Safety Update: eBuilder Incident Reporting Process

Fiscal and Management Control Board

November 9, 2020
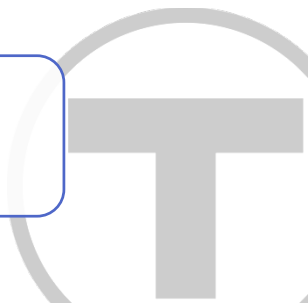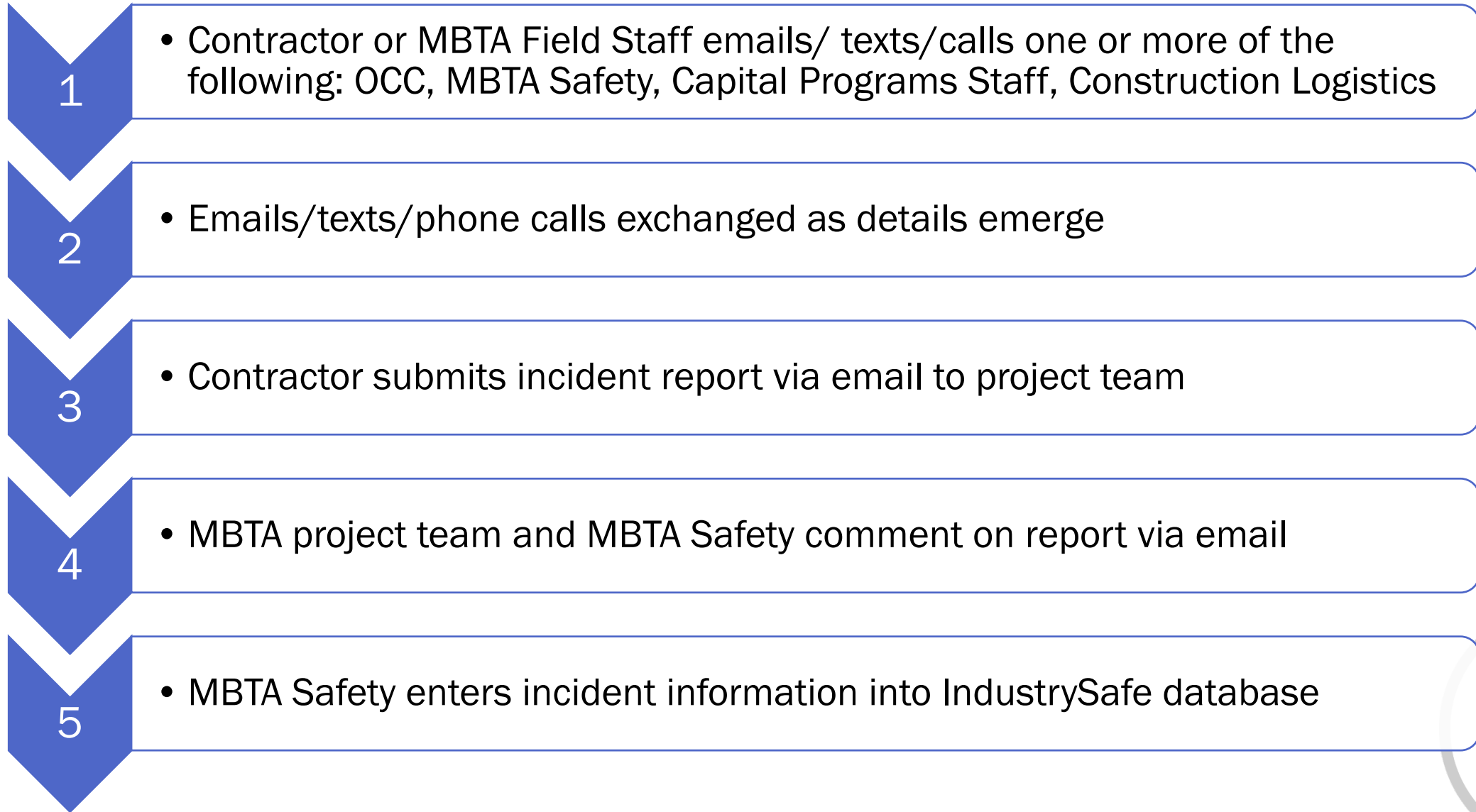
John Connell, Director of Safety Engineering

