



**Massachusetts Bay  
Transportation Authority**

# Safety Trainings for Bus Ops

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# Training Relief Week


## PROBLEM

- ~1500 bus operators must complete 28 hours worth of training every 2 years.
- However, there is no mechanism for scheduling operators for the training or covering their work while they are at the training.
- Resulted in significant levels of non-compliance and dropped service.

## SOLUTION

- Bundle all trainings in one scheduled week**
- **Service:** Built into the schedule and cover already assigned at the pick.
  - **Compliance:** Built a tool to ensure every operator could stay in compliance.
  - **Scheduled:** Prior to every rating, as well as automated weekly reminders.

**Training Week**  
Investing in the future  
of our Operators



**BUS OPS**  
Bus Operations

Weekly Schedule					
Day	Monday	Tuesday	Wednesday	Thursday	Friday
Training	Accessibility in Motion	Trapeze & Bus Safety Flagging	Bus Recert.	Required Online Trainings	Career & Skill Development

## RELEVANCE

- A way to invest in our employees, boost morale and provide our employees with the tools they need to succeed at their job.
- Over half of the trainings are safety related.



# Bus Safety Flagging



A 4-hour training consisting of classroom and hands-on instruction to ensure safety procedures.

## The curriculum aims to:

- Ensure operators understand the levels of protection and how to properly set up a bus flagging site.
- Ensure operators know how to properly communicate via hand signals and radio.
- Help support the MBTA in their efforts in upgrade and improve stations and facilities.



# Bus Recertification

An 8-hour program consisting of classroom and hands-on instruction to ensure an employee's familiarity and proficiency of the MBTA rules and responsibilities for their job classification.

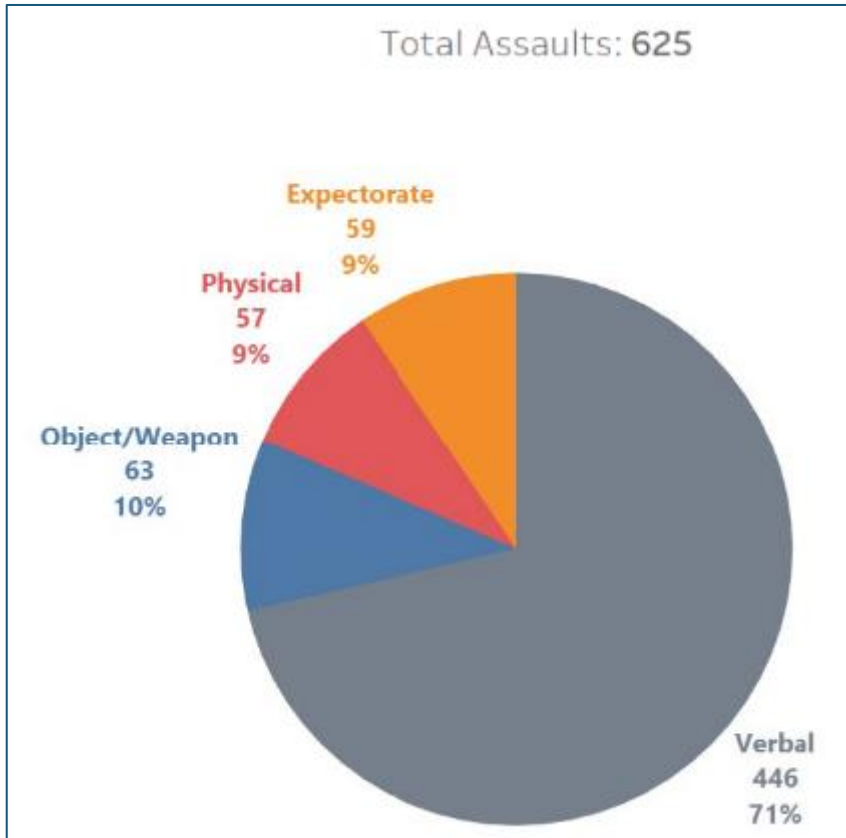
## The curriculum includes:

- Current defensive driving techniques.
- Refresher on how properly set up and execute turns and other driving protocols.
- Refresher on newer buses.
- Importance of not being complacent while behind the wheel of a bus
- Highlights awareness of pedestrians and cyclist around the bus – safety zones.



