

Creating a Culture of Safety

Dan Mulraney

Mulraney Training and
Consulting, LLC



Cute Puppy



Cute Puppy





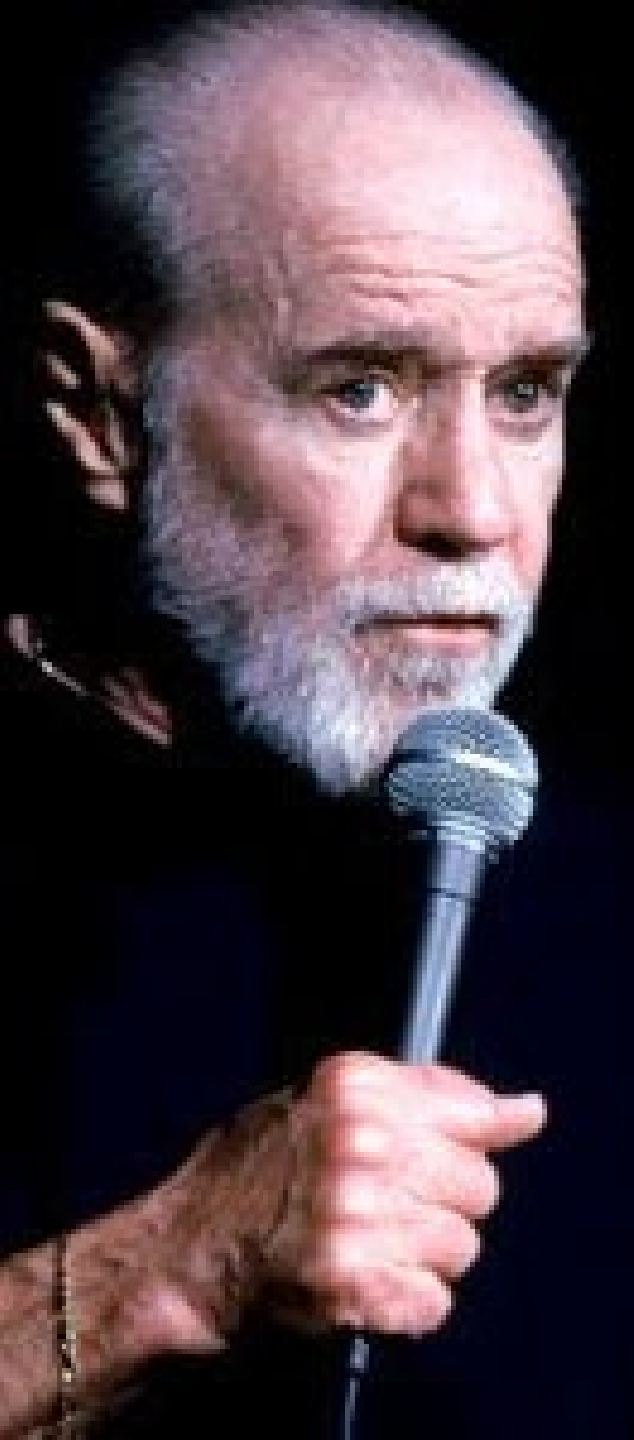
**When you Think of Safety...
What Comes to Mind? This?**



Or This?



**Or Maybe
Even This?**



You Might Say “Near Miss”





How 'Bout Passenger Safety?

