SSO Tracker System User Guide

Texas Department of Transportation

Version 1.2
August 2019

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Contents

SSO Tracker Overview

The Texas Department of Transportation (TxDOT) State Safety Oversight Agency (SSOA) created the SSO Tracker system for rail transit agencies (RTA) under SSO oversight to report, manage, and track SSO reportable of accidents, hazards, and corrective actions.

The SSO Tracker is the required method for RTA's to submit accidents, hazards, and corrective actions to TxDOT.

Accessing the SSO Tracker System

There are two ways to access the SSO Tracker System.

Limited System Access:
RTA staff that only need to submit initial accident notifications can use the SSO Tracker Webform. The Webform does not require a username or login to submit an initial accident notification. Webform users may only complete and submit the Webform and will have no additional system access.

Full System Access:
RTA staff that need full system access need to user account. An SSO Tracker user account allows RTA staff full access to the system including starting, completing, and submitting, and even revising accident, hazard, and corrective action reports.

RTA staff requiring full access to the system must contact their SSO Program Manager to request a user account. Requests may be made to either Carter Sieber, SSO Program Manager at carter.sieber@txdot.gov or telephone at (512) 486-5961, or Brendan Sennett, SSO Program Manager at Brendan.sennett@txdot.gov or (512) 416-2833.

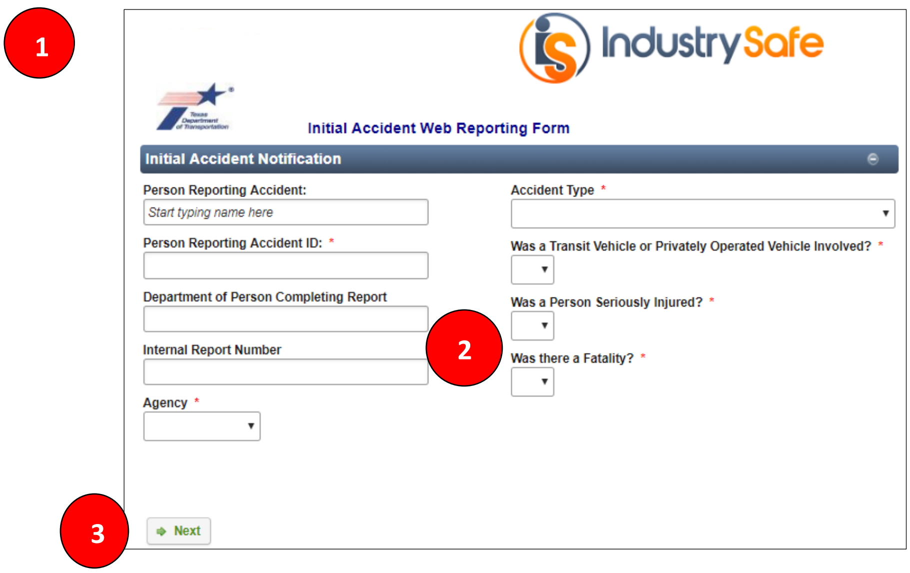
Need Help?
If you need additional assistance with the TxDOT SSO Tracker System you are encouraged to contact the system administrator by e-mail at carter.sieber@txdot.gov or telephone at (512) 486-5961.

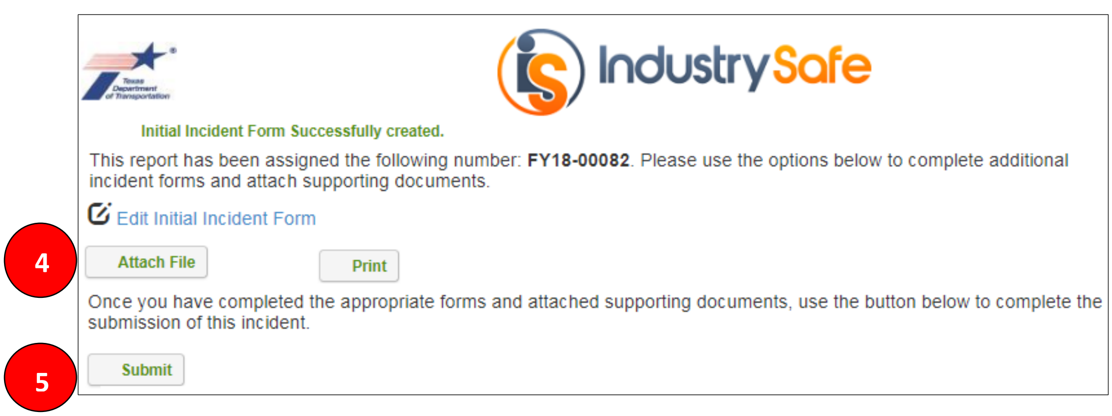
Initial Accident Notifications

Accident notifications to TxDOT can be completed using the webform, website, or mobile app. Each method is explained below.

Webform Accident Notification
The webform allows RTA staff without an SSO Tracker account to complete an initial accident notification. Simply open the webform, complete the accident notification, and click submit.

Completing an accident notification using the webform:
1) Open the webform link: https://app.industrysafe.com/TEXASDEPAR2/incidents
2) Complete initial accident notification.
3) Click "Next".
4) Attach files or pictures, as necessary.
5) Click "Submit"



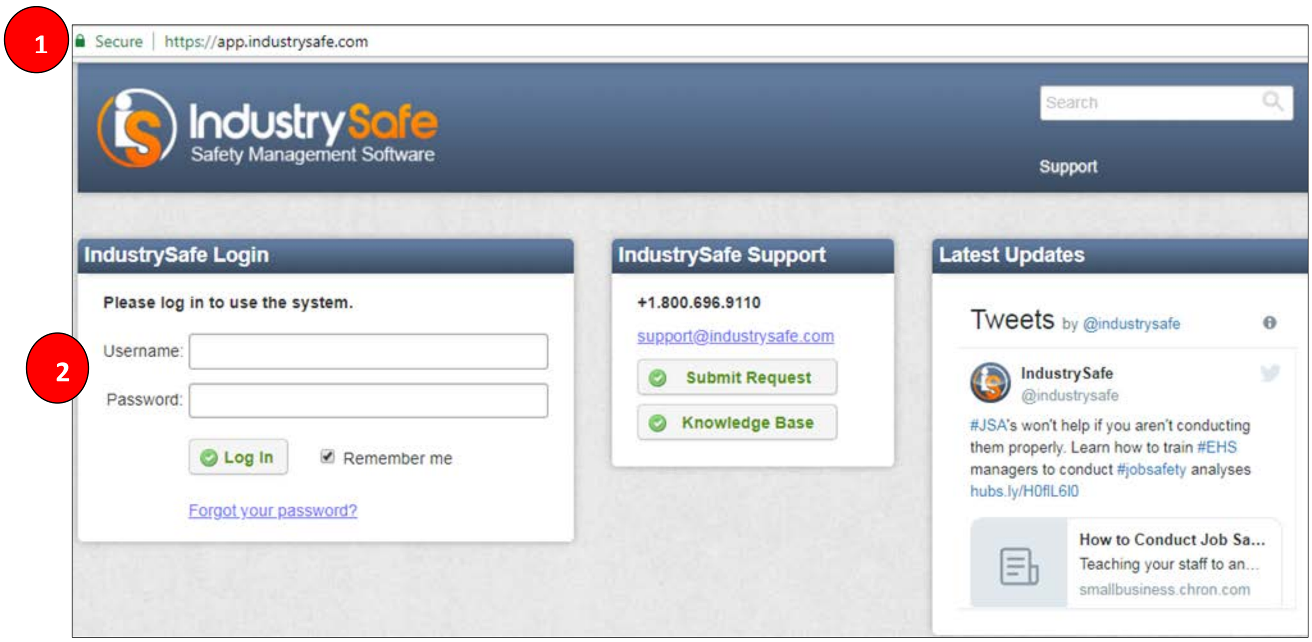


Website Accident Notification

Staff with a user account (eg, a username and password) can access the TxDOT SSO Tracker system to start, submit, and even revise accident notifications. To request a user account, contact the TxDOT SSO System Administrator at carter.sieber@txdot.gov or telephone at (512) 486-5961.

To log in to the SSO Tracker complete the following steps:

1) Using your preferred web browser, go to https://app.industrysafe.com
2) Enter your username and password and click on the Log In button.



