



## **WMSC Commissioner Brief: W-0249 Serious Injury – McLean Station – March 4, 2023**

*Prepared for Washington Metrorail Safety Commission Vote Beginning November 29, 2023. A Commissioner requested review of this report at a public meeting. Presented at the December 12, 2023, public meeting.*

### **Safety event summary:**

A Metrorail rider was seriously injured after jumping from a Silver Line aerial structure at McLean Station on Saturday, March 4, 2023. After this occurred, the Station Manager did not follow Metrorail reporting procedures, and there were delays in dispatching Metro Transit Police Department units and requesting medical assistance.

Closed-circuit Television reviewed as a part of this investigation shows that at 10:08 p.m., a rider exited Train 615 on Track 2 at McLean Station and walked toward the end of the platform beyond the camera's view. At 10:12 p.m., another rider contacted Metro Transit Police to report that a person had entered the roadway at the station and jumped from the elevated tracks down toward the wooded area below.

At 10:21 p.m., nine minutes after receiving notification of the event, an MTPD Dispatcher requested MTPD personnel respond to the station. MTPD personnel arrived at the station at 10:38 p.m. and reported that the Fairfax County Fire and Rescue Department (FCFRD) was already on scene.

At 10:51 p.m., the Fire Liaison Officer in the Rail Operations Control Center heard the Fairfax County response on fire department radio frequencies, and asked Fairfax County for more information. By approximately 10:55 p.m., the injured rider was taken to a hospital.

At 11:07 p.m., Rail Operations Information Center (ROIC) personnel contacted the Station Manager to inquire about the event. The Station Manager stated a rider notified them that a person exited a train and jumped over the wall. They also reported that the rider contacted police, an ambulance arrived, and the patient was transported. The Station Manager had not reported the event to ROIC as required by Metrorail policy. In an investigative interview, the Station Manager stated they did not report the event because the injured person was located outside the station.

### **Probable Cause:**

The probable cause of this event was a rider's deliberate act. The probable cause of the delay in response was Metrorail not ensuring that all personnel respond to emergencies in a timely manner as required by Metrorail procedures.

### **Corrective Actions:**

Metrorail provided verbal re-instruction to the Station Manager regarding reporting procedures (SOP 14, SSOP 4).

Example of a related open CAP:

- C-0181 addresses the finding that Elements of Metrorail have a culture that accepts noncompliance with written operational rules, instructions, and manuals. (Expected date of completion October 2024)



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

**FINAL REPORT OF INVESTIGATION A&I E23149**

<b>Date of Event:</b>	March 4, 2023
<b>Type of Event:</b>	Serious Injury
<b>Incident Time:</b>	22:08 Hours
<b>Location:</b>	McLean Station, track 2
<b>Time and How received by SAFE:</b>	22:40 Hours – SAFE/MAC
<b>WMSC Notification Time:</b>	22:58 Hours
<b>Responding Safety Officers:</b>	WMATA: None WMSC: None Other: None
<b>Rail Vehicle:</b>	Train ID 610 L7740/41x7043/42x7556/57x7711/10T
<b>Injuries:</b>	Serious Injuries
<b>Damage:</b>	None
<b>Emergency Responders:</b>	Metro Transit Police Department (MTPD) Fairfax County Police Department (FCPD) Fairfax County Fire and Rescue Department (FCFRD)
<b>SMS I/A Incident Number:</b>	20230305#106605MX

## McLean Station – Serious Injury

March 4, 2023

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### **Abbreviations and Acronyms**

<b>AIMS</b>	Advanced Information Management System
<b>ARS</b>	Audio Recording System
<b>CAP</b>	Corrective Action Plan
<b>CCTV</b>	Closed-Circuit Television
<b>DVEU</b>	Digital Video Evidence Unit
<b>FCFRD</b>	Fairfax County Fire and Rescue Department
<b>FCPD</b>	Fairfax County Police Department
<b>MTPD</b>	Metro Transit Police Department
<b>MSRPH</b>	Metrorail Safety Rules and Procedures Handbook
<b>NOAA</b>	National Oceanic and Atmospheric Administration
<b>RSDAR</b>	Rail Supervisor Daily Activity Report
<b>RTC</b>	Rail Traffic Controller
<b>RTRA</b>	Office of Rail Transportation
<b>ROCC</b>	Rail Operations Control Center
<b>ROIC</b>	Rail Operations Information Center
<b>SAFE</b>	Department of Safety
<b>SMS</b>	Safety Measurement System
<b>SPOTS</b>	System Performance On-Time Summary
<b>WMATA</b>	Washington Metropolitan Area Transit Authority
<b>WMSC</b>	Washington Metrorail Safety Commission

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

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**Executive Summary**

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

On Saturday, March 4, 2023, at 22:12 hours, a customer contacted the Metro Transit Police Department (MTPD) and reported that a person exited the train at McLean Station, ran towards the back of the train, walked on the track bed, then jumped from the tracks into the wooded area adjacent to the station. The person landed on the ground outside of McLean Station.

