



NATIONAL TRANSPORTATION SAFETY BOARD
Investigative Hearing

Washington Metropolitan Area Transit Authority Metrorail train 302 that encountered heavy smoke in the tunnel between the L'Enfant Plaza Station and the Potomac River Bridge on January 12, 2015

GROUP	
EXHIBIT	

Agency / Organization

Title

Safety Hotline Narratives

March 2014 - April 15, 2015

Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
998	3/1/14	██████████ spoke to Station Manager via telephone conversation on Saturday 3/1 at approx 1205 hours and she reported that she she smelled a strong odor from a supervisor who responded to a sick customer incident in her kiosk. When station manager responded "what is that smell", whe reported that supervisor left kiosk and did not retrieve sick customer information and did not return. she further stated that supervisor contacted her back and stated that she was not drinking alcohol nor did she smell like alcohol in a raised tone and hung up phone. Station Manager believes that after reporting incident to Orange Line management, supervisor was not removed from service which is an unsafe act and violates existing procedures. In addition, Station Manager feels that management will retaliate against her and prior to a scheduled meeting on 2/3 with Orange line management (D99), Station Manager sent email to GM, DGMO, Managing Director RTRA, Director of Transportation, Office of OIG, 689 Union in an effort for protection from retaliation.	Safe has contacted Station Manager and it incident is currently under investigation.	LANDOVER STATION	Live Call	Violations
999	3/2/14	We are operating boiler and chillers with no current certificate of inspection		BRANCH AVENUE YARD	Self Service	Other
1000	3/3/14	Trying to get the on-line safety handbook from documentum and it says I don't have access. This is the safety book with the most recent updates. Shouldn't this be available to everyone. This should actually not be on a server that needs to be logged in to. What't the point of having a safety manual without access?		Other	Self Service	Other
1001	3/5/14	An outside line: ██████████ Line 1 has been installed in the Kiosk at Forest Glen(Platform) Mezz 132. Several annoying and harrassing calls have been received on this line. IT was notified and reported not having anything to do with it. Comm. Asst. Supt. was called and reported that he did not have anything to do with it. This is a serious safety concern to our rail system.	*3/29/14: visited the station and spoke with station manger on duty at the time. ██████████ reported that she has not received any calls and is not aware of which station manager has received calls. *4/01/14: spoke with Glenmont division Superintendent ██████████ regarding this hotline call. ██████████ suspects that she knows who called the hotline. One of the station managers previously called her regarding this issue. This particular station manager is the only employee reporting any type of calls while on duty. ██████████ has previously called IT and communications regarding this issue. She was informed that they would change the phone line and install one that only does in-house calls. ██████████ will follow up with COMM to expedite this process.	FOREST GLEN STATION	Self Service	Facilities - Rail Station
1003	3/5/14	From: ██████████	See Description Above and.....From: ██████████	GREENBELT	Face to	Patron

Safety Hotline Narratives

March 2014 - April 15, 2015

Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		<p>Sent: Wednesday, March 05, 2014 9:30 AM To: [REDACTED] Cc: [REDACTED] Subject: Reported Customer Injury/Defective Fare Gate E10</p> <p>[REDACTED], per discussion, please see concern below that was reported to CSO Jim Dougherty this morning and forwarded to me for further action. I spoke to customer this morning who reported the following:</p> <p>Incident Date: 3/5/14 Time: Approximately 0522 hours Location: E10 Greenbelt Station, Middle fare gate Incident: After using fare card to enter between fare gate, fare gate closed abruptly in front of customer who reported bruising her left thigh. Customer further stated when she reported incident to Male Station Manager, he began critiquing her in a non-empathetic tone on when to walk through fare gates in order to prevent walking into it as if she was to blame. In addition, customer stated that fare gate stayed in the open position when reviewing incident with Station Manager proving that a defect existed. Customer further stated that she rides the system daily in addition to many transit systems around the country. This incident was not reported to COPS as of 0906 hours. Injury: Left Thigh, Customer refused medical and stated that she will not be following up with doctor.</p> <p>Contact Info: [REDACTED]</p> <p>Thank you, [REDACTED]</p>	<p>Sent: Wednesday, March 05, 2014 9:30 AM To: [REDACTED] Cc: [REDACTED] Subject: Reported Customer Injury/Defective Fare Gate E10</p> <p>[REDACTED], per discussion, please see concern below that was reported to CSO Jim Dougherty this morning and forwarded to me for further action. I spoke to customer this morning who reported the following:</p> <p>Incident Date: 3/5/14 Time: Approximately 0522 hours Location: E10 Greenbelt Station, Middle fare gate Incident: After using fare card to enter between fare gate, fare gate closed abruptly in front of customer who reported bruising her left thigh. Customer further stated when she reported incident to Male Station Manager, he began critiquing her in a non-empathetic tone on when to walk through fare gates in order to prevent walking into it as if she was to blame. In addition, customer stated that fare gate stayed in the open position when reviewing incident with Station Manager proving that a defect existed. Customer further stated that she rides the system daily in addition to many transit systems around the country. This incident was not reported to COPS as of 0906 hours. Injury: Left Thigh, Customer refused medical and stated that she will not be following up with doctor.</p> <p>Contact Info: [REDACTED]</p> <p>Thank you, [REDACTED]</p>	STATION	Face	Related

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		Fax: [REDACTED] Email: [REDACTED]	Cell: [REDACTED] Fax: [REDACTED] Email: [REDACTED] Response:From: [REDACTED] Sent: Wednesday, March 05, 2014 9:37 AM To: [REDACTED] Cc: [REDACTED] Subject: RE: Reported Customer Injury/Defective Fare Gate E10 Thanks. I talked to Station Manager [REDACTED]. He was instructed to do an incident report. I also sent an RTRA Supervisor to re-instruct him on the importance of contacting Central Control for any reported injuries or occurrences whether medical assistance was accepted or not.			
1002	3/6/14	[REDACTED] reported that at Shady Grove when the two trains arrive at the same time and off load the platform becomes overcrowded. There is not enough room to travel down the steps. [REDACTED] went on to say that this is an ongoing situation. Please investigate and contact [REDACTED].		SHADY GROVE STATION	Live Call	Facilities - Rail Station
1004	3/9/14	Requesting security cameras at the Forest Glen employee parking area for the safety of morning and night station managers also can you consider a brick walkway where morning and night station managers have to enter and exit from the side door of the station, when there's inclement weather the ground can become very muddy and soggy, it can get a little difficult for us to enter and exit the station.	*3/29/14; made visit to Forest Glen station. met with station manager [REDACTED]. [REDACTED] showed me the area in question. There is very little lighting in the area where employees are parking. Also noticed mud and grassy area leading up to door used to enter the building. *4/01/14: spoke with PLnT [REDACTED]. [REDACTED] informed me that the area in question is a designed as an emergency exit for Forest Glen station. Over the years employees have used it as an accesway due to ease of access and parking when compared to the main entrance. However, this is not designated as an entrance and the door is labeled "emergency use only" (label on the inside).	FOREST GLEN STATION	Self Service	Employee Personal Safety
1005	3/12/14	The floor tiles at Judiciary Square are extremely wet and someone could fall.	[REDACTED] reported the information to MOC for action.	JUDICIARY SQUARE STATION	Live Call	Facilities - Rail Station
1005	3/12/14	The floor tiles at Judiciary Square are extremely wet and someone could fall.	[REDACTED] reported the information to MOC for action.	JUDY SQUARE	Live Call	Facilities - Rail Station

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1006	3/13/14	Station Manager [REDACTED] reported that the glass above the escalators (#1/#2/#3) gonna fall. Thos was reported 10:50pm in 3/12/14 to MOC and the failure # is 10841902. Please investigate.	*3/29/14; field visit to station. Station manager on duty [REDACTED] was unaware of the concern. He did not find a failure number on this issue. we walked the station and area in question but were unable to find the problem reported by the caller. i will follow up with station manager [REDACTED] for further information. I will also inform RTRA to have a supervisor follow up. -subsequent visit and meeting with station manager [REDACTED] i found a glass pannel on the glass ceiling directly above the entrance escalator. The glass is upright and any cracks are very difficult to see; only visible when riding the escalator going up. Failures had been called on the issue. Glass was replaced as part of normal process of repairs from plnt.	GLENMONT STATION	Email	Facilities - Rail Station
1007	3/13/14	Cold conditions were reported at CTF. Caller did not leave name, number, etc. Please investigate.	WMATA PLNT and BMNT have had several meeting with the Building Project Manager and WMATA Engineering to address the cooling and heating issues in BusII	CARMEN TURNER FACILITY	Live Call	Facilities - Other
1008	3/14/14	Metro Station Safety		SMITHSONIAN STATION	Self Service	Vehicle - Rail
1009	3/14/14	From: "Dougherty, James" <jdougherty@wmata.com> Date: March 14, 2014 at 7:29:46 AM EDT To: [REDACTED] Cc: [REDACTED] Subject: Tile hanging with cameras Good Morning [REDACTED] This is a photo that I took while riding an Orange Line train last night. This is at Farragut West station. This picture is oriented about 45 degrees to the left, but if you look almost at the center of the photo – a ceiling tile is either canted down or falling down (I’m not sure) with two cameras mounted on the tile. Also not sure if this is your area, but ... in case the tile is falling, can you have someone look at please? Or let me know who I should contact? Thank you, Jim Jim Dougherty 202.962.2297	From: [REDACTED] Sent: Friday, March 14, 2014 10:37 AM To: [REDACTED] Cc: [REDACTED] Subject: RE: Tile hanging with cameras The loose ceiling tile has been secured. From: [REDACTED] Sent: Friday, March 14, 2014 9:29 AM To: [REDACTED] Subject: FW: Tile hanging with cameras FYI A crew was dispatched earlier to investigate and secure the loose tile. We will advise when that has been completed. We believe this work is being performed under the OB1 contract and will coordinate with them if further action is	FARRAGUT WEST STATION	Email	Facilities - Rail Station

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		<p>COMMITTED TO SAFETY Think Safety, Work Safely Always</p> <p>Farragut west</p> <p>201401259518530095Parkmount95Ave</p>	<p>required.</p> <p>Thanks,</p> <p>From: [REDACTED]</p> <p>Sent: Friday, March 14, 2014 8:01 AM</p> <p>To: [REDACTED]</p> <p>Subject: Fwd: Tile hanging with cameras</p> <p>Please respond to SAFE and MTPD.</p> <p>Sent from my mobile device.</p>			
1010	3/18/14	SEE ATTACHMENT	<p>Contacted [REDACTED] (TRST) who stated that fall protection system is checked yearly during the annual station inspection, but is not a line item on the inspection checklist. I advised [REDACTED] not to use the fall protection system until it could be inspected by a qualified person. I also advised [REDACTED] that I would recommend that inspection of the fall protection system be made a line item on the Annual Station Inspection checklist.</p>	KING STREET STATION	Live Call	Facilities - Rail Station
1011	3/21/14	<p>Observed a projected steel post approximately 2 inches above the concrete paved walkway as potential trip and fall hazard. The post was cut off but 2" left projecting above the level walk surface. See attached digital photo taken 3/20/2014 when it was observed approximate 4:30pm</p>	Called in failure to MOC on 4/23	NEW CARROLLTON YARD	Self Service	Facilities - Rail Yard
1012	3/26/14	smoking	<p>I have requested via [REDACTED] that PLNT ensures that the proper NO SMOKING signs are installed near building entrances. I also requested that any ash containers be moved at least 25' from building entrances.</p>	ALEXANDRIA YARD	Self Service	Facilities - Rail Yard
1013	3/26/14	<p>F&I panel issues constantly beeping we call for a failure number ,problem still unresolved spoke to a supervisor he appears to not know whats going on could you please investigate this matter</p>	<p>Called Branch Ave Kiosk for clarification and to obtain failure number; Station Manager [REDACTED] stated the issue has already been resolved. WO #10868790 for WILL NOT RESPOND/ELEVATOR, F11X01, ENTRANCE, EXTERIOR, MEZZ 089/F11, BRANCH AVENUE, STATION, ROOM F11XEE1, ELEVATOR BANK ENTRANCE. Hotline Closed because WO is completed.</p>	BRANCH AVENUE STATION	Self Service	Facilities - Rail Station
1014	3/27/14	Blue/Yellow Line inbound delays due to an earlier track problem outside Nat'l Airport.	<p>I spoke with [REDACTED], who confirmed that the above facts sounded accurate. It is a known problem that single tracking at stations with side platforms is difficult and at</p>	PENTAGON CITY STATION	Self Service	Other

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		<p>From 9:00 to 9:30 while no trains were arriving at the station platform crowds grew very quickly. At around 9:27 an announcement was made for everyone taking Yellow Line toward Mt. Vernon to move to the outbound platform (Springfield/Huntington). As the crowds switched platforms there was only escalator going down. At least one of the two up escalators should have been switched or stopped. The one down escalator was emptying people into a crowd that would not move and was becoming dangerous and could have led to someone being pushed onto the track. There should be a way for the station manager to emergency stop or gradually stop (depending on the situation) the escalators.</p> <p>Customers were not informed the train that was currently on the platform was heading outbound and boarded that train.</p> <p>After two trains heading outbound came through the station an announcement was made to return to the other platform for inbound traffic.</p> <p>After incidents like this at National Airport there should be a review of all stations affected to determine how crowds are controlled and to develop procedures for ensuring passenger safety.</p> <p>All Metro employees were very friendly and courteous. I believe there just weren't appropriate procedures in place and if the delays had lasted a few more minutes or a customer had acted in an unsafe way the situation could have easily gotten out of hand.</p>	<p>times requires that passengers switch platforms. He is currently working to secure funding to provide additional manpower in problem areas to facilitate better crowd management. The situation referenced was resolved quickly, too quickly to get additional personnel to the station.</p>			
1015	3/27/14	<p>There are myriad of birds nesting in upper regions of of the lobby (free side) of NOMA/GALLUDET Mezzanine 109. They are leaving avian defecation on walls, floors, and support pillars. These conditions are creating unhealthy environment for the METRO staff assigned here as well as customers</p> <p>Thank You [REDACTED]</p>	<p>*3/31-visited station to assess situation. Bird feces present on several places in the free (unpaid area) in close proximity to vendors on both sides. I also noticed birds flying overhead. Spoke with station manager on duty [REDACTED] and supervisors [REDACTED] and [REDACTED]</p> <p>*4/01/14-Contacted [REDACTED] in PLNT for assistance solving this issue. [REDACTED] informed me that he already has a pending work order. His crew has been waiting for weather to break before going in to power wash the station floors, walls, and areas where birds tend to congregate. he also a contact open to install spikes and wires that will deter the birds from nesting in the station.</p> <p>-nets were installed and issue improved drastically.</p>	NEW YORK AVENUE STATION	Self Service	Facilities - Rail Station

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1019	3/31/14	<p>Good Afternoon [REDACTED]</p> <p>Please create a Hot Line entry for the below concern and assign it to [REDACTED] and [REDACTED]. Much of the leg work to resolve this issue has been started. We just need to capture it in SMS.</p> <p>Thank you,</p> <p>[REDACTED]</p> <p>From: [REDACTED] Sent: Monday, March 31, 2014 08:25 AM Eastern Standard Time To: [REDACTED] Cc: [REDACTED] Subject: Citizen Concern regarding Friendship Heights Station</p> <p>[REDACTED],</p> <p>On March 30, 2014, TOC received the following alert from the public regarding several safety/personal security concerns at a specific location on the metrorail system. I have included the entire text for your reference.</p> <p>"At the Western Ave. end of the Friendship Heights station platform, two of the new lights are burned out. The globe from one is missing, the globe from another is hanging from the bulb which means it may fall to the platform at any time. All of the globes the entire length of the station are filthy, meaning that no light can penetrate, so the station is dark. "</p> <p>Please pass this information to PLNT and any other departments within WMATA to ensure that its looked into and any corrections made, if the concerns are found to be accurate.</p> <p>Thank you.</p> <p>[REDACTED]</p>		FRIENDSHIP HEIGHTS STATION	Email	Facilities - Rail Station

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		[REDACTED]				
1016	4/1/14	There are benches at the 9th & D entrance Shady Grove platform at Gallery Place that are not properly attached. They are propped up on 2x4's. Patrons are sitting on the parapet wall and using them as footrests. They have been in this state for some time. See attached photo.	issue addressed by plnt staff as scheduled. all benches in the station are in condition	GALLERY PLACE STATION (TOP)	Email	Facilities - Rail Station
1017	4/1/14	PLNT employee [REDACTED] would like to know if there is an asbestos issue at Dupont Circle that he (and other employees) should be aware of before they perform removal of debris (duct work, metal, trash, etc.) tonight through Thursday.	[REDACTED] and Assistant Superintendent independently contacted [REDACTED] this morning regarding this issue. Response to both is attached.	DUPONT CIRCLE STATION	Live Call	Environmental
1018	4/1/14	Station Manager [REDACTED] reported that there is no CCTV (security cameras are down and she cannot view platform, etc.) access at Benning Road Station. This has been a problem since January 2014.	CCCTV issue was resolved by COMM on 4/1/2014. Confirmed with [REDACTED].	BENNING ROAD STATION	Live Call	Employee Personal Safety
1020	4/2/14	In reference to SOP 41 none people in my office have received Escort training for NON-Roadway work. I have made my Supervisor aware of SOP 41 and he has not responded to us other than saying you are right you are not certified for NON-Roadway Escort work and this matter has been forwarded to Management. Every night we are still assigned to Escort Contractors for Non-Roadway work. Also based on SOP 4 Safety Rules our Supervisor is not conducting Safety Briefings at the time the assignments are handed out. Instead he rushes us out of the office so we can report to the assignment by 22:30 even though we have concerns in reference to Safety for the assignments given. Is it a requirement for our Supervisors and Managers to be certified? If so what are the requirements for the Supervisor and Managers? Is it a requirement for Supervisors and Managers to be responsible for familiarization and compliance with the guidelines set forth in SOP 41, 4 and 28?		ARCHIVES STATION	Self Service	Facilities - Rail Station
1021	4/3/14	On the back side of Building (B) there's a parking lot that fits roughly 30 cars. In the morning that parking lot gets filled pretty quick. There is additional parking spaces located right off the road leading to that parking lot. Every morning you have 4 vehicles double parked on the road & sidewalk (on grass) connected to that parking lot. During the process of building the parking garage on	SAFE has been partnering with MTPD to enforce moving and parking violations at the GB rail yard. Traffic enforcement by MTPD conducted during week of 03/24 to 03/28/14. Operations management must take a more active role on enforcing employee discipline in regards to actions around the facility	GREENBELT YARD	Self Service	Vehicle - Other

