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TO: BOARD OF DIRECTORS

THROUGH: PHILLIP A. WASHINGTON PAW
CHIEF EXECUTIVE OFFICER

FROM: JAMES T. GALLAGHER JTG.
CHIEF OPERATIONS OFFICER

SUBJECT: METRO ANNUAL SAFETY SUSTAINMENT TRAINING

ISSUE

The following information outlines the purpose and the deliverables of Metro's Annual Safety Sustainment Training.

BACKGROUND OR DISCUSSION

As part of its vision "to provide excellence in service and support," Metro will institute an organizational wide training initiative. This initiative will reemphasize our commitment to safety and security, as well as continue to develop a culture of safety, in everything we do.

The audience will include all front line Bus and Rail Operators as well as the Bus and Rail Supervisory staff. Among the myriad of critical issues to be examined will be Basic Emergency Procedures and Emergency Management. These include:

- Standard Operating Procedures
- Collision Avoidance Techniques
- Stop signal/red traffic signal violations
- Use of Seat Belts
- Transit Terrorism
- Prohibition of Electronic Devices
- Conflict De-escalation
- American with Disabilities training
- Equal Employment Opportunity Policies
- Equipment and Environment
- Injury and Illness Prevention

- Hazard Communications
- Employee Fatigue and Wellness

The American with Disabilities Act requires ADA training and an accompanying practicum, which will be incorporated into the training. The 2011 Gaddy Settlement requires American with Disabilities Act training of operators plus annual performance testing and training. The Annual Safety Sustainment Training will incorporate the required performance training on regulations and wheelchair securement.

NEXT STEPS

Launch for the start of Metro's Annual Safety Sustainment Training cycle is October 2015. The first group of trainees will be comprised of Metro's 4,600 bus operators. The Annual Safety Sustainment Training will satisfy the State of California's yearly Verification of Transit Training Department of Motor Vehicle requirement, the employee's Occupational Safety Health Administration requirements, and the requirements of the Gaddy Settlement.

In addition, Operations currently is designing a parallel refresher program for maintenance and other operations employees. This program also will focus on fostering a culture of safety in everything we do.

ATTACHMENT

Attachment A: Annual Safety Sustainment Training Presentation

ATTACHMENT A



MetroTM

Annual Safety Sustainment Training

Annual Safety Sustainment Training

“This training opportunity is a demonstration of Metro’s investment in our employees with regard to their professional development. It is Metro’s vision to provide the learning platform that will empower our employees to deliver excellence in service and support.”

Training to include:

- Emergency Management Review
- Operator Safety
- Metro Policies and Occupational Safety and Health Administration (OSHA) Programs
- ADA Compliance and Law review
- Collision Avoidance
- Safe Operating Techniques
- Customer Service
- Stress Management

Annual Safety Sustainment Training

Deliverables –

- Satisfies Operator’s Occupational Safety and Health Administration (OSHA) requirements
- Satisfies annual DMV training requirement
- Covers Gaddy’s ADA Settlement Requirement
- A more knowledgeable and safer Operator