

FTSN Committee Presentations



Florida Transit Safety Network Committees

- Collisions – Colin Mulloy, Chair
- Driver Fatigue – Don Worrell, Chair
- Operator and Passenger Safety – Steve Berry, Chair
- Distracted Driving – Jim Egbert, Chair
- Rural Transit Agencies – Ed Clark, Chair
- Safety Training – Paul Goyette, Chair

Collisions – Accomplishments from the Past Year

- CUTR report, *Strategies to Prevent, Reduce, and Mitigate Bus Collisions*
 - Statewide awareness campaign
 - Statewide database/search tool
 - Innovative bus lighting treatments
 - Creation of bus pull-outs
 - Operator complacency
 - Elimination of rear advertising
- Worked w/ FDOT to improve rear-end lighting
 - Legality, uniformity
 - Improved safety/cost effectiveness

Collisions – Focus Areas for the Coming Year

- Statewide Transit Collision Database
 - SMS implementation planning tool
 - Data should be consistent with FTA's new mandates for bus
 - SMS metrics should be created to harmonize with database
 - Best practice guidelines to help agencies know how they “measure up” against others

Collisions – Focus Areas for the Coming Year

- Begin examining pedestrian collisions
 - Huge challenge at the national level
 - Possible collaboration with Distracted Driving Committee

Collisions – Focus Areas for the Coming Year

- How to use reporting mechanisms to find leading indicators
 - Close call/near miss reporting
 - Develop recommendations for a program or protocol
- Study effect of different back of bus designs and advertisements to address rear ended accidents

Driver Fatigue – Accomplishments from the Past Year

- Rule Chapter 14-90 currently addresses:
 - Operational and driving requirements addressing hours of service and on-the-clock
 - Eight hours off does not equate to eight hours of rest – travel time, etc.
 - Florida’s Medical Form already limits types of health care providers approved to perform medical exams
- Discussions on how to reduce “operator boredom and complacency” and the importance of having operations at the planning table

Driver Fatigue – Accomplishments from the Past Year

- Use of Dr. Tobias Sando’s studies^{1,2} outlining the impact of route and shift scheduling on operator fatigue
- Many transit agencies added quiet/sleep rooms, to help operators rest during down time

¹ www.floridatsn.org/fdot/safety-implications-of-transit-operator-schedule-policies/

² www.floridatsn.org/fdot/safety-implications-of-transit-operator-schedule-policies-2/

Driver Fatigue – Focus Areas for the Coming Year

- Work with FDOT and the Florida Operations Network (FON):
 - Examining maximum hours of service and hours between shifts for potential Rule 14-90 modifications
 - Scheduling impact on operators
 - Develop a blame free system, such as a confidential and close call, causal or contributing system, to report fatigue and operator's ability to drive

Driver Fatigue – Focus Areas for the Coming Year

- Work with FDOT and FON (cont'd)
 - Develop a standardized, fatigue awareness training, in addition to CUTR's current CBT
 - Concentrate on at risk sleep disorders and develop a standardized job description, featuring salient features of an operators job

Driver Fatigue – TRACS Focus Areas for the Coming Year

- Evaluate FTA’s Transit Advisory Committee for Safety 14-02 Report – *Establishing a Fatigue Management Program* - identify areas that could be adopted in Florida:
 - Establish fatigue performance measures
 - Develop a system to collect and track fatigue performance measures to evaluate the success of the system

www.transit.dot.gov/sites/fta.dot.gov/files/docs/TRACS_Fatigue_Report_14-02_Final_%282%29.pdf



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Driver Fatigue – TRACS Focus Areas for the Coming Year

- Design best practice programs to provide continued support for all employees at risk for, or confirmed with, sleep disorders beyond our current fatigue management training
- Collect case studies related to at risk employees, or those confirmed with sleep disorders, beyond our current fatigue awareness training, in order to develop a best practice guide book
- Develop a best practices and protocol templates for investigating whether fatigue was a contributing factor in an accident or incident



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Operator and Passenger Safety – Accomplishments from the Past Year

- Supported the conduct of FDOT research project on passenger assaults
- Reviewed agency assault videos and determined need for bus operator training
- Developed outline for de-escalation training in coordination with the FTSN Training Committee

Operator and Passenger Safety – Accomplishments from the Past Year

- Rule Chapter 14-90 requires all transit agencies develop SSPP addressing:
 - Safety policies and responsibilities
 - Vehicle and equipment standards and procurement criteria
 - Operational standards and procedures
 - Bus driver and employee selection
 - Driving requirements
 - Operator training

Operator and Passenger Safety – Focus Areas for the Coming Year

- Can issues in transit be predictable?
 - According to recent studies, some of the circumstances that transit operators can find themselves in, can be considered ‘almost’ routine and sometimes predictable situations.

Operator and Passenger Safety – Focus Areas for the Coming Year

- According to the statistics...
 - Most arguments and assaults happen during the month of April in late afternoon/evenings on Wednesday's. And, most of these types of incidents occur with students and homeless population.

