

Bus Safety Program/Project Effectiveness

Bus Safety Issue/Problem: An increase in the total number of bus accidents was identified in the 4th Quarter of 2016 by Transdev, the contracted transportation management company of the Regional Transit Authority (RTA) in New Orleans.

Research/Background:

Transdev employs 268 bus operators and maintains and operates a total of 132 buses for the RTA.

-RTA's accident statistics: There was a 20% increase in the total number of bus accidents from 225 accidents in 2015 to 270 in 2016. The breakdown can be seen in **Table 1 on page 7** (supporting evidence section of this document).

-Accident Claims statistics showed the following:

- There was a total of 684 claims in 2016. The transit system's total claims made and their associated cost totaled \$6,205,620.96*. (**Data is from HGI, the RTA's third party administrator for auto liability and general liability claims. It includes data for all modes – bus, streetcar, and paratransit. HGI is unable to separate claims by mode.*)

Overall Assessment: All in all, Transdev's number one priority is safety for its riders and operators, and reducing accidents both achieves the company's safety goals and, in turn, helps reduce claims for the system it operates.

Executive Management Plan: Armed with these statistics and keeping Safety as its number one priority, the Vice President (VP) of the Transdev, in service to the RTA, Justin T. Augustine, III and the Chief Operations Officer (COO) of Transdev, in service to the RTA, Brendan Matthews, made it a high priority to lower the bus accident rate and save money on bus accident claims. The following goal and objectives were stipulated:

- **Goal:** To become a leader in public transportation safety in the State of Louisiana and foster a culture of safety.
- **Objective 1:** To reduce the number of bus accidents in 2017 by 10% from 270 in 2016 to 243 in 2017.
- **Objective 2:** To reduce the number of claims made by 10% from 684 to 616 and reduce claims made and their associated cost by 10% from \$6,205,620.96 in 2016 to \$5,585,058.86 in 2017.

Creating a culture of safety was of utmost importance for executive management and the organization as a whole. It's Transdev's responsibility to provide the public with a safe mode of transportation, and the organization's leaders wanted to give the safety department and the operators the authority and means to make the system safer.

Plan Implementation: In November 2016, Transdev executive management hired a new Director of Safety & Security, Oscar Figueroa, and tasked him with developing tactics to reduce the bus accident rate and achieve the accident reduction objective mentioned above, by any means possible.

When Figueroa arrived, he quickly identified three practices impeding the reduction of accidents.

- **Problem One** - He noticed on-board driver evaluations (a refresher for the operator with a supervisor checking for compliance with driving habits) and trail checks (the practice of trailing buses covertly to observe an operator's driving skills) were carried out by road supervisors in operations. Meaning, the person who was disciplining the operators was also the person assigned to do the driver evaluations and trail checks – a clear conflict of interest.

- **Problem Two** - He observed that two safety supervisors were assigned to a variety of tasks (various, unstructured safety projects, including: inputting accidents into an electronic filing system, facilities inspections, observations, etc.) for all modes of transportation (bus, streetcar, and paratransit) and weren't able to fully focus on safety and accident reduction for each mode.
- **Problem Three** - He learned many operators did not have a clear understanding of what was expected of them, what was considered a preventable accident, and they did not possess the proper defensive driving skills. In addition, he noted operators rarely saw a safety person, except in the case of an accident.

Tactics: With this information in hand, Figueroa developed an action plan that would address the practices above and help laser focus the task of reducing bus accidents. The action plan can be seen on **page 8** of the supporting evidence section of this document, which essentially states:

- **The Safety Department would conduct 100% of the driver evaluations and 100% of the trail checks for every fixed-route operator within the 2017 calendar year.**

The focus would be total accident reduction as opposed to only preventable accidents. The tactics used are more fully explained below.

-Addressing Problem One: With approval from the VP and COO of Transdev, Figueroa immediately made the decision to no longer assign road supervisors the responsibility of conducting driver evaluations and trail checks. Instead, this would become a function solely of the safety department. Figueroa said the decision was made because he felt "the safety supervisor, who does not discipline an operator, would have a better impact than a road supervisor." The safety Supervisor had one goal while accomplishing driver evaluations and trail checks, which was to reinforce good behaviors, re-train when bad behaviors were observed, and pull operators for more formalized training when needed. The safety supervisors had the authority to carry out all of these three options.

-Addressing Problem Two: With extraneous tasks facing the safety supervisors, adding driver evaluations and trail checks to their to-do lists, wasn't going to help in lowering the accident rate. So, Figueroa assigned the two safety supervisors the sole responsibility of improving and critiquing the operators' driving abilities through driver evaluations and trail checks for all 268 operators for 2017.

As the program kicked-off, Figueroa tasked the safety supervisors with reaching the following objective: *100% compliance for each of the 268 operators by the end of 2017*. Prior to that, compliance was around 60% to 70%. This new compliance standard would be achieved by carrying out three to four on-board driver evaluations and trail checks, per day, that lasted between 20 to 30 minutes.

