



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	
8	

Agency / Organization

WMATA

Title

Close Call Reporting Works
FY14 1st Quarter

Close Call Reporting. It works.

Report for the Quarter of July to September 2013

Metro takes close calls seriously and has already approved safety actions to address concerns raised by employees who made confidential reports since July.

Employee Concern: Improve safety in and around shop areas

Audible safety announcements

To promote a safe working environment where important announcements can be easily heard, Metro needs to make sure all PA systems in our shops are in proper working order. Actions:

- Test all shop PA system components
- Repair or replace defective components within a tracked corrective maintenance plan
- Enhance the PA system by adding external speakers to alert employees outside shops

Responsible party is SMNT, Al Nabb. Completion Date: 10/29/13

Vehicle movement warning system

Currently an audio/visual warning system alerts employees to vehicles exiting the shops. It needs to be enhanced to include vehicles *entering* the shops. Actions:

- Place and activate portable visible warning devices at designated shop doors during vehicle movements
- Pilot the devices at Branch Avenue

Responsible party is CMNT, Damon Cannon. Completion Date: 4/15/14

Clarify duties, procedures at beginning of every shift

Daily safety briefings should be used to make sure employees are aware of daily job procedures and responsibilities, with a special focus on flagging. Actions:

- Conduct daily safety briefings at the beginning of every shift and include procedures of entering/exiting shops, known risks of the shop environment
- Designate qualified shop flagmen during daily distribution of job duties

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Close Call Reporting. It works.

- Provide training course on SOP 12 to all shop personnel; have experienced personnel demonstrate proper flagging procedures
- Supervision will monitor all flagging equipment to ensure it is operational and personnel to ensure adherence to SOP 12 during flagging procedures
- Initiate system-wide audit to assure compliance of flagging procedures in shop areas

Responsible parties are TIES, Rodrigo Bitar, CMNT, Damon Cannon and QAAW, Mike DiNatale. Completion Date: 11/29/13

Employee Concern: Improve communications with roadway workers during switch movements

When switch movements are made during Exclusive Track Occupancy, it is currently optional for ROCC controllers to communicate this with the Roadway Worker in Charge (SOP 28.5.4.4). This rule needs to be improved to clarify which communications are optional and which are required. The communication needs to include confirmation from the RWIC that roadway workers are clear of all switches. Actions:

- Revise SOP 28.5.4.4
- Provide training to ROCC controllers and all level 4 qualified employees on rule change

Responsible party is TRST, Clay Bunting. Completion Date: 11/1/13

Employee Concern: Ensure operators understand procedures for passing red signals

Passing red signals is occasionally required by train and interlocking operators, and this safety movement must be executed with 100% accuracy. Actions:

- Clarify the procedures and retrain all operators on the repeat back script
- Provide new employees with classroom training on the script and make them demonstrate understanding through testing and mock communications
- Place laminated cards with the repeat back script in the train cab

Responsible party is RTRA, Charles Dziduch. Completion Date: 7/2014

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