

**W-0395 – Serious Injury at McPherson Square Station – December 7, 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 16, 2025.

WMSC staff recommend adoption of this investigation.

Safety event summary:

A person was seriously injured after falling behind a parapet wall while attempting to climb over a railing near a fare gate at McPherson Square Station. A parapet wall is a permanent concrete safety barrier, that in this case, separates the customer-accessible platform area from a small area containing lighting, cables and conduit.

An investigative review of closed-circuit television (CCTV) footage showed that a person entered the station's mezzanine before attempting to straddle themselves between the station wall and railing. The mezzanine level is elevated above the platform level where trains service the station. Footage captured the person losing their grip and falling behind the parapet wall below. There was a fall hazard sign present where the person fell at the time of the event.

At 3:05 p.m., a customer who witnessed the fall, notified a station manager, who reported the event and requested medical assistance. District of Columbia Fire and Emergency Medical Services (DCFEMS), Metro Transit Police (MTPD) personnel and a rail supervisor were dispatched to the scene. DCFEM personnel arrived at 3:24 p.m., due to confusion with the address of the station, the personnel had to walk from one side of the station to the side where the person was located. An investigative review of audio demonstrated that the Communications Agent who requested emergency assistance correctly provided the station address closest to where the injured person was located. However, after the D.C. Unified Communications Dispatcher indicated they did not have the same address list for the station the Communications Specialist provided the address at the other entrance of the station and clarified that there are two station entrances.

The injured person was removed from behind the parapet wall at 3:47 p.m. The person was transported to an area hospital at 3:51 p.m. to be treated for injuries to their leg and head.



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

FINAL REPORT OF INVESTIGATION A&I E24972

Date of Event:	December 7, 2024
Type of Event:	A-2: Serious Injury (Customer)
Incident Time:	15:04 Hours
Location:	McPherson Square Station
Time and How received by Safety:	15:10 - Safety Information Official (SIO)
Washington Metrorail Safety Commission (WMSC) Notification Time:	16:20 Hours
Responding Safety Officers:	WMATA: Office of Safety Investigations (OSI)
Rail Vehicle:	None
Injuries:	Fractured Femur bone and Head injury
Damage:	None
Emergency Responders:	Metropolitan Transit Police Department (MTPD) District of Columbia Fire Emergency Medical Services (DCFEMS)
Safety Universal Data System Incidents/Accidents (SUDS) I/A Incident Number:	20241207#121993MX

Incident Date: 12/7/2024 Time: 15:04 hours
Final Report – Serious Injury - Rev.1
E24972

Drafted By: SAFE 706 - 02/06/2025
Reviewed By: SAFE 707 – 02/06/2025
Approved By: SAFE 707 – 02/06/2025

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McPherson Square Station – Serious Injury

December 7, 2024
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Abbreviations and Acronyms

AIMS	Advanced Information Management System
AMR	American Medical Response
ARS	Audio Recording System
CCTV	Closed-Circuit Television
DCFEMS	District of Columbia Fire and Emergency Medical Services
MICC	Metro Integrated Command and Communications Center
MOC	Maintenance Operation Control
MOR	Metrorail Operating Rulebook
MTPD	Metropolitan Transit Police Department
NOAA	National Oceanic and Atmospheric Administration
OM	Operations Manager
OSI	Office of Safety Investigations
RTC	Rail Traffic Controller
RTRA	Rail Transportation Supervisor
SIO	Safety Information Officer
SUDS	Safety Universal Data System
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 Saturday, December 7, 2024, at 15:04 hours, the Station Manager at McPherson Square Station at Mezzanine #37 reported to the Metro Integrated Command and Communication Center (MICC) Communications Agent that a customer fell behind the parapet wall while attempting to fare evade.

