has the same note. The table lists two potential consequences: 'Transit workers are assaulted on transit vehicles' (Likelihood: Very High, Severity: Serious) and 'Transit workers are assaulted in revenue facilities' (Likelihood: Moderate, Severity: Negligible). The 'Risk Rating' section shows Likelihood 'S' and Severity 'D'. A red box highlights the question 'Were mitigations recommended as a result of the SRA?' with the 'Yes' radio button selected. Below this, another red box highlights a list of mitigation options under the heading 'Which mitigations has your agency identified?'. The options are: Operator Area Protective Barriers (checked), Signage Informing Riders of Surveillance/Penalties, De-Escalation Training, Operating Policies and Procedures, Video/Audio Surveillance, Covert/Overt Emergency Alarms, Automatic Vehicle Location, Patrol Strategies, Communication Protocols, Public Awareness Campaigns, and Other.

If the Reporter selects “Yes” to “Were Mitigations recommended as 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.

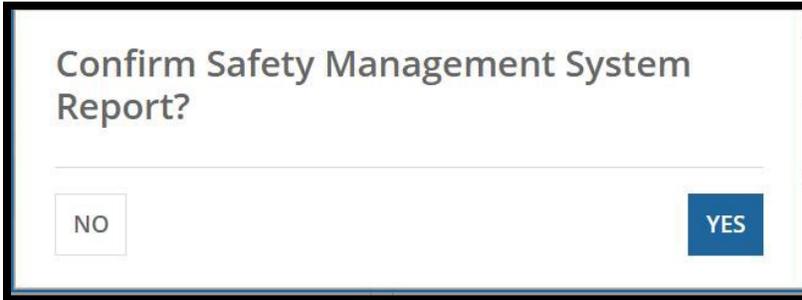
Figure 31: Safety Risk Mitigation Details



The screenshot shows a web form titled "Safety Risk Mitigation Details". It features a dropdown menu for "Potential Consequences" with the selected option "Transit workers are assaulted on transit vehicles". Below this is a text area for "Mitigation description" containing the word "Test". At the bottom, there are radio buttons for "Implementation status of this mitigation" with options "Planned", "In Progress", and "Complete". The form includes "CANCEL", "SAVE", and "SUBMIT" buttons.

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

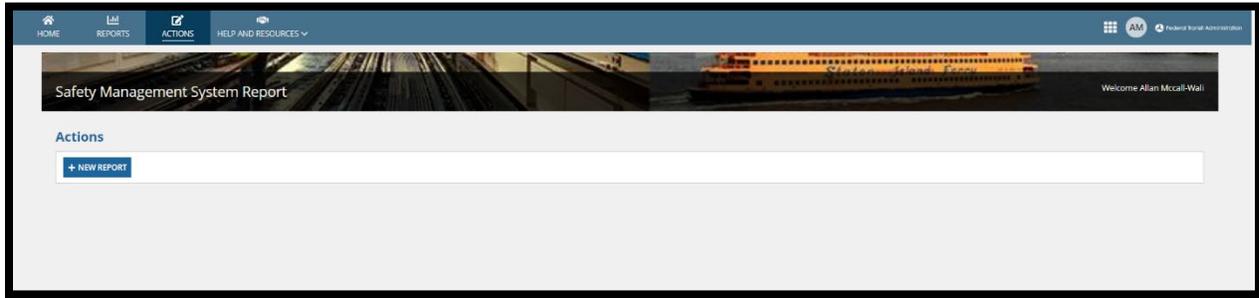


The dialog box is titled "Confirm Safety Management System Report?". It contains two buttons: "NO" and "YES".

