



W-0452 – Evacuation for Life Safety Reasons at Dupont Circle Station - October 31, 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 October 6, 2026.

WMSC staff recommend adoption of this investigation.

Safety event summary:

On October 31, 2025, the Dupont Circle Station Manager contacted the Communications Agent in the control center at 10:48 p.m. to report smoke coming from the Elevator Machine Room (ancillary room 202). Dupont Circle Station was evacuated, and train service was suspended. The Radio Rail Traffic Controller (RTC) directed all train operators to operate in Mode 2, Level 1 manual mode and bypass the station. The Communications Agent requested that the District of Columbia Fire and Emergency Medical Services (DCFEMS) respond to the station's south entrance at 19th Street and Connecticut Avenue, but the smoke was actually emitting from the north entrance.

Upon arrival, DCFEMS could not access the Elevator Machine Room because only Elevator and Escalator (ELES) personnel had the specialized key. DCFEMS forced entry but was unable to find the source of the smoke. Trains were offloaded and instructed to perform track inspections on both tracks after DCFEMS reported smoke coming from the tunnel. Both track inspections were clear; no smoke was found. The fire department departed Dupont Circle Station at 11:33 p.m., and normal train service resumed.

The Office of Plant (PLNT) later identified a damaged exhaust-fan motor in the cleaner's room, adjacent to the ELES Mechanical room (ancillary room 204) as the source of the smoke.

No injuries or structural damage were reported.

The probable cause of this event was a defective exhaust fan motor overheating, caused by a mechanical malfunction.

Investigation W-0452 led to specific recommended corrective actions (RCA's), including:

- WMATA replaced the broken belt on the exhaust fan in ancillary room 204.
- Metrorail replaced the damaged caused to the door to ancillary room 202 during the necessary forced entry.



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Staff Observation:

The WMSC has adopted several investigation reports, in the past, that contained facts demonstrating that Metrorail communications agents provided incorrect station addresses to 911 call centers. In those investigation reports, there are also facts that demonstrate that this causes delays in emergency responses. Such delays have the potential to result in negative consequences such as death or extensive property damage. In response to a finding from the WMSC's 2022 audit of Metrorail's emergency management and fire life safety programs that Metrorail's calls to public safety answering points are inconsistent, incomplete, and contribute to delayed or ineffective emergency response, Metrorail consulted with the Metropolitan Washington Council of Governments, which emphasized that callers need to clearly state the exact station address and where the emergency is located in the station. After verification that the associated corrective action plan (CAP) was completed, the WMSC approved this CAP closure. However, the WMSC continues to monitor Metrorail's compliance in this area.



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

FINAL REPORT OF INVESTIGATION A&I 252049

Date of Event:	October 31, 2025
Type of Event:	A-4 FTA: Evacuation for Life Safety Reasons
Incident Time:	22:50 Hours
Location:	Dupont Circle Station Mezzanine 6, Elevator Machine Room
Time and How received by Safety:	22:50 Hours – Safety Information Official (SIO)
Washington Metrorail Safety Commission (WMSC) Notification Time:	23:51 Hours
Responding Safety Officers:	Office of Emergency Preparedness (OEP)
Rail Vehicle:	None
Injuries:	None
Damage:	Burned Exhaust Fan Motor
Emergency Responders:	District of Columbia Fire and Emergency Medical Services (DCFEMS) Metro Transit Police Department (MTPD)
Safety Universal Data System (SUDS I/A) Number	20251101#131823MX

Dupont Circle Station – Evacuation for Life Safety Reasons

Incident Date: 10/31/2025 Time: 22:50 hours
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E252049

Drafted By: SAFE 706 – 12/02/2025
Reviewed By: SAFE 707 – 12/31/2025
Approved By: SAFE 707 – 12/31/2025

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Abbreviations and Acronyms

ARS	Audio Recording System
AOM	Assistant Operations Manager
CAP	Corrective Action Plan
C/B	Circuit Breaker
CCTV	Closed-Circuit Television
DCFEMS	District of Columbia Fire and Emergency Medical Services
ELES	Department of Elevators and Escalators
EM	Emergency Management
ETA	Estimated Time of Arrival
EV	Environmental Control System
GEM	General Equipment Mechanic
HVAC	Heating Ventilation and Air Conditioning
MICC	Metro Integrated Command and Communications Center
MOC	Maintenance Operations Controller
MOR	Metrorail Operating Rulebook
MTPD	Metro Transit Police Department
NOAA	National Oceanic and Atmospheric Administration
OEP	Office of Emergency Preparedness
OM	Operations Manager
PA	Public Address System
PLNT	Office of Plant Maintenance
ROIC	Rail Operations Information Center
ROS	Rail Operations Supervisor

RTC	Rail Traffic Controller
RTRA	Office of Rail Transportation
RVO	Rail Vehicle Operator
SAFE	Department of Safety
SPO	Special Police Officer
SUDS	Safety Universal Data System
UPE	Under Platform Exhaust Fans
WMATA	Washington Metropolitan Area Transit Authority
WMSC	Washington Metrorail Safety Commission

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Executive Summary

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

On Friday, October 31, 2025, at 22:48 hours, the Station Manager at Dupont Circle Station contacted the Metro Integrated Command and Communication Center (MICC) Communications Agent to report smoke emanating from the Elevator Machine Room (ancillary room 202). Train Service was suspended at Dupont Circle Station, and the Radio Rail Traffic Controller (RTC) instructed all Rail Vehicle Operators (RVO) to switch to Mode 2 Level 1, manual mode operations, and bypass the station. The Communications Agent requested a response from the District of Columbia Fire and Emergency Medical Services (DCFEMS) to the station's south entrance at 19th Street and Connecticut Avenue.

Upon arrival, DCFEMS was unable to access the Elevator Machine Room because the specialized key is held exclusively by Elevator and Escalator (ELES) personnel. DCFEMS forcefully breached the door, damaged the locking mechanism, but later identified an exhaust-fan motor in the cleaners room 204 as the source of the smoke. The DCFEMS emergency responders de-energized the affected exhaust by activating the off-switch fan. The Office of Plant (PLNT) was notified of the damaged equipment and advised to replace the damaged exhaust fan motor belt.