MTPD dispatched units to McLean Station. Fairfax County Police Department (FCPD) and Fairfax County Fire and Rescue Department (FCFRD) were notified and dispatched.

The Button Rail Traffic Controller (RTC) instructed an Office of Rail Transportation (RTRA) Rail Supervisor to respond to McLean Station and instruct the Station Manager to report safety events when they are notified of them. Non-MTPD personnel were not dispatched timely after the Station Manager was notified of the event.

Emergency Responders were able to locate the person in a drainage area adjacent to McLean Station. The person was extricated and transported to Inova Fairfax Hospital with injuries to their lower extremities.

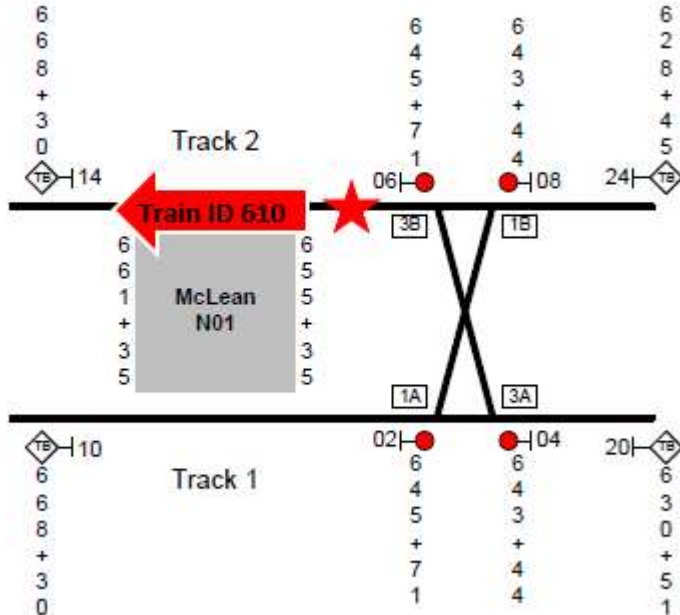
There was no damage resulting from this event.

The probable cause of the Serious Injury Event on March 4, 2023, at McLean Station, was the intentional action of a person jumping from the roadway (an aerial structure), then landing on the ground causing injury to themselves.

**Incident Site**

McLean Station, track 2

## 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 video and document review
- Informal Interviews – Collected through conversations with individuals during the investigation to provide background and supporting information. Written statements were reviewed from personnel present during the event.
  - Station Manager
- Documentation Review – Collection of relevant work history information and process documentation contained in WMATA systems of record. These records include:
  - Metrorail Safety Rules and Procedures Handbook (MSRPH)
  - National Oceanic and Atmospheric Administration (NOAA)
  - MTPD Event Report
  - Maximo Data
- System Data Recording Review – Collection of information contained in Metro Data Recording Systems. This data includes:
  - Audio Recording System (ARS) playback

- Advanced Information Management System (AIMS)
- System Performance On-Time Summary (Spots)
- Closed-Circuit Television (CCTV)

## Investigation

On Saturday, March 4, 2023, at 22:08 hours, the System Performance On-Time Summary (Spots) determined that Train ID 610 (L7740/41x7043/42x7556/57x7711/10T) arrived at McLean Station on track 2. The Closed-Circuit Television (CCTV) revealed that a customer exited Train ID 610 and began to run toward the trailing end of the train, to the end of the platform outside of the camera view. At 22:09 hours, Train ID 610 departed and cleared McLean Station.

## ROCS SPOTS REPORT

based on up-to-the-second operational performance data from the Rail Operations Control System

Current date/time: Thu Jun 22 08:53:04 2023

Select Platform:  and/or Select ID:  Leave blank to remove criteria  
 and/or Select 4-digit car number:  Leave blank to remove criteria  
 Select Date: Mar ▼ 4 ▼ 2023 ▼ Select Times (0-24HRS): From 22:00 ▼ To 23:00 ▼

Generate Report

ID	Platform	length	dcode	Right door open	Right door close	dwell	Left door open	Left door close	dwell	Head Arrived	Tail cleared	cars	Headway door open to door open
610	N01-2	8	68				22:08:37	22:09:03	26	22:08:02	22:09:32	unknown	-

Table 1 – Spots Report indicating that Train ID 610 was located at McLean Station at 22:08 hours.

