



CONFIDENTIAL CLOSE CALL REPORTING... WE ARE LISTENING!

July 2016

Metro, ATU Local 689, and IBT Local 922 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.

What's NEW? L-689 and L-922 BUS employees and their immediate supervisors are eligible to report.

Employee Concern: The misalignment between station platforms and railcar doors at some locations presents a hazard to customers and employees entering and exiting the train.



Actions: To raise awareness of the issue and prevent accidents and injuries to employees and customers, Rail Services will identify locations where the hazard exists and take the following actions to address it:

- Generate a Rail Service Adjustment Bulletin to be announced by train operators as they arrive at stations with where station platform and door alignment is uneven. *Completion Date: 9/1/16*
- Mark the platform edge with a warning message using highly visible paint or tape at any and all

locations where the platform/door misalignment occurs. *Completion Date: 10/1/2016*

- Identify resources and station additional personnel to advise and assist customers at locations where condition occurs, with priority focus on customers with disabilities. *Completion Date: TBA*

Responsible party is **Jim Hughes, RTRA**

Employee Concern: The reporting of defective track conditions by employees to the ROCC needs to be improved.

Actions: Effective immediately, ROCC will obtain from the reporting employee the nature and extent of the defective conditions, which includes the need for taking a track out of service or issuing necessary speed limitations upon receiving reports of defective track conditions.

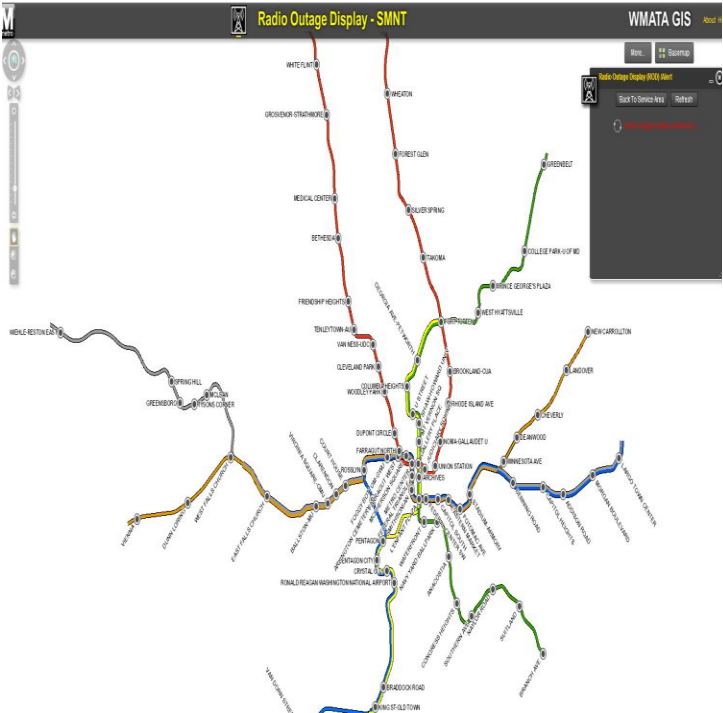
Rail Services will also provide additional notifications and/or training to employees who may encounter defective tracks or any other conditions that may compromise the safety nature of rail operations.

Completion Date: 9/1/16

Responsible parties are **Lisa Woodruff, ROCC Mike Davis, TRST; Mike Hass, TRPM; and David Newman, ATCM**



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Employee Concern: Supervisor gave higher priority to production than safety

Actions: Rail senior supervisors will meet with subordinate supervisors and conduct a review of MSRPH Section 4.2-Safety Rules (a-k) to ensure that all supervisors have a clear understanding of their responsibilities imposed by the safety rules.

Responsible party is **Andy Off, Rail Services**
Completion date: 8/17/16

Employee Concern: Radio Communication Failures

Employees have expressed numerous concerns regarding radio communication failures. Metro has implemented a new Radio Outage Display (ROD) program coordinated by MOC, which will be extremely helpful in identifying patterns for radio communication issues and main areas of concern within the system. The key is to encourage employees to continuously report loss of intermittent radio communication.

Actions: Rail Services will design and implement a campaign to encourage reporting of all radio issues with the new ROD system.

Responsible party is **Andy Off, Rail Services**
Completion date: 9/15/16

