



W-0340 Collision – Spring Hill Station – February 8, 2024

Document Purpose

This WMSC written report on WMATA Metrorail's safety event investigation and review of Metrorail's findings in accordance with the WMSC Program Standard, in conjunction with the attached Metrorail investigation report that has undergone WMSC staff review, feedback, and Metrorail revision, describes the investigation activities, identifies factors causing or contributing to the accident, and sets forth ongoing, additional, or upcoming corrective actions and further oversight work (such as inspections and audits) as necessary or appropriate. The WMSC's ongoing oversight during the investigative process, including safety event reporting and verification, participation in investigative interviews, data review, consistent communication with the Metrorail investigations team, and feedback on Metrorail's reports leads to further improvements prior to consideration of the reports by WMSC Commissioners for adoption. The WMSC's safety event investigation oversight assures the sufficiency and thoroughness of Metrorail's investigations. The WMSC Commissioners are considering these documents (the WMSC review and Metrorail's investigation report) as a unified item for adoption at the Washington Metrorail Safety Commission meeting on September 17, 2024.

WMSC staff recommend adoption of this investigation.

Safety event summary:

A person at Spring Hill Station deliberately placed themselves in the path of an oncoming train on February 8, 2024, as the train entered the station's platform limits. The Train Operator attempted to stop the train using emergency braking, but the train struck the person. The person then crawled from under the train and positioned themselves in front of the lead car between the wall and third rail. The Train Operator correctly reported the incident to a Rail Traffic Controller in the Metro Integrated Command and Communications Center. An Office of Rail Transportation Supervisor, Metro Transit Police Department and Fairfax County Fire and Rescue Department personnel responded.

Third rail power was deenergized approximately two minutes after the collision occurred. Riders were offloaded from the train with the assistance of the Station Manager. First responders safely removed the person struck from the roadway and transported them to a hospital for further treatment of life-threatening injuries. The Train Operator was removed from service and transported for medical evaluation. The incident train was removed from service for post-incident testing.



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

FINAL REPORT OF INVESTIGATION A&I E24114

| | |
|---------------------------------------|--|
| Date of Event: | February 8, 2024 |
| Type of Event: | A-3 – Collision |
| Incident Time: | 20:34 hours |
| Location: | Spring Hill Station, Track 2 Platform Limits |
| Time and How received by SAFE: | 20:42 hours/MICC Alert |
| WMSC Notification Time: | 20:49 hours |
| Responding Safety Officers: | Office of Emergency Preparedness (OEP) |
| Rail Vehicle: | Train ID 620 (L7392/93x7337/36x7544/45x7301/00T) |
| Injuries: | Significant Injuries |
| Damage: | No damage |
| Emergency Responders: | Metro Transit Police Department (MTPD) Fairfax County Fire and Rescue Department (FCFRD) |
| SMS I/A Number | 20240213#114749 |

Spring Hill Station – Collision

February 8, 2024
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Abbreviations and Acronyms

| | |
|--------------|--|
| AIMS | Advanced Information Management System |
| AOM | Assistant Operations Manager |
| ARS | Audio Recording System |
| CCTV | Closed-Circuit Television |
| CM | Chain Marker |
| ERT | Emergency Response Team |
| FCFRD | Fairfax County Fire and Rescue Department |
| MICC | Metro Integrated Command and Communications Center |
| MOR | Metrorail Operating Rulebook |
| MTPD | Metro Transit Police Department |
| NOAA | National Oceanic and Atmospheric Administration |
| OM | Operations Manager |
| RTC | Rail Traffic Controller |
| RTRA | Office of Rail Transportation |
| SAFE | Department of Safety |
| SMS | Safety Measurement System |
| TRST | Office of Track and Structures |
| 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 Thursday, February 8, 2024, at 20:34 hours, Closed-Circuit Television (CCTV) revealed that Train ID 620 (L7392/93x7337/36x7544/45x7301/00T) collided with a customer that placed themselves on the roadway within of the platform limits of track 2 of Spring Hill Station. The Train Operator contacted the Metro Integrated Command and Communications Center (MICC) and reported to the Radio Rail Traffic Controller (RTC) that a customer had jumped in front of the train and was positioned under the train.

After the collision, the customer crawled to the far side of track two between the wall and the third rail, just in front of the lead car of Train ID 620.

The Radio RTC dispatched an Office of Rail Transportation (RTRA) Rail Supervisor to Spring Hill Station. The Button RTC notified the Assistant Operations Manager (AOM) of the event. The Metro Transit Police Department (MTPD) Liaison notified MTPD Dispatch of the event. MICC Communications contacted the Fairfax County Fire and Rescue Department (FCFRD) to respond to Spring Hill Station.

Third rail power was de-energized to allow FCFRD to enter the roadway. FCFRD addressed the customer's injuries and transported the customer to Inova Fairfax Hospital.

In adherence to Standard Operating Procedure 102-01-02, which outlines the protocol for Removing an Employee from Service for involvement in an operational safety event, the Radio RTC dispatched a Rail Supervisor to relieve the Train Operator from duty for post-incident testing.

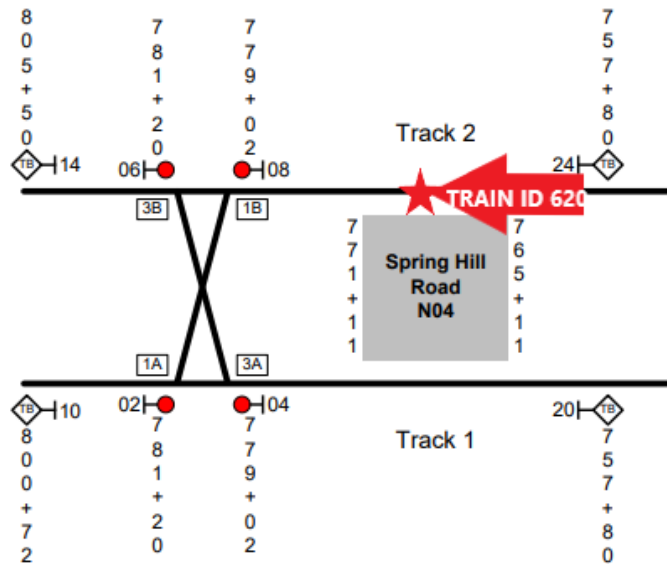
In accordance with the Office of the Chief Mechanical Officer (CMOR) Incident Investigation Team (IIT) Operations Administrative Policy (OAP) 102.06, the MICC promptly initiated the removal of Train ID 620 from revenue service for post-incident investigative measures. This action adhered to the Rail Vehicle Event Investigation Policy, ensuring a comprehensive examination of the incident.

The probable cause of the Collision event that occurred on February 8, 2024, at Spring Hill Station, was the intentional action of the person to trespass onto the rail right-of-way and subsequent strike by the train.

Incident Site

Spring Hill Station (N04), 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

Upon receiving notification of the Collision at Spring Hill Station on February 8, 2024, SAFE dispatched a cross-functional team to assess the scene and conduct the subsequent investigation. SAFE team members worked with relevant WMATA subject matter experts to review the incident's facts and data.

