



WMSC Commissioner Brief: W-0238 – Evacuation for Life Safety Reasons – Potomac Ave Station – March 30, 2023

Prepared for Washington Metrorail Safety Commission meeting on August 8, 2023

Safety event summary:

On Tuesday, March 30, 2023, Potomac Ave Station was evacuated due to gunshots aboard a train stopped on the station's platform. No one was hurt. There was damage to the rail car where the event occurred.

At approximately 7:51 p.m. the Potomac Ave Station Manager contacted the Metro Transit Police Department (MTPD) Security Operations Control Center (SOCC) to report hearing gunshots at the station. The Station Manager then contacted the Rail Operations Information Center (ROIC) to report the event and that customers were evacuating the area. The Station Manager was also instructed to evacuate for their safety.

At 7:52 p.m., the Train Operator of Train 922 reported hearing what sounded like gunshots and advised the Rail Operations Control Center that riders were running from the train.

At 7:53 p.m., an MTPD Dispatcher requested MTPD Officers respond to Potomac Ave Station. The Rail Traffic Controller instructed two trains to hold at Stadium-Armory and Eastern Market stations rather than proceeding toward Potomac Ave Station. A ROIC Information Controller notified the ROCC Operations Manager of the reported shooting.

At 7:56 p.m., an MTPD Console Operator in the Security Operations Control Center requested assistance from D.C. Fire and Emergency Medical Services.

An Office of Rail Transportation Supervisor, who was on the scene, reported to the ROCC that the train had been offloaded.

At 8:00 p.m., MTPD Officers arrived, found no victims and secured the affected train.

After being released by MTPD, the train was moved to New Carrollton Yard. The damage to the train included shattered glass from the window of rail car 7194.

Probable Cause:

The probable cause of this event was a person discharging a firearm aboard the train.



Washington Metropolitan Area Transit Authority
Department of Safety (SAFE)
Office of Safety Investigations (OSI)

FINAL REPORT OF INVESTIGATION A&I E23215

Date of Event:	March 30, 2023
Type of Event:	Evacuation for Life Safety Reasons
Incident Time:	19:50 Hours
Location:	Potomac Avenue Station, Track 1
Time and How received by SAFE:	19:53 hours – SAFE/MAC
WMSC Notification Time:	20:32 hours – Telephone Notification
Responding Safety Officers:	Department of Safety Leadership
Rail Vehicle:	Train ID 922 L7664/65X7195/94X7506/07X7331/30T
Injuries:	None
Damage:	Window Shattered on rail car 7194
Emergency Responders:	Metro Transit Police Department (MTPD)
SMS I/A Number	20230403#107386

Potomac Avenue Station – Evacuation for Life Safety Reasons

March 30, 2023

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Abbreviations and Acronyms

ARS	Audio Recording System
BOCC	Bus Operations Communications Center
CAP	Corrective Action Plan
CCTV	Closed-Circuit Television
CMNT	Office of Car Maintenance
DCFEMS	District of Columbia Fire and Emergency Services
FLO	Fire Liaison Officer
MAC	Mission Assurance Coordinator
MPD	Metropolitan Police Department
MSRPH	Metrorail Safety Rules and Procedures Handbook
MTPD	Metro Transit Police Department
NOAA	National Oceanic and Atmospheric Administration
OSC	On-Scene Commander
OM	Operations Manager
RTC	Rail Traffic Controller
RTRA	Office of Rail Transportation
ROIC	Rail Operations Information Center
ROCC	Rail Operations Control Center
SAFE	Department of Safety
SDOC	Safety Director On-Call
SMS	Safety Measurement System
SPOTS	System Performance On-Time Summary
WMATA	Washington Metropolitan Area Transit Authority
WMSC	Washington Metrorail Safety Commission

Washington Metropolitan Area Transit Authority
Department of Safety – Office of Safety Investigations

Executive Summary

**Note that all times listed are approximate and may contain minor variations due to differences between systems of record. **

On March 30, 2023, at 19:51 hours, the Station Manager located at Potomac Avenue Station reported to the Metro Transit Police Department (MTPD) that they heard gunshots inside Potomac Avenue Station and requested a response. The Station Manager then notified the Rail Operations Information Center (ROIC) of the event. The Train Operator of Train ID 922 (L7664/65X7195/94X7506/07X7331/30T) located at Potomac Avenue Station on track 1 contacted the Rail Operations Control Center (ROCC) and reported hearing a loud noise and observed customers running from the train. The Radio Rail Traffic Controller (RTC) instructed the Train Operator to offload the train. The ROIC Controller advised the Operations Manager (OM) of the event.

At 19:55 hours, the Train Operator reported observing a bullet hole through the window on railcar 7194, and the window was shattered. At 19:56 hours, MTPD dispatched Units and requested District of Columbia Fire and Emergency Services (DCFEMS) to respond to Potomac Avenue Station. An Office of Rail Transportation (RTRA) Rail Supervisor reported they were located at Potomac Avenue Station.

At 20:01 hours, MTPD reported that no victims were located and dispatched Crime Scene Search (CSS) personnel. At 20:02 hours, MTPD established Incident Command on the platform of Potomac Avenue Station. At 20:06 hours, ROIC contacted the Bus Operations Communications Center (BOCC) and requested a bus bridge.

At 20:04 hours, the OSC advised the MTPD Dispatcher that trains should bypass Potomac Avenue Station. The Mission Assurance Coordinator (MAC) advised a bus bridge had been requested.

