



W-0447 – Collision at North Bethesda Station – April 14, 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 15, 2026.

WMSC staff recommend adoption of this investigation.

When a fatality occurs within the Metrorail system, the WMSC, in collaboration with WMATA, conducts an investigation to determine causes and contributing factors so that, where possible, mitigations can be implemented to help prevent future occurrences. Between 2023 and 2024, there were 14 such fatalities on the Metrorail system. Of these fatalities, 13 investigations are being presented on September 15, 2026. The investigations into 9 of these 13 fatalities presented no safety protocol deviations that contributed to the causation of the event. Therefore, there are no corrective measures or mitigations that were identified to prevent recurrence. Investigation reports for these incidents are being considered for adoption in 2026 due to the nature of the events and a review of the WMSC's process for collecting information related to these investigations. The WMSC staff will not present any further details for these reports prior to Commissioner review for adoption due to the sensitive nature of these events. As with all adopted WMSC investigation reports, each of these will also be available for review on our website at wmsc.gov. The WMSC extends its condolences to each family impacted by these events.

Safety event summary:

On April 14, 2024, at 7:57 p.m., the train operator of Train 114 notified the radio rail traffic controller (RTC) that their train struck a customer who was on the roadway at North Bethesda Station on track 2.

An investigative review of closed-circuit television footage showed the customer walking onto the roadway after passing the end gate at the eight-car marker and positioning themselves horizontally over the running rails just before the collision.

Train 114 was traveling 31 miles per hour in approach to North Bethesda Station track 2, after noticing the customer on the roadway, the Train Operator depressed the emergency stop pushbutton in accordance with Metrorail procedure. The train came to a complete stop with 1.5 cars on the platform.

Third rail power was de-energized at 7:59 p.m., and emergency services were notified immediately after.



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The train operator of Train 114 was unable to perform a ground walkaround due to being emotionally distressed. Customers were offloaded from the train, and North Bethesda Station was closed. Trains were instructed to bypass the station on track 1.

Montgomery County Fire and Rescue Service (MCFRS) and Metro Transit Police Department (MTPD) arrived on the scene at 8:09 p.m. Approximately 10 minutes later, the customer, who succumbed to their injuries, was found under the third car in the consist (3269).

North Bethesda Station reopened, and trains resumed service on track 1 at 8:43 p.m. Third rail power was energized on track 2 at 10:06 p.m. to move Train 114 and continue the recovery. After the train was moved, third rail power was de-energized again to complete the recovery.

All personnel reported clear of the roadway at 11:35 p.m., and normal service resumed minutes later.

The train operator and Train 114 were removed from service in accordance with Metrorail policy. WMATA's Drug and Alcohol Program determined that the train operator complied with the Drug and Alcohol Policy and Testing Program Policy.

The probable cause of this safety event was the intentional action of the customer to enter the rail right-of-way.

There were no corrective actions as a result of this event.



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

FINAL REPORT OF INVESTIGATION A&I E24295

Date of Event:	April 14, 2024
Type of Event:	A3 – Collision
Incident Time:	19:57 hours
Location:	North Bethesda Station, Track 2
Time and How received by SAFE:	20:07 hours/MICC Alert
WMSC Notification Time:	20:07 hours
Responding Safety Officers:	Office of Emergency Preparedness (OEP)
Rail Vehicle:	Train ID 114 (L3209/08x3269/68x3246/47T)
Injuries:	Fatality
Damage:	No damage
Emergency Responders:	Metro Transit Police Department (MTPD) Montgomery County Fire and Rescue Service (MCFRS)
SMS I/A Number	20240415#116168MX

North Bethesda Station – Collision

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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
MAC	Mission Assurance Coordinator
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
OM	Operations Manager
RTC	Rail Traffic Controller
RTRA	Office of Rail Transportation
SAFE	Department of Safety
SDOC	Safety Director On Call
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, April 14, 2024, at 19:57 hours, Closed-Circuit Television (CCTV) observed Train ID 114 (L3209/08x3269/68x3246/47T) collided with a customer who was on the roadway at North Bethesda Station on Track 2.

The customer was observed walking onto the roadway after passing the end gate at the eight-car marker and positioning themselves horizontally, over the running rails, just before the collision.

The Train Operator of Train ID 114 notified the Radio Rail Traffic Controller (RTC) that a person was struck by the train.

At 19:58 hours, the Button RTC advised the Assistant Operation Manager (AOM) of the incident. The AOM instructed the Button RTC to de-energize the third rail power.

At 20:00 hours, the Communications Section within the Metro Integrated Command and Communication Center (MICC) advised the Metro Transit Police Department (MTPD) of the incident. Following this, the MTPD Dispatcher dispatched several MTPD Officers to the scene.

At 20:01 hours, the Fire Liaison Officer advised the Montgomery County Fire and Rescue Service (MCFRS) of the incident. At 20:02 hours, the Radio RTC advised all personnel on OPS 1 that an emergency was taking place at North Bethesda Station. At the same time, the Mission Assurance Coordinator (MAC) advised the Safety Director On-Call (SDOC) of the incident.

At 20:10 hours, the MTPD Incident Commander advised the MTPD Dispatcher and all incoming units that Unified Command had been set up at the Kiosk with MCFRS.

At 20:40 hours, the Radio RTC advised all personnel that single-tracking operations were in effect for North Bethesda Station.

At 22:46 hours, the recovery was completed, and personnel began to clear from the scene.

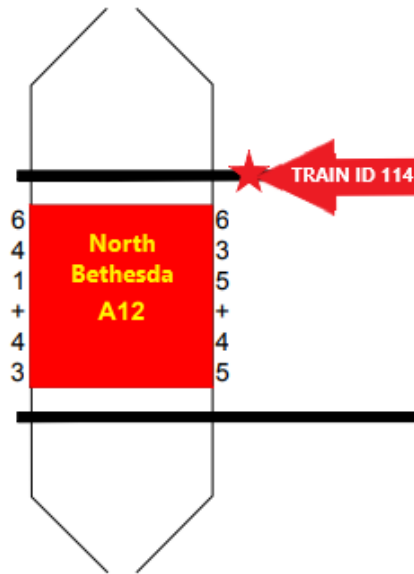
Normal service resumed at 23:35 hours.

The probable cause of the Collision event that occurred on April 14, 2024, at North Bethesda Station, was the intentional action of the customer to trespass onto the rail right-of-way and subsequent strike by the train.

Incident Site

North Bethesda Station, track 2 (A12)

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 North Bethesda Station on April 14, 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:

- Site Assessment through document and video review
- Formal Interviews – SAFE interviewed zero individuals 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 Operator (Train ID 114) – At the time of the submittal of this report, the Train Operator remained unavailable and off duty due to Worker's Compensation. The Train Operator's expected return date is undetermined.
- 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:
 - Metrorail Operating Rulebook (MOR)
 - National Oceanic and Atmospheric Administration (NOAA)
 - 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
- System Data Recording Review – Collection of information contained in Metro Data Recording Systems. This data includes:
 - Audio Recording System (ARS) playback [Radio and Landline Communications]
 - The Office of Chief Mechanical Officer (CMOR) Incident Investigation Team (IIT) Vehicle Monitoring and Diagnostic System (VMDS)
 - Closed-Circuit Television (CCTV)

Investigation

On April 14, 2024, at 16:26 hours, CCTV determined that the subject customer arrived at North Bethesda Station platform by way of the escalators located at the south end of the station.

