

**W-0413 – Evacuation for Life Safety Reasons at Waterfront Station – February 25, 2025****Document Purpose:**

This WMSC written report on WMATA Metrorail's safety event investigations and review of Metrorail's findings in accordance with the WMSC Program Standard, in conjunction with the attached Metrorail investigation reports that have undergone WMSC staff review and, if necessary, feedback and revision, describes the investigation activities, identifies factors causing or contributing to the safety events, 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 reports) as a unified item for adoption at the Washington Metrorail Safety Commission meeting on January 20, 2026.

WMSC staff recommend adoption of this investigation.

Safety event summary:

On Tuesday, February 25, 2025, at 7:04 p.m., the Station Manager of the Waterfront Station reported to the Security Operations Control Center (SOCC) that a customer had been assaulted by five individuals, on the mezzanine level. The station manager later reported that the victim of the assault then fired a gun, striking a customer who was at a fare vending machine another. The SOCC dispatcher notified the D.C. Fire and Emergency Medical Services Department (DCFEMS) and dispatched police to the station.

At 7:08 p.m., Green Line trains were instructed to bypass Waterfront Station as Metropolitan Police Department (MPD) personnel arrived at the station. The Waterfront Station Manager began to evacuate the station. Metro Transit Police (MTPD) arrived and established Unified Command with MPD and DCFEMS.

The injured person, who was shot, was transported to a local hospital by DCFEMS with non-life-threatening injuries.

The probable cause of the Evacuation for Life Safety Reasons event on February 25, 2025, at Waterfront Station was the shooting on the mezzanine level of the station.



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

FINAL REPORT OF INVESTIGATION A&I E25320

Date of Event:	February 25, 2025
Type of Event:	A-4: Evacuation for Life Safety Reasons
Incident Time:	21:04 hours
Location:	Waterfront Station
Time and How received by Safety:	21:07 hours – Safety Information Official (SIO)
Washington Metrorail Safety Commission (WMSC) Notification Time:	21:44 hours
Responding Safety Officers:	WMATA: None WMSC: None Other: None
Rail Vehicle:	None
Injuries:	One gunshot
Damage:	None
Emergency Responders:	Metropolitan Transit Police Department (MTPD), District of Columbia Fire and Emergency Medical Services (DCFEMS), Metropolitan Police Department (MPD)
Safety Universal Data System Incident/Accident (SMS I/A) Number	20250228#124195

Incident Date: 02/25/2025 Time: 21:04 hours
Final Report – Evacuation for Life Safety Reasons
E25320

Drafted By: SAFE 706 - 02/25/2025
Reviewed By: SAFE 707 – 05/01/2025
Approved By: SAFE 707 – 05/01/2025

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Waterfront Station – Evacuation for Life Safety Reasons

February 25, 2025

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Abbreviations and Acronyms

ARS	Audio Recording System
CAP	Corrective Action Plan
CCTV	Closed-Circuit Television
MICC	Metrorail Integrated Command and Communications Center
MOR	Metrorail Operating Rulebook
NOAA	National Oceanic and Atmospheric Administration
RTRA	Office of Rail Transportation
RTC	Rail Traffic Controller
SAFE	Department of Safety
SIO	Safety Information Official
SPOTS	System Performance On Time Summary
SUDS	Safety Universal Data System
WMATA	Washington Metropolitan Area Transit Authority
WMSC	Washington Metrorail Safety Commission

Executive Summary

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

On Tuesday, February 25, 2025, at 21:04 hours, the Station Manager of the Waterfront Station contacted the Security Operations Control Center (SOCC) dispatcher to report that a customer was assaulted by five individuals on the mezzanine level. While making the report, the Station Manager reported that the victim of the assault displayed a firearm and shot. The Station Manager reported that one customer reported sustaining a gunshot wound to the upper body.

At 21:06 hours, the Metro Integrated Command and Communications Center (MICC) Operations Manager instructed the MICC Assistant Operations Manager (AOM) to instruct all Green Line trains to bypass the Waterfront Station.

At 21:07 hours, the SOCC dispatcher notified the District of Columbia Fire and Emergency Medical Services. The MICC Communications Agent instructed the Station Manager to evacuate the station. The Station Manager assisted the injured customer and evacuated the station.

The District of Columbia Metropolitan Police Department (MPD) was the first emergency responder to arrive on the scene at 21:08 hours.

At 21:10 hours, the Metropolitan Transit Police Department (MTPD) established Incident Command on the topside of the station.

