

Greater Cleveland Regional Transit Authority

Safety Performance Data & Overview of April 2019 APTA Audit of Bus System Safety Program Plan

Presented to:

Audit, Safety Compliance and Real Estate Committee

September 10, 2019

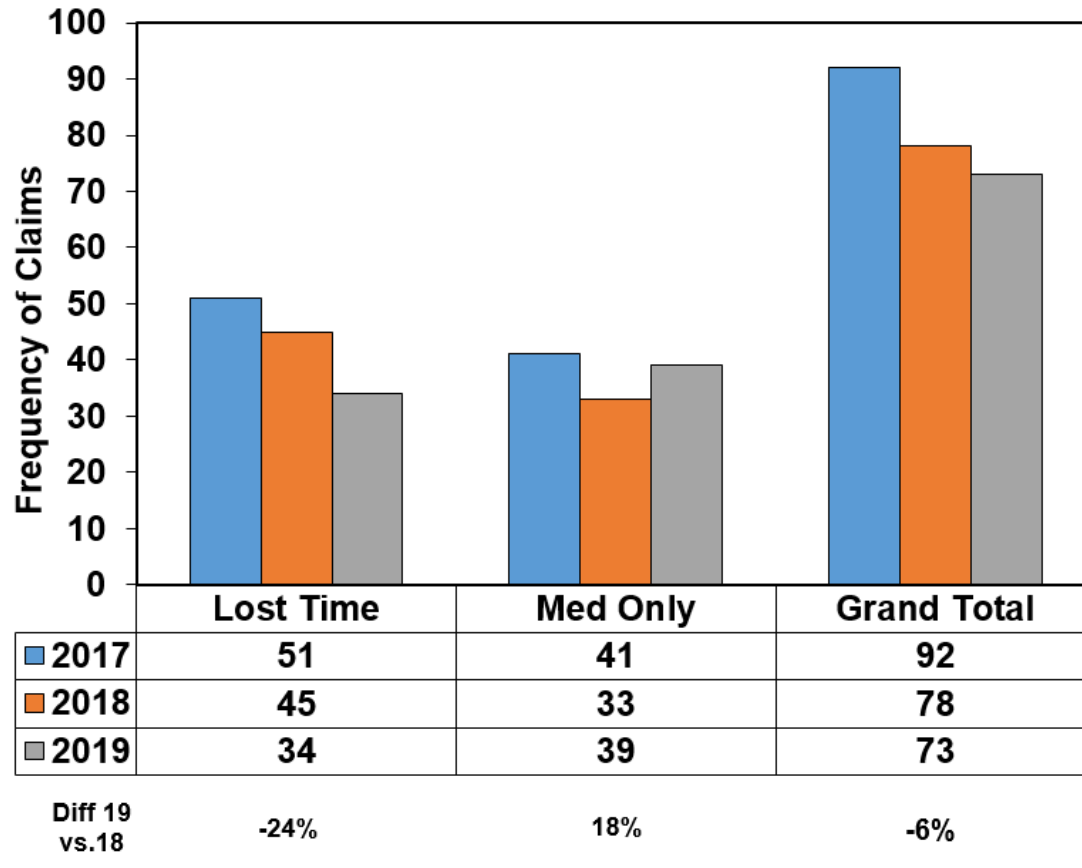


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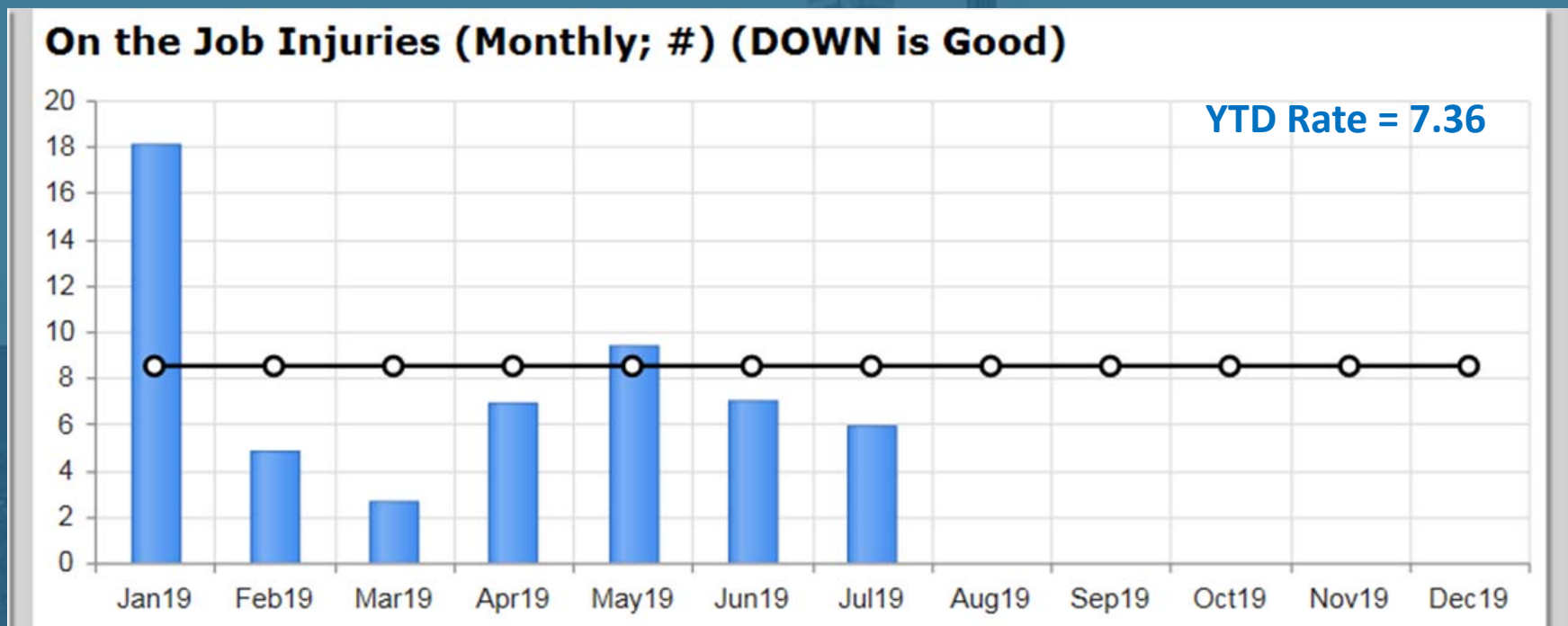


Occupational Injuries

GCRTA Employee Injuries By Claim Type 2017 - 2019: YTD Through July



Rate = # injuries/200,000 hours worked
2019 Target = 8.5



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Top 3 Injury Sources

- 36% non-preventable Collisions caused by other motor vehicles
- 23% Slips, trips, falls
- 10% Overexertion (lifting, pushing, pulling)



