

**From:** [Gadke, Phillip](#)  
**To:** [McGuigan, Patrick](#)  
**Cc:** ["Ann Kovich"](#)  
**Subject:** Safety Plan Update for TC  
**Date:** Tuesday, June 23, 2020 5:29:25 PM  
**Attachments:** [image001.png](#)  
[6-23-20 PTASP Org Structure Updated.docx](#)

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Patrick,

After reviewing the PTASP with Ann Kovich this afternoon, we identified a very minor error within the PTASP document for tomorrow's meeting. It is just a minor change with the org chart on one page with the remainder of the document unchanged. I have attached the page with the updated org chart (moved the Chief Safety Officer position from direct report to General Manager to Deputy General Manager).

There have also been a couple questions that came up that could be sent out to the group proactively to help clarify a few things within the plan. Is it possible to distribute the q and a to the TC group with the updated Org Structure page? Below are 2 questions raised regarding the safety performance targets within the PTASP.

What measures were considered when determining the safety performance targets?

- The targets were set based on Metro's annual safety performance in each category. For example, the injuries category has a target of 15 injuries annually with a rate of .23 occurrences per 100,000 vehicle revenue miles. Historical data indicates this rate of injury is a reasonable, obtainable target. Targets may be adjusted over time as safety performance improves.

At what point does an occurrence become a safety event? Do occurrences such as a slip and fall inside of the bus count as a safety event if the person reports they are ok?

- A safety event would be any occurrence that could result in an injury or property damage claim. A scenario like a passenger tripping and falling while entering the bus, hopping back up and reporting to the driver that they are ok, would still be reported and recorded as a "Safety Event". Close call situations where an accident is avoided and doesn't result in the bus coming in contact with anything are reported and recorded as a close call rather than a safety event. This close call data will be the heart of the safety management system with identifying and proactively mitigating hazards before accidents happen. This close call data will provide a window into the future of sorts.

A good example of using close call data would be the issue with intercity buses staging on University Ave. in the bus lane a few years back. There was a trend with operators reporting either general concern or close calls with merging around the stage buses through the bike lane. Because we never had a crash with a bike, the reports would not be considered "safety events" but created an obvious trend. Long story short, because of the bus operators we were able to get the buses relocated to other areas. It may not have been ideal for everyone

but in my opinion, it was only a matter of time before we had a bad crash with a bicyclist at that location.

The current safety event number is a collection of all accidents reported in 2019 less the occurrences with injury. Most of that number are quite minor in nature and would be considered error rather than negligence. Both safety event and close call data can complement each other when identifying trends and hazards. There are also cases where a close call also contains a safety event. For example, the bus operator is forced into a hard stop to avoid a collision with a car. Although no contact occurs, someone falls inside of the bus. Generally, this would be recorded as a safety event and the causal factors noted.

Thank you!



**Phil Gadke**

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Safety and Security

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