IndyGo

Collisions Review

Governance & Audit Report No. 2024-06

Report Issued July 9, 2024

EXECUTIVE SUMMARY

Background

During late 2023 the Governance & Audit team, with input from management and its subject matter advisors, compiled a heat hap to identify and illustrate the agency's risk universe. Perspectives were sought on agency-wide risks, external risks, and threats to IndyGo's mission and objectives.

The FY2024 Internal Audit Work Plan was approved In January 2024 by the Governance & Audit Committee. Included in this approved work plan was the Collisions Review.

Objective and Scope

Examine the policies, procedures, and controls related to IndyGo's Collisions and perform a review of the collisions that have occurred over a designated timeframe and controls in place for the Collisions. Considerations included:

- Determine reasons for collisions (new drivers, route changes/detours, etc.)
- On-time performance contributing factor
- Preparedness for new drivers (training requirements for new drivers, time behind simulator, etc.)

Overall Summary and Review Highlights

Determining reasons why collisions occur is instrumental in IndyGo's attempt to provide a safe and secure commute for its passengers. Preventing accidents should be at the top of IndyGo's strategy. Identifying ways to help avoid preventable accidents is the first step in moving towards this safe and secure environment that IndyGo strives to provide.

The Risk and Safety Department is responsible for the submission of all the reporting for collisions through the National Transit Database (NTD) for IndyGo.

No observations and recommendations have been made by Governance & Audit for this review as IndyGo has a robust training and accident review procedures.

This review is divided into four categories:

- Collision Type
- Training
- Years of Experience
- Comparison to Other Transit Agencies

We would like to thank IndyGo staff and all those involved in assisting us in connection with the review. Questions should be addressed to Brian Atkinson in the IndyGo Department of Governance & Audit at: batkinson@indygo.net.

SUMMARY OF SELECTED COLLISION CATEGORIES

Subject	Summary Details
1. Collision Type	IndyGo Training material defines a collision as, "An accident is any incident or occurrence in which a vehicle comes in contact with a person, vehicle, or object, regardless of whether contact caused damage or injury or any incident on or around your vehicle involving injury or possible injury to a passenger or pedestrian." IndyGo Risk & Safety Department reviews all collisions and applies the National Safety Council's Chart of Contributing Factors to determine if Preventable or Non-Preventable. • A PREVENTABLE accident is when the operator fails to do everything reasonable to prevent the accident (neglect, failure to signal, etc.). Therefore, defensive driving is imperative. • A NON-PREVENTABLE accident is clearly not the operator's fault. Examples include if a rock hits your bus, or you are rear-ended while at a traffic signal, and there was no erratic movement of your bus (i.e., bus at a complete stop for a red light). **Total Traffic Accidents vs. Preventable Accidents** Total Traffic Accidents, Total Preventable Traffic Accidents, % Preventable per Traffic Accident (2018–2023 chart)

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	Management stated internally IndyGo is focused on lowering the number of preventable accidents. Preventable accidents are the highest costs to IndyGo as IndyGo is deemed 100% liable. IndyGo has done well with lowering these numbers of preventable accidents, although has seen a sharp increase for 2024. Management is continually looking for ways to improve the processes in place for the prevention of collisions.

2. Training	IndyGo performs the following training for Coach Operators as it pertains to accident prevention:
	• New Driver Training
	 o The Training Module for New Driver Training includes the following:
	  ▪ Accident Procedures
	  ▪ Vehicular Accident Policy
	  ▪ Accident Reporting
	  ▪ Passenger Accidents
	  ▪ Employee Accidents
	  ▪ Winter Accident Prevention
	  ▪ Drowsy Driving & Fatigue
	• Post Accident Training
	 o Coach Operators are retrained immediately following an accident.
	 o Training can be two hours to 3 days based on employee tenure, accident type, and severity.
	 o In the field training consists of a mock/reenactment of the accident environment for possible future preventative actions to be taken by the operator.
	• Annual Refresher Training for all Coach Operators
	• Discretionary Training, if issues have been identified by Transportation.

3. Years of Experience

Review was performed to determine if years of experience plays a contributing factor in the number of accidents that occur with coach operators at IndyGo. The following graph shows the years of experience and how it plays into the number of accidents.
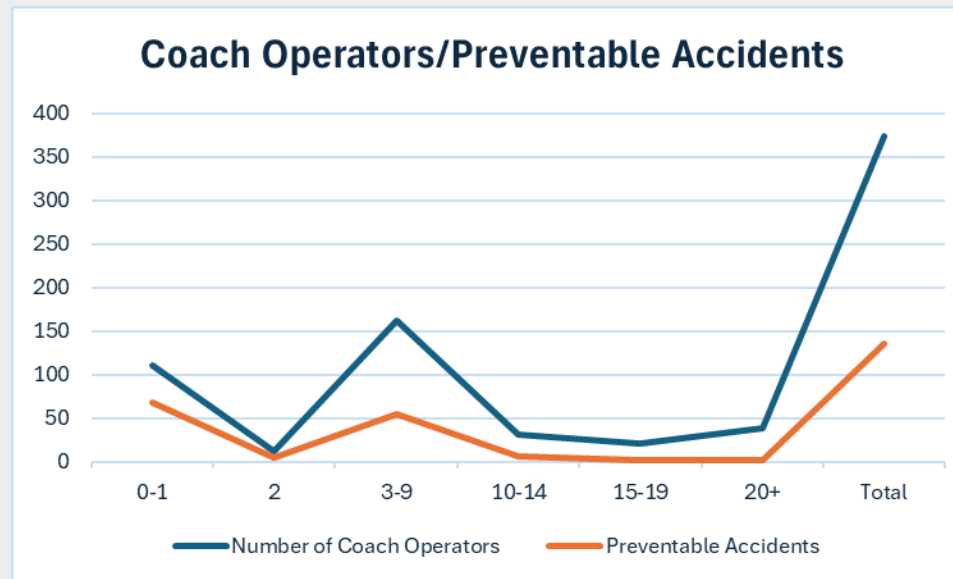
Per review of the above graph, it was determined that a spike in the number of collisions occurs for new drivers as well as another spike occurring around the three to nine years of service timeframe. It was thought to be due to the complacency of the worker; however, through review of the information obtained, it was noted that the bulk of our drivers are in the three to nine years of experience category. Thereby, making sense that this group would have inherently the higher number of accidents. In addition, it was noted that the largest group of drivers in the three-to-nine-year experience drives more hours and miles than other groups and technically has a smaller percentage overall.

2. Comparison to Other Transit Agencies

Governance and Audit performed a comparison to other transit agencies of similar city size and like modes of transportation offered to determine if IndyGo is trending with other organizations nationally. Review demonstrated IndyGo to have less accidents per 100k miles.