

WMATA Close Call Reporting: eSubmit Manual

Close Call Data Program



OFFICE OF THE ASSISTANT SECRETARY FOR RESEARCH AND TECHNOLOGY
Bureau of Transportation Statistics

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1. Introduction

Safety is a serious transportation issue. The U.S. Department of Transportation works towards eliminating transportation-related injuries and fatalities in the United States. Most transportation-related accidents have a small impact, while others are large-scale catastrophes that affect many people and can cause serious property and environmental damages.

Transportation safety has improved to the point that there aren't enough smaller-scale accidents to provide useful data for analysis. This is a good problem to have, but it also presents a challenge to obtaining the crucial data and information that supports the research and analysis necessary to prevent catastrophic accidents. Voluntary and confidential reporting of close call events is one way to overcome this challenge and obtain useful data for the analysis of a close call event's root causes.

A close call is an event or unsafe condition that could have resulted in an accident but did not. The avoidance of an accident in a near-miss is due to the fortunate timing of a preventive "remedy" event. Therefore, close calls are warnings of unsafe conditions. Data and information collected from close call reports can be used to identify potential hazards, understand the root causes of unsafe events or conditions, and develop corrective actions or countermeasures. The Close Call Data Program (CCDP) at the Bureau of Transportation Statistics (BTS) was established to collect, analyze, and disseminate data and information about close calls in various industries with the guarantee of confidentiality for the individuals and organizations that report these close calls. Close call data collected by BTS is analyzed by subject matter experts in a Peer Review Team (PRT), who find the root causes that led to each near-miss event and develop corrective actions (CAs) that can address those root causes.

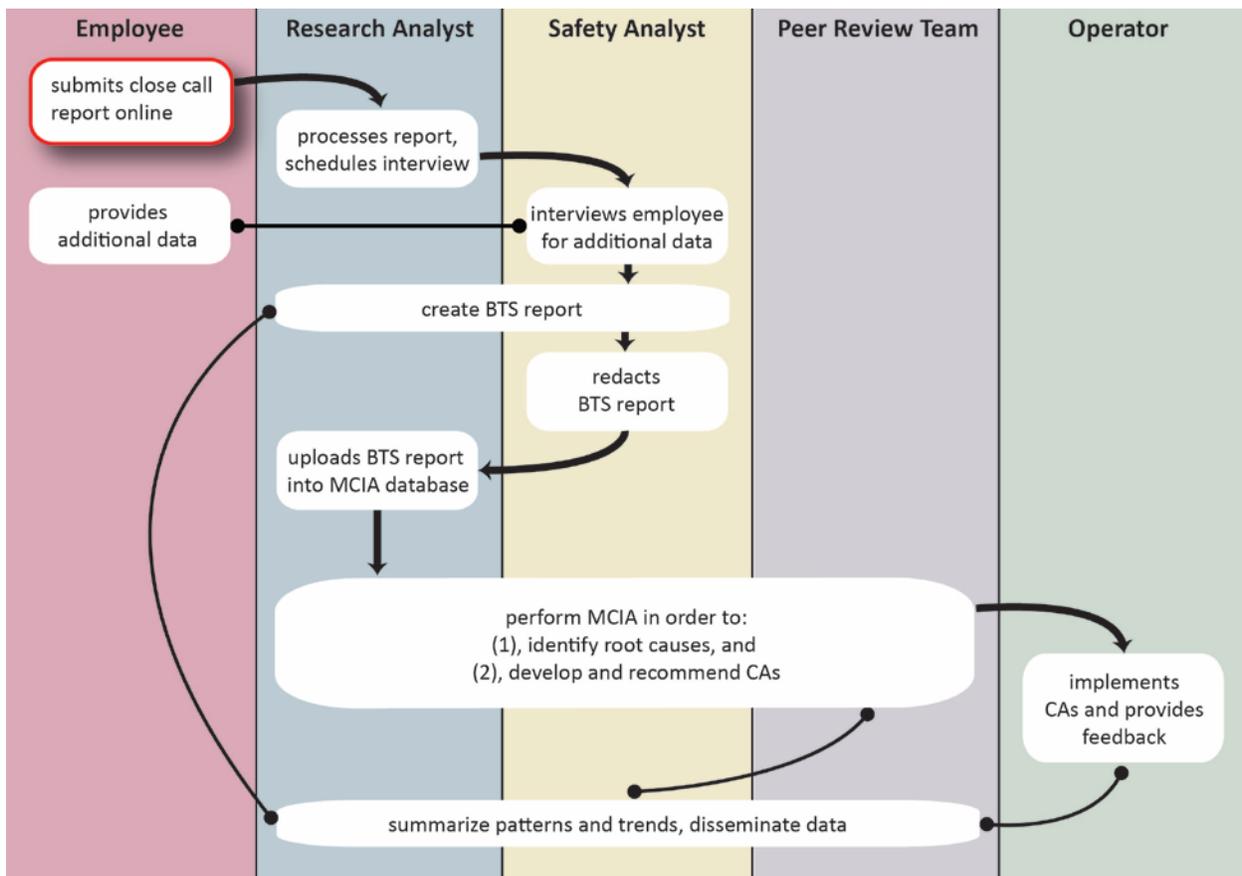
The Close Call Data System (CCDS) is the IT system that has been developed and is currently operated to support CCDP. As of December 2015, CCDS has three major components: the Confidential Close Call Reporting System (C³RS), the WMATA Close Call Reporting System, and the SafeOCS Near-Miss Reporting System (NMRS). C³RS was a pilot program that collected close call reports for the railroad industry. The WMATA Close Call Reporting System is a collaboration between BTS and the Washington Metropolitan Area Transit Authority (WMATA) that collects close call data for rail and bus transit operations. SafeOCS Near-Miss Reporting is a collaboration between BTS and the U.S. Department of the Interior's Bureau of Safety and Environmental Enforcement (BSEE) that collects close call data for offshore oil and gas operations. Each of these components was designed and developed to meet the requirements and unique operational and environmental characteristics of each program's respective industry.

This manual discusses how the WMATA Close Call Reporting System collects and processes close call reports for rail and bus transit operations.

2. WMATA Close Call Reporting eSubmit Tool

The Washington Metropolitan Area Transit Authority (WMATA) sponsors the Close Call Reporting program in partnership with the Amalgamated Transit Union Local 689 (ATU L-689), the International Brotherhood of Teamsters Local 922 (IBT L-922), and the Bureau of Transportation Statistics (BTS). Close Call Reporting is intended to improve rail and bus safety while giving WMATA employees a confidential platform where they can voluntarily report close call events without the fear of disciplinary action. By sharing information on trends in reported close call events, BTS supports WMATA’s effort to continuously improve safety. BTS also tracks the program’s impact on safety by analyzing reporting patterns over time.

