



CONFIDENTIAL CLOSE CALL REPORTING... WE ARE LISTENING!

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