



Safety Improvement Program Update

Presented to the Board of Directors:

**Customer Service, Operations, and Safety
Committee**

October 11, 2007





Background

- We are on a journey to improve our safety performance

"We will make Metro, from the worker's standpoint, the safest place in the Washington metropolitan area..."



Assessment Phase

- Since June, the following things were completed:
 - Full-scale safety perception survey to all employees
 - Employee interviews
 - Assessments of all WMATA sites
 - Analysis of historical data: injury and third party claims
 - Results shared with employees through presentations



Findings

- Metro employees are eager to change and recognize the need for a more robust safety culture at Metro
- Rules are inconsistently followed:
 - Focusing strict adherence to rules and procedures
 - Implemented “No Tolerance” Right-of-Way violation
 - Reviewing all Standard Operating Procedures, rules and instructions
- Need to increase focus on reducing employee injuries and minimizing lost time:
 - Expanding number of opportunities for modified duty assignments
 - Observe behaviors and raise awareness for safer business practices



Next Steps

- Develop better business practices in order to achieve a 50% reduction in injuries/incidents in five years
- Launch local safety committees