



W-0432 – Serious Injury Shady Grove Station – December 12, 2025

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 August 4, 2026.

WMSC staff recommend adoption of this investigation.

Safety event summary:

On December 12, 2025, at 8:18 p.m., a customer sustained a serious injury at Shady Grove Station. Two minutes prior to the event, the customer exited Train 141 at Shady Grove Station, stumbled toward and leaned on the low concrete wall near the staircase that goes from the platform to the mezzanine level. The customer began descending the platform staircase and fell face first about 10 steps to the middle landing, striking their head. The station manager reported by radio to a Control Center Communications Agent that a customer fell down the stairs and sustained serious injuries. The communications agent contacted emergency services, and fire department personnel arrived at 8:26 p.m. The customer was transported to the hospital with serious injuries at 8:44 p.m.

The probable cause of this safety event was a loss of balance by the customer as they entered the platform staircase. Metrorail inspected the location of the customer injury and determined there were no tripping or slipping hazards present at the time of the event.



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

FINAL REPORT OF INVESTIGATION A&I E252540

Date of Event:	December 12, 2025
Type of Event:	A-2(b): Serious Injury
Incident Time:	20:18 hours
Location:	Shady Grove Station
Time and How received by Safety:	21:10 hours – Safety Information Official (SIO)
Washington Metrorail Safety Commission (WMSC) Notification Time:	20:22 hours
Responding Safety Officers:	None
Rail Vehicle:	N/A
Injuries:	Unknown
Damage:	None
Emergency Responders:	Metro Transit Police Department (MTPD), Burtonsville Volunteer Fire Department (BVFD), Montgomery County Fire and Rescue Service (MCFRS)
Safety Universal Data System (SUDS I/A) Number	20251215#133416

Incident Date: 12/12/2025 Time: 20:18 hours
Final Report – Serious Injury- Rev. 1
E252540

Drafted By: SAFE 712 – 02/16/2026
Reviewed By: SAFE 703 – 02/16/2026
Approved By: SAFE 707 – 02/16/2026

Page 1

Shady Grove Station – Serious Injury

December 12, 2025

Table of Contents

Abbreviations and Acronyms-----	3
Executive Summary -----	4
Incident Site -----	4
Field Sketch/Schematics -----	5
Purpose and Scope -----	5
Investigative Methods-----	5
Investigation -----	6
Chronological Event Timeline-----	7
Photographs-----	8
Interview Findings and Written Statements -----	9
Weather -----	9
Probable Cause Statement-----	9
Recommended Corrective Actions -----	9
Appendices -----	10
Appendix A – RTRA Supervisor Report-----	10
Appendix B – Scene Photographs-----	14

Incident Date: 12/12/2025 Time: 20:18 hours
Final Report – Serious Injury- Rev. 1
E252540

Drafted By: SAFE 712 – 02/16/2026
Reviewed By: SAFE 703 – 02/16/2026
Approved By: SAFE 707 – 02/16/2026

Page 2

Abbreviations and Acronyms

ARS	Audio Recording System
BVFD	Burtonsville Volunteer Fire Department
CCTV	Closed-Circuit Television
COMMS	Communications Agent
EM	Emergency Management
EMS	Emergency Medical Services
MCFRS	Montgomery County Fire and Rescue Service
MICC	Metro Integrated Command and Communications Center
MOR	Metrorail Operating Rulebook
MTPD	Metro Transit Police Department
NOAA	National Oceanic and Atmospheric Administration
RTRA	Office of Rail Transportation
SIO	Safety Information Officer
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 Friday, December 12, 2025, at 20:18 hours, a customer exited Train ID 141 at Shady Grove Station and appeared to have a staggered walk. Once off the train, and on the platform, the customer was observed stumbling and leaning on the low concrete wall barrier near the exit staircase that led to the mezzanine level.

At 20:16, an unidentified Contractor wearing an orange vest approached the customer and after the interaction, the Contractor entered Train ID 141. The Contractor exited the train and interacted with the customer a second time, but the Contractor walked away and towards the blockhouse at the outbound end of the platform.

