



MONTHLY ASSESSMENT SUMMARY

January 2021

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 - o Outdated procedures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.

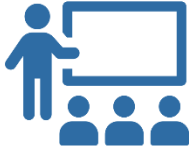





Why QICO Performed This

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 January 2021, QICO has sampled, observed, and assessed activities pertaining to the following areas:
 - o ROCC Training and Skills Drills
 - o Remote Console Operation
 - o Power Restoration CAP
 - o Tunnel Fan Playbook Follow-up
 - o TPSO Report Analysis
 - o Incidents Handling

Monthly Key Takeaway:

Improved coordination among personnel charged with emergency response duties will enhance current efforts to streamline and update related standard operating procedures.

Assessment Topic	Status Update
 Training and Skills Drills	29 ROCC personnel participated in tunnel ventilation rapid-fire skills drills. A class of 12 students began initial classroom training, with two additional classes covering a total of 15 set to begin in February.
 Remote Console Operation	QICO reviewed AIM logs and observed no occurrences of remote console operation during the month of January.
 Power Restoration CAP	Following completion of the peer review and benchmarking research, ROCC leadership continues to work with WMSC on a revised process to incorporate best practices from those studies. All other action items in progress and on-track for timely submission.
 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.
 TPSO Report Analysis	QICO noted an increase in Type B Interventions over the past month. The majority of interventions were clerical errors on the PRVR. The TPSOs formally recommended the implementation of a system for RTCs to double-check the PRVR prior to submission.
 Incidents Handling	Adherence to radio protocol and effective implementation of NIMS command structure continue to need attention. Issues persist with the authorization to restore power. QICO recommended a revision of SOP #2 to clarify authorization.