

Westside/Central Service Sector Accident Reduction Plan

Governance Council Meeting

January 10, 2007



Metro

Bus Accidents

- Each year, Metro budgets millions of dollars to pay for the property damage, lost wages, and other costs associated with bus accidents
- Accidents are divided up into the two main categories:
 - Vehicle Collisions
 - Passenger Incidents
- Accidents are further divided up into sub-categories



Bus Accidents

- **When a bus accident occurs, the bus operator is required to report it immediately to the Bus Operations Control Center**
- **A supervisor, law enforcement, and/or medical assistance may be dispatched to the scene**
- **The bus operator is required to submit a written accident report at the end of their daily assignment**



Accident Investigation

- **Operating Division staff is required to investigate each accident and determine avoidability (not fault)**
- **The collective bargaining agreement specifies the discipline policy for avoidable accidents**
- **If staff determines that an accident was avoidable, it must take the evidence to an Accident Review Board (ARB) for a final determination**
- **The three-member ARB reviews the facts and can ask the bus operator questions pertaining to the accident**



Accident Investigation

- **Evidence to be considered can include:**
 - accident scene photographs
 - video
 - witness statements
 - police reports
 - operator's statement
- **ARB decisions can be appealed to a Second Level Hearing Officer**



Avoidable Accidents

- **Discipline for an avoidable accident is based on an 18-month window:**
 - **First avoidable accident – written warning and 8-hours of one-on-one training**
 - **Second avoidable accident – 3-day unpaid suspension and 16-hours of core skills training**
 - **Third avoidable accident – Formal hearing (that could result in discharge), fitness for duty evaluation, and 24-hours of driving skills training**



Metro's Accident Reduction Plan

- From FY00 to FY06 workers' compensation claims dropped 61% and bus accidents per 100,000 hub miles declined 17%
- To continue this trend, in October 2006, Metro Operations implemented a new plan to reduce accidents
- The focus of the new plan is expanding the re-training policy and focus on bus operators' experiencing multiple accidents



Post Accident Re-Training Program

- New training classes were created and updated curriculum focuses on core safety skills
- A new track was developed to implement training for non-avoidable accidents

Core Safety Skills

- Equipment
- Pre-Trip Inspection
- Following Distance
- Speed
- Intersection Operation
- Freeway Operation
- Lane Changes
- Braking
- Mirrors
- Railroad Crossings



Westside/Central Sector Accidents - 2006

	DIVISION 6	DIVISION 7	DIVISION 10	TOTAL
# BUSES ASSIGNED	81	236	257	574
COLLISION ACCIDENTS	107	400	535	1,042
PASSENGER ACCIDENTS	19	113	100	232
TOTAL ACCIDENTS	126	513	635	1,274



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Accident Rates (FY 2007 YTD)

Accidents per 100,000 hub miles

- Division 6 – 6.54
- Division 7 – 4.59
- Division 10 – 4.68
- **Budgeted – 3.65**



Common Accident Types

- **Top four accident types in 2006:**
 - **Sideswipe, another vehicle passing our vehicle – 168 accidents**
 - **Loading zone, other vehicle hits standing bus – 91 accidents**
 - **Collision with stationary object – 77 accidents**
 - **Intersection, bus moving straight ahead, other vehicle coming from right – 65 accidents**



The Players

- **Operations Central Instruction (OCI)** – responsible for training curriculum, classroom and on-street instruction
- **Vehicle Operations (VO)** – on street supervision that responds to accident scene, conducts immediate investigation
- **Division Instruction Staff** – conducts thorough investigation of accident, conducts ARB, assesses discipline, schedules training, conducts some training and line rides
- **Sector Senior Safety Specialist** – monitors accident trends and division compliance with policies and procedures, assists with programs to reduce accidents



The Challenges

- **Some of the most congested streets in the US (Wilshire, Santa Monica, Pico, Venice, Sunset, Melrose, Beverly)**
- **Narrow, pothole-filled streets**
- **No respect from automobiles**
- **Operator shortage, requiring unscheduled overtime to cover service**
- **Distracted operators**
- **Insufficient operator supervision**
- **Need to take advantage of technology**



Actions Taken

- Implemented OCI's *Bus Accident Re-Training Policy & Program*
- Sector Reorganization – more staff dedicated to safety
- Division specific accident reduction plans developed
- Close monitoring of OCI's *Training To-Do-List*
- Safety TV – implemented in all three divisions to communicate general and specific safety messages
- Increased management presence in the field



Future Actions

- **Developing an action plan for the Sector's #1 accident type – Sideswipe, other vehicle passing our vehicle**
- **Line saturations**
- **New training module for Rapid Bus service**
- **Investigating improved on-board camera systems**



DriveCam



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