



CONFIDENTIAL CLOSE CALL

KEEP REPORTING... WE ARE LISTENING!

December 2020

The below safety actions were approved 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.



Update: Bus 8000-Series Operator Compartment Design

Bus Operators have reported ergonomic issues with the 8000-series bus, where the position of the pedals and seat placement affects the operator's ability to comply with SOP 1.3 regarding observations and SOP1.2 regarding mirrors. After investigation by the Peer Review Team (PRT), it was discovered that when the operator's seat is completely adjusted forward to reach the pedals, it causes limited space between the operator's lap and the steering wheel; and impairs the operator's field of vision, placing the left-hand side mirror behind the operator and the overhead mirror directly behind the operator's head. Bus engineering evaluated the 8000-series bus operator compartment and produced a prototype for operators to test at the divisions in May 2019. The prototype consisted of a new driver-side window without the middle bar and longer rails added to the driver's seat. To date, BMNT has retrofitted 17 of 103 buses and is scheduled for completion mid-February 2021.

Responsible party: Dave Michaels, BMNT

Completion Date: 02/15/2021

Update: Accessible Parking at WMATA Facilities

Employees have reported concerns related to location and availability of accessible parking at the Greenbelt Rail Yard. As a result, the Office of Americans with Disabilities Act Policy and Planning (ADAP) began a comprehensive evaluation/assessment of accessible parking at all WMATA facilities for proper placement and compliance with ADA regulations. Currently, ADAP has completed the assessment at 26 of 110 non-revenue parking facilities. This includes large and small parking lots /garages

Responsible party: Christiaan Blake, ADAP

Completion Date: 03/20/2022





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February 2020

NEW!! Effective March 2, 2020, the Confidential Close Call program will accept reports from Local 2 and non-represented employees.

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Resolved: Improper Engine Stand used in Heavy Overhaul Shop

Employees reported concerns with using an engine stand to service the Orion bus fleet. This stand failed to provide the proper fit. After an investigation, it was determined that Bus Maintenance was in the process of testing current Mid-Life program tools and equipment to verify whether they would be suitable to use in other overhaul program applications. After determining the engine stands were not interchangeable, Bus Maintenance conducted research and purchased equipment specific tools applicable to the Orion bus fleet. This is a planning process outlined in Bus Service Standard Operating Procedure 1.28 Bus Mid-Life Overhaul, and requires managers, lead men, and mechanics to identify tools, equipment and material required for upcoming overhaul programs.

Resolved: Chemical Smell and Leakage at Shady Grove Train Wash

Employees working around the Shady Grove train wash were experiencing a pungent smell when the wash was not in use. Fluid also leaked into the storage areas where shop clerks work.

Actions: To mitigate the chemical smell and address the leak, the Office of Plant Maintenance (PLNT) took the following actions:

- Worked with Environmental Management & Industrial Hygiene (EMIH) to conduct an air quality test. No issues were found.
- Foam insulation was applied between the train wash and shop area wall to isolate the smell.
- The exhaust fan was repaired in the pump room to remove potential odor.
- The leaking chemical tank which caused fluid to leak into the storage areas was repaired and two heaters were installed.
- The train wash level sensors were also reprogrammed.

Responsible party: Leroy Jones, PLNT

Completion Date: 01/16/2020