At 20:07 hours, trains were instructed to bypass Potomac Avenue Station utilizing track 2.

At 20:09 hours, the OSC advised the MTPD Dispatcher that MTPD Officers were collecting witness information as customers were escorted from Potomac Avenue Station. At 20:15 hours, a bus bridge had been established between Potomac Avenue and Eastern Market stations.

At 20:34 hours, the OSC advised the MAC that single-track service to Potomac Avenue Station was authorized on track 2. At 21:01 hours, the MTPD dispatcher requested the OSC to advise the Station Manager to open Potomac Avenue Station.

At 21:49 hours, MTPD turned the scene over to the RTRA Supervisor. At 22:01 hours, Train ID 922 was transported to New Carrollton Yard. At 22:02 hours, normal service resumed.

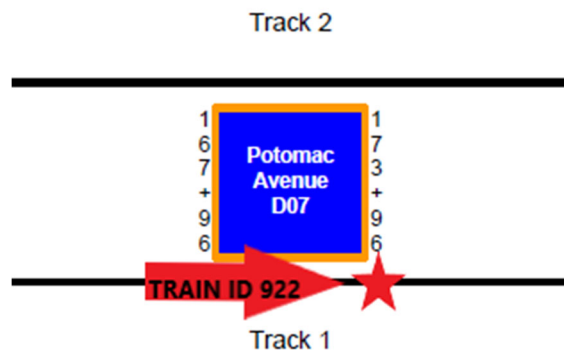
The train consist was removed from service for post-incident inspection.

The probable cause of the Evacuation for Life Safety Reasons event on March 30, 2023, at Potomac Avenue Station was the action of a person discharging a firearm into Train ID 922.

Incident Site

Potomac Avenue Station, Track 1

Field Sketch/Schematics



The above depiction is not to scale.

Purpose and Scope

The purpose of this accident 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.

Investigative Methods

The investigative methodologies included the following:

- Site Assessment through document review.
- Documentation Review – A collection of relevant work history information and process documentation contained in Metro systems of record. These records include:
 - Metrorail Safety Rules and Procedures Handbook (MSRPH)
 - National Oceanic and Atmospheric Administration (NOAA)
 - RTRA Supervisor's Report
 - MTPD After-Action Report
- System Data Recording Review – A collection of information contained in Metro Data Recording Systems. This data includes:
 - Audio Recording System (ARS) playback
 - Closed-Circuit Television (CCTV)
 - System Performance On-Time Summary (SPOTS)

Investigation

On March 30, 2023, at 19:51 hours, the Station Manager located at Potomac Avenue Station reported to MTPD that they heard gunshots at Potomac Avenue Station and requested a response.

The Advanced Information Management System (AIMS) determined that Train ID 922 arrived and serviced the Potomac Avenue Station at 19:50 hours and activated the platform-side doors.

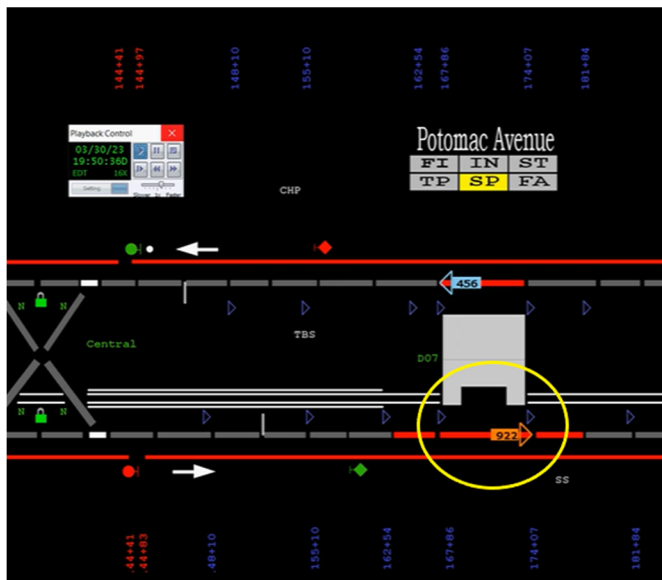


Figure 1: Train ID 922 arrived and serviced Potomac Avenue Station at 19:50 hours.

The Audio Recording System (ARS) indicated that at 19:52 hours, the Station Manager contacted ROIC and reported that gunshots were fired from inside the train (Train ID 922) on Track 1. The ROIC Controller instructed the Station Manager to lock the kiosk and to leave the area for a place of safety. The Train Operator of Train ID 922 (L7664/65X7195/94X7506/07X7331/30T) located at Potomac Avenue Station on track 1 contacted ROCC and reported hearing a loud noise and observed customers running from the train.

At 19:53 hours, MTPD dispatched multiple MTPD Units to Potomac Avenue Station. At the same time, the Radio RTC held trains at Stadium-Armory and Eastern Market stations. ROIC notified the OM of the event.

At 19:55 hours, the Train Operator reported a bullet hole and shattered window on rail car 7194.

At 19:56 hours, the MTPD requested DCFEMS to respond to Potomac Avenue Station.

At 19:58 hours, DCFEMS dispatched units to Potomac Avenue Station. At 20:00 hours, the Rail Supervisor reported that MTPD was on the scene.

At 20:01 hours, an MTPD Officer reported that there were no victims present, and a bullet hole was observed in a platform-side window of Train ID 922 and requested crime scene technicians to respond to the scene. The MTPD Unit was instructed to secure Train ID 922.