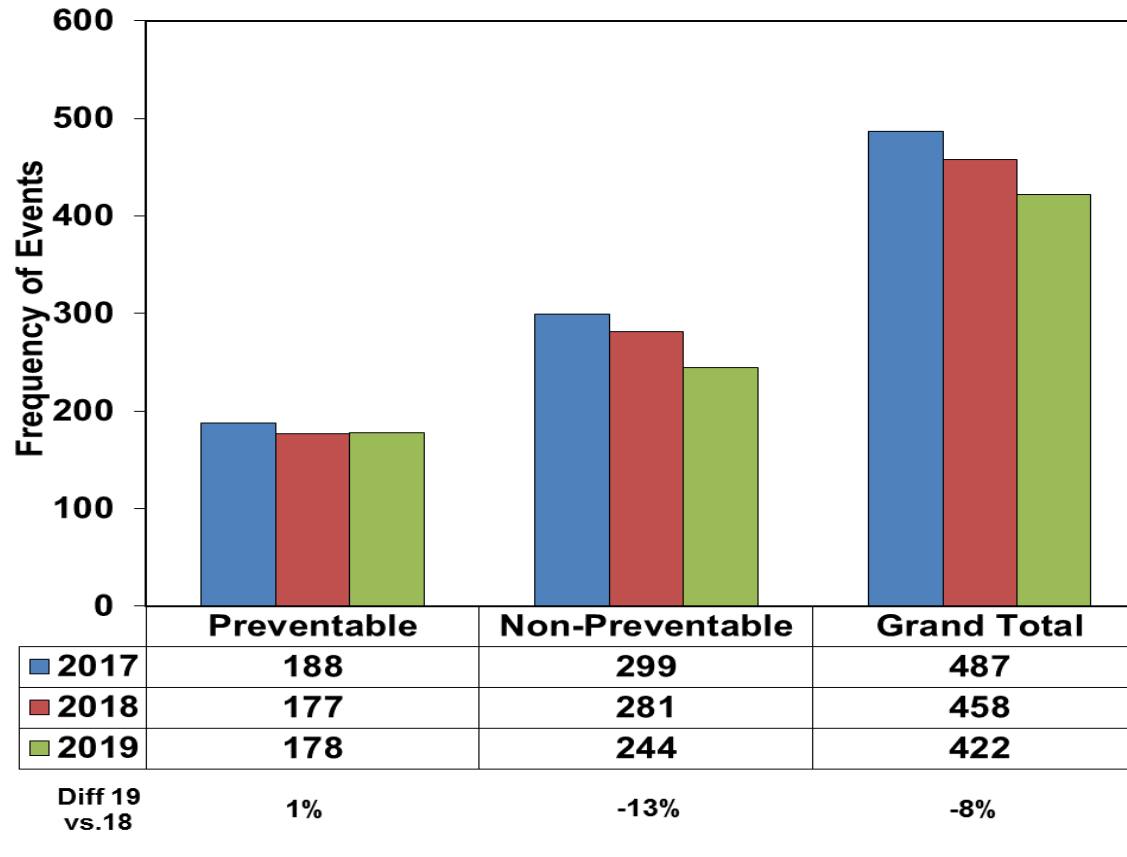
Injury Action Plans

- Investigate all injuries
- Retrain employees where appropriate
- Continuous inspections for housekeeping and substandard conditions
- Engaging audits of employee performance including positive recognition for adherence to procedures, rules and use of PPE
- Regular and frequent Job Safety Talks