The investigative methodologies included the following:

- Physical Site Assessment through document and video review
- Formal Interviews – SAFE interviewed one individual as part of this investigation. The interview included persons present at, during, and after the incident, those directly involved in the response process, and representatives from the Washington Metrorail Safety Commission (WMSC). SAFE interviewed the following individual:
Train Operator – Train ID 620
- 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.
- Documentation Review – Collection of relevant work history information and process documentation contained in WMATA systems of record. These records include:
 - RTRA Supervisor's Written Statement

- RTRA Station Manager's Written Statement
 - Train Operator's Written Statement
 - Train Operator's 30-Day Work History
 - Train Operator's Training Records
 - MTPD Incident Report
 - Metrorail Operating Rulebook (MOR)
 - National Oceanic and Atmospheric Administration (NOAA)
- System Data Recording Review – Collection of information contained in Metro Data Recording Systems. This data includes:
 - Audio Recording System (ARS) playback
 - The Office of Chief Mechanical Officer (CMOR) Incident Investigation Team (IIT) Vehicle Monitoring and Diagnostic System (VMDS)
 - Closed-Circuit Television (CCTV)

Investigation

On February 8, 2024, at 20:30 hours, CCTV determined that the subject customer arrived at Spring Hill Station by way of track 1 onboard Train ID 617.



Image 1: Subject Customer arrived on track 1, Spring Hill Station, at 20:30 hours.

At 20:34 hours, the subject customer deliberately jumped from the track 2 platform into the roadway as Train ID 620 arrived within the platform limits.

ARS determined the Train Operator of Train ID 620 immediately reported to the Radio Rail Traffic Controller (RTC) that the subject customer jumped in front of the train and was currently under the train. The Train Operator further advised that the consist had not completely berthed at the platform.



Image 2: The subject customer was observed jumping in front of Train ID 620 at 22:34 hours.

At 20:35 hours, the subject customer appeared on the outside of the third-rail on track 2, just in line with Train ID 620's lead car. At the same time, the ARS determined that the Assistant Operations Manager (AOM) was advised of the incident by the Buttons RTC.



Image 3: Subject customer was observed on the wall side of the third-rail to the side of Train ID 620 at 20:35 hours.

At 20:36 hours, AIMS determined that third-rail power was de-energized to the platform limits of Spring Hill Station, track 2. Following this, the Radio RTC advised the Train Operator of Train ID 620 to key down and conduct a radio check. The Radio RTC then broadcast over OPS 4 that an

emergency was underway at Spring Hill Station and that Incident Management Framework (IMF) procedures were in effect.

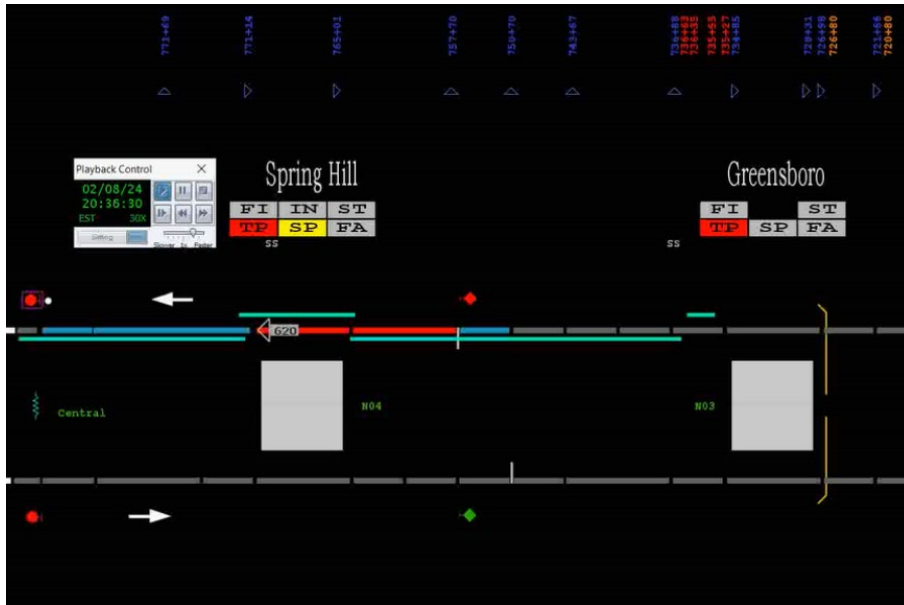


Image 4: Power was de-energized between the Spring Hill Interlocking and the end of the Greensboro Station platform limits, track 2 at 20:36 hours.

At approximately the same time, the Station Manager advised the Radio RTC that the subject customer had repositioned between the wall and the third-rail of the far side of track 2. The Radio RTC then dispatched an Office of Car Maintenance (CMNT) Road Mechanic to the scene.

At 20:39, the Information Controller notified FCFRD of the incident. At 20:40, the Safety Director On-Call (SDOC) was advised of the incident. At the same time, Train ID 620 was the first train to single-track to service Spring Hill Station.

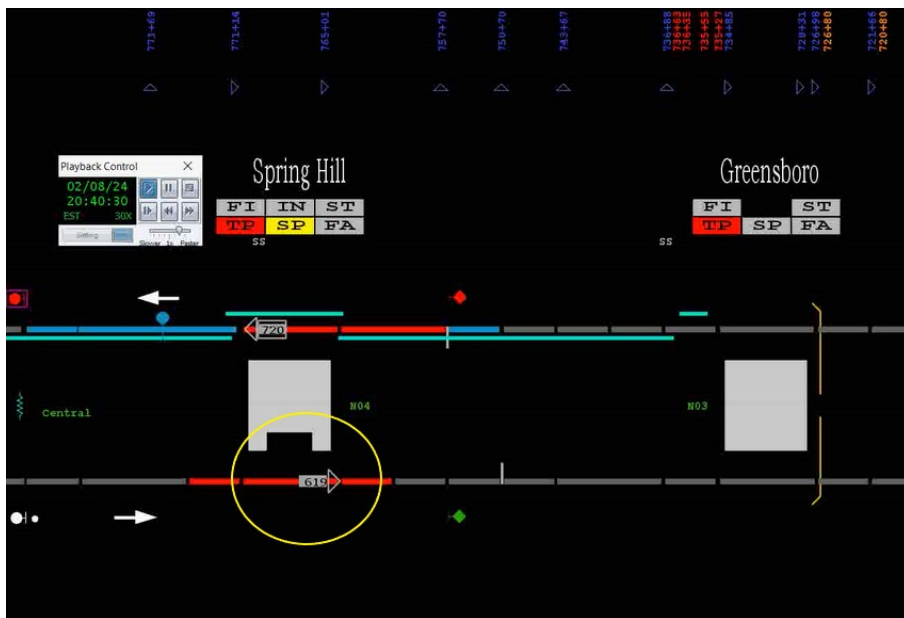


Image 5: Single-track operations continued from Spring Hill Station from 20:40 hours.

At 20:42 hours, the Fire Liaison Officer (FLO) advised the Incident Commander of FCFRD that third-rail power had been de-energized to track 2 of Spring Hill Station.

At 20:43 hours, Train ID 620 commenced alighting customers.



Image 6: Train ID 620 commenced alighting customers at 20:43 hours.

