

Safety Action Update

WMATA Confidential Close Call Reporting Program—Spring 2025



The following are the latest safety actions developed by WMATA to address concerns from employees who have made confidential reports directly through the Confidential Close Call Reporting Program.



Unsafe Boarding/Alighting Location

A WMATA employee helped identify the bus stop at New Jersey Ave. NW, near Rhode Island Ave. NW, as an unsafe boarding/alighting situation for passengers, bus drivers, pedestrians, and other vehicles. After the bus route and stop had been established, the District of Columbia added a dedicated bike lane along New Jersey Ave. NW and a right-turn only lane with barriers. The additional infrastructure required the bus to service the bus stop along the bike lane, creating a dynamic situation with the potential to create an unsafe circumstance or accident.

Highlight: After a Peer Review Team (PRT) review, WMATA decided to discontinue the bus stop at New Jersey Ave. NW, near Rhode Island Ave. NW and direct passengers to gain access to WMATA buses at New Jersey Ave. NW and R St. NW. This creates a safer solution for all involved at this location.



Snowmelter Preventive Maintenance Inspection Clarification

The Peer Review Team (PRT) reviewed a close call regarding the preventive maintenance inspections (PMI) of snowmelters. WMATA's snowmelter systems enable above-ground transit rail switch machine operation (i.e., switch point movement) during and after snow and ice weather events. Maintenance teams must provide third-rail power to snowmelters to perform PMIs. However, the WMATA Standard Operating Procedure (SOP) #28 prohibits third-rail power during inspections, and snowmelter PMIs were not exempted from this rule.

Highlight: Based on the PRT's recommendation, the Rules Committee evaluated the exceptions list and issued Permanent Order T-21-08, which updated exempted activities lists in Appendix A of SOP #28 to allow the performance of snowmelter testing while third-rail power is energized. Note: This PrSA was implemented under the previous WMATA rules/procedures manual, which has been superseded by the current Metrorail Operating Rulebook (MOR).

REPORTING MAKES A DIFFERENCE

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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.