At 20:02 hours, another MTPD Officer established Incident Command on the platform of Potomac Avenue Station.

At 20:04 hours, Incident Command advised MTPD Dispatch that trains could bypass Potomac Avenue Station. At 20:06 hours, ROIC contacted BOCC and requested a bus bridge. At 20:07 hours, the Radio RTC announced that train service was suspended at Potomac Avenue Station and trains bypassed servicing the station.

At 20:32 hours, the Mission Assurance Coordinator (MAC) contacted and notified the WMSC of the event by telephone.

At 20:34 hours, Incident Command advised that single-track operations could begin at Potomac Avenue Station on track 2. At 20:40 hours, Train ID 457 was the first train to service Potomac Avenue by way of track 2.

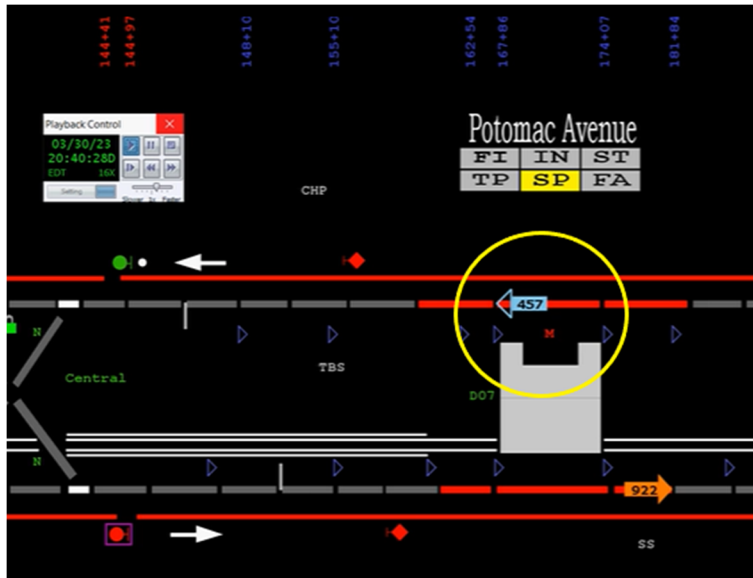


Figure 4: Train ID 457 serviced Potomac Avenue Station, track 2 at 20:40 hours.

At 21:49 hours, the MTPD turned the scene over to RTRA. At 21:57 hours, the Office of Car Maintenance (CMNT) personnel were on scene and advised that Train ID 922 had been released by MTPD and that the train could be moved from Potomac Avenue Station.

At 22:02 hours, the Radio RTC announced normal to resume at Potomac Avenue Station. Train ID 722 departed Potomac Avenue Station and was dispatched to New Carrollton Yard. Train ID 614 was the first train to service Potomac Avenue Station on track 1.

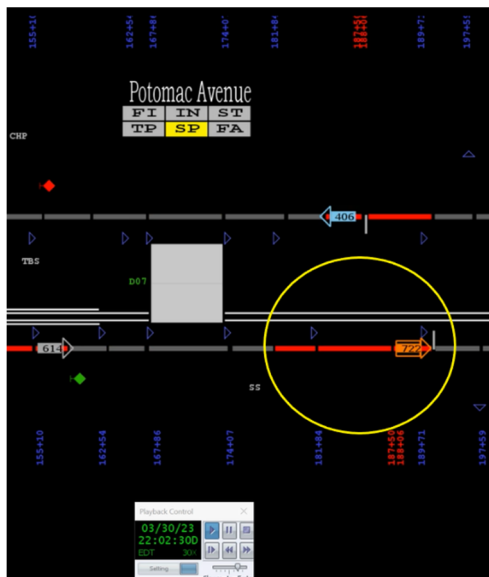


Figure 5: Train ID 722 departed Potomac Avenue Station at 22:02 hours.

During the event, the window on rail car 7194 was shattered. On April 2, 2023, CMNT replaced the shattered window, and the rail car was deemed good for service.

