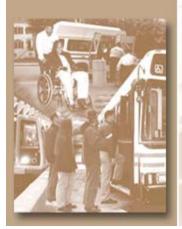
# Safety Improvement Program Update

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