

# Creating a Safety First Culture @ OCTA

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2010 ANNUAL MEETING

# OCTA Services

**OCTA** ORANGE COUNTY TRANSPORTATION AUTHORITY

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**Measure M2**  
Ensuring transportation improvements  
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**October 10, 2010 Service Change**  
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- Countywide bus and paratransit service;
- Metrolink rail service OC;
- Regional Transportation Planning;
- Operation of Toll Roads;
- Freeway, street and road improvement projects;
- Freeway Service Patrol and Call Boxes
- Regulate taxi operations

# OCTA Operations/ Maintenance

- 5 O&M facilities
- 8 transportation centers
- 1,900 employees
- 860 active fleet vehicles
- Operate 80 routes in 34 cities
- Average Daily Boardings: 162,000



## 5 Keys to Building a Safety Culture at OCTA

1. Safety leadership and support from CEO and executive team – walking the talk.
2. Developing tools and clear processes for hazard identification, risk analysis, and root cause investigations.
3. Integrating Wellness Programs into mainstream safety programs.
4. Establish measurements to track safety performance. Review with managers.
5. Communicate, communicate, communicate!
  - Consistent, useful and relevant safety messages at all levels of organization.

# Safety Leadership From the Top

- CEO, Will Kempton discusses the importance of keeping employee safety as a top priority at OCTA in a safety video:

[http://octatoday/video/wkempton\\_safety\\_110909\\_short2.html](http://octatoday/video/wkempton_safety_110909_short2.html)

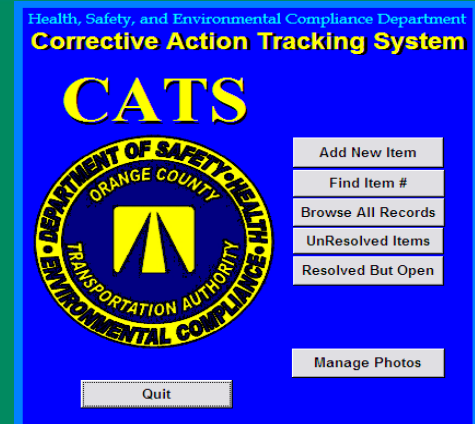
- CEO and Transit General Manager, Beth McCormick lead the Safety Rededication Campaigns at all the Bases and HQ locations to engage all employees in safety.

**Safety  
Starts with  
Me**

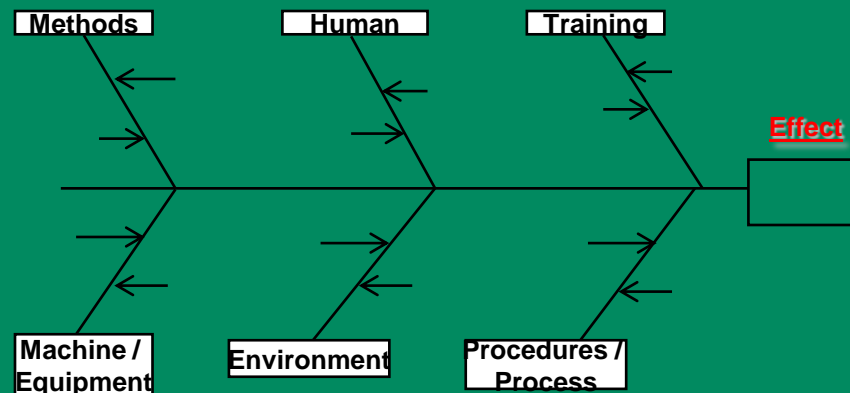


# Tools, Processes and Methodologies for Employees

- HSEC developed on-line Corrective Action Tracking System (CATS) for supervisors to track open safety items, inspection findings and any non-compliance issues in their areas. Includes email notifications and pictures.



- Use Root Cause Analysis or Fishbone Diagram for investigating injuries/vehicle incidents. ID's the true cause of accidents and better defines the types of corrective measures needed to prevent reoccurrence.



# Tools, Processes and Methodologies for Employees

- Mil Spec 882 and APTA's Hazard Resolution Matrix
- Standardized inspection checklists for every program - safety, environmental, construction, fleet .

Frequency of Occurrence	Hazard Categories			
	1 Catastrophic	2 Critical	3 Marginal	4 Negligible
(A) Frequent	1A	2A	3A	4A
(B) Probable	1B	2B	3B	4B
(C) Occasional	1C	2C	3C	4C
(D) Remote	1D	2D	3D	4D
(E) Improbable	1E	2E	3E	4E

- Job Safety Analysis Program used to ID job hazards and prevent accidents/injuries
- Reporting system for accidents, near misses, safety observations - online, hardcopies, verbal, safety captains
- Established Accident Reduction Team and Safety Captain Teams with union support and participation to reduce the # of accidents and injuries.

