



## Eye on Safety | Help Improve Safety at KYTC

“Good decisions come from experience, but experience comes from bad decisions” is a quote frequently attributed to Mark Twain. Most of us can relate to this concept with no difficulty!

Last month we looked at the need to embrace change in our lives, and one of the most basic ways all learn is by evaluating experiences, deciding if it was good or bad, then adjusting our future decisions and actions based on what happened – positive or negative. We learn early that if we touch a hot stove, it hurts, so we decide to avoid touching the stove to prevent that pain from happening again. Basic human survival instincts. When we mature, the problems and challenges get more complicated, and work is no different. Sometimes we don’t turn our bad outcomes into a learning experience.

In our work at KYTC sometimes incidents including injuries and property damages happen because of poor decisions, bad conditions, mechanical defects, or failures of policies, training, or procedures. Sometimes, it’s just lack of situational awareness or worse yet – negligence. We don’t have the ability to go back in time to stop what has happened, only to look forward to trying to prevent a repeat. That repeat might have a worse outcome – a minor injury might be a catastrophic injury next time.

KYTC Safety is committed to learning from incidents today in order to prevent them tomorrow. We will do that only if we all work in partnership to:

- Be open and honest about the circumstances around incidents.
- Focus on identifying what factors or decisions led to the incident,
- Identify actions we can take to fix or improve the problems or opportunities we find.

What we want and need to do is learning not blaming, shaming, or persecution. Does that mean there will never be any consequences if negligent or malicious actions are found? No, but it does mean that we look beyond just “who messed up” and really understand the “why” and “how”, and how we can improve to make it less likely that one bad decision on one bad day can change a life.

Going forward, all of us can contribute toward our goal of learning from our experiences by having an open mind and heart in participating in investigating incidents, but also in offering constructive suggestions and solutions when you have them. With that we can turn a bad day into a good lesson.

One way you can do that today is by sharing near-misses, suggestions, and challenges with us through a simple Safety Opportunity Report today!

**HELP IMPROVE  
SAFETY AT KYTC**  
new online reporting system