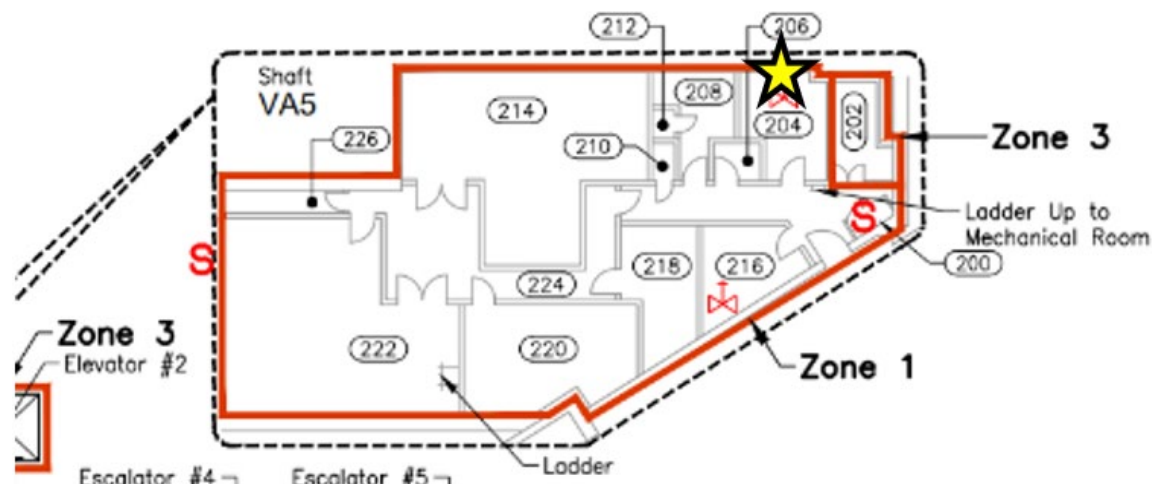
There were no injuries or structural damage reported as a result of this event.

The probable cause of the Evacuation for Life Safety Reasons event at Dupont Circle on October 31, 2025, was a defective exhaust fan motor overheating, caused by a mechanical malfunction.

Incident Site

Dupont Circle Station, Ancillary Room 204, PLNT Cleaners Room

Field Sketch/Schematics



The above depiction is not to scale.

Purpose and Scope

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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:

- Physical Site Assessment
- 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)
 - Metro Integrated Command and Communications Center – Investigation Data
 - Maximo Data
- 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)
 - Advanced Information Management System (AIMS)

Investigation

On Friday, October 31, 2025, a custodian alerted the Station Manager at Dupont Circle Station after noticing smoke. At 22:48 hours, the Mezzanine #6 Station Manager at Dupont Circle Station contacted the MICC Communications Agent and reported that smoke was emitting from ancillary room #202 within the station. The Station Manager was instructed to evacuate the station.

The Audio Recording System (ARS) playback indicated that at 22:49 hours, the Communications Agent contacted the Button RTC and requested that a Rail Operations Supervisor (ROS) be dispatched to Dupont Circle Station to investigate the report of smoke in an ancillary room at Mezzanine #6.

At 22:50 hours, the Communications Agent contacted DCFEMS to report the smoke incident and requested emergency services at the south entrance of Dupont Circle Station.

At 22:51 hours, the Communications Agent contacted the Station Manager. The Station Manager stated that they observed heavy smoke emitting from ancillary room #204¹, the Elevator Machine Room, but because the door was closed and locked, they were unable to confirm the source of the smoke. The Communications Agent acknowledged the information and instructed the Station Manager to continue evacuating the station. The Station Manager made audible announcements over Dupont Circle Station's Public Address (PA) System, instructing all customers to evacuate the station.

At 22:53 hours, the Communications Agent contacted the Metro Transit Police Department (MTPD) and reported the smoke incident and advised them that DCFEMS had been dispatched.

At 22:53 hours, the Maintenance Operation Controller (MOC) contacted RAIL 1 and stated that General Equipment Mechanics were en route to Dupont Circle Station, due to traffic and road closures, the estimated time of arrival (ETA) was 40 minutes. The General Equipment Mechanics were needed to operate the station's Under Platform Exhaust (UPE) fans, as they could not be operated remotely by the MICC. RAIL 1 stated that smoke was not visible on the Closed-Circuit Television (CCTV) footage at that time.

The investigation revealed that the UPE and Tunnel Fan Ventilation systems were not utilized during the event.

At 22:55 hours, the Communications Agent made announcements over the Dupont Circle Station PA System for the Station Manager to contact the MICC. CCTV revealed that the Station Manager was outside of the kiosk without their handheld radio, escorting customers out of the station.

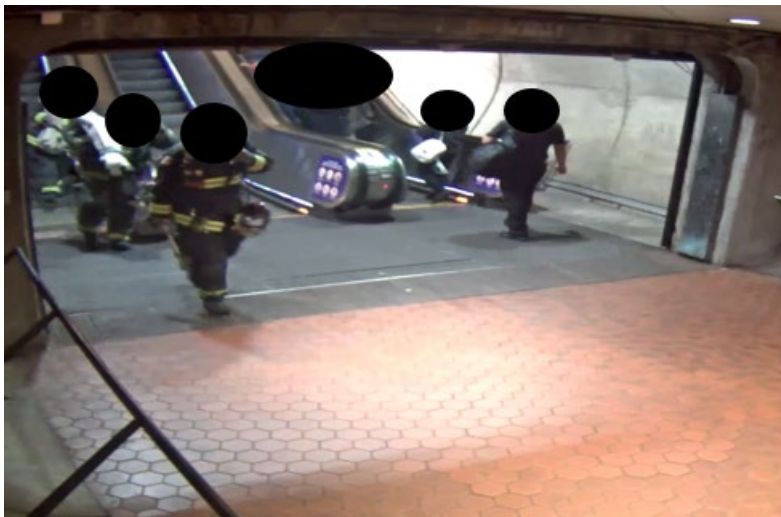
¹ The Station Manager reported to the COMMS Agent that ancillary room #204 (Elevator Control Room) was emitting smoke, which was determined through the investigation and physical site assessment that the correct room number was #202. It was later identified that the cause of smoke originated in room #202 from the exhaust fan motor.



Picture 1 – Depicts the Station Manager evacuating the Dupont Circle Mezzanine Level.

The Station Manager returned to the kiosk and contacted the Communications Agent. The Communications Agent explained to the Station Manager that the situation was being treated as an emergency and that they needed to respond when contacted. The Communications Agent asked the Station Manager if they had their handheld radio. The Station Manager stated that they did and that no customers were remaining in the station. The Communications Agent instructed the Station Manager to take photographs and videos of the ancillary room where the smoke was emitted. The Station Manager stated that a Special Police Officer (SPO) was in the bathroom, and a custodian working near the ancillary room alerted them of the smoke incident. The Communications Agent requested that the Station Manager perform a radio check on OPS Channel 5.

The CCTV footage revealed that at 22:56 hours, the DCFEMS entered Dupont Circle Station's South Entrance.