At 20:44 hours, CCTV determined that FCFRD had arrived on the scene. At the same time, the FCFRD incident commander confirmed with the FLO that power had been de-energized to the third-rail and that a Warning Strobe and Alarm Device (WSAD) would be placed upon entry into the roadway.

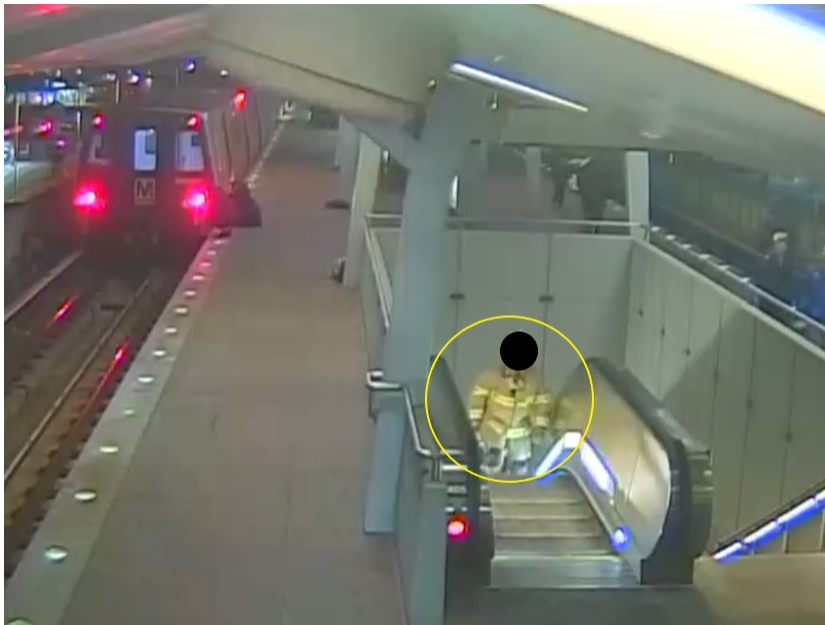


Image 7: FCFRD arrived on scene at 20:44 hours.

At 20:47 hours, FCFRD entered the roadway to retrieve the subject customer and provide further medical care. Shortly after, the FCFRD Incident Commander requested that a second WSAD be placed behind Train ID 620.

At 20:48 hours, the Train Operator of Train ID 620 advised the Radio RTC that FCFRD had entered the roadway to retrieve the subject customer.



Image 8: FCFRD enter the roadway to retrieve the subject customer at 20:47 hours.

The Mission Assurance Coordinator (MAC) notified the Washington Metrorail Safety Commission (WMSC) of the incident at 20:49 hours. At 20:52 hours, FCFRD extricated the subject customer from the roadway and transported them to a local hospital with life-threatening injuries.



Image 9: FCFRD extricated the subject customer from the roadway at 20:52 hours.

At 20:56 hours, the RTRA Supervisor gained foul time and entered the roadway to hot stick and confirm that the third-rail power was de-energized at CM N2 771+00.

At 21:05 hours, scene documentation and clean up began and was led by MTPD Crime Scene Investigations. At 21:09 hours, the CMNT Road Mechanic was on scene and requested foul time to enter the roadway in order to inspect Train ID 620.



Image 10: Scene documentation and clean up commenced at 21:05 hours.

At 22:43 hours, the RTRA Supervisor advised the Radio RTC that all personnel were clear of the roadway track 2 of Spring Hill Station and that third-rail power could be re-energized.

At 22:48 hours, AIMS determined that third-rail power was re-energized on track 2 of Spring Hill Station between Spring Hill Interlocking and the end of Greensboro Station's platform limits.



Image 11: Power was re-energized between the Spring Hill Interlocking and the end of the Greensboro Station platform limits, track 2 at 22:48 hours.

At 22:53 hours, the Radio RTC gave permission for the new Train Operator of Train ID 720 to proceed to Dulles Rail Yard in order to lay-up the train.

At 22:54 hours, Train ID 720 cleared Spring Hill Station track 2 platform limits and commenced moving toward Dulles Rail Yard.

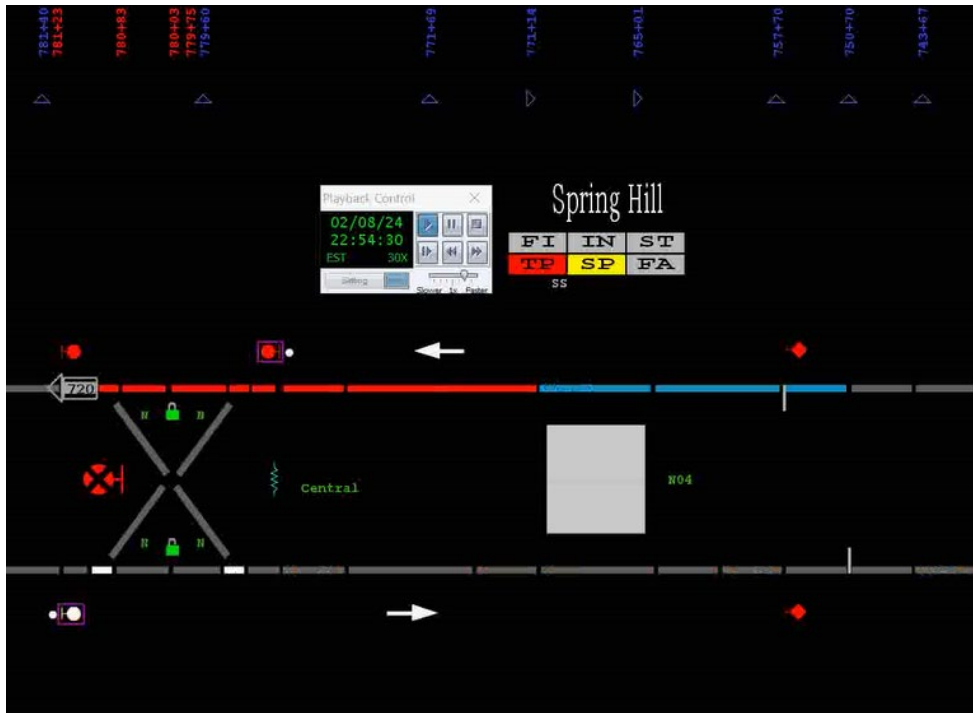


Image 12: All personnel were clear of the roadway and Train ID 620 commenced moving toward Dulles Yard by way of track 2 at 22:54 hours.

