

# UTILIZING COLLISION DATA TO APPLY THE MOST EFFECTIVE CORRECTIVE ACTIONS

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**Presented by: Louie Maiello**



# NEW BUS OPERATOR CANDIDATE PROGRAM “MUST HAVE” KEY INGREDIENTS

## Standardized Criterion Based Curriculum

(Front-loaded with maximum amount of ‘hands on’ behind the wheel driving)

## Instructor Accountability & Tracking

(Are instructors making the right calls in which trainees are qualifying?)

## “Set Amount” Of Days In Place To Qualify / Resign

(Training “until they get it” does not produce the “cream of the crop”)

## **An Effective Corrective Actions Program (Fixing the problems)**

# KEY INGREDIENTS (CONTINUED)

## Automatic (final day) Disqualifiers

(not bus operator material if still demonstrating unsafe actions)

## Route Familiarization Operator (train the trainer) Program

(ensure that RFO's are up to date with what is being taught to trainees during basic skill development phase)

## Lengthy Probationary Period (min 6 months) / Annual Refresher Programs

(promoting early monitoring / agency wide "hire to retire" philosophy)

# KEY #6

## Corrective Actions Program

- Are you writing the correct prescription by collision type?
- Is your corrective actions medicine cabinet fully equipped?



Do you have one?

# CORRECTIVE ACTIONS

Tailored prescriptions are required to combat:

- Collisions
- Knockdowns
- Curb Jumpers
- Abrupt Steering / Braking
- Excessive Speed
- Failure to “Cover” Right
- Failure To Set/Utilize Mirrors
- Insufficient Clearance on Right Side
- Failure to “Square “off” turns
- Steering issues, push/pull vs. hand over hand



# MATCHING THE CORRECTIVE ACTION TO COLLISION TYPE

*Note: **The most effective** “corrective action” can only be applied after determining the type of collision and where points of contact occurred.*

- For each type of right or left side collision that occurs, there is a **specific** corrective action to be applied.
- It is crucial in a “standardized training program” that **all** who are responsible for post collision corrective action be familiar with coupling the collision type with the specific corrective action.

# DIFFERENT POINTS OF CONTACT REQUIRE A SPECIFIC TYPE OF CORRECTIVE ACTION THAT MUST BE APPLIED

## ❖ COLLISIONS INVOLVING CONTACT ON THE RIGHT SIDE OF THE BUS

Fixed Objects

Bus moving straight

Bus overtaking a vehicle or object

Bus turning right with contact on right side of bus

Bus turning right with contact on left side of bus

## ❖ CONTACT ON THE LEFT SIDE OF THE BUS

Fixed Objects

Bus moving straight

Bus overtaking a vehicle or object

Bus turning left with contact on left side of bus

Bus turning left with contact on right side of bus

# CASE EXAMPLE #1

## Collision/Incident Brief Statement:

Bus moving straight 2<sup>nd</sup> lane (1<sup>st</sup> lane of moving traffic) due to parked auto parked at curb right of bus. As bus was approaching parked vehicle the drivers door opened. Contact was made with right front corner of bus and opened drivers door. Damage to bus slight, damage to auto extensive. No injuries claimed on bus, driver of auto claimed injuries and removed by ambulance to hospital.

### Review:

- ✓ Position of Bus: Moving, 2nd lane due to parked vehicle right side of bus
- ✓ Points of Contact: Rt. front corner of bus / open drivers door of parked auto
- ✓ Degree of damages and personal injuries

### What does the brief reveal?

- Are there any key revealing words that can determine if any SOP (standard operating procedure) was violated by bus operator that would lean towards a preventable collision?
- Can you begin to determine the proper corrective action that will need to be implemented for bus operator if the collision is rated preventable?



# REVEALING WORDS PAINT A PICTURE

Bus *moving 2nd lane* due to *parked auto parked at curb right of bus*. As bus was approaching parked vehicle the *drivers door opened*. Contact was made with *right front corner of bus and opened drivers door*. Damage to bus *slight*, damage to auto *extensive*. *No injuries claimed on bus, driver of auto claimed injuries and removed by ambulance to hospital.*

## Review:

- Position of Bus: Moving, 2nd lane due to parked vehicle right side of bus
- Points of Contact: Rt. Front corner of bus / open drivers door of parked auto
- Degree of damages and personal injuries

## What does the brief reveal?

- A clearance issue appears to have contributed to the cause of the collision. Was the SOP on proper clearance violated by bus operator?
- Can you begin to determine the specific type of corrective action that will need to be implemented for your operator that will deal with side clearances during post collision training?

# CASE EXAMPLE #2

## Collision / Incident Brief Statement:

Bus moving straight 3rd lane. (2nd lane of moving traffic) Bus operator attempted to move left to right to overtake double parked vehicle, when contact was made between right rear side of bus and left front side corner of double parked vehicle. Damage to bus moderate, damage to auto moderate. No injuries claimed on bus and / or auto.

### Review:

- Position of Bus: Moving, 3rd lane
- Points of Contact: Rt. Rear side of bus / left front side corner of double parked auto
- Degree of damages and personal injuries

### What does the brief reveal?

- Are there any key revealing words that can determine if any SOP (standard operating procedure) was violated by bus operator that would lean towards a preventable collision?
- Can you begin to determine the proper corrective action that will need to be implemented for bus operator if the collision is rated preventable?

