

Talking Safety Management Systems (SMS): Safety Communication

July 19, 2023

**Public Transportation Agency Safety Plan
Technical Assistance Center
(PTASP TAC)**



Objective

At the conclusion of the webinar, participants will be able to:

- Identify PTASP requirements for safety communication
- Identify ways their agencies could meet requirements for safety communication



Agenda

1. PTASP requirements for safety communication
2. Industry Speakers
3. Q&A

NOTE: This webinar will discuss the current PTASP regulation requirements. It will not discuss the recent Notice of Proposed Rulemaking (NPRM) published in the Federal Register on April 26, 2023.



Industry Speaker



Theresa Impastato

Chief Safety and Readiness Officer

Washington Metropolitan Area Transit Authority (WMATA)



Related Resources

Log onto FTA's PTASP TAC Resource Library for more webinars, tools, and fact sheets related to safety communication

www.transit.dot.gov/PTASP-TAC



Feedback

Your feedback helps us deliver the resources and tools that are most relevant to your needs. Based on feedback from the previous webinar surveys, this webinar features:

- Multiple speakers
- Speakers on video
- Expanded industry participation

Please stay tuned for another survey at the conclusion of this webinar!



Audience Poll



In an effort to continuously improve the user experience of these webinars, the PTASP TAC is considering moving platforms from Zoom to Microsoft Teams. Would you prefer:

- 45%** No preference
- 28%** Keeping webinars on the Zoom platform (current platform)
- 27%** Moving webinars to the Microsoft Teams platform

PTASP REQUIREMENTS FOR SAFETY COMMUNICATION



Requirements for Safety Communication

49 CFR Part 673.29(b) requires transit agencies to communicate safety and safety performance information throughout the agency's organization that, at a minimum:

- Conveys information on hazards and safety risk relevant to employees' roles and responsibilities
- Informs employees of safety actions taken in response to reports submitted through an employee safety reporting program (ESRP)



Audience Poll



In your current role, how do you engage with your agency's safety communication process? (select all that apply)

- 56%** I receive information on hazards and safety risk relevant to my role and responsibilities
- 45%** I communicate information on hazards and safety risk
- 35%** I help draft communications on hazards and safety risk
- 27%** I receive information on safety actions taken in response to ESRP reports
- 25%** I communicate safety actions taken in response to ESRP reports
- 22%** I help draft communications on safety actions taken in response to ESRP reports

CONSIDERATIONS FOR SAFETY COMMUNICATION



The Role of Safety Communication

Safety communication sets the tone for the agency and helps build a robust safety culture

It fosters improved safety performance by communicating lessons learned, as well as broader safety information and actions taken to resolve identified safety concerns



Common Considerations for Safety Communication

Flow of Communication

Does communication flow from management to workers and workers to management?

Communication Processes

What mechanisms and tools do we use to ensure safety communication?
Are they appropriate for our agency's size and complexity?

Feedback Loop

How do we know workers understand what is communicated to them and what we expect them to do with the information?
How do we demonstrate to workers that we have taken action based on their communications to us?



Industry Speaker



Theresa Impastato

Chief Safety and Readiness Officer

Washington Metropolitan Area Transit Authority (WMATA)



Safety Communications at WMATA

Theresa M. Impastato
Chief Safety & Readiness Officer

Wednesday, July 19, 2023



Federal Requirement

▪ § 673.29 Safety Promotion

- (a) ***Competencies and training.*** A transit agency must establish and implement a comprehensive safety training program for all agency employees and contractors directly responsible for safety in the agency's public transportation system. The training program must include refresher training, as necessary.
- (b) ***Safety communication.*** A transit agency must communicate safety and safety performance information throughout the agency's organization that, at a minimum, conveys information on hazards and safety risks relevant to employees' roles and responsibilities and informs employees of safety actions taken in response to reports submitted through an employee safety reporting program.

Competencies and Training

- **What we've done**

- Staffing
- SMS Training Workshop & Lunch and Learns for Safety Department Staff
- SMS Overview Videos (in progress)
- SMS Training via SRM Implementation
- Enhanced and Improved Investigators' Skill Sets
- Incident Management Framework (IMF) Training
- New Employee Orientation Training Update

- **What we're working on**

- SMS Training
- Metrorail Operations Rulebook
- Embed Safety Values and Behaviors into Performance Management & Job Descriptions

Communications

- **What we've done**

- Safety Success Stories (Metro Voices Wire)
- Safety Reporting Campaign (Safety Hotline and Close Call Reporting Program)
- Safety Bulletins and Alerts
- Safety Management Policy
- Agency Safety Plan (Awareness, Feedback, Revision Update)

