

DEVELOPING SAFETY LEADERSHIP IN SUPERVISORS



**With Walt Diangson, SWTA and John Filippone, RFTA
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WELCOME

DEVELOPING SAFETY LEADERSHIP FOR SUPERVISORS

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SESSION AGENDA

- **Meaning & Origin of Supervision in a Transit System**
- **Supervisor's Safety Role**
- **Leadership & Supervisor Roles in FAST-Act , the NPTSP & SMS**
- **Exercising Safety Leadership as a Supervisor**
- **Safety Certification Training**
- **Summary & Conclusion**

MEANING & ORIGIN OF SUPERVISION IN A TRANSIT SYSTEM



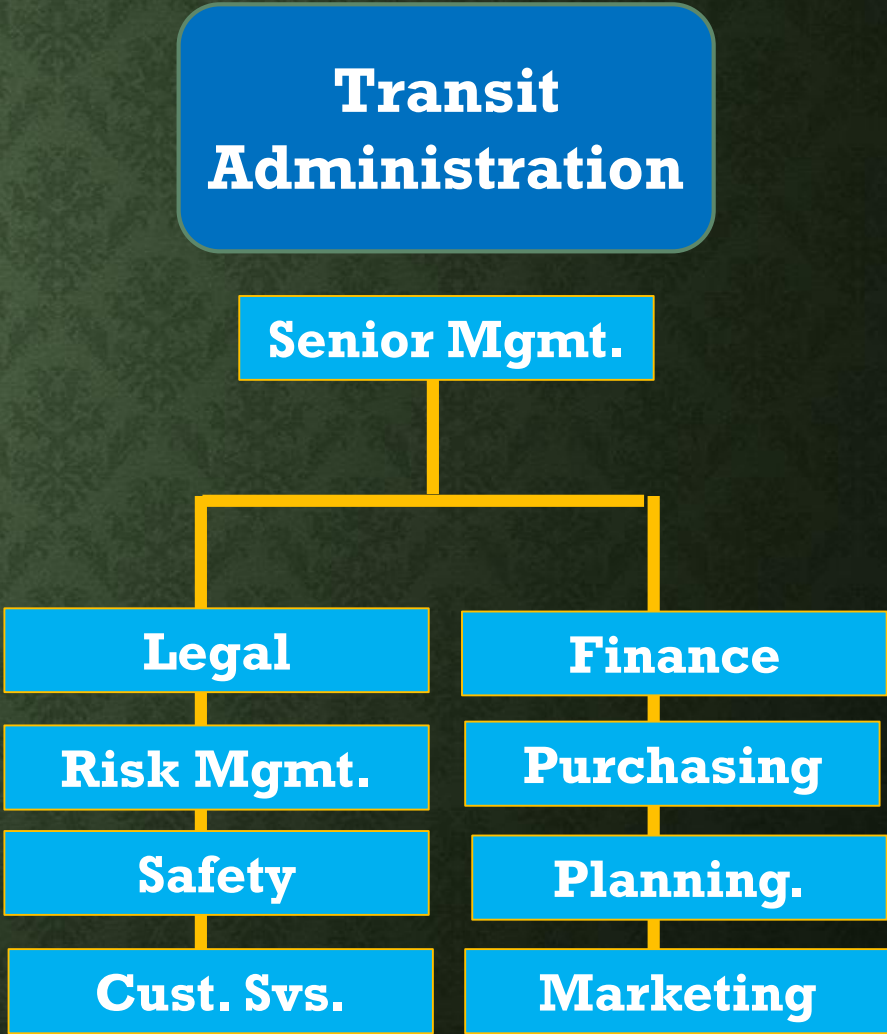
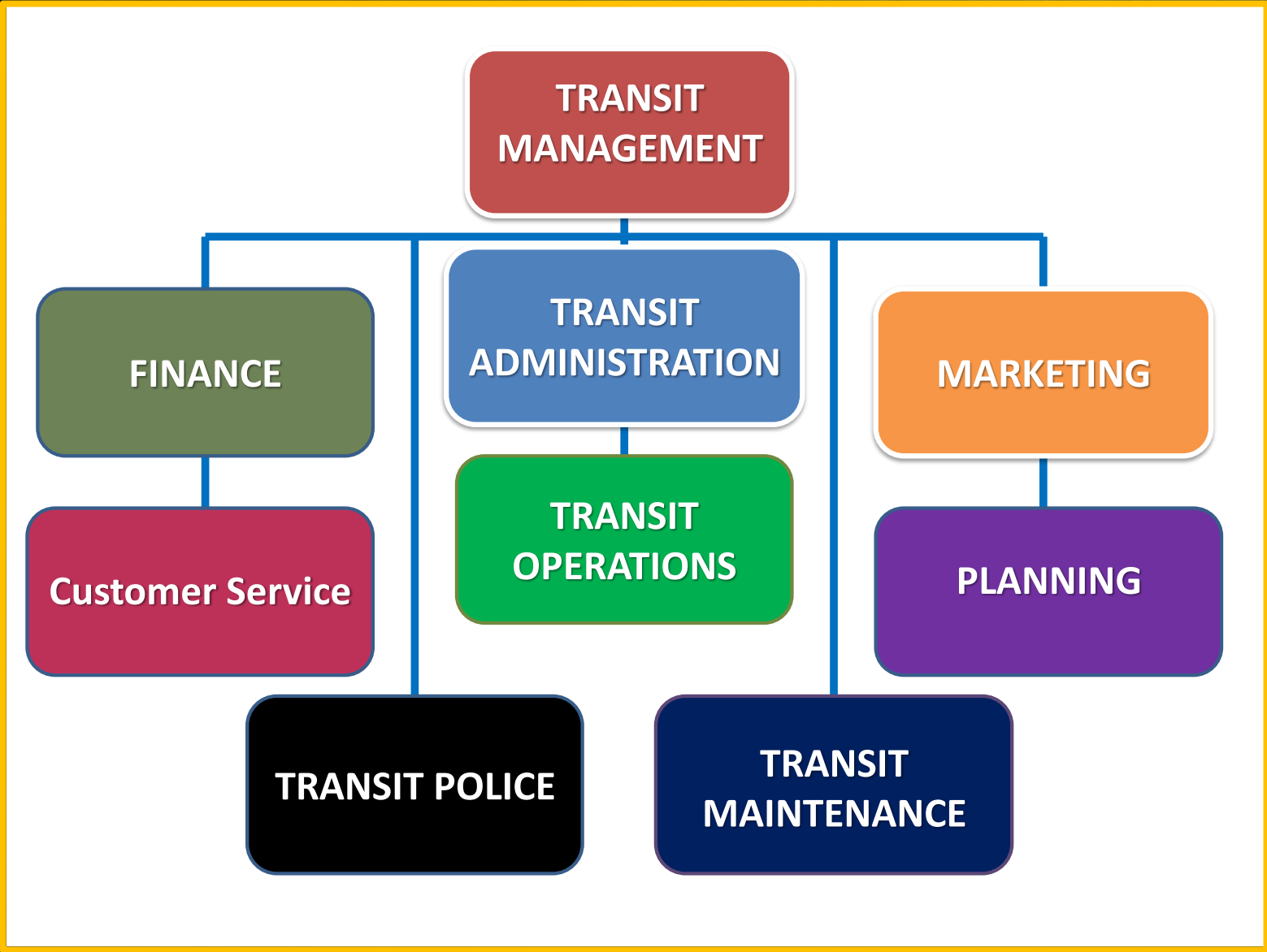
ROLE OF TRANSIT SUPERVISORS

- **Definition**

- “Management by overseeing the performance or operation of a person or group”
- **Responsible oversight**

