Safety and Operations Committee

Board Information Item III-A

Annual Safety Update

Board Document

OVERVIEW			
PRESENTATION NAME	Annual Safety Update	**DOCUMENT NO.**	300015
ACTION OR INFORMATION	Information		
STRATEGIC TRANSFORMATION PLAN GOAL	Service excellence;		
RESOLUTION	No		
EXECUTIVE OWNER			
EXECUTIVE TEAM OWNER	Impastato, Theresa M.;		
ORGANIZATION	Safety & Readiness		
DOCUMENT INITIATOR	Leenda M. Chambliss		
OTHER INFORMATION			
COMMITTEE	Safety and Operations Committee	**COMMITTEE DATE**	1/30/2025
PURPOSE/KEY HIGHLIGHTS	In alignment with Metro's Strategic Transformation Plan (STP), staff will provide the Board with an update on Metro's Safety Management System and Strategic Roadmap, which is organized based on the four elements of SMS (Safety Policy, Safety Risk Management, Safety Assurance, and Safety Promotion). There continues to be a focus on customer and employee safety via SMS and the Agency Safety Plan. The SMS Strategic Roadmap highlights the top priorities established to accomplish this mission. The ASP describes how those priorities will be achieved.		
DISCUSSION	Metro's Safety Management System Roadmap is a continuous effort. Metro recently completed several activities in CY2024 that supports Metro in its continuous implementation of SMS. Below		

	describes the CY2024 achievements under the four pillars of SMS: Safety Policy, Safety Promotion, Safety Risk Management, Safety Assurance.
	Safety Policy and Safety Promotions
	• Continued alignment of Level 1 policies with Just Culture Principles
	• Completed Safety Culture Re-assessment Methodology, Analysis, and Validation
	• Agency Safety Plan Approved
	• Delivered Safety Management System Training to the Workforce
	• Implemented an Enhanced Recognition Program
	Safety Risk Management
	• Completed Job Hazard Analysis Implementation
	• Re-Launched Roadway Worker Protection Transformation
	• Launched Bus Safety Improvement Strategy
	• Continued maturation and expansion of Safety Risk Management in Safety Committees
	Safety Assurance
	• Initiated the Emergency Management Accreditation Program
	• Strengthened Health, Environmental and Safety data collection, sharing & reporting capabilities
	• Coordinated with stakeholders to establish a single Safety Management Data System
	• Build ownership of risk management through a shared investigative process
INTERESTED PARTIES	There are no interested parties for this update.
RECOMMENDATION/NEXT STEPS	Safety & Readiness will continue the process of working to mature Metro's Safety Management System by working through the activities listed in 2025 Safety Management System Roadmap.
FUNDING IMPACT	There is no additional operating budget impact for these initiatives.

Safety Management System Update

Safety & Operations Committee

Your Metro, the Way Forward

Focus today

Service excellence
Deliver safe, reliable, convenient, equitable, accessible, and enjoyable service for customers.

Talented teams
Attract, develop, and retain top talent where individuals feel valued, supported, and proud of their contribution.

Regional opportunity & partnership
Design transit service to move more people and equitably connect a growing region.

Sustainability
Manage resources responsibly to achieve a sustainable operating, capital, and environmental model.

Implement the Safety Management System

Safety Initiatives | Programmatic improvements to reduce safety risk for customers and employees

