



Washington Metropolitan Area Transit Authority (WMATA)

Washington Metrorail Safety Commission (WMSC) Corrective Action Plans Tracker - 2019

All CAPs in this Directive were **closed** as of 07/27/23

Corrective Action Plan (CAP) Summary			
Total	Submitted (✓)		Open (●)
	Closed	Under Review ¹	
27	27	0	0

¹ Under Review status includes items that were submitted to WMSC for review and closure, and items that were returned by WMSC to address additional comments.

Risk Assessment Category and Description with CAP Totals			
I	II	III	IV
Unacceptable	Undesirable - ESC* Decision Required	Acceptable with ESC* Review	Acceptable without ESC* Review
Submitted: 0 Open: 0	Submitted: 17 Open: 0	Submitted: 10 Open: 0	Submitted: 0 Open: 0

* ESC - Executive Safety Committee

CAP Number	Risk Assessment	Closure Submission Date**	CAP Status	Actionable Item Status
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**Date WMATA requests closure. Actual closure date is subject to WMSC review and acceptance of the closure.

Safety Related Telemetry Data	<div><div></div><div>0%50%100%</div></div>	100%
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WMSC-19-C0001	III	September 2020	Closed	<div><div></div><div>0%50%100%</div></div>	100%
Metrorail will design and test a strategy to improve the collection of safety-related telemetry data from its assets. ✓ Produced a document which includes strategies to improve the collection of safety related asset data. ✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					
WMSC-19-C0002	III	October 2020	Closed	<div><div></div><div>0%50%100%</div></div>	100%
Metrorail will design and test a strategy that will correlate the improved safety data to each asset. ✓ Designed a strategy to collect and analyze data so that business improvement decisions can be made to ensure that assets remain safe. ✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					
WMSC-19-C0003	III	April 2020	Closed	<div><div></div><div>0%50%100%</div></div>	100%
Metrorail will design and test a strategy to use existing software packages to analyze data for review and assessment by rail operations and maintenance personnel. ✓ Demonstrated and tested a strategy of using rail track asset data with existing software packages to analyze data to support operational business decisions. ✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					
WMSC-19-C0004	III	August 2020	Closed	<div><div></div><div>0%50%100%</div></div>	100%
Metrorail will design and test a strategy to use the analyses to implement corrective action plans, work orders, and engineering test plans/engineering modification instructions. ✓ Utilized the findings from WMSC-19-C0003 to design and test a strategy to use track asset data to implement corrective maintenance and other asset management interventions. ✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					
WMSC-19-C0005	III	January 2022	Closed	<div><div></div><div>0%50%100%</div></div>	100%
Metrorail will design and test strategy to improve, analyze and act upon safety data, produce a lesson learned document, including a plan for a Metrorail enterprise roll out of the system. ✓ Produced a project charter and a lesson learned document to include a plan for Metrorail enterprise rollout of the system. ✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					

ROCC Staffing Level	<div><div></div><div>0%50%100%</div></div>	100%
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WMSC-19-C0006		November 2019	Closed	<div><div></div><div>0%50%100%</div></div>	100%
✓ Determined the number of ROCC staff required, given the current operational and maintenance activities. Provided details that support the staffing number.					
WMSC-19-C0007		November 2019	Closed	<div><div></div><div>0%50%100%</div></div>	100%
✓ Developed plan to reach the required level of staffing under C0006 through innovation in recruitment, training, and retention; and achieved that staffing level.					