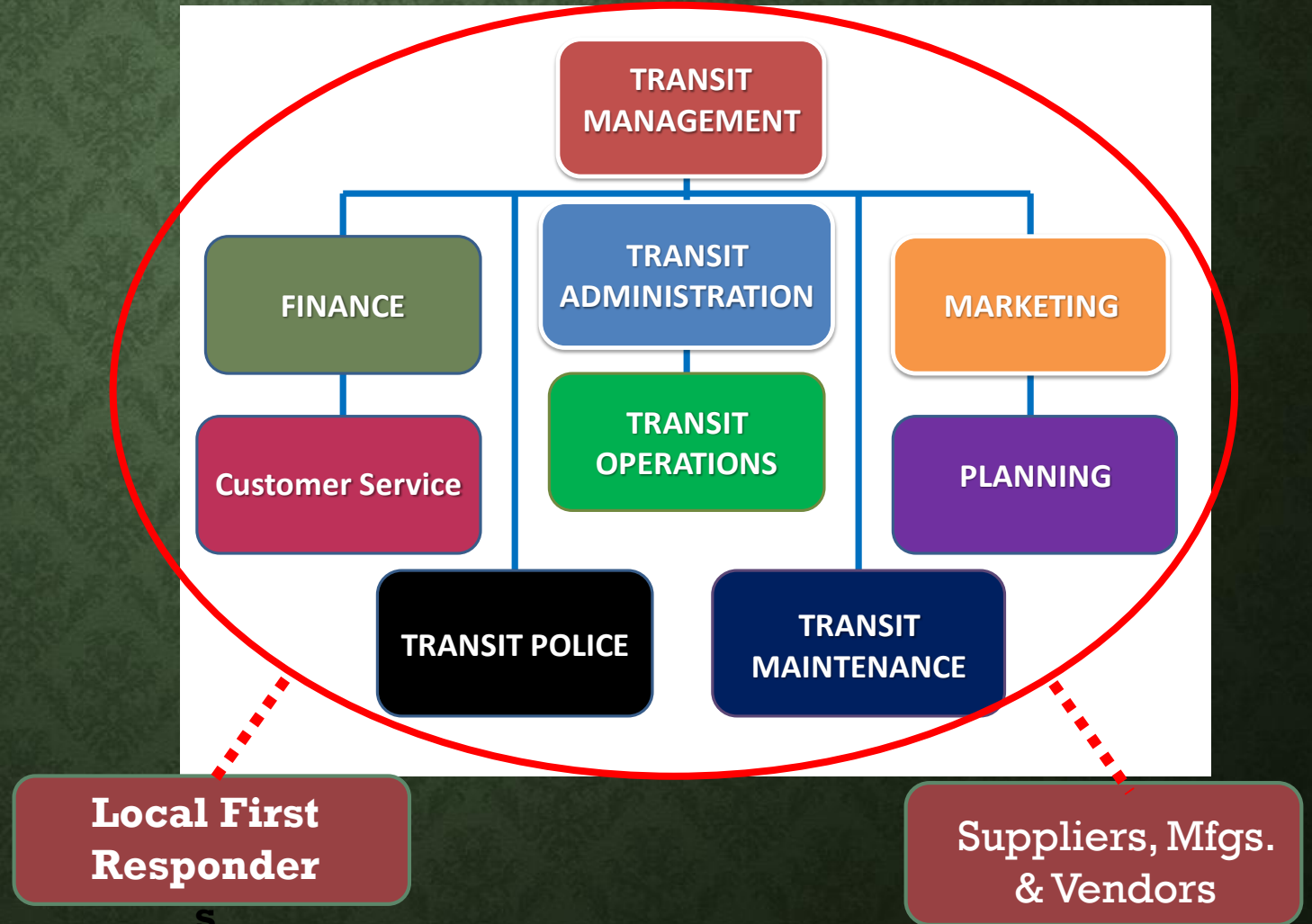


TRANSIT ORGANIZATIONAL STRUCTURE



EXERCISE: DISCUSS HOW YOUR POSITION RELATE TO OTHERS ON SAFETY?

- Who do you collaborate with on safety issues?
- What type of safety issues are shared?



