# SAFETY BRIEFING

CITIZENS ADVISORY COMMITTEE
APRIL 19, 2023
AGENDA ITEM 9

# Agenda

- Mission, Vision, Core Values
- Safety Initiatives
- Safety Culture
- System Safety Program Plan (SSPP)
- Storms / Trees
- Roadway Worker Protection
- Safety Dashboards
- Wrap Up

# VISION STATEMENT

To be a vital link in the statewide rail network by improving connectivity to other transit systems, contributing to the region's economic vitality, and partnering with local communities to ensure that diverse constituencies receive a world-class travel experience.

# MISSION STATEMENT

Caltrain is a customer-focused rail system offering safe, reliable, accessible, and sustainable transportation service that enhances quality of life for all.

# CORE VALUES

- **Safety:** First and always.

- **Integrity:** Stewards of public trust always doing what is right.

- **Excellence:**  In all that we do as a team.

- **Equity and Inclusion:** Welcoming all makes a stronger Caltrain.

- **Sustainability:** Responsible today for the sake of tomorrow.

- **Resilience:** Adapt to changing conditions and seize opportunities.

# Safety Initiatives

**Continued focus on safety and preparing for electrification**

## Ongoing Work and Milestones

- Centralized Management of Safety with new Chief Safety Officer position
- New Mission, Vision, and Core Values with Safety as the #1 Core value
- Revision of System Safety Program Plan
- Emphasis on Risk Based Hazard Management to better determine risks and prioritize risk mitigation.
- PCEP Safety Certification and Site Safety Work Plan Oversight by Caltrain
- Enhanced Roadway Worker Protection processes and Roadway Worker Scheduling Coordination
- Caltrain Executive Safety Committee chartered and initiated.
- Consolidation of all Configuration and Change Management processes for better coordination throughout Organization

- Continued coordination of all TASI, PCEP and Caltrain safety resources and communications – Create "One Caltrain"
- Trees.
- Hiring additional Rail Safety Resources
- Rollout of new Safety Concern/Hazard Reporting system
- Creation of Safety Culture Playbook and Steering Committee
- Safety Culture Development Playbook – ongoing increased Safety Communication emphasis
- Safety Branding
- Updates and revisions for all Standard Operating Procedures to address electrification safety

# What is a positive safety culture?

A culture that places a high level of importance on safety beliefs, values and attitudes, shared by everyone in the organization. A culture that emphasizes safety over competing goals in decisions and behaviors.

You can achieve a positive safety culture by consistently sharing your safety message, teaching safety values and showing a real commitment to safety.

**Signs that a positive safety culture exists in your business are when your employees all share your commitment to safety, and everyone can say that operating safely is 'the way we do things around here'.**

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# Key Components of a Positive Safety Culture



1. Strong Leadership and Organizational commitment to safety.

2. Ability to adapt to challenges and change.

3. Employee ownership and participation.

4. Effective safety communications.

5. Proactive use of safety data, key indicators and benchmarking.

6. Continuous learning.

7. Consistent safety reporting/feedback and investigations for prevention.

8. Employee recognition and rewards.

9. Clear understanding of acceptable and unacceptable behaviors

10. High level of TRUST.

# Safety Culture Transformation - Timeline

➢ **Have been filling in Gaps since October 2022**

➢ **All Hands Meeting January 31, 2023**

➢ **Safety Culture Steering Committee February 23, 2023**

➢ **Leadership - Safety Culture Messaging – Early March 2023 - Ongoing**

➢ **Safety Champion Teams – Mid to Late April 2023 – Ongoing**

➢ **Safety Moments – May 2023**

➢ **Branding and Communications –May 2023**

➢ **Reporting Tools and Dashboards – May to June 2023**

➢ **Engage, reinforce and provide feedback - Forever**

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# Safety Culture Transformation

"A company with a strong Safety culture will maintain safer operations, experience fewer at-risk behaviors, lower accident and injury rates, lower turnover, lower absenteeism, higher morale, higher productivity, less financial and reputational risk."

