



INTERNAL REVIEW

Service Delivery

In response to the internal review of service delivery, including review of Train Operator Training & Certification and Metrorail Stations Americans with Disabilities Act (ADA) Compliance, the office of Quality Assurance, Internal Compliance & Oversight (QICO) has coordinated the development of one (1) iCAPA. The iCAPA outlines the findings, recommendation and requirements to be addressed, and a detailed action plan outlining responsible parties and specific actionable items.

EXECUTIVE LEADERSHIP OF RESPONSIBLE PARTIES

Internal Corrective and Preventive Action (iCAPA) Commitment

[Redacted Signature]

12-5-2018

Joseph Leader
Chief Operating Officer (COO)

Date

WMATA INTERNAL OVERSIGHT

Internal Corrective and Preventive Action (iCAPA) Acknowledgement

[Redacted Signature]

12-05-2018

Hakim Davis
Acting Managing Director, Quality Assurance, Internal Compliance & Oversight (QICO)

Date

[Redacted Signature]

12/5/18

Eric Christensen
Chief of Internal Compliance (INCP)

Date

[Redacted Signature]

12/6/18

Paul J. Wiedefeld
General Manager & Chief Executive Officer (GM/CEO)

Date

Purpose and Scope

On September 26, 2018 the Office of Quality Assurance, Internal Compliance & Oversight (QICO) issued an internal review report regarding Metrorail Stations Americans with Disabilities Act (ADA) Compliance. This internal Corrective and Preventive Action (iCAPA) has been developed to address required action QICO-ADA-18-01 and the associated finding(s).

Required Action

QICO-ADA-18-01 *Infrastructure Renewal Program Group – (IRPG)*

Moderate



Bring platform edge light elements system-wide to a state of good repair.

Applicable Finding(s)

- F-ADA-18-02: Effective maintenance of platform edge lighting is important to maintain reliable indication of platform edges.
 - o *Measure: [Work Standards](#). Risk: [Safety – Moderate \(3.3\)](#)*

Action Plan Overview

IRPG will oversee the replacement of the existing platform edge light system that has reached the end of its useful life with new light fixtures, electrical infrastructure, and flashing dimmer control panels as follows:

24 Above-ground stations through a stand-alone Above Ground Station Edge Light & Dimmer Control System Replacement Contract.

- Phase 1 – Survey: Initial plan will be to conduct a full assessment of the existing conditions as it relates to installing all new surface mounted conduit underneath platform. Relocation of existing utilities will be included in the design as needed. This effort has been scoped out, solicited and awarded. Anticipated notice to proceed (NTP) will be mid-October 2018. Period of performance to complete surveys and submit final assessment report is NTP + 180 calendar days.
- Phase 2 – Design: The results of the survey will dictate the level of effort required for the design phase and period of performance associated with it.
- Phase 3 – Procurement: A 5-month procurement period is assumed at this time. As the project progresses through design, an estimate and scope will be developed which will determine the preferred construction vehicle.
- Phase 4 – Construction: Construction is anticipated to be completed in a 2-year period of performance. 20 above-ground stations through the platform construction project. This project is being implemented through IRPG Facilities in which the platforms at various stations are being brought to a state of good repair. Such work will include the replacement of platform edge lights and dimmer control systems.

(20) Stations Platform Rehabilitation Construction - The 20 above ground station platforms are being renovated in phases. The edge lighting associated with the platforms will be replaced with the platform construction. A schedule is provided in the Plan Structure, Action Items 3 – 6.

Once approved through DECO management, IRPG will provide a plan for repair or replacement of platform edge light systems at underground stations. The plan will be developed at a later date, to incorporate best practices learned during the design and construction efforts executed at above-ground stations.

Business Impact – Budget/Cost Estimate

Process Execution – A current process/procedure exists that meets the QICO Required Action, but needs to be executed. This type of initiative does not need additional resources.

PLAN STRUCTURE

Actionable Items	Description	Responsible Party ¹	Est Start ²	Est End ³
1. List of Stations	IRPG will submit a list of stations to be completed under Future Above Ground Edge Light Contract & STUC-012.	Alexandria Zimar IRPG	10/17/18	10/31/18
2. Develop design documents	IRPG will submit evidence of completion of site survey and design for the replacement of platform train edge lights at 24 above-ground stations under task order POWR-008.	Alexandria Zimar IRPG	10/31/18	10/30/19
3. FQ18117 Platform Construction Phase-1	IRPG will complete construction, installation, testing and acceptance of replacement platform train edge lights at Metro Stations C12, C13, C14, C15, J02, & J03.	Steven Powers/ Alexandria Zimar IRPG	11/05/18	01/01/20
4. Platform Construction Phase-2	IRPG will complete construction, installation, testing and acceptance of replacement platform edge lights at Metro Stations E07, E09, E10, & B04.	Steven Powers/ Alexandria Zimar IRPG	11/01/19	12/30/20
5. Platform Construction Phase-3	IRPG will complete construction, installation, testing and acceptance of replacement platform edge lights at Metro Stations K08, K07, K06, & K05.	Steven Powers/ Alexandria Zimar IRPG	11/01/20	12/29/21
6. Platform Construction Phase-4	IRPG will complete construction, installation, testing and acceptance of replacement platform edge lights at Metro Stations D11, D12, D13, G03, C10, & C06.	Steven Powers/ Alexandria Zimar IRPG	11/01/21	12/28/22
7. FQxxxx - (24) Above Ground Stations – Edge Light Construction	IRPG will complete construction, installation, testing, and acceptance of replacement platform edge lights at 24 above-ground stations. IRPG – Station Lighting will submit a report on progress.	Alexandria Zimar IRPG	03/04/20 ³	03/30/22
8. (48) Underground stations Edge Light plan	IRPG will submit an implementation plan including schedule to bring platform edge light systems at underground stations to a state of good repair.	Alexandria Zimar IRPG	04/03/19	07/31/19

¹ In the event of personnel or departmental changes, responsibilities for actionable items shall transfer to the new leadership.

² Est Start – Estimated Start Date.

³ Est End – Estimated Completion Date.

Actionable Items	Description	Responsible Party ¹	Est Start ²	Est End ³
9. QICO CAP Verification Report	QICO will evaluate actionable items submitted to confirm there is reasonable evidence that the findings and this required action have been resolved, taking into account the actionable items descriptions and performance measures.	QICO	03/31/22	04/29/22

Completion Documentation & Performance Measures

- 90 percent of all construction completed in relation to actionable items 3-7.

Responsible Party/Parties

IRPG

Alexandria Zimar



(Signature/Date)

11/20/18

IRPG

Steven Powers



(Signature/Date)

11/20/2018

Second-Level Responsibility

DECO

John D. Thomas



(Signature/Date)

11.21.18