

**OPERATIONS COMMITTEE
OCTOBER 19, 2006****SUBJECT: BUS ACCIDENT RE-TRAINING POLICY & PROGRAM****ACTION: RECEIVE AND FILE****RECOMMENDATION**

Receive and file report on the bus accident re-training policy and program.

ISSUE

Since initiation of Safety's First in 2001, significant effort and progress has been made to improve injuries and accident rates at the agency. From FY00 to FY06, workers' compensation claims dropped 61% and bus vehicle accidents per 100,000 hub miles declined 17%. To continue driving down bus accidents, Metro updated its re-training policy and program for bus operators experiencing multiple accidents.

DISCUSSION**Re-Training Policy and Program**

In September 2006, a committee including representatives of Metro Operations Instruction, Corporate Safety, Operations division management, and the Bus Operations Control Center convened to make recommendations for re-training of operators following accidents. The goal is to provide timely and proactive training designed to improve operator skills and prevent and reduce accidents. The re-training policy and program is intended to create an atmosphere in which operators take responsibility for maintaining a record of safety, for the welfare of our customers and employees. A comparison of the existing training program versus the updated one is included in Attachment A.

Under the new policy and program, the recommendation is that operators be required to attend retraining after involvement in Type 10-681 accidents¹, whether deemed avoidable or unavoidable (Attachment B). Operators experiencing multiple accidents within a specific timeframe will receive additional training and safety review. The proposed training intensifies with each accident:

¹ Accident types 240 and Types 281-287, if deemed unavoidable, will not be considered for the purpose of this policy.

1. After completing each training step, an operator moves to the next step with each subsequent accident within 12 months, depending on the accident category
2. Operators can repeat a class if they have not had an accident of the same category within 12 months
3. Operators fall back to the previous training step after 18 months without an accident and move to a lower step with each 6-month accident-free period thereafter.

Re-Training Program

Training Step	Accident Category	
	Unavoidable	Avoidable
1	Coaching and Counseling	One-on-One Instruction
2	Line Ride	Core Skills 2-Day Class
3	Defensive Driving (DDC)	Fitness for Duty and Driving Skills 3-Day Class
4	Line Ride w/Skills Counseling	
5	One-on-One Instruction	
6	Core Skills 2-Day Class	
7	Fitness for Duty and Driving Skills 3-Day Class	
8	Executive Review	

Defensive Driving and One-on-One Instruction are ongoing training classes. Two new classes being added to the program are the Core Skills two-day class and the Driving Skills three-day class. In addition, a Fitness for Duty review will be automatic for repeated accidents. The existing Fitness for Duty procedures (HR 3-18) apply.

The recommended re-training program does not impact disciplinary measures negotiated in the collective bargaining agreement. Bus operators having avoidable accidents are subject to disciplinary measures per the agreement. An Accident Review Board reviews the facts of an accident to determine avoidability. Based upon this determination, discipline is assessed. Within an 18-month floating period one avoidable accident is a written warning plus re-training; two avoidable accidents is a 3-day suspension plus re-training; three avoidable accidents is a formal hearing to determine whether the employee is terminated. If not, employee is scheduled for re-training as indicated on the chart above.

Emphasis on Core Skills

All bus operator training programs are designed around a set of core safety skills. Understanding and practicing these skills is essential to accident-free driving. Core skills will be emphasized consistently throughout basic/new operator training, accident re-training, division line rides, and incident and accident investigation. Skill areas include:

- Equipment
- Pre-Trip Inspection
- Following Distance
- Speed
- Intersection Operation
- Freeway Operation
- Lane Changes
- Bus Stops
- Railroad Crossings
- Terminal/Layover
- Braking
- Mirrors
- Clearance
- Seatbelt Use

Operators are instructed on and must demonstrate their knowledge of each core skill, the reason an action is unsafe and the associated operation requirements. The following is a sample of training materials showing this relationship for *Lane Changes*.

	Skill	Reason It's Unsafe	Operation Requirements
Lane Changes	Activate turn signal a minimum of 100 ft. prior to changing lanes	Lack of communication can cause an accident. Other drivers may not expect the bus to change lanes	Activate the turn signal, check traffic in the next lane; both behind and in front of the bus. Start to move over, check the mirror once more, then finish the lane change, maintain a safe following distance and cancel the turn signal. Review: Rule 3.18 Standard Operating Procedure (SOP) 3.153
	Avoid unnecessary lane changes	Each lane change increases the chances of having a collision.	Minimize lane changes. When necessary use smooth movements of the bus. Lane changes should only be made to go around a stopped or slow moving vehicle or other hazard. Review: SOP 3.128(c), 3.144, 3.153
	Scan mirrors while changing lanes	This is a very common type of accident. Other faster vehicles may try to come around the bus causing an accident as the bus merges into the same lane.	Other vehicles may try to come around the bus. Start the lane change, after moving over several feet -- hold, and then scan the mirror once again before completing the lane change. Review: Rule 3.20 and SOP 3.128(f), 3.153

