



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 - o Outdated procedures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 February 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 ASSESSMENT SUMMARY

February 2021

Monthly Key Takeaway:

The utilization of radio protocol quality control checks performed by TPSOs during emergency power restorations will pinpoint needs for one-on-one radio protocol training with RTCs.

Assessment Topic	Status Update
 Training and Skills Drills	No skills drills were conducted in February. Nine RTCs completed Initial certification classroom training and 24 RTCs continued their training through the month. A safety stand down was held to review various safety incidents.
 Remote Console Operation	QICO reviewed AIMS logs and observed no occurrences of remote console operation during the month of February. After six monthly reports with no remote console operation were submitted, WMSC officially closed the CAP.
 Power Restoration CAP	WMSC approved the new revised power restoration process on February 23 rd , WMATA submitted the signed CAP on February 26 th , 2021.
 Playbook Follow-up	All CTF ROCC operations consoles had a hard copy of the Playbook available and an electronic file accessible via console PC.
 TPSO Report Analysis	QICO noted a significant decrease in Type B Interventions in February. Clerical errors on the power restoration documentation continue to make up the majority of interventions. TPSOs did not make any formal recommendations in the February daily reports.
 Incidents Handling	Improvements were found in the effective implementation of NIMS Incident Command Structure. Issues persist with adherence to radio protocol and authorization to restore power in accordance with SOP #2. QICO recommended the utilization of TPSO quality control checks to improve compliance to radio protocol.