

2021 FTA Joint State Safety Oversight and Rail Transit Agency Virtual Workshop

State Safety Oversight and Rail Transit Agencies Effective Working Relationship

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Overview

- Principles of Effective Working Relationships
- Safety Culture
- The State Safety Oversight Program Relationship
- Authority
- Opportunities for Relationship Building
- The Result

Principles of Effective Working Relationships

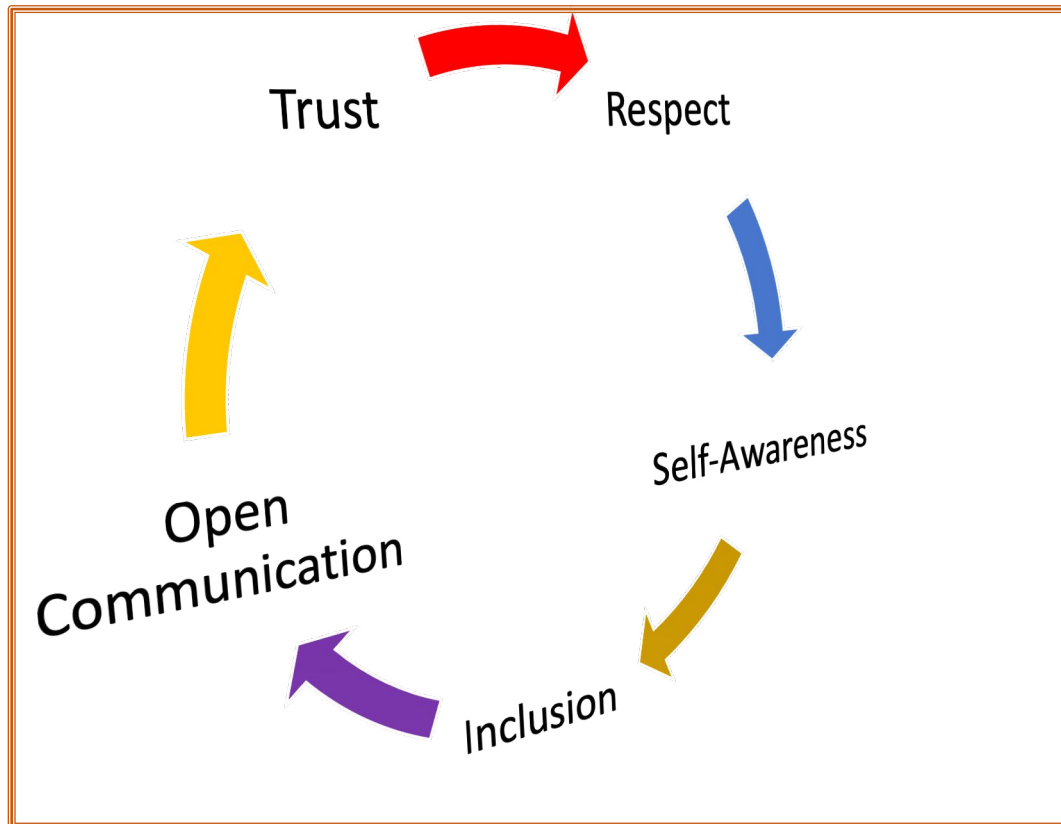
Business industry consultants list the following as Principles of Effective Working Relationships:

- ❖ Trust
- ❖ Respect
- ❖ Self-Awareness
- ❖ Inclusion
- ❖ Open Communication



Safety Culture

Principles of Effective Working Relationships Can Be Incorporated Into Safety Culture



Safety Culture

The shared values, actions, and behaviors that demonstrate a commitment to safety over competing goals and demands.

The State Safety Oversight Program Relationship

The SSO Program is responsible for rail transit safety and the parties involved include:

Federal Transit Administration

- Responsible for ensuring SSOAs and RTAs compliance with Federal requirements.

State Safety Oversight Agency

- Responsible for Direct safety oversight of rail transit agencies in its State.

Rail Transit Agency

- Responsible for day-to-day safety of its system and compliance with State and Federal laws.

