



# CONFIDENTIAL CLOSE CALL KEEP REPORTING... WE ARE LISTENING!

Contact the Editor

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December 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 safety shield's glare/reflection creates hazardous visibility issues for Metrobus operators.

The safety shield's glare/reflection creates visibility issues is a transit industry concern. Although the shields are in place to protect the operator, the visibility concerns impact Metrobus operators, passengers, and the general public.

**Actions:** A Safety and Ergonomics Task group comprised of two 689 employees (bus operators), two 922 employees (bus operators), Bus Safety, Bus Operations, and Bus Engineering was developed to help solve the bus shield glare and reflection problem.

In an effort to ensure that employees are aware of the progress with the bus shields; a quarterly summary will be distributed to all Bus Divisions and union presidents to communicate updates to employees.

**Responsible party:** Sebastian Silvani, BTRA

*Completion Date:* Ongoing

## Employee Concern: Failure to follow Hot Work Program and proper procedures while Oxi/Acetylene tank is in use

When performing jobs involving the use of oxi/acetylene tanks, all rules should be followed for the safety of all working in the vicinity. Before performing any tasks involving welding or cutting, employees should always obtain a hot work permit.

**Actions:** Rail Services will take the following measures to ensure that employees are knowledgeable of the Hot Work Program requirements and the rules while performing welding and cutting task:

- Hold tool box meetings within TRST, CMNT, ATCM, and TRPM to review the one page summary of requirements contained in the current Hot Work Program.

**Responsible party:** M. Davis, L. Skelton, D. Newman, M. Hass

*Completion Date:* 1/31/17

- The Fire Marshal's Office is currently working to update the Hot Work Policy and will work to include a Hot Work custody process at each work location, add signage on oxi/acetylene tanks, and provide refresher certification for those whose job tasks infrequently include welding and cutting.

**Responsible party:** SAFE

*Completion date:* TBD

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## Employee Concern: Flagmen are not using headsets while operating Class 2 vehicles because headsets are unreliable.

Headsets ensure positive communication during Class 2 vehicle movement. It is imperative that there is continual positive communication while operating equipment in the yard to avoid incidents from occurring.

**Actions:** In order to maintain and ensure positive communication in the yards during equipment movement, the following will be implemented by Rail Services:

- TRST, in conjunction with OCC will evaluate Rule 3.96 in the MSRP to determine if clarity can be given to employees to recognize when communication is lost

**Responsible party: Mike Davis, TRST**

*Completion Date: 1/31/17*

- TRST and COMM leadership will establish a PMI schedule for track equipment headsets to ensure functionality.

**Responsible parties: L. Jones & G. Johnson**

*Completion Date: 1/1/2017*

- Batteries will be replaced in older existing headsets and additional batteries and spare headsets will be procured.

**Responsible parties: C. Samms, G. Johnson, T. Howard, and C. Abarca**

*Completion Date: 1/31/17*

- Each flagman will be trained to pair headsets to the Prime Mover onboard equipment. Training will be documented and will require a signature.

**Responsible parties: C. Samms, G. Johnson, E. Hardy**

*Completion Date: 1/31/17*

- SOP will be developed to define functionality of headset testing

**Responsible parties: G. Johnson, E. Hardy**

*Completion Date: 1/1/17*

- Review the pre-trip inspection form and update if necessary with headset functionality.

**Responsible party: Chavon Samms**

*Completion date: 1/1/17*



## Employee Concern: Improper request for roadway protection for a specific area

WMATA has roadway protection levels in place to keep employees safe while working on roadway locations throughout the system. RTRA issued Permanent Order No. T-16-04 for the Greenbelt Test Track to inform employees of the proper level of protection required (foul time as a minimum) while working in this specific location.

**Actions:** In order to ensure that maintenance and ROCC controllers are reminded of the special conditions surrounding the Greenbelt Test Track access, permanent order T-16-04 will be distributed to all RWP-certified employees and signature acknowledging receipt will be required.

**Responsible party: Andrew Off, RAIL**

*Completion Date: 2/24/17*



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## Employee Concern: The location of the fare box on the TAGS Ford bus

The location of the fare box on TAGS buses creates visual obstructions for the operator's right-side view, becoming a potential causal factor in an accident.

*Actions:* In an effort to eliminate the visibility hazard caused by the fare box location on the TAGS buses, Bus Maintenance and Bus Engineering has exchanged the Ford Econoline buses with six (6) Orion VII transit buses painted in the TAGS colors.

**Responsible party: Various BMNT & BENG**

*Completion Date: Completed*





# 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*

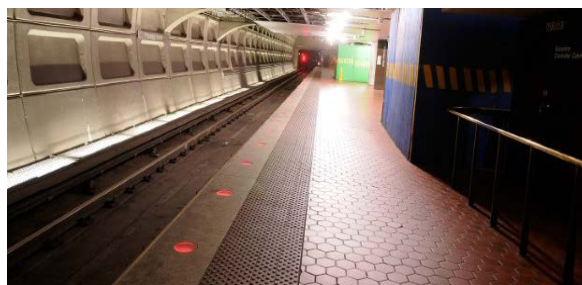
- As new fleets are being designed and procured, engineering will address mirror placement regarding obstructed view.

### 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*





# CONFIDENTIAL CLOSE CALL REPORTING... WE ARE LISTENING!

July 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.

