Safety Management System Update

Step 1

Step 2
General Manager Task Force on Safety and Service Excellence – convened Task Force on Safety and Service Excellence in July 2010 and issued final report in October 2010. The recommendations targeted four primary areas: safety-oriented culture communications and engagement, accountability, empowerment, and support.

Step 3
Safety Management System – established a framework based on Safety and Service Excellence Task Force report that moves TriMet from a reactive mode to an integrated and sustainable approach that is proactive and eventually will be predictive.

Step 4
Department Reorganization - reorganized the safety and security function to broaden safety and security related policy-making responsibilities, with a mandate to implement programs that improve the safety culture and control safety risks.

Step 5
Operator Recertification Training – Offered annual Operator training, now in its fourth year. This year the focus is on driver scanning techniques and predictive driving, personal safety, preventing fall injuries, assisting customers with disabilities and SOP review.
Step 6
Workplace Environment Safety Study – collected feedback from employees to identify strengths and barriers to the development of creating a culture of safety.

Step 7
TriMet System Safety Program Plan – improved risk analysis and development of the safety assurance process which resulted in revision of the Internal Safety and Security Audit process and improvements in the analysis of incident data.

Step 8
Supervisor Training – created annual recertification training for Supervisors, now in its third year, which included an overview of the Safety Management System and introduction to Hazard Identification and Incident Investigation.

Step 9
Safety Improvements – implemented projects for enhanced safety on bus routes, pedestrian safety at rail grade crossings, and bus & rail operator cabs. Efforts are currently underway to increase right-of-way worker protection.

Step 10
Customer Safety Education - continued pedestrian safety improvement program of MAX crossings. This work focused on the Gateway Transit Center and stations along Burnside

Next Steps
Safety Management Workshops – beginning October with Executive Staff and ending with Operator recertification training. These workshops focus on bringing all the elements of the Safety Management System together.