2.1 Roles and the Overall Process of WMATA Close Call Reporting



ARROW KEY

→ process flow

●—● interaction

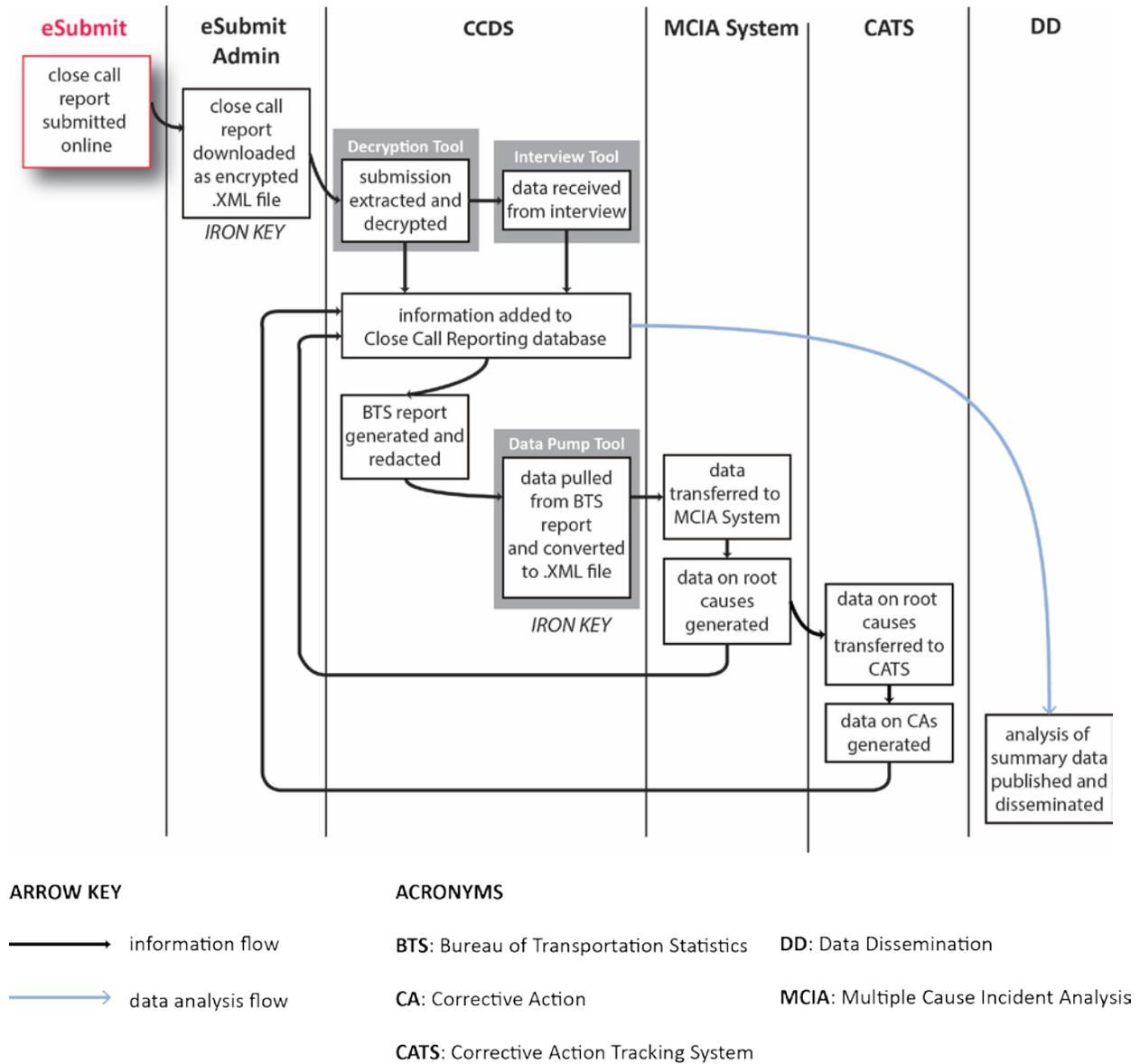
ACRONYMS

BTS: Bureau of Transportation Statistics

MCI: Multiple Cause Incident Analysis

CA: Corrective Action

2.2 CCDS Functions and Information Flow for WMATA Close Call Reporting



2.3 Employee Eligibility for Close Call Reporting

The following WMATA employees are eligible to make close call reports and receive protection from discipline:

Rail	Bus	
L-689 positions in the following departments: <ul style="list-style-type: none"> • Operations Management Services • Rail Transportation Quality and Training • Rail Transportation Scheduling • Train Operations • Chief Engineer-Vehicles • Car Maintenance • Elevator and Escalator • Plant Maintenance • Systems Maintenance • Storerooms and Material Logistics • Track and Structures • Accounting • Treasury • Applications Development and Operations • Capital • NCS Integrated Network 	L-689 positions in the following departments: <ul style="list-style-type: none"> • Bus Operations Scheduling • Bus Transportation • Bus Maintenance • Accounting • Treasury 	L-922 positions in the following departments: <ul style="list-style-type: none"> • Bus Transportation • Bus Maintenance • Plant Maintenance
The frontline supervisors of the above employees	The frontline supervisors of the above employees	

For all positions eligible for close call reporting, see Appendix 6.1, page 36.

2.4 Event Eligibility for Close Call Reporting Protections

Employees included in Close Call Reporting can report any safety concern. Reports are accepted for any condition or event that is perceived as potentially endangering employees, the public, equipment, or the environment. Any concern about one’s own safety or someone else’s safety at work can be reported. Each close call report must contain sufficiently detailed information about a safety event so that BTS can evaluate it.

Reports are rejected if they are:

- Unrelated to the safety of WMATA’s transit infrastructure operations.
- Urgent real-time issues (e.g. a runaway train).
- Grievances related to a safety event that has already been filed pursuant to the parties’ Collective Bargaining Agreement.

Events are not eligible for protection from discipline if:

- The employee's action or lack of action was intended to damage WMATA's operations or equipment, injure other employees, or purposely place others in danger (i.e. sabotage).
- The event involved a criminal offense.
- The event involved substance abuse or the inappropriate use of controlled substances.
- The close call report contains falsified information.
- The event resulted in a transit agency accident/incident.
- The event caused or allegedly caused any injury and/or illness of any kind to any person involved.
- The event resulted in an identifiable release of hazardous material.
- The event was a real-time observation reported to WMATA by a WMATA supervisor, employee or customer. A real-time observation means that the employee must be informed, or attempted to be informed, of the observed violation by a WMATA supervisor within 4 hours from the time of the observation for rail operations and within 12 hours from the time of the observation for bus operations. WMATA may use event recorder information to support discipline.

The following events specific to rail operations do not qualify for Close Call Reporting:

- Station overrun of more than one door leaf
- Exceeding the limits of an absolute or permissive block
- Red Signal Violations by train or work equipment
- Wrong side door opening

In addition, events specific to bus operations that are related to rollaway buses involving the operator's failure to follow procedures for proper vehicle securement are not accepted for this program.

2.5 Completing a Close Call Report

Note: The eSubmit tools for rail and bus operations have slight differences in content. The following procedure documents close call report submission for rail operations.

1. Navigate to <http://www.closecall.bts.gov>.

Confidential Close Call Reporting
IDENTIFY SAFETY RISKS IN RAIL TRANSIT OPERATIONS

Amalgamated Transit Union (ATU) logo and Metro logo.

About | **Report a Close Call** | **FAQs** | **Data and Publications** | **Online Resources** | **Contact Us**

In partnership with Amalgamated Transit Union (ATU), Local 689 (L-689) and the Bureau of Transportation Statistics (BTS), Washington Metropolitan Area Transit Authority (WMATA) has launched the close call reporting system. This pilot program is voluntary, confidential, non-punitive, and encourages employees to report close calls that WMATA and L-689 would otherwise not know about. Seeking to improve safety in the various transportation environments at WMATA, Close Call intends to study near miss incidents, determine root causes, and develop preventative measures.

To report a Close Call you must:

1. Initiate reporting within 16 hours of incident time; and
2. Finalize Online Report within 24 Hours of the incident time.