-Addressing Problem Three: During driver evaluations and trail checks, if the safety supervisors witnessed an operator engaging in unsafe driving practices, they were given the authority to immediately pull the operator for additional or more comprehensive training with Transdev training instructors. In addition, they were also able to pull the operators for coaching in the office, if needed. Operator training with Transdev instructors consisted of two-hour sessions of in-depth operator driving habits, such as: LLC Defensive Driving Principles: look-ahead, look around, leave room, and communicate. As far as in-office coaching, these sessions were 30-minutes long and entailed reviewing video of the operator's driving, and the safety supervisors providing recommendations to improve their skills. If operators were pulled in for any training, it would automatically lead to a subsequent driver evaluation.

Weekly and as needed, Figueroa met with the safety supervisors to review progress updates on the 100% compliance objective. Supervisors asked, if they had the opportunity to see the same operator again, should they do another evaluation, and the answer was yes. Therefore, many operators received three or more driver

evaluations and trail checks. The reasoning was Transdev wanted the evaluations to be unexpected to help keep the operators' sharp. This worked well in Transdev's favor, since many operators were hired 5, 10, 20 years ago and may have only received the standard 8-weeks of initial or new hire training. The average seniority of an employee at this location is more than 18 years.

While driver evaluations and trail checks were not new to Transdev and the RTA, they had not been consistently or effectively done in the past. It was an ambitious plan for two safety supervisors to tackle 100% driver evaluations and 100% trail checks for all 268 fixed-route operators for a system that runs 24-hours a day, seven days a week with 34 bus routes in Orleans Parish and the City of Kenner. It's also important to note some of the routes don't even come into New Orleans, near headquarters.

-Total Resource Allocation for the Program: \$300,000. This includes the salary and benefits of the new Director of Safety & Security, as well as the salaries of the two existing safety supervisors, whose job descriptions were redefined.

Evaluation/Results:

-Objective 1 Achieved - Decrease in Accidents: After implementing the tactics mentioned above, there was a dramatic reduction in the bus accident rate from 2016 to 2017. Transdev exceeded its objective of reducing accidents by 10% from 270 to 243. In fact, **Transdev doubled its expectations and lowered the bus accident rate by 20% from 270 to 216, even as it increased the mileage buses covered.** The breakdown can be seen in **Table 2** of the supporting evidence documents on **page 9**.

-Safety Supervisor Achievements: The two safety supervisors were able to meet their compliance objective of conducting 100% driver evaluations and 100% trail checks for every fixed-route operator within the 2017 calendar year. The supervisors also completed between three to five driver evaluations and trail checks for all 268 operators. On average, each operator received at least three driver evaluations and trail checks.

-Operator Feedback: Feedback from the operators was very positive. Operators mentioned they were appreciative of receiving the tools they needed to refine their craft and be successful. Operators don't want to have an accident and the evaluations they received gave them an opportunity to improve their chances of receiving the \$250 bonus Transdev provides to operators who do not incur a preventable accident within each calendar year.

-2018 Accident Reduction Sustainability: Due to the accident reduction success in 2017, Figueroa set out to refine and tweak the program even further to help sustain the reduction in 2018. Instead of having two safety supervisors dedicated to driver evaluations and trail checks, one of the supervisors was solely assigned to bus safety and the other was assigned to streetcar safety. This was done consciously and Transdev was able to keep the fixed-route numbers steady. Overall, in 2018, there was just a 2% increase in the total number of bus accidents from 216 to 220. The numbers can be seen in **Table 3** of the supporting evidence documents on **page 9**.

Bus Safety Program/Project Benefit Level

-Bus Accident Claims background: Every time there's a bus accident, there's the potential for all passengers to file a claim, whether the accident is the operator's fault or not. In addition, there are times when the second party in the accident doesn't have insurance, or they were under-insured, which can cost Transdev and the RTA money.

Economic Benefits of Safety Improvements (Net Financial Benefits)

-Objective 2 Achieved – Decrease in Total Claims Cost: As a result of the measures put into place to reduce accidents, there was a dramatic reduction in the total number of claims made and their associated cost from 2016

to 2017. Transdev exceeded its objective of reducing the total number of claims made by 10% from 684 to 616 and reducing the total of claims made and their associated cost by 10% from \$6.2-million to \$5.6-million in 2017.

In fact, Transdev reduced its total number of claims made by 15% from 684 to 577. It also more than quadrupled its expectations and lowered the total claims paid by 65% from \$6,205,620.96 in 2016 to \$2,194,844.80 in 2017, even as it increased the mileage buses covered.

-Direct Savings Compared to Project Cost: The total savings in claims made and their associated cost between 2016 and 2017 was \$4,010,776.16. This savings represents 13 times the cost of adding a new Director of Safety & Security and the salaries of two existing safety supervisors. So, it's clear Transdev's \$300k salary investment was well worth the cost of implementing the new bus safety program for the RTA. The claim statistics can be seen in **Table 4** of the supporting evidence documents on **page 9**.

-2018 Accident Claims Reduction Sustainability: While the number of claims made increased by 8% from 2017 to 2018, the total amount of claims paid continued to decrease from 2017 to 2018 by 48% from \$2.2-million to \$1.1-million.

