

APTA Human Resources Committee 2014 Webinar Series



SAFETY FIRST: A Focus on Transit Industry Operators and Maintainers

Co-hosted with APTA's Safety Committees

**Wednesday, October 1, 2014
2:00 – 3:30 p.m. Eastern Time**

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unique PIN to hear the audio over the phone. You also may listen via the internet.
This session is being recorded and will be made available to APTA members on the APTA web site.**



Session Moderator



Ms. Kimberly Ulibarri

**Vice Chair, APTA's Labor Management Relations Subcommittee
Manager, Labor Relations and Performance Improvement
Utah Transit Authority
Salt Lake City, UT**

2014 Webinar Series



- **TCRP Report 162: Building a Sustainable Workforce in the Public Transportation Industry - A Systems Approach – Completed**
- **Developing Mentorship Programs: Successful models and pilots – March 19 - Completed**
- **FMLA- Understanding the Law; Light Duty Assignments & Worker Compensation – April 16 – Completed**
- **Implementing New National Training Frameworks for Frontline Technicians– May 21 - Completed**

2014 Webinar Series



- **Developing Internship Programs: Successful Models and Pilots – August 20 - Completed**
- **Safety Practices for Transit Agency Employees – October 1**
- **Developing Front-Line Workers - The Industry's Backbone – November 19**
- **Engaging Your Frontline Workforce to Streamline Work Processes – December 17**



Safety Practices: Today's Focus

- **Safety Practices**
 - **Everyone learns: Large, mid-sided, smaller operations**
- **Webinar focus:**
 - **Bus operator protective equipment**
 - **Rail maintainer safety programs and practices**
 - **Operator support programs following traumatic events**
- **National safety leaders and practitioners**



Session Presenters



Mr. Eric Muntan
Chief of Safety
and Security
Miami-Dade
Transit
Miami, FL



Mr. Todd Provost
Light Rail
General Manager
Utah Transit Authority
Salt Lake City, UT



Mr. Mike Liberi
Chief Surface
Transportation Officer
SEPTA
Philadelphia, PA



Industry Discussants



Sue Stewart
Transit Safety Officer,
King County Metro,
Seattle, WA



Bernadette Bridges
Chief Safety Officer,
Maryland Transit
Administration,
Baltimore, MD



Joel Volinski
Director, National
Center for Transit
Research, College of
Engineering
Center for Urban
Transportation
Research, University of
South Florida
Tampa, FL




What to Expect ...

- **Industry Presentations**
 - **Bus operator safety equipment**
 - **Creating a safety culture**
 - **Traumatic situation support programs**
- **Industry discussants: insights, other programs, national landscape**
- **Audience Q&A and discussions with presenters and discussants**
- **Wrap up**



Asking audience questions

To submit a question or comment to the moderator during the session or during the Q&A, please type it into the **Chat** box on your screen and then click on the send arrow located at the bottom of the box. 