Chronological Event Timeline

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

| Time | Description |
|----------------|---|
| 20:30:16 hours | The subject customer is observed arriving at Spring Hill Station, track 1 on board Train ID 617. [CCTV] |
| 20:34:14 hours | The subject customer is observed jumping in front of Train ID 620 within the track 2 platform limits of Spring Hill Station. [CCTV] |
| 20:34:40 hours | Train Operator of Train ID 620: Advised the Radio RTC that a customer had jumped in front of their train and was positioned under the train. The Train Operator stated the train was not fully berthed on the platform. Radio RTC: Acknowledged. Dispatched the RTRA Supervisor then requested from Train ID 620 if they made contact with anyone in the roadway. RTRA Supervisor: En route from Wiehle-Reston East Station. Train Operator of Train ID 620: Affirmative. [RADIO, OPS 4] |
| 20:35:03 hours | Buttons RTC: Advised the AOM of the incident. AOM: Acknowledged. [PHONE, Rail 1] |
| 20:35:40 hours | The subject customer is observed appearing on the third-rail side of Train ID 620's lead car on the wall side of the third rail. [CCTV] |
| 20:35:44 hours | MTPD ROCC Liaison: Advised the MTPD Dispatcher and MTPD Officer that a collision with a customer had occurred and that the incident was confirmed via CCTV. MTPD Dispatcher: Acknowledged. MTPD Officer: Acknowledged and self-dispatched to the scene. [RADIO, MTPD 1X] |
| 20:36:30 hours | Third-rail power was de-energized on track two of Spring Hill Station between the Spring Hill Interlocking and the end of Greensboro Station's platform limits. [AIMS] |

| | |
|----------------|--|
| 20:36:32 hours | <p><u>Radio RTC</u>: Advised the Train Operator to key down and radio check on their handset.</p> <p><u>Train Operator of Train ID 620</u>: Acknowledged.</p> <p><u>Radio RTC</u>: Advised all personnel on OPS 4 that an emergency was in effect at Spring Hill Station and IMF procedures were in effect. [RADIO, OPS 4]</p> |
| 20:37:05 hours | <p><u>Station Manager</u>: Advised the Radio RTC that the subject customer was between the wall and the third rail on track 2 within the platform limits.</p> <p><u>Radio RTC</u>: Acknowledged and dispatched a CMNT Road Mechanic and requested from the RTRA Supervisor if customers could be released from Train ID 620.</p> <p><u>CMNT Road Mechanic</u>: Acknowledged, en route.</p> <p><u>Station Manager</u>: Acknowledged. [RADIO, OPS 4]</p> |
| 20:39:21 hours | <p><u>Information Controller</u>: Advised FCFRD of the incident via their landline phone.</p> <p><u>FCFRD Dispatcher</u>: Acknowledged. [PHONE, ROIC 1]</p> |
| 20:40:30 hours | <p><i>Single-track operations commenced in order to service Spring Hill Station. [AIMS]</i></p> |
| 20:40:33 hours | <p><u>SDOC</u>: Requested further information from the MAC.</p> <p><u>MAC</u>: Provided real-time information on what was observable on CCTV.</p> <p>[PHONE, MAC]</p> |
| 20:42:23 hours | <p><u>FLO</u>: Advised the FCFRD Commander that third rail power was de-energized on track 2 of Spring Hill Station</p> <p><u>FCFRD Commander</u>: Acknowledged. [RADIO, Open MHZ Fairfax County]</p> |
| 20:43:03 hours | <p><i>Train ID 620 commenced alighting customers. [CCTV]</i></p> |
| 20:44:28 hours | <p><u>FCFRD Commander</u>: Advised the FLO that a WSAD would be placed upon entry into the roadway.</p> <p><u>FLO</u>: Acknowledged. [RADIO, Open MHZ Fairfax County]</p> |
| 20:44:29 hours | <p><i>FCFRD arrived on the scene. [CCTV]</i></p> |
| 20:47:10 hours | <p><u>FCFRD Commander</u>: Advised the incoming FCFRD to place a second WSAD behind Train ID</p> <p><u>FLO</u>: Acknowledged. [RADIO, Open MHZ Fairfax County]</p> |
| 20:47:49 hours | <p><i>FCFRD entered the roadway to retrieve the subject customer. [CCTV]</i></p> |
| 20:48:11 hours | <p><u>Train Operator of Train ID 620</u>: Advised the Radio RTC that FCFRD was in the roadway retrieving the subject customer.</p> <p><u>Radio RTC</u>: Acknowledged. [RADIO, OPS 4]</p> |
| 20:49:34 hours | <p><u>MAC</u>: Advised WMSC of the incident.</p> <p><u>WMSC</u>: Acknowledged. [PHONE, MAC]</p> |
| 20:52:25 hours | <p><i>FCFRD extricated the subject customer from the roadway. [CCTV]</i></p> |
| 20:56:09 hours | <p><u>RTRA Supervisor</u>: Requested foul time from the Radio RTC in order to hot stick and confirm that power was de-energized to the third rail of track 2.</p> <p><u>Radio RTC</u>: Granted foul time.</p> <p><u>RTRA Supervisor</u>: Acknowledged and then advised that third-rail power had been confirmed de-energized at CM N2 771+00.</p> <p><u>Radio RTC</u>: Acknowledged. [RADIO, OPS 4]</p> |
| 21:05:39 hours | <p><i>Scene documentation and clean-up commenced. [CCTV]</i></p> |
| 21:09:56 hours | <p><u>CMNT Road Mechanic</u>: Advised the Radio RTC that they were on the scene and that they required foul time to enter the roadway to inspect Train ID 620.</p> <p><u>Radio RTC</u>: Acknowledged and granted foul time. [RADIO, OPS 4]</p> |
| 22:43:09 hours | <p><u>RTRA Supervisor</u>: Advised the Radio RTC that all personnel were clear of the roadway.</p> |

| | |
|----------------|--|
| | Radio RTC: Acknowledged and advised all personnel on OPS 4 that third-rail power was being re-energized on track 2 of Spring Hill Station. [RADIO, OPS 4] |
| 22:48:00 hours | Third-rail power was re-energized on track two of Spring Hill Station between the Spring Hill Interlocking and the end of Greensboro Station's platform limits. [AIMS] |
| 22:53:32 hours | Radio RTC: Gave permission for the Train Operator of Train ID 720 to proceed to Dulles Yard to lay up the train. Train Operator of Train ID 720: Acknowledged. [RADIO, OPS 4] |
| 22:54:30 hours | Train ID 720 cleared the Spring Hill platform limits at track 2 and commenced moving toward Dulles Yard. [AIMS] |

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

Office of Rail Transportation (RTRA)

The RTRA Supervisor on the scene stated that at 20:38 hours, they were contacted in reference to a customer who had jumped in front of the train at Spring Hill on track 2. At the same time, MTPD personnel arrived on the scene and an MTPD Sergeant assumed incident command. When FCFRD arrived on the scene, the Battalion Chief established unified command.

At 20:53 hours, the subject customer was removed from the roadway by FCFRD.

At 20:56 hours, the RTRA Supervisor arrived on the scene and verified that third-rail power was de-energized on track 2 of Spring Hill Station. The RTRA Supervisor stated they then made contact with the Train Operator of Train ID 620, who was "shaken up" and being assessed by FCFRD. The RTRA Supervisor stated that both the subject customer and Train Operator were taken by FCFRD for further assessment to a nearby medical facility.

At 21:09 hours, the CMNT Road Mechanic arrived on the scene. At 21:12 hours, OEP and ERT both arrived on the scene.

At 21:13 hours, the Train Operator of Train ID 620 was escorted to another nearby medical facility by another RTRA Supervisor and MTPD personnel. At 21:15 hours, an MTPD Lieutenant arrived on the scene and assumed incident command.

At 21:50 hours, another Train Operator arrived on the scene in order to lay up Train ID 620 at Dulles Yard. At 22:20 hours, the CNT Road Mechanic verified that Train ID 620 was safe for movement. At 22:28 hours, the MTPD lieutenant cleared and turned over the scene to the RTRA Supervisor.