Chronological Event Timeline

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

Time	Description
19:49:54 hours	Train ID 922 (722) arrived at Potomac Avenue Station, track 1. [Spots]
19:51:14 hours	<u>Station Manager</u> : Reported hearing gunshots at Potomac Avenue Station and requested MTPD response. <u>MTPD Console Operator</u> : Acknowledged. [Phone, SOCC Console 5E]
19:52:03 hours	<u>Station Manager</u> : Reported to ROIC gunshots were fired in Potomac Avenue Station from inside of a train on the platform. Advised customers were fleeing the area. <u>ROIC Controller</u> : Advised the Station Manager to lock up the kiosk and leave the area. <u>Station Manager</u> : Acknowledged. [Phone, RCOM 2]
19:52:03 hours	<u>Train ID 922</u> : Reported they heard loud noises “like gunshots” and observed customers running from the train and requested MTPD. <u>Radio RTC</u> : Acknowledged. [Radio, OPS 2]
19:53:00 hours	<u>MTPD Dispatcher</u> : Requested MTPD Officers to report Potomac Avenue Station. [Radio, MTPD 1-X]
19:53:18 hours	<u>Radio RTC</u> : Instructed Train IDs 421 and 471 to hold at Stadium-Armory and Eastern Market Stations. [Radio, OPS 2]
19:53:34 hours	<u>ROIC Controller</u> : Advised the OM of the incident. <u>OM</u> : Acknowledged. [Phone, Rail 1]
19:54:48 hours	<u>MAC</u> : Advised the MTPD Dispatcher that shots were fired inside Train ID 922 and that the train was being held at Potomac Avenue Station. <u>MTPD Dispatcher</u> : Acknowledged, then informed personnel on the channel. [Radio, MTPD 1-X]
19:55:51 hours	<u>Train ID 922</u> : Reported bullet hole and shattered window on car 7194. <u>Radio RTC</u> : Acknowledged. [Radio, OPS 2]
19:55:52 hours	<u>MAC</u> : Advised the MTPD Dispatch that trains are being held and that shooting occurred inside car 7194. <u>MTPD Dispatcher</u> : Acknowledged. <u>MTPD Officer</u> : Acknowledged. [Radio, MTPD 1-X]
19:56:08 hours	<u>MTPD Console Operator</u> : Requested assistance from DCFEMS. <u>DCFEMS Dispatcher</u> : Acknowledged. [Phone, SOCC Console 5D]
19:57:44 hours	<u>Radio RTC</u> : Instructed Train ID 922 to offload. <u>Train ID 922</u> : No response. [Radio, OPS 2]
19:57:38 hours	<u>ROIC</u> notified BOCC of the event to prepare for a bus bridge. [Phone, ROIC Lead 2]
19:58:07 hours	<u>DCFEMS Dispatcher</u> : Dispatched units to Potomac Avenue Station. [Radio, Open MHZ]
20:00:34 hours	<u>Rail Supervisor</u> : Reported MTPD on scene. <u>Radio RTC</u> : Acknowledged. [Radio, OPS 2]
20:00:43 hours	<u>MAC</u> : Advised the SDOC of the incident. <u>SDOC</u> : Acknowledged. [Phone, Emergency MGMT]

Time	Description
20:01:00 hours	<u>MTPD Officer</u> : Advised no victims were present and a bullet hole in the glass was discovered. Requested crime scene technicians to respond to the scene. <u>MTPD Dispatch</u> : Acknowledged. Instructed to secure Train ID 922. <u>MTPD Officer</u> : Acknowledged. [Radio, MTPD 1-X]
20:02:49 hours	<u>MTPD Officer</u> : Advised that Incident Command was set up on the platform of Potomac Avenue Station. <u>MTPD Dispatcher</u> : Acknowledged. [Radio, MTPD 1-X]
20:03:55 hours	<u>FLO</u> : Advised DCFEMS personnel to clear, no victims or injuries were reported. <u>DCFEMS Personnel</u> : Acknowledged. [Radio, Open MHZ]
20:04:11 hours	<u>Incident Command</u> : Advised trains should bypass Potomac Avenue Station. <u>MTPD Dispatcher</u> : Acknowledged. [Radio, MTPD 1-X]
20:06:28 hours	<u>ROIC Controller</u> : Advised all personnel on OPS 5 that service to Potomac Avenue Station had been suspended due to police activity. [Radio, OPS 5]
20:06:38 hours	ROIC contacted BOCC and requested a bus bridge. [RCOM-ASST]
20:07:26 hours	<u>Radio RTC</u> : Instructed Train Operators on OPS 2 to bypass Potomac Avenue Station. [Radio, OPS 2]
20:15:21 hours	<u>Radio RTC</u> : Announced on OPS 2 that shuttle bus service had been established between Potomac Avenue and Eastern Market stations. [Radio, OPS 2]
20:32:44 hours	<u>MAC</u> : Advised WMSC of the incident. <u>WMSC</u> : Acknowledged. [Phone, Emergency MGMT]
20:34:14 hours	<u>Incident Command</u> : Advised the MAC that single-track operations could begin at Potomac Avenue Station on track 2. <u>MAC</u> : Acknowledged and repeated back. [Radio, MTPD 2-X]
20:40:28 hours	Train ID 457 serviced Potomac Avenue on track 2. [AIMS]
21:02:32 hours	<u>Radio RTC</u> : Announced on OPS 2 that trains were able to service Potomac Avenue Station via track 2. [Radio, OPS 2]
21:02:35 hours	<u>ROIC Controller</u> : Announced on OPS 5 that trains were able to service Potomac Avenue Station via track 2. [Radio, OPS 5]
21:49:04 hours	<u>Incident Command</u> : Advised the MAC that the scene has been turned over to the RTRA Supervisor. <u>MAC</u> : Acknowledged and repeated back. [Radio, MTPD 2-X]
21:57:22 hours	<u>CMNT Personnel</u> : Advised the RTC that all personnel were clear of Train ID 922, MTPD had released the train and the train could be moved from Potomac Avenue Station. <u>Radio RTC</u> : Acknowledged, advise when Train is ready to be moved. [Radio, OPS 2]
22:01:03 hours	<u>RTRA Supervisor</u> : Advised Train ID 922 keyed up and ready with all personnel in place. <u>Radio RTC</u> : Acknowledged, repeated back, then dispatched Train ID 922 to New Carrollton Yard. [Radio, OPS 2]
22:02:29 hours	<u>Radio RTC</u> : Announced on OPS 2 that Potomac Avenue Station would resume normal service. [Radio, OPS 2]
22:02:30 hours	Train ID 922 (722) departed Potomac Avenue Station and was dispatched to New Carrollton Yard. [AIMS]
22:02:51 hours	Train ID 614 arrived at Potomac Avenue Station, track 1. [Spots]

Note: Times above may vary from other systems' timelines based on clock settings.

