

Safety for Operators, Staff and Riders

2020 MPTA Conference, Rochester, MN



Safety for Operators, Staff and Riders

- What does “Safety” look like to your staff?
- How does your agency manage your safety?
- Explore the Metro Bus approach



Safety for Operators, Staff and Riders

What does Safety mean to you?

- Managers
- Street Supervisor
- Dispatchers
- Executive Managers
- Maintenance
- Operators



Employee Responses

*“**Passengers**-Arriving to their destination safely and on time while experiencing professional interactions with Metro Bus staff and other passengers. **Operators**-Maintaining safe, accident free operation of their assigned vehicle and promoting a **safety mindset** their entire shift. **Staff**-Working in an environment that is free of hazards and **promotes a safety culture**” **Executive Management 4 years***

*“Adhering to safety **keeps myself and others from harm**, or at a minimum mitigates as much dangerous activity as possible.... Having and utilizing the appropriate safety equipment and being focused (**having your head in the game**)...” **Administrative Staff 1.5 years***

Employee Responses

*"... I also realize that my safety is the **direct result of my own actions and decisions...** I appreciate that **we all work together** to continue to make our environment as safe as it can be..." **Administrative Staff 14 years***

*"It means **getting my passengers to their destination** as close to **on time** as possible and **without harming anyone or scaring anyone.** Also not breaking any traffic laws, or damaging anything." **Operator 1.5 years***

*"... I appreciate that my organization cares about their employees' health and well-being and that safety is made a priority....". **Management Staff – 18 years***

Employee Responses

*"Safety means to me that I am going **to do everything in my power** to go home the same as I have arrived at work. I view safety as one of the most important things for my work day/life..."*

Maintenance Staff 4 years

*"Keeping **myself, my equipment and my riders as safe** as possible to and from their destination." **Operator 2 months***

*"I feel that **safety to me is following the rules, being alert, being involved** with employees for work as a team (communication is key). Being conscious of your physical and mental wellbeing." **Dispatch Staff 3 years***

Employee Responses

*"... It takes a **conscious effort to learn and practice workplace safety** on a daily basis-but it shows care toward your co-workers... when in-office **it is mine, as well as each employee's, responsibility** to understand and exercise proper safety procedures and practices..."*

Administrative Staff 1 year

*"To be able to **do my job knowing** that steps have been taken to make sure that **I'll be able to go home safely** with limited chance of being injured on the job." -*

Operator 19 years

*"...**Safety is taking a few extra moments to double check and make sure things are right and not rushed...."***

Administrative Staff 4 years

Employee Responses

*“Through **communication, education and training** we have a critical obligation to ensure the overall safe operation of our transit system. This includes the personal safety of our transit customers, employees and the public. Taking steps to protect everyone from harm whether onboard buses or in our facilities is **key to a safe environment.**”*

Executive Management 7 years

*“When an operator puts in place all the necessary **safety procedures** that we have been trained to do, to **ensure safety** for our passengers, our equipment and ourselves. And that we are **aware of our surroundings and conditions** at all times.”*

Operator 42 years

The Metro Bus Approach

- On-Boarding/Hiring
- Training-Initial/Ongoing
- Employee Well-Being
- Technology & Adapting



Hiring & On-Boarding

- **Candidate selection**
- **Experienced vs. Non-Experienced**
- **Interview Process & Questions**
 - **2 sets of eyes & ears**
 - **Questions that show thought in managing situations**



New Hire Training

- **Up to six weeks**
- **Classroom**
- **BTW w/instructor**
- **In-service with trainers**
- **On board Visits**



Ongoing Training

- **Operator Training Activities (OTAs)**
 - **Fundamental Technical Skills**
 - **Professional Organizational Development (PODs)**
 - **Customer service**
 - **model professional, courteous service**
- **Educate & inform**



Work-Life Balance

- **Scheduling**
- **Sleep habits**
- **Well-being**



Well-being in the Workplace

Mission Statement: Metro Bus will foster an environment that contributes to our employees social, financial, physical, and emotional well-being.

