



Larry Hogan
Governor
Boyd K. Rutherford
Lt. Governor
Gregory Slater
Secretary

**J00A0104 Washington Metropolitan Area Transit Authority
FY 2022 Operating Budget
Response to the Department of Legislative Services Budget Analysis**

Senate Budget and Taxation Committee
Public Safety, Transportation, and Environment Subcommittee
Senator Cory McCray
February 15, 2020

House Appropriations Committee
Transportation and the Environment Subcommittee
Delegate Marc Korman
February 15, 2020

**J00A0104 Washington Metropolitan Area Transit Authority
MDOT RESPONSE TO DLS ANALYSIS
FY 2022 BUDGET**

DLS Budget Analysis Issues

1. Safety Agency Audit Raises Concerns Over Rail Operations Control Center Workplace Culture and Environment (Page 19)

WMATA should update the committees on the actions being taken to address the audit findings and the expected timeline for completing all action items.

WMATA Response:

The Washington Metrorail Safety Commission (WMSC) issued their audit of Metro's Rail Operations Control Center (ROCC) in September 2020. The report identified 21 findings for Washington Metropolitan Area Transit Authority (WMATA) to address. Metro recently obtained WMSC approval to implement the 21 proposed Corrective Action Plans (CAP), which have a total of 116 action items for the ROCC and other stakeholders within Metro to complete. The timeline for completion of each CAP and its associated action items is varied. We expect to request closure of all CAPS between the fall of 2021 and the fall of 2024. Several actions have already been completed. WMATA documents the progress we have made on the actions needed to address the CAPs on our transparency website: <https://www.wmata.com/initiatives/transparency/upload/WMSC-Detailed-Tracker.pdf> under "Rail Operations Control Center" (see CAP numbers WMSC-20-C0049 through WMSC-20-C0069).

The Corrective Actions are one component of Metro's broader ROCC Transformation Program, a comprehensive change management effort underway to increase safety through improved practices and a strengthened workforce at the ROCC. Metro's Transformation Team is working hand-in-hand with a new ROCC management team to build structure, improve training at all levels, rewrite procedures, and to hire and retain the personnel needed to maintain these changes for years to come. Highlights of actions completed and in-process to-date include: hiring of a new ROCC Director with 30 years of experience at the Federal Aviation Administration; completing an Organizational Assessment to review the structure of the ROCC, its processes and systems, communication, decision-making, and accountability; developing a comprehensive employee recruitment and retention plan; updating employee training; and improving procedures and documentation.

**J00A01 MDOT – THE SECRETARY’S OFFICE
MDOT RESPONSE TO DLS ANALYSIS
FY 2022 BUDGET**

Operating Budget Recommended Actions

1. Concur with Governor’s Allowance. (Page 20)

MDOT Response:

The Department concurs with the DLS recommendation.

PAYGO Budget Recommended Actions

1. Concur with Governor’s Allowance. (Page 20)

MDOT Response:

The Department concurs with the DLS recommendation.