(EHS Today, 2021)

Create a "Safety First and Always" mindset at Caltrain

# System Safety Program Plan (SSPP)
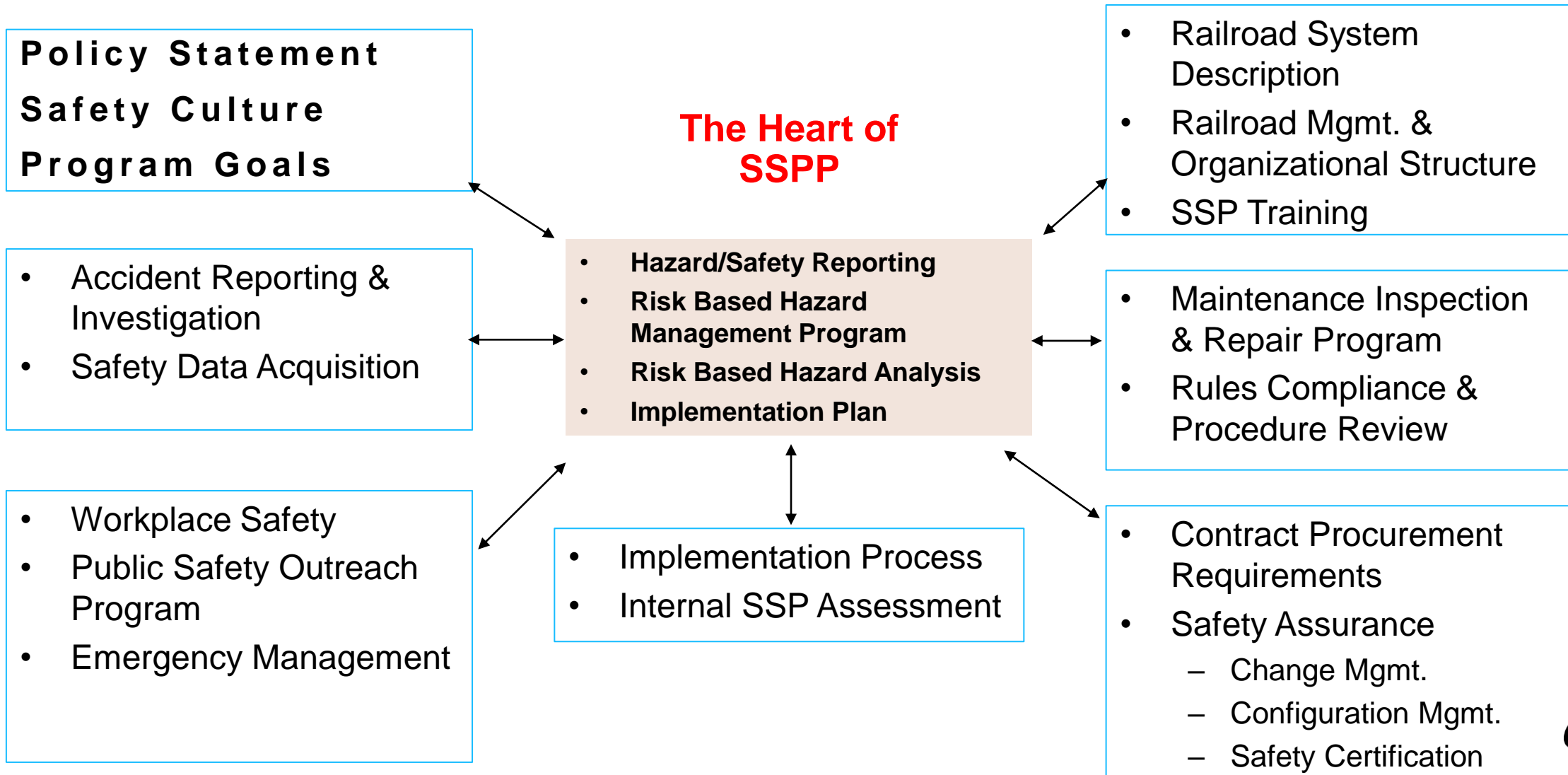
An SSPP is a <u>structured</u> program with <u>proactive</u> processes and procedures, developed and implemented by commuter and intercity passenger railroads to <u>identify and mitigate or eliminate hazards and the resulting risks</u> on each railroad's system.

It is a requirement of 49 CFR 270 and is governed by the FRA.

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# System Safety Program Plan (SSPP)

- ➤ The SSPP documents Caltrain's approach to safety management and regulatory compliance

- ➤ The SSPP governs all employees and service partners who come into contact with the Caltrain system.

