

# Spotlight<sup>on</sup> Success



## Hampton Roads Transit

Sustained workers' compensation program improvements since 2012



Since 2012, Hampton Roads Transit (HRT) has committed extraordinary time and resources to creating a safer work environment and helping its injured workers return to work in a healthy state. The results have been nothing short of exemplary with a safer work culture, fewer injuries, less time away from work, and a dramatic reduction in the Agency's total cost of risk.

## Partnership Results

*Since 2012*

- A true safety culture supported by a 360-degree employee training program encompassing safety, wellness, and workers' comp
- Total workers' comp claims frequency down 59%
- Lost-time claims frequency down 89%
- Open lost-time claims down 80%
- 74% reduction in annual workers' comp program costs—\$1.5 million in annual savings

## 2016 Teddy Award Winner

Hampton Roads Transit recently earned one of the most coveted honors in the workers' compensation industry today.

For more than 20 years, *Risk & Insurance*® has used its Theodore Roosevelt Workers' Compensation & Disability Management Award (Teddy Award for short) to recognize exceptional workers' compensation programs.

Each year, the Teddy judges independently review applications, looking for innovation, flexible approaches, and sustainable results.

Hampton Roads Transit's commitment to creating—and sustaining—a culture of safety, health, and wellness for its employees landed them a 2016 Teddy Award.

***“We strive daily to be collaborative, to have a high degree of accountability, and to have managers and employees alike understand the program.”***

— **Kim Ackerman**

*Chief Human Resources Officer,  
Hampton Roads Transit*



***“Accountability, teamwork, and customer service are the hallmarks of our program. Everybody respects that and we're all on the same side, working on the same goal.”***

— **Danielle Hill**

*Human Resources Compliance Manager,  
Hampton Roads Transit*

### About Hampton Roads Transit

HRT is a public transportation agency, which is owned by and serves six cities—Chesapeake, Hampton, Newport News, Norfolk, Portsmouth and Virginia Beach—in the Tidewater region of southeast Virginia. Headquartered in Hampton, Virginia (with a second location in Norfolk), HRT delivers high quality, safe, efficient, and sustainable regional transit services to a population area of 1.3 million. The Agency operates nearly 300 buses on 56 bus routes throughout the region, 11 light rail stops in Norfolk, express commuter bus service (the MAX) for the region, special events transportation, and paratransit services for persons with disabilities. On an average weekday, HRT provides transit services for 48,000 people on its bus and light rail services.

### About PMA Companies

With over 100 years of experience, we are a trusted leader and recognized expert in commercial risk management insurance solutions and services. We specialize in workers' compensation and holistic TPA services. With a relentless focus on clients, we work with them to jointly tackle the risk management challenges that impact their total cost of risk and business results. Our service-driven culture is one of accountability, teamwork, and performance—so every day, every employee is working hard on behalf of our clients. PMA Companies includes PMA Insurance Group, PMA Management Corp., and PMA Management Corp. of New England. Headquartered in Blue Bell, Pennsylvania, PMA Companies is part of the Old Republic General Insurance Group ([www.oldrepublicinsurancegroup.com](http://www.oldrepublicinsurancegroup.com)), the largest business segment within the Old Republic International Corporation (NYSE: ORI), one of the nation's 50 largest publicly held insurance organizations.

