



WMSC Commissioner Brief: W-0144 – Evacuation for Life Safety Reasons – Forest Glen Station – September 12, 2021

Prepared for Washington Metrorail Safety Commission meeting on January 25, 2022

Safety event summary:

Following a shooting near the elevator area at the platform level of the Forest Glen Station, Metrorail closed and evacuated the station. This included riders not involved in the shooting who boarded a train to depart the station. However, one train serviced the station when the station was supposed to be bypassed.

A Station Manager reported the shooting. The two individuals involved in the altercation and shooting departed the station using separate station elevators, and the station manager then swept the station and took the elevators out of service for passengers. Metrorail had trains bypass the station until the on-site criminal investigation was complete.

The Rail Controller directly contacted the operators of the first two trains to bypass the station, and those operators provided positive confirmation that the message was received. For the remaining trains, the Rail Controller made a blanket announcement not specific to any individual train.

One train, Train 113, serviced the station during the period the station was supposed to be bypassed. When the Rail Controller attempted to contact the train at Forest Glen Station, the Train Operator did not respond. After the train had departed Forest Glen Station toward Silver Spring Station, the Rail Controller again attempted to contact the Train Operator. Although part of the response is not clear in radio recordings due to apparent poor reception and otherwise garbled transmissions, the Train Operator stated that they had not heard the blanket announcement to bypass the station made by the Rail Controller. CCTV shows no riders got off the train at Forest Glen Station.

Metrorail removed Train 113 from service as part of the police investigation.

Probable Cause:

The probable cause of this event was a dispute between two customers. The probable cause of the train improperly stopping at the station that was closed for life safety reasons was inadequate radio communications system monitoring and maintenance.

Corrective Actions:

Metrorail will specify as part of its rulebook revision specific information related to blanket announcements across all operations channels.

Metrorail reminded Rail Controllers to broadcast station bypass announcements and related instructions on a scheduled basis throughout an incident response.

WMSC staff observations

The WMSC is beginning a communications audit, which focuses on Metrorail's radio system programs.

Staff recommendation: Adopt final report.



Washington Metro Area Transit Authority
Department of Safety and Environmental
Management (SAFE)
FINAL REPORT OF INVESTIGATION A&I E21441

Date of Event:	September 12, 2021
Type of Event:	A-4 Evacuation for Life Safety Reasons
Incident Time:	18:08 hours
Location:	Forest Glen Station
Time and How received by SAFE:	18:10 Hours, IMO In-Person
WMSC Notification Time:	20:26 hours
Responding Safety Officers:	WMATA: None WMSC: None Other: None
Rail Vehicle:	Train ID 113, Car 7270
Injuries:	None
Damage:	Minor concrete damage from bullet
Emergency Responders:	MTPD
SMS I/A Number	20210914#95557

**Forest Glen Station – Evacuation for Life Safety Reasons
September 12, 2021**

Table of Contents

Abbreviations and Acronyms-----	3
Executive Summary -----	4
Incident Site -----	5
Field Sketch/Schematics -----	5
Purpose and Scope -----	5
Investigation Methods-----	5
Investigation -----	6
Chronological ARS Timeline -----	6
Department of Systems Maintenance, Office of Radio Communications (COMR)-----	8
Weather -----	8
Human Factors -----	8
Fatigue-----	8
Signs and Symptoms of Fatigue -----	8
Fatigue Risk -----	8
Post-Incident Toxicology Testing -----	8
Findings -----	9
Immediate Mitigation to Prevent Recurrence -----	9
Probable Cause Statement-----	9
Recommendations/Corrective Actions-----	9
Appendices -----	10
Appendix A – MTPD After Action Report -----	10
Appendix B – Rail Transportation Incident Report-----	13

Abbreviations and Acronyms

AIMS	Advanced Incident Management System
ARS	Audio Recording System
CAP	Corrective Action Plan
CCTV	Closed-Circuit Television
COMR	Office of Radio Communications
MSRPH	Metrorail Safety Rules and Procedures Handbook
MTPD	Metro Transit Police Department
NOAA	National Oceanic and Atmospheric Administration
ROCC	Rail Operations Control Center
RTRA	Office of Rail Transportation
RTC	Radio Traffic Controller
SAFE	Department of Safety and Environmental Management
SMS	Safety Measurement System
WMATA	Washington Metropolitan Area Transit Authority
WMSC	Washington Metrorail Safety Commission