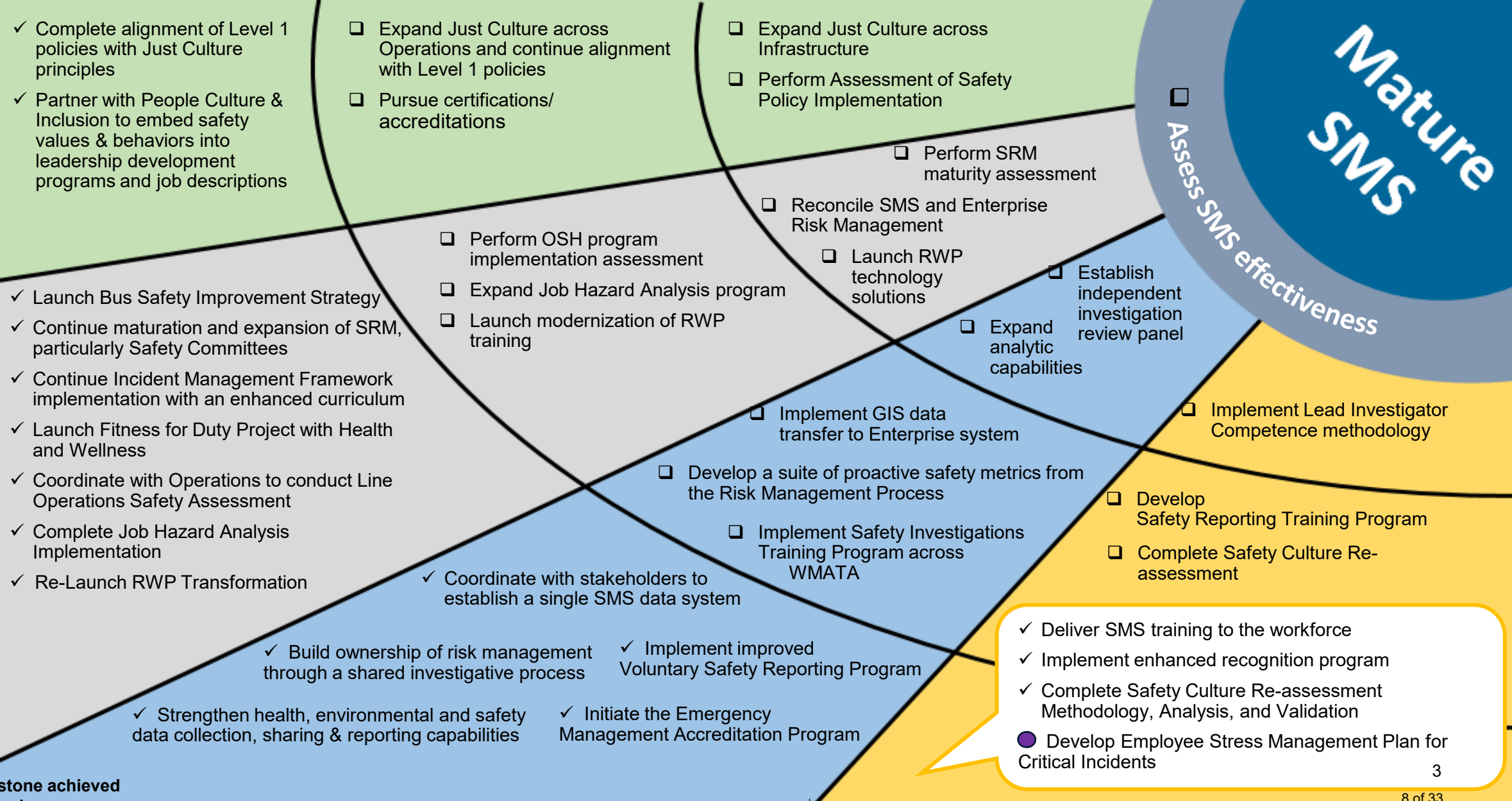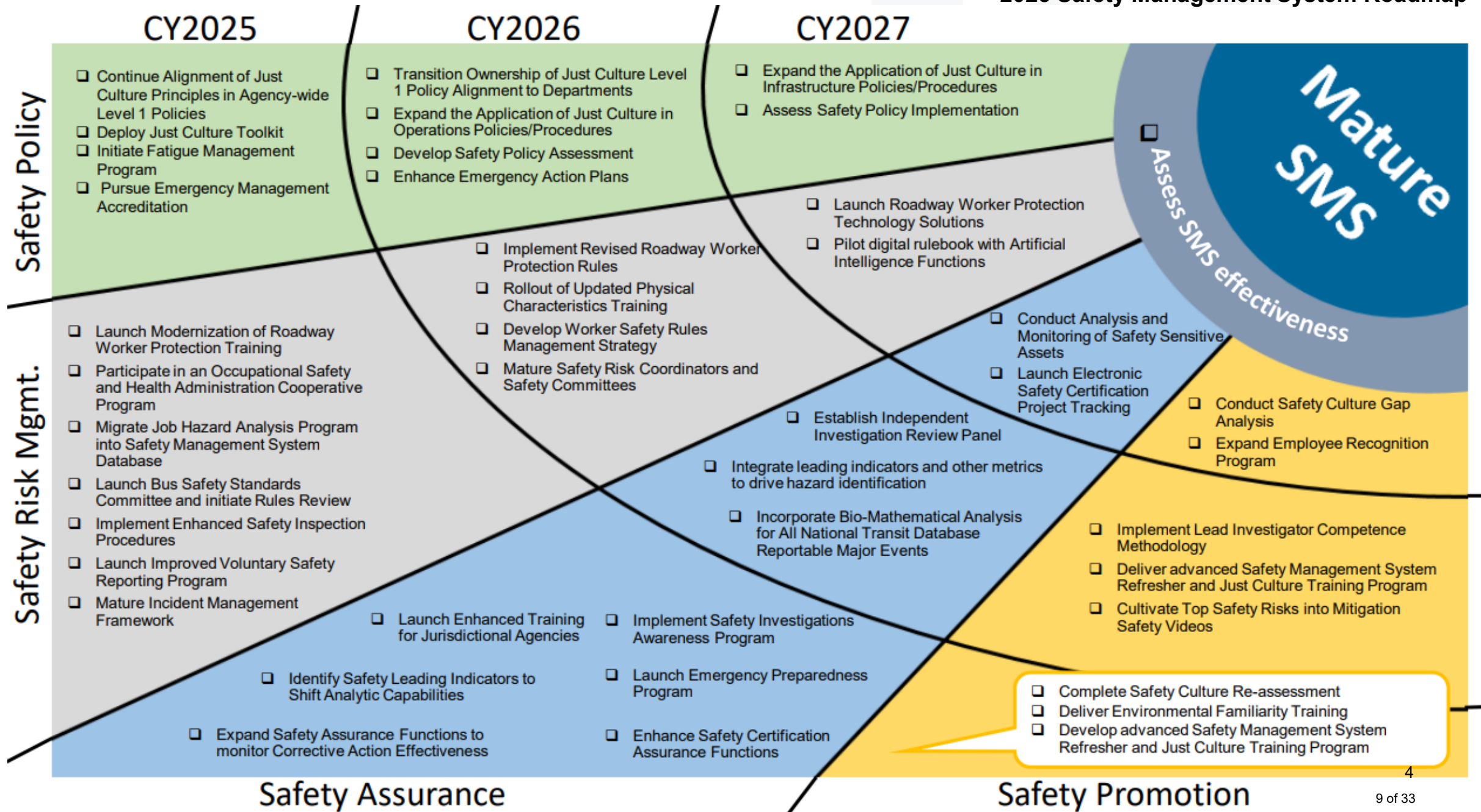**Safety Performance |** Industry leader in many areas when compared to other transit agencies

