

Appendix A3



WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

MetroAccess Special Order

No. 2-001

Date: April 7, 2017

Major Incident Notification Process

TO: All MetroAccess Staff and Contractor Personnel

This special order takes the place of the *MetroAccess Major Incident Notification Process* (issued via memo on May 6, 2016). This process reinforces the reporting requirements for ALL incidents as defined in the following sections of the Request for Proposals: *Incident Definition* (Part III - Scope of Services - General Requirements §2.2), *Operations Control Center* (Part VI - Scope of Services - Operations Control Center, §5.2.7), and *Service Delivery* (Part VI - Scope of Services - Service Delivery, §12.3.11). **The effective date of this order is April 17, 2017.**

1 PURPOSE

To outline the specific process used to notify, document, and manage the appropriate communication and notification protocols to be used in the event of a major MetroAccess Incident. This process is intended to ensure the proper and accurate notification to the Office of MetroAccess Service (MACS); the Assistant General Manager (AGM), Department of Access Services (ACCS); the Chief Operating Officer (COO); Metro Transit Police Department (MTPD); the Department of Safety & Environmental Management's Office of Bus and MetroAccess Safety (SAFE); and the Office of Media Relations (MREL), as specified in Appendix A.

2 DEFINITIONS

2.1 Incident: Any event with a negative outcome for health, vehicle condition, or property, including, but not limited to collisions, injuries, altercations, illness requiring Emergency (or non-emergency) Medical transport (EMS), and any events the FTA defines as being reportable to the National Transit Database (NTD). All incidents require reporting and documentation. Incidents defined as "major" in 2.2 and Appendix A of this document require the additional escalated reporting directed in this order.

2.2 Major Incident: Any incident requiring special notification to MACS, the AGM-ACCS, the COO, MTPD, SAFE, or MREL, as defined in Appendix A.



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- 2.3 MetroAccess Customer:** Any person eligible to ride MetroAccess paratransit service.
- 2.4 MetroAccess Passenger:** Any MetroAccess customer or other person authorized to accompany a MetroAccess customer on a MetroAccess trip.
- 2.5 MetroAccess Staff:** Any Metro employee working in the Office of MetroAccess Service who has contact with either MetroAccess customers or equipment used in the transport of MetroAccess customers, or who has contact with those who do, or with members of the general public.
- 2.6 MetroAccess Contractor Personnel:** Any person employed by a contractor or subcontractor to provide MetroAccess service, who has contact with either MetroAccess customers or equipment used in the transport of MetroAccess customers, or who has contact with those who do, or with members of the general public.
- 2.7 MetroAccess Vehicle:** For the purpose of this Special Order, a MetroAccess vehicle shall be ANY vehicle bearing any form of MetroAccess identification, branding, insignia, logo or any other visible indication linking the vehicle to MetroAccess service. Additionally, the order applies to any other such vehicle being utilized, or that may be utilized, to provide MetroAccess service regardless of branding or logo.

3 SCOPE

This Special Order is applicable to MetroAccess service in its entirety to include vehicles, facilities, maintenance shops, and call centers. In addition, it shall also be applicable to all persons and locations actively engaged in the provision of MetroAccess service.

4 RESPONSIBILITIES

4.1 Responsibilities of MetroAccess (WMATA) Employees

4.1.1 Assistant General Manager (AGM), Department of Access Services

The AGM-ACCS bears overall responsibility for this Special Order and assurance that it is regularly updated. Furthermore, the AGM, or his designee, bears the responsibility to provide direct notification, where appropriate, to the General



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Manager/Chief Executive Officer (GM/CEO), Chief Operating Officer (COO), or Chief Safety Officer (CSO).

4.1.2 Director, Office of MetroAccess Service

The Director bears functional responsibility for the accurate, appropriate and timely execution of all segments of the process outlined herein.

4.1.3 Assistant Director, Office of MetroAccess Service

The Assistant Director shall coordinate all activities for notification and will personally execute said notifications, when available, should the Field Operations manager on duty not be available. Furthermore, the Assistant Director shall conduct a review of this Special Order process every two years or sooner if deemed necessary.

4.1.4 Manager, Field Operations, Office of MetroAccess Service

The on-call Manager, Field Operations, MACS shall bear the primary responsibility for executing all notifications under this process.

