



**2017 Quality Internal Reviews - Transit Operations**


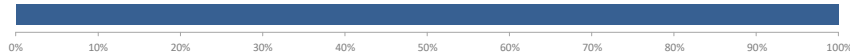
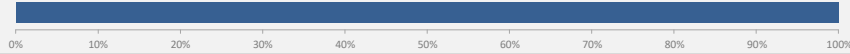
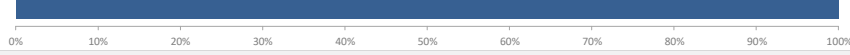
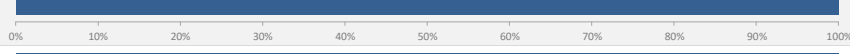
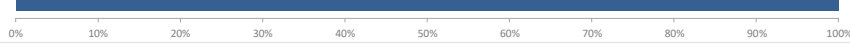

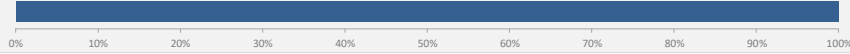
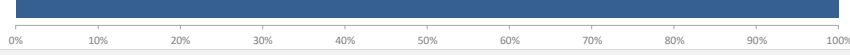
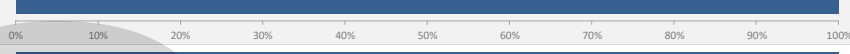

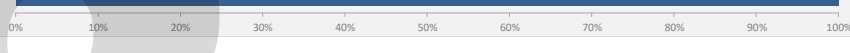

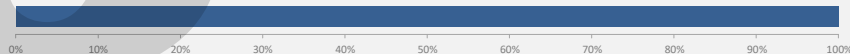
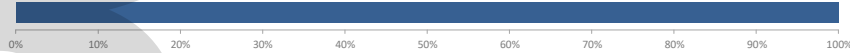
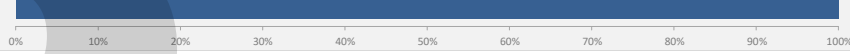

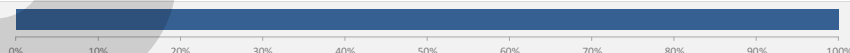
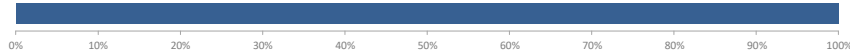
To view the detailed progress on iCAPAs, visit [Internal Review Detailed Tracker](#)

Item	Description	Final Report Release Date	iCAPAs <sup>1</sup>		iCAPAs Status Bar
			iCAPAs	Actionable Items <sup>2</sup>	
Engineering & Maintenance	1 Metrorail Structural Inspections	June 2017	5	27	
	2 Metrorail Tunnel Ventilation System: Mechanical Subsystem Maintenance	June 2017	5	20	
	3 Metrorail Traction Power Inspection & Maintenance	June 2017	3	26	
	4 Metrorail Track Inspections	June 2017	4	18	
	5 Metrorail Vertical Transportation: Escalator Maintenance and Inspection	November 2017	3	15	
	6 Parts and Materials Inventory Management	November 2017	6	32	
	7 Metrorail Automatic Train Control Inspection & Maintenance	June 2017	3	21	
	8 Metrorail Car Track Equipment Maintenance	September 2017	4	20	
	9 Post Safetrack Assessment – Next Level Maintenance Requirements	November 2017	3	16	
	10 Metrorail Major Repair & Overhaul Processes	June 2017	3	17	
	11 Metrorail Fire and Life Safety: Fire suppression, Inspection and Testing	November 2017	2	6	
	12 Metrobus Revenue Collection Equipment Maintenance	December 2017	3	14	
Service Delivery	13 Metrorail Train Operator Activities	November 2017	2	6	
	14 Metrorail Station Manager Activities	September 2017	3	14	
	15 Metrorail Supervisor Daily Activities	June 2017	3	9	
	16 Rail Operations Controllers Activities	June 2017	3	10	
	17 Rail Station ADA Compliance Assessment	November 2017	2	7	
Capital Programs	18 System-wide Capital Program Management	December 2017	4	21	
	19 Radio Infrastructure Replacement Program	December 2017	3	17	
	20 Metrorail Power Systems Upgrade Program	December 2017	1	4	
	21 Metrorail Vehicle Engineering Capital Improvement Program	December 2017	1	3	
	22 7000-Series Railcar Acquisition Project	December 2017	3	9	
<b>2017 iCAPAs Total</b>			<b>iCAPAs</b>	<b>69</b>	
			<b>Actionable Items</b>	<b>332</b>	