Session Presenter



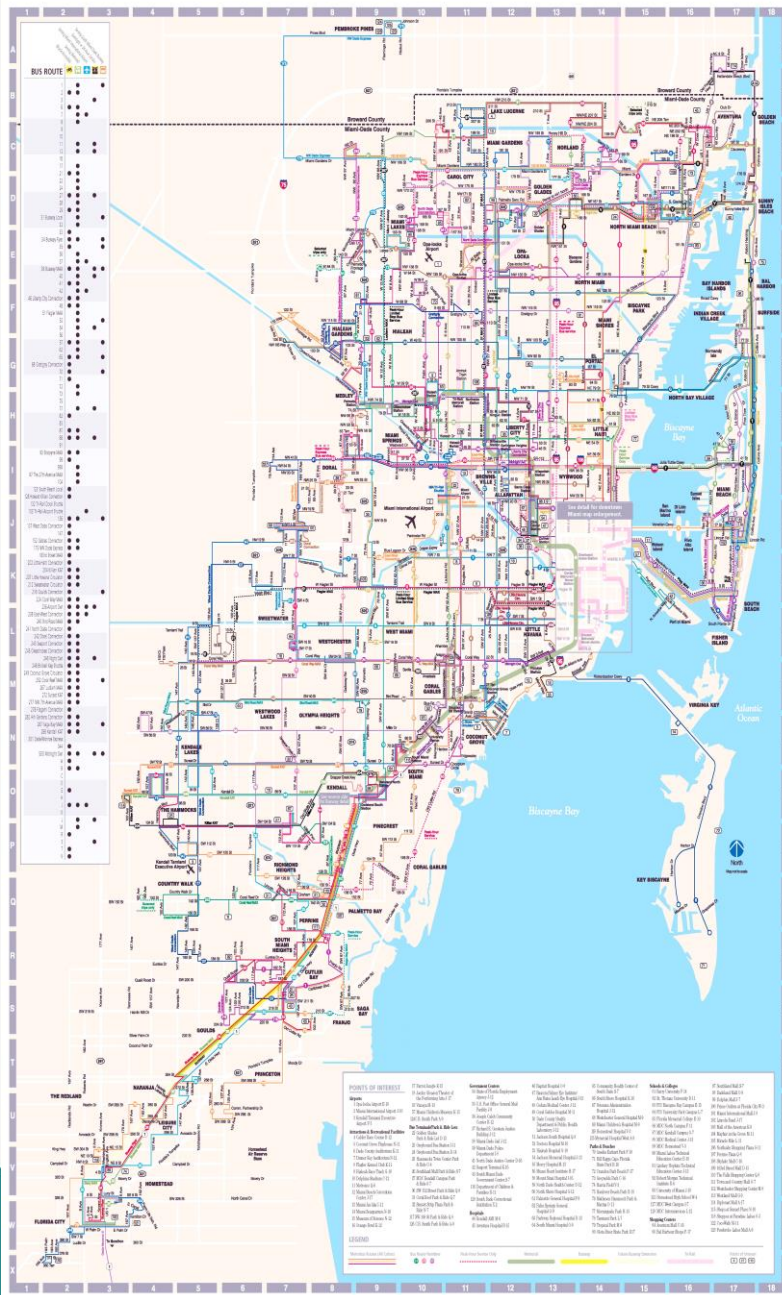
Mr. Eric Muntan
Chief of Safety and Security
Miami-Dade Transit
Miami, FL

Protective Equipment



Metrobus

- 78.4 Million riders per year (FY 2013)
- 822 buses (NABI, New Flyer, Optima, Gillig, MCI)
- 93 Routes
- Servicing Miami-Dade County (2,400 sq. miles)
- 28.4 million miles driven-revenue service (FY 2013)
- Revenue service - 24 hours per day (select routes)
- 20 miles of dedicated Bus Rapid Transit (BRT)



Employee Security at MDT

- **TRANSIT WATCH** Call Center
- Transit Operations Supervisor (TOS) on the street
- Undercover police



Closed-Circuit Televisions (CCTV) On Property



All MDT Metrobus revenue islands

- **Access/egress controlled through technology**
- **CCTV coverage (25+ angles)**

Closed-Circuit Televisions (CCTV) Inside the Bus

- 732 MDT buses are equipped with CCTV's in multiple configurations



Transit Security

Bus Operator Compartment Door

HISTORY

- **1996 - In conjunction with the Transit Cooperative Research Program (TCRP), MDT representatives visited European transit agencies to research Driver Security**
- **MDT made the commitment to install Bus Operator compartment doors to enhance security for the Bus Operator**
- **1997 - First group of buses with a Bus Operator compartment door arrive at MDT**



Transit Security

Bus Operator Compartment Door

GROWING PAINS

First series of Bus Operator compartment doors presented challenges with:

- Weight
- Hinges
- Latches
- Securement

TEAMWORK

MDT personnel revised the specification to incorporate:

- New latches
- New latch posts/stanchions
- New automatic closers
- Sacrificial “scratchitti” film