4.1.5 Manager, OCC, Office of MetroAccess Service

The Manager, OCC, MACS will personally execute notifications, when available, should the Assistant Director and Field Operations manager on duty not be available.

4.2 Responsibilities of MetroAccess Service Delivery (SD) Contractor(s)

4.2.1 The Service Delivery contractor(s) shall ensure that ALL incidents of all types are reported to the MetroAccess **Operations Central Control (OCC)** within 15 minutes of the incident. All information, locations, times and other data is/are to be accurate and correct.

4.2.2 The contractor(s) shall report by phone any incident outlined in Appendix A. The report shall be submitted using the call down list in Appendix B. Initial report information, as well and follow-up report information is detailed in Appendix C

4.2.3 The contractor(s) shall dispatch a road supervisor to the scene as well as all other locations deemed germane to the incident or of investigative value. The contractor will immediately correct any previously submitted incorrect information.



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4.2.4 All follow-up report submittals are to be sent according to the instructions received during the first report but may usually be via e-mail.

4.3 Responsibilities of the MetroAccess Operations Central Control (OCC) Contractor

4.3.1 The OCC shall ensure that ALL incidents of all types are reported to the Office of MetroAccess service within 15 minutes of the report from the Service Delivery contractor(s). This reporting shall be through the approved MetroAccess incident notification system. All information, spelling, locations, times and other data is/are to be accurate and correct.

4.3.2 The OCC shall evaluate all incidents to determine if the incident meets the criteria outlined in Appendix A. For those incidents that meet said criteria, the OCC shall provide redundant reporting by telephone to the MACS office using the call down list in Appendix B.

4.3.3 When an incident meets the appropriate criteria in Appendix A, and has exceeded the time threshold in Appendix B, the OCC shall report the incident directly to SAFE via the call down list in Appendix B. In such cases, a follow-up report to the MACS office indicating such is required.

4.3.4 In such cases where a request for further information is received from MTPD or SAFE, specific, confirmed, and objective information such as location, customer name/ID#, medical facility, EMS#, vehicle number or contractor may be relayed by phone. A follow-up email to MACS documenting the name of the Safety Officer and the information relayed is to be sent to MACS immediately following the call. All other types of information should be relayed through the MACS office via email.

5 NOTIFICATION PROTOCOL METHODOLOGY (Major Incidents only)

The protocols below are in addition to the normal incident reporting and are applicable only to the incident types listed in Appendix A. All notifications are to include ONLY those facts that are known to be accurate unless clearly labeled as preliminary or unconfirmed.


5.1 Notifications by Service Delivery to MACS Office shall be by telephone (initial report), and as directed, usually electronic, for follow-up reports.



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- 5.2 Notifications by the MACS office to MTPD shall be by telephone to MTPD dispatch at (202) 962-2121.
- 5.3 Notifications by the MACS office to the AGM shall be by both telephone and email.
- 5.4 Notifications by the MACS office to the COO shall be by email.
- 5.5 Notifications by MACS office or the OCC to SAFE shall be by both telephone and email.
- 5.6 Notifications by MACS office to MREL shall be by email.
- 5.6.1 Customer and passenger names are NOT to be included in email. Customer ID numbers and descriptions such as PCA are to be used instead.



RECOMMENDED:
Omari June
Director,
Office of MetroAccess Service



APPROVED:
Christian T. Kent
Assistant General Manager
Department of Access Services



CONCUR:
Patrick Lavin
Chief Safety Officer



CONCUR:
Joseph Leader
Chief Operating Officer

APPENDIX A Major Incident Definitions

All incidents on this page require notification by telephone from the Service Delivery Contractors to MACS Operations Managers within 15 minutes of the incident.