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		the back side of Building (B) a lot of traffic uses that road and the vehicles illegally double parked on that causes a dangerous hazard. Constantly vehicles are being paged to move so dump truck and cement trucks and delivery trucks can by.				
1022	4/4/14	THE ENTRANCE LIGHTS AT THE BOTTOM OF THE ESCALATORS ON THE MINNESOTA AVE SIDE HAVE BEEN OUT FOR OVER A WEEK NOW AND CUSTOMERS AND MYSELF ARE STILL COMPLAINING AND ARE CONCERNED ABOUT OUR SAFETY CONCERNS. THAT ENTIRE AREA NEEDS TO BE RELAMPED!!!! WHEN I COME TO OPEN THE STATION IN THE MORNINGS ITS VERY DARK IN THAT AREA AND SOMEONE IS ALWAYS STANDING DOWN, NEAR, OR AROUND THAT AREA. I HAVE REPORTED THIS ISSUE TO MY AS WELL DIVISION. WORK ORDER NUMBER IS 10877420. THANK YOUY IN ADVANMCE		MINNESOTA AVENUE STATION	Self Service	Employee Personal Safety
1023	4/7/14	Train moves in green belt CMNT supervisor demands as many people as possible on train moves the other day that evolved 20 car maintenance employees with the use of one radio between the flag person and the operator it is only a matter of time before we have a accident here there needs to be a max number of personal to move a train or to assign a train moving team in the morning and have them decide who is responsible for what position instead of having random people show up to move a train this needs to be taken care of promptly to avoid an incident	4/8/14-Discussed the assignment of personnel for train moves with CMNT ██████████ and Asst. ██████████. They agreed that a specific team should be assigned when making train moves	GREENBELT YARD	Self Service	Employee Personal Safety
1048	4/7/14	<p>A copy of the original email that was sent to Safety Officer ██████████ describing the employee's concerns:</p> <p>██████████,</p> <p>Please let me know if you can help. We need to resolve an ongoing Safety and Health issue within the conditions of WMATA. Please direct me to the right person in order to resolve this safety concern. See information below;</p> <p>I was reassigned to the CENV satellite office located in the Brentwood S&I shop, from JGB, in June 2013. The CENV office space conditions are sub-standard from both a Human Health and Safety aspect. Numerous examples of conditions are listed below;</p> <p>1. In the winter the temperature in this office space typically reaches an inside temperature of 85-90 degrees F. Ceiling HVAC</p>	SAFE ██████ spoke with PLNT and it appears that there was an issue with the chiller for the building. On 5/12/14 SAFE ██████ visited the 2nd floor of the S&I Building and measured temperatures indoors between 85 and 89 degrees. The issue has since been resolved and the air supply has been restored and the chiller has started up successfully on 5/13/14. There may still be issues with the controls for the HVAC unit on the 2nd floor (according to ██████████ - PLNT) that they have not been able to add to building projects in the past. SAFE ██████ visited the site on the afternoon of 5/13/14 and the temperature was at about 71 degrees and holding.	BRENTWOOD YARD	Email	Facilities - Rail Yard

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		<p>ducts discharge high velocity hot air with a noticeable amounts of dust.</p> <p>2. In the summer when the air conditioning is on, the temperatures in this office space typically goes down to 57 degrees F. Similarly, HVAC ducts discharge high velocity cold air with noticeable amounts of dust.</p> <p>3. In the summer when the air conditioning is off, the office temperature typically reaches 90 degrees F with "NO" air flow.</p> <p>4. The carpet in this office space is rarely or improperly vacuumed. We still have salt, all over the carpet, from the winter storm that we had two-months ago. Thousands of 1/8 to 1/4 inch of pieces of salt are all over the carpet inside of the office cubicles and hall way. The office furniture is dust covered (questionable air filtration) and the carpets are full of grease.</p> <p>5. During a rain storm the suspended sealing generally collapses into a mud like pile of dirt on the carpet in two or more places. One place is in front of [REDACTED] office and the other next to [REDACTED] office. The combination of temperature and residual humidity is a great incubator and environment for mildew growth.</p> <p>6. As evidence of an issue, numerous engineers assigned to this space have been getting sick from this building. Individuals that generally stay in this office space for longer period of times are accumulating the effects. There are about 20 engineers in this particular problem area. One of my co-workers has been ill and is out on sick leave for over two months now. Others including myself have been getting sick way too often since arriving at this place. Additionally, I understand from previous CENV engineers, that these conditions have been going on for about four years!</p> <p>My belief is that we have a condition that's is enhanced by a combination of humidity, dust, mildew, bacteria, extreme heat, extreme cold along with a lack of fresh-air circulation issue. As a group, we have brought these concerns to PLANT and CENV management several times without a successful resolution. We feel that the problem is being ignored because, to-date, no significant action has been taken to resolve the issues. Please let me know who is the correct Point of Contact to address this urgent matter and to place a high level of priority to resolve these conditions.</p> <p>Thanks,</p> <p style="text-align: center;">[REDACTED]</p>				

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1024	4/8/14	No cameras are working for the platform. unable to see the platform for our customers safety. no cameras on the street elevator. this is a safety issue as well.the street elevator cameras has been out for over a month. the installation of the new monitors is incomplete and has been for a week and a half.		SHADY GROVE STATION	Self Service	Patron Related
1025	4/9/14	"Gas Leak and communication for safety". As I was monitoring my radio I heard there was a gas leak in or close to our stations. OCC wa s trying to locate the Landscape dept to notify them of the potential hazzard. After several attempts the Landscape supervisor finally responded saying because of noise ie. weed eaters etc. he did not hear central. Now, just a simple thing as a ear piece when working with or around loud machines could have been great in that situation for the safety of all concerned.	SAFE ■ spoke to ■ and ■ with PLNT GMAC on 4/24/14 about the issue and the concerns. They were going to discuss it together and come up with a solution to the problem.	ALEXANDRIA YARD	Self Service	Employee Personal Safety
1026	4/9/14	Covers missing at two electric light poles near parking booth in Hungtington Station.	MOC ticket opened. Will inspect this week to ensure the repairs have been completed.	HUNTINGTON STATION	Self Service	Facilities - Rail Station
1027	4/9/14	See attached letter - office concern.	The office is being built in the Power storeroom due to a theft problem. The department needs more of a presence in the storeroom. The office is designed like a cubicle but with drywall walls. There is no ceiling so there is no issue with the sprinkler or ventilation systems. The design and placement of the office itself is not a safety hazard or concern.	CARMEN TURNER FACILITY	Email	Facilities - Other
1028	4/15/14	metro center macys entrance on mezz 1 (13th street) entrance ceiling is leaking water is comming through light fixtures and ceiling worried it may start a fire i have called it in the failure # is 10801642	BW supervisor investigating. will follow up for clarification. -per Assistant Supt. ■ the failure number provided (108016420 was not valid and there was no longer any discrepancies noted in the station manager log.	METRO CENTER STATION (TOP)	Self Service	Facilities - Other
1029	4/15/14	■ reported that there were contractors escorting other contractors at 400.	■ went to the location to investigate. FINDINGS: IRPG has hired and approved inspectors/contractors (they do not have WMATA IDs) to escort other contractors.	Other	Live Call	Violations
1030	4/15/14	Water is leaking from the ceiling into the lights and on the floor. MOC Failure #10910949 Power Failure #10910954		ANACOSTIA STATION	Live Call	Facilities - Rail Station
1031	4/16/14	See Attachment: letter sent via email from CSO		CARMEN TURNER FACILITY	Email	Employee Personal Safety

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1032	4/19/14	Archives navy memorial station station shakes by the kiosk when trains enter station. is that normal.	Obtained contact information for SMNT/STRC to inquire about the proposed safety concern. 10/29/14 (18:16)- RSO ██████ Contacted ██████ (Station Mgr.) to get understanding of the issue. He stated that has the train enters the station, their is a light shaking of the mezzanine area. He wanted to know if that is something that is normal. 10-27-14 (11:18) RSO ██████ went to station, there was no vibration. Spoke with on-duty Station Mgr. ██████ if he experienced shaking, he stated that he felt no shaking.	ARCHIVES STATION	Self Service	Employee Personal Safety
1033	4/20/14	Trash can on platform improper lid anti explosive lid required	4/22/14-spoke to ██████ -Station Special projects Manager-he told me that this issue will be discussed at their next meeting. He also stated that there are several other lids missing in the system and I had him add a broken lid in the Greenbelt station as well. The explosion proof cans were bought with initial Homeland Scurity funds. 4/29-spoke to Special Projects manager ██████ . Lids are on back order. There are approx. 15 lids in system that need to be replaced.6/17-New assemblies will be purchased in lieu of lids8/5/14-report from ██████ order placed with Transit-funding request in process 12/1/14spoke to MTPD capt ██████ will forward to SME and Grants	MT. VERNON STATION	Self Service	Environmental
1034	4/22/14	PLNT working in Train Control Room during rush-hour revenue service. They are installing equipment in and around the Train Control Rooms on the D-line. ATC personnel escorting them are not escort certified and working in the TCR during rush-hour is usually prohibited. MOC, OCC, and D-line supervisor ██████ has been made aware of the safety concern.	Unable to find work being done. Reporter did not leave follow-up information. More information needed.	FEDERAL CENTER STATION	Self Service	Other
1035	4/24/14	Im concerned about the health of the enitire company, I myself being overweight think maybe its time we develop some kind of excercise program. I have noticed over the past 2 years alot of employees expiring before their retirement dates and contribute this to the fact that we are just to idle in our dailey routines and believe that if we had one hour of some type of excercise every day ,afternoon, and night before work and stuck to it we could break the bad trend of obesity here at WMATA , it would be very wise to look into this , from a money aspect it would also save us a ton of money on health insurence plans , PLEASE GET BACK TO ME !!!!	EMAIL WAS SENT TO ██████ AND THW WELLNESS GROUP (SEE BELOW)... Good afternoon, Below is a 'employee safety concern' (see below) that was submitted through the safety hotline. Please assist ██████ Thanks, █████	ALEXANDRIA YARD	Self Service	Employee Personal Safety

Safety Hotline Narratives

March 2014 - April 15, 2015

Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		<p>Thank You [REDACTED]</p>	<p>[REDACTED] Washington Metropolitan Area Transit Authority (WMATA) Department of Safety and Environmental Management (SAFE) [REDACTED]</p> <p>From: [REDACTED] Sent: Friday, April 25, 2014 12:55 PM To: [REDACTED] Subject: RE: Safety Hotline Call ID #971</p> <p>Good afternoon [REDACTED]</p> <p>Thank you for your concern for the well-being of the staff here at WMATA. To assist you with your concern the following is the email address to WMATA's Wellness Group: wellness@wmata.com. Also, you may check out the information distributed by this group on the intranet by going to WMATA's home page and click on: 1. employee resources and 2. wellness.</p> <p>I hope that this is a help to you.</p> <p>[REDACTED]</p>			

Safety Hotline Narratives

March 2014 - April 15, 2015

Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
			[REDACTED]			
1036	4/24/14	Employee Reported that a flatcar rolled 500 feet in the Weekend single track area A06-A08 before coming to a stop. Incident was not reported to ROCC, MOC, SAFE, or TOC. No injuries occurred.		VAN NESS STATION	Live Call	Employee Personal Safety
1037	4/28/14	Concrete tile at Capitol Heights not even. The tile is about 15 feet south of the tree next to the U8 Bus Stop. The tile is sticking up about 1.5 inches. On Saturday, a bus passenger tripped and fell down forward flat. Her glasses fell off but "nothing" broke. I helped her up and she said she was fine.	WO# 11097969 Uneven tile was patched by quickcrete.	CAPITOL HEIGHTS STATION	Self Service	Facilities - Rail Station
1038	4/28/14	[REDACTED] reported that for one week he has noticed a light pole (#19 or #20) has exposed wires in the north parking garage at Vienna Station.	6-10-14 Issue resolved	VIENNA STATION	Live Call	Facilities - Rail Station
1039	4/29/14	I was recently dispatched to E09 for a report of an active Fire alarm that would not reset & therefore was preventing the station Elevator from resetting. ISSUE: ELIS has a numbering system for the ECALATORS that differs from the station data file & the EST-3 Fire System so that when the Kiosk annunciator states ESC #4 active fire alarm, ELIS & Comm personnel are searching at different locations. This is unnecessarily confusing & can delay restoration of ESC / ELVATORS.		COLLEGE PARK STATION	Self Service	Facilities - Elevator
1040	5/6/14	Need safety department to come and inspect my ancillary area, because I have numerous carts in the hallway, and its not safe for disable Customers, Customers,or Employees to work back and forth to the restroom or eat there lunch in a clean environment. the area is to small to store carts. please have them remove. I call power department to see who carts back there and they are trying to get someone to take care of it, I also call Eles to remove a Gang box yesterday out the stairwell and someone came and put the box inr the hallway. It has a broken wheel and also no wheel on the corner of the gang box, only thing holding it up is bus schedules on one side.	Made contact with station manager. All items have been removed by their respective department and the area has been cleared.	FEDERAL CENTER STATION	Self Service	Other
1041	5/6/14	On Monday, May 5, 2014 [REDACTED] (of TIES/PLNT) witnessed contractors from Anderson Services running in the track (trying to beat train to platform) at Mt. Vernon Square. Once contractors	Spoke to [REDACTED]. He was escort for contractors noted in call. He also stated that the contractors were not on the roadway but were on the guarded rail portion of the	MT. VERNON STATION	Live Call	Violations

Safety Hotline Narratives

March 2014 - April 15, 2015

Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		were on platform [REDACTED] approached them and stated that they needed to have a safety conversation. The contractors began to curse and tell him to mind his business. Also, [REDACTED] reported that Anderson Services company vehicle has a Metro 'M' on it and he would like to know why. Do note that [REDACTED] is an escort but I am not aware if he was escorting this particular group.	catwalk beyond the end gate. Contacted Supt. [REDACTED] and he said the Asst. Supt. [REDACTED] would be investigating. Met with [REDACTED] and Supervisor [REDACTED] and [REDACTED] with SAFE [REDACTED]. Discussed incident and went to Mt. Vernon Square to meet with IRPG [REDACTED] and [REDACTED] and representatives from Anderson Services, [REDACTED] and [REDACTED]. [REDACTED] informed us that a contractor had left the Equipment room with his safety vest in his hand and ran along the guarded rail portion of the catwalk to the platform. At the time a train was approaching the station. The contractor was not in the roadway. He told the contractor to stop running, to put on his vest and that he was not supposed to leave the equipment room unless he was escorted. The contractor supervisor also reprimanded the employee. [REDACTED] continued to bring up the subject and the contractor became angry. Words were exchanged. Both sides agreed that this is what occurred. SAFE, IRPG and the PLNT Escorts all agreed, that safety rules and any previous violations would be discussed during safety briefings. The Escort would continue to identify, stop or correct any violations. If any differences of opinion occurred the IRPG manager and PLNT supervisors would be contacted to mediate the problem			
1042	5/7/14	The structural integrity of Brentwood Yard Administrative and shop building appears compromised. Everytime a train enters shop, building appears to shake.	Sending Email to [REDACTED] to report concern. [REDACTED], please follow up.	BRENTWOOD YARD	Face to Face	Facilities - Rail Yard
1043	5/8/14	Vienna station north outside parking lot light pole 20. The live electrical wires are hanging out of the open hand hole/junction box and have been for weeks. I reported this twice already. Once to the station manager once to the SAFE hotline--to no avail. The wires remain sticking out of the pole.	6/10/14= Issue resolved.	VIENNA STATION	Self Service	Facilities - Other
1044	5/12/14	BIRD FECES IT HAS BECOME VERY TOXIC SO AT THIS POINT SOMEONE CAN BECOME VERY SICK SO CAN SOMEONE CHECK IT OUT PLEASE!!!! And potholes	Contacted PLNT [REDACTED] by e-mail on 5-13-14 to find out who in PLNT may handle these issues. PLNT is getting their contractor to pressure wash the areas. Anonymous customer so I can't contact them to apprise of current actions.	LARGO TOWN CENTER STATION	Self Service	Environmental
1045	5/12/14	Smokers stations are at the bottom of the escalators and the entrances to the Pentagon City station. Please install a non	Contacted PLNT [REDACTED] on 5-13-14 via e-mail. Requested PLNT contact for moving smoker's station and	PENTAGON STATION	Self Service	Facilities - Escalator

Safety Hotline Narratives

March 2014 - April 15, 2015

Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		smoking sign and move the smokers station because second hand smoke just comes into the station and people hang out at the bottom of the stairs smoking, causing a health hazard. I am a former smoker who no longer wants to breathe or be exposed to second hand smoke.	placing signage. PLNT directed me to [REDACTED] (CENI) to see about getting signage up. E-mailed CENI. Smoker's stations must stay as located due to fire hazard.			
1046	5/13/14	The Kiosk computer at Forest Glen Platform Mezz #132 is being tampered with internally. Someone has put some type of surveillance program on this PC that is not occurring at other Kiosk PC's.	none necessary. it was later determined that IT department had done work on the computer as part of work pertaining to the phone line in that kiosk.	FOREST GLEN STATION	Self Service	Other
1047	5/14/14	Parking lot construction debris from construction work	I investigated the area, and found that the 6E and 7E area (Southern Avenue Station Parking deck) of the lower parking deck was roped off, but not roped off well. I made contact with Haris Construction supervisor [REDACTED].	SOUTHERN AVE STATION	Self Service	Other
1049	5/17/14	blu cigaretts	Attempted to contact employee for further information, but call was not returned. Contacted Green Line RTRA Superintendent [REDACTED]. E-mail went out from his office to RTRA Supervisors and Station Managers that smoking was not allowed in Kiosks and to be vigilant in ensuring enforcement	COLUMBIA HEIGHTS STATION	Self Service	Employee Personal Safety
1050	5/18/14	In a safety meeting a concern was brought forth about air quality at Foggy Bottom, Farragut West, and McPherson Square. A suggestion of possible testing was mentioned.	contacted customer via e-mail. directed him to EMIH web site shoing Tunnel Dust Report. Awaiting questions from customer.	FOGGY BOTTOM STATION	Self Service	Environmental
1051	5/19/14	[REDACTED] reported that the ETS phones near mezz#69 at Gallery Place (green/yellow) are not working. A ticket was put in but ticket number was not available at time of the call.	all phones were checked and found to be operational.	GALLERY PLACE STATION (BOTTOM)	Live Call	Facilities - Rail Right of Way
1052	5/21/14	The escalator between the Glenmont side of the Red Line platform and the Green/Yellow Line platform has some unstable steps. The escalator is currently going down. It is the one on the left if you're going down to the Green/Yellow Line platform.	The unit was F01N13, the midnight mechanics left it out of service last night (5/21/2014) for a broken track. The unit was being used as a walker this morning (2/22/2014). After rush hour mechanics took the unit out of service to repair the track. Work is currently being done on this unit to address the issue. Update: Unit F01N13 was returned to service yesterday afternoon (5/22/2014). All necessary repairs have been completed.	GALLERY PLACE STATION (BOTTOM)	Self Service	Facilities - Escalator
1053	5/26/14	So many different Depts. trying to control the new Nextiva Kiosk Cameras have resulted in the cameras no longer functioning	Station manager at forest glen was contacted and reported that all cameras working properly. To his knowledge the	FOREST GLEN STATION	Self Service	Other

