



# Building Robust Safety & Security System

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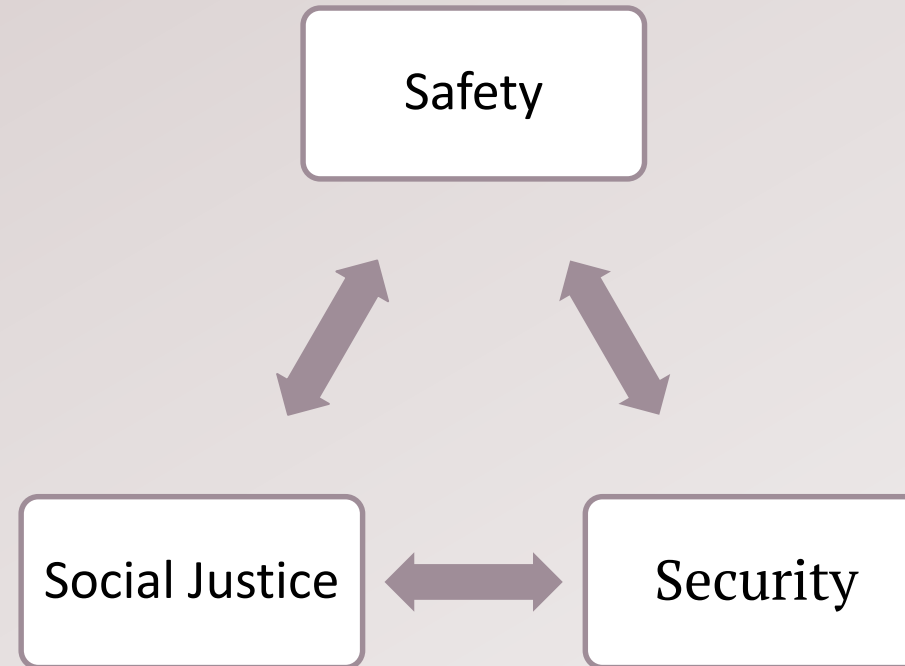
# OUR SAFETY STRATEGY INCLUDES 5 COMPONENTS