- **What we're working on**

- State of Safety Webinar (bi-annual)
- SMS Employment Engagement Plan
- SMS Awareness
- Just Culture Awareness

Special Projects

- **What we've done**

- Safety Culture Assessment
- Safety Committee Standard
- Streamlined Safety Data and Enhanced SMS Dashboards

- **What we're working on**

- Improve and Consolidate Voluntary Safety Reporting Program
- Develop Enhanced Recognition Program
- Safety Culture Re-Assessment

Example: Suite of Safety Alerts & Bulletins

SAFETY ALERT
WMATA-WIDE
 SAR 21-06
June 2021

Pandemic Re-Entry: Revised Facial Covering Rules and Occupancy Limits Lifted

After carefully reviewing the recommendations and reopening plans of Maryland, Virginia, the District of Columbia and the Federal Government, the **Pandemic Task Force is lifting occupancy limits at Metro facilities** including conference rooms, elevators, break rooms, locker rooms, and gym and exercise equipment.

The CDC recently revised the Federal Mask Order to remove the requirement for wearing facial coverings when outdoors, including outdoor stations and bus shelters. Facial coverings must be worn when occupying trains, buses, metro access vehicles and all indoor facilities. All employees, contractors and visitors must continue to comply with Metro's mask requirements, until further notice. The Federal Mandate that requires face masks to be worn by all travelers while on public transportation (which includes all passengers and all Metro operations personnel) remains in effect.

Employees are encouraged to undergo vaccination. Once you've been fully vaccinated, upload the information from your vaccine card to the employee health portal (www.wmata.com/employeehealth), so that you can be counted. The size of Metro's vaccinated population will be one data point that helps us determine when we can safely relax the mask mandate and other COVID-19 prevention procedures at Metro. The Pandemic Task Force is also reviewing the infection rate at Metro and in the region as well as tracking variants and reviewing CDC guidance. As a reminder, vaccine status information entered in the portal is strictly controlled by OHAW and only minimal information is shared to manage approval for administrative leave and support issuing incentive awards.

Metro continues to follow CDC guidelines in our cleaning and disinfection practices. We will provide an update on our mitigations as we obtain additional information from public health authorities. Do not come to work if you are experiencing COVID-19 symptoms or if you have tested positive for COVID-19 and/or your doctor has recommended you stay home. Report your condition to your supervisor as soon as possible. Follow your physician's guidance and upload your information to the Office of Occupational Health and Wellness (OHAW) confidential employee health portal at: www.wmata.com/employeehealth.

If you have specific questions that are not addressed within this document, please reach out to the Department of Safety via the Safety Hotline at 202-249-SAFE (7233).

For questions regarding this Safety Alert, or other safety-critical issues, contact the Safety Hotline at 202-249-SAFE (7233).

SAFETY BULLETIN
RAIL
 SB 20-07-E
Version # 1
Issue Date: 10/6/20

Compliance with Third Rail Power Procedures

OVERVIEW

Third rail power and associated hazards of electrocution are the most serious hazards managed at Metro because they can cause serious injury, permanent disability, or death. It is critical to your safety and survival to follow all safety rules and proper communications related to power energization with each other and with Power Operations Center (POC) and Rail Operations Control Center (ROCC) personnel.

DETAILS AND ACTIONS

Procedures are implemented to manage serious hazards like third rail power. Metro's standard operating procedure for power energization – [SOP 2: Third Rail Power Energization and De-energization Procedures](#) (SOP also available on MetroDocs) – has added layers of protection and redundancies to ensure staff are safe. The true value of a procedure becomes real when it's followed and it's critical to follow this procedure with precision and consistency.

Responsibilities of Roadway Workers

Roadway Workers in Charge (RWICs), who are RWP Level 4, are responsible for coordinating with the POC and the ROCC to complete de-energization and energization procedures established in SOP 2. This includes confirming that all roadway personnel are clear of the roadway before requesting energization of power. RWIC Level 1 and Level 2 qualified staff are expected to follow roadway safety procedures and raise any concerns with the RWIC.

Responsibilities of the POC and the ROCC

POC and ROCC must follow SOP 2 for the safety and survival of colleagues on the roadway. If there is a question or doubt about power energization, stop the procedure and ensure prohibit close protections are restored in the Advanced Information Management (AIM) system. If the power energization process is stopped, restart the process from the beginning.

Stopping Energization

No matter what your role, if you have a question or doubt when executing the third rail power energization procedure, you are empowered to stop the procedure, regroup, and not re-start the procedure until the Power Desk Assistant Superintendent has been consulted. Personnel in the field may call the POC at 202-962-1056.

For questions regarding this Safety Bulletin or other safety-related issues, contact the Safety Hotline at 202-249-SAFE (7233).