At 23:10 hours, Incident Command was terminated.

The injured person was transported by medics from the DCFEMS to a local hospital with non-life-threatening injuries.

At 23:11 hours, Train ID 514 was the first train to service Waterfront Station.

The probable cause for the Evacuation for Life Safety Reasons event on February 25, 2025, at Waterfront Station was due to a shooting on the mezzanine level.

Incident Site

Waterfront Station – Mezzanine

Field Sketch/Schematics

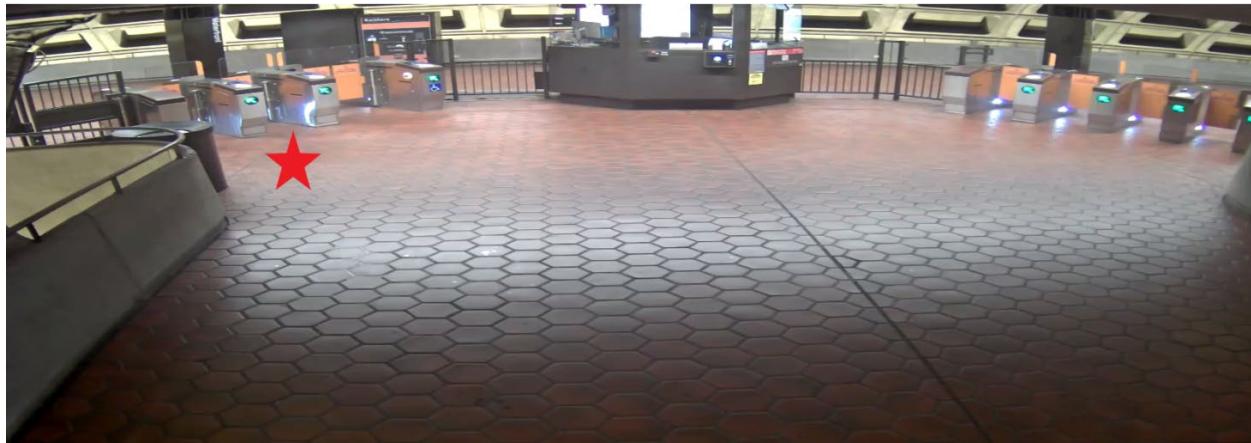


Image 1: The red star indicates the area of the assault.

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.
- Formal Interviews – Safety interviewed 0 individual(s) as part of this investigation.
 - N/A
- Informal Interviews – Collected through conversations with individuals during the investigation to provide background and supporting information. Written statements were reviewed by 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:
 - Metro Integrated Command and Communications (MICC) Incident Report
 - World Weather
- 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)

Investigation

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On Tuesday, February 25, 2025, at 21:04 hours, the Station Manager at Waterfront Station contacted the Security Operations Control Center (SOCC) dispatcher to report an assault on a customer by five individuals on the mezzanine. During the call, the Station Manager stated that the victim displayed a firearm when a shot was discharged, with another customer sustaining a gunshot wound to the upper body. The dispatcher immediately notified emergency responders, and the Station Manager assisted the injured customer.

According to the Audio Recording System (ARS), at 21:06 hours, the OM instructed the AOM to have trains bypass the Waterfront Station.

At 21:07 hours, the OM promptly reported the incident to the SIO, and the SOCC notified the DCFEMS Emergency Operations Center.

At 21:08 hours, the MICC Radio RTC instructed all Green Line trains to bypass Waterfront Station.

According to CCTV, at 21:08 hours, MPD were the first emergency responders to arrive on the scene, followed shortly by MTPD.

According to Open MHz, at 21:09 hours, DCFEMS emergency responders were dispatched to the incident and arrived on the scene at 21:10 hours.

At 21:09 hours, CCTV revealed that the Station Manager was in the process of evacuating and closing the station.

According to Radio MTPD 1X, at 21:10 hours, MTPD established Unified Command with MPD and DCFEMS at the topside of the station.

At 21:11 hours, the Button RTC dispatched a Rail Transportation (RTRA) Supervisor from the L'Enfant Plaza Station to the Waterfront Station to assist with the incident.

According to the System Performance On Time Summary (SPOTS) report at 21:18:52 hours, Train ID 520 serviced Waterfront Station, track 2.