[Watch the video on how to report a Close Call \(It may take a minute or two to load.\)](#)

[Report a Close Call](#)

Bureau of Transportation Statistics, U.S. Department of Transportation

2. Click

[Report a Close Call](#)

Burden Statement

A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2138-0044 (Exp. Date 09/30/2015). Public reporting of a close call is estimated to take approximately 30 minutes, including the time for reviewing instructions, completing and reviewing the report. Reporting any information to the Confidential Close Calls Reporting System is voluntary. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Close Call Data Collection Office, Demetra Colli, US DOT/ BTS, 1200 New Jersey Avenue SE, Room E36-302, Washington, D.C. 20590 or e-mail: Demetra.colli@dot.gov.

Pledge of Confidentiality

The information you provide will be used for statistical purposes only. In accordance with the BTS confidentiality statute (49 U.S.C. 6307) and the Confidential Information Protection provisions of Title V, Subtitle A, Public Law 107-347, your responses will be kept confidential and will not be disclosed in identifiable form to anyone other than BTS employees or BTS agents such as telephone interviewers. In accordance with these confidentiality statutes, only statistical and non-identifying data will be made publicly available through reports. By law, every BTS employee and BTS agent has taken an oath of confidentiality and is subject to a jail term of up to 5 years, a fine of up to \$250,000, or both if he or she discloses ANY identifiable information about the respondent. BTS will not release to FTA, WMATA, L-689, or any other public or private entity any information that might reveal the identity of individuals or organizations mentioned in close call reports.

I have read and understand the Burden Statement and Pledge of Confidentiality

Continue

Close

3. Read the Burden Statement and Pledge of Confidentiality. These statements inform you of the estimated time it takes to complete the report and the confidentiality procedures that protect the data you share with BTS. Check the box to confirm that you have read and understood both passages. Click .



**Confidential
Close Call
Reporting**

IDENTIFY SAFETY RISKS IN RAIL TRANSIT OPERATIONS

STATEMENTS & DEFINITIONS

[Burden Statement >>](#)

[Pledge of Confidentiality >>](#)

PHONE NUMBER
1-888-568-2377

Enter your Employee ID to start

Employee ID:

4. Enter your 6-digit WMATA Employee ID. If your WMATA Employee ID is not recognized, call BTS at 1-888-568-2377 and leave a message with your name, phone number, and Employee ID.



Confidential Close Call Reporting

IDENTIFY SAFETY RISKS IN RAIL TRANSIT OPERATIONS



Enter your Personal Code

Employee ID:

Personal Code:

* Forgot your personal code? Click [HERE](#) to retrieve your personal code by email.

STATEMENTS & DEFINITIONS

[Burden Statement](#) >>

[Pledge of Confidentiality](#) >>

PHONE NUMBER

1-888-568-2377

5. Enter your 4-digit personal code. If this is your first time logging into the WMATA Web Portal, create a unique 4-digit personal code and provide an e-mail address to retrieve your personal code in case it is forgotten. If you have forgotten your personal code, click the [HERE](#) link to retrieve it via e-mail.

Report a New Close Call?

Enter the incident date and time, then click NEXT to continue.

Incident Date


MM/DD/YYYY

Incident Time

military time (2400)

NEXT 

Edit a Saved Report?

Type in the access code to edit a saved report.

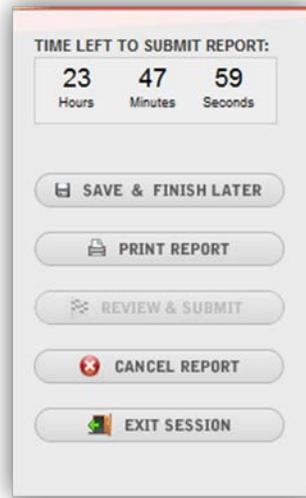
6. For a new report, enter the incident date and time to determine if the event is within the timeframe for close call reporting. Click  to select the date from a pop-up calendar. Use military time (2400) to record when the incident happened that day. Click . To edit a saved report, enter the access code that was given when the report was saved.

The WMATA Web Portal Navigation Bar



This navigation bar is located the top of the page and indicates the steps of the reporting process. The current step is highlighted in dark yellow. Light yellow steps are sections that have been visited, and gray steps are sections that haven't been visited yet. Navigate among visited steps (light yellow steps) by clicking that step in the navigation bar. Gray steps are not accessible through the navigation bar.

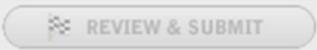
The WMATA Web Portal Tool Panel



This tool panel is located on the right side of the page and displays how much time is left to submit the report before it expires.

Click  to save an unfinished report. You are given an access code to retrieve the saved report. A report can be saved multiple times.

Click  to produce a printer-friendly version of the report that contains all entered information. On any saved or submitted report, the access code is listed next to the incident's confirmation number.

 changes to  at the review step. Click  when the reporter has finalized their submission. This button is inactive until the review step.

Click  to cancel your submission at any time. After cancellation, the report's confirmation number is no longer valid. This option should only be taken if you have decided not to proceed with the close call reporting process.

Click  to leave the report session without saving the

Confidential Close Call Reporting
IDENTIFY SAFETY RISKS IN RAIL TRANSIT OPERATIONS

1 2 3 4 5 REVIEW DONE!

REPORTING EMPLOYEE

Please provide your name and at least one telephone number where a safety analyst can contact you to discuss your report. Indicate the best time to call and if you authorize BTS staff to leave a voice mail message on your answering service.

Contact Information

Full Name*

First Name Last Name

Primary Phone Number*

(999) 999-9999

Best time to call?

From To

Can BTS Leave a Voice Mail Message? *

Yes No

Alternate Phone Number

(999) 999-9999

Best time to call?

From To

Can BTS Leave a Voice Mail Message?

Yes No

Email Address *

hoo-ii-ctr@dot.gov

TIME LEFT TO SUBMIT REPORT:
23 Hours 47 Minutes 59 Seconds

SAVE & FINISH LATER
PRINT REPORT
REVIEW & SUBMIT
CANCEL REPORT
EXIT SESSION

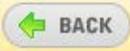
7. Complete the Reporting Employee page with as much information as possible so BTS can easily contact you for a follow-up interview. The required fields are marked by asterisks and include: Full Name, Primary Phone Number, Can BTS Leave a Voice Mail Message?, Department, and Job Title.

The next page isn't accessible until all required fields have been completed. Click



8. Give information on any co-workers involved in the close call event on the Immediate Co-Workers page, as they may be eligible for protection from discipline. Encourage your immediate co-workers to submit their own reports to confirm their eligibility and to provide BTS with multiple perspectives on the close call event. Click  to create additional entries if more than one co-worker was present. Click  to return to the Reporting Employee Page. Click  to continue.

Note: This information is confidential, and BTS does not contact your co-workers unless they submit a close call report themselves.

9. Give as much information as possible on the Incident Details page. Providing details helps the PRT analyze the close call and develop corrective actions that can prevent similar events from happening. Click  to report multiple consist numbers. Multiple boxes can be checked under the Weather Conditions field if applicable. Click  to return to the Immediate Co-Workers page. Click  to continue.

Note: Not all fields are applicable for all incidents.

10. Describe your past 72 hours before the incident on the Work/Sleep History page. Human factors often contribute to close call events. The Incident Time field is pre-populated from the first step in the reporting process. All times must be entered in 24-hour, military time format. Select the reporter's shift before filling out start- and end-times. Click  to return to the Incident Details Page. Click  to continue.

Confidential Close Call Reporting

IDENTIFY SAFETY RISKS IN RAIL TRANSIT OPERATIONS

1 2 3 4 5 REVIEW DONE!