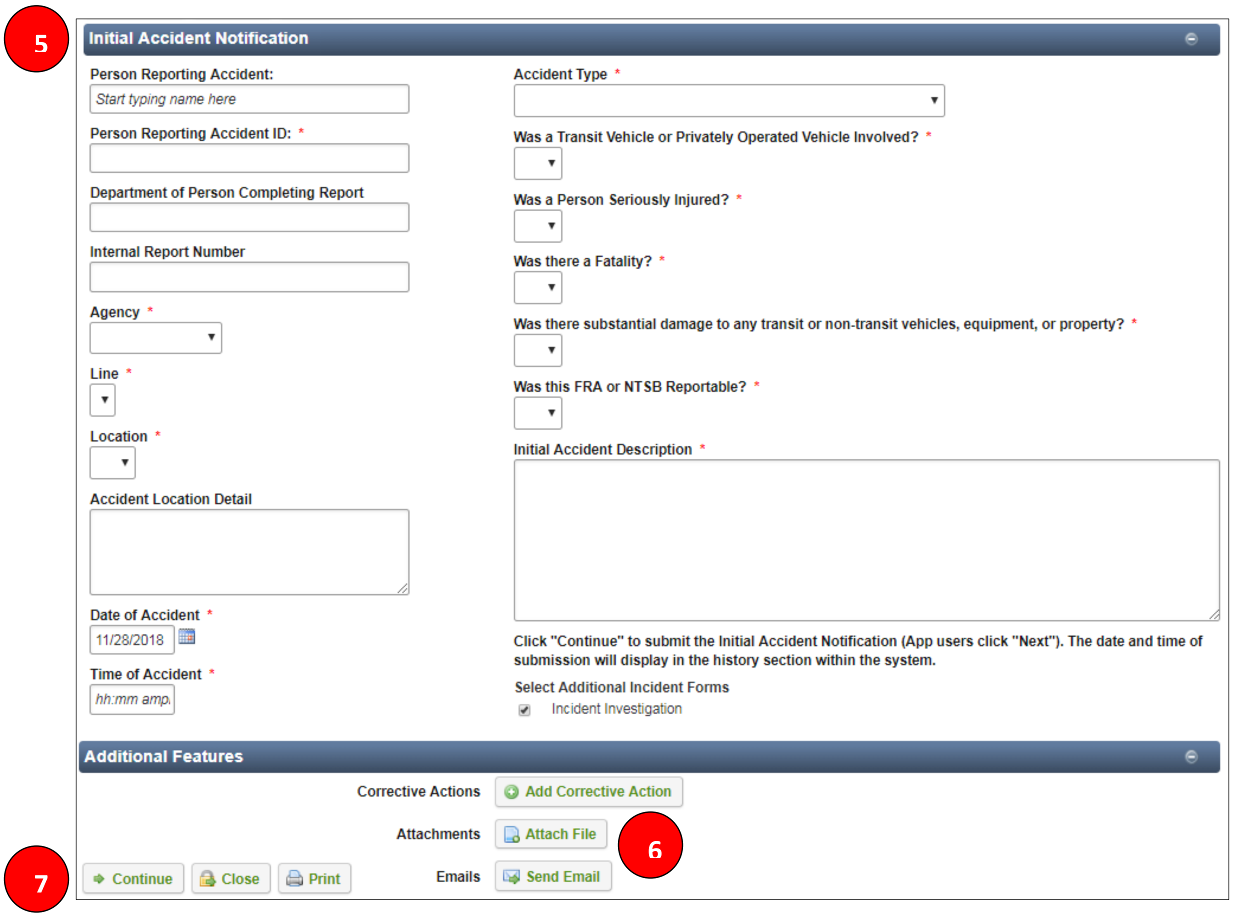
Note: If you forgot your password, click the ***Forgot your password?*** button. You'll be asked to enter your email address and the system will email you a link to reset your password.

Starting a new Initial Accident Notification:

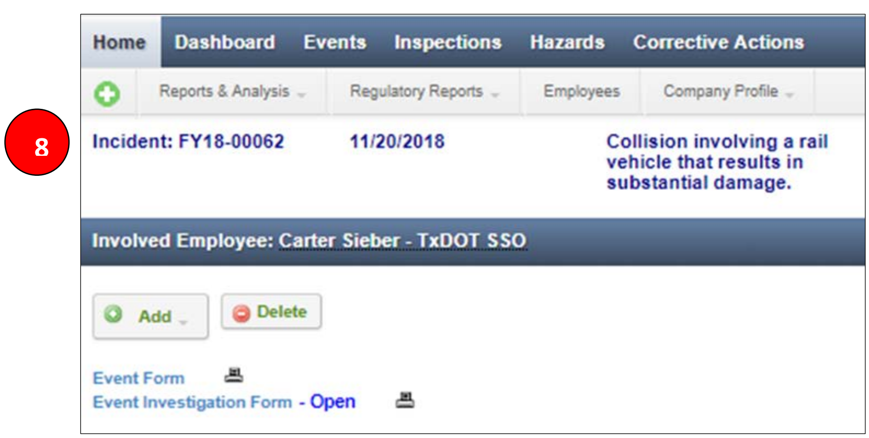
3) Click on the Events tab at the top of the page.
4) Click on the green and white plus sign to open a new initial accident notification.

Completing the Initial Accident Notification

5) Complete the Initial Accident Notification form.
6) Attach any documents or pictures, if necessary.
7) Click "Continue" to submit the notification in the system. The date and time of submission will be displayed in the History section of each accident notification.



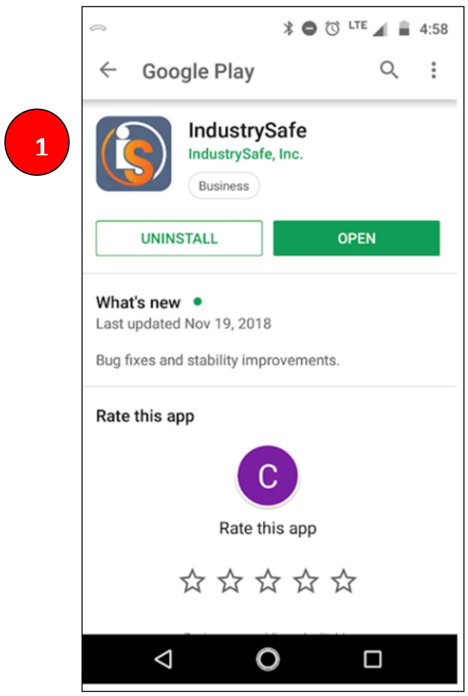
8) After clicking "Continue", you will see the system assigned report number, date of submission, and an accident type. This information can help you search and find this report at a later date.

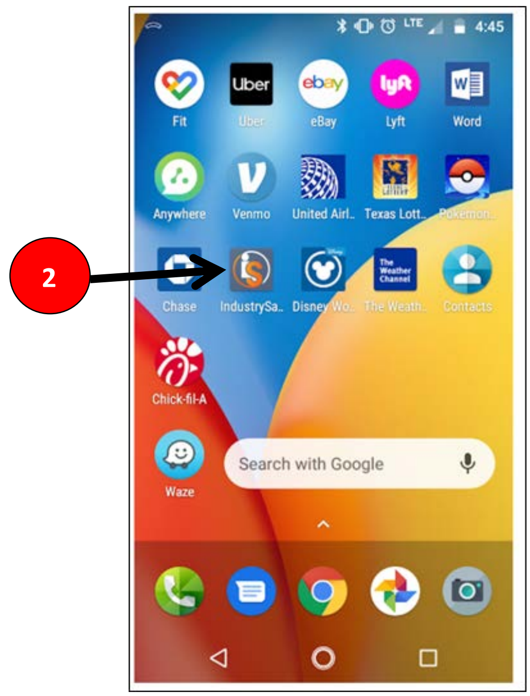


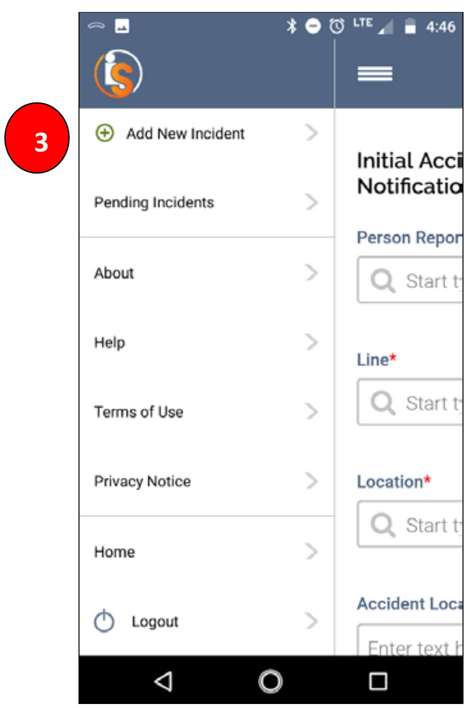
App Accident Notification

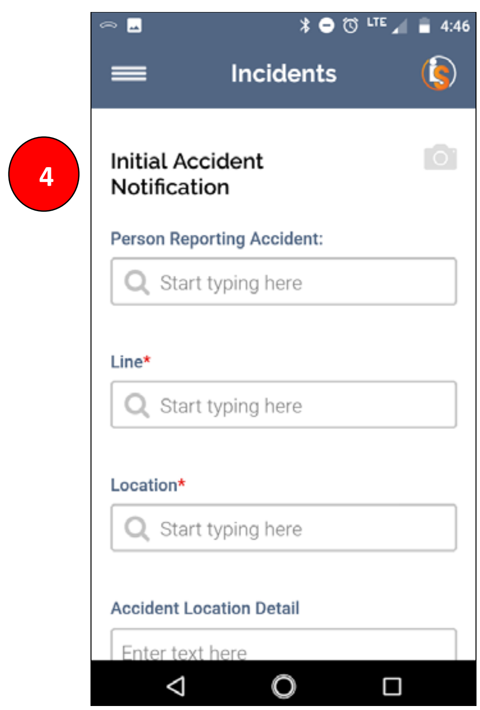
Rail transit agency staff with a user account (eg, a username and password) can also submit initial accident notifications using the SSO Tracker App.

1) Download the Industry Safe app from the Google Play or the App Store.
2) Open the app and enter your username and password.
3) Click the green plus sign to Add New Incident
4) Complete the Initial Accident Notification

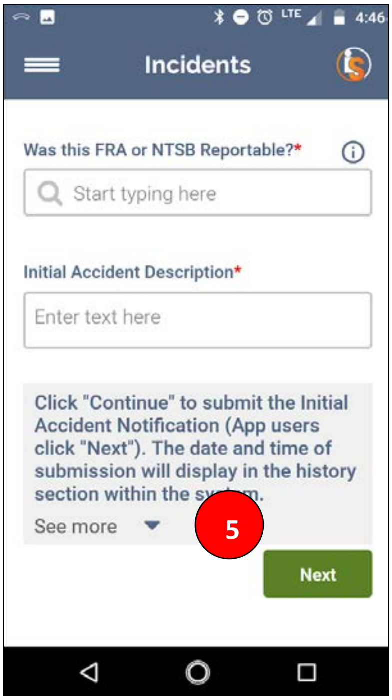


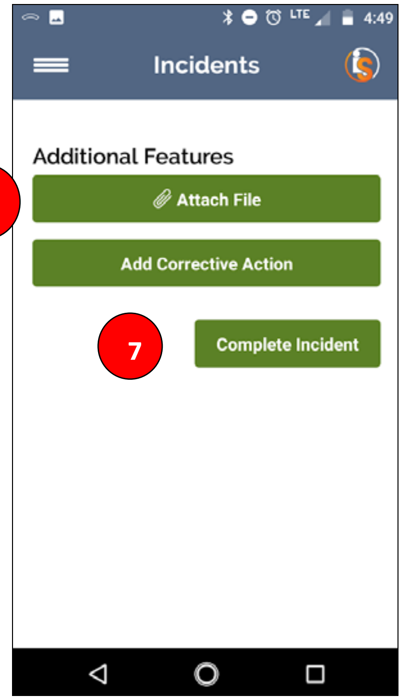


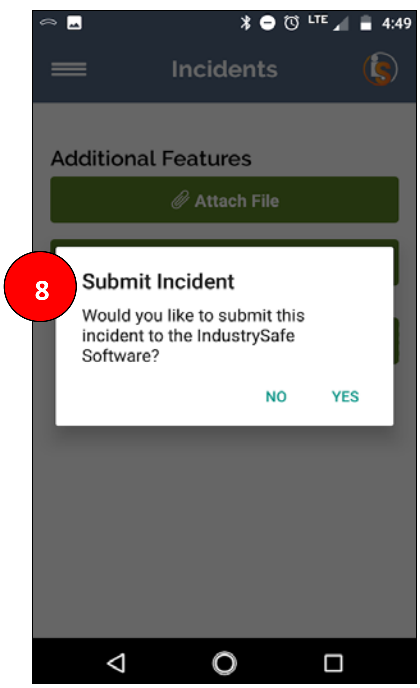




5) Click “Next” to once you have completed the initial accident notification.
6) Attach pictures or files, if necessary.
7) Click Complete Incident.
8) Select “Yes” to submit the report.







