



MEMORANDUM

To: Jack Kanner, Director of Engineering, PSR Corporation  
From: Dave Armstrong, Safety Officer  
Subject: Summary Report of PSR Work Behavior Modification,  
Worker Compensation Cost Containment

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Over the last 3 years, the City of San Jose's Worker's Compensation claims and related costs have been raising at an alarming rate. Forty percent (40%) of these costs were associated to back and effort related injuries.

To combat this increase in back and related injury claims, the city engaged PSR Corporation – Professional Safeguard Response - to establish pilot programs of its unique, work behavior training in the following departments: Streets and Traffic and Airport and Parks; along with a test training in Fire and Police respectively.

Approximately 250 personnel in the maintenance divisions were trained in PSR – job specific biomechanics imprinted for correct work behavior in lifting, shoveling, working with labor intensive tools on the ground, in bucket trucks, in manholes, etc.

As a result of this projects, back related injuries dropped by 30% in FY 1995/96 and the incurred Worker's Compensation costs reduced by over a million dollars for the year.

PSR has been extremely successful and well received by all of the participating employees, in many cases "the best training we ever had". The city is expanding this project to encompass other labor intensive and physically demanding work arenas.

3 year update:  
Since inception of PSR® Accrued Worker's Compensation costs in the labor intensive areas where applied have been reduced by:  
\$4,000,000.00 (four million dollars)

DRA/tas