

Why Behavior Matters

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2011 Bus & Paratransit Conference

What Cost You Time and Money?

- Accidents
- Customer Complaints
- Chronic Operational Issues



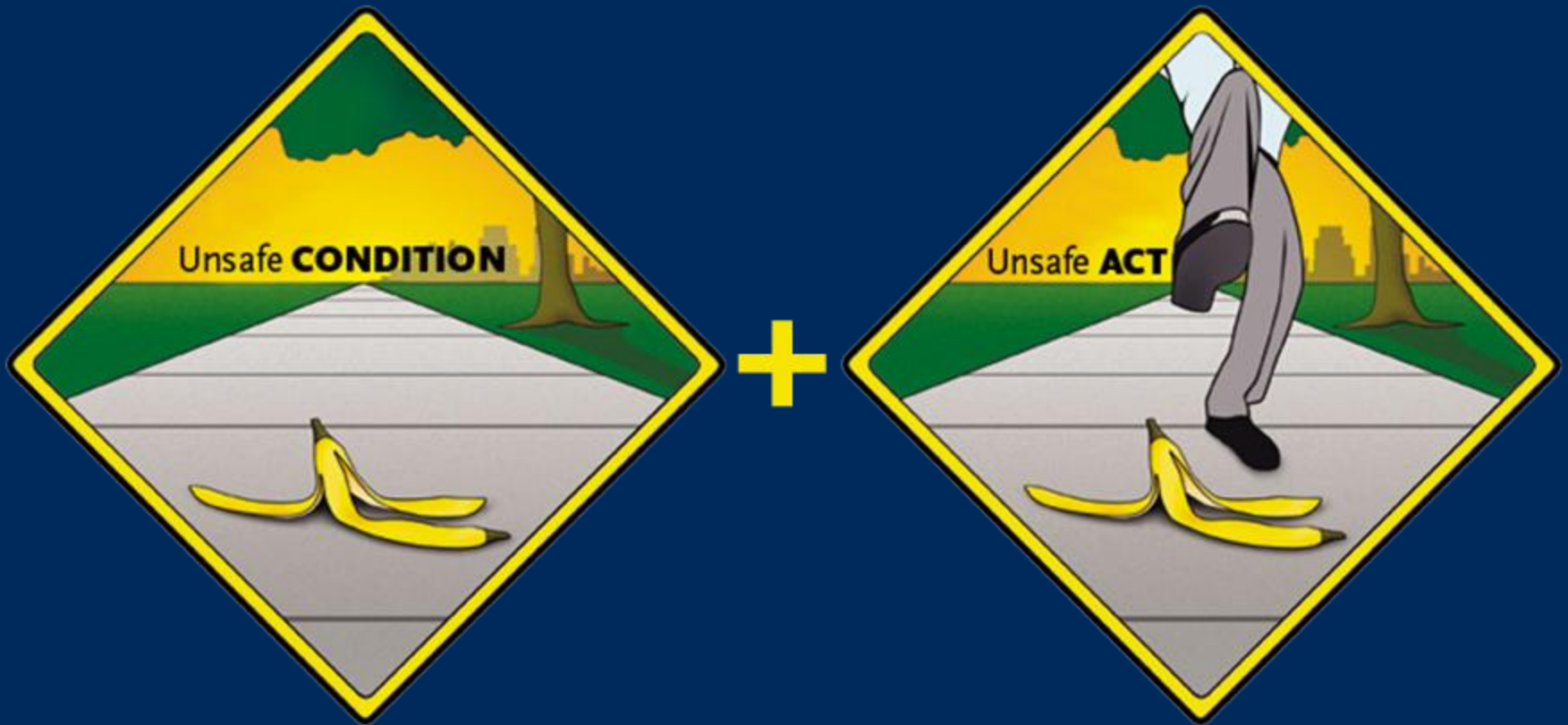
Who Should Know?

How you operate the bus on the street is your business!

- Operators
- Supervisors
- Managers
- Instructors



Accidents Happen



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Problems

- Inconsistent
- Not action oriented
- Unclear message delivered
- No clear step-by-step pattern



Core Skill Attributes

- Repeatable
- Specific action steps
- Clear, consistent message
- It's important and applicable
- Builds knowledge and passes it forward