Deleting, Revising, or Retracting Items

RTA staff do not have the ability to delete items from the system. Only your TxDOT Program Manager can delete items from the system so you must contact your SSO Program Manager for assistance. Requests to delete items from the system will be reviewed on a case by case basis. The following sections provide guidance on revising, retracting, and deleting items.

Revising an Initial Accident Notification

You have the ability to revise or correct an initial accident notification up until the SSO Program Manager has closed the report. To revise or correct information within the initial notification, simply open the initial notification, make the necessary revisions, and hit save.

If the report has already been closed by the SSO Program Manager then contact your program manager to re-open the report.

Non-Reportable Events:

Sometimes events that were initially thought to be SSO reportable turn out to not be SSO reportable. For example, the initial notification stated there was a serious injury. However, a little later it was discovered that there were no serious injuries involved.

In this situation and other similar scenarios, the initial notification wouldn’t be retracted or deleted. Instead, you must submit the accident investigation form that explains why the situation isn’t SSO reportable.

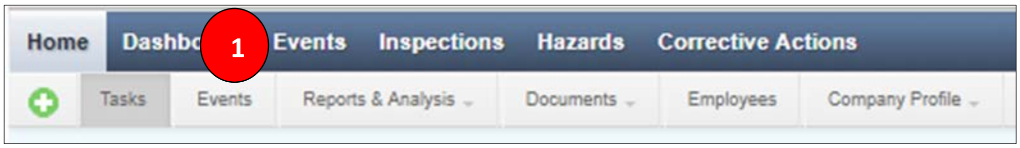
The appropriate place to provide the explanation is within the “Additional Remarks” field within the Accident Investigation Analysis section. Next, change the status of the report to completed and hit save. Your program manager will review it, see that it wasn’t SSO reportable, and close the report.

Final Accident Investigation Reports

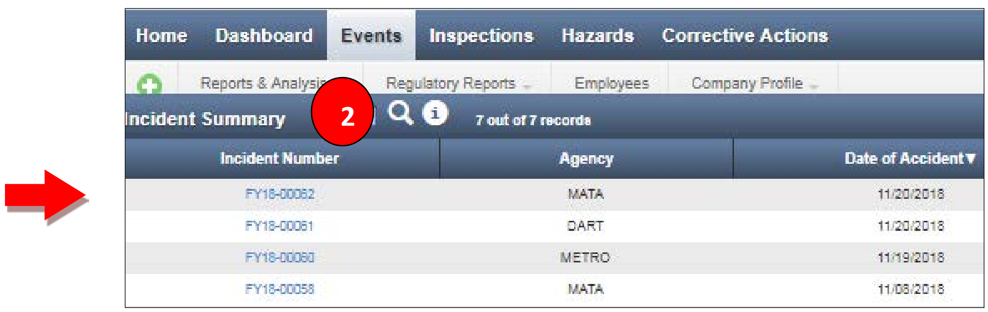
This section explains how to take an accident notification and begin the final accident report. In the system, accident notifications and accident investigation reports are linked together; meaning the initial accident notification will serve as the first section of your accident investigation report.

Completing Accident Investigation Reports

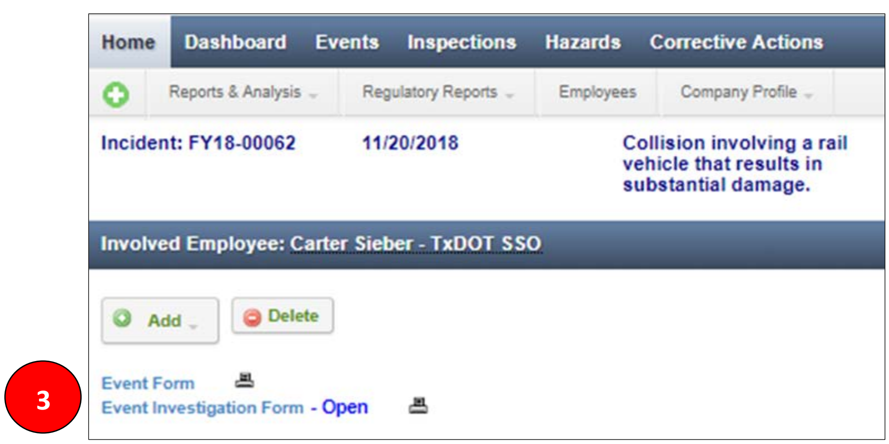
1) From the Home page, click on the Events tab.



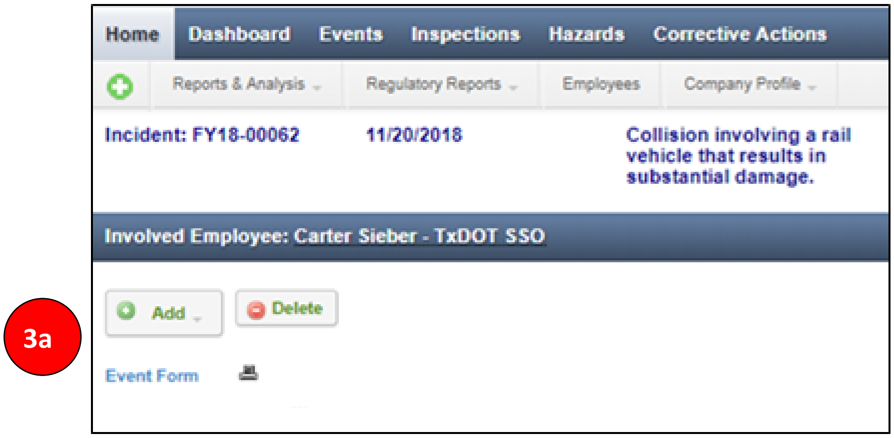
2) Scroll through the list of reports to find your report or use the magnifying glass to search for your report. Click on your report number.



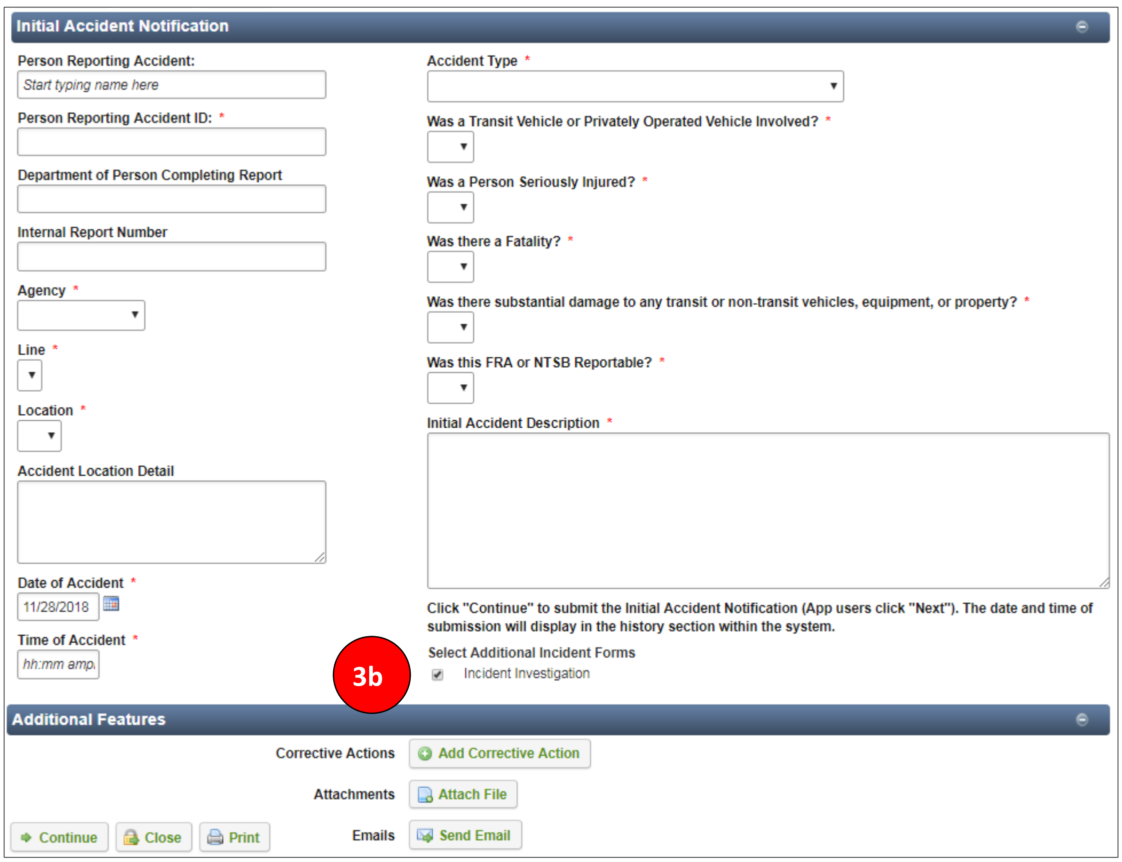
3) Click the "Event Investigation Form" link to begin the Final Accident Investigation Report. If you do don't see the "Event Investigation Form" link after compleing the steps above then complete the steps 3a and 3b (below) to make the "Event Investigation Form" link appear.



a) Click on the “Event Form” link



b) Select the “Incident Investigation” check box and click save.