McPherson Square Station Closed Circuit Television (CCTV) footage captured the customer as they entered the McPherson Square Station Mezzanine and began climbing over the station railing while attempting to fare evade. During this time, the customer was seen straddling the station wall and kicking an Elevator/ Escalator Accordion Barrier to the ground with their right foot. While the customer was trying to adjust their body around the railing they subsequently lost their grip and fell behind the parapet wall from the mezzanine level to the lower level near track 1.

At 15:05 hours, a customer witnessed the fall and abruptly notified the Station Manager. The Station Manager immediately contacted the MICC Communications Agent via Radio Ops 5, reported the event, and requested medical personnel be dispatched to the scene. The Safety Information Official (SIO) was briefed on the customer injury by the MICC Operations Manager (OM).

The Communications Agent notified the District of Columbia Fire and Emergency Medical Services (DCFEMS) Dispatcher, who promptly dispatched DCFEMS personnel. The Communications Agent then notified the Metropolitan Transit Police (MTPD) of the event and dispatched an MTPD Officer to the scene.

A Department of Rail Transportation Station Supervisor was dispatched to McPherson Square Station. CCTV footage showed personnel from DCFEMS and the Station Supervisor arrived on scene at 15:24 hours. CCTV footage showed personnel from DCFEMS arrived on scene at 15:36 hours.

DCFEMS personnel removed the customer from behind the parapet wall at 15:47 hours. At 15:51 hours, the customer was transported to George Washington University Hospital by American Medical Response (AMR) Unit 9.

The customer sustained a head injury and a leg injury.

The MICC Operations Manager (OM) contacted Maintenance Operation Control (MOC) at 15:56 hours and requested Facilities Personnel respond to McPherson Square Station for bio-hazard cleaning.

Facilities Personnel arrived on the scene and completed the bio-hazard cleaning at 16:17 hours.

The probable cause of the Serious Injury event at McPherson Square Station on December 7, 2024, was due to the customer injuring themselves when they fell after attempting to climb over a gate.

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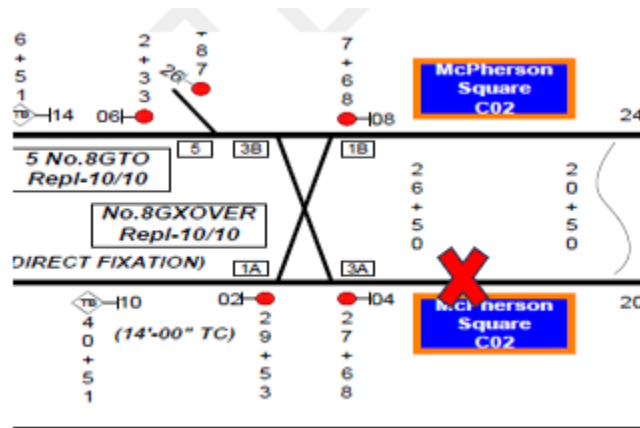
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Incident Site

McPherson Square Station, parapet wall – 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 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:
 - National Oceanic and Atmospheric Administration (NOAA)
 - Metro Integrated Command and Communications (MICC) Incident Report
 - Safety Universal Data System (SUDS)
- System Data Recording Review – Collection of information contained in Metro Data Recording Systems. This data includes:
 - Audio Recording System (ARS) playback
 - Closed-Circuit Television (CCTV)

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Investigation

On Saturday, December 7, 2024, at 15:04 hours, the Station Manager at McPherson Square Station at Mezzanine #37 reported to the MICC Communications Agent that a customer fell behind the parapet wall while attempting to fare evade.

McPherson Square Station CCTV footage captured the customer as they entered the mezzanine and began climbing over the station railing while attempting to fare evade. During this time, the customer was seen straddling the station wall and kicking an Elevator/ Escalator Accordion Barrier to the ground with their right foot. While the customer was trying to adjust their body around the railing, they subsequently lost their grip and fell behind the parapet wall from the mezzanine level to the lower level near track 1.