-Indirect/Non-Financial Benefits Achieved: One of the biggest indirect benefits to the new safety improvements was that operators had a better understanding of what was expected of them – learning the best defensive driving skills. It also gave operators the opportunity to meet with a safety supervisor on a more consistent basis, which was not normally done before.

Identifying hazards along the routes and mitigating them, was another wonderful indirect benefit of the new safety program. As the safety supervisors engaged in driver evaluations and trail checks, they coupled it with the new FTA Safety Management Systems (SMS) principles Transdev was adopting. This allowed the operators to point out a lot of hazards on the system's routes to the safety supervisors, in real-time, as the driver evaluations were being carried out on the buses. Hazards such as: a bus stop in the wrong spot, a large depression in the road and the bus can't travel on this depression, or tree limbs blocking the path of the bus... so a detour is needed.

The safety supervisor would then further investigate and verify the hazards mentioned. Once the hazard was verified with the Director of Safety and Security, the hazard identification was sent to the appropriate department for mitigation. This greatly helped in streamlining how the organization addressed hazards. It allowed supervisors to short-circuit the time it took hazards to be mitigated, and they were able to follow-up on the progress of the mitigation. This improved the reporting process overall. Prior to this, operators would fill out an incident report, and there was no method of follow-up or way to make sure the hazard was addressed by the right department. Being able to report hazards and seeing them resolved, greatly increased moral among the operators, because they knew their concerns were being taken seriously and addressed.

All in all, 43 hazards were identified in 2017 and all 43 hazards have been mitigated (please see **page 10 – 52** of the supporting evidence), since the new bus safety initiative was implemented. Mitigating these hazards, in turn, also helped with reducing accidents. Transdev is proud of the fact it's been able to hold the accident rate steady, after implementing the program, and the expectation is the accident rate will continue to drop.

Bus Safety Program/Project Innovation

-Safety Program Differs from Traditional Approaches: While driver evaluations and trail checks are common practice in the industry, Transdev took the opportunity to enhance the practice and make it the only primary goal of supervisors.

Common practice in reducing accidents is to be reactive, rather than proactive. And, typically, most programs count on data collection, which involves someone analyzing the accident data from an office and coming up with ways to reduce accidents in that manner. While other safety personnel continued this practice, the assigned safety supervisors did not.

Transdev's approach was to be proactive in lowering bus accident rates by placing a safety supervisor(s) on buses for eight hours a day, performing driver evaluations and trail checks. This proactive measure included operators training on the SMS principles to identify hazards. Knowing the hazards, first-hand, is an easier way to address them, as opposed to trying to find them. Fixing a problem along a route didn't just help one operator, it helped every operator assigned to that route, as well as every customer on that route. Essentially, streamlining hazard identification to corrective action was a big win and novel idea.

From the operators' perspective, they understood the supervisors were their mentors, as well as their safety contact. The 268 operators knew what was expected of them and they took pride in spotting hazards and having them addressed.

All of this combined, lead to the 20% reduction in bus accidents from 270 to 216 and the 64% reduction in total claims made and their associated cost between 2016 to 2017. And, ultimately it helped the system sustain that success in 2018.

Bus Safety Program/Project Transferability

-Program/Project Issue: According to the National Transit Database (2017 National Transit Summary & Trends), between 2008 and 2017, transit agencies reported 64,544 major incidents/collisions. 67% or 43,244 involved motor bus modes.

-Transferability: Bus accidents are a significant issue for many agencies, and Transdev believes the safety program mentioned above can reasonably be incorporated by other agencies. If one safety person can do an average of three to four driver evaluations and trail checks, per day, for a system with 132 buses and 268 operators (over a year period), we believe this bus safety program can be scaled down or up to meet the needs of any system. It's as simple as:

- Making on-board driver evaluations and trail checks the sole priority of the safety supervisor(s).
- Giving the supervisor the authority to pull operators for retraining and coaching, as needed
- Incorporating SMS principles and allowing operators to identify hazards and streamlining the hazard-reporting process: 1) Operator reports hazard to safety supervisor. 2) Hazard verified and approved by safety director. 3) Safety provides the information for mitigation. 4) Safety Supervisor follows up on the status of the mitigation.

-Program/Project Attraction: Transdev's bus safety program is not difficult to implement. Many agencies already have one or more safety supervisors on staff, which would not be a significant financial burden. If a new hire(s) is needed to run the program, it would pay for itself through the reduction in claims the agency would experience. Transdev suggests implementing this program for six months to see if an agency's accident rate is lowered. If the results are anything similar to Transdev's, the bus safety program will be a success.

