

APPENDIX G

Waukesha Metro Transit SAFETY PERFORMANCE MATRIX

This form allows Waukesha Metro Transit to organize, monitor, and evaluate identified safety goals and objectives/outcomes.

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GOAL 1: SMS TO REDUCE CASUALTIES/OCCURRENCES			
Waukesha Metro Transit – Professional Transit Management of Waukesha, Inc. will utilize a safety management systems framework to identify safety hazards, mitigate risk and reduce casualties and occurrences resulting from transit operations.			
OBJECTIVE/OUTCOME	METRICS	BASELINES	TARGETS
Reduce the number of accidents (collisions)	Total number of collision accidents 2019 = 25 Rate of collision accidents to total safety events 2019 = 26.5957%	Total number of collision accidents 1 st quarter 2020 = 3 Rate of collision accidents to total safety events 1 st quarter 2020 = 21.4286%	Year to date 2019 to 2020 reduction of collision accidents is a 62.5% reduction 2020 Rate of collision accidents to safety events target is 16%, a reduction of 10% from 2019.
Reduce the number of reportable safety events	Total number of reportable safety events (YTD) 2019 = 92 Total number of reportable safety events (01-04) 2020 = 15 Rate of reportable safety events per total vehicle revenue miles = 641,151.94 (YTD 2019) Rate of reportable safety events per total vehicle revenue miles = 207,036.77 (04-2020)	2019 Revenue miles per safety event = 6969.076 2020 1 st Qtr. Revenue miles per safety event = 13802.45	Reduce number of safety events by 10% for 2020 Increase 2020 Revenue miles per safety event = 7343.92
Reduce the number of Preventable Accidents	Total number of Preventable Accidents 2019 = 21	Total Accidents 2019 = 92, Preventable = 21 or 22.8% Total Accidents 1 st Quarter 2020 = 14 Preventable = 4 or 26.6%	Reduce the total number of Preventable Accidents to 20% or less for 2020.
Increase assessment and analysis of existing personnel, equipment and procedures to identify and mitigate any potential safety hazards	Number of safety audits, inspections, ride checks or assessments completed per employee by two supervisory personnel on an annual basis.	Completed ride checks or assessments are documented and reviewed with the employee.	Areas of deficiency noted during the assessment are identified and necessary training is determined to mitigate the issue and then scheduled to be completed within the next fourteen days.

GOAL 2: CULTURE

Waukesha Metro Transit – Professional Transit Management of Waukesha, Inc. will foster agency-wide support for transit safety by establishing a culture where management is held accountable for safety and everyone in the organization takes an active role in securing transit safety.

OBJECTIVE/OUTCOME	METRICS	BASELINES	TARGETS
Establish a dedicated staff person as the Transit Agency Safety Officer to manage the agency's transit safety program	<i>The Chief Safety Officer and the Safety Manager shall be dedicated to managing the transit safety program with a combined total of 52 years of transit safety experience</i>	The Chief Safety Officer shall mentor the Safety Manager. Participation in FTA's Public Transportation Safety Certification Training Program is ongoing.	The transition for the Safety Manager to advance to the Chief Safety Officer role within two years of the implementation of this PTASP by the fall of 2022.
Establish regular transit safety meetings comprised of staff at varying levels, including executives, officers, managers, operators and maintenance personnel	<i>Safety Committee will be scheduled to meet quarterly.</i>	The Safety Committee will expand the current meeting schedule from annually to quarterly to assist in review of information obtained from the new Non-Punitive Reporting Policy, identifying hazards and assisting in identifying of potential mitigations.	Documentation of Safety Committee activities will be shared with all employees to encourage feedback from all employees in mitigations identified and implemented. The feedback along with performance data will create additional means to evaluate the effectiveness of the mitigations implemented.
Develop and promote a Non-Punitive Reporting Policy, including near miss occurrences.	<i>100 Percent of staff receiving Non-Punitive Reporting Policy</i>	The Non-Punitive Reporting Policy shall be drafted, implemented and promoted with all employees. As a new policy, bi-monthly monitoring will be reported to all employees as to the number of reports received.	As a new program, the results will be monitored and shared with employees on a bi-monthly basis. The members of the Safety Committee will be challenged to provide ongoing support and promotion of the program to gain employee participation. Following six months after implementation, a target rate of participation will be determined.
Increase employee safety training opportunities and attendance	<i>Number of employee safety training hours completed on a bi-annual basis.</i>	Safety training is currently provided annually and will be scheduled on a bi-annual basis.	Safety training, supervisor ride checks and evaluations will be documented for all employees. Every operator will receive an operating evaluation annually and any areas that identify safety deficiencies will be followed up with additional documented training.
Increase safety material distributed amongst employees and the general public	<i>Number of manuals, brochures, posters or campaigns distributed per quarter.</i>	Weekly safety tips for employees, safety posters and brochures identifying critical safety issued, and rider alerts bringing safety awareness to the riding public.	Increase current weekly safety tips to include quarterly information including rider alerts, weekly safety messages on key safety issues, verbally and in printed material.

GOAL 3: SYSTEMS/EQUIPMENT:

Waukesha Metro Transit – Professional Transit Management of Waukesha, Inc. will provide a safe and efficient transit operation by ensuring that all vehicles, equipment and facilities are regularly inspected, maintained and serviced as needed.

OBJECTIVE/OUTCOME	METRICS	BASELINES	TARGETS
Maintain 100% scheduled preventative maintenance inspections	<i>Number of preventative maintenance inspections completed per specified period or specified vehicle mileage in accordance with manufacturer recommendations.</i>	2019 and 2020 On-time preventative maintenance inspections at 100%	Maintain ongoing 100% on-time scheduled preventative maintenance inspections