SUPERVISOR'S SAFETY ROLE



SUPERVISOR'S SAFETY ROLE



Video Illustration

SUPERVISOR'S SAFETY ROLE

- **Frontline supervisors are critical to pulling all the critical elements of safety together.**
- **They are linchpins of safety.**
- **They are ambassadors for the organization's Mission – its Purpose: *To provide safe, efficient, customer-oriented, high quality public transportation service.***



SUPERVISOR'S SAFETY ROLE

- **To ensure that organization's...**
 - **Vision, mission & core values are carried out;**
 - **Policies & procedures are complied with;**
 - **Work, tasks, projects & programs are delivered safely, efficiently and effectively;**
 - **Data-driven safety decisions are developed with & implemented by the frontline employees; and**
 - **Safety culture is further strengthened & nurtured.**



REPORTING, DATA & DECISION-MAKING

OPEN REPORTING AND SHARED LEARNING

- **Belief in importance of open reporting.**
- **Fostering environment that encourages reporting & data.**
 - **Accident reporting – Collisions & incidents**
 - **Non-punitive close-call reporting**
 - **Employee safety suggestions**
- **Value the opportunity to learn from mistakes**
- **Create mechanisms to identify and implement relevant lessons: Safety training, meetings, committees & communications**

LEARNING ROLE OF ALL SUPERVISORS



WHAT ELSE IS REQUIRED OF A SUPERVISOR?

What a Safety Leader is to Me?

A SAFETY LEADER –

- Is the **ONE RESPONSIBLE** for the safety of his / her work group and the safe performance and execution of work group operations.
- **ACTS ON** all safety Issues that are raised – ensures their completion – and communicates their status to their people.
- **CONDUCTS SAFETY TRAINING** that is needed and applicable to a work group – this includes involvement and safety takeaways.

**Look to Safety
Management System
(SMS)**

KEY SAFETY LEADERSHIP ATTRIBUTES

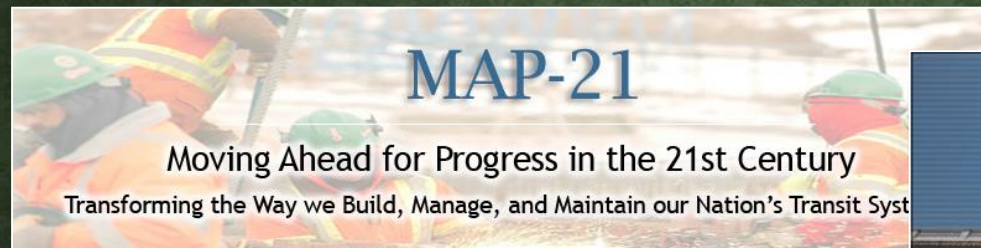
- **Visible Behavior:** Walking the talk, leading by example
- **Timely Response:** Action with Feedback
- **Proactive Approach:** Proactive & Predictive vs. Reactiveness
- **Strong Communication:** Safety meetings, coaching, interface
- **Conscientious:** Assurance, commitment, personal value



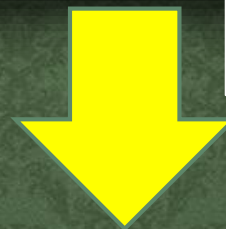
LEADERSHIP & SUPERVISOR ROLES IN FAST-ACT , THE NPTSP & SMS



FAST-Act, NPTSP & SMS



PARADIGM SHIFT



National Public Transportation Program





- **FTA's selected approach to strengthening transit safety in the Nation.**
- **A way to weave safety into the very fabric of a transit organization – functions, culture & jobs.**

 ***“The formal, top-down, organization-wide, collaborative, data-driven approach to managing safety risk and assuring the effectiveness of safety risk mitigations.”***

