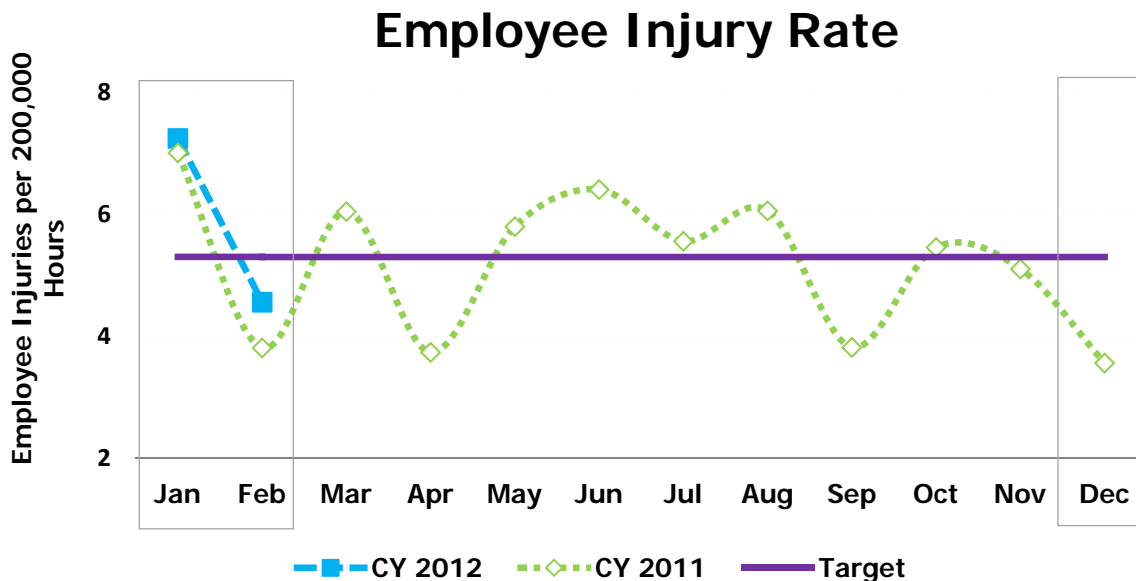


KPI: Employee Injury Rate (December - February) **Objective 1.1 Improve Customer and Employee Safety and Security**

Reason to Track: Worker's compensation claims are a key indicator of how safe employees are in the workplace. For this measure lower is better.

Why Did Performance Change?

- The employee injury rate for the months of December 2011 – February 2012 improved compared to the same period of the prior calendar year from 6 employee injuries to 5 employee injuries for every 200,000 hours worked. A particularly notable decline in employee injuries occurred in January 2012 compared to January 2011; there were 14 more injuries in January 2011 than January 2012.
- The calendar year started off with straining as the #1 cause of injuries (32% of all injuries). However, compared to the same period of the prior year, straining injuries declined by 18%.
- The observable decline in the February 2012 employee injury rate was caused by a drop across multiple employee injury categories. For example, "struck by" injuries declined 57% and "overexertion/lifting injuries declined by 83% when compared to January 2012.
- The SAFE Department conducted Body Mechanic training classes (which were filled to capacity) during the month of February. The overall objective of this course is to ultimately reduce straining injuries by educating employees on how to prevent back injuries.



Actions to Improve Performance

- As of January 2012, the Federal Transit Administration (FTA) closed out all Metro safety recommendations. Metro addressed and/or is addressing identified safety deficiencies and will continue commitment to addressing FTA concerns and re-building a strong safety culture.
- Deploy blood borne pathogen training program to field personnel who may be expected to come into contact with blood during the performance of their duties.
- Perform Roadway Worker Protection safety blitz in March to ensure roadway employees are aware of safety mechanisms in place to protect them as well as to answer any field employee questions.
- Host Health and Safety Fairs in March at Brentwood Yard and the Northern Bus Division.
- Continue to develop safety newsletters and share with attendees of local safety committee meetings. The newsletter is used to highlight injury trends and possible ways to prevent those injuries in the future.

Conclusion: The employee injury rate for the months of December 2011 – February 2012 improved compared to the same period of the prior calendar year from 6 employee injuries to 5 employee injuries for every 200,000 hours worked.