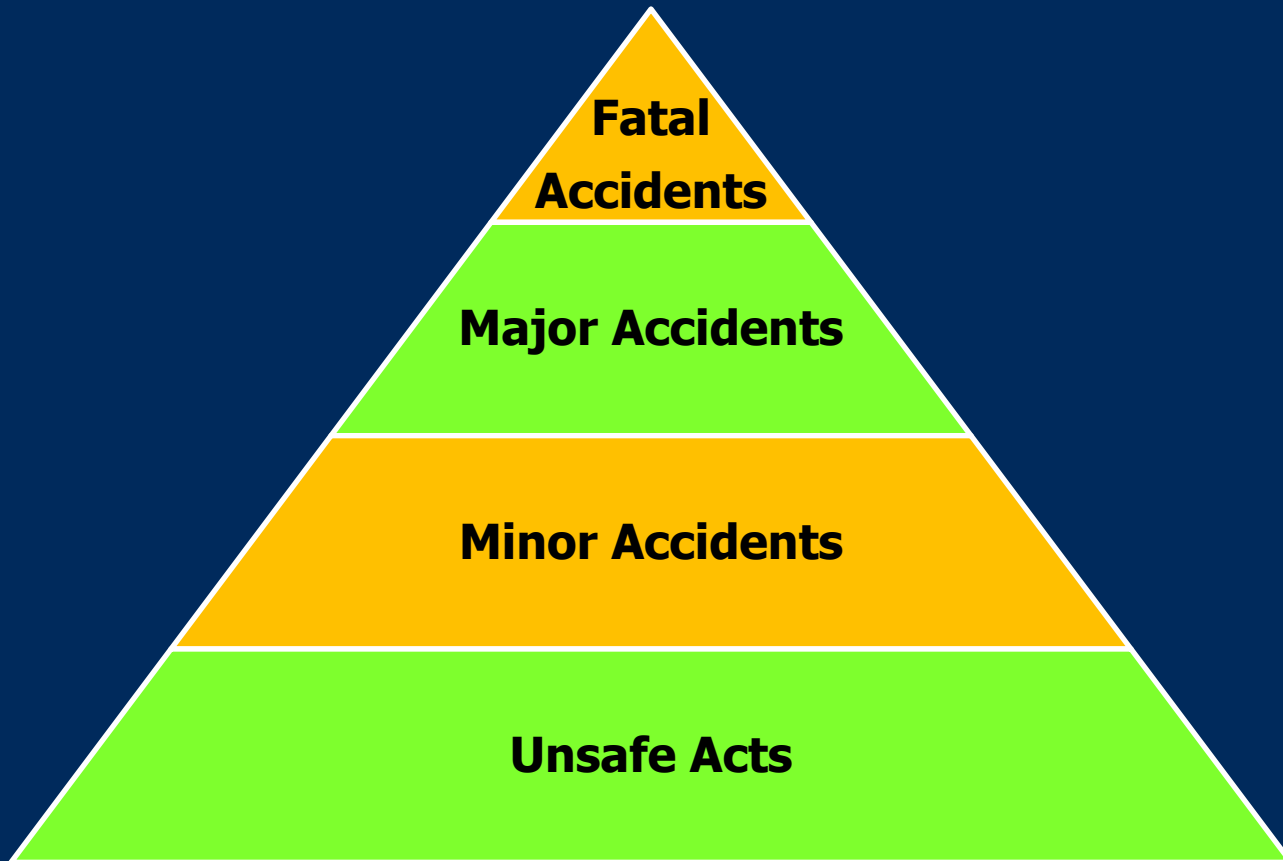


Core Skills

Item	Why It's Unsafe	What Should Be Done in the Future
Operate 10 mph or less while turning	Turning too fast provides an uncomfortable ride and impacts the time you have to react and avoid potential accidents. Speed also affects the turning radius of the bus. Slower speeds prevent passengers falling in the bus.	Be prepared to stop. Slow down to less than 10 mph to give more time to react, scan the intersection and mirrors. Review: Rule 3.22 and SOP 3.115, 3.116
Properly position bus prior to turn	Improper side clearance on the right may allow vehicles to be pinched in between the bus and curb and cause an accident. Insufficient clearance can lead to hitting a fixed object.	Leave between 3-4.5 ft of right side clearance between the curb or vehicles. More clearance will encourage passing on the right by others. Leaving less may cause the bus to hit a fixed object. Always protect the right side of the bus and use the mirrors correctly. Review: SOP 3.115, 3.122 and 3.154
Scan mirrors prior to and during turns	Failure to properly check the mirrors may lead to contact with another vehicle or fixed object.	Always slow down to less than 10 mph to give more time to scan mirrors and time to react to hazards. Scan mirrors prior to and throughout the turning movement. Review: Rule 3.20, 3.22 and SOPs 3.115



Accident Pyramid



Responsibility

- Who can prevent accidents?
- Who has control of the vehicle?
- Who has the responsibility to reduce accidents?