Safety Hotline Narratives

March 2014 - April 15, 2015

Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		properly.	cameras have always worked and not sure why or who called them out of service.			
1054	5/27/14	I observed a large indentation in light pole #28 near the bottom where the metal pole meets the concrete base.	Responded to the scene on 5/29/14 and made contact with station manager.	NAYLOR ROAD STATION	Self Service	Facilities - Rail Station
1055	5/28/14	On Saturday May 24, 2014, I observed Train ID 201 arrive at the Grosvenor Station at approximately 10:30 AM heading inbound toward Glenmont. As passengers were boarding, I observed a passenger closed between doors on car 3013. This passenger yelled out to the operator who seemed to ignore her requests for help. It was the passengers who were already onboard car 3013 who came to her aid by prying open the car doors enough for the passenger to finally board the car. All while this was occurring, the operator of the consist seemed to do nothing but look. Never did the operator of the consist make an attempt to reopen the doors to allow the stuck passenger to board the train.	SAFE Officer [REDACTED] spoke to RTRA Superintendent [REDACTED] about this complaint. SAFE [REDACTED] advised RTRA to speak to operators about observations and activities on the platform and reinforce SOP 40.	GROSVENOR STATION	Self Service	Patron Related
1056	6/3/14	Myself and [REDACTED] were asked to clean up some flourscent bulbs in the bump post storage room (from the bulb crusher). I noticed that there was a lot of mercury dust that apparently spilled from a hose on the bulb crusher onto the floor. I told [REDACTED] not to go into the storage room anymore as the room is now contaminated with mercury dust. I also spoke to our lead man [REDACTED] and told him about the situation. I would hope that [REDACTED] will send a hazmat team to clean up the mess. Additionally, [REDACTED] and myself will need to get tested for mercury contamination/posioning. I hope this issue will be resolved ASAP. [REDACTED] is also well aware of this issue as [REDACTED] made his statement clear in front of witnesses.	Visited location with [REDACTED] [REDACTED]. Bulb Eater was intact and operational. Performed test bulb crush with suspect hose detached. Small amount of white powder did escape drum. Evidence of similar white powder escape around hose bib. Called [REDACTED] MED to determine procedure for affected employees getting blood sampled for mercury analysis. [REDACTED] and [REDACTED] will coordinate getting employees to MED for blood sample. I will contact Bulb Eater manufacturer to determine issue with hose detachment. Will determine if local wipe sampling for mercury is necessary.	GREENBELT YARD	Self Service	Employee Personal Safety
1057	6/4/14	Personal safety for Station Manager during late closing hours.		WHITE FLINT STATION	Self Service	Employee Personal Safety
1058	6/5/14	Communication employee's cleaning comm room floor by physical mopping the floor. We have Custodian and cleaning crew for that flor job like this unsafe task.	Spoke with [REDACTED] about the cleaning issue and responsibilities. Suggested the issue be forwarded to the Labor Union Shop Steward.	FEDERAL CENTER STATION	Self Service	Employee Personal Safety
1059	6/5/14	On 06-05-2014, at approximately 1648 hrs, I and a few other pedestrians were waiting to cross 7th St NW at F St NW, Washington, DC. The light turned red for traffic traveling North and South on 7th St, when I started to cross the street in the crosswalk with the walk signal. At this time, when the red light had already	Northern Division is investigating this compalint.	GALLERY PLACE STATION (TOP)	Self Service	Vehicle - MetroBus

Safety Hotline Narratives

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		been red for at least 15 seconds, a Metro Express bus, [REDACTED], 70 route, entered the intersection traveling straight down (North) 7th St NW, disobeying the red traffic signal. Luckily myself and the other pedestrians were paying attention and yielded to avoid being struck by the Metro bus. The bus operator then had to stop for traffic ahead and was obstructing the crosswalk for about 10 seconds. The bus then continued North on 7th St NW (near Gallery Place Metro Station). I did observe that the driver was a black female and that there was a passenger standing directly at her side aboard the bus. I wanted to make a safety complaint considering this is a very busy intersection with heavy pedestrian traffic.				
1060	6/5/14	Can't access ETS box due to broken latch. Failure #11023959		BROOKLAND STATION	Live Call	Facilities - Rail Station
1061	6/10/14	There is a water leak in the communications room at Addison Road. Please investigate.	Made contact with caller who works for COMM and made contact with MOC [REDACTED] who will open a work order to ensure work is completed. Will follow up with employee in a few days.	ADDISON ROAD STATION	Live Call	Facilities - Rail Station
1062	6/12/14	How come In the ELES dept they do not equip there Mechanics with the appropriate cold weather equipment (jackets ,gloves ,Hats,) Especially since they work out side 90% of the time during the 3rd shift ,midnight shift. I asked one mechanic were his jacket was an got the repley our dept doesnt issue us jackets we have to buy are own..I think this is a safty issue for the health an well being for the ELES dept and all Metro employees that do not get the appropriate uniforms for the seasons...	Employees are given required WMATA issued equipment. They also receive basic PPE.	Other	Self Service	Employee Personal Safety
1063	6/16/14	Employee reported that the Car Cleaner Supervisor at West Falls Church Rail yard made the employees wear proper safety shoes and then wore tennis shoes all night. This is unfair	Spoke to [REDACTED] and informed him of situation. He spoke to the supervisor who said he had tennis shoes that met OSHA standards. I informed [REDACTED] of SR 4.39-39 Tennis shoes, sandals, or similar shoes, including safety shoes that look like tennis shoes are prohibited. I also gave him a copy of the CMNT memo stated the requiremnt to CMNT employees.[REDACTED] forwarded the information all of his supervisors and instructed them to comply with the rule	WEST FALLS CHURCH YARD	Live Call	Management
1064	6/18/14	Received several anonymous calls from TRST employees asking for a written policy on actions to be complied with when lightning was present while they were working wayside. SAFE was notified that the calls would continue until a policy existed. First caller called at 2130 and asked if there was a policy-this was before beginning	06/18/14 0330-contacted [REDACTED] and asked if he had any idea of wether or not a written policy was in effect. He said that he was not aware of one and that he and several others would stop work and work to a safe place when lightning was present. They would not return to work	Other	Live Call	Employee Personal Safety

Safety Hotline Narratives

March 2014 - April 15, 2015

Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		work as they had had lightning the night before. 2 callers stated that they were just concerned about not having a policy and the last at 0309-stated that they had stopped work tonight and resumed but he still felt unsafe as he saw lightning and wanted to know what the policy was	until 30 minutes have passed since last strike. He stated that the night before they had stopped work for almost 3 hours. He also stated that there was no lightning present in any of his areas tonight. Contacted Rail [REDACTED] and he notified TRST [REDACTED] who replied that he would take action 7/1/14-update with Compliance Manager [REDACTED]-e-mail went out to all Supt. Employees to stop work when lightning is present and will return after lightning has ceased for at least 20 minutes. TRST will meet on 7/9/14 to discuss formal policy and memo will be initiated and employees will sign acknowledgement 8/5/14-Spoke to [REDACTED]-policy is completed-copy requested for report, [REDACTED] sent copy of NOAA bulletin posted and shared with all employees and supervisors in TRST. Policy is stop work until 30 minutes with no lightning. SOP will follow in future. Employees will be signing acknowledgement			
1065	6/18/14	There is no air in mezz 109. Its extremely hot in kiosk.	Sent e-mail to complainant on 6-20-14 requesting Work Order Number for repair of HVAC at NY Ave Station.	NEW YORK AVENUE STATION	Self Service	Facilities - Rail Station
1066	6/18/14	The kiosk at Mezz 21 (Gallery Place, 7th & F) is extremely hot. The air conditioner has been broken for a week. It is a health hazard. When the new pick starts June 22, I will be working there 2 days a week. I don't want to go out sick.	Sent e-mail to complainant on 6-20-14 requesting Work Order Number for repair of air conditioner at Gallery Place Station.	GALLERY PLACE STATION (TOP)	Self Service	Facilities - Rail Station
1067	6/19/14	Track edge lights are out and those that are working do not blink. Also, ceiling lights are out. Failure #10867083		MORGAN BLVD. STATION	Live Call	Facilities - Rail Station
1068	6/20/14	[REDACTED] (track walker) found a defect in fastener support on track #1 near chain marker 526+75 between Grosvenor and Medical Center. NOTE: He stated that he was 'written up' because he did not follow the correct reporting protocol.	SAFE [REDACTED] contacted Track about this issue. SAFE [REDACTED] informed Track that we are not involved in discipline matters.	Other	Live Call	Facilities - Other
1070	6/20/14	Received an anonymous call from a POWER employee stating that the night shift POWER employees and engineers assigned to the Silver line had been running across route 267 Dulles toll road from substations to the track areas in order to complete their testing. This is unsafe and someone could get killed. Management has not been making a plan or assigning enough employees	6/20/14-Spoke to Asst Gen [REDACTED] and area manager [REDACTED]. [REDACTED] will look into this issue and direct his employees on proper procedures 6/27/14-follow up with [REDACTED]. Pick is in effect-SOP 51 will be discussed with all employees assigned to the division and follow up to SAFE.07/16/14 follow up with Area Manager [REDACTED]	Other	Live Call	Employee Personal Safety

Safety Hotline Narratives

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
			employees have been given a copy of SOP 51 and safety has been discussed in regards to crossing the Dulles Connector			
1071	6/20/14	ATC has modified rules regarding implementation of RWP protocols. The attached ATC RWP Applications Scenerio 1 violates Rule 4.5 in the RWP Manual, page 36. Any additional rules/scenerios should be added as addendums to the most current RWP Manual so as to ensure the most recent signatures.	Discussed with SMNT/ATC Management. Further clarification is needed to fully understand the issue. Since this is an anonymous, the item will be closed.	Other	Self Service	Violations
1072	6/22/14	BLACK MOLD ALL OVER CUSTOMER RESTROOM VERY INFECTIOUS!!!!!!!!!!	SAFE ■ visited the station on 6/26/14 and performed an indoor air quality assessment and inspection for mold. Mold was positively identified in the Customer Restroom only on the back walls and ceiling. The restroom had been taken out of service and remained out of service until PLNT cleaned up the mold on 7/1/14.	CAPITOL HEIGHTS STATION	Self Service	Environmental
1073	6/24/14	Open dumpsters, which require the use of a forklift to dump trash into contractor roll back dumpsters, collect water which stagnates and become mosquito breeding bins, located throughout the system.	An inspection of the dumpster showed it to be dry and free of water. A photograph was taken and the owner will be identified. I will request that the owner drill a hole in the bottom if possible to prevent the pooling of water. If this is not possible, it will be requested that the dumpster be stored under cover or covered with a tarp when not in use.	ALEXANDRIA YARD	Self Service	Facilities - Rail Yard
1077	6/25/14	<p>I am writing to you, to request that you veto the suspension handed to me by Superintendent ■■■■■, as I believe his decision was largely influenced by the deception & lies of Supervisor ■■■■■ in a retaliatory action against me, for which complaints have already been filed with the Office of the Inspector General at WMATA & in the form of a Whistleblower Retaliation Complaint with OSHA.</p> <p>On June 17th 2014, my partner ■■■■■ & I were Inspecting the section of track between Grosvenor Station and Medical Center Station. When I was in the area near Chain Marker 526+00, a train came past on the opposite track, and I noticed the sound of the wheels going over a rail joint. It seemed louder than what is typical & I figured it was probably the joint at 526+75, which I already knew to not be in good repair, so from the center catwalk, I went back to take a look at it. I noticed that the fastener had moved and was going to eventually fall off of the grout pad, leaving the joint with absolutely no support. This fastener had already been reported as having 2 broken studs and the 2 clips, attaching it to the rail</p>	This matter was investigated by others. It is my understanding that the suspension was removed. Concerns were found to be valid. SAFE only investigated the technical aspect of this complaint.	GROSVENOR STATION	Email	Facilities - Rail Right of Way

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		<p>were also broken, so there was nothing holding it in place. The joint is also known by myself & a few other Track Walkers who have inspected this section... for it bolts having to be tightened from time to time. I consulted the Track Maintenance & Inspection Manual & I decided that I would restrict the speed of the trains & have this situation addressed immediately, as per 6.10.3 of the manual, which states... "If the center tie in a supported joint is defective (and two shoulder ties are non-defective) or if one tie is defective in a suspended joint speed should be reduced to 35 miles per hour."</p> <p>At that time, I requested that My partner call a supervisor with his phone , as I contacted ROCC on my radio, to request a manual speed restriction. My partner spoke to [REDACTED] at least 2 times on the phone. After the first call, my partner told me that [REDACTED] requested a picture of the defect, which I sent to him with MY phone, at 10:53. Shortly after that, my partner had another phone conversation with [REDACTED], after which I was told by my partner, that [REDACTED] said that he would call Line Manager [REDACTED] & that he wanted me to remove the restriction. I didn't remove the speed restriction & I never spoke to [REDACTED] during this time. At 11:11, I called [REDACTED] myself. Clearly [REDACTED] hadn't called him because he knew nothing of this situation, so it was I who informed him. He then informed me that he would be on his way there shortly. After that, my partner & I resumed our walking inspection and made it as far as Bethesda, before I was called away by [REDACTED] & driven by him from Grosvenor Station, to Alexandria Yard to meet with Superintendent [REDACTED] & Assistant Superintendent [REDACTED]. The meeting was all about the lack of [REDACTED] understanding, as to why I put in the speed restriction. The fact that it was literally a "textbook" speed restriction had no apparent affect on his understanding of it... even after I informed him of where he'd find it in the manual AND watched him read it. [REDACTED] also stated that the restriction "wasn't justifiable" in his convoluted take on the events of that morning. (Results Of Investigation by [REDACTED])</p> <p>I have attached that to this email, along with the before & after pictures of the defect and the work that was done to correct the problem, regardless of the fact that your Supervisor and Superintendent didn't think it was such a big deal. In the aforementioned "Results....", [REDACTED] laughably cites his experience as one of the reasons that I should've ignored our manual (and assumably my own experience) and allowed the</p>				

Safety Hotline Narratives

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		<p>situation to remain unsafe.</p> <p>To be clear, I have a combined 15 years of track experience (at New York City Transit & WMATA) and I have had occasion to put in more speed restrictions and be the reason that more derailmen</p>				
1074	6/26/14	At CTF, cars parking on curb at back side of pump house. Makes it difficult to oncoming vehicles and for large trucks to navigate around. Location needs to either be deisgnated as a Fire Lane or no parking zone and marked.	This matter was forwarded to MTPD. It is a law enforcement issue. MTPD was contacted on 6-27-2014 at 11:50am. Complaint #201431691- responding officer [REDACTED] No follow-up was requested by reported	CARMEN TURNER FACILITY	Self Service	Facilities - Other
1075	6/28/14	Reporting all cctv's are not in the kiosk. They're still in the old kiosk ,awaiting to be put in new kiosk. This is truly a safety concern, on the brink of fourth of july. The station manager's or any wmata personel needs to be able to see that platform,mezzanine,elevator,etc. inside the station at mezz..55 Employees cant do or provide excellent service with faulty non-working equipment	[REDACTED] investigated and found that the old kiosk was removed, CCTV monitors were all working.	SMITHSONIAN STATION	Self Service	Employee Personal Safety
1076	6/29/14	New Carrollton platform damaged tile tripping hazards identified.	Station part of platform rehab, WO# 10928095 was opened on 4/21/14 and work is still in progress. Spoke with tile supervisor [REDACTED] about the issue and pictures were forwarded to him. Updated caller by voicemail and email. New WO# 11097973 called in on 7/11/14	NEW CARROLLTON STATION	Email	Facilities - Rail Station
1081	6/29/14	Employee [REDACTED] reported platform tripping hazards at the New Carrollton Station by sending 22 photos to Safety Department.	Duplicate - Delete	NEW CARROLLTON STATION	Email	Facilities - Rail Station
1078	7/2/14	Alarm at Shepherd's Parkway concerning emissions, nitrogen dioxide, etc. [REDACTED] would like to know the rating.	I gave caller [REDACTED] office and cell numbers.	Other	Live Call	Environmental
1079	7/3/14	Is it at all possible to turn the old block house on the platform at U st metro on the east side into a police room so that transit will be available durning school hours?	<p>From: [REDACTED]. Sent: Thursday, July 03, 2014 1:28 PM To: [REDACTED] Cc: [REDACTED] Subject: Safety Hotline Entry #1015</p> <p>Good afternoon Captain [REDACTED] and Captain [REDACTED],</p> <p>Please see the Safety Hotline entry below requesting police presence at U Street/Africa-American Civil War</p>	U ST./AFR-AMER. MEM./CARDOZO STATION	Self Service	Other

Safety Hotline Narratives

March 2014 - April 15, 2015

Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
			Memorial/Cardoza Station from [REDACTED]. [REDACTED]			
1080	7/5/14	missing safety placards on escalators at Cheverly Station, with respect to customers riding the escalators with strollers, which has the potential for possible injury caused by premature stoppage of the escalator steps.		CHEVERLY STATION	Self Service	Facilities - Escalator
1082	7/9/14	my concern is people smoking in doorways right next to buildings. myself and others work in a large open space and the smoke is very irritating to us. we have asked them to move away from building but we get ignored! what can be done about this situation?	Sent e-mail with copy of P/I 7.7.5 Smoke Free Work Environment to all departments in Greenbelt yard asking that it be shared with all emoliyees and complied with. Follow-up e-mail sent to caller as requested. Copy in comment area	GREENBELT YARD	Self Service	Other
1083	7/9/14	The progression system that moves the train across the wheel lathe has been broken for 2 weeks. [REDACTED] was asked by Supervisor and Superintendent to use a forklift to perform the function of the progression system. [REDACTED] stated that there are no written procedures for the use of a forklift as a substitute and feels that it is not safe to do so. Please contact.	Spoke with Supt [REDACTED], Progression system will be out of service for construction for some time. In the meantime, a formal procedure will be written for pushing the train using a forklift over the wheel lathe. This has been a common practice in CMNT but no procedure. Will follow-up. Followed up with [REDACTED].	NEW CARROLLTON YARD	Live Call	Employee Personal Safety
1084	7/10/14	ATC Supervisors tell assigned RWICs not to set up a work-zone after they have obtained GOTRS for the purpose of completing adjustments and verification of track circuits during non-revenue hours in accordance with an ENSS written EMI for replacement of track circuit boards. Pressure is placed on RWICs not to set up a work-zone because the Supervisors believe it is not possible to	SAFE [REDACTED] spoke with ATC [REDACTED] about this issue. He assured me that he would address the issue and tha all ATC personnel wayside during non-revenue are required to setup a proper work zone. [REDACTED] spoke with ATC [REDACTED] and he assured [REDACTED]. [REDACTED] that he would review the policy with his supervisors.	ALEXANDRIA YARD	Self Service	Other

