



Department of Employee Relations

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October 9, 2007

To the Honorable
Committee of Public Safety
Common Council
City of Milwaukee

Re: Communication from the Department of Employee Relations transmitting 2006 Report of Occupational Injuries and Illnesses.

Dear Committee Members:

File #070854 directs the Department of Employee Relations to prepare a communication relative to 2006 occupational injuries and illnesses in the City of Milwaukee. This report presents a summary of the number of recordable cases (Appendix A), the incidence rate (Appendix B), and the number of lost workdays (Appendix C) for all City departments.

The report also highlights the accomplishments and initiatives of the Worker's Compensation Division and the City's Central Safety Committee in relation to creating and maintaining safe work practices and reducing the rate at which accidents are occurring in the workplace.

Finally, a status report is presented regarding the initiatives implemented by the Milwaukee Fire Department in response to recommendations made by the Department of Employee Relations in 2005-2006.

Recordable cases

Recordable cases are claims in which an employee loses a full work day, suffers an industrial illness, loses consciousness, a fatality is involved, or an incident that requires treatment by a physician.

The total number of recordable cases in the City in 2006 was 1,140. This represents a 2.6% decrease over the total number of recordable cases in 2005 at 1,171. The average number of recordable cases in the prior five year period is 1,121.

The City departments with the highest number of recordable cases continue to be DPW Operations with 353 (31%), the Milwaukee Fire Department with 346 cases (30%), and the Milwaukee Police Department with 300 cases (26%). While these three City agencies account for 64% of the City's workforce only, they experienced 87% of the total number of recordable cases in the City.

It is important to note that in 2006 a number of City departments experienced a decrease in the number of recordable cases when compared to 2005. The Department of City Development experienced a 12% decrease and the Health Department experienced a 17% decrease. The Milwaukee Public Library experienced a more significant decrease of 33%. Other City agencies that have traditionally reported increases in the number of recordable cases also experienced a decrease: DPW Infrastructure (13%), Water (8.6%), Fire (3.8%), and Police (5%). The number of recordable cases in 2005 and 2006 for the aforementioned departments as well as the five year average of recordable cases are presented below.

Dept	Five year Average 2001-2005	2005 Recordable Cases	2006 Recordable Cases	% Decrease from 05 to 06
DCD	18	17	15	12%*
Health	14	12	10	17%*
Library	18	15	10	33%*
Infrastructure	88	63	55	13%*
Water	23	23	21	8.6%*
Fire	340	360	346	3.8%
Police	291	316	300	5%

- *These departments have experienced decreases in the number of recordable cases two years in a row.*

City agencies experiencing an increase in the number of recordable cases in 2006 are: DNS from 5 in 2005 to 9 in 2006 and DPW Parking from 6 in 2005 to 13 in 2006. While DPW Operations accounts for approximately 31% of all recordable cases in the City, it is worth noting that in 2006 the number of recordable cases increased by 1 or .2% only.

Dept	Five year Average 2001-2005	2005 Recordable Cases	2006 Recordable Cases
DNS	5	5	9
DPW Parking	n/a	6	13
DPW Operations	310	352	353

Incidence Rate (Appendix B)

The incidence rate is the number of recordable injuries occurring among a given number of full time workers over a given period of time. This is an indicator of the rate at which workplace accidents are happening in a department. This measure takes into account the # of recordable cases/total hours worked by all employees during a calendar year multiplied by 200,000 employee hours (200,000= 100 workers working 40 hours per week for 50 weeks).

The overall incidence rate for the City in 2006 was 17.75. This represents an increase of 5.2% over the 2005 incidence rate of 16.87. Departments with incident rates higher than the City's overall rate were: DPW Operations with an incidence rate of 46.54 and the Fire Department with an incidence rate of 29.36.

Departments experiencing a decrease in the incidence rate are presented below.

Dept	2004 Incidence Rate	2005 Incidence Rate	2006 Incidence Rate
Health	5.59	4.98	4.35
Port	15.37	7.72	0
MPL	6.35	5.04	3.50
DPW Infra	19.15	11.22	10.37
Water Works	8.74	7.86	7.32

Departments experiencing an increase in the incidence rate are presented below.