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

No issues with communications equipment were reported during the course of the incident.

Related Rules and Procedures

MSRPH SOP 1A - Command, Control and Coordination of Emergencies on the Rail System

Weather

On March 30, 2023, at the time of the incident, NOAA recorded the temperature as 46°F, with some cloud cover. Weather was not a contributing factor in this incident (Weather source: NOAA – Location: Washington, DC).

Human Factors

Evidence of Fatigue

The biomathematical fatigue modeling application (SAFTE-FAST Web SFC) was not applied for this event.

Fatigue Risk

The biomathematical fatigue modeling application (SAFTE-FAST Web SFC) was not applied for this event.

Post-Incident Toxicology Testing

Post-Incident Toxicology Testing was not conducted for this event.

Findings

- Customers initiated evacuation of rail car 7194 in response to a person discharging a firearm. The Station Manager initiated formal evacuation of Potomac Avenue Station in response.
- MTPD established Incident Command on the platform of Potomac Avenue Station.
- Window glass was found shattered on rail car 7194.
- There were no injuries resulting from the event.

Immediate Mitigation to Prevent Recurrence

- Train service was suspended at Potomac Avenue Station.
- Potomac Avenue Station was evacuated.
- MTPD responded to Potomac Avenue Station.

Probable Cause Statement

The probable cause of the Evacuation for Life Safety event on March 30, 2023, at Potomac Avenue Station was the action of a person discharging a firearm inside Train ID 922.

Recommended Corrective Actions

There are no recommended corrective actions for this event.

Appendices

Appendix A – MTPD Hot Wash Summary

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:	9919 - DC - ASSAULT WITH A DANGEROUS WEAPON		
*Incident Commander (IC):	SGT [REDACTED]		
MTPD CCN:	2023-02639	Local CCN:	
*Date ICS Initiated:	3/30/2023	*Time ICS Initiated:	8:03:00 PM
*Date ICS Terminated:	3/30/2023	*Time ICS Terminated:	9:49:00 PM
*Duration of Incident:	1H 46 min	*Service Disrupted Disrupted Type:	Y - Yes
		Disrupted Time:	Bypassing 3/30/2023 7:55:00 PM
Incident Location:	1400 Potomac Ave Se	Command Post Location:	Platform
MTPD On-Scene Commander (OSC):	[REDACTED]	Command Aid for OSC:	
Forward Liaison:	[REDACTED]	Unified Command:	
OCC Liaison:	[REDACTED]	Alternate Channel:	Y - Yes 2X
Single Tracking	Y - Yes	Bus Bridge Established	Y - Yes
Track No.:	1	From:	Stadium-Armory Metro
Time Started:	3/30/2023 8:05:00 PM	To:	Eastern Market Metro
Time End:	3/30/2023 9:49:00 PM		
Inner and/or Outer Perimeter:		Power De-energized:	N - No
		De-energized Time:	

Document 1 – MTPD Hot Wash Summary, Page 1 of 5

OSC Relinquished Scene Command to Name	Y - Yes [REDACTED]	Medical Attention Required/Requested:	N - No
Dept:		CID Response: Y - Yes	[REDACTED]

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Metro Transit Police Department Hot Wash Summary

WMATA and EXTERNAL ON-SCENE PERSONNEL		
Name	Department/Office	Title/Role
[REDACTED]		MTPD Srt Sergeant
[REDACTED]		K-9 D-2 B
[REDACTED]		D-3 B
[REDACTED]		D-3 B CSS
[REDACTED]		D2 B
[REDACTED]		D3 B
[REDACTED]		D3 B

Document 2 - MTPD Hot Wash Summary, Page 2 of 5

Incident Date: 03/20/2023 Time: 19:50 hours
Final Report – Evacuation for Life Safety Reasons
E23215

Completed By: SAFE 705 – 04/24/2023
Reviewed By: SAFE 707 – 05/30/2023
Approved By: SAFE 71 – 05/30/2023

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[REDACTED]		
[REDACTED]		D3 A CSS
[REDACTED]		D2 B CSS
[REDACTED]		CID Sergeant
[REDACTED]		D3 A
[REDACTED]		D3 B
[REDACTED]		CID
[REDACTED]		CID
[REDACTED]		D3 A
[REDACTED]		D3 B
[REDACTED]		Train Operator
[REDACTED]	West Falls Rail	Safety
[REDACTED]	Safety	Superintendent
[REDACTED]	WEFC Rail	Car Maintenance
[REDACTED]	RAIL	

Use separate sheet if additional space is required.

Document 3 - MTPD Hot Wash Summary, Page 3 of 5

Metro Transit Police Department Hot Wash Summary

REQUESTS	
*Radio Run Requested (Yes/No):	N - No
If "Yes," location where tape is stored:	
*Digital Video Evidence Unit (DVEU) Video Requested (Yes/No):	Y - Yes
If "Yes," location where video is stored:	Platform, Rail Car

