

Safety and Security

Bus safety is much more than ensuring that our drivers operate our coaches safely on the road, although that is a big part. Community Transit participates in the American Public Transportation Association's (APTA) Bus System Safety Program.

In 2000, an APTA pre-audit identified several areas for Community Transit to improve its safety, which we did:

- Develop a calibration program in maintenance – ensuring that tools like torque wrenches and meters used on critical safety components are within specified safety standards;
- Develop a quality assurance and quality control program – ensuring that we have documented inspections to show that work has been performed properly within established safety standards;
- Develop a preventive maintenance system for facilities maintenance – ensuring that preventive maintenance of bus shelters, bus stops and other facilities is scheduled and tracked; and
- Develop a vehicle maintenance safety certification program – ensuring that maintenance workers are certified and tested annually to work on vehicle brakes and other critical safety components.

In addition, Community Transit's employee Safety Committee, which reviews safety trends, analyzes accidents and incidents, and recommends improvements, is used as a model by the Washington State Department of Labor and Industries in training inspectors on how to run an effective workplace safety committee.

Security

After 9/11 Community Transit reviewed its overall security policies and took steps to ensure greater security at its facilities and on its buses. Among the new initiatives:

- Implementation of a corporate-wide badge policy;
- Security awareness training for drivers and all employees;
- Video surveillance cameras placed on all buses, all paratransit vehicles and at major park and ride lots;
- Creation of a TransitWatch program to involve riders in security awareness;
- Contract with Snohomish County Sheriff's Department for safety and protection services; and
- Establishment of a Mobile Operations Center able to keep critical communications active for our transit system if headquarters is made inoperable.

Since contracting with the Sheriff's Department studies have found a 60 percent reduction in car thefts at Community Transit park-and-ride lots, and a 54 percent reduction in on-board disputes reported by drivers.