

SMS Implementation at CTA

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Implementation Challenges

- Organizational
- Cultural
- Informational



Implementation Challenges: Organizational

- Leadership changes
- Safety Department changes
- Militaristic rules and practices
- Departmental areas of responsibility



Implementation Challenges: Cultural

- Trust building
- Changing the perceptions of front line managers
- Communicating new processes to employees



Implementation Challenges: Informational

- SMS is a decision making tool, and you need information to make good decisions
- Data gathering, usage, storage...
- Analysis capability



SMS Implementation Lessons Learned

- Selecting an implementation lead
- Internal marketing
- Organizational engagement, part 2
- Invite SSOAs to implementation meetings

