



## 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  - o Outdated procedures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:





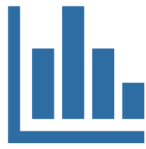

- The intent of this report is to provide a monthly update of the improvement activities being implemented. Beginning in July 2020 and continuing through October 2020, QICO has sampled, observed, and assessed activities pertaining to the following areas:
  - o ROCC training and skills drills
  - o Tunnel fan playbook follow-up
  - o Remote console operation
  - o Power restoration CAP progress
  - o TPSO reporting
  - o Incidents handling

## MONTHLY ASSESSMENT SUMMARY

October 2020

### Monthly Key Takeaway:

Presence of third-party oversight for power restoration has improved the safety of those operations, but a targeted focus on improving emergency tunnel fan operation, radio protocol adherence, and implementation of the incident command structure must be prioritized.

Assessment Topic	Status Update
 Training and skills drills	A manager on leave will receive tunnel fan training upon return. RWP safety stand down focused on changes to power restoration process delivered. New rapid-fire Skills Drills conducted covering switch out of correspondence scenario. On-the-job trainer mentorship training completed.
 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 ops	AIM logs indicate three commands were issued from an assistant superintendent console. Investigation of this occurrence found no resulting unsafe conditions, and no intent to manipulate or interfere with the rail traffic controller's role. The commands were issued in error while personnel were discussing power configurations.
 Power restoration CAP	Interim measure of third-party oversight now in effect, resulting in a positive trend of improved adherence to the process. Action item #5 covering the power desk organizational redesign has been submitted to WMSC. All other action items are in progress and on track for timely submission.
 TPSO report analysis	The new 24/7 third-party safety oversight program went into effect on September 29 <sup>th</sup> . There were a total of 1137 power restoration operations recorded over the period with 130 interventions, or holds on the process required by safety officials, representing about 11% of the total operations.
 Incidents handling	Initiation of emergency tunnel ventilation during fire/smoke events needs improvement. Adherence to radio protocol and effective implementation of NIMS command structure continue to need attention. Revised radio protocol was issued to improve process for alerting operators of speed restrictions, and ongoing routine NIMS tabletop emergency drills have started.