Supporting Evidence

Table 1

-RTA's accident statistics: There was a 20% increase in the total number of bus accidents from 225 accidents in 2015 to 270 in 2016. The breakdown is as follows:

	2015	2016	2015 vs. 2016
BUS Preventable Accidents	84	90	7% Increase
Miles	5,106,120	5,658,137	11% Increase
Actual Preventable ACC/100k	1.65	1.59	3.6% Decrease

BUS Non-Preventable Accidents	141	180	28% Increase
Miles	5,160,120	5,658,137	11% Increase
Actual Non-Preventable ACC/100k	2.76	3.18	15% Increase
Total Bus Accidents	225	270	20% Increase



November 2016

2017 Accident Reduction Action Plan

1. Safety Staff will conduct 100 % of Driver evaluations for all modes. Our goal is a driver evaluation for each Streetcar, bus, and Paratransit Operator.
2. Safety Staff will conduct 100 % of Trail checks for Bus and Paratransit operations. Our goal is a trail check for every bus and Paratransit Operator.
3. Each of the Safety Supervisors will be provided time at each quarterly safety meeting to discuss hot topics. These will include accident trends, near misses, hazards, and encouraging reporting of hazards. Safety meetings will also allow Operators to report hazards directly to the Safety Supervisors.
4. Safety Supervisors will take the lead on collection of all hazards identified by Operators. Hazards will be distributed to the appropriate departments for resolution. Safety to develop a SOP.
5. Safety Staff conducting Drivers Evaluations will have authority to pull Operators for additional coaching in the office, if warranted or assigned to the Instructors, if warranted.

Table 2

-Objective 1 Achieved - Decrease in Accidents: After implementing the tactics mentioned above, there was a dramatic drop in the bus accident rate from 2016 to 2017. Transdev exceeded its objective of reducing accidents by 10% from 270 to 243. In fact, **Transdev doubled its expectations and lowered the bus accident rate by 20% from 270 to 216, even as it increased the mileage buses covered.**

	2015	2016	2017	2016 vs. 2017
BUS Preventable Accidents	84	90	56	38% Decrease
Miles	5,106,120	5,658,137	6,022,085	6% Increase
Actual Preventable ACC/100k	1.65	1.59	0.93	42% Decrease

BUS Non-Preventable Accidents	141	180	160	11% Decrease
Miles	5,160,120	5,658,137	6,022,085	6% Increase
Actual Non-Preventable ACC/100k	2.76	3.18	2.66	16% Decrease
Total Bus Accidents	225	270	216	20% Decrease

Table 3

-2018 Accident Reduction Sustainability:

Overall, in 2018, there was just a 2% increase in the total number of bus accidents from 216 to 220. The numbers are as follows:

	2015	2016	2017	2018	2017 vs. 2018
BUS Preventable Accidents	84	90	56	63	12% Increase
Miles	5,106,120	5,658,137	6,022,085	6,046,158	.4% increase
Actual Preventable ACC/100k	1.65	1.59	0.93	1.04	12% Increase

BUS Non-Preventable Accidents	141	180	160	157	2% Decrease
Miles	5,160,120	5,658,137	6,022,085	6,046,158	.4% increase
Actual Non-Preventable ACC/100k	2.76	3.18	2.66	2.6	2% Decrease
Total Bus Accidents	225	270	216	220	2% Increase

Table 4

2016 -2018 RTA Claims Statistics

	2016	2017	2018	2016 vs. 2017	2017 vs. 2018
Number of Claims	684	577	624	15% Decrease	8% Increase
Total claims paid & open, less recovery, or incurred	\$6,205,620.96	\$2,194,844.80	\$1,138,139.92	65% Decrease	48% Decrease

Identified Hazards & Mitigations



SMS Hazard Identification Form

Location of Hazard: LOUISIANA AND MAGAZINE

Date of Observation: Wed July 25, 2017

Date of Report: 7-28-17

Route: #27 Mode: BUS

When was the hazard first observed: UNKNOWN

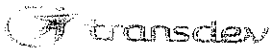
Brief Description of Hazard:
A large tree was sticking out into lane, road work was being done in the same area. The back of the bus was being damaged due to operators avoiding road work

Operator Name: WAYNE NELSON Badge: SAFETY

Disposition:
To be Filled by Management Only
SENT out a DRIVER'S ALERT AND WARNING ABOUT tail swing when entering or exiting service stop

Manager Name: WAYNE NELSON Date: 7-28-17

Manager Sign: Wayne Nelson



SMS Hazard Identification Form

Location of Hazard: Chartres / MAZANT

Date of Observation: 8-21-17

Date of Report: 8-21-17

Route: 5

Mode: Bus

When was the hazard first observed: _____

Brief Description of Hazard:

Bus stop is located on/at a steep slope of
ground

Operator Name: _____

Badge: _____

Disposition:

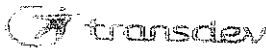
To be Filled by Management Only

Safety relocated the Bus stop further down to
a safer location for customers.

Manager Name: OF

Date: 9/1/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Williams Blvd

Date of Observation: 12-5-17

Date of Report: 12-5-17

Route: 201

Mode: Bus

When was the hazard first observed: _____

Brief Description of Hazard:
TWO bus STOPS require operator to
service STOP and then make a dangerous
left turn crossing two lanes of traffic

Operator Name: _____

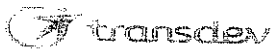
Badge: _____

Disposition:
To be Filled by Management Only
Safety removed ONE of the bus STOPS.