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



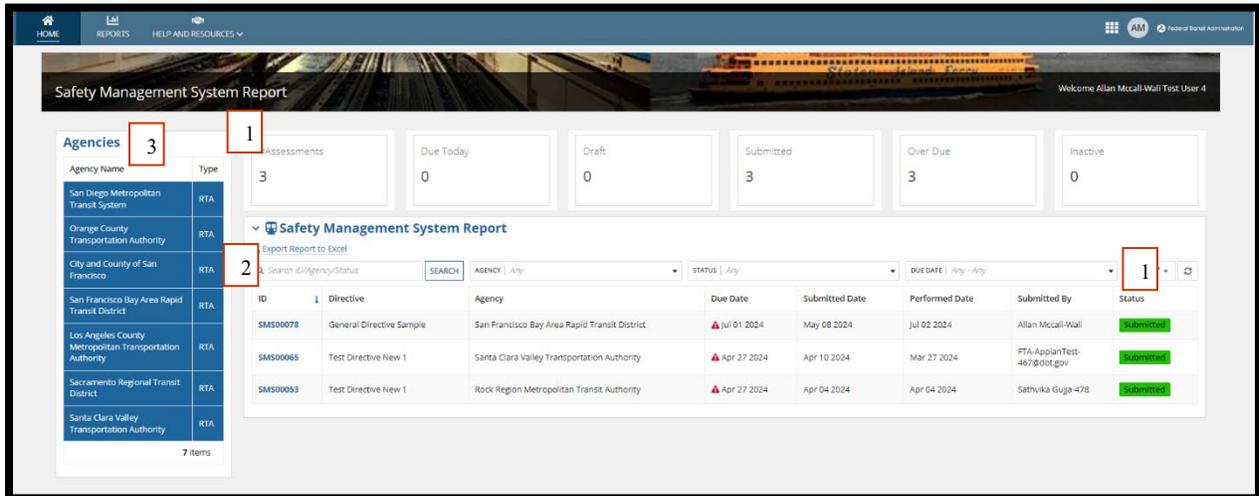
All Actions for a Reporter Role will be available under this tab. Under Actions, the Reporter can also create a New Report.

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

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



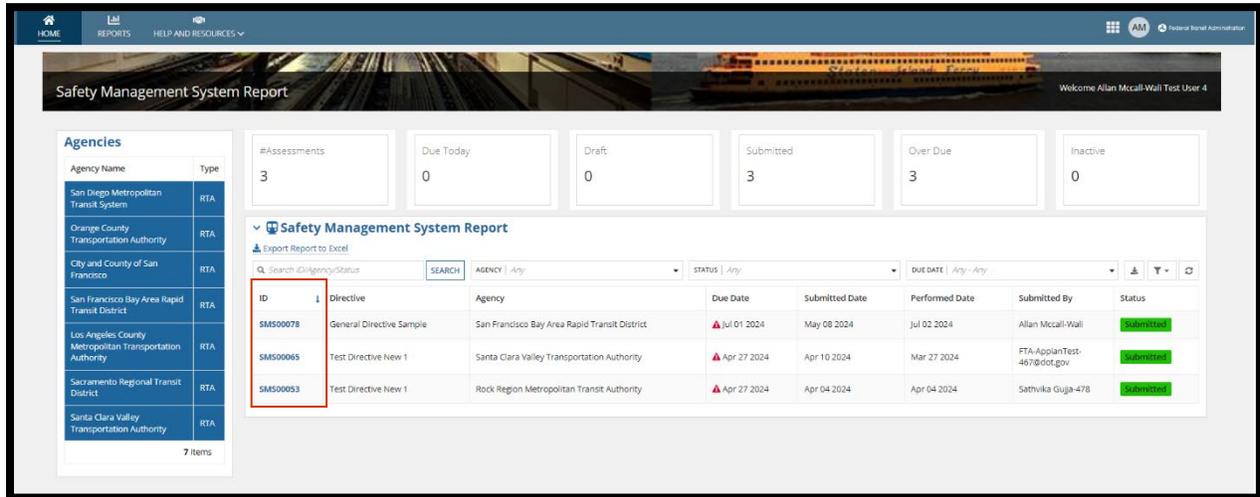
1. The SMS homepage for an SSO-Read Only role provides users with summary statistics on the SMS reports listed within the SMS reports grid:

- # 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

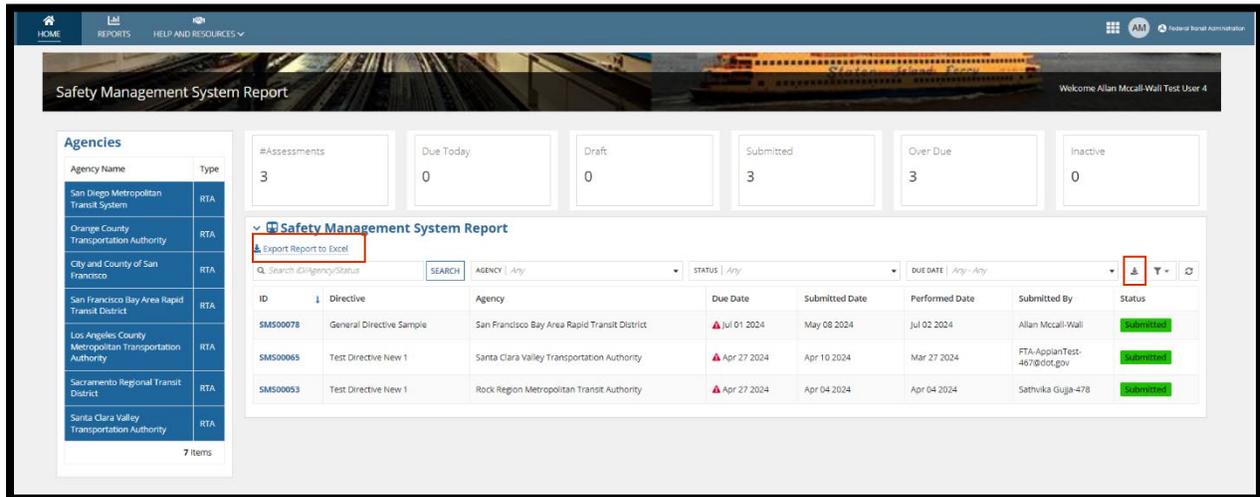
3. The Agencies listed in the Agencies Panel are based on the SSO’s corresponding RTAs.

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



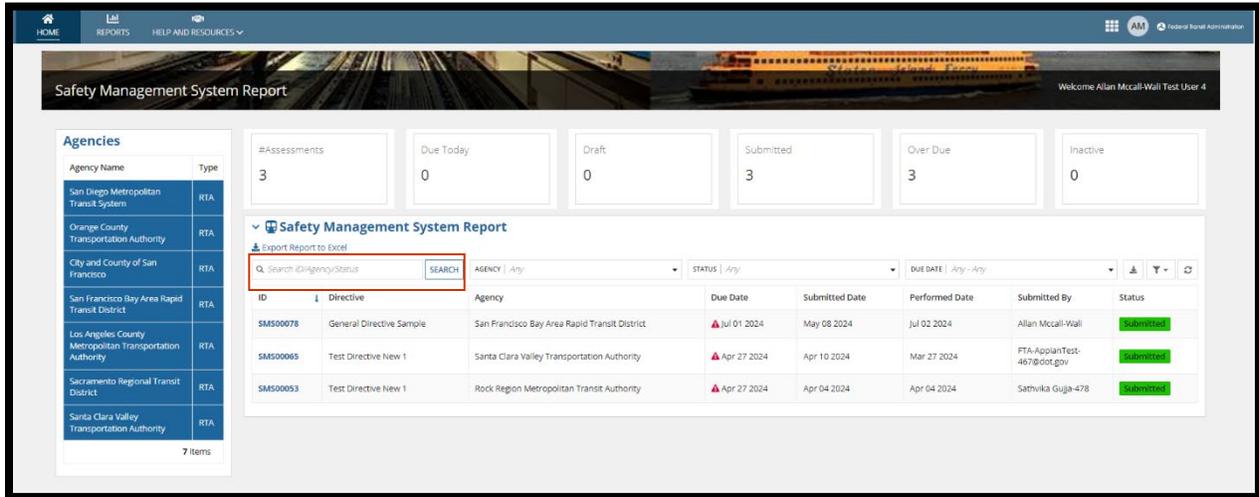
The SSO-Read Only role can view the SMS Reports by clicking on the ID of the report.