At 20:17 hours, the customer entered the staircase, and after the fourth step, the customer fell down the stairs onto the middle landing. The Contractor ran to the top of the staircase then down the staircase. As the Contractor reached the bottom of the staircase, the Shady Grove Station Manager (SM) began to walk up the staircase to respond to the incident.

The SM reported to the Metro Integrated Command and Communications Center (MICC) Communications agent (COMM) over the radio that a customer fell down the stairs and sustained serious injuries. The SM requested Metro Transit Police Department (MTPD) and medical assistance.

At 20:44 hours, Montgomery County Fire and Rescue Services (MCFRS) secured the customer on a stretcher and exited Shady Grove Station. Facilities Maintenance performed and completed bio-hazard clean-up by 22:16 hours.

The probable cause of the Serious Injury event at Shady Grove Station on December 12, 2025, was due to the customer losing their balance as they entered the platform staircase causing them to fall down a set of descending stairs onto the middle landing.

Incident Site

Shady Grove Station is an outdoor terminal station for the red line. This station has a center platform, ballasted tracks, and an interlocking at the inbound and outbound end of the station.

Field Sketch/Schematics



Figure 1: Shows the staircase landing at Shady Grove Station where the customer was found after falling down the stairs.

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 Serious Injury at the Shady Grove Station on December 12, 2025, Safety team members worked with relevant WMATA subject matter experts to review the incident's facts and data.

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.
 - Supervisor's Report
 - Station Manager, WMATA/ Office of Rail Transportation (RTRA) Accident Report
- Documentation Review – Collection of relevant work history information and process documentation contained in WMATA systems of record. These records include:
 - 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
 - Closed-Circuit Television (CCTV)

Incident Date: 12/12/2025 Time: 20:18 hours
Final Report – Serious Injury- Rev. 1
E252540

Drafted By: SAFE 712 – 02/16/2026
Reviewed By: SAFE 703 – 02/16/2026
Approved By: SAFE 707 – 02/16/2026

Page 5

- System Performance On-Time Summary (SPOTS)

Investigation

On Friday, December 12, 2025, at 20:18 hours, CCTV showed a customer exhibiting signs of impairment exit Train ID 141 at Shady Grove Station. Once off the train, the customer was observed stumbling towards and leaning on the low concrete wall barrier near the exit staircase that leads to the mezzanine level.

At 20:16 hours, CCTV showed an unidentified Contractor approach the customer and after the interaction, the Contractor entered Train ID 141. The Contractor exited Train ID 141 and interacted with the customer a second time after which the Contractor walked away and towards the blockhouse at the outbound end of the platform.

CCTV showed at 20:17 hours, the customer at the top of the staircase, located between both the escalators, on the platform level. After the fourth step, the customer began to descend the staircase onto the middle landing. Further review of CCTV showed the SM walked up the staircase to render aid to the injured customer.

The ARS playback indicated that at 20:18 hours, the SM reported to a Communications Agent, over the radio, that a customer fell down the stairs and sustained serious injuries. The SM requested the assistance of MTPD and emergency services to respond to the incident.

At 20:20 hours, the ARS playback revealed a Communications Agent contacted the Montgomery County Public Safety Communication (MCPSC) and reported the incident at Shady Grove Station. MTPD were also notified.

At 20:22 hours, the Safety Information Official (SIO) was notified of the event involving the customer at Shady Grove Station.

CCTV showed that at 20:24 hours, MTPD arrived at Shady Grove Station. At 20:26 hours, both the Burtonsville Volunteer Fire Department (BVFD) and MCFRS arrived at Shady Grove.

Police 1 advised that the injured customer was initially observed standing at the top of the stairwell, then fell face first, approximately 10 steps down, striking their head. Moreover, the customer appeared to be intoxicated. The responding MTPD Officer acknowledged the message and further advised the customer was alert and conscious and that emergency medical services (EMS) were on the scene rendering aid.

At 20:44 hours, CCTV showed MCFRS immobilizing the customer on a stretcher and left the Shady Grove Station.

