

# FTA TRANSIT BUS SAFETY AND SECURITY PROGRAM Overview

FTA Region IV 2008 Conference  
Atlanta, GA  
May 28, 2008

Ream Lazaro - Boyd, Caton & Grant

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## *PROGRAM BACKGROUND*

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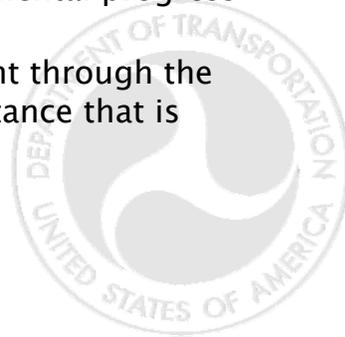


## What is the Transit Bus Safety and Security Program?



- Program based on objectives designed to improve safety and security for passengers and employees
- Emphasizes coordination and collaboration with stakeholders
- Promotes an approach of incremental progress along a maturity grid
- Strives for ongoing improvement through the advancement of technical assistance that is practical, effective and targeted

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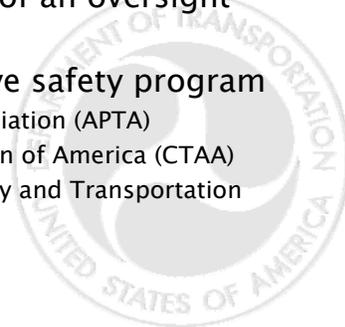


## How did the Program start?



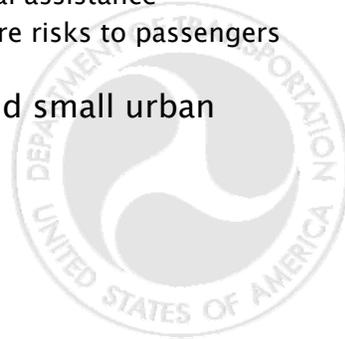
- Recommendations to the US DOT by the National Transportation Safety Board (NTSB), (SIR-98/03)
- Develop and implement an oversight program
- Collect accurate, timely and sufficient data
- Evaluate collected data as part of an oversight program
- Develop a model comprehensive safety program
  - American Public Transportation Association (APTA)
  - Community Transportation Association of America (CTAA)
  - American Association of State Highway and Transportation Officials (AASHTO)

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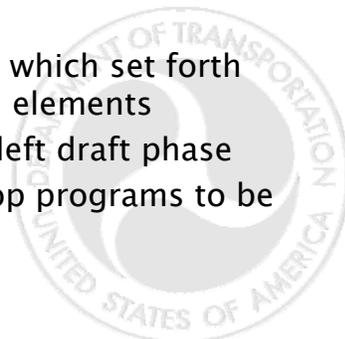
## How has the Program evolved?

- Program was reinvented after initial start
- New strategies developed to focus on:
  - Increased collaboration and coordination
  - Effective communication and outreach
  - Enhanced distribution of technical assistance
  - Targeting of most frequent/severe risks to passengers and employees
- Increase assistance to rural and small urban agencies



## Initial Start

- Memorandum of Understanding for Model Program Development signed by:
  - FTA
  - APTA
  - AASHTO
  - CTAA
- A “Model Program” was drafted which set forth “core” and “enhanced” program elements
- FTA’s guidance material never left draft phase
- State DOTs moved on to develop programs to be implemented by providers



## Key Initiatives

- Guideline Elements of Bus Safety, Security and Emergency Preparedness Excellence
- Program Working Group and Subgroups
- Voluntary Onsite Reviews and Technical Assistance Efforts
- Resource Website
- Self-assessment Tool
- Outreach Workshops and Seminars
- Training Curriculum

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# ***GUIDELINE ELEMENTS OF BUS SAFETY, SECURITY & EMERGENCY PREPAREDNESS EXCELLENCE***

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## Guideline Elements of Bus Safety, Security & Emergency Preparedness



- Management
- Vehicles, Equipment and Systems
- Human Resources
- Safety Activities
- Security Activities
- Emergency / All Hazards Management



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## Elements of Management Excellence



- Management Commitment
- Mission, Goals and Objectives
- Organizational Structure
- Safety Plan Development
- Security Plan Development
- Procurement Strategies
- Contractor Management
- Insurance
- Labor / Management Relations



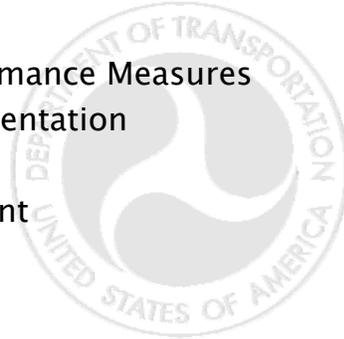
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## Elements of Vehicles, Equipment & System Excellence