Executive Summary

At approximately 18:08 hours on Sunday, September 12, 2021, the Station Manager reported a gunshot fired at Forest Glen Metro Station. The Station Manager observed two persons in an altercation on the platform level near the elevators and heard a gunshot. They reported the incident to the Metro Transit Police Department (MTPD) and Rail Operations Control Center (ROCC). On receiving the report, ROCC Radio Traffic Controller (RTC) initiated station bypassing procedures and temporarily closed Forest Glen station for the police investigation. Two uninvolved customers were in the station at the time of the incident. Both customers boarded train ID 110 on track 2 and departed the station prior to the station bypass beginning. Train ID 118 was the first train to bypass the station at approximately 18:18 hours. There were no injuries reported as a result of this event.

Prior to police arrival, both subjects involved in the altercation used separate station elevators and left the station on foot. The Station Manager conducted station closure procedures, which included sweeping the station and taking the elevators out of service for passengers.

The Radio Rail Traffic Controller (RTC) made initial announcements to bypass the station, including individual contacts with two trains in approach to the station. However, Train ID 113 stopped and serviced the station at approximately 18:25 hours on track 2. When contacted by the Radio RTC, the Train Operator reported not hearing the announcement. No customers departed at Forest Glen Station during the stop. Train ID 113 was later removed from service as part of the police investigation.

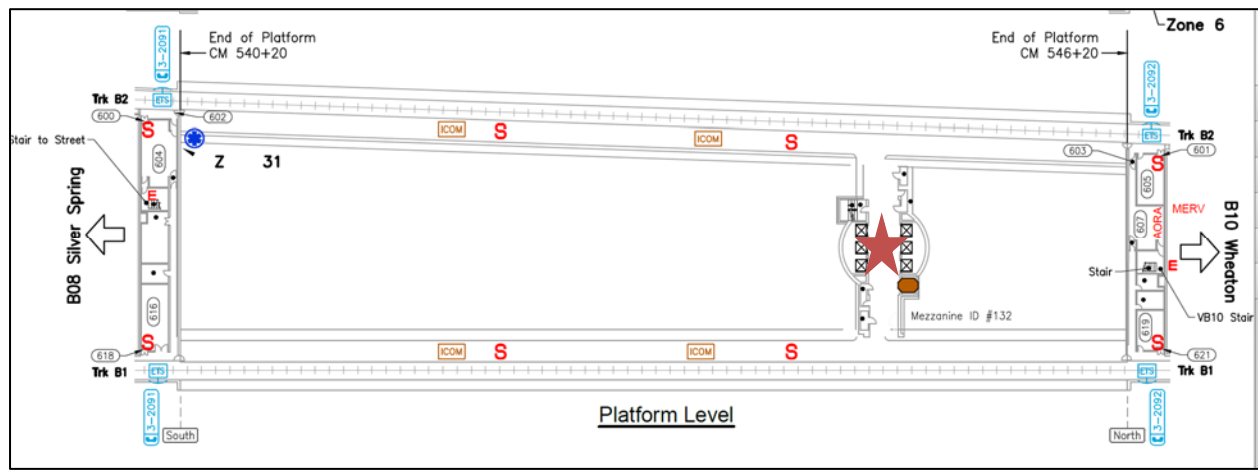
During the station closure and bypass, no other trains serviced the station. The Radio RTC made regular, periodic announcements to ensure approaching trains continued to bypass the station. Forest Glen station remained closed until approximately 20:14 hours when it was released by MTPD for regular service.

The probable cause of this incident was criminal activity by an individual resulting in a firearm discharge and no injuries. MTPD will investigate and determine final disposition of this incident.

Incident Site

Forest Glen Station, Platform Level near elevators

Field Sketch/Schematics



*Approximate incident location

Purpose and Scope

The purpose of this incident investigation and candid self-evaluation is to collect and analyze available facts, determine the probable cause(s) of the incident, identify contributing factors, and make recommendations to prevent a recurrence.