Dept	2004 Incidence Rate	2005 Incidence Rate	2006 Incidence Rate
DNS	3.19	3.11	5.63
Municipal Court			3.13
DCD	13.40	10.07	16.10
DPW Operations	41.42	43.45	46.54
DPW Parking	7.54	5.88	12.76
Fire	26.30	28.36	29.36
Police	11.43	13.51	13.55

Incidence rate, even though an important indicator of the rate at which accidents are happening, varies with total hours worked by employees (this is affected by position reductions and vacancies). If the number of hours worked goes down even if the number of recordable cases remains the same, the incidence rate will be higher.

Lost Workdays (Appendix C)

The total number of lost workdays in the City decreased significantly from 24,456 in 2005 to 21,279 in 2006. This represents a decrease of approximately 13%. DPW Operations experienced a decrease of 15%, DPW Infrastructure experienced a decrease of 29%, the Fire Department experienced a decrease of 3.8%, and the Milwaukee Police Department experienced a decrease of 21%.

Nature of Injury (Appendix D)

A total of 3004 claims were filed by City employees in 2006. A claim is submitted when an incident occurs independent of whether medical treatment is sought or not. Approximately 46% of claims in the City of Milwaukee stem from employees reporting pain, 17% from sprains and strains, 5% from contusions, and 5% from lacerations.

Areas of interest where control measures, training and/or the use of personal protective equipment may serve to reduce exposure include: asbestos exposure (80 cases; 77 of them reported by MFD personnel), HIV infection exposure (47 cases; 19 of them reported by MFD and 26 of them reported by MPD personnel), smoke inhalation/toxic fumes (58 cases; no cases in MFD or MPD), occupational hearing loss (16 cases: 14 of them reported by MPD personnel), stress (30 cases; 23 of them reported by MPD personnel), insect bites (55 cases), and burns (44 cases; 29 of them reported by MFD personnel).

Worker's Compensation and Central Safety Committee Initiatives

Throughout 2006 the Worker's Compensation Section and the City's Central Safety Committee remained very active and continued to work on projects to raise safety awareness and implementing safety related initiatives.

Safety Resources Available via the MINT

City of Milwaukee employees continue to have the following Safety resources available via the intranet:

- *Policy and Procedure for Reporting Work Related Injuries,*
- *Safety Orientation Checklist,*
- *Department of Commerce/OSHA Required Health and Safety Training Summary,*
- *Department of Commerce/OSHA Recommended Training Requirements,*
- *Ergonomics/Workstation Assessment,*
- *The First Report of Accident (the EB49) form with completion instructions, Occupational Injury and Illness Reports.*

Worksite Safety Survey

All Departments were asked this summer to complete a Worksite Safety Survey, an on-line application developed to help identify and assess risks and hazards at all City of Milwaukee work locations. Data gathered from the completed surveys will enable the Central Safety Committee to develop city-wide training programs to prevent injuries as well as assist departments in identifying, reviewing, and addressing risks in the workplace before accidents occur. The Worksite Safety Survey (WSS) is available at: <http://mintapps.ci.mil.wi.us/WSSurvey/> or on the MINT under Health and Safety Services/Workers Compensation. Once the survey results are tabulated, the Central Safety Committee will analyze the data and identify topics for safety training programs. The results will also be shared with the departmental committee representatives for their review and follow up with their respective department. The survey will enable managers to identify hazardous conditions by specific location and job title. Hopefully, preemptive training can reduce the risk of loss to City employees.

Injury Review Committee

DPW has reinstated the Injury Review Committee for employees in the Operations and Infrastructure Services Divisions. In 2007, the committee met with the department employees in the upper 25th percentile for injury experience. During these meeting there is direct dialogue with employees regarding safe work practices and an exchange of information that the department believes will serve to reduce the number and severity of injuries. Throughout 2007 and in 2008, DPW will expand the Injury Review process to Administration/Parking Enforcement and Milwaukee Water Works.

DER shared the framework of the program and its guidelines with the Milwaukee Fire Department. MFD has worked with Local 215 to develop a similar program within the Fire Department. Finally, DER will engage with discussions with the new leadership within the Milwaukee Police Department to assess the feasibility of implementing an Injury Review Program in 2008.