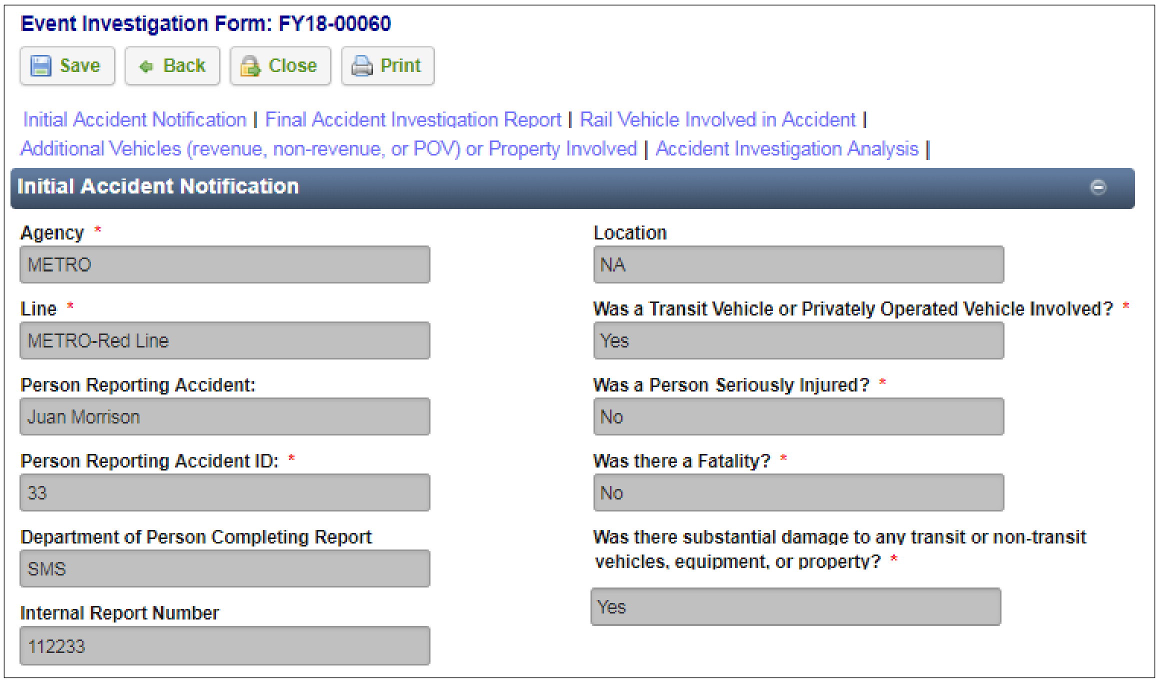


c) Start-over beginning with step 1 of this process and you will see the “Event Investigation Form” to begin the Investigation Report.

4) You have now started the accident investigation report. The accident investigation report has 3 sections: an initial accident notification section, a final accident investigation report, and an accident investigation analysis.

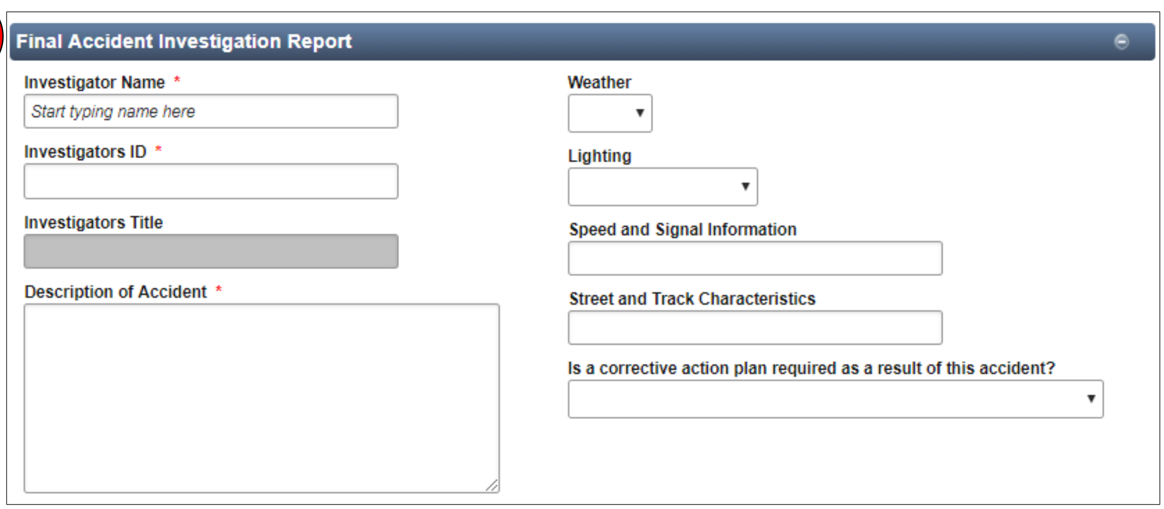
Note: The greyed-out information is automatically filled in from the initial accident notification. To change the greyed-out information, simply open the initial accident notification, make the necessary changes, and click save. When you re-open the accident investigation report you will see the initial notification is updated.

4

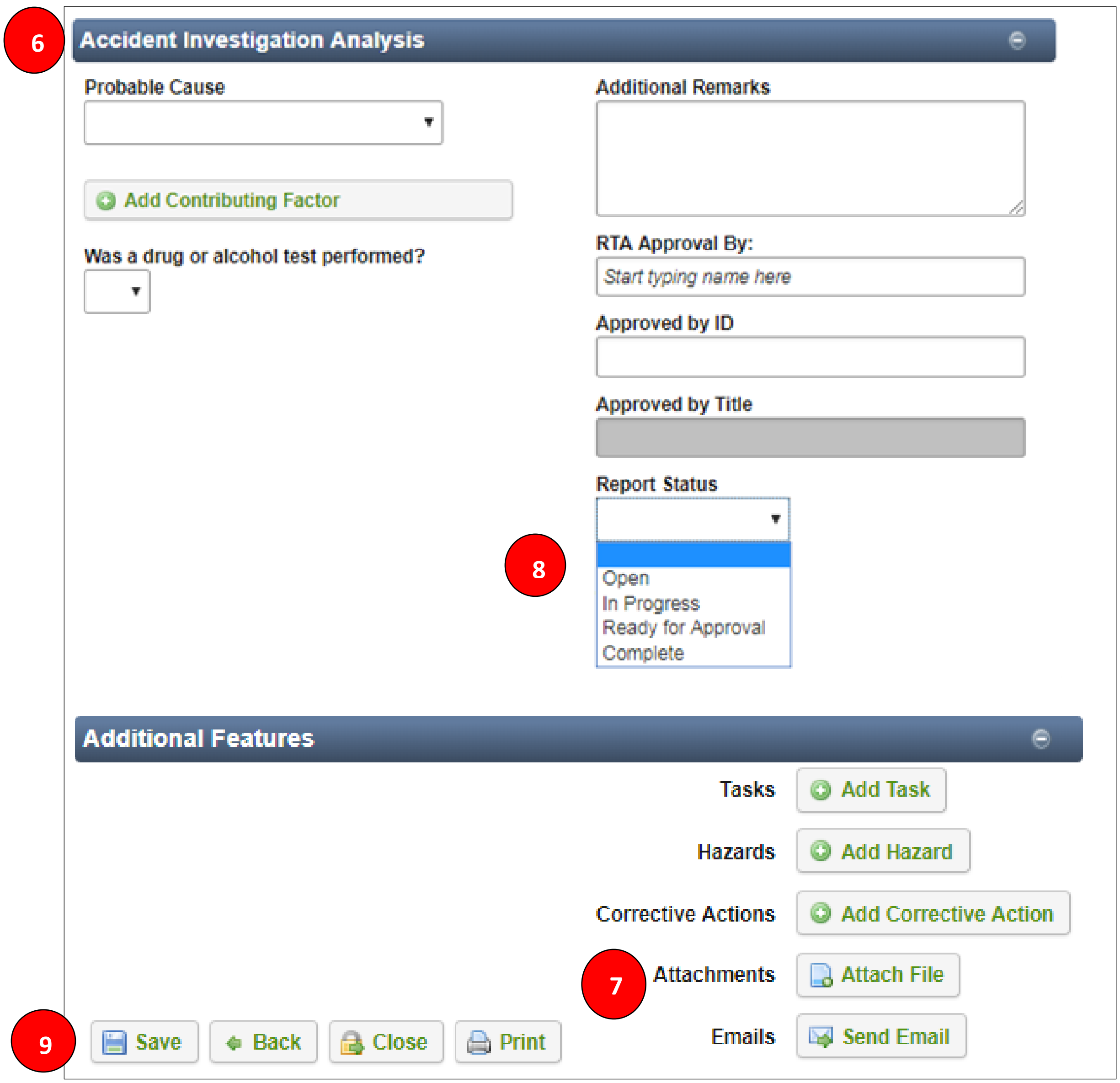


5) Complete each section of the Final Accident Investigation Report.