ARS playback revealed at 20:52 hours, the SM updated COMMS that the customer was transported by EMS but was unable to provide any additional information.

Maintenance Facilities performed and completed the bio-hazard clean-up by 22:16.

Chronological Event Timeline

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

Time	Description
20:16:03 hours	Train ID 141 arrived at Shady Grove Station. [CCTV]
20:16:18 hours	The customer walked off Train ID 141 and stumbled towards the staircase located between the escalators on the platform level. [CCTV]
20:16:53 hours	The Contractor approached the customer who exhibited signs of impairment. After the interaction, the Contractor returned to the train. [CCTV]
20:17:44 hours	The Contractor was observed interacting with the customer a second time. The customer was exhibiting signs of impairment. The Contractor walked away. [CCTV]
20:17:59 hours	The customer entered the staircase and after the fourth step, they fell downward onto the staircase landing. [CCTV]
20:18:11 hours	The Contractor was observed running to and down the staircase as the SM entered the staircase from the Mezzanine level. [CCTV]
20:18:34 hours	The SM was observed responding to the customer. [CCTV]
20:18:55 hours	<u>SM</u> : Advised Communications (COMMS) Agent 1 that a customer fell down the stairs from the platform level. The SM requested MTPD and medical assistance. <u>COMMS Agent 1</u> : Acknowledged the message. [Radio Ops 5]
20:20:37 hours	<u>COMMS Agent 1</u> : Contacted MCPSC to advise of the incident at Shady Grove Station. <u>MCPSC</u> : Acknowledged the message and dispatched MCFRS to the location. [Phone ROIC 2]
20:20:44 hours	<u>COMMS Agent 2</u> : Advised MTPD of the incident at Shady Grove Station. <u>MTPD</u> : Advised an officer was on the scene. [Phone ROIC 1]
20:22:05 hours	<u>COMMS Manager</u> : Advised the SIO of the incident at Shady Grove Station. <u>SIO</u> : Acknowledged. [Phone MICC COMM 1]
20:22:41 hours	<u>COMMS Agent 1</u> : Advised Button RTC of the incident at Shady Grove Station. <u>Button RTC</u> : Acknowledged the message [Phone ROCC ROIC2]
20:22:51 hours	<u>SM</u> : Advised COMMS Agent 1 they were able to move the customer to their side but advised the customer was injured badly. <u>COMMS Agent 1</u> : Advised medical attention was in route to the station. They further advised the SM not to handle the customer unless there was a dire need to do so. [Radio Ops 5]
20:24:16 hours	MTPD arrived. [CCTV]
20:26:58 hours	BVFD arrived on the scene. [CCTV]
20:28:29 hours	<u>Police 1</u> : Advised individual was observed standing at the top of the stairs and fell face first, 10 steps down, striking their head. [Radio MTPD 1X]
20:29:13 hours	<u>Police 1</u> : Advised responding MTPD officer that the customer appeared to be intoxicated. <u>MTPD</u> : Acknowledged. Further advised the customer was alert, breathing and conscious. EMS was on the scene rendering aid. [Radio MTPD 1X]
20:37:29 hours	MCFRS arrived on the scene. [CCTV]
20:44:26 hours	MCFRS immobilized the customer on a stretcher and left the station. [CCTV]
20:52:35 hours	<u>COMMS Agent 1</u> : Contacted the SM for an update. <u>SM</u> : Advised the customer had been transported but was unable to provide any additional information. [Phone ROCC ROIC 2]

Incident Date: 12/12/2025 Time: 20:18 hours
Final Report – Serious Injury- Rev. 1
E252540

Drafted By: SAFE 712 – 02/16/2026
Reviewed By: SAFE 703 – 02/16/2026
Approved By: SAFE 707 – 02/16/2026

Page 7

22:16:52 hours	Maintenance Facilities performed and completed the bio-hazard clean-up. [CCTV]
----------------	---

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

Photographs



Figure 2: Shows the customer walking toward the staircase on the platform level of Shady Grove Station.