24 X 7 TeleNurse

In 2008, the City will partner with Concentra Medical Centers to implement a 24X7 TeleNurse Pilot Program within the Department of Public Works. This new Program was designed by Concentra to provide nursing triage services whenever an injury occurs. When employees are injured on the job, supervisors find themselves having to make determinations as to whether the injured employee should

be sent to the emergency room or whether the employee should seek treatment from the physician of his/her choice at a later time, or whether self-treatment is an option.

The nursing triage service will include an assessment of the employee's medical history and pertinent information about the injury. A registered nurse will direct the injured worker to self-directed care (providing instructions) or to the ER/clinic/doctor as appropriate. The registered nurse will document the call, will notify the appropriate parties as designated by the employer and will conduct follow-up phone calls for all ER visits and all self-directed cases.

Triage services will be available 24x7/365 days a year, including after-hours, weekend and holidays. The City will initiate a Pilot Program within a DPW Division in 2008. It is expected that this program will benefit the City, supervisors and employees as follows:

- *A reduction in unnecessary ER/MD visits and associated costs;*
- *A reduction in first report of injury lag time;*
- *Supervisor's decision making risk transferred to a medical professional;*
- *Availability of clear medical advice from a Registered Nurse.*
- *Reduced workplace disruption and injured employees receiving the right care at the right time.*

Milwaukee Fire Department

In 2005 and 2006, the Department of Employee Relations made several recommendations to the Milwaukee Fire Department to increase their ability to address worker's safety and injury prevention needs. These recommendations are summarized below:

1. Centralize and assign injury prevention programs and responsibilities to position with authority and status within Fire Department Administration.
2. Develop and implement a system to track and monitor safety data including type and nature of injuries and other workplace hazards.
3. Analyze injury trends, identify appropriate interventions, and work with Worker's Compensation staff to minimize all injuries and reduce the number of lost work days;
4. Study the feasibility of implementing a fitness/wellness program to establish medical evaluation, fitness, rehabilitation and behavioral health protocols as developed by the Fire Service Joint Labor Management Wellness-Fitness Initiative.
5. Pursue the implementation of a formal light/restricted duty program for injured employees aimed at expediting injured workers return to productive work and reducing lost workdays and lost work benefits.

In 2006 and 2007 Budgets, the Milwaukee Fire Department significantly enhanced its ability to address the aforementioned recommendations by creating a Health and Safety Officer position and designating three Incident Safety Officer positions to manage fire incidents where the most serious injuries occur. These positions were created to assist the Fire Department manage both emergent and non-emergent injuries and identify health and safety hazards before the injuries occur.

The department's Health and Safety Office is responsible for identifying and implementing occupational health and safety programs and strategies. This office was responsible for the development of a Risk Management Plan for Injury Prevention with the following components:

Injury Review Process

Reporting system designed to accurately identify hazards that members are exposed to when they are injured, effective control measures that are recommended, and the appropriate personnel to implement the control measures. The Health and Safety Bulletin and Safety Alerts communicate important safety information to members across the department on an on-going basis.

Injury Review Panel

Labor and management representatives who interact with members who have suffered lost time injuries or multiple injuries within a specified time period. The Panel identifies basic recommendations to reduce identified hazards and makes recommendations on how to communicate prevention strategies with other members of the department.

Emergent vs Non-emergent Injury Analysis and Reports

Since 2006, all MFD injuries are categorized as emergent or non emergent. This new designation will allow the department to better identify the most serious hazards and appropriate control measures as well as evaluating the performance of the health and safety programs. Using this new tracking mechanism, reports are generated to determine monthly trends for injuries and hazards.

Comparison of Emergent vs Non-Emergent Injuries (Jan through August)

2005	Emergent	407	Non-Emergent	212
2006	Emergent	317	Non-Emergent	240
2007	Emergent	341	Non-Emergent	158

Peer Fitness Trainers

On a voluntary basis, members will be trained through the American Council of Exercise to be personal trainers for firefighters. These individuals will work with members who are seeking to improve their physical fitness. They will conduct physical assessments and train members to safely work with fitness equipment. They will design physical fitness programs that will enhance firefighter's performance as well as reducing injuries associated with strength and flexibility.

Return to Work Program

The Department has started work on a proposed Return to Work Program designed to reduce the amount of time members are on injury leave and expediting the members return to work by emphasizing the following: task specific rehabilitation, fitness conditioning, training, and general alternative tasks.