Major Incidents requiring contractor telephone notification to MACS are:

- A collision/incident involving a school bus;
- An incident in which a MetroAccess operator or customer is detained by law enforcement;
- A collision related incident in which a MetroAccess vehicle or adverse vehicle requires towing from the scene;
- A MetroAccess vehicle and/or operator are missing/cannot be located for an extended duration (>60 minutes);
- An incident in which a MetroAccess vehicle/operator has exited the MetroAccess service area; whether voluntarily or involuntarily;
 - Cases where the exit from the service area is deemed to be part of a reasonably progressive path for an approved trip are exempt from the definition above.
- Any illness or injury resulting in a passenger requiring transport from the scene to a medical facility;
- A collision with another WMATA owned vehicle;
- An equipment-related injury and/or possible equipment failure;
(Ex. customer falls off wheelchair lift; customer not properly secured; vehicle brake failure);
- A vehicle collision resulting in property damage equal to or exceeding \$25,000;
(\$25,000 estimate aggregate damage to all property involved);
- An incident related fatality;
- A collision/incident resulting in 3 or more passenger injuries and/or a life threatening injury;
- A collision involving a pedestrian or bicyclist;
- A vehicle rollover or layover; or,
- A vehicle fire.

Certain incidents require subsequent MACS notification to SAFE, MTPD, the AGM-ACCS, the COO and/or MREL.

MTPD – the notification shall be made via telephone to MTPD dispatch at (202) 962-2121.

- Any illness or injury resulting in a passenger requiring transport from the scene to a medical facility; **(MTPD)**
- A MetroAccess vehicle and/or operator is missing/cannot be located for an extended duration.

SAFE – See Appendix B for more information regarding notification to SAFE by MACS and, if necessary, by OCC

- A collision with another WMATA owned vehicle; **(SAFE)**
- An equipment-related injury and/or possible equipment failure; **(SAFE)**
(Ex. customer falls off wheelchair lift; customer not properly secured; vehicle brake failure);
- A vehicle collision resulting in property damage equal to or exceeding \$25,000; **(SAFE)**
(\$25,000 estimate aggregate damage to all property involved);

MTPD & SAFE – As noted above

MREL – MACS management shall notify the AGM-ACCS, the COO, and MREL within 30 minutes of receiving notification from the involved service delivery contractor; and

AGM & COO – Notifications must be vetted by MACS Director or designee before forwarding to upper management, verifying the source of information; and

- An incident related fatality; **(SAFE, MTPD, AGM, COO & MREL)**
- A collision/incident resulting in 3 or more passenger injuries and/or a life threatening injury; **(SAFE, MTPD, AGM, COO & MREL)**
- A collision involving a pedestrian or bicyclist; **(SAFE, MTPD, AGM, COO & MREL)**
- A vehicle rollover or layover; **(SAFE, MTPD, AGM, COO & MREL)** or,
- A vehicle fire. **(SAFE, MTPD, AGM, COO & MREL)**

MREL – MACS management shall notify the AGM-ACCS, the COO, and MREL within 30 minutes of receiving notification from the involved service delivery contractor.

MTPD – the notification shall be made via telephone to MTPD dispatch at (202) 962-2121.

AGM or COO – Notifications must be vetted by MACS Director or designee before forwarding to upper management, verifying the source of information.

SAFE – See Appendix B for more information regarding notification to SAFE by OCC

APPENDIX B

Call Down Notification Listings

MACS management shall be notified by the appropriate Service Delivery contractor, via telephone call, of any “major” incident related to MetroAccess service, as described in Appendix A. **Notification must occur within fifteen (15) minutes of the incident. Notifications must be vetted by the SD Contractor Project Manager (or designee) before notifying MACS.**

The MACS OCC contractor should provide a separate notification to MACS, in which case the OCC contractor Project Manager (or designee) must vet the information being provided. Notification by the OCC shall not remove the requirement for Service Delivery to provide notification.*

*Notification to MACS by the OCC does not relieve the Service Delivery Contractor from the requirement to notify MACS via telephone call.

MACS Management Notification Matrix

#	Name	Title	Cell #
1	William Proctor (AM Notifications**)	Operations Manager-Field Operations	202-430-8643
2	Mark Nash (PM Notifications**)	Operations Manager-Field Operations	202-740-2665
3	Donald Scruggs	Assistant Director	202-494-3766
4	Allison Anderson	Operations Manager-OCC	202-329-3278
5	Omari June	Director	202-525-0193

** Call the “on-duty” Ops Manager (AM or PM) first.

AM – 12:00 midnight to 12:00 noon

PM – 12:00 noon to 12:00 midnight

If unreachable, call the other Ops Manager. If unreachable, call down the list (#3 thru #5) until the notification is delivered.