Manager Name: [Signature]

Date: 12-12-17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Lake Forest / Samovar Drive

Date of Observation: 3-16-17

Date of Report: 3-16-17

Route: 62 64 65

Mode: Bus

When was the hazard first observed: _____

Brief Description of Hazard:

Open grate is a fire & hazard and customer hazard.

Operator Name: _____

Badge: _____

Disposition:

To be filled by Management Only

Safety worked with City to get grate installed

Manager Name: [Signature]

Date: 3-19-17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: MAGAZINE / FIRST

Date of Observation: 4-1-17

Date of Report: 4-1-17

Route: 11 Mode: Bus

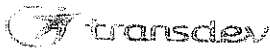
When was the hazard first observed: _____

Brief Description of Hazard:
FLAG pole is leaning severely

Operator Name: _____ Badge: _____

Disposition:
To be Filled by Management Only
Safety worked w/ track to reset pole

Manager Name: [Signature] Date: 4/11/17
Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: General @ Meyer / Bacchus

Date of Observation: 10-23-17

Date of Report: 10-23-17

Route: 108, 114, 115 Mode: Bus

When was the hazard first observed: Unknown

Brief Description of Hazard:
Street WAS CAVING IN on Bennett and Berkeley

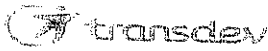
Operator Name: _____ Badge: _____

Disposition:
To be filled by Management Only
Safety developed & implemented a detour until Roadway was repaired. Reroute was right of Bacchus, right on Berkeley, right of regular route.

Manager Name: [Signature]

Date: 10/30/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Bus 166

Date of Observation: 12/31/17

Date of Report: 12/31/17

Route: all

Mode: 300

When was the hazard first observed: UNKN

Brief Description of Hazard:

BUS WAS ABLE TO MOVE w/ back door open - check ICE

Operator Name: _____

Badge: _____

Disposition:

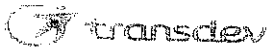
To be Filled by Management Only

Referred bus to mtrc -
sensitive edge & BACK door Alarm
reviewed repaired

Manager Name: [Signature]

Date: ~~12/31/17~~ 1/1/18

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Downman / chet

Date of Observation: 12-1-17

Date of Report: 12-2-17

Route: 62, 64, 65

Mode: Bus

When was the hazard first observed: Unknown

Brief Description of Hazard:
holes in street @ Bus STOP

Operator Name: _____

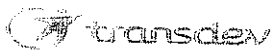
Badge: _____

Disposition:
To be Filled by Management Only
Barriended bus stop to prevent damage to bus undercarriage

Manager Name:

Date: 12/15/17

Manager Sign:



SMS Hazard Identification Form

Location of Hazard: UNO under construction

Date of Observation: 11-30-17

Date of Report: 11-30-17

Route: 51, 53, 60, 52 Mode: Bus

When was the hazard first observed: Unknown

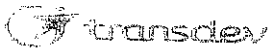
Brief Description of Hazard:
Construction has created heavy
potholes on Elysian Fields

Operator Name: _____ Badge: _____

Disposition:
To be Filled by Management Only
Safety created a detour to avoid
the hazard

Manager Name: [Signature] Date: 12-4-17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Washington / Loyola

Date of Observation: 1-30-17

Date of Report: 2-5-17

Route: 27

Mode: BUS

When was the hazard first observed: Unknown

Brief Description of Hazard:
Trees @ bus stop block
Operator view

Operator Name: _____

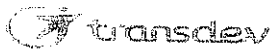
Badge: _____

Disposition:
To be filled by Management Only
SAFETY worked w/ ~~the~~ Power to
trim back trees.

Manager Name: AT

Date: 2-13-17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: City Park Blvd

Date of Observation: 1-20-17

Date of Report: 1-21-17

Route: 45 27 Mode: Bus

When was the hazard first observed: unknown

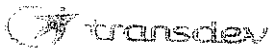
Brief Description of Hazard:
vehicles are illegally parked in bus
STOP

Operator Name: _____ Badge: _____

Disposition:
To be Filled by Management Only
safety coordinated w/ Dispatch to call
police for towing

Manager Name: [Signature] Date: 1/21/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Aycock / St. Cloud

Date of Observation: 8-14-17

Date of Report: 8-19-17

Route: 88

Mode: Bus

When was the hazard first observed: _____

Brief Description of Hazard:
poor visibility

Operator Name: _____

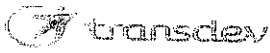
Badge: _____

Disposition:
To be Filled by Management Only
SAFELY MOVED STOP FROM A NEAR SIDE TO A FAR SIDE STOP

Manager Name: [Signature]

Date: 9/5/17

Manager Sign: [Signature]



Prevent the 300

300
29
1

SMS Hazard Identification Form

Location of Hazard: Williams Blvd / Highway Park

Date of Observation: 1/19/17

Date of Report: 2/2/17

Route: 201

Mode: Bus

When was the hazard first observed: _____

Brief Description of Hazard:
Need a bus STOP

Operator Name: _____

Badge: _____

Disposition:

To be filled by Management Only

Added a bus STOP to eliminate
unauthorized bus STOP.

