



Customer Service, Operations and Safety Committee

Board Information Item IV-A

October 12, 2006

Safety Annual Report-Out

**Washington Metropolitan Area Transportation Authority
Board Action/Information Summary**

Action
 Information

MEAD Number:

Resolution:
 Yes No

PURPOSE

To Report the Annual FY06 safety and risk performance indicators for Rail, Bus, MetroAccess Service, and construction projects.

DESCRIPTION

RAIL

Rail passenger injuries have increased slightly by five injuries for an incident rate of 0.03 injuries per million passenger miles. Crowded trains due to an increase in rail passengers in FY06 contributed to the increase in rail passenger injuries. Rail Transit Facility Occupant Injuries have decreased by 16% to 229 for a rate of 1.1 injuries per million passengers. Of the 229 injuries, 132 were escalator related which is a decrease of 7% from FY05. Continued escalator safety awareness programs contributed to the decrease in escalator injuries.

No revenue service rail collisions or derailments occurred in FY06. Fire and smoke incidents requiring a fire department response and system delay have declined by 41% to a total of nine. Of the nine Fire & Smoke incidents, four were brush fires, two involved brake pads and three involved electrical components within the right of way. One electrical incident created a 57-minute delay and two of the brush fires created delays of 55 minutes and 40 minutes. The incidents resulted in minimal damage and no injuries.

Rail operations performance indicators improved with station over-runs (STOVs) down by 16%, and Door Opening Incidents down by 37%. Red Signal Violations increased from 11 to 16.

The decrease in the number of STOV's and door incidents has been primarily attributed to increased and improved management oversight, rules enforcement and disciplinary action. Increased use of manual mode train operations has also contributed to the reduction of STOV's. The majority of Red Signal incidents involved less-experienced operators.

During FY07, there are additional initiatives planned to further improve rail safety performance indicators. These planned initiatives include additional 2-day Operator Safety Awareness Sessions and extending the train operator course by 30 days.

BUS

Bus collisions have decreased by 4.5% while bus passenger injuries are up 14, for an incident rate of 0.7 injuries per million passenger miles. Enhanced operator training contributed to the decrease in the number of collisions. Fifty-eight percent (58%) of bus passenger injuries were caused by collisions.

Several actions to reduce bus accidents were initiated in FY06, which continue through FY07: the Bus Transportation Accident Reduction Committee was implemented with representation from Operations Planning and Administrative Support and Systems Safety and Risk Management; the Management Safety Committee comprised of supervisors from each division and Systems Safety and Risk Management was initiated; and BUS is participating in a Side Collision Avoidance System prototype study.

Bus collisions with persons increased by 17% in FY06 from FY05. In FY06, 5 of the 41 collisions with persons resulted in fatalities. In June 2006, a "Safety Blitz" was conducted by SSRM at all Bus Divisions to distribute Safety Bulletins addressing pedestrian safety and discussing pedestrian and bus accidents with operators to increase awareness. Additional campaigns stressing pedestrian safety are planned for FY07. BUS is participating in a FTA study of bus - pedestrian collisions. Managers from Systems Safety and Risk Management and Operations Planning and Administrative Support/Training are members of a District of Columbia DDOT, special emphasis group on pedestrian and bicycle accidents. This special emphasis group is part of the task force that is developing the District of Columbia's Strategic Highway Safety Plan.

MetroAccess

MetroAccess passenger injuries are up from 45 to 58 and collisions have increased from 90 to 245 for FY06. MV Transportation took over MetroAccess operation on January 15, 2006. Since January 15, 45% of the injuries and 83% of the collisions have occurred. This increase is due to improved reporting and high turn-over rates in drivers. Initiatives\Corrective Action: The contractor, MV is enhancing its driver training program, regularly and formally reviewing vehicle driver camera records and implementing corrective action, increasing vehicle inspections and establishing a safety incentive program.

Risk Management Indicators

Third Party Claims

The number of bodily injury claims has decreased by eight percent and property damage claims have decreased by three percent. These decreases were partially due to improvements in bus operator safety training and compliance with established procedures and protocols. The average cost of a bodily injury claim increased by \$230 and the average cost of a property damage claim decreased by \$69. The increase in bodily injury claims cost is due to aggressive claims management to reduce the number of cases going to litigation.

Subrogation recovery has increased 31% to \$623,307. Subrogation recovery is defined as monetary damages secured from third parties (individuals, insurance carriers), for injury and property damage claims, who were determined to be legally liable for damages, due to accidents involving Metro vehicles. The recovery is due to aggressive pursuit of those accidents for which third parties were determined to be responsible.