The person then jumped from the aerial structure and landed on the ground outside of McLean Station.

The Audio Recording System (ARS) revealed that at 22:12 hours, a customer contacted MTPD and reported a person exited the train at McLean Station, ran towards the back of the train, entered the roadway on track 2, walked down the track, then jumped over the railing into a wooded area. After being notified of the event, MTPD's Communication Center did not notify ROCC of the event.

The customer fell from the aerial structure to the ground approximately 55 feet.

At 22:21 hours, MTPD Dispatch requested units to respond to McLean Station. At 22:38 hours, an MTPD unit reported that they were on scene at McLean Station, and FCFRD was already on the scene.

Emergency Responders were able to locate the person in a drainage area adjacent to McLean Station. The person was extricated and transported to Inova Fairfax Hospital with injuries to their lower extremities.

At 22:55 hours, the responding MTPD unit contacted the Digital Video Evidence Unit (DVEU) and reported the person was wearing a black jacket and black jeans. The MTPD unit advised that they had departed McLean Station and were en route to the hospital as the person was being transported in the ambulance.

Incident Date: 03/04/2023 Time: 22:08 hours  
 Final Report – Serious Injury  
 E23149

Drafted By: SAFE 707 – 06/22/2023  
 Reviewed By: SAFE 707 – 06/22/2023  
 Approved By: SAFE 71 – 06/30/2023

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At 23:07 hours, the Rail Operations Information Center (ROIC) contacted the Station Manager at McLean Station and inquired about what happened during the event and why they had not reported it. The Station Manager reported that a customer advised them that a person exited the train, then jumped over the wall on track 2. The Station Manager advised that the customer contacted MTPD and FCPD, and the ambulance arrived and transported the person to the hospital. The Station Manager advised that they did not report the event because the person was located outside of the station.

At 23:12 hours, the ROIC Controller contacted the Button RTC and requested that a Rail Supervisor report to McLean Station. At 23:16 hours, the Button RTC instructed a Rail Supervisor located at Wiehle-Reston East Station to respond to McLean Station and re-instruct the Station Manager on required reporting procedures.

At 23:18 hours, the Station Manager contacted ROIC and advised that the person was alive with serious injuries when they were transported by ambulance.

RTRA determined that the Station Manager in this event would be provided a verbal Re-Instruction on reporting procedures. The Re-Instruction was documented in the Rail Supervisor Daily Activity Report (RSDAR).