Manager Name: [Signature]

Date: 2/10/17

Manager Sign: [Signature]



Prevent the 300

300
29
1

SMS Hazard Identification Form

Location of Hazard: Poydras Tchopitoulas

Date of Observation: 5/1/17

Date of Report: 5/16/17

Route: 10

Mode: Bus

When was the hazard first observed: _____

Brief Description of Hazard:

Bus STOP requires operator to make
an IMMEDIATE left hand turn crossing
3 lanes of traffic

Operator Name: _____

Badge: _____

Disposition:

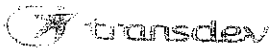
To be Filled by Management Only

REMOVED Bus STOP

Manager Name: [Signature]

Date: 6/1/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Michoud / Dywer

Date of Observation: 3/9/17

Date of Report: 3/10/17

Route: 64, 65

Mode: Bus

When was the hazard first observed: _____

Brief Description of Hazard:
SAND IN STREET IS CAUSING
BUSES TO BOTTOM OUT

Operator Name: _____

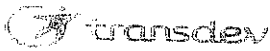
Badge: _____

Disposition:
To be Filled by Management Only
BACK FILLED SAND AREA w/ ROCK

Manager Name: [Signature]

Date: 3/20/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Jefferson Hwy / Cicero

Date of Observation: 2/19/17

Date of Report: 2/19/17

Route: 39 Mode: Bus

When was the hazard first observed: _____

Brief Description of Hazard:
Bus STOP struck - Leaning

Operator Name: _____ Badge: _____

Disposition:
To be Filled by Management Only
Safety worked w/ Track Dept to reset sign

Manager Name: [Signature] Date: 3/5/17

Manager Sign: [Signature]



Prevent the 300

300
29
1

SMS Hazard Identification Form

Location of Hazard: Elysian Fields / Filmore

Date of Observation: 4/1/17

Date of Report: 4/1/17

Route: 55

Mode: Bus

When was the hazard first observed: _____

Brief Description of Hazard:
Bus sign struck - leaning into roadway.

Operator Name: _____

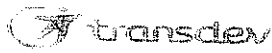
Badge: _____

Disposition:
To be Filled by Management Only
Reset Bus Stop Sign

Manager Name: [Signature]

Date: 4/28/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Kenner

Date of Observation: 4/30/17

Date of Report: 4/30/17

Route: 201 Mode: Bus

When was the hazard first observed: _____

Brief Description of Hazard:
Bus STOP SIGN - need to make
an IMMEDIATE LEFT TURN after the stop
CROSSING 3 lanes of traffic.

Operator Name: _____ Badge: _____

Disposition:
To be Filled by Management Only
Reset Bus STOP

Manager Name: [Signature] Date: 5/23/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Robert ELÉE / LC SIMON

Date of Observation: 11/11/17

Date of Report: 11/15/17

Route: 51 52 Mode: Bus

When was the hazard first observed: _____

Brief Description of Hazard:
BUS STOP SIGN hanging/leaning
into roadway.

Operator Name: _____ Badge: _____

Disposition:
To be Filled by Management Only
Safety worked Track to ~~the~~ reset sign.

Manager Name: [Signature]

Date: 11/30/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: OLD Gentilly / Desire parkway

Date of Observation: 11/16/17

Date of Report: 11/16/17

Route: 62 64 65 80 Mode: Bus

When was the hazard first observed: 2017

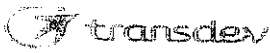
Brief Description of Hazard:
Large sink hole

Operator Name: _____ Badge: _____

Disposition:
To be Filled by Management Only
Reported bus to Louisa

Manager Name: DP Date: 11/18/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Broad / Orleans

Date of Observation: 6/29/2017

Date of Report: 6/29/2017

Route: Buses coming to station Mode: Bus

When was the hazard first observed: 2017

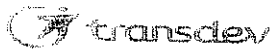
Brief Description of Hazard:
Bus does not have the ability to
safely make a U turn at any
other location

Operator Name: _____ Badge: _____

Disposition:
To be Filled by Management Only
Installed " Left Turn by Buses Only
Slow @ Broad and Orleans

Manager Name: [Signature] Date: 7/19/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: LOUISA and STCLAUDE

Date of Observation: 5/1/2017

Date of Report: 5/1/2017

Route: 80 Mode: Bus

When was the hazard first observed: 5/1/2017

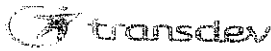
Brief Description of Hazard:
Buses are not able to safely make a
TURN at any other location.

Operator Name: _____ Badge: _____

Disposition:
To be filled by Management Only
Installed a "Left Turn only by Buses"
Sign at intersection of LOUISA and STCLAUDE

Manager Name: [Signature] Date: 6/2/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: ST Claude and Franklin

Date of Observation: 6/22/2017

Date of Report: 6/22/2017

Route: _____

Mode: _____

When was the hazard first observed: 6/2017

Brief Description of Hazard:

Bus is unable to make a safe Uturn at any other location

Operator Name: _____

Badge: _____

Disposition:

To be Filled by Management Only

Installed a "NO Left Turn except Buses" sign

Manager Name: [Signature]

Date: 7/20/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Rampart And Esplanade

Date of Observation: 8-13-2017

Date of Report: 8-13-2017

Route: _____

Mode: _____

When was the hazard first observed: 8/2017

Brief Description of Hazard:

Buses could not safely make a u turn anywhere else.