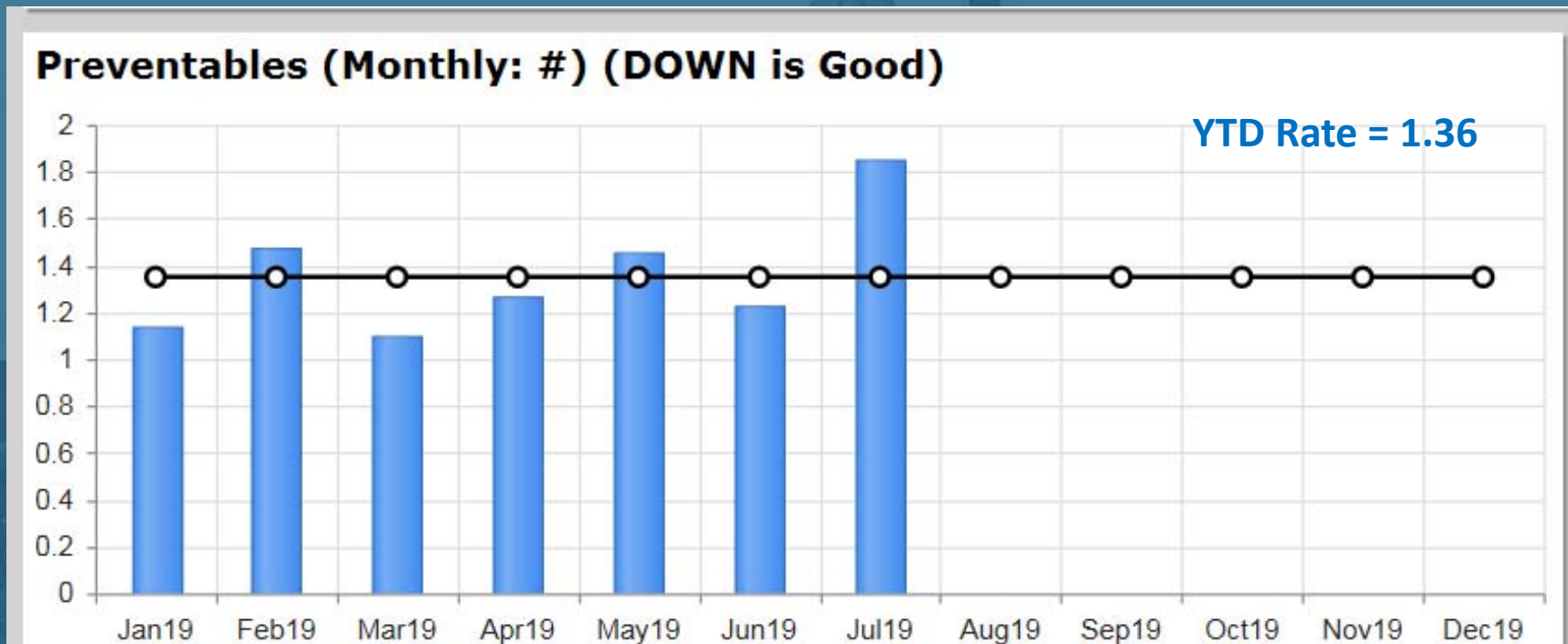


Collisions

GCRTA Collisions by Grade 2017 - 2019: YTD through July



Rate = # collisions/100,000 miles driven
2019 Target = 1.35



Top 3 Collision Types

- Hitting fixed objects
- Other vehicles passing on the left
- Other vehicles following



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Collision Action Plans

- Each District continually analyzes their data to identify collision sources and trends to target specific routes, hazards, & operators.
- Production of go-pro videos to familiarize operators with routes and potential hazards before encounters. Also used to re-train operators.
- Route hazard books with descriptions and pictures that show low hanging structures, bike lanes, poles, and trees.



Collision Action Plans – Go Pro Videos



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Collision Action Plans

- Supervision uses DriveCam events to identify performance issues and coach operators accordingly. Examples include the execution of proper turning procedures, maintaining safe following distances to other motor vehicles, and adherence to posted speed limits.
- Safety dept. performs ride checks and submits observations to the Districts for use in improving operator performance.



SMS-Safety Assurance

Overview

APTA Bus Safety Mgt. Program Audit Week of 4/15/19



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APTA Audit

The safety review was performed in accordance with the provisions of the APTA Manual for the Development of Bus Transit System Safety Program Plans (BSSPP).



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APTA Audit

GCRTA was commended on continuing efforts to improve system safety through route hazard analysis; the operator ride check program; the mystery ride program, accident investigations; new hire mentor program; emergency evacuation drills; departmental information analysis processes; expansion of video surveillance systems and safety and security awareness initiatives.



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APTA Audit

85% of subjects audited were graded mature indicating the approach is embedded within the organization and utilized by several departments leveraging value to their own departmental needs.



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APTA Audit

- Good organizational performance targets are reported.
- Efforts to obtain comparative information and use of data driven performance is evident.
- Results are reported for many areas of importance to the accomplishment of the organization's mission, vision and values.



APTA Audit

GCRTA recognized for our Industry Leading Best Practices.

- Both Triskett and Hayden Maintenance Garages have a Transit Police Resource Officer in the facility for staff on personal as well as workplace issues.
- The introduction of a refresher defensive driving course for mechanics and facilities maintenance which will be repeated every 2 years.



APTA Audit

- The Training Dept. has a Bus Simulator used for training operators and for refresher training requirements. It includes a check for brake reaction times for each operator to establish a baseline and then use that to monitor reaction times at future test points. Various hazard scenarios can be set up on the simulator to teach correct driving behavior in various situations.





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APTA Audit

- The Dept. conducts refresher training for operators every two years which exceeds the APTA standard of every three years. Training is revamped every two years to keep it fresh and interesting. This year, one of the focus areas is on serving customers with disabilities. This includes bringing in legal and guests from the various disabled communities to speak to the classes and these initial sessions are being videotaped for use with later classes.



APTA Audit

- The final report resulted in 11 opportunities for improvement which all have assigned target completion dates and are being tracked at our Executive Safety Committee meetings.
- One action item was completed by the Marketing Department which is to take advantage of our YouTube channel and post safety related videos for our customers.

