



## 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  - o Outdated procedures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:

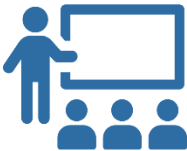




- The intent of this report is to provide a monthly update of the improvement activities being implemented. Beginning in July 2020 and continuing through May 2021, QICO has sampled, observed, and assessed activities pertaining to the following areas:
  - o ROCC Training and Skills Drills
  - o Power Restoration CAP
  - o TPSO Report Analysis
  - o Incidents Handling
  - o RTC Fan Skills Assessment

## MONTHLY ASSESSMENT SUMMARY

May 2021

### Monthly Key Takeaway:

A comprehensive fully integrated incident handling approach, along with standardized remote controls for tunnel ventilation fans, will enhance incident handling outcomes.

Assessment Topic	Status Update
 Training and Skills Drills	A rapid skills drill was conducted with RTCs for the evacuation of customers from a train, while three new ROCC managers received ROIC overview training.
 Power Restoration CAP	OPMS submitted the power restoration process training curriculum based on the current draft on May 28 per the WMSC CAP WMSC-20-C0037.
 TPSO Report Analysis	There were no major interventions in May. 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	Improvements in the implementation of critical SOPs were observed, but issues persist with the implementation and documentation of the incident command structure.
 RTC Fan Skills Assessment	QICO resumed independent RTC tunnel fan Skills assessments in May. The assessment covered four RTCs responding to two separate smoke/fire tunnel emergencies at locations equipped with legacy and ducted plenum ventilation fans. QICO found issues with the selection of different fan mode options for ducted plenum (Silver Line) fans.