Or Driver Safety



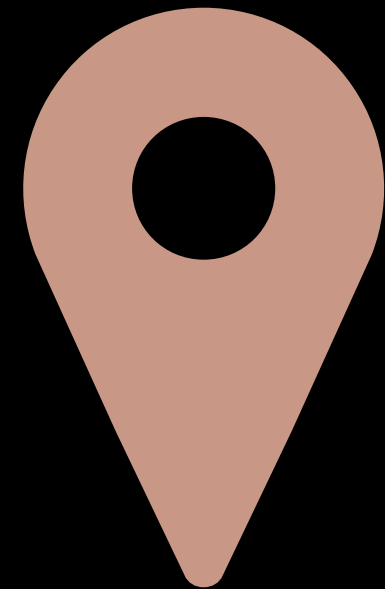
**All of those
things, plus:**

**Vehicle Safety
Pedestrian Safety
Bicyclist Safety
Roadway Safety
(Water, snow, ice, etc.)
and much more.**

**It All
Matters!**



**So,
Where do
we
Begin?**





Accreditation

Mission Statement and Vision Statement



**“Fare Free Transportation
is a client service-oriented
organization dedicated to
providing safe....”**

**“The Department of
Fare Free
Transportation
holds health
and safety
among our
highest values.”**



Does Your Staff Sign Off on Policy?

EMPLOYEE
HANDBOOK

Safety Officer ?

Does your agency have someone whose job it is to train staff, focus on safety, and address safety issues?






New Hire Training

Train to Proficiency

New Driver Checklist/ Department Orientation



Driver's License Received _____
 Medical Certical Received _____
 First Respond Drug Form Received _____
 Hepatitis "B" Shot Form Received _____
 Uniform Size Info Received _____

Driver's Name: _____

<u>Policies</u>	<u>Motor Vehicle Accident Policy/Reporting/Forms</u>	
Initial: Date:	Initial: Date:	Initial: Date:
Employee Handbook _____	Accident Policy _____	
County Policies (intranet) _____	Accident Reporting _____	
Inclement Weather Policy _____	Procedures _____	
ADA Policy _____	Responsibilities _____	
Threshold Policy _____	Accident Forms _____	
Blood Borne Pathogens _____	<u>Drug and Alcohol Program</u>	
Back Care/Safe Lifting _____	Employee Assistance Program _____	
Drug and Alcohol Policy _____	Procedures for Positive Test _____	
Seatbelt Policy _____	Observation/Reporting _____	
Cell Phone Policy _____	Medical Declaration Forms _____	
<u>Passenger Service</u>	<u>Worker's Comp</u>	
Portable Oxygen Tanks _____	Reporting Injury _____	
Disabilities _____	Worker's Comp Claim Form _____	
Mobility Aids _____	<u>Uniforms</u>	
Service Animals _____	Uniform Policy _____	
<u>Incidents/Defensive Driving</u>	<u>Sick Time/Call outs</u>	
Incident Reporting/ Forms _____	Sick Time Policy _____	
Car Seat Securement _____	<u>Vehicle Operations</u>	
Railroad Crossings _____	Maintenance and Cleaning _____	
Wheelchair Securement _____	Use of Tablets on Vehicle _____	
First Responder Form _____	Fuel Procedure _____	
<u>Motor Vehicle</u>	Lift Operations _____	
All Hazard Forms _____	Emergency Evacuations _____	
Violations _____		
Pre/Post Trip Inspection Forms _____	<u>Mobile Meals</u>	
DMV CDL Requirements _____	Meal Delivery _____	
Vehicle Breakdown Procedure _____	Meal Driver Policy _____	

I have read and understand the above policies and procedures. I also understand that I will be attending a County wide orientation and will be require to attend further, periodic department specific trainings.

Driver Name: _____

Training Officer Name: _____

Driver Signature: _____

Training Officer Signature: _____

Date: _____

Date: _____

Supervisor Signature _____

Revised 4/26/23

Train to Proficiency

NEW DRIVER TRAINING LOG

DRIVER NAME: _____

PASS Training: Americans with Disabilities Act
 Service Animals
 Mobility Aid Securement
 Customer Service
 Disability Awareness
 Blood Borne Pathogens
 Lift Operation Procedures

Total: 16 hours

DATE _____

County Orientation: First available/TBD

Total: 8 hours

Fare Free Orientation: (See new driver checklist)

To include: Fare Free Policy Manual
 Introduction to paperwork:
 Accident Form
 Incident Reports
 Pre-Trip Inspections
 Medical Declaration
 First Responder Form