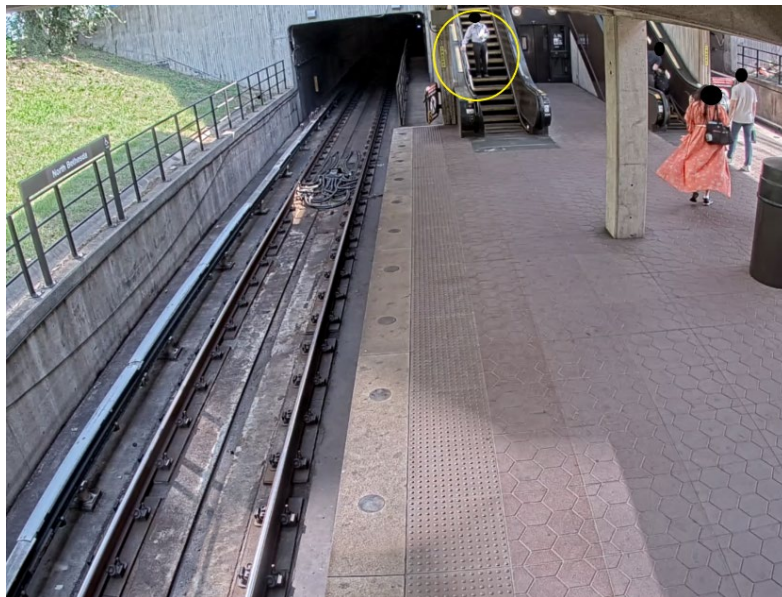


Image 1: Subject Customer arrived on Track 2, North Bethesda Station, at 16:26 hours.

Between this time and 19:53 hours, the subject customer was observed intermittently pausing and walking north and south up the platform. The subject customer was not observed interacting with anyone or any of the infrastructure.

At 19:53 hours, the subject customer crossed the end gate located at the eight-car marker of track 2 and proceeded to position themselves, horizontally, perpendicular, and over the running rails at the end of the catwalk.

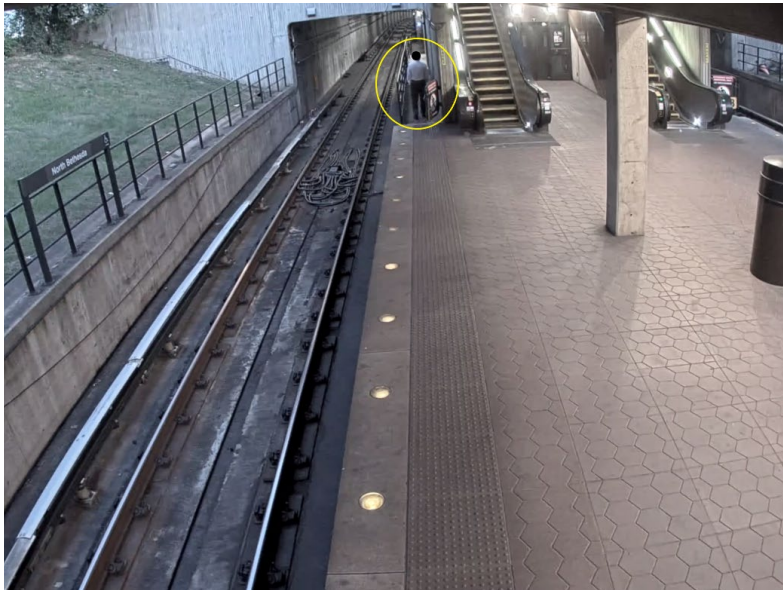


Image 2: Subject customer observed crossing the end gate of track 2 at 19:53 hours.

At 19:57 hours, CCTV determined that Train ID 114 impacted the subject customer within the roadway. At this time, the Audio Recording System (ARS) determined that the Train Operator of Train ID 114 advised the Radio Rail Traffic Controller (RTC) that their train had made contact with an individual “in the roadway,” of track 2 prior to the platform limits.

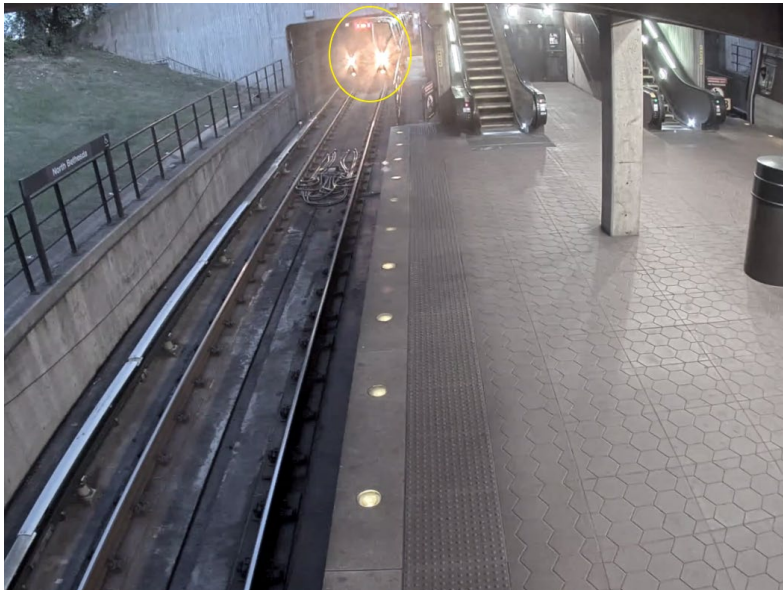


Image 3: Train ID 114 impacted the subject customer in the roadway at 19:57 hours.

At 19:58 hours, the Buttons RTC advised the Assistant Operation Manager (AOM) of the incident. The AOM then instructed the Buttons RTC to de-energize the third rail power.

At 19:59 hours, the Train Operator further stated that they were not properly berthed on the platform. The Station Manager advised the Radio RTC that Train ID 114 was berthed on the platform at North Bethesda Station on track 2 by approximately 1.5 cars.

At approximately the same time, the Advanced Information Management System (AIMS) determined that third-rail power was de-energized to the platform limits of North Bethesda Station, track 2 by the Button RTC.



Image 4: Power was de-energized between the platform limits of North Bethesda Station, track 2 at 19:59 hours.

At 20:00 hours, the Communication Section advised the Metro Transit Police Department (MTPD) Call Taker of the incident. Following this, the MTPD Dispatcher dispatched several MTPD Officers to the scene.