Workers Compensation

The total number of claims filed was up by 0.6% in FY06. However, FY06 Lost-Time Claims fell 7.8% as compared to FY05. This was due, in part, to: more rigorous claims management, including early contact with the claimant and supervisor; careful review and adjustment of medical/hospital bills and targeted investigations when potential fraud is detected.

The average cost per claim was down 13.5% in FY06, due to: diligent claims management, e.g. frequent and continuing contact with claimants, case management and review by nurses, denial of claims when appropriate, anniversary letters to claimants commending them for working for one year without accident or injury, and an enhanced online database that allows for more detailed reporting of accidents and injuries by supervisors and managers.

Employees who repeatedly file claims ("Repeaters") cause considerable disruption to productivity and typically generate high-cost, long-duration claims. Effective claims investigation and aggressive follow-up and contact with claimants reduced the incidence of these types of claims by five percent from FY05.

Industrial and Construction Injuries

There was a six percent increase in Occupational Safety and Health Administration (OSHA) recordable injuries from FY05 to FY06. The increase in OSHA recordable injuries in FY06 was primarily attributed to an increase in medical only claims, which did not result in days away from work. As noted above in the Workers' Compensation discussion, more serious, lost-time employee injury claims decreased by 7.8% from FY05 to FY06.

There were two WMATA employee on the job fatalities in FY06. On October 1, 2005 the incident was attributed to rule violations and lack of supervision. The May 14, 2006 incident is still under National Transportation Safety Board (NTSB) investigation.

WMATA was below the OSHA National Injury Incidence Rate (I.R.) for urban transit systems for total recordable injuries. The WMATA injury I.R. was 8.7 injuries per the equivalent of 100 full-time employees. The National I.R. was 9.4.

In FY06, the Industrial Accident Review Panel (IARP) was established comprised of representatives from the operating offices. The IARP reviews all industrial accidents, determines causes of accidents and makes recommendations to prevent re-occurrence of similar accidents. The IARP assists the represented offices develop and establish safety performance objectives to reduce accidents. The panel also developed and implemented the use of the Industrial Accident Investigation Form to standardize the information collected during investigations. A joint Labor-Management Safety Committee has been formulated and is an FY 07 initiative. This committee will foster a closer working relationship between labor and management to identify hazards in the workplace and reduce injuries.

In FY05 WMATA contractors worked 1,297,047 hours with five Lost-time (L.T.) cases, resulting in an incidence rate (I.R.) of 0.8 injuries per the equivalent of 100 full-time employees. In FY 06, WMATA contractors worked 717,972 hours with three L.T. cases, resulting in an I.R. of 0.8 injuries per the equivalent of 100 full-time employees. The OSHA National I.R. is 2.1 injuries per the equivalent of 100 full-time employees. The I.R. for WMATA contractors is consistently below the National I.R.



Safety Annual Report Out FY06

Presented to the Board of Directors:

**Customer Service, Operations and Safety
Committee**

October 12, 2006





FY06 Rail Safety Performance Indicators

Category	Total		Variance	%	Incident Rate		Variance
	FY05	FY06			FY05	FY06	
Rail Passenger Injuries	36	41	5	+ 14	0.02*	0.03*	.01
Rail Transit Facility Occupant Injuries	274	229	- 45	- 16	1.4**	1.1**	-.3
Escalator Injuries	142	132	- 10	- 7	0.7**	0.6**	-.1
Rail Collisions (Revenue Service)	1	0	-1	- 100			
Derailments (Revenue Service)	0	0	0	0			
Fire and Smoke Incidents	17	9	- 8	- 47	*per million passenger miles **per million passengers		

- Rail passenger injuries have increased slightly due to an increase in rail passengers and crowded rail cars.
- Continued escalator safety awareness programs contributed to the decrease in escalator injuries.
- Of the nine Fire & Smoke incidents, four were brush fires, two involved brake pads and three involved electrical components within the right of way. One electrical incident created a 57-minute delay and two of the brush fires created delays of 55 minutes and 40 minutes.



