DEVELOPING & NURTURING A STRONG SAFETY CULTURE

With Walt Diangson, SWTA and John Filippone, RFTA

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INTRODUCTIONS

• Walt Diangson, Safety Officer & Lead Trainer, South West Transit Association (SWTA), Dallas, TX – MBA, TSSP, WSO, CSSR

• John Filippone, Safety & Training Manager, Roaring Fork Transportation Authority (RFTA), Aspen, CO – TSSP, CSSM
South West Transit Association

Range of Membership

PROFILES

Walt Diangson

AZ, AR, CO, KS, LA, NM OK, TX

Multi-Model

John Filippone

South West Transit Association

Nextera Energy

Ozark Regional Transit

Capital Area Transit System

KI BOIS Area Transit System

TRJ

Tribal Transit

Rural Transit

Urban Transit

Local Fixed-Route

Paratransit

Rural BRT

Resort

Special Event

South West Transit Association

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Resort

Special Event
WEBINAR AGENDA

• What is a Safety Culture?
• What is its Role in Public Transportation Safety?
• Major Components of a Strong Safety Culture
• Some Indicators of a Poor Safety Culture
• Some Indicators of a Developing to Good Safety Culture
• Summary & Conclusion
WHAT IS A SAFETY CULTURE?

Developing & Nurturing a Strong Safety Culture
SAFETY CULTURE DEFINITIONS

“The attitude, beliefs, perceptions and values that employees share in relation to safety in the workplace.”

[Cox, S. & Cox, T. (1991)]

“The shared values & shared beliefs & attitudes that interact with employees, safety policies, procedures, & rules to produce behavioral norms.”

[TCRP Report 174 (2015)]
EXAMPLES OF HAVING A SHARED VALUE

Mission, Team, Success, Each Other
SAFETY CULTURE IN PUBLIC TRANSPORTATION

The shared values & shared beliefs & attitudes that interact with employees, safety policies, procedures, & rules to produce behavioral norms.

What is important to all public transportation employees who are delivering safe, efficient revenue service.

How the transportation system works & what individual employee roles should be.

The way we do our jobs, whether we are being observed or not.
OTHER WAYS TO DEFINE SAFETY CULTURE

• Safety is doing the right thing, even when no one is looking.
• Safety is a personal & organizational core value we all share.
• Safety takes priority over other competing goals.
• Safety is how we work and how we do everything.
WHAT IS ITS ROLE IN PUBLIC TRANSPORTATION?

Developing & Nurturing a Strong Safety Culture
FOUNDATION FOR ALL SAFETY PLANS, PROGRAMS & APPROACHES

- Hiring Smart
- Background Checks & Interviews
- Safety Orientation
- Driver Training
- Refresher Training
- Employee Development
- Scheduling
- Dispatching
- Pre-Trip Inspections
- Field Supervision & Support
- Fleet Maintenance
- Policies & Procedures
- Reporting & Data Mgmt.
- Budgeting & Finance
- Customer Service
- Marketing
- Eligibility
- Labor Agreement
- Purchasing
- Planning
- Safety Inspections & Reviews
- Incentive Programs
- Contractor Oversight

Safety Culture’s Heavy-Lift
SAFETY CULTURE SUPPORTS & BECOMES STRONGER THROUGH ...

- Open and effective safety communication & collaboration
- Management & employees willing to interrupt service for safety
- Continually improving safety performance
- Safety data-driven decision making
- Greater trust & support between management & line employees
- Visible action on all reported safety issues
- Significant employee involvement

Ying : Yang = Pull : Push
MAJOR COMPONENTS OF A STRONG SAFETY CULTURE

Developing & Nurturing a Strong Safety Culture
1. **Management Commitment to Safety**
   - Organizational commitment & support
   - Safety leadership – all levels

2. **Shared ownership and participation**
   - Employee/union cooperation
   - Employee empowerment

3. **Effective safety communication**
   - Internal safety communication among all areas
   - Training, safety meetings, safety promotion
BASIC COMPONENTS OF SAFETY CULTURE IN PUBLIC TRANSPORTATION - 2

4. **Being Proactive**
   - Use of safety data, key indicators & safety standards
   - Analysis, trending, identifying priorities

5. **Organizational Learning**
   - Collaboration among all areas
   - Learning from mistakes, reporting & data

6. **Consistent Safety Reporting & Investigation**
   - Crash & incident reporting
   - Investigation for future prevention & minimizing accidents
7. **Employee Motivation**
   - Recognition, rewards & incentives
   - Professional development

8. **Organizational Trust**
   - Empowerment & employee involvement
   - Relationship building
SOME INDICATORS OF A POOR SAFETY CULTURE

Developing & Nurturing a Strong Safety Culture
NO LOCK-OUT, TAG OUT FOLLOWED

Drop-Down Shop Door
CUTTING CORNERS TOO TIGHT

Rear Wheel Strike/Crash
Unsafe Behaviors
Rail Operator Fatigue
Taking Short Cuts
Misusing Tools & Equipment
Rushing
Distractions

This is the shortcut I was telling you about!

Colorado Mountains
SOME INDICATORS OF A DEVELOPING TO GOOD SAFETY CULTURE

Developing & Nurturing a Strong Safety Culture
SAFETY POLICY, MANAGEMENT COMMITMENT, SUPPORT & ASSURANCE

OUR MISSION STATEMENT
To provide safe, efficient, cost-effective & customer-friendly public transportation.

Policy, Plan, Vision & Mission

Mgmt. Support & Involvement

Employee Engagement
SAFETY TRAINING & COMMUNICATIONS

Accident & Close Call Reporting, Data & Analysis

Training, Informing, Coaching & Mentoring

LEAD BY EXAMPLE

Leading by Example & Walking the Talk

Recognition & Motivation
ORGANIZATION-WIDE SAFETY INVOLVEMENT

Typical Transit Organization

Depts. Become Silos
• **Safety culture** - “The shared values & shared beliefs & attitudes that interact with employees, safety policies, procedures, & rules to produce behavioral norms.”

• **Safety culture** – foundation for effectiveness of all safety efforts

• **Safety culture is also:**
  - Safety is doing the right thing, even when no one is looking.
  - Safety is a personal & organizational core value we all share.
  - Safety takes priority over other competing goals.
  - Safety is how we work and how we do everything.

• **Developing & nurturing a strong safety culture depends on key strategies & components** – Management Commitment to Safety Promotion
TECHNICAL RESOURCES

TCRP REPORT 174: Improving Safety Culture in Public Transportation

FTA Safety Management Systems (SMS) Framework -
THANK YOU AUDIENCE & NATIONAL RTAP
ADDITIONAL PARTICIPANT QUESTIONS

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