eBuilder Incident Reporting Process

- Old Process
  - Description
  - Key Shortcomings

- New Process
  - Genesis
  - Diagram
  - Sample Report
  - Advantages

- Challenges
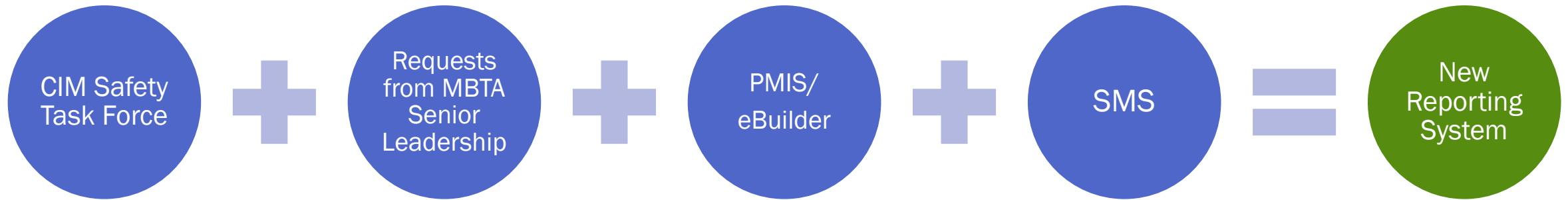
- Next Steps

Old Process: Description

1 • Contractor or MBTA Field Staff emails/ texts/calls one or more of the following: OCC, MBTA Safety, Capital Programs Staff, Construction Logistics

2 • Emails/texts/phone calls exchanged as details emerge

3 • Contractor submits incident report via email to project team

4 • MBTA project team and MBTA Safety comment on report via email

5 • MBTA Safety enters incident information into IndustrySafe database
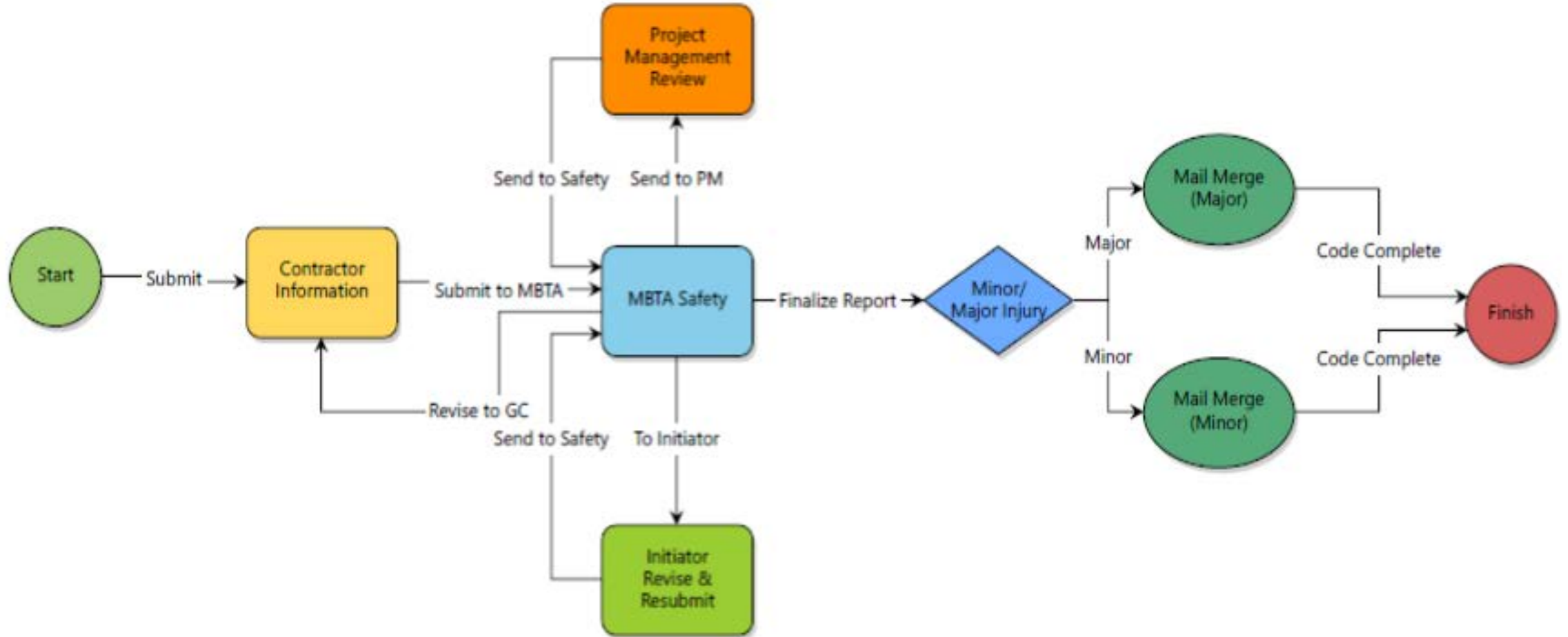
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Old Process: Key Shortcomings

- Missing notifications to key MBTA stakeholders

- Incident reports not standardized

- Missing investigation information

- Manual data entry

- Limited data analysis and reporting capabilities

- Limited visibility of information across the MBTA and its contractors

New Process: Genesis

CIM Safety Task Force **+** Requests from MBTA Senior Leadership **+** PMIS/eBuilder **+** SMS **=** New Reporting System