It Works

I Know		I Care		I Can		
Understand Direction	Compelling Reason	Leaders Demonstrate Commitment	WIIFM	Knowledge Skills	Processes Systems	It's successful
	Compelling Reason	Leaders Demonstrate Commitment	WIIFM	Knowledge Skills	Processes Systems	It's not for long
Understand Direction		Leaders Demonstrate Commitment	WIIFM	Knowledge Skills	Processes Systems	It's not urgent
Understand Direction	Compelling Reason		WIIFM	Knowledge Skills	Processes Systems	It's not real
Understand Direction	Compelling Reason	Leaders Demonstrate Commitment		Knowledge Skills	Processes Systems	It's not worth it
Understand Direction	Compelling Reason	Leaders Demonstrate Commitment	WIIFM		Processes Systems	It's not possible
Understand Direction	Compelling Reason	Leaders Demonstrate Commitment	WIIFM	Knowledge Skills		It's not effective



Benefits

- All working toward a common goal
- No confusion in message from trainers, supervisors, materials



Different Forms

All forms contain the same items:

- Line Ride
- One-on-One
- Observation
- Accident
- Video Observation
- Radio Room Observation



Core Skills Form

VigiAssessment

Equipment: failed to <input type="checkbox"/> Report with all required equipment.	Braking: failed to <input type="checkbox"/> Stop smoothly and safely	Lane Changes: failed to <input type="checkbox"/> Activate turn signal when changing lanes <input type="checkbox"/> Avoid unnecessary lane changes <input type="checkbox"/> Scan mirrors when changing lanes <input type="checkbox"/> Use proper following distance when changing lanes
Freeway Operation: failed to <input type="checkbox"/> Avoid unnecessary lane changes <input type="checkbox"/> Use safe following distance. <input type="checkbox"/> Maintain safe speed when operating on the freeway <input type="checkbox"/> Scan mirrors on freeway <input type="checkbox"/> Scan the road ahead <input type="checkbox"/> Select a safe lane <input type="checkbox"/> Use turn signals	Bus Stops: failed to <input type="checkbox"/> Be sure doors are free from obstruction <input type="checkbox"/> Arrive parallel and at a safe distance <input type="checkbox"/> Observe doors while closing <input type="checkbox"/> Scan mirrors and evaluate the bus zone <input type="checkbox"/> Use directional signals at bus zones <input type="checkbox"/> Use rear door interlock <input type="checkbox"/> Use the pivot point	Mirrors: failed to <input type="checkbox"/> Properly adjust interior and exterior mirrors <input type="checkbox"/> Scan mirrors regularly
Pre-Trip: failed to perform <input type="checkbox"/> Inspection of bus exterior <input type="checkbox"/> Inspection of bus interior <input type="checkbox"/> Air brake test	Clearance: failed to use <input type="checkbox"/> Maintain proper position within the lane <input type="checkbox"/> Proper left side clearance <input type="checkbox"/> Proper right side clearance <input type="checkbox"/> Scans for overhead hazards	Safety: failed to <input type="checkbox"/> Use seat belt
Railroad Crossings: failed to <input type="checkbox"/> Come to a positive stop <input type="checkbox"/> Communicate intention to stop at rail crossings <input type="checkbox"/> Reduce speed to less than 15 mph at rail tracks	Following Distance: failed to exhibit <input type="checkbox"/> Maintain safe following distance on city streets <input type="checkbox"/> Maintain safe following distance on the freeway <input type="checkbox"/> Stopped behind another vehicle	Speed: failed to <input type="checkbox"/> Employ smooth acceleration techniques <input type="checkbox"/> Obey speed limit laws <input type="checkbox"/> Operate "under control" <input type="checkbox"/> Reduce speed and cover brake when approaching hazards
Terminal/Layover: failed to <input type="checkbox"/> Keep speed below 8 mph in division yards <input type="checkbox"/> Properly secure bus at layover <input type="checkbox"/> Remain observant of pedestrian amp; vehicular traffic	Intersection Operation: failed to <input type="checkbox"/> Accelerate smoothly when departing traffic lights or signs. <input type="checkbox"/> Be aware of stale green lights <input type="checkbox"/> Communicate presence	Steering: failed to <input type="checkbox"/> Employ proper steering technique <input type="checkbox"/> Position hands correctly on wheel
Appearance: failed to		Turns: failed to <input type="checkbox"/> Operate at 10 mph or less while turning <input type="checkbox"/> Properly position bus prior to turn <input type="checkbox"/> Scan mirrors prior to and during turns <input type="checkbox"/> Use directional signals to communicate intentions

Change options... **Ready to record** Cancel last event Go to Drive Data

start VigiVantage VigiAssessment 100% 9:09 PM



Driver Profile

VigilManager

Driver Profile

- **Driver Badge #:** 108X
- **Name:** Doe108, Jon108
- **Division:** Cost Centre 18