Source: CUTR, 2015

Operator and Passenger Safety – Focus Areas for the Coming Year

- Situational Awareness
 - Or call it intuition, a “gut feeling” or for the serious military community...“left of bang.” These terms refer to ones ability to foresee certain events by recognizing the key factors.

Source: *Van Horne, 2014*



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Operator and Passenger Safety – Focus Areas for the Coming Year

The factors (i.e. SMS pillars):

1. Environment: weather, time, day, month
2. Equipment: barriers, fare boxes, doors, movement, lighting
3. Procedures: type of training, communication, knowledge
4. People: students, homeless, bus operators, passengers



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Operator and Passenger Safety – Focus Areas for the Coming Year

What do we do with situational awareness AND
how do we train for it...

- Observe: people, environment, sounds (senses)
- Orient: barriers, timing, movement (analysis)
- Decide: avoid, prevent, deter (action)
- Act: yes or no, now or later (physical movement)

Source: Boyd, 1960

Operator and Passenger Safety – Focus Areas for the Coming Year

Boyd had a standing bet as an instructor pilot,
that beginning from a **position of disadvantage**,
he could defeat any opposing pilot **in air combat
maneuvering**, in less than 40 seconds.

Operator and Passenger Safety – Focus Areas for the Coming Year

Lacking situational awareness has been identified as one of the primary factors in accidents AND confrontations attributed to human error.

Operator and Passenger Safety – Focus Areas for the Coming Year

- Complete the development of de-escalation training – in coordination with the FON
 - Areas of concentration
 - Determine what the gray area is between the triggering event and the operator's response
 - Anticipate the event
 - How to appropriately react, to insure yours and the passengers safety

Operator and Passenger Safety – Focus Areas for the Coming Year

- Roll out root cause analysis training to assist agencies in eliminating safety hazards
- Develop public awareness of campaign of “see and be seen”
- Design standardized transit collision data base
 - Include date of hire on accident logs

Distracted Driving – Accomplishments from the Past Year

- Updated Distracted Driving Curriculum including:
CBT and instructor lead training
- Increased discussions and awareness of what are distractions:
 - Passengers
 - Eating/Drinking
 - Grooming
 - Pedestrians
 - Cyclists
- Discussions on the importance of coaching new operators, to avoid distractions

Distracted Driving – Focus Areas for the Coming Year

- Rule 14-90 addresses in detail, cell phone use while operating a transit vehicle – develop a unified cataloging system on how agencies are policing, enforcing, and training to this requirement
- Address how alternative schools and homeless impact operators and passengers

Distracted Driving – Focus Areas for the Coming Year

- In conjunction with FDOT, develop a statewide public transit awareness campaign to assist in the reduction of transit collisions, specifically rear-ended accidents
- Continuously identify and target distractions that have been causal or contributing in transit events, establish their impact on safety risk
- Identify methods that may be used to mitigate operator distractions

Rural Transit Agencies – New Sub-Committee

- Purpose of the sub-committee:
 - Examine multiple topics that impact the safety and security of rural and small urban public transit agencies. Outcomes may include the development of recommended policies and practices, targeted technical assistance and outreach, and/or training content.

Rural Transit Agencies – Focus Areas for the Coming Year

- Discuss and identify issues or solutions specific to rural and small urban transit agencies
- FDOT recognizes that small staff sizes, limited budgets and larger rural vs urban areas present unique challenges in implementing public transit

Rural Transit Agencies – Focus Areas for the Coming Year

- Sample Goals:
 - Safety issues specific to rural areas
 - Training
 - Best practices
 - Explore ways of sharing resources with other agencies

Rural Transit Agencies – Focus Areas for the Coming Year

- Discuss and determine requirements, specific to small and rural transit agencies, relative to:
 - Access to technical assistance
 - Work with FDOT to ensure that Rule 14-90 changes will not adversely impact rural and small urban agencies
 - Others to be determined

Safety Training – Accomplishments from the Past Year

- Updated Distracted Driving Curriculum including: CBT and instructor led training
- Developed/Sponsored:
 - Bus Accident Investigation Short Course
 - How to Conduct an Internal Safety Audit course
 - Land Transportation Terrorism and Emergency Planning

Safety Training – Focus Areas for the Coming Year

- Develop de-escalation training
 - Less factor
 - Less confrontational
 - Less ownership
 - Interruption factor
 - Defuse the situation by asking questions
 - Use of reflective listening
 - How your tone of voice may escalate the situation
 - Body language
- Develop active shooter training

Safety Training – Focus Areas for the Coming Year (FTSN w/FON)

- Evaluate options and develop statewide standardized operator training, with transferability and certificate
- Develop electronic messaging board training to address
 - Systemic issues
 - Awards
 - Safety messages
 - Policy changes

Safety Training – Focus Areas for the Coming Year (FTSN w/FON)

- Develop a best practice hiring technique for operators
- Develop a role playing model for customer service training
- Develop a training program for operators transitioning into supervisors/dispatchers
- Develop a training program on the impact of Worker's Compensation

Safety Training – Focus Areas for the Coming Year

- Continue to put a heavy emphasis on SMS:
 - Accountable Executives
 - Safety as a direct report to the CEO/GM
 - Non punitive reporting mechanism for safety issues
 - Safety Performance Systems