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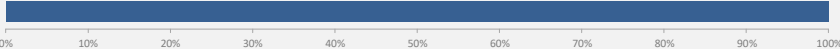


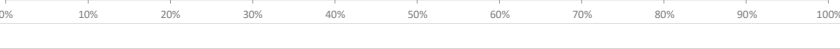

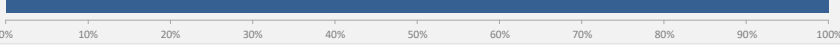

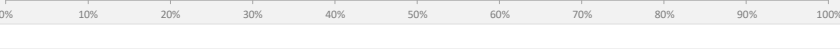

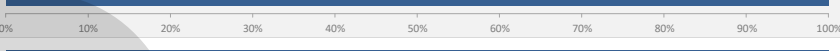
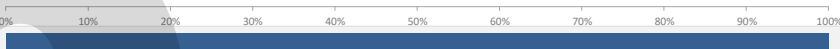
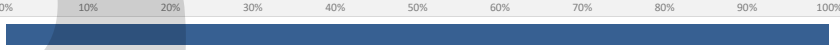

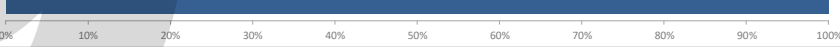
<sup>3</sup>Under Review status includes items that are under review by Quality and items where action owners are addressing Quality comments after review

Item	Description	Final Report Release Date	iCAPAs <sup>1</sup>		iCAPAs Status Bar
			iCAPAs	Actionable Items <sup>2</sup>	
 Engineering & Maintenance	1 Metrobus Maintenance & Engineering	May 2018	6	25	
	2 Metrobus Parts & Material Inventory Management	May 2018	2	8	
	3 Metrorail Vehicle Maintenance & Engineering	May 2018	7	27	
	4 Metrorail Vertical Transportation: Elevators	May 2018	4	16	
	5 Metrorail Automatic Fare Collection Inspection & Maintenance	May 2018	1	6	
 Internal Safety & Security Review	6 System Maintenance	May 2018	3	12	
	7 Shops and Material Support	May 2018	1	3	
	8 Communications	May 2018	1	3	
	9 Automatic Fare Collection	May 2018	1	5	
	10 Elevators and Escalators	May 2018	3	15	
 Capital Program - Management &	11 Metrorail New Railcar Manufacturing	August 2018	1	3	
	12 Metrobus New Vehicle Acquisition	August 2018	3	10	
	13 Contract Requirements	August 2018	1	6	
 Service Delivery	14 Rail Station ADA Compliance Assessment	December 2018	1	9	
<b>2018 iCAPAs Total</b>			<b>iCAPAs</b>	<b>35</b>	
			Actionable Items	148	

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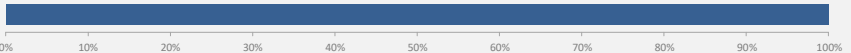
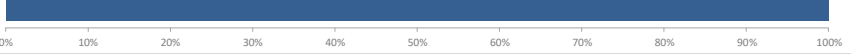
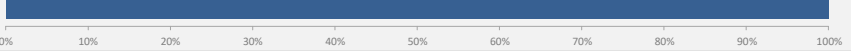

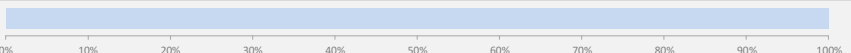
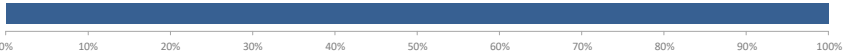

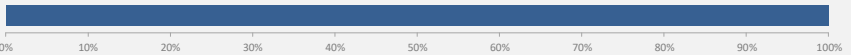
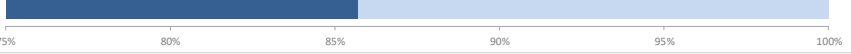
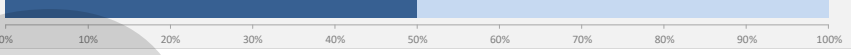