The Milwaukee Fire Department has taken a number of steps to aggressively address workplace safety and minimize workplace injuries. Many of the programs and initiatives being developed will create long term benefits for members and will greatly reduce risks associated with such a dangerous occupation.

Respectfully Submitted,



Maria Monteagudo
Employee Relations Director

Occupational Injuries and Illnesses Recordable Cases

1996 thru 2006

DEPARTMENT	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006
ADMINISTRATION, DEPT of	3		3	5	-	1	-	-	-	-	1
ANNUITY & PENSION			1	-	1	1	-	-	1	-	-
BOARD OF APPEALS				-	-	-	-	-	-	-	-
BUILDING INSPECTION	7	3									
NEIGHBORHOOD SERVICES			9	5	4	8	8	5	5	5	9
CITY ATTORNEY			2	-	-	-	1	-	-	-	-
CITY DEVELOPMENT	17	21	14	29	34	14	19	17	24	17	15
CITY TREASURER	1			1	1	1	2	4	1	-	1
COMMON COUNCIL/CITY CLERK				-	-	-	-	3	-	1	2
COMPTROLLER	1			-	-	-	-	-	-	-	2
ELECTION COMMISSION				-	-	-	-	-	-	-	-
EMPLOYEE RELATIONS			1	-	2	-	-	-	1	-	-
FIRE & POLICE COMMISSION				-	-	-	-	-	-	-	-
HEALTH DEPARTMENT	23	20	20	18	20	13	13	19	14	12	10
MAYOR'S OFFICE	1			-	-	-	-	1	-	-	-
MUNICIPAL COURT			1	-	2	-	-	3	-	-	1
PORT OF MILWAUKEE	2	3	5	4	2	-	4	-	1	1	-
PUBLIC LIBRARY	12	20	14	16	24	21	14	19	19	15	10
ASSESSOR'S OFFICE (Tax Commission)				1	-	-	-	-	-	-	-
DEFERRED COMP				-	-	-	-	-	-	-	-
ADMINISTRATION - DPW	1	1	1	-	10	11	-	1	-	-	1
BRIDGES & BUILDINGS											
ENGINEERS											
PARKING				4	-	-	9	5	8	6	13
FORESTRY	56	46	51	63	74	80					
OPERATIONS							303	264	342	352	353
INFRASTRUCTURE	85	50	79	117	112	85	88	99	105	63	55
MUNICIPAL EQUIPMENT											
SANITATION	118	122	126	170	148	161					
STREET & SEWER MAINT											
TRAFFIC ENG & ELEC SERVICES											
BUILDINGS & FLEET	48	72	53	68	40	47					
WATER WORKS	45	21	46	34	27	18	20	30	26	23	21
FIRE DEPARTMENT	375	370	288	326	329	327	340	341	332	360	346
POLICE DEPARTMENT	273	234	214	229	259	298	250	332	258	316	300
CITY TOTAL	1,068	987	927	1,090	1,089	1,086	1,071	1,143	1,137	1,171	1,140

OSHA recordable cases are taken from each department's OSHA log. An OSHA Recordable Case is one where an employee loses a full workday, suffers an industrial illness (whether or not time is lost), any incident where the employee loses consciousness, any fatality, or any incident that requires treatment by a medical doctor other than first aid or involves restricted work activity.

