

Human Performance Committee Minutes

To: BISC Executive Committee
From: Human Performance Committee
Date: January 19, 2010
Re: Meeting Minutes, January 18, 2010

Approximately 21 members of the Human Performance Committee met for about 5¼ hours Monday 1/19/10 and discussed the following:

Educational Outreach Program for Tour Operators

The committee continued working on the Issue/Request For Action concerning the NTSB recommendations regarding the Mexican Hat, UT crash that was brought forward at the previous committee meeting June 8-9, 2009. Based in part on the recommendations of the NTSB, the Human Performance Committee determined to establish an Educational Outreach Program focused on Motorcoach Safety Topics for Tour Operators and make recommendations for delivery options.

The following issues were offered by the Committee for inclusion into the training program:

1. Safety Implications of Schedule In-Route Changes
 - a. Adjustments in the schedule increase costs
 - b. Lack of understanding of 10, 15, & 60/70-hour rules
 - c. It is up to driver to ensure he/she stays within the regs
 - d. The motor carrier must OK all schedule changes
 - e. Safety rules should be made clear in contract between tour operator and motor carrier
 - f. Final itinerary should be given to motor carrier __ days prior to departure
 - g. When establishing itinerary, planners should consider maximum miles possible in 10 hours of driving (based on allowable limits)
 - h. What are penalties of unsafe operations to driver
2. Regulatory Requirements
 - a. Hours Of Service
 - i. 10 Hr Rule
 - ii. 15 Hr Rule
 - iii. 60/70 Hr Rule
 - iv. Regulatory definitions of Off Duty, Driving, and On Duty times
 - b. Driver fatigue – 392.3
 - c. How many miles are allowed
 - d. Seated passengers (including Group Leader)
 - e. Blocking of aisles (bags, coolers, etc.)
 - f. Oxygen cylinders
 - g. Play Safety Video – When/ How Often?
 - h. Driver Distractions
 - i. Cell phones
 - ii. I Pod
 - iii. Group Leader
 - iv. Etc.
 - i. Seat belts
 - j. OSHA

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3. Itinerary Agreed Upon At Least 1 Week In Advance
 - a. Contract signed by Tour Operator and Group Leader
4. Educate Group Leaders
 - a. Handouts & Outreach Materials to
 - i. Group Leaders
 - ii. Schools
 - iii. Coaches
 - iv. Etc
5. Legal Ramifications for Tour Operators & Motor Carriers
 - a. Use case studies
 - b. Photos/Text
 - c. This could happen to you!
6. Driver To Notify Carrier Immediately Of Itinerary Change
 - a. Focus on Time Management
 - b. Be “Rigidly Flexible”
 - c. Revenue loss due to itinerary changes
7. Let Operators Know That Carriers Are Aware Drivers Are Being Asked To Operate Illegally/Unsafely
 - a. Be “Rigidly Flexible”
 - b. “We may be more expensive but we operate safely & within regulatory guidelines”
 - c. “Sell the Difference”
8. Group Leader to Sign Safety Plan
 - a. Tour Operator to advise Group Leader of Safety Plan
 - b. Include Group Leader in a pre-trip Safety Meeting
9. Planning For Driver’s Time Off
 - a. Adequate rest – At LEAST 9 hours Off Duty
10. “Safety 101” For Tour Operators
 - a. CTIS
 - b. NTA (National Tour Association)
11. Work with FMCSA & NTSB To Create Outreach Materials
12. W.I.F.M. – What’s In it For Me?

The HP Committee would like to explore the possibility of presenting the Tour Operator Training at the 2011 Marketplace.

The following Committee members have volunteered to serve on an Ad Hoc committee to flesh-out the checklist and develop training materials for the next BISC meeting:

Jackie Gottlieb
Dave Bolen
Paul Provencal
Scott Riccio
Joseph Osterman
Mike McDonal

The Ad Hoc committee will also explore a number of deployment options including, but perhaps not limited to, the ABA Tour Operator Training Site (CTIS), and will reach out to the National Tour Association to move the training/checklist to tour operators.

Inspired Solutions International

Paul Murphy demonstrated his new portable roll-up ramp. The ramp is constructed from aircraft grade aluminum, weighs only 27 lbs and can support 1000 lbs. The Committee offered no negative feedback but did express some concern about BISC's possible exposure to liability should the Committee approve or "endorse" this product. The Committee would like to review some user reports if possible, and would like to revisit this issue at the next meeting.

Electronic On Board Recorders

An Issue/Request For Action was received asking the Committee to review the expected FMCSA mandate for EOBRs on all motorcoaches. It is understood the Agency plans to publish a rule in the near future that will define what supporting documents an operator must retain for inspectors to compare against EOBR records. The Committee is not adverse to the EOBR requirement but asks the following:

1. First & foremost, the EOBR should not be installed as an enforcement tool, but rather as a method whereby carriers may better manage their fleet thereby lessening the burden on the carrier rather than making the requirements more burdensome
2. What is the definition of "supporting documents"? Are these the same documents that are considered today (E-Pass, toll receipts, fuel receipts, etc.)
3. May the motor carrier maintain the supporting documents in electronic format or must they be paper
4. FMCSA make the standard driver-specific rather than vehicle-specific

Detecting Driver Fatigue or determining "Fitness For Duty"

The Committee began to discuss methods whereby a carrier might determine the condition of their drivers before allowing them to drive. The Committee offered several points that might be considered for inclusion on a "Best Practices" list:

1. Larks & Owls – some people work better in the early hours and some are better in the late hours
2. A supervisor has interactive contact with the driver before he/she goes out
3. If the vehicle is equipped with a camera system, the carrier may review looking for performance problems

The Committee ran out of time and agreed to return to this issue at the next meeting. We discussed bringing in a guest speaker/s to demonstrate some technologies or methodologies that may assist the carrier in determining fitness for duty.

Respectfully submitted,

Wes Pemble
Chairman, BISC Human Performance Committee
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