- ➤ It outlines hazard identification and resolution, emergency management activities, and processes for reviewing major system additions and modifications among many other safety programs.

- ➤ The overall goal of the Caltrain SSPP is to achieve the highest practicable level of safety for all Caltrain customers, employees, contractors and the general public.

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# SSPP Elements

**Policy Statement**
**Safety Culture**
**Program Goals**

- Accident Reporting & Investigation
- Safety Data Acquisition

- Workplace Safety
- Public Safety Outreach Program
- Emergency Management

**The Heart of SSPP**

- **Hazard/Safety Reporting**
- **Risk Based Hazard Management Program**
- **Risk Based Hazard Analysis**
- **Implementation Plan**

- Implementation Process
- Internal SSP Assessment

- Railroad System Description
- Railroad Mgmt. & Organizational Structure
- SSP Training

- Maintenance Inspection & Repair Program
- Rules Compliance & Procedure Review

- Contract Procurement Requirements
- Safety Assurance
  - Change Mgmt.
  - Configuration Mgmt.
  - Safety Certification

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# Risk Assessment Process

## Hazard Management Process

- Hazard identification

- Hazard Risk Assessment Process

- Hazard Risk severity and probability

- Hazard Risk Resolution

Mil-STD 882E Risk Matrix

| | Severity | | | |
|---|---|---|---|---|
| | 1 | 2 | 3 | 4 |
| Probability of Occurrence | Catastrophic | Critical | Marginal | Negligible |
| (A) Frequent | 1A | 2A | 3A | 4A |
| (B) Probable | 1B | 2B | 3B | 4B |
| (C) Occasional | 1C | 2C | 3C | 4C |
| (D) Remote | 1D | 2D | 3D | 4D |
| (E) Improbable | 1E | 2E | 3E | 4E |

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# SSPP Goals

➢ **Create Caltrain Executive Safety Committee**

➢ **Fully Implement a single software solution for tracking and analyzing hazards**

➢ **Reduce Reportable Accidents and Injuries**

➢ **Develop programs, strategies and methods to achieve a strong safety culture**

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# 2023 Storms/Trees – Impact to Caltrain

- 25+ trees and dozens of branches have fallen on tracks and ROW

- 5000 feet of OCS wire, 9 OCS poles and a dozen cantilever arms damaged

- Resulted in 33 hours of service delays along the corridor due to complete track closures

- If electric trains had been in operation service delays would have been multiple days for each event

# Storms/Trees - Next Steps

- ➢ High Priority Risk Assessment
  - ▪ Next priority areas will be evaluated based on current trees that have fallen down - Burlingame
  - ▪ City Coordination
- ➢ Corridor-Wide Tree Risk Assessment & Plan
  - ▪ "How to manual" that includes process, procedures, frequency, risk criteria and maintenance
  - ▪ Shared publicly and available for use by entities that may not have their own tree risk program
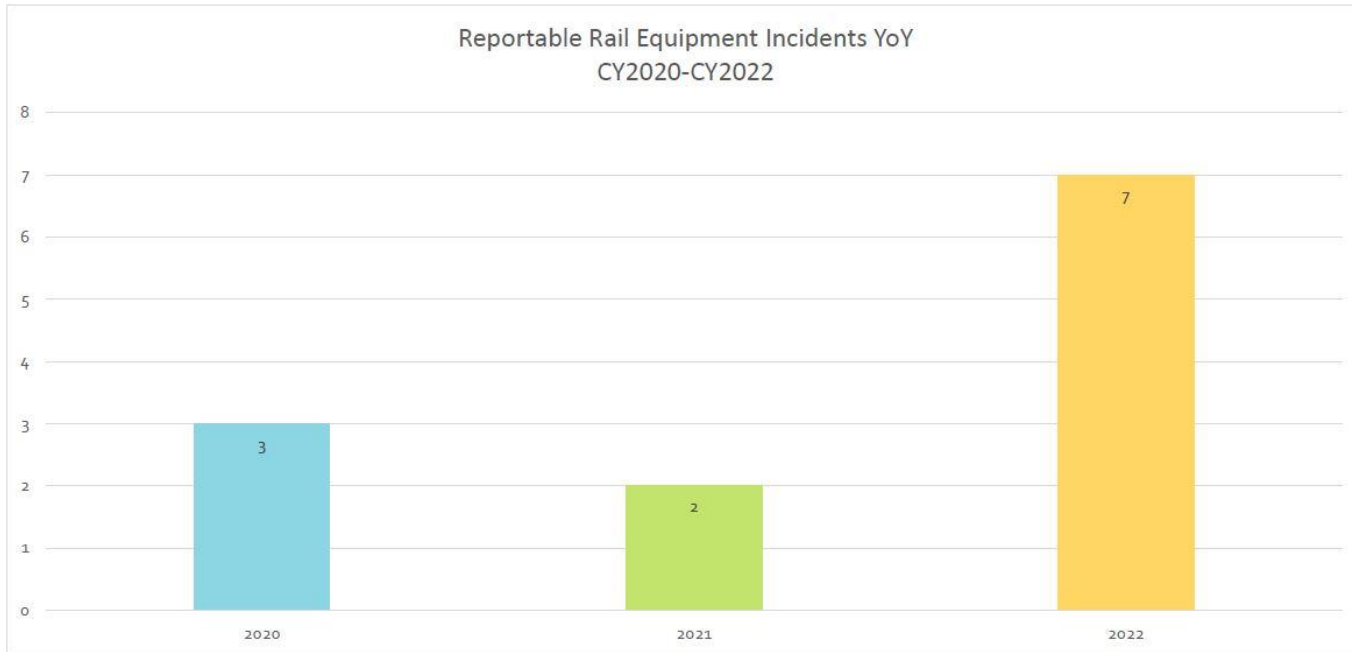
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# Roadway Worker Protection

