



**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY  
STANDARD OPERATING PROCEDURES**

**SOP # 1      OUTLINE OF RAIL OPERATIONS CONTROL CENTER (ROCC)  
SUPERVISOR'S FUNCTIONS**

**1.1      PURPOSE**

The purpose of this Standard Operating Procedure is to delineate responsibilities and procedures for ROCC Supervisors.

**1.2      SCOPE**

This SOP is applicable to ROCC personnel and all WMATA personnel actively working in or around the Roadway.

**1.3      DEFINITIONS**

- 1.3.1    Emergency: Any condition which can or has resulted in harm to customers or employees; damage to equipment or property; a service disruption; or any combination of these circumstances.
- 1.3.2    Speed Restriction: A given speed less than the normal operating speed for a section of track or rail vehicle/equipment. This speed is imposed by verbal instructions, written notices (i.e. RSA's or general orders), flagging procedures and/or speed commands issued by ROCC to mitigate special situations.

**1.4      RESPONSIBILITIES**

- 1.4.1    The ROCC Supervisors shall be in charge of and responsible for all mainline operations and all ROCC functions during their tour of duty. The ROCC shall not relinquish the responsibility for these operations except as specified in rules or as identified by the General Orders.
- 1.4.2    The ROCC Supervisor shall have a working knowledge of all Operations Control Center facilities and systems.
- 1.4.3    The ROCC Supervisors shall have a comprehensive knowledge of the Operations Control Center computer functions and be familiar with computer language that will be displayed on the alarm monitors.
- 1.4.4    The ROCC Supervisors shall be capable of operating all functions in the ROCC Computer system to:
  - 1.4.4.1    Initiate and establish train routes at the intermediate interlocking locations and terminals; establish other interlocking functions at interlocking locations from the Rail Operations Control Center;



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- 1.4.4.2 Control all circuit breakers in the system for traction power and monitor the electrical support systems;
- 1.4.4.3 Operate the tunnel and station ventilation;
- 1.4.4.4 Select performance levels and shall modify them when the need arises;
- 1.4.4.5 Cause listed train information to be displayed on monitors; and
- 1.4.4.6 Monitor and operate support systems.
- 1.4.5 The ROCC Supervisors shall be familiar with and capable of operating the various functions to make station public address announcements.
- 1.4.6 The ROCC Supervisors shall be responsible for directing and controlling the activities by all personnel while working on mainline.
  - 1.4.6.1 They shall make certain that employees are in compliance with instructions in General Orders, notices, and bulletins.
  - 1.4.6.2 They shall report violations of rules, and meritorious actions by employees to the ROCC Assistant Superintendent.
- 1.4.7 The ROCC Supervisor shall be responsible for:
  - 1.4.7.1 The safe operation of revenue trains in accordance with approved headways and modifications of them when necessary;
  - 1.4.7.2 The safe operation of trains not scheduled by the headway schedules;
  - 1.4.7.3 The safe operation of revenue trains when they are not under the protection of the ATC System or on the computer schedule. They shall be familiar with Standard Operating Procedures governing these operations, and;
  - 1.4.7.4 The safe movement of any trains in a single track operation, a train being operated other than from the lead car, and train movements against the established direction of traffic.
  - 1.4.7.5 The safe movement of all work trains.
- 1.4.8 The ROCC Supervisors shall initiate train schedules to cover planned track work special events, severe weather, and modify service levels as needed.