At 22:43 hours, the RTRA Supervisor confirmed that all personnel were clear of the roadway and advised the MICC that third-rail power could be re-energized.

At 22:53 hours, Train ID 620 was moved towards Dulles Rail Yard to be laid up there. At 22:56 hours, MTPD and ERT confirmed that track 2 was revenue ready.

Office of the Chief Mechanical Officer's Incident Investigation Team (CMOR-IIT)

| TIME | EVENT | M/C Position |
|--------------|---|--------------|
| 20:32:58.540 | Train ID620 services Greensboro (TRK 2) ADC low, ATS Regulated Speed 40, ATP Speed Limit 0, ATP Measured Speed 0 | P5 |
| 20:34:05.440 | Train ID 620 passes markers (F3) entering Spring Hill; B1-B3; then: EM T/L Status High; at Speed 20 mph, ATP Speed Limit 40 | B5, EM, A/S |
| 20:34:13.480 | Train ID 620 stopped 9 sec later after the first F4, and Dead Man activated. | DM released |
| 20:36:40.960 | Train ID 620 keyed down | DM released |

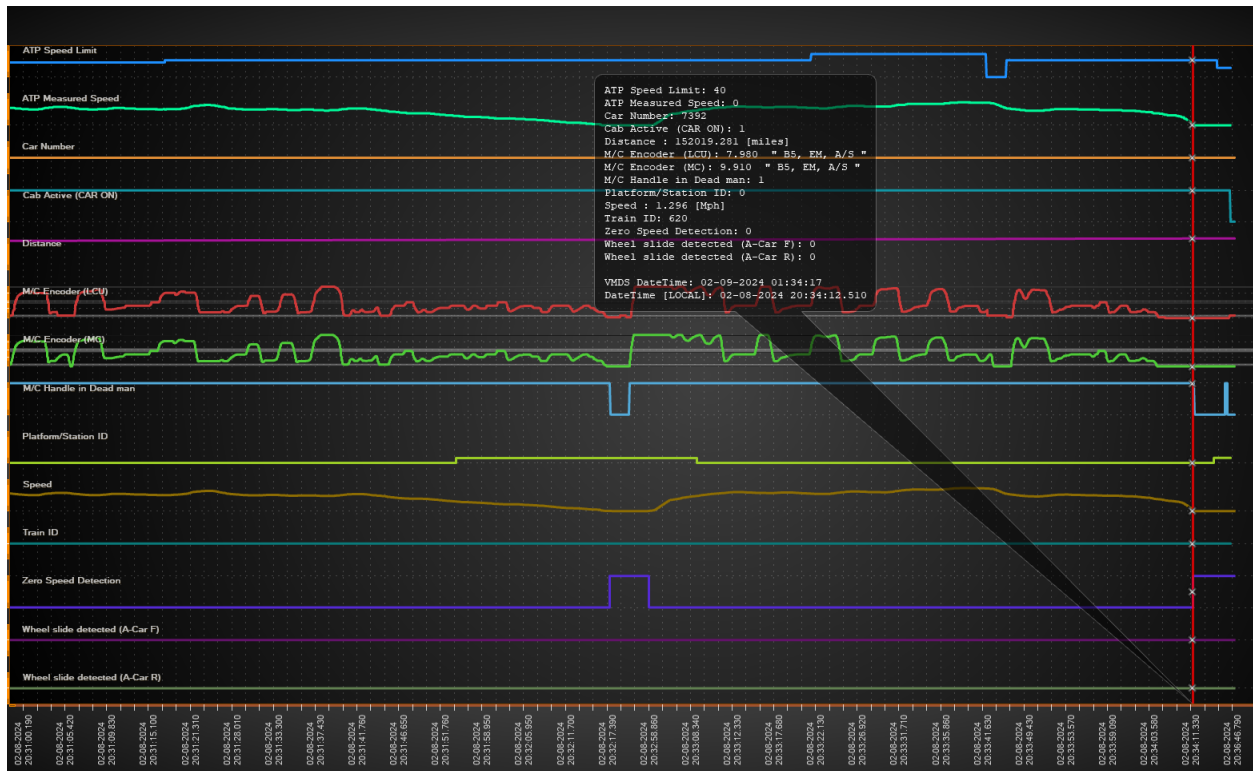


Figure 1 –Train ID 620 Train Performance

The train deceleration rate calculated is into the specification limits (approximately 3.0 MPHPS).
 Data analysis shows no train functional anomalies.

Interview and Written Statement Findings

As part of the investigation launched into the event, SAFE interviewed one person. The interview 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.

Train Operator (Train ID 620) Formal Interview

- The Train Operator stated they were retrieving customers on their regularly scheduled route. The Train Operator stated they observed the subject customer looking towards the end of the platform, peaking at the train, and intermittently approaching the edge of the platform.
- The Train Operator stated they then observed the customer jump in front of their train from the platform side.
- The Train Operator stated they advised the MICC, keyed down and offloaded the train per the MICC directive.
- The Train Operator stated they observed the subject customer re-position themselves to the third-rail side of the platform. The Train Operator stated they then observed emergency personnel arrive on the scene but did not observe the extraction of the subject customer.
- The Train Operator stated they were removed from the scene by responding medical personnel and taken to a nearby medical facility for further evaluation.

Train Operator (Train ID 620) Written Statement

- The Train Operator stated that as they pulled into Spring Hill Station, the subject customer moved away from the edge of the platform, but then returned to the edge of the platform as the Train Operator approached their position.
- The Train Operator stated that the subject customer then jumped into the path of Train ID 620 on track 2.
- The Train Operator stated they then conducted emergency braking. However, the subject customer was still impacted with Train ID 620.
- The Train Operator stated they informed the MICC of what had occurred and commenced alighting their train when commanded to do so.

Station Manager's Written Statement

- The Station Manager stated they responded to a report of a customer jumping in front of a train within Spring Hill Station.
- The Station Manager stated that upon their arrival at the platform, the subject customer was between the wall and the third rail on the track 2 side of the station.
- The Station Manager stated the customer had sustained significant trauma to their leg and appeared "in pain" and "shaken."
- The Station Manager stated they observed that the Train Operator of Train ID 620 was "visibly shaken," however, they continued to perform their duties.
- The Station Manager stated that a witness nearby provided a scarf to assist with the injuries sustained by the subject customer.
- The Station Manager stated that FCFRD arrived on the scene at approximately 20:45 hours.
- The Station Manager stated that MOC confirmed that third rail power was de-energized at approximately 20:50 hours.

- The Station Manager stated that both the subject customer and the Train Operator of Train ID 620 were transported for further medical evaluation.
- The Station Manager stated that all personnel cleared the roadway at 23:00 hours.

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

No communication issues were identified as contributing to the incident.

Weather

On February 8, 2024, at the time of the incident, NOAA recorded the average temperature as 45°F, with significant cloud cover, winds averaging 4.9 mph, and 60% humidity. The weather was not a contributing factor in this incident. (Weather source: NOAA) – Location: Washington, DC.