INCIDENT DESCRIPTION

Please use the space below to complete your description of the incident or condition you wish to report. You may find the following questions useful as you think through what information to provide.

- What were you and your crew doing immediately prior to the close call incident?
- What did you notice that made you think a problem was developing?
- What factors (weather, light, terrain, equipment, human error, etc.) may have contributed to the incident?
- What, if anything, was unusual or unfamiliar to you or your crew with respect to this job assignment?
- If anything or anybody interfered with your ability to perform the assigned task safely, describe how.
- What prevented this incident from becoming a more serious accident?

Incident Description

TIME LEFT TO SUBMIT REPORT:
22 Hours 43 Minutes 42 Seconds

SAVE & FINISH LATER

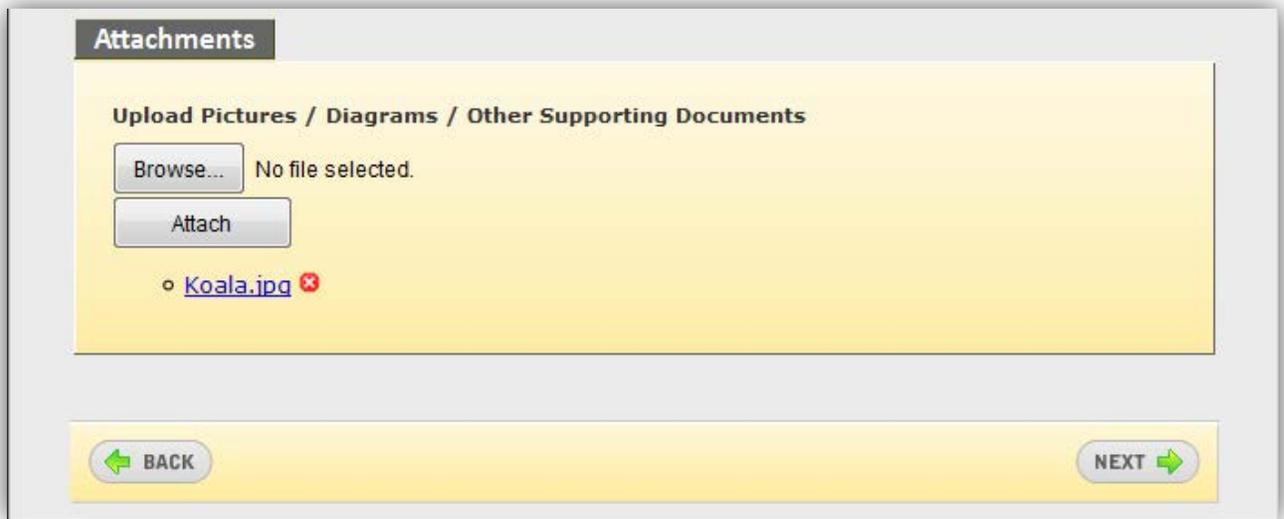
PRINT REPORT

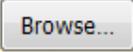
REVIEW & SUBMIT

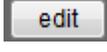
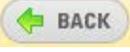
CANCEL REPORT

EXIT SESSION

11. Write what happened during the close call event on the Incident Description page. Talking about the close call in your own words helps the PRT create a “chain of events” that led to the close call. List any additional information and tell a full story about the incident. Questions are provided as prompts.



12. To upload supporting documents and images, click  to choose the file to upload. Once the file has been selected, click . Multiple attachments must be uploaded one-by-one. To remove an attachment, click  on its right. Click  to return to the Work/Sleep History page. Click  to continue.

13. Review all the information in your report. Edit any section by clicking  in the header for that section. Click  to return to the Incident Description page. If you are finished editing the close call report, click .

PLEASE CONFIRM

You are sending your report to BTS. Once sent, the report cannot be modified. Please make sure you have completely filled out the report. You will be logged out and given an access code for re-enter to:

- view or print a copy of the report
- send additional supporting documents

Continue to send report?

14. Read the confirmation message. To further edit the report, click . If the report is finished and you are ready to submit it, click .



Confidential Close Call Reporting

IDENTIFY SAFETY RISKS IN RAIL TRANSIT OPERATIONS



1

2

3

4

5

REVIEW

DONE!

REPORT SENT

[PRINT THIS PAGE](#)

Your report (Incident date: 10/08/2015 , time: 1030) has been successfully sent to BTS. You will be contacted by BTS staff for a follow-up phone interview.

Please write down or print out the following access code if you want to re-enter the system to review, provide additional supporting documents, or print a copy of your report.

9V2NaVi5

You have been automatically logged out by the system. Please close this window for additional security. Thank you for participating in this program.

[eSubmit Home Page](#)

STATEMENTS & DEFINITIONS

[Burden Statement >>](#)

[Pledge of Confidentiality >>](#)

PHONE NUMBER

1-888-568-2377

15. After a successful submission, the Report Sent page is displayed. An access code is provided so you can submit additional attachments or print out the submitted report at a later time. Take note of the access code: for security reasons, the access code cannot be recovered. Print this page showing the access code by clicking the [PRINT THIS PAGE](#) link.

2.6 Saving and Retrieving Reports

2.6.1 Saving Reports

1. Click

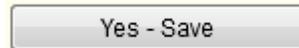


PLEASE CONFIRM

Your information will be saved but your report is not final until you submit it to BTS. You will be logged out by the system and given an access code for re-enter to finish the report later.

Continue?

2. Click



SAVED

[PRINT THIS PAGE](#)

Your information (Incident date: 11/16/2015 , time: 0900) is saved but is not final until you submit the report.

Please write down or print out the following access code in order to re-enter the system to complete and submit your report.

8d83URJy

Time left to submit report: **21 Hours 18 Minutes 39 Seconds**

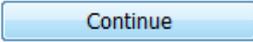
You have been automatically logged out by the system. Please close this window for additional security. Thank you for participating in this program.

