

The Four Pillars of the plan:

- Safety Management Policy
- Safety Risk Management
- Safety Assurance
- Safety Promotion



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See Something / Say Something

If you see something or someone acting suspiciously, say something:

- Utilize two-way radio (preferred method)
- Contact your supervisor
- Call Dispatch: 608.267.8760
- Call Metro Radio Room: 608.267.8761

METRO TRANSIT

AGENCY SAFETY PLAN
POCKET REFERENCE BOOK

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Safety Management Policy

Metro Transit is committed to the implementation and continuous improvement of an effective SAFETY MANAGEMENT SYSTEM (SMS) aligned with applicable transit standards.

The primary objectives of the Metro Transit SMS are to:

- Promote early identification of safety hazards and risks.
- Take proactive steps to reduce identified safety hazards and risks.
- Promote and enhance our safety culture to support the SMS.
- Establish and continuously maintain an acceptable level of safety throughout Metro Transit.

Metro Transit will promote safety as a critical component of the SMS and safety culture development. Positive safety culture must be generated from the top down. The actions, attitudes, and decisions at the executive level must demonstrate a genuine commitment to safety.

Metro Transit is committed to safety as a top priority in transit operations. To achieve this, Metro Transit encourages reporting of incidents and occurrences that may compromise the safe conduct of operations. Every employee and contract service provider is responsible for the communication of information that may affect the integrity of transit safety.

To read the complete safety management policy, visit mymetrobus.com/safety.



Safety Risk Management

Metro Transit has established methods to effectively collect information identifying safety hazards. Hazard identification data plays a key role in maintaining a proactive position on risk and hazard mitigation.

Report safety hazards, concerns, suspicious persons or activities:

- Call or tell your supervisor / dispatch.
- Fill out safety concern form and turn into dispatch.
- Call or text Employee Information Line: 608.640.0451.
- Fill out incident/accident reports.
- All reports remain confidential.

Safety Assurance

Safety Assurance provides the necessary feedback to ensure that the Safety Management System is functioning effectively and that Metro Transit is meeting or exceeding its safety objectives.

Safety Assurance requires a clear understanding of how safety performance will be evaluated and determine if the SMS is working properly.

Having decided on the metrics by which success will be measured, safety management requires embedding these metrics in the organizational culture and encouraging their use for ongoing performance improvement.

Safety Promotion

Positive safety culture must be generated from the top. The actions, attitudes, and decisions at the policy-making level must demonstrate a genuine commitment to safety. Safety must be recognized as the responsibility of each employee, with the ultimate responsibility for safety resting with management. Employees must trust that they will have management support for decisions made in the interest of safety, while also recognizing that intentional breaches of safety will not be tolerated.

The primary goal of safety promotion at Metro Transit is to develop a positive safety culture that allows the SMS to succeed. A positive safety culture is defined as one which is:



Informed Culture

- Employees understand the hazards and risks involved in their areas of operation.
- Employees are provided with the necessary knowledge, training and resources.
- Employees work continuously to identify and overcome threats to safety.

Just Culture

- Employees know and agree on what is acceptable and unacceptable behavior.
- Human errors must be understood, but negligence and willful violations cannot be tolerated.

Reporting Culture

- Employees are encouraged to voice safety concerns and to share critical safety information without the threat of punitive action.
- When safety concerns are reported, they are analyzed, and appropriate action is taken.

Learning Culture

- Learning is valued as a lifetime process beyond basic-skills training.
- Employees are encouraged to develop and apply their own skills and knowledge to enhance safety.
- Employees are updated on safety issues by management, and safety reports are fed back to staff so that everyone learns the pertinent lessons.