



MCTS' Agency Safety Plan (ASP)

The Public Transportation Agency Safety Plan (PTASP) final rule (49 C.F.R. Part 673) requires MCTS and other Bus-only transit agencies to develop safety plans that include the processes and procedures necessary for implementing Safety Management Systems (SMS)



WHAT is Safety Management Systems?

SMS was started in the airline industry – has moved to Mass Transit Rail and is now required for Bus Transit Agencies under Map 21 and 49 CFR 673.

SMS is a formal, top-down, organization-wide approach to managing safety risks and assuring the effectiveness of safety risk mitigations by ensuring that:

- ▶ Senior management has quantifiable information to allocate resources based on the unique safety priorities of MCTS
- ▶ Lines of safety decision-making accountability are established throughout MCTS to resolve safety concerns and promote a safety culture
- ▶ Address organizational factors in MCTS that may lead to safety breakdowns, identify system-wide trends in safety, and manage hazards before they result in accidents or incidents.

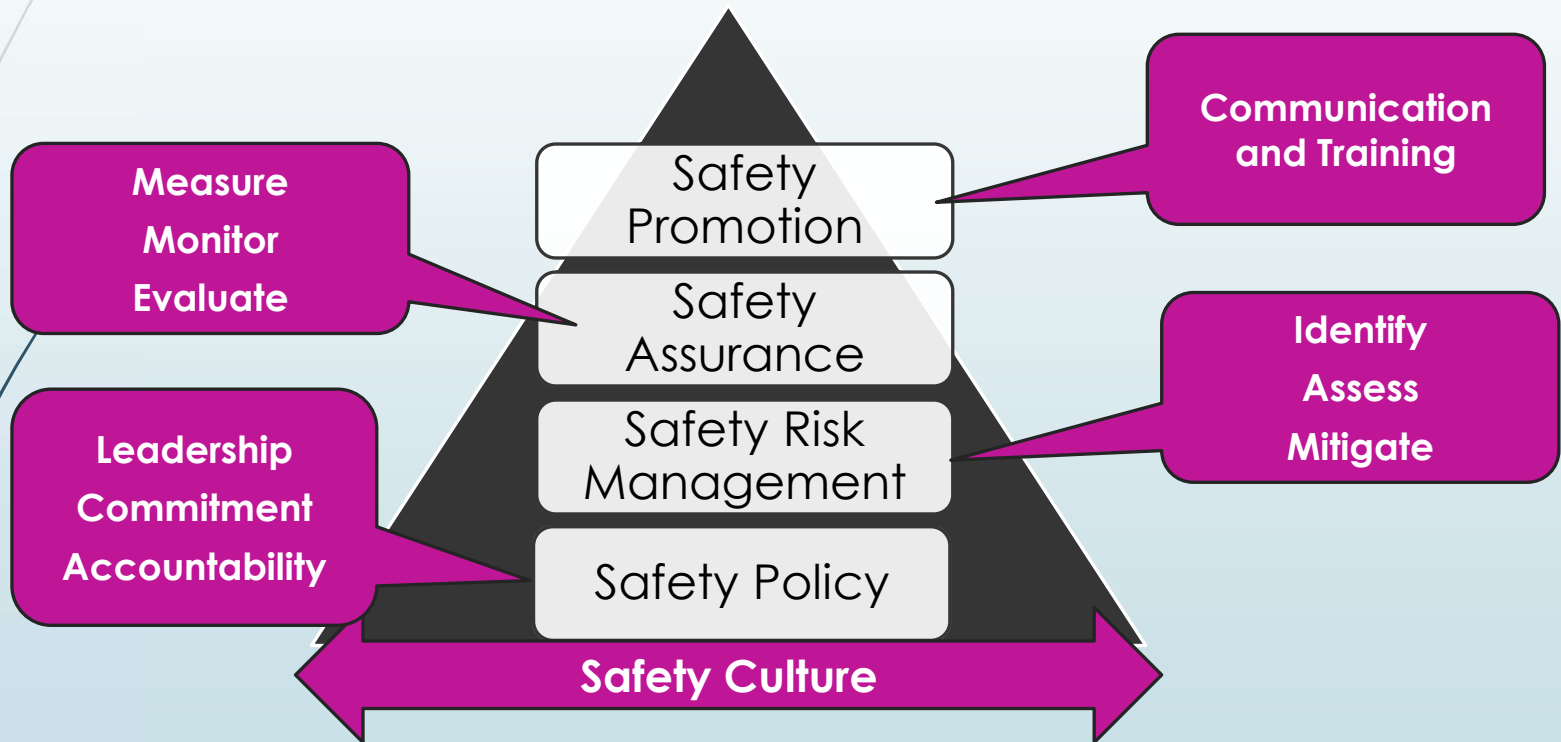


Our Guidance

National Safety Plan

- ▶ FTA's strategic plan and primary guidance document for improving transit safety performance
- ▶ A policy document and communications tool for all Transit Agencies
- ▶ A repository of standards, guidance, best practices, tools, technical assistance, and other resources
- ▶ Guide for Setting Performance Targets in Safety Plans for:
 - ▶ Fatalities
 - ▶ Injuries
 - ▶ Safety events
 - ▶ System Reliability

PILLARS OF SMS





Safety Policy

Core Beliefs

- Safety ranks as a core business value within our Mission and Vision.
- Safety, and safety excellence is paramount in providing public transportation services; and
- Accident prevention efforts including but not limited to identifying events, behaviors, and conditions that have the potential to jeopardize safety, can provide for measurable increases in safety. Controlling for risk and mitigating risk by physical, administrative and behavioral defense strategies improves safety

► Leadership

- Accountable Exec – Dan Boehm
- Chief Safety Officer – Dan Basile
- Top Down Support for Safety

► Commitment

- Confidential employee reporting process
- Non-punitive reporting

► Accountability

- Posting of reported hazards and mitigation measures
- Review by FTA through Triennial review
- Safety Performance Measures



Safety Risk Management

Event—any accident, incident, or occurrence.