### Chronological Event Timeline

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

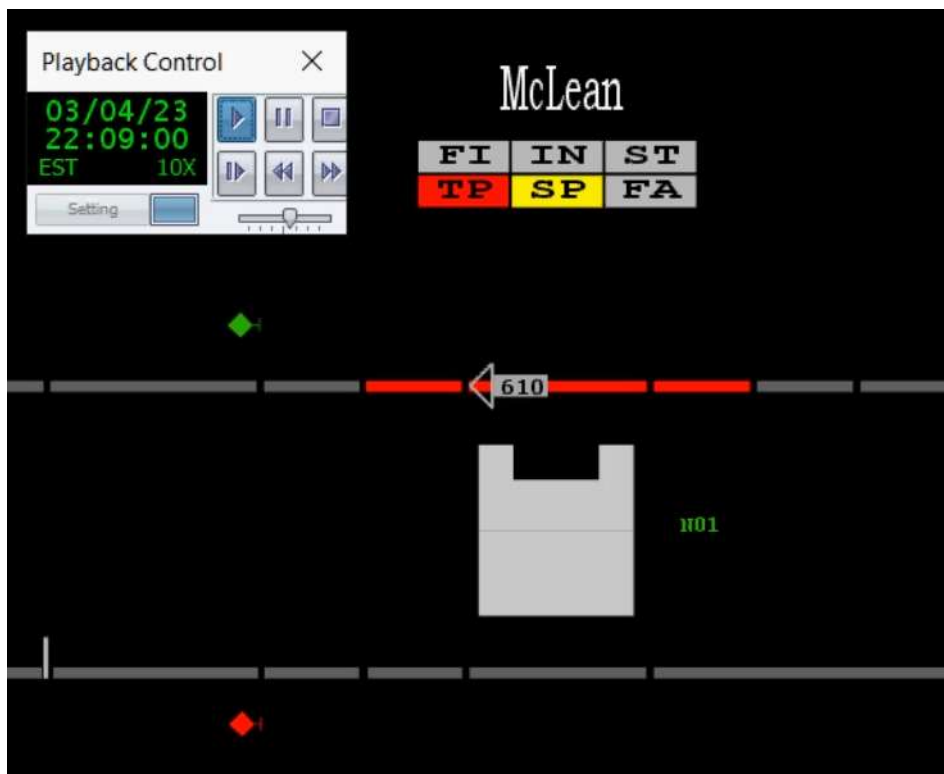
Time	Description
22:08:02 hours	Train ID 610 arrived at McLean Station on track 2. [Spots]
22:08 hours	The customer exited Train ID 610 on track 2 and began to run toward the trailing end of the train to the end of the platform outside of the camera view. [CCTV]
22:09:32 hours	Train ID 610 departed McLean Station on track 2. [Spots]
22:12:51 hours	A customer contacted MTPD and reported a person exited the train at McLean Station, ran towards the back of the train, walked down the track then jumped from the tracks into the wooded area. [Phone SOCC 5E]
22:21:57 hours	<u>MTPD Dispatch</u> : Requested units to respond to McLean Station. [Radio MTPD 1X]
22:38:16 hours	<u>MTPD Unit</u> : Reported on scene at McLean Station and FCFRD was on scene. [Radio MTPD 1X]
22:51:18 hours	<u>FLO</u> : Contacted FCFRD and inquired about the response location and hospital information. [Phone FLO]
22:55:44 hours	<u>MTPD Unit</u> : Contacted DVEU and reported the person was wearing a black jacket and black jeans, then advised that they had departed the station and was en route to the hospital. [Phone SOCC 3B]
22:58:07 hours	<u>MAC</u> : Notified the WMSC of the event. [Phone MAC]
23:07:22 hours	<u>ROIC</u> : Contacted the Station Manager at McLean Station and inquired about what happened during the event. <u>Station Manager</u> : Reported that a customer advised that a person exited the train, then jumped over the wall. The customer contacted MTPD and FCPD,



Time	Description
	and the ambulance arrived and transported the person to the hospital. [Phone RCOM1-2]
23:12:08 hours	<u>ROIC</u> : Contacted the Button RTC and requested that a Rail Supervisor to report McLean Station. [Phone Ops 4]
23:16:50 hours	<u>Button RTC</u> : Instructed a Rail Supervisor to respond to McLean Station. [Phone Ops 4]
23:18:19 hours	<u>Station Manager</u> : Contacted ROIC and advised that the person was alive with serious injuries. [Phone ROIC PR 055]

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

### Advanced Information Management System (AIMS)



*Figure 1 – AIMS Playback depicting Train ID 610 on track 2 servicing McLean Station at 22:09 hours.*

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

No reported radio communication issues were observed during this event.

### Office of Rail Transportation (RTRA)

*Adopted from RTRA report:*

RTRA determined that the Station Manager in this event would be provided a verbal Re-Instruction on reporting procedures. The Re-Instruction was documented in the Rail Supervisor Daily Activity Report (RSDAR).

## Interview Findings

*As part of the investigation launched into the event, SAFE reviewed 1 written statement from involved personnel. The written statement identified the following key findings associated with this event. The findings detailed below include reported information from involved personnel and may conflict with other data sources contained in the report.*

- The Station Manager stated that a customer advised them that a person exited the train, then jumped over the wall on track 2.
- The Station Manager stated that the customer contacted MTPD and FCPD, and the ambulance arrived and transported the person to the hospital.
- The Station Manager stated that they did not report the event because the person was located outside of the station.

## Weather

At the time of the incident, NOAA recorded the temperature at 51° F, partly sunny, with the wind at 25MPH and 48% Humidity. The weather was not a contributing factor in this incident (Weather source: NOAA – Location: McLean, VA).

## Related Rules and Procedures

- SSOP #4 – Emergency, 4.5.2. Reporting Emergencies Procedures
- MSRP Section 4 – Safety Rules 4.166, *Employees are required to immediately inform ROCC of any condition they have observed, which, in their opinion, will adversely affect the safe and orderly transportation of customers.*

## Human Factors

### Fatigue

#### *Signs and Symptoms 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

- The customer intentionally entered the roadway and leapt from the aerial structure.
- The Station Manager did not report the event to ROIC after a customer advised them of the event.
- A customer that witnessed the event notified MTPD and FCPD by telephone.