# DEFINITION OF SAFETY

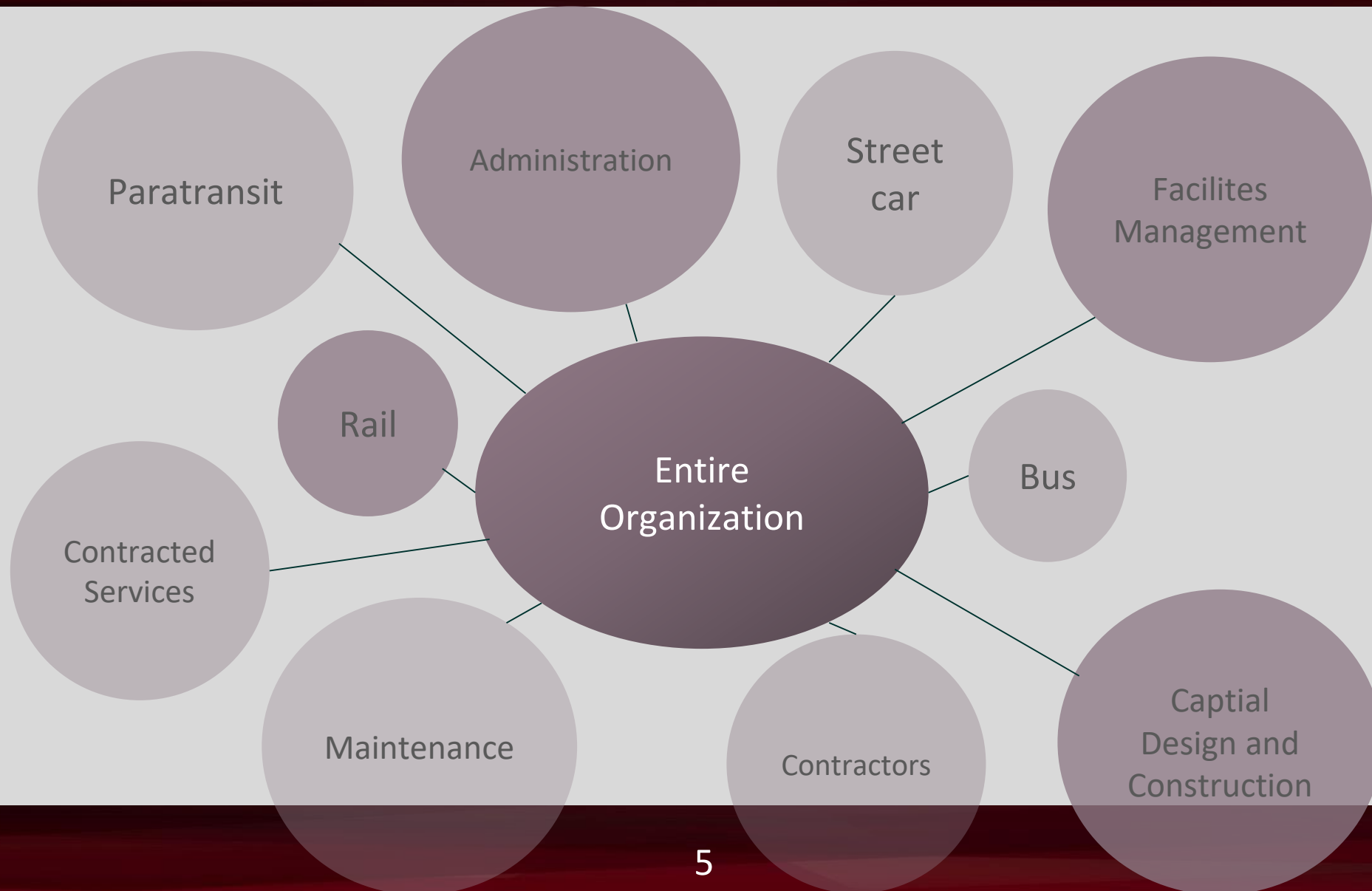
Creating a safe workplace for our coworkers and customers includes freedom from:

- Physical harm
- Injury
- Threats
- Retribution
- Intimidation
- Discrimination
- Violence



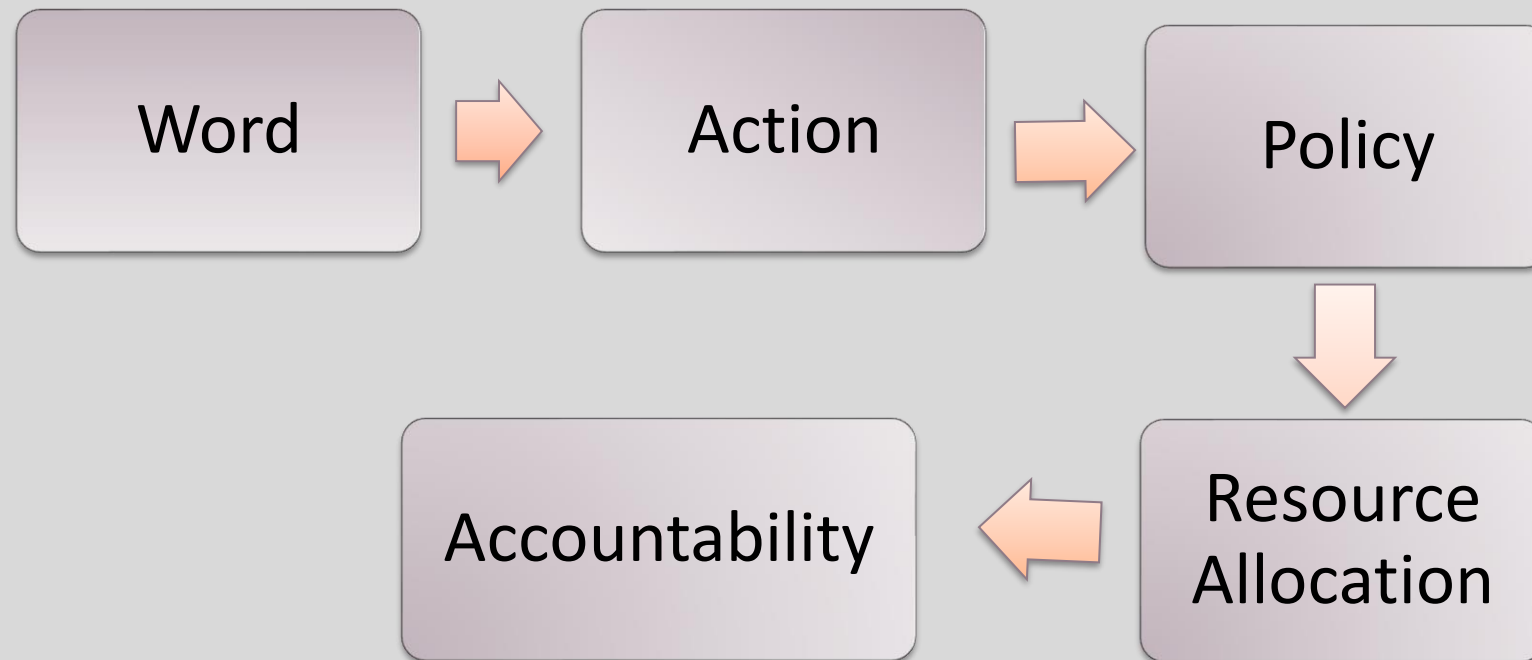
*It is impossible to be safe without feeling  
secure and to be secure without feeling safe*