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CY2024

Safety Policy

- ✓ Complete alignment of Level 1 policies with Just Culture principles
- ✓ Partner with People Culture & Inclusion to embed safety values & behaviors into leadership development programs and job descriptions

Safety Risk Mgmt.

- ✓ Launch Bus Safety Improvement Strategy
- ✓ Continue maturation and expansion of SRM, particularly Safety Committees
- ✓ Continue Incident Management Framework implementation with an enhanced curriculum
- ✓ Launch Fitness for Duty Project with Health and Wellness
- ✓ Coordinate with Operations to conduct Line Operations Safety Assessment
- ✓ Complete Job Hazard Analysis Implementation
- ✓ Re-Launch RWP Transformation

CY2025

- ☐ Expand Just Culture across Operations and continue alignment with Level 1 policies
- ☐ Pursue certifications/ accreditations

- ☐ Perform OSH program implementation assessment
- ☐ Expand Job Hazard Analysis program
- ☐ Launch modernization of RWP training

- ✓ Coordinate with stakeholders to establish a single SMS data system
- ✓ Build ownership of risk management through a shared investigative process
- ✓ Implement improved Voluntary Safety Reporting Program
- ✓ Strengthen health, environmental and safety data collection, sharing & reporting capabilities
- ✓ Initiate the Emergency Management Accreditation Program

CY2026

- ☐ Expand Just Culture across Infrastructure
- ☐ Perform Assessment of Safety Policy Implementation

- ☐ Perform SRM maturity assessment
- ☐ Reconcile SMS and Enterprise Risk Management
- ☐ Launch RWP technology solutions
- ☐ Expand analytic capabilities
- ☐ Establish independent investigation review panel

- ☐ Implement GIS data transfer to Enterprise system
- ☐ Develop a suite of proactive safety metrics from the Risk Management Process
- ☐ Implement Safety Investigations Training Program across WMATA

- ☐ Implement Lead Investigator Competence methodology
- ☐ Develop Safety Reporting Training Program
- ☐ Complete Safety Culture Re-assessment

Mature SMS

Assess SMS effectiveness

- ✓ Deliver SMS training to the workforce
- ✓ Implement enhanced recognition program
- ✓ Complete Safety Culture Re-assessment Methodology, Analysis, and Validation
- ● Develop Employee Stress Management Plan for Critical Incidents

Safety Assurance

Safety Promotion

Key:
- ✓ **Milestone achieved**
- ● **On track**
- ● **Experiencing delays**

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CY2025 | CY2026 | CY2027

Mature SMS

Assess SMS effectiveness

Safety Policy

CY2025
- Continue Alignment of Just Culture Principles in Agency-wide Level 1 Policies
- Deploy Just Culture Toolkit
- Initiate Fatigue Management Program
- Pursue Emergency Management Accreditation

CY2026
- Transition Ownership of Just Culture Level 1 Policy Alignment to Departments
- Expand the Application of Just Culture in Operations Policies/Procedures
- Develop Safety Policy Assessment
- Enhance Emergency Action Plans

CY2027
- Expand the Application of Just Culture in Infrastructure Policies/Procedures
- Assess Safety Policy Implementation

Safety Risk Mgmt.

CY2025
- Launch Modernization of Roadway Worker Protection Training
- Participate in an Occupational Safety and Health Administration Cooperative Program
- Migrate Job Hazard Analysis Program into Safety Management System Database
- Launch Bus Safety Standards Committee and initiate Rules Review
- Implement Enhanced Safety Inspection Procedures
- Launch Improved Voluntary Safety Reporting Program
- Mature Incident Management Framework

CY2026
- Implement Revised Roadway Worker Protection Rules
- Rollout of Updated Physical Characteristics Training
- Develop Worker Safety Rules Management Strategy
- Mature Safety Risk Coordinators and Safety Committees

CY2027
- Launch Roadway Worker Protection Technology Solutions
- Pilot digital rulebook with Artificial Intelligence Functions
- Conduct Analysis and Monitoring of Safety Sensitive Assets
- Launch Electronic Safety Certification Project Tracking

Safety Assurance

- Establish Independent Investigation Review Panel
- Integrate leading indicators and other metrics to drive hazard identification
- Incorporate Bio-Mathematical Analysis for All National Transit Database Reportable Major Events
- Launch Enhanced Training for Jurisdictional Agencies
- Implement Safety Investigations Awareness Program
- Identify Safety Leading Indicators to Shift Analytic Capabilities
- Launch Emergency Preparedness Program
- Expand Safety Assurance Functions to monitor Corrective Action Effectiveness
- Enhance Safety Certification Assurance Functions

Safety Promotion

- Conduct Safety Culture Gap Analysis
- Expand Employee Recognition Program
- Implement Lead Investigator Competence Methodology
- Deliver advanced Safety Management System Refresher and Just Culture Training Program
- Cultivate Top Safety Risks into Mitigation Safety Videos
- Complete Safety Culture Re-assessment
- Deliver Environmental Familiarity Training
- Develop advanced Safety Management System Refresher and Just Culture Training Program

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Safety Policy & Promotion Milestones

