



CONFIDENTIAL CLOSE CALL KEEP REPORTING... WE ARE LISTENING!

Contact the Editor

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NEW! CLOSE CALL PROGRAM UPDATE

October 2018

The Close Call team is happy to announce that there is no longer a “real time observation period.” This means that once an eligible employee reports a close call or unsafe condition to the Close Call Reporting Program, they are immediately protected from discipline. 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 (BTS).

Employee Concern: Rat Infestation at DuPont Circle Metrorail Station

Employees reported foul smells associated with the rodent problem at DuPont Station. This issue has been publicly identified as a city-wide issue in Washington, DC.

Actions: In an effort to address the concern and reduce the problem at DuPont Circle Metrorail Station PLNT has taken the following actions:

- Metro has partnered with the DC Department of Health who has been monitoring and ensuring restaurants nearby the station are properly disposing trash.
- Exterminator service has sealed holes at the stations and set traps. In addition, abatement services are performed on a weekly basis.
- Trash removal will be increased to twice per day including weekends and dumpsters with lids will be installed at DuPont Circle Station.
- The planters at the station that have served as a habitat for rodents will be removed.

Responsible party: Leroy Jones, PLNT

Completion Date: Ongoing



Employee Concern: Complacency with SOP12

Although there were several measures taken previously to ensure that employees are complying with SOP 12 (Movement of Class 1 Rail Vehicles in and out of the shop), including signage at shop apron doors (pictured above), Close Call continues to receive reports of non-compliance with the rule.

Actions: On September 17, 2018, Rail Transportation Quality Control Group conducted a compliance audit of MSRPH SOP #12. The results of the audit revealed a substantial level of complacency with SOP #12 on the evening and night shifts. The Rail Quality Group has issued corrective action plans that include more discussion on SOP #12 in shops and retraining of employees observed as noncompliant. The Executive Safety Committee made further recommendation for the RTRA Quality Control Group to expand the compliance audit to other locations.

Responsible party: Ron Lewis, RTRA

Completion Date: 9/17/18

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Employee Concern: Raccoons at Fort Totten Station

Employees are concerned, especially in the evening and overnight hours, about the large amount of raccoons present in and around the station. Raccoons have been an issue at the Fort Totten Station area for some time.

Actions: PLNT had an exterminator service the station on 7/20/18 to set traps and will continue to monitor until all raccoons are removed.

Responsible party: Leroy Jones, PLNT

Completion Date: Ongoing



Resolved: Lighting between PG Plaza and West Hyattsville

Employees reported several light outages between PG Plaza and West Hyattsville. SAFE performed a riding inspection through the affected area to evaluate the condition and notified SMNT of the findings. SMNT replaced approximately 50 lights and re-lamping in August 2018.

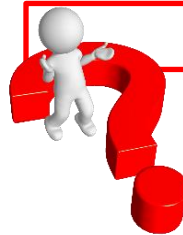
Responsible party: Eric Pryor, SMNT

Completion Date: 08/23/18

Update: Audio/Visual warning system pilot at Branch Avenue

A recommendation to pilot a portable visible warning device was approved in 2013, in an effort to enhance the current warning system for vehicle movement exiting and entering the shop. This device was tested for a period of five years at Branch Avenue where issues with the device including false positive warnings were found. In September 2018, a decision to decommission the pilot was made due to the unreliable software and equipment.

Responsible party: Larry Skelton, CMNT



Questions Corner

Here are questions submitted by Metro employees about the Close Call Program:

Q: Does the program also invite reporting from the public?

A: No this is an internal program that gives employees in operations another reporting avenue outside of Metro so that they are more comfortable reporting their safety concerns and near misses without the fear of retaliation.

Q: Does the Peer Review Team also review Metro Access Services events?

A: Currently, Metro Access Services is not a part of the program. This program provides protection from discipline for all Local 689 and 922 employees (and their immediate supervisors) when self-reporting unsafe events directly to BTS. Bus Services was added into the program in 2016 after strong interest from leadership and both unions.

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