Transit Security

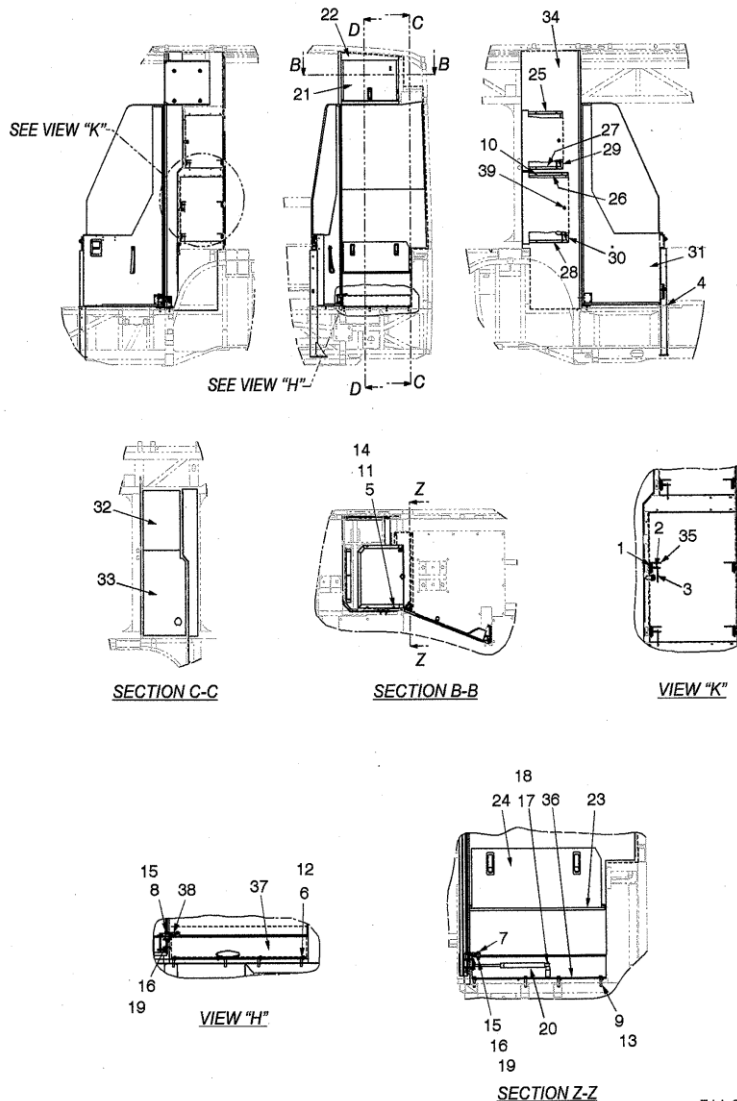
Bus Operator Compartment Door

TEAMWORK PAYS OFF

- In 2003, MDT's Bus Operator compartment door technical specification was finalized and included in bus procurement documents
- Over 700 MDT buses are now equipped with Bus Operator Compartment Doors.