**What's NEW? L-689 and L-922 BUS employees and their immediate supervisors are eligible to report.**

**Employee Concern: The misalignment between station platforms and railcar doors at some locations presents a hazard to customers and employees entering and exiting the train.**



*Actions:* To raise awareness of the issue and prevent accidents and injuries to employees and customers, Rail Services will identify locations where the hazard exists and take the following actions to address it:

- Generate a Rail Service Adjustment Bulletin to be announced by train operators as they arrive at stations with where station platform and door alignment is uneven. *Completion Date: 9/1/16*
- Mark the platform edge with a warning message using highly visible paint or tape at any and all

locations where the platform/door misalignment occurs. *Completion Date: 10/1/2016*

- Identify resources and station additional personnel to advise and assist customers at locations where condition occurs, with priority focus on customers with disabilities. *Completion Date: TBA*

Responsible party is **Jim Hughes, RTRA**

**Employee Concern: The reporting of defective track conditions by employees to the ROCC needs to be improved.**

*Actions:* Effective immediately, ROCC will obtain from the reporting employee the nature and extent of the defective conditions, which includes the need for taking a track out of service or issuing necessary speed limitations upon receiving reports of defective track conditions.

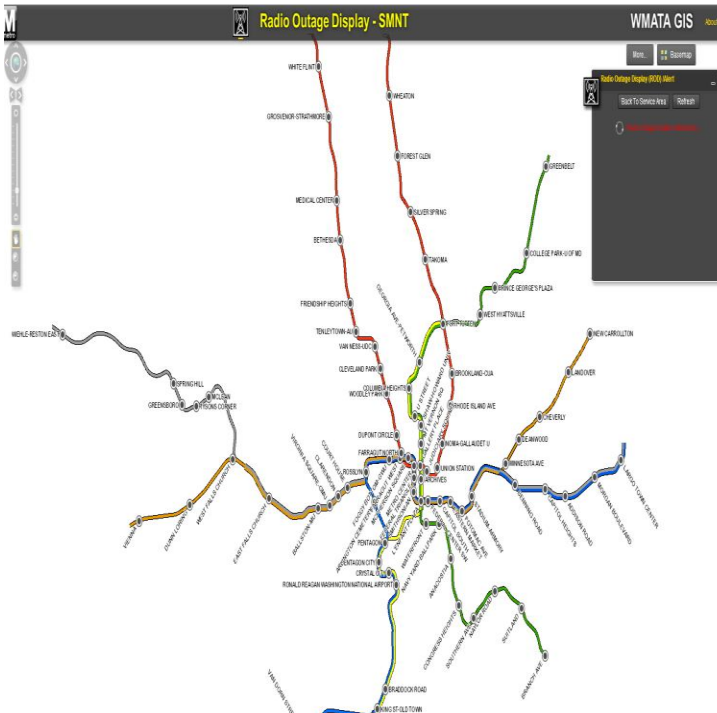
Rail Services will also provide additional notifications and/or training to employees who may encounter defective tracks or any other conditions that may compromise the safety nature of rail operations.

*Completion Date: 9/1/16*

Responsible parties are **Lisa Woodruff, ROCC Mike Davis, TRST; Mike Hass, TRPM; and David Newman, ATCM**



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## Employee Concern: Supervisor gave higher priority to production than safety

*Actions:* Rail senior supervisors will meet with subordinate supervisors and conduct a review of MSRPH Section 4.2-Safety Rules (a-k) to ensure that all supervisors have a clear understanding of their responsibilities imposed by the safety rules.

Responsible party is **Andy Off, Rail Services**  
*Completion date: 8/17/16*

## Employee Concern: Radio Communication Failures

Employees have expressed numerous concerns regarding radio communication failures. Metro has implemented a new Radio Outage Display (ROD) program coordinated by MOC, which will be extremely helpful in identifying patterns for radio communication issues and main areas of concern within the system. The key is to encourage employees to continuously report loss of intermittent radio communication.

*Actions:* Rail Services will design and implement a campaign to encourage reporting of all radio issues with the new ROD system.

Responsible party is **Andy Off, Rail Services**  
*Completion date: 9/15/16*





# CONFIDENTIAL CLOSE CALL REPORTING... WE ARE LISTENING!

Report during the months of March 2016 to May 2016

Metro, ATU Local 689, and 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.

## What's NEW?

**Close Call has expanded to BUS! As of May 2, 2016, Local 689 and Local 922 BUS employees and their immediate supervisors are eligible to report.**

## Employee Concern: Working Improperly under Train Approach Warning Protection (TAW)

*Actions:* On March 16<sup>th</sup> and 29<sup>th</sup>, a Safety Stand Down was conducted for the Systems Maintenance-Communications Radio Group. Supervisors discussed the types of roadway protection, reviewed and read aloud the RWP manual for the duties of the Watchman/Lookout. During the discussion emphasis was placed on the sole duty of the Watchman/Lookout, which is warning personnel of the approaching rail vehicles. In addition, all RWP badges were checked and verified that all RWP Level 4 personnel are in compliance.

Moving forward, Supervisors will be conducting quality control compliance checks to ensure RWP adherence.

Responsible party is David Newman  
Completion Date: 3/29/16

## Employee Concern: Unsafe usage of Presto XZ44-20 scissor lifts

*Actions:* Usage of XZ scissor lift for the maintenance and repair of tire-cart mounted pressure washers will be suspended. In addition, Safety Department will perform a comprehensive evaluation of the equipment and determine OSHA compliance standards for lifting tire-cart mounted pressure washer equipment, evaluate and formulate safety protocols for securing equipment used on the lifts, and conduct a job-hazard analysis on the lift-related job tasks.

*Current Status:* The Office of Plant Maintenance has drafted the work instructions for using the XZ lifts which is currently with SAFE for final approval.

Responsible party is Randall Grooman  
Completion Date: 6/30/16