Investigation Methods

The investigative methodologies included the following:

- Site Assessment through document and video review
- Informal Interviews – Collected through conversations with individuals during the investigation to provide background and supporting information.
- Documentation Review – A collection of process documentation contained in Metro systems of record. These records include:
 - Metrorail Safety Rules and Procedures handbook (MSRPH) [Pending]
 - National Oceanic Atmospheric Administration (NOAA) data
 - Incident and After-Action Reports from involved personnel
- System Data Recording Review – A collection of information contained in Metro Data Recording Systems. This data includes:
 - Audio Recording System (ARS) playback include OPS 1 Radio and ROCC phones
 - Closed-Circuit Television (CCTV) [reviewed]

Investigation

Chronological ARS Timeline

A review of ARS playback, i.e., phone and radio communications, incident reports and AIMS playback revealed the following timeline:

Time	Description
18:08 hours	MTPD received a report of Shots Fired at Forest Glen Station [MTPD Incident Report]
18:16:43 hours	<u>Radio RTC</u> : Contacted Train ID 111 and Train ID 115 Train Operators and stated, "at this time we are bypassing the Forest Glen Station until further notice due to a police investigation." <u>Train ID 111 and Train ID 115 Train Operators</u> : Confirmed the RTC's transmission. [Radio Ops 1]
18:16:50 hours	<u>Buttons RTC</u> : Notified MTPD Dispatch that trains were bypassing Forest Glen station. [Phone]
18:17:13 hours	<u>ROIC Specialist</u> : Received a notification from the Red Line RTC that trains were bypassing Forest Glen due to a shooting investigation [Phone]
18:17:29 hours	Train ID 111 and 115 were the first trains to bypass Forest Glen Station. [AIMS]
18:17:36 hours	<u>Radio RTC</u> : makes blanket announcement to all Ops 1 that Trains are bypassing the station, a bus bridge was requested, and to make good announcements to their customers. [Radio Ops 1]
18:19:52 hours	<u>ROIC Specialist</u> : Contacted MTPD to determine the type of investigation for email notification processes. <u>MTPD</u> : Responded "a shooting," but was unable to provide further details on the location within the station. [Phone]
18:20:11 hours	<u>ROIC Specialist</u> : "Hey, are you on 32 or 132?" <u>Station Manager</u> : "I am on 132, but I came upstairs to shut the elevator off for the police so they can close the station." <u>ROIC Specialist</u> : "We were just giving you a call to let you they are going to be bypassing your station." <u>Station Manager</u> : "I already know that, thanks for the calling." [Phone]
18:25:41 hours	<u>Radio RTC</u> : Instructed Train ID 113 to standby at Forest Glen Station with their doors closed. <u>Radio RTC</u> : "Train ID 113, how do you copy over." [Radio Ops 1] <i>Note: Train ID 113 Train Operator did not respond.</i>
18:26:11 hours	<u>Radio RTC</u> : "Train ID 113 come into to central over." [Radio Ops 1]
18:26:20 hours	<u>Radio RTC</u> : "Train ID 113 in approach to Silver Spring Track 2 come into to central, what is going on?" [Radio Ops 1]
18:26:40 hours	<u>Train ID 113 Train Operator</u> : "Go ahead." the remaining part of the message was unclear. <u>Radio RTC</u> : Train ID 113, did you service Forest Glen over?" <u>Train ID 113 Train Operator</u> : "That is affirmative sir, doors were opened and closed." [Radio Ops 1]
18:26:51 hours	<u>Radio RTC</u> : "Forest Glen was closed until further notice. How do you copy 113 over?" <u>Train ID 113 Train Operator</u> : "I had no idea, I apologize. No one got off. How do you copy over?" [Radio Ops 1]