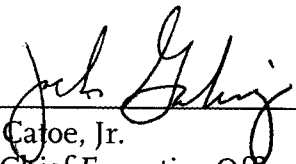
NEXT STEPS

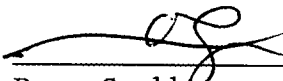
- Review accident re-training and other accident reduction concepts with the United Transportation Union;
- Staff is considering a points system for accidents. Points would help the agency track bus accident and injury severity over time and focus training resources on operators at high risk for having accidents. Points would be used for training purposes only;
- Review Metro's accident investigation and response procedures to identify areas for improvement;
- Report back to the board on progress in the above areas in January 2007.

ATTACHMENTS

- A. Comparison of Existing vs. New Training Program
- B. Bus Accident Codes

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ATTACHMENT A

Prior Program	Updated Program
Accident Re-Training	
<ul style="list-style-type: none"> • For unavoidable accidents only • Training records manual • 2 classes offered: 1 on 1, Defensive Driving • Accident timeframe = 18 months 	<ul style="list-style-type: none"> • For ALL accidents, avoidable and unavoidable • Training records electronic; linked to other key systems such as Vehicle Accident Monitoring (VAMs) and HR database • 4 classes offered: + core skills + driving skills • Fitness for duty review automatic for continued accidents • Accident timeframe = Progressive
Core Safe Driving Skills	
<ul style="list-style-type: none"> • Not specifically identified 	<ul style="list-style-type: none"> • 43 specific safety skills identified. • Provides basis for basic/new operator training, accident re-training, division line rides, and incident and accident investigation

Bus Accident Types/Codes

<u>Code</u>	<u>Description</u>
10	STRAIGHT AHEAD-OTHER VEHICLE FROM LEFT
20	STRAIGHT AHEAD-OTHER VEHICLE FROM RIGHT
30	TURNING RIGHT-OTHER VEHICLE FROM AHEAD
40	TURNING RIGHT-OTHER VEHICLE FROM LEFT
50	STRAIGHT AHEAD-OTHER VEHICLE FROM OPP. DIR.
60	TURNING RIGHT-OTHER VEHICLE FROM REAR
70	TURNING LEFT-OTHER VEHICLE FROM AHEAD
80	TURNING LEFT-OTHER VEHICLE FROM LEFT
90	TURNING LEFT-OTHER VEHICLE FROM RIGHT
100	TURNING LEFT-OTHER VEHICLE FROM REAR
110	VEHICLE TURNS RIGHT INFRONT OF BUS
120	ALL OTHER INTERSECTION COLLISIONS
130	HEAD ON-VEHICLE FROM OPPOSITE DIRECTION
140	SIDESWIPE- WHILE PASSING OTHER VEHICLE
150	SIDESWIPE- OTHER VEHICLE FROM OPPOSITE DIRECTION
160	SIDESWIPE- OTHER VEHICLE PASSING OUR VEHICLE
170	CUTTING IN- BY OTHER VEHICLE (EXCEPT #110)
180	PULLING FROM OR TO CURB FROM DRIVEWAY
190	COLLISION WITH VEHICLES PARKED AT CURB
220	ALL OTHER ACCIDENTS BETWEEN INTERSECTIONS
230	BUS HITS VEHICLE (INCLUDES DRIFTING BACK)
240	OTHER VEHICLE HIT BUS (INCLUDES DRIFTING BACK)
250	BUS PULLING INTO ZONE INVOLVED WITH STANDING VEH.
260	BUS PULLING FROM ZONE INVOLVED WITH STANDING VEH.
270	BUS PULLING FROM ZONE INVOLVED WITH MOVING VEH.
281	OTHER VEHICLE IN SAME DIRECTION OF TRAVEL INVOLVED WITH REAR OF BUS STANDING IN ZONE
282	TURNING VEHICLE INVOLVED WITH REAR OF BUS STANDING IN FAR SIDE ZONE
283	TURNING VEHICLE INVOLVED WITH FRONT OF BUS STANDING IN NEAR SIDE ZONE
284	OTHER VEHICLE INVOLVED WITH BUS STANDING IN OTHER VEHICLE ZONE – SIDESWIPE
285	OTHER VEHICLE INVOLVED WITH BUS STANDING IN ZONE – SECONDARY COLLISION
286	OTHER VEHICLE PULLING TO/FROM DRIVEWAY INVOLVED WITH BUS STANDING IN ZONE
287	OTHER VEHICLE INVOLVED WITH BUS STANDING IN ZONE – BUS UNABLE TO PULL TO CURB
290	BUS PULLING INTO ZONE INVOLVED WITH MOVING VEH.
300	ALL OTHER COLLISIONS WITH OTHER VEHICLES
310	SCRAPES AT CORNERS, INTERSECTION SIDESWIPES
320	SIDESWIPE BTWN INTERSECTION OTHER THAN OPP. DIR.
330	OPPOSITE WAY SIDESWIPES BETWEEN INTERSECTIONS