2024 Milestones

✓ Agency Safety Plan Approved

✓ Completed Safety Culture Re-assessment Methodology, Analysis, and Validation

✓ Continued alignment of Level 1 policies with Just Culture Principles

✓ Delivered Safety Management System Training to the Workforce

✓ Implemented an Enhanced Recognition Program

The work continues in 2025…

- Conduct Safety Culture Re-assessment

- Continue Alignment of Just Culture Principles in Agency-wide Level 1 Policies

…plus, there will be new milestones:

- Deploy Just Culture Toolkit

- Initiate Fatigue Management Program

- Develop advanced Safety Management System Refresher and Just Culture Training Program

- Deliver Environmental Familiarity Training

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Safety Risk Management Milestones

2024 Milestones

- ✓ Completed Job Hazard Analysis Implementation
- ✓ Re-Launched Roadway Worker Protection Transformation
- ✓ Launched Bus Safety Improvement Strategy
- ✓ Continued maturation and expansion of Safety Risk Management in Safety Committees

The work continues in 2025…

- Migrate Job Hazard Analysis Program into Safety Management System Database
- Launch Modernization of Roadway Worker Protection Training
- Launch Bus Safety Standards Committee and initiate Rules Review

…plus, there will be new milestones:

- Participate in an Occupational Safety and Health Administration Cooperative Program
- Mature Incident Management Framework

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Safety Assurance Milestones

2024 Milestones

✓ Implemented improved voluntary employee safety reporting program

✓ Strengthened Health, Environmental and Safety data collection, sharing & reporting capabilities

✓ Built ownership of risk management through a shared investigative process

✓ Initiated the Emergency Management Accreditation Program

The work continues in 2025…

- Identify Safety Leading Indicators to Shift Analytic Capabilities

- Pursue Emergency Management Accreditation

…plus, there will be new milestones:

- Launch Emergency Preparedness Program

- Launch Enhanced Training for Jurisdictional Agencies

- Expand Safety Assurance Functions to monitor Corrective Action Effectiveness

- Implement Safety Investigations Awareness Program

Safety Performance Benchmarking

- Benchmarked against **eight peer agencies**:

    - Chicago – CTA

    - Boston – MBTA

    - Atlanta – MARTA

    - San Francisco – BART & MUNI

    - Philadelphia – SEPTA

    - Los Angeles – MTA

    - New York – NYCT

- Each mode's performance shown as a **five-year trend** using National Transit Database data up to November 2024

- Rates are **normalized across agencies** by incidents per 10 million vehicle revenue miles

- Benchmarking and initiatives used in next year's target-setting process

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Bus Performance compared to peer agencies: 2020 – 2024*

*Through November 2024

1 | **Bike/Pedestrian Injuries** – Better than Average

2 | **Collisions** – Average

3 | **Customer Injuries** – Better than Average
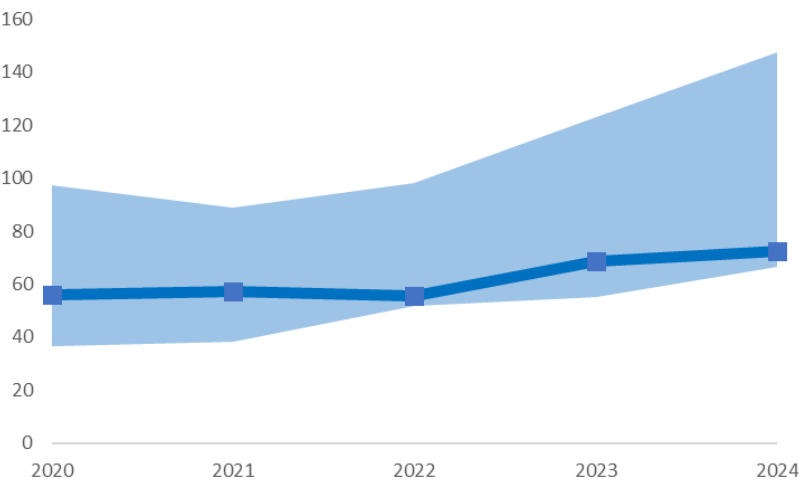
4 | **Employee Injuries** – Better than Average

