



Monthly Key Takeaway:





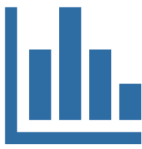

Revisions to the Emergency Command, Control, and Coordination SOP # 1A, coupled with continuous training and tabletop exercises, should be prioritized to augment and sustain the existing Boot Camp initiative.

Background

- WMSC conducted an audit of ROCC from January 2020 through July 2020. A final report was issued on September 8, 2020 comprising 21 findings in the following broad categories:
 - o Safety culture
 - o Investigations and reporting
 - o Emergency communications
 - o Excessive duties
 - o Harassment
 - o RTC fatigue
 - o Staffing levels
 - o Training deficiencies
 - o Outdated procedures
 - o RTC territory familiarization
- WMATA promptly developed a preliminary plan to proactively tackle the findings, in addition to developing the required formal Corrective Action Plans (CAPs) in collaboration with the WMSC.

Why QICO Performed This Review:

- The intent of this report is to provide a monthly update of the improvement activities being implemented. Beginning in July 2020 and continuing through December 2020, QICO has sampled, observed, and assessed activities pertaining to the following areas:
 - o ROCC Training and Skills Drills
 - o Tunnel Fan Playbook Follow-up
 - o Remote Console Operation
 - o Power Restoration CAP
 - o TPSO Report Analysis
 - o Incidents Handling

Assessment Topic	Status Update
 Training and Skills Drills	One manager on leave will receive tunnel fan training upon return. A Boot Camp session was held to memorialize lessons learned from a recent passenger evacuation event. A cohort of Student Rail Traffic Controllers began initial training.
 Playbook Follow-up	All CTF ROCC operations consoles had a hard copy of the the Playbook available and an electronic file accessible via console PC.
 Remote Console Operation	QICO reviewed AIM logs and observed no occurrences of remote console operation during the month of December.
 Power Restoration CAP	Following completion of the peer review and benchmarking research, ROCC leadership continues to work with WMSC on a revised process to incorporate best practices from those studies. All other action items in progress and on-track for timely submission.
 TPSO Report Analysis	The overall number of power restoration events requiring intervention by a third-party safety oversight official increased this month over the last. The interventions were mostly made up of clerical errors on the PRVR and interruptions during the restoration process.
 Incidents Handling	Adherence to radio protocol and effective implementation of NIMS command structure continue to need attention. Initiation of emergency tunnel ventilation during fire/smoke events still needs improvement.