Authority

49 C.F.R. § 674.27(a)(1)

Program Management. The SSO program standard must explain the authority of the SSOA to oversee the safety of rail fixed guideway public transportation systems, policies that govern the activities of the SSOA, reporting requirements that govern both the SSOA and the rail fixed guideway public transportation systems, and steps the SSOA will take to ensure open, on-going communication between the SSOA and every rail fixed guideway public transportation system within its oversight.

CODE OF FEDERAL
REGULATIONS

49

Transportation

Authority – Program Standard

49 C.F.R. § 674.27(a)(1)

Program Management. The SSO program standard must explain the authority of the SSOA to oversee the safety of rail fixed guideway public transportation systems.



Authority – Policies

49 C.F.R. § 674.27(a)(1)

Program Management. The policies that govern the activities of the SSOA.



Authority – Reporting Requirements

49 C.F.R. § 674.27(a)(1)

Program Management. The reporting requirements that govern both the SSOA and the rail fixed guideway public transportation systems.



Authority – Communication

49 C.F.R. § 674.27(a)(1)

Program Management. Steps the SSOA will take to ensure open, on-going communication between the SSOA and every rail fixed guideway public transportation system within its oversight.



Opportunities for Relationship Building – Program Standard

Recommendation

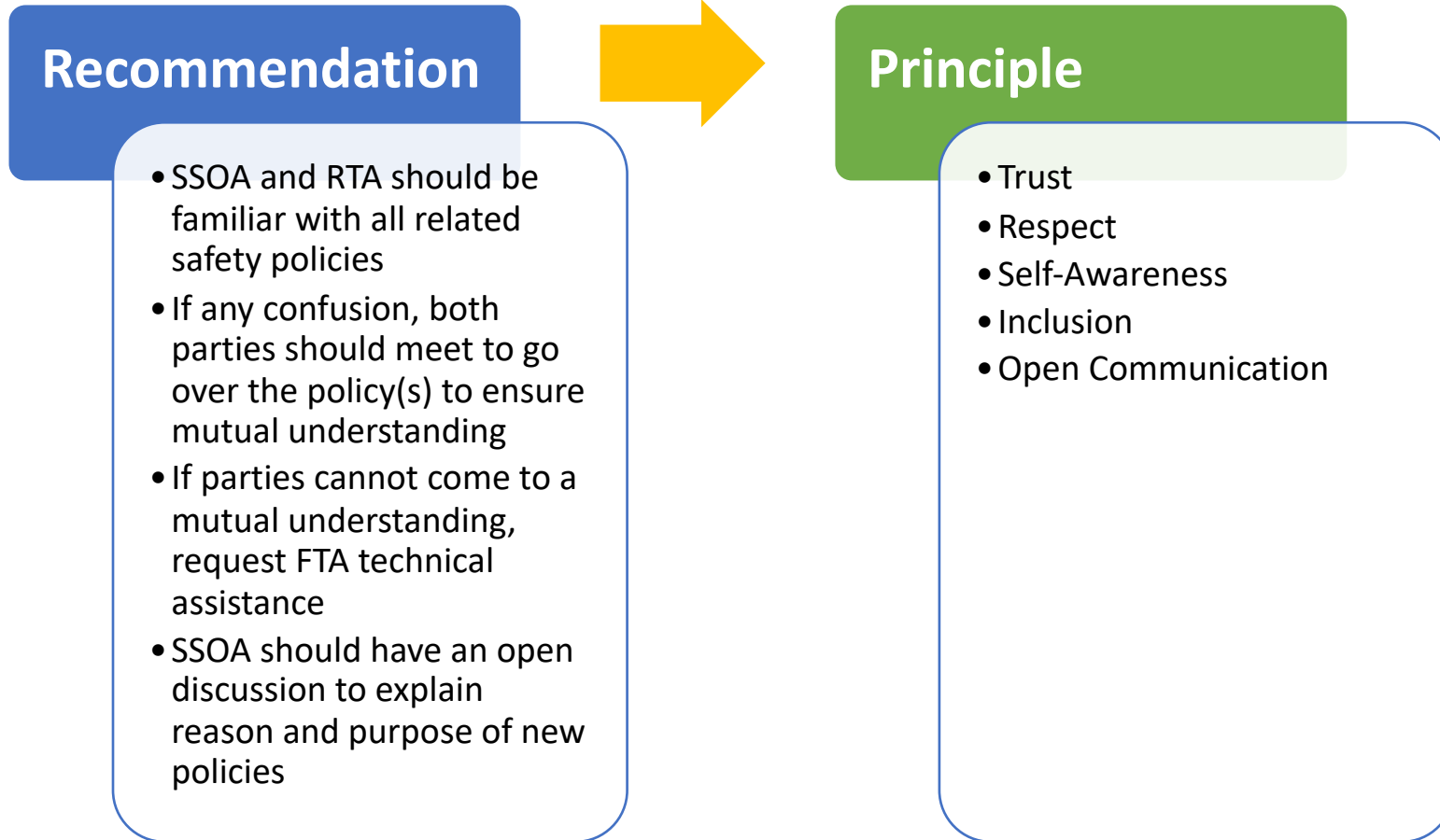
- SSOA allow RTA to review the Program Standard before final
- SSOA considers RTA comments to Program Standard
- SSOA provides disposition of RTA comments prior to finalizing Program Standard
- Have RTA as a signatory of Program Standard (not for approval, but acknowledgment)