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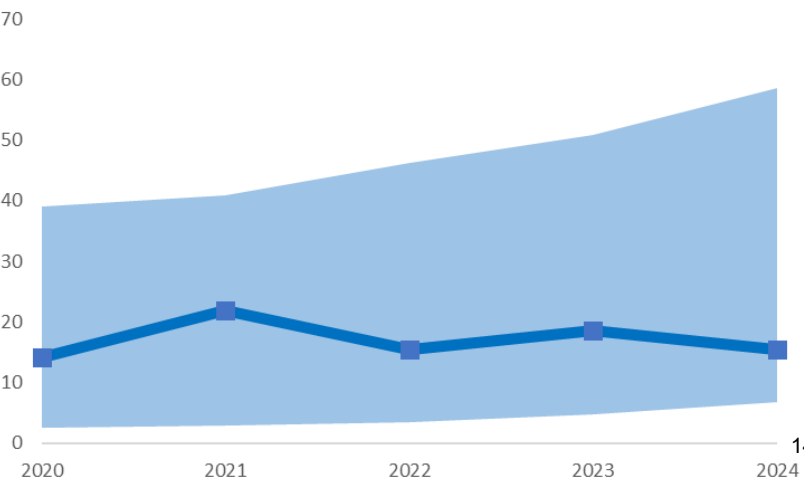
Rail Performance compared to peer agencies: 2020 – 2024*

*Through November 2024
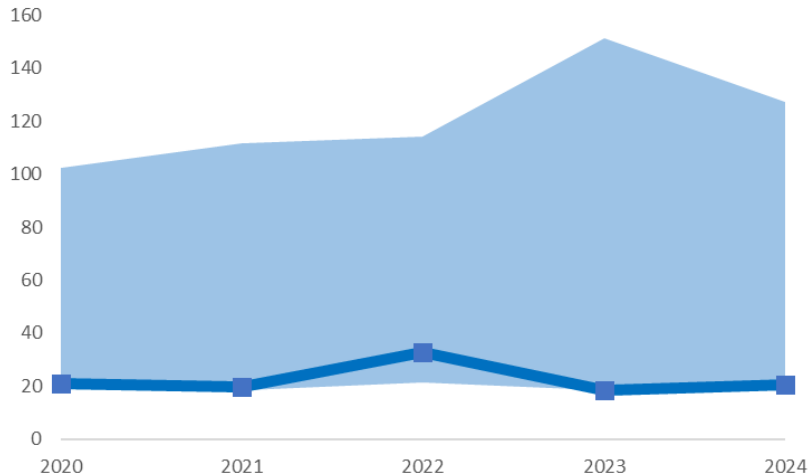
Peer agency performance range
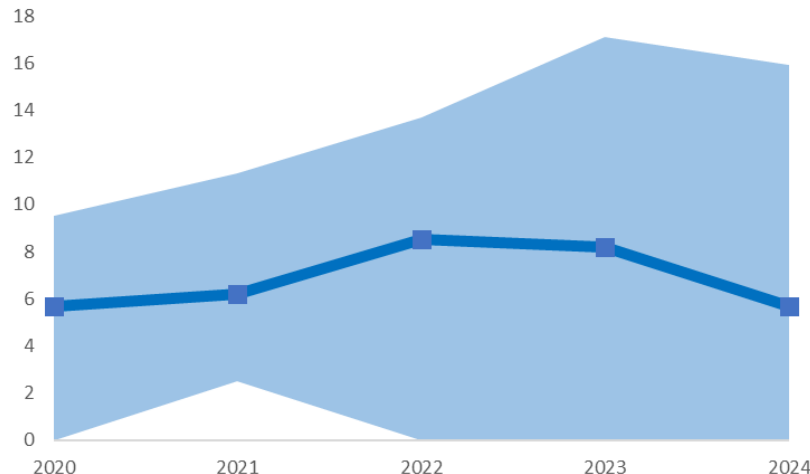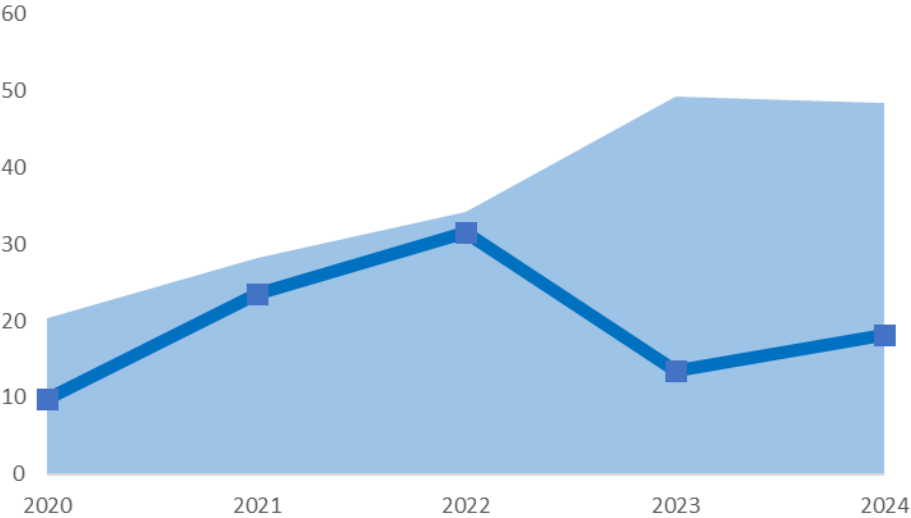WMATA