Operator Name: _____

Badge: _____

Disposition:

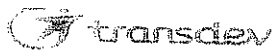
To be Filled by (manager only). Only

Ans (added) "NO Left Turn except Buses" signs.

Manager Name: *[Signature]*

Date: 9/13/17

Manager Sign: *[Signature]*



SMS Hazard Identification Form

Location of Hazard: Paris / Kensington

Date of Observation: 11/30/2017

Date of Report: 11/30/2017

Route: 60, 45 Mode: Bus

When was the hazard first observed: 11/1/2017

Brief Description of Hazard:

STOP WAS in the turn lane headed to
on ramp. Dangerous

Operator Name: _____ Badge: _____

Disposition:

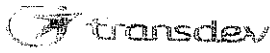
To be Filled by Management Only

MOVED STOP from nearside to far side,
under over pass

Manager Name: [Signature]

Date: 12/20/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Paris and Harcourt

Date of Observation: 8/2/17

Date of Report: 8/2/17

Route: 52

Mode: BUS

When was the hazard first observed: 7/30/17

Brief Description of Hazard:
There is a near side and far side
Bus STOP @ this location

Operator Name: _____

Badge: _____

Disposition:
To be filled by Management Only
Eliminated near side stop to make it
safer.

Manager Name: [Signature]

Date: 8/21/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Paris and Aviator

Date of Observation: 11-22-17

Date of Report: 11-22-17

Route: 51

Mode: Bus

When was the hazard first observed: 11-22-17

Brief Description of Hazard: Bus stops are too close to each other

Operator Name: _____

Badge: _____

Disposition:

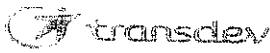
To be Filled by Management Only

Eliminated stop @ Aviator / Paris
because of construction and too close to
stop @ Paris / Robert S. Lee.

Manager Name: [Signature]

Date: 11/23/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Leroy C. Simon / St. Anthony

Date of Observation: 11/21/17

Date of Report: 11/21/17

Route: 51

Mode: Bus

When was the hazard first observed: 11/21/2017

Brief Description of Hazard:
Buses have to make a left hand
turn crossing 2 lanes after servicing
stop.

Operator Name: _____

Badge: _____

Disposition:
To be filled by Management Only
Eliminated Bus stop

Manager Name: [Signature]

Date: 11/29/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Canal Blvd / Cemeteries

Date of Observation: 12/31/2017

Date of Report: 12/31/2017

Route: 60, 27, 91 Mode: Bus

When was the hazard first observed: 12/2017

Brief Description of Hazard:
Bus has to cross 2 lanes of traffic
after exiting new Cemeteries Bus stop.

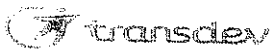
Operator Name: _____ Badge: _____

Disposition:
To be Filled by Management Only
eliminated Bus stop. New Cemeteries
stop adequate

Manager Name: [Signature]

Date: 12/31/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Buses entering Streetcar lane @

Date of Observation: 12/30/2017 Cemeteries

Date of Report: 12/30/2017

Route: 47, 48 Mode: Bus

When was the hazard first observed: Dec 2017

Brief Description of Hazard:
Buses enter Streetcar lane @
Cemeteries by mistake. Caused by
Streetcar operators performing bus
bridge.

Operator Name: _____ Badge: _____

Disposition:
To be Filled by Management Only
Installed two signs "STREETCAR ONLY"
@ entrance to Streetcar lane.

Manager Name: [Signature]

Date: 12/30/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Tulane / Jeff Davis

Date of Observation: 10-17-2017

Date of Report: 10-17-2017

Route: 39 Mode: Bus

When was the hazard first observed: 10-1-2017

Brief Description of Hazard:
Bus STOP is a near side STOP and in
turning lane in front of shell STATION

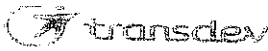
Operator Name: _____ Badge: _____

Disposition:
To be Filled by Management Only
MOVED STOP OUT of TURN lane, near side to
for S102

Manager Name: [Signature]

Date: 10-24-17

Manager Sign: [Signature]



Inbound and Outbound



SMS Hazard Identification Form

Location of Hazard: ORleans and Charbonne

Date of Observation: 10-29-2017

Date of Report: 10-29-2017

Route: 62, 64, 65, 32 Mode: Bus

When was the hazard first observed: 10/2017

Brief Description of Hazard:
Bus STOP in turn lane, both inbound and
outbound, hard to get back on the
road and cars make right hand
turns in front of bus when servicing stop

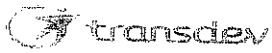
Operator Name: _____ Badge: _____

Disposition:
To be Filled by Management Only
MOVED STOP from near side to far side for
safety

Manager Name: [Signature]

Date: 11/7/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: HOV lane Earhart Express