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



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

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



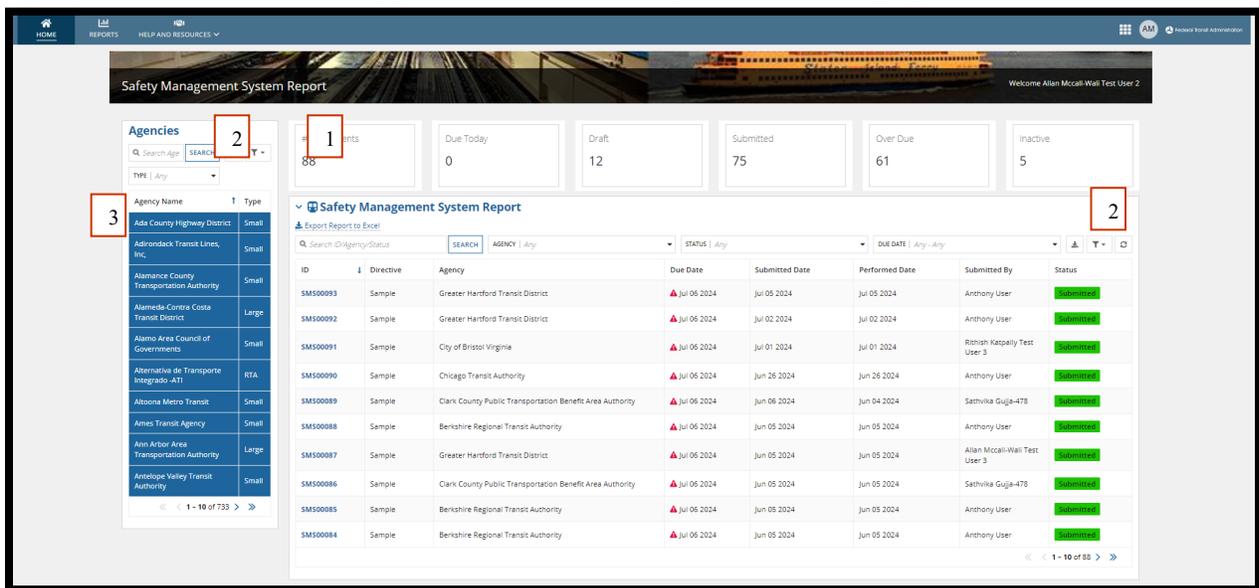
7. The SSO-Read Only role has the ability to search through IDs, agencies and status.

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



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.

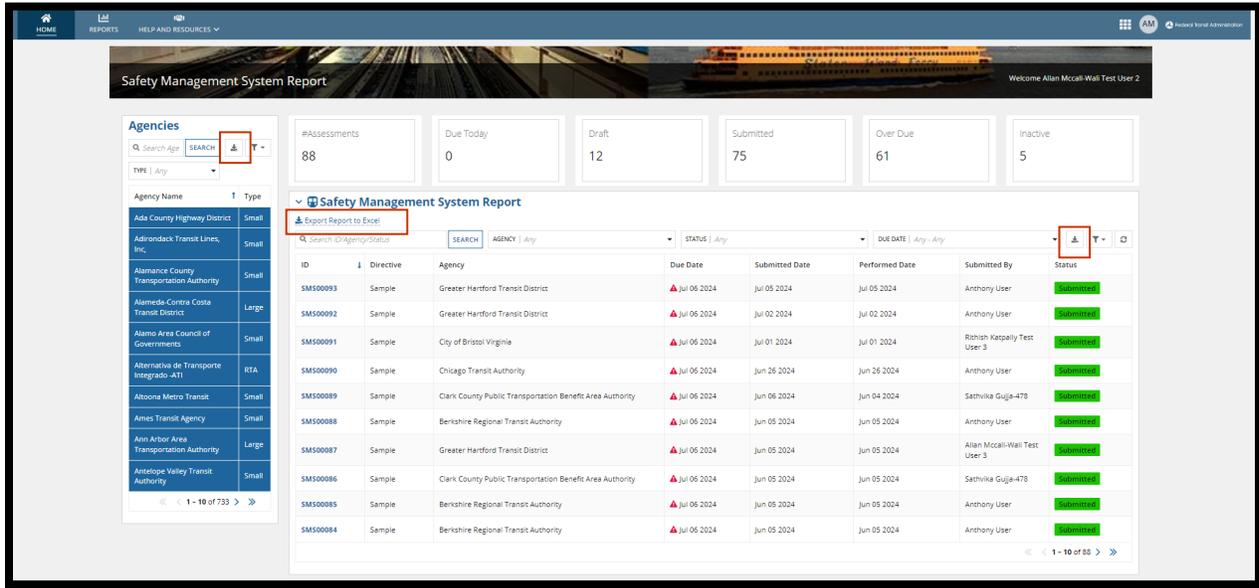
Figure 39: View SMS Report Functionality on Home Tab for TSO-10 Read Only