Item	Description	Final Report Release Date	iCAPAs <sup>1</sup> Actionable Items <sup>2</sup>	iCAPAs Status Bar	
 Service Delivery	1 Bus Operations Communication Center	July 2019	2 5		
	2 Non-Revenue Vehicle Utilization	April 2019	2 8		
	3 Elevator/Escalator Operation Center	December 2019	3 8		
	4 Cinder Bed Contract Management	September 2019	2 7		
 Engineering & Maintenance	5 Metrorail Vehicle Engineering Change Management	April 2019	2 5		
	6 ATC System Configuration Management Plan	December 2019	2 7		
	7 Storeroom Truck Inventory	March 2019	2 10		
 Safety	8 Metrorail Vehicle Program Services	April 2019	4 12		
	9 Metro Materials Management	April 2019	2 9		
	10 ENGA Internal Safety Review	April 2019	5 17		
	11 Safety and Environmental Management	December 2019	3 8		
<b>2019 iCAPAs Total</b>			<b>iCAPAs</b> Actionable Items	<b>29</b> <b>96</b>	

2019

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			iCAPAs	Actionable Items <sup>2</sup>	
 Internal Safety Reviews	1 Office of Information Technology	May 2020	3	7	
	2 Office of Emergency Management	May 2020	3	11	
	3 Department of Low Voltage Electrical Maintenance	August 2020	3	11	
 Engineer. & Mainten.	4 Automatic Train Control Maintenance, Reliability and Engineering	May 2020	1	3	
	5 Shops and Materials Support	May 2020	2	9	
 Service Delivery	6 Bus Transportation Training & Administration	August 2020	5	18	
	7 Bus Operations	August 2020	7	27	
	8 Rail Planning & Scheduling	August 2020	2	7	
<b>2020 iCAPAs Total</b>			<b>iCAPAs</b>	<b>26</b>	
			Actionable Items	93	

2020

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			iCAPAs	Actionable Items <sup>2</sup>	
Internal Safety Reviews	1 Operations Management Services	November 2020	1	6	
	2 Grout Pad Renewal	December 2020	4	21	
	3 Rail Operations Oversight, Supervision & Fitness for Duty	December 2020	5	15	
	4 Office of Plant Maintenance	January 2021	4	13	
	5 Automatic Fare Collection Section (AFCS)	November 2021	5	16	
	6 Vehicle Program Services	December 2021	3	16	
Cap. Prog.	7 Switch Machine Power Supply Replacement Project	January 2021	1	6	
Engineering & Maintenance	8 Facilities Asset Management Function within FSVT	June 2021	1	3	
	9 Transit Asset Management Function within REAM	June 2021	4	11	
	10 Switch Machine Maintenance	May 2021	3	18	
	11 Office of Plant Preventive Maintenance Inspection	June 2021	3	15	
	12 Metro Parts Authorization Process	June 2021	12	46	
	13 Receiving Inspection Process	June 2021	3	7	
	14 Restraining Rail Installation and Maintenance	June 2021	4	13	
Service Delivery	15 Parts Authorization Process	September 2021	2	7	
	16 Maintenance Operations Center	July 2021	4	15	
<b>2021 iCAPAs Total</b>			<b>iCAPAs</b>	<b>59</b>	
			Actionable Items	228	

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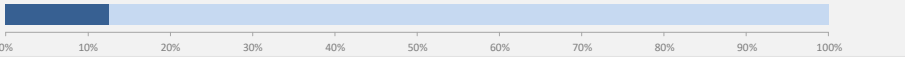
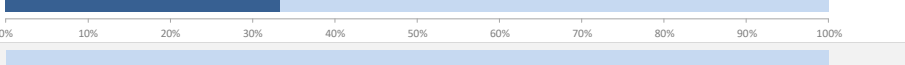
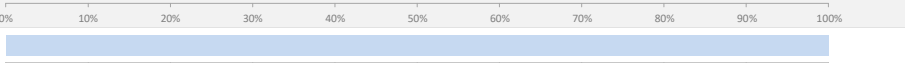
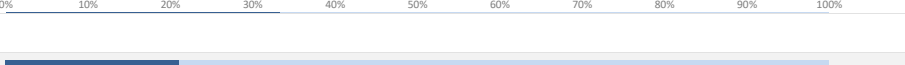