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
526	F04-2	6	43							21:09.21	21:09.47	6102-6103.6100-6101.6083-6082	-
528	F04-2	6	43							21:12.44	21:13.14	6105-6104.6060-6061.6132-6133	-
530	F04-2	6	43			21:18.52	21:19.01	9		21:18.38	21:19.55	6166-6167.6169-6168.6117-6116	-
532	F04-2	8	43							21:24.32	21:25.07	6020-6021.6092-6093.6155-6154.6111-6110	-
534	F04-2	6	43							21:29.04	21:29.27	7606-7607.7485-7484.7727-7726	-
536	F04-2	6	43							21:36.59	21:37.28	7464-7465.7073-7072.7355-7354	-
538	F04-2	6	43							21:43.55	21:44.21	7570-7571.7005-7004.7471-7470	-
540	F04-2	6	43							21:51.39	21:52.09	6032-6033.6044-6045.6174-6175	-
550	F04-2	6	92							21:57.37	21:58.04	6124-6125.6041-6040.6024-6025	-

Figure 1 - SPOTS report depicting Train ID 530 left side door opening at Waterfront Station at 21:18:52 hours.

At 21:44 hours, the SIO notified the Washington Metropolitan Safety Commission (WMSC) of the incident.

At 23:06 hours, Police 1 advised the MICC Metro 1 that they were clear to open the station.

At 23:08 hours, the MICC OM instructed the MICC AOM to reopen the Waterfront Station.

According to Radio MTPD 2X, at 23:10 hours, Unified Command was terminated.

Chronological Event Timeline

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

Time	Description
21:05:15 hours	<u>Station Manager</u> : Contacted the SOCC to report that a customer was being assaulted near the kiosk and later a shooting. <u>SOCC</u> : Acknowledged. [Phone SOCC]
21:06:11 hours	<u>SOCC</u> : Dispatched MTPD officers to the scene. [Radio MTPD 1X]
21:06:18 hours	<u>OM</u> : Instructed the AOM to bypass the Waterfront Station. <u>AOM</u> : Acknowledged. [Phone AOM]
21:07:07 hours	<u>OM</u> : Reported the incident to the SIO <u>SIO</u> : Acknowledged. [Phone OM]
21:07:15 hours	<u>SOCC</u> : Reported the incident to DCFEMS. [Phone SOCC]
21:08:10 hours	<u>OM</u> : Instructed Button RTC to bypass Waterfront Station. [Phone]
21:08:29 hours	<u>Radio RTC</u> : Instructed all Green Line trains to bypass the Waterfront Station. [Radio Ops3]
21:08:56 hours	<u>MPD</u> : Arrived on the scene. [CCTV]
21:09:09 hours	<u>DCFEMS</u> : Dispatched to the scene. [Open MHz]
21:09:13 hours	<u>Station Manager</u> : Evacuates and secures the station. [CCTV]
21:09:28 hours	<u>MTPD</u> : Arrived on the scene. [CCTV]
21:10:27 hours	An Incident Command Post was established topside of the station. [Radio MTPD 1X]
21:10:54 hours	<u>DCFEMS</u> : Arrived on the scene. [CCTV]
21:11:32 hours	<u>Button RTC</u> : Dispatched the RTRA Supervisor located a L'Enfant Station to the incident scene. <u>RTRA Supervisor</u> : Acknowledged. [Phone Ops 3]
21:18:52 hours	Train ID 530 serviced the station. [SPOTS]
21:42:42 hours	The Incident Command channel switched to MTPD 2X. [Radio MTPD 1X]
21:44:41 hours	<u>SIO</u> : Advised the WMSC of the incident. <u>WMSC</u> : Acknowledged. [Phone SIO]
23:06:56 hours	<u>Police 1</u> : Advised Metro 1 they were clear to reopen the station. [MIC 62]
23:08:27 hours	<u>OM</u> : Instructed the Button RTC to reopen the station. <u>Button RTC</u> : Acknowledged. [Phone OM]
23:09:17 hours	Waterfront Station was reopened. [Radio Ops 3]
23:10:01 hours	Incident Command was terminated. [Radio MTPD 2X]

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

Weather

On February 25, 2025, at the time of the incident, NOAA recorded the temperature as 43°F, partly cloudy, with winds at 8 MPH and 61% humidity. The weather did not contribute to this incident (Weather Source: World Weather)—Location: Washington, D.C.