At 15:05 hours, a customer who witnessed the fall notified the Station Manager. The Station Manager contacted the MICC Communications Agent via Radio Ops 5, reported the event, and requested medical personnel be dispatched to the scene. The SIO was briefed on the customer injury by the MICC OM.



Image 1 – The person climbing over the gate to fare evade.

The Communications Agent notified the DCFEMS, which promptly dispatched emergency personnel. The Communications Agent then notified MTPD of the event and dispatched an MTPD Officer to the scene.

A Department of Rail Transportation Station Supervisor was dispatched to McPherson Square Station. DCFEMS and the Station Supervisor arrived at 15:24 hours. Additional DCFEMS personnel arrived on the scene at 15:36 hours.



Image 2 – DCFEMS attempting to retrieve the person from behind the parapet wall.

At 15:47 hours, DCFEMS removed the customer from behind the parapet wall . At 15:51 hours, the customer was transported to George Washington University Hospital by American Medical Response (AMR) Unit 9.

The customer sustained a head injury and a leg injury. The customer was treated and discharged from the hospital and was not charged with a crime or civil infraction.

The MICC OM contacted MOC at 15:56 hours, and requested Facilities Personnel to respond to McPherson Square Station for bio-hazard cleaning.

At 16:17 hours, Facilities Personnel arrived on the scene and completed the bio-hazard cleaning. The probable cause of the Serious Injury event at McPherson Square Station on December 7, 2024, was due to the customer injuring themselves when they fell after attempting to climb over a gate.

Chronological Event Timeline

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

Time	Description
15:04:39 hours	The customer entered the McPherson Square Station Mezzanine. [CCTV]
15:04:45 hours	The customer sat on top of the railing, kicked the Elevator/ Escalator Accordion Barrier, and attempted to swing their legs around the fare gate. [CCTV]
15:04:56 hours	The customer lost their grip and fell behind the parapet wall fell behind the parapet wall on the track 1 side. [CCTV]
15:05:01 hours	A customer advised the Station Manager of the incident. [CCTV]
15:05:35 hours	<u>Station Manager at McPherson Square:</u> Requested medical and Transit Police. <u>Communications Agent:</u> Asked what location. <u>Station Manager at Mezzanine 37:</u> Advised McPherson Square Station Mezzanine 37. <u>Communications Agent:</u> Inquired about the customer's location. <u>Station Manager at Mezzanine 37:</u> Advised the customer was behind the parapet wall. [Radio OPS 5]
15:06:55 hours	<u>Station Manager at Mezzanine 37:</u> Informed the Communications Agent that the customer fell behind the parapet wall trying to fare evade. <u>Communications Agent:</u> Inquired if the customer was still behind the parapet wall. <u>Station Manager at Mezzanine 37:</u> Replied, yes. <u>Communications Agent:</u> Inquired if the customer would need rescuing from that location. <u>Station Manager at Mezzanine 37:</u> Advised they would investigate and provide an update. [Phone Comms]
15:07:35 hours	<u>Communications Agent:</u> Contacted DCFEMS and requested emergency personnel be sent to 820 Vermont Avenue NW, Washington DC. <u>DCFEMS Dispatcher:</u> Stated that they did not have that address in their system. <u>Communications Agent:</u> Provided an alternate address as 1402 I (Eye) Street, NW, and informed the DCFEMS Dispatcher that there were two (2) entrances. [Phone Comms]
15:08:13 hours	<u>Communications Agent:</u> Contacted MTPD Dispatcher and advised medics were being dispatched for a report of a customer who fell behind the parapet wall at McPherson Square Station. [Phone Comms]
15:09:00 hours	<u>Communications Agent:</u> Advised the Button RTC of the event at McPherson Square. <u>Button RTC:</u> Inquired if it was safe for train movement. <u>Communications Agent:</u> Advised they would inquire. [Phone, OPS 4]
15:09:50 hours	<u>MTPD Dispatch:</u> Units were dispatched to McPherson Square Station for a customer who fell behind the parapet wall. [Radio, MTPD -1X]
15:10:24 hours	<u>SIO:</u> Contacted the OM and inquired if a customer fell onto the roadway. <u>OM:</u> Advised the customer fell behind the parapet wall, not on the roadway and the location was McPherson Square Station. <u>SIO:</u> Acknowledged. [Phone Emer MGMT]