1 | **Collisions** – Industry Leader
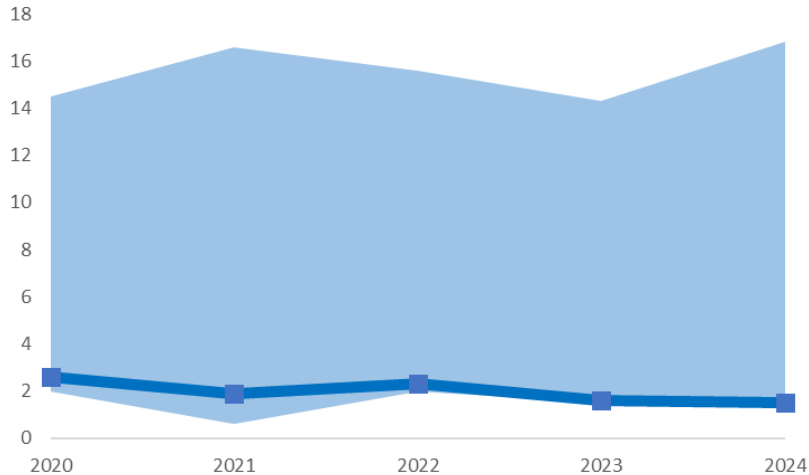
2 | **Derailments** – Industry Leader
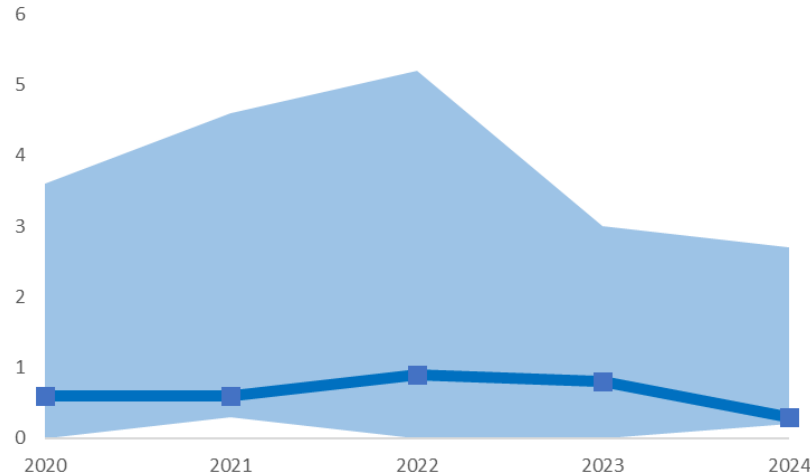
3 | **Customer Injuries** – Industry Leader

4 | **Employee Injuries** – Average

MetroAccess Performance compared to peer agencies: 2020 – 2024*

*Through November 2024