

FLORIDA TRANSIT SAFETY NETWORK

- **Committee Presentations**
 - **Bus Operator/Passenger Safety and Training Committees (Joint Presentation)**
 - **Driver Fatigue Committee**
 - **Distracted Driving Committee**
 - **Collisions Committee**



FTSN Bus Operator/Passenger Safety and Training Committees (Joint Presentation)



FTSN Committee: Bus Operator Passenger Safety - What We Do

“Examine multiple topics that impact the safety of bus operators and transit passengers including, assaults of bus operators and passengers, passenger injuries that occur during boarding/alighting and while on board, other topics to reduce injuries and prevent fatalities on transit buses and mitigate risk. Outcomes may include the development of policies, practices, or training content.”



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FTSN Committee: Training - What We Do

“Examine safety training for bus operators and closely coordinate with all FTSN committees. Members will examine the content of current training curriculum, model practices, and may make recommendations on voluntary training standards for Florida’s public transportation systems. The primary goals for this subcommittee are the improvement of training content and practices for transit safety training in Florida and the reduction of injuries and fatalities, and risk mitigation.



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Bus Operator/Passenger Safety and Training Committees

- Issue areas:
 - Uptick in passenger assaults
 - Customer service as integral to reducing the likelihood of assaults
 - Hiring practices/screening methods for new hires
 - Addressing attitudes and behavior through training
 - New hire training any modifications/expansion of minimum guidelines content?
 - Minimum content for annual refresher training



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Bus Operator/Passenger Safety and Training Committees

- Training recommendations:
 - Modify “Recommendations for Minimum Fixed Route Bus Operator Training Standards” to specifically delineate assault prevention training
 - Develop minimum content for training on assault prevention
 - Develop recommendations for minimum refresher training content
 - Utilize train-the-trainer format



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Minimum Guidelines: Assault Prevention Training

- Training content:
 - Customer service
 - Sensitivity training
 - Use of role playing to modify behavior
 - De-escalation techniques
 - Stress management techniques
 - (Target new hires, refresher, and remedial)



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Lee Tran Assault Video



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Minimum Guidelines: Annual Refresher Training

- Training content:
 - Customer service
 - Sensitivity training
 - Policies/procedures
 - De-escalation techniques
 - Other safety specific content
 - Other bus operation content
 - Use of TSI Bus Operator Training Modules for annual refresher?



Next steps for Bus Operator/Passenger Safety & Training Committees

- Recruitment/succession planning
- Criminal history background checks
- Safety incentives programs
- Hiring part-time - quality of life
- Agency safety committees (what roles do they play)
- Safety as it relates to stop locations/design & coordination with local FDOT districts about accessibility
- Managing the FMLA process
- Operator wellness



FTSN Driver Fatigue Committee



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FTSN Committee: Driver Fatigue – What We Do

“Examine driver fatigue-related issues including outside employment, split shifts, driver hours, and other related topics. Outcomes may include the development of recommended policies, practices, or training content.”



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FTSN Driver Fatigue Committee

- Discussion areas:
 - Bus operator schedule policies
 - Hours of service rules
 - Minimum hours off between shifts (currently 8 hours required, should this be changed?)
 - Spread time limits
 - Modification to maximum driving and on-duty hours
 - Reducing the variability of daily shift schedules
 - Policies on outside employment
 - Distance from employee's home to base



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FTSN Driver Fatigue Committee

- Opportunities/next steps
 - Coordination with Florida Operations Network
 - Training content for supervisors to recognize driver's who are unfit for duty due to recognized symptoms of fatigue
 - Modifications to 14-90, FAC (if warranted)



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FTSN Distracted Driving Committee



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FTSN Committee: Distracted Driving - What We Do

- “Examine the sources of distracted driving and associated impacts. Outcomes may include the development of recommended policies, practices, or training content to mitigate the injuries, fatalities, or loss associated with distracted driving.”



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FTSN Distracted Driving Committee

- Issues:
 - Dispatcher/Driver interaction and radio communication
 - Passenger distractions
 - Multi-tasking is a myth/only one task can be performed by the brain at one time
 - Types of distractions – visual – taking eyes off the road, manual, taking hands off the wheel, cognitive – taking your mind off what you are doing
 - Signs of distracted driving – weaving in the lane, altering speeds (generally slower), and actual observance of the distraction



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FTSN Distracted Driving Committee

- Solutions
 - Develop an effective internal policy
 - Educate the work force
 - Enforce the policy
 - Regularly re-evaluate the policies
- Opportunities
 - Training



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FTSN Committee: Collisions

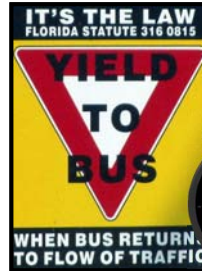


FTSN Committee: Collisions - What We Do

“Examine rear-end, fixed object, and other transit bus collisions to reduce injuries and fatalities of transit employees and passengers and mitigate risk. Outcomes may include the development of recommended policies, practices, or training content.”

FTSN Committee: Collisions - What We Do

- Explore what causes collisions
- What are solutions from FTSN members and best practices from transit industry to decrease them?



FTSN Committee: Collisions

Hot topics within collisions we are exploring:

Rear end collisions – how to we mitigate them?

- Bus stop locating
- Rear end lights on transit vehicle



The effect of other issue areas such as fatigue and distraction on collisions

- How can we work with other committees towards solutions?



FTSN Committee: Collisions

What have we undertaken to date?

- Held kickoff meeting May 7th
- Consolidating response to initiatives such as Operation Lifesaver
- Discussed rear end collisions



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Next steps for Collisions Committee

Where are we going in the coming year?

- FTSN member survey – collision related topics
- Tracking & trending collision data
- Impacts of route scheduling
- This committee will work closely fatigue committee
- Over the coming year accept discuss new issues
- Work with operation lifesaver
- Awareness campaigns for pedestrians/bicyclists and other motorists



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