



**BE A HERO
BEFORE
WE NEED
ONE.**

**REPORT
CLOSE CALLS
AND KEEP
YOUR SECRET
IDENTITY.**

If you see an unsafe event you have
16 hours to do the right thing
and report the Close Call. Call
1-888-568-2377 to initiate a report.



Close Call Reporting Reference Guide

www.closecall.bts.gov

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TO INITIATE A CLOSE CALL

- A. Go to www.closecall.bts.gov
 - B. Call 1-888-568-2377
- *Close Call must be initiated within **16** hours.*
 - *Report must be finalized within **24** hours.*

How to Submit An Employee Close Call Report

1. Go to www.closecall.bts.gov
2. Select **Report a Close Call**
3. Review the Pledge of Confidentiality and Burden Statement, then check the box
4. Click the **Continue** button

Login

1. *Enter your WMATA employee ID*
 2. *Enter your 4-Digit Personal Code.*
- First-time users will create their 4-digit personal code

Helpful Tips

- Save your Personal Code for future reporting
- Print a copy of your completed report for your records
- There is only a 24-hour time frame for reporting
- Have all attachments ready on your computer before completely report
- Write down your Access Code for your saved report—
 - It cannot be retrieved again

Close Call Report

Section 1

1. Contact & Employee Information
 - * are all required fields
2. Location of Work

Section 2

1. Crew Involved

Section 3

1. Incident Time —*Pre-populated*
2. Train Configuration — *Specific to each close call incident*
3. Maintenance—Only applies to maintenance related reports
4. Weather Conditions, Visibility, Temperature & Elevation Level
5. Train & Gang Activity
6. Station Activity

Section 4

1. 3 Day Work & Sleep History
 - Nap— include time to the best of your ability

Section 5

1. Incident Description
 - This section you will describe the incident/close call. Be as descriptive and thorough, as possible

Section 6

1. Review, Save, & Print
 - The report can be saved and returned to submit within 24hours of the incident time
 - Reports can also be canceled
2. Submission
 - Reprint the report after is has been submitted
 - Attachments can be added post-submission
 - Once your report has been submitted, no changes can be made