

Shelly Lomax Talking Points – Board briefing – Jan. 12, 2011

Progress on safety

- Today I'd like to give you an update on the various aspects of our safety improvement efforts.
- Focus on **specific actions** that have either taken place or are on the horizon.
- Teams have translated various reports—K&J, Safety Task Force, Line By Line—into action.
- Have made real progress on improving safety.
- Making changes in four major areas:
 - Focus on employees—specifically, frontline operators.
 - Working with the community and local partners.
 - Equipment.
 - Metrics and evaluation.
- ***Employee Focus***
 - Hiring
 - Modified operator job description with safety as the first and foremost objective of our operators.
 - Looking at all job descriptions going forward. Additionally, all performance reviews will contain safety objectives.
 - Providing training to the operator selection committee to improve skills in conducting interviews prior to the next operator hiring.
 - Training:

- Initial training will feature new yard exercises, more written testing.
- New annual certification program for bus operators.
 - Program will begin April 18, following the completion of the first new hire training since February 2009.
 - Will take about 35-40 weeks each year to go through all operators.
 - 8 hours of training for each bus operator.
 - Class sizes of 6 to 8 operators.
 - Classroom and field components with primary focus on technical skill development and demonstration.
 - Yard scanning exercise, instructor demonstration drive, operator feedback drives, operator drives scored test route.
 - Distracted driving, service excellence.
 - Complete written test (90% minimum score).
 - Demonstrate competence in basic bus operation fundamentals (Field Driving Exercise).
 - Will provide additional training for any operator who does not satisfactorily complete their recertification.
- Probationary employees
 - Training will take a stronger role in monitoring performance.
 - Regimen of in-service evaluations and close monitoring of all key performance indicators.

- Improved Communication
 - Safety committee
 - Effective this month (January) a representative from operator safety committee attends Transit Change Review Committee meetings.
 - Increased the technical support available to the safety committees by assigning analytical and Field Operations staff to the safety committee.
 - Evaluating training opportunities for committee members so they are more effective.
 - Yellow Card Revision
 - Retooling the process so that safety aspects are separated from non-safety issues and assigned a higher priority, ensure faster response to issues that are raised.
 - New option to easily submit a “Request for Safety Assessment.” Bus operators will soon have a new way to request assessment of potential safety issues.
 - There will be a designated contact person who will monitor the database to make sure issues are being addressed and operators find out the results of their requests for safety assessments. This will ensure that items keep moving and are not lost in “cyber space”.
 - On-line form and tracking log will be available in February.
 - Operator requests for safety assessments will be integrated into a comprehensive database of safety issues. Giving us a broader picture of safety in our system.

- Safety Exchange
 - New outreach effort, *Safety Exchange*, focus on engagement between managers, supervisors and frontline employees.
 - Held first series of meetings in December on: “How can we track close calls?”
 - Meet with operators where they are.
 - Next week, the safety exchange topic will be “request for safety assessment”. Safety Exchange sessions will give operators a preview of the new system and a chance to give feedback on the particulars of how it works.
- Emergency planning
 - New radio and dispatching system will have better communication and response to operators and customers. Will be in place 2013.
- Data Sharing
 - Installing screens in report areas (starting Feb. at Center St) where we can share safety trends, close calls, hazard awareness, and provide rotating general safety messages.
- Use of language
 - Changed the way we describe collisions, eliminating use of words like “accidents” in favor of more descriptive and objective words like “collisions” or “crashes.”
 - Modified public documents, website, and we are reviewing various policies and procedures to see if they also need modifying.