Bus Operator Compartment Door



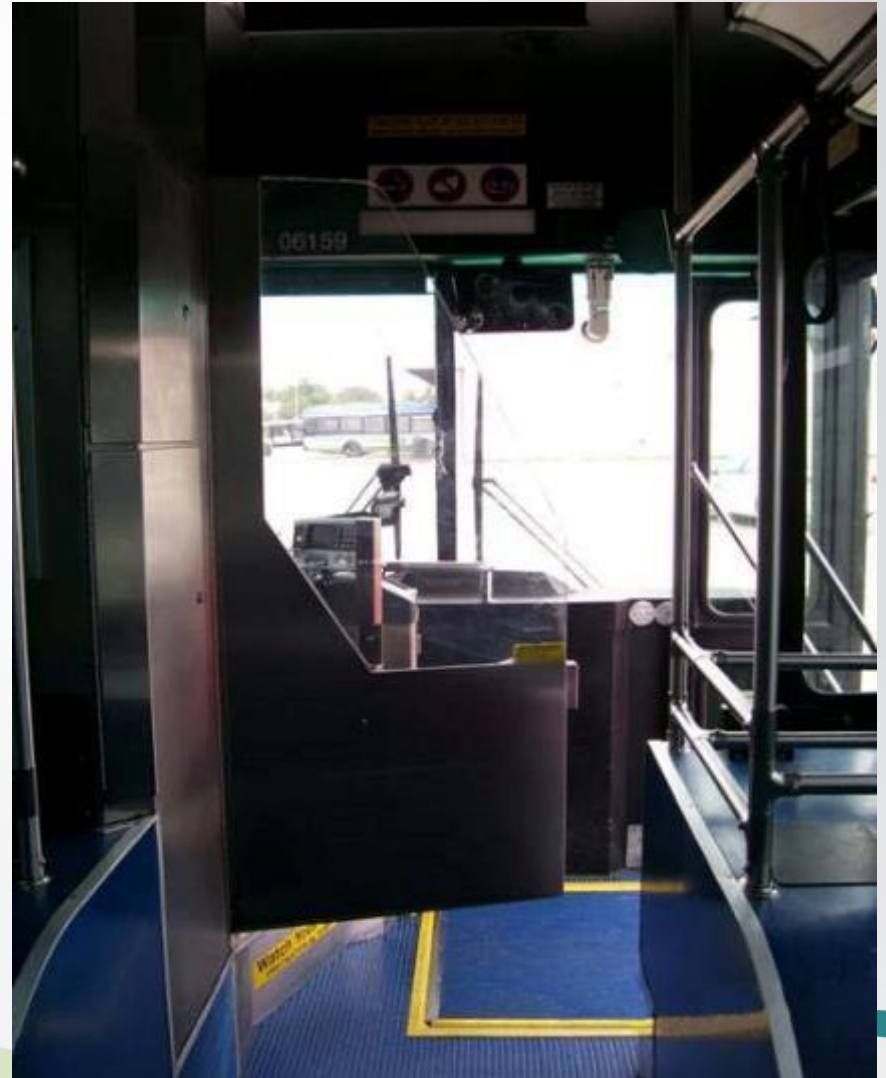
“6.6 Driver's Enclosure

A driver's area enclosure shall be provided for the driver's security and personal protection. The enclosure shall prevent passengers from reaching the driver or driver's personal effects.

A rear barrier between the driver and the left front passenger seat shall extend from the floor level to the ceiling. A side barrier shall be located on the right side of the driver's area extending from the rear barrier forward. The exterior skin of the rear and side barrier shall be constructed of stainless steel with a slight corrugated texture. It shall be constructed so as to prevent unauthorized entry or intrusion into the driver's area yet allow the driver to converse with passengers. All passenger seat positions shall be visible to the driver either directly or by mirror. The barrier shall not hinder the driver's performance in any manner. It shall not be a source of any rattling or noise. A door, which can be secured from the inside, shall allow for easy access into and out of the driver's area. The handle to open the enclosure door shall be flush mounted so that clothing or other articles can not be caught on it. The upper portion of the enclosure door shall be a fixed 1/2" polycarbonate window which will not interfere with the driver's view through the front windshield or the rear view mirrors. The window shall be covered on both sides with a removable clear scratch guard, Lexan Nu-View or approved equal. Driver's area trim to be satin black."

Transit Security

Bus Operator Compartment Door



Transit Security

Bus Operator Compartment Door



Ride Reports



Year	Number of Ride Reports
2009	1141
2010	550
2011	1269
2012	865
2013	795



Bus Operations Instructors ride along-side MiDT Bus Operators to ensure compliance with all Metrobus Operation Rules and Procedures

Miami-Dade Transit Metrobus and Paratransit Operation Rules and Procedures Manual

504 OPERATOR CAB DOOR

- 504.1** For buses equipped with a door to the operator cab, the door shall remain closed when the bus is in motion and shall not be tampered with or tied back to a stanchion.