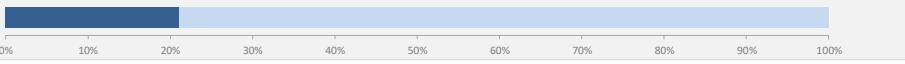
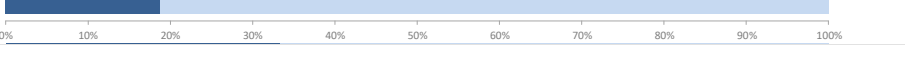

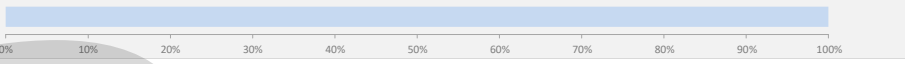
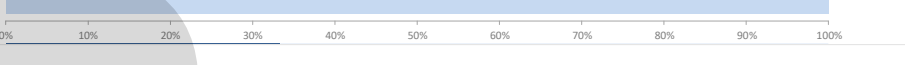
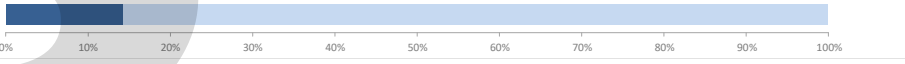
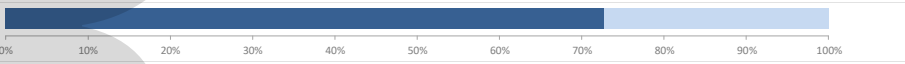
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			iCAPAs	Actionable Items <sup>2</sup>	
Internal Safety Reviews	1 Department of Safety EMAC & OSH	February 2022	6	20	
	2 Office of Track and Structures	February 2022	4	14	
	3 Car Track Equipment Maintenance	May 2022	5	19	
	4 Structures, Maintenance, and Inspection	August 2022	5	21	
	5 Office of Car Maintenance	August 2022	6	22	
Engineering & Maintenance	6 Silver Line Safety Certification	February 2022	3	9	
	7 Advanced Mobile Flaggers Contract Oversight	April 2022	3	11	
	8 Engineering Modification Instruction Process (ENGA)	June 2022	4	18	
	9 Structure Maintenance, Training, and Engineering - Leak Mitigation	July 2022	3	10	
	10 ATC Maintenance, Training, and Engineering - Track Circuits	July 2022	3	14	
	11 Car Maintenance Road Mechanics	August 2022	2	7	
	12 Engineering Modifications Instruction Process - CMOR	September 2022	3	10	
	13 MetroBus Mid-Life Overhaul	October 2022	3	8	
Service Delivery	14 MetroAccess Services	April 2022	3	10	
<b>2022 iCAPAs Total</b>			<b>iCAPAs</b>	<b>53</b>	
			Actionable Items	193	

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			iCAPAs	Actionable Items <sup>2</sup>	
 Engineering & Maintenance	1 Radio Coverage	March 2023	8	37	
	2 Emergency Trip Station (ETS) Maintenance & Egress	May 2023	6	19	
	3 Emergency Egress Inspection & Maintenance	August 2023	7	33	
	4 CCTV System Wide Operations and Maintenance	September 2023	5	21	
 Training	5 Training & Certification for Safety Sensitive (TCSS) Employees Operational Testing Program	April 2023	19	70	
	6 Operations Compliance & QA Functions	July 2023	16	56	
 Safety	7 Elevators and Escalators Services 2023	November 2023	3	10	
	8 Infrastructure Engineering, Architecture, Design, Modification Configuration & Controls	November 2023	6	25	
<b>2023 iCAPAs Total</b>			<b>iCAPAs</b>	<b>70</b>	
			Actionable Items	271	
<b>Grand Total</b>			<b>iCAPAs</b>	<b>341</b>	
			Actionable Items	1361	

2023

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