Date of Observation: 3/20/2017

Date of Report: 3/20/2017

Route: ~~114~~ 115 108 101 106 Mode: Bus

When was the hazard first observed: 3/20/2017

Brief Description of Hazard: Buses hit curb when exiting HOV lane

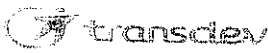
Operator Name: _____ Badge: _____

Disposition:
To be Filled by Management Only
Safety painted the point at the island curb bright yellow to help operators observe the hazard

Manager Name: [Signature]

Date: 3/21/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: General DeBaulle in front of family Dellar

Date of Observation: 3/23/2017

Date of Report: 3/23/2017

Route: 115, 114, 101 Mode: Bus

When was the hazard first observed: 3/23/2017

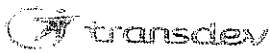
Brief Description of Hazard:
Tree blocks view of Operator

Operator Name: _____ Badge: _____

Disposition:
To be Filled by Management Only
~~None~~ Made a new route to avoid the tree hazard

Manager Name: [Signature] Date: 3/30/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: SULLEN near the C/STAFF

Date of Observation: 6-6-2017

Date of Report: 6-6-2017

Route: 114 115 Mode: Bus

When was the hazard first observed: ACCIDENT @ location

Brief Description of Hazard:

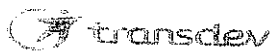
The previous bus STOP sign was knocked down but a stub remain, which was a fire hazard

Operator Name: _____ Badge: _____

Disposition: To be Filled by Management Only
SAFELY removed the stub.

Manager Name: [Signature] Date: 6/8/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Poland / St. Cloud

Date of Observation: 11-15-2017

Date of Report: 11-15-2017

Route: 5 Mode: Bus

When was the hazard first observed: 11/15

Brief Description of Hazard:
Bus stop in the turning lane and the next bus stop is very close to it.

Operator Name: _____ Badge: _____

Disposition:
To be filled by Management Only
Safety eliminated the bus stop in the turning lane

Manager Name: [Signature] Date: 11/29/17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Jackson / Esplanade

Date of Observation: 10-2-2017

Date of Report: 10-2-2017

Route: 91

Mode: Bus

When was the hazard first observed: _____

Brief Description of Hazard:
Bus cannot make turn because cars
are too far up

Operator Name: _____

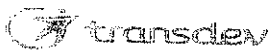
Badge: _____

Disposition:
To be Filled by Management Only
Installed a sign (2) on crossing streets
which says "STOP HERE on RED. Bus makes
WIDE TURNS"

Manager Name: [Signature]

Date: 10-30-17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Carrollton / Clarkborne

Date of Observation: 9-30-2017

Date of Report: 9-30-2017

Route: 39, 90

Mode: BUS

When was the hazard first observed: unknown

Brief Description of Hazard:

Large tree is a hazard to buses as they attempt to service this stop

More than 1 accident at this location.

Operator Name: _____

Badge: _____

Disposition:

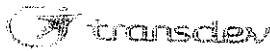
To be Filled by Management Only

Contacted City and they eventually cut back the tree branches.

Manager Name: [Signature]

Date: 10-14-17

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: CLairborne / Carrollton

Date of Observation: 10-3-2017

Date of Report: 10-3-2017

Route: 29, 90 Mode: Bus

When was the hazard first observed: _____

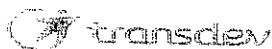
Brief Description of Hazard:
Current route requires the bus to service a stop and then cross 2 lanes of traffic to make a left hand turn.

Operator Name: _____ Badge: _____

Disposition:
To be filled by Management only
Moved stop back to allow the operator more time/space to maneuver the turn.

Manager Name: [Signature] Date: 10/3/2017

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: Chickesaw @ ENO

Date of Observation: 11-5-17

Date of Report: 11-5-17

Route: 80 Mode: Bus

When was the hazard first observed: 11-4-17

Brief Description of Hazard:
Large potholes create hazard for
buses traveling in lane

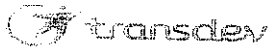
Operator Name: _____ Badge: _____

Disposition:
To be Filled by Management Only
Safety created a reroute

Manager Name: [Signature]

Date: 11/6/2017

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard: LOUISA / DORGENOIS

Date of Observation: 4-11-2017

Date of Report: 4-11-2017

Route: 80 Mode: BUS

When was the hazard first observed: 4/10/2017

Brief Description of Hazard:
Large pothole in street causing damage to
underside of buses, AT construction site

Operator Name: _____ Badge: _____

Disposition:
To be Filled by Management Only
Safety met with Contractor and
Contractor filled hole to allow safe
PASSAGE.

Manager Name: [Signature] Date: 4-15-2017

Manager Sign: [Signature]



SMS Hazard Identification Form

Location of Hazard:

CANAL / City PARK

Date of Observation:

12-1-2017

Date of Report:

12-1-2017

Route:

Bus 45

Mode:

Bus

When was the hazard first observed:

12-1

Brief Description of Hazard:

COVER STOP SIGN ON City PARK

Operator Name:

CHARLES LEE

Badge:

64

Disposition:

To be Filled by Management Only

Manager Name:

[Signature]

Date:

12/1/17

Manager Sign:
