



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

HERE'S WHAT HAPPENS AFTER YOU REPORT A CLOSE CALL:

Bureau of Transportation Statistics (BTS) receives your report and confirms eligibility. It sends you a confirmation receipt and/or provides feedback to you if the report is rejected.

BTS conducts a confidential interview with you (and any other reporting employees) to get more information about your report.

BTS provides information to a joint Metro/Local 689 group. The information will NOT identify you. Your identity is kept secret.

The Metro/Local 689 group reviews the cause of the close call along with new sources of risk based on information provided by the BTS. The group then recommends preventive safety actions to the Deputy General Manager of Operations (DGMO).

DGMO reviews and accepts the recommendations and provides oversight and directs implementation.

DGMO and Safety department keep track of the preventive safety actions.

Metro, Local 689 and BTS provide feedback to you on the safety actions and outcomes resulting from your close call report.

BTS provides reports to Metro summarizing employee reporting activity, trends of new risks and approved preventive safety actions.



INSTRUCTIONS FOR CONFIDENTIAL CLOSE CALL REPORTING:

Go to closecall.bts.gov

- within 16 hours of the event to begin a report
- you have 24 hours to complete the form

When contacted by BTS

- participate in a confidential incident interview with a BTS safety analyst.

**In the event an employee has no access to a computer and/or internet dial*

**1-888- [REDACTED]
or 1-888- [REDACTED]**

*within 16 hours of the close call to **initiate** the report , but **must** complete the report online within 24 hour deadline to complete the process.*

Effective July 1, 2013

CONFIDENTIAL CLOSE CALL REPORTING



RE WE NEED ONE.

www.closecall.bts.gov

METRO WILL BECOME THE FIRST RAIL TRANSIT IN THE U.S. WITH CLOSE CALL REPORTING.

In partnership with ATU Local 689 (L-689) and the Bureau of Transportation Statistics (BTS), Metro is launching a new pilot program, Confidential Close Call Transit Safety Reporting System.

WHAT ?

Close Call is a voluntary, confidential and non-punitive reporting system that encourages employees to report close calls that Metro and L-689 would otherwise not know about.

WHO ?

All L-689 represented employees in the DGMO directorate, including Rail Transportation (RTRA) and Transit Infrastructure (TIES); the IT directorate in the classification of Integrated Network Technician; and the frontline supervisors of those employees are eligible to receive protection from discipline regardless of the Metro facility where they are performing work.

WHEN ?

Employee training will be offered in June 2013. The Close Call website for reporting goes live on July 1, 2013.

WHY ?

Metro and L-689 recognize that employees are often unwilling to self-report events that could result in adverse safety outcomes because disclosure may result in discipline for themselves and/or coworkers. The Confidential Close Call Program addresses the problem by protecting the identity of the employee; providing protection from discipline to those who report close call events; and using the close calls events to improve our safety culture and prevent employee and customer injuries.



Examples of close call events

A close call is a situation or circumstance that had the potential for safety consequences, but did not result in any adverse safety event. For example:

- Any safety concern that could lead to an unsafe event or is perceived as being an unsafe condition
- Any event that is perceived as potentially endangering one's own safety or someone else's safety
- Any equipment or environmental issue that raises safety concerns
- Any condition or event that is perceived as potentially endangering employees, the public, equipment or the environment

Examples of unsafe events that could qualify for protection from discipline

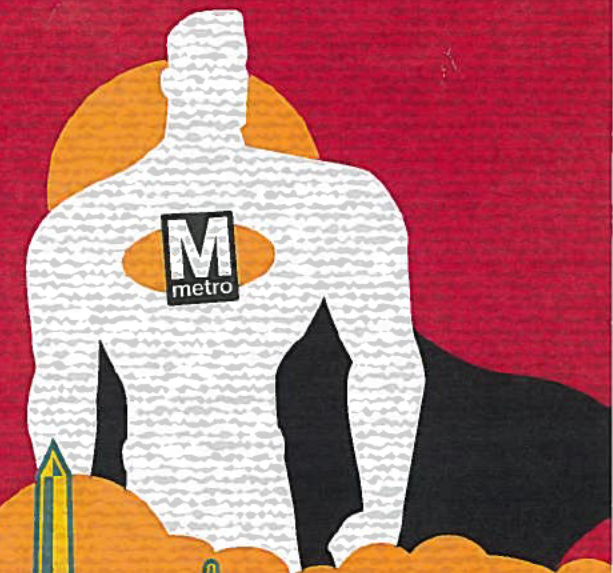
- A station overrun of one door leaf or less
- Split switch incidents
- Speeding
- Improper flagging
- Failing to sound horn when required
- Operating on the wrong track
- Operating beyond authorized limits

When is an employee not protected?

Employees are not protected from discipline when there is an intent to damage Metro's operations or equipment or to purposely place others in danger (i.e., sabotage); for a criminal offense; substance abuse or inappropriate use of controlled substances; a close call report that contains falsified information; an accident/incident and/or caused or alleged to have caused any injury, illness, or medical treatment to any person involved in the event. Any event observed in real time (within 4 hours from the time of observation) and reported by one of Metro's supervisors, employees, or customers.

Examples of events not covered under Close Call Reporting:

- A station overrun of more than one door leaf
- Exceeding the limits of an absolute or permissive block
- A red signal violation by train or work equipment
- Wrong side door opening
- A violation that Metro identifies contemporaneously



BE A HERO BEFORE WE NEED ONE.