Hazard—any real or potential condition that can cause injury, illness, or death; damage to or loss of the facilities, equipment, rolling stock, or infra-structure of a public transportation system; or damage to the environment.

Risk—composite of predicted severity and likelihood of the potential effect of a hazard.

Risk Mitigation—method(s) to eliminate or re-duce the effects of hazards.

► Identify

- Hazard Reporting Process
- Investigation into what is wrong for Hazards and Events

► Assess

- Investigation into what could happen
- Likelihood x Consequence = Risk Score

► Mitigate

- Reduce assessed risk rating by Avoiding, Reducing, Transferring, Assuming or Segregating Risk

Risk Matrix – Requirement in Plan for Hazard Assessment

Step 1 - What is the Consequence of the hazard?

Step 2 - What is the Likelihood of the Consequence

Consequences				Likelihood				
Severity	People Employee Passenger Other	Property/Assets MCTS or 3rd Party	Reputation MCTS or Milwaukee County	A	B	C	D	E
				Incredibly Rare /Improbable	Remote, not likely to occur	Could occur, or heard of it happening	Likely, to occur or has happened before	Common, or occurs frequently
1	First aid or no injury	No/Slight damage <\$500	No/Slight impact	A1 Low	B1 Low	C1 Low	D1 Low	E1 Medium
2	Slight injury, medical treatment	Minor damage \$501 to \$5000	Limited impact	A2 Low	B2 Low	C2 Medium	D2 Medium	E2 High
3	Serious injury, hospitalization more than 7 days	Moderate damage \$5001 to \$10,000	Local area impact	A3 Low	B3 Low	C3 Medium	D3 High	E3 High
4	Permanent total disability, or one fatality	Major damage \$10,001 to \$50,000	Major statewide impact	A4 Low	B4 Medium	C4 High	D4 High	E4 High
5	Multiple fatalities	Major damage Over \$50K	Major national impact	A5 Medium	B5 Medium	C5 High	D5 High	E5 High

Actions	

Low Risk, continuous improvement

Medium Risk, monitor and control

High Risk, unacceptable/intolerable, immediately introduce further control measures



Safety Assurance

The MCTS Safety Assurance Committee (SAC) will meet on a regular basis to review reported hazards, mitigations and evaluate risk scores.

They will provide updates to accountable executives on safety issues, safety priorities and hazards.

This committee will review all safety performance targets and root cause analyses of incidents and accidents. They will use the Risk Register as a guideline for issuing recommendations and changes to procedures to the respective departments.

► Measure

- Are we meeting or exceeding our safety objectives?

► Monitor

- Are department procedures sufficient?
- Are there any mitigations that may be ineffective, inappropriate or not implemented as intended?

► Evaluate

- Investigation of safety events for root cause
- Management of change so as not to introduce new hazards
- Continuous Improvement



Safety Promotion

SAFETY EXCELLENCE COMMITTEE

Improve the Safety Culture at MCTS both organizationally and throughout the community MCTS serves.

► **Communicate**

- Safety Promotional Messaging
- Communicate to employees what was done, what worked, what didn't and changes because of it
- Ensure employee engagement

► **Training**

- Using input from SAC and metrics from accidents and incidents, recommend policy or procedure changes and/or training for employees.

Process Flow

Employee / Contractor/ Passenger

Reports hazard

- via:
- In person
 - In writing/email
 - To dispatch
 - Online Form - *Anonymous*
 - Through Union

Direct Supervisor

Hazard Risk Assessment and/or Risk Mitigation

Hazard

or

Safety Event

Y

Y

- Analyze and give Risk Score
- Investigate
- Take Immediate action if possible
- Write Report

fill out online form that goes to Safety@mcts.org

SAC Department Leads - safety@mcts.org

Records and Analyzes Hazard and Risk Assessment - DAILY or AS NEEDED

1. Enter hazard in Risk Register
2. Analyze supervisor's mitigation actions
2. Plan/Schedule Mitigation actions
3. Report to Dept Head and Exec
4. Ensure Hazard and Mitigations are posted in Department

Safety Assurance Committee

Safety Assurance - MONTHLY

1. Review Hazards and Mitigations from Previous month
2. Review Hazards and Mitigations Follow Up
3. Review Safety Events and determine contributory hazards
4. Monitor Metrics
5. Compare SMS and TAM Action items
6. Report to Safety Excellence Committee

Safety Excellence Committee

Safety Promotion

1. Employee Communication around most reported Hazards
2. Discuss Future Mitigation Measures and possible campaigns
3. Review effectiveness of campaigns/messaging



Next Steps

- ▶ Plan approval from board
- ▶ Implement Electronic Safety Reporting Form
- ▶ Start up Safety Assurance Committee
- ▶ Train Supervisors in Risk Assessment Process and use of Matrix
- ▶ Populate Risk Register
- ▶ Safety Information Centers at work locations/kiosks
- ▶ Continuous improvement of Plan and process