Safety Hotline Narratives

March 2014 - April 15, 2015

Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		complete the work and also set up a work-zone in the time allotted.				
1085	7/10/14	Light pole at shady grove station, east side bus bays, bay c, in front of the escalators, moves when leaned on. Pole is not stable. There is no number or any kind of identifying marks on the pole. Thank you, ██████████	Power (SMNT) replaced light pole and fixture	SHADY GROVE STATION	Email	Facilities - Bus Stops
1086	7/10/14	AC in kiosk at Van Ness is dripping water. Failure #10083865	SAFE ██████ contacted MOC with failure # 10083865. SAFE was informed by MOC that ticket # 10083865 was not a good #. SAFE conducted a site visit on August 5, 2014. No issues of water dripping in the KIOSK.	VAN NESS STATION	Live Call	Facilities - Rail Station
1087	7/11/14	I am reporting a serious problem at Minnesota Avenue station. I have been told that an exposed-wires junction box at Vienna station, North Lot, remained in a exposed and dangerous condition for at least six weeks. The problem was finally corrected when ██████ (now in LABR) persuaded an electrician, who was a grievant, to remedy the problem. Now, I have noticed that a similar problem exists in a junction box at Minnesota Avenue station. (I am sending the photos to you via my I-phone.) Notice that the junction box was simply taped on with electrical tape (rather than properly screwed down), which tape has failed, and the box is now fully opened with wires exposed. You may not be aware that COUN defended a lawsuit during the 1990's involving a young girl who was electrocuted and killed by wires in an exposed junction box ██████ These exposed wires are a very dangerous condition.	I met ██████ (Power) at the scene. He repaired the box that ██████ identified in the pictures. There were also two more that were loose. One was fixed on the spot and one is being fixed now.	MINNESOTA AVENUE STATION	Email	Facilities - Rail Station
1090	7/11/14	On 7/1/2014 between 7:50pm and 8:05pm bus ██████ on route 5A continually got in and out of the right merge lane to get ahead of others vehicles. On 07/10/2014 aproximately 10:40pm n operator of an out of service bus was driving 15 mph on ramp and once off he made a derogatory jester using his hand and ██████. Please call to discuss.	FMTR was given information to interview the Operator of Metrobus # ██████ on the date aforementioned.	Other	Voicemail	Other
1088	7/13/14	NO LIGHTS IN THE CUSTODIAN ROOM C-205 RODANTS JUMPING OUT IN THE DARKNESS.		EASTERN MARKET STATION	Self Service	Environmental
1089	7/15/14	From: ██ Date: July 15, 2014 at 9:58:29 AM EDT	SAFE ██████ started a preliminary investigation on 7/15/14 into the indoor air complaints of a few employees in C Building.	CARMEN TURNER	Email	Environmental

Safety Hotline Narratives

March 2014 - April 15, 2015

Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		<p>To: ██████████</p> <p>Subject: Air Quality at CTF</p> <p>Good Morning All,</p> <p>I have a safety concern at CTF 2nd floor Building C. I am noticing in my office and surrounding areas it is very difficult to breath, I have continual coughing/congestion, water eye and headaches. I have checked with others in the building on this level and they are experiencing some of the same symptoms. I would like to request the air quality be check in this location.</p> <p>Can you please let me know what are the next steps needed to be taken to ensure we are working in a safe environment. thanks</p>	<p>Employees were interviewed and air samples were taken. SAFE ██████ will work with PLNT to determine if there are any concerns/changes with the ventilation system as well as look for evidence of mold where ceiling leaks have occurred.</p>	FACILITY		
1091	7/15/14	<p>Caller reported that AA ██████████ falls asleep while driving. This has been reported to the supervisor several times already. Caller believes that ██████████ has sleep apnea.2nd call received 7/25/14-Received a phone call earlier today on Safety Hotline from anonymous caller. The call was about a PLNT employee, ██████████ who is a landscaper out of Greenbelt. Apparently, the caller claims that the employee continues to fall asleep behind the wheel while driving and while stopping at lights. He says the last time he saw the sleeping was last Wednesday, July 16, 2014. This action is extremely unsafe and nothing seems to be done about it. The concerns were relayed to ██████████ supervisor, ██████████ (no relation) yet it appears he's done nothing as well. The caller also says the vehicle driven by ██████████ has a lot of dings and dents on truck, apparently from driving recklessly (yet, caller has never witnessed accidents). He would like for Medical Services to perform a medical evaluation before a serious accident happens. Thanks!</p>	<p>07/15/2014: SAFE ██████ researched the division/supervisor for which AA ██████ directly reports and contacted SAFE ██████ about the Hotline and its sensitive nature.7/16/14-Met with PLNT ██████████. Supervisor will interview employee. 07/28/14-Employee and co-worker who would have witnessed an event associated with the reported concern, were interviewed by supervisor on 07/17/14 in regards to allegation. ██████████ had no knowledge of any incident where he was falling asleep while behind the wheel of a WMATA vehicle. In fact, ██████████ stated that he gets adequate rest each and every night before coming to work and that he has no outside influences that is preventing him from getting adequate rest.The one employee available to make a statement regarding the sleeping allegation has no knowledge of any incident in which ██████████ was asleep or nodding off behind the wheel. Since July 17, 2014, ██████████ has been temporarily removed from operating a WMATA vehicle as a way of eliminating concern. Management will continue to monitor the situation however, they find the allegation to be without merit. ██████████ supervisor has reported no incidents of his being tired on the job and has also explained the available programs for asistance, to ██████████, as a precaution . ██████████ is described as a top employee and serves in a position of responsibility. ██████████</p>	GREENBELT YARD	Voicemail	Employee Personal Safety
1092	7/21/14	<p>A door from the West mezzanine service room to the stairs (no number on door) that leads to the E03 TPSS on the lower level has a sign next to it that says track 1. The door actly leads to track 2.</p>	<p>7/22-contacted caller for more information, Reported to U st station, 207 service rooms-found door marked : stairs to Traction Power sation-was marked with a Track 1 vertical</p>	U ST./AFR-AMER. MEM./	Self Service	Facilities - Rail Station

Safety Hotline Narratives

March 2014 - April 15, 2015

Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		sign is incorrectly located. The door on the TPPS also has the incorrect track number	marker on wall. Sign on lower level door to Tractopn Power Station was correctly marked. Confirmed with POWER employee using schematic inside room. This station powers track 1. Opened ticket 11122076 for Sign shop. Spoke to supervisor [REDACTED] to have Track 1 marker on wall removed to eliminate confusion	CARDOZO STATION		
1093	7/21/14	AC is not working at Judiciary Square mezz #23. Failure #11104821	none required. issue repaired as scheduled	JUDICIARY SQUARE STATION	Live Call	Facilities - Rail Station
1093	7/21/14	AC is not working at Judiciary Square mezz #23. Failure #11104821	none required. issue repaired as scheduled	JUDY SQUARE	Live Call	Facilities - Rail Station
1094	7/21/14	AC is not working at Farragut North mezz #4.. Failure #11106693	SAFE [REDACTED] contacted MOC and gave Failure # 11106693. MOC responded by saying that they will send someone out to check on Mezzi # 4 air condition unit. SAFE [REDACTED] visited F. North on July 28, 2014. No problems noted at Mezz #4.	FARRAGUT NORTH STATION	Live Call	Facilities - Rail Station
1095	7/24/14	No air conditioning anywhere in shop to cool down. Our shop as of 5:30 am is already 85 degrees. One of our supervisors said if we have ot, we wouldn't be complaining which is also unnecessary. We have no relief whatsoever to cool down from heat. Building itself is extreme heat, some employees have to wear additional ppe, covering us up even more (paint suit) which is unbearable. Our management is unwilling and unprofessional with there responses and attitude. Only thing they have done was, call a ticket for plant to come look. Their response was the silver line is more important and the employees are all there and stop complaining as we are in it too! Again unnecessary as we(employees) are doing physical labor and they(management) are not, furthermore holds NO bearing towards anything. Our safety is priority as their managements response should addressed as well. Supervisor [REDACTED] needs to be addressed with his attitude and directives towards employees and our safety.	Work order #11123951 was submitted on 7/23/2014 for non working AC in Warehouse. Conducted a walk thru of Warehouse, mens locker room and lunch room on 7/24/2014 and AC is back on and working fine. .	CARMEN TURNER FACILITY	Self Service	Employee Personal Safety
1096	7/27/14	Safety issues concerning after hours requests to allow customers access to restrooms.. I am a female station manager who closes stations on the Red line..On the weekends between the hours of approximately 9 pm til closing at 3a..there is a high volume of requests to use our restrooms inside the station..Due to late night alcohol consumption...This has become a safety risk as well as a distraction from helping to direct and guide customers through the system...I		METRO CENTER STATION (TOP)	Self Service	Other

Safety Hotline Narratives

March 2014 - April 15, 2015

Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		have experienced some concerns while going back into areas that are not monitored by camera..for myself as well as the customers that request to use them..being able to monitor what goes on after access has been gained and or being able to grant access from the kiosk would alleviate the issue of feeling unsafe in closed quarters and being able to see if suspicious or emergency situations occur...again the high volume of request during the night on weekend presents an increasingly unsafe situation for station managers as well as the customers who enter them under the influence of alcohol and other mood altering substances...				
1109	7/27/14	Air conditioners at the following station kiosks are blowing warm/hot air: West Falls Church, Farragut West (both kiosks), Courthouse and McPherson Square (both kiosks). Failure numbers are on file however caller did not leave this information.	Worked with PLNT to reduce response time to kiosk air conditioner issues. PLNT has increased priority for kiosk AC repair.	Other	Voicemail	Environmental
1097	7/28/14	Employee stated while leaving Greenbelt yard, a contract employee came from behind the guard post and stepped into oncoming traffic in the direction of Sunnyside Ave. Employee stated that he almost struck the contractor and that a convex mirror should be installed so that drivers and persons can see vehicular movement and pedestrians movement that come from behind the building.	7/29/14-Visited site and found that a blind spot does exist. There is no cross walk present between the guard shack and the established parking area. A speed bump exists but does not effect traffic until it has passed the guardshack. Sent e-mail and photos to ██████████ of parking7/31/14-received call from Parking group ██████████ ██████████-a survey will be conducted this afternoon and a report will be submitted9/5/14-reveiwed survey results with DGMO PARK Traffic Engineer ██████████. Corrections and additions in progress-awaiting final report. 9/24/140Presented report to LSC for review. 10/1/14-discussed report with MCAP for funding 10/10/14-report provided to LSC/MCAP/Parking committee and RTRA/CMNT management for implementation	GREENBELT YARD	Face to Face	Vehicle - Other
1098	7/29/14	During non-revenue hours with GOTRS rights, is setting up a work area (within the GOTRS work limits, consisting of shunts, lanterns, and mats) a requirement?	I spoke with the employee, who voiced concern about the level of on track protection for ATC. We discussed TAW and the requirements for using this type of protection. I asked the employee to forward emails he had referenced during our conversation for my review. The employee called the nex day to indicate that he spoke with his supervisor and he is now comforatable with the level of on track protection and that her understood the proper use of TAW. He asked that I not persue this matter any furher.	ALEXANDRIA YARD	Self Service	Employee Personal Safety

Safety Hotline Narratives

March 2014 - April 15, 2015

Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
1099	7/31/14	██████████ called with a question: is the tower operator allowed to come out of the tower without a safety vest and leave the tower unattended? According to ██████████, this is not the first occurrence. He said other employees have been complaining as well. The tower operator is ██████████. ██████████ wants to remain anonymous.	8/5/14-Spoke to RTR ██████████ -tower interlocking operators may leave the tower for short periods of time. They will take a radio and contact the inspection office and terminal supervisor and let them know that they have left. Safety vests are only necessary if they will be entering the roadway of areas that require that item of PPE.This was also confirmed by midnight sghift tower interlocking employee 8/5/14 @ 1030am-updated ██████████ and he is satisfied with answer. He thought that they maybe harrasing the yard operators with unnecessary moves and checking on them. I let him know that some moves he may think are unnecessary, might be made to facilitate future needs. I also told him if he felt he was being harrassed to contact his supervisor or Civil Rights	GREENBELT YARD	Live Call	Facilities - Rail Yard
1100	7/31/14	More signs neede in Station	On 10/05/2014- RSO ██████████ visited the Smithsonian station and viewed the signage within the station. All signage appeared to be in place. None missing.	SMITHSONIAN STATION	Self Service	Patron Related
1101	8/3/14	I would like to suggest that in order to prevent customer slip and falls while entering the stations during inclement weather, the Authority would invest in floor mats similar to the ones that contractors use to advertise throughout the station. Making certain that the thin mats are gripper-like and absorbent to use at inside and outside platform stations such as Suitland station		Other	Self Service	Patron Related
1102	8/4/14	7/22/14 The a/c unit was reported to M.O.C. as inop. The failure # 11122257. 8/4/14 Until this day, the unit has not been inspected or fixed. This is the month of August, which means, we still have warm or even hot days ahead. let's not forget, we have alot of over weight employees, including myself! that have to battle this heat. I hope this email won't fall on deaf ears and something will be done!	8/5/14-Follow up with ██████████ HVAC Supervisor- Scaffolding required for condenser cleaning and freon service. Work to be on midnight on 8/6 or 8/7-follow-up to kiosk ██████████ -completed 45020. 8/18/14-follow up visit to kiosk-still no a/c 8/19/14-follow up e-mail to ██████████. 8/21/14-Repair completed . 9/2/14-folow up visit to ██████████ confirmed repair	SHAW-HOWARD UNIVERSITY STATION	Self Service	Employee Personal Safety
1103	8/4/14	Very poor radio communications between Train Operators and WFC tower to put in or lay up trains.		WEST FALLS CHURCH YARD	Self Service	Facilities - Rail Yard
1104	8/6/14	SAFE spoke with the Superintdents of Royal to let them know about enforcing smoking in designated areas.	Managment was instructed to enforce the Smoking Policy of the Authority	ROYAL STREET GARAGE	Self Service	Other
1108	8/6/14	██████████	Sent e-mail to ██████████ PLNT to investigate status of work	NATIONAL	Live Call	Environmental

Safety Hotline Narratives

March 2014 - April 15, 2015

Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		<p>Please note that I received a call today on Safety Hotline from a Station Manager at National Airport (wishes to remain anonymous). Caller stated that there is an infestation of spiders and spider webs at the station (kiosk, Ancillary Room, Escalators). He said employees are getting bit and this is very nasty and dangerous. They received a MOC ticket approx. 5 months ago, however, spiders still remain. There also is a complaint about the air conditioning not working in the kiosk (extremely hot and unbearable). PLNT was told about the hotness and they claimed they were aware of problem, but a/c still not fixed. The two complaints are a safety issue and need to be resolved ASAP.</p> <p>[REDACTED]</p>	order and follow up on bug issue.	AIRPORT STATION		
1105	8/7/14	Several of us are experiencing headaches and stuffiness as soon as we come into the building. The symptoms subside when we step outside for fresh air. We contacted plant and inquired about the last time the air ducts were cleaned and they told us, the air ducts are not cleaned to their knowledge. I would like for safety to have the ducts checked to see if it is time to have the dust, dirt, and debris removed from the ducts in this building.	SAFE [REDACTED] performed a site inspection on 8/19/2014 with [REDACTED]. A survey report was sent by email to [REDACTED] on 9/2/2014.	ALEXANDRIA SMNT BLDG	Self Service	Facilities - Rail Yard
1106	8/8/14	NO A.C. -FAILURE#1115-9755...mezz 64,Minnesota, AveI'M having headache it's so "Hot".....This is not safe for no one....		MINNESOTA AVENUE STATION	Self Service	Environmental
1107	8/8/14	I [REDACTED] A STATION MANAGER THAT'S OPEN UP MINNESOTA AVE. I HAVE TO BE IN A UNSAFE EVVIROMENT WORKING UNDER THESE CONDITION ,WITH A.C. ON IN THE KIOSK ...AS WELL STATION ON DAY'S WITH TEMP..AS HIGH 90 DEGRESS FOR TWO WEEKS NOW...I PLACE A WORK ORDER , WHICH THEY CAME OUT TO FIX THE A.C LAST FOR WHICH LAST 1 DAY...I REQUEST A PORTABLE A.C. UNTIL THIS SITUATION CAN BE ADDRESS...THE FAIURE# IS 111509755....THANKS		MINNESOTA AVENUE STATION	Self Service	Environmental

Safety Hotline Narratives

March 2014 - April 15, 2015

Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
1110	8/9/14	<p>Pigeon droppings. Pigeon droppings due to overhead conduits where pigeons are perching under tracks at the Largo Towne Center. This is an area where employees are parking their vehicles. The droppings are so heavy it is covering the pavement. Vehicles are then driven over the droppings, causing the excrement to be pulverised which then can become airborne. If inhaled, there are several types of infectious diseases that can be caused such as: Histoplasmosis (similar to tuberculosis) Candidiasis (fungus which can grow inside of lungs or eyes) Cryptococcosis (which can cause pulmonary disease). The overhead conduits, and mechanical lines should be netted so pigeons will not perch there.</p> <p>Thank You for Your Concern</p>		LARGO TOWN CENTER STATION	Self Service	Employee Personal Safety
1111	8/10/14	<p>Pole # 5 Kiss & Ride Lot /Not Working / 1115-0050 Date Opened: 8-3-2014 * Status: Still Open</p> <p>Pole # 5 Kiss & Ride Lot / Not Working / 1112-1242 Date Opened: 7-21-2014 * Satus: Closed 7-31-2014</p>	Followed up with [REDACTED] and visited the station. Pole #5 in Kiss & Ride lot has been repaired.	DEANWOOD STATION	Self Service	Environmental
1112	8/11/14	The escalator that is under repair at Ronald Reagan National Airport mezzanine 93 is vital to the customers gaining access to trains into Washington DC, Maryland and Virginia. When the escalators in the direction for Huntington and Franconia Springfield were under repair a train bridge was put in place for the customer's use. Currently the Station Managers are taking the hit for the inconvenience this is causing the customers. The airport is the very first impression for our international customers as well, (can't we find a better way in solving this issue) someone may get injured trying to carry a suitcase up the steps of the escalator.	Contacted [REDACTED] and [REDACTED] (ELES). Waiting for call backs. Attempting to determine the length of the escalator outage and if a reasonable alternative can be found. A passenger bridge was installed over the pocket track.	NATIONAL AIRPORT STATION	Self Service	Facilities - Escalator
1113	8/14/14	Female customer called to say she fell this morning at the bus stop at Southern Avenue and Suitland Road. She was riding the F14. She said there were "pellets or balls on the ground near the curb" that contributed.	The area was surveyed for objects that could cause slips, trips or falls. The area was clear of any items that would cause this.	Other	Live Call	Facilities - Bus Stops
1114	8/16/14	The PA system has not been fix since July 28 2014.I have put atleast five failure number on this and they have been closed and the problem is still here.I hope there wouldnot be an emergency in the station, and I have to need it also Central anouncement is not clear and you cannot understand what they are saying!	I again inspected L'Enfant to make sure the PA was working. Again, no issues found. I did a test with [REDACTED]. All working correctly.	L ENFANT PLAZA STATION (BOTTOM)	Self Service	Facilities - Rail Station
1115	8/16/14	I have only two escalator working and my number four escalator is desndng down and my number five escalator willnot run down		L ENFANT PLAZA	Self Service	Facilities - Escalator