THE SMS FRAMEWORK & 4 PILLARS

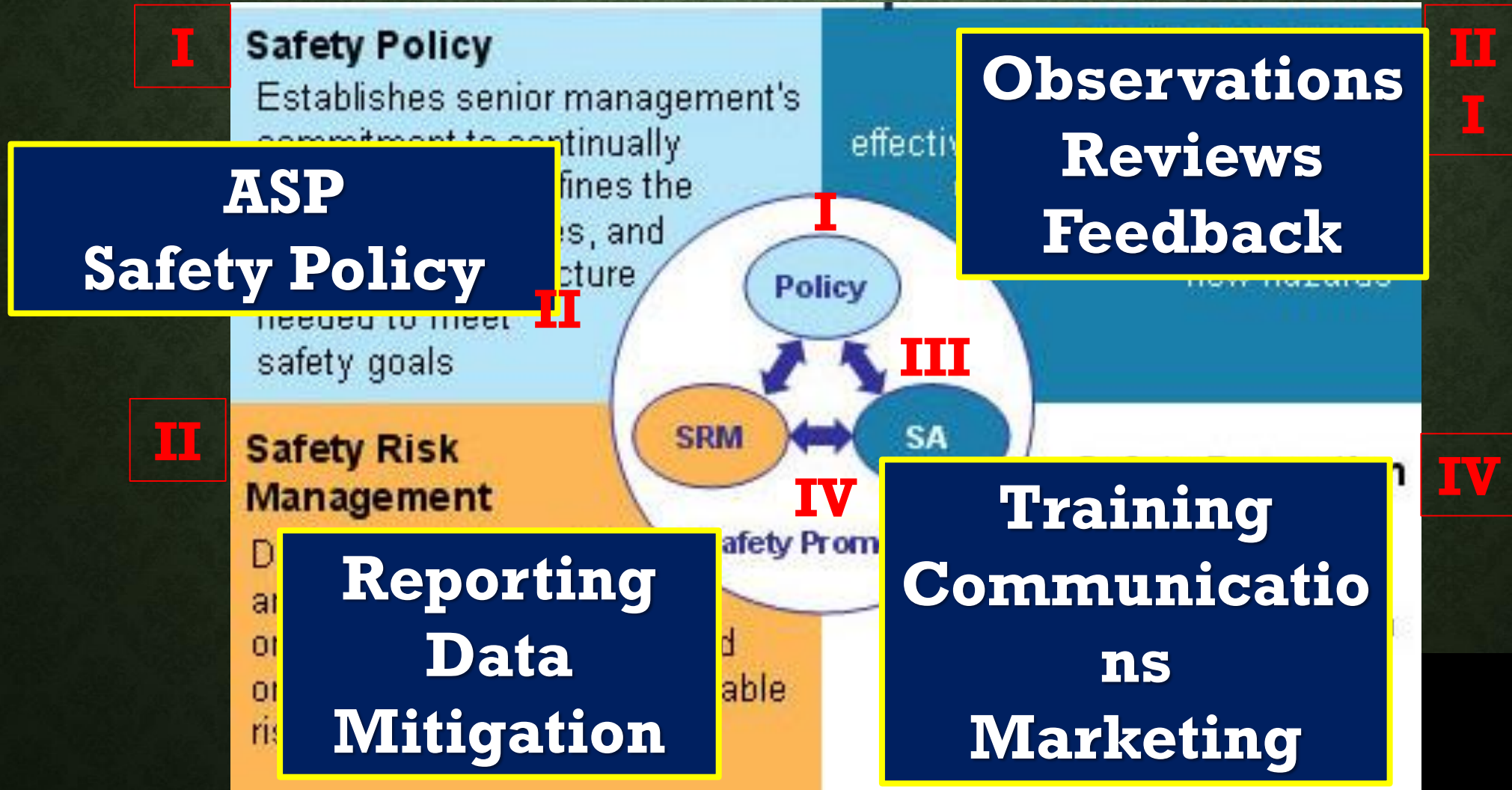


1. **Safety Policy**
2. **Safety Risk Management**
3. **Safety Assurance**
4. **Safety Promotion**



Includes tools for safety leadership by supervisors

THE FOUR SMS PILLARS (FUNCTIONAL COMPONENTS)