Picture 2 – Depicts DCFEMS entering the south end of Dupont Circle Station at 22:56 hours.

At 22:56 hours, the Radio RTC announced over the OPS 1 Radio Channel that Dupont Circle Station was closed and instructed all trains to bypass the station. The Radio RTC instructed all

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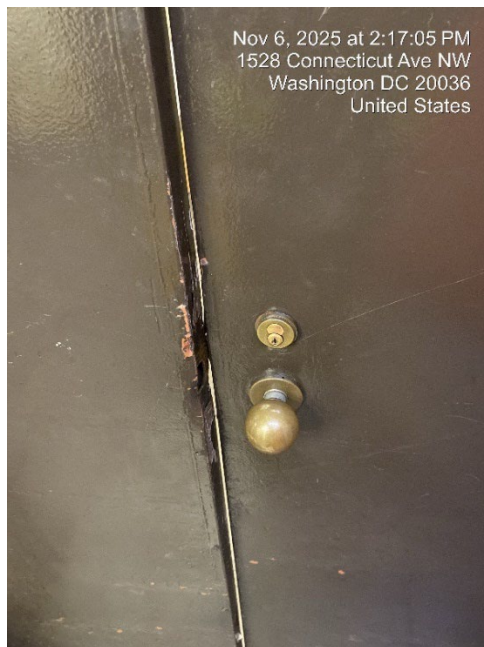
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train operators to switch to Mode 2 Level 1 manual mode operations and to turn off the train's Environmental Control (EV) System between Woodley Park Station and Farragut North Station.

At 23:00 hours, Train ID 125 contacted the Radio RTC and stated that the platforms at Dupont Circle Station were clear of customers.

At 23:02 hours, the Assistant Operations Manager (AOM) contacted RAIL 1 and inquired if revenue service could resume at Dupont Circle Station. The Operations Manager (OM) instructed the AOM to resume service. The Communications Agent contacted the Station Manager and instructed them to reopen Dupont Circle Station. The Station Manager stated that they were with DCFEMS, who were attempting to breach the door of the ancillary room #204², Elevator Control Room, to gain access and investigate the source of the reported smoke. The Communications Agent acknowledged receipt of the message and instructed the Station Manager that the station would remain closed.

The investigation and physical site assessment revealed that the door locking mechanism of the ancillary room #204 was damaged during the DCFEMS breach attempt and was subsequently deemed defective. The Office of Emergency Preparedness (OEP) confirmed that emergency services personnel across the region are issued keys only for rooms in which they are authorized to access. If they do not possess a key, then they should not enter without an escort.



Picture 3 – Depicts the damage that resulted from DCFEMS using forcible entry to gain access to ancillary room #202.

At 23:02 hours, the OM contacted MOC and inquired whether the fans were activated at Dupont Circle Station. MOC advised that the UPE fans must be operated manually and have not been activated. The OM inquired if the Tunnel Ventilation Fans were activated. MOC stated that they would implement an alternative plan and activate the tunnel section fans.

² The Station Manager stated to the COMMS Agent that DCFEMS attempted to breach the door to gain access to ancillary room #204 (Elevator Control Room) which was determined through the investigation and physical site assessment that the correct room number was #202.

At 23:05 hours, the Radio RTC contacted the ROS and instructed them to key off of the train they were on to investigate Dupont Circle Station and report back with an update.

At 23:06 hours, the OM contacted the AOM and stated that DCFEMS reported no smoke found and they did not need to continue making announcements to turn off the train's EV system. After, the Station Manager contacted the Communications Agent and stated that DCFEMS had confirmed that smoke was emitting from the track 2 tunnel section. The Station Manager stated that they were standing outside of ancillary room #204 with DCFEMS at that time.

At 23:08 hours, the OM contacted the AOM and instructed them to direct the ROS on scene to inspect the tunnel section at Dupont Circle Station on track 2. The ROS did not need to enter the roadway; instead, they observed from the end gate, looking for signs of smoke and/or fire within the tunnel.

At 23:10 hours, the OM contacted the Button RTC and instructed them to direct Train ID 148 to offload customers at Farragut North Station, track 2, to perform a track inspection to Dupont Circle Station on track 2 for signs of smoke and/or fire within the tunnel section. The OM instructed the Button RTC to direct train ID 127 to offload and do the same on track 1. The Radio RTC contacted Train ID 127 and instructed them to perform a track inspection to Dupont Circle Station and report if anything looked unusual.

At 23:12 hours, Train ID 127 contacted the Radio RTC and reported a clear track inspection with no findings.

At 23:13 hours, MOC contacted the OM and stated that ERT support personnel had been dispatched, with an ETA of 30 minutes.

At 23:16 hours, MOC contacted ELES and requested that a mechanic be dispatched to Dupont Circle Station for inspection of the ELES control rooms, due to reports of smoke and DCFEMS being unable to locate the source.

At 23:17 hours, the AOM contacted the OM and stated that the ROS reported no signs of smoke.

At 23:21 hours, the Communications Agent contacted the Mezzanine #4 Station Manager at Farragut North Station and advised them that the train on track 2 was offloading customers to conduct a track inspection to Dupont Circle Station.

At 23:32 hours, the Radio RTC announced over the OPS 1 Radio Channel that train service had resumed at Dupont Circle Station.

At 23:33 hours, DCFD departed Dupont Circle Station.

At 00:29 hours, the Office of Facilities Maintenance (PLNT) contacted MOC and stated that the mechanics on scene at Dupont Circle Station reported the exhaust fan motor windings had burned out.

The Maximo Work Order confirmed that exhaust fan EF-01 suffered a broken belt while the fan's motor continue to run causing the equipment failure. A new fan belt was installed and the fan motor was monitored and confirmed to be operating normal after repairs.

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Chronological Event Timeline

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

Time	Description
22:48:47 Hours	<u>Station Manager</u> : Contacted the COMMS Agent and reported that smoke was emitting from an ancillary room at Dupont Circle mezzanine 6. <u>Communication Agent</u> : Acknowledged the message and instructed the Station Manager to begin evacuating Dupont Circle Station. <u>Station Manager</u> : Acknowledged the message. [ROCC ROIC 2 Phone]
22:49:46 Hours	<u>Communication Agent</u> : Contacted the Button RTC and requested an ROS to be dispatched to Dupont Circle Station for a report of smoke emitting from the ancillary area of mezzanine six. <u>Button RTC</u> : Acknowledged the message. [OPS 1 Phone]
22:50:16 Hours	<u>Communication Agent</u> : Contacted the SAFE SIO and stated they were dispatching the fire department to Dupont Circle Station due to a report of smoke emitting from ancillary room #224. <u>SIO</u> : Acknowledged the message. [RAIL 1 Phone]
22:50:57 Hours	<u>Communication Agent</u> : Contact the DCFEMS to report the smoke incident and request that the fire department enter the station at the south entrance of 19 th Street and Connecticut Avenue. <u>DCFEMS</u> : Acknowledged the message and dispatched DCFEMS services. [ROIC 2 Phone]
22:51:06 Hours	<u>Communication Agent</u> : Contacted the Mezzanine 6 Station Manager and requested information for the reported smoke in the station. <u>Station Manager</u> : Stated there was heavy smoke emitting from an ancillary room full of equipment, but could not identify specifically what was smoking. Station Manager could be heard making announcements over the PA System in Dupont Circle Station that there was a Fire Emergency and for all customers to exit the station. <u>Communication Agent</u> : Acknowledged the message and instructed the Station Manager to evacuate Dupont Circle Station. [COMMS1 Phone]
22:53:06 Hours	<u>Communication Agent</u> : Contacted the MTPD and reported the smoke incident and advised them that DCFEMS is en route to Dupont Circle Station. <u>MTPD</u> : Acknowledged the message. [ROIC 2 Phone]
22:53:32 Hours	<u>MOC</u> : Contacted the RAIL 1 and provided an ETA of 40 min for General Equipment Mechanics to arrive and manually operate the Under Platform Exhaust fans, due to DC road closures. <u>OM</u> : Acknowledged the message and stated there was no visible smoke on the CCTV at that time. [RAIL 1 Phone]
22:55:06 Hours	<u>AOM</u> : Contacted the RAIL 1 and asked if Dupont Circle Station was being closed due to the reports of smoke in the station. <u>OM</u> : Confirmed the station would be closed and instructed RAIL 2 to have any customers on the platform keyed on to the train and moved out of Dupont Circle Station. <u>AOM</u> : Acknowledged the message. [RAIL 1 Phone]

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Time	Description
22:55:51 Hours	<u>COMMS1</u>: Made announcements over Dupont Circle Station PA System for Mezzanine 6 Station Manager to contact the MICC immediately. Directed the Station Manager to take a picture or video of the smoke emitting from the ancillary room. <u>Station Manager</u>: Stated that the station was clear of customers and is now closed. Acknowledged the directive to take a picture or video of the smoke, and reported that DCFD personnel were on the scene. Stated that they were initially notified of the smoke in the station by other employees working within the station, specifically a custodian. <u>COMMS1</u>: Acknowledged the message and instructed the Station Manager to perform a radio check on their hand-held radio on the OPS channel 5. <u>Station Manager</u>: Acknowledged the message. [COMMS1 Phone]
22:56:17 Hours	<u>Radio RTC</u>: Announced over the radio that all trains to bypass Dupont Circle Station track 1 and 2 and operate in manual mode 2 level 1 between Woodley Park Station and Farragut West Station. Instructed all RVOs to turn off the train's Environmental Control System between the affected stations. [OPS 1 Radio]
23:00:06 Hours	<u>Train ID 125</u>: Contacted the Radio RTC and stated there were no customers on the platform at Dupont Circle Station. <u>Radio RTC</u>: Acknowledged and copied the transmission. [OPS 1 Radio]
23:02:27 Hours	<u>AOM</u>: Contacted RAIL 1 and asked if they could resume service at Dupont Circle Station. <u>OM</u>: Instructed RAIL 2 to resume service at Dupont Circle Station. [RAIL 1 Phone] <u>Communication Agent</u>: Contacted the Mezzanine 6 Station Manager and instructed them to reopen Dupont Circle Station. <u>Station Manager</u>: Stated they were with the DCFD attempting to break the door lock and gain entry into the room where the smoke was emitting from, and were unable to re-open the station. <u>Radio RTC</u>: Acknowledged the message and instructed the Station Manager to stand by and required Dupont Circle Station to remain closed. [OPS 5 Radio]
23:02:55 Hours	<u>OM</u>: Contacted MOC and asked if fans were activated at Dupont Circle Station. <u>MOC</u>: Stated that the Under Platform Exhaust fans must be manually operated and had not been activated. <u>OM</u>: Acknowledged that the UPE fans were not operating and asked if the tunnel fans were turned on. <u>MOC</u>: Stated they would switch to the alternative plan and activate the tunnel section fans. [RAIL 1 Phone]
23:05:18 Hours	<u>Radio RTC</u>: Contacted the ROS and instructed them to exit the train they were on at Dupont Circle Station and report back to the MICC with any findings. <u>ROS</u>: Acknowledged and copied the transmission. [OPS 1 Radio]
23:06:18 Hours	<u>OM</u>: Contacted Rail 2 and stated the Fire Department is at Dupont Circle Station and reported no smoke found. Instructed RAIL 2 to disregard making announcements for the exhaust ventilators. <u>AOM</u>: Acknowledged the message. [RAIL 1 Phone]

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Time	Description
23:06:31 Hours	<u>Station Manager:</u> Contacted the Radio RTC and stated that DCFD confirmed the smoke is emitting from within the tunnel section on the track 2 Shady Grove side of the platform. <u>Radio RTC:</u> Acknowledged the message and requested the Station Manager to confirm their location. <u>Station Manager:</u> Stated that they were on the mezzanine, standing outside the room where they reported smoke was emitting. DCFEMS identified smoke emitting from the tracks within the tunnel section. <u>Radio RTC:</u> Acknowledged the message and requested a landline call from the Station Manager. [OPS 5 Phone]
23:08:26 Hours	<u>OM:</u> Contacted Rail 2 and requested information from the ROS on scene at Dupont Circle Station. <u>AOM:</u> Provided RAIL 1 with ROS information. <u>OM:</u> Instructed RAIL 2 to direct the ROS to perform a visual inspection of the tunnel section from Dupont Circle Station platform to identify any signs of smoke or fire within the tunnel. <u>AOM:</u> Acknowledged the message. [RAIL 1 Phone]
23:10:52 Hours	<u>OM:</u> Contacted the Button RTC and instructed them to direct train ID 148 to offload customers at Farragut North Station and perform a track inspection to Dupont Circle, looking for smoke or fire, and train ID 127 to perform a track inspection on track 1. <u>Button RTC:</u> Acknowledged the message. [RAIL 1 Phone]
23:10:58 Hours	<u>Radio RTC:</u> Instructed train ID 127 to report back anything that looked unusual on approach to Dupont Circle Station. Train ID 127: Acknowledged and copied the transmission. [OPS 1 Radio]
23:12:28 Hours	<u>AOM:</u> Contacted RAIL 1 and stated that train ID 127 reported a good track inspection, nothing found on track 1. <u>OM:</u> Acknowledged the message. [RAIL 2 Phone]
23:13:38 Hours	<u>MOC:</u> Contacted RAIL 1 and stated ERT ETA was 20-30 minutes. <u>OM:</u> Acknowledged the message. [RAIL 1 Phone]
23:13:48 Hours	<u>SAFE SIO:</u> Contacted the RAIL 1 and requested information for the Emergency Response Team. <u>OM:</u> Stated ERT was en route with an ETA of 20-30 min. <u>SAFE SIO:</u> Acknowledged the message. [RAIL 1 Phone]
23:16:37 Hours	<u>MOC:</u> Contacted ELES and requested to dispatch an ELES mechanic to Dupont Circle Station for inspection of ELES control rooms due to reports of smoke, and the Fire Department on scene was unable to locate the source. <u>ELES:</u> Acknowledged the message. [MOC Phone]
23:17:54 Hours	<u>AOM:</u> Contacted RAIL 1 and stated that the ROS reported no signs of smoke or fire within the tunnel. <u>OM:</u> Acknowledged the message. [RAIL 2 Phone]
23:21:35 Hours	<u>Radio Controller:</u> Contacted the Mezzanine 4 Station Manager at Farragut North Station and advised them that the train currently on track 2 is being offloaded to perform a track inspection. <u>Station Manager 2:</u> Acknowledged the message and stated they were assisting with the offload. [OPS 5 Radio]

