

Fostering a Strong Safety Culture and Eco-System in Singapore's Railway Industry



Wu Peiwen, Manager, Rail Regulation
Divya Pugazhendhi, Senior Manager, Rail Regulation
Jerry Heng, Deputy Director, Rail Regulation
Chiam Boon Hui, Director, Rail Regulation & Licensing

Land Transport Authority, 71 Chai Chee Street, Singapore 468981

MULTI-PRONGED APPROACH TO ENSURE REGULATORY OVERSIGHT OF OUR OPERATORS



Audits & Inspections



Audit is an essential aspect of regulatory work. LTA conducts a wide-range of audits & inspections on the operators targeting safety compliance from Organizational to Department-level, down to the last man on the ground, as we believe that every individual in the organization has a part to play in upholding safety standards.

Safety Management System Audit	• Organisational Level compliance to Safety Management System (i.e. ISO 45001)
System Audit	• Six Critical System Department compliance to OEM and maintenance requirements
Operations Safety Audit	• Rail Operations Department (OCC, Station and Train) compliance to Operating Procedures/ Work Instructions
Safety Inspection	• Team and Personal responsibility as well as behavioural safety (i.e. unsafe act, unsafe condition)
Station Inspection	• Commuter Safety enhancement through identification of potential hazards at station
Operations Safety Submission Audit	• Operators' Compliance to Project Safety Review (Safe To Use) Procedure Manual before start of revenue service
Incident Management Audit	• Station Staff Readiness to manage train service disruptions and incidents



Regulatory Reports & Data Analysis



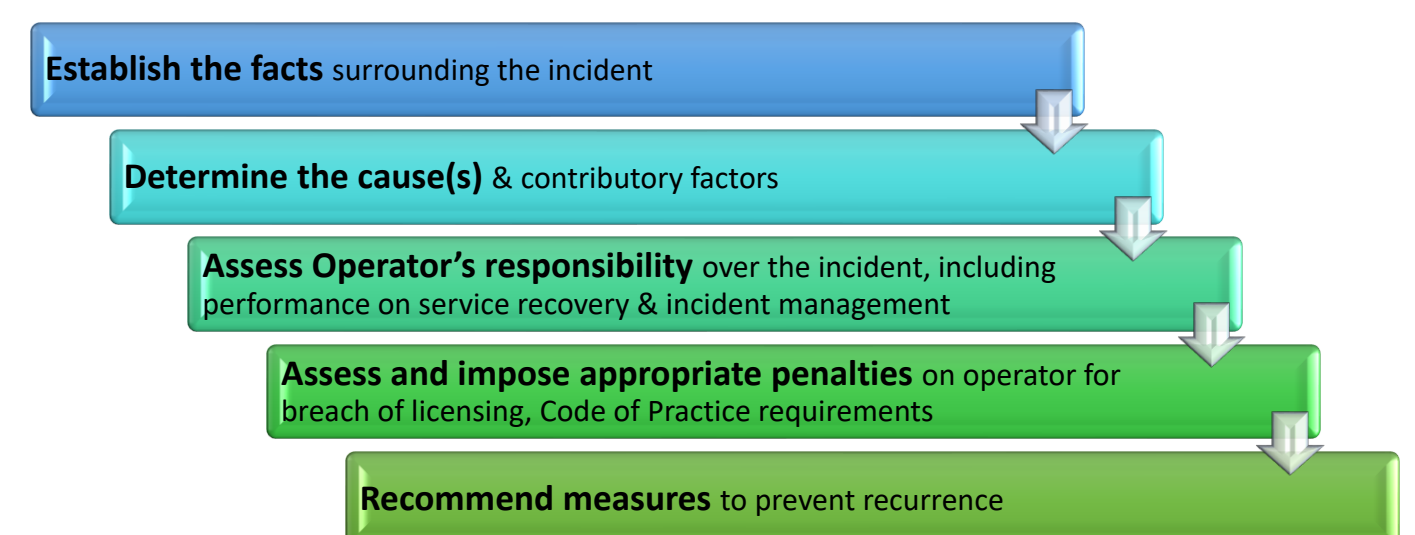
The operators submit regulatory reports as part of licensing requirements. LTA reviews these reports and analyses trends of defects and failures to identify hot spots & problematic sub-systems. LTA follows up with the operators to ensure targeted remedial actions are implemented in order to ensure safe and reliable performance.



