TriMet SMS and Implementation Plan Status

September 27, 2017
Agenda

- Business Plan and SMS
- SMS Overview
- Why SMS?
- SMS Goals and Purpose
- SMS Implementation Progress
TriMet Business Plan and SMS

• The TriMet SMS is consistent and integrated with the TriMet Business Plan
• Planning to rollout the SMS along with the Business Plan
Business Plan and SMS Rollout

- SMS supports the TriMet Business Plan
- 5 Objectives have a significant role for SMS
- 18 Objectives have a clear support role for SMS

<table>
<thead>
<tr>
<th>TriMet Safety Management System (SMS) Implementation</th>
<th>Cross-Walk of Support for the TriMet Business Plan (September 1, 2017)</th>
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<tbody>
<tr>
<td>Significant or Leadership Role in Business Plan Objective</td>
<td>Note: KCA = Key Strategic Actions from Business Plan</td>
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<tr>
<td>KFC 1: Ensure safety and optimize value, performance, and resiliency</td>
<td>Financial Goal 2: Management Actions to Ensure Safety and Optimize Value, Performance, and Resiliency</td>
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<td>Objective 5: Meet or exceed state of good repair (SRO) targets for all identified asset classes</td>
<td>Specific KCA Implementation Activities:</td>
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<td>• KFC 4: Complete federal-requ.-and TAM Plan: Complete inventory and condition assessment of all assets and develop targets and repair plans for all asset classes.</td>
<td>• Minimum Standards for Safety</td>
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<td>• KFC 5: Develop plan to repair, replace or otherwise remedy any asset classes not fully at target.</td>
<td>• Safety Assurance Management Plan</td>
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<td>People &amp; Innovation Goal 1: Enhance the Culture of Safety</td>
<td>• Strategic Internal Safety Audit Implementation Plan</td>
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<td>Objective 6: Successfully implement and achieve strong acceptance of SMS</td>
<td>• Safety Performance Measures and Targets Implementation</td>
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<td>• KFC 9: Develop SMS training and implementation plan; Example includes:</td>
<td>• Safety Promotion Communication Plan</td>
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<td>• KFC 10: Continue to develop and distribute safety dashboards and targeted updates for the promotion of safety, with effort at all levels.</td>
<td>• Internal Safety Communication Activities</td>
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<td>• KFC 11: Build upon safety audit plan to ensure safety risk mitigation measures are implemented and effective; identify areas for continued improvement and develop and implement plans in operations safely.</td>
<td>• Safety Performance Dashboards</td>
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<td>• KFC 12: Deliver additional security technology, infrastructure, and processes (i.e., continuous improvement teams that include frontline staff in the development of safety and security risk mitigation strategies)</td>
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<td>Internal Business Practices Goal 1: Nominate Safe, Efficient, and Equitable Service</td>
<td>Objective 13: Increase personal safety</td>
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<tr>
<td>• KFC 20: Implement SMS gap; including but not limited to: Enhancing SMS internal dashboards for each level of organization</td>
<td>The entire SMS includes a focus on ensuring and improving TriMet's safety performance for personal safety for customers, employees, and</td>
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Page 3 of 7
SMS Overview
Safety Management Policy

Safety Accountabilities & Responsibilities
Integration with Public Safety & Emergency Management
SMS Documentation & Records

TRIMET
Safety Risk Management (SRM)

- Hazard Identification & Analysis
- Safety Risk Evaluation & Mitigation
Safety Assurance

- Safety Performance Monitoring & Measurement
- Management of Change
- Continuous Improvement
SRM and Safety Assurance
Safety Promotion

- Safety Promotion
  - Safety Communication
  - Competencies and Training
TriMet’s SMS Advances All Safety Program Processes

- Increases the focus on hazard identification
- Broadens the scope of safety data collection
- Emphasizes importance of managing safety risk for all operations
- Integrates data from organizational processes into safety data analysis
- Promotes participation and contribution from all personnel in the management of safety
- Fosters a safety culture that encourages proactive safety reporting and management
SMS Goal and Purpose

• Provide the transit agency a management system to attain an optimum level of safety balancing safety, service, and timely allocation of resources through the effective management of safety risks

• Provides a common framework to assess safety risks associated with changes to the TriMet operations risk environment
SMS Implementation – In Process

• Phase 1 – Planning for and Rolling Out the TriMet SMS and Implementation Plan
• Phase 2 – Developing and Implementing High-Level SMS Strategic Plans
• Phase 3 – Rolling out SMS Tools
• Phase 4 – Maturing the SMS Processes
SMS Implementation – In Process

- SMS Implementation Activities have been defined for each of the four components
  - 27 SMS Implementation Activities
  - Including 9 strategic planning activities, all in process
- Handout – SMS Implementation Plan/Table
If you do what you’ve always done, you’ll get what you always got!”

W. Edwards Deming