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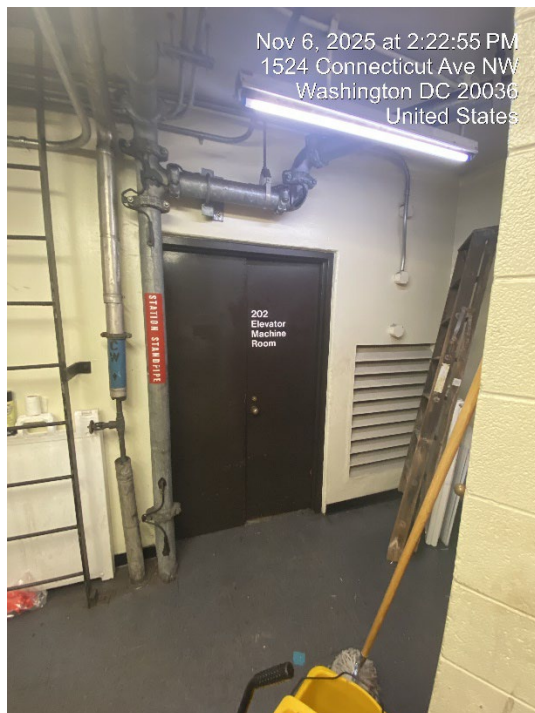
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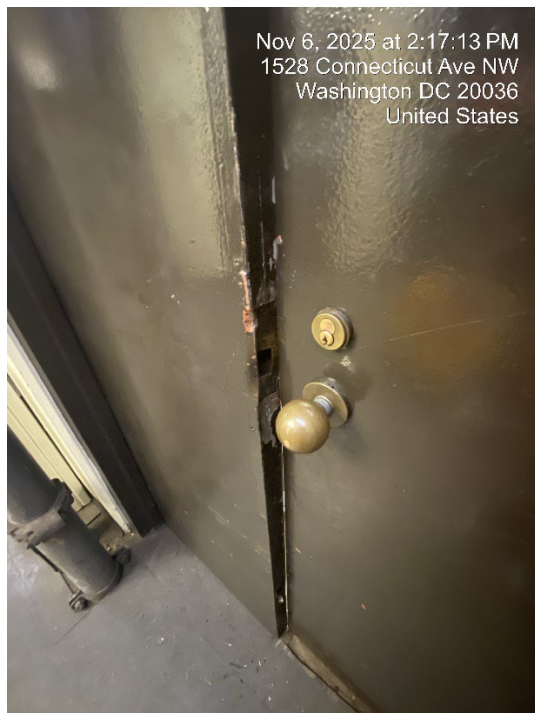
Time	Description
23:31:37 Hours	<u>COMMS1</u>: Contacted the Dupont Circle Station Manager and directed them to write an incident report due to incorrect reporting of the event. Stated that the Station Manager reported a fire when no fire was visible. <u>Station Manager</u>: Acknowledged the message and stated that they were advised by COMMS that the Fire Department activated the off switch for the defective exhaust fan without prior authorization and that the switch is not supposed to be turned off. <u>COMMS1</u>: Acknowledged the message. [MICC 1 Phone]
23:32:44 Hours	<u>Radio RTC</u>: Announced that train service has resumed at Dupont Circle Station following an earlier report of fire and smoke. [OPS 5 Radio]
00:29:24 Hours	<u>PLNT</u>: Contacted MOC and reported that mechanics at Dupont Circle Station have reported that the exhaust fan motor winding had burned, and personnel were advised to replace the defective fan component. <u>MOC</u>: Acknowledged the message and stated they would return the fans to normal operations. [MOC Phone]

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

Photos



Picture 4 - Depicts exterior view of room 202, Elevator Machine Room.

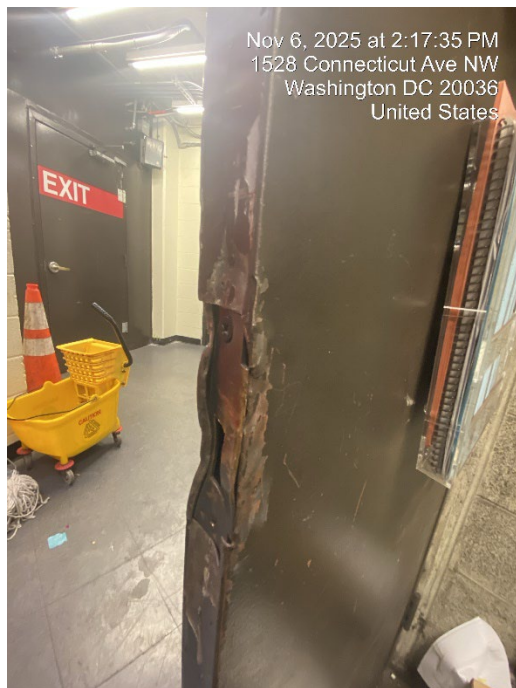


Picture 5 – Depicts the damage incurred from DCFEMS's forcible entry.

