

WASHINGTON METRORAIL SAFETY COMMISSION

RAIL OPERATIONS CONTROL CENTER (ROCC) SAFETY OBSERVATION REPORT

Location: Carmen Turner Facility (CTF)

Date: Tuesday, January 21, 2020

Time Period: 2:30pm – 10:00pm

OBSERVER – KEMMERY KENDRICK – TRAIN CONTROL AND SIGNALS SUBJECT MATTER EXPERT

- Observation performed during second 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.
- Observed the MOC operations for work orders for various work requests though-out the system

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- Spoke with - [REDACTED] Fire Liaison Program Manager ROCC.
 - [REDACTED] Program Manager, ROCC Liaison Program Manager
 - Requested soft copy of ROCC Fire Liaison and OME handbook (policies & procedures) per Sharmila.
 - Copy received and placed in Shared Drive and distributed to co-workers via email.
 - [REDACTED] interested in meeting with us to possibly discuss updating any procedures as we see fit.

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- ROCC Mainline Controller - Superintendent Chat:
 - WMATA moving forward in trying to have controllers perform more OJT. Benefit is to have student controllers better equipped for real time. Scenario-based training good, but not very realistic.
 - Six (6) WMATA employees Certifying/Qualifying for ROCC Operator Positions. Class #1906
 - Three (3) WMATA new hires – sitting in ROCC for observations of real time operations
 - He/she observes new hire controllers in real time to assure that they reach their respective objectives as new controllers.
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- ROCC has a “Weekly Newsletter” that is generated to inform employees of various events going on within.
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Monitored Radio Traffic During Second Shift

- Monitored radio traffic between ROCC and train operators for Zero Speed Commands, Disorderly/Intoxicated passengers, Inoperative radios, etc.
 - Radio chatter is in accordance with SOP for ROCC
- Train #7578 operator’s radio was not functioning properly
 - He was directed to use handheld for better communication
 - “Bad Mic” reported to car maintenance Supervisors
 - Swap mic from #7580 and placed on #7578 lead car
- Radio communication procedure and protocol between ROCC, train operator’s, and MOW work crew members established via radio during this shift.
- Monitoring communications between OPS 1, 2, 3, and M-Track. Different frequencies per OPS for clear transmissions.
 - OPS 1 - Harassment situation – train operator at Cleveland Park Station reports passenger being verbally abused.
 - OPS controller reported situation to authorities.
 - Train passengers exited train before police response.
 - Controller exhibits great radio communication skill sets.
 - OPS 2 – Good radio communications between work crew members for Permissive Block request for PMI
 - Controller has good radio skills. She is clear and concise with all transmission.
 - OPS 3 – Radio traffic responding to a train with hot-wheel/stuck brake. Smell of smoke.
 - Fire Liaison activated to dispatch unit. Then cancelled once it was confirmed that it was a brake suck on.
 - OPS 2 - Radio chatter between controller and train operator between Roslin and Court House reported radio dead spot. Controller requested a radio check to be performed at Foggy Bottom for radio check. Train #919
 - OPS 2 – Loss of Speed Command reported by #601 - permissive block issued
 - OPS 2 – Train 608 Track #2 experiencing no radio communication between Court House (K-2-152 to 184)
 - OPS 2 – Controller reports that this area (K-2-152 to 184) has been experiencing intermittent all shift.
- Radio assigned to a group will not identify on CENTRACOM system.
- Level 4s have individual assigned radio communication numbers that show up on the CENTRACOM Elite system.

SHIFT SUPERVISORS

McCormic Kevin, ROIC Assistant Superintendent

██████████ ROCC Mainline Controller – Assistant Superintendent

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

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

██████████ MOC – Assist Superintendent

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

██████████ Power Supervisor

██████████ - Fire Liaison

██████████ OEM