SMS & SAFETY ROLE OF SUPERVISORS



Safety Policy

**Safety Risk
Management**

**Safety
Assurance**

**Safety
Promotion**



Carryout safety policy & plan

Identify & mitigate hazards

Investigate accidents & report

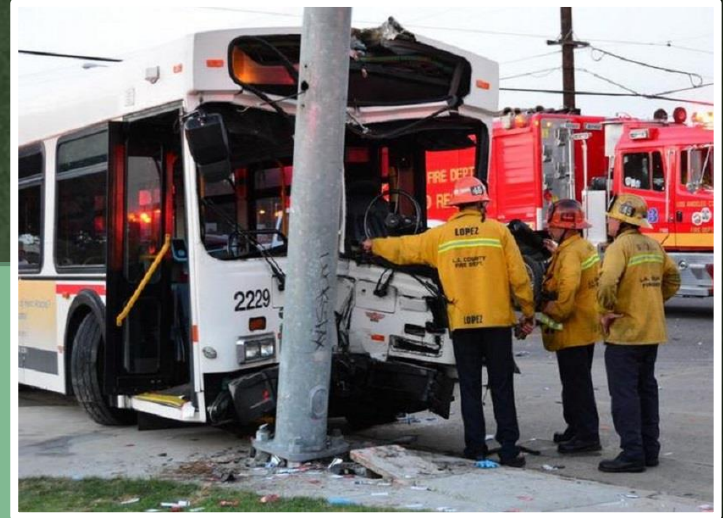
Monitor safety performance

Train, coach & mentor safety

Safety communications

Promote safety

SUPERVISORS & PRACTICAL DRIFT



The Safety Space

**BASELIN
PERFORMA**



**Agency Safety Plan
Policies & Procedures
Regulations, Rules,
Standards & Training**

**Short-cuts
Modified Procedures
Complacency, New
Norms, Laziness**

ACCIDEN

EXERCISING SAFETY LEADERSHIP AS A SUPERVISOR



LEAD
BY
EXAMPLE




Walk the Talk

LEADERSHIP ACTIONS THAT PROMOTE SAFETY

1

Spend time with your team members and help them identify the problems, before they arise

2

Don't turn a blind eye to safety, even when you are running behind your schedule and under pressure

3

Regularly discuss ways to improve safety

4

Make sure to praise and reward safety behaviour

5

Welcome and listen, when your employees report safety problems and incidents

6

Educate your employees on the importance of safety

7

Provide constructive feedback for unsafe behaviours

8

Be fair and don't allow double standards

9

Often visit your workplace and observe your employees safe behaviours

10

Engage your employees in solving safety problems

11

Continually encourage employees to work safely

12

Talk about your beliefs on the importance of safety

EXERCISE

- **Small group discussions:**

- What you do now from this list of 12 tips
- How this safety promotion approach works for you
- What resources you use

- **Illustrations**

- Walt
- John



WHAT'S YOUR SAFETY ATTITUDE?

“ MY JOB IS TO ENFORCE THE RULES. I'M THE SAFETY COP. ”

“ SAFETY IS A CONDITION OF WORKING HERE. ”

I can't find anyone doing something safe?

“ I GIVE FEEDBACK ON SAFETY BEHAVIORS WHEN I HAPPEN TO BE OUT IN THE WORK AREA. ”

“ IT'S SOMEONE ELSE'S JOB TO FIX HAZARDS. ”

“ THEY DON'T PAY ME TO BE LIKED. ”

REVIEW CURRENT TRAINING PROGRAMS & COMPETENCY PROCESS





See something?
Say something.

If you see suspicious behavior or a suspicious package, tell a TriMet employee or call 9-1-1.

Let's count on each other for a safe ride.

