



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

Contact the Editor

Adrienne Harley

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NEW! CLOSE CALL PROGRAM UPDATE

October 2018

The Close Call team is happy to announce that there is no longer a “real time observation period.” This means that once an eligible employee reports a close call or unsafe condition to the Close Call Reporting Program, they are immediately protected from discipline. 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 (BTS).

Employee Concern: Rat Infestation at DuPont Circle Metrorail Station

Employees reported foul smells associated with the rodent problem at DuPont Station. This issue has been publicly identified as a city-wide issue in Washington, DC.

Actions: In an effort to address the concern and reduce the problem at DuPont Circle Metrorail Station PLNT has taken the following actions:

- Metro has partnered with the DC Department of Health who has been monitoring and ensuring restaurants nearby the station are properly disposing trash.
- Exterminator service has sealed holes at the stations and set traps. In addition, abatement services are performed on a weekly basis.
- Trash removal will be increased to twice per day including weekends and dumpsters with lids will be installed at DuPont Circle Station.
- The planters at the station that have served as a habitat for rodents will be removed.

Responsible party: Leroy Jones, PLNT

Completion Date: Ongoing



Employee Concern: Complacency with SOP12

Although there were several measures taken previously to ensure that employees are complying with SOP 12 (Movement of Class 1 Rail Vehicles in and out of the shop), including signage at shop apron doors (pictured above), Close Call continues to receive reports of non-compliance with the rule.

Actions: On September 17, 2018, Rail Transportation Quality Control Group conducted a compliance audit of MSRPH SOP #12. The results of the audit revealed a substantial level of complacency with SOP #12 on the evening and night shifts. The Rail Quality Group has issued corrective action plans that include more discussion on SOP #12 in shops and retraining of employees observed as noncompliant. The Executive Safety Committee made further recommendation for the RTRA Quality Control Group to expand the compliance audit to other locations.

Responsible party: Ron Lewis, RTRA

Completion Date: 9/17/18

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Employee Concern: Raccoons at Fort Totten Station

Employees are concerned, especially in the evening and overnight hours, about the large amount of raccoons present in and around the station. Raccoons have been an issue at the Fort Totten Station area for some time.

Actions: PLNT had an exterminator service the station on 7/20/18 to set traps and will continue to monitor until all raccoons are removed.

Responsible party: Leroy Jones, PLNT

Completion Date: Ongoing



Resolved: Lighting between PG Plaza and West Hyattsville

Employees reported several light outages between PG Plaza and West Hyattsville. SAFE performed a riding inspection through the affected area to evaluate the condition and notified SMNT of the findings. SMNT replaced approximately 50 lights and re-lamping in August 2018.

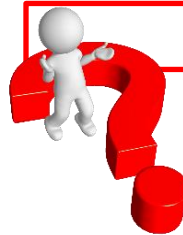
Responsible party: Eric Pryor, SMNT

Completion Date: 08/23/18

Update: Audio/Visual warning system pilot at Branch Avenue

A recommendation to pilot a portable visible warning device was approved in 2013, in an effort to enhance the current warning system for vehicle movement exiting and entering the shop. This device was tested for a period of five years at Branch Avenue where issues with the device including false positive warnings were found. In September 2018, a decision to decommission the pilot was made due to the unreliable software and equipment.

Responsible party: Larry Skelton, CMNT



Questions Corner

Here are questions submitted by Metro employees about the Close Call Program:

Q: Does the program also invite reporting from the public?

A: No this is an internal program that gives employees in operations another reporting avenue outside of Metro so that they are more comfortable reporting their safety concerns and near misses without the fear of retaliation.

Q: Does the Peer Review Team also review Metro Access Services events?

A: Currently, Metro Access Services is not a part of the program. This program provides protection from discipline for all Local 689 and 922 employees (and their immediate supervisors) when self-reporting unsafe events directly to BTS. Bus Services was added into the program in 2016 after strong interest from leadership and both unions.

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July 2018

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 (BTS). These action items are tracked internally to ensure completion and ongoing compliance.

