



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	E
EXHIBIT	
5	

Agency / Organization

WMATA

Title

2012 Employee Engagement Survey
Results

Employee Engagement Survey shows progress with safety

Metro is making significant progress in creating a safety culture, according to the Employee Engagement Survey conducted earlier this year.

The survey aimed to assess levels of employee engagement and enablement, measure progress in creating a safety culture, identify strengths and opportunities for improvement.

Nearly 65 percent of the workforce participated in the survey between Sept. 17 and Oct. 12.

Safety scores were among the highest in the survey and highlights include:

- 92 percent of respondents know how to report a safety concern
- 85 percent said they could freely report a safety violation or concern without fear of retaliation
- 83 percent have received training to perform their jobs safely
- 80 percent said their supervisor regularly communicates about safety

The latest survey shows substantial progress over the 2010 Safety Survey, which found that employees had concerns of retaliation and said safety concerns were not consistently addressed.

With regard to employee engagement:

- 79 percent of respondents are proud, highly engaged and would recommend WMATA as a good place to work
- 75 percent plan to stay with the organization for the long-term
- 92 percent feel their work contributes to Metro's success

Contributing factors to an engaged workforce include clarity about the mission, satisfying work, and opportunities for learning, development and advancement.

The employee engagement survey also identified areas for improvement in which employees sought more information sharing and improved feedback to perform their jobs more effectively. Among the findings about

job support and performance:

- 25 percent would like to see cooperation and sharing of ideas and resources
- 23 percent believe that better cross-organizational support among departments is needed
- 23 percent believe that Metro facilities, vehicles and equipment are in need of modernization
- 27 percent believe that poor performance should be addressed more appropriately
- 51 percent want to see a clear linkage between recognition, reward and performance

The Hay Group, which administered the survey, continues to analyze the results. It plans to provide a more detailed report in January, and will use the results to identify and address priorities for the agency. In addition, department-specific details will be analyzed and shared with individual departments to identify strengths and opportunities to improve.

Silver Line service plan updated as Phase 1 construction progresses

When Phase 1 of the new Silver Line opens, Silver Line trains will run every six minutes during peak periods between the new Wiehle-Reston East station and Largo Town Center.

Both the Silver Line terminal and the headways have been revised following an evaluation of the changing environment and review of existing infrastructure.

Phase 1 of the Silver Line includes 11 miles and five stations from East Falls Church to Wiehle Avenue.



The new Silver Line, currently under construction, will connect with the Orange Line at East Falls Church.

The original service plan from 2004 had trains running between Wiehle

Avenue and Stadium-Armory. The change to Largo Town Center is attributed to a review of the pocket track at Stadium-Armory that showed that it was not sufficient to handle the volume of trains and that the aerial structure would require a high level of maintenance.

The revised operating plan has Silver Line trains running every six minutes during peak periods, and every 12 to 20 minutes during off-peak and late-night hours.

Weekend work scheduled on all five lines

Rebuilding efforts will continue over the weekend with scheduled track work on all five lines. The work will begin at 10 p.m. Friday, Dec. 7, and continue through system closing on Sunday, Dec. 9.

Free shuttle buses will replace Red Line trains between Fort Totten and Glenmont to allow for track renewal, signal improvements, platform reconstruction and fiber optic cable installation. Five stations— Takoma, Silver Spring, Forest Glen, Wheaton and Glenmont —will be closed. Red Line trains will operate between Fort Totten and Glenmont.

On the Green Line, buses will replace trains between Archives and Waterfront to allow for switch replacement near L'Enfant Plaza, as well as tie replacement and fiber optic cable installation.

There will be no Green Line service at L'Enfant Plaza. Green Line trains will operate in two segments: between Greenbelt and Archives, and between

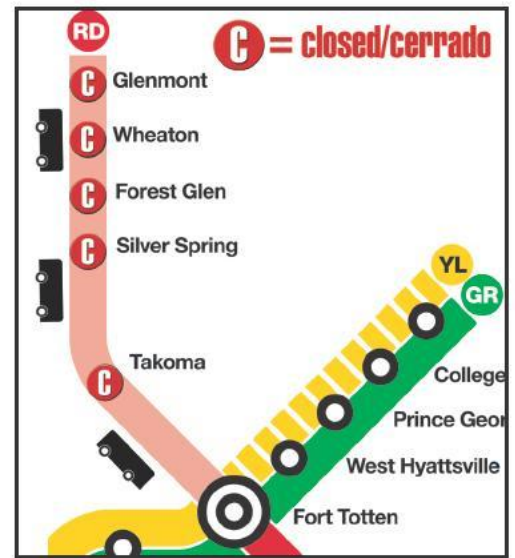
Waterfront and Branch Avenue. Free Metrobus shuttles will operate between Archives, L'Enfant Plaza and Waterfront stations throughout the weekend.

Additionally, there will be no Yellow Line service between Fort Totten and Archives due to bridge work on the Yellow Line bridge over the Potomac River, including the structure's annual inspection, as well as switch replacement outside L'Enfant Plaza.

Instead, Yellow Line trains will operate via the Blue Line (through the Rosslyn tunnel) between Huntington and Eastern Market stations.

Orange Line trains will single track between Stadium-Armory and Cheverly to allow for platform reconstruction, and between East Falls Church and West Falls Church for work associated with the Silver Line extension project.

Blue Line trains will single track between Stadium-Armory and Addison Road to allow for repairs to the floating concrete slabs beneath the rails.



Metrobus shuttles will replace trains on the Red Line between Glenmont and Fort Totten, on the Yellow Line between Archives and Pentagon, and on the Green Line between Archives and Waterfront this weekend.



Silver Line continued from page 1

Silver Line service plan updated

In addition, headways for Blue and Orange Line trains will change. Orange Line trains will operate every six minutes during peak periods. The Orange Line will operate between Vienna and New Carrollton only. Orange Line Rush+ service between Vienna and Largo Town Center will be discontinued. Blue Line trains between Franconia-Springfield and Largo Town Center will operate every 12 minutes.

The Metropolitan Washington Airports Authority, which is building the Silver Line, expects to complete construction of Phase 1 late next summer. Once construction is complete, Metro will begin a months-long process of testing and acceptance before opening the Silver Line.

THIS
WEEK'S



EXTRAORDINARY
in the ordinary

WINNER

Martin Brabson
Training Instructor,
Technical Skills
Maintenance
Training Division
At Metro since: 2006

On the job:

Martin Brabson began his career at Metro as a bus operator and now works as a training instructor. Martin facilitates all levels of Roadway Worker Protection (RWP) classes from initial qualifications to requalifications and refresher training. In addition, he helped develop the RWP curriculum, and worked to improve the quality of the training by developing materials including handouts for students and checklists for instructors. His work has made a positive difference in the understanding of roadway safety and a higher passing rate by students.

Off the job:

Martin enjoys restoring his old farmhouse, fixing cars, and road trips to visit family and friends.

In his own words:

"I get great satisfaction delivering a class and using my experience to

ensure that participants understand the material. I gauge my performance in the classroom by the success of the participants. When I deliver a course and everyone can demonstrate their understanding, then I feel I have done my job well."

In the words of his nominator:

"Teaching and learning roadway worker safety is very difficult to understand, especially for new and inexperienced rail employees. Mr. Brabson developed some materials to assist instructors and students to better understand roadway worker safety."