# METRO'S FENCE LINE FOR SAFETY



# SMS TOP DOWN DRIVEN APPROACH TO SAFETY

Organization's Leader and leadership team must set the example in:



## CULTURAL APPROACH

**SAFETY** gets us all home.

**Safety** is a value that is interwoven into every facet of our organization and at every level.

People will think safety and act safe because they know that they will be **supported** and *given the resources* to succeed.

# AWARENESS AND ENGAGEMENT

Weekly Safety  
Minute

Monthly Safety  
Poster

Quarterly Safety  
Campaigns

Safety  
Committees

Email Safety & Security directly:  
[metrosafety@kingcounty.gov](mailto:metrosafety@kingcounty.gov)



# Engagement

**Metro Monthly Safety Message**

**SAFETY FIRST**

**SAFETY FIRST**

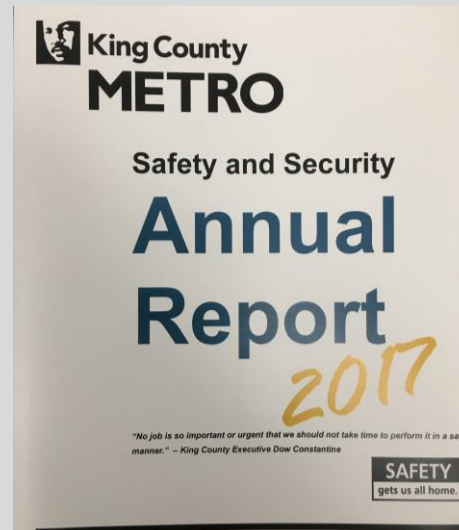
**Water Safety:**  
**Circle of Drowning Prevention**  
Layers of protection are essential to help prevent drowning.  
**Plan ahead for aquatic activities:**

- Provide close and constant supervision of children in or near water.
- Learn swimming and water-safety survival skills.
- Children, inexperienced swimmers, and all boaters should wear U.S. Coast Guard-approved life jackets.
- Always swim in a lifeguarded area.



Let's keep our system safe, and make it safer!  
For Safety & Security Questions and Tips: [metrosafety@kingcounty.gov](mailto:metrosafety@kingcounty.gov)





[kingcounty.gov/metro/safety](http://kingcounty.gov/metro/safety)

**Walk safe.**  
**Camine con cuidado.**



We're looking out for you.  
Look before you cross.

**TIP 1:**  
Look and listen BEFORE you cross.

**TIP 2:**  
Make yourself visible in the dark.

**TIP 3:**  
Cross the street AFTER the bus leaves.

**TIP 4:**  
Don't chase after the bus.

Lo estamos cuidando.  
Nos interesa protegerlo.