New Process: Diagram

New Process: Sample Report

MBTA Construction Incident Form   SAFE (T)

Incident Details

Incident Date: ___   Incident Time: ___   Location: ___

MBTA Project Name: ___   MBTA Project #: ___

Employees Involved: ___   Witnesses: ___

Contractor: ___   Subcontractor: ___   Weather Conditions: ___

Incident Type:
- ☐ Injury
- ☐ Property Damage
- ☐ Utility Strike
- ☐ Near Miss
- ☐ Derailment
- ☐ Fire/Smoke
- ☐ Other ___

Information Included in Report:
- ☐ Witness statements
- ☐ Photos
- ☐ Drug/Alcohol Test Results
- ☐ Corrective Action Plan
- ☐ Diagram
- ☐ Other ___

Incident Description: ___

Incident Investigation

What caused/contributed to the unsafe **CONDITION?**
- ☐ Equipment defect
- ☐ Equipment misuse
- ☐ Faulty design
- ☐ Faulty construction
- ☐ Housekeeping
- ☐ Poor illumination
- ☐ Poor maintenance
- ☐ Weather
- ☐ Poor/missing job briefing
- ☐ Unable to determine
- ☐ Other ___

What caused/influenced the unsafe **ACTION?**
- ☐ Unaware of hazard
- ☐ Human factor
- ☐ Avoiding effort
- ☐ Avoiding discomfort
- ☐ Attempt to save time
- ☐ Low job skill level
- ☐ Physical condition
- ☐ Fatigue
- ☐ Vision/Hearing impairment
- ☐ Unable to determine
- ☐ Other ___

What action(s) have been taken to help prevent a recurrence (check all that apply)?
- ☐ Reinstruction of employee(s) involved
- ☐ Employee discipline
- ☐ Employee termination
- ☐ Safety stand down
- ☐ Safety guard/device installed
- ☐ Tool/equipment repair or replacement
- ☐ New SOP (Standard Operating Procedure)
- ☐ Updated JHA (Job Hazard Analysis)
- ☐ Other ___

Incident Root Cause: ___

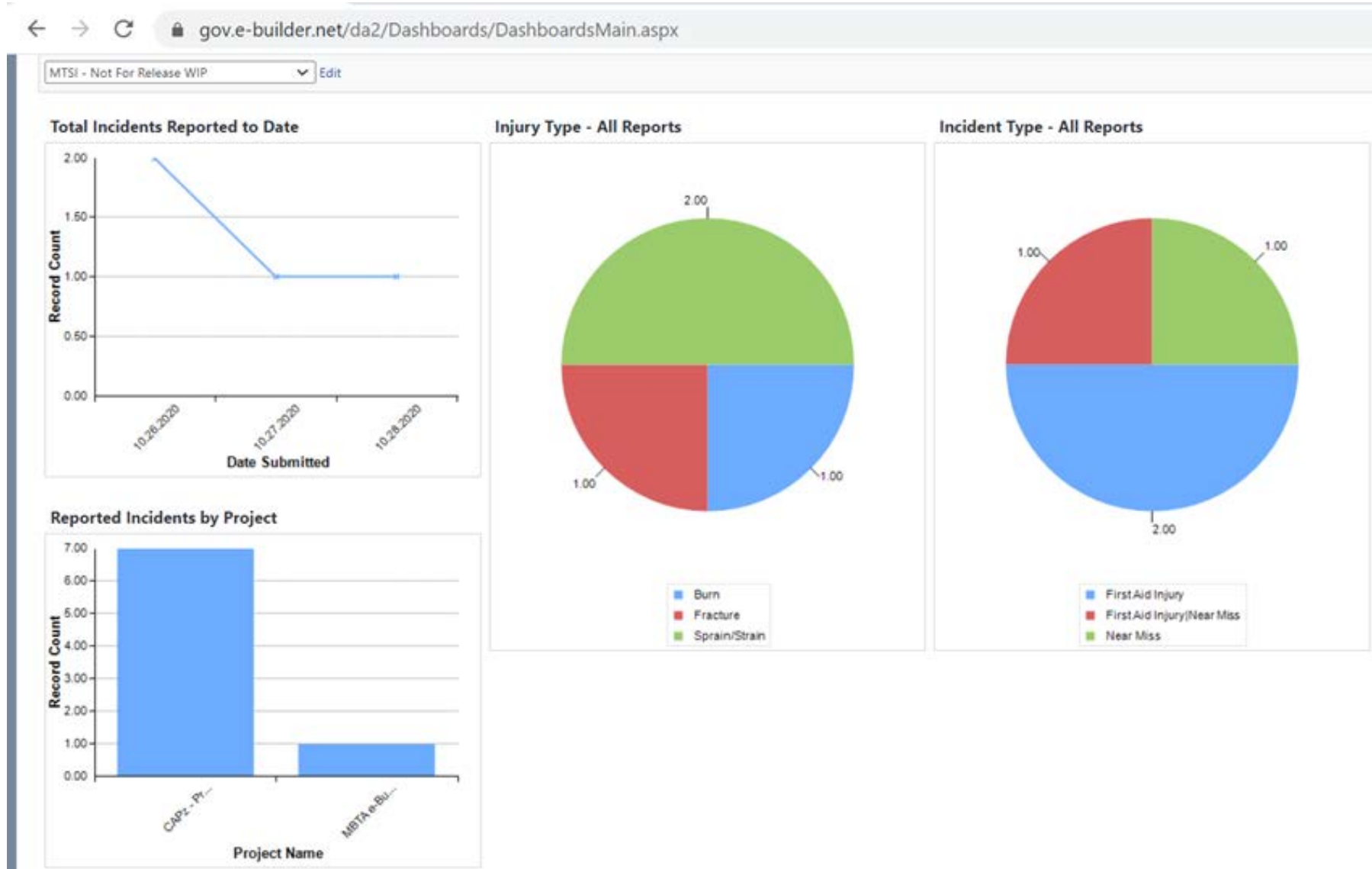Description of corrective actions taken: ___