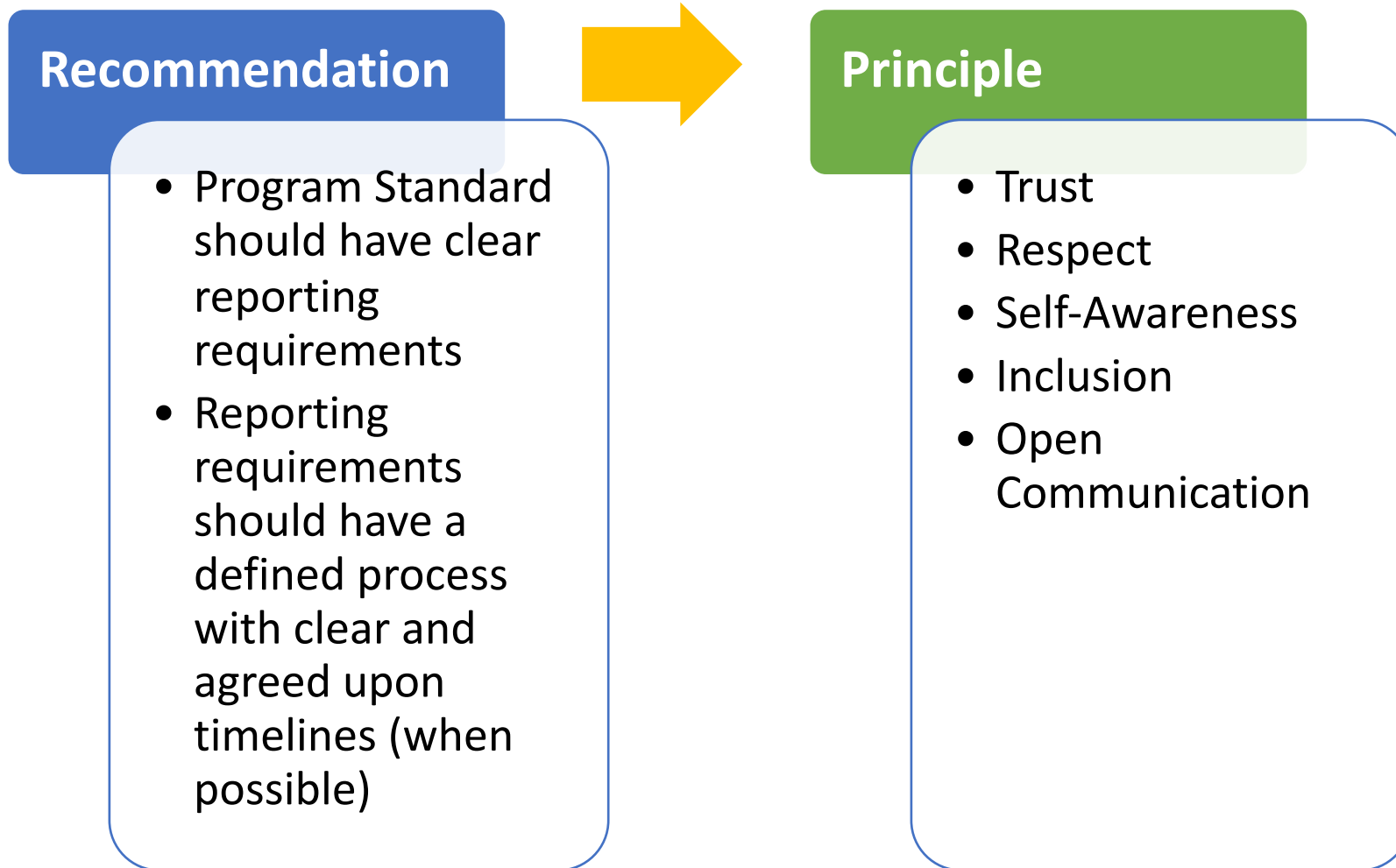
Principle

- Trust
- Respect
- Self-Awareness
- Inclusion