Employee Concern: 52 Bus Route Change

The 52 bus route was recently changed and caused bus operators to encounter heavy traffic congestion on D Street, SW, between 7th and 6th streets during PM rush hour.

Actions: After assessing the route, Bus Planning (BPLN) created an alternate pattern to reduce the congestion effective June 24, 2018 (see below). Bus Transportation (BTRA) and BPLN will continue to monitor the effectiveness of the route change and make any future modifications during the December pick.

Responsible party: James Hamre, BPLN

Completion Date: 12/31/18



Resolved: Hazards at Shady Grove Yard

Hazards were reported on the tracks at Shady Grove Rail Yard. After inspection of the yard, track management performed a thorough cleanup of the yard to include trash removal and repairing a manhole to alleviate any safety concern or risks.

Responsible party: Christopher Kerns, TRST

Completed: 05/01/2018

Resolved: Congestion in Langley Park Neighborhood Cause Delays and Unsafe Turns

In an effort to improve conditions for bus operators that service this Langley Park neighborhood, Bus management worked with local authorities to increase parking enforcement and traffic monitoring in the area. In addition, Prince George's County has trimmed the median on Merrimac Dr. and installed "No Parking" signs near the bus stops. Metro will continue to work with the local authorities and have bus supervisors monitor the area. If you encounter issues with delays while operating this route, please document it on your manifest.

Responsible party: Robert Potts, BTRA

Completed Date: 5/30/18

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Resolved: Front Roof Hatches Sealed

In response to previous employee reports, management eliminated the front roof hatch above the operators' driving compartment due to the following safety concerns:

- Constant water leak when not closed properly
- Causes glare on windshield; and
- The tool used to operate the roof hatch has caused injuries when not properly secured.

Some employees expressed concerns regarding the lack of an exit during emergencies. Current and future new bus deliveries will provide additional emergency egress through the driver's side window.

Actions: Bus management has issued a notice to operators on June 14, 2018 providing an explanation for the elimination of the front roof hatch. The notice also provides guidance on operating the emergency egress.

Responsible party: Robert Potts, BTRA

Completed: 6/14/18



Resolved: Compliance with Seat Belt Requirements

According to NTO-18-11 distributed on March 14, 2018, the three-point seat belt, including both shoulder strap and a lap belt, is required during deadhead or revenue routes that travel through speed zones of 50 MPH or higher. Bus operators reported concerns with operating 2100 series buses (which were only equipped with a lap belt) on routes with posted speed zones of 50 MPH or higher.

Actions: Bus Management has retrofitted the seats on all 2100 series buses, installing a three point safety belt as pictured above.

Responsible party: Dave Michaels, BMNT

Completed: 6/30/18



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March 2018

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 (BTS). These action items are tracked internally to ensure completion and ongoing compliance.



Employee Concern: No Clear policy/procedure regarding lightning safety when working outdoors

Employees have reported concern regarding working outdoors in the presence of lightning. With no clear policy or procedure regarding lightning, supervisors and employees rely on their own safe practices.

Actions: SAFE will prepare and distribute a Safety Bulletin that includes OSHA recommendations to prevent worker exposure to lightning. All WMATA departments and offices that require workers or contractors to work outdoors will comply with the Safety Bulletin and OSHA recommendations to reduce lightning hazards.

Responsible party: Carla Grano, SAFE

Completion Date: 4/6/2018

Resolved: Rail Condition

Close Call Reporting received a concern regarding a rail condition when crossing track near the PG Plaza location. After inspecting the reported area, TRST found that an insulated joint (IJ) was missing one bolt which resulted in a deviation of ½ and caused the wheels to pump when trains crossed that section of track. When experiencing a rough ride on any area of track, it is important to report the location to prevent any future hazardous conditions.

Actions: On 1/29/18, a Track and Structures work gang tamped 100 ft. of track in the immediate area and installed a missing IJ bolt to rectify the problem.