The screenshot displays the 'Safety Management System Report' interface. At the top, there are navigation tabs for 'HOME', 'REPORTS', and 'HELP AND RESOURCES'. A user greeting 'Welcome Alan McCall-Wall Test User 2' is visible in the top right. Below the header, a summary section shows the following counts: #Assessments: 88, Due Today: 0, Draft: 12, Submitted: 75, Over Due: 61, and Inactive: 5. The main content area is titled 'Safety Management System Report' and includes a search bar and filters for Agency and Status. A table lists individual reports with the following columns: ID, Directive, Agency, Due Date, Submitted Date, Performed Date, Submitted By, and Status. The row with ID 'SMS00093' is highlighted with a red box. The table also includes pagination controls at the bottom, showing '1 - 10 of 733'.

ID	Directive	Agency	Due Date	Submitted Date	Performed Date	Submitted By	Status
SMS00093	Sample	Greater Hartford Transit District	Jul 06 2024	Jul 05 2024	Jul 05 2024	Anthony User	Submitted
SMS00092	Sample	Greater Hartford Transit District	Jul 06 2024	Jul 02 2024	Jul 02 2024	Anthony User	Submitted
SMS00091	Sample	City of Bristol Virginia	Jul 06 2024	Jul 01 2024	Jul 01 2024	Rishin Kaspally Test User 3	Submitted
SMS00090	Sample	Chicago Transit Authority	Jul 06 2024	Jun 26 2024	Jun 26 2024	Anthony User	Submitted
SMS00089	Sample	Clark County Public Transportation Benefit Area Authority	Jul 06 2024	Jun 06 2024	Jun 04 2024	Sathvika Guja-478	Submitted
SMS00088	Sample	Berkshire Regional Transit Authority	Jul 06 2024	Jun 05 2024	Jun 05 2024	Anthony User	Submitted
SMS00087	Sample	Greater Hartford Transit District	Jul 06 2024	Jun 05 2024	Jun 05 2024	Alan McCall-Wall Test User 3	Submitted
SMS00086	Sample	Clark County Public Transportation Benefit Area Authority	Jul 06 2024	Jun 05 2024	Jun 05 2024	Sathvika Guja-478	Submitted
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

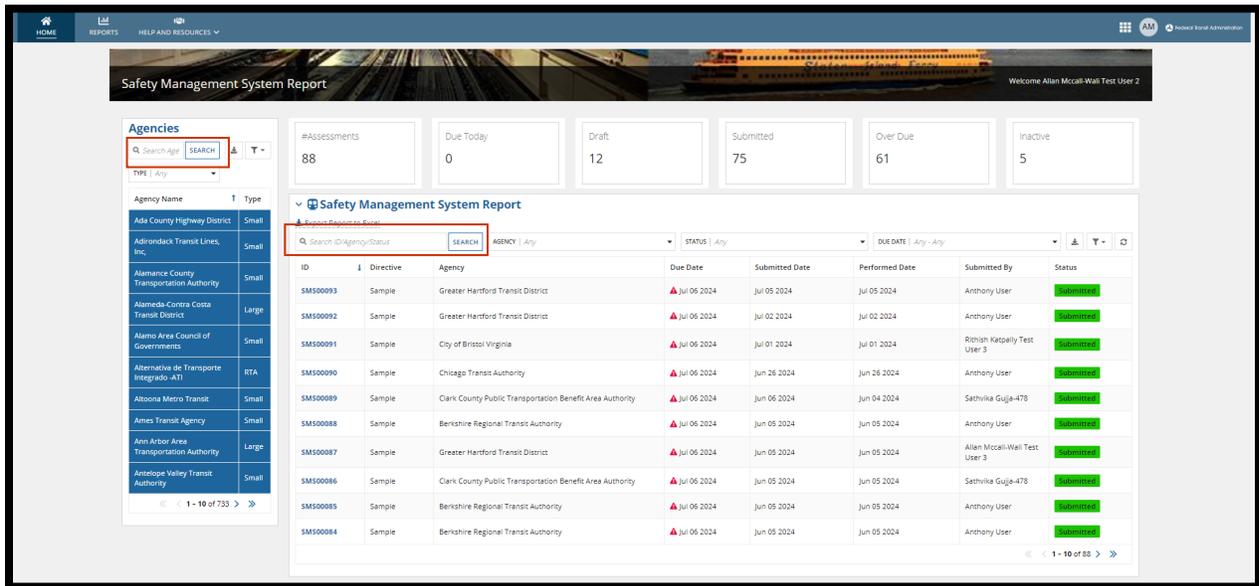
The TSO-10 Read-Only role can view the SMS Reports by clicking on the ID of the report.