Miami-Dade Transit Commitment to Employee Security

Florida Statutes

TITLE XLVI Crimes

Chapter 784 Assault; Battery; Culpable Negligence

784.07 Assault or battery of law enforcement officers, firefighters, emergency medical care providers, **public transit employees** or agents, or other specified officers; reclassification of offenses; minimum sentences.—

- (a) In the case of assault, **from a misdemeanor of the second degree to a misdemeanor of the first degree.**
- (b) In the case of battery, **from a misdemeanor of the first degree to a felony of the third degree.**
- (c) In the case of aggravated assault, **from a felony of the third degree to a felony of the second degree.**
- (d) In the case of aggravated battery, **from a felony of the second degree to a felony of the first degree.**

Miami-Dade Transit Commitment to Employee Security

PUBLIC NOTICE

Persuant to Florida Statutes, Section 784.07, effective October 1, 1997

Assault or battery on a law enforcement officer, firefighter, emergency medical care provider, public transit employee or agent (bus operator, train operator, revenue collector, security personnel, equipment maintenance personnel, or field supervisor), or other specified officer will result in the following charges:

- 1. ASSAULT – A misdemeanor of the first degree**
- 2. BATTERY – A felony of the third degree**

- 3. AGGRAVATED ASSAULT – A felony of second degree**
- 4. AGGRAVATED BATTERY – A felony of the first degree**

■ Any person convicted of a battery under Item 2 above, and during the commission of said offense used a “firearm” or “destructive device,” shall be sentenced to a minimum of three (3) years imprisonment.

■ Any person convicted of battery under Item 2 above, and during the commission the offense used a “semiautomatic firearm” with a high-capacity detachable box magazine, shall be sentenced to a minimum of eight (8) years imprisonment.

■ Adjudication of guilt or imposition of sentence shall not be suspended, deferred, or withheld, and the defendant is not eligible for statutory gain-time or any form of discretionary early release, other than pardon or executive clemency, or conditional medical release granted prior to serving the minimum sentence.

Information: 3-1-1 (or 305-468-5900)
TDD: 305-468-5402
www.miamidade.gov/transit



Miami-Dade Transit

Protecting our Most Important Assets

- Provide effective customer service training
- Encourage employee feedback
- Management commitment to providing “tools” to keep employees safe and secure





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Presentation Commentaries



**Ms. Kimberly
Ulibarri**



Mr. Eric Muntan



Session Presenter



**Mr. Todd Provost
Light Rail General Manager
Utah Transit Authority
Salt Lake City, UT**



Creating a Culture of Safety - Rail Practices at the Utah Transit Authority

**Todd Provost Light Rail General Manager
October 1, 2014**

Safety Challenges on a Light Rail System

- Less tied to passengers than bus
- Issues regarding updating and implementing rules and Standard Operating Procedures
- Issues with employee involvement



Continuous Improvement – Continuing A Safety Focus After 15 years

- Opening 5 lines in two years required us to reinvent our approach to safety, in both pre-revenue preparation and revenue opening
- Building on an already great safety record, we needed to ensure that complacency did not take over
- Wanted a focus on safety to permeate the workforce, at all levels, ensuring safety is the job of every employee in every position.

Total System Review – Everyone's Job

- Involving every employee at every level in safety discussions has been critical to creating ownership:
 - Redesign of the safety committee to ensure quicker responses
 - Quarterly safety “kaizen” events
 - Electronic suggestion box for Operators and Mechanics
 - Formal review and update of all safety related rules and procedures



Employee Input Results in Real Change

- Maintenance Examples: Process and Procedure - Consistency of Shop Energizing System, switch alignment
- Operations Examples: Control Room activities, SOP and Rulebook updates.



Continuous Improvement – Sustaining the Safety Focus

- As we move forward, it's critical we continue to keep the safety culture on the forefront of people's minds
- Still working on ways to ensure this happens
- Currently, we all have safety goals, informal rewards for improvement ideas, regular reviews of SOPs and rule books
- Also continue to offer accident free awards to both operators and mechanics

Summary

- Involving employees in identifying and solving safety issues has resulting in stronger buy-in and overall culture of safety
- Employees at every level have started to bring safety hazards and issues forward on their own
- Establishment of best practices. Share with others.