Figure 3: Shows the customer stumbling as they took their first step onto the staircase at Shady Grove Station.



Figure 4: Represents the customer on the landing after descending the staircase.

Interview Findings and Written Statements

SM (Written Statement)

- Advised that at 20:22 hours a customer fell down the stairs from the platform leading to the mezzanine level.
- Medical assistance was requested at 20:25 hours to assist the customer.
- MTPD arrived at 20:22 and medical assistance arrived at 20:36 hours
- The customer was removed from the station at 20:40 hours, and transported to the hospital at 20:59 hours, which ended the event.

Weather

On December 12, 2025, at the time of the incident, NOAA recorded the temperature as 27°F, with clear skies, winds 0.4 mph, and 59% humidity. Shady Grove is an indoor/outdoor station, the train platform is located outside. Weather was not a contributing factor in this incident (Weather source: NOAA) – Location: Rockville, MD.

Probable Cause Statement

The probable cause of the Serious Injury event at Shady Grove Station on December 12, 2025, was due to the customer losing their balance as they entered the platform staircase, causing them to fall down a set of descending stairs onto the middle landing.

Recommended Corrective Actions

No corrective actions for this event.

Appendices

Appendix A – RTRA Supervisor Report

RTRA SUPERVISOR REPORT				
Date 12-12-2025	Incident Time 8:22pm	Incident Location Shady Grove	Track, Station, Mezzanine Number Mezz 18	
Equipment Number (Train ID & Car Numbers; Escalator/Elevator #) N/A				
Incident Description Medical Incident- (Intoxicated)				
WMATA Personnel Involved	Employee #	Rule Violation?	Home Division	Post Incident
N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A
N/A	N/A	N/A	N/A	N/A
Customer Information (Detailed information must be recorded on Station Manager Incident Report)				
Name	Address		Injury?	
			Yes	
Name	Address		Injury?	
Name	Address		Injury?	
Fire Department/EMS/Other External Agency Responding (Use Supplemental sheet if necessary)				
Arrival Time	Unit Number	Person In Charge	Remarks	
0:59pm	A732	Montgomery County Fire & Rescue		
8:25pm	#130	MTPD Officer B. Dingwall		

Chronological Account of Incident
On Friday, December 12, 2025 at approximately 8:22pm at Shady Grove, a customer [REDACTED] who seemed to be intoxicated, stumbled off of the train and stumbled down the stairs injuring [REDACTED] left eye and head. Blood was on the staircase where [REDACTED] stumbled and fell. Montgomery County Fire and Rescue Ambulance #A732 arrived at approximately 8:39pm, and departed at 8:59pm transporting [REDACTED] to Suburban Hospital.

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

Your Arrival Time: 8:15pm

Supervisors Name (Print)	Payroll #	Date	Supervisors Signature	Date
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

RTTA-005 4.5.02
Upon request please email to MICC_Metro1@wmata.com

Figure 1: Office of Rail Transportation (RTRA) Supervisor Report – Shady Grove event Page 1 of 2

Incident Date: 12/12/2025 Time: 20:18 hours
Final Report – Serious Injury- Rev. 1
E252540

Drafted By: SAFE 712 – 02/16/2026
Reviewed By: SAFE 703 – 02/16/2026
Approved By: SAFE 707 – 02/16/2026

Page 10

Preliminary Root Cause (Detail Below)

Reviewing Manager Signature		Reviewing Managers Initials	
-----------------------------	--	-----------------------------	--

RTRA-001-15-00
Upon request please email to MICC_Metro1@wmata.com

Figure 2: RTRA Supervisor Report – Shady Grove event Page 2 of 2

WMATA/RTRA Incident/Accident Report (Other than Motor Vehicle) Page 1 of 2

Incident Information: This page must be completed for all incidents

Date: 12/12/2025 Incident Time: 8:22 pm Time Reported: 8:22 pm Reported by: Customer ☒ Employee ☒
 ROCC ☐ Other ☐

Location

Station: Shady Grove Mezzanine #: 18 Track #/Destination: N/A Chain Marker/Signal Number: N/A