OBSERVATIONS

On March 30, 2023 at approximately 1952hrs at the Potomac Avenue Metro Station located at 1400 Potomac Ave Southeast, Washington, D.C., Station Manager contacted MTPD reporting shots fired in the station. MTPD units were dispatched to the station. Units arrived on scene and canvassed the platform and the incident train, train 922 blue line towards Largo Town Center. The suspect and potential victim were believed to be gone on arrival however a bullet hole and shell casing were located. A bullet hole was located in the window of rail car 7194. Sgt [REDACTED] arrived on scene a short time later and established incident command. ROCC was advised at 2005hrs they could bypass the station utilizing the Track-1 side. At 2007hrs the incident was moved to radio channel MTPD 2x. At 2009hrs the platform was sectioned off to allow Crime Scene Search officers to process the area for evidence. At 2015hrs [REDACTED] assumed command. The incident was deemed a non-contact shooting. At 2035hrs single tracking began utilizing the Track-1 side. At 2037 ROCC was advised to hold a train at Tysons Corner Metro Station for units to check for potential victim aboard the train. Nothing was found. [REDACTED] assumed command. CID Detectives [REDACTED] were on-scene and interviewed witnesses to include the security guards posted at the station. At the conclusion of Crime Scene processing, the incident train was removed to New Carrollton Rail Yard and the scene was turned over to Rail Supervisor [REDACTED] at 2149hrs. At 2206hrs units returned to channel MTPD 1X and a hot wash was held.

On Scene Commander's Title, Printed Name, and Signature/Date
[REDACTED]

Document 4 - MTPD Hot Wash Summary, Page 4 of 5

3/30/2023 8:03:00 PM

Watch Commander's Title, Printed Name and Signature/Date

Patrol Operations Bureau Commander's Printed Name and Signature/Date

Office of Emergency Management Director's Printed Name and Signature/Date

MTPD-OSP-TMPL-009-00

Document 5 - MTPD Hot Wash Summary, Page 5 of 5

Incident Date: 03/20/2023 Time: 19:50 hours
Final Report – Evacuation for Life Safety Reasons
E23215

Completed By: SAFE 705 – 04/24/2023
Reviewed By: SAFE 707 – 05/30/2023
Approved By: SAFE 71 – 05/30/2023

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Appendix B – RTRA Reports

Station Manager's Report

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

Incident Information: This page must be completed for all incidents

Date: 3/30/2023 Incident Time: 7:50 pm Time Reported: 7:50 pm Reported by: Customer ☐ Employee ☒
 ROCC ☐ Other ☐

Location:
 Station: FORUM Ave Mezzanine #: 61 Track #/Destination: 1 Chain Marker/Signal Number: _____

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: ☒ Clear ☐ Rain ☐ Snow ☐ Sleet/Ice ☐
 LIGHT CONDITIONS (natural lighting): Dawn/Dusk ☐ Daylight ☐ Dark ☐ Tunnel/Underground ☐
 LIGHTING (artificial lighting): Lights On ☒ Lights Off ☐ Lights Not Working ☐

STATION INCIDENTS: Always include equipment number you use for MOC/AFC/EOC
 Elevator/Escalator #: N/A AFC #: N/A Room Number/Location: N/A
 Failure Number(s): N/A

Parking Lot ☐ Paid Area ☒ Free Area ☐ Garage ☐ Station Entrance ☐ Stairway # _____ ☐ Platform ☒ Ancillary Room ☐
 Injury/Illness reported aboard Train ☐ Other ☐
 Name of Responding Supervisor: _____ Name/Department of PLNT/AFC or other WMATA responder: RAIL

TRAIN INCIDENTS
 Train ID: _____ Destination: New Carrollton Car Numbers (list all cars in consist): _____ Lead Car: _____
 Name of Responding Supervisor: _____ Name/Department of CMNT/TRST or other WMATA responder: RAIL

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. At approx 7:50pm while sitting in the kiosk I, the kiosk sign, heard a loud "boom" sound, within minutes several customers ran to the kiosk screaming "someone is shooting on the train". Immediately I called Transit ext 82121 followed with a call to Central requesting Transit for a shooting in the station. Approx 7:55pm I made an announcement directing customers to exit out the station for their safety. Within minutes MPD + Transit Police arrived then and only then is when I exited the kiosk to assist in finding witnesses and directing customers to shuttle buses; while doing this I also checked on the train operator. Superintendent [redacted] and safety officers arrived and was updated on what was current. No injuries and unfortunately no suspect. Submitted for the Record

Employee Completing Report
 Employee Name (print): [redacted] Employee #: [redacted] Date: 3/30/2023
 Division: New Carrollton Run #: 508 Block #: _____ Assigned Days: MTWTF

To Be Completed By Reviewing Manager
 [redacted] Employee #: [redacted] Date: 4-3-2023

Action taken/needed: On file SMS
 SMS Number: 20230403#107386

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

Document 6 – Station Manager's Report, Page 1 of 1

Incident Date: 03/20/2023 Time: 19:50 hours
 Final Report – Evacuation for Life Safety Reasons
 E23215

Completed By: SAFE 705 – 04/24/2023
 Reviewed By: SAFE 707 – 05/30/2023
 Approved By: SAFE 71 – 05/30/2023

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RTRA Supervisor's Report

RTRA SUPERVISOR REPORT				
Date 03/30/2023	Incident Time 7:59pm	Incident Location (Station Mezzanine #) Potomac Avenue Station	Track/Mezzanine # TK1	
Equipment Number (Train ID & Car Numbers; Escalator/Elevator #) 7194				
Incident Description Follow up to incident investigation/ Failure to follow instructions				
WMATA Personnel Involved	Employee #	Rule Violation?	Home Division	Post Incident
[REDACTED]	018086		West Falls Church	N/A
Name	Address			Injury?
Name	Address			Injury?
Name	Address			Injury?
Arrival Time	Unit Number	Person In Charge	Remarks	

Chronological Account of Incident

While cushioning on train ID 922, I heard a gunshot on the platform at Potomac Avenue before the operator serviced the platform. After operator serviced the platform, I observed some customers in a panic. I then proceeded towards the operator and noticed a bullet hole in the window of car number 7194. I then notified central of my findings and also contacted transit.

