



## 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  - o Outdated procedures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:

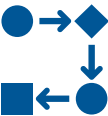
- The intent of this report is to provide a monthly update of the improvement activities being implemented. Beginning in July 2020 and continuing through June 2021, QICO has sampled, observed, and assessed activities pertaining to the following areas:
  - o ROCC Training and Skills Drills
  - o Power Restoration CAP
  - o TPSO Report Analysis
  - o Incidents Handling
  - o RTC Fan Skills Assessment

## MONTHLY ASSESSMENT SUMMARY

June 2021

### Monthly Key Takeaway:

After a year of restructuring and reorganization, ROCC continues to improve operations during emergency and non-emergency situations. However, improvements to incident management and incident documentation are still necessary.

| Assessment Topic                                                                                                     | Status Update                                                                                                                                                                                                                                                                                                         |
|----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <br>ROCC Management Re-Organization | ROCC's re-organization efforts continued through June with the onboarding of all six operations managers, the on-going development of new operating procedures, and some associated trainings for all personnel.                                                                                                      |
| <br>Safety Management System        | The ROCC specific Safety Management System (SMS) launched June 1 <sup>st</sup> with an intranet webpage for any WMATA employees to report ROCC specific risks. 20 risk categories have been identified with 182 corresponding mitigating actions. 78 mitigating actions are in place or have been completed.          |
| <br>Incident Management Officer    | The Incident Management Officer position started in April, staffed by SAFE and OEM, stationed within ROCC 24/7 to oversee incident response.                                                                                                                                                                          |
| <br>MSRPH Procedure Revision      | As of June, the ROCC Docs project has drafted 38 documents to strengthen WMATA operations including five procedures related to electrical safety on the roadway and 15 procedures related to emergency and incident management.                                                                                       |
| <br>TPSO Report Analysis          | An increase in Type A interventions due to Third Party Safety Oversight (TPSO) reporting phone/radio interruptions during the power restoration was reported. TPSOs recommended RTCs be reinstructed on the importance of holding response to phone/radio interruptions during readback tasks in their daily reports. |
| <br>Incidents Handling            | Improvements in the implementation of critical SOPs were observed, but issues persist with the implementation and documentation of the incident command structure.                                                                                                                                                    |