Presentation Commentaries



**Ms. Kimberly
Ulibarri**



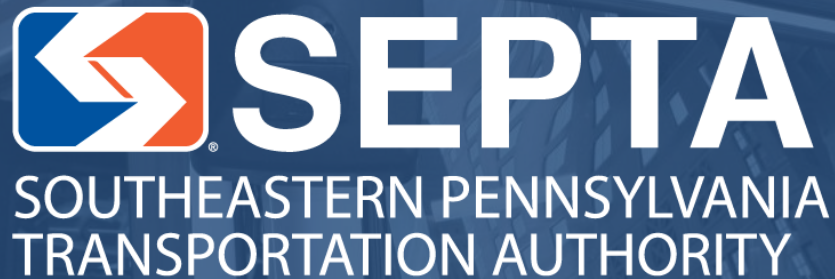
Mr. Todd Provost



Session Presenter



Mr. Mike Liberi
Chief Surface Transportation Officer
Southeastern Pennsylvania Transportation
Authority
Philadelphia, PA

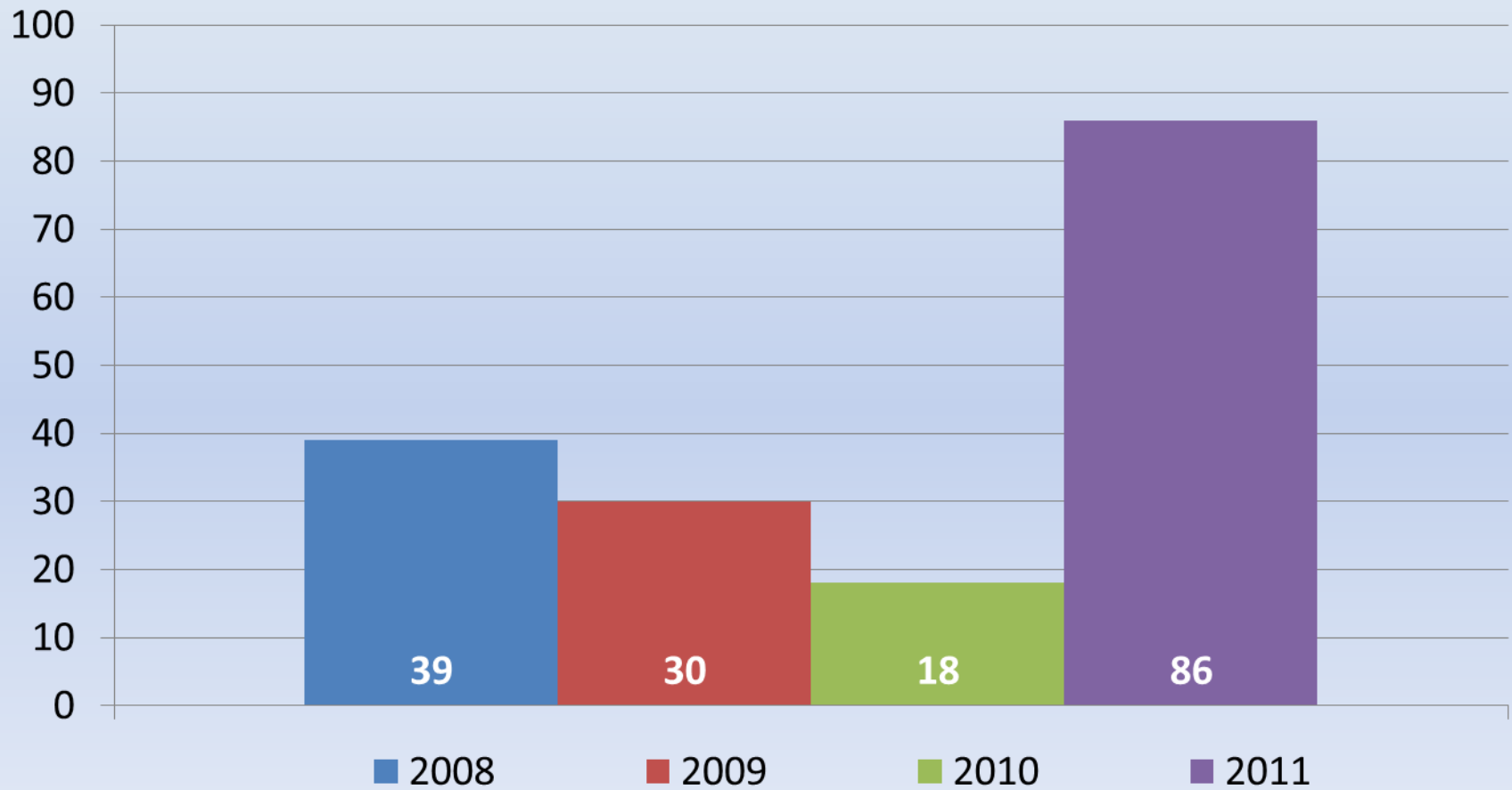


Red Kite Project @ SEPTA

Mike Liberi, Chief Officer, Surface Transportation

APTA Webinar 10.1.14

Operator Assaults



External Challenges