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- 1.4.9 The ROCC shall make certain that, prior to peak hour operations, all Rail Yards have a sufficient numbers of cars to meet train schedule car requirements. If necessary, they shall direct a transfer of surplus cars from one line to another line in order to supplement a deficient line's requirements. When there is a car shortage and peak hour car requirements cannot be met, the ROCC Assistant Superintendent shall notify the Managing Director of Rail Transportation indicating the number of cars not available and the reason for the car shortage.
- 1.4.10 The ROCC Supervisors shall be familiar with the characteristics of the Metrorail Roadway.
- 1.4.11 The ROCC Supervisors shall be familiar with all yard operations and storage areas.
- 1.4.12 The ROCC Supervisors shall have knowledge of track switches and interlocking operating procedures and other support interlocking features.
- 1.4.13 The ROCC Supervisors communications shall:
- Be clear and concise (refrain from issuing multiple instructions at one time).
  - Be Professional, calm and courteous.
  - Use proper annunciation of train ids and unit numbers (ID 414 pronounced 4- fourteen – GR 1.79).
  - Be repeated back by those who are receiving the communication (GR 1.79). Ensure that instructions repeated back to ROCC are understood and correct before allowing any movement.



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## 1.5 PROCEDURES

Procedure #	Content
1.5.1	Emergencies/Unusual Occurrences
1.5.2	Maintaining Service During Emergencies
1.5.3	Operation from Other than Lead Car
1.5.4	Resumption of Normal Services

### 1.5.1 Emergencies/Unusual Occurrences:

1.5.1.1 The ROCC Superintendents, as required, shall make certain that reports of incidents occurring during their tours of duty are accurately documented and submitted to the ROCC Assistant Superintendent. Incident reports shall be submitted for the following reasons:

1.5.1.1.1 Train delays of 10 minutes or longer, or of unusual circumstance;

1.5.1.1.2 Incidents involving customers and employees;

1.5.1.1.3 Incidents involving equipment, also equipment failures;

1.5.1.1.4 Employee negligence or failure of duties;

1.5.1.1.5 Commendatory actions by employees.

1.5.1.2 When notified of an emergency condition, the ROCC Supervisor shall be responsible for coordinating all activities to alleviate the condition. The ROCC Supervisor's primary concern shall be the safety of customers and employees and the protection of property and equipment.

1.5.1.2.1 The ROCC Supervisor shall notify the following Authority departments when an emergency condition exists:

1.5.1.2.1.1 Rail Transportation (RTRA).

1.5.1.2.1.2 Maintenance Operations Center (MOC).

1.5.1.2.1.3 Track Structure System Maintenance (TSSM).

1.5.1.2.1.4 Metro Transit Police Department (MTPD) Communication Division.

1.5.1.2.1.5 Safety (SAFE).

1.5.1.2.1.6 Media Relations (MERL).



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- 1.5.1.2.1.7 Car Maintenance (CMNT).
- 1.5.1.3 The ROCC shall notify concerned departments when the following conditions exist:
  - 1.5.1.3.1 Anticipated severe delay to train service.
  - 1.5.1.3.2 Customer evacuation from trains.
  - 1.5.1.3.3 Death or injury to customer or employees.
- 1.5.1.4 The ROCC Asst. Superintendent/Liaison shall notify the Fire/Rescue Communications Center immediately if the following conditions exists:
  - 1.5.1.4.1 Smoke or fire.
  - 1.5.1.4.2 Flood condition that endangers customers or employees.
  - 1.5.1.4.3 Customers or Employees requiring medical assistance.
  - 1.5.1.4.4 Train derailment/Collision.
  - 1.5.1.4.5 Any other emergency that poses life threatening conditions.
- 1.5.1.5 The ROCC Supervisor shall maintain, in chronological order, a detailed record of all activities occurring during an emergency.
- 1.5.1.6 The ROCC Supervisor shall request the following information from employees who make notification of an emergency condition:
  - 1.5.1.6.1 Caller's name, title and department.
  - 1.5.1.6.2 Reason for notification.
  - 1.5.1.6.3 Location (track number, line identification, and an approximation of their distance from the nearest station).
  - 1.5.1.6.4 Severity of the condition.
- 1.5.1.7 The ROCC Supervisor shall dispatch a Rail Operations Supervisor to the scene to do the following:
  - 1.5.1.7.1 Evaluate the condition.