Incident Date: 10/31/2025 Time: 22:50 hours
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Nov 6, 2025 at 2:17:35 PM
1528 Connecticut Ave NW
Washington DC 20036
United States

Picture 6 – Depicts a close-up view of damage incurred by DCFEMS's forcible entry.



Nov 6, 2025 at 2:18:22 PM
1525 20th St NW
Washington DC 20036
United States
Dupont Circle

Picture 7 – Depicts the interior view of room 202, Elevator Machine Room, which showed no signs of smoke or fire damage.

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Safety and Readiness

Safety

Office of Emergency Preparedness

“A custodian was in the maintenance corridor of Dupont Circle Station and alerted the Station Manager to a smell. The Station Manager investigated and identified smoke emitting from ancillary room 224. The DCFEMS arrived on scene with Battalion Chief 6 taking command. DCFEMS used forcible entry to open door 202, Elevator Control Room, to ensure the smoke was not emitting from another location. Power was secured to the unit, and the smoke dissipated. Facilities Maintenance arrived on scene and determined that an exhaust fan for the maintenance corridor experienced a failure of the electrical motor.”

Interview Findings and Written Statements

As part of the investigation launched into the event, Safety interviewed 1 person. The interview identified the following key findings associated with this event. The findings detailed below include reported information from involved personnel and may conflict with other data sources contained in the report.

SM

- Was alerted by a custodian working in the ancillary hallway that a smell of smoke was emitting from an ancillary room.
- Informed the MICC Communications agent that white smoke was emitting from ancillary room #204.
- Was instructed by the MICC to evacuate and close Dupont Circle Station.
- Was unable to produce keys to the emergency responders for ancillary room #202.
- DCFEMS emergency responders turned off the elevator vent fan to stop the smoke from emitting.

Weather

On Friday, October 31, 2025, at the time of the incident, NOAA recorded the temperature as 55°F, with mostly cloudy skies, winds of 3 MPH, and 80% humidity. Weather was not a contributing factor in this incident (Weather source: NOAA) – Location: [Washington D.C.].

Related Rules and Procedures

Standard Operating Procedures – SOP 678

Human Factors

Post-Incident Toxicology Testing

Post-Incident Toxicology Testing was not conducted for this event.

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Findings

- The key for the ancillary room 202 Elevator Machine Room was not available at the time of the incident.
- DCFEMS breached the door of the ancillary room to gain entry and extinguish the smoke, which damaged the door latch.
- UPE Fans cannot be remotely controlled by the MICC and require personnel to identify the room they are located in and operate them manually. The General Equipment Mechanics (GEM) reported an ETA of 40 minutes due to traffic and road closures, and the UPE fans were never turned on during this event.
- Communications Section requested DCFEMS to the South Entrance of Dupont Circle Station, and the smoke was emitting from an ancillary room at the North Entrance of Dupont Circle Station, causing a delay in response time.
- Station Manager reported smoke to the MICC and reported a fire to the customers within Dupont Circle Station using the PA System.

Immediate Mitigation to Prevent Recurrence

- Dupont Circle Station was evacuated of all customers.
- Trains did not service and bypassed Dupont Circle Station.

Probable Cause Statement

The probable cause of the Evacuation for Life Safety at Dupont Circle event on October 31, 2025, was a defective exhaust fan motor overheating, caused by a mechanical malfunction.

Recommended Corrective Actions

Corrective Action Code	Description	Responsible Party	Completion Date
131935_SAFE CAPS_PLNT_0 01	The elevator exhaust fans to be replaced. (RC-1)	ELES	Completed

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Appendices

Appendix A – Written Statements

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

Incident Information: This page must be completed for all incidents

Date: <u>10/31/2025</u>	Incident Time: <u>10:45pm</u>	Time Reported: <u>10:50pm</u>	Reported by: Customer ☐ Employee ☒
ROCC ☐ Other ☐			

Location

Station: <u>DuPont Circle</u>	Mezzanine #: <u>06</u>	Track #/Destination: <u>#2 / Shady Grove</u>	Chain Marker/Signal Number: <u>N/A</u>
-------------------------------	------------------------	--	--

TYPE OF INCIDENT

☐ Property Damage	☒ Smoke	☐ Fire	☐ Customer Complaint
☐ Customer Injury	☐ Customer Illness	☐ Employee Injury	☐ Employee Illness
☐ Criminal Activity	☐ Elevator Entrapment	☐ Rail Vehicle Incident	☐ Other (Explain in description of incident)

WEATHER

Clear ☒ Rain ☐	LIGHT CONDITIONS (natural lighting)	LIGHTING (artificial lighting)
Snow ☐ Sleet/Ice ☐	Down/Dusk ☐ Daylight ☐	Lights On ☒ Lights Off ☐
	Dark ☐ Tunnel/Underground ☐	Lights Not Working ☐

STATION INCIDENTS: Always include equipment number you use for MOC/AFC/EOC

Elevator/Escalator #: <u>N/A</u>	AFC #: <u>N/A</u>	Room Number/Location: <u>Room 204-Ancillary Room</u>
----------------------------------	-------------------	--

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: [Redacted] Name/Department of PLNT/AFC or other WMATA responder: [Redacted] Safe Department OEP

TRAIN INCIDENTS

Train ID: <u>N/A</u>	Destination: <u>N/A</u>	Car Numbers (list all cars in consist): <u>N/A</u>	Lead Car: <u>N/A</u>
----------------------	-------------------------	--	----------------------

Name of Responding Supervisor: N/A 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.

• 10:45pm - Custodian [Redacted] alerted me to the smell of smoke in ancillary area so I went to investigate.

• 10:47pm - Called Central and alerted them to the smell of smoke and visible white smoke coming out of ancillary Room 204 cleaners/water service room.

• 10:50pm - Central instructed me to evacuate the station and close the station.

• 10:52pm - Made announcements over the PA system instructing the customers to evacuate and then placed all foregate equipment in the exit only mode.

• 11:00pm - The Fire Department arrived on scene from Engine 1. I assisted them by showing the origin of the smoke and tried to provide keys for the adjoining ancillary room 202. When my keys wouldn't work I asked Central for assistance from a supervisor or someone who would have the key to that room.

Employee Completing Report

Employee Name: (print) <u>[Redacted]</u>	Employee Signature: (sign) <u>[Redacted]</u>	Employee #: <u>[Redacted]</u>	Date: <u>10/31/2025</u>
Division: <u>Brentwood-SM</u>	Run #: <u>100513</u>	Block #: <u>N/A</u>	Assigned Days: <u>Wednesday/Thursday</u>

To Be Completed By Reviewing Manager

Supervisor Name: (print) <u>[Redacted]</u>	Supervisor Signature: <u>[Redacted]</u>	Employee #: <u>[Redacted]</u>	Date: <u>11/4/2025</u>
--	---	-------------------------------	------------------------

Action taken/needed: On file for future reference

SMS Number: 2025/104 # 131935

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

Figure 1 – Depicts the SM written statement, page 1.

