

Summary of BC Transit MSK Discomfort Survey – December 6, 2018

Introduction & Basic Information

35 people completed the survey

25% of survey responders have been employed at BCT for 10 years or more, 31% 5-10 years, 25% 3-12 months.

What Members are Doing for Work

21% (of 29 people) are required to ride coaches in motion. Nearly 50% of those are required to ride for four hours or more per shift.

53% (of 28 people) spend 6-8 hours on the computer per work shift. 25% of computer users have pain when using a mouse and almost 20% have pain when using a keyboard. 57% have eye strain while working on computer.

38% have discomfort when using a keyboard, 73% have eye strain while working on computer, almost 30% (8 people) have had an ergonomic assessment at work and of those 57% say it helped relieve their discomfort.

63% (17 people) have to lift, push/pull or grip as part of their work duties, 47% of those repetitively lift 10-25 lbs, almost 60% of those have to power or pinch grip as part of work duties.

MSK Pain & Discomfort

83% of responders have felt MSK discomfort while performing their job duties:

- 21% have moderate eye/head discomfort
- 32% have moderate to major neck discomfort, 36% have mild discomfort
- Nearly 20% have major right shoulder discomfort
- 64% have mild to major low back discomfort
- 64% have mild to moderate upper back discomfort
- 44% have mild to moderate left shoulder discomfort
- 28% have mild to moderate right wrist discomfort
- 28% have mild to moderate right hip/thigh discomfort

73% (of 26 people) have pain/discomfort after work hours related to work duties:

- Sore forearms and elbows
- Sore back from lifting fareboxes
- From standing and coaching new bus drivers
- Sore eyes and headaches
- Hand numbness from mouse use, sore back from sitting at desk all day

46% (of 26 people) report that their job makes their pain worse, 76% of those have received treatment to relieve their pain, 32% have missed work because of the pain/discomfort they had (of those 66% were off one week or less, 13% were off for one month or less)

Reporting, WCB and the Right to Refuse Unsafe Work

54% (of 24 people) experienced pain/discomfort and didn't report it to first-aid, only 21% filed a WorkSafeBC (WCB) claim related to those symptoms and 100% (5) of those claims were accepted at first instance.

52% of survey takers know that work activities that cause or aggravate pain/discomfort are a hazard to the health and safety of a person. 87% know they have the right to refuse unsafe work and only 45% of those know the procedure to refuse to carry out unsafe work.

Suggestions to Improve Work Conditions

Suggestions to improve work conditions to prevent/reduce discomfort/pain:

- Have the vaults be a little lower or a step put in place to get up to the vaults
- Robo-farebox machine, having an alternative way to empty fareboxes (don't think anyone should be handling so much weight so often)
- better chairs at work, ergonomic assessments
- better storage of parts, less crowding
- Standing for prolonged periods while coaching new transit operators, review this practice to see what other transit companies are experiencing and look for solutions together
- Education, increased accessibility and encouragement for stretching and/or exercises and breaks to help with chronic static work postures
- Taking more mini breaks to let hand rest