

Washington Metropolitan Area Transit Authority
Board Action/Information Summary

Action Information

MEAD Number:
200561

Resolution:
 Yes No

TITLE:

Safety Initiatives in Metro Budget

PRESENTATION SUMMARY:

In response to Board Committee's request, an overview is being presented on the safety initiatives included in the proposed FY15 General Manager's budget.

PURPOSE:

To provide the Board Committee with information of investments in safety within the upcoming Authority's Budget thereby providing an opportunity for discussion.

DESCRIPTION:

Key Highlights:

- Through Momentum, the Authority is focused on safety as a priority;
- Investments in safety are woven throughout the Authority's budget; and
- The Authority will continue to create a safer and secure transit experience for customers and employees.

Background and History:

Since 2009 the Authority has made safety its main goal and, with the adoption of *Momentum*, has a strategic plan that guides the Authority's decisions over the next ten years. The plan integrates the four Board-endorsed strategic goals, and reinforces that the primary goal is building and maintaining a premier safety culture and system.

The objectives to achieve this goal are: reinforce to customers and employees that safety is the Authority's first priority; create a shared climate of safety amongst departments; plan for the unexpected; and prepare for extreme weather. Coupling these objectives with sound budgeting decisions will lead to the successful outcome of a safer and more secure transit experience for customers and employees.

Discussion:

The development of the Authority's budget focuses on the strategic plan and supports the three-year business plan which starts with safety. Investments in safety will

continue to advance the positive safety culture.

The proposed FY2015 Annual Budget is \$3B dollars. The majority of the budget supports the goal of building and maintaining a premier safety culture and system. Examples of budget items that support safety improvement include: rebuilding infrastructure; purchasing new rolling stock, support equipment and updated computer systems; and hiring and training personnel. As most system improvements now integrate safety as part of the overall project cost, it is challenging to fully segregate safety-specific components.

There are some specific examples of safety investments that can be highlighted. The December 2013 Board's Finance and Administration Committee meeting included an Appendix slide that identified \$16M in operating and \$102M in capital safety investments for FY2015.

The operating investment (\$16M) is the Department of Safety and Environmental Management's request for a fully funded department that will continue ensuring safety is embedded throughout the agency through:

- Assigning safety professionals geographically throughout the region to support Metro day-to-day operations;
- Supporting local and departmental safety committees;
- Providing for 24/7 on-call and evening/night coverage;
- Administering and coordinating fire/life safety activities through a Fire Marshall, as well as a full time Certified Industrial Hygienist;
- Enhancing and tailoring employee training to real-time causal factors, for example defensive driving course and body mechanics;
- Executing Internal Safety Audits required by our System Safety Program Plan and environmental monitoring necessary for compliance and recordkeeping;
- Providing extensive safety certifications of rolling stock and new facilities, such as the Silver Line and newly opened Shepherds Parkway Bus Garage; and
- Developing and implementing cutting edge technologies and programs such as SafeSTAT, Safety Measurement System, Confidential Close-Call Reporting and Fatigue Risk Management System.

Additionally, there is approximately \$22M in Authority-wide safety investments that can be identified to better support and protect our employees' and customers' safety. Investments in additional bus and rail personnel not only reduce the potential risk of fatigue, but the additional staff reduces collateral duties and provides for dedicated field supervision, improvements in track maintenance, and greater inspection and training frequencies.

Previously, approximately \$12M was approved in the FY13 General Manager's budget for additional operating personnel necessary to reduce the potential of fatigue in areas of Operations. This investment became part of the base budget in subsequent years including FY15 proposed budget. As the FRMS program is further defined and implemented throughout the Authority, additional resources may be required to ensure the workforce is in compliance.

Among the \$102M capital investments listed are safety initiatives, such as:

- Closing the remaining nine of 29 National Transportation Safety Board recommendations;
- Replacing outdated assets for the protection of our employees, customers and the environment (e.g., fire/life systems, radio infrastructure, underground storage tanks and bus cameras);
- Introducing new railcars, buses and MetroAccess vehicles with advanced safety features; and
- Enhancing Stations with such improvements as new/revised escalators/elevators, non-slip flooring and ADA approved lighting.

All these activities are directly tied to the overall goal of strengthening the safety culture, rebuilding the infrastructure and enhancing safety procedures and analysis capabilities. The overall outcome of these activities is measured by the two safety-related Key Performance Indicators: Employee and Customer Injury Rates with the ultimate measure of success being zero accidents, injuries or fatalities.

FUNDING IMPACT:

Project Manager:	James Dougherty
Project Department/Office:	SAFE

TIMELINE:

Previous Actions	
Anticipated actions after presentation	Continue implementing a proactive and positive safety culture.

RECOMMENDATION:

To provide the Safety & Security Committee of the Board of Directors information on investments in safety within the Authority's Annual Budget and provide opportunity for discussion.

