

Achieving Safety Excellence at SW Transit



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2010 BUS & PARATRANSIT CONFERENCE

SouthWest Transit Riders by Choice

- 70% of residents have 2 or more vehicles
- Majority of commutes exceed 20 miles one-way
- Majority of residents have household incomes that exceed \$70,000 and nearly 40% exceed \$100,000
- 81% of homes are owner occupied



SouthWest Transit Scope Of Service 2008

- 1.7 Million Miles
- 1.15 Million Passengers
- 33,000 trips
- 60 unit fleet (45 and 40 ft)
- 6 Park & Ride Facilities
- 1 Maintenance Garage



SouthWest Transit

A Public/Private Partnership

- SouthWest Staff

Includes:

- Administrative
- Customer Service
- Dispatch Operations
- Vehicle Maintenance
- Facilities Maintenance



- First Transit Staff Includes:

- Management
- Trainers
- Drivers



SW Transit Facilities

Design for the purpose

- Lighting
- Exhaust System
- Lifts and Tools
- PPE & Safety Stations
- Proper storage and cleanliness
- Walk Around Often



SW Transit

Maintenance with an Edge

- Manufacturer and OSHA Training Programs
- Regular Department Meetings- cross functional
- Pre-trip spares to avoid "Rushing"
- Daily effort tied to bottom line- Strategic Plan
- Walk around Often- with staff

Involvement is Effective

Year	2004	2005	2006	2007	2008
Miles Operated	1,278,197	1,387,257	1,475,052	1,621,059	1,770,791
Miles between breakdowns	19,397	17,560	24,000	31,780	26,314
Work related injuries	6	1	1	2	1

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SW Transit

Starting out right!

- Identify the right Applicants!
- Train until confident
- Monitor closely once Solo
- re-train deficiencies
- Beware overconfidence



SW Transit Driver Programs

- Set High expectations!
- Analyze Accidents carefully
- Find preventability!
- Identify commonalities
- Design around Risk Avoidance



SW Transit Skills versus Attitude

- Analyze Actions, not personality
- Use both Carrot and Stick
- “Incentivize” Safe performance
- Publicize unsafe actions



Celebrate success



SW Transit

Tools in the Safety Bag

- Bus Camera Systems
- External Safety Videos
- Safety Meetings-SST Presentations
- Incentive Programs- “PRIDE” List
- Mystery Riders/Staff
- Public Area Postings-“wall of fame”
- “Inspect what you expect”

SW Transit

Common Problems-Uncommon Solutions

- Lack of Focus-Distractions
- “Deadheads”
- Construction & Routing
- “Parkout” Plan
- “The Dispatch Effect”

SW Transit

Key Operations Metrics

Year	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>
Miles	1,278,197	1,387,257	1,475,052	1,621,059	1,770,791
Rides	726,337	800,020	900,227	953,573	1,146,829
Accidents	19	15	13	9	5
AFR	1.49	1.08	.88	.56	.28
Accident costs	\$76,992	\$34,414	\$23,231	\$18,125	\$12,500
Injuries	0	0	0	0	0