Time	Description
18:27:48 hours	Ops 1 [Red Line] RTC: "We are offloading Train ID 113 and sending it to Brentwood Yard; that Train had the shooter on it. We are going to offload at Rhode Island Ave." ROIC Specialist: "113 Glenmont Yard." Ops 1 [Red Line] RTC: "No, Brentwood." ROIC Specialist: "Got you." [Phone]
18:33:21 hours	Radio RTC: Instructed an RTRA Supervisor to board Train ID 113 at Silver Spring. [Radio Ops 1]
18:39:58 hours	Radio RTC: Made blanket announcement that Forest Glen Station was still closed and to continue to bypass. [Radio Ops 1]
18:41:23 hours	Radio RTC: Instructed Train ID 113 to offload at Rhode Island Ave. Train ID 113 Train Operator: Confirmed the transmission. Radio RTC: After you verify the train is clear of customers, step off that train and wait on the next train. The RTRA Supervisor will resume operations towards Brentwood. [Radio Ops 1]
18:42:59 hours	ROIC Specialist: Called the Rhode Island Ave Station Manager and informed them Train ID 113 was at Brookland and would be offloading at their station. [Phone]
18:44:17 hours	Brentwood Yard Operator: Contacted ROCC and notified them they are standing by awaiting the arrival of Train ID 113. Radio RTC: You are not going to make it disregard. [Phone]
18:59:31 hours	ROIC Manager: Called MTPD and requested an update MTPD: Informed the ROIC specialist they did not have an update. ROIC Manager: Attempted to ascertain if the shooting was on the platform. MTPD: "We can't say yet, I am not sure." [Phone]
19:00 – 20:14 hours	Station remained in bypass for Crime Scene Processing. Regular, periodic announcements were made by the Radio RTC. [Radio Ops 1]

***Note: Times above may vary from other system's timelines based on clock settings and reporting source.*

Advanced Information Management System (AIMS)

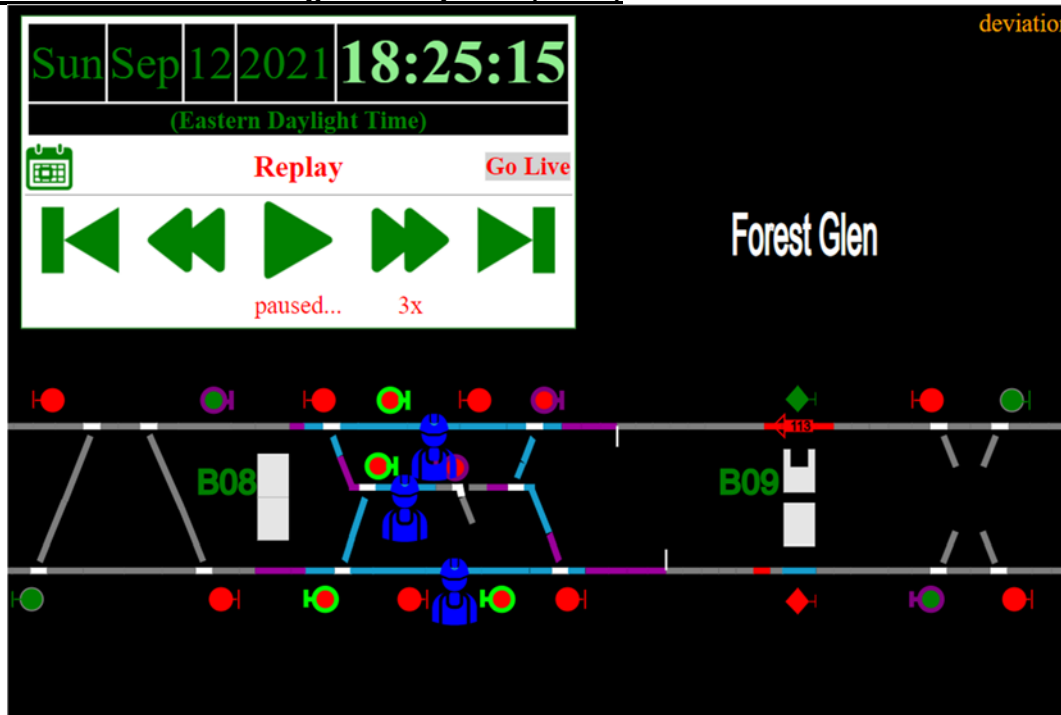


Figure 1 - AIMS Playback indicating Train ID 113 serviced the platform at approximately 18:25 hours after bypassing announcements were issued by ROCC RTC (confirmed via CCTV) at approximately 18:17 hours.