Total: 2 hours

Account Clerk/Payroll:
 Time Off/Vacation Requests
 Payroll/Overtime/Comp Time
 Time Clock/Tardiness
 Sick/Doctor's Note
 Holiday Pay

Total: 1 hour

New Driver Observe Full Time Driver:
 Use of MDT/Manifest
 Interaction with Passengers
 Wheelchair Securement
 Run Types/Shopping (8hrs)/Escort(8hrs)
 Safe Driving/Parking

Total: 8 hours

Full Time Driver Observe New Driver/Same as above

Total: 16 hours

Meal Driver Training:
 Intro to Van/Oven
 Paperwork/Dept. of Aging
 Kitchen/Senior Centers
 Emergency Situations

Total: 6 hours

Page | 50

CAPE MAY COUNTY
DEPARTMENT OF TRANSPORTATION

4 Moore Road - DM 0828
Cape May Court House, NJ 08210-1601
Voice: (609) 888-3700



E. Marie Hayes
Fireholder

Daniel J. Mulroney
Director

NEW DRIVER OBSERVATION

DRIVER'S NAME: _____

OBSERVER'S NAME: _____

DATE OF OBSERVATION: _____

- | | | |
|---|---------|--------|
| Was driver in uniform? | YES ___ | NO ___ |
| Was driver's County ID visible? | YES ___ | NO ___ |
| Did driver appropriately complete the pre-trip inspection? | YES ___ | NO ___ |
| Did driver check for operability of surveillance system? | YES ___ | NO ___ |
| Was driver able to use the MDT? | YES ___ | NO ___ |
| Did driver exit the vehicle for every client? | YES ___ | NO ___ |
| Was driver courteous to every client? | YES ___ | NO ___ |
| Did driver check for seatbelt securement of all passengers? | YES ___ | NO ___ |
| Did driver operate the lift in accordance with training? | YES ___ | NO ___ |
| Did driver appropriately secure wheelchairs? | YES ___ | NO ___ |
| Did driver appropriately secure mobility devices/walkers, etc.? | YES ___ | NO ___ |
| Did driver operate the vehicle in a safe manner? | YES ___ | NO ___ |
| Did the driver park for pick-up/drop off in a safe location? | YES ___ | NO ___ |
| Did driver note each pick-up/drop off via MDT in a timely manner? | YES ___ | NO ___ |

Comments: _____

Train to Proficiency

Reasonable Suspicion





Document, Document, Document!

Keep accurate and complete training files on all employees. One of the first places that attorneys are going to look is in the employees training file.



Be Aware..... We Need More Wares

- Stay on the message:
 - Never walk/drive past a potential hazard...see something, say something
 - Frayed straps
 - Slippery substance on the floor
 - Fluid under the bus
 - Passenger that seems ill or upset or intoxicated
 - Mobility device that is damaged or not functioning
 - Damaged or messy bus stop shelter
 - Dangerous pick-up or drop-off location
 - Yada, yada, yada.

**Your Team
Should
Always be
Thinking
About These
3 Questions**

What did you know?

When did you know
it?

What did you do
about it?

The image features three red location pins of varying sizes and positions against a clear blue sky. The largest pin is in the center, with a smaller one to its left and a very large, partially cut-off one on the right. A black horizontal bar is positioned at the bottom of the image, containing white text.

Pick-up and Drop-off Locations

We all get new clients for our door to door or curb to curb service. When the new rider registers, we should send someone out to inspect the property before we send a bus!

Pre-Trip and Post- Trip Inspections





Effective Report Writing

“I went to pick up Audrey Smith today and she fell down the steps.”

Cape May County Department of Transportation
4 Moore Road - DN 626 - Cape May Court House, NJ 08210

DEPARTMENT INCIDENT REPORT

SUBMIT TO SUPERVISOR & SAFETY DESK WITHIN 24 HRS

Please fill out completely and attach any relevant reports as appropriate.

