



## MONTHLY ASSESSMENT SUMMARY

April 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  - o Outdated procedures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.

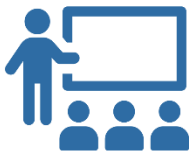






### Why QICO Performed This

#### 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 April 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:

A continued focus on expediting the revisions of emergency SOPs combined with frequent reinforcement of the updated requirements will reduce discrepancies in incident response.

Assessment Topic	Status Update
 Training and Skills Drills	Rail Operations Information Center specialists completed 14 smoke and fire Skills Drills. A class of RTCs completed initial certification training and students have progressed to on-the-job training. Another class of RTCs continued classroom instruction.
 Remote Console Operation	ROCC developed a procedure prohibiting remote console operations. The WMSC formally closed this CAP in March, after nine months of reports without manipulation.
 Power Restoration CAP	ROCC held a tabletop exercise to test drive the proposed updated power operations process, covering both red tag and supervisory outages. The process will be subject to additional refinements based on this dry run.
 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. QICO submitted nine months of verification reports to WMSC in support of closure for this CAP.
 TPSO Report Analysis	There were no major interventions in April. QICO noted a decrease 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 noted issues with transfer of command in each of the assessed incidents.
 RTC Fan Skills Assessment	QICO piloted independent RTC tunnel fan Skills Drills assessments. The assessment covered two RTCs responding to smoke/fire tunnel emergencies at locations equipped with legacy-style ventilation fans, with both RTCs implementing the correct fan configuration. Additional assessments will be scheduled in May.