At 20:01 hours, the Fire Liaison Officer advised the Montgomery County Fire and Rescue Service (MCFRS) Call Taker of the incident. At 20:02 hours, the Radio RTC advised all personnel on OPS 1 that an emergency was taking place at North Bethesda Station. At the same time, the Mission Assurance Coordinator (MAC) advised the Safety Director On-Call (SDOC) of the incident.

At 20:03 hours, the Radio RTC requested from the Train Operator if a ground walkaround had been conducted. The Train Operator advised that Train ID 114 was being offloaded through the lead car with assistance from the Station Manager.

At 20:07 hours, the Train Operator of Train ID114 advised the Buttons RTC from the Emergency Trip Station (ETS) Box of the incident and further advised that customers were being alighted from Train ID 114 and that the emergency brake had been depressed. The Train Operator further advised that they were shaken and unable to conduct a ground walkaround of the Train.

At 20:09 hours, the Communications Agent requested a bus bridge in response to the incident. At approximately the same time, MCFRS arrived on the scene.

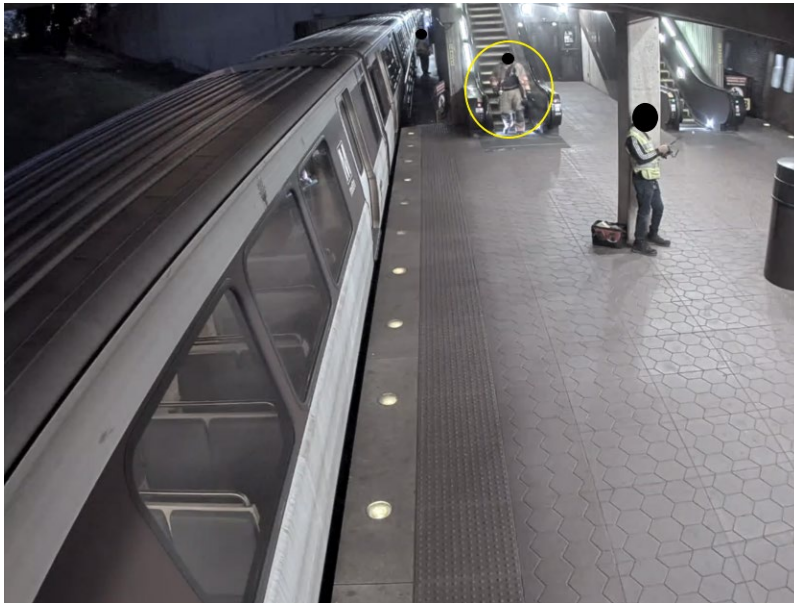


Image 5: MCFRS arrived on scene at 20:09 hours..

At 20:10 hours, the MTPD Incident Commander advised the MTPD Dispatcher and all incoming units that Unified Command had been set up at the Kiosk with MCFRS.



Image 6: MTPD and the Station Manager on scene at 20:10 hours..

At 20:16 hours, the Station Manager advised the Radio RTC that Train ID 114 and North Bethesda Station were clear of customers. The Radio RTC then instructed trains to bypass North Bethesda Station.

At 20:18, an MTPD Officer advised the MTPD Dispatcher that MCFRS had changed the designation of the rescue effort to a recovery effort.

At 20:39 hours, MCFRS commenced clearing the scene handing over Incident Command back to MTPD.



Image 7: MCFRS clearing the scene at 20:39 hours..

At 20:40 hours, the Radio RTC advised all personnel on OPS 1 that single-track operations were in effect for North Bethesda Station, track 1 only. At 20:43 hours, AIMS determined that service resumed at North Bethesda Station, track 1 only.

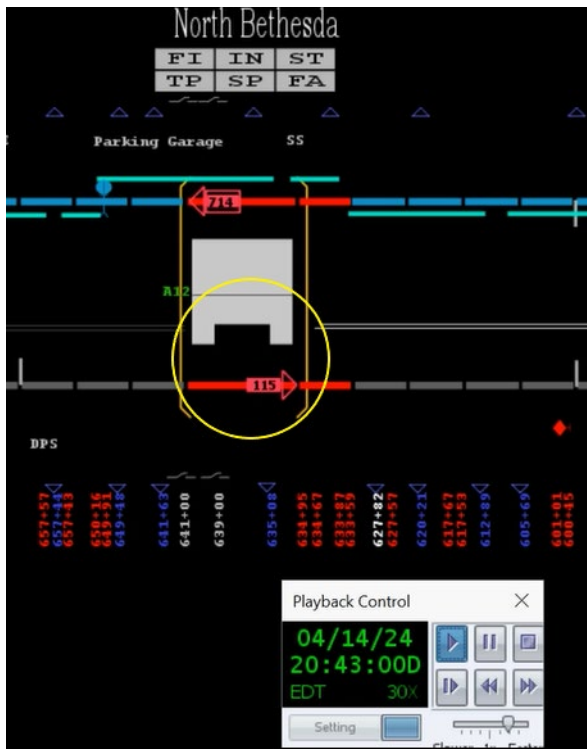


Image 8: Service resumed on track 1 only of North Bethesda Station at 20:43 hours.

At 21:46 hours, the Emergency Response Team (ERT) Roadway Worker In Charge (RWIC) advised the Radio RTC that power would need to be re-energized to track 2 of North Bethesda Station in order to move the train for the recovery effort.

At 21:56 hours, the ERT RWIC confirmed with the Radio RTC that all personnel were clear of the roadway and that third rail power could be restored to the track 2 platform limits of North Bethesda Station. At 22:06 hours, AIMS determined that third rail power was re-energized to the track 2 platform limits of North Bethesda Station.

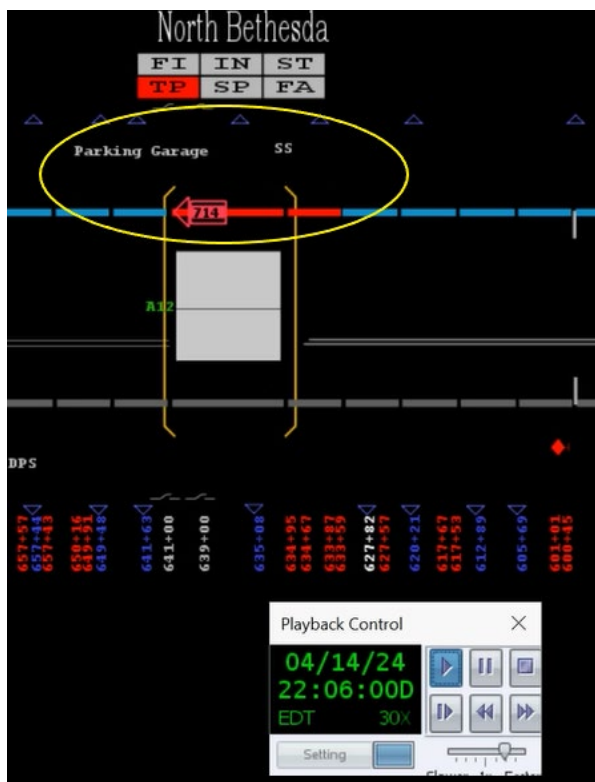


Image 9: Third rail power restored to track 2 of North Bethesda Station at 22:06 hours.