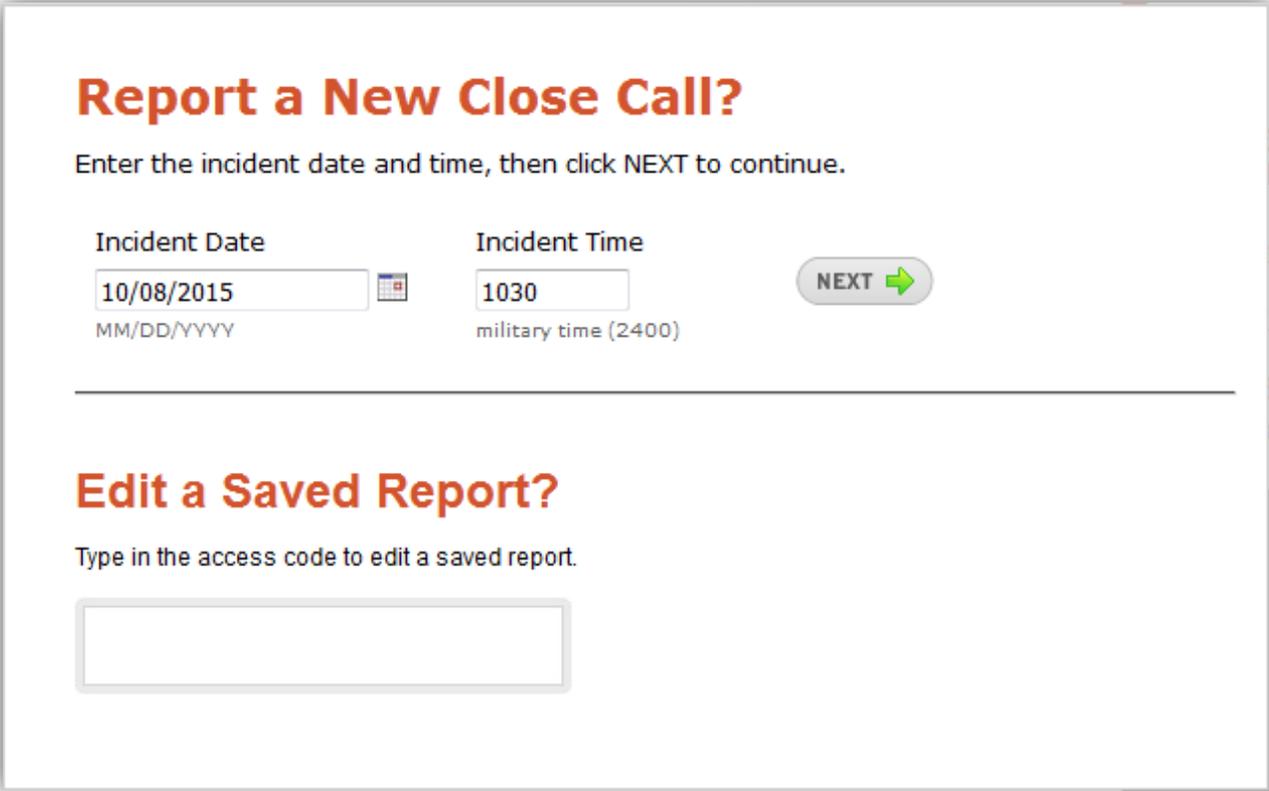
[eSubmit Home Page](#)

3. Note the access code: it is necessary to continue your report. Print this page showing the access code by clicking the [PRINT THIS PAGE](#) link.

2.6.2 Retrieving Reports

Note: Use this procedure to continue a saved report that has not been submitted or to upload additional supporting documents to a submitted report.

1. From the eSubmit home page, click . Enter your WMATA Employee ID and 4-digit personal code. Read the Burden Statement and Pledge of Confidentiality, and check the box to confirm that you have read both passages. Click .



Report a New Close Call?

Enter the incident date and time, then click NEXT to continue.

Incident Date 
MM/DD/YYYY

Incident Time
military time (2400)

NEXT 

Edit a Saved Report?

Type in the access code to edit a saved report.

2. Enter your access code in the Edit a Saved Report? field.

Report a New Close Call?

Enter the incident date and time, then click NEXT to continue.

Incident Date



MM/DD/YYYY

Incident Time

military time (2400)

NEXT 

Edit a Saved Report?

Type in the access code to edit a saved report.



3. Once the correct access code is entered, the field is highlighted in green. Click  to continue your report.

2.7 Printing Reports

Note: To protect your confidentiality, keep any copies of your report in a secure location. CCDP does not take responsibility for any information released by printing out a report.

1. In the tool panel, click



**Confidential Close
Call Reporting for
Transit Rail System**

Close Call Report Form (WMATA Employees)

[PRINT](#)
OMB NO: 2138-0044
Expiration Date: 09-30-2015

Employee ID: [REDACTED]	Personal Code: [REDACTED]	Access Code: 8d83URJy	
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A federal agency may not conduct or sponsor, and a person is not required to respond to, nor shall a person be subject to a penalty for failure to comply with a collection of information subject to the requirements of the Paperwork Reduction Act unless that collection of information displays a current valid OMB Control Number. The OMB Control Number for this information collection is 2138-0044 (Exp. Date 09/30/2015). Public reporting of a close call is estimated to take approximately 30 minutes, including the time for reviewing instructions, completing and reviewing the report. Reporting any information to the Confidential Close Calls Reporting System is voluntary. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to: Close Call Data Collection Officer, Demetra Colliia, US DOT/ BTS, 1200 New Jersey Avenue SE, Room E36-302, Washington, D.C. 20590 or e-mail: Demetra.colliia@dot.gov.

Incident Description

Please provide your name, employee ID, and at least one telephone number where a close call transportation safety analyst can contact you to discuss your report, if needed. Indicate the best time to call and if you authorize BTS to leave a voice mail message on your answering service. Please provide an email address to recover a forgotten personal code.

INCIDENT DATE [REDACTED]	INCIDENT TIME (24 HR.) [REDACTED]		
LINE SEGMENT [REDACTED]	STATION [REDACTED]	Chain Marker	
YARD	Track		
NAME Test Tester	DEPARTMENT [REDACTED]	JOB TITLE [REDACTED]	

	PHONE NUMBER	BEST TIME TO CALL	CAN STAFF LEAVE A VOICE MAIL MESSAGE?
PRIMARY	(555) 555 - 5555	7 am - 7 am	<input checked="" type="radio"/> YES <input type="radio"/> NO
ALTERNATE	() -		<input type="radio"/> YES <input type="radio"/> NO

2. A printable report appears in a pop-up window. Click

[PRINT](#)

to send the report to your personal printer.

2.8 Canceling Reports

Note: Canceling a report deletes all its information from the database, and you are no longer eligible to submit a report on the same incident.

1. In the tool panel, click



PLEASE CONFIRM

Canceling this report will erase all information regarding this incident from the C³RS system. You will no longer be eligible to report this incident.

To help us improve the C³RS program, please share your reason for cancelling:

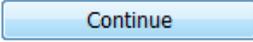
Continue to cancel report?

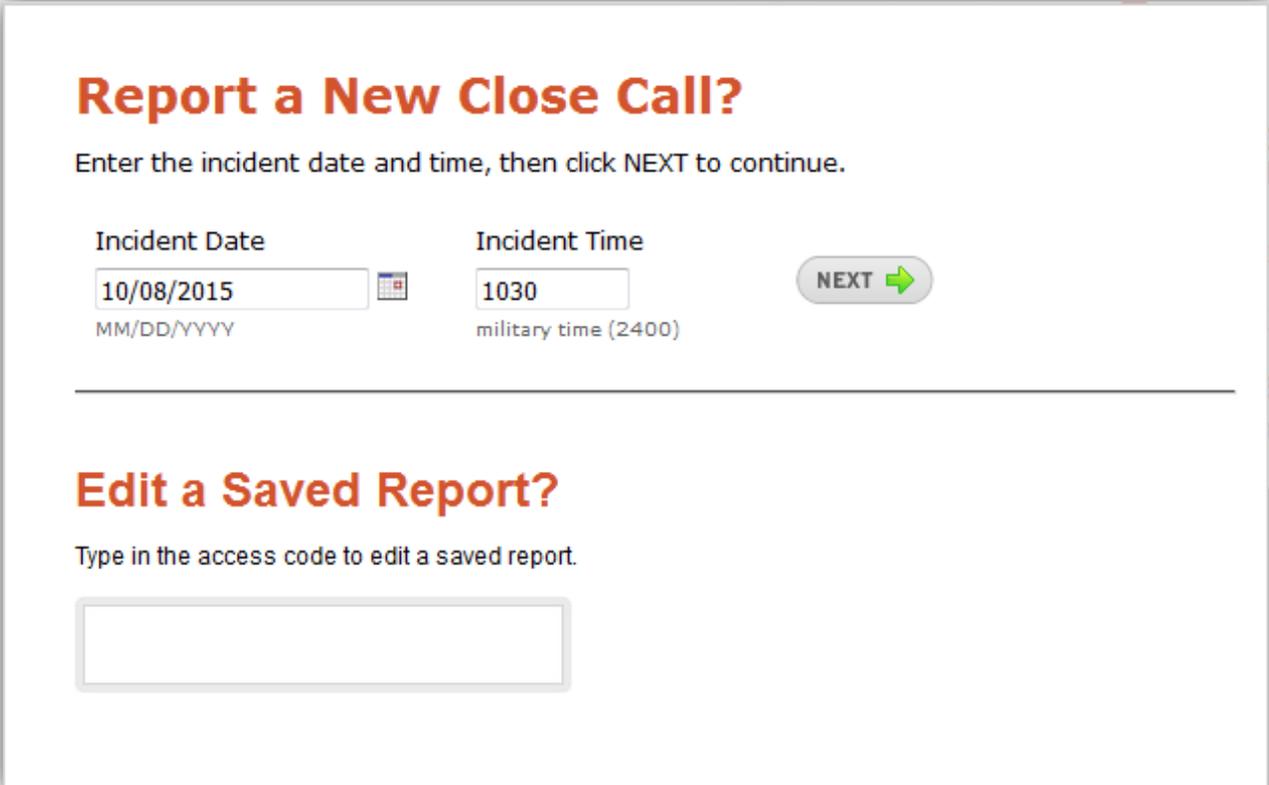
2. If you would like to give a reason why you are canceling your report, type a brief response into the text field.