Responsible party: Mike Davis, TRST

Completed: 1/29/2018

Resolved: Fabricated tools without proper documentation

Employees have noted that there are tools in the shop that do not comply with the Manufactured Service Instruction (MIS) protocol for tool safety regulations. A special tool is defined as a customized tool fabricated, purchased, or supplied for a specific use. A special tool is approved by CENV through the Request for Engineering Assistance (ER) form. Special tools that were previously manufactured have been identified, collected, and properly serialized, and assigned an asset number when required. These tools are used mostly during preventative maintenance and should be kept in a locker, which will be controlled and audited.

Actions: On 1/9/18, the Department of Car Maintenance (CMNT) issued SOP 3.08, which defines the procedures for CMNT to follow to control and issue special tools, and inspect and audit CMNT personal tool boxes.

Responsible party: Larry Skelton, CMNT

Completed: 1/9/18

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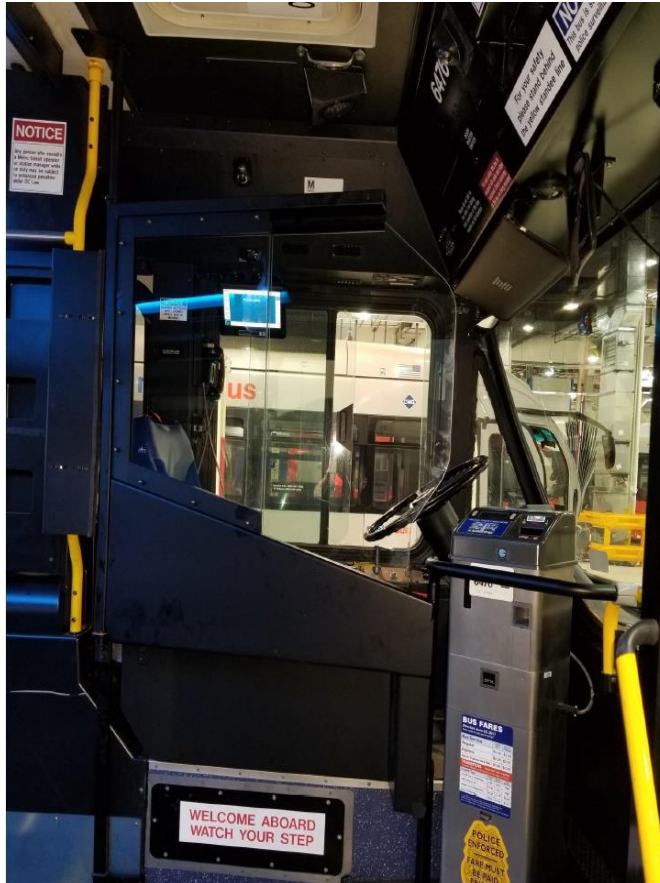
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MEET THE CLOSE CALL TEAM!

The Close Call Team (BTS, L-689) will visit ELES employees at their safety meetings on the dates listed below to provide information on the Confidential Close Call Reporting Program.

Mount Vernon Office	3/15 @ 4pm
Court House	3/20 @ 6:30am
Largo Office	3/29 @ 6am & 2pm
	4/04 @ 10pm (2 groups)
King Street	3/23 @ 6am
	3/28 @ 10pm
Union Station	3/28 @ 10pm (2 groups)
West Falls Church	4/5 @ 5pm & 10pm
Grosvenor Garage Office	4/04 @ 10pm
	4/06 @ 5pm
	4/11 @ 6am
Metro Center	4/11 @ 10pm

Employee Concern Update: Bus Safety Shields

Bus Operators have reported to Close Call and expressed concerns with management about hazards created by the use of safety shields. Operators have reported experiencing a high level glare from lights, reflections of moving objects in their peripheral view, and the reflection of still objects, etc. The Ergonomics Team comprised of management and labor, has approved an extended sliding glass shield as pictured above. All new buses will have the approved shield by June 2019.

Responsible party: Robert Potts, BUS

Completion Date: 6/2019

**If you would like the Close Call Team to visit your department or provide promotional material (i.e. brochures posters, etc.) for the Confidential Close Call Reporting Program, please contact:*

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Safety Committee Board Briefing

On April 12, 2018, BTS will be briefing Metro's Safety Committee Board on the 5-year progress of Metro's Confidential Close Call Reporting Program. To listen live, use the link below.

