# Safety Management System Update

Safety & Operations Committee





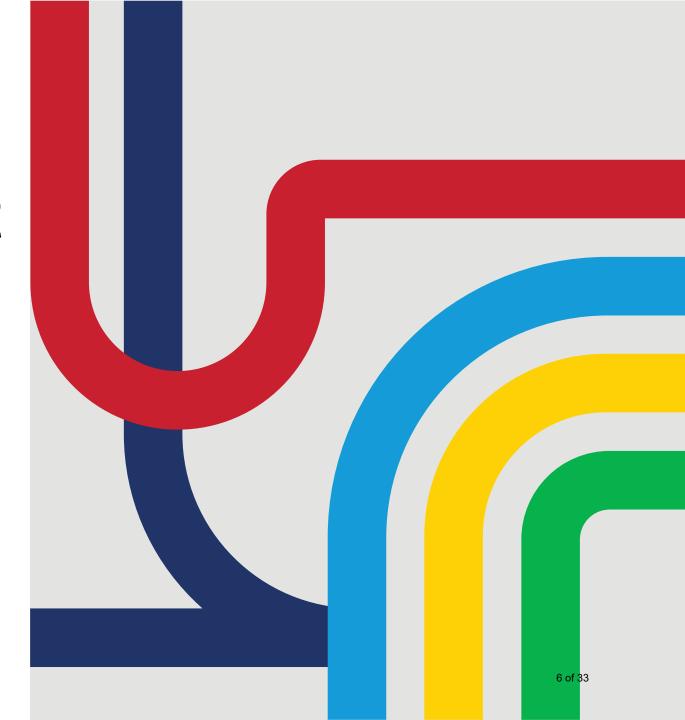












# Your Metro, the Way Forward

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

# 2025 Safety Management System Roadmap SMSTUTE Assess SMS effectiveness Conduct Analysis and Monitoring of Safety Sensitive Assets Launch Electronic Safety Certification Conduct Safety Culture Gap Project Tracking 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

#### CY2027 CY2025 CY2026 Expand the Application of Just Culture in Infrastructure Policies/Procedures Continue Alignment of Just □ Transition Ownership of Just Culture Level 1 Policy Alignment to Departments Culture Principles in Agency-wide Safety Policy Assess Safety Policy Implementation ■ Expand the Application of Just Culture in Level 1 Policies Operations Policies/Procedures ■ Deploy Just Culture Toolkit □ Initiate Fatigue Management □ Develop Safety Policy Assessment Program ■ Enhance Emergency Action Plans Pursue Emergency Management ■ Launch Roadway Worker Protection Accreditation **Technology Solutions** Pilot digital rulebook with Artificial ☐ Implement Revised Roadway Worker Intelligence Functions Protection Rules Rollout of Updated Physical Characteristics Training Develop Worker Safety Rules Launch Modernization of Roadway Management Strategy Worker Protection Training Mature Safety Risk Coordinators and Participate in an Occupational Safety afety Risk Mgmt and Health Administration Cooperative Safety Committees Program Establish Independent ■ Migrate Job Hazard Analysis Program Investigation Review Panel into Safety Management System Database Integrate leading indicators and other metrics Launch Bus Safety Standards to drive hazard identification Committee and initiate Rules Review Incorporate Bio-Mathematical Analysis ■ Implement Enhanced Safety Inspection for All National Transit Database Procedures Reportable Major Events ■ Launch Improved Voluntary Safety Reporting Program Mature Incident Management Launch Enhanced Training Implement Safety Investigations Framework for Jurisdictional Agencies Awareness Program □ Launch Emergency Preparedness Identify Safety Leading Indicators to Shift Analytic Capabilities Program Deliver Environmental Familiarity Training Develop advanced Safety Management System Expand Safety Assurance Functions to ■ Enhance Safety Certification Refresher and Just Culture Training Program monitor Corrective Action Effectiveness Assurance Functions Safety Promotion Safety Assurance 9 of 33