- Recognition Programs
 - Launching a new GM Safety and Service Excellence Award.
 - Reviewing criteria for Operator of the Year program as well as other incentive programs, revising to embed safety as a value.
- Wellness
 - Healthier options in vending machines.
 - Looking ways to maximize participation in TEI (our onsite workout rooms).
 - Looking at the possibility of bringing back health fairs.
 - Added Weight Watchers at Work program.
 - Currently considering ways to connect incentives to meeting health and wellness goal.
 - Looking at possible online learning opportunities we may be able to offer so that employees can continue to learn and grow.
- Scheduling
 - In November Scheduling and Training partnered on a pilot project to meet Line 75-Lombard/39th (César E Chávez) Operators in the field to get their suggestions about schedule improvements. This included working with the operators to validate draft schedules before they are put in place this summer.
 - Will continue to address lines most in need of ongoing schedule attention by adding running time where needed: Line 57-TV Highway was improved in spring; Lines 75 and 12 in summer, and looking at lines 4, 9 and 20 in the fall.

- **Community and Partners**

- Safety Education Advisory Committee

- Marketing and outreach staff have put together a draft mission and charter:
 - *Help strengthen community presence and promotion of safety programs and services by bringing together community representatives who have an active interest and stake in helping make our streets safe, to share ideas and create leverage for effective strategies to raise awareness and promote safe behavior for pedestrians, bicyclists and motor vehicles around buses and trains.*
- Membership will be regional representation of professionals, experts, advocates, jurisdictional partners, riders and key stakeholders.
 - Sampling of members: Willamette Pedestrian Coalition, Bicycle Transportation Alliance, Operation Lifesaver, Multnomah Youth Commission, AAA of Oregon, Tualatin Fire and Rescue, PBOT, others.
- Committee membership expected to be determined this month and the first meeting will be held in February.
- Meet quarterly, with periodic updates and recommendations provided to the General Manager. Additional meetings as needed.

- Metro's Regional Safety Workgroup

- TriMet is part of this workgroup.
- Currently as part of this group there is a plan to work with partners to create a series of regional safety messages around transportation.

- The workgroup provides opportunities to share data and mutually approach hazard mitigation and we are finding value in participating in the group.

- ***Equipment***

- Talking bus

- We have ordered ten units that are the same as the units on the talking Cleveland metro buses. They are scheduled to arrive in Feb. Cost for the 10 units is \$46,000.
 - Will pilot units on high traffic lines to do initial evaluation.
 - Attaches to steering column system, "Caution. Bus is turning."

- CCTV

- Gathering info from other agencies on how they are using it inside the buses.
 - Evaluating existing equipment and what is available as part of new bus orders.

- ***Metrics and Evaluation***

- Hiring analyst

- Dedicated staff time to performing analytical work on safety data and we are recruiting for an additional analyst.
 - During the month of December staff conducted a review of data input found inconsistencies in how data was entered. Ongoing training to improve the quality of the data.
 - New analyst will allow regular and ongoing evaluation of safety data for proactive approach.

- Safety dashboard
 - In the fall, we started publishing a dashboard of performance indicators. At-a-glance way for employees, the board and the public to see how we're doing.
 - In upcoming months, we will be looking closely at safety data to determine ways safety indicators can be incorporated into the dashboard. You'll find it on trimet.org and TriNET.
- Hazard identification
 - Hot spot review
 - Partnering with PBOT and PSU to evaluate Transit Mall operations.
 - Meeting held in December, currently developing work plan.
- Workers Compensation
 - Currently looking at worker's compensation injury data to isolate the root cause of injuries. We will be looking at the types of data we gather and how we use it as a leading indicator.
- Line by Line review
 - You've heard us talk about the exhaustive "line by line" review of our system. I've handed out an update on what we've done since conducting this review.
 - Trainers and supervisors reviewed every stop and turn to identify locations where buses made lane changes or turns with inadequate space to make the maneuver safely and legally.
 - Based on the legal standard of signaling 100 feet per lane change.

- They also looked for any potential safety issues related to missing or damaged signage, stop placement—for example, bus stops where the tail of the bus is blocking an intersection, or located in right-turn-only lanes were reviewed to confirm that appropriate “Except Bus” signs—as well as layover issues.
- All together, more than 200 issues were identified for further review and possible action.
- You can see from the handout that the majority of the issues raised related to stop placement, and about 80 percent of the issues identified have been resolved.
- There is a handout that shows the overall status of completion, as well as some photos showing examples of issues that were raised.