- Open Communication

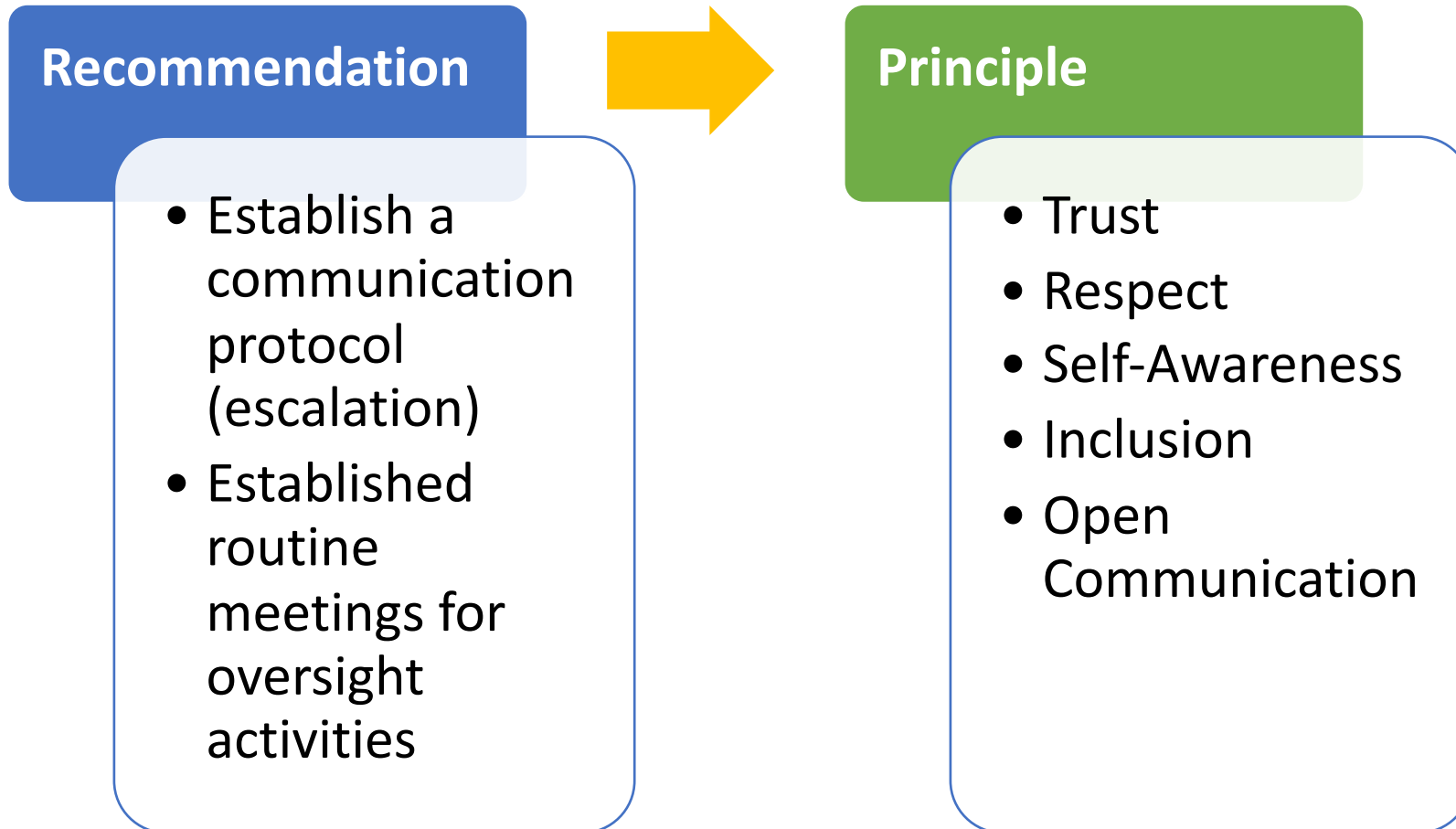
Opportunities for Relationship Building – Policies



