

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%

 Learning to safety actions taken in
- 25% I communicate safety actions taken in response to ESRP reports
- 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.
- o (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
- o 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



WMATA Communication Touchpoints

- Safety Alerts & Safety Bulletins
- Metro Voices Newsletter
- Metro Voices Podcast
- Digital Billboards
- Hot Sheets
- Printed Materials & Signage
- Safety Committees
- Safety Risk Coordinators
- Senior Leadership Meetings and Emails
- Webinars
- Intranet (Metroweb)
- MetroDocs







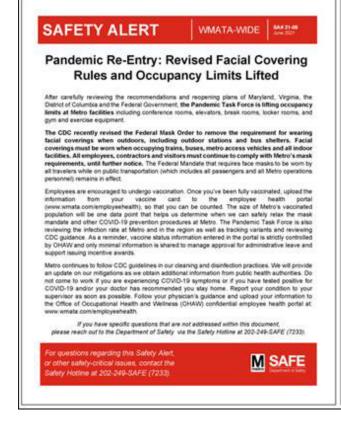


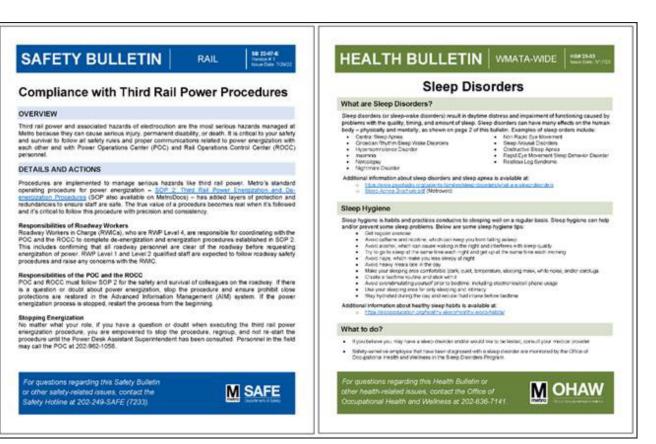






Example: Suite of Safety Alerts & Bulletins







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. All Metro, safety is a core value and to accomplish our mission we are committed to

meter'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
- We take **proactive** action to reduce safety risks and **prevent** incidents from occurring.
 We **apply lessons learned** from our performance and make continuous safety improvements.
- We apply lessons learned from our performance and make continuous safety improvements.
 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 values, starting with

E051189 WMATA Date: 2022.10.13

Theresa Impastato Control (Control (Con

Executive Vice President &

Executive Vice President &

Chief Internal Compliance

Chief Financial Officer

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Dennis Anosike

Brian Dwyer

Executive Vice President & Chief
Operating Officer
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Thomas Webster
Executive Vice President
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Chief Executive Off

Barbara Richardson intersection for the sea E011857 WMATA Desc 2022 (0.111608-19 Barbara Richardson Executive Vice President & Chief External Affairs

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Dianna Rosborough Dianna Rosborough Executive Vice President & Chief Internal Business Operations

Randy Clarke
General Manager and
Chief Executive Officer

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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:

- We understand our top safety risks, what is being done about them, and how well it's working.
- 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.
- 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.



Therea M. Impastato
Executive Vice President &
Chief Sefety and Readiness Officer

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tato Brian P. Dwyer
tent & Executive Vice President &

Andrew B. Off Executive Vice President &

January 2023





Completely voluntary and confidential

Eligible for straight time

SURVEY NOW OPEN!

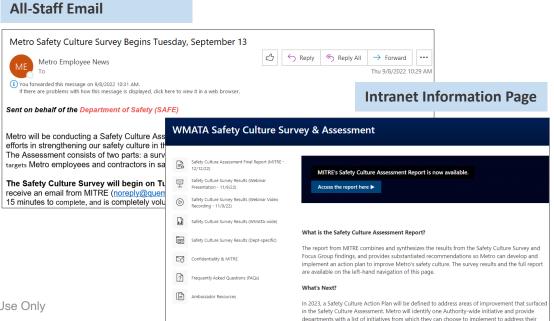
Special Project: Safety Culture Assessment

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









Question and Answer



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

NOTE: This Q&A session will discuss the <u>current</u> PTASP regulation requirements. It <u>will not</u> 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 <u>transit.dot.gov/PTASP-TAC</u>
- FAQs <u>transit.dot.gov/PTASP-FAQs</u>
- Email PTASP-TAC@dot.gov





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