# Integrating Wellness With Safety

- **Coach operators are among the 4 top jobs that have the highest risk for heart attacks along with fire fighters, policemen and military personnel.**
- **With the higher costs of health insurance premiums, HSEC is partnering with HR to get employees healthier, and ultimately decrease medical benefit usage and/or severity of health problems.**
- **Studies have shown that healthy/fit employees are more productive and attentive at work, have less absenteeism, decreased injury rates.**



# Integrating Wellness With Safety



- Quarterly blood pressure and cholesterol screenings
- Fitness facilities at every base and HQ
- Incentives for physical activity/events
- Running & biking teams
- Monthly Lunch 'n Learns involving fitness
- Weight loss and smoking cessation programs



# Safety Performance Measurements

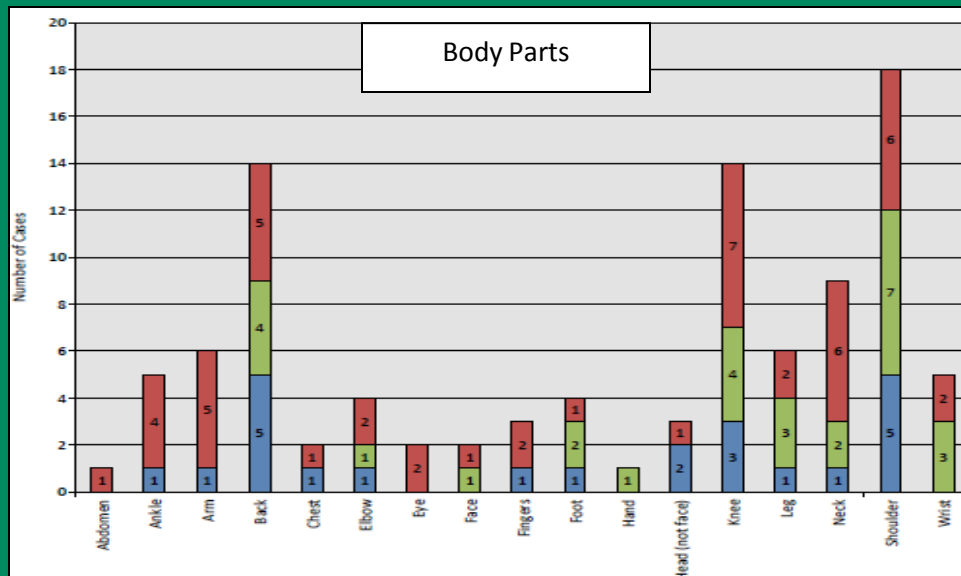
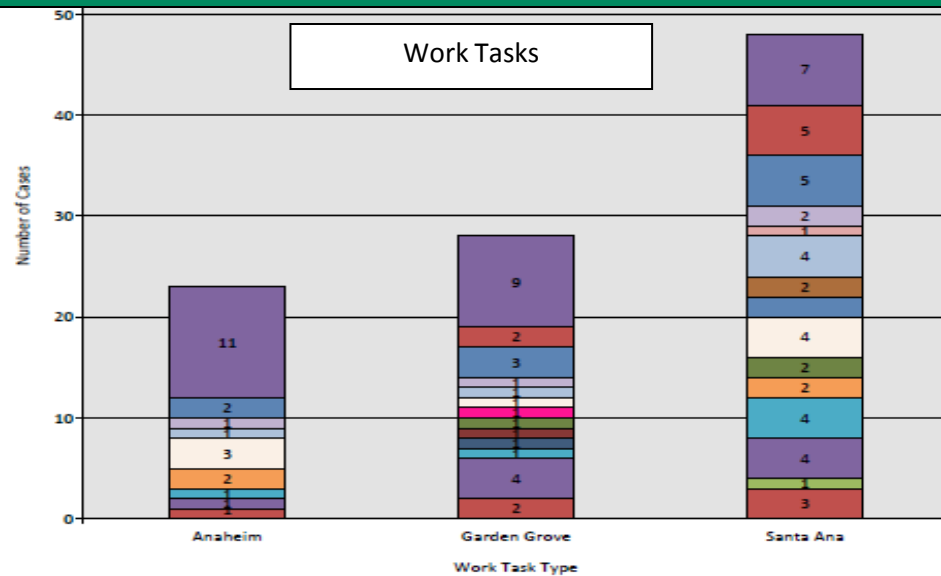
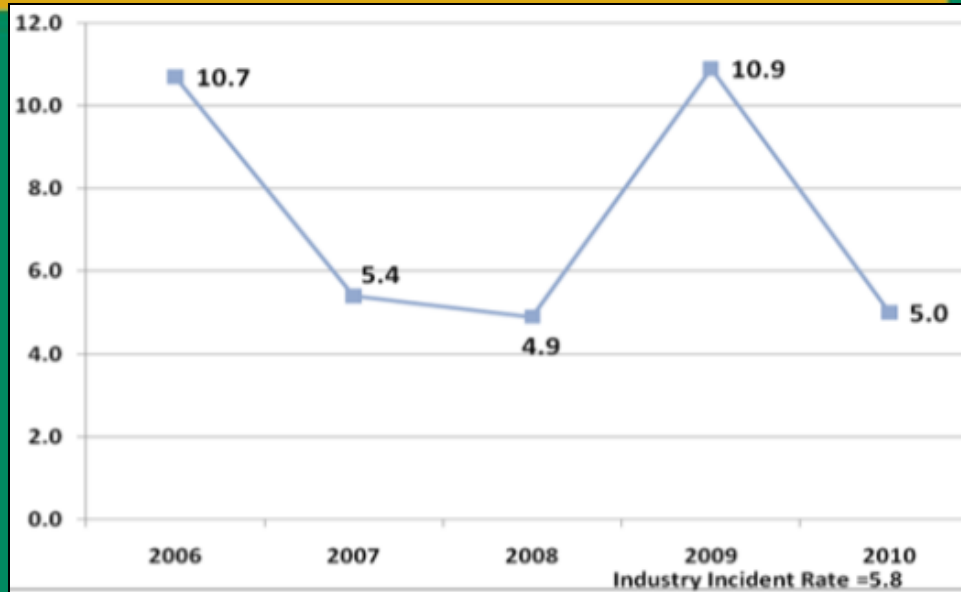
**“You can’t manage what you don’t measure. “**