- After being notified of the event, MTPD did not notify ROCC after receiving information about the event from a call to their Communications Center.

### **Immediate Mitigation to Prevent Recurrence**

- ROIC provided a verbal re-instruction to the Station Manager on immediately reporting incidents.
- The Rail Supervisor provided a verbal re-instruction to the Station Manager on immediately reporting incidents.

### **Probable Cause Statement**

The probable cause of the Serious Injury Event on March 4, 2023, at McLean Station, was the intentional action of a person jumping from the roadway (an aerial structure), then landing on the ground causing injury to themselves.

### **Recommended Corrective Actions**

<b>Corrective Action Code</b>	<b>Description</b>	<b>Responsible Party</b>	<b>Estimated Completion Date</b>
106605MX_ SAFECAPS_ RTRA_001	Verbal Re-Instruction for the Station Manager on SOP #14 and SSOP #4 regarding reporting emergencies.	RTRA	Completed

## **Appendices**

### **Appendix A – Verbal Statement**

*The below narratives summarize the incident and represent the statements made by the involved individual. As such, times and details may present a conflict with the data contained in systems of record.*

#### **RTRA**

##### **Station Manager (Recorded Phone Call)**

During the conversation with ROIC, the Station Manager stated that a customer advised them that a person exited the train, then jumped over the wall on track 2. The Station Manager stated that the customer contacted MTPD and FCPD, and the ambulance arrived and transported the person to the hospital. The Station Manager stated that they did not report the event because the person was located outside of the station.

## Appendix B – MTPD Event Report



Event Report			
Metro Transit Police Department		ORI-DCMTP0000	
Type of Report Closed	MTPD CCN 2023-01864-001	Local Jurisdiction Fairfax County	Local CCN

Event Location					
Street 1824 Dolley Madison Blvd	Station Acronym MCLN - MCLEAN	City, State TYSONS CORNER, VA 22102	County FFX- Fairfax County	MTP District District 2	Local District FFX-Fairfax County
Date and Time of Event From To 3/4/2023 10:08:00 PM			Date and Time Reported 3/4/2023 10:14:54 PM		
Category					
Rail Station, Line or Right-of-Way MCLN - MCLEAN Silver	On Bus	Property Rail Station	Other MSA3		
Specific Location (Foot Bridge, Kiosk, Platform, Tracks, Etc.) Platform			For Burglary or B&E Only If Hotel Rule Applies, #Premises or Facilities Entered:		
Location Description Rail Station					

Event Information		
If Incident Use This Block	Offense #	INJURED/SICK PERSON TO THE HOSPITAL
Incident Classification	Offense Classification	
Incident Description	Description	INJURED/SICK PERSON TO THE HOSPITAL
	Weapon/Force Type of Activity	/
Entry Type:		Number Premises Entered:
Hate Crime Motivation: <b>None (no bias) (mutually exclusive)</b>		
Bias Motivation <b>None (no bias) (mutually exclusive)</b>		
Offender Suspected of Using:	Modus Operandi (MO):	
Case Status Information	If Case Cleared Exceptionally:	Clearance Date
Case Status (Completed by the Official who signs this report):		
Reporting Officer (Print) [Redacted]	Badge #	Second Officer (Print) [Redacted]
		Badge #
Supervisor's Name (Electronically Approved)	Teletype #	Investigator Notified ID#