Safety Hotline Narratives

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		with out cutting off.Hey say it would have to be CIP to run down that would be aleast six months.		STATION (BOTTOM)		
1117	8/19/14	MOC Asst Superintendent reported that he received a report of an odor at National Airport/Mezz 93 that is bothering employees' throat. Comm and Power have been notified.	Odor immediately dissipated. No other complaints. Item is closed as of 10-3-14.	NATIONAL AIRPORT STATION	Email	Environmental
1118	8/20/14	A report of a toxic odor that causing employees to feel light headed and nauseous in the kiosk at Cheverly Station. Failure #11181796 - please investigate.	SAFE ■ visited the station on 8/26/2014.	CHEVERLY STATION	Live Call	Environmental
1119	8/20/14	■■■■ reported that at 2pm today at Anacostia Officer ■■■■ tripped on a barrier that was blocking the emergency gate while he was running after a patron. ■■■■ reported that the barrier was placed there (by order of ■■■■) to help prevent patrons from entering/exiting. Please investigate.	Went to Anacostia on 8/20/2014 made contact with station manager ■■■■. She stated that the officer tripped over the gate on the previous shift. Sent Officer ■■■■ an email requesting a call to discuss the incident on 8/26/2014 @14:41. Made contact with Officer ■■■■, he stated that while persuing fare evader, he did trip but did not fall to the ground.	ANACOSTIA STATION	Live Call	Facilities - Rail Station
1121	8/20/14	Temperature is very high/air quality bad in station and kiosk.	SAFE ■ visited the site on 8/26/2014 and performed a basic indoor air quality assessment.	JUDICIARY SQUARE STATION	Live Call	Environmental
1121	8/20/14	Temperature is very high/air quality bad in station and kiosk.	SAFE ■ visited the site on 8/26/2014 and performed a basic indoor air quality assessment.	JUDY SQUARE	Live Call	Environmental
1120	8/21/14	hazardous air quality in Kiosk	SAFE ■ visited the station on 8/26/2014.	MINNESOTA AVENUE STATION	Self Service	Environmental
1122	8/21/14	It is very hot/no air in kiosk.	SAFE ■ visited the station on 8/26/2014.	NATIONAL AIRPORT STATION	Live Call	Environmental
1123	8/21/14	Supervisors/employees using cell phones/electronics while in shop/yard and not in designated areas.	issue was brought to the attention of the CMNT superintendent for review with his staff. The caller does not specify when this is happening (what shift) or parties in violation. We also don't know from the call if guilty party is someone from RTRA, CMNT, or any other department that shares space. But most activity in the building is from CMNT and the superintendent has been made aware of the call so that he may discuss this issue with his staff.	BRENTWOOD YARD	Self Service	Management
1124	8/21/14	THE CEILING IN THE KIOSK LEAKING WATER.THERE IS MOLD AND MILDEW ALL AROUND THE VENT.THEN THERE IS THE DANGER WITH ALL THE WATER BUILD-UP , OF THE CEILING	SAFE ■ visited the site on 8/7/14 and spoke with the Station Manager on duty. There is a continuing ceiling leak in center of the kiosk - they are apparently leaks from	BALLSTON STATION	Self Service	Employee Personal Safety

Safety Hotline Narratives

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		CAVING IN.	condensation because the ceiling insulation is missing or sparse above the ceiling and is allowing moisture to build up. PLNT has agreed to have the insulation replaced and issued a work order for it (#11156171). Upon inspection of the kiosk, there was no evidence of mold present. However, the leak needs to be fixed to prevent mold growth in the future. Air samples were taken and the air quality is fully acceptable and within recommended guidelines for carbon dioxide, carbon monoxide, temperature, and relative humidity. The results were communicated verbally with the Station Manager on duty.			
1125	8/21/14	CUSTER HARASSMENT AND PERSONAL SAFETY	<p>SAFE hand delivered hotline to MTPD at JGB.e-mail information Thanks. We will follow up and see if a report was taken, and if not we will take one. A police officer will be contacting [REDACTED] very soon.</p> <hr/> <p>From: S [REDACTED] Monday, August 25, 2014 16:30 To: [REDACTED]. Cc: [REDACTED]. Subject: Hotline - Customer Harassment and Personal Safety</p> <p>Good afternoon [REDACTED] [REDACTED],</p> <p>[REDACTED] works as Greenbelt Station Manager from 1705 through 0051 on Monday, August 25, 2014 with a lunch from 2215-2245 hours (Days Off are T/W).</p> <p>If you have any questions, please contact me.</p> <p>Thank you. 9/5-Follow up call with employee. TRANSIT had contacted employee and report was taken. Attempts had been made to monitor situation by Transit</p>	GREENBELT STATION	Self Service	Employee Personal Safety
1126	8/22/14	FOUL ORDER IN KIOSK, MAKING FEEL VERY SICK SOMEONE REALLY NEEDS TO CLEAN IT UP!! FAILURE NUMBER IS ON THIS PROBLEM AND KNOW ONE HAS FIX THIS PROBLEM, IVE CONTACT MY ADMINSTARTION ABOUT THIS PROBLEM FAILURE NUMBER IS 11181796. IT LOOKS LIKE ITS WAS WRITING UP ON 08/19/2014	SAFE [REDACTED] visited the station on 8/26/2014.	CHEVERLY STATION	Self Service	Environmental

Safety Hotline Narratives

March 2014 - April 15, 2015

Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
1127	8/23/14	During ATCS interlocking support on 8/23/2014 between 2 and 3am, ROCC operator, ROCC phone desk, ROCC [REDACTED], and ATCS [REDACTED] all pressured me to clamp switches without filling out a safety briefing form or conducting a briefing with my coworker. Now they are investigating me for refusing to obey an order.	10/23/14 Called and left VM for [REDACTED]. This issue has been resolved by ATC [REDACTED].	WEST FALLS CHURCH STATION	Self Service	Employee Personal Safety
1128	8/25/14	At 11:38am MOC received a report of cracked rail at Dunn Loring Station on track 1 at chain marker 682 + 10. ERT was dispatched to the location.	Call was placed on hotline in error. On Call safety officer received call from MOC and should have documented On Call log. Conditons has been resolved at this time.	DUNN LORING STATION	Live Call	Facilities - Rail Right of Way
1130	8/26/14	Escalator rehab is taking place at Shady Grove Station. When one train comes in and offloads, it doesn't get too crowded to go down the one small staircase. When two trains come in at the same time and offload together, the station becomes too crowded. She said she reported this several months ago and it looked like those in control were timing the arrivals. Last night was an issue. She requested that someone please follow up with her.	SAFE assign RSO, contact reporter, and observe real time platform video for further clarification. SAFE [REDACTED] conducted a site visit on August 29, 2014 at 1505. Safety Officer [REDACTED] did observe that all 3 escalators were in service. The Platforms were not crowed during this time frame. SAFE [REDACTED] conducted another site visit on September 3, 2014 an observed normal rush hour activities on the platform. The platform was not over crowed. SAFE [REDACTED] contacted [REDACTED] on September 4, 2014. [REDACTED] suggested that during the Rush Hour Time frame, two trains should not be allowed to enter the station at the same time. She believes that this is the cause of over crowed platform that could result in hazardous conditions for our customers using the escalators. SAFE [REDACTED] is stilllooking into to this complaint. Safe [REDACTED] final findings: All terminal Supervisors are instructed during peek revenue hours, to place additional staff at the steps to prevent possible congestion and abate any potential hazards i.e, slips, trips and falls. SAFE was informed by RTRA that the terminal Supevisors only delay trains from entering into the station only in emergency situations.	SHADY GROVE STATION	Live Call	Facilities - Rail Station
1131	8/31/14	It seems as if safety, may not be a safety concern for metro. For example,Smithsonian station ,which is a tourist station year round;along with some other stations. There is one Station Manager at these busy stations. Especially,during rush hour.Is it more necessary to have more personell visible for those involved in criminal,an terrorist activity to see ;or the Budget. Without safety,our passengers don't have a comfortable environment. Although it maybe overlooked at times Station Managers have overtime become trained observers. This is vital for daytoday operation of our system,that is public mass	Caller wishes to remain anonymous and no follow up. Concern forwarded to RTRA.	NEW CARROLLTON STATION	Self Service	Other

Safety Hotline Narratives

March 2014 - April 15, 2015

Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		transportation. With that said Station Managers are first responders to all matters in a Station. With one person working in A HIGH VOLUME Station, safety can become neutralized. This leaves for burnt out, stressed out workers; being overwhelmed by busy stations. Safety starts with Station Managers because we outnumber police. As we see more from our day to day routines. Please reassure that Stations are properly staffed with Station Managers for prevention of major incidents that could go wrong. Safety First				
1132	9/1/14	<p>I opened a failure for mezz #80 (greenbelt) Failure # 11208473. This is my 3rd time opening a failuer for the same matter (Flies nest & nasty flies in the kiosik). I was told this kiosk had the same problem last year yet nothing has been done. I've gone to my super intendent and asst. super intendent about the unsafe and unhealthy conditions and was assured that somet hing would be done. That was months ago.</p> <p>The kiosk still has a ton of mold hanging from the vents which blows in the air and has the entire kiosk smelling of mildew. These conditions are unhealthy and unsanitary. You have fly eggs hatching in holes under the flooring (which someone came adn stuffed with brillo) and fungus hanging from the vents, missing light fixtures & molded insulation fibers (which probaly contain fiber glass) hanging out of the ceiling.</p> <p>I was told months ago by MOC that this was a health and environmental issue and that the ceiling would be removed so that they could replace the insulation and get rid of the mold. That has yet to happen. They had a costodian whipe the vents with a soapy cloth and close out the failure, which I had to reopen.</p> <p>These conditions caused me to be out of work for nearly 2 weeks with an eye infection. I have pictures of these conditions that I can provide upon request. Power also came about 3 months ago and took pictures. They took their hands and pushed the moldy insulation back and closed out the failure, which i had to again open.</p> <p>This kiosk needs major attention and i am trying to go threw the proper chain of commands, but still the conditions stay the same.</p> <p>I would also like power to address the failures I opened on the relamping for the platform edge lights.. mailnly track 2. track two has maybe 6 out of 18-20 working flashing red warning lights. and the mezz and tunnel area that I have to walk every night at closing needs to be re-lamped. the station/mezz collectively has over 20</p>	<p>9/2/14-spoke to ██████████-PLNT supervisor-he will assess cleenliness of kiosk and vents and have them addressed.</p> <p>9/3/14-visit to station confirmed that kiosk had been cleaned. Instructed PLNT custodian to call in work order to have filter replaced. Performed lighting assessment and found w/o 11172363 open for mezzanine globe lights-6 out, found 7 ceiling lights out in tunnel area-had station manager ██████████ open w/o 11215957, the lighting in both of these arfeas is sufficient and no safety issue exists. Checked platform edge light and saw that every third light worked. Ciruit/wire work needs to be done and requires track rights. w/o 11177336 is open for repair. spoke to area manager ██████████ and a priority for repair is in place</p> <p>9/4/14-all tunnel lighting is repaired. ██████████ POWER supervisor stated that lift is required for lights on mezzanine and track rights for platform lighting are requested. 9/5/14-follow up call to employee with concern to update on status of repairs</p>	GREENBELT STATION	Self Service	Environmental

Safety Hotline Narratives

March 2014 - April 15, 2015

Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		dead lights. A big safety concern being taht most nights I an walking and closing this staion by myself without transit to assist. another safety concern that I've sent to safety/transit.(customer harrasment in the sation when closing)				
1133	9/1/14	Recently, there have been strong winds blowing on the platforms at the Forest Glen Station Mezz 132. The winds have been severe enough at times to cause customers and their belongings to be tossed about and inhibit elevator movement. On Mon. Sept. 01, 2014, a customer reported that the winds nearly blew her on to the roadway as well as her belongings. The customer uses a walker. I have consistently reported this problem to all appropriate departments. Personnel at ROIC - [REDACTED] have not been professional in their handling of the incident reports, at one time being argumentative when the incident was being reported. All my CCTV monitors are out and I cannot monitor the platforms correctly. This is a serious safety issue.	SO visited Forest Glen station to investigate. Winds are result of trains coming and into the station. Winds feel stronger for trains arriving on track 2. During observation i did not notice winds so severe as to cause problems for customers. Also followed up on report of defective CCTV. The issue is currently being looked at by IT and Comm. Spoke with [REDACTED] from comm on 9/10 who reported IT would address issue. Station manager [REDACTED] also spoke with [REDACTED] on 9/15 and she was also informed that IT/Comm were looking to resolve the issue and awaiting parts. Spoke with supervisor [REDACTED] in ESS and their crew is aware. [REDACTED] was on scene 9/16 following up. as of October all CCTV screens are working.	FOREST GLEN STATION	Self Service	Facilities - Rail Station
1134	9/2/14	Extremely very hot in kiosk and station. AC is circulating but is hot; fans are blowing hot air. Please come out today. NOTE: Safety Officer [REDACTED] was mentioned by caller for coming out last week. The day [REDACTED] arrived was a very cool day so he did not get the full effect of hot conditions.	Safety officer [REDACTED] follow- up with a visit on 9-8- 14 and was informed by the station manager that the AC was working find in the Kiosk.	NATIONAL AIRPORT STATION	Live Call	Environmental
1135	9/3/14	Hyattsville is in a "boil water" alert. Should CTF be under that alert. Should they get some other water source like bottled water?	EMIH, Emergency Management and PLNT placed signage on all bathrooms and alerted all affected facilities in the region. Emergency Management made available limited quantities of bottled water. PLNT ordered additional bottled water for distribution.	CARMEN TURNER FACILITY	Live Call	Environmental
1136	9/7/14	My concern is the lighting at Capitol Heights sta.the lighting is very poor and dim it is easy to be robbed at a station with poor lighting.	Lights have been repaired at this station. Open WO for the few pylons that are still out. Spoke with SM [REDACTED] who does not have a concern about lighting but is following up on the open WO.	CAPITOL HEIGHTS STATION	Self Service	Employee Personal Safety
1137	9/11/14	Mice in the KIOSK	Safety Officer [REDACTED] conducted a site visit on September 16, 2014 1230 hrs at Bethesda Station. I spoke with Station Manager and he informed me that the kiosk is infested with mice. Safe [REDACTED] did not observe any mice during my site visit. I called [REDACTED] (PLNT) and she dispatced	BETHESDA STATION	Self Service	Employee Personal Safety

Safety Hotline Narratives

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
			ABB Exterminators to set traps and hopefully eradicate the mice. The company showed up at 13 35.			
1138	9/13/14	TRST employees have left flagging lanterns scattered on the rail yard ballast. This could create a potential hazard if weather obstructs them from view of employees.	E-mail to employee for additional information. 9/20/14 - spoke to employee. Lanterns were found in storage track area beginning on 9/1/14 and wwere removed by CMNT personnel over the next few days. Investigation revealed that lanterns were left over from MCAP work performed weekend of 8/30 to 8/31/14.	GREENBELT YARD	Self Service	Facilities - Rail Yard
1139	9/14/14	on Track 2 CM 408+00, train sways hard to the right when you come from concrete structure to ballast track. I have reported this prior but the roadway continues to have the same problem. When you operate through this area at 40 mph, it appears customers standing are being shifted violently. There is no kink in the rail, but I believe that the rail ties are moving under the movement of the train in this area. Probally need to have someone do a riding inspection at speed to understand what I speaking of.	Track Inspection Supervisor and Line Maintenance Manager [REDACTED] conducted a field inspection and found what is classified as a surface defect. This defect is a welded joint that is not entirely smooth, but posses no hazard to the operation of revenue sevice. This defect has been noted and the weld will be ground flush with the surface of the running rail. This will take place the next time track maintenance is working in the area of C2 408+00.	NATIONAL AIRPORT STATION	Self Service	Facilities - Rail Right of Way
1140	9/15/14	Special Police Officer [REDACTED] reported that on the evening shift (2pm - 2am) cleaner shifters are not showing their IDs and they are speeding.	Several lidar checks were performed at the Four mile entrance and no speed violations were observed.The identification issues that was reported was not observed either. The SPO officer that filed the safety concern has made the same complaint numerous times and no violations of any kind were observed.	FOUR MILE RUN GARAGE	Live Call	Violations
1141	9/15/14	west side of station, walkway into kiss & ride lot, in ground electrical box cover damaged - tripping hazard.		TWINBROOK STATION	Self Service	Facilities - Other
1142	9/16/14	About 40-50 feet from Rhode Island Avenue there is a traffic sign on the right side of the exit roadway showing that there are two lanes turning right; the traffic pattern on the ground shows only one lane turning right. This situation is dangerous mainly for buses turning right at the traffic light because vehicles will be making the right turn alongside buses.	I went out to the station. there are two arrows on the ground that matches the signage that is posted. The right turn is not the issue; making a left turn onto Rhode Island Avenue NE is the issue. The drivers are using the straight only lane that takes you pass Muscatello's to make a left turn onto Rhode Island Avenue NE. that compramis the curbside of the Metrobus. I talked to four operators and reminded them to use good judgement and observations when making their left hand turn. DCPD need to cite drivers for failure to obey traffic laws.	RHODE ISLAND AVENUE STATION	Self Service	Facilities - Rail Station

Safety Hotline Narratives

March 2014 - April 15, 2015

Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
1143	9/16/14	I submitted a safety issue yesterday, I took this attached photo to help you out. thank you [REDACTED].	Safety [REDACTED] conducted a site visit on September 17, 2014 at 11:30 hrs. On the west side walk at twinbrook station, I notice a small crack about 3 inches in concrete and a small hole about 6 inches on the manhole cover board. I contacted MOC along with station manager and got failure # 11241425. I advised the station manager to keep the orange cone over the cover board to avoid a possible tripping hazard. Safe did observed customers avoiding the orange cone.	TWINBROOK STATION	Self Service	Facilities - Other
1144	9/17/14	Superintendent of structure department has workers taking equipment down csx tracks, walking down csx tracks, and crossing csx tracks illegally with no csx escort.	TRST provided documents with procedures for crossing CSX tracks using flagging protection. CSX also informed of crossing of storage tracks. See attached documents.	CHEVERLY STATION	Self Service	Violations
1145	9/17/14	Poor radio communication at D99 (NC yard). This has been an ongoing issue for several years now and is to blame for equipment being struck in the past. Also numerous complaints have been made to communications division with no solutions being offered. The problem exist with handheld and vehicle mounted radios alike.	COMM supervisor reported two techs tested both analog and digital communication behind the signal both handheld to handheld and handheld to tower. No issues found. Updated caller.	NEW CARROLLTON YARD	Self Service	Employee Personal Safety
1146	9/19/14	In the Mens Room in Room A-205 at 195 Telegraph Road, the Urinals do not flush completely. This is not really a major safety concern, but could become a problem if the Urinals become too full, and flow over onto the floor. The urinals in A-205 have not flushed well for a while.	I spoke with [REDACTED] about the restroom at Telegraph Rd. He was unaware that he could call MOC and open a repair ticket. [REDACTED] is going to call for repairs.	TELEGRAPH RD-SMNT	Self Service	Facilities - Other
1148	9/25/14	Bua Operator [REDACTED] reported that between 1:15pm and 1:30pm a WMATA employee began spraying an unknown substance in eating area/breakroom while employees were eating. At the time of this call no supervisor had been notified.	The exterminator came in the break area, sprayed while the operators were eating. Talk with Acting Superintendent [REDACTED] about the problem he stated, he would inform the exterminator and PLNT dept. not to have the exterminator to come to mid-day to avoid this problem. Also spoke with Operator [REDACTED], and informed him of my finding, and informed him if for some reason this occurred again, to contact his Supervisor, and or Mechanical Supervisor.	MONTGOMERY BUS GARAGE	Live Call	Environmental
1149	9/30/14	[REDACTED] reported that on yesterday he witnessed two employees driving while on cell phones at CTF in the morning and Landover in the evening. He approached both individuals and was told that they were not aware of an electronic device policy.	No further info available by [REDACTED]	CARMEN TURNER FACILITY	Live Call	Violations
1150	10/2/14	An elevator/escalator tech reported that there is a strong chemical odor in the back rooms at Braddock Road Station.	Visited site and talked to ELES (Tim). PLNT is doing HVAC work in C108 Mechanical Room. there is no airflow/ventilation in the Mech Room, causing the odors to	BRADDOCK ROAD STATION	Live Call	Environmental

