

# Customer Call Report

CS Rep: CGARCIA  
 CCR Number: 1293

Status Open  
 Closed Date \_\_\_\_\_

Call Date & Time 28-MAY-09

Origin TELEPHONE

## Customer Information

Customer Phone [REDACTED]

Address \_\_\_\_\_

First Name JERMAIL

Middle \_\_\_\_\_

Last Name HOUSTON

City \_\_\_\_\_

State \_\_\_\_\_

Zip Code \_\_\_\_\_

Email Address \_\_\_\_\_

### Additional Information

ADDITIONAL CONTACT NUMBER: [REDACTED] \*\*\* SAME CCR SENT TO RAIL- ELEA

## Incident Information

Ccr Type NORMAL Incident Date 05/28/2009 Purpose COMPLAINT

Service RAIL-METRORAIL Route N/A Block \_\_\_\_\_ Vehicle Id \_\_\_\_\_

Location MLK, ALEXANDRA Direction \_\_\_\_\_ Sched Time 1026 AM Actual Time \_\_\_\_\_

Emp Desc \_\_\_\_\_ Category RAIL-CROSSING OR SIGNAL

Emp ID \_\_\_\_\_ Emp Gender \_\_\_\_\_

ADA Complaint \_\_\_\_\_

### Comments

Caller states he was traveling on MLK and was just crossing the track at Alexander when he noticed the train was on the track coming towards him. Caller states he slammed on the brakes and a vehicle hit him from behind. Caller states when the vehicle hit him from behind it was pushing his car onto the tracks; so caller states at this time he slammed on the gas to get off the train track. Caller states the train did not make contact with his vehicle. Caller states the rail arms were in the up position and never came down. Caller states the police were not called because he was in so much pain; he drove himself to the hospital emergency room.

## Action Officer Information

Status Answered Status Date 05/28/2009 11:26

Department RISK MANAGEMENT

Action Officer FMILLIGAN  
FAY MILLIGAN

Note Type \_\_\_\_\_ Note Date \_\_\_\_\_

Notes \_\_\_\_\_

# Customer Call Report

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CCR Number: 1293

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Closed Date \_\_\_\_\_

## Resolution Information

Resolution Status Closed Status Date 05/28/2009 11:29 Resolution By JMELGARES  
JEAN MELGARES

### Resolution

Risk Management will forward information to the insurance carrier. An adjuster will be assigned to contact the claimant.

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## Response Information

Follow Up Type FYI Follow Up By FMILLIGAN FAY MILLIGAN

### Response

Risk Management will forward information to the insurance carrier. An adjuster will be assigned to contact the claimant.

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### Comments

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