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Time	Description
15:11:07 hours	<u>Communications Agent</u> : Inquired if it was safe for train movement. <u>Station Manager at Mezzanine 37</u> : Advised it was safe for train movement. <u>Communications Agent</u> : Inquired if the customer could move on their own or required assistance to move. <u>Station Manager at Mezzanine 37</u> : Advised customer would need assistance to move. [Radio, OPS 5]
15:11:49 hours	<u>Communications Agent</u> : Dispatched a Station Supervisor to McPherson Square Station. [Radio OPS 5]
15:12:39 hours	<u>SIO</u> : Informed the Safety Director on Call of the fare evader event. [Phone]
15:13:17 hours	<u>SIO</u> : Contacted the FLO to ascertain additional information to include camera angles. FLO advised a first responder was dispatched due to the distance of the fall.
15:13:39 hours	<u>Station Manager at Mezzanine 37</u> : Requested for the Station Supervisor upon arrival to report to the track 1 side of McPherson Square. <u>Station Supervisor</u> : Acknowledged transmission. [Radio, OPS 5]
15:19:59 hours	<u>Station Manager at Mezzanine 37</u> : Inquired about medics' ETA. <u>Communications Agent</u> : Advised no ETA, however medics were notified and will respond as soon as possible. <u>Station Manager at Mezzanine 37</u> : Acknowledged transmission. [Radio, OPS 5]
15:23:37 hours	MTPD Officer arrived on the scene. [CCTV]
15:23:44 hours	<u>MTPD Officer</u> : Advised the customer was stuck. <u>Police 1</u> : Inquired if the customer was breathing and conscious. <u>MTPD Officer</u> : Advised the customer was alert and breathing. Also requested fire department be dispatched to the scene. <u>Police 1</u> : Advised the fire department on the scene, they were traveling from the opposite side of the station.
15:24:31 hours	A Station Supervisor arrived on the scene. [CCTV]
15:24:45 hours	DCFEMS Medics arrived on the scene. [CCTV]
15:26:24 hours	<u>Station Supervisor</u> : Advised medics and MTPD personnel were on the scene at McPherson Square Station. <u>Communications Agent</u> : Acknowledged transmission. [Radio, OPS 5]
15:36:34 hours	DCFEMS Fire Department personnel arrived on the scene. [CCTV]
15:38:35 hours	<u>Station Supervisor</u> : Requested trains on track 1 enter at restricted speed due to increased activity. <u>Communications Agent</u> : Acknowledged transmission. [Phone Comms]
15:39:24 hours	<u>Radio RTC</u> : Made a radio announcement for all trains on Ops 2 to enter/exit McPherson Square Station Track 1 at restricted speed due to a medical emergency. [Radio OPS 2]
15:47:10 hours	The customer was removed from behind the parapet wall. [CCTV]
15:51:20 hours	The customer was transported to George Washington University Hospital. [Phone Comms]
15:55:32 hours	<u>Station Supervisor</u> : Advised McPherson Square Station was clear and to standby for a landline with pertinent information. <u>Communications Agent</u> : Acknowledged and advised standing by. [Radio Ops 5]

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Time	Description
15:56:32 hours	OM: Contacted MOC and requested facilities personnel for biohazard cleaning on the platform at McPherson Square Station track 1. [Phone Rail 1]
15:57:24 hours	OM: Advised the AOM that all personnel and equipment were cleared at McPherson Square Station. AOM: Acknowledged. [Phone Rail 1]
16:03:00 hours	SIO: Event Scene Release

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

Weather

On December 7, 2024, 15:04 hours. NOAA recorded the temperature as 36°F, with clear skies, winds 34 mph, and 29% humidity. McPherson Square is an inside station. The 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

- The customer was attempting to fare evade by jumping over the station railing at McPherson Square Station.
- The customer fell behind the parapet wall from the mezzanine level to the lower level near track 1.
- The customer was transported to George Washington University Hospital for medical treatment.
- The customer sustained a fractured femur and head injury.