Safety Hotline Narratives

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
			accumulate. I will investigate what PLNT is doing, how long they will be doing it, and what chemicals they are using. E-mailed [REDACTED] 10-3-14 to find out work being done and schedule.			
1151	10/2/14	Caller reported that at West Falls Church the supervisors are not performing the quality check for the new braske disk changing procedure.	Contacted WFC [REDACTED] (10/28/14@1335) to inform him of this report. The caller did not provide times or dates for when the issue is occurring. [REDACTED] was advised to discuss this issue with his management team and address any concerns that may arise if in fact the issue reported is accurate.	WEST FALLS CHURCH YARD	Live Call	Violations
1152	10/6/14	<p>Sent from my iPhone</p> <p>Begin forwarded message:</p> <p>From: [REDACTED]</p> <p>Date: October 6, 2014 at 1:10:30 PM EDT</p> <p>To: [REDACTED]</p> <p>Cc: [REDACTED] ></p> <p>Subject: RE: Renovation Work at the Revenue Collection Facility -- Alexandria Yard</p> <p>[REDACTED]</p> <p>Thank you.</p> <p>Curtis – the original complaint and the information provided by [REDACTED] should be entered in the SMS Safety Hotline module. If need be, please work with [REDACTED] to have entered.</p> <p>Thank you, Jim</p> <p>Jim Dougherty 202.962.2297</p> <p>COMMITTED TO SAFETY Think Safety, Work Safely Always</p> <p>From: [REDACTED]</p> <p>[REDACTED]</p> <p>Alexandria Yard</p>	TRES stopped renovation work that would disturb suspect ACM. EMIH collected floor tile samples and submitted results to TRES. TRES prepared Scope of Work and issued contract modification for licensed asbestos abatement firm to remove ACM -- abatement work was completed 02/16/15. EMIH met with TRES and VA OSHA inspector -- WMATA did not receive a citation. EMIH collected air samples (PCM & TEM).	ALEXANDRIA YARD	Email	Environmental

Safety Hotline Narratives

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		<p>█:</p> <p>It is my understanding that you (SAFE) received a confidential call from someone concerned that there was asbestos being removed from the revenue collection facility at the Alexandria Rail Yard. Based on the most recent asbestos inspection the following materials are either known to contain asbestos or are assumed to contain asbestos. The inspection report is on the EMIH web page.</p> <p>Revenue Collection Facility 12"X12" Tan with White Streaks Floor Tile RCB-15 965 Square Feet Sampled Pipe Flange Gaskets RCB-37 15 Each Assumed Ceiling Plaster RCB-38 125 Square Feet Assumed Fire Door Interiors RCB-39 150 Each Assumed</p> <p>Based on the sample results the 12"X12" Tan with White Streaks Floor Tile RCB-15 contains 2% Chrysotile which makes this confirmed asbestos containing material (ACM).</p> <p>However, ACM floor tile is considered a non-friable material and as such can remain in place and in use as long as it is undamaged.</p> <p>The revenue collection facility is currently undergoing renovation work which includes work in areas that contain known or suspected ACM. The Contractor and Project Manager have been in contact with EMIH when it was discovered that beneath one of the layers of floor tile is an additional layer of tile. This will require a determination as to its ACM content.</p> <p>The Contractor and/or the Project Manager should be providing asbestos awareness for individuals involved in the renovation or those who may be affected by the renovation. I like to explain to those who are worried regarding floor tile (especially if they attended public school prior to 1989) they most likely walked many years on asbestos containing floor tile without exposure.</p> <p>EMIH is aware of the general construction activities at the RCF and is working with the contractor to remove the ACM. The WMATA project manager is █</p>				

Safety Hotline Narratives

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
1158	10/22/14	Station Manager at Congress Heights reported that the lights on west escalators 1, 2 & 3 at L'Enfant Plaza/Mezz 56 (going to food court) rarely work. Failure tickets have been placed on problem and a fix is done, however the lights go out. He believes there may be a shortage.		L ENFANT PLAZA STATION (BOTTOM)	Live Call	Facilities - Escalator
1159	10/23/14	based on the fact that many coworkers come from some of the areas affected by EBOLA, as some of these coworkers go to visit thier families in these areas or sorrounding areas, how do we as coworkers protect ourselves during what could be an incubation period of this deadly virus?	Responded to [REDACTED] via email with attached email.	Other	Self Service	Employee Personal Safety
1160	10/23/14	B09 T/B, the first step leading up to T/B from track level floor is broke on one side and unlevel. The T/B is a story and 1/2 up the metal steps. Are any other steps about to break like the first one did already and if that happens someone may fall to be injured or even come in contact with third rail. I've made this problem known with no results for quite some time.	contacted caller for more information. need to know if a failure number has been called in so far as caller states issue has been reported but no number is provided. awaiting call from [REDACTED]	FOREST GLEN STATION	Self Service	Employee Personal Safety
1161	10/23/14	Damaged station pylon pole sidgn, on side walk. Located On 7th St. At Indiana Ave. southbound.	On 10/27/14 RSO [REDACTED] went to investigate. Station Manager had called in and reported to MOC. They issued a failure #11318945. Station Managers placed cones infront of pylon as an immediate mitigation. 10/28/2014 RSO [REDACTED] made an attempt to contact [REDACTED], message was left. RSO [REDACTED] also went back to Archives and found that Duct tape was placed around the pylon as a mitigation. RSO [REDACTED] went to Archives on 11/12/2014 and verified that signs have been fixed as designed.	ARCHIVES STATION	Self Service	Facilities - Other
1162	10/23/14	Labor relations employee reported that employee alleges his supervisor purposely tried to electrocute him.	15:03 - Notified [REDACTED] and requested incident statements and Manager report for the incident reported.	Other	Email	Employee Personal Safety
1163	10/24/14	nO LIQUID ANTI BACTERIA SOAP OR HE HOLDERS TO PUT IT IN STATIONS OF SHADY GROVE.	Email sent to call reporter on 10/28/14 to obtain additional necessary information regarding the hotline request. The email requested information on whether there is a need for antibacterial soap in the bathrooms at the Station or hand sanitizer in the Station kiosk. Email response from caller received on 11/10/14. EMIH contacted PLNT on 12/3 regarding this issue. PLNT/GMAC will be completing the follow-up actions on this hotline item. EMIH followed up with the caller on 12/3 regarding follow-up actions.	SHADY GROVE STATION	Self Service	Facilities - Rail Station
1164	10/24/14	lackof power in circuits in custodian ancillary rooms . theres no way		MINNESOTA	Self	Other

Safety Hotline Narratives

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		possible to heat up food from microwave,refrigerator to keep food at decent room temperature not working. AN OTHER MISCELLANEOUS THINGS LACK OF POWER CAUSES		AVENUE STATION	Service	
1165	10/24/14	Caller reported that the lights near bus area have been out for at least one week. No trouble found		VIENNA STATION	Live Call	Facilities - Other
1166	10/29/14	we have no heat or air ,we have no moving air in the kiosk	Sent complainant an e-mail on 10/30/14 requesting more information re: work ticket submittal. No response received as of 12/2/14.	METRO CENTER STATION (BOTTOM)	Self Service	Environmental
1167	10/29/14	The Hunting platform on the inside platform where the pocket track is, there are alot of concrete broken from the underneath part of the inside platform. These areas look like they need support like the other parts areas are being supported.	Contacted [REDACTED], [REDACTED] [REDACTED]. The engineering reports have been pulled and are being evaluated. [REDACTED] t of structures has instructed his department to work in conjunction with IRPG to carrect any deficiencies noted on the engineering reports.	NATIONAL AIRPORT STATION	Self Service	Facilities - Rail Station
1168	10/30/14	I was assigned to support ORION at the bus facility recently & met & spoke with employees of sub-contractor INTELLECT, who informed me that they as subcontractors, never have escorts while working at T10, or any other bus garage under their current contract.	Spoke with Montgomery Division mechanical. [REDACTED], and [REDACTED]. I was informed that vendors who come to complete warranty work on metro bus , check in at the mechanical office and sign the sign in / sign out worksheet that is monitor by clerk and Supv.	MONTGOMERY BUS GARAGE	Self Service	Facilities - Bus Yard
1169	11/2/14	the barricade in front of the kiosk were the waterleak from ceiling,is a major safety concern. It's in a area were a lot of traffic is involved,for customer's.Especially,for those with disability's for sight.Some of these people use their walking sticks as a lead. this barricade easily be a tripping hazard for these patrons,because their not expecting that kind of barricade to be right in the middle of mezz. area like that.		CAPITOL SOUTH STATION	Self Service	Facilities - Rail Station
1170	11/4/14	noticed a rail attachment missing/disconnected	Checked track at National. Unable to locate loose fastener. Will notify track inspection.	NATIONAL AIRPORT STATION	Self Service	Facilities - Rail Station
1171	11/5/14	the crosswalk at ctf. the one out front where you go into the door for training and where the atm is located. I have almost been hit a few times because 5 out of 10 cars don't stop al the crosswalk. the transit police were here a few months ago and gave out 8 warnings. I am the person that told the police officer in the lunch room the day before he wrote the tickets. the same people that didn't stop before are the same ones not stopping now and a few more. I sit and watch every day before I come in. its going to		CARMEN TURNER FACILITY	Self Service	Violations

Safety Hotline Narratives

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		happen where someone really gets hurt. they also park there cars in the spot on the corner where the crosswalk is and it clearly states no parking with an x lines. please set it up and write some real tickets. thanks.				
1172	11/7/14	██████████ called to report a near miss. The information he gave is as follows: at C15/Huntington substation on October 22, 2014 at approximately 1:30 am ██████████ was shocked by station platform edge light/lighting system. The current went up his right arm, torso, private parts and knee. Before beginning the work, the RWIC told staff at the safety briefing the the sockets were dead/power was not activated. ██████████ reported the incident to his supervisor on his next shift (10pm-6am on October 22, 2014). NOTE: there was another worker approximately 10-20 feet away. ██████████ requests to be contacted immediately.		HUNTINGTON STATION	Live Call	Employee Personal Safety
1173	11/9/14	Door handle on room #116 removed.	fixed by PLNT personnel as a result of failure number called in for another room.	NEW YORK AVENUE STATION	Self Service	Facilities - Rail Station
1174	11/9/14	it's absolutely impossible to monitor the station when you have cameras that are'nt showing you the platforms in a station.This is a serious safety issue.considering the heightened terrorist alerts recently. Stations managers aside from police officer's are one of the biggest deterrants from committing various crimes in the system. Station Managers are using professional observations of there station,mostly the entire shifts. The cameras are a key tool needed to proficiently monitor the stations. You can't alert or notify anyone to anything you can't see. Elevator patrons cannot be monitored either,no video.it's a great liability. Instead of trying to watch employees the focus should be on the general public.Because i dont see most of my co-workers as threats.We can't be choicy when it comes to safety.		POTOMAC AVENUE STATION	Self Service	Facilities - Rail Station
1175	11/9/14	Mezz #109 Entrance door middle section door handle needs replacement in violation of security and safety. failure # 11336843.		NEW YORK AVENUE STATION	Self Service	Facilities - Rail Station
1176	11/11/14	2 escalators running up and only 1 running down in the AM? More people heading down town. customers will get hurt cramming into one escalator. at least turn 3rd one off at bare minimum.	11/14/14 No action taken. Issue was discussed with ██████████ superintendent. The units are run in the current configuration due to constraints with existing equipment; units easily go out of service if reversed and it is preferred	GLENMONT STATION	Self Service	Other

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			to keep units running up so as to facilitate egress and avoid major customer backups in the event of an emergency requiring customers to exit. ██████████ in RTRA station operations was also contacted for feedback. Awaiting reply from ██████████. ██████████ informed me that while it may pose an inconvenience, the current set up is required and ensures the safest possible arrangement for customer flow. Also, note that due to scheduled work at Glenmont, this is now the only possible escalator configuration.			
1177	11/11/14	THE PAST 6-8 WEEKS, I HAVE OBSERVED ALL OF OUR TRAIN OPERATORS IN THE YARD & ON MAINLINE ARE TURNING OFF ONE OF THE TWO CIRCUIT BREAKER ON ON THE BD PANEL FOR THE CAB LIGHTS, WHICH CAUSES THE TRAIN CAR TO BE CONFIGURED OR RIDING WITH 50% OF THE CARS LIGHTS ON AT ALL TIMES, IN THE LEAD CAR ONLY. MEAN WHILE THEY HAVE A TOGGLE SWITCH, ON THE RH OVERHEAD PANEL TO TURN OFF THIER TWO CAB LIGHTS IN THIER AREA.OF OPERATION. THIS A PASSENGER SAFETY ISSUE AND INCONVIENANCE TO OUR READING PAYING PASSENGERS. IN ADDITION TO THIS I FIND THE VMS & CCTV TURNED OFF AS WELL. I WOULD LIKE TO SEE THIS EVERYDAY PRACTICE STOPPED AND NOTE SOMEONE HAS GIVEN THEM THE OK TO DO THIS, DUE TO SOME GLARE FROM A LIGHT BEHIND THEM. AT LEAST THAT IS WHAT I WAS TOLD. WHEN I ASKED THEM WHY ARE THEY DOING THIS ROUTINELY. WITH THAT SAID I RECOMMEND WE SAFETY SEAL THESE CIRCUIT BREAKERS FROM BEING TURNED OFF.	Confirmed the following EMI`s for securing of VMS circuit breaker with seals and bars-EMI 150100-6k, 160221-5k, 180390-2/3k-currently in progress. Also confirmed that other locations are also finding circuit breakers for VMS and CCTV down, Lighting issue appears to be centered on ORG line Contacted ██████████ on 11/20/14 and gave update. 11/20/14-Spoke to CMNT ██████████-CMNT will submit Engineering Request to have CCTV circuit breakers sealed and barred. 11/26/14-received word from CENV project engineer ██████████ that he would discuss issue with MTPD and Contractor. 12/12/14received message from ██████████. ██████████-it is approved. Change will be made to install bar and seal on CCTV circuit breaker-estimate on time to start is Feb. 2015. call to caller fore update, went unanswered and unreturned. E mail sent on 12/29/14	Other	Self Service	Patron Related
1178	11/11/14	Exposed power wires behind the Smartrip Ticket Dispensing Machines.		FARRAGUT NORTH STATION	Self Service	Facilities - Rail Station
1179	11/12/14	On a daily basis during the am rush, Elevator #6 has been trapping customers while descending by jerking first and descending very slowly. Each time a failure # is given, this elevator has been put back in service. This elevator needs to remain out of service until the problem has been corrected.		FOREST GLEN STATION	Self Service	Facilities - Elevator
1188	11/12/14	ATC Supervisor called ██████████ about an issue with a few employees not wanting to remove items from the ground adjacent to the Train Control Room due to the items having urine on them.	11/13/2014-Met with ATC ██████████, ██████████, Union Shop Steward and the three (3) employees that refused to remove the items. ██████████ provided the Supervisor with a copy of the Bloodborne Pathogens Exposure Control	BRANCH AVENUE YARD	Live Call	Facilities - Rail Yard

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			Program and notified the ATC Supervisor as well as the employees that they must be trained in Bloodborne Pathogens as well as renew their training annually prior to moving any items soiled with bodily fluids. 11-25-14- Met with ATC [REDACTED] to discuss the incident. [REDACTED] stated that the ATC has not drafted a memo/lessons learned to address the issue with all employees. He stated that presently; the ATC Supervisors will be addressing the issue in their toolbox safety talks until a document can be drafted.			
1180	11/15/14	ROTTEN INFESTATION IN THE HUNTINGTON BLOCK HOUSE. I AM VERY AFRAID OF MICE, EVERY TIME I SIT AT THE DESK THERE IS ROTTENS RUNNING AROUND ON TOP OF THE DESK AND AROUND MY FEET.	A maintenance ticket was opened on this item two days prior to the hotline call. Extermination services will service the blockhouse. I will follow up next week o ensure that the mice have left.	HUNTINGTON STATION	Self Service	Facilities - Rail Station
1181	11/18/14	Snow duty plan. Please see attachment	11/24/14-contacted [REDACTED]. Informed [REDACTED] that the WMATA Severe weather plan covers plans for response and recovery actions. PLNT must send essential employees to various different locations during these events. Managers must make these deployments to the locations in their assigned areas, using the personnel assigned to those areas during the PICK. He remains unhappy with this conclusion as he said it is unfair that he as a low seniority employee, must go past other WMATA locations to report to work during inclement weather, even though, he is not assigned to work at these locations	GREENBELT YARD	Self Service	Employee Personal Safety
1182	11/19/14	Report of Flatcars being observed with severe flatspots due to the possibility of cars being dragged with brakes applied. This can cause considerable damage to wheels, rail and the possibility of derailment through switch areas due to flat conditions. This hazard has been identified on several cars from North Region (Shady Grove). Email: Flatcars F522, 530 all located in the north region have suffered condemnable flat spots on their wheels apparently from being dragged with the hand brake applied, this started this last weekend and has continued today. PM41 was written up last night for a transmission issue (see attached) this unit was coupled to F518 and has it's rear brake shoes (hand brake end) worn past their limits, recent wear, therefore enabling the wheels to rotate, this flat is out of service. No problems were found on the traction circuit of PM41. F522 is at Greenbelt and F530 is on the Status Report for transport,		SHADY GROVE YARD	Email	Vehicle - Rail

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		F518 will have brakes put on at Shady Grove.				
1183	11/21/14	Contrary to existing procedures, Emergency calls for should be routed from field Personnel directly to 911. Crucial minutes are wasted when call is routed to ROCC first when new technologies offer expedient mobile service from field personnel. Caller further stated that once initial call to 911 is initiated, all callers to 911 must secondly contact ROIC who will in turn make a call to 911 to ensure that calls have been received and emergency services are being properly routed.	Discussions with ROCC Management.	Other	Live Call	Other
1184	11/21/14	In our Ancillary Room there's a Drain Cover on the Floor that is damaged, leaving a hole in the floor, which potentially can cause serious injury to whom ever steps into it. MOC has been notified a failure # was assigned,(11367756). As of date no one has addressed this issue. I feel its just a matter of time before someone gets hurt.	Spoke with ██████████ to get more info. Will follow up with MOC and responsible shop. Drain cover was installed on 12/2. Followed up with ██████████.	CHEVERLY STATION	Self Service	Facilities - Rail Station
1185	11/25/14	During work zone setup on both tracks at C97, OCC operator continually pressured me as RWIC to speed up the work zone set up. After continuous reassurances to him that I was working as quickly and safely as possible (in rain conditions), the operator threatened an incident on me if, after work zone was set up, the contractors and workers in our gang were not clear of the tracks by 4am. The operator kept telling me that I was unsure if I could complete the job by 4am, but I continued to relate that I did not say I was unsure, but, rather, could not predict what would occur during the job. I followed all RWP procedures and even found an area where the third rail had not been taken down. I also informed the operator about the complexity of setting up a work zone at C97, a junction of the C and J lines. The work assignment was given to me at 11:30 pm and I was told to be the RWIC without further clarification of the work involved and to be at the work site by 0030 hours, but was, even so, able to find the relevant documents including third rail connections and track layouts. During the work zone setup, OCC was aware of Structures workers who needed to inspect a joint in our work area. Then OCC continued to ask throughout the setup if I knew to be clear by 4am, and I kept confirming it with them. Eventually they told me to call my supervisor and tell him I was unsure about clearing by 4am, when I had never said that. After I called my supervisor, the OCC operator cleared me from the tracks.	This issue has been resolved by ██████████	C AND J JUNCTION	Self Service	Management