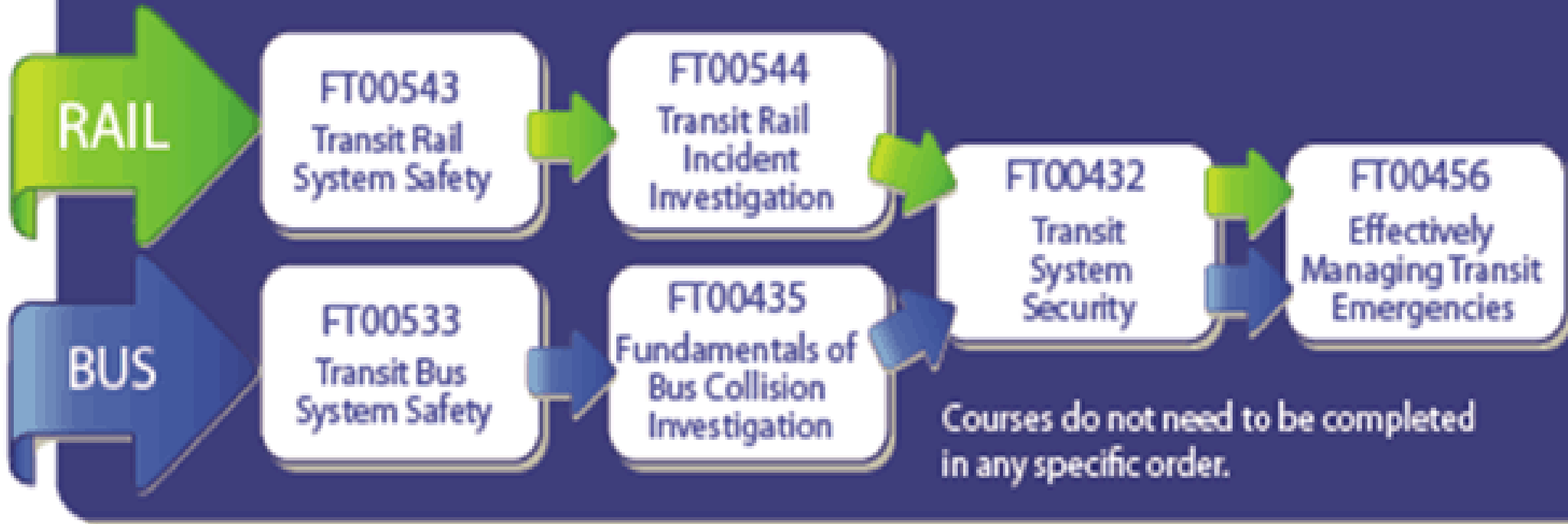


If you
See something
Say
something

**DO SOMETHING
FIX
NOTIFY, REPORT
COLLABORATE WITH OTHERS
ASSURE IT'S DONE**

SAFETY CERTIFICATION TRAINING

Transit Safety and Security Program (TSSP) Certificate



Transportation Safety Institute (TSI)

SWTA ANNOUNCEMENT



Community Mobility Workshop
Tuesday & Wednesday, July 25-26

**NTI's TAM Implementation for
Tier II Providers & Sponsors +
SWTA's Safety Culture Workshop**
Tuesday & Wednesday, July 25-26

Transit Law Seminar
Thursday & Friday, July 27-28

Transit Marketing Workshop
Thursday & Friday, July 27-28

Dallas, TX See: www.SWTA.org

THANK YOU CASTA & RFTA

CASTA Colorado Association
of Transit Agencies

THANK YOU

GRACIAS

ARIGATO

SHUKURIA

JUSPAXAR

GOZAIMASHITA

EFCHARISTO

GRAZIE

MEHRBANI

PALDIES

BOLZIN

MERCI

TASHAKKUR ATU

SUKSAMA

EKHMET

MAKETA

BIYAN SHUKRIA

TINGKI

MAKETAI

MINMONCHAR

SPASSIBO

DANK

SNACHALHUYA

NUHUN

CHALTU

YAQHANYELAY

WABEEJA

MAITEKA

HUI

YUSPAGARATAM

ATTO

DHANYABAD

WADEEJA

UNALCHEESH

HATUR

UNALCHEESH

MERSI

SPASIBO

DENKAUJA

NENACHALHYA

EKOJU

SIKOMO

MAKETA

LAH

BAINKA

TAVTAPUCH

MEDAWAGSE

MERASTANHY

GAEJTHO

AGUYJE

FAKAAUE

KOMAPSUMNIDA

MAAKE





THANK YOU

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