

# WASHINGTON METROPOLITAN SAFETY COMMISSION RAIL OPERATIONS CONTROL CENTER (ROCC) SAFETY OBSERVATION REPORT

Location: Carmen Turner Facility (CTF)  
Tuesday, January 21, 2020  
0600 hours – 1430 hours

**OBSERVER – BEVERLY WILLIFORD, WMSC CONTRACTOR**

The following was observed during the 1<sup>st</sup> shift revenue hours:

## **ROCC – Yellow Line Controller**

- The length of a speed restriction from 3rd was being questioned. A 15mph speed reduction was instituted due to track defects with tie fasteners and the need to properly hold the gauge at Yellow Line Bridge to Portal. There was not enough information provided to the Control desk to identify whether the length of speed restriction was actually needed.
- Train 408 was rerouted to the pocket at National Airport
- 2<sup>nd</sup> Shift Controller Trainee working with Controller

## **ROCC – Orange Line Controller**

- Train 909 (Car 7372) reported no headlights on car. Car Maintenance personnel boarded train to attempt to trouble shoot. The headlight circuit breaker was recycled; however, headlights were still out. Train 909 continued its route to New Carrollton to reset the panel. Car Maintenance remained on board the train until it was situated at New Carrollton.
- ATC 2284 requested permission to walk C2 track 2 to C1 Track 1 under AMF protection from McPherson to Metro Station to inspect track.
- 2<sup>nd</sup> Shift Controller Trainee working with Controller

## **ROCC – Blue Line Controller**

- Train 407 ran express mode from Capital Heights to Largo Town Center – Controller properly filled out Log to document express train.
- 2<sup>nd</sup> Shift Controller Trainee working with Controller

## **ROCC – Red Line Controller**

- Delay on Red Line to Glenmont due to disabled train outside of Twinbrook. 8 Minute Delay. Train placed in pocket for Car Maintenance Dept. to examine.
- Track personnel requesting permission to enter the Right-of-Way to inspect at 8 Car Marker at Union. Track Work (6230) and 2 additional personnel requested permission to inspect from Union to Judiciary – Track 1 and crossover to track 2 with AMF. Controller made announcement to personnel to be advised that Track Inspectors would be inspecting the tracks from Union to Judiciary and they should dim their lights, sound horn and reduce speed to 15mph when in this area and be aware that the power is hot.

- ATC 2367 requested permission to enter Roadway with a crew of 5 (2372, 2320....provided identifier numbers) at Track 2 – 8 Car Marker – hot spots have been identified and AMF is in place from 140 to 250 – Potomac
- 2<sup>nd</sup> Shift Controller Trainee working with Controller

### **MOC Traction Power Controller**

- Power Controller informed me that the workload is heavy and requires two (2) people at the desk at all times to accommodate the demand.

### **MOC Car Maintenance** – Observed the following:

- Interacted with Controllers when disabled trains were reported. Car Maintenance offered trouble shooting options to the Controller to convey to the Operator
- Supervisor utilizing Maximo to review maintenance records
- Supervisor utilizing Fleetwise software
- Supervisor utilizing Incident Tracking software

### **Shift Superintendents**

- Monitored Control personnel and directed personnel of their seating positions during the shift change

### **Additional Observations**

- When personnel are asking permission to enter Right-of-Way with multiple workers, some tend to provide the Controller with only the identification number of the person entering the Right-of-Way and not the identification numbers of the additional personnel entering with him/her. I noticed that some personnel provide this additional information while others don't.
- There was one instance where the Controller noticed that the train number displayed on their terminal screen did not match the train number on their route sheets. It was identified that the train was typed in incorrectly (123 instead of 132). The Controller made the change manually from her screen.
- At times, AMF identification number was not given to Controller.
- MOC Traction Power Controller informed me that there are often times when 1 person vs, 2 are manning the station.
- Clocks on Controllers screens are set 1 minute behind the main clock on the Big Projected Screen.
- SCADA Equipment appeared to be functioning properly
- During Shift Change, personnel from 1<sup>st</sup> shift updated their replacements during the turnover
- Coordination with Car Maintenance and Controllers appeared to go well. Car Maintenance was monitoring radio and when disabled cars came in, they responded immediately to the Controllers station.

### **Recommendations**

1. Refresher training on identifying personnel entering the Right – of – Way. When personnel are asking permission to enter Right-of-Way with multiple workers, Controller should receive with the identification number of all personnel entering the Right-of-Way and not just the identification number of the person asking permission to enter the Right – of – Way.

2. There was one instance where the Controller noticed that the train number displayed on their terminal screen did not match the train number on their route sheets. It was identified that the train was typed in incorrectly (123 instead of 132). The Controller made the change manually from her screen.
3. The Controller should request the AMF identification number if it is not provided.
4. Review MOC Traction Power Controller station to find out whether or not 1 or 2 people are required to man station.
5. Sync clocks to all be the same time. This could affect reporting accuracy.

### SHIFT SUPERVISORS

[REDACTED] ROCC Superintendent  
[REDACTED] ROIC Assistant Superintendent  
[REDACTED] [REDACTED]  
[REDACTED] ROCC Superintendent  
[REDACTED] ROCC Assistant Superintendent  
[REDACTED] ROCC Assistant Superintendent (1:00 shift change)  
[REDACTED] MOC Assistant Superintendent (1:00 shift change)