



Background

- WMSC conducted an audit of ROCC from January 2020 through July 2020. Preliminary findings were reported in May 2020 and may be summarized as:
 - o Lack of knowledge of the operation of tunnel ventilation fans and the availability and utilization of the associated Playbook.
 - o Unsafe ROCC management remote access and operation of RTC consoles.
 - o ROCC management rush to restore third rail power prematurely
- WMATA promptly developed a preliminary plan to proactively tackle the concerns reported, in addition to developing the required Corrective Action Plans (CAPs) in collaboration with the WMSC.
- Additional findings are expected upon the finalization of WMSC's audit report.

Why QICO Performed This Review:







- The intent of this report is to provide a monthly update of the improvement activities being implemented. Throughout August 2020, QICO has sampled, observed, and assessed activities pertaining to the following areas:
 - o ROCC training activities and skills drills
 - o ROCC Playbook follow-up
 - o Remote console operation
 - o Recruitment of ROCC director
 - o Power restoration CAP status
 - o Incidents handling

MONTHLY ASSESSMENT SUMMARY

August 2020

Monthly Key Takeaway:

Immediate and long-term procedural improvements are necessary to ensure timely and effective operation of emergency tunnel fan ventilation systems

Assessment Topic	Status Update
 Training and skills drills	Initial ventilation fan proficiency training is now completed for all but one individual on extended leave. Fan operation Skills Drills were piloted during August. Six of nine participants did not pass the initial Skills Drills. These participants received supplemental refresher training.
 Playbook follow-up	As of July 18, 2020, the ROCC is operating exclusively out of CTF. All OPS consoles had a hard copy of the the Playbook available and an electronic file accessible via console PC.
 Remote console operation	QICO reviewed AIM logs and found no record of remote console operations during the month of August.
 Director recruiting	The ROCC Director job description is fully approved and finalized. Recruiting efforts are underway.
 Power restoration	An updated draft of the proposed CAP has been submitted to the WMSC, adding an interim measure to introduce third-party oversight through hiring consultants that will report to a VP outside of Rail Transportation (RTRA), and will be responsible for ensuring the correct process is followed.
 Incidents handling	Issues persist with both the power restoration process and the implementation of the incident command structure during emergency events. The governing SOPs for both processes are currently being revised to address WMSC and QICO feedback.