

WASHINGTON METRORAIL SAFETY COMMISSION

RAIL OPERATIONS CONTROL CENTER (ROCC) SAFETY OBSERVATION REPORT

Location: Carmen Turner Facility (CTF)
Tuesday, January 14, 2020
4:40(pm) – 7:45(pm)

OBSERVER – BEVERLY WILLIFORD, WMSC CONTRACTOR

The following is a summary of observations from the 3-hour period, during the second shift revenue hours:

- **ROCC – Blue Line Controller** There was a medical emergency at Pentagon Station that caused Single Tracking in both directions from Arlington Cemetery to Pentagon. Rail Controller announced to personnel at 1702 hours that the single track was no longer in service. The Controller worked to clear the tracks of the backed-up trains after this incident.
- Rail Controller was training a Rail Controller at his console. The training is a three-month program and requires observation by a Rail Controller who evaluates the Trainee. The Trainee was nearing the completion of his training and the Rail Controller observed his ability to navigate and respond to ‘real time’ situations.

ROCC – Red Line Controller

- Rail Controller was also training a Rail Controller at her console. The Rail Controller provided advice to the Trainee on handling medical emergency situations. The Controller used opportunities to quiz the employee on Standard Operating Procedures.

Car Maintenance – Supervisor

- Car (3090) Train malfunction due to intermittent readout.
- Supervisor explained how the Supervisor is responsible for logging ‘car issues’ into Maximo when they are received through Customer Service.

Shift Superintendents – Monitored Control personnel

Additional Observations:

- Controllers remained calm when responding to the medical emergency
- Rail Controller training was taking place at Consoles during revenue hours
- Controllers appeared to follow Standard Operating Procedures during interaction with right – of – way personnel
- Radio Equipment appeared to be functioning properly
- SCADA Equipment appeared to be functioning properly

SHIFT SUPERVISORS

██████████ ROCC Assistant Superintendent

██████████ ROCC Assistant Superintendent (1:00 shift change)

██████████ MOC Assistant Superintendent (1:00 shift change)