

WHAT WE DO



What is QICO?

- The Office of Quality Assurance, Internal Compliance & Oversight (QICO) is an internal management function that partners with other departments to provide an objective review authorized by the General Manager as outlined in the [Quality Management System Plan \(QMSP\)](#).

Why QICO Performed This Review:

- These internal reviews are intended to provide Metro senior management with a Service Delivery assessment focusing on WMATA's training and certification program for train operators and also an overall look at WMATA compliance to the requirements of the Americans with Disabilities Act (ADA) at its Metrorail stations. The internal reviews promote the actions needed to address any concerns.

QICO's Methodology:

- Develop relevant review activities by identifying and assessing risks to policies, procedures & standards, quality & compliance, and traceability.
- Review documentation, observe processes and interview key personnel.
- Review findings and required actions are rated based on severity of risk, which ranges on a scale from "Insignificant" to "High".

WHAT WE FOUND | SERVICE DELIVERY

December 2018

13. Train Operator Training & Certification Program

Wins:

- ✓ A comprehensive train operator training program adequately prepares operators for delivering safe and reliable train service.
- ✓ A certification process independently managed by Rail Transportation (RTRA) promotes an objective final qualification of new train operators.

Action Areas Identified During Review:

- A well-defined spot check plan, including frequency, number of checks, and type of checks for new train operators is essential for effective monitoring of post-certification performance. The area of improvement identified is addressed in Federal Transit Administration (FTA) Corrective Action Plans (CAPs) R-2-18-a, R-2-18-b, R-2-19-a, R-2-19-b, and R-2-20-a which will be satisfied upon their closure.

14. Metrorail Stations Americans with Disabilities Act (ADA) Compliance (Part 2 of 3)

Wins:

- ✓ Rail station compliance with accessibility requirements promotes safe and reliable service delivery.
- ✓ Effective communication of the unavailability of ADA station equipment and providing alternatives are important for service reliability and customer satisfaction.

Items Resolved During Review:

- ✚ Materials stored improperly were removed from designated Area of Refuge.

Action Areas Identified During Review:

- Consistent daily inspections of designated Areas of Refuge are vital to ensure the safety of customers during an emergency. The area of improvement identified is addressed in Tri-State Oversight Committee (TOC) CAP TOC-OTR-15-010 and Internal Corrective and Preventive Action (iCAPA) QICO-ADA-17-02, which will be satisfied upon their closure.
- Effective maintenance of platform edge lighting is important to maintain reliable indication of platform edges.

Note:

An itemized internal Corrective and Preventive Action (iCAPA) and/or existing external Corrective Action Plans (CAPs) will address each required action to achieve effective and measurable resolution of identified concerns. To check the status of the iCAPA implementation visit: wmata.com/initiatives/transparency/.

WHAT WE WILL DO MOVING FORWARD

Key Takeaways

An effective train operator post-certification spot-checks plan is necessary to continuously monitor safety, performance and the delivery of quality service.

The identification and completion of required maintenance pertaining to ADA related assets at rail station facilities is necessary to continuously promote safety and ensure station remains in a state of good repair.



Through the implementation of 5 FTA CAPs, 1 TOC CAP and 2 iCAPAs, we are committed to driving quality improvement initiatives with the objective of safeguarding the mission success of the agency while enhancing customer experience. These strategic plans to address issues of concern, required actions and recommendations are intended to drive real progress that is measurable and verifiable.

13. Train Operator Training & Certification Program

- Review and revise current train operator spot-check program to ensure it aligns with the criteria mandated by FTA's CAPs to ensure a quality measure of train operator performance. Include frequency, time window for checks to be performed and a required number of checks required for each operator.
- For details on the committed action plans check the following FTA CAPs: R-2-18-a, R-2-18-b, R-2-19-a, R-2-19-b, and R-2-20-a by visiting wmata.com/initiatives/transparency/.

14. Metrorail Stations Americans with Disabilities Act (ADA) Compliance

- Managing a state of good repair pertaining to ADA related assets at rail station facilities and performing necessary checks to reinsure readiness of Areas of Refuge (AORs) in the case of emergency are vital in ensuring Metrorail facilities are safe.
- For details on the committed action plans check CAP TOC-OTR-15-010 and iCAPA QICO-ADA-17-02 by visiting wmata.com/initiatives/transparency/.