

Safety Action Update

Confidential Close Call Program Fall 2025 Newsletter



This quarter's newsletter provides a reminder about the confidential and quick close call reporting process. As an independent third party, the Bureau of Transportation Statistics (BTS) protects reporter identities under the Confidential Information Protection and Statistical Efficiency Act (CIPSEA) for all reporting methods, including mobile phones.



Report Now on Mobile

When you observe an unsafe situation or a close call event, a report can be made in two ways: on the website (www.closecall.bts.gov) or by phone (1-888-568-2377).

The reporting process has been streamlined for your convenience. First, you will complete basic information regarding your reported event and describe its details. After you submit the report, a BTS team member will call you to gather more information. A Peer Review Team reviews close call reports each month and recommends preventive safety actions.

You can find resources that further explain the reporting process on the [Publications](#) section of the close call website.



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.

REPORTING HAS NEVER BEEN EASIER

The online reporting form is now mobile responsive, making it easy to report on the go.

Report a Close Call.

It's confidential. It's quick.
It helps make Metro safer.

www.closecall.bts.gov
1-888-568-2377

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.