HEALTH BULLETIN
WMATA-WIDE
 HBB 20-03
Issue Date: 10/7/20

Sleep Disorders

What are Sleep Disorders?

Sleep disorders (or sleep-wake disorders) result in daytime distress and impairment of functioning caused by problems with the quality, timing, and amount of sleep. Sleep disorders can have many effects on the human body – physically and mentally, as shown on page 2 of this bulletin. Examples of sleep disorders include:

- Central Sleep Apnea
- Circadian Rhythm Sleep-Wake Disorders
- Hypersomnolence Disorder
- Insomnia
- Narcolepsy
- Nightmare Disorder
- Non-Rapid Eye Movement Sleep Arousal Disorders
- Obstructive Sleep Apnea
- Rapid Eye Movement Sleep Behavior Disorder
- Restless Leg Syndrome

Additional information about sleep disorders and sleep apnea is available at:

- <https://www.sleepdisorders.org/patients/family/sleep-disorders/famil-sleep-disorders>
- [Sleep Apnea: A Guide for Patients \(Metroweb\)](https://www.sleepdisorders.org/patients/family/sleep-disorders/famil-sleep-disorders)

Sleep Hygiene

Sleep hygiene is habits and practices conducive to sleeping well on a regular basis. Sleep hygiene can help and/or prevent some sleep problems. Below are some sleep hygiene tips:

- Get regular exercise
- Avoid caffeine and nicotine, which can keep you from falling asleep
- Avoid alcohol, which can cause waking in the night and interfere with sleep quality
- Try to go to sleep at the same time each night and get up at the same time each morning
- Avoid naps, which make you less sleepy at night
- Avoid heavy meals late in the day
- Make your sleeping area comfortable (dark, quiet, temperature, sleeping mask, white noise, and/or earplugs)
- Create a bedtime routine and stick with it
- Avoid overstimulating yourself prior to bedtime, including electronic device phone usage
- Use your sleeping area for only sleeping and intimacy
- Stay hydrated during the day and reduce fluid intake before bedtime

Additional information about healthy sleep habits is available at:

- <https://www.sleepdisorders.org/patients/family/sleep-disorders/famil-sleep-disorders>

What to do?

- If you believe you may have a sleep disorder and/or would like to be tested, consult your medical provider
- Safety-sensitive employees that have been diagnosed with a sleep disorder are monitored by the Office of Occupational Health and Wellness in the Sleep Disorders Program

For questions regarding this Health Bulletin or other health-related issues, contact the Office of Occupational Health and Wellness at 202-636-7141.

Example: Safety Management Policy Letter

Approach: Convert formal documents to engaging and digestible promotional pieces

Agency Safety Plan

Safety Management Policy Letter

Dear Colleagues,

Metro's mission is to move the region through safe, equitable, reliable, and cost-effective public transportation. At Metro, safety is a core value and to accomplish our mission we are committed to implementing an industry-leading Safety Management System (SMS) to proactively manage and mitigate safety risks.

During uncertain times, people rely even more on Metro as part of the community. We have been there for customers throughout the pandemic, civil unrest, and economic volatility, among other recent challenges. As we emerge from the pandemic, start a new fiscal year, and transition to a new General Manager, it's an exciting time to be a part of Metro.

To continue advancing safety throughout Metro, we are publishing a new Safety Management Policy that clearly states what being safe at Metro really means to us. The four key principles are:

- 1) We **understand our top safety risks**, what is being done about them, and how well it's working.
- 2) We take **proactive** action to reduce safety risks and **prevent** incidents from occurring.
- 3) We **apply lessons learned** from our performance and make continuous safety improvements.
- 4) We are **encouraged and empowered to voice safety concerns** across all levels of the organization using Metro's safety reporting programs, without fear of reprisal.

By living these principles, we help keep our customers, each other, and our assets free from harm and deliver on our promise to provide the region with safe, equitable, reliable, and cost-effective public transportation. Take a moment to reflect and renew your commitment to living our values, starting with safety – that's doing our part.

Theresa Impastato
E043693 WMATA
Digitally signed by Theresa Impastato
Date: 2022.09.26 14:42:34 -0400

Theresa Impastato
Executive Vice President & Chief Safety Officer

Dennis Anosike
Digitally signed by Dennis Anosike
Date: 2022.10.06 09:41:50 -0400

Dennis Anosike
Executive Vice President & Chief Financial Officer

Eric Christensen
E022571 WMATA
Digitally signed by Eric Christensen
Date: 2022.10.06 09:39:34 -0400

Eric Christensen
Executive Vice President & Chief Internal Compliance

Brian Dwyer
E051189 WMATA
Digitally signed by Brian Dwyer
Date: 2022.10.10 07:59:48 -0400

