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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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
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
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
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.
Transit Security

Bus Operator Compartment Door

“A 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 ½" 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

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<td>2012</td>
<td>865</td>
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<tr>
<td>2013</td>
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*Bus Operations Instructors ride along-side MiDT Bus Operators to ensure compliance with all Metrobus 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.
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: 3-4-1 (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
Eric J. Muntan
Chief
Office of Safety and Security
Miami-Dade Transit
111 NW 1st Street, Suite 402
Miami, FL 33128
(305) 375-4240

ejm@miamidade.gov
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, its 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 resulted 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

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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 to 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

- Turnover: 25%
- Complaints: 36%
- Assaults: 120%

Present

- Turnover: 15%
- Complaints: 38%
- Assaults: 26%
Success Achieved
Operator Assaults

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<td>2014 - YTD</td>
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</table>
Operator Assault Prevention Initiative

- 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 Center for Transit Research, College of Engineering Center for Urban Transportation Research, University of South Florida Tampa, FL
Asking audience questions

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Industry Conversation

Kim Ulibarri

Eric Muntan

Todd Provost

Mike Liberi

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Ms. Kimberly Ulibarri
Vice Chair, APTA’s Labor Management Relations Subcommittee
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APTA Human Resources Committee
Webinar Series

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
APTA Human Resources Committee
2014 Webinar Series

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