5



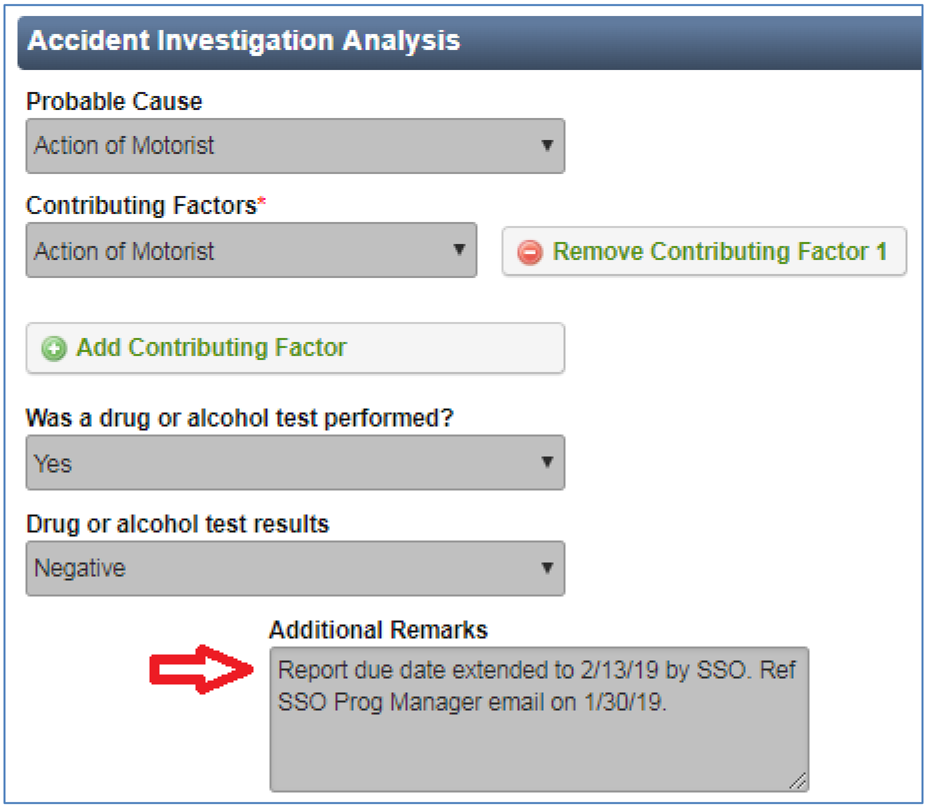
6) Complete the Accident Investigation Analysis fields.
7) Attach documents and pictures, if necessary.
8) Select the appropriate status.
    – **Open**: The default status is displayed as "Open" when the report is created.
    – **In Progress**: This status is used to show to report is being worked on.
    – **Ready for Approval**: This status be used to show the accident investigation report is ready for internal review and approval.
    – **Complete**: The status is Complete. Verify the form is complete, attach any relevant documents or pictures documenting CAP completion, and press the save button to request TxDOT to close this CAP.
9) Hit save to ensure your work is saved.



Accident Investigation Report Extension

On occasion, an RTA might need more than 30 days to complete an investigation report. If an extension to an accident investigation report deadline is needed then please email your SSO Program Manager to discuss.

If an extension is approved then your SSO Program Manager will request you update the "Additional Remarks" text field in the Accident Investigation Analysis section.

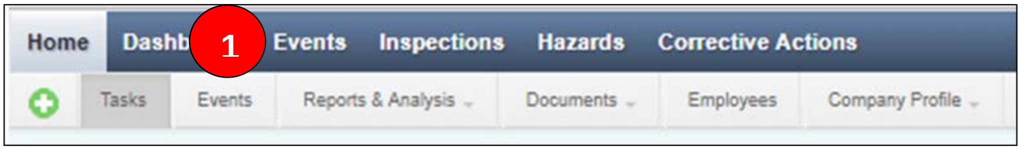


Accident Logs

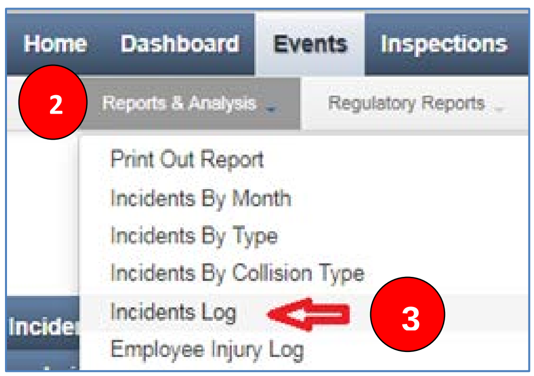
You can run a log showing all accidents entered in to the system. Complete the following steps to create the accident log.

Running an Accident Log Report

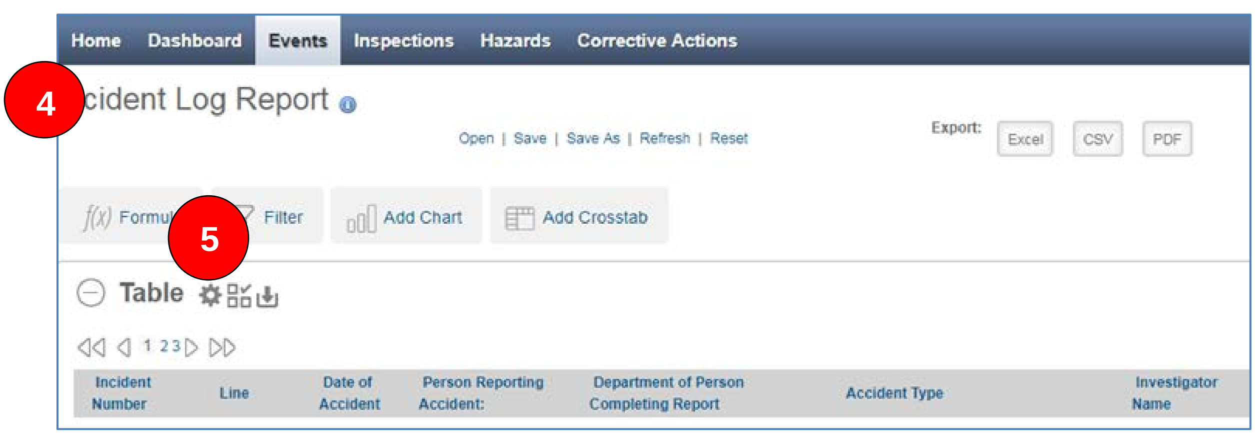
1) From the Home page, click on the Events tab.



2) Click on “Reports & Analysis” to open the drop-down list.
3) From the drop-down list, click on “Incidents Log”. Note: Due to system limitations, the drop-down menu states “Incidents Log” rather than “Accidents Log”. Clicking Incidents Log will generate the Accidents Log report.



4) The Accident Log report page is now open.
5) Click on the Gear icon to select the information to display on the Accident Log Report.



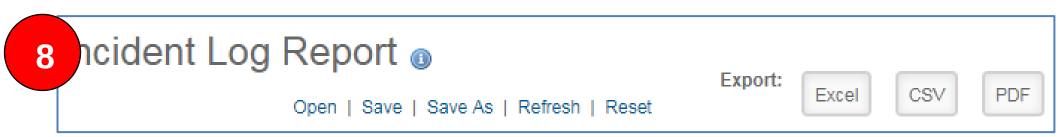
6) Select the information you want on your accident log and click ok.

7) The Accident Log Report will appear on your screen.

7

Incident Number	Date of Accident	Accident Type	Investigator Name	Report Status	Closed
FY19-00048	06/22/2019	Derailment of rail transit vehicle.		Open	Open
FY19-00047	06/22/2019	Derailment of rail transit vehicle.		Open	Open
FY19-00046	06/20/2019	Collision involving a rail vehicle that results in substantial damage.		Initial Form Only	Open
FY19-00045	06/19/2019	Collision involving a rail vehicle that results in substantial damage.		Open	Open

8) You can export the report as an excel spreadsheet, pdf document, or csv files. Just click on the format you need and the report will be exported to that format.

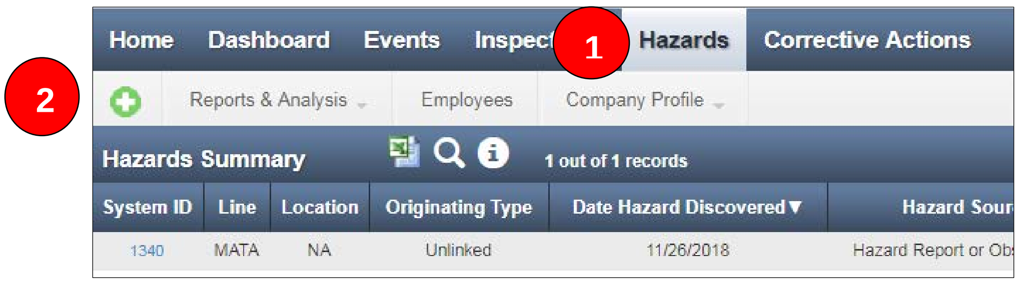


Hazard Reporting

The hazard reporting process consists of an Initial Hazard Report and a Final Hazard Report which includes a re-assessment of the hazard after corrective actions have been taken.

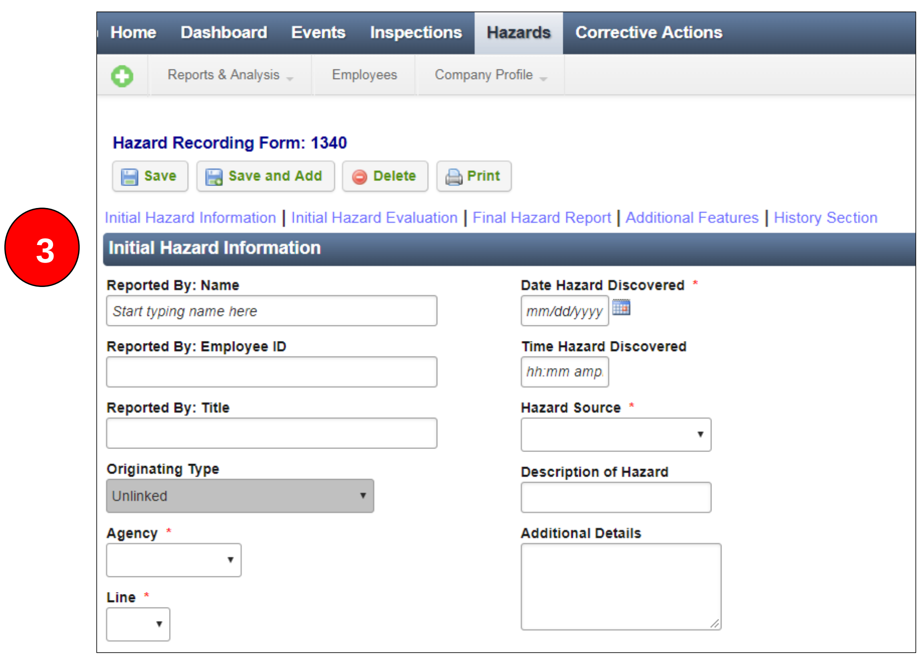
Opening the Hazard Report

1) Click on the Hazards tab.
2) Click the green and white plus sign to start a new Hazard report.

