



How to Maintain Safety Standards in Transit Operations

national express | *transit*



Introduction

With millions of people riding some form of public transportation daily, it doesn't come as a surprise that safety is becoming a larger and larger topic of conversation for industry professionals and the public alike. There's no question that as the demand for public transportation grows, so too does the demand for enforceable and reliable safety programs.

There has been a greater emphasis placed on safety in the industry the last several years, but agency managers still need help enforcing safety policies through oversight and governance. While safety recommendations are being communicated to transit agencies, sometimes there is no real accountability – whether that's in the form of an award or consequence – for following these recommendations.

And, at the end of the day, that puts our communities at risk.

When our sole purpose as transportation professionals is to provide our communities with safe and reliable transportation to get them from point A to point B, doesn't safety seem like the last thing that we should let slip through the cracks?

Safety recommendations won't achieve what they set out to unless there is oversight and governance involved throughout the entire organization.

The following guide will discuss what is currently being done with safety in the industry and how transit agencies can successfully implement and maintain safety standards in their daily operations to keep serving passengers appropriately.



Safety Programs and Guidelines Being Implemented Today

In 2012, we rolled out a company-wide safety program with our 12 Global Safety Standards and “Driving-Out Harm” initiative. In 2015, the FTA rolled out their recommended safety guidelines for transit agencies industry-wide.

It’s clear that the industry is moving toward consistency for safety standards and practices, but has not yet gotten to the point where every agency is following and implementing the recommended safety system components.

So, how can we get to that point as an industry?

National Express has found success with our safety policy and each transit agency location that we work with follows our 12 Global Safety Standards thanks to internal oversight and governance. Our experience and system integrates seamlessly with the FTA’s recommendations of an SMS.

We’re letting you in on some of our secrets so you, too, can successfully implement safety policy and maintain safety standards in your transit operations.



How to Successfully Implement and Maintain Safety Policies

With over 270 locations in North America, National Express has an intimate comprehension of safety execution. While creating policies such as our Global Safety Standards and creating initiatives such as “Driving Out Harm” are where safety execution begins, policies and initiatives are fruitless on their own.

Here are some items you should take into consideration in order to successfully implement and maintain safety policies at your own organization:

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- Does your organization have a very well defined employee development program?**

 - How do you monitor the delivery and comprehension of your training program?**

 - Are your trainers engaged in a recurring Trainer Certification Program?**

 - Do your leaders go through recurring safety leadership to maintain focus on best practices?**

 - Are you utilizing electronic file management and automated training trackers?**

 - What is the cadence of your Operator evaluations, and subsequent coaching?**

 - What is your visibility to “real time” operator performance, and employee coaching outcomes?**

 - Has your organization implemented an Operator Performance Feedback system to provide drivers with performance data?**
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Safety Policies and Procedures, as well as training that is engaging and measurable and automated performance reporting is at the heart of National Express safety execution. Utilizing a combination of proprietary and market-leading technologies, National Express marries policies and procedures with accountability. Without accountability, the best written safety policy becomes nothing more than a good idea.

If you work to implement the above items and ensure your organization has a winning-combination of safety policies and procedures, engaging and measurable training, automated performance reporting, and accountability, your safety policy will become more than just a good idea; it will actually become effective in practice.

Conclusion

Implementing and actually maintaining and enforcing safety policies will be the key to accelerated growth in the public transportation industry. If we can put our riders first and provide them with the utmost confidence that they will be safely served on each trip, they will put their faith in public transit, demand will increase, and ridership numbers will flourish.

**Partner with National Express
and Adopt our "Driving Out
Harm" Initiative.**

Contact Us Today to Learn More!