- Lack of basic skills to effectively deal with conflict without escalation to violence
- Impacts of societal issues and the physiological effects on SEPTA's potential employment pool

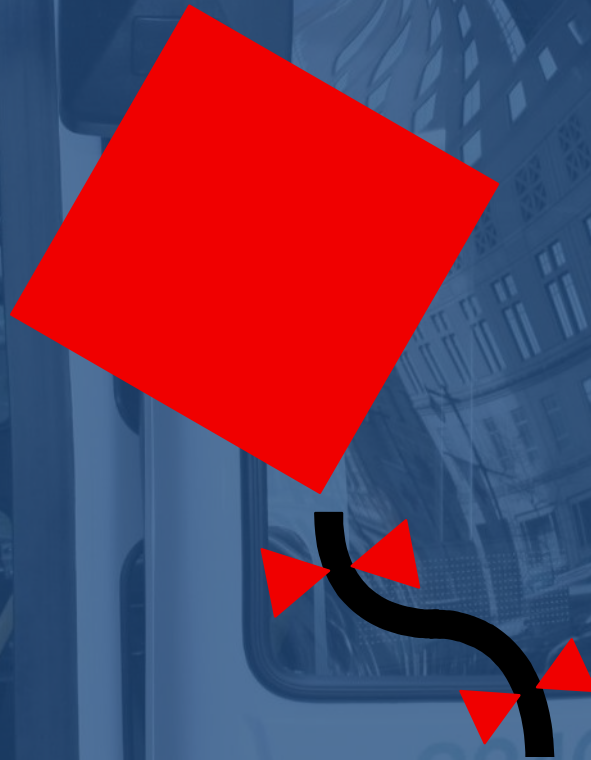


Life Skills Training

- Human Resources and Operations teamed up address the challenges
- Issued RFP for labor and customer service training
- Determined 3rd party contractor offered benefits versus in house training

