



## MONTHLY ASSESSMENT SUMMARY

March 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  - o Outdated procedures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.

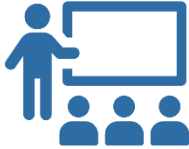






### Why QICO Performed This

#### 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 March 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:

The development and recurring delivery of an incident management Skills Drill may enhance Rail Traffic Controllers' ability to effectively manage emergency situations and properly appoint on-scene personnel roles per SOP 1A.

Assessment Topic	Status Update
 Training and Skills Drills	26 Rapid-Fire Skills Drills based on fire/smoke scenarios delivered to RTCs. Twelve RTCs completed re-certification training, twelve continued initial certification training and will start on the job training the last week of April.
 Remote Console Operation	The WMSC officially closed this CAP in March. QICO verified there were no remote console manipulations in March.
 Power Restoration CAP	The Rail Safety and Standards Committee (RSSC) circulated the proposed Power Restoration procedure internally on March 22nd for comments. An August launch date was proposed.
 Playbook Follow-up	All CTF ROCC operations consoles had a hard copy of the Playbook available and an electronic file readily accessible via console PC.
 TPSO Report Analysis	There were no major interventions in March. However, QICO noted an increase in minor interventions, with clerical power restoration errors making up the majority of interventions. Third Party Safety Oversight (TPSO) did not make any formal recommendations in their daily reports.
 Incidents Handling	Issues persist with the implementation and documentation of the incident command structure and authorization to restore third rail power per SOP. QICO recommended the development of a drill to reinforce the RTCs ability to appoint and manage emergency positions.
 RTC Fan Skills Assessment	QICO piloted an RTC ventilation fan skill assessment. QICO found both RTCs were able to effectively manage affected trains and choose the correct playbook page. Both RTCs used a memorized phrase not taught in training to implement the fans before consulting the playbook.