Related Rules and Procedures

Metrorail Operating Rulebook (MOR)

- 1.1 Guiding Safety Principles
- 1.2 Incident Reporting

Standard Operating Procedure (SOP)

- #26 Person Hit by Train

Incident Management Standard

Human Factors

Fatigue

Signs and Symptoms of Fatigue

OSI evaluated conditions at the time of the incident to distinguish whether evidence of fatigue was present. Video of the incident was reviewed for behaviors suggesting fatigue. No indications of fatigue were evident from the video. The Train Operator reported feeling fully alert at the time of the incident. The Train Operator reported experiencing no symptoms of fatigue in the time leading up to the incident

Fatigue Risk

OSI evaluated incident data for fatigue risk factors. Risk factors for fatigue were not present. The incident time of day did not suggest an increased risk of fatigue-related impairment. The Train Operator reported keeping a regular sleep schedule in the days leading up to the incident.

The Train Operator performed afternoon work in the days leading up to the incident. The Train Operator was awake for 10.13 hours at the time of the incident. The Train Operator reported 10 hours of sleep in the 24 hours preceding the incident. The off-duty period was 14.75 hours which provides an opportunity for 7-9 hours of sleep. The employee reported no issues with sleep.

Post-Incident Toxicology Testing

WMATA's Drug and Alcohol Program determined that the personnel involved complied with the Drug and Alcohol Policy and Testing Program 7.7.3/6.

Findings

- The subject customer intentionally jumped from the platform onto the roadway at Spring Hill Station on track 2.
- Train ID 620 collided with the person prior to fully berthing within the platform limits.
- The Train Operator applied all emergency braking techniques after observing the customer jump into the path of the train.
- The Train performed as commanded.
- Third-rail power was de-energized at the time of the incident and WSADs were placed by FCFRD initially until the RTRA Supervisor was able to hot-stick and confirm.
- The Information Controller advised FCFRD of the incident via telephone.

Immediate Mitigation to Prevent Recurrence

- Third-rail Power was de-energized.
- Single-track operations were conducted to service Spring Hill Station by way of track 1.
- The Train Operator of Train ID 620 was removed from service.

Probable Cause Statement

The probable cause of the Collision event that occurred on February 8, 2024, at Spring Hill Station, was the intentional action of the person to trespass onto the rail right-of-way and subsequent strike by the train.

Recommended Corrective Actions

SAFE has not recommended corrective actions.

Appendices

Appendix A – Interview Summary

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.

Train Operator of Train ID 620

The Train Operator has been with WMATA for 5 years; however, he was newly certified as a Train Operator on 08/31/2023. The Train Operator has no prior safety incidents. The Train Operator currently holds an RWP Level 2 that expires on 05/31/2024.

The Train Operator stated they were retrieving customers on their regularly scheduled route. The Train Operator stated they observed the subject customer looking towards the end of the platform, peaking at the train, and intermittently approaching the edge of the platform.

The Train Operator stated they then observed the customer jump in front of their train from the platform side.

The Train Operator stated they advised the MICC, keyed down and offloaded the train per the MICC directive.

The Train Operator stated they observed the subject customer re-position themselves to the third-rail side of the platform. The Train Operator stated they then observed emergency personnel arrive on the scene but did not observe the extraction of the subject customer.

The Train Operator stated they were removed from the scene by responding medical personnel and taken to a nearby medical facility for further evaluation.

Appendix B – RTRA Documentation

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

Incident Information: This page must be completed for all incidents

Date: 2-8-24 Incident Time: around 8:15-8:30 pm Time Reported: when it happened around 8:30pm Reported by: Customer Employee ROCC Other

Location
 Station: Spring Hill Mezzanine #: _____ Track #/Destination: 2 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 **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 #: _____ AFC #: _____ Room Number/Location: _____

Failure Number(s): _____

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

TRAIN INCIDENTS
 Train ID: 620 Destination: Ashburn Car Numbers(list all cars in consist): 8 cars Lead Car: _____
 Name of Responding Supervisor: _____ Name/Department of CMNT/TRST or other WMATA responder: _____

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.

I was entering the station (Spring Hill) and noticed the customers on the platform as always. But this one customer was close to the beginning of the platform she was leaning over looking for the train then she went back. As the train starting coming into the station she jumped in front of the train and that's when I immediately went to a braking mode and push the mushroom. Then contacted ROCC and informed them what had happen. Did a radio check on my handset to ROCC and cleared my train of customers.

Employee Completing Report

| | | | |
|------------------------|---------------------------|------------|----------------|
| Employee Name: (print) | Employee Signature (sign) | Employee # | Date: |
| [Redacted] | [Redacted] | [Redacted] | <u>2-9-24</u> |
| Division: | Run # | Block # | Assigned Days: |
| <u>Dwileo</u> | <u>501</u> | <u>620</u> | <u>S/M</u> |

To Be Completed By Reviewing Manager

| | | | |
|--------------------------|----------------------|------------|-------|
| Supervisor Name: (print) | Supervisor Signature | Employee # | Date: |
| | | | |

Action taken/needed: _____

SMS Number: _____

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 1: Train Operator of Train ID 620's written statement. Page 1 of 1

WMATA/RTRA Incident/Accident Report (Other than Motor Vehicle) Page 1 of 3

Incident Information: This page must be completed for all incidents

Date: 02.08.2024 Incident Time: 0835pm Time Reported: 0835pm Reported by: Customer Employee ROCC Other

Location

Station: Spring Hill Station Mezzanine #: 117 Track #/Destination: 2/Ashburn Chain Marker/Signal Number: 771+00 N2

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: N/A Name/Department of PLNT/AFC or other WMATA responder: N/A

TRAIN INCIDENTS

Train ID: 620 Destination: Ashburn Car Numbers(list all cars in consist): 7392, 7337, 7544, 7361 Lead Car: 7392

Name of Responding Supervisor: [Redacted] Name/Department of CMNT/TRST or other WMATA responder: [Redacted]

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 835pm I, Station Manager [Redacted], responded to a call from ROIC about a person possibly struck by train on Track #2. Upon my arrival there was a [Redacted] on the track struck she was between the third rail and the wall with her leg partially severed. I checked on the struck individual she seemed shaken and of course in pain. I then checked on the train operator [Redacted] who was visibly shaken we both updated ROIC while the train was cleared, customers were advised to stand back from incident. There was a nurse on scene as a

Employee Completing Report

Employee Name:(print) [Redacted] Employee Signature:(sign) [Redacted] Employee #: [Redacted] Date: 02.08.24
 Division: Dulles Run #: 506 Block #: 0 Assigned Days: T/W

Document 2: Station Manager's written statement. Page 1 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

Last Name, First Name [Redacted] Employee # [Redacted]

Date of Birth [Redacted] Sex F Home Phone [Redacted] Work Phone [Redacted] Cell Phone [Redacted]

Home Address [Redacted] Email Address [Redacted]

Nature of Injury/Illness Witness

Assistance Offered: Accepted Declined

If Transported:

Hospital: N/A Ambulance Number: N/A Arrival: N/A Departure: N/A

Customer Involved Employee Involved Witness

Last Name, First Name [Redacted] Employee # [Redacted]

Date of Birth [Redacted] Sex [Redacted] Home Phone [Redacted] Work Phone [Redacted] Cell Phone [Redacted]

Home Address [Redacted] Email Address [Redacted]

Nature of Injury/Illness [Redacted]

Assistance Offered: Accepted Declined

If Transported:

Hospital: [Redacted] Ambulance Number: [Redacted] Arrival: [Redacted] Departure: [Redacted]

Police/Fire/Other Agencies Involved

Jurisdiction/Arrival Time Emergency Response Name [Redacted] Badge/Unit Number [Redacted]

Jurisdiction/Arrival Time Metro Transit Name [Redacted] Badge/Unit Number N/A

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.

witness who was assisting by the name of [Redacted] provided her scarf to use as a way to apply pressure to prevent bleeding out. We spoke to Jane Doe on the tracks to keep her conscious. Fire & EMS arrived on scene around 845pm. MOC confirmed 3rd Rail power was off at 850pm. Jane Doe was transported to Fairfax Inova at 9pm. Rail [Redacted] was transported to Tysons Medical. Scene cleared of all personnel at 11pm.