Department of Systems Maintenance, Office of Radio Communications (COMR)

COMR personnel performed a comprehensive radio operational test between Wheaton and Forest Glen Station (B09-B10) on Tracks 1 and 2. The test was successful with no deficiencies identified.

Weather

On September 12, 2021, the average the temperature as 76° F, with no precipitation. The incident occurred in a tunnel section of the rail system. SAFE has concluded that weather was not a contributing factor in this incident (Weather source: NOAA) – Location: Washington, DC.)

Human Factors

Fatigue

Signs and Symptoms of Fatigue

N/A

Fatigue Risk

N/A

Post-Incident Toxicology Testing

Post-incident toxicology testing was not performed, as WMATA personnel were not directly involved in the incident.

Findings

- No injuries occurred as a result of this incident.
- Involved parties departed the scene on foot immediately after the incident.
- Two customers were inside the station when the incident occurred. Neither customer was injured and both individuals departed the station prior to trains beginning to bypass the station.
- Train ID 113 serviced the station approximately seven minutes after the initial announcement to bypass the station was made on Ops 1.

Immediate Mitigation to Prevent Recurrence

- To protect the safety of customers and personnel, the station was evacuated on order of MTPD and bypassed until the criminal investigation was completed.

Probable Cause Statement

The probable cause of this incident was criminal activity by an individual resulting in a firearm discharge and no injuries. MTPD will investigate and determine final disposition of this incident.

Recommendations/Corrective Actions

As part of SAFE's investigation of E21420 (A-4 Event: Evacuation for Life Safety Reasons at Pentagon Station), SAFE developed Corrective Actions that would address regular, blanket announcements across associated Ops radio channels. Those Corrective Actions are copied below for reference:

<u>Corrective Action Code</u>	<u>Description</u>	<u>Responsible Party</u>	<u>Due Date</u>
95668_SAFE CAPS_ROC C_001	(RC-1, CF-1) Rail Operations Control Center (ROCC) – ROCC Management will ensure ROCC Controllers are reinstructed to broadcast station bypass announcements and other instructions relevant to SOP 1A to all associated Ops Channels on a scheduled basis for the duration of an incident response.	ROCC SRC	2/25/2021
95668_SAFE CAPS_SAFE _001	As part of the MSRPH revision project, include language to 130-ROCC-ALL-01-00, <i>Unknown Substance, Suspicious/Unattended Package, Bomb Threat</i> , to address blanket announcements to personnel and trains operating on other radio channels.	ROCC SRC, RSSC	3/31/2022

Appendices

Appendix A – MTPD After Action Report



Metro Transit Police Department Hot Wash Summary



ADMINISTRATION HANDLING INSTRUCTIONS

This report will be completed after a debriefing or "hot wash" in accordance with applicable department policies/directives and procedures; at the request of the Chief of Police or designee or following any incident or event requiring the activation of the Incident Command System (ICS). The purpose of the report is to provide information, assess response, identify training, equipment needs, and to identify areas that may require improvement. After completion of this report, it should be forwarded to the Deputy Chief through the chain of command for review.

This report and any attachments are classified as For Official Use Only. This report may be used for emergency incidents, special events, and exercises. Items marked with an asterisk (*) will be completed by the last official designated as the Incident Commander (IC) as there may be more than one IC during the incident.

INCIDENT SUMMARY			
Incident Requiring ICS Activation:		Firearm discharge	
*Incident Commander (IC):		Sgt. [REDACTED]	
MTPD CCN:	2021-0004380	Local CCN:	
*Date ICS Initiated:	09/12/2021	*Time ICS Initiated:	1829
*Date ICS Terminated:	09/12/2021	*Time ICS Terminated:	2014
*Duration of Incident:	2 hours	*Service Disrupted (Type and Time):	By Passing Station 1820-2014
Incident Location:	9730 Georgia Ave	Command Post Location:	Kiosk
MTPD On-Scene Commander (OSC):	Sgt. [REDACTED]	Command Aid for OSC:	None
Forward Liaison:	Ofc. [REDACTED]	Unified Command:	No
OCC Liaison:	IMO	Alternate Channel:	2x
Single Tracking (Time & Track No.):	N/A	Bus Bridge Established (From /To):	N/A
Inner and/or Outer Perimeter:	Inner	Power De-energized:	N/A
OSC Relinquished Scene Command to Name Dept:	IC was desolved 2014 when station reopened	Medical Attention Required/Requested:	No
Entry/Exit Log:	YES	CID Response:	YES

