

# **Westside/Central Service Sector Injury Report**

**Governance Council Meeting**

**April 11, 2007**



**Metro**

# Background

- **Historically, workers compensation costs have been a huge expense for Metro**
- **In the past, injuries and related costs for Metro have received major media attention and have been an embarrassment**
- **In 2001, DuPont Safety was retained to help create a safer work environment and reduce high workers compensation costs.**
- **With DuPont's support, staff has managed to turn the tide**

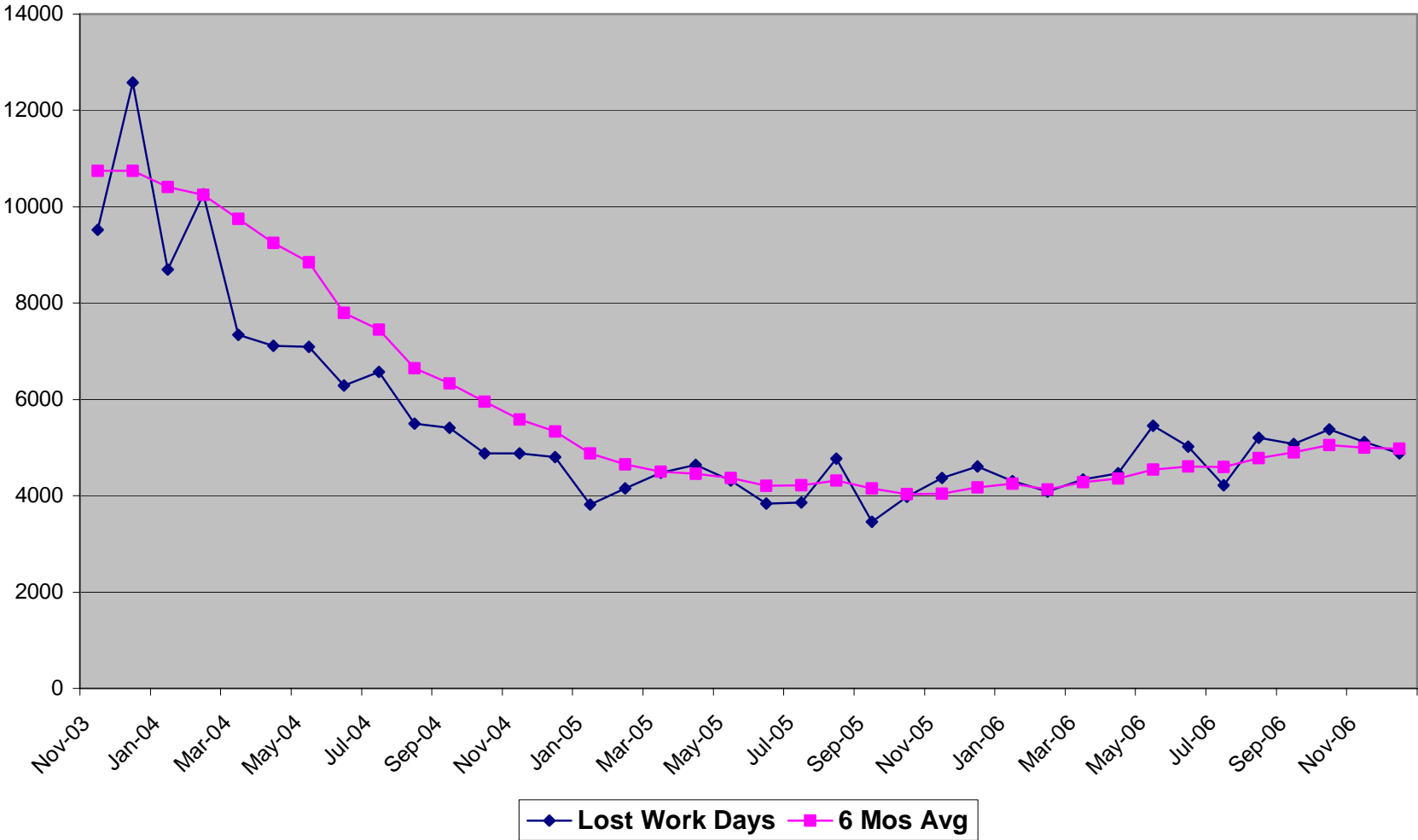


# The Numbers are Improving

- For FY 2007, Metro budgeted \$47.7 for Workers Compensation, a decline of \$6 million compared to FY06
- Over the last three fiscal years:
  - The number of new reported claims dropped from 1,607 to 1,266
  - The number of new claims per 200,000 exposure hours dropped from 19.8 to 14.5
  - The number of lost work days declined from 111,260 to 52,719



# Calculated Lost Work Days due to Industrial Injuries vs 6 months running average



# The Numbers are Improving

- **The Westside/Central Service Sector also saw a decline in new indemnity claims per 200,000 exposure hours:**
  - 21.5 in FY04
  - 18.8 in FY05
  - 14.6 in FY06

# Types of Injuries

- In 2006, 118 injuries were reported in the Westside/Central Service Sector
- The most common types of injuries were:
  - Back – 18
  - Arm(s) – 11
  - Hand(s) – 9
  - Knee(s) – 9
  - Shoulder(s) – 9
  - Eye(s) – 8
  - Wrist(s) – 8
  - Neck – 6
- Most injuries (102) were to bus operators



# **Injury Claims - FY 2007 YTD** (through March 24th)

## **Weekly WC Claims per 200,000 exposure hours**

- **Division 6 Transportation – 20.81 actual vs. budget of 20.81**
- **Division 7 Transportation – 14.28 actual vs. budget of 16.03**
- **Division 10 Transportation – 23.82 actual vs. budget of 17.00**
  
- **Division 6 Maintenance – 28.46 actual vs. budget of 14.84**
- **Division 7 Maintenance – 5.61 actual vs. budget of 14.46**
- **Division 10 Maintenance – 9.99 actual vs. budget of 14.35**

# Injury Investigation Process

- **Employee reports injury one of two ways:**
  - Verbally to management
  - Through an attorney
- **When reported to management, employee directed to submit injury (accident) report in writing**
- **Unless employee has a pre-designated doctor on file, they are sent to company clinic for examination**
- **Employee placed off work (TTD), on modified duty (TDP), or returned to work with no restrictions**





# Injury Investigation Process (continued)

- Upon returning from company doctor, employee discusses injury with management, fills out additional forms
- Management determines root cause of injury
- Re-enactment of injury may occur to get to cause factors
- Employee counseled on what could have been done to prevent injury
- Management in close contact with doctor before/after diagnosis and during treatment



# Risk Management Department

- **Metro's Risk Management Department decides to accept, delay, or deny Workers Compensation claim**
- **Workers Compensation Analyst reviews accident report, doctor's report, and other documentation**
- **By state law, decision on claim must be made within 10 days of employer knowing of injury**
- **Some claims are considered re-occurrences of old, accepted claims and costs are paid for under previous settlements**



# Return-to-Work Process

- Each sector has a Return-to-Work Coordinator responsible for tracking injured employees, coordinating efforts between Risk Management and operating departments
- Transitional Duty Program used extensively to keep injured employees from “sitting” at home.
- TDP used when anticipated return-to-work day is <90 days.
- Injured employees required to submit a new Attending Physicians Statement every 30 days to show treatment is ongoing.