Employee Completing report

Employee Name (print) [Redacted] Employee Signature (sign) [Redacted] Employee # [Redacted] Date: 2.8.24

50.7538 09/11 White Copy: Division or Supervisor Yellow Copy: For any incident involving escalators or elevators, remains in kiosk for use of elevator/escalator inspectors

Document 3: Station Manager's written statement. Page 2 of 2

| RTRA SUPERVISOR REPORT | | | | |
|---|-----------------------|---|------------------------|---------------|
| Date 02/08/24 | Incident Time 2035 | Incident Location (Station Mezzanine #) SApring Hill | Track/Mezzanine # 2 | |
| Equipment Number (Train ID & Car Numbers; Escalator/Elevator #) ID 620 Car Numbers 7392-7337-7544-7301 | | | | |
| Incident Description Customer jumped in front of train | | | | |
| WMATA Personnel Involved | Employee # | Rule Violation? | Home Division | Post Incident |
| ██████████ | ██████████ | N | Dulles | ? |
| Name | | | | |
| Address | | | Injury? | |
| Name | | | | |
| Address | | | Injury? | |
| Name | | | | |
| Address | | | Injury? | |
| Arrival Time | Unit Number | Person In Charge | Remarks | |
| 2038 | | MTPD Sgt ██████████ | | |
| 2115 | | MTPD Lt. ██████████ | | |

Chronological Account of Incident

ROCC contacted me at 2038 about a jumper on track 2 at spring hill I boarded Train 621 towards Largo. I arrived on scene at 2056. I got foul time for track 2 at 2056 to verify power down and hot stick and confirm. I confirmed at 2056 power was de-energized at chain marker N2 771 + 00. I spoke with Sgt. ██████████ at the time to let him know i had confirmed third rail power was deenergized. MTPD arrived on scene at 2038. Customer had been removed from the roadway and taken to Inova Fairfax. Customer was transported by Fairfax fire and rescue. I checked on Operator ██████████ to see how she was. She was shaken up. Fairfax Fire was accessing her. They suggested that she be transported to Tysons Urgent care. Supervisor ██████████ and Car Equipment ██████████ arrived on ID 623 at 2108 pm. I checked in on Station manager ██████████. She is shook up but ok. Dep 12 ██████████ and ERT 682 ██████████ arrived at 912. Operator ██████████ was transported with MTPD and Supervisor ██████████ at 2113 By Fairfax Ambulance unit 413 to Tysons. Operator ██████████ arrived on scene at approximately 2150 to lay the train up at Dulles Yard. 2220 Car Equipment and ERT verified they did a complete walk around and that the train was safe for movement. At 2224 Lieutenant ██████████ ran through a hot wash of the incident. At 2228 MTPD Lieutenant ██████████ cleared the scene and turned Incident Command over to me. ERT went to the roadway cleaned the train and the track bed. At 2243 all personnel and equipment were confirmed clear of roadway. I then contacted Central Control that third rail power could be restored and all personnel were standing by and clear. At 2244 ROCC restored third rail power. At 2248 I sent Operator ██████████ to confirm train still clear of customers. At 2252 Operator ██████████ verified that the train had all 8 primes and a breaks off. At 2253 The train was leared to move by Central and moving to Dulles yard. After one final check by MTPD and ERT at 2256 the tracks were confirmed with Central Control that the tracks were clear and safe for train movement and ready to resume normal service. There was one witness statement taken customer name is ██████████ phone number ██████████ Email ██████████ Address ██████████

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

Your Arrival Time: 2056

| Supervisor Submitting Report | (Payroll #) | Date | Report Reviewed By | Date |
|------------------------------|-------------|------|--------------------|------|
| | | | | |

Report must be faxed to ROCC 202-962-2808 at end of Tour

Document 4: RTRA Supervisor's Report. Page 1 of 1

Incident Date: 02/08/2024 Time: 20:34 hours
Final Report – Collision Rev. 1
E24114

Drafted By: SAFE 705 - 04/08/2024
Reviewed By: SAFE 707 – 04/08/2024
Approved By: SAFE 707 – 04/08/2024

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Appendix C – MTPD Report



| Event Report | | | |
|--|-----------------------------------|---|------------------|
| Metro Transit Police Department | | ORI-DCMTP0000 | |
| <i>Type of Report</i> Closed | <i>MTPD CCN</i> 2024-02095-002 | <i>Local Jurisdiction</i> Fairfax County | <i>Local CCN</i> |

| Event Location | | | | | |
|---|--|--|---|-----------------------------------|---|
| <i>Street</i> 1576 Spring Hill Rd | <i>Station Acronym</i> SPHL - SPRING HILL | <i>City, State</i> VIENNA, VA 22182 | <i>County</i> FFX-Fairfax County | <i>MTP District</i> District 2 | <i>Local District</i> FFX-Fairfax County |
| <i>Date and Time of Event</i> | | | <i>Date and Time Reported</i> | | |
| <i>From</i> 2/8/2024 8:36:00 PM | | <i>To</i> 2/8/2024 8:36:46 PM | | | |
| <i>Category</i> | | | | | |
| <i>Rail Station, Line or Right-of-Way</i> SPHL - SPRING HILL Silver | <i>On Bus</i> | <i>Property</i> Rail Station | | <i>Other</i> MSA3 | |
| <i>Specific Location (Foot Bridge, Klask, Platform, Tracks, Etc.)</i> Right-of-Way/Track Bed | | | <i>For Burglary or B&E Only</i> <i>if Hotel Rule Applies, #Premises or Facilities Entered:</i> | | |
| <i>Location Description</i> | | | | | |
| Rail Station | | | | | |

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

MTPD CCN:
ORI-DCMTP0000

Event Report Page 1 of 5

Document 5: MTPD Report.