We come in with the expertise – We are not the experts

Introducing Red Kite Project



Success Achieved Customer Impact

2011

Present

25%

Turnover

15%

36%

Complaints

38%

Complaints

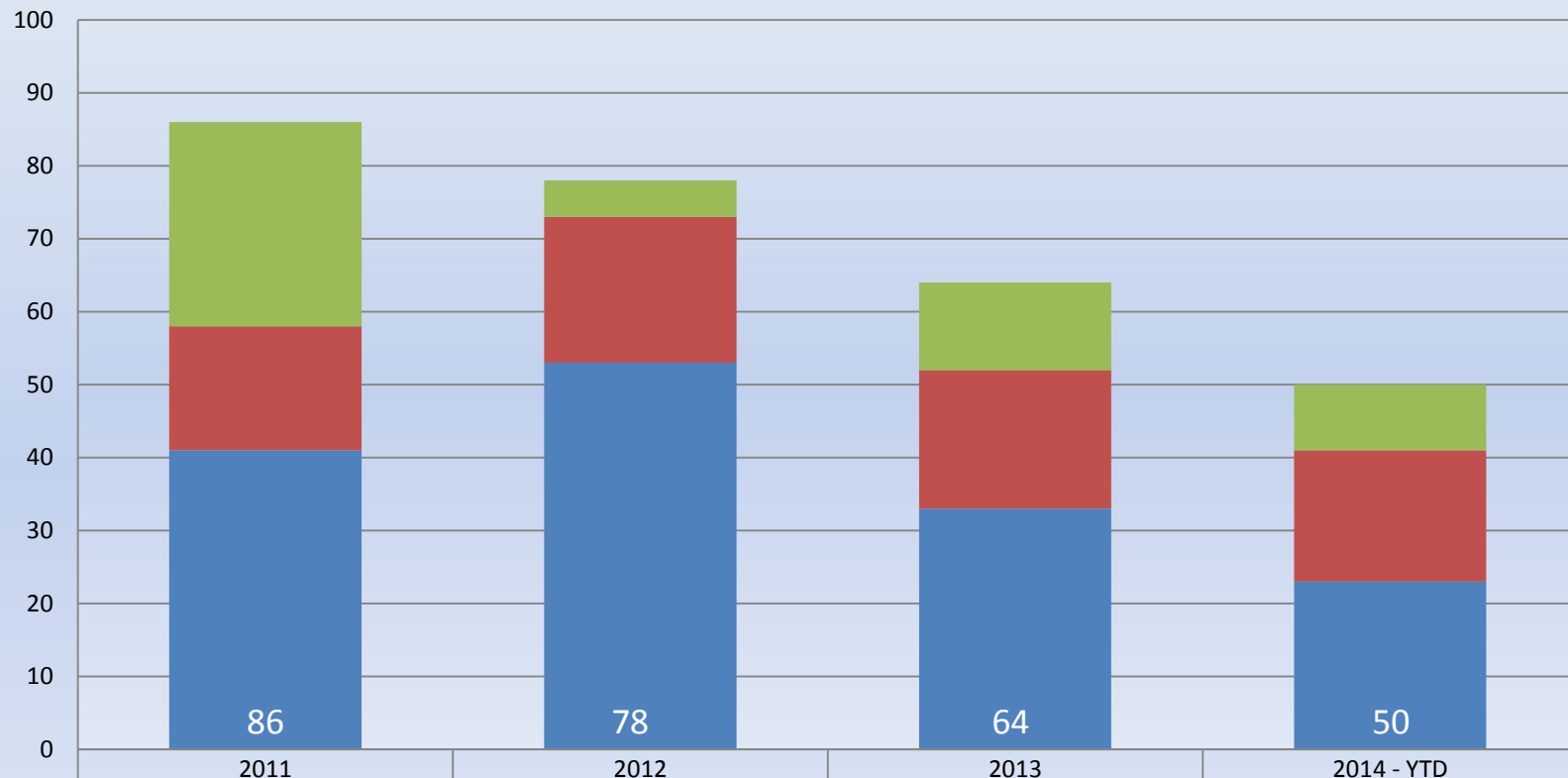
120%

Assaults

26%

Assaults

Success Achieved Operator Assaults



■ Throwing
■ Spitting
■ Physical

2011

2012

2013

2014 - YTD

86

78

64

50

28

5

12

9

17

20

19

18

41

53

33

23

Operator Assault Prevention Initiative

**Assaulting a
SEPTA Transit
Operator is a
CRIME**



"I will prosecute to the fullest extent the law allows."

Seth Williams
Philadelphia District Attorney



- Police Checks
- Video Cameras
- Union Conference
- Rule Change
- On board Signage

A Route to Success

July 2010

New Hire Bus Operators

January 2011

New Railroad Conductors

August 2011

Veteran Operators

February 2012

Upper & Middle Management

January 2013

Cashier/Customer Agents



Presentation Commentaries



**Ms. Kimberly
Ulibarri**



Mr. Mike Liberi

Industry Discussants



Sue Stewart
Transit Safety Officer,
King County Metro,
Seattle, WA




Bernadette Bridges
Chief Safety Officer,
Maryland Transit
Administration,
Baltimore, MD



Joel Volinski
Director, National
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Industry Conversation



Kim Ulibarri



Eric Muntan



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Next scheduled webinar session:

Developing Front-Line Workers - The Industry's Backbone

Wednesday, November 19, 2014

2:00 – 3:30 p.m. Eastern Time

Registration flyer after EXPO



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