Notification Procedures for OCC & MACS Management ONLY:

The OCC shall make this call if no contact with MACS is verified at the 15-minute mark.

Notify SAFE by telephone - (e-mail follow-up if requested or relevant). A telephone call is to be made using the numbers below, in order, until contact is made.

<u>Name</u>	<u>Mobile</u>	<u>E-Mail</u>
Safety on Call2	(202) 731-8657	safetyoncall2@wmata.com
John McNeil	(202) 834-5534	jxmcneil@wmata.com
Raquelle Gilbert	(202) 997-3253	raqilbert@wmata.com
Eugene Medley	(202) 834-1642	eimedley@wmata.com

Notification Procedures for MACS Management ONLY:

Notify MTPD dispatch by phone at 202-962-2121.

Notify the AGM-ACCS by phone then notify the AGM, & the COO by email.

Notify MREL by e-mail – (phone follow-up only if requested)

- E-mail shall be addressed to both MREL addresses, plus the AGM, the COO and the Director
- CC to Assistant Director and all Operations Managers.
- Subject should be a concise description of event
- Include in the body only those facts that are direct, relevant and known to be accurate.
- Indicate that a follow-up either will occur OR may occur, if developments warrant.

<u>Name</u>	<u>E-Mail</u>	<u>Office Phone</u>
Dan Stessel	DStessel@wmata.com	(202) 962-1882
Sherri Ly	SLLy@wmata.com	(202) 962-2014
Hot Line		(202) 962-1051

APPENDIX C

Required Information Checklist for MetroAccess Notification of Injuries & Incidents

The following checklists shall be utilized by Service Delivery contractors in all instances unless a particular portion of the checklist is not applicable to the circumstances of the incident/event. Information from checklist should be verified and provided to MACS management during initial notification, as well as for subsequent updates.

Initial notification by phone must occur within 15 minutes of incident.

Initial email with more detail must be received within 30 minutes of incident.

1) CUSTOMER (Passenger)

- a) Identify customer's name, ID#, mobility aid utilized, age, & gender.
- b) Identify degree of injury (cite the source of injury assessment).

2) OPERATOR

- a) Identify operator's name & Contractor/Division and Employee ID#.
- b) Identify degree of injury (cite the source of injury assessment).

3) VEHICLE

- a) Identify vehicle number and vehicle type.
- b) Identify the condition of vehicle (extent of damage).
- c) Identify injury/damage to other persons, vehicles, or property.

4) ADMINISTRATIVE

- a) Identify route #, time, location of incident, and type of incident.

Subsequent Updates to MACS (Within two (2) hours and ongoing, as needed)

1) CUSTOMER (Passenger)

- a) Identify customer's emergency contact information;
- b) Identify where customer was transported for treatment;
- c) Identify pick up and drop off locations for customer's trip;
- d) Report on communication to customer's emergency contact;
- i) (Document the name of individual and their relationship to the customer)
- e) Indicate if a statement was taken from the customer.

2) OPERATOR

- a) Identify the operator's emergency contact information, seniority date, and employee #;
- b) Obtain and ensure training records and 30 day payroll/hours worked history are present and have been reviewed;
- c) Indicate whether the operator taken for post drug and alcohol tests;
 - i) Within 2 hours?
 - ii) Testing location?
 - iii) If not why not?
- d) Identify where operator was transported for treatment if applicable;
- e) Indicate if a written incident report was received from operator;
- f) Report on communication to operator's emergency contact;
 - i) (Document the name of individual and their relationship to the operator)
- g) Indicate operator's current service status.

3) VEHICLE

- a) Indicate whether vehicle was towed;
 - i) If so, to where?
 - ii) If so, was MetroAccess Fleet Maintenance Officer notified?
- b) Whether the vehicle was placed in secure area for investigation;
- c) Indicate vehicle's current service status.

4) ADMINISTRATIVE

- a) Indicate whether all incident details and reports, to include pictures, have been gathered;
- b) Indicate whether Road Supervisor has followed up with customer;
- c) Verify that all necessary post incident procedures are followed/actions taken.
- d) Provided SMS Incident number.
- e) Provide DriveCam Event number(s).