- 340 END TO END-IN LOADING ZONES
- 350 END TO END- OTHER THAN LOADING ZONES
- 360 ON COMPANY PROPERTY, YARDS, TERMINAL COMP. PARK.
- 370 ALL OTHER COLLISIONS BTWN COMPANY PASSENGER VEH.
- 371 STRUCK BY DISTRICT BUS
- 372 STRUCK BY DISTRICT AUTO
- 373 STRUCK BY DISTRICT TRUCK
- 390 INTERSECTIONS/CROSSWALKS(EXCEP #410)
- 400 LOADING ZONES (EXCEPT #410)
- 410 HIT BY OVERHANG (BUS TURNING)
- 420 BETWEEN INTERSECTIONS (JAY WALKING)
- 430 ALL OTHERS
- 440 ALLEGED-LOCATION-DIV OR DEPT UNKNOWN
- 450 COLLISION WITH (FIXED) STATIONARY OBJECT
- 460 DUE TO MECHANICAL FAILURE
- 470 LEAVING ROAD (EXEPT # 460)
- 480 COLLISION NOT OTHERWISE CLASSIFIED
- 500 FELL BOARDING (STANDING BUS)
- 501 WHLCHR PASS. FELL BOARDING (STANDING BUS)
- 510 DOOR-STRUCK WHILE BOARDING
- 511 WHLCHR PASS. DOOR – STRUCK WHILE BOARDING
- 520 MISCELLANEOUS BOARDING
- 521 WHLCHR PASS. MISCELLANEOUS BOARDING
- 530 FALLS ALIGHTING-FRONT DOOR
- 531 WHLCHR PASS. FALLS ALIGHTING – FRONT DOOR
- 550 FALLS ALIGHTING – REAR DOOR (TREADLE)
- 551 WHLCHR PASS. FALLS ALIGHTING – REAR DOOR
- 560 FALLS ALIGHTING REAR DOOR (PUSHOUT)
- 570 FALLS ALIGHTING NOT OTHERWISE CLASSIFIED
- 571 WHLCHR PASS – FALLS ALIGHTING – NOT OTHERWISE CLASS.
- 580 STRUCK BY FRONT DOOR – ALIGHTING
- 590 STRUCK BY REAR DOOR (TREADLE)
- 600 STRUCK BY REAR DOOR (PUSHOUT)
- 610 STRUCK BY DOOR NOT OTHERWISE CLASS. (EXCEPT #660)
- 620 STARTING (FALLS, BUMPS, ETC.)
- 621 WHLCHR PASS. – STARTING (FALLS, BUMPS, ETC.)
- 630 STOPPING (FALLS, BUMPS, ETC.)
- 631 WHLCHR PASS. – STOPPING (FALLS, BUMPS, ETC.)
- 640 AT CURVE OR BUS TURNING (FALLS, BUMPS, ETC.)
- 641 WHLCHR PASS – AT CURVE/BUS TURNING-(FALLS, BUMPS, ETC.)
- 650 RUNNING STRAIGHT (FALLS, BUMPS, ETC.)
- 651 WHLCHR PASS. – RUNNING STRAIGHT (FALLS, BUMPS, ETC.)
- 660 CAUGHT/STRUCK BY DOORS (NOT BOARDING OR ALIGHTING)
- 661 WHLCHR PASS. – CAUGHT/STRUCK BY DOORS – NOT BOARDING/ALIGHTING
- 670 INJURIES FROM ARMS, HEAD, ETC. OUT OF WINDOW
- 671 WHLCHR PASS. – INJURY FROM HEAD, ARMS, ETC. OUT OF WINDOW
- 680 ON BOARD ACCIDENTS NOT OTHERWISE CLASSIFIED
- 681 WHLCHR PASS. – ON BOARD ACCIDENTS NOT OTHERWISE CLASSIFIED.