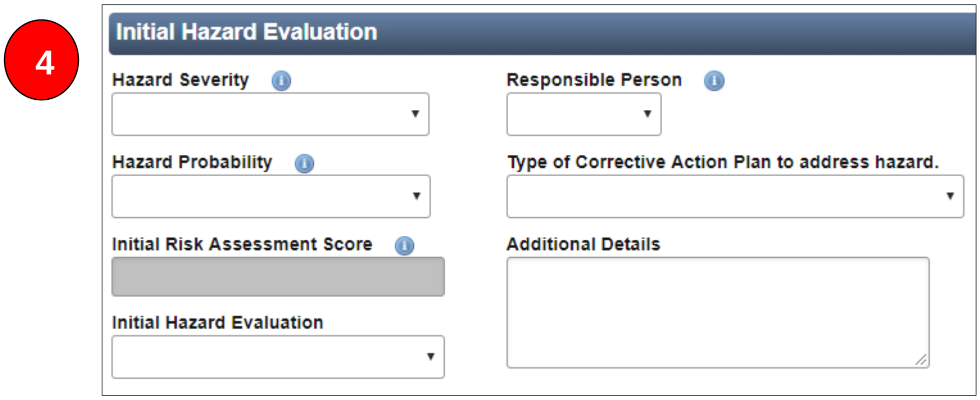


Initial Hazard Report

3) Complete the Initial Hazard Information.



4) Complete the Initial Hazard Evaluation.

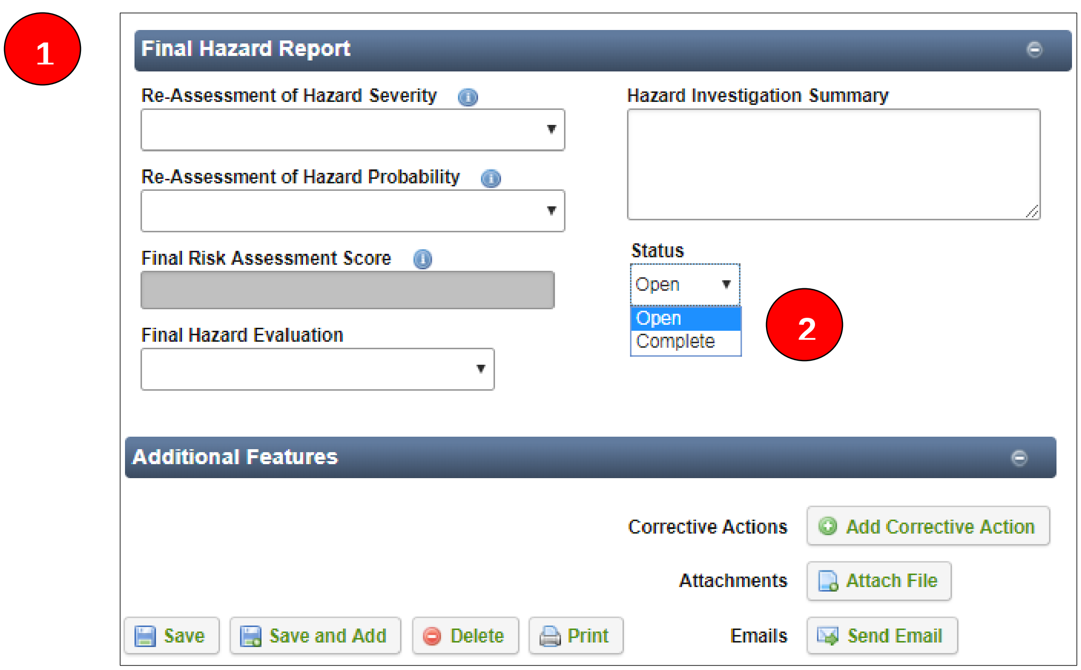


Note: The system automatically calculates the Initial Risk Assessment Score by multiplying the Severity and Probability.

Final Hazard Report

The Final Hazard Report must be completed after corrective actions have been implemented to reduce or eliminate the hazard.

1) Complete the fields in the Final Hazard Report.
2) Select the appropriate status and hit save. (Statuses are discussed below.)
   - **Open**: The default status is displayed as "Open" when the report is created.
   - **Complete**: The status is Complete. Verify the form is complete, attach any relevant documents or pictures, and press the save button to submit

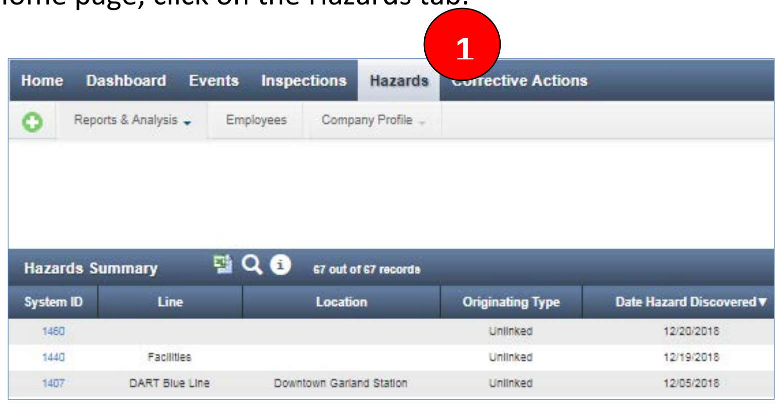


Hazard Log

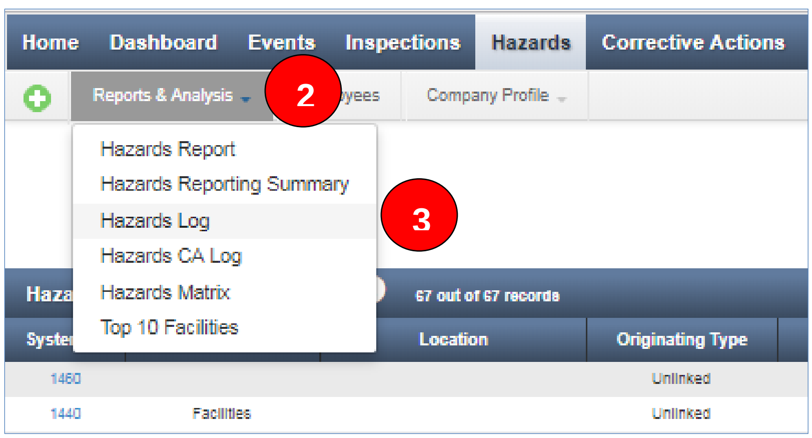
The SSO Tracker allows users to run a hazard log to see hazards in the system. Complete the following steps to run the report.

Running a Hazard Log Report

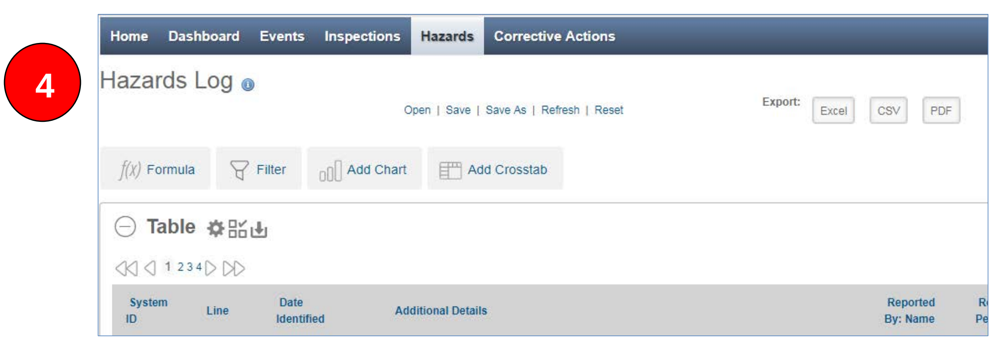
1) From the Home page, click on the Hazards tab.



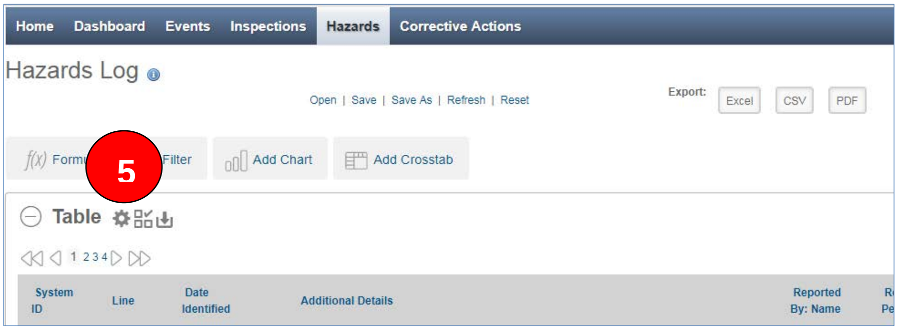
2) Click on Reports & Analysis.
3) Click on Hazards Log.