3. If you are sure you want to cancel the report, click



2.9 Adding Attachments to Submitted Reports

1. From the eSubmit home page, click . Enter your WMATA Employee ID and 4-digit personal code. Read the Burden Statement and Pledge of Confidentiality, and check the box to confirm that you have read both passages. Click .



Report a New Close Call?

Enter the incident date and time, then click NEXT to continue.

Incident Date 
MM/DD/YYYY

Incident Time
military time (2400)

NEXT 

Edit a Saved Report?

Type in the access code to edit a saved report.

2. Enter your access code in the Edit a Saved Report? field and click the green arrow  that appears.



Confidential Close Call Reporting

IDENTIFY SAFETY RISKS IN RAIL TRANSIT OPERATIONS



WELCOME BACK

Your report has already been submitted and you can no longer change its content.

You may view your report and print a copy for your records or upload additional file documentation to support your report.

 ADD MORE DOCUMENTS

 PRINT REPORT

 EXIT SESSION

3. Click  in the tool panel.



Confidential Close Call Reporting

IDENTIFY SAFETY RISKS IN RAIL TRANSIT OPERATIONS



ADDITIONAL DOCUMENTS

Please upload additional documents to support your report.

File attachments already sent to the system can no longer be deleted. If you leave the report session without clicking the 'Submit' button, files you added on this page will not be saved.

Pick a file you want to attach:

Browse...

No file selected.

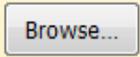
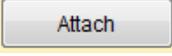
Add

o [Koala.jpg](#) Sent to BTS on 10/08/2015

VIEW & PRINT

EXIT SESSION

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3. Acronyms

BTS: Bureau of Transportation Statistics

CATS: Corrective Action Tracking System

CCDP: Close Call Data Program

CCDS: Close Call Data System

DD: Data Dissemination

MCIA: Multiple Cause Incident Analysis

PRT: Peer Review Team

RA: Research Analyst

SA: Safety Analyst

SAT: Safety Analyst Team

WMATA: Washington Metropolitan Area Transit Authority

4. Glossary

Bureau of Transportation Statistics (BTS): the Federal Agency under DOT that maintains the security of the CCDS confidential database

Close Call: an event that could have resulted in personal injury, property damage, or environmental damage but did not; an event with the potential for more serious consequences; an early warning of safety problems; an opportunity to improve safety practices (exact criteria for close calls vary depending on the program)

Close Call Data Program (CCDP): a program that supports the U.S. Department of Transportation's goal of eliminating transportation-related fatalities and injuries by analyzing close calls to reduce risk before an accident happens; a voluntary, confidential system that provides the reporting employee with protection from discipline and decertification

Close Call Data System (CCDS): the IT system that supports the CCDP

Confidential Information Protection and Statistical Efficiency Act (CIPSEA): enacted in 2002, provides strong confidentiality to information collected for statistical purposes by Federal Agencies

Corrective Action (CA): an improvement made to an operation that reduces unwanted situations by addressing the root cause of a close call or near-miss

Department of Transportation (DOT): the federal Cabinet department that ensures a fast, safe, efficient, accessible, and convenient transportation system in the United States

Multiple Cause Incident Analysis (MCIA): a method that examines a close call's contributing factors to identify a root cause that can be addressed

Office of the Assistant Secretary for Research and Technology (OST-R): the department within DOT that implements research programs, advancing technology to improve the safety and efficiency of transportation systems

Peer Review Team (PRT): the group responsible for performing MCIA and locally managing the CCDS program; union representatives, management, BTS representatives, a facilitator, and a scribe

Research Analyst (RA): the role responsible for administrative and analytical operations within the CCDP

Root Cause: the initial cause of the close call incident or the chain of events that led to the close call incident

Safety Analyst (SA): Expert from the industry who works in the CCDP gathering information and compiling data

Washington Metropolitan Area Transit Authority (WMATA): one of the carriers participating in CCDP

5. Contact Information

E-mail:

demetra.collia@dot.gov

Phone (Confidential Toll-Free Line):

1-888-568-2377

Mail:

Close Call Data Program
Bureau of Transportation Statistics
P.O. Box 23295
Washington, DC 20026-3295

eSubmit (Confidential Close Call Reporting):

[Close Call Reporting for WMATA](#)

- http://www.closecall.bts.gov/wmata/c3rs_esubmit.htm

6. Appendix

6.1 Full List of Positions Eligible for Close Call Reporting

6.1.1 L-689 Positions

Department/Office		Position
	Bus Operation Scheduling	COMPILER SENIOR COMPILER S/SHELTER MECHANIC AA S/SHELTER MECHANIC B S/SHELTER MECHANIC C TRAFFIC CLERK
BTRA	Bus Transportation	CLERK-TYPIST DEPOT CLERK METROBUS OPERATOR OPERATIONS TRAINING CLERK STUDENT METROBUS OPERATOR STUDENT METROBUS OPERATOR CDL
BMNT	Bus Maintenance	BUS CLEANER BUS INVENTORY PARTS SPECIALIST BUS MACHINIST AAL BUS MACHINIST B BUS MACHINIST C BUS MACHINIST D BUS RELIABILITY TECHNICIAN BUS WELDER AA ELECTRONIC EQUIPMENT REPAIRER A ELECTRONIC EQUIPMENT REPAIRER AA ELECTRONIC EQUIPMENT REPAIRER AAL GARAGE BODY LEAD MECHANIC GARAGE CLERK GARAGE FLEET SERVICER AA GARAGE FLEET SERVICER C GARAGE FLEET SERVICER D GARAGE FLEET SERVICER E GARAGE HVAC LEAD MECHANIC GARAGE INSPECTION LEAD MECHANIC GENERAL TRANSIT BUS GARAGE MECHANIC A GENERAL TRANSIT BUS GARAGE MECHANIC AA GENERAL TRANSIT BUS GARAGE MECHANIC AAL GENERAL TRANSIT BUS GARAGE MECHANIC B GENERAL TRANSIT BUS GARAGE MECHANIC C GENERAL TRANSIT BUS GARAGE MECHANIC D GENERAL TRANSIT BUS SHOP MECHANIC A GENERAL TRANSIT BUS SHOP MECHANIC B GENERAL TRANSIT BUS SHOP MECHANIC C GENERAL TRANSIT BUS SHOP MECHANIC D