➢ **March 10, 2022 Incident – NTSB Investigation**


➢ **Changes to Roadway Worker in Charge Training, Processes and Scheduling**


➢ **Bus Bridges, Safety Briefings, Planning**


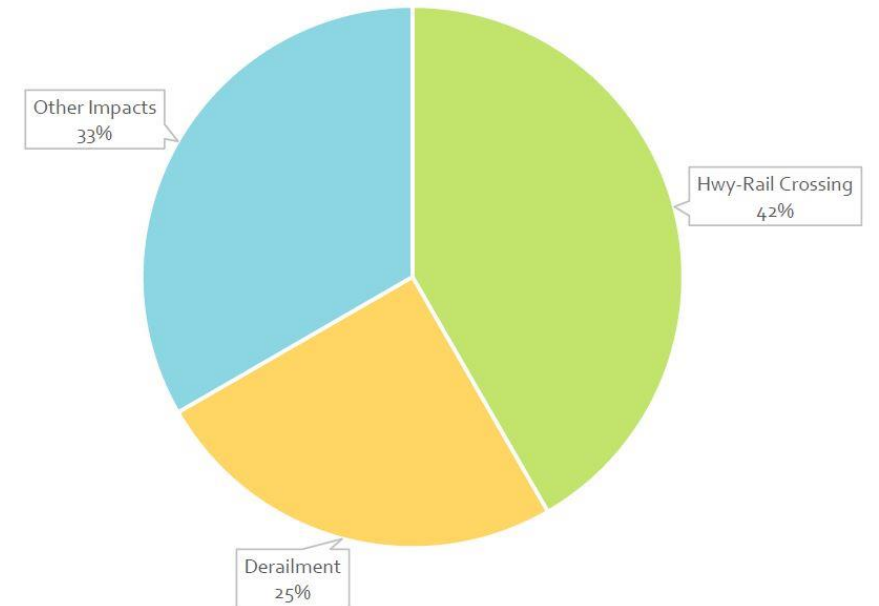➢ **Enhanced Employee Protection Systems**

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# Safety Dashboards

➢ Safety – First and Always is Caltrain's #1 Core Value

➢ Federal Railroad Administration requires tracking and reporting of specific Accidents/Incidents and Injuries

➢ Key Performance Indicators (KPI's), both lagging and leading, are included in the Safety Performance dashboards