Reporter Name: _____

Reporter Title: _____ Route # _____

Date of Incident: _____ Time of Incident: _____ AM _____ PM

Location of Incident: _____
(Please note EXACT location; i.e. street name, crossroad, address, section of building, etc.)

Notification of Incident to Supervisor: Yes No

Name(s) of involved individual(s): _____
PLEASE PRINT

NOTE: If any individual(s) involved are non-employee's, please fill out additional information below:

Name: _____ Name: _____

Street/Apt: _____ Street/Apt: _____

Town: _____ Town: _____

State & Zip Code: _____ State & Zip Code: _____

Telephone: _____ Telephone: _____

Male: Female: Male: Female:

Type of Incident: PLEASE CHECK ALL THAT APPLY.

Non-Injury: Visitor Injury: Passenger Injury:

Medical Emergency: Crime Committed: Motor Vehicle Damage:

Meals Client Down: Property Damage: Sexual Harassment Allegation:

Brief Description of Incident: _____ Other:

(Please be as specific as possible.)

Department Director's Review - Sign & Date _____ Reporter Signature _____ Date _____

Effective Report Writing

Side Two

Following to be completed by Supervisor:

Actions taken: PLEASE CHECK ALL THAT APPLY:

Repairs Scheduled: Internal Investigation: Police Intervention:

Hospitalization: Report Submitted to HR: Criminal Charges:

911 Call: Emergency Room Visit: Staff Disciplinary Action:

Supervisor's Review: (Include actions taken, current status, recommendations to prevent recurrence. Attach any relevant reports.)

Supervisor Name (Please Print) _____ Supervisor Signature _____ Date _____

Supervisor Title (Please Print) _____

Additional comments/information if necessary:

Official Use Only

Form reviewed by: _____ Insurance Claim Required: _____ Executive Director Notified: _____
Workman's Comp. Authorized: _____ Legal Intervention Required: _____
Court Date: _____ Date Incident Report Closed: _____ Date Filed: _____

We're All in This Together

Supervisors and Safety Officers need to do their due diligence upon reviewing reports. Pass them up the chain of command until everyone agrees that the report is ready to move on.



The Law Offices of Dewey, Cheatem, and Howe

Remember, some of these reports may end up in front of an attorney (or multiple attorneys), insurance professionals, medical personnel, or judges.

Class Action Park





Do Bus Schedules Play a Role in Safety?



Feedback!

Remember to give your team consistent feedback. When people do not receive communication or feedback, they fill in the blanks with their own answers! They may even stop bringing you safety issues.

Safety Committee





Statistical Compilation

A black pen is positioned diagonally across the bottom of the image, resting on a table of numerical data. The table contains several columns of numbers, including 125,058, 125,487, 124,000, 154,568, 56,845, 110,000, 150,000, 35,000, 97,511, 99,011, 99,216, 101,090, 101,684, 124,500, 125,000, 154,000, 95,000, 154,200, 110,000, 89,000, 50,000, and 700.

125,058	154,568	97,511	124,500
125,487	56,845	99,011	125,000
124,000	110,000	99,216	154,000
150,000	150,000	101,090	95,000
35,000	101,684	101,684	154,200
			110,000
			89,000
			50,000
			700



Recognize Safety Trends / Issues

Have your team
assess the
frequent nature of
certain types of
safety issues and
collectively seek
solutions.



Upon Further Review...

Do we need to change the way we approach certain situations?

Do we need to re-train specific staff member?

Should we consider a change in policy?

Accident Review Committee



Bus Driver Issues



Every / Any Meeting Starts with Safety

A proactive, preventative approach to safety and accident reduction will ***bear*** benefits in the long and short term



Ingrained Culture

Accident rates fall, employee ownership rises, and engagement increases. Employees start to look out for each other.