- **Well-being kickoff October 2019**
- **Healthy snacks for all every other month**
- **Well-being promotional signage & pamphlets**
- **Well-being library**

YOUR ROAD to wellness

Well-Being in the Workplace

Monthly Activity & Information

- **October: Healthy Snack with information about upcoming Calendar/Bingo Activity**
- **November: Calendar/Bingo Activity- How are you doing with your personal well-being**
- **December: Information/Education (holiday stress, eating, etc.)**

YOUR ROAD to wellness

Well-being In the Workplace

- Company wide bi-annual activities
 - fall/winter
 - spring/summer
- Softball Challenge
- Bowling



Technology & Adapting

- **Operator Barriers**
- **Video Cameras**
- **Two-Way Radio**
- **AVL**
- **Silent Emergency Button**



Technology & Adapting



Electrostatic Backpack Sprayer

Technology & Adapting



Fixed-Route Operator Barrier

Communication

Accident Board



Communication

Newsletter

July accident report

- 0 Non-preventable
- 3 Preventable
 - 1 Bus vs Car
 - 1 Bus vs Pole
 - 1 Bus vs RR Arms

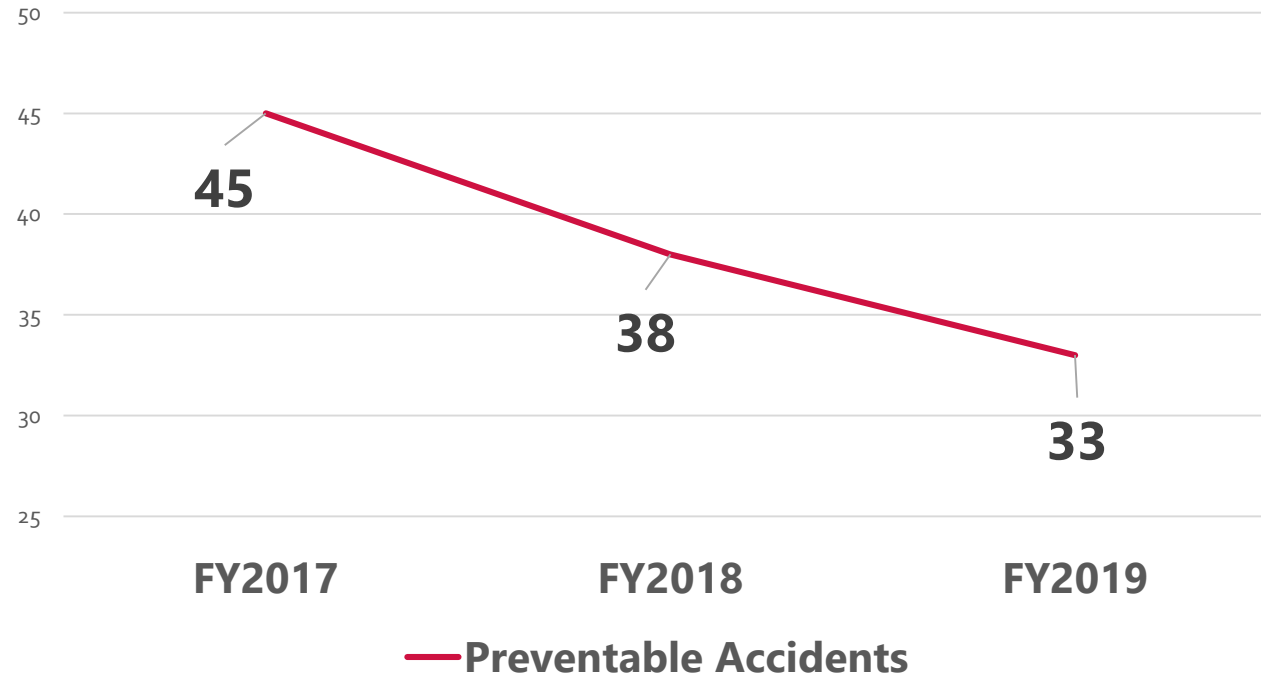
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Results!

Annual Preventable Accidents St. Cloud Metro Bus



Questions & Comments



Thank You !

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