- Regulations and Standards
- Safety & Security in Design, Acquisition & Procurement
- Passenger & Operator Related Safety Concerns
- Maintenance Planning and Guidance
- Maintenance Procedures
- Operations & Maintenance Performance Measures
- Maintenance Records and Documentation
- Hazardous Materials Program
- Radio / Communication Equipment

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## Elements of Human Resources Excellence



- Agency Policies and Procedures
- Drug and Alcohol Program
- Workplace Violence
- Wellness / Fitness for Duty
- Operator / Employee Recruitment & Selection
- Training Management
- Training Delivery
- Retraining and Refresher Training
- Rules / Procedures Review

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## Elements of Safety Activities Excellence



- Roles and Responsibilities
- Hazard Management
- Accident Reporting, Investigation and Review
- Safety Data Acquisition and Analysis
- Internal Safety Audit and Review Process
- Maintenance Audit and Inspections
- Facility Inspections
- Contractor Safety Audits



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## Elements of Security Activities Excellence



- Threat and Vulnerability Assessment
- Security Awareness and Reporting
- Revenue Facilities and Procedures
- Vehicle Storage & Transit Facility Protection
- Security Data Acquisition and Analysis
- Internal Security Audit Process
- Contractor Security Audits



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## Elements of Emergency/All Hazard Management Excellence

- Preparation
- Incident Management
- Recovery
- Coordination with Emergency Responders
- Drills, Simulations and Exercises



## ***WORKING GROUPS AND SUB-GROUPS***



## Working Group

- Increase communication and coordination
- Approximately 40 Members
  - FTA HQ and Regions, TSA, FMCSA
  - APTA, AASHTO, CTAA, APWA, National RTAP
  - State DOTs
  - Providers
  - Tribal community representatives
- Quarterly teleconferences
- Underway
  - Review program materials
  - Identify and fill gaps
  - Identify training opportunities
  - Review self-assessment questions



## Working Group Sub-groups

- Management
- Vehicles, Equipment, System
- Human Resources
- Safety Activities
- Security Activities
- Emergency Management/All Hazards

\* Each sub-group has a Chair and 3 or 4 Members



## *Onsite Reviews and Technical Assistance Efforts*



## Background of Onsite Review Process

- Agency onsite reviews are completely voluntary
- Agencies represent diversity in size & geography
- Reviews completed in average of 1 ½ days
- Standard template of assessment questions used
- Interviews, document reviews, physical assessments
- Strengths, need/gaps & best practices identified
- Technical assistance provided onsite and afterwards
- Post site review report sent to reviewed agency

## Onsite Reviews Completed



- RCAT – Hutchinson, KS – Rural – 6/13/07
- JAUNT – Charlottesville, VA – Urban/Rural – 7/8/07
- Pender – Burgaw, NC – Rural – 8/17/07
- Trails – Santa Fe, NM – Urban – 9/28/07
- RGRTA – Rochester, NY – Urban – 10/2/07
- ST – Boulder, CO – Urban/Rural – 12/18/07
- CARTS – Austin, TX – Urban/Rural – 1/15/08
- ColumBUS – Columbus, IN – Rural – 2/26/08
- AMTRAN – Altoona, PA – Urban – 4/9/08



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## Future Site Reviews Scheduled



- Bridgeport, CT – 5/08
- Cambridge, MD – 6/08
- Lake Andes, SD – 7/08
- Mitchell, SD – 7/08
- Myrtle Beach, SC – 8/08
- St. Josephs, MO – 8/08
- Fresno, CA – 9/08
- Bend, OR – 9/08
- West Virginia – 10/08
- Dover, NH – 10/08
- Gulfport, MS – 11/08



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## Agency Functions Reviewed

- Management
- Vehicles/ Equipment / Systems
- Human Resources
- Safety Activities
- Security Activities
- Emergency / All Hazards Management



## Top 20 Cross-cutting Agency Strengths

- Effective organizational structure
- Management commitment to safety
- Defined safety mission
- Safety meetings
- Safety incentive programs
- Preventive maintenance
- Defect maintenance
- Maintenance documentation
- Pre / post trip inspections
- On vehicle safety equipment



## Top 20 Cross-cutting Agency Strengths (cont.)



- Drug and alcohol program
- ADA compliance
- Employee recruitment and selection
- Hands on vehicle orientations
- Defensive driving training
- Passenger assistance training
- Behind the wheel coaching and counseling
- Employee performance monitoring and evaluation
- Accident reporting, investigation and review
- Safety data acquisition and analysis