Us vs. Them Atmosphere

Mistrust caused by a reactive environment disappears and is replaced by a safety environment for all



Consistent Refresher Courses and Training Updates

- Annual Ride-Along Program
- Ghost Rider Assessments
- Local, State, National Rodeo Participation

A close-up photograph of a camera lens, showing the intricate details of the glass elements and the metal housing. The lens is positioned on the left side of the frame, with the text overlaid on it. The background is a soft, out-of-focus bokeh of various colors, including purple, pink, and blue, creating a dreamy and artistic atmosphere. The text is in a bold, white, sans-serif font, centered over the lens.

**How Many
Cameras Do
You Have on
Your Buses?**

**Are You
Including
these?**





Social Media

No one wants
their safety
mistakes going
viral...and it
happens very
quickly!

Risk Normalization

Risky or dangerous behaviors gradually become acceptable over time



Risk Tolerance

If we take a risk and nothing happens, we tend to take the same gamble again. The more often that happens, the higher our risk tolerance becomes



Risk Perception

Ability to assess how perilous and action is

+

Risk Tolerance =

Willingness to accept the perceived danger

Employee Risk Profile

What is this employee's Risk Profile?



People Take Risks

Even avoidable and preventable risks that cause themselves and others injury

Predictable is Preventable

Even if every conceivable risk could be managed, monitored, and mitigated...you still can't plan for one thing:

Human Nature!

Why?

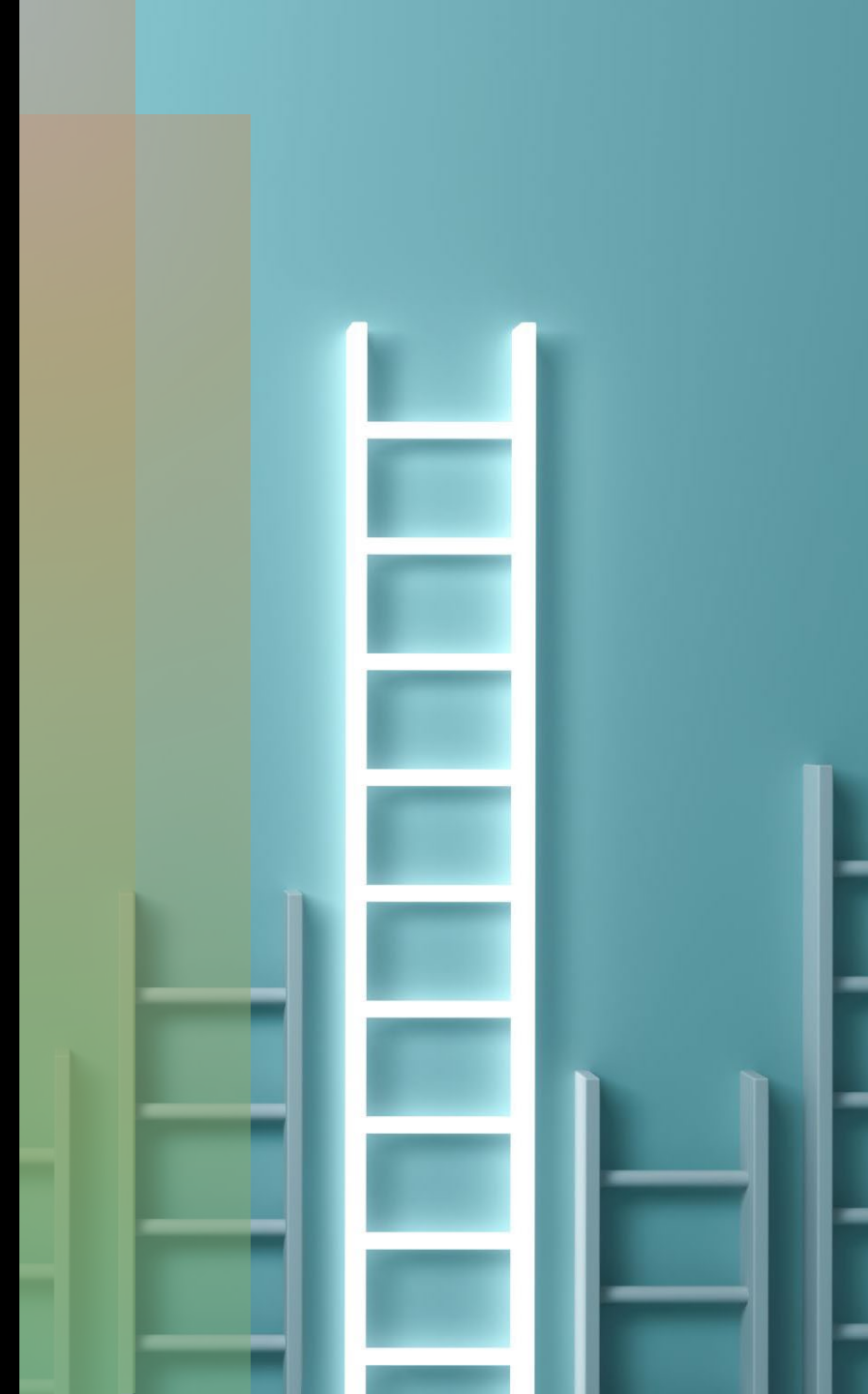
Because they're in a rush:

They stand on a table or a desk instead of a ladder.

“This will only take a minute”

Taking action before proper assessment:

“I've done this before, no need to worry”



Careless Work





Overconfidence in their abilities:

“I’m really good at this, I’ll take care of it”

Underestimating the work involved and the associated risks:

“No problem, this will take two minutes”

Cutting corners and saving money:

“I’ll save us \$3.00!”

Complacency

Complacent workers are often “in-the-moment” and on auto –pilot. They move through their process without critical thoughts concerning their actions.

Complacency can happen regardless of age or experience. Routine, comfort and too much time on a task can lead to complacency.

Situational Awareness

Actively monitoring your surroundings to spot potential hazards or risks so that you can quickly act to mitigate them





Situational Awareness

Focusing on this process becomes a habit of being observant and anticipating potential threats, thus responding to them effectively producing safer outcomes.

Safety Leadership

Studies show that an atmosphere of safety leadership produces workers who are less willing to take risks on the job.



Your Impact on Workers' Risk-Taking Behavior

Do they see you:

Walk away with a person on the lift?

Drive with the doors open?

Fail to secure a wheelchair?

Driving while distracted?





Investment in Culture

It takes 3-5 years for an organization to build a culture of safety...then it comes down to the organization's ability to reinforce that culture by staying on the message and ongoing training



“We don’t do things right once in a while, we do them right all the time...”

Vince Lombardi



Let's Review Using "The Law of the Harvest"

Cultivate the soil: Create the perfect environment for your safety program to grow by setting good policy and procedure

Plant the Seeds of Growth

- Teach your team safety principles and continue to water and cultivate them by sticking to the message, continually reinforcing the principles and setting good examples

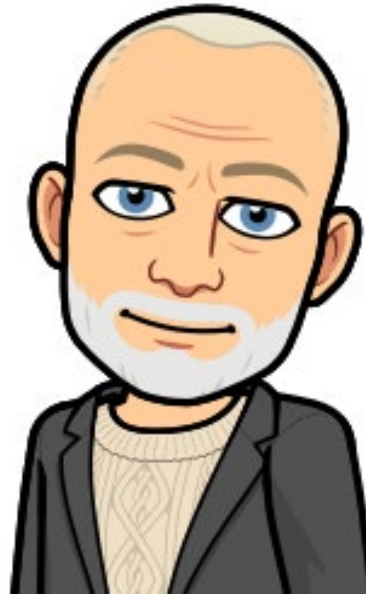




Harvest Your Crop

See the end results of your efforts as your team looks out for each other, cuts down on mistakes, risks, and injuries by growing up on your farm.

THANKS



Mulraney Training and Consulting, LLC

Mulraneytac@gmail.com

609-335-2821