Brian Dwyer
Executive Vice President & Chief Operating Officer

Thomas Webster
E013865 WMATA
Digitally signed by Thomas Webster
Date: 2022.10.10 10:30:34 -0400

Thomas Webster
Executive Vice President Strategy Planning and Program Management

Andrew Off
E013349 WMATA
Digitally signed by Andrew Off
Date: 2022.10.06 16:30:34 -0400

Andy Off
Executive Vice President Capital Delivery

Barbara Richardson
E011857 WMATA
Digitally signed by Barbara Richardson
Date: 2022.10.11 16:09:19 -0400

Barbara Richardson
Executive Vice President & Chief External Affairs

Dianna Rosborough
Digitally signed by Dianna Rosborough
Date: 2022.10.20 11:48:23 -0400

Dianna Rosborough
Executive Vice President & Chief Internal Business Operations


Randy Clarke
Digitally signed by Randy Clarke
Date: 2022.10.11 16:09:19 -0400

Randy Clarke
General Manager and Chief Executive Officer

Page 1 of 69



Poster



New Safety Management Policy

To continue advancing safety throughout Metro, we have developed a new Safety Management Policy that clearly states what being safe at Metro really means to us.

The four key principles are:

- 1 We **understand our top safety risks**, what is being done about them, and how well it's working.
- 2 We take **proactive** action to reduce safety risks and **prevent** incidents from occurring.
- 3 We **apply lessons learned** from our performance and make continuous safety improvements.
- 4 We are **encouraged and empowered to voice safety concerns** across all levels of the organization using Metro's safety reporting programs, without fear of reprisal.

By living these principles, we help keep our customers, each other, and our assets free from harm and deliver on our promise to provide the region with safe, frequent, equitable, and reliable transit services.


Randy Clarke
General Manager & Chief Executive Officer

Theresa M. Impastato
Executive Vice President & Chief Safety and Readiness Officer

Brian P. Dwyer
Executive Vice President & Chief Operations Officer

Andrew B. Off
Executive Vice President & Chief Infrastructure Officer

January 2023



Special Project: Safety Culture Assessment

Key takeaways have driven our priorities:

- Immediate supervisor trust and support for safety
- Safety policies and procedures taken seriously
- Comfort in reporting safety concerns
- Retaliation concerns for safety reporting
- Fair treatment when rules are applied

Poster

Digital Billboard

Ambassador Materials

All-Staff Email

Metro Safety Culture Survey Begins Tuesday, September 13

Metro Employee News

You forwarded this message on 9/8/2022 10:31 AM. If there are problems with how this message is displayed, click here to view it in a web browser.

Sent on behalf of the **Department of Safety (SAFE)**

Metro will be conducting a Safety Culture Assessment in strengthening our safety culture in the future. The Assessment consists of two parts: a survey targets Metro employees and contractors in safety. The Safety Culture Survey will begin on Tuesday, September 13. You will receive an email from MITRE (noreply@que... 15 minutes to complete, and is completely voluntary.

Intranet Information Page

WMATA Safety Culture Survey & Assessment

- Safety Culture Assessment Final Report (MITRE - 12/12/22)
- Safety Culture Survey Results (Webinar Presentation - 11/9/22)
- Safety Culture Survey Results (Webinar Video Recording - 11/9/22)
- Safety Culture Survey Results (WMATA-wide)
- Safety Culture Survey Results (Dept-specific)
- Confidentiality & MITRE
- Frequently Asked Questions (FAQs)
- Ambassador Resources

MITRE's Safety Culture Assessment Report is now available.

[Access the report here ▶](#)

What is the Safety Culture Assessment Report?

The report from MITRE combines and synthesizes the results from the Safety Culture Survey and Focus Group findings, and provides substantiated recommendations so Metro can develop and implement an action plan to improve Metro's safety culture. The survey results and the full report are available on the left-hand navigation of this page.

What's Next?

In 2023, a Safety Culture Action Plan will be defined to address areas of improvement that surfaced in the Safety Culture Assessment. Metro will identify one Authority-wide initiative and provide departments with a list of initiatives from which they can choose to implement to address their needs.

Metro Internal Use Only

Question and Answer



Questions welcome via the Q&A pod at the bottom of your screen

NOTE: This Q&A session will discuss the current PTASP regulation requirements. It will not discuss the recent Notice of Proposed Rulemaking (NPRM) published in the Federal Register on April 26, 2023.

For more information or individual assistance:

- TAC Website transit.dot.gov/PTASP-TAC
- FAQs transit.dot.gov/PTASP-FAQs
- Email PTASP-TAC@dot.gov





[TRANSIT.DOT.GOV](https://www.transit.dot.gov)