

## CASE STUDY | PUBLIC-SECTOR TRANSPORTATION AND INFRASTRUCTURE AUTHORITY

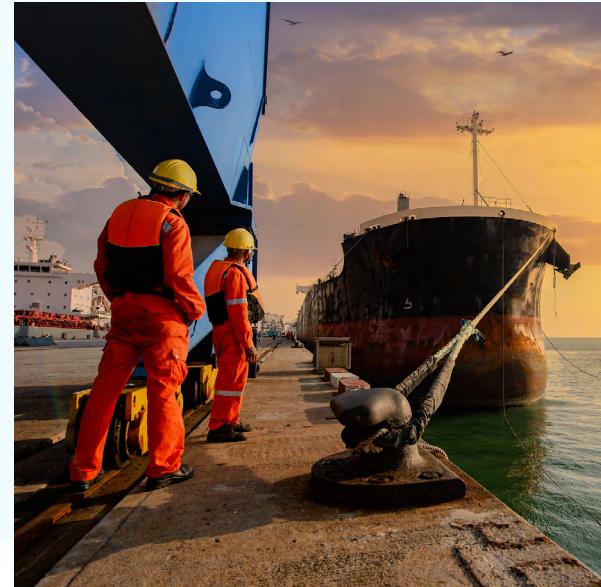
A public-sector transportation authority in the United States, this organization operates and oversees major aviation and maritime facilities serving a large metropolitan region. It employs over 2,000 people across a wide range of roles, including skilled trades, public safety, operations, and transportation personnel. In addition to supporting a diverse workforce, the authority serves a high volume of visitors each year, with millions of travelers passing through its aviation facilities and hundreds of thousands of passengers moving through its maritime terminals and waterfront properties.



Transportation  
INDUSTRY

~8,000  
EMPLOYEES

RMIS  
ORIGAMI RISK SOLUTION



## At a glance

### CHALLENGES

- Limited collaboration between the risk and safety teams working to reduce worker injuries and associated costs.
- Procedural barriers inhibiting frontline supervisors and employees from proactively partnering with safety.
- Limited transparency and shared visibility into incidents, near misses, and risk data.
- Disconnected processes that slowed reporting, investigation, and intervention.

### SOLUTIONS

- Automated incident and near-miss reporting for frontline employees.
- Configurable workflows for task assignment, escalation, and follow-up.
- Centralized investigations supporting shared visibility across teams.
- Analytics and dashboards to surface trends and support proactive intervention.

### OUTCOMES

- Declining worker injury rates and reduced costs.
- Stronger collaboration between risk and safety functions.
- Increased frontline engagement and transparency.
- A more proactive, prevention-focused safety culture.

## Overcoming barriers to proactive safety and risk collaboration

Despite having all the elements in place to create a strong culture of safety — including collaborative risk and safety teams and an engaged workforce — this public-sector transportation and infrastructure authority struggled to overcome procedural barriers that limited proactive collaboration.

Frontline supervisors and employees faced challenges partnering with safety teams to analyze risk and prevent injuries before they occurred. As a result, communication between groups was not always fully transparent, making it difficult to meaningfully reduce worker injuries and contain associated costs.

Incident and near-miss information was not consistently captured, shared, or analyzed in ways that enabled early intervention. Without shared visibility into data, risk and safety teams had limited ability to identify trends, assess risk holistically, or align on prevention strategies across departments.

Operating across diverse roles, job types, and operational environments, the organization needed a more effective way to connect people, processes, and data — supporting transparency, collaboration, and proactive decision-making throughout the workforce.

## A shared technology foundation for safety and risk

To overcome these challenges, the organization determined it needed to improve its risk and claims management technology. The goal was to eliminate procedural barriers that inhibited internal communication, limited data analysis, and slowed the prompt collection, reporting, and investigation of incidents and near misses.

Working alongside Origami Risk, the authority identified the claim and incident information each team needed to collect independently, as well as the data that would be most valuable to share. The Origami Risk implementation team configured the system to capture relevant and unique information for each group in formats that served everyone's needs without requiring duplicative data entry.

Together, the teams established a logical cadence of automated communication between internal groups and stakeholders requiring immediate notification of incidents or events. Frontline employees were given an easy and efficient way to report incidents and near misses, with automated alerts ensuring timely intervention when needed.

With guidance from Origami Risk, safety and risk teams also determined how captured data could be presented in graphical, easy-to-digest formats. Dashboards and reports highlighted safety problem areas, demonstrated the effectiveness of safety initiatives, and helped secure leadership support for ongoing prevention efforts.

“There was never a question of whether we would use the same system. We had to find one that worked for both sides of the house in order to further collaboration efforts. Origami Risk’s ability to tailor the system to fit both group’s needs and still increase transparency among departments has been critical to us working together to improve safety.”

RISK CLAIMS MANAGER  
Public Transportation Authority



## Fewer injuries, lower costs, and a stronger safety culture

Within the first year of formalizing safety processes and gaining access to more robust analytics, the organization experienced measurable improvements. Enhancements in how incident and near-miss data was captured and shared enabled earlier intervention and faster response to emerging hazards.

As a result, the authority achieved meaningful reductions in worker injuries and associated costs. Standardized reporting and improved data transparency helped risk and safety teams shift from reactive response to proactive prevention, supported by more targeted, data-driven decision-making.

The impact extended beyond metrics. Employees saw that reported hazards and near misses did not fall through the cracks, reinforcing trust and encouraging greater participation. Increased engagement contributed to improved morale and a stronger sense of shared responsibility for workplace safety.

By using Origami Risk as a common technology foundation, the organization was able to view safety holistically – strengthening collaboration across departments and sustaining momentum toward a prevention-focused safety culture built on transparency, accountability, and continuous improvement.



### MEASURABLE IMPROVEMENTS FOLLOWING THE IMPLEMENTATION OF ORIGAMI RISK

“We’re able to focus our efforts on preventing incidents instead of reacting to them. Being proactive and collaborating with our frontline supervisors and employees has created a new culture committed to having our employees go home safely.”

RISK CLAIMS MANAGER  
Public Transportation Authority



### About Origami Risk

Origami Risk empowers leaders in insurance, risk, and safety with a purpose-built, cloud-native platform that optimizes workflows for better data, better insights, and better collaboration. Through highly configurable solutions integrated on a single platform, Origami Risk supports the management of the full lifecycle of risk, from prevention to recovery – helping the experts reduce harm and loss, and respond more rapidly and effectively when it happens. Grounded in continuous innovation and a foundational focus on client success, Origami Risk is trusted by leading organizations to enable greater resilience as they build for the future.

For more information, visit [origamirisk.com](https://origamirisk.com)

20260211