Confidential
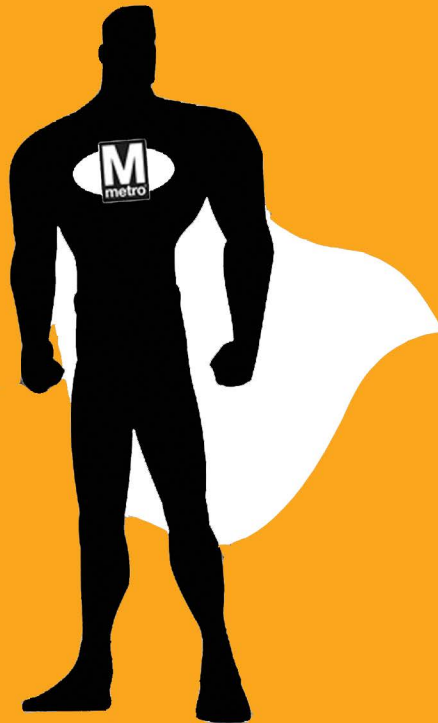# *Close Call Reporting*

Quick Guide

Rail and Bus Transit Operations

If you see an unsafe event, you have *16 hours* to do the right thing.

Reports must be started within **16 hours** of the event and finished within **24 hours** of the event. Completing a close call report takes approximately **30 minutes**.

GETTING READY

• If you are unsure of your eligibility for protection from discipline, refer to *WMATA Close Call Reporting: eSubmit Manual* or call **1-888-568-2377**.

• If you have submitted a close call report before, have your 4-digit personal code ready.

• Make sure any supporting documents or images that you would like to include with your report have been uploaded to your computer.

• If you have to stop your report at any time, you can save your report to finish later. However, all close call reports must be finished within 24 hours of the event.

STARTING THE CLOSE CALL REPORT

1. Go to **www.closecall.bts.gov**.

2. Click **Report a Close Call**.

3. Read the Pledge of Confidentiality and Burden Statement, and check the box. Click Continue.

4. Enter your WMATA employee ID.

5. Enter your 4-digit personal code.

   Note: If you are using eSubmit for the first time, you are prompted to create a 4-digit personal code. Save your personal code for future reporting.

COMPLETING THE CLOSE CALL REPORT

1. Enter the date and time of the event.

2. Complete the **Reporting Employee** page.

3. Give information on any co-workers who may be eligible for protection from discipline on the **Immediate Co-Workers** page.

4. Complete the **Incident Details** page with as much information as possible.

5. Describe your past 72 hours before the incident on the **Work/Sleep History** page.

6. Write what happened during the close call event on the **Incident Description** page.

7. Upload any supporting documents or images to your report in the **Attachments** section of the **Incident Description** page.

8. Review and edit your report on the **Review Your Report** page.

9. Print out a copy of your report for your records.

9. Click **Submit Report**.

10. Write down your access code, as it cannot be sent out again for security reasons. Your access code is used to retrieve your saved report and/or submit additional supporting documents and images.

What is a close call?

A **close call** is an unsafe event that could have resulted in an accident but did not.