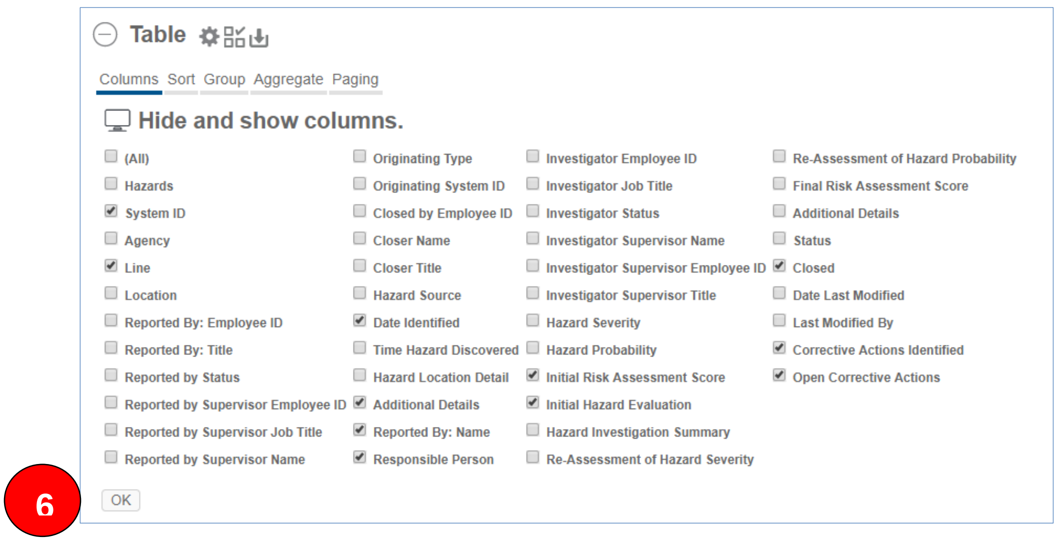


4) The Hazard Log report page is now open.

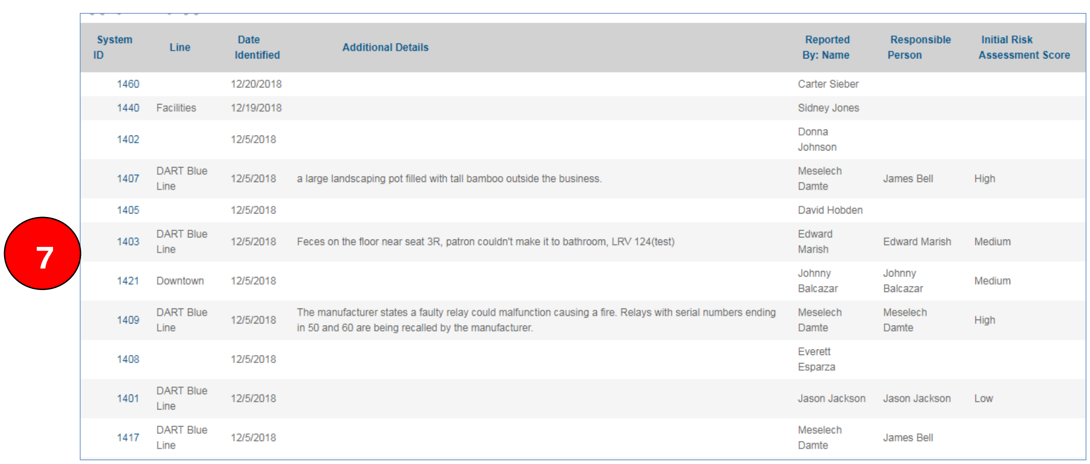


5) Click on the Gear icon to select the information to display on the Hazard Log Report.
6) Click OK to run the report.



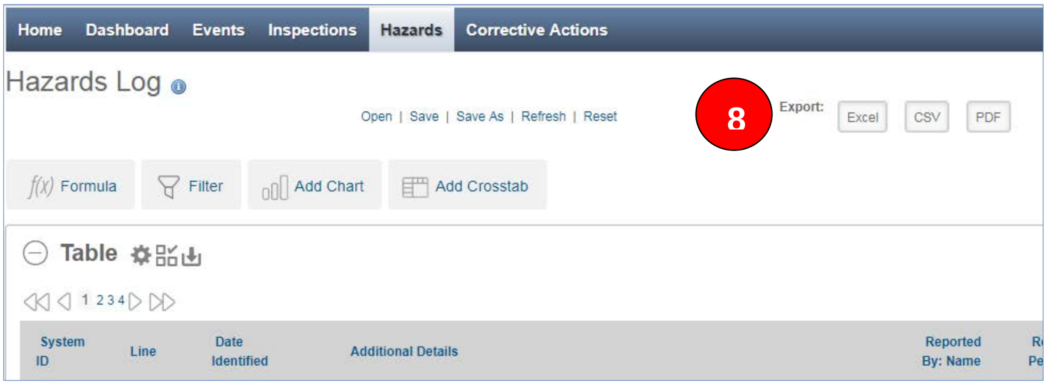


7) The Hazard Log Report will appear on your screen.

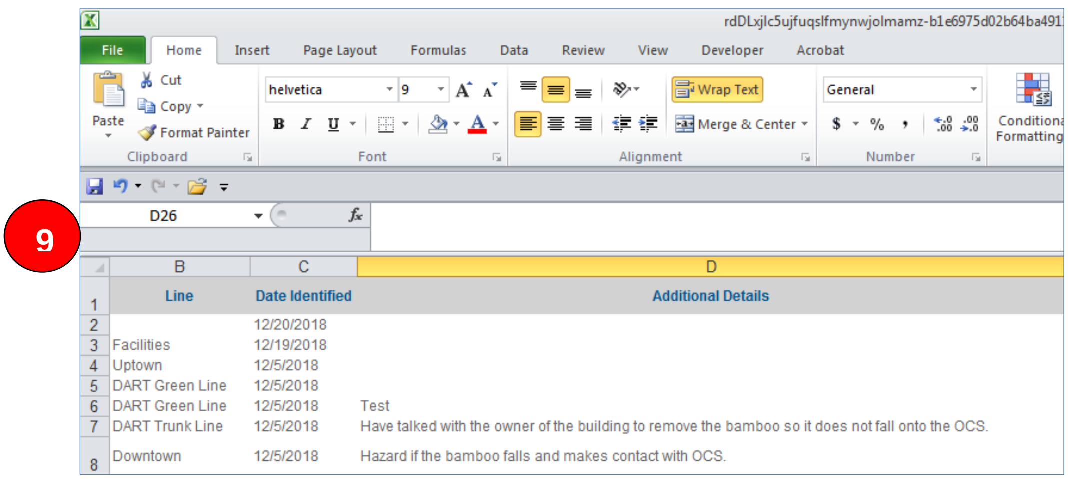


System ID	Line	Date Identified	Additional Details	Reported By: Name	Responsible Person	Initial Risk Assessment Score
1460		12/20/2018		Carter Sieber		
1440	Facilities	12/19/2018		Sidney Jones		
1402		12/5/2018		Donna Johnson		
1407	DART Blue Line	12/5/2018	a large landscaping pot filled with tall bamboo outside the business.	Meselech Damte	James Bell	High
1405		12/5/2018		David Hobden		
1403	DART Blue Line	12/5/2018	Feces on the floor near seat 3R, patron couldn't make it to bathroom, LRV 124(test)	Edward Marish	Edward Marish	Medium
1421	Downtown	12/5/2018		Johnny Balcazar	Johnny Balcazar	Medium
1409	DART Blue Line	12/5/2018	The manufacturer states a faulty relay could malfunction causing a fire. Relays with serial numbers ending in 50 and 60 are being recalled by the manufacturer.	Meselech Damte	Meselech Damte	High
1408		12/5/2018		Everett Esparza		
1401	DART Blue Line	12/5/2018		Jason Jackson	Jason Jackson	Low
1417	DART Blue Line	12/5/2018		Meselech Damte	James Bell	

8) You can also export the Hazard Log Report to excel or a pdf.



9) Click excel and the report will generate as an excel spreadsheet.

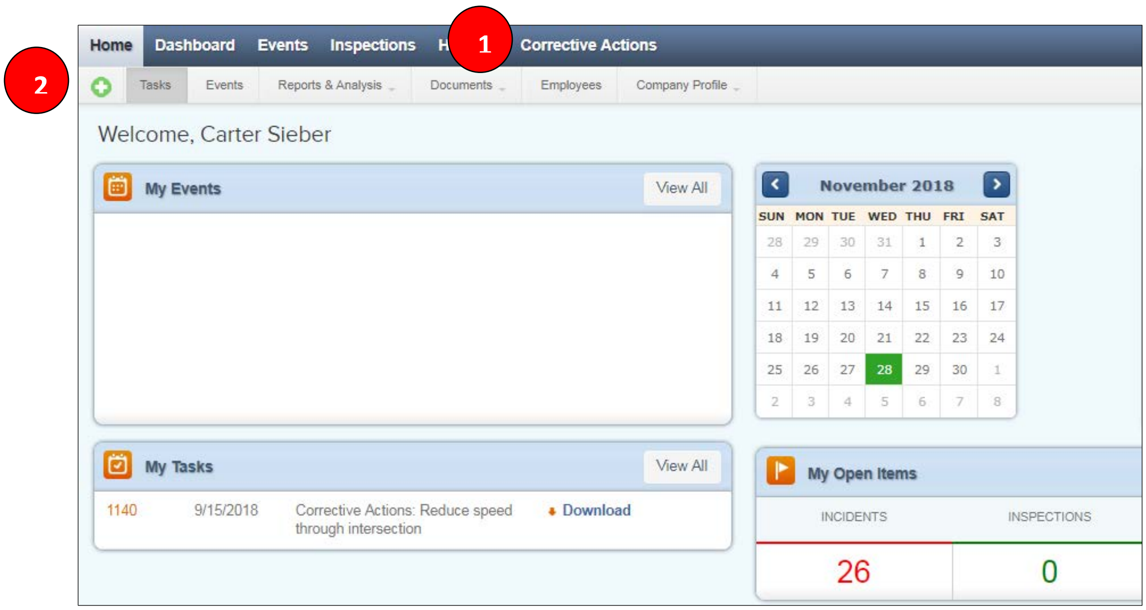


Corrective Action Plan

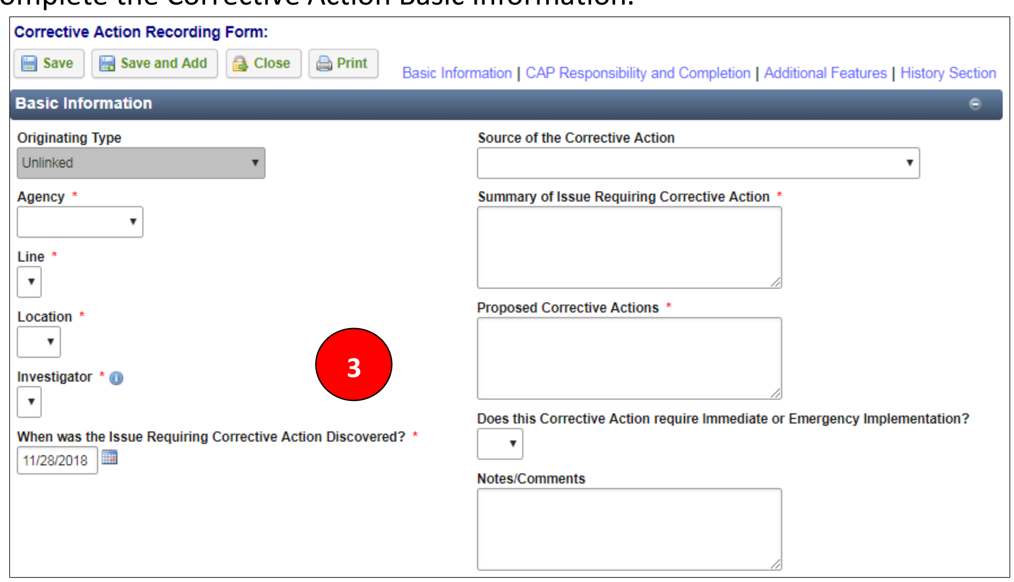
Corrective action plans require TxDOT review and approval before the corrective action may be implemented. Upon receiving corrective action plan approval, you may then begin implementation of the corrective action plan. Once the CAP has been implemented, TxDOT will verify that CAP has been implemented according to the approved plan and close the corrective action.

