



Employee Safety Reporting Program (ESRP) Part 4: Monitoring and Using ESRP Data

In the [December 2022 Spotlight](#), we reviewed methods in which agencies can encourage employees to use an Employee Safety Reporting Program (ESRP). This fourth article of our [ESRP series](#) explores how an agency can use ESRP data.¹

As discussed in the [first article of this series](#), a successful ESRP will provide data for an agency's Safety Risk Management (SRM) and Safety Assurance (SA) processes. Once the agency receives reports, the individual or team responsible for the ESRP should consider processing information in a timely manner. This ensures that the agency is acting quickly on information potentially critical to safety and demonstrates to reporters that the agency takes their reports seriously. ESRP reports may provide information on a wide range of issues and therefore could result in a wide range of actions from the agency. The example below describes how an agency can use its ESRP data.

Straightline Transit's Review of a Near-Miss Report²

Straightline's Safety Department received an ESRP report about a bus driver's near miss when turning left at the Main Street and Fifth Street intersection.

Processing the Data

- When analyzing the near-miss, the Safety Department sees previous ESRP reports about four other near misses at the intersection over the previous three weeks.
- The Safety Department contacts two drivers who included their name in their ESRP reports and asks them for more details. The drivers explain there is a new parking lot at

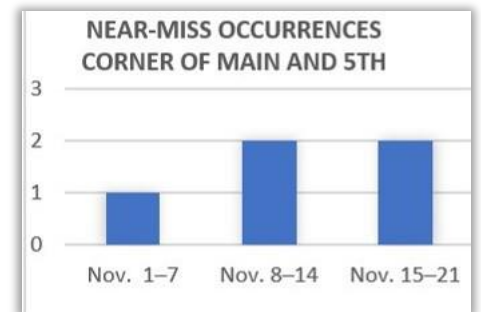


Figure 1 Example Data Chart

¹ The contents of this document do not have the force and effect of law and are not meant to bind the public in any way. This document is intended only to provide clarity to the public regarding existing requirements under the law or agency policies. Grantees and subgrantees should refer to FTA's statutes and regulations for applicable requirements.

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² FTA uses the fictitious Straightline Transit as the model public transportation provider for the [Bus Provider Sample Agency Safety Plan](#).



the intersection and that cars are exiting that lot at a high speed to cross multiple lanes of traffic.

- The Safety Department determines that the new parking lot exit may pose a safety concern and sends a report to the SRM team for assessment.

Using the Data

- The SRM team puts the safety concern through the SRM process and determines that the new parking lot exit is a safety hazard.
- The SRM team considers various mitigations, including the following:
 - Distribute a memo to all drivers about the safety hazard, including safety instructions for the turn. All drivers must sign the memo to attest that they have read and understood the contents.
 - Inspect bus stop placement before and after the parking exit to ensure stops do not create visual impairments or cause buses to change lanes too close to the parking lot exit.
 - Evaluate route alignment and ridership to consider adjusting the route so buses make a left turn at an intersection one block away to eliminate left-turning movement near the parking lot exit.
 - Work with the city to restrict turning movement from the parking lot exit that crosses multiple lanes and/or add a traffic control device at the exit.
- The team communicates the chosen mitigations to the entire agency.
- The Safety Department contacts the drivers who reported the safety concern to update them on how the agency is acting on their reports. They also post an update on the ESRP board and note the response in the agency's monthly safety newsletter. This supports Safety Promotion (49 CFR § [673.29\(b\)](#)).
- The Safety Department monitors mitigations for effectiveness. This supports Safety Assurance (49 CFR § [673.27\(b\)\(2\)](#)).

By closely monitoring their ESRP, Straightline was able to act quickly on a safety hazard and proactively develop mitigations before an event occurred.



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