Incident Date: 10/31/2025 Time: 22:50 hours
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E252049

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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 N/A

Assistance Offered: Accepted ☐ Declined ☐ N/A

If Transported:

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

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 N/A

Assistance Offered: Accepted ☐ Declined ☐ N/A

If Transported:

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

Police/Fire/Other Agencies Involved

Jurisdiction/Arrival Time	Name	Badge/Unit Number
Fire Department Engine 12/11:05pm	[REDACTED]	Unknown
Jurisdiction/Arrival Time	Name	Badge/Unit Number
Transit/12:00am	[REDACTED]	#1008

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.

- 11:05pm - Supervisor [REDACTED] arrived on scene.
- 11:20pm - Fire fighters were able to locate the origin of the smoke in the elevator vent fan shaft. They cut the switch off to stop the smoke in Room 204. A ticket was created with MDC/PLNT #19931254.
- 11:33pm - DCFD departed the scene.
- 11:28pm - [REDACTED] from WMATA's Safe Department OEP arrived [REDACTED]
- 11:40pm - The station was open for normal service.
- 11:55pm - Service Delivery Assistant Superintendent arrived on scene. [REDACTED]
- 12:00am - Transit officer [REDACTED] arrived on scene.
- 12:05am - PLNT [REDACTED] and [REDACTED] arrived and conducted an investigation in Room 204.

Employee Completing report

Employee Name (print)	Employee Signature (sign)	Employee #	Date
[REDACTED]	[REDACTED]	[REDACTED]	10/31/2025

50.753B 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

Figure 2 – Depicts the SM written statement, page 2.

Incident Date: 10/31/2025 Time: 22:50 hours
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E252049

Drafted By: SAFE 706 – 12/02/2025
Reviewed By: SAFE 707 – 12/31/2025
Approved By: SAFE 707 – 12/31/2025

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Appendix B – Maximo Work Order



19931254
Type: CM

Washington Metropolitan Area Transit Authority Maintenance and Material Management System Work Order Details

19931254

Page 1 of 2
MXAZP

Status: CLOSE
11/07/2025 09:31

Work Description: A03, PLNT GEM to conduct an inspection due to report of smoke coming from a fan belt in room #204.
Job Plan Description:

Work Information					
Asset: PLNTA03	A03, PLNT, STATION EQUIPMENT, DUPONT CIRCLE	Owning Office: TRST	Parent:		
Asset Tag:		Maintenance Office: PLNT	Create Date: 10/31/2025 23:12		
Location: 1167	A03, DUPONT CIRCLE	Labor Group: PLNT-EQMT-GEM8	Actual Start: 11/03/2025 08:02		
Work Location:		Crew:	Actual Comp: 11/05/2025 11:34		
Failure Class: PLNT001	STATION / RAIL FACILITY / BUS FACILITY	GL Account: WMATA-02-31550-50499180-042-*****-OPR**	Target Start:		
Problem Code: PLNTOEM	OEP INSPECTION	Supervisor:	Target Comp:		
Requested By: [REDACTED]		Requestor Phone: 202-962-1530	Scheduled Start: 10/31/2025 06:59		
Chain Mark Start:		Chain Mark End:			
Task IDs					
Task ID					
10	fan has been moniored for two days				
Component:	Work Accompl:	Reason:	Status: CLOSE	Position:	Warranty?: N
Start Marker:	Start Offset:	Quantity:	Linear Footage:	Square Footage:	Actual Start: 11/05/2025
End Marker:	End Offset:				Actual Finish: 11/05/2025
Failure Reporting					
Cause	Remedy	Supervisor	Remark Date		
Remarks:					
Log					
Date	Class	Created By	Subject	Description	Long Description
11/5/25	WORKORDER	[REDACTED]			Fan motor has been running for 24 hours all seems normal.
11/1/25	WORKORDER	[REDACTED]			Responded to aaaa-03 about the smell of smoke and found that the exhaust fan motor in rm 204 had burned up the windings. Traced all equipment to make sure that was the only equipment that could cause the smell. Found 1 fan #2 looked out upstairs and fan#1 was operational.

WT_plust_woprnt_TRST.rptdesign 11/10/2025 09:51

Figure 3 - Maximo Work Order associated with the response to the defective exhaust fan motor. (page 1 of 2)

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Reviewed By: SAFE 707 – 12/31/2025
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19931254
Type: CM

Washington Metropolitan Area Transit Authority
Maintenance and Material Management System
Work Order Details

Page 2 of 2
MXAZP

19931254

Status: CLOSE
11/07/2025 09:31

Work Description: A03, PLNT GEM to conduct an inspection due to report of smoke coming from a fan belt in room #204.
Job Plan Description:

Log																
Date	Class	Created By	Subject	Description	Long Description											
11/1/25	WORKORDER				EF-01 BELT BROKE AND MOTOR WAS STILL RUNNING WHICH CAUSED MOTOR TO OVERHEAT AND BURN OUT AND CREATED SMOKE IN ROOM. VERIFIED THAT WAS THE ISSUE AND MADE CHECKED ALL OTHER AREAS TO ENSURE SMOKE WAS NOT ORIGINATING FROM ANYWHERE ELSE.											
11/3/25	WORKORDER				Exhaust fan in rm 204 is working. Belt is broken will have to order new 4L330 belt. Notice a burned electrical socket that may been the reason for the smoke and burning smell.											
11/4/25	WORKORDER				Installed new belt 4L310. Motor has been running normal. Electrical socket that was burned has been replaced by Power Department. Monitored motor every hour starting at 0715 no issues found.											
10/31/25		MAXADMIN	Maximo WO# 19931254 has been opened by MOC	Thank you for contacting MOC. Work Order #19931254 has been opened to resolve the following reported issue. Work Order Description: A03, TRST to conduct a track inspection due to report of smoke coming from track #2, platform limits. Asset Number: TA2 Facility Location: A03 Should you require further assistance or have a question about this work order please contact MOC. Thank you. MOC <!-- RICH TEXT -->												
11/5/25		MAXADMIN	Maximo WO# 19931254 has been resolved	 Thank you for contacting MOC. Work Order #19931254 reported to MOC has been resolved. Work Order Description: A03, PLNT GEM to conduct an inspection due to report of smoke coming from a fan belt in room #204. Asset Number: PLNTA03 Facility Location: A03 Reported Date: 10/31/25 23:12 Should you require further assistance or have a question about this work order please contact MOC. Thank you. MOC <!-- RICH TEXT -->												
Child Work Order																
Work Order	Description	Asset	Failure Class	Position Code	Problem Code	Start Marker	Start Offset	End Marker	End Offset	Status						