At 22:13 hours, Train ID 114 was reversed toward Grosvenor-Strathmore Station outside of the platform limits to effect the recovery effort.

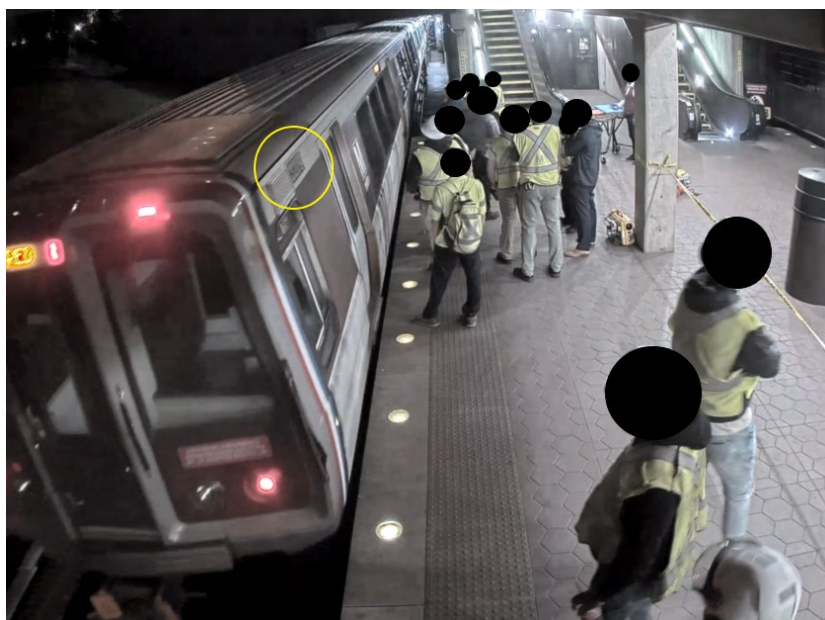


Image 10: Train ID 114 was reversed towards Grosvenor-Strathmore Station, track 2 at 22:13 hours.

At 22:14 hours, the ERT RWIC that third rail power needed to be de-energized again to effect the recovery effort. AIMS confirmed power was de-energized at 22:15 hours.

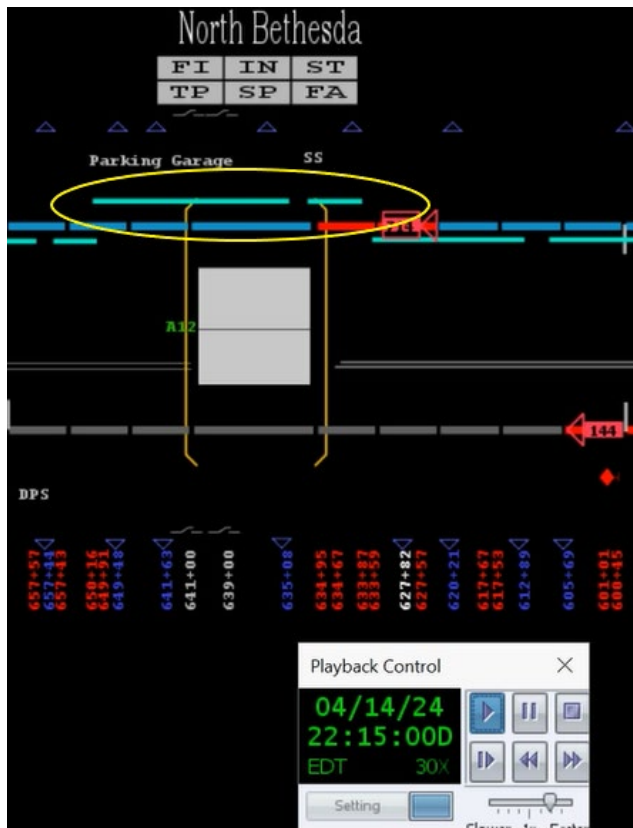


Image 11: Power was de-energized between the platform limits of North Bethesda Station, track 2 at 22:15 hours.

At 22:46 hours, the recovery was completed and personnel began to clear from the scene.



Image 12: Recovery completed at 22:46 hours.

At 23:01 hours, the RTRA Supervisor advised the Radio RTC that Incident Command was handed over to RTRA from MTPD and that MTPD was clear of the scene.

At 23:35 hours, The RTRA Supervisor requested third-rail power to be restored between the platform limits of North Bethesda Station in order to commence movement to Shady Grove Yard. Verified all personnel clear of the roadway. AIMS confirmed that third-rail power was restored at 23:40 hours.

At 23:42 hours, the Road Mechanic requested a permissive block to berth Train ID 114 with the platform and then commence movement to Shady Grove Yard. AIMS confirmed Train ID 114 (reblocked to Train ID 714) commenced moving toward Shady Grove Yard at 23:44 hours.

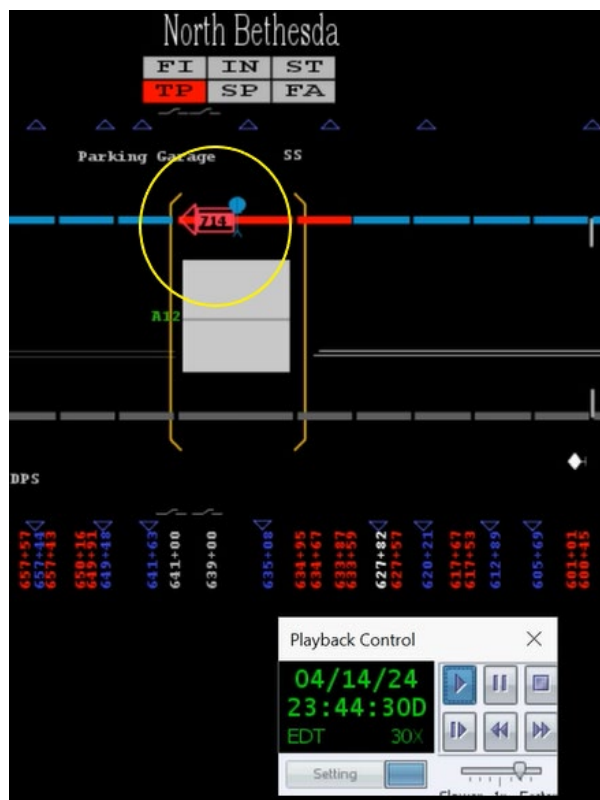


Image 13: After third rail power was restored to track 2 of North Bethesda Station, Train ID 114 commenced moving to Shady Grove Rail Yard at 23:44 hours.

The MTPD Report corroborates the MTPD involvement with the incident.

Chronological Event Timeline

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

Time	Description
16:26:26 hours	The subject customer is observed arriving at the North Bethesda Station platform, track 2, by way of the escalators located to the south of the platform. [CCTV]
19:53:23 hours	The subject customer is observed crossing the end gate of track 2 and entering the roadway prior to impact. [CCTV]
19:57:30 hours	Train ID 114 impacted the subject customer within the roadway.