Starting a New Corrective Action Plan

1) Click on the Corrective Action tab.
2) Click on green and white plus sign to start a new Corrective Action Plan



3) Complete the Corrective Action Basic Information.



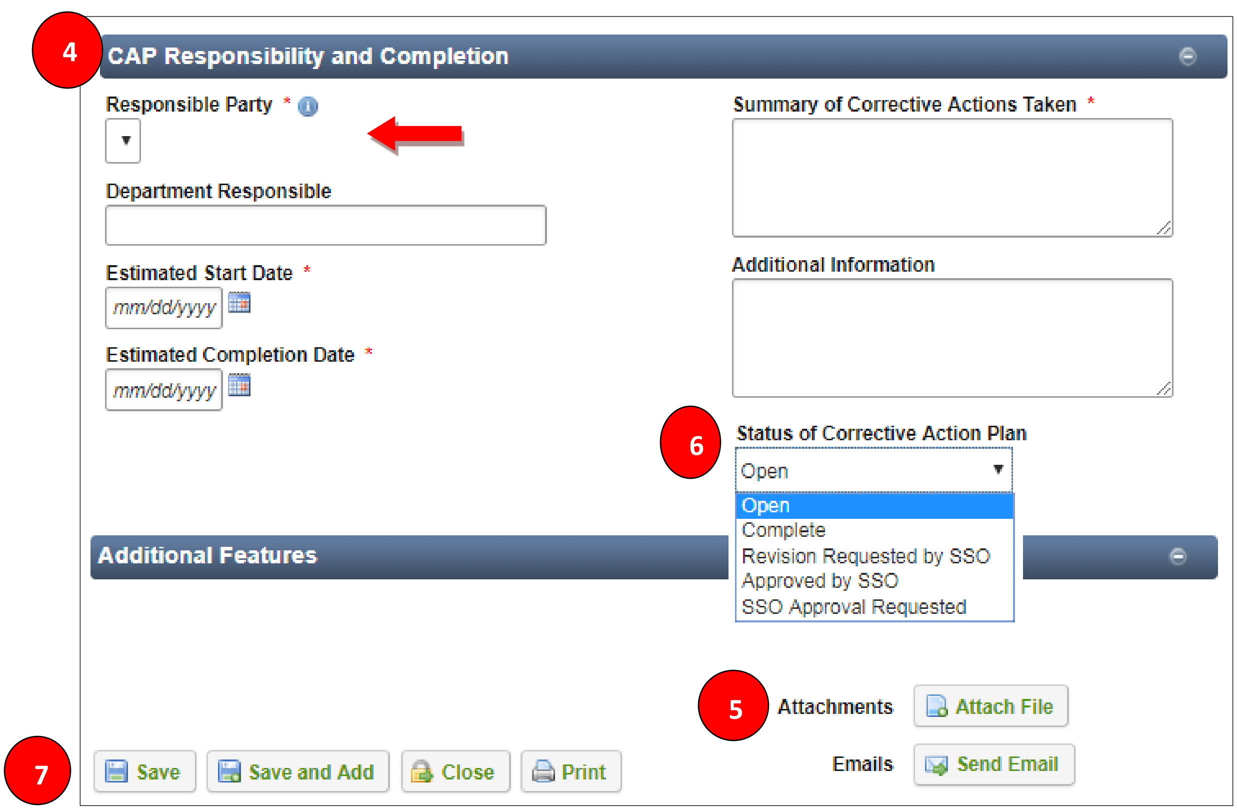
4) Complete the CAP Responsibility section.

   Note: The Responsible Party will receive an email alert letting them know that they have been assigned a Corrective Action, as well as before it comes due and if it goes overdue.

5) Attach any files associated with the corrective action plan.

6) Select the appropriate status.
   - **Open**: The Corrective Action Plan has been started but has not been submitted to TxDOT for review. This is the default status.
   - **SSO Approval Requested**: The CAP report is ready for TxDOT review and approval.
   - **Revision Requested by SSO**: The CAP has been reviewed and the SSO Program Manager requests changes to the CAP. The Responsible Party will be contacted to discuss requested changes.
   - **Approved by SSO**: TxDOT has reviewed and approved the proposed CAP or emergency CAP implementation.
   - **Complete**: The status is Complete. Verify the form is complete, attach any relevant documents or pictures documenting CAP completion, and press the save button to request TxDOT to close this CAP.

7) Hit save to ensure your work is saved.

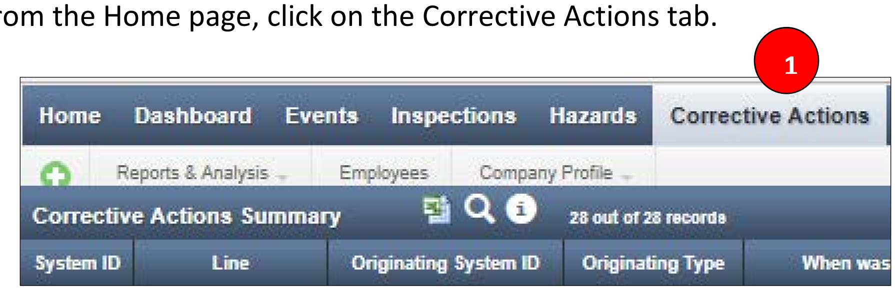


Corrective Action Log

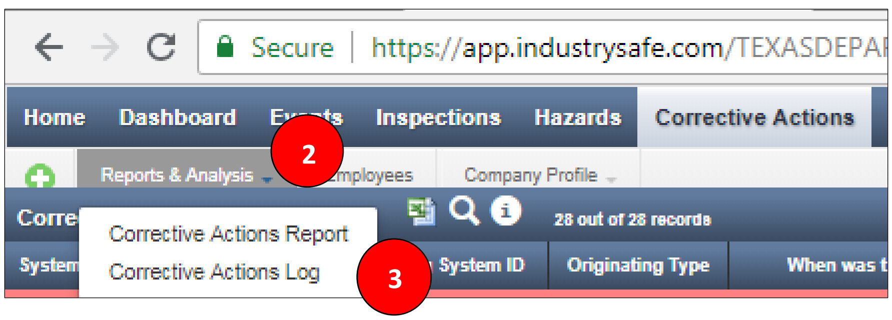
The SSO Tracker provides a corrective action log that shows corrective actions within the system. Complete the following steps to run the report.

Running a Corrective Actions Log Report

1) From the Home page, click on the Corrective Actions tab.



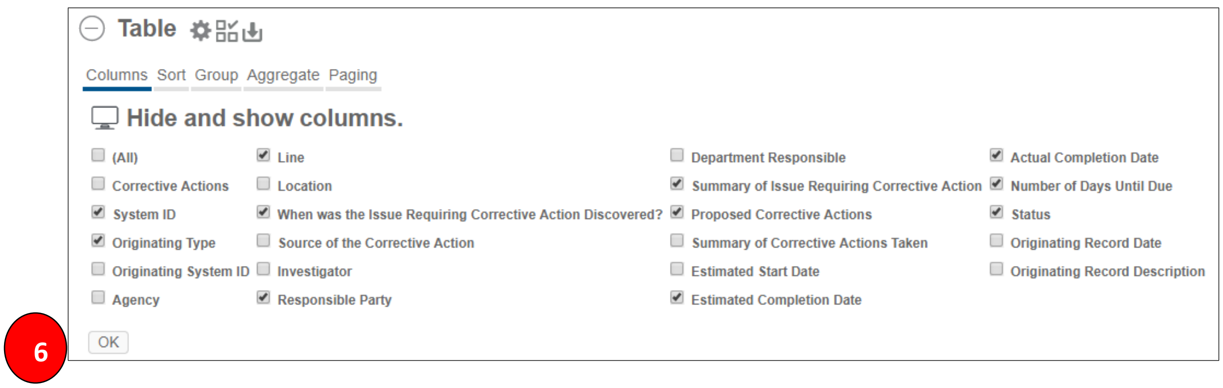
2) Click Reports & Analysis
3) Click Corrective Actions Log



4) The Corrective Action Log is now open.

5) Click on the Gear icon to select information to display on the Corrective Action Log Report.

6) Click OK to run the report.



7) Click OK to run the report.

System ID	Originating Type	Line	When was the Issue Requiring Corrective Action Discovered?	Responsible Party	Summary of Issue Requiring Corrective Action	Proposed Corrective Actions
1500	Unlinked		12/18/2018			
1480	Hazard	DART Blue Line	12/5/2018	Jason Jackson	broken track	fix it
1483	Hazard	DART Blue Line	12/5/2018	Meselech Damte	The manufacturer states a faulty relay could malfunction causing a fire. Relays with serial numbers ending in 50 and 60 are being recalled by the manufacturer.	replace 20 faulty relays