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Washington Metropolitan Area Transit Authority

Discussion on Budgeted Safety Initiatives

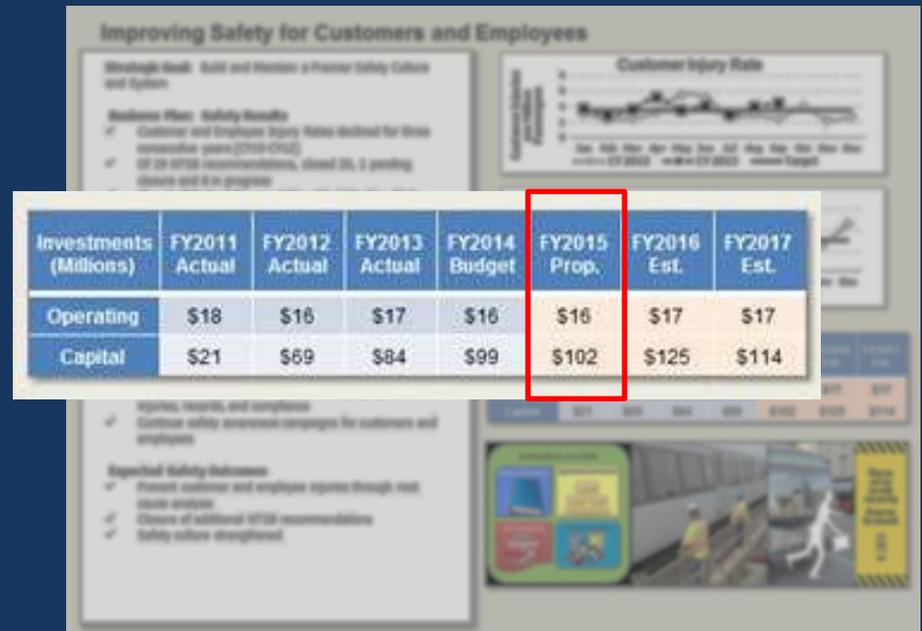
Moving Metro Forward **Safely**

Safety and Security Committee
January 9, 2014



Safety Investments

- \$16M SAFE Operating Budget
- \$102M Authority Capital Budget





SAFE Actions

- Fully staffed to support the safety culture/protect our employees and riding public





SAFE Actions

- Rebuild/Strengthen Infrastructure through Safety Certifications and Compliance





SAFE Actions

- Develop Safety Management Practices and Analytics

Chief Safety Officer's Dashboard

CY vs LY Injuries by Person Type and Transit Mode

Person Type	Injured Persons	% of Injured Persons Transported
Pedestrian	370 / 444	0% - 100%
Passenger	433 / 425	0% - 100%
MetroAccess Contractor	14 / 35	0% - 100%
Employee	262 / 217	0% - 100%

Injuries Heat Map

CY Injuries by Person Category

- Rail Facility Occupant
- Escalator Injuries
- Employee
- Other Vehicle Occupant
- Bus Passeng

CY Injuries by Cause

Home - Incidents/Accidents

Incidents - 20131224#24873

Incident Data: 20131224#24873

General Information:

- Incident Number: 20131224#24873
- Incident Type: HE while stopped
- Department: ACCCS MACCS Administration
- MetroAccess Vendor: Veolia Transportation - Capital Heights
- Incident Date: 12/23/2013 9:30 AM
- Incident Report Date: 12/23/2013 9:30 AM
- Modification Comment: Wallace, Ricca S. (12/24/2013 11:01 AM): Involved person WILLIAMS GENEVA was added.
- Wallace, Ricca S. (12/24/2013 10:58 AM): Involved person KEMPER MILDRED was added.
- Wallace, Ricca S. (12/24/2013 10:54 AM): Involved person Cooper was added.
- Wallace, Ricca S. (12/24/2013 10:49 AM): Involved person THOMPSON DELECIELIA was added.
- Wallace, Ricca S. (12/24/2013 10:42 AM): Vehicle 20131224#24873 B43950 WHATA MA104641 was added.

Incident Info | People and Property | Investigation | Attachments | Administration | Tasks

Documents:

- 20131224_24873_116189.JPG
- 20131224_24873_116190.JPG
- 20131224_24873_116191.JPG
- 20131224_24873_116192.JPG

EMPLOYEE INJURY RATE (EIR)

TIME PERIOD	January 2012 - November 2013
2012	4.15
2013	4.86

EMPLOYEE INJURY RATE (EIR) TRENDED PERIOD: CY 2013

TIME PERIOD	January 2013	February 2013	March 2013	April 2013	May 2013	June 2013	July 2013	August 2013	September 2013	October 2013	November 2013	December 2013	CYTD	TARGET	BLS Avg	
2013	4.45	5.74	5.09	6.00	3.89	5.29	7.11	4.93	3.23	3.93	4.62	5.09	4.99	4.86	45.3	5.0

The CYTD EIR has decreased to 4.86 which is below the target of < 5.0. The number of injuries in November increased to 40 from 37 in October. The number of Slip/Trip/Falls, Collision-related, Struck By/Against, and Caught In/Between injuries all increased. Job categories were Bus Operator, Train Operator, and Police Officer, with the two former categories seeing month over month decreases in their injury count.