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New Process: Advantages

- Notification improvements
  - 1 hour deadline
  - Customized recipient lists

- Standardized report format

- Data analysis
  - Trends -> Assist management in driving decisions on construction safety
  - Identify recurring issues

- Information accessibility
  - Web-based
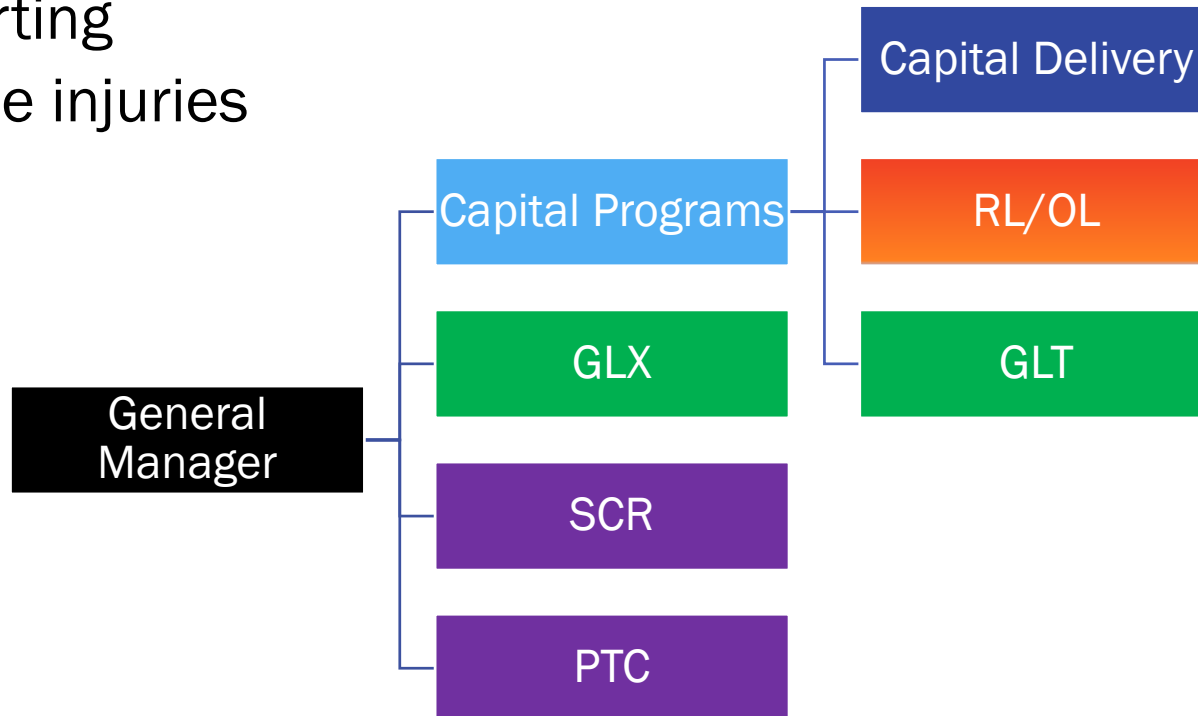 - Ability to share lessons learned with contractors

Sample Data Visualization

Challenges

- Standardizing process throughout MBTA
  - Separate RL/OL Program eBuilder account

- Potential for scope creep
  - COVID19 reporting
  - MBTA employee injuries

Next Steps

- Import existing incident data from legacy system (IndustrySafe)
- Provide relevant data to MBTA contractors
  - i.e. Lessons learned

Questions?