# 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 Agencywide 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

# 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

# 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

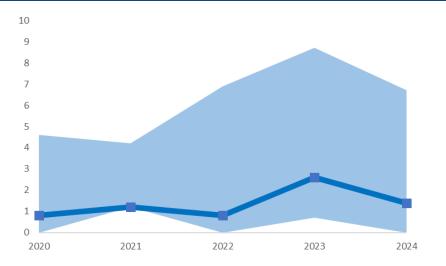
# Safety Performance Benchmarking

- 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

### Bus Performance compared to peer agencies: 2020 – 2024\*

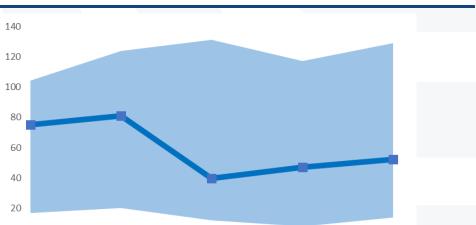
\*Through November 2024

1 Bike/Pedestrian Injuries – Better than Average



2 Collisions – Average

2020



2022

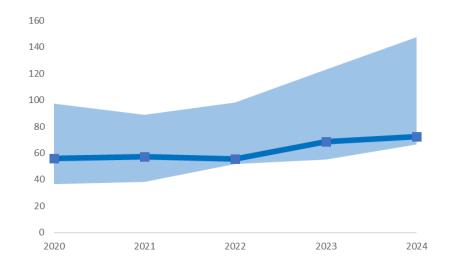
Peer agency performance range

2024

WMATA

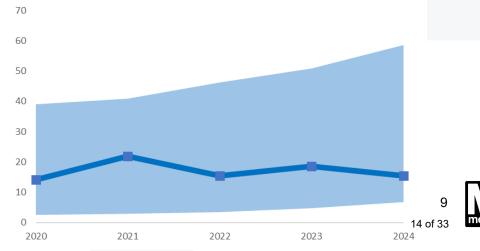
2023

3 Customer Injuries – Better than Average



4 Employee Injuries – Better than Average

2021



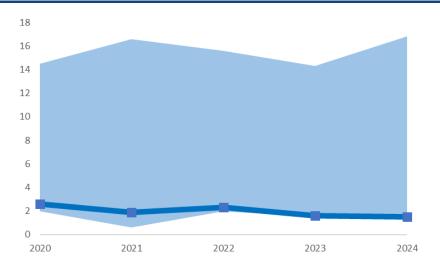


# Rail Performance compared to peer agencies: 2020 – 2024\*

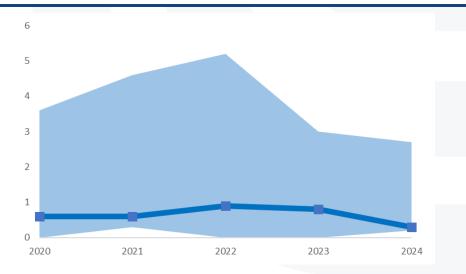
\*Through November 2024

Peer agency performance range WMATA

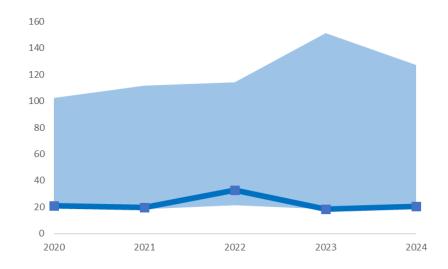
# **Collisions** – Industry Leader



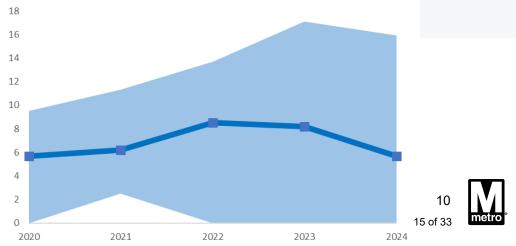
### **Derailments** – Industry Leader



# **Customer Injuries** – Industry Leader



# **Employee Injuries** – Average



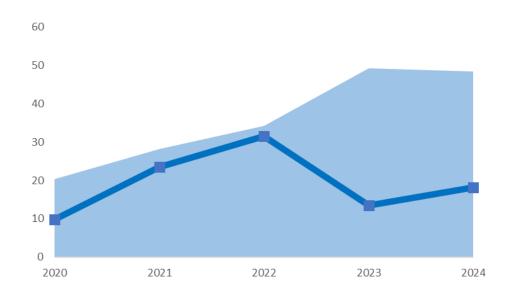


# MetroAccess Performance compared to peer agencies: 2020 – 2024\*

\*Through November 2024

Peer agency performance range WMATA

# 1 Collisions – Average



# 2 Customer Injuries – Industry Leader