[REDACTED] for each entry; Include statement of Employee or Witness at conclusion)

Report Reviewed By	Date
[REDACTED]	3/30/2023
[REDACTED]	4-3-2023

must be faxed to ROCC 202-562-2808 at end of Tour

Document 6 – RTRA Supervisor's Report, Page 1 of 3

Incident Date: 03/20/2023 Time: 19:50 hours
Final Report – Evacuation for Life Safety Reasons
E23215

Completed By: SAFE 705 – 04/24/2023
Reviewed By: SAFE 707 – 05/30/2023
Approved By: SAFE 71 – 05/30/2023

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RTRA Supervisor's Report

DEPARTMENT OF OPERATIONS-RAIL SERVICE

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

Office of Rail Transportation

Date: 03/30/2023	Incident Time 1952	Incident Location (Station Mezzanine#) Potomac Ave	Track/Mezzanine# TRK 1
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Equipment Number (Train ID & Car Numbers; Escalator/Elevator #, Room #)
ID922 Car#7194

Incident Description
Gun Shot

WMATA Personnel Involved	Employee #	Rule Violation?	Home Division	Post Incident
[REDACTED]	002808	NO	New Carrollton	NO
[REDACTED]	018086	NO	West Falls	NO
Name N/A	Address N/A			Injury?
Name	Address			Injury?
Name	Address			Injury?
Arrival Time	Unit Number	Person in Charge	Remarks	
833	48	[REDACTED]		

Chronological Account of Incident

Note time for each entry; Include statement of Employee or Witness at conclusion

Arrived 833 [REDACTED]

Transit Officer [REDACTED]

Car Equipment [REDACTED]

Safety Officer [REDACTED]

Supervisor Submitting Report (include payroll #) [REDACTED]	Date 03/30/2023	Report Reviewed by [REDACTED]	Date 4-3-23
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RTRA Supervisor's Report

Page 2 of 2

Details(continued from front)

50.437 09/10

REPORT MUST BE FAXED TO ROCC 202-962-2808 at end of tour

Document 7 – RTRA Supervisor's Report, Page 2 of 3

Incident Date: 03/20/2023 Time: 19:50 hours
Final Report – Evacuation for Life Safety Reasons
E23215

Completed By: SAFE 705 – 04/24/2023
Reviewed By: SAFE 707 – 05/30/2023
Approved By: SAFE 71 – 05/30/2023

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On arrival I was instructed to control crowd control for investigation from transit. All activities and train was on track 1. Gun shots were fired in station

And struck the train car window car# 7194. Operator [REDACTED] and Station Manager [REDACTED] were both ok. No transports or medical attention was

needed. Train was investigated and handed over to Car equipment and myself for approval of no further damages. New Carrollton operator was

cushioned out to transport train back to D99 yard. Station was cleared and open for normal service at 1001.

Key Findings (Detail below)

Supervisor Submitting Report (Initials)
AG

Report Reviewed By (Initials)
[REDACTED]

50.437 09/10

REPORT MUST BE FAXED TO ROCC 202-952-2808 at end of tour

Document 8 – RTRA Supervisor's Report, Page 3 of 3

Incident Date: 03/20/2023 Time: 19:50 hours
Final Report – Evacuation for Life Safety Reasons
E23215

Completed By: SAFE 705 – 04/24/2023
Reviewed By: SAFE 707 – 05/30/2023
Approved By: SAFE 71 – 05/30/2023

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Appendix C – Maximo Work Orders



Work Order #: 17772484
Type: CM

Washington Metropolitan Area Transit Authority Maintenance and Material Management System Work Order Details



Page 1 of 2
MX76PROD

Status: CLOSE
04/03/2023 12:17

Work Description: Gunshots Reported and Damage to car 7194, 0/0, D07, PUB, MTPD, 922, 0/0, D07, PUB, MTPD, 922
Job Plan Description:

Work Information							
Asset: R7194	7194, RAIL CAR, KAWASAKI, 7000 AC, A CAR	Owning Office: CMNT-CMNT-CMNT	Parent:				
Asset Tag: R7194		Maintenance Office: CMNT-DULL-INSP	Create Date: 03/30/2023 22:58				
Asset S/N: 7194		Labor Group: CMNT	Actual Start: 03/30/2023 23:00				
Location: 2280	N99, DULLES YARD	Crew:	Actual Comp: 04/02/2023 12:05				
Work Location: 1230	D99, NEW CARROLLTON YARD	Lead:	Item: K18050001				
Failure Class: CMNT003	CAR BODY	GL Account: WMATA-02-33395-50499160-041-*****-OPR**					
Problem Code: 3332	VANDALIZED	Supervisor:	Target Start:				
Requested By:		Requestor Phone:	Target Comp:				
Chain Mark Start:		Chain Mark End:	Scheduled Start:				
Create-Mileage: 464224.0		Complete-Mileage: 464442.0					
Task IDs							
Task ID							
10	MTPD RESPONDED						
	CASE# 2023-02639						
	RESPONDING OFFICERS:						
Component:		Work Accomp:	Reason:	Status: CLOSE	Position:	Warranty?: N	
20	REMOVED WINDOW, NEEDS TO BE INSTALLED.						
	000-300-B10 CAR BODY: WINDOW/GLASS GROUP;						
Component: 2K/3K/6K/7K		Work Accomp: REMOVED	Reason: BROKEN	Status: CLOSE	Position:	Warranty?: Y	
30	WINDOW INSTALLED.						
	000-300-B10 CAR BODY: WINDOW/GLASS GROUP;						
Component: 2K/3K/6K/7K		Work Accomp: REPLACED NEW	Reason: BROKEN	Status: CLOSE	Position:	Warranty?: Y	
Planned Materials							
Task ID	Item	Description	Storeroom	Issue Unit	Quantity	Unit Cost	Line Cost
	K18114017	WINDOW, SIDE, A CAR/B CAR	251	EA	1	\$106.00	\$106.00
						Total Planned Materials:	\$106.00