Occupational Injuries and Illnesses Incidence Rate

City of Milwaukee
Dept of Employee Relations

2000 thru 2006

DEPARTMENT	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006
ADMINISTRATION, DEPT of	2.36	-	2.7	4.82	-	1.01	-	-	-	-	1.23
ANNUITY & PENSION	-	-	6.53	-	4.27	3.49	-	-	2.90	-	-
BOARD OF APPEALS	-	-	-	-	-	-	-	-	-	-	-
BUILDING INSPECTION	4.13	1.82	-	-	-	-	-	-	-	-	-
NEIGHBORHOOD SERVICES	-	-	5.54	2.43	1.99	3.90	4.60	3.27	3.19	3.11	5.63
CITY ATTORNEY	-	3.67	1.9	-	-	-	1.96	-	-	-	-
CITY DEVELOPMENT	5.32	6.44	4.53	11.31	16.31	6.96	10.56	8.38	13.40	10.07	16.10
CITY TREASURER	3.35	-	-	3.47	3.66	3.58	6.85	14.98	3.84	-	4.33
COMMON COUNCIL/CITY CLERK	-	1.09	-	-	-	-	-	3.28	-	1.23	-
COMPTROLLER	1.6	-	-	-	-	-	-	-	-	-	4.10
ELECTION COMMISSION	-	-	-	-	-	-	-	-	-	-	-
EMPLOYEE RELATIONS	-	1.27	1.39	-	3.15	-	-	-	1.53	-	-
FIRE & POLICE COMMISSION	-	-	-	-	-	-	-	-	-	-	-
HEALTH DEPARTMENT	6.73	6.01	6.15	6.49	7.70	5.05	5.27	7.58	5.59	4.98	4.35
MAYOR'S OFFICE	6.28	-	-	-	-	-	-	7.89	-	-	-
MUNICIPAL COURT	-	-	2.72	-	5.83	-	-	6.07	-	-	3.13
PORT OF MILWAUKEE	10.47	15.42	27.2	22.28	11.58	-	27.11	-	15.38	7.72	-
PUBLIC LIBRARY	3.86	6.35	4.54	5.19	7.81	6.80	4.64	6.49	6.35	5.04	3.50
ASSESSOR'S OFFICE (Tax Commission)	-	-	-	1.68	-	-	-	-	-	-	-
DEFERRED COMP	-	-	-	-	-	-	-	-	-	-	-
ADMINISTRATION - DPW	2.38	2.15	1.23	-	18.35	19.29	-	1.87	-	-	2.07
BRIDGES & BUILDINGS	-	-	-	-	-	-	-	-	-	-	-
ENGINEERS	-	-	-	-	-	-	-	-	-	-	-
PARKING	-	-	-	-	-	-	-	-	-	-	-
FORESTRY	30.68	25.23	28.11	33.98	42.06	43.03	8.53	4.81	7.54	5.88	12.76
OPERATIONS	-	-	-	-	-	-	33.41	31.03	41.42	43.45	46.54
INFRASTRUCTURE	11.62	7.29	12.36	19.01	18.74	14.14	15.34	18.77	19.15	11.22	10.37
MUNICIPAL EQUIPMENT	-	-	-	-	-	-	-	-	-	-	-
SANITATION	30.77	31.53	34.3	47.14	41.14	44.43	-	-	-	-	-
STREET & SEWER MAINT	-	-	-	-	-	-	-	-	-	-	-
BUILDINGS & FLEET	10.23	15.54	11.82	15.53	9.38	11.40	-	-	-	-	-
TRAFFIC ENG & ELEC SERVICES	-	-	-	-	-	-	-	-	-	-	-
WATER WORKS	11.83	5.14	12.27	9.99	8.56	5.81	6.54	9.72	8.74	7.86	7.32
FIRE DEPARTMENT	27.9	27.65	21.58	24.13	23.74	22.73	25.09	26.47	26.30	28.36	29.36
POLICE DEPARTMENT	10.84	9.41	8.85	9.60	11.53	13.54	10.96	14.30	11.43	13.51	13.55
CITY TOTAL	13.59	12.72	12.27	14.74	15.13	15.16	15.13	16.52	16.80	16.87	17.75

Number of OSHA recordable cases/200,000 employee hours (200,000 hours represents 100 workers working 40 hours/week for 50 weeks a year). The Incidence Rate is a bureau of Labor Statistics recommended measure.