<https://www.wmata.com/about/board/meetings/index.cfm>

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January 2018

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 (BTS). These action items are tracked internally to ensure completion and ongoing compliance.

Employee Concern: Missing third rail cover boards

Employees have reported missing third rail cover boards at West Falls Church Yard. Many believe that the third rail cover board is there to protect the employee, but its sole purpose is to protect the third rail from debris and liquids. Replacing cover boards is a constant cycle that WMATA is working to execute more efficiently. In addition Maintenance of Way Engineering (MOWE) is evaluating alternative designs for cover boards.

Actions: Track and Structures (TRST) department has identified and replaced 450 feet of missing cover boards at the reported location.

Responsible Party: Mike Davis, TRST

Completed: 1/22/18



The following are updates on employee concerns reported earlier to the Close Call program:

RESOLVED: Smoking in unauthorized areas

In his weekly message to staff on October 27, 2017, GM/CEO Paul Wiedefeld issued a statement to all WMATA employees regarding smoking in unauthorized areas. The message stated that WMATA's Smoke-Free Workplace policy prohibits smoking in all WMATA vehicles and within 25 feet of all WMATA facilities.

RESOLVED: Formal Lock-Out-Tag-Out (LOTO) procedure

Traction Power Maintenance Department (TRPM) has issued a Standard Operating Procedure for LOTO and switching to all TRPM employees. A 14-week training program has been implemented to include electrical safety for Traction Power.

Responsible Party: Mike Hass, TRPM



RESOLVED: Pipe leakage at West Falls Church Yard

Employees have reported leakage from the ceiling of the S&I locker room at West Falls Church Yard. Maintenance found a leaking copper pipe in the ceiling of the locker room, and made the repair. Water damage to the ceiling is currently being addressed.

Responsible Party: Paul Kram, PLNT

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RESOLVED: UPE duct repairs

Employees have observed Fire & Life Safety (FLS) ducts in need of repair in stations and reported these issues to Close Call. According to SOP 209-07 supervisors must schedule failed FLS equipment repairs first. If a Fire & Life Safety duct is not in a failed state at the time reported, immediately taking interim mitigation actions would be an appropriate response from management to address employees' concerns.

Actions: In October, replacement of the UPE ducts began by an outside company. Plant (PLNT) Department management will ensure that assistant superintendents are aware of appropriate interim mitigations until scheduled replacements are made. In the interim, the duct was patched as pictured until permanent renovations begin.

Responsible Party: Paul Kram, PLNT

RESOLVED: Air quality in stations

Actions: Employees have reported concerns with the air quality in stations. At WMATA's request URS Corporation performed air sampling testing in compliance with OSHA requirements on kiosks level, platform level, and end gate locations. The concentration of airborne dust and metals, and potential exposures to total and respirable dust and metals results were significantly lower than OSHA's requirements. Of the samples collected the maximum concentration detected was 0.44 mg/m³, which is well below established exposure limits of 5.0 mg/m³ (OSHA standard) and 3.0 mg/m³ (ACGIH).

Responsible party: Carla Grano, EMIH

RESOLVED: Overlapping work conflict between RWIC and non-roadway escort of contractors

Actions: The Office of Technical Skills Maintenance Training has created a training course for all escorts to familiarize them with the escorting procedures for non-roadway environments (SOP 41). An annual refresher training for employees at all levels of RWP is also available, and covers SOP 28 at each level of RWP certification. In addition, a Safety Bulletin was released on October 3, 2017, articulating RWP procedures that should be followed when work fouls the track.

Responsible Party: Andy Off, RAIL



RESOLVED: Misalignment between station platforms and railcar doors

Employees have reported misalignment between station platforms and railcar doors at Braddock Road and Rhode Island Avenue.

Actions: To mitigate hazards until the long term station rehabilitation can be completed, WMATA makes customer announcements at the affected stations. On 7000 series railcars automated announcements are made, with live announcements on all other railcars servicing those stations to warn customers. Also, a PIDS message was created for display. Installation of visual optimal boarding markings on the platforms have been installed at Braddock Road.

Responsible Party: Andy Off, RAIL