



Management Summary

ROCC Monthly Report

June 2020

Overview

The Washington Metrorail Safety Commission (WMSC) notified WMATA on May 12, 2020 of concerns related to Metro's Rail Operations Control Center (ROCC). Recommendations to address the concerns included improvements to procedures and better compliance with procedures governing the restoration of third rail power, ending remote operations of Rail Traffic Controller (RTC) consoles, and enhancing training and materials for tunnel ventilation fan operations.

Interim Actions

Prior to the 30-day response (provided on June 1, 2020) to WMSC, WMATA's Board Chair Paul Smedberg, and General Manager and Chief Executive Officer Paul Wiedefeld, sent a letter on May 27, 2020 that committed to a series of actions, including a monthly Quality Assurance, Internal Compliance & Oversight (QICO) implementation assessment made public on wmata.com. Conducted in June, QICO's monthly report documents:

- ROCC progress was added as an Executive Committee Board agenda item on July 9, 2020.
- ROCC management was instructed on May 15, 2020 to cease and desist remote operations of consoles. The AIMS system download shows no remote console operations in June, compared to nine (9) occurrences of remote operations between May 15th and 30th.
- New Tunnel Ventilation Fan Training was developed, piloted, and launched, with revised fan playbooks made available at each controller workstation in JGB and CTF.
- 95% of ROCC Rail Traffic Controllers and Managers completed the new Fan Training.
- Third rail power restoration program development is underway. A draft corrective action plan will be submitted to WMSC by July 16, 2020, with interim procedures submitted on July 21, 2020 and interim mitigations implemented by August 8, 2020.

Look Ahead

The General Manager announced certain organizational changes to the Chief Operating Officer's department through a staff notice on June 22, 2020. Procurement of an executive firm to conduct a national search is underway for the recruitment of a new ROCC Director. A Strategic Program Manager reporting jointly to the General Manager and Vice President of Rail Transportation, began work on July 13 at the ROCC to help strengthen leadership culture, and will submit change management recommendations on October 14, 2020.

Since this June assessment, Train #108 derailed on the Red Line in Silver Spring on July 7th. Post-incident investigation findings by the Department of Safety and Environmental Management (SAFE) revealed additional safety culture concerns about ROCC emergency response and incident management. Further corrective actions are being developed to monitor areas targeted for change.

QICO will monitor timelines and verify implementation of all corrective actions arising from both the WMSC findings and SAFE's recommendations following its post-incident review from the derailment in an integrated schedule and will include updates in future monthly audit reports.