WT_plust_woprint_TRST.rptdesign

11/10/2025 09:51

Figure 4- Maximo Work Order associated with the response to the defective exhaust fan motor. (page 2 of 2)

Incident Date: 10/31/2025 Time: 22:50 hours
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Reviewed By: SAFE 707 – 12/31/2025
Approved By: SAFE 707 – 12/31/2025

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Washington Metropolitan Area Transit Authority
Maintenance and Material Management System
Work Order Details

Page 1 of 1
MXAZP

Work Order #: 19944252
Type: CM

19944252

Status: WAPPR
11/06/2025 13:11

Work Description: A03 Dupont Remove/replace Ancillary(to FEC) room door mezz 6
Job Plan Description:

Work Information			
Asset: PLNTA03	A03, PLNT, STATION EQUIPMENT, DUPONT CIRCLE	Owning Office:	Parent:
Asset Tag:		Maintenance Office: PLNT	Create Date: 11/06/2025 13:11
Asset S/N:		Labor Group: PLNT-CMSE-CRP2	Actual Start:
Location: 1167	A03, DUPONT CIRCLE	Crew:	Actual Comp:
Work Location:		Lead: PLCM-CRP2	Item:
Failure Class: PLNT001	STATION / RAIL FACILITY / BUS FACILITY	GL Account: WMATA-02-31540-50499950-042-*****-OPR**	Target Start:
Problem Code:		Supervisor:	Target Comp:
Requested By:		Requestor Phone: 301-367-0282	Scheduled Start:
Chain Mark Start:		Chain Mark End:	
Create-Mileage: 0.0		Complete-Mileage: 0.0	
Failure Reporting			
Cause	Remedy	Supervisor	Remark Date
Remarks:			

WT_plust_woprnt.rptdesign

11/10/2025 10:32

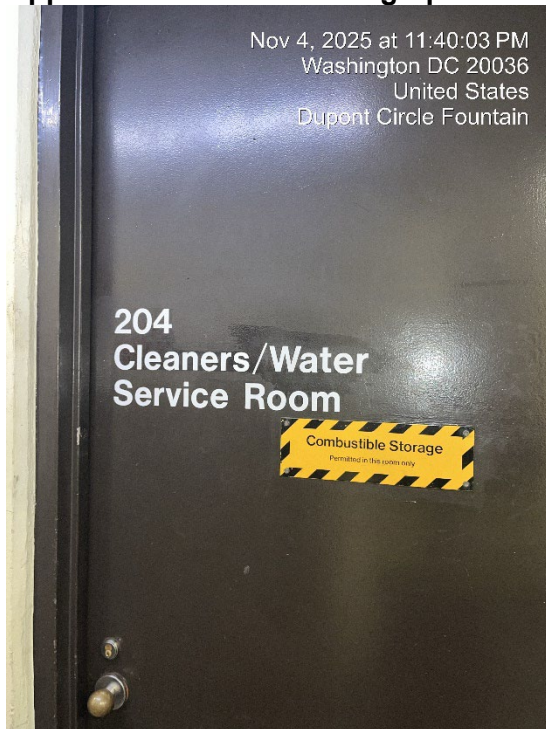
Figure 5 – Maximo Work Order created for repairs of breached

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Appendix C – Scene Photographs



Picture 8 – Depicts a scene photograph of the affected ancillary room

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Approved By: SAFE 707 – 12/31/2025

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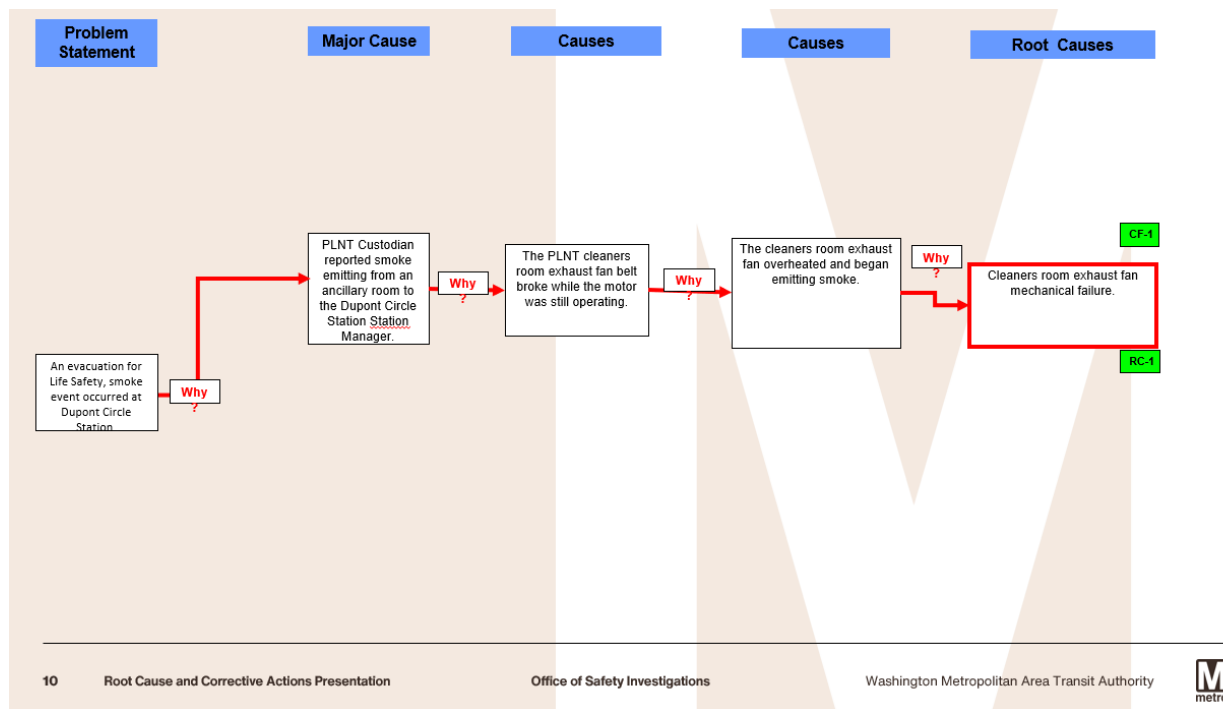
Picture 11 – Depicts interior view of Cleaners Room 204.

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Appendix D – Why-Tree Analysis



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