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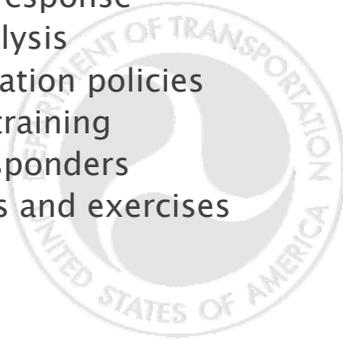
## Top 20 Cross-cutting Agency Needs / Gaps



- Safety program documentation
- OSHA type facility inspections
- Hazardous materials programs
- Detailed operational policy handbooks
- Defined customer service parameters & enforcement
- Crisis management / emergency response training
- Ongoing refresher training and retraining programs
- Overall classroom and OJT training documentation
- Emergency procedures and protocols
- Revenue handling protocols and security

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- Threat, hazard and vulnerability assessments
- Security program planning and documentation
- Facility access control and facility security
- Vehicle storage area security
- Security awareness training and response
- Security data acquisition and analysis
- Emergency information dissemination policies
- Incident management and NIMS training
- Coordination with emergency responders
- Participation in drills, simulations and exercises



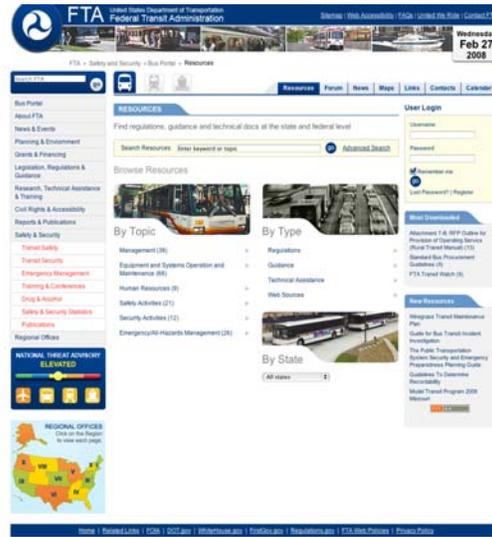
## ***RESOURCE WEB SITE AND SELF-ASSESSMENT TOOL***



## Resource Website



- Easy to find resources
- Targeted assistance
- Self-assessment
- Forums for increased communication and collaboration
- Options for integration
- News and events
- Contacts and maps
- Demonstration

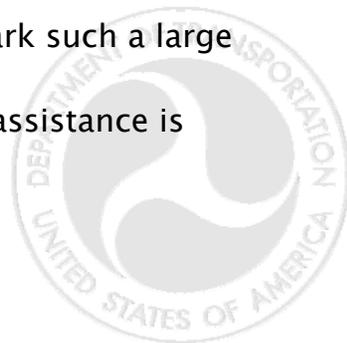


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## Self-assessment Tool



- Web-based
- Tied to user profile
- Instant feedback
- Consistent with onsite reviews
- Most effective way to benchmark such a large industry
- Provides a snapshot of where assistance is needed
- Web-based for ease of use



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## ***FUTURE AND ONGOING PROGRAM ACTIVITIES***



## Outreach, Workshops and Seminars

- Recognize opportunities
- Spread the word
- Natural progression
  - Federal consistency
  - Working Group participation
  - State DOT Invitational Workshop
  - State DOT Orientation Seminars
  - Regional Workshops
  - Focus groups
  - Webinars
  - National and local coordinated training opportunities

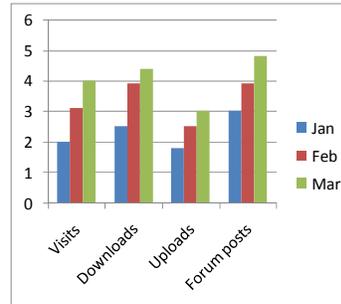


# Training Curriculum

- Develop training plan and coordinated curriculum to target small agencies
- Plan will address new hire, refresher and re-training concerns
- Curriculum will target bus operators/drivers, dispatchers, mechanics, supervisors, managers
- Partners will include National RTAP, CTAA, AASHTO, APTA, State DOTs, State Transit Associations and UTCs

# Indicators of Success

- Website statistics
- Progress along self-assessment continuum
- Training participation
- Onsite assessment evaluations



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Bus Safety and Security Program

**Bus Safety and Security Program Voluntary On-Site Review Evaluation**

1. The FTA Bus Safety and Security Program was adequately explained prior to the reviewer(s) arrival.

1 Strongly Disagree 2 Disagree 3 Agree 4 Strongly Agree

Comments:

2. At the beginning of the On-Site Review process, the reviewer(s) adequately explained the desired outcome, required participants, review methodology, and review schedule.

1 Strongly Disagree 2 Disagree 3 Agree 4 Strongly Agree

Comments:

3. The appropriate amount of time was allotted for the review of your transit agency.

1 Strongly Disagree 2 Disagree 3 Agree 4 Strongly Agree

Comments:

# QUESTIONS ?

**Thank you very much!**