Incident Date: 02/08/2024 Time: 20:34 hours
Final Report – Collision Rev. 1
E24114

Drafted By: SAFE 705 - 04/08/2024
Reviewed By: SAFE 707 – 04/08/2024
Approved By: SAFE 707 – 04/08/2024

| Victim Information | | | | |
|--|--|---------------------------------------|------------|-------------------------|
| Other Person Information | | | | |
| Last Name, First MI [REDACTED] | | Entity Type Reporting Party | | DOB |
| Address Type B - Business | Address (Street) City, State Zip [REDACTED] | | | |
| Type Phone M - Mobile | Phone Number [REDACTED] | | | |
| Work/School Address - Addtl. Contact Info | | | | |
| Age | Sex | Race | Ethnicity | DL State/Number |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| Last Name, First MI Witherspoon, Shenise | | Entity Type Reporting Party | | DOB 5/27/1983 |
| Type Phone W - Work | Phone Number [REDACTED] | | | |
| Work/School Address - Addtl. Contact Info | | | | |
| Age | Sex | Race | Ethnicity | DL State/Number |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |
| Last Name, First MI [REDACTED] | | Entity Type Injured | | DOB 9/5/1986 |
| Address Type H - Home | Address (Street) City, State Zip [REDACTED] | | | |
| Work/School Address - Addtl. Contact Info | | | | |
| Age | Sex | Race | Ethnicity | DL State/Number |
| [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] | [REDACTED] |

MTPD CCN:
ORI-DCMTP0000

Event Report Page 2 of 5

Document 6: MTPD Report.

Incident Date: 02/08/2024 Time: 20:34 hours
Final Report – Collision Rev. 1
E24114

Drafted By: SAFE 705 - 04/08/2024
Reviewed By: SAFE 707 – 04/08/2024
Approved By: SAFE 707 – 04/08/2024

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Has a DVR been requested?
Narrative Information

R/P reports operating Ashburn train when v1 was observed moving towards platform edge at spring hill. r/p applied brakes and when v1 jumped, she hit the mushroom halting the train. v1 xported to fairfax inova for leg wound.

If second CCN is available, insert here:

Additional Narrative on Supplemental Report

MTPD CCN:
ORI-DCMTP0000

Event Report Page 3 of 5

Document 7: MTPD Report.

Incident Date: 02/08/2024 Time: 20:34 hours
Final Report – Collision Rev. 1
E24114

Drafted By: SAFE 705 - 04/08/2024
Reviewed By: SAFE 707 – 04/08/2024
Approved By: SAFE 707 – 04/08/2024

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Additional Narrative

BWC Activated.

On 02/08/2024, at approximately 2036 hours, Train Operator [REDACTED] reports operating an Ashburn Train, pulling in to service the Spring Hill metro station when she observed [REDACTED] moving towards the platform edge. As Operator [REDACTED] started applying the brakes, [REDACTED] jumped onto the tracks, causing Operator [REDACTED] to slam onto the Mushroom emergency brake. Mrs. [REDACTED] struck by the lead car 7329, and was found laying in front of the car, between the third rail and the parapet wall, with large lacerations to her leg, while conscious. W-01 corroborated the events as reported by the operator. Fairfax Fire and EMS responded, removed [REDACTED] from the track bed, and transported her to INOVA Fairfax Hospital where she received emergency surgery for lacerations to her leg. Operator [REDACTED] was transported to Tyson's ER for dizziness and elevated blood pressure. CSS Officers [REDACTED] responded for Crime Scene activities. Officer [REDACTED] responded and took duties of entry/exit log. [REDACTED] responded and assumed Unified Command. All MTPD units cleared and scene was turned over to Rail at 2219 hours. DVR request submitted.

Entered on: 2/10/2024

Entered by: Detective [REDACTED]

After speaking to hospital staff, it appears there are plans set in place for [REDACTED] to receive assistance with her mental health as she is due to be transferred to the Northern Virginia Mental Health Institute once she is released from care from her surgery. There is no need for additional follow up with this case. Case is submitted as closed.

MTPD CCN:
ORI-DCMTP0000

Event Report Page 4 of 5

Document 8: MTPD Report.

Incident Date: 02/08/2024 Time: 20:34 hours
Final Report – Collision Rev. 1
E24114

Drafted By: SAFE 705 - 04/08/2024
Reviewed By: SAFE 707 – 04/08/2024
Approved By: SAFE 707 – 04/08/2024

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Appendix D – Maximo



Washington Metropolitan Area Transit Authority Maintenance and Material Management System Incident Details

Incident #: 8730719

Status: CLOSED

Incident Summary: Passenger struck by train., 17/0, N04, PUB, JUMP, 620

Incident Start: 02/08/24 08:34:00

Incident Details

Detail:

| | | | | | |
|----------------------|--|-----------------------|-------------------|--------------------|-----|
| Asset: | R7392 7392, RAIL CAR, KAWASAKI, 7000 AC, A CAR | Rail Line: | SLV | Line Delay: | 17 |
| Location: | 2494 K99, WEST FALLS CHURCH YARD | Jurisdiction: | | Passenger Delay: | 17 |
| Train ID: | 620 8:34:00 PM | Injuries??: | N | Train / Bus Delay: | 140 |
| Direction: | OUTBOUND | #9#??: | N | Partial: | 1 |
| Report Location: | | Mode of Operation: | | Offload: | 1 |
| Station Location: | N04 SPRING HILL STATION | # of Cars in Consist: | | Late Dispatch: | 0 |
| Regional ID: | | Originating OCC: | ROCC | No Dispatch: | 0 |
| Trouble Code: | JUMP JUMPER: PERSON HIT BY TRAIN | Created By: | E037584 | Trips Lost: | 0 |
| Responsibility Code: | PUB PUBLIC: CAUSED PROBLEM | Created Date: | 02/08/24 09:04:54 | Reroutes: | 0 |
| Mileage: | 480.478 | Status Date: | 02/09/24 11:47:10 | Abandoned: | 0 |

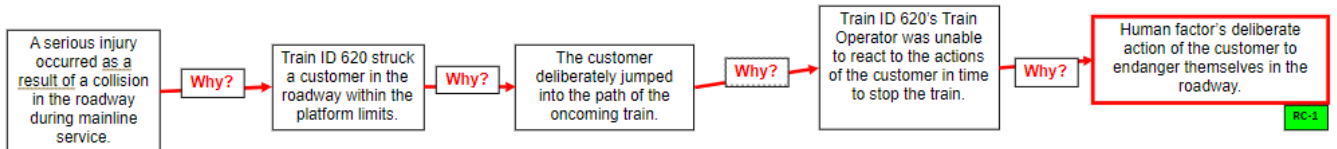
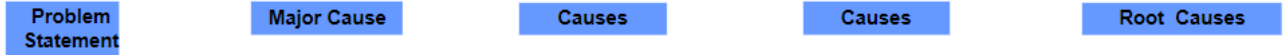
Operator Miscellaneous

| | | | | | | | |
|-----------|---------|----------|--|--------------|--|---------------|---|
| Operator: | E036298 | Block #: | | Route: | | Road Call??: | N |
| Division: | | Run: | | Destination: | | Change Off??: | N |

Related Work Orders

| Work Order | Asset | Description | Location | Status |
|------------|-------|---|----------|--------|
| 18397353 | TN06 | N06, TRACK INSPECTION DUE ROADWAY INCIDENT | N06-STA | CAN |
| 18397374 | R7392 | Passenger struck by train., 17/0, N04, PUB, JUMP, 620 | 2494 | CLOSE |

Appendix E – Why-Tree Analysis



Root Cause Analysis