	[CCTV]
19:57:48 hours	<u>Train Operator of Train ID 114</u>: Advised the Radio RTC that their train had made contact with an individual "in the roadway." <u>Radio RTC</u>: Acknowledged. Requested if the train was fully berthed on the platform. [RADIO, OPS 1]
19:58:30 hours	<u>Buttons RTC</u>: Advised the AOM of the incident. <u>AOM</u>: Acknowledged and commanded that they de-energize third rail power. [PHONE, Rail 2]
19:59:23 hours	<u>Train Operator of Train ID 114</u>: Advised the Radio RTC that their train was not fully berthed on the platform. <u>Radio RTC</u>: Acknowledged. <u>Station Manager</u>: Advised they were on the scene and advised the Radio RTC that Train ID 114 had approximately 1.5 cars berthed on the platform. <u>Radio RTC</u>: Acknowledged. Advised the Train Operator to apply their handbrake and requested the RTRA Supervisor to the scene. <u>RTRA Supervisor</u>: En route from Shady Grove Station. [RADIO, OPS 1]
19:59:30 hours	Third Rail Power was de-energized to the platform limits of North Bethesda Station, track 2. [AIMS]
20:00:28 hours	<u>ROIC Information Controller</u>: Advised the MTPD Dispatcher of the incident <u>MTPD Call Taker</u>: Acknowledged. [PHONE, SOCC CAD]
20:00:49 hours	<u>MTPD Dispatcher</u>: Advised the MTPD Officer of the incident. <u>MTPD Officer</u>: Acknowledged and en route (along with several other officers). [RADIO, MTPD 1X]
20:01:32 hours	<u>FLO</u>: Advised MCFRS of the incident <u>MCFRS Call Taker</u>: Acknowledged. [PHONE, FLO]
20:02:08 hours	<u>Radio RTC</u>: Advised all personnel on OPS 1 that an emergency was in effect at North Bethesda Station. [RADIO, OPS 1]
20:02:09 hours	<u>MAC</u>: Advised the SDOC of the incident. <u>SDOC</u>: Acknowledged. [PHONE, MAC]
20:03:07 hours	<u>Radio RTC</u>: Requested from the Train Operator of Train ID 114 if a ground walk around had been conducted. <u>Train Operator of Train ID 114</u>: Negative. Advised that the Station Manager was assisting with offload through the lead car. [RADIO, OPS 1]
20:06:06 hours	<u>Station Manager</u>: Advised the Radio RTC that communications were an issue and that the Train Operator would landline. <u>Radio RTC</u>: Acknowledged. [RADIO, OPS 1]
20:07:54 hours	<u>Train Operator of Train ID 114</u>: Advised the Buttons RTC of the incident and further advised that customers were being alighted from Train ID 114 and that the emergency brake had been depressed. <u>Buttons RTC</u>: Acknowledged. Requested if a ground walk around could be conducted. <u>Train Operator of Train ID 114</u>: Advised that they could not and were shaken.

	<u>Buttons RTC</u> : Acknowledged. Advised to assist with the alight of customers. [PHONE, Rail 2]
20:09:37 hours	<u>Communications Agent</u> : Requested a bus bridge in response to the incident. <u>BOCC Call Taker</u> : Acknowledged. [PHONE, BOCC]
20:09:54 hours	MCFRS arrived on the scene. [CCTV]
20:10:07 hours	<u>MTPD Incident Commander</u> : Advised the MTPD Dispatcher and all incoming units that Unified Command had been set up at the Kiosk with MCFRS <u>MTPD Dispatcher</u> : Acknowledged. [RADIO, MTPD 1X]
20:10:42 hours	MTPD and the Station Manager on the scene. [CCTV]
20:16:45 hours	<u>Station Manager</u> : Advised the Radio RTC that both Train ID 114 and North Bethesda Station was clear of customers. <u>Radio RTC</u> : Acknowledged. Initiated bypass of the station. [RADIO, OPS 1]
20:18:56 hours	<u>MTPD Officer</u> : Advised the MTPD Dispatcher that MCFRS had changed the designation of the rescue effort to a recovery effort. <u>MTPD Dispatcher</u> : Acknowledged. [RADIO, MTPD 1X]
20:35:05 hours	<u>MAC</u> : Attempted to advise WMSC of the incident, however no one answered. [PHONE, MAC]
20:39:51 hours	MCFRS commenced clearing the scene handing over Incident Command to MTPD. [AIMS]
20:40:21 hours	<u>Radio RTC</u> : Advised all personnel on OPS 1 that single track operations were in effect for North Bethesda Station, track 1 only. [RADIO, OPS 1]
20:43:00 hours	Service resumed on track 1 of North Bethesda Station. [AIMS]
21:46:38 hours	<u>ERT RWIC</u> : Advised the Radio RTC that power would need to be re-energized to track 2 of North Bethesda Station in order to move the train for the recovery effort. <u>Radio RTC</u> : Acknowledged. [RADIO, OPS 1]
21:52:28 hours	<u>Radio RTC</u> : Confirmed with the ERT RWIC that all personnel and equipment were clear of the roadway prior to third rail power re-energization. <u>ERT RWIC</u> : Confirmed all personnel clear. <u>Radio RTC</u> : Requested from the Road Mechanic that the train was clear to move. <u>Road Mechanic</u> : Train is clear for movement. [RADIO, OPS 1]
21:56:15 hours	<u>ERT RWIC</u> : Confirmed all personnel clear of the roadway. <u>Radio RTC</u> : Advised all personnel on OPS 1 that power would be re-energized to track 2 of North Bethesda Station. [RADIO, OPS 1]
22:06:00 hours	Third Rail Power re-energized to North Bethesda Station track 2. [AIMS]
22:13:25 hours	Train ID 114 was reversed toward Grosvenor-Strathmore Station outside of the platform limits to effect the recovery effort.

	[CCTV]
22:14:21 hours	Radio RTC: Confirmed with the ERT RWIC that third rail power needed to be de-energized again. ERT RWIC: Affirm. Radio RTC: Acknowledged. [RADIO, OPS 1]
22:15:00 hours	Third Rail Power was once again de-energized to the platform limits of North Bethesda Station, track 2. [AIMS]
22:46:24 hours	Recovery completed. [CCTV]
23:01:11 hours	RTRA Supervisor: Advised the Radio RTC that Incident Command was handed over to RTRA from MTPD and that MTPD was clear of the scene. Radio RTC: Acknowledged. [RADIO, OPS 1]
23:06:03 hours	ERT RWIC: Requested foul time to enter the platform limits of track 2 in order to complete clean-up. Radio RTC: Acknowledged and granted foul time. [RADIO, OPS 1]
23:34:45 hours	ERT RWIC: Relinquished foul time, clean up completed. Radio RTC: Acknowledged. [RADIO, OPS 1]
23:35:24 hours	RTRA Supervisor: Requested third-rail power to be restored between the platform limits of North Bethesda Station in order to commence movement to Shady Grove Yard. Verified all personnel clear of the roadway. Radio RTC: Acknowledged and advised all personnel on OPS 1 that the third rail was authorized to become re-energized. [RADIO, OPS 1]
23:40:30 hours	Third Rail Power re-energized to North Bethesda Station track 2 and [AIMS]
23:42:24 hours	Road Mechanic: Requested a permissive block to berth with the platform and then commence movement to Shady Grove Yard. Radio RTC: Acknowledged and provided a permissive block to berth with the platform and continue on. [RADIO, OPS 1]
23:44:30 hours	Train ID 114 commenced moving to Shady Grove Rail Yard. [AIMS]