FY06 Rail Operations Performance Indicators

Category	Total		Variance	%
	FY05	FY06		
Station Over-runs	669	564	-105	- 16
Red Signal Violations	11	16	+5	+ 45
Door Opening Incidents	30	19	-11	- 37

- Increased and improved management oversight, rules enforcement and disciplinary action have contributed to a reduction in Station Over-runs and Door Open Incidents.
- Increased use of manual mode train operations has also contributed to the reduction in Station Over-runs.
- FY07 Initiatives will include:
 - Additional 2-day Operator Safety Awareness Sessions
 - Extending the train operator course by 30 days
 - Increased investigations of Red Signal Violations to determine appropriate corrective actions



FY06 Bus Safety Performance Indicators

Category	Total		Variance	%	Incident Rate		Variance
	FY05	FY06			FY05	FY06	
Bus Passenger Injuries	269	283	14	+ 5	.65*	.7*	.05
Bus Collisions	1849	1766	- 83	- 4	49**	50**	1.0

* Injuries per million passenger miles

**Collisions per million vehicle miles

- BTRA Accident Reduction Committee implemented with representation from OPAS and SSRM.
- Management Safety Committee comprised of supervisors from each division and SSRM.
- BUSV is participating in a Side Collision Avoidance System prototype study.
- BUSV is participating in a FTA study of bus - pedestrian collisions.
- SSRM and OPAS/TRNG staff are on a DDOT special emphasis group on pedestrian and bicycle accidents, part of a task force developing the District of Columbia's Strategic Highway Safety Plan.



FY06 MetroAccess Safety Performance Indicators

Category	Total		Variance	%	Incident Rate		Variance
	FY05	FY06			FY05	FY06	
MetroAccess Passenger Injuries	45	58	13	+ 29	3.6*	4.3*	.7
MetroAccess Collisions	90	245	155	+ 172	.6**	.8**	.2

* Injuries per 100K passengers

**Collisions per 100K Service Miles

MV Transportation Initiatives

- Contracted with Smith Systems to provided train-the-trainer training to MV access driving instructors.
- Will calibrate the drive cam to lowest setting.
- Conducting increased shop safety inspections.
- Will conduct weekly drawings for safety performance awards.



FY06 RISK Indicators Third Party Claims

Category	Total		Variance
	FY05	FY06	
Bodily Injury Claims	1967	1804	-163
Average Cost of Bodily Injury Claim	\$497	\$727	+ \$230
Property Damage Claims	1162	1126	-36
Average Cost of Property Damage Claim	\$993	\$924	- \$69
Subrogation Recovery	\$475,281	\$623,307	+\$148,026

- Improvements in operator safety training and compliance with established rules has contributed to the reduction in Bodily Injury Claims and Property Damage claims.
- Average cost of bodily injury claims increased due to an increased number of claims settled by Third Party Claims (TPC) adjusters to reduce litigation.
- Subrogation recovery increased due to improved documentation of WMATA damages and aggressive pursuit of recoveries from responsible parties. (Subrogation is defined as the recovery of monetary damages incurred and paid, from a party legally liable, to WMATA).



FY06 RISK Indicators Workers' Compensation (WC)

Performance Measure	FY05	FY06
Claims Filed	1209	1216
Average Cost per Claim	\$10,698	\$9,257
Average Cost Per Lost Time Workers' Compensation Claim	\$16,353	\$14,278
Hours Worked	18,850,611	19,445,258
Repeaters	769	729

- WC Claims filed increased less than one percent while hours worked increased by three percent
- Average cost per claim was down 13.5% in FY06 due to diligent claims management.
- Reduction in Repeaters can be attributed to effective claims investigation and aggressive follow-up and contact with claimants reduced the incidence of these types of claims by five percent from FY 05.



FY06 Occupational Injury Indicators

Category	Total		Variance	Incident Rate*		
	FY05	FY06		Industry Avg.**	WMATA FY05	WMATA FY06
OSHA Recordable Injuries	753	846	93	9.4	8.0	8.7
Construction Injuries	5	3	-2	2.1	0.8	0.8

*Incident Rate = the number of injuries per the equivalent of 100 full-time employees

**Department of Labor 2004 (most recent available)

- The increase in OSHA recordable injuries in FY06 is primarily attributed to medical only claims, more serious, lost-time employee injury claims decreased by 7.8%.
- Two employee fatalities occurred on the job. The October 1, 2005 fatality was due to rule violations and lack of supervision. The May 14, 2006 fatality is still under NTSB investigation.
- The Industrial Accident Review Panel (IARP) was established and comprised of representatives from the operating offices.
- WMATA was below the OSHA National Injury Incidence Rate (I.R.) for urban transit systems for total recordable injuries.
- The Construction Incidence rate for WMATA contractors is consistently below the National I.R. and has remained at .8 from FY05 to FY06.