**CONSEJO 1:**  
Mire y escuche ANTES de cruzar.

**CONSEJO 2:**  
Hágase visible en la oscuridad.

**CONSEJO 3:**  
Cruce la calle DESPUES de que el autobús se vaya.

**CONSEJO 4:**  
No persiga el autobús.

**SAFETY**  
gets us all home.



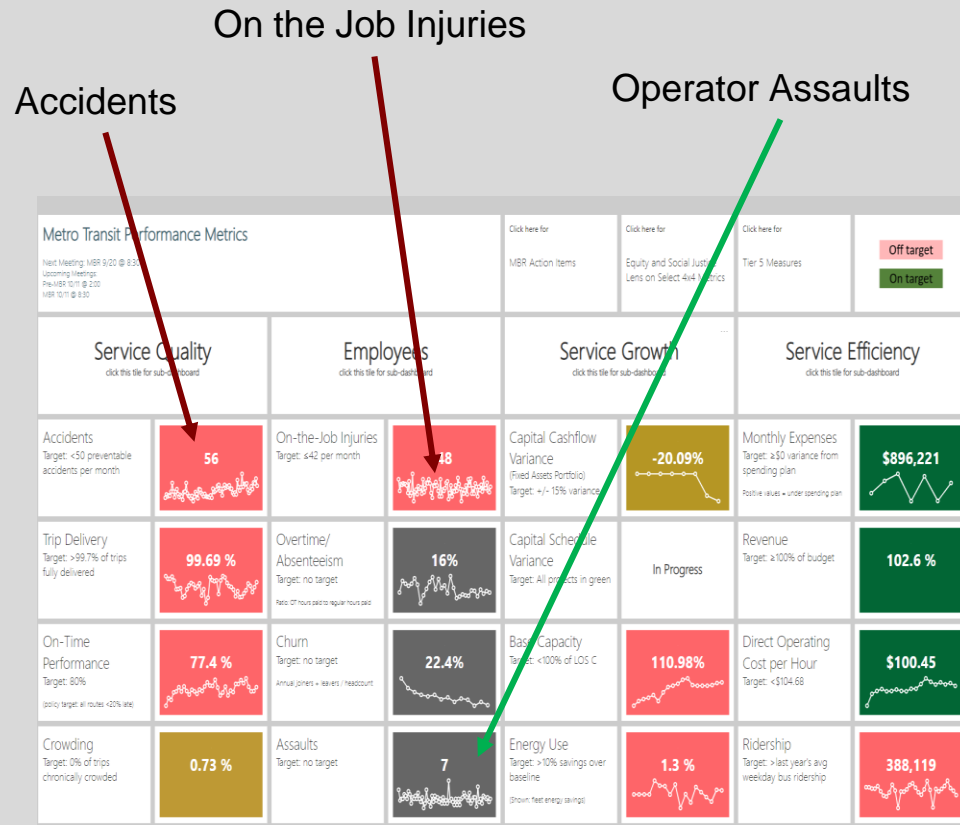


**MEANS STOP**

**SAFETY** gets us all home.



# QUALITY DATA ANALYSTICS



KPI Dashboard

**METRO TRANSIT CORPORATE HAZARD LOG**

Period: September 2018

Submission Date: 8/31/2018

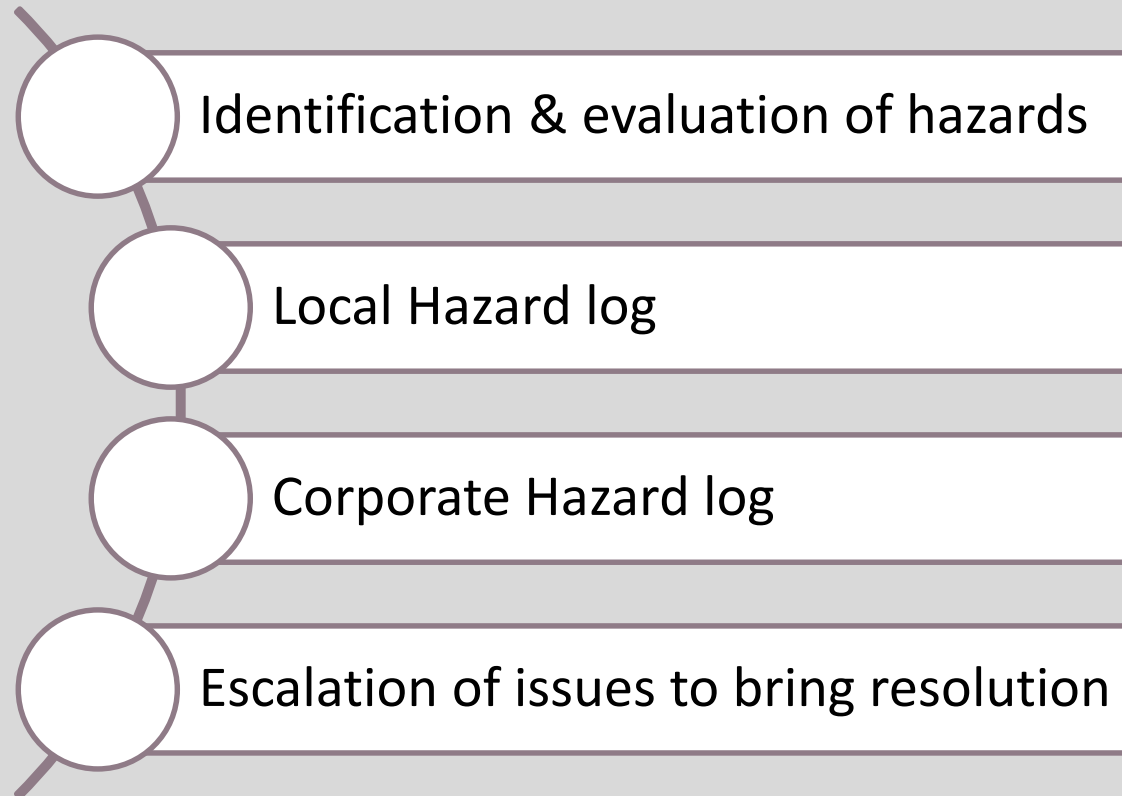
Hazard Log	Date Added	Notification Source	Location, Vehicle, Signal, Equipment, Other	Functional Area	Section

Hazard Log



Safety Data Management

# HAZARD MANAGEMENT



# COMPETENCY

- 01** New Employee Orientation
- 02** Industrial Safety:  
29 topics +  
sub-categories  
Job Specific Training
  - Industrial Safety
  - High Voltage Electrical
- 03** Operator Training

- 04** De-escalation training
- 05** Emergency Planning & Management
- 06** ICS
- 07** Fire Extinguisher/AED
- 08** Etc.

# CONTINUOUS IMPROVEMENT



STOP MEANS STOP

Your safe driving keeps passengers, pedestrians and Metro workers safer and happier.

**STOP MEANS STOP**

**SAFETY**  
gets us all home.

Whether you're operating your vehicle on public streets or in the yards, REMEMBER:

- **MAKE FULL STOPS** - at stop signs, red lights and stop bars.
- **GET READY TO STOP** - when you see a yellow light instead of pushing through.
- **STOP and LOOK** - before turning left or right.
- **STOP OUTSIDE of intersections** - don't block intersections with your bus.
- **SLOW DOWN in the yard** - and obey posted speed limits everywhere you drive.

*We're all depending on you!*

King County  
**METRO**

Inspections & Investigations

Audits

Corrective Action Plan (CAP)

# LEAN Process Management

What if we see an accident  
or injury as a **defect**?



**Ask:** How do we **eliminate  
defects** from our process?

# SMS BASED ON PDCA PRINCIPLES

Accident = Defect

Injury = Defect

Measure  
&  
Adjust

Root Cause =>  
Corrective Action



# WE ACHIEVE WHAT WE MEASURE

**Goal: Zero Accidents & Zero Injuries**

VS

preventable / non-preventable accidents,

or

loss time / non-loss time injuries or medical only.