GRAPHICS MECHANIC AA
 HEAVY BUS COMPONENT OVERHAULER A
 HEAVY BUS COMPONENT OVERHAULER AA
 HEAVY BUS COMPONENT OVERHAULER AAL
 HEAVY BUS COMPONENT OVERHAULER B
 HEAVY BUS COMPONENT OVERHAULER C
 HEAVY OVERHAUL SHOP POINT BODY MECHANIC AA
 HEAVE OVERHAUL SHOP PAINT BODY MECHANIC B
 HEAVY OVERHAUL SHOP PAINT BODY MECHANIC B
 HEAVY OVERHAUL SHOP PAINT BODY MECHANIC C
 HEAVY OVERHAUL SHOP PAINT BODY MECHANIC D
 HEAVY TRACK EQUIPMENT MECHANIC A
 HEAVY TRACK EQUIPMENT MECHANIC AA
 HEAVY TRACK EQUIPMENT MECHANIC AAL
 HEAVY TRACK EQUIPMENT MECHANIC C
 HEAVY TRACK EQUIPMENT MECHANIC D
 MAINTENANCE TRAINEE, BUS MAINTENANCE
 MAINTENANCE TRAINEE AA, BUS MAINTENANCE
 MAINTENANCE TRAINEE B, BUS MAINTENANCE
 REPAIR ASSET COORDINATOR
 REVENUE EQUIPMENT REPAIRER AA
 SENIOR AUTO PARTS SPECIALIST
 SERVICE VEHICLE PAINT BODY MECHANIC AA
 SERVICE VEHICLE PAINT BODY MECHANIC AAL
 SERVICE VEHICLE PAINT BODY MECHANIC B
 SHOP CLERK
 SHOP FLEET SERVICER AA
 SHOP FLEET SERVICER C
 SHOP FLEET SERVICER D
 SMALL UNIT COMPONENT OVERHAULER AA
 SMALL UNIT COMPONENT OVERHAULER AAL
 SMALL UNIT COMPONENT OVERHAULER B
 SMALL UNIT COMPONENT OVERHAULER C
 SMALL UNIT COMPONENT OVERHAULER D
 STOREROOM CLERK A
 WHEELCHAIR LIFT MECHANIC

DCFO Accounting

Treasury

PAYROLL TECHNICIAN I
 PAYROLL TECHNICIAN III
 ACCOUNTING TECHNICIAN I
 ACCOUNTING TECHNICIAN III
 WAREHOUSE TECHNICIAN
 CLERK-TYPIST
 REVENUE COLLECTION TECHNICIAN I
 REVENUE COLLECTION TECHNICIAN II
 RECEIVER OF REVENUE
 REVENUE PROCESS TECHNICIAN I
 REVENUE PROCESS TECHNICIAN II
 RECEIPTS/DISBURSEMENTS TECHNICIAN II
 MECHANIC AA (ELECTRONIC/ELECTRO-MECHANICAL)
 TRANSIT SALES CLERK I – FT

DGMO	Operations Management Services	TRANSIT SALES CLERK II – FT APPREN, LVL 1 ELE/ESC APPREN, LVL 2 ELE/ESC APPREN, LVL 5 ELE/ESC APPREN, LVL 6 ELE/ESC APPREN, LVL 7 ELE/ESC APPREN, LVL 8 ELE/ESC MAINTENANCE TRAINEE TSSM AA MAINTENANCE TRAINEE TSSM C OPER TRAINING CLK
RTQT	Rail Transportation Quality and Training	OPER TRAINING CLK STATION MANAGER TRAIN OPERATOR
RTSC	Rail Transportation Scheduling	COMPILER RAIL COMPILER SNEIOR RAIL COMPILER
RTTO	Train Operations	DEPOT CLERK INTERLOCKING OPERATOR RAIL DIVISION CLERK STAT SUPP RUN (RAIL) STATION MANAGER TEST TRAIN OPERATOR TRAIN OPERATOR
CENV	Chief Engineer – Vehicles	RAIL MAINTENANCE CLERK
CMNT	Car Maintenance	CLEANER MASON D – PLNT MECH A – MECHANICAL MECH A CTEM MECH A ELECT – CMNT MECH A ELECTRONIC MECH A HVAC – RAIL MECH AA – MECHANICAL MECH AA CTEM MECH AA ELECT – CMNT MECH AA ELECTRONIC MECH AA HVAC – RAIL MECH AA MACHIN – RAIL MECH B – MECHANICAL MECH B ELECT – CMNT MECH B ELECT – RAIL MECH B ELECTRONIC MECH B HVAC – RAIL MECH C – MECHANICAL MECH C ELECT – CMNT MECH C ELECTRONIC MECH C HVAC – RAIL MECH C MACHIN - RAIL MECH HELP – MECHANIC MECH HELP ELECT – CMNT MECH HELP HVAC – RAIL

		MECH HELPER ELECTRON MECH HELPER MACH – R MECH HLP A PI RCAR MECH HLP B PI RCAR MECHANIC AA LEAD CTEM MECHANIC AA LEADMAN MECHANIC B CTEM MECHANIC C CTEM MECHANIC HELPER CTEM OPER MNTN CLERK
ELES	Elevator and Escalator	ELES MATERIAL SPECIALIST ESC/ELE JOURN TECH FACILITIES MNTN CLK MASTER ESC/ELE TECH TRUCK DRIVER A – PLNT TRUCK DRIVER AA – PLNT TRUCK DRIER C – PLNT TRUCK DRIVER D – PLNT WELDER AA PLNT
PLNT	Plant Maintenance	BOILER/CHILLER OP AA CARPENTER A – PLNT CARPENTER AA – PLNT CARPENTER B – PLNT CARPENTER C – PLNT CARPENTER D – PLNT CLEANING MACHINE OP EQMT OPER A TRST EQMT OPER AA – PLNT EQMT OPER C – PLNT EQMT OPER LEAD – PLNT FACILITIES MNTN CLK FIRE EQMT TECH AA – PLNT FIRE EQMT TECH B – PLNT FIRE EQMT TECH C – PLNT FIRE EQMT TECH D – PLNT FIRE EQMT TECH LEAD GARDENER A – PLNT GARDENER AA – PLNT GARDENER B – PLNT GARDENER C – PLNT GARDENER D – PLNT GEN EQMT MECH A – PLNT GEN EQMT MECH AA – PLNT GEN EQMT MECH B – PLNT GEN EQMT MECH C – PLNT GEN EQMT MECH D – PLNT GEN EQMT MECH LEAD HVAC PLNT TECH AA HVAC PLNT TECH LEAD HVAC/REF EQT MECH AA