For Official Use Only

The information in this document marked FOUO is the property of the Washington Metropolitan Area Transit Authority's Metro Transit Police Department (MTPD) and may be distributed within the Federal Government (and its contractors) to law enforcement, public safety and protection, intelligence officials and individuals with a need to know. Distribution to other entities without prior MTPD authorization is prohibited. Precautions shall be taken to ensure this information is stored and destroyed in a manner that precludes unauthorized access. Information bearing the FOUO marking may not be used in legal proceedings without prior authorization from the originator. Recipients are prohibited from posting information marked FOUO on a website or unclassified network.

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WMATA ON-SCENE PERSONNEL			
Name		Department/Office	Title/Role
		MTPD	Scene security
		MTPD	Forward Liaison
		MTPD	Scene security
		MTPD	CSS
		MTPD	Scene security
		MTPD	OSC
		MTPD	CID Official inner perimeter

[illegible]

For Official Use Only

Effective: 12/30/20

Metro Transit Police Department Hot Wash Summary

REQUESTS	
*Radio Run Requested (Yes/No):	No
If "Yes," location where tape is stored:	
*Digital Video Evidence Unit (DVEU) Video Requested (Yes/No):	Yes
If "Yes," location where video is stored:	DVEU SOCC

OBSERVATIONS
<p>MTPD was advised of a shooting that occurred in the Forest Glen station. Upon MTPD arrival DVEU and CID had confirmed a shooting occurred within the station by the escalators. CSS requested to close the station with trains bypassing until CSS processing complete. Local bus routes were utilized to move passengers if needed. Officers on scene were able to secure the platform for CSS processing.</p> <p><i>Use separate sheet if additional space is required.</i></p>

NOTES
<p>Hot wash was conducted by Sgt. [REDACTED] conducted hotwash with officers still on scene after processing. Radio communication was a known problem prior to the incident.</p>
<p>On Scene Commander's Title, Printed Name, and Signature/Date</p> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="background-color: black; width: 250px; height: 30px;"></div> <div style="text-align: right;">9/12/2021</div> </div>
<p>Patrol Operations Bureau Commander's Title, Printed Name, and Signature/Date</p> <div style="background-color: black; width: 100%; height: 30px;"></div>
<p>Office of Emergency Management Director's Title, Printed Name, and Signature/Date</p> <div style="display: flex; justify-content: space-between; align-items: center;"> <div style="background-color: black; width: 400px; height: 30px;"></div> <div style="text-align: right;">9/16/2021</div> </div>

Appendix B – Rail Transportation Incident Report

WMATA/RTA Incident/Accident Report (Other than Motor Vehicle) Page 1 of 2

Incident Information: This page must be completed for all incidents

Date: 9/12/21 Incident Time: 6:15pm Time Reported: 6:20pm Reported by: Customer ☐ Employee ☒
 ROCC ☐ Other ☐

Location

Station: Forest Glen Mezzanine #: 132 Track #/Destination: NA Chain Marker/Signal Number: NA

TYPE OF INCIDENT

☐ Property Damage ☐ Smoke ☐ Fire ☐ Customer Complaint
☐ Customer Injury ☐ Customer Illness ☐ Employee Injury ☐ Employee Illness
☐ Criminal Activity ☐ Elevator Entrapment ☐ Rail Vehicle Incident ☒ Other (Explain in description of incident)

WEATHER **LIGHT CONDITIONS (natural lighting)** **LIGHTING (artificial lighting)**

