



Internal Review Summary

Why QICO Performed This Review:

- This internal review is intended to provide Metro senior management with an assessment of the Rail Operations Control Center (ROCC) Supervisors (Controllers) performance of assigned duties and promote the actions needed to address areas of concern.
- QICO is independent from the functions it oversees, authorized by the Metro General Manager to conduct objective reviews with unrestricted access to all functions, records, assets and employees under its purview.

QICO's Methodology:

- QICO developed relevant review activities based on the Federal Transit Administration (FTA) Corrective Action Plans (CAPs), as well as the requirements in Permanent Orders T-6-10 Radio Protocols and R-17-02 Granting Foul Time, Standard Operating Procedures (SOPs) and ROCC Procedures Manual.
- QICO observed the controllers while on duty, assessed their conformance to requirements, reviewed records and key documents, listened to recordings of radio communication, interviewed key personnel and observed an Emergency Drill.
- Review findings and required actions are rated based on severity of risk, which ranges from 'Insignificant' to 'High' scale.

Note: An itemized Corrective Action Plan (CAP) is developed for each required action to achieve effective and measurable resolution of identified concerns. To check the status of CAP implementation go to www.wmata.com/initiatives/transparency/.

July 2017

Rail Operations Controllers Activities

QICO's Internal Review Results:

Refining ROCC processes and ensuring compliance will improve system safety and operational efficiency.

QICO's review identified and noted several **Wins** and **Areas for Improvement**:

- ✓ Sampled Rail Operations Control Center (ROCC) Controller training certifications are current.
- ✓ Observed consistent use of Foul-Time Checklists by ROCC Controllers.
- ✓ Previous lessons learned from incidents have been effectively implemented.
- Actions resulting from ROCC quality control checks are not consistently monitored or completed.
- Although specific areas for foul-time are communicated and acknowledged correctly, practices for blanket speed restriction announcements and response are inconsistent with requirements specified in the Permanent Order.
- ROCC management does not consistently log key personnel during incidents as required by the standard operating procedure (SOP).
- Despite being trained on updated radio protocols, ROCC Controllers are not consistently practicing all requirements outlined in the Permanent Order.

Required Actions:

- **QICO-ROC-17-01:** Introduce a process to continuously follow-up on the corrective actions driven by ROCC Quality Control Checklists to ensure ROCC controller performance is maintained and remedial actions are undertaken, including steps to ensure 100% compliance with Permanent Order T-16-10.
(Risk Rating: Low)
- **QICO-ROC-17-02:** Evaluate the practicality of Permanent Order T-16-10 as currently written, with regards to acknowledgement of blanket announcements for speed restrictions, and implement a solution that is effective and sustainable.
(Risk Rating: Moderate)
- **QICO-ROC-17-03:** ROCC establish methods to adhere to SOP #1A, 1A.5.1.3.5, during roadway incidents. This should include any interdepartmental coordination that may be required to ensure accurate accounting of personnel during incidents.
(Risk Rating: Elevated)