MTPD CCN:  
ORI-DCMTP0000

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Incident Date: 03/04/2023 Time: 22:08 hours  
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Victim Information				
Other Person Information				
Last Name, First MI [REDACTED]		Entity Type Injured		DOB 7/19/1996
Address Type H - Home	Address (Street) City, State Zip [REDACTED]			
H - Home	Address (Street) City, State Zip [REDACTED]			
Work/School Address - Addl. Contact Info [REDACTED]				
Age 26	Sex Male	Race Black or African American	Ethnicity Not of Hispanic Origin	DL State/Number Virginia [REDACTED]
Last Name, First MI [REDACTED]		Entity Type Individual		DOB 2/8/1951
Address Type H - Home	Address (Street) City, State Zip [REDACTED]			
Type Phone H - Home	Phone Number [REDACTED]			
M - Mobile	Phone Number [REDACTED]			
Work/School Address - Addl. Contact Info [REDACTED]				
Email [REDACTED]				
Age 72	Sex Male	Race White	Ethnicity Not of Hispanic Origin	DL State/Number Virginia [REDACTED]
Last Name, First MI [REDACTED] FFX Ofc. [REDACTED]		Entity Type Other Entity (Business, Institution, Etc.)		DOB
Address Type W - Work	Address (Street) City, State Zip [REDACTED]			
Type Phone W - Work	Phone Number [REDACTED]			
Work/School Address - Addl. Contact Info [REDACTED]				
Email [REDACTED]				
Age	Sex	Race	Ethnicity	DL State/Number
Last Name, First MI [REDACTED] FFX Ofc. [REDACTED]		Entity Type Other Entity (Business, Institution, Etc.)		DOB
Address Type W - Work	Address (Street) City, State Zip [REDACTED]			
Type Phone W - Work	Phone Number [REDACTED]			
Work/School Address - Addl. Contact Info [REDACTED]				
Age	Sex	Race	Ethnicity	DL State/Number

MTPD CCN:  
ORI-00000000

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Has a DVR been requested?

*Narrative Information*

The injured party fell approximately 55ft from the platform to the ground below at MCLN. Sustained life threatening injuries was stabilized at FFX Inova. TSA-03-07074-23

If second CCN is available, insert here:

Additional Narrative on Supplemental Report

MTPD CCN:  
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*Document 3 - MTPD Report, Page 3 of 4*

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#### Additional Narrative

On February 4th, 2023 at approximately 2208 hours [REDACTED] was observed exiting and unknown Ashburn bound train at the McLean Metro Station (1824 Dolley Madison Blvd Tysons Corner, VA 22102) per video review. After exiting the train Mr. [REDACTED] is seen running to the end of the platform where he goes outside of the station's video range. At approximately 2214 hours, Station Manager [REDACTED] reports that two unknown patrons (did not stay on scene) approached him and advised that a black male (Mr. [REDACTED]) whom had been on the same train as them exited the train at McLean and ran toward the end of the platform. After he ran to the end of the platform they saw him jump onto the track bed and then over the wall falling to the drainage ditch below. Fairfax Police Officer [REDACTED] stated that a citizen called their dispatch from the Wegmans from across from the station stating that they had seen someone fall from the platform to the ground.

Mr. [REDACTED] was first located by Fairfax Police Department Ofc. [REDACTED] just prior to MTPD arrival. Mr. [REDACTED] was located in the drainage area adjacent to the station and platform. Mr. [REDACTED] told Ofc. [REDACTED] that he had been drinking prior to his fall. Additionally he stated that he was not try to hurt himself and was not suicidal. Myself, Officer [REDACTED], and Officer [REDACTED] arrived on scene shortly after Mr. [REDACTED] was located by Fairfax Police Department. Mr. [REDACTED] had apparent injuries to his lower extremities and was verbally communicating with the officers on scene. The fall from the platform to where Mr. [REDACTED] was located is approximately fifty five feet. Fairfax Fire and Ambulance 401 arrived on scene and extracted him from the drainage area. Fairfax Medic 401 transported Mr. [REDACTED] to Fairfax Inova Hospital with life threatening injuries. Mr. [REDACTED] was stabilized at Fairfax Inova Hospital per Dr. [REDACTED]. Fairfax Officer [REDACTED] took a police service report documenting there assistance (20230630217).

No Criminal acts appeared to take place that resulted in Mr. [REDACTED] falling approximately fifty five feet from the platform to the ditch below. All events occurred in Fairfax County within the Commonwealth of Virginia.

Sgt [REDACTED] notified TSOC 3/5/23 at 2120 hours TSA-03-07074-23. [REDACTED]

MTPD CCN:  
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Problem Statement	Major Cause	Causes	Causes	Root Causes
A customer sustained serious injuries at McLean Station.	The customer trespassed onto the roadway before jumping from McLean Station's ariel structure to the ground.			The customer was under the influence of an unknown substance.

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graph LR
    A[A customer sustained serious injuries at McLean Station.] -- "Why?" --> B[The customer trespassed onto the roadway before jumping from McLean Station's ariel structure to the ground.]
    B -- "Why?" --> C[The customer was under the influence of an unknown substance.]
    style A fill:#fff,stroke:#000
    style B fill:#fff,stroke:#000
    style C fill:#fff,stroke:#f00,stroke-width:2px
  
```