**– Jack Welch, former CEO General Electric**

- Safety performance measures are used to determine success in meeting the goals of the program. Performance goals are set at the beginning of each FY. Examples include: Injury rates, training completion, inspections.**
- Monthly trend analyses of all measurements to identify issues , potential risk/liability, and to help plan proactive campaigns and programs.**
- Monthly safety/environmental inspections – HSE**

# FISCAL YEAR-TO-DATE INJURY RATES

Examples of monthly data tracking for Injuries and the type of Work Tasks contributing to the injuries.



# Safety Performance Measurement & Tracking

<b>Injury &amp; Illness Rate</b>	<b># of 1<sup>st</sup> Aid Cases</b>	<b>% Training Completed</b>	<b># Inspection Findings</b>	<b># Past Due Action Items</b>	<b># Safety Concerns Reported</b>

<b># Mgr Safety Audits</b>	<b># Mgr Injury Investigations Completed</b>	<b># Safety Meetings Attended - Mgrs</b>	<b>Wellness Participation</b>	<b>2009 CEO Inspection Score</b>

# Safety Communications

Use the types of media appropriate for your agency.

At OCTA –

- Intranet : 1-stop shopping
- Video messages and training clips on TV monitors
- Bulletin boards
- Attend quarterly staff meetings to provide updates to other departments.
- Banners at the bases
- Every shift is required to review a safety topic or rule everyday and every shift.
- Safety Alerts for agency-wide communications

OCTA today.

HOME | DEPARTMENTS / SITE MAP | HEALTH SAFETY AND ENVIRONMENTAL COMPLIANCE

SEARCH:  GO

ALL | DOCS | STAFF

Today's date is Wednesday, September 15, 2010  Quick Links

## Health, Safety, and Environmental Compliance (HSEC)

What's New From HSEC...

- **"A Greener Lifestyle"** can help reduce the impact we have on the environment and can save you money. Useful tips and websites.
- Know the **"Yard Safety Rules"** before going to the Bases. Always be prepared.
- Here is the quick **"Emergency Response Guide"** for all employees in case of a fire, evacuation or medical emergency.
- View Will Kempton's **"Rededication to Safety"** video. Will discusses the importance of keeping employee safety as a top priority at OCTA.

