



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 - o Outdated procedures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 July 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

July 2021

Monthly Key Takeaway:

Continued improvement of incident handling efforts along with accommodating the areas of improvement identified in the third party oversight would promote an improved incident handling process. Additionally, the further development of the SMS program will grow the overall safety culture within ROCC.

Assessment Topic	Status Update
 Incidents Handling	Improvements in compliance to critical SOPs improved months ago and has continued consistently. However, QICO noted more issues with the implementation of the ventilation fans per the playbook in the one smoke and fire incident assessed. ROCC has still not revised the Incident Command Log and enforced its completion.
 Third Party Incident Verification	QICO assessed the methodology of the TPSO Third Party Incident Verifications, compliance to the associated SOP, and compared the results to an incident QICO also assessed in the Incident Handling report. QICO found the SOP can be improved to clarify incident selection requirements, reporting, accuracy of incident assessments compared to QICO's assessment, and issues with accurate completion of all fields on the TPVIF.
 TPSO Report Analysis	Three days with high numbers of type B actions drove the total and average numbers of actions up for the month of July. Consistent with previous months, these actions were mostly made of clerical errors on the PEVR. The TPSO made no formal recommendations in their daily reports.
 Safety Management System	20 risk categories have been identified with 167 associated mitigation actions. Being launched in June of 2021, ROCC's SMS is still in development. None of the risk categories have had all mitigation actions completed to support the closure of a risk. ROCC is also still revising the dashboard and processes governing the system. QICO will be performing further assessments as this system develops further.