# REVEALING WORDS PAINT A PICTURE

Bus *moving straight 3rd lane*. (2nd lane of moving traffic) Bus operator attempted to move *left to right to overtake* double parked vehicle, when contact was made between *right rear side of bus and left front side corner of double parked vehicle*. Damage to bus moderate, damage to auto moderate. No injuries claimed on bus and / or auto.

## Review:

- Position of Bus: Moving, 3rd lane
- Points of Contact: Rt. Rear side of bus / left front side corner of double parked auto
- Degree of damages and personal injuries

## What does the accident brief reveal?

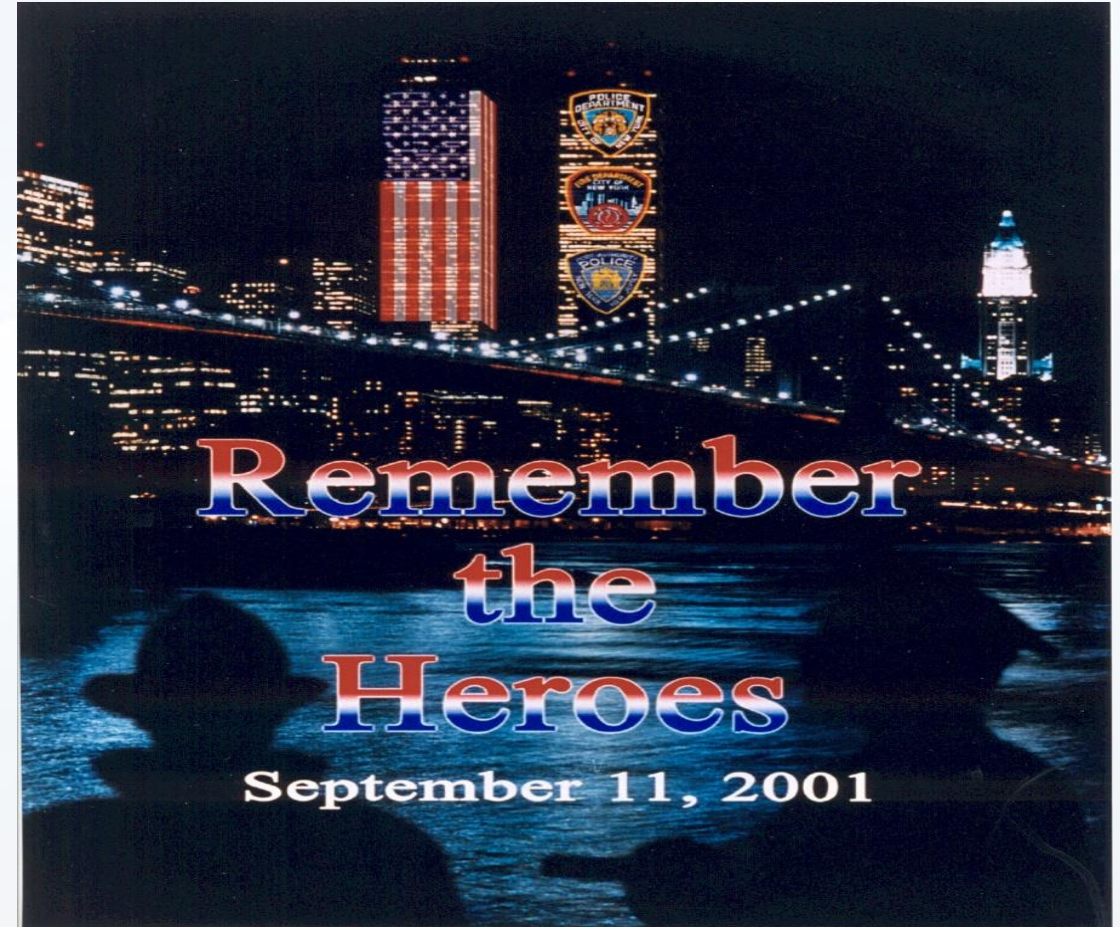
- A clearance issue, observation issue and / or improper mirror set up / utilization, have contributed to the cause of the collision. Was the SOP on any of the above possible causes violated by the bus operator?
- Can you begin to determine the proper corrective action that will need to be implemented for your operator during post collision training?

# FINAL THOUGHT

- ❖ Remember, it's the instructors "**moral responsibility**" to only allow the "cream of the crop" of students to advance beyond the training bus into passenger service, never putting a student in a position to increase claims or put themselves or the riding public in harms way.
- ❖ As an instructor evaluating each of your students on the final day of training, ask yourself "tomorrow would I allow my family to board the bus of this student that I am about to advance forward?" If you have to think about it, take that as a NO!!! If additional training is available, fine. If training days have been exhausted, you must release the student.

# SAFETY, SERVICE, SCHEDULE

Louis G. Maiello  
Director, Bus Training Operations  
Transit Training Solutions (TTS)  
Phone: (845) 705-0056  
[Louie@TransitTrainingSolutions.com](mailto:Louie@TransitTrainingSolutions.com)



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