Related Rules and Procedures

- Incident Management Framework (IMF)
- STATION STANDARD OPERATING PROCEDURES
 - SOP #3A - REPORTS OF CRIMINAL ACTS
 - SSOP #4 - EMERGENCY

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

- Five individuals assaulted one customer.
- The victim of the initial assault shot a firearm.
- One customer sustained a non-life-threatening gunshot wound.

Immediate Mitigation to Prevent Recurrence

- The station was evacuated and closed.
- Trains bypassed the station.

Probable Cause Statement

The probable cause for the Evacuation for Life Safety Reasons event on February 25, 2025, at Waterfront Station was due to a shooting on the mezzanine level.

Recommended Corrective Actions

No Recommended Corrective Actions.

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Appendix A: RTRA Supervisor Report

RTRA SUPERVISOR REPORT				
Date 02/25/2025	Incident Time 9:02 pm	Incident Location (Station Mezzanine #) Waterfront Station	Track/Mezzanine # Mezz # 83	
Equipment Number (Train ID & Car Numbers; Escalator/Elevator #)				
Incident Description Shooting at the station				
WMATA Personnel Involved [REDACTED]	Employee # [REDACTED]	Rule Violation? [REDACTED]	Home Division [REDACTED]	Post Incident
Customer Information (Detailed Information must be recorded on Station Manager Incident Report)				
Name [REDACTED]	Address			Injury? [REDACTED]
Name [REDACTED]	Address			Injury? [REDACTED]
Name [REDACTED]	Address			Injury? [REDACTED]
Fire Department/EMS/Other External Agency Responding (Use Supplemental sheet if necessary)				
Arrival Time [REDACTED]	Unit Number [REDACTED]	Person In Charge [REDACTED]	Remarks	
Chronological Account of Incident				

Station Manager [REDACTED] stated that 6 guys entered the station, 5 of them jumped and robbed 1. [REDACTED] called OCC to request a Transit officer for fighting. A gun shot went off and a female customer at the farecard vending machine was struck. DC fire department transported the female to an unknown hospital.

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

Your Arrival Time: 10:05 pm

Supervisor Submitting Report [REDACTED]	(Payroll #) [REDACTED]	Date 02/25/2025	Report Reviewed By [REDACTED]	Date 02/26/25
Report must be faxed to ROCC: [REDACTED] at end of Tour				

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Appendix B: WMATA/RTRA Incident/Accident Report

WMATA/RTRA Incident/Accident Report (Other than Motor Vehicle) Page ____ of ____				
Additional Information- Complete this page for any incident where the information is available and when additional space is needed for incident description.				
Customer Involved <input type="checkbox"/> Employee Involved <input checked="" type="checkbox"/> Witness <input type="checkbox"/>				
Last Name, First Name			Employee #	
Date of Birth	Sex	Home Phone	Work Phone	Cell Phone
N/A			N/A	
Nature of Injury/Illness			Email Address	
Assistance Offered: Accepted <input type="checkbox"/> Declined <input type="checkbox"/>				
N/A				
If Transported:				
Hospital:		Ambulance Number:		Arrival:
N/A		N/A		N/A
Departure:				
N/A				
Customer Involved <input type="checkbox"/> Employee Involved <input type="checkbox"/> Witness <input type="checkbox"/>				
Last Name, First Name			Employee #	
Date of Birth	Sex	Home Phone	Work Phone	Cell Phone
N/A			N/A	
Home Address			Email Address	
N/A				
Nature of Injury/Illness				
Assistance Offered: Accepted <input type="checkbox"/> Declined <input type="checkbox"/>				
N/A				
If Transported:				
Hospital:		Ambulance Number:		Arrival:
N/A		N/A		N/A
Departure:				
Police/Fire/Other Agencies Involved				
Jurisdiction/Arrival Time	Name	N/A		Badge/Unit Number
N/A	N/A	N/A		N/A
Jurisdiction/Arrival Time	Name	N/A		Badge/Unit Number
N/A	N/A	N/A		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.				
<p>AT APPROXIMATELY 902PM, I CALLED TRANSIT FOR A OFFICER BECAUSE THESE GUYS WERE AGGRESSION: 5 YOUNG GUYS JUMPING THIS ① YOUNG GUY, TAKING OFF HIS SHOES & KICKING & BEATING HIM TRYING TO ROB HIM. AFTER A GUN SHOT WENT OFF. THEY ALL RAN OFF. THE GUY WHO WAS GETTING ROBBED STARTED CHASING THEM. UNFORTUNATELY A CUSTOMER</p>				