

## Florida Transit Agency Presentations

Jim Egbert, Transit Operations Chief, MCAT

Paul Goyette, Deputy Director, Lee Tran

Theo Bakomihalis, Safety, Security & Training, PSTA



## SMS Small Agency Approach – MCAT

- SMS works for everyone, regardless of agency size
- All agencies have the same issues
  - Collisions
  - Passenger incidents
  - Workplace safety
- Implementation of the program

## SMS Small Agency Approach – MCAT

- Establish a cross functional safety committee
- Ensure:
  - The lines of communication are in place
  - Proper training
  - Staff has and uses, proper tools and equipment
- How to eliminate complacency
- Continuous improvement through inspection and procedures

## SMS Medium Agency Approach – Lee Tran

- Obtain buy in from the top
- Lee Tran has begun the process of implementing a holistic approach to organizational wide safety, with the following approaches
  - Safety discussions and concepts at senior staff level
  - Designing out hazards approach
    - Construction
    - Routes
    - Bus stops

## SMS Medium Agency Approach – Lee Tran

- Accept and embrace SMS
- Creating an organizational wide – no silo – approach
  - Include everyone
- Quantify what are acceptable risks
  - Proactive approaches to minimize
    - Root causes analysis

## SMS Medium Agency Approach – Lee Tran

- Build a safety culture throughout
  - Safety awareness days
  - Through new employee and refresher training
    - Use electronic message boards
  - Respond immediately
  - Provide a “no blame” mechanism to report safety issues
  - Document progress

## **SMS Medium Agency Approach – Lee Tran**

- Build a safety culture throughout (cont'd)
  - Maintain transparency with safety concerns
  - Active safety committee
- Encourage SMS training
  - Reinforce and continue

## **SMS Large Agency Approach – PSTA**

- Develop a system that specifically addressed large agency challenges
  - Address all business divisions
    - Bus
    - Paratransit
- Ensure executive level approval of all aspects of safety system

## SMS Large Agency Approach – PSTA

- Oversee implementation of the program, throughout PSTA
- Develop safety committees at each level and coordinate all actions, increasing the maximum exposure, per issue
- Provide required training
- Keep complacency from creeping into PSTA's daily functions.

## SMS Large Agency Approach – PSTA

- Keep safety alive by creating an environment where employees want to exceed expectations
- Continuous review and updating of procedures, using internal audits and assessments to gain compliance
- Eliminated discipline from Safety, Security and Training – employees feel comfortable approaching us with concerns. Better lines of communication (non-punitive reporting)

## SMS Perspectives From "Accountable Executives"

William Steele, GM, MCAT  
Steve Myers, GM, Lee Tran  
Stephen Berry, LYNX



### SMS Small Agency – William Steele, GM, MCAT

- Safety and the safety environment starts with me:
  - Culture
  - Oversight
- Establishing the safety policy that identifies the performance goals
- Establish, identify and determine level of acceptable risk

## **SMS Small Agency – William Steele, GM, MCAT**

- Allocate funds to ensure the appropriate resources are available to maintain acceptable levels
- Oversee overall performance to goals
- Insure that the program, policies and performance goals can be altered and modified, as needed

## **SMS Small Agency – William Steele, GM, MCAT**

- Ensure that all employees have input:
  - Safety committee
  - Empowered to build a culture of safety excellence throughout
  - Instill the belief that the SMS system will only be successful, with everyone participating and having input

## **SMS Medium Agency – Steve Myers, GM, Lee Tran**

- Understand the importance of:
  - Transit system safety
  - Safety Management System (SMS)
- SMS approach:
  - Must be embedded into the foundation of the organization
  - Embedded in each employee upon hire
  - Holistic approach to overall safety

## **SMS Medium Agency – Steve Myers, GM, Lee Tran**

- Executive's responsibility:
  - Ensure safety policy is communicated
  - Employees feel comfortable reporting concerns
  - Establishment of an overall safety culture
  - Ensure that there is an open and transparent system



## **SMS Medium Agency – Steve Myers, GM, Lee Tran**

- The safety culture is embedded in each employee, from the first day of hire, which is reinforced by Paul during new employee orientation.
- Lee Tran has a proactive safety and security utilizing extensive video surveillance system at facilities and on our buses, which allows us to review safety incidents to gather information on hazards, and to mitigate repeat occurrences.



17

## **SMS Medium Agency – Steve Myers, GM, Lee Tran**

- How Lee Tran has implemented SMS
  - SMS concepts are talking points during staff meetings
  - Lee Tran has begun evaluating all aspects of the system
    - Mitigating and reporting existing OR potential risks
    - Creation of an active Safety Committee
      - Evaluates and reports concerns to management



18

## SMS Medium Agency – Steve Myers, GM, Lee Tran

- Tracking near misses
- Steps taken to mitigate hazards
- Participated in studies with CUTR and FDOT
- Root cause analysis on problematic areas
- Facility improvements
- How SMS was incorporated into our new facility
- Lee Tran’s commitment to SMS

## SMS Large Agency – LYNX

- As an Accountable Executive, I collaborate with all departments to ensure the safety function of LYNX
  - The Director Risk, Safety, and Security is charged with day to day oversight of the safety activities of the organization
- Safety goals and objectives for the entire organization will be forthcoming
  - Each division will be responsible for safety activities and oversight from the Risk, Safety, and Security Department

## SMS Large Agency – LYNX

- Will ensure that employees are properly trained and that there is an SMS Manager overseeing the program
- Will work with the
  - Risk, Safety, and Security Department to develop a standard that determines what level of risk is acceptable to the agency

## SMS Large Agency – LYNX

- Explain the importance of safety activities to the executive staff and Board of Directors, to ensure that funding is available through the budgeting process
- Receive Periodic updates about safety performance and ensuring that goals and objectives are being met

## SMS Large Agency – LYNX

- Continuous updates of necessary changes to the safety plan and ensure it is updated annually
- During quarterly CEO briefings to all employees, make sure that everyone understands that safety at LYNX is number one
- Provide a forum to address all safety concerns

## SMS Large Agency – LYNX

- Ensure that employees are empowered to help facilitate change
- Provide a buy in to the employees, as to why reporting ALL issues is important, in an effort to mitigate near misses