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

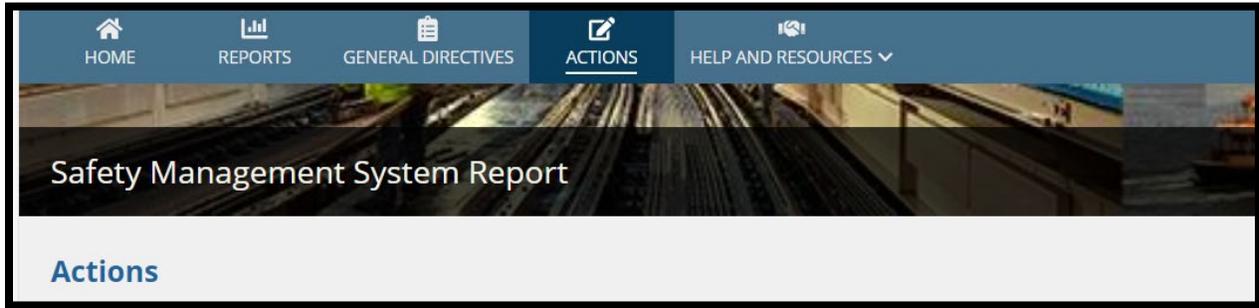


The TSO-10 Read-Only role also has the option to search through the reports and agencies.

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.

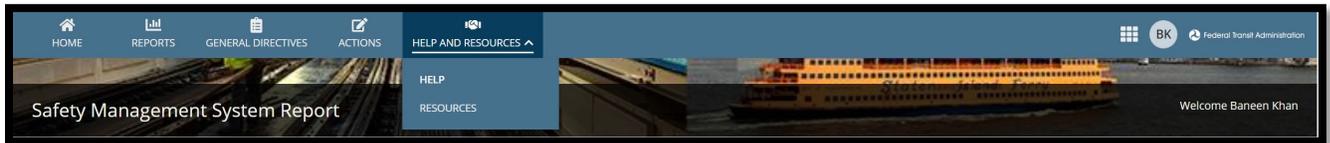
Figure 42: Actions Tab Page



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.

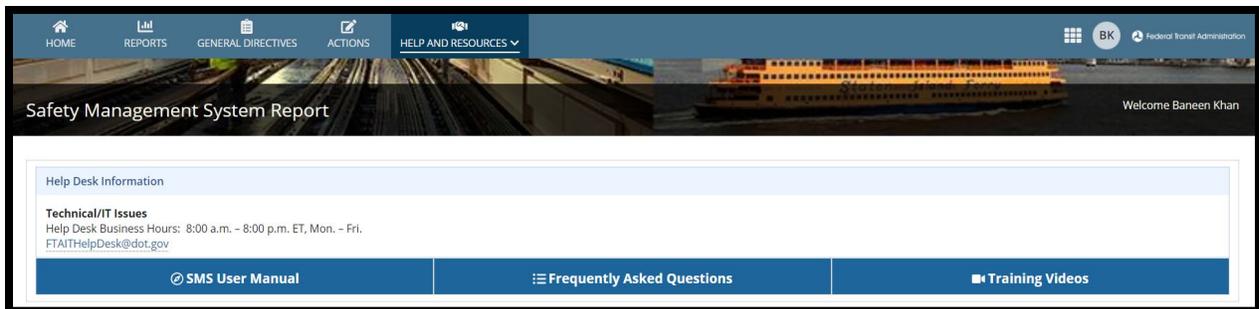
Figure 43: Navigation Panel; Help and Resources



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



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

9.2 Resources Tab

Figure 45: Resources Tab



The Resources tab includes a link to [Using Your Safety Management System \(SMS\) to Protect Transit Workers from Assaults | FTA \(dot.gov\)](#). 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 [Public Transportation Safety Program](#) and [Public Transportation Agency Safety Plans \(PTASP\)](#) 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