### About HSEC

The HSEC Department is responsible for ensuring OCTA's operations are compliant with federal, state, and local safety, health, and environmental codes and regulations. HSEC develops and implements employee and fleet system safety programs to help minimize employee injuries, damage to property, and to be an environmental steward. Some of the major programs administered by the Department include employee safety, fleet safety, construction safety, environmental compliance, accident

My OCTA TODAY Login

USERNAME:

PASSWORD:

### Department Links

HSEC Home  
HSEC Policies and Procedures Manual

# Safety Campaigns

- Developed specifically for Coach Operators to reinforce safety rules or messages. At least once per quarter.
- Many times, topics are developed from trend analysis of fleet safety and employee injury data.



## FIXED ROUTE TRAINING NOTICE

FTN 0901

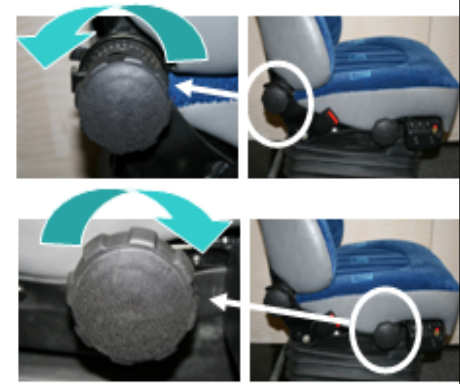
January 26, 2009

**SUBJECT: USSC Seat Adjustment and Defect Card**

To prevent injury, proper seat adjustment must be maintained. The backrest must be set in a manner that provides the waist a 90° angle when sitting in the seat with your feet flat on the floor.

### Operation Instructions:

- 1) *Backrest Tilt Adjustment*  
Rotate round knobs located on the right and left sides at the bottom of the backrest simultaneously, to adjust backrest tilt position.
- 2) *Seat Tilt Adjustment*  
Rotate round knobs located on the right and left sides at the bottom center of the seat cushion simultaneously, to change seat angle (rake).



Proper seat adjustment to avoid repetitive motion injuries.

# Monthly Safety Tips for Agency Distribution



## SAFETY TIP OF THE MONTH

### Earthquake Tips and Response

To report any type of Emergency (i.e. fire, medical, earthquake) dial **9-1-1** from any building land line.

#### During an Earthquake:

- Seek shelter under a sturdy table or desk.
- Drop, Cover and Hold On!
- If there isn't a table or desk near you, cover your face and head with your arms and crouch in an inside corner of the building.
- Stay away from windows, outside doors and walls, cabinets, bookcases, lighting fixtures – anything that can move or fall.
- It is normally safer to stay inside the building.

#### After an Earthquake:

- Assess your immediate situation and area around you for hazards.
- Be alert for aftershocks.
- Assist injured or trapped parties if able.
- Listen for instructions over the building's PA system and monitor your phone line for emergency "system-wide" voice mail messages



#### If you are instructed to Shelter-in-Place:

- Go to a safe location inside the building & secure your immediate area
- Do not use the landline telephone except in an emergency
- It is normally safer to stay inside the building

#### Building Evacuation:

- Do Not Use the Elevators
- Immediately go to the nearest SAFE stairwell/exit
- Report to and remain at the evacuation meeting area, and check-in with the designated supervisor.
- Do Not re-enter the building until directed

# Safety Alerts on As-Needed Basis

## OCTA INJURY ALERT

### WHAT HAPPENED



A serious incident occurred in which a service worker driving a bus struck another service worker at the Garden Grove base. At 9pm, the bus was driven out of the fuel island, bay #1 and attempted to make a left turn, bypassing worker #2 was walking pushing a cart first, and the 2nd injuries from hitting away from the direction

### LESSONS LEARNED

- Always wear your safety vest while in the bus yard
- Drive slowly out of the island, looking for pedestrians
- When driving through the yard, maintain your focus and scan for pedestrians or other vehicles backing
- If walking through the bus yard, look for moving vehicles

Contact HSEC department for any questions

## OCTA INJURY ALERT

### WHAT HAPPENED



An employee was walking in the parking structure using the rear curb area. The reserved parking signs hang app. 6' from the curb, and the employee struck their forehead on one of the signs, sustaining a laceration. The employee received medical treatment similar to stitches.

Where: Orange location, south side parking structure

### LESSONS LEARNED

- Avoid walking through the rear curb area, it is not a designated walkway due to vehicle congestion and low hanging signs.
- If you are in unfamiliar areas, be especially aware of your surroundings in order to identify and avoid hazards.

Contact the HSEC Department for any questions about this Alert at x5853



# SAFETY CAPTAINS PROGRAM



- Encourages employee engagement at all levels
- Strong union participation
- Personnel volunteer from each base and are compensated for their time.
- Currently 4 Safety Captains Teams
- The employees' voice for safety concerns, issues, and resolution.

# CONTACTS

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