Safety and Service Delivery Committee

Information Item III-A

May 10, 2018

Employee Safety Reporting

Board Action/Information Summary

○ Action ⦿ Information | MEAD Number:
201986 | Resolution:
○ Yes ⦿ No

TITLE:

Employee Safety Reporting

PRESENTATION SUMMARY:

The Department of Safety and Environmental Management (SAFE) will provide an update to the Board on employee safety reporting.

PURPOSE:

The Safety and Service Delivery Committee will be informed of the various methods available to employees to report safety issues and unsafe conditions. The review will include a summary of Safety Management System, Metrics from the three reporting methods, and actions taken as a result of the employee reporting.

DESCRIPTION:

WMATA continues to work toward strengthening the safety of the system for its employees and public.

Key Highlights:

- Analysis of data from reporting assists in identifying trends and mitigating systemic issues.

- Employee safety reporting often results in proactive mitigations that reduce the number of negative consequences.

- WMATA employees have three different routes to report safety concerns: the internal WMATA Safety Hotline, the external Department of Transportation's Bureau of Transportation Statistics' Close Call Program, and WMATA's Office of Inspector General.

Background and History:

A Safety Management System (SMS) requires an organization self-assess its operations and the decisions around those operations. Employee safety reporting is an integral part of WMATA's self-examination, as employees are aware of safety issues and risks that are present throughout the system. Employees have three ways to report safety issues: the internal WMATA

Safety Hotline (launched in 2010); the external Federal Transit Administration's Bureau of Transportation Statistics' Close Call Program (launched in 2013), and WMATA's Office of Inspector General (OIG). OIG calls are transferred to the Safety Hotline system.

Discussion:

Employee safety reporting is strong, with over 700 calls reported to either the Safety Hotline, BTS's Close Call program, or the OIG. More reports are occurring in 2018; if this trend continues, the 2018 year-end total will be 86% higher than last year.

Of the volume of reports, 63% are facilities-related that range from housekeeping issues to pest extermination. Other categories include: Policies/Procedures/Rules (12%), OSHA/General employee safety issues (10%), employee/management issues (4%), Security (4%), Infrastructure (4%), and Environmental Services (3%).

Eighty-nine percent of all safety issues reported since January 2016 have been mitigated. Hazards reported that pose an immediate risk to human health or the environment are addressed as soon as they are received. All hazards identified are incorporated into the Hazard Management Process.

Many employee safety report responses include some manner of safety communication, as safety promotion is an important SMS element. Cross-departmental communication and hazard awareness sharing is critical. SAFE, along with operational departments, routinely produce Safety Bulletins that highlight and address the reported safety issues. Twenty Safety Bulletins were released in 2017 and 12 Safety Bulletins were released to date in in 2018.

Additionally, efforts are being explored to further promote the end-results of employee safety reporting, with the goal of ensuring employees that safety concerns are taken seriously. Current communication methods include the Close Call Newsletter and monthly report-outs at the Executive Safety Committee.

FUNDING IMPACT:

There is no funding impact.	
Project Manager:	Patrick Lavin
Project Department/Office:	Safety Department

TIMELINE:

Previous Actions	
	April 2013 – Close Call pilot program launched for rail and transit infrastructure employees

	May 2016 – Close call program expanded to include bus employees
Anticipated actions after presentation	N/A

Employee Safety Reporting

Safety & Service Delivery Committee
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Safety Management System (SMS)

- FTA formally adopted SMS approach in 2013

- SMS is organization-wide, data-driven approach to mitigating risks

- SMS is comprised of four pillars:

  - Safety Management Policy

  - Safety Risk Management

  - Safety Assurance

  - Safety Promotion

- Responsive employee reporting involves all four areas

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Reactive and Proactive

▪ There's value in both <u>Reactive</u> and <u>Proactive</u> analysis – identify trends and systemic issues to mitigate

▪ We want to move from Reactive to Proactive

Reactive	Proactive
Accident Investigations	**Safety Hotline Calls, Close Calls, OIG Complaints**
Incident Investigations	Employee real time reporting of hazards
Employee/Customer Injury Reports	Customer Service - Social Media Calls & Posts/ Employee Bulletin Board Posts
Corrective Action Plans	Root Cause Analysis Findings

3

Reporting Hazards

- Employee's Role: Report hazards and concerns

- Management's Role:

    - Address and mitigate (if able, eliminate) hazards and concerns in a timely manner

    - To encourage and thank employees for reporting to build trust and a strong safety culture