Clear ☒ Rain ☐ Dawn/Dusk ☐ Daylight ☒ Lights On ☐ Lights Off ☒
 Snow ☐ Sleet/Ice ☐ Dark ☐ Tunnel/Underground ☐ Lights Not Working ☐

STATION INCIDENTS: Always include equipment number you use for MOC/AFC/EOC

Elevator/escalator #: #16 (Police investigation) AFC #: NA Room Number/Location: NA
 Failure Number(s): 16573137

Parking Lot ☐ Paid Area ☐ Free Area ☐ Garage ☐ Station Entrance ☐ Stairway # ☐ Platform ☒ Ancillary Room ☐
 Injury/Illness reported aboard Train ☐ Other ☐

Name of Responding Supervisor: NA Name/Department of PLNT/AFC or other WMATA responder: NA

TRAIN INCIDENTS

Train ID: NA Destination: NA Car Numbers (list all cars in consist): NA Lead Car: NA
 Name of Responding Supervisor: NA Name/Department of CMNT/TRST or other WMATA responder: NA

DESCRIBE THE INCIDENT: Include what you did to correct the problem and who you notified and when.

Describe any property damage and the extent of any injuries.

@ Approx 6:15pm [redacted] observed on CCTV what appeared to be an altercation between (2) two males on the platform level. Upon investigation, [redacted] heard what sounded like a gun shot. Once on scene, [redacted] observed (2) two males scuffling on platform floor with (1) one holding a gun. [redacted] notified MTPD (Police Report # 04380) Forest Glen Station was temporarily closed - Police Investigation. Normal Service Resumed @ approx 8:45pm

Note: @ time of incident there was (1) one male customer entering the station who insisted on taking his trip after [redacted] informed of altercation taking place on platform.

Employee Completing Report SEP 18 '21 7:57

Employee Name (print): [redacted] Employee Signature (sign): [redacted] Date: 9/12/21
 Division: Glenmont Run #: 507 Block #: NA Assigned Days: Tues/Wed

To Be Completed By Reviewing Manager

Supervisor: [redacted] Date: 9/14/21
 Action taken/needed: Reviewed and Filed

SMS Number: 20210914 #95551

50.753A 04/12 White Copy: Division or Supervisor Yellow Copy: For any incident involving escalators or elevators; remains in kiosk for use of elevator/escalator inspectors

Incident Date: 09/12/2021 Time: 18:08 hours
 Final Report – Evacuation for Life Safety Reasons
 E21441

Drafted By: SAFE 71: 11/11/2021
 Reviewed By: SAFE 71: 11/11/2021
 Approved By: SAFE 71: 11/12/2021

Page 13

WMATA/RTRA Incident/Accident Report (Other than Motor Vehicle) Page 2 of 2

Additional Information- Complete this page for any incident where the information is available and when additional space is needed for incident description.

Customer Involved ☒ Employee Involved ☐ Witness ☐ NA

Last Name, First Name Employee #

Date of Birth Sex Home Phone Work Phone Cell Phone

Home Address Email Address

Nature of Injury/Illness

Assistance Offered: Accepted ☐ Declined ☐

If Transported:

Hospital: Ambulance Number: Arrival: Departure:

Customer Involved ☐ Employee Involved ☐ Witness ☐ NA

Last Name, First Name Employee #

Date of Birth Sex Home Phone Work Phone Cell Phone

Home Address Email Address

Nature of Injury/Illness

Assistance Offered: Accepted ☐ Declined ☐

If Transported:

Hospital: Ambulance Number: Arrival: Departure:

Police/Fire/Other Agencies Involved

Jurisdiction/Arrival Time Name Badge/Unit Number

MPD/6:25pm NA NA

Jurisdiction/Arrival Time Name Badge/Unit Number

NA NA NA

DESCRIBE THE INCIDENT (continued or witness statement): Include what you did to correct the problem and who you notified and when. Describe any property damage and the extent of any injuries.

NA

SEP 18 '21 7:57

Employee Completing report

Employee Name Employee # Date:

[Redacted] [Redacted] 9/12/21

50.753B 04/12 White Copy: Division or Supervisor Yellow Copy: For any incident involving escalators or elevators; remains in kiosk for use of elevator/escalator inspectors