

SAFETY OBSERVATION REPORT

Location: WMATA ROCC

Date: January 16 - 17, 2019

Time Period: 2200pm, Thursday – 0530am, Friday

OBSERVER - KEMMERY KENDRICK – SME ATC

- Observation performed during third shift, to observe the PMI schedule.
- 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.
- [REDACTED] ROCC Mainline Assistant Superintendent is also standing in as ROIC Assist Superintendent for 3rd shift.
- ROCC Assistant Superintendent - is attentive and maintains a well-controlled environment that's free of excessive noise and cross-chatter between consoles/workstations.
- Ops II has two (2) Student Controller's in training 3rd shift. One (1) radio, one (1) button positions. The students are being directed by one (1) experienced Controller/Certifier.
- Radio Trainees exhibiting good radio discipline in accordance with ROCC SOP.
- Power has two (2) student controller's in training 3rd shift. Students being directed by two (2) Power Certifier's.
- All radios are up and running properly throughout the ROCC.
- ROCC Controllers appear experienced, and handle radio chatter with great discipline when it comes to communications with wayside maintenance crews.
- Power Section is experiencing a heavy volume of calls. Student controllers are handling things quite well with back up from the certifiers. The certifiers are ever present and calm.
- Each control station is equipped with MSRPH, Emergency SOP Checklist's, and Temporary and Permanent Orders.
- 0130am – All work crews & work equipment in place, under various protections, the ROCC is composed.
- 0200am - ROIC generating reports, i.e., one (1) ill work crew member.

- 0332am – Speaking with one controller this morning who stated that he/she is and has experienced workplace incivility within the ROCC. The controller has become discouraged and is considering suspending his/her employ. The controller is new to the craft. I informed the controller that WMSC will be monitoring all ROCC shifts. This is to assure that the atmosphere within the ROCC remains civil for the safety of our passengers. I further informed he/she that their experience within the ROCC should be one of a professional nature. After giving he/she my business card and informing the individual that I will be available should they need to reach out for assistance.
 - It is imperative that we continue to monitor this Rail Operations Control Center. We must safeguard employees from the brunt of unprofessional behavior from WMATAs superiors and supervisors who govern over them.
 - Supervision must take on a more supportive role in assuring that all newly trained controllers are properly coached through until they develop a firm footing in their new craft. At minimum, 1 year.
 - WMATA has put time and money into these new assets, therefore, it is imperative that these employees are coached through successfully.
 - Physically observed operator while work equipment was in the process of clearing the track. The operator exhibited great control of his/her sector. He/she displayed proper radio control in accordance with ROCC SOP. Work crews responded with equal clarity and professionalism. All work equipment and crew members cleared without issue.
 - Both radio and button controllers worked together well without any anomalies.
 - While closely monitoring this Ops group, I did notice the supervisor back off.
- 0359am – The ROCC is now coming back online. Work crews are relinquishing their protections/foul time and are clearing up. All controllers are restoring the system preparing for regular revenue service.
- 0456am – relief shift migrating in and receiving morning debriefs.

SHIFT SUPERVISORS

██████████ ROIC Assist Superintendent

██████████ ROCC Mainline Controller – Assist Superintendent

██████████ Car Maintenance – Supervisor

██████████ Car Maintenance - Supervisor

██████████ MOC - Superintendent

██████████ MOC – Assistant Superintendent

██████████ Track & Structures - Supervisor

██████████ - Fire Liaison

