

Confidential Close Call Reporting Quick Guide

Rail and Bus Transit Operations

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.

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 REPORT

1. Go to www.closecall.bts.gov.
2. Select Submit Report Online.
3. Select Bus or Rail.
4. Complete the CAPTCHA.
5. Read the Pledge of Confidentiality and Burden Statement, and check the box.
6. Select Continue.

COMPLETING THE REPORT

1. Enter Reporting Employee Information (Name, ID, Phone, Best time to call).
2. Enter Incident Details then select where incident occurred, complete information based on location.
3. Enter the Incident Description.
4. Upload any Attachments.
5. Review.
6. Print or save if needed.
7. Select Submit.

WHAT HAPPENS AFTER YOU CLICK SUBMIT SESSION?

There will be a phone call if you are reachable and a 15–20 minute interview. Afterwards, the Peer Review Team (PRT) will review, then recommend a Preventive Safety Action (PrSA) to WMATA for action.

WHAT IS A CLOSE CALL?

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



An employee observes a close call or unsafe condition and submits a confidential report.



BTS and a Peer Review Team review the report, identify root causes, and recommend action.



WMATA implements approved safety recommendations.

The Confidential Close Call Reporting Program is independently administered by the U.S. Department of Transportation's Bureau of Transportation Statistics (BTS). WMATA has partnered with BTS, ATU Local 689, IBT Local 922, and OPEIU Local 2 to implement the Confidential Close Call Reporting Program.