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

The Office of Vehicle Program Services (CENV)

CENV determined the following, with a 3-minute disparity:

On approach to the North Bethesda Station

- At **20:00:08** Train ID 114 was traveling at 31 MPH
- Train ID 114 Road Horn Activated
- At **20:00:14** Train ID was traveling at 14 MPH
- Brake Applied Relay went High (Activated)
- Emergency Brake Relay Energized
- Emergency Stop Command Signal Went High (Activated)
- At **20:00:18** Train ID 114 was at 0 MPH

Incident Date: 04/14/2024 Time: 19:57 hours
Final Report – Collision Rev 1.
E24295

Drafted By: SAFE 705: 06/12/2024
Reviewed By: SAFE 702 – 06/13/2024
Approved By: SAFE 707 – 06/13/2024

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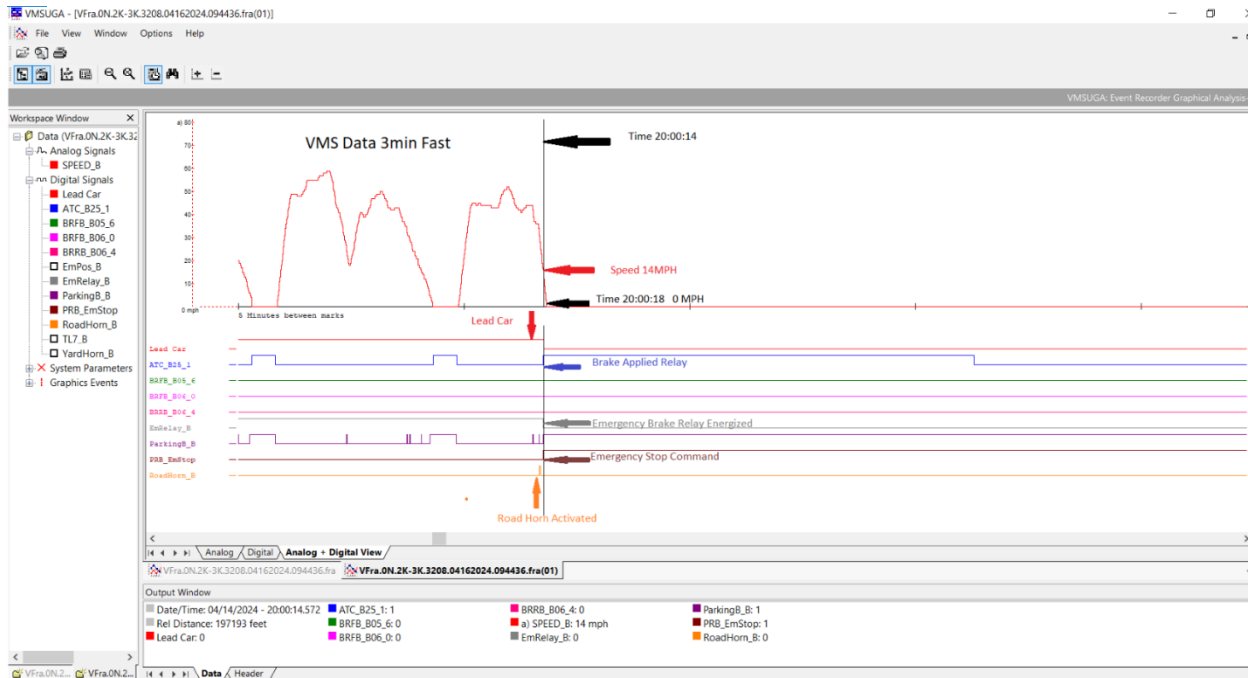


Figure 1 –Train ID 114 Train Performance

Data analysis shows no train functional anomalies.

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

Multiple radio communications issues were identified during this incident.

COMR was unable to identify the reported communications issues.

Written Statement Findings

Train Operator (Train ID 114) Written Statement

- The Train Operator has been with WMATA since January 2023 and has operated trains for the duration of their career there. The Train Operator holds an RWP level 2 that expires on 01/31/2025.
- The Train Operator stated they were on approach to North Bethesda Station, coming around the bend when they observed the subject customer lying on the roadway, short of the platform limits.
- The Train Operator stated they sounded the horn and placed the master controller into a B5 braking mode and pressed the emergency brake button.
- The Train Operator stated by the time the train stopped, Train ID 114 was berthed on the platform by approximately 1 car and 1 door.
- As of the finalization of this report, the Train Operator was unreachable and out on Worker's Compensation.

Station Manager's Written Statement

- The Station Manager stated they had heard Train ID 114's horn sound in the tunnel from their location.
- The Station Manager stated they heard an audible "thump" and walked down on to the platform to investigate.
- The Station Manager stated they observed approximately 1.5 cars of Train ID 114 berthed on the platform.
- The Station Manager stated they heard the Train Operator notify the MICC that their train had struck a customer.
- The Station Manager stated they then told the Train Operator that they would assist with evacuating the train.
- The Station Manager stated they applied the hand brake of Train ID 114.

Weather

On April 14, 2024, at the time of the incident, NOAA recorded the average temperature as 65°F, with minor cloud cover, winds averaging 11.4 mph, and 71% humidity. The weather was not a contributing factor in this incident. (Weather source: NOAA) – Location: Bethesda, MD.

Related Rules and Procedures

Metrorail Operating Rulebook (MOR)

- 1.1 Guiding Safety Principles
- 1.2 Incident Reporting
- 9.5 Emergency Stops
- 17.28 Emergency Maintenance Procedures

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 not available. 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 evening work in the days leading up to the incident. The Train Operator was awake for 9.95 hours at the time of the incident. The Train Operator reported 9

hours of sleep in the 24 hours preceding the incident. The off-duty period was 14.05 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 trespassed and positioned themselves onto the roadway at North Bethesda Station on Track 2.
- The MAC attempted to notify WMSC of the incident, however, were unable to contact them.
- Communications issues in the area delayed some of the information passage over the radio.
- The Train Operator was out on Worker's Compensation as of the finalization of this report.

Immediate Mitigation to Prevent Recurrence

- Third Rail Power was de-energized.
- The Train Operator of Train ID 114 was removed from service.
- Train ID 114 was removed from service.

Probable Cause Statement

The probable cause of the Collision event that occurred on April 14, 2024, within the platform limits of North Bethesda Station, track 2, was the intentional action of the subject customer to trespass onto the rail right-of-way and subsequent strike by the train.

