



## 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  - o Outdated procedures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. Throughout the month of September 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 Recruitment of ROCC director
  - o Power restoration CAP status
  - o Incidents handling

## MONTHLY ASSESSMENT SUMMARY

September 2020

### Monthly Key Takeaway:

Adherence to established radio protocols and incident command structure requirements are necessary to assure effective management of emergencies by rail traffic controllers.

Assessment Topic	Status Update
 Training and skills drills	One manager continues to be on extended leave and in need of initial tunnel fan proficiency training. Pilot tunnel fan Skills Drills concluded. Power restoration interim measure training delivered and completed.
 Playbook follow-up	All 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 found no record of remote console operations during the month of September.
 Director recruiting	A new ROCC director has been selected and will begin November 9 <sup>th</sup> . An acting assistant director and two superintendents have been identified and will begin their new roles October 25 <sup>th</sup> .
 Power restoration	The CAP has been approved by WMSC. The 24/7 third-party safety oversight interim measure was implemented on September 29 <sup>th</sup> following successful completion of training for ROCC staff and independent safety officials.
 Incidents handling	Issues persist with both radio protocols and the implementation of the incident command structure during emergency events.