



CONFIDENTIAL CLOSE CALL REPORTING

KEEP REPORTING! WE ARE LISTENING!

November 2016

Metro, ATU Local 689, and IBT Local 922 take close calls seriously. Metro has approved the below safety actions to address concerns from employees who have made confidential reports directly to the Bureau of Transportation Statistics. Quality Assurance, Internal Compliance and Oversight (QICO) tracks these actions for management to ensure completion and ongoing compliance.



Employee Concern: The location of the left-side high mount mirror impedes the driver's field-of-vision causing blind spots.

Actions: It is imperative that all bus operators use proper technique when faced with instances where visibility is compromised. To ensure visibility, BTRA will implement the following:

- Issue to all employees who operate a Metrobus a safety bulletin explaining the visibility concerns that exist on buses with left-side high mounted mirrors. Heavy emphasis will be on the usage of the "bob and weave" technique when visibility is obstructed.
- Issue a bulletin requiring personnel performing accident investigations involving left side of the buses to specifically document the type of mirror in place and use that data, as well as the

preventable/non-preventable rating of the incident for trend analysis purposes.

Responsible party is Dana Baker, BTRA
Completion date: 12/1/16

- Retrofit the New Flyer LFA fleet, which includes 351 buses, to relocate the street-side mirror to a lower mounting point.

Responsible party is Phil Wallace, BMNT
Completion date: 12/31/17

- As new fleets are being designed and procured, engineering will address mirror placement regarding obstructed view.

Employee Concern: Dumping waste water into the track bed is hazardous.

Dumping anything onto the track bed is potentially dangerous to employees and customers, and is prohibited.

Actions: Plant has issued a bulletin instructing employees on the proper disposal of waste water during station cleaning.

Responsible party is Paul Kram, PLANT
Completion Date: 11/14/2016