# De-Escalation

## Bus Operator Assaults by Type

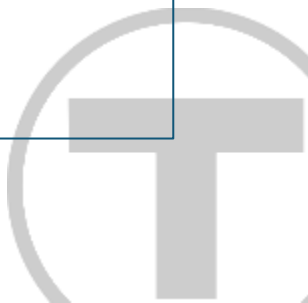


Data from 2020 Q4 to November 2023

An 8-hour program designed for bus operators to enhance their skills in handling various confrontational scenarios that may arise on buses or at stations.

### The curriculum will include:

- Understanding conflict and how to navigate it.
- Strategies for situational awareness.
- How to assess and diffuse a conflict situation.
- De-escalation techniques.
- Role play common conflict scenarios for bus operators of the MBTA.
- Teaches employees on the support system in place to assist them in case issues arise.



# Required Online Courses

## SAEPET

- Federally mandated by TSA for security-sensitive employees every three years (e.g., motorpersons, bus operators, maintenance personnel, etc.).
- Educates employees and contractors on the fundamental strategies, concepts, and required actions to identify, prevent, report, and respond to security concerns and incidents.
- Enhances our security monitoring capabilities in the field and better prepares our system for terrorist-related events or other occurrences that threaten the system's integrity.

## SMS – Safety Management System Fundamentals

- To build foundational knowledge and awareness of the SMS components: Safety Management Policy, Safety Risk Management, and Safety Assurance Promotion.
- During this course, attendees will be able to define what an SMS is, what their role is in the SMS, identify what to report and how to report safety conditions, and understand how the employee safety reporting program works at the MBTA.

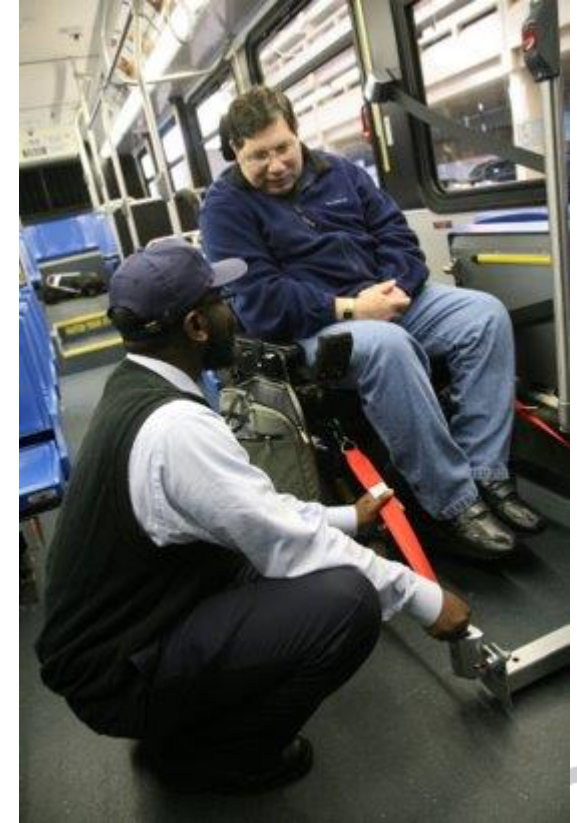


# Accessibility in Motion

A comprehensive 8-hour program consisting of classroom and hands-on instruction to ensure accessible service for all riders.

## The curriculum includes:

- The importance of accessibility and its impact on our riders.
- The prevalence of non-apparent disabilities.
- Their role and responsibilities in ensuring a rider's entire bus trip is safe and accessible.
- How to properly assist riders when requested.
- How to effectively and respectfully communicate with riders with various types of disabilities.
- How to correctly secure existing and newer wheeled mobility devices
- How to communicate with and assist riders during an emergency
- Also includes the perspectives of riders with disabilities.



# Customer Perspective: Riding with a Non-apparent Disability

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