

# WASHINGTON METRORAIL SAFETY COMMISSION

## RAIL OPERATIONS CONTROL CENTER (ROCC) SAFETY OBSERVATION REPORT

Location: Carmen Turner Facility  
Thursday, January 9, 2019  
4:00(pm) – 11:30(pm)

### OBSERVER - KEMMERY KENDRICK, TRAIN CONTROL & SIGNALS SUBJECT MATTER EXPERT

- Observation performed during second shift revenue service hours
- All operators on duty appeared fit-for-duty with no physical signs fatigue
- Electronic device policies followed by all ROCC staff. All devices are stored in lockers at beginning of shift.
- All staff members demonstrated appropriate and proper radio communications.
- ROCC equipment functioning adequately throughout.
- Interacted with different section operators introducing myself and passing out business cards.
- 1847 observed First Responders enter elevator at Wheaton station to rescue passengers stuck in elevator for approx., 15 minutes. Mother with baby stroller included.
  - ROIC followed all proper procedures in aiding rescue of patrons.
- 1900 hours – monitored maintenance crews beginning to report into ROCC - requesting permission to perform PMIs via ETO, Local Control, and Foul Time primary requests.
- Interacted with employee who wanted me to be aware of the high turn-over-rate inside the ROCC. The individual states that employees in the ROCC are subject to being out of service quickly for minor infractions. This employee stated that morale is extremely bad among some ROCC personnel. Speaking with other ROCC employees; I found myself presented with another perspective. That individual stated that “no matter what you do, you will never make everybody happy.”
- The return of our presence inside the ROCC morale has picked up. ROCC employees are happy with WMSCs presence back inside the ROC center. Some tell me that the atmosphere can get out of control without oversight.
- 2100 hours - Shift Change (3<sup>rd</sup>) Briefings for all outgoing ROCC Superintendent’s. Briefs consist of current status of the Rail System to include potential problem areas.
- 2120 hours - a rail emergency (disabled train) at West Falls Church. ROCC personnel responded and followed ROCC policies and procedures with respect to emergencies.
- 2227 hours – monitoring radio chatter between work crews and controllers. All ROCC radio procedures properly used.

### SHIFT SUPERVISORS

██████████ ROIC Liaison - Assistant Superintendent  
██████████ ROCC - Assistant Superintendent  
██████████ Car Maintenance – Supervisor  
██████████ Car Maintenance - Supervisor

██████████ MOC – Asst., Superintendent

██████████ ROCC - Fire Liaison