Recommended Corrective Actions

No Corrective Actions.

Appendices

Appendix A – MTPD Documentation



Event Report			
Metro Transit Police Department		ORI-DCMTP0000	
Type of Report	MTPD CCN	Local Jurisdiction	Local CCN
Open	2024-06831-002	Montgomery County	

Event Location					
Street	Station Acronym	City, State	County	MTP District	Local District
5500 Marinelli Rd	NBTH - NORTH BETHESDA	North Bethesda, MD 20852	MG-Montgomery County	District 1	MG-Montgomery County
Date and Time of Event			Date and Time Reported		
From To			4/14/2024 8:01:39 PM		
4/14/2024 4:25:00 PM					
Category					
Rail Station, Line or Right-of-Way	On Bus		Property		Other
NBTH - NORTH BETHESDA Red			Rail Station		MSA1
Specific Location (Foot Bridge, Kiosk, Platform, Tracks, Etc.)			For Burglary or B&E Only		
Rail/Tracks/In Tunnel			If Hotel Rule Applies, #Premises or Facilities Entered:		
Location Description					
Rail Station					

Event Information		
If Incident Use This Block	Offense #	DEATH REPORT
Incident Classification	Offense Classification	
Incident Description	Description	DEATH REPORT
	Weapon/Force Type of Activity	/
Entry Type:		Number Premises Entered:
Hate Crime Motivation: None (no bias) (mutually exclusive)		
Bias Motivation		
None (no bias) (mutually exclusive)		
Offender Suspected of Using:		Modus Operandi (MO):
Case Status Information		Clearance Date
Case Status (Completed by the Official who signs this report):		
Reporting Officer (Print)	Badge #	Second Officer (Print)
		Badge #
Supervisor's Name (Electronically Approved)		Investigator Notified
		ID#
		#

Document 1: MTPD Event Report Page 1 of 4

Incident Date: 04/14/2024 Time: 19:57 hours
Final Report – Collision Rev 1.
E24295

Drafted By: SAFE 705: 06/12/2024
Reviewed By: SAFE 702 – 06/13/2024
Approved By: SAFE 707 – 06/13/2024

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Victim Information				
Victim Sequence #:		Victim Assistance Provided: N - No		
Last Name, First MI				DOB
Address Type		Address (Street) City, State Zip		
H - Home				
Entity Name				
Work/School Address - Add'l. Contact info				
Age of Victim	Sex	Race	Ethnicity	Resident Status
Classification of Victim		Type of Victim	This Victim is Related to Which Offense	
9930 - DEATH REPORT		Individual	9930 - DEATH REPORT	
Is suspect information available at the time of this report:				
Injury Type		Responding Ambulance:		Taken Where
Aggravated Assault/Homicide Information				
Aggravated Assault/Homicide Circumstances			Additional Justifiable Homicide Circumstances	
Other Person Information				

Document 2: MTPD Event Report Page 2 of 4

Incident Date: 04/14/2024 Time: 19:57 hours
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E24295

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Has a DVR been requested?	
Narrative Information	
If second CCN is available, insert here:	Additional Narrative on Supplemental Report

Document 3: MTPD Event Report Page 3 of 4

Incident Date: 04/14/2024 Time: 19:57 hours
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E24295

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Additional Narrative

BWC ACTIVE

On April 14th, 2024 at approximately 2001 hours MTPD Communication received a call for service of a [REDACTED] struck by a train on track 2 at North Bethesda Metro Station (5500 Marinelli Road). MTPD DVEU & CID reviewed video and observed the decedent enter the station at approximately 1625 hours and then pace the platform until approximately 1953 hours the decedent is seen on video going beyond the end gate in the south direction and then placing [REDACTED] on the roadway just prior to the platform where [REDACTED] was struck. The decedent was struck by Train 114 a Shady Grove bound train 114 was stopped and power was shut down on track 2 of the platform.

MTPD Units responded to the scene and Unified Command was established. MTPD Crime Scene responded to process the scene. The operator was isolated in the lead car to be interviewed by CID. [REDACTED] County FD responded and located the decedent under train car 3269. WASD's were placed down for scene safety. MCFD Captain [REDACTED] determined the decedent to deceased at 2020 hours and that this would be a recovery. Patron on train 114 were evacuated from the train by MTPD and [REDACTED] personnel. MD OCME was notified and OCME Investigator [REDACTED] arrived on the scene to complete the OCME Investigation. OCME requested the train to be moved so they can examine the body. WMATA power department removed the WSAD so that power can be brought up temporarily. Power was restored to move the train then brought back down to process the scene. MTPD Crime Scene and OCME continued processing the scene. The decedent was then removed from the roadway at approximately 2245 hours. [REDACTED] Officer [REDACTED] responded to assist with mobile AFIS with nothing found. The decedent was unable to be identified on scene.

All MTPD and WMATA personnel cleared the scene at approximately 2345 hours.

Train 114 was moved to Shady Grove Rail Yard for further processing.

OCME Report# 24-04948

TSOC notified by Lt Thompson @2322

TSA-04-50989-24 Agent Ryan Donovan

Supplemental Information

Det Morehouse 04152024

On 04/15/2024, MTPD Intel identified a Facebook post regarding [REDACTED] (V01) as a missing person from 04/14/2024 in the vicinity of the North Bethesda Metro Station. Montgomery County Police Department Detective [REDACTED] provided the incident report (240017399) with biographical data of V01. A query of a law enforcement database provided an image of V01 which matched images of the decedent seen in BOLO images prior to the incident. Detective [REDACTED], [REDACTED], and [REDACTED] responded to the address listed for V01 in the report and met with [REDACTED] who is the adult [REDACTED] of V01. At approximately 1230 hours, next of kin notification was made to [REDACTED]. [REDACTED] was shown images of V01 from the BOLO and positively identified the images as [REDACTED]. The circumstances of the incident were explained. According to the family, V01 suffered from bi-polar depression for several years and was under the care of a doctor and medicated with Seroquel and lorezepam. V01 had prior suicide attempts with the most recent being in September 2023. V01 did not have any terminal illnesses. The [REDACTED] Count Crisis Intervention team was contacted and responded to the scene to provide resources to the family. OCME contact information was provided to [REDACTED]. [REDACTED] contacted OCME and provided identification information for V01. [REDACTED] sent an email to OCME with contact information for [REDACTED] [REDACTED] Police Department Detective [REDACTED] was notified of the identification. A copy of the MCPD missing person report is uploaded to P1.