➢ Lagging (Reactive) - Accidents/Incidents, Injuries, Rules Violations

➢ Leading (Proactive) –Testing, Inspections, Employee Engagement/Reporting

➢ The Safety Performance dashboards will be available monthly and reviewed by all safety committees and the Caltrain Executive Safety Committee
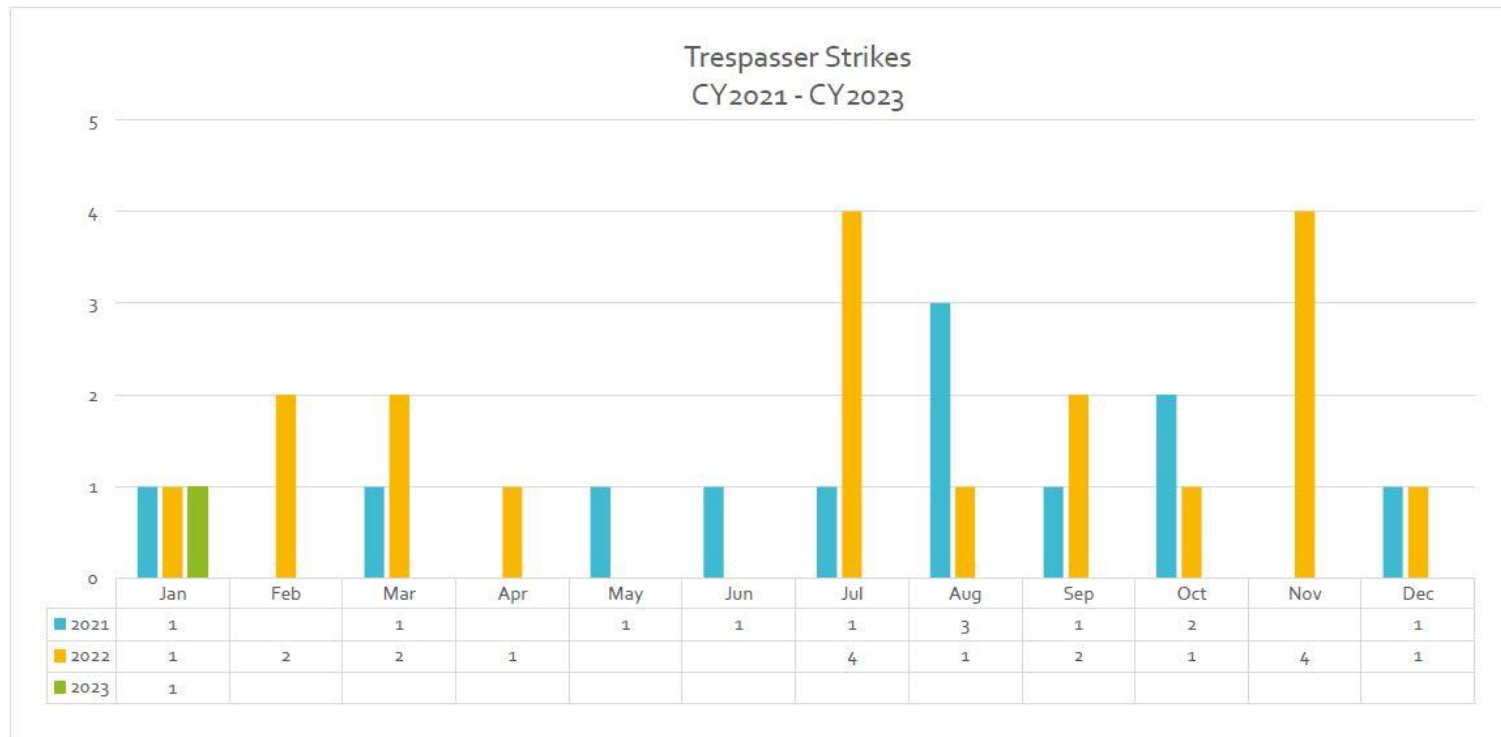
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# Accidents/Incidents

Reportable Rail Equipment Incidents YoY
CY2020-CY2022

| Year | Incidents |
|------|-----------|
| 2020 | 3 |
| 2021 | 2 |
| 2022 | 7 |

Reportable Rail Equipment Incidents
CY2020-CY2023

- Hwy-Rail Crossing 42%
- Other Impacts 33%
- Derailment 25%

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# Accidents/Incidents



Trespasser Strikes
CY2021 - CY2023

| | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| 2021 | 1 | | 1 | | 1 | 1 | 1 | 3 | 1 | 2 | | 1 |
| 2022 | 1 | 2 | 2 | 1 | | | 4 | 1 | 2 | 1 | 4 | 1 |
| 2023 | 1 | | | | | | | | | | | |

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- Safety Dashboards – Data Driven Decision Making



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# Questions?

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