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1186	11/27/14	Approximately 3-5 times a week, the railcar lift at New Carrollton SI& shop, track 20 north, goes in to a lockout/fault mode. Each time, a car maintenance supervisor or designee resets the lockout without addressing the cause of the problem with the lift. Additionally, the lift makes loud metal-to-metal scraping noises as its operated, particularly on the down cycle. Please be sure to keep this report anonymous.	Lift repaired by Equipment maintenance. Damaged beams were straightened by machine shop. Lift operates up and down without any scraping or noise. I've permitted it's return to service along with the concurrence of the Supt. Left a v/m for ██████████ notifying him of the fact. No follow-up needed.	NEW CARROLLTON YARD	Self Service	Facilities - Rail Yard
1187	12/2/14	lights at the Vienna metro on the south side parking garage - called this in about 3 weeks ago and it seems some different lights have come on but there are about 6 new street lights out and approx. 35 lights in the section hoods from the metro station to the south parking garage		VIENNA STATION	Self Service	Employee Personal Safety
1189	12/3/14	Im not seeing the custodian in the morning not pulling her trash bathrooms are unsanitary . She hardly comes to this station and do any work.	Checked restrooms at Van Dorn Station. No unsanitary conditions were found.	VAN DORN STATION	Self Service	Environmental
1190	12/7/14	Wet Floor Signs falling onto wayside.	12/11/14-spoke to RTRA ██████████ -station managers take an active role in ensuring that proper signage is in place during inclement weather to protect employees and passengers from slips/falls. Every effort is made to keep these items out of the roadway. Exterior stations are also subject to high winds as well as the possibility of vandalism. I will also discuss with PLNT-Cust/services.12/29/14-Spoke to ██████████ and asked that she address this issue with the PLNT ASC during their next meeting. 1/12/15-Per ██████████ PLNT stated that weights for signs are cones are available, however employees are not using them	Other	Self Service	Other
1191	12/8/14	The light pole bulb is hanging on the corner of 5th and G street NW. This may be a DC government issue, may need to contact them on this matter.	I received this concern on 12/10. I had already called this in to the DC 311 line on 12/9. The light has been fixed - it was fixed today, 12/11.	JACKSON GRAHAM BUILDING	Self Service	Employee Personal Safety
1193	12/11/14	It was brought to my attention that two trains can be on the same line at the same time with the same train ID number. Example - train ID 103 is not yet off of the line, but a new train with ID 103 is started on the opposite track. These two trains will have to pass each other on the line and there could be an issue with communication or if an emergency situation was to occur. The person reporting it to me asked if it was something the Safety department could look into.		Other	Self Service	Vehicle - Rail
1194	12/12/14	I observed an African American male driving Vehicle #21433 (White	The Department assigned Vehicle #21433 was notified of	Other	Self	Vehicle -

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		Ford Escape) driving extremely (dangerously) slowly (at or below 25 mph) on the exit ramp from Rte. 50 East onto Rte. 410 towards Pennsy Drive. I was behind him and passed him on the left. While passing him, he was looking down between his legs, not looking where he was going. This slow speed proceeded all the way to Pennsy Drive, where he turned right. The date was today, Dec. 12th 2014 at 9:50 am.	this concern . There was no violation of traffic laws and no other conditions that could be verified.		Service	Other
1195	12/12/14	There is a supervisor in the ELES department on the warehouse side. By storeroom 320 walking around without the proper footwear an has a medical issued boot on		CARMEN TURNER FACILITY	Self Service	Management
1197	12/16/14	I work at Metro Center. I was told by the custodian that there are no paper towels for the bathrooms within the system. That's not safe or sanitary.		METRO CENTER STATION (TOP)	Self Service	Facilities - Rail Station
1198	12/16/14	one side of the front entry gate is hard to close...failure #11416825...	WO showing completed 12/22. Attempted to make contact with [REDACTED].	BENNING ROAD STATION	Self Service	Employee Personal Safety
1199	12/17/14	For the last 6 months ATC management on the C-J-K-N line has been creating GOTRS tickets for Earth-to-Rail contractor work with Supervisory Third-rail outage. This work has been discussed by contractors with ATC management as being against safety policy and that Red-Tag outage must be the required protection. Other ATC lines have complied.	Investigation- Contacting ATC Management	ALEXANDRIA YARD	Self Service	Management
1200	12/18/14	Track mechanics notified that rail replacements and other hardware replacements on roadway are being completed and ATC is not present afterwards for verifying (at minimum) or adjusting the circuits involved with the replacements.		ALEXANDRIA YARD	Self Service	Management
1201	12/20/14	we need a filter change here at Medical Center. ASAP The water taste very poorly. Please add filters.	EMIH sent an email to reporter on 12/22/14 indicating that this type of request is managed through the PLNT Department. We requested that she call in a PLNT work order for this through MOC.	MEDICAL CENTER STATION	Self Service	Environmental
1202	12/20/14	Kiosk failures are 1140 7524 bad smell/ ceiling mold 1140 9048	Failure numbers have been called in. Environmental has approved the use of air purifiers if needed.	ALEXANDRIA YARD	Self Service	Employee Personal Safety
1204	12/21/14	Represented as Well as Non Representative Employees that work Safety Critical Positions within ROCC& MOC working more than 14 hours daily.		CARMEN TURNER FACILITY	Self Service	Employee Personal Safety

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1205	12/21/14	mold & foul smell in kiosk	This is a duplicate call.	HUNTINGTON STATION	Self Service	Employee Personal Safety
1207	12/24/14	The Refuge area doors continue to be propped open and vandalized. Refuge door 607 track #2 north end has been taken off of the hinge. Failure # will be obtained. Door 607 track #1 has a broken key cylinder and the door cannot be opened from inside so it is being propped open. Failure #11415631 was obtained on 12/14/14. Personnel working in the station who donot have keys are propping doors open. Or, why can't they secure the doors before leaving? No information was left in the log book noting any personnel working in the station after closing. Cameras should be placed inside these areas to monitor activity. Thank you.		FOREST GLEN STATION	Self Service	Facilities - Rail Station
1210	1/1/15	Fort Totten Metro.....Customer Restroom. On Friday evening I had to refuse some customers use of the restroom facilities due to fear of being violently and sexually abused. The gentlemen were under the influence and seemed very aggressive in their demeanor. I called Central to request a Supervisor and ROCC authorized me to take the restroom out of service. Since managing this station I've also observed the stations security surveillance system has no connection with the rear area near the customer restroom. You can not see on camera, any activity surrounding that particular area. I am afraid to walk not just gentlemen to the restroom but some suspecting females as well. Supervisor [REDACTED] responded to my call for assistance. He said "that he had been working since 4a.m...and if It weren't for the customers I wouldn't have a job." At that moment I just began to cry in disbelief. I was totally shocked at his insensativity and unprofessionalism in regards to my well being and safety. I really dont want something bad to happen to anyone of the employees, ecspecially when it can be avoided. Better security and safety measures are needed at the Fort Totten Metro station. Thank you for your time and consideration.	1/7/15-Spoke to [REDACTED] in Comm/Network-75 stations have had camera enhancement performed. Ft Totten has not yet been completed. Funding is currently not available for resumption of this program. Enhancement will include camera view of hallway to allow for viewing of activity in hall to be done in the kiosk, which will eliminate this type of concern. 1/7/15-spoke to [REDACTED] in Station Operations to see if they can assist in obtaining funding 1/7/15-left message for follow-up with caller1/14/15-Spoke to caller and updated her on status of cameras. She said she was satified and thanked me for the information	FORT TOTTEN STATION (BOTTOM)	Self Service	Employee Personal Safety
1211	1/3/15	NEED THE WATER FOUNTAIN FILTER CHANGE. PLEASE.		MEDICAL CENTER STATION	Self Service	Environmental
1212	1/4/15	The unbearable smell and presence of mold and mildew in the kiosk located on the north side of Huntington metro station mezzanine #50. No one should have to work under these conditions.	Visited site on January 5, 2015 and met with Station Manager. Kiosk at north end (lower station entrance) is covered my overhead rail/ceilings, but open to weather. Station Manager attributes odors to mold developing under	HUNTINGTON STATION	Self Service	Environmental

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			the kiosk from standing water after rains. Kiosk heavily scented with air fresheners which made it hard to discern possible location/cause. Personal opinion is that it may be a dead rodent rather than mold (no evidence of mold growth). Could not access under steel kiosk floor plates. Station Manager called in a work ticket while I was present. Requested PLNT to access floor plenum to determine possible sources.			
1213	1/5/15	Over head exit sign came loose and is hanging by wiring.		CARMEN TURNER FACILITY	Self Service	Facilities - Other
1214	1/6/15	Handrail on the paid side mezz level, once you pass the exitfare machine you will see a barricade where the rail is lose. Failure number 11455419	On 1/7/15 RSO [REDACTED] went to Smithsonian to investigate. Checked all handrails at both Mezzanine and found no loose hand rail. Sent email on 1/11/15 to reporter to get an exact location for the hand rail. Met with [REDACTED] at Smithsonian on 11/13/15 and he showed me the area he was reporting. It appears to be the pole of the handrail is not securly attached to one (1) of the foundation supports, which causes a slight movement if you take a good amount of effort to try to move it. Email was sent to [REDACTED], PLNT on 11/14/15 regarding the fix. On 1/20/15- Email was sent to [REDACTED] (PLNT Welding). He immediately requested a site inspection and to make the necessary repairs [REDACTED] sent email stating all repairs have been made. RSO [REDACTED] went to Smithsonia on 2/5/15 and verified handrail is stable and repairs have been made.	SMITHSONIAN STATION	Self Service	Other
1215	1/7/15	Most of the lights within the platform edge, which are made of grant stone, don't work. Problem is with both, North-outbound and S inbound directions. * Also 5 lights are out in the West side of twinbrook station - bus bays and Kiss and Ride lot..		TWINBROOK STATION	Self Service	Facilities - Rail Station
1218	1/8/15	no heat in kiosk @ Greenbelt station mezz#80 as of 01/07/15. Failure opened 01/08/15 #11461376	EMIH emailed PLNT on 1/9/2015 regarding this Safety Hotline Item (#1153) and Safety Hotline Item #1154, which appear to be the same issue. We asked PLNT to confirm that this work order was in production or scheduled. PLNT confirmed that the heater was repaired by the day shift and that the evening shift confirmed the heater was online. EMIH emailed the reporter on 1/12/2015 to follow up on actions taken.	GREENBELT STATION	Self Service	Environmental

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
1219	1/9/15	To whom it may concern the weather conditions are extremely cold outdoors for the kiosk to have a faulty heater thats not working. Stations are required multiple task to not have equipment not up to speed. It's also environmentally unsafe,because u can catch a cold,an a host of other things.We at Metro seem to only address certain things or things thats really not a big deal. it would be greatly appreciated to have this resolved as quickly as possible thanks	EMIH emailed PLNT on 1/9/2015 regarding Safety Hotline Item #1153 and Safety Hotline Item #1154, which appear to be the same issue. We asked PLNT to confirm that this work order was in production or scheduled. PLNT confirmed that the heater was repaired by the day shift and that the evening shift confirmed the heater was online. EMIH emailed the reporter (#1153) on 1/12/2015 to follow up on actions taken.	GREENBELT STATION	Self Service	Environmental
1220	1/11/15	during the coldest days why dont we use airline antifreeze in our buses to keep the aircsystem free of freeze ups	Spoke with Mechincal [REDACTED]	MONTGOMERY BUS GARAGE	Self Service	Facilities - Bus Yard
1221	1/12/15	Mezz 77 West Hyattsville tracks 1&2 North end ETS Boxes has no dial tone	1/14/15-Spoke to IT supervisor [REDACTED], crew being dispatched to check ETS phones 1/16/15-follow up that crew had corrected problem. 1/21/15-site visit by SAFE [REDACTED] confirmed repair and that both ETS had dial tones	WEST HYATTSVILLE STATION	Self Service	Other
1222	1/13/15	New Carrollton S&I has a stinger with a tag stating damaged do not used located in the PI pit 17 & 18 north.Its been taagged for over two months and remains this way as of today, yet the supervisors continue to ask us employees to use this tagged out stinger to sting out trains. To me this is a violation of my safety and on more than one occasion has butted heads with the supervisor about addressing the issue of having the stinger repaired. Superintendent [REDACTED] has informed me that the ticket is in but the office responsible for the repairs are complaining about the disavailability of a lift to be able to perform the repair. I think this issue is not being treated with any seriousness especially when i think my safety is compromised.	WO# 11368623 was opened on 11/19/14 for exposed wiring on the stinger cable 17/18N. I've been working with Power for quite some time on this issue and the stinger was tagged out. Shop Supt was told on a previous date to instruct the Supervisors not to allow its use. The item was repaired on 1/14/15. Left a voicemail for the caller to inform him of this.	NEW CARROLLTON STATION	Self Service	Facilities - Rail Yard
1223	1/13/15	ENTRANCE GATE TO STATION	Gate was repaired by PLNT on 1/20. Running track was replaced. Spoke with opening [REDACTED] who stated she does not have a problem anymore. Left VM and sent email to caller, [REDACTED].	BENNING ROAD STATION	Self Service	Other
1227	1/16/15	gave numerous request for the proper safety equipment. i.e, gloves. none are available in the system. plastic gloves are flimsy and break easily. not good for cold weather work. need mechanics gloves.		WOODLEY PARK STATION	Self Service	Other
1228	1/21/15	During Traffic Push-button Shutdown at C13 established guidelines were not followed. After being told by ENSS Bozic not to use the phone ring counts to determine which track to select with a pushbutton, ROCC called and asked for us to use this technique.	This is not a violation. Adjustments were made by ROCC and at no time was the work zone not protected.	KING STREET STATION	Self Service	Violations

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		<p>██████ had notified us that ROCC had been told during a prior Push-button operation explicitly not to use this technique. Also, the established procedures list shunts set up next to derailleurs on both tracks. ATC noticed the shunt had been removed and called to notify ROCC. They forwarded ATC to the assistant Superintendent of ROCC who forwarded ATC to the Mobile Command Center on duty. I spoke with ██████ and informed him of the problem. ██████ laughed and belittled my concern. After further call-backs with ██████, he said ROCC had moved the shunt down stream two track circuits away from the derailleurs because trains were not receiving speed commands on the platform. I continued to protest and recommended shunts be placed next to the derailleurs, but could not convince ██████ to follow my suggestions.</p>				
1229	1/21/15	<p>Pouring and mixing of Accel TB solution in Greenbelt S & I office causing me to cough. Inform my supervisors and but the practice still continued. NEED YOUR HELP.</p>	<p>Visited site. Discussed problem with CMNT Superintendent and Assistant Superintendent. Wrote e-mail to complainant's supervisor requesting finding another more suitable location to transfer Accel TB to containers. Wrote e-mail to complainant explaining actions and availability of SDS information through the SDS Database.</p>	GREENBELT YARD	Self Service	Employee Personal Safety
1233	1/26/15	<p>Naylor Road Parking Booth</p>	<p>On 1/26/15 RSO ██████ performed an inspection and found traces of leaking in the parking booth. Ticket number 11492781 was initiated by ██████. On 1/27/15 made contact with ██████ (PLNT) he stated that a crew will go out on 1/28/15 to take a look at the parking booth and schedule the necessary repairs.</p>	NAYLOR ROAD STATION	Self Service	Employee Personal Safety
1235	1/28/15	<p>Condition and water testing and the life expectancy of water fountains in all stations. When was the last time these water fountains were inspected. The water taste awful these water fountains have not been changed in over 30 years. Could we get some filters installed or new water fountains with filters. Sometimes I forget to stop at the store to buy my own.</p>	<p>EMIH emailed complainant on 1-30-15 that we were looking into the issue. EMIH initiated discussion with PLNT on best actions. EMIH continued discussions with PLNT On 2-3-15. EMIH visited PG Plaza site on 2-2-15. Fountain is in good condition with no adverse taste to water. EMIH followed up with reporter via email on 2-9-15. Email indicated that PLNT will clean and assess water fountains, to include running the "unused" fountains to flush the lines. They will initiate repair of those fountains shown to be improperly functioning. Email provided information on water quality results and provided copies of annual water quality reports provided by water provider.</p>	PG PLAZA STATION	Self Service	Employee Personal Safety
1236	1/28/15	<p>This is not a safety concern. BUT only a suggestion.</p>		L ENFANT	Self	Management

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		After smoke event of earlier this month. Train operators should carry 4 red lanterns and a hot stick. To help evacuate train.		PLAZA STATION (BOTTOM)	Service	
1237	2/2/15	<p>The issue is the constant abuse and safety issues here at the Greenbelt metro station restrooms.</p> <p>The customers constantly abuse and leave the restrooms in a terrible and filthy state on a daily basis and no support in this matter is given when it is brought to the attention of management.</p> <p>The only time management gets involved is when a customer sends in a complaint, because they were not allowed to utilize the restroom exaggerates the accounts as to why they were refused to use the restroom.</p> <p>This is a high traffic end of the line station with no assist on any day during rush hour. that means one station manager handling hundreds of people. Within that rush hour time I have hundreds of customers to assist and then there are the customers/and non paying customers that want to use the restroom in non-emergency situations.</p> <p>They use the restrooms to change clothes, take pictures, smoke drugs, drink., roll blunts. smear human feces and vomit and the list goes on.</p> <p>I have sent numerous pictures to management showing these conditions and yet the only matter that is ever addressed is the one customer that will take the time to complain about being being refused to use the restroom.</p> <p>I have made at least 12 calls to transit as well as written incident reports which I have kept for my own records as well about my issues with personal safety in this station and not feeling safe walking to my car, and definitely not feeling safe about letting customers in the restrooms after certain hours. I was told that nothing could be done if the person (whom i've called transit for) has not harmed or touched me.</p> <p>Today I let a customer in the restroom(black male) in the restroom @ around 9:30 pm. When I took my attention away from the restroom he let another male customer into the restroom where they engaged in sex in the restroom.</p> <p>this was confirmed by a customer who was waiting to use the restroom and did not want to leave his name. This customer also told his account of what happened in the restroom to supervisor [REDACTED] who witnessed me speaking to this customer. we gave supervisor [REDACTED] a discription of the customer then I took him on</p>	<p>Called [REDACTED] on 2/5/15 @1211 hrs. Left voice mail to return my call.</p> <p>I spoke with [REDACTED] on 2/5/15. I have forwarded her safety concerns to my management. This also includes a complaint that she is being stalked by a customer. A detailed email was sent to [REDACTED] on this date.</p> <p>Restrooms at Greenbelt station were checked and found to be clean.</p>	GREENBELT STATION	Self Service	Facilities - Other