Immediate Mitigation to Prevent Recurrence

- Fall hazard signs were previously placed in the area where the person fell.

Probable Cause Statement

The probable cause of the Serious Injury event at McPherson Square Station on December 7, 2024, was due to the customer injuring themselves when they fell after attempting to climb over a gate.

Recommended Corrective Actions

Corrective Action Code	Description	Responsible Party	Estimated Completion Date
	No Corrective Actions		

Appendix A – WMATA/RTRA Incident/Accident Report

WMATA/RTRA Incident/Accident Report (Other than Motor Vehicle) Page 1 of 2			
Incident Information: This page must be completed for all incidents			
Date: 12/7/2024	Incident Time: 3:05pm	Time Reported: 3:08pm	Reported by: Customer <input type="checkbox"/> Employee <input type="checkbox"/> ROCC <input type="checkbox"/> Other <input type="checkbox"/>
Location			
Station McPherson Sq	Mezzanine # 37	Track #/Destination 7/A	Chain Marker/Signal Number N/A
TYPE OF INCIDENT			
<input type="checkbox"/> Property Damage <input type="checkbox"/> Smoke <input type="checkbox"/> Fire <input type="checkbox"/> Customer Complaint <input type="checkbox"/> Customer Injury <input type="checkbox"/> Customer Illness <input type="checkbox"/> Employee Injury <input type="checkbox"/> Employee Illness <input type="checkbox"/> Criminal Activity <input type="checkbox"/> Elevator Entrapment <input type="checkbox"/> Rail Vehicle Incident <input type="checkbox"/> Other (Explain in description of incident)			
WEATHER			
Clear <input type="checkbox"/> Rain <input type="checkbox"/>		LIGHT CONDITIONS (natural lighting)	
Snow <input type="checkbox"/> Sleet/Ice <input type="checkbox"/>		Dawn/Dusk <input type="checkbox"/> Daylight <input type="checkbox"/>	
		Dark <input type="checkbox"/> Tunnel/Underground <input type="checkbox"/>	
LIGHTING (artificial lighting)			
Lights On <input type="checkbox"/> Lights Off <input type="checkbox"/>			
Lights Not Working <input type="checkbox"/>			
STATION INCIDENTS: Always include equipment number you use for MOC/AFC/EOC			
Elevator/Escalator#:		AFC #:	
		Room Number/Location:	
Failure Number(s):			
Parking Lot <input type="checkbox"/> Paid Area <input type="checkbox"/> Free Area <input type="checkbox"/> Garage <input type="checkbox"/> Station Entrance <input type="checkbox"/> Stairway # <input type="checkbox"/> Platform <input type="checkbox"/> Ancillary Room <input type="checkbox"/> Injury/Illness reported aboard Train <input type="checkbox"/> Other <input checked="" type="checkbox"/> Mezzanine			
Name of Responding Supervisor:		Name/Department of PLNT/AFC or other WMATA responder	
TRAIN INCIDENTS			
Train ID	Destination	Car Numbers(list all cars in consist):	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.			
On 12/7/2024 at 3:05pm a customer trying to save invade ended up falling over the wall from the mezzanine area.			
'24 DEC 8 PM 8:59			
Employee Completing Report			
Employee Name: (print) [Redacted]		Employee #: [Redacted]	Date: 12/7/24
Run # WFC 805		Assigned Days: Tues/Wed	
To Be Completed By Reviewing Manager			
Supervisor Name: (print) [Redacted]		Supervisor Signature [Redacted]	Employee # [Redacted]
		Date: 12/10/24	
Action taken/needed SCDS/Filed			
SMS Number: 20241207#121993mx			
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: WMATA/RTRA Incident/Accident Report. Page 1 of 2. (Redacted)