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- 1.5.1.7.2 Be responsible for coordinating all activities in accordance with SOP # 1A.
- 1.5.1.7.3 Provide protection for train movements.
- 1.5.1.7.4 Cooperate with outside agencies.
- 1.5.1.7.5 Report to established command center(s) to keep the Rail Operations Control Center informed of activities and developments.
- 1.5.1.8 Based on information reported to the Rail Operations Control Center, the ROCC Supervisor shall evaluate the situation and initiate one or a combination of the following protective actions:
  - 1.5.1.8.1 Stop all train movement at a station if possible in approach to or within the emergency area;
  - 1.5.1.8.2 Removal of third rail power by supervisory outages;
  - 1.5.1.8.3 Operation of the fan and ventilation systems based on conditions at the scene;
  - 1.5.1.8.4 Customer evacuation;
  - 1.5.1.8.5 Flagging protection;
  - 1.5.1.8.6 Speed restrictions;
  - 1.5.1.8.7 Manual absolute block.
- 1.5.1.9 The ROCC Supervisor shall keep Station Managers, Train Operators, and MTPD informed of all operating procedures when there is a service disruption.
- 1.5.1.10 The ROCC Supervisor shall specify the content of public address announcements made by Train Operators and Station Managers.
- 1.5.2 Maintaining Service During Emergencies:
  - 1.5.2.1 After customer and employee safety has been ensured, the ROCC Supervisor shall initiate operating procedures to minimize the impact of the disruption to train service by providing alternate means of travel for customers and by preventing a back up or cessation of train movement. The operating procedures may include one or a combination of the following methods:



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- 1.5.2.1.1 Single track operation.
- 1.5.2.1.2 Train shuttle service.
- 1.5.2.1.3 Turning trains.
- 1.5.2.1.4 Rerouting trains.
- 1.5.2.1.5 Metrobus Shuttle service.
- 1.5.2.1.6 Making terminal schedule adjustments.
- 1.5.2.1.7 Set-up temporary terminals.
- 1.5.2.2 Under emergency conditions, movement of trains shall have specified speed restrictions imposed by the ROCC Supervisor depending upon the circumstances and condition of the equipment. The maximum speed shall not exceed 45 mph.
- 1.5.3 Operation from Other than Lead Car:
  - 1.5.3.1 When a train is operated from other than the lead car, the ROCC Supervisor shall be certain that:
    - 1.5.3.1.1 Before authorizing a move, communications are established between the flag person flagging from the lead car in the direction of travel and the Train Operator operating from the Belly Car.
    - 1.5.3.1.2 If communications are lost between the flag person and the Train Operator, the Train Operator shall immediately stop the train until communications are reestablished.
  - 1.5.3.2 Before initiating a train movement against the established direction of traffic, the ROCC Supervisor shall establish an absolute block.
  - 1.5.3.3 When operating from other than lead car, speed is not to exceed 25 mph.
- 1.5.4 Resumption Of Normal Service:
  - 1.5.4.1 When the Rail Operations Supervisor notifies the Rail Operations Control Center that the emergency condition is resolved and all personnel and equipment are clear, the ROCC Supervisor shall:
    - 1.5.4.1.1 Request a restoration of third rail power if it has been removed, and the breakers have been racked out and tagged;



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- 1.5.4.1.2 Off-load customers from the first available Train and have the Train operator operate the train through the area in Mode 2 level 1 as a test train, if necessary;
- 1.5.4.1.3 Order the resumption of normal train service;
- 1.5.4.1.4 Instruct Station Managers and Train Operators to discontinue public address announcements prescribed during the emergency; and
- 1.5.4.1.5 Discontinue the Metrobus shuttle service; notify all departments that the emergency condition has been resolved and normal service resumed.

### **1.6 REFERENCES**

- 1.6.1 SOP # 1A
- 1.6.2 Operating Rule 3.97