M metro

Reporting Hazards

- How do employees report hazards and risks at WMATA?
  1. Report directly to Lead, Supervisor, Manager or Safety Rep
  2. Raise item at a Safety Committee meeting
     - A Safety Officer (RSO) or a member of SAFE Management is in attendance at safety meetings to assist
  3. Contact MOC/ROCC/BOCC for immediate hazards
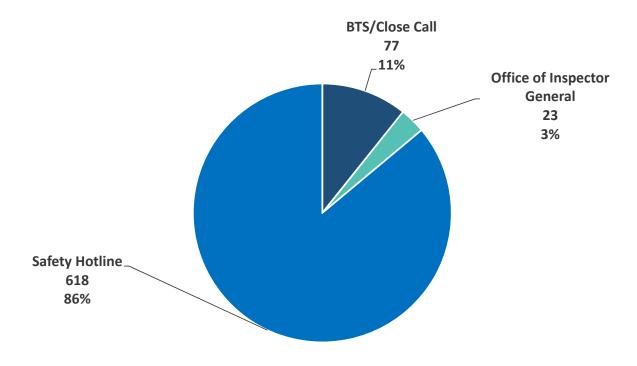 4. Contact/use the Safety Hotline, OIG, or Close Call systems

Employee Safety Reporting Totals
By source, January 2016 to March 2018

BTS/Close Call
77
11%

Office of Inspector
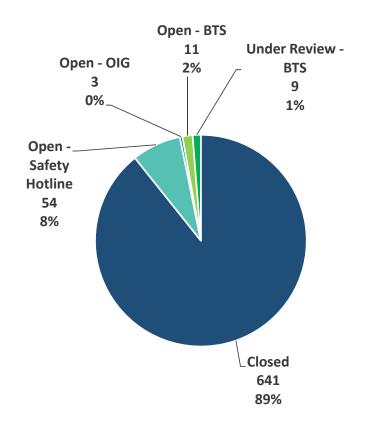General
23
3%

Safety Hotline
618
86%

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Reporting Status
By source, January 2016 to March 2018

- Reports are independently tracked and monitored
- All hazards identified are incorporated into the Hazard Management Process
- Safety Hotline calls are responded to immediately
- OIG <u>referred</u> calls are transferred to the Safety Hotline
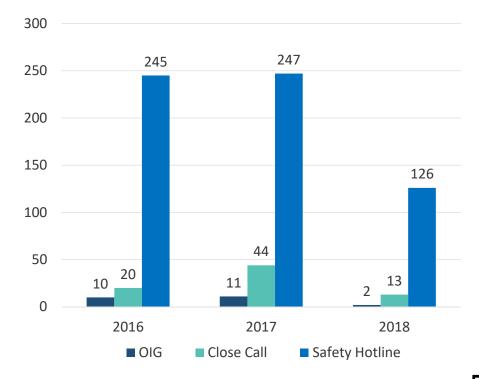- Close Calls are managed via FTA's Bureau of Transportation Statistics

Open - OIG
3
0%

Open - BTS
11
2%

Under Review -
BTS
9
1%

Open -
Safety
Hotline
54
8%

Closed
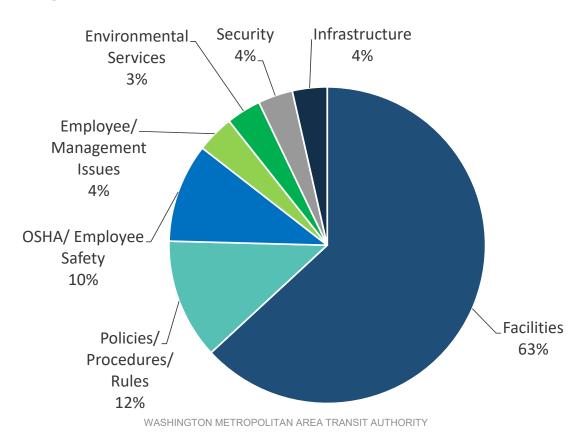641
89%

Annual Reporting Totals
By source, January 2016 to March 2018

- Usage numbers for all sources trending up
- Total for 2017: 302
- Current trends indicate a CY18 total: 500+ (141 Jan-Mar)

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Safety Hotline Historical Data
January 2017 through March 2018
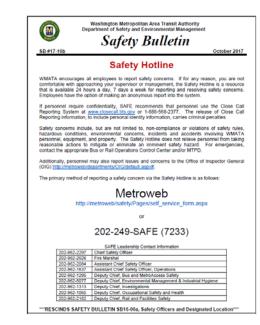
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Safety Hotline Promotion

- Safety Promotion is an important element in SMS

- Cross-departmental communication and hazard awareness sharing is critical

- Promotion and October Safety Bulletin are yielding results

- SAFE released:

  - 20 Safety Bulletins in 2017

  - 12 Safety Bulletins (so far) in 2018

Safety Hotline Success Stories

- Employees know where the hazards are

- Many are resolved <u>before anyone got hurt</u>

- Example: Employees submitted a video demonstrating the failure of the new break-away buckle on the modified One Badge lanyards

It's All in the Numbers

- The analysis of employee safety reporting data focuses WMATA's efforts on where risk truly lies

- A proactive safety culture:

  - Encourages employee reporting of hazards and ensures management follow-up

  - Analyzes all available safety hazard reporting methods and systems effectively to identify areas of risk and possible trends

  - **Invests in mitigating to avoid investigating**

- SAFE is being held accountable to resolve safety problems and provide feedback to employees

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Questions

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