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

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

Customer Involved ☐ Employee Involved ☐ Witness ☐

Last Name, First Name N/A Employee # N/A

Date of Birth N/A Sex N/A Home Phone N/A Work Phone N/A Cell Phone N/A

Home Address N/A Email Address N/A

Nature of Injury/Illness Broken Leg

Assistance Offered: Accepted ☒ Declined ☐

If Transported:

Hospital: George Washington Hospital Ambulance Number: #9 Arrival: 3:25p Departure: 3:51p

Customer Involved ☐ Employee Involved ☐ Witness ☐

Last Name, First Name _____ Employee # _____

Date of Birth _____ Sex _____ Home Phone _____ Work Phone _____ Cell Phone _____

Home Address _____ Email Address _____

Nature of Injury/Illness _____

Assistance Offered: Accepted ☐ Declined ☐

If Transported:

Hospital: _____ Ambulance Number: _____ Arrival: _____ Departure: _____

Police/Fire/Other Agencies Involved

Jurisdiction/Arrival Time _____ Name arrival time 3:18pm Badge/Unit Number N/A

Consent/Arrival Time _____ Name _____ Badge/Unit Number _____

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.

on first page

24 DEC 8 PM 8:59

Employee Completing report

Employee Name (print) _____ Employee Signature (sign) _____ Employee # _____ Date: 12/7/24

50.7536 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 2: WMATA/RTRA Incident/Accident Report. Page 2 of 2. (Redacted)

Appendix B – RTRA Supervisors Report

Incident Date: 12/7/2024 Time: 15:04 hours
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RTRA Supervisors' Report

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

DEPARTMENT OF OPERATIONS-RAIL SERVICE

Office of Rail Transportation

Date 12/7/24	Incident Time 3:05pm	Incident Location (Station Mezzanine#) McPherson Square	Track/Mezzanine# Track 1 Mezz 37
Equipment Number (Train ID & Car Numbers; Escalator/Elevator #, Room #) N/A			

Incident Description

Black male fair invaded by jumping over the fair gate and slipped and fell over the parapet wall breaking his right leg.

WMATA Personnel Involved	Employee #	Rule Violation?	Home Division	Post Incident
		N/A		No
Name	Address			Injury?
Unknown. Customer refused to give us any information	Unknown			N/a
Name	Address			Injury?
				N/a
Name	Address			Injury?
				N/a
Arrival Time	Unit Number	Person In Charge	Remarks	
3:15pm	N/A	MTPD Officers		
3:20pm	N/A	Station supervisor		

Chronological Account of Incident

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

On Saturday at 3:05pm a customer fair invaded by jumping over the fair gate and slipped over the parapet wall

Station manager contacted Roic at that time and paramedics was notified.

At 3:15pm MTPD officers arrived and at 3:20pm I supervisor arrived on scene.

3:22pm Ambulance unit #9 and Engine #16 arrived on scene.

Customer refused to give us any information. After they retrieved the customer from behind the parapet wall he was taken to G.W Hospital. They departed at 3:51pm. Customer broke his right leg.

50.437 09/10REPORT MUST BE FAXED TO ROCC 301-618-1012 at end of tour

Document 3: RTRA Supervisors Report. Page 1 of 2. (Redacted)

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Details(continued from front)

Key Findings (Detail below)

[illegible]

Document 4: RTRA Supervisors Report. Page 2 of 2. (Redacted)

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Appendix B – Photographs



Image 3 - Depicts the area where the customer was attempting to climb around

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Image 4 - The parapet wall the customer fell behind.



Image 5 - The location behind the parapet wall where the customer landed after falling.