

South Bay Sector Bus Accident Reduction Plan

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Process

- Bus Accident Reduction Team (B.A.R.T.) Developed Plan
- Team Made up of Members From Both Sector Divisions
- Successful “Best Practices” of Both Divisions Incorporated in Plan

B.A.R.T. Goals

- Produce a List of Actions That Can Be Used to Reduce Accidents
- Share “Best Practices” Between Divisions
- Standardize Practices Within the Sector

Major Plan Action Groups

- On-street Activities
- Incident Investigation
- Training
- Communications
- Other Actions

On-street Activities

- Increase Management and T.O.S. Line Rides on High Accident Frequency Lines
- 70% of Field Observation/feedback (FOF) Sessions Will Be Line Rides or Vehicle Operations (V.O.) Route Rides

On-street Activities (Con't)

- Line Ride Priority Will Be:
 1. Accident Follow-up Rides
 2. High Accident Frequency Line Rides, Codes, And/or Operators
- FOF Line Rides Will Be Done Within 2 Weeks on All Operators Coming Into Sector Divisions

On-street Activities (Con't)

- Management Personnel Will Conduct Line Sweeps on a Regular Once-a-month Basis With Focus of Accident Reduction
- V.O. Staff Will Be Assigned to Provide Continuous Monitoring of Critical Lines And/or High Risk Operators

On-street Activities (Con't)

- V.O. Supervisors Will Make 3 Operator Contacts Per Shift to Discuss Accident Prevention Topics (Accident Rates, Causes, Methods of Avoidance)
- Management Staff Members Will Spend a Portion of Each Day Monitoring On-street Operations

Incident Investigation

- Thorough Investigations Will Be Conducted on All Accidents, Incidents, and Passenger Comment Management System (PCMS) Complaints (Alleged/reported).
- Accident/incident Reports Will Include:
 1. Facts
 2. Causes
 3. Corrective Actions

Incident Investigation (Con't)

- Improved Investigation Capabilities Will Be “Advertised” to Operator Populations in Safety Communications
- Operators Will Be Informed of Future Changes in Incidents Previously Adjudged “Unavoidable”, Due to Improved Investigation Techniques

Incident Investigation (Con't)

- The Accident Review Board Process Will Be Improved by Only Using Mentors Trained by Operations Central Instruction (O.C.I.)

Training

- Instruction Department to Create Flyers of Known Hazards and Instruct Operators on How to Avoid These Hazards
- Use a Special Training and Development Sheet to Document That an Operator Has Received Hazard Instruction and to Acknowledge That He/she Is Aware of the Hazard

Training (Con't)

- Management Will Focus on Operators With 0-5 Years Service, Ensuring Additional Training and Involvement
- Schedule Operators With 3 or More Accidents Within 13 Months for a Defensive Driving Class at O.C.I. As Per the O.C.I. Pilot Program

Communications

- Daily Safety Announcements Will Be Made at the Divisions to Reinforce Operating Rules and Present Methods to Avoid Hazards
- Weekly Information Sessions Will Be Conducted by Management to Present Accident Pertinent Accident-related Information for Discussion

Communications (Con't)

- A Division Monthly Newsletter Will Be Issued That Incorporates Division Accident Statistics and Methods of Accident Avoidance
- The Sector Senior Safety Specialist Will Provide the Management With Quarterly Statistical Reports for Use in Guiding Accident Reduction Activities

Communications (Con't)

- The Sector Senior Safety Specialist Will Utilize Accident Location Mapping to Identify Locations With Frequent Accidents
- Division Management Will Use the Accident Location Data to Increase Location Observation Frequency and to Communicate the Data to Operators

Communications (Con't)

- Division Safety Bulletin Boards Will Be Updated Frequently to Provide Current Accident Status, Accident Avoidance Information and Work-related Injuries

Other Actions

- The B.A.R.T. Will Network Across the Divisions to Identify Issues and Share All Information Related to Accident Reduction
- Regular Meetings Will Be Held With the Sector Scheduling Department to Discuss Schedule Related Issues That Impact Service and Safety Concerns

Other Actions (Con't)

- The B.A.R.T. Will Develop Criteria for Recognizing Operators With No Accidents and Recommend Methods of Recognition
- Division Management and the Sector Senior Safety Specialist Will Identify and Recommend Equipment Needs and Modifications to Help Reduce Accidents

Ultimate Goal

Reduce Bus Accidents

Questions?

