



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 - o Outdated procedures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 November 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
 - o TPSO Report Analysis
 - o Incidents Handling

MONTHLY ASSESSMENT SUMMARY

November 2020

Monthly Key Takeaway:

Incremental improvements in the areas of power restoration and incident command structure have been maintained, however a continued focus on carrying out these tasks along with emergency tunnel fan ventilation initiation is needed to sustain continuous improvement.

Assessment Topic	Status Update
 Training and Skills Drills	A manager on leave will receive tunnel fan training upon return. Revised Rail Traffic Controller initial training program curriculum development nearing completion and expected to be in production by January 2021.
 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 Operation	QICO reviewed AIM logs and observed no occurrences of remote console operation during the month of November.
 Power Restoration CAP	ROCC has submitted a revised permanent process for power restoration to WMSC for review, based on results from benchmarking study. All other action items in progress and on-track for timely submission.
 TPSO Report Analysis	The number of power restoration events requiring intervention by a third-party safety oversight official continues to decline.
 Incidents Handling	Adherence to radio protocol and effective implementation of NIMS command structure continue to need attention. Initiation of emergency tunnel ventilation during fire/smoke events needs improvement.