HVY CLN EQ OP A -PLNT
HVY CLN EQ OP B - PLNT
HVY CLN EQ OP C - PLNT
HVY CLN EQ OP D - PLNT
INDUSTRIAL CONTROL TECH A
INDUSTRIAL CONTROL TECH AA
INDUSTRIAL CONTROL TECH AA L
INDUSTRIAL CONTROL TECH B
JANITOR
JANITOR - RELIEF
LOCKSMITH AA - PLNT
LOCKSMITH B - PLNT
LOCKSMITH LEAD - PLNT
MACHINIST AA - PLNT
MASON A - PLNT
MASON AA - PLNT
MASON B - PLNT
MASON C - PLNT
MASON D - PLNT
MASON LEAD - PLNT
MECHANIC AA CTEM
MOBILE LIFT MECH AA
PLUMBER AA - PLNT
PLUMBER LEAD - PLNT
SHEET MET TEC AA PLN
SHEET MET TEC B PLNT
SHEET MET TEC C PLNT
SHEET MET TEC D PLNT
SIGN FAB AA - PLNT
SIGN FAB C - PLNT
SIGN FAB LEAD - PLNT
SM ENG MECH A - PLNT
SM ENG MECH AA - PLNT
SM ENG MECH B - PLNT
SM ENG MECH D - PLNT
SUPPORT SERVICES CLK
SURF FINISH AA - PLNT
SURF FINISH B - PLNT
SURF FINISH C - PLNT
SURF FINISH D - PLNT
SURF FINISH LEAD - PLNT
TRACK REPAIR AA TRST
TRACK REPAIR - PLNT - G
TRUCK DRIVER AA
TRUCK DRIVER A - PLNT
TRUCK DRIVER AA - PLNT
TRUCK DRIVER B - PLNT
TRUCK DRIVER C - PLNT
TRUCK DRIVER D - PLNT
VEHICLE LIFT MECHANIC AA

VEHICLE LIFT MECHANIC AA LEAD
 WELDER AA - PLNT
 WELDER B - PLNT
 WELDER D - PLNT
 WELDER LEAD - PLNT
 WINDOW WAS H A - PLNT
 WINDOW WASH AA - PLNT
 WINDOW WASH B - PLNT
 WINDOW WASH C - PLNT
 WINDOW WASH D - PLNT

SMNT Systems Maintenance

ELEC SAFE AND SEC SYS SUP TECH
 ENVIRON SYS SUPP TECH AA
 MATERIAL CONTROL CLK
 MATERIAL HANDLER (G)
 MECH A AFCS TECH
 MECH A ATC TECH
 MECH A ELC MTN & TST
 MECH A ELCL PWRHV
 MECH A ELCN PWRLV
 MECH A GEN COM IN/RP
 MECH AA AFCS TECH
 MECH AA APLE TECH
 MECH AA ATC TECH
 MECH AA EL MTN & TST
 MECH AA ELC BNCH TCH
 MECH AA ELCL PWRHV
 MECH AA ELCN PWRLV
 MECH AA ELECT - RAIL
 MECH AA EL - MECH TECH
 MECH AA ELRC TCH COM
 MECH AA FLD EQMT TCH
 MECH AA LOCKSMITH
 MECH AA MBUS RAD TCH
 MECH AA PARK MET SER
 MECH B AFCS TECH
 MECH B ATC TECH
 MECH B ELC MTN & TST
 MECH B ELCL PWRHV
 MECH B ELCN PWRLV
 MECH B GEN COM IN/RP
 MECH B LOCKSMITH
 MECH C AFCS TECH
 MECH C ATC TECH
 MECH C ELC MTN & TST
 MECH C ELCN PWRLV
 MECH C ELECT PWRHV
 MECH C GEN COM IN/RP
 MECH HELP ELC M&TST
 MECH HELP ELECT BNCH
 MECH HELP ELEC PWRHV

		MECH HELPER AFCS MECH HELPER ATC MECH HELPER GEN COM MECH HELPER PWRLV PARTS RUNNER PLE MECHANIC A PLE MECHANIC B PLE MECHANIC HELPER SYSTEMS MNTN CLERK
SCES	Storerooms and Material Logistics	CLERK – TYPIST CMNT INVENTORY PARTS SPEC FACILITIES MNTN CLK PRMT INVENTORY PARTS SPEC STOREROOM CLERK A
TRST	Track and Structures	EQMT OPER A TRST EQMT OPER AA TRST EQMT OPER B TRST EQMT OPER C TRST EQMT OPER D TRST FACILITIES MNTN CLK LABORER, 0689 MACHINIST AA PLNT MECH AA CTEM STRUCT EVAL TECHNICIAN AA STRUCT EVAL TECHNICIAN A STRUCT REP AA – TRST STRUCT REP B – TRST STRUCT REP B – TRST STRUCT REP C – TRST STRUCT REP D – TRST STRUCT REP LEAD – TRST SUPPORT SERVICES CLK TRACK REPAIR A – TRST TRACK REPAIR B – TRST TRACK REPAIR C – TRST TRACK REPAIR D – TRST TRACK REPAIR PLNT – G TRACK WALKER A – PLNT TRACK WALKER AA – PLNT TRACK WALKER B – PLNT TRACK WALKER C – PLNT TRACK WALKER D – PLNT TRUCK DRIVER A – PLNT WELDER A – TRST WELDER AA – TRST WELDER B – TRST WELDER D – TRST
IT/APPS	Applications Development and Operations	RAIL OPERATIONS SYS TECHNICIAN
IT/CAP	Capital	INTEGRATED NETWORK TECHNICIAN A

		INTEGRATED NETWORK TECHNICIAN AA INTEGRATED NETWORK TECHNICIAN B INTEGRATED NETWORK TECHNICIAN C INTEGRATED NETWORK TECHNICIAN D
IT/NCS	NCS Integrated Network	INTEGRATED NETWORK TECHNICIAN A INTEGRATED NETWORK TECHNICIAN AA INTEGRATED NETWORK TECHNICIAN B INTEGRATED NETWORK TECHNICIAN D

6.1.2 L-922 Positions

Department/Office		Position
BTRA	Bus Transportation	DEPOT CLERK METROBUS OPERATOR FAREBOX PULLER
BMNT	Bus Maintenance	BUS INVENTORY PARTS SPECIALIST CLEANER GARAGE BODY LEAD MECHANIC GARAGE CLERK GARAGE FLEET SERVICER AA GARAGE FLEET SERVICER A GARAGE FLEET SERVICER B GARAGE FLEET SERVICER C GARAGE FLEET SERVICER D GARAGE FLEET SERVICER E GARAGE HVAC LEAD MECHANIC GARAGE INSPECTION LEAD MECHANIC GARAGE MECHANIC AA GARAGE MECHANIC A GARAGE MECHANIC B GARAGE MECHANIC C GARAGE MECHANIC D GARAGE SHIFT LEAD MECHANIC GARAGE WHEELCHAIR LIFT MECHANIC STOREROOM CLERK A
PLNT	Plant Maintenance	JANITOR CLERK-TYPIST DEPOT CLERK STOREROOM CLERK AA

6.2 Examples of Unsafe Events that Could Qualify for Close Call Reporting

6.2.1 Rail Operations

- Station overrun of one door leaf or less
- Split switch incidents
- Speeding events
- Improper flagging
- Failing to blow the horn when required
- Operating on the wrong track
- Operating beyond authorized limits
- Failure to protect adjacent track when necessary for safety
- Non-compliance with roadway worker protection rules
- Third rail or power-related incidents
- Entering onto roadway without following proper procedures

6.2.2 Bus Operations

- Unsafe bus turnaround areas
- Near-miss accident or incident with a bus due to blind spots or equipment issues
- Speeding events on the street or in the yard
- Failing to blow the horn when required
- Operating on the wrong side of the road
- Not stopping at railroad crossing
- Not using or improperly using available Personal Protective Equipment (PPE)
- Improper use of tools or use of incorrect tool
- Facilities, housekeeping, infrastructure, or equipment issues that could lead to an accident or incident
- Shortcuts to stay on time or get the job done
- Other instances of non-compliance with safety rules, processes, or procedures