BTRA has nearly cut its monthly injury count in half from its peak in May and June to having 13 injuries in November, resulting in an overall EIR of 3.54, which is above last year's performance. BWNT experienced an increase in injury count in November of three injuries, which resulted slight increase in their EIR to 2.64, still below last year's performance. The monthly leading indicator for BTRA is the number of injuries in November, which is above last year's performance. The monthly leading indicator for BWNT is the number of injuries in November, which is above last year's performance.

The CYTD injury rate through November is 3.84, which is 6% lower when compared to the same time period on CYTD12. Forty-eight of the 71 departments have lower rates or have remained at zero this CY.

Only one of the six November injuries were related to Arrest/Pursuits, which is the leading injury type for the group. Two injuries were the result of a non-preventable collision, two due to inattentiveness, one due to improper lifting technique, and one for improper PPE use.

Employee Injury Rate Monthly Summary

Injuries per 200k hours worked

Employee Injury Rate - by Group & Injury Type

Injuries per 200k hours worked

DEPT: ELES, BTRA, MTPD, TRST, CMNT, PLNT, BWNT, SMNT, All Other

NOVEMBER 2012, 2013, CYTD, 2012, 2013, Δ

Rate: 0.0, 2.0, 4.0, 6.0, 8.0, 10.0

→ 2012 - EIR, → EIR Trend - 2013

Thompson D (3).JPG

Thompson D (4).JPG



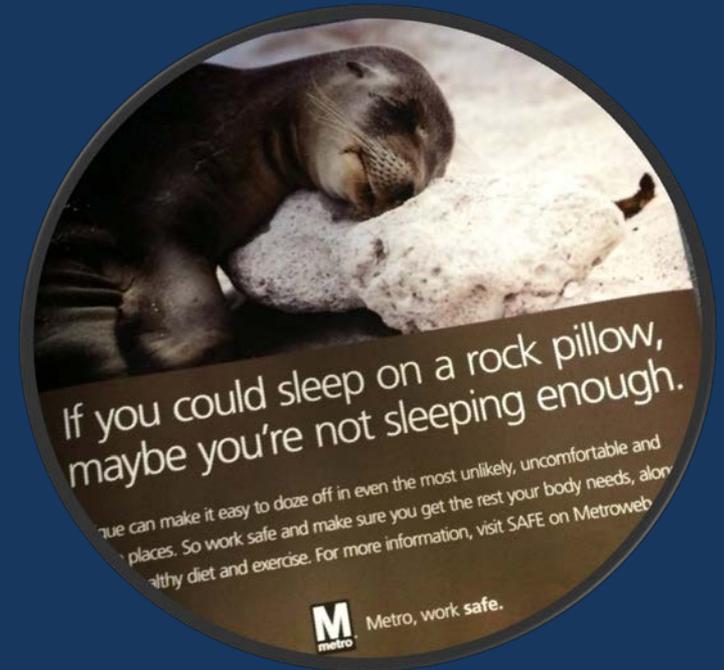
Authority-wide Actions

- Additional \$22M operating investments
 - Invest in our employees through additional training and supervision
 - Reduce MetroRail passenger delays/offloads due to rail kinks
 - Install additional safety items to vehicles to reduce incidents



Authority-wide Actions

- Continued investment in FRMS
 - Previous investments in FY15 base budget
 - Included additional staffing
 - Additional resources contingent on impact of FRMS program





Capital Safety Investments

- \$102M Budget
 - Continued progress to close the remaining 9 National Transportation Safety Board Recommendations
 - Protect employees and assets by ensuring state-of-the-art fire/life safety systems
 - Continuing replacement of assets for ensuring environmental compliance



Capital Safety Investments

- Enhance safety and security of our customers by installation of bus cameras
- Improve radio infrastructure to strengthen communication and security
- Ongoing rehabilitation of stations to improve lighting, walking surfaces, elevator/escalators to contribute to reducing customer injuries





Committed to Safety

- Continued support from the Board on safety investments
- Ongoing financial and management stability
- Collaborative partnerships with from Federal Transit Administration (FTA) and Tri-State Oversight Committee (TOC)
- Strengthening the shared climate of safety
- Active involvement in Moving Ahead for Progress in the 21st Century Act (MAP-21) requirements

