



CONFIDENTIAL CLOSE CALL REPORTING... WE ARE LISTENING!

Actions approved during the month of June 2015

Metro and ATU Local 689 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.

Revenue Technicians and their front line supervisors are now eligible to report through Close Call Reporting.

Employee Concern: Flashlight Safety

As with most commonly used devices, many employees may not have access to the user instructions or remember how to follow them over time. Flashlights that are not used, stored, or maintained properly can lead to employee injuries.

Action: To raise awareness of flashlight safety, SAFE will develop and distribute a bulletin to all employees using WMATA approved/issued flashlights detailing the proper use, maintenance, and storage of these devices.

Responsible party is SAFE, Manael Kennerly
Completion Date: 11/31/15



Employee Concern: Speed Restriction Justification Needed by Train Operators

Train operators are concerned that there is no transparency regarding speed restrictions. Understanding the reasons for the speed restrictions will allow the operators to feel more secure and knowledgeable when entering areas where restrictions are necessary.

Action: RTRA will distribute a report to all affected personnel with locations and justification for speed reductions on a weekly basis.

Responsible party is RTRA, Gregory Wortman
Completion Date: 9/1/15

Employee Concern: Intermittent Radio Communication Issues

Identifying and correcting radio communication problems will greatly enhance safety and productivity system-wide throughout Metro. Reporting all intermittent radio issues will help to gather data to identify patterns for radio communication issues and identify the main areas of concern.

Action: RTRA will design and implement a campaign to encourage reporting of all radio issues with the new Radio Outage Display Map System (ROD).

Responsible party is RTRA, Byron England
Completion Date: 12/31/15

Employee Concern: Discrepancies within the Roadway Access Guide

The Roadway Access Guide is the only source of information for employees who are accessing the roadway to perform their assigned work tasks.

Employees are concerned that discrepancies within the Roadway Access Guide threaten roadway workers' safety. Specifically, the tables in the guide must accurately reflect the risks at all roadway locations.

Action: Roadway Worker Protection (RWP) Committee will:

1. Immediately issue a RWP Safety Bulletin for the known discrepancies in the access guide.
2. Perform an audit of the Roadway Access Guide for additional discrepancies.
3. RWP Chairman will issue a Permanent Order for the RWP Manual once all areas are identified to all roadway personnel.

Responsible party is CENI, Tom Robinson

Completion Date: 09/15/15

Employee Concern: Aerial Lift Safety

Aerial lifts are widely used across Metro to perform a variety of work tasks efficiently. Failure to follow Metro and OSHA's fall protection rules and procedures while in operating the lifts exposes employees to serious injuries and increases the risk that Metro will be cited for OSHA violations.

Action: Metro will provide man/aerial lift training for all employees required to use lifts to perform their duties.

Training and certification for operating aerial lifts will be required biannually. Additionally, there will be regular safety announcements during tool box meetings regarding fall protection on aerial lifts.

Responsible party is TIES, Eric Petersen

Completion Date: 11/30/15





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Contact the Editor

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Report during the months of April to June 2015

Metro and ATU Local 689 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.

Revenue Technicians and their front line supervisors are now eligible to report through Close Call Reporting.



Employee Concern: Train Operators' Safety while Experiencing Malfunctioning Trains

Malfunctioning trains can be a potential threat to both customers and operators; therefore following the Standard Operating Procedures are critical to everyone's safety. Rail Operations Central Control (ROCC) is responsible for ensuring that operators and customers are guided to safety in the event of a train malfunctioning.

Actions: ROCC will ensure that all ROCC staff follows proper procedures by:

- Reviewing current procedures, instructional material, and training protocols to ensure that all managers and employees involved in the supply and movement of train equipment understand and follow proper procedures when reports of malfunctioning trains are received.
- Creating a decision matrix that defines the responsibilities of those involved in the supply and movement of train equipment and the actions that must be taken when various train equipment malfunctions are reported.
- Making the malfunctioning decision matrix available to all management personnel and employees in the supply and operation of trains.

Responsible party is ROCC, Gregory Wortman

Completion Date: 7/10/15



CONFIDENTIAL CLOSE CALL REPORTING... WE ARE LISTENING!

Report during the months of January to March 2015

Metro and ATU Local 689 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.

Revenue Technicians and their front line supervisors are now eligible to report through Close Call Reporting.

Employee Concern: Improve Safe Work Practices in Overlapping Work Zones

It is not uncommon for multiple work groups to perform tasks in the same work zone. The Roadway Worker in Charge (RWIC) is solely responsible for setting up safety for *all* parties in the work zone- whether employees or contractors. Conflicts arise when all parties working in the zone are not clear on the role and responsibilities of the RWIC.

Actions: The Capital Program Delivery Office (CPDO) will work with SAFE and Local 689 to determine the best resolution to approach overlapping work site authorities and worker protection responsibilities while working on the roadway. The resolution will be issued as a directive to all affected employees.

Responsible party is CPDO, Clay Bunting
Completion Date: 5/1/2015

Employee Concern: Improve Quality of Roadway Safety Briefings

Job safety briefings should alert employees of all dangers related to the work that is required; therefore, it is imperative that WMATA employees and contractors receive informative safety briefings to include discussions of Roadway Worker Protection (RWP) requirements for accessing the roadway during both revenue and non-revenue hours.

Actions: SAFE will begin a campaign to encourage and monitor job safety briefings that will:

- Remind employees of the importance of RWP
- Improve communication between supervisors, crews, and all personnel involved with the work zone tasks
- Encourage employees to use the Good Faith Challenge provisions per RWP
- Remind employees of the zero tolerance policy regarding safety infractions
- Ensure that work gangs receive proper authorization from ROCC before entering/exiting the roadway

Responsible party is SAFE, Manael Kennerly
Completion Date: 10/31/15