Document 4: MTPD Event Report Page 4 of 4

Incident Date: 04/14/2024 Time: 19:57 hours
Final Report – Collision Rev 1.
E24295

Drafted By: SAFE 705: 06/12/2024
Reviewed By: SAFE 702 – 06/13/2024
Approved By: SAFE 707 – 06/13/2024

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Appendix B – RTRA Documentation

WMATA/RTRA Incident/Accident Report (Other than Motor Vehicle) Page ____ of ____			
Incident information: This page must be completed for all incidents			
Date: 4/14/2024	Incident Time: 7:59pm	Time Reported: 7:59pm	Reported by: Customer ☐ Employee ☒ ROCC ☐ Other ☐
Location			
Station: North Bethesda	Mezzanine #	Track #/Destination: Track 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)	
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 ☐			
Name of Responding Supervisor:		Name/Department of PLNT/AFC or other WMATA responder	
TRAIN INCIDENTS			
Train ID: 114	Destination: Shady Grove	Car Numbers (list all cars in consist): L3209, 3249, 3246	Lead Car: 3209
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 in approach to North Bethesda track 2, as I was coming around the bend I saw [redacted] laying in the roadway. I sounded my horn, put master controller in B5 and hit emergency mushroom to stop the train. By the time the train stopped it was too late. The train went over the man. When the train stopped I had my lead car and one door from my 2nd car on the platform.			
Employee Completing Report			
Employee Name (print): [redacted]	Employee Signature (sign): [redacted]	Employee #: [redacted]	Date: 4/15/2024
Division: Shady Grove	Run #: 510	Block #: 114	Assigned Days: TU/W
To Be Completed By Reviewing Manager			
Supervisor Name (print): [redacted]	Supervisor Signature: [redacted]	Employee #: [redacted]	Date: 4-15-2024
Action taken/needed			
Entered into SMS / Under Investigation			
SMS Number: 20240415#116168MX			
90753A 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			

Document 5: Train Operator's Written Statement Page 1 of 1

Incident Date: 04/14/2024 Time: 19:57 hours
Final Report – Collision Rev 1.
E24295

Drafted By: SAFE 705: 06/12/2024
Reviewed By: SAFE 702 – 06/13/2024
Approved By: SAFE 707 – 06/13/2024

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

Incident Information: This page must be completed for all incidents

Date: 4/14/24 Incident Time: 7:59pm Time Reported: 8:00pm Reported by: Customer ☐ Employee ☒ ROCC ☐ Other ☐

Location

Station: North Bethesda Mezzanine #: 15 Track #/Destination: 2 Shady Grove 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 ☐ 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 #: 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 ☒ Customer Struck by train

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

TRAIN INCIDENTS

Train ID: Shady Grove Destination: Shady Grove Car Numbers (list all cars in consist): N/A Lead Car: 3290

Name of Responding Supervisor: Name/Department of CMNT/TRST or other WMATA responder: N/A

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 7:59pm I (Station manager [redacted]) heard the operator of train ID 108 track 2 traveling in the direction of Shady Grove apply the horn and I a thump. I went downstairs and noticed that there was 1 1/2 cars on the platform. After I heard the operator notify that they stuck a person I told her that I will evacuate the train. After evacuating the train I applied a hand brake on the lead car 3290. Around 8:05pm fire engine [redacted] arrived on

Employee Completing Report

Employee Name (print): [redacted] Employee Signature (print): [redacted] Employee #: [redacted] Date: 4/14/24

Division: Shady Grove Run #: 33511 Block #: 1st Assigned Days: 51m

To Be Completed by Reviewing Manager

Supervisor Name (print): [redacted] Supervisor Signature: [redacted] Employee #: [redacted] Date: 4/16/2024

ACTION (When needed)

Entered into SMS / Under Investigation

SMS Number: 20240415# 11616 BMX

50753A 09/11 White Copy: Division or Supervisor Yellow Copy: For any incident involving escalators or elevators; remains in book for use of elevator/escalator inspectors

Document 6: Station Manager's Written Statement Page 1 of 2

Incident Date: 04/14/2024 Time: 19:57 hours
Final Report – Collision Rev 1.
E24295

Drafted By: SAFE 705: 06/12/2024
Reviewed By: SAFE 702 – 06/13/2024
Approved By: SAFE 707 – 06/13/2024

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				Employee #	
N/A				N/A	
Date of Birth	Sex	Home Phone	Work Phone	Cell Phone	
N/A		N/A	N/A	N/A	
Home Address				Email Address	
N/A				N/A	
Nature of Injury/Illness					
N/A					
Assistance Offered: Accepted ☐ Declined ☐					
N/A					

If Transported:

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

Customer Involved ☐ Employee Involved ☐ Witness ☐

Last Name, First Name				Employee #	
N/A				N/A	
Date of Birth	Sex	Home Phone	Work Phone	Cell Phone	
N/A		N/A	N/A	N/A	
Home Address				Email Address	
N/A				N/A	
Nature of Injury/Illness					
N/A					
Assistance Offered: Accepted ☐ Declined ☐					
N/A					

If Transported:

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

Police/Fire/Other Agencies Involved

Jurisdiction/Arrival Time	Name	Badge/Unit Number
Engine 23 18:05pm	N/A	N/A
Jurisdiction/Arrival Time	Name	Badge/Unit Number
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.

the scene. I then called ROIC and requested about closing the station. They told me to set up a bus bridge expel the customers from the station and close the station. Everything was restored and back to normal at 11pm.

Employee Completing report

Employee Name (print)	Employee Signature (sign)	Employee #	Date
			2/14/24

50753B 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

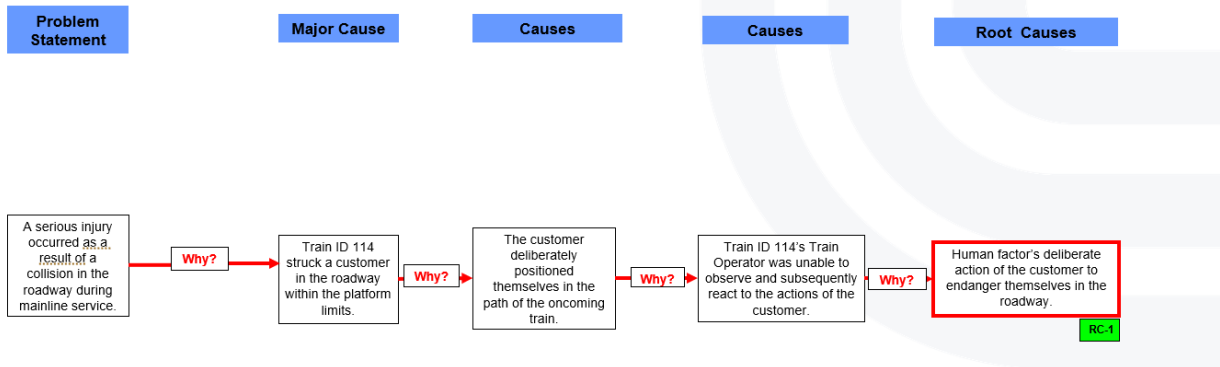
Document 7: Station Manager's Written Statement Page 2 of 2

Incident Date: 04/14/2024 Time: 19:57 hours
Final Report – Collision Rev 1.
E24295

Drafted By: SAFE 705: 06/12/2024
Reviewed By: SAFE 702 – 06/13/2024
Approved By: SAFE 707 – 06/13/2024

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Appendix C – Why-Tree Analysis



Root Cause Analysis