Document 6 – Maximo Work Order – 17772484, Page 1 of 2

Incident Date: 03/20/2023 Time: 19:50 hours
Final Report – Evacuation for Life Safety Reasons
E23215

Completed By: SAFE 705 – 04/24/2023
Reviewed By: SAFE 707 – 05/30/2023
Approved By: SAFE 71 – 05/30/2023

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Washington Metropolitan Area Transit Authority
Maintenance and Material Management System
Work Order Details

Page 2 of 2
MX76PROD

Work Order #: 17772484
Type: CM



Status: CLOSE
04/03/2023 12:17

Work Description: Gunshots Reported and Damage to car 7194, 0/0, D07, PUB, MTPD, 922, 0/0, D07, PUB, MTPD, 922
Job Plan Description:

Actual Labor									
Task ID	Labor	Start Date	End Date	Start Time	End Time	Approved?	Regular Hours	Premium Hours	Line Cost
10		03/31/2023	03/31/2023	20:30	21:30	Y	01:00	00:00	\$44.61
20		03/31/2023	03/31/2023	20:30	21:30	Y	01:00	00:00	\$47.75
30		04/01/2023	04/01/2023	20:00	23:30	Y	03:30	00:00	\$167.12
30		04/01/2023	04/01/2023	20:00	23:30	Y	03:30	00:00	\$140.95
Total Actual Hour/Labor:							09:00	00:00	\$400.42
Actual Materials									
Task ID	Item	Assetnum	Description	Storeroom	Trans Date	Issue Unit	Quantity	Unit Cost	Line Cost
	K18114017		WINDOW, SIDE, A CAR/B CAR	251	03/31/2023	EA	1	\$106.00	\$106.00
Total Actual Materials:									\$106.00
Related Incidents									
Ticket	Description				Class	Status	Relationship		
8661661	Gunshots Reported and Damage to car 7194, 0/0, D07, PUB, MTPD, 922, 0/0, D07, PUB, MTPD				SR	CLOSED	ORIGINATOR		
Failure Reporting									
Cause	Remedy				Supervisor		Remark Date		
3331	VANDALISM	0004		REPLACED			04/03/2023		
Remarks: REPLACED R3 WINDOW SECURED; GOOD FOR PASSENGER SERVICE									

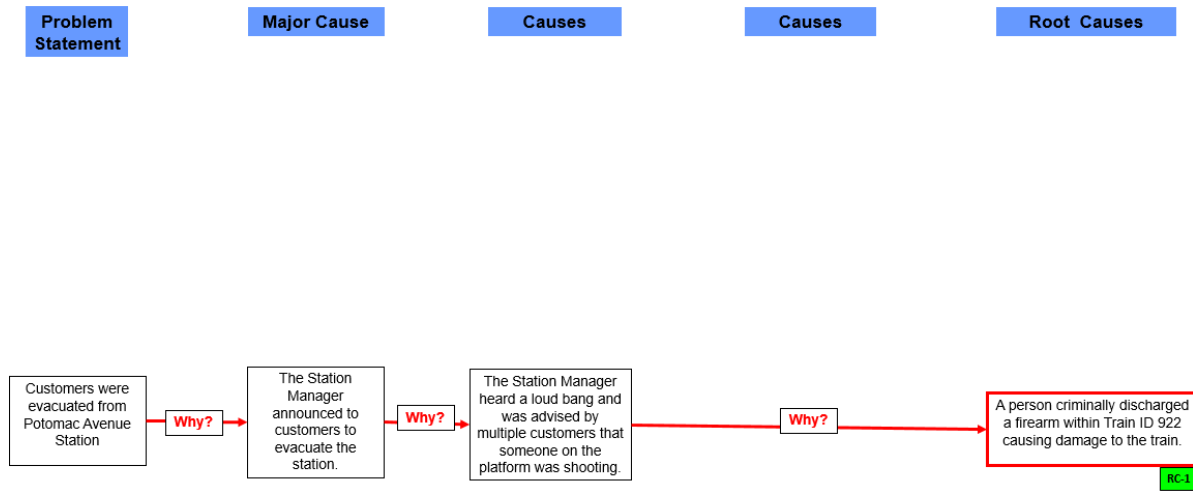
Document 7 - Maximo Work Order – 17772484, Page 2 of 2

Incident Date: 03/20/2023 Time: 19:50 hours
Final Report – Evacuation for Life Safety Reasons
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Reviewed By: SAFE 707 – 05/30/2023
Approved By: SAFE 71 – 05/30/2023

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Appendix D – Why-Tree Analysis



Root Cause Analysis