—• 25,000 miles

*An accident occurs at Metro*

—• 21,000,000 miles

*A pedestrian fatality occurs*

—• 1.5 claims per day

*OJI: On-the-Job Injury*

# WE ACHIEVE WHAT WE MEASURE

100%

Eliminate  
All  
Accidents

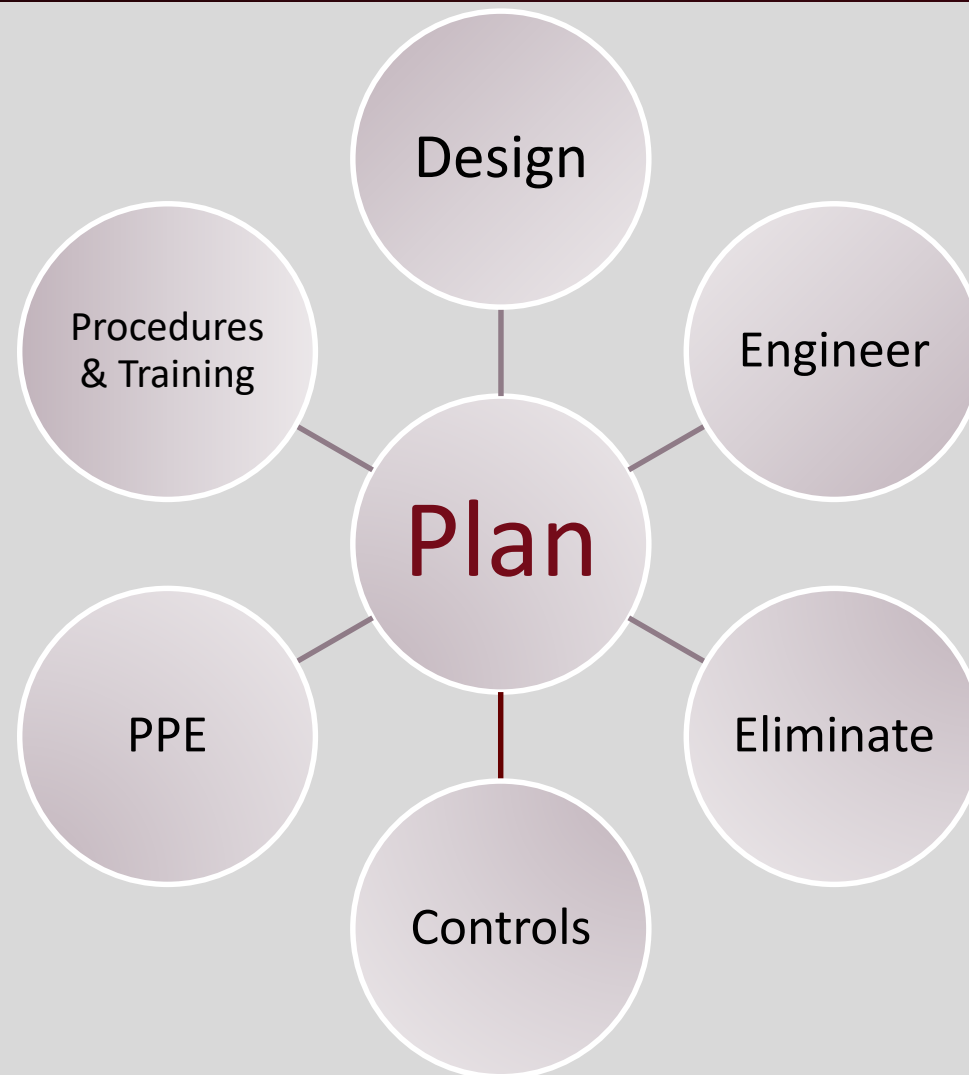
0%

Reduce  
Preventable  
Accidents

Eliminate  
On-the-Job  
Injury (OJI)

Reduce # of  
loss time  
injuries

# CONTROL WHAT WE CAN: ELIMINATE DEFECTS



# LIVING A POSITIVE SAFETY CULTURE



**Is it safe?**  
**Have I assessed the risk?**



**Is it the right thing to do?**



**Do I know where we are going?**



**Am I competent to make this decision?**



**Have I consulted with appropriate stakeholders?**



**Make the decision**

THANK YOU!

*Any questions?*

**SAFETY** gets us all home.