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 ☐ Down/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 #: 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: [Redacted] Name/Department of PLNT/AFC or other WMATA responder

TRAIN INCIDENTS

Train ID: N/A Destination: N/A Car Numbers (list all cars in consist): N/A Lead Car: N/A
 Name of Responding Supervisor: N/A 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 December 12, 2025 at approximately 8:22pm a customer ([Redacted]) fell down the stairs while descending down the staircase to the Mezzanine from the platform. Medical assistance was called at 8:25pm to assist the customer. Medic (A752) arrived at 8:36pm. Transit officer ([Redacted]) was on scene at 8:22pm. The injured customer was taken out of station at 8:40pm. Supervisor ([Redacted]) was on scene at 8:45pm. The customer was transported to suburban hospital at 8:59pm. All events ended at 8:59pm.

Employee Completing Report

Employee Name (print): [Redacted] Employee Signature (sign): [Redacted] Employee #: [Redacted] Date: 12/12/2025
 Division: Shady Grove Run #: [Redacted] Block #: N/A Assigned Days: [Redacted]

To Be Completed by Reviewing Manager

Supervisor Name (print): [Redacted] Employee #: [Redacted] Date: 12/15/2025
 Action taken/needed: [Redacted]

SMS Number: [Redacted]

50 7534 04/12 White Copy: Division or Supervisor Yellow Copy: For any incident involving escalators or elevators, remains in book for use of elevator/escalator inspectors

Figure 3: WMATA/RTRA Incident/Accident Report – Shady Grove event Page 1 of 2

Incident Date: 12/12/2025 Time: 20:18 hours
 Final Report – Serious Injury- Rev. 1
 E252540

Drafted By: SAFE 712 – 02/16/2026
 Reviewed By: SAFE 703 – 02/16/2026
 Approved By: SAFE 707 – 02/16/2026

Page 12

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: [REDACTED] Employee #: N/A

Date of Birth: [REDACTED] Sex: [REDACTED] Home Phone: N/A Work Phone: N/A Cell Phone: N/A

Home Address: [REDACTED] Email Address: [REDACTED]

Nature of Injury/Illness: Head Injury Due to Falling Down the Stairs while drunk

Assistance Offered: Accepted ☒ Declined ☐

If Transported:

Hospital: Suburban Hospital Ambulance Number: [REDACTED] Arrival: 8:36pm Departure: 8:59pm

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: MTPD 8:22pm Name: [REDACTED] Badge/Unit Number: [REDACTED]

Jurisdiction/Arrival Time: [REDACTED] Name: [REDACTED] Badge/Unit Number: [REDACTED]

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.

Customer looked intoxicated during event.

Employee Completing report

Employee Name (print): [REDACTED] Employee Signature (sign): [REDACTED] Employee #: [REDACTED] Date: 12/12/2025

50.752B (04-12) White Copy: Unfilled or Supervisor Yellow Copy: For any incident involving escalators or elevators, remains in book for use of elevator/escalator inspectors

Figure 4: WMATA/RTRA Incident/Accident Report – Shady Grove event Page 2 of 2

Incident Date: 12/12/2025 Time: 20:18 hours
Final Report – Serious Injury- Rev. 1
E252540

Drafted By: SAFE 712 – 02/16/2026
Reviewed By: SAFE 703 – 02/16/2026
Approved By: SAFE 707 – 02/16/2026

Page 13

Appendix B – Scene Photographs



Incident Date: 12/12/2025 Time: 20:18 hours
Final Report – Serious Injury- Rev. 1
E252540

Drafted By: SAFE 712 – 02/16/2026
Reviewed By: SAFE 703 – 02/16/2026
Approved By: SAFE 707 – 02/16/2026

Page 14



Incident Date: 12/12/2025 Time: 20:18 hours
Final Report – Serious Injury- Rev. 1
E252540

Drafted By: SAFE 712 – 02/16/2026
Reviewed By: SAFE 703 – 02/16/2026
Approved By: SAFE 707 – 02/16/2026

Page 15