Incident Investigation



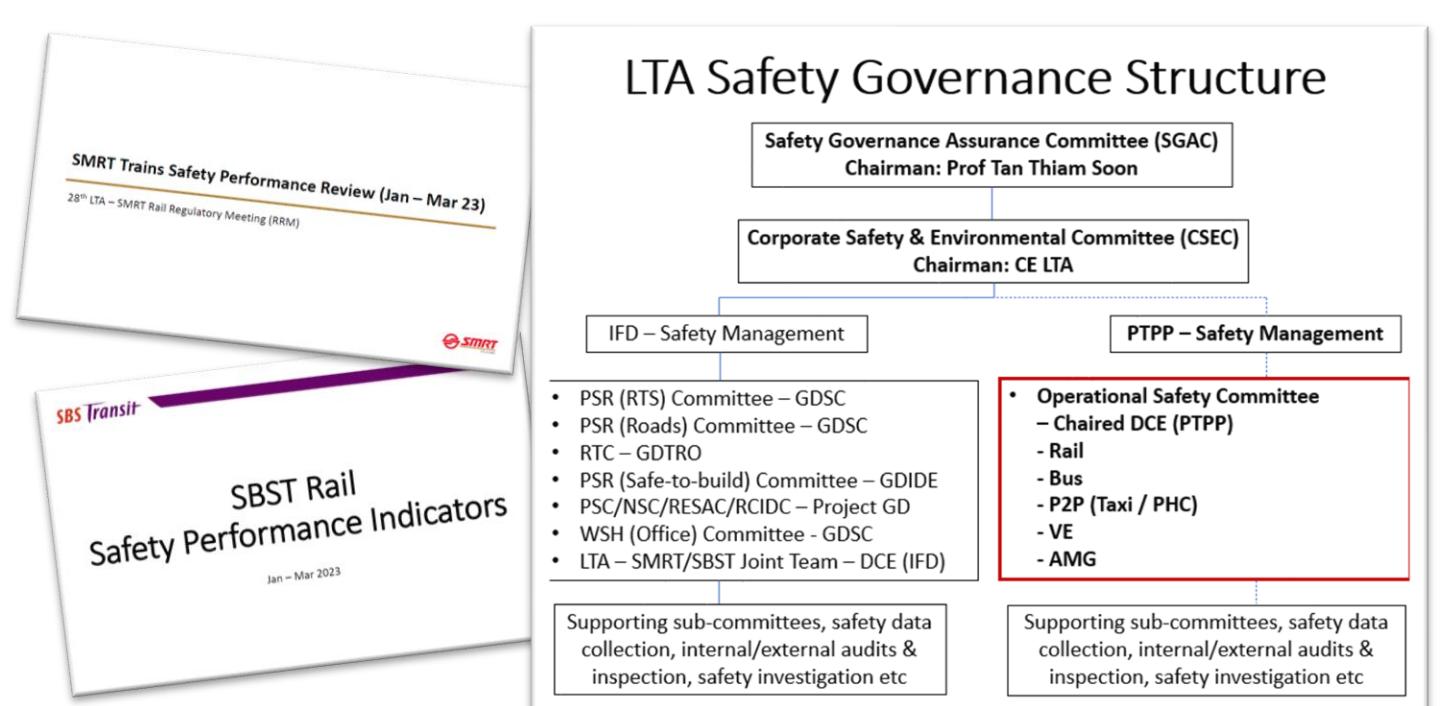
An audit framework is not a catch all solution; rail incidents and accidents still do happen and when they do, LTA thoroughly investigates and takes regulatory actions against our operators for any breach of licensing conditions.



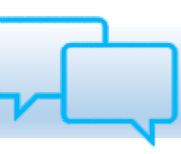
Regulatory & Safety Meetings



LTA monitors the operator's performance closely through Rail Regulatory meetings, where they present on their lagging and leading indicators. LTA leverages on this platform to share LTA's audit & inspection findings with operators. The operators' performance will also be reported to the Operational Safety Committee chaired by LTA's Deputy Chief Executive, where LTA will review their performance and discuss on potential areas of concern.



Cross-Sharing with Operators



Cross-sharing platforms and forums were introduced for key stakeholders to get together, brainstorm and share practices and initiatives that could help our rail eco-system in achieving the safety outcomes we envision. The Safety Conversation which is held annually serves as an informal platform to facilitate the exchange of operational, technical and maintenance safety information as well as to foster strong safety culture between the operators and LTA.



Safety Awards



Apart from taking punitive actions against the operators for any breach of licensing conditions, LTA will also need to reward them accordingly if they do well. LTA recognises the operators and their workers for their efforts in ensuring a safe and secure Public Transport Network.



Incentive-Disincentive Framework



LTA is exploring new initiatives such as the introduction of an incentive-disincentive framework which aims to incentivise operators to improve their performance. The incentive-disincentive framework will incorporate elements of self-policing & reporting.

Land Transport Authority

IRSC 2023

INTERNATIONAL RAIL SAFETY COUNCIL 2023

CAPE TOWN, OCTOBER 1- 6, 2023