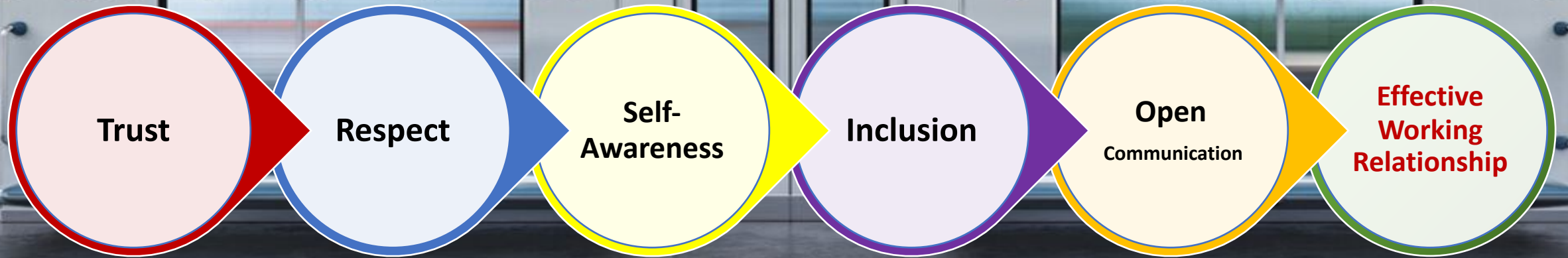
Opportunities for Relationship Building – Reporting Requirements



Opportunities for Relationship Building – Communication



The Result



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Building an Ideal SSO/RTA Relationship

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Molly Hughes, WSDOT State Safety Oversight

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Types of relationships:

Avoidance

Combative

Collaborative

First: Communicate!

- ▶ Create channels for regular communication between the SSO and RTA
 - Occasion: When things are going well *and* when things are not going well
 - Levels of Formality: Formal *and* Informal
 - Management Levels: *Manager and Executive*



Second: Create a Collaborative Dialogue

Safety communication should be **two-way**:

▶ SSO:

- ▶ *Assist* in understanding FTA regulations
- ▶ *Apply* interpretations consistently
- ▶ *Provide* coaching and guidance when necessary
- ▶ *Support* Safety team with executive leadership
- ▶ *Acknowledge the progress the RTA is making in implementing SMS*

▶ RTA:

- ▶ *Understand* and communicate current and emerging risks in its operation
- ▶ *Assist* the SSO in becoming familiar with new/changing policy and procedure
- ▶ *Provide* updates on current investigations/CAPs/internal audits
- ▶ *Assist* the SSO in learning agency processes and procedures
- ▶ *Be fearless about having candid conversations around safety challenges*



Third: Calibrate Often

- ▶ The RTA and the SSO should always be checking to see if the SSO's *presumed* risk exposure lines up with the RTA's *observed* risk exposure.
- ▶ Gaps in assessment should be addressed as soon as possible. Why doesn't the data line up?
- ▶ RTA and SSO should also calibrate with other industry organizations to source baseline data.
- ▶ Don't be afraid to talk about long-term strategies and goals. **We all have the same goal of providing a safe service for the communities we serve.**



Questions/Discussion

Thank you!