



Management Summary

ROCC Monthly Report

July 2020

Overview

The Washington Metrorail Safety Commission (WMSC) notified WMATA on May 12, 2020 of concerns related to Metro's Rail Operations Control Center (ROCC). Recommendations to address the concerns included improvements to procedures and better compliance with procedures governing the restoration of third rail power, ending remote operations of Rail Traffic Controller (RTC) consoles, and enhancing training and materials for tunnel ventilation fan operations. Additional findings are expected as part of WMSC's final ROCC audit report, which will be addressed through Corrective Action Plans (CAPs) developed in coordination with WMSC.

Interim Actions

Prior to the 30-day response (provided on June 1, 2020) to WMSC, WMATA's Board Chair Paul Smedberg, and General Manager and Chief Executive Officer Paul Wiedefeld, sent a letter on May 27, 2020 that committed to a series of actions, including a monthly Quality Assurance, Internal Compliance & Oversight (QICO) implementation assessment made public on wmata.com. While QICO continues to conduct these monthly assessments, the GM and Metro Board are closely monitoring ROCC's progress through weekly and monthly status updates. Last month's progress observations included:

- All active ROCC Rail Traffic Controllers and Managers have completed the new Fan Training.
- The Tunnel Ventilation Playbooks continued to be available for RTC use at each controller workstation in CTF.
- An executive firm has been selected to conduct a search for the recruitment of a new ROCC Director. A new job description has been approved by executive management.
- ROCC management was instructed on May 15, 2020 to cease and desist remote operations of consoles. The Advanced Information Management (AIM) system download shows four (4) instances of remote fan operation commands compared to zero (0) last month. The commands were initiated to demonstrate functionality as part of planning a skills drills session but were not widely communicated to ROCC staff for awareness beforehand. In response, ROCC management re-iterated the new policy and will implement a notification protocol to occur prior to an authorized remote console operation.
- A sampling-based evaluation of RTC's handling of incidents resulted in no new concerns related to power restoration or management of smoke incidents. However, opportunities for improvement were noted regarding the appointment of an On-Scene Commander (OSC), and compliance with radio communication protocols.

Look Ahead

WMATA intends to implement a Skills Drills Program within the ROCC modeled after similar, successful programs in industries such as aviation and healthcare. Skills Drills are simulations of actual incidents that will require all functional areas within ROCC to actively participate, take actions, and make decisions in response to various scenarios. The purpose of Skills Drills is to empower and build the comfort level of ROCC staff by identifying and closing gaps in operational knowledge.

Additionally, manager Skills Workshops will be delivered starting with one-on-one interactions with direct reports and setting performance objectives. And ROCC Superintendents will attend a 2-day root cause analysis training.

WMATA submitted three (3) ROCC draft CAPs to WMSC on July 10, 2020, related to ROCC incident management, operation of the emergency ventilation fans, and remote manipulation of consoles. Also submitted to WMSC was the third rail power restoration draft CAP on August 1, 2020. WMSC's feedback or approval of these drafts is pending. Any further findings resulting from the WMSC's final report of the ROCC audit will be carefully reviewed, and CAPs will be developed accordingly.