



Safety Culture: Leading from the Top

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CONGRATULATIONS BJCTA! 2017 Gold Safety Award Winner!



Reno, Nevada

Why is TRANSIT SAFETY important?



Its a GOOD Thing!

**BUT.....Why Should
TRANSIT SAFETY
Be REALLY important to
Transit Board Members?**

1 IN THE SUPERIOR COURT FOR THE STATE
2 FOR THE COUNTY OF FUNKADELICIOUS
3 ¶
4 PLAINTIFF'S NAME, → → → →
5 - Plaintiff, → → → →
6 ¶
7 v. ¶
8 ¶
9 DEFENDANT'S NAME, ¶
10 - Defendant, ¶

**INSERT
YOUR NAME
HERE**

LIABILITY

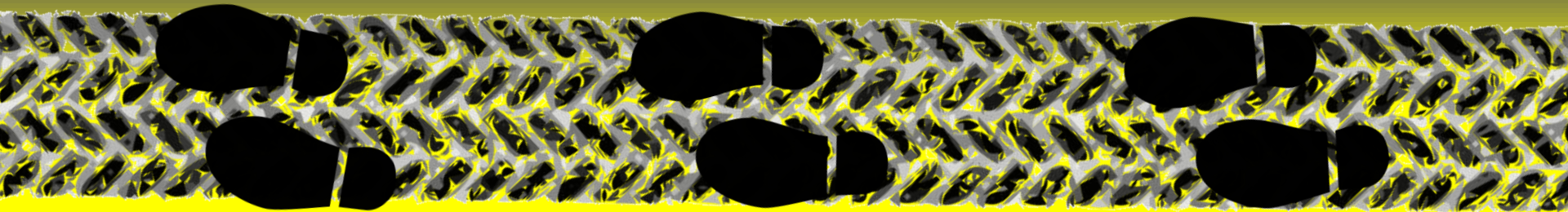
A New Day at the BJCTA!



“Our preventable accidents in either FIXED Route or PARATRANSIT should NEVER average above the industry standard” - Dale Knutson, TSP , Manager of Safety, Training and Security



3 Major Steps In the right direction



Establish a Safety Culture

“It starts at the top and trickles down”

Dr. Patrick Sellers – Board Chairman



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The Board Sets the Tone

- Each meeting (Including **Board** and **board committee** meetings) start with a safety message.
- The **board** understands the importance of, and actively supports the Executive Director and senior management team in day to day leadership activities.
- The **board** encourages the senior management team to think strategically and outside of the box in regards to safety.
- There is regular and robust reporting regarding safety. We ALWAYS hear about our numbers!



If its important to us, then its important!

The Senior Team Planned and Promoted Safety - CONSISTENTLY

- Every meeting starts with a Safety Message
- Every hallway – even bathrooms have safety messages
- Every day - dispatchers give safety messages.
- Every day - Safety team walks and talks – ensures message.
- Worked to ensure that everyone knows that management cares about our employee's safety and our customer's well-being.



The BJCTA is SERIOUS about SAFETY!

Keep Preventable
Accidents below the
National Average



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We did our research!

DAY OF THE MONTH WHEN FIXED ROUTE ACCIDENTS OCCUR:



WEDNESDAYS!!

Mid-week blahs?

Many bills arrive at the people's residences on Wednesdays.

DAY OF THE MONTH WHEN PARATRANSIT ACCIDENTS OCCUR:

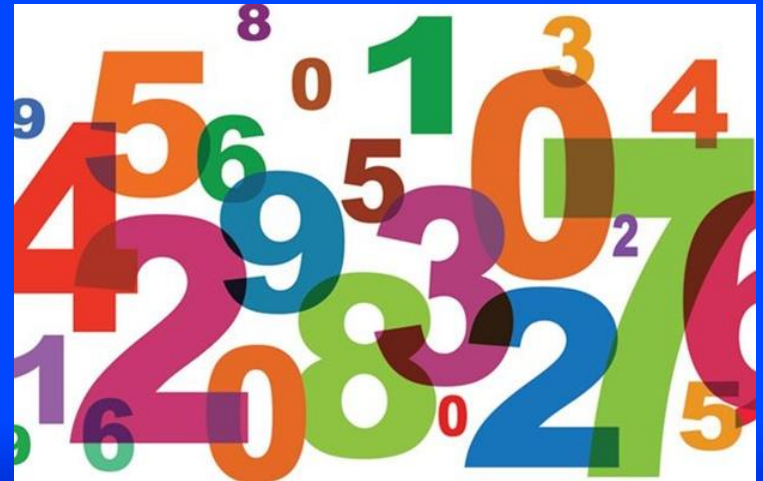


THURSDAYS!!

Living for the weekend?

WE ALWAYS KNOW OUR NUMBERS

- # of Preventable accidents per 100,000 miles.
- Types of preventable accidents and incidents
- Places and Times of Accidents/Incidents



"You can't manage it until you can measure it"

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ACTION ITEMS

- Management met with the operators and told them about the findings.
- Dispatchers make special safety announcements on Wednesdays and Thursdays (high accident days) – to be even more vigilant.
- Accident statistics are posted each month for both paratransit and fixed route. When we looked like we were having a good month, the dispatchers publicly congratulate the operators over the radio. If we weren't doing so hot – we'd announce that, too.
- The next step in the process was to get the operators back into regular communications.



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Step 3

Establish an Employee Reward System



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BRING YOUR PARTENERS ON THE TEAM FOR HELP

- Insurance Companies
- Risk Management/Worker's Compensation
- NEVER re-invent the wheel
- Ask THEM what other's have done to reduce accidents/incidents.
- Determine what would work best for you.



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HOW CAN PARTNERS HELP?

- Pay for gift cards for safe driving
- Sponsor Safety Banquet
- Develop specific programs for accident refresher training, as well as worker's compensation evaluation.



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2015 Fixed Route Accident
Rate was 2.01%

2016 Fixed Route Accident
Rate was 1.39%

2015 Paratransit Accident
Rate was 1.53%

2016 Paratransit Accident
Rate was 0.875%

**Workers Compensation
rating was lowered.
(And so were our premiums)**

Award Winning Results!

The Saga Continues....

Birmingham Intermodal Facility – Opened June 2017

Maintaining Safe Facilities



Passenger Safety



Employee Safety

Public Safety is Key!

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Its a GOOD Thing!