Assessment Summary

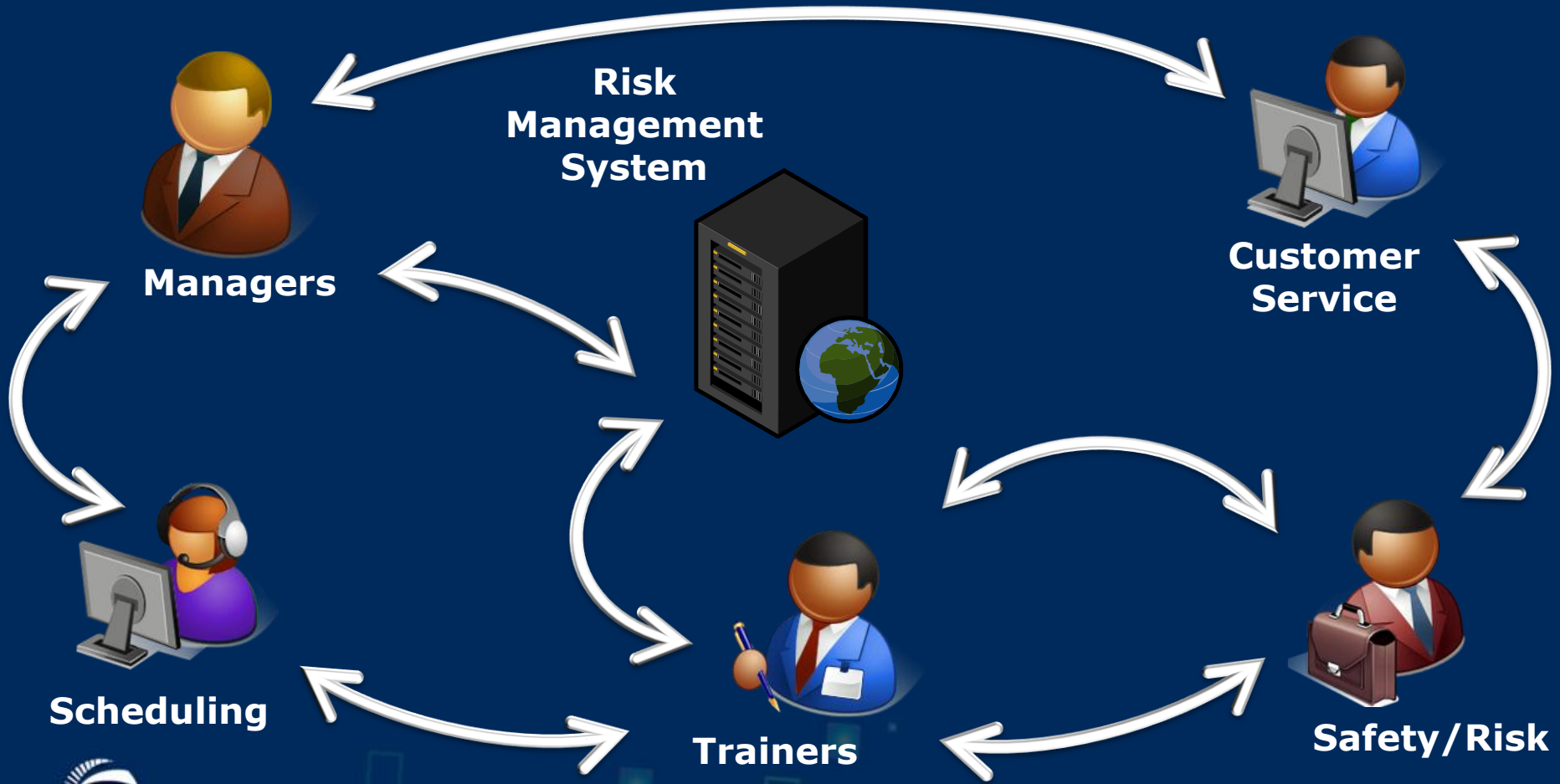
- **Safety Rating:** Undetermined
- **Event Summary for:** 10/08/2001 - 10/08/2006

[Expand All](#) [Collapse All](#)

Logged Event	[1 on 1] 31/Aug/2004 17:04:05	[1 on 1] 29/Aug/2004 17:01:07	[1 on 1] 29/Aug/2004 19:07:07	Total
Intersection Operation	4	4	4	12
Appearance	2	2	2	6
Bus Stops	4	4	4	12
Clearance	4	4	4	12
Freeway Operation	7	7	7	21
(Total)	21	21	21	63



People – How it all works together



Thank You!

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