

WASHINGTON METRORAIL SAFETY COMMISSION

SAFETY OBSERVATION REPORT

Location: Carmen Turner Facility (CTF)

Date: Thursday, January 23rd - Friday, January 24, 2020

Time Period: 10:00pm – 5:30am

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

- Observation performed during third (3rd) shift.
 - Fire Command Center staff member only employee showing signs of fatigue.
 - Electronic device policies followed by all ROCC staff. All personal cell phone stowed away.
 - Power has two (2) students performing hands-on training.
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- Fire Command Center member showing signs of fatigue. I was informed that they're required to – perform four (4) 12-hour shifts, 2 (am) shifts followed up (back-to-back) with two 12-hour (pm) shifts. If an employee calls out, the same employee must remain on duty for up to 18hrs until relieved. Fatigue is an issue due to this type of rotation.
 - **Recommendation I:** Speak with Fire Control Manager to mitigate.
 - Perform four-day shifts - 12-hour repeatedly 4 days in a row, then rotate to the four-pm shifts the following week between members. The bodies internal time clocks will get the proper time to adjust.
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- 2258 hours – reports coming in of children playing on tracks – Congress Heights Station stop
 - ROCC Superintendent following SOP to mitigate.
 - Situation quickly came under control when Station Manager and WMATA Police took control.
 - Observing OPS 1 – Listing to radio communication between controller and MOW crew members. Controller had to have crew member repeat information 3x.
 - Bad Radio Transmission from road crews – I witnessed this several times during 3rd shift for this location.
 - A1/A2 - 177+00 to A1/A2 - 262+00

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- 0130 – Ops 1, 2 & 3, slowed to where I could speak to employees. I spoke with one employee who had a recommendation for Work Equipment placement for pre-scheduled work assignments.
 - **Suggestion I:**
 - The suggestion - that Track Work Equipment, in advance (if possible), be strategically positioned within vicinity of pre-scheduled work location/zones. This would alleviate excessive travel-time to advanced scheduled work sites.
 - Doing this will serve to increase work productivity, save time, and money. Some work equipment has, in the past, travel through all three (3) Ops before even reaching their perspective work areas. Time consuming and not very cost effective.
 - Controllers are tasked with multiple work equipment and crew members throughout this shift. Better coordination to pre-assigned work zones by the Track Department with respect to equipment positioning could be improved upon.
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- 0152 – Employees, on various shifts, have expressed concerns of having supervision/managers be provided with proper Leadership Training - to better equip them with the necessary tools to effectively handle situations on a more professional level.
 - **Recommendation II:**
 - Implementation of professional training for ROCC supervisor's and manager's with reverence to effectively managing employees.
 - ROCC employees have expressed concerned that when tensions (created by incidents) arise, some supervision, and or management, tend to conduct themselves in an unprofessional manner. Whereby, creating an uncomfortable work environment.
 - ROCC employees express the need to feel valued and respected during critical times, to keep their wit in emergency situations.
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- 0333 – Controllers preparing to bring system back online for revenue service for am rush. Doing this by clearing all work equipment and work crews of ROW.
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- Educated on the difference between Power responsibilities between the Controllers and the Power section.
 - Software is in the works for controllers to have their railroad charts digitalized for keeping abreast of work zones, crews, and power issues in the future. For now, it's all done manually.
 - The Power Section is more sophisticated, in that their paperwork is digitalized and performed online.
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- 0410 – Controllers are slowly navigating work equipment off the roadways for am revenue service
- 04300 – Observed ROIC operator receiving calls to open stations. Managers reporting in for over #118 Kiosks system wide. Only one (1) person receives all these calls. The managers report in with Kiosks number only.
- 0442 – Controllers have roadways just about clear for morning rush.
- 0446 – Supervisors and Superintendents performing morning debriefs.

SUPERVISORS

[REDACTED] ROIC Superintendent
[REDACTED] ROCC Mainline Controller – Assistant Superintendent
[REDACTED] Car Maintenance – Supervisor
[REDACTED] Car Maintenance – Supervisor
[REDACTED] MOC – Assist Superintendent
[REDACTED] Track & Structures Supervisor
[REDACTED] Power Supervisor
[REDACTED] - Fire Liaison