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		the platform and I.D the customer to supervisor. I was told that I needed to be more vigilant and to who goes in and out of my restrooms.				
1240	2/11/15	Testing communication from PGP		PG PLAZA STATION	Self Service	Other
1241	2/11/15	The air quality in the underground stations is poor, especially at Stadium armory. When I asked the station managers to contact ROCC/Central to turn on the exhaust ventilators, I am informed they only turn it on for a few minutes then turn them off. I am tired of my sinuses burning from the train dust being breathed in while in the underground stations. It gets bad. You can see the dust hang in the air. Many times, I begin to choke and gag to the point of almost vomiting because of the air quality. By the time I get home, I have to blow out thick mucus containing the black dust breathed in from the stations	E-mailed complainant with link to Tunnel Dust Report. E-mailed ROCC to determine fan use policy. 2-13-15. Sent second e-mail to complainant describing that fan configuration is being reviewed in the entire system and that may help to address concerns regarding tunnel dust.	STADIUM ARMORY STATION	Self Service	Environmental
1242	2/12/15	At College park station Mezz 79 next to Elevator #5 at the exit of the Gargage towards the entrance of the the Metro Station. There is a gated area that has no lock to the entrance put contains Electrical Out Lets streaming up the walls, are now filling up with paper that has blown in from under the Gate. I have requested and work order #11526794 and at that time of requested it was stated to me from the Power department they don't collect trash. Understandable put the area can not be excused. The response was we do not collect trash.		COLLEGE PARK STATION	Self Service	Facilities - Rail Station
1243	2/12/15	Radio Communications Between Addison Road Portal and Largo Town Center Station. Digital Communications is terrible in this location and can cause an potential issue if a train were to go down in this area. Our new portable radio lose connections with the network and will not reestablish connection until you come out of the tunnel.	RSC ██████ -2/23/15-Sent email to ██████ and ██████ regarding communications issues between Addison Rd. & Largo Town Center. Hotline call#1178. 2/26/15- Called MOC ██████, initiated a call and was provided the maximo number 11557687. 2/28/15-Comm. ██████ Conducted radio tests riding trains from G03 to G05 track 1 and 2. Results 1- Outbound G03-to- G04 to G05, Tx/Rx audio in the tunnel was readable, loud and clear. The G05 platform had good audio, same good communication audio for G04 and G05 platforms., Loud and clear.	ADDISON ROAD STATION	Self Service	Other
1244	2/16/15	unused, unwrapped toilet tissue being placed in the bottom of the trash can under the trash bag to b used to refill the tissue roll ! its being done at a lot of stations.	On 2/27/15, discussed the mater with the Superintendent of Custodial Services. He agreed that this practice was indeed unusual and was not standard operating procedures for his	STADIUM ARMORY STATION	Self Service	Employee Personal Safety

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			department. He stated he would alert the station to have the problem rectified immediately and to inform supervisors of this practices.			
1245	2/17/15	There are two new kiosks at Metro Center (12th & F and G Sts.) Neither one are completely finished. There is no padding on the floors and there is ceiling tiles in place. The kiosk on 12th & G has a key that the contractors put in so you can't leave any of your personal belongings in the kiosk or any of Metro's belongings. You can't lock the kiosk until the station closes and you have to leave the key in the old kiosk. Also, the steps at the kiosk at 12th & G St. and not stable.	2/23/15-Spoke to caller. 2/25/15-2/25/15-E-mail from Project manager [REDACTED] with update on uncompleted items. The kiosk installation is still in progress. 3/2/15-upate e-mail to caller	METRO CENTER STATION (BOTTOM)	Self Service	Facilities - Rail Station
1246	2/17/15	Hello I work at NOMA Gallaudet Station Iam a station manager who works at night. My coworkers and I have put several failures number on the Rodents that We see running around at night. Nothing has been done every night We have to be caution where we step and move. Most of us are women and We are very afraid of the Rodents.MOC has come out in the day time they should come out at night so they can see how big and where they hide. Please look into this matter ASAP!!!!		NEW YORK AVENUE STATION	Self Service	Employee Personal Safety
1247	2/17/15	There are large rats running around in station. The station managers called moc several times. failure NO.# 11437210 nothing has been done.	2/20/15-E-mail to [REDACTED] /23/15-call from [REDACTED] AB&B exterminators will be at NoMA at 1100 am for treatment. 2/24/15-spoke to [REDACTED] from AB&B-bait traps were put out on 2/23/15.	NEW YORK AVENUE STATION	Self Service	Environmental
1248	2/19/15	I was on a crowded train that arrived at Judiciary Square Station at approximately 8:13 this morning. Only one of the train doors opened. People were shoving each other out of the one door while the operator threatened to close the doors. This caused panic on a crowded train as not everyone was able to exit.	Spots report shows Train ID 203 in station at 0824:42. Maximo incident 7742182 reported at 0803 at Rhode island Ave Door #1 slow closing car 2027. Train taken out of service at end of run in Shady Grove yard. Repair work order #11543892 opened	JUDICIARY SQUARE STATION	Self Service	Vehicle - Rail
1248	2/19/15	I was on a crowded train that arrived at Judiciary Square Station at approximately 8:13 this morning. Only one of the train doors opened. People were shoving each other out of the one door while the operator threatened to close the doors. This caused panic on a crowded train as not everyone was able to exit.	Spots report shows Train ID 203 in station at 0824:42. Maximo incident 7742182 reported at 0803 at Rhode island Ave Door #1 slow closing car 2027. Train taken out of service at end of run in Shady Grove yard. Repair work order #11543892 opened	JUDY SQUARE	Self Service	Vehicle - Rail
1249	2/19/15	Radio Communications - It is difficult to hear ROCC Rail Controllers when they are not using Headset's at thier console. You can hear more conversation with persons in the background than you can hear the actual controller speaking to the operators.	on 2/23/15 Email sent to [REDACTED] requesting more information. 3/1/15-[REDACTED] called and stated that the ROCC controllers were not using their headsets when transmitting, which makes it difficult to hear what instructions the	CALL CENTER	Self Service	Other

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		<p>This is a serious Safety Concern.</p> <p>On today's date, a controller was speaking on Ops 2 and was difficult to understand. Several Operators told the controller that their communications was difficult to hear, but the controller made no change in her dispatching efforts. Communications between operators and controllers is critical and needs to be evaluated and corrected immediately. The use of headset should be mandatory.</p>	<p>controller is given. RSO [REDACTED] explained that the ROCC controllers do not use headsets to transmit over the radio system. They use console microphones to transmit. I expressed to him that if any instruction is not heard clearly, contact the controller again and have them repeat their message and get complete understanding of the instruction prior to execution. I also explained to him that if there is a communications problem on the mainline, to obtain the chain marker where he is having the issue and report it to the ROCC, so a Maximo work order can be placed on that area.</p>			
1251	2/20/15	<p>Since the major clean-up behind the parapit walls there been and excessive amount of mice running around the station and in kiosk, this is not a healthy environment to work in especially if you get to take them home</p>	<p>Multiple call for same concern from same employee-will be closed in item #1193</p>	GALLERY PLACE STATION (TOP)	Self Service	Facilities - Rail Station
1252	2/23/15	<p>I was riding the greenline this morning on train car 2050, I noticed black dust accumulating on my lap, seat, and shoulders of the rider in front of me. It caused sinus allergic reactions.</p>		Other	Self Service	Vehicle - Rail
1253	2/23/15	<p>MEZZ # 42 DOES NOT HAVE HEAT ! I'M JUST GETTING OVER A COLD AND THIS DOES NOT HELP BUT SERVES TO MAKE MY CONDITION WORST INSTEAD OF BETTER ! THERE WAS A PORTABLE HEATER PLACED IN THE KIOSK BUT THAT BARELY PUTS OUT ANY HEAT AT ALL & THEN THE ORIGINAL FAILURE NUMBER WAS CLOSED AS IF THE PROBLEM HAD BEEN FIXED. THIS IS A SAFETY HAZZARED. PLEASE, CORRECT THIS CONDITION IMMEDIATELY ! BEFORE, I GET PHEUMONIA OR WORST !</p>		ARLINGTON CEMETERY STATION	Self Service	Environmental
1254	2/23/15	<p>The policy that is set for station managers standing out side the kiosk during peak-time should be examine further, particular thought should be rendered to the winter months where unexpected temperatures flux, exceeding normal tempertures and exposure to these below temperture indexes can take a toll on an employee's health causing illness(sick days) chronic disabilities. Station manager are not supplied with the attire to endure these temperatures. Consideration must be taken in these circumstances.</p>	<p>2/24/15-Met with [REDACTED]. Station Managers Direct has notified employees on 2/19 and 2/23, of the relaxing of the kiosk rule from 2/19 to 3/1/15 to accommodate the severe cold weather-see attached file. E-mail response to caller-2/24/15. 2/24/15-updated caller by phone and they are satisfied</p>	GALLERY PLACE STATION (TOP)	Self Service	Facilities - Rail Station

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		exp				
1258	2/24/15	failure #11553219 for mice infestation at Gallery Place station and Kiosk Mezz #20.	2/27/15-spoke to PLNT D. [REDACTED] exterminator was at gallery Place on 2/24/15 in response to previous tickets. Next on schedule 3/3/15. 3/2/15-updated employee by e-mail	GALLERY PLACE STATION (TOP)	Self Service	Facilities - Rail Station
1259	2/24/15	Failure # 11551295, on track bed lighting @ Gallery Place red line upper level.	2/27/15- Spoke to POWER [REDACTED]. Crew relamped track bed and parapet wall lighting as required on night of 2/25-26 per w/o 11551295. photos attached	GALLERY PLACE STATION (TOP)	Self Service	Facilities - Rail Station
1260	2/25/15	After radio-checking OCC successfully, obtained permission to go direct with [REDACTED], whom our crew was to support. After multiple tries [REDACTED] was unable to be contacted on the radio channel OPS3 at J98 (J03). OPS3 operator at ROCC would not assist with a radio check to [REDACTED] when asked by myself for assistance in communication. I land-lined [REDACTED] at ROCC and she would not assist in trying to radio-check [REDACTED] after I communicated a safety concern regarding loss of communication on the roadway. I was, however, repeatedly told to use a cell phone to obtain permission. [REDACTED] wanted me to drive to J03 and use the kiosk to call [REDACTED]'s cell phone to get confirmation for myself to enter his work area. Afterwards she forwarded me to another person at ROCC who said for me to stay in the room and he would have [REDACTED] call me in the TCR at J98. Then I was referred by [REDACTED], now to [REDACTED] and spoke with [REDACTED] who continued to ask me to what the safety concern		FRANCONIA-SPRINGFIELD STATION	Self Service	Violations

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		was and that ROCC had radio-checked [REDACTED] successfully, but I never heard that check on the Radio communications being sent by OPS3. [REDACTED] continued pressuring me to call my Supervisor and was at one point saying she would my Superintendent call me back. She also insinuated that I was refusing to go to the roadway even after I repeatedly had to tell her my Radio worked but that [REDACTED] radio was not communicating. Afterwards [REDACTED] took a mocking tone in asking me to remain safe.				
1261	2/26/15	During the fire drill at JGB on 2/25/2014, there was quite a bit of ice on the outside brick emergency stairs when transitioning from the inside to outside stairwell. The location was on the right side of JGB toward the back of the building. The exit next to the garage entrance on G street. Many employees needed to be extra careful when exiting the building to ensure they did not slip.	I spoke with [REDACTED] from LB&B, the building maintenance contractor, and they took care of the situation the previous day - Wednesday 2/25. We will keep an eye on this location in the future.	JACKSON GRAHAM BUILDING	Self Service	Employee Personal Safety
1264	3/2/15	Train approach warning lights, not flashing.	PWR department has been contacted. They are aware of the issue and working to resolve problem. Maximo ticket # 11421166 is open.	ROCKVILLE STATION	Self Service	Facilities - Rail Right of Way
1266	3/8/15	GALLERY PLACE MEZZ 21 WE HAVE A FLOOR SIGN FOR T-MOBIE ADVERTISEMENT THATS PEELING ON THE ENDS THAT MAY CAUSE A TRIP HAZARD	3/9/15-Contacted [REDACTED] in Marketing. It will be taken care of this morning 3/12/15-follow up visit and discussion with callewr confirmed removal of ad sign eliminating hazard	GALLERY PLACE STATION (TOP)	Self Service	Facilities - Rail Station
1267	3/9/15	I'm submitting this report as a request to change the type of entrance gates at Medical Center (B13). For several months there have been numerous "failure numbers" obtained for the difficulty in opening the station (pushing the gates open). To list a few as followed: 2/20/15 11545255 2/24/15 11552013 2/28/15 11564661 3/03/15 11568150 3/08/15 11577439 3/09/15 11578805 MOC/PLNT has come out, cleaned the track, oiled the gates, trigger the Esc 1, 2, and 3 relay switch located inside the gates and the difficulties continues and still exists. I, as the opening Station Manager am concerned for the well being	repairs to gate on 3/09/15	MEDICAL CENTER STATION	Self Service	Facilities - Rail Station

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
		of my peers, and the potential injuries that may occur , therefore I request the "roll down gate" to replace the existing entrance gates. Thank you for your attention to the matter.				
1271	3/12/15	PLATFORM1-2 FLOOR OUT LETS NEED COVERS THEY ARE EXPOSED COULD CAUSE TRIPPING-FAILURE NO.11586052	3/26/15-Contacted [REDACTED] POWER manager-to have ticket addressed 3/26/15-report from [REDACTED] with attachment-Our low voltage mechanic [REDACTED] covered the floor outlets reported as a tripping hazard in Gallery Place. Couple receptacles which were level to the floor were left uncovered since other departments will need access to the receptacles. The receptacle covers with the center screw in covers are regularly removed by other departments when they unscrew the cover to use the receptacles. They rarely screw the cover back on. [REDACTED] briefed station manager [REDACTED] of his work.	GALLERY PLACE STATION (BOTTOM)	Self Service	Facilities - Rail Station
1273	3/19/15	is it safe for personel entering T/P and/or A/C rooms during rush hour for any reason that may cause all bkrs and or systems to drop out possibly causing trains to go dead in tunnel and passengers may try to exit said train and get hurt/ or exit a dark station and get hurt. Mainly concerned checking air handlers and other equip that may put a voltage to ground and do the before mentioned should be completed during non rush hour to minimize this from happening.		Other	Self Service	Other
1275	3/22/15	Door hinge broke off a failure number was generated on friday march 20, 2015 through MOC (11601048) it's a safety concern the door will not secure unless you lock it everytime you leave out nothing is holding the door shut and if your not watching you could fall out the door and get injured, the station manager hit his head on the hinge at some point during his shift		FEDERAL TRIANGLE STATION	Self Service	Facilities - Rail Station
1276	3/23/15	There is still remains an awful ODOR PROBLEM at mezzanine #50 Huntington. Now, along with the customer restroom out of service we have two big problems. Something needs to be done immediately.		HUNTINGTON STATION	Self Service	Employee Personal Safety
1277	3/23/15	Heavy fumes coming from a genarator that was placed outside of the station but is now facing the kiosk door.(due to it being removed from the sidewalk which caused pedestrains to enter the street to get by) A fan was placed beside the kiosk to blow the fumes out but this is juist making things worst. This needs to be adressed before a list of sick reports develop.		KING STREET STATION	Self Service	Environmental

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
1278	3/23/15	Many lights out in and around, the Twinbrook station, (west side) Kiss & Ride lot. consisting of - 10 foot and 20 foot light poles. Alot of folks walking to and from station cross this area mentioned. (unsafe)	I visited twinbrook station to look at the lights. All lights are out during the day (on a timer) so I was unable to verify lights on the west side. I will request that a RTRA supervisor check the area and obtain a failure number for the discrepancy. PWER supervisor [REDACTED] was also contacted and informed on 4.10.15.	TWINBROOK STATION	Self Service	Facilities - Other
1279	3/23/15	Vapor pipes	MTPD enforces smoking and eating regulations on Metro based on the laws of the jurisdictions. Currently none of them have banned the use of Electronic Nicotine delivery Systems (ENDS). I have asked WMATA Government Relations to follow through on this. SAFE has asked HR to update the Smoke-free Workplace policy to include ENDS. They state they are reviewing their policies and will consider it.	Other	Self Service	Facilities - Rail Station
1289	4/8/15	Wire run on fence that is exposed, and not covered according to safety regulations	4/9 - unable to reach by phone. Sent e-mail requesting location of potential hazard.	CARMEN TURNER FACILITY	Self Service	Facilities - Other
1290	4/8/15	The new building at Greenbelt Yard nearing completion has a track running alongside and they built a beautiful new guard rail to prevent people from accidentally entering that track. The trouble is that it is quite close to the tracks; even closer to any part of a train with energized collector shoes: and unfortunately the guard rail has been constructed with metal instead of PVC or some other form of non -conductive material. Any metal debris bridging the gap from an energized section of the track or train may cause the entire guard/handrail to become energized with potentially lethal voltages and anyone touching the guardrail might get hurt. Otherwise; it is a beautiful guardrail. I've enclosed a photo.		GREENBELT STATION	Self Service	Facilities - Rail Yard
1291	4/8/15	toxic paint fumes		ALEXANDRIA YARD	Self Service	Employee Personal Safety
1295	4/9/15	600 Series Flatcars are high and only have one step and should have some type of additional step to climb up more easily. Many people are unable to climb up these Flatcars without the possibility of serious risk of injury both short term and long term. I've seen people do unsafe acts to be able to climb up these Flatcars because of the inability to get to the high step.		Other	Self Service	Employee Personal Safety
1296	4/11/15	very un sanitary filthy nasty smell mold		HUNTINGTON	Self	Other

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Hotline ID	Date	Description	Action Taken	Location Long Desc	Call Type	Call Category
				STATION	Service	
1297	4/12/15	While conducting my monthly station inspection, I looked in the cabinet, and saw no emergency flashlight. I asked the Station Manager if she know where the flashlight was located. She said she did not know.		BALLSTON STATION	Self Service	Facilities - Rail Station
1298	4/12/15	No CCTV service available for over 2 weeks. Failure Number is currently 11639353 (Previously 11634210 & 11618134). This issue/concern has been given three (3) different failure numbers (two (2) of which has been closed but not fixed).		HUNTINGTON STATION	Self Service	Employee Personal Safety
1299	4/14/15	new yard/complex lights		ALEXANDRIA YARD	Self Service	Facilities - Rail Yard
1300	4/14/15	My concern is making the turns at the corners in the CTF facility, we have a lot of visitors and some employees that can't tell or don't want to know on what side of the road they should be, my suggestion is to paint double yellow lines to help them determine what side of the road they should be if not in all the road at least around corners, if you have any questions please don't hesitate to call or email me, after all, all we want to be is safe.		CARMEN TURNER FACILITY	Self Service	Facilities - Other
1301	4/14/15	Intense break dust formulating in station for longer periods of time.		GALLERY PLACE STATION (TOP)	Self Service	Facilities - Rail Station