LOST WORKDAYS

CITY OF MILWAUKEE
DEPT OF EMPLOYEE RELATIONS

DEPARTMENT	1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006
ADMINISTRATION, DEPT of	26	-	-	8	-	-	-	-	-	-	-
ANNUITY & PENSION	-	-	-	-	23	-	-	-	-	-	-
BOARD OF APPEALS	-	-	-	-	-	-	-	-	-	-	-
BUILDING INSPECTION	43	-	-	-	-	-	-	-	-	-	-
NEIGHBORHOOD SERVICES	-	40	30	26	18	24	99	106	44	211	99
CITY ATTORNEY	122	234	-	-	-	-	2	-	-	-	-
CITY DEVELOPMENT	-	111	68	369	275	41	14	246	345	71	68
CITY TREASURER	3	-	-	3	14	-	-	-	-	-	1
COMMON COUNCIL/CITY CLERK	-	3	-	-	-	-	-	14	-	1	-
COMPTROLLER	4	-	-	-	-	-	-	-	-	-	83
ELECTION COMMISSION	-	-	-	-	-	-	-	-	-	-	-
EMPLOYEE RELATIONS	-	30	27	-	-	-	-	-	-	-	-
FIRE & POLICE COMMISSION	-	-	-	-	-	-	-	-	-	-	-
HEALTH DEPARTMENT	153	134	96	239	85	38	118	42	37	5	26
MAYOR'S OFFICE	5	-	-	-	-	-	-	3	-	-	-
MUNICIPAL COURT	-	-	12	-	-	-	-	3	-	-	6
PORT OF MILWAUKEE	71	-	26	26	2	-	20	-	80	82	-
PUBLIC LIBRARY	185	258	424	153	309	184	136	339	327	409	126
ASSESSOR'S OFFICE (Tax Commission)	-	-	-	1	-	-	-	-	-	-	-
DEFERRED COMP	-	-	-	-	-	-	-	-	-	-	-
ADMINISTRATION - DPW	13	47	3	-	296	153	-	6	-	-	18
BRIDGES & BUILDINGS	-	-	-	-	-	-	-	-	-	-	-
ENGINEERS	-	-	-	-	-	-	-	-	-	-	-
PARKING	-	-	-	11	-	-	81	125	95	84	100
FORESTRY	506	756	612	842	1,022	991	-	-	-	-	-
OPERATIONS	-	-	-	-	-	-	4,850	4,598	6,801	6,985	5,967
INFRASTRUCTURE	594	575	1,237	1,765	2,019	1,172	1,717	2,827	2,813	2,096	1,480
MUNICIPAL EQUIPMENT	-	-	-	-	-	-	-	-	-	-	-
SANITATION	1,469	1,338	1,248	1,419	1,774	2,379	-	-	-	-	-
STREET & SEWER MAINT	-	-	-	-	-	-	-	-	-	-	-
BUILDINGS & FLEET	708	943	414	1,142	376	838	-	-	-	-	-
TRAFFIC ENG. & ELEC SERVICES	-	-	-	-	-	-	-	-	-	-	-
WATER WORKS	332	473	627	637	695	324	793	343	550	228	467
FIRE DEPARTMENT	3,265	3,314	2,876	4,242	2,671	2,927	5,524	7,630	5,476	9,178	8,821
POLICE DEPARTMENT	2,980	2,178	1,695	2,087	3,247	3,599	3,296	4,474	3,931	5,106	4,017
CITY TOTAL	10,479	10,434	9,395	12,970	12,829	12,670	16,650	20,756	20,499	24,456	21,279

NATURE OF INJURY CITY-WIDE

2006

Total Number of Cases for this reporting period - 3004

1	Nature of Injury		Nature of Injury	
	Burn	44	HIV Infection (Exposure)	47
	Concussion	6	Abrasion	83
	Contusion	134	Bite, Insect	55
	Crushing	33	Gunshot	1
	Dislocation	4	Bite, Human	7
	Electric Shock	6	Bite, Animal	15
	Foreign Body	66	Carpal Tunnel Syndrome	9
	Fracture	45	Contagious Disease (Exposure)	19
	Hearing Loss (Traumatic)	4	Dermatitis	4
	Heat Prostration	13	Dust Disease	0
	Hernia	3	Epicondylitis	3
	Laceration	163	Hearing Loss (Occupational)	16
	Puncture	27	Hepatitis Infection (Exposure)	14
	Sprain	230	Stress	30
	Strain	277	Frost Bite	1
	Multiple Symptoms	66	Tenosynovitis	3
	Smoke Inhalation/Toxic Fumes	58	Allergic Reaction	3
	Pain & Other Causes	1,392	Amputation	1
	Fainting	5	Damaged Teeth	1
	Pinkeye	6	Infestation	4
	Infection	2	Vision Loss	1
	Inhalation	17	Traumatic Shock	1
	Choking	1	Asbestos Exposure	80
	Angina	3	Respiratory Disorder	1