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Hours of Service	<div><div></div></div> <div>0%50%100%</div>	100%
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WMSC-19-C0008 (a)	II	August 2020	Closed	<div><div></div></div>	100%
Develop and implement an effective <i>Hours of Service Policy</i> as part of an overall fatigue management program. <div>√ Revised WMATA’s <i>Fatigue Management Policy</i> addressing Hours of Service limits. √ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					
WMSC-19-C0008 (b)	II		Closed	<div><div></div></div>	100%
Develop and implement an effective <i>Hours of Service Policy</i> as part of an overall fatigue management program. <div>√ Implemented the revised <i>Fatigue Management Policy</i> including Hours of Service limits for fatigue management. √ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</div>					

7k Cab Sun Visors	<div><div></div></div> <div>0%50%100%</div>	100%
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WMSC-19-C0009		November 2019	Closed	<div><div></div></div>	100%
√ Determined the number of ROCC staff required, given the current operational and maintenance activities. Provided details that support the staffing number.					
WMSC-19-C0010		December 2019	Closed	<div><div></div></div>	100%
√ Developed plan to reach the required level of staffing under C0006 through innovation in recruitment, training, and retention; and achieved that staffing level.					
WMSC-19-C0011		November 2019	Closed	<div><div></div></div>	100%
√ Determined the number of ROCC staff required, given the current operational and maintenance activities. Provided details that support the staffing number.					
WMSC-19-C0012		November 2019	Closed	<div><div></div></div>	100%
√ Developed plan to reach the required level of staffing under C0006 through innovation in recruitment, training, and retention; and achieved that staffing level.					
WMSC-19-C0013		December 2019	Closed	<div><div></div></div>	100%
√ Determined the number of ROCC staff required, given the current operational and maintenance activities. Provided details that support the staffing number.					
WMSC-19-C0014		December 2019	Closed	<div><div></div></div>	100%
√ Developed plan to reach the required level of staffing under C0006 through innovation in recruitment, training, and retention; and achieved that staffing level.					

Station Overrun	<div><div></div></div> <div>0%50%100%</div>	100%
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WMSC-19-C0015	II	September 2020	Closed	<div><div></div></div>	100%
Instituting improvements to reduce station overruns, including, but not limited to, creating an official definition of what constitutes a station overrun, establishing a rule that governs train speeds on approach to stations, creating a non-punitive labor/management incident review board, and undertaking any other appropriate strategies. <div>√ Developed definition of station overrun and reviewed current process of train approach speeds per station, and updated, if necessary. √ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					

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Unauthorized Movement After Losing Speed Commands	<div><div></div></div> <div>0%50%100%</div>	100%
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WMSC-19-C0016	III	June 2021	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
<p>Instituting operational improvements such as monitoring and measuring compliance of its Rail Traffic Controllers and train operators with Rule 3.79, raising awareness through training, stand-downs, and similar activities, and, conducting non-punitive incident review boards consisting of train operators and controllers involved in Rule 3.79 incidents to better understand opportunities for improvement.</p> <div><div>✓</div> Monitored and measured compliance of rail personnel as per Rule 3.79.</div> <div><div>✓</div> Provided the supervisory spot checks of train operators.</div> <div><div>✓</div> Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					
WMSC-19-C0017	III	June 2021	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
<p>Creating a map or similar inventory of mainline locations, identifying the reason, and proposing a work plan & timetable for correcting the regularly loss of speed command defects.</p> <div><div>✓</div> Issued and submitted an operations bulletin to instruct personnel to document all loss of speed commands.</div> <div><div>✓</div> Provided documented process and data showing resolved/closed tickets that addressed loss of speed command incidents.</div> <div><div>✓</div> Provided locations, analysis, and research solutions to resolve issues due to repeated loss of speed commands.</div> <div><div>✓</div> Provided schedule remediation plan.</div> <div><div>✓</div> Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					

Use of Personal Electronic Devices (PEDs)	<div><div></div></div> <div>0%50%100%</div>	100%
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WMSC-19-C0018	III	June 2020	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
<p>Amending its <i>Personal Electronic Devices (PEDs) Policy</i> to:</p> <div><div>A) Require employees to turn over (or cause to be turned over) devices and records upon request;</div><div>B) Developing a program to actively detect unauthorized presence and use of electronic devices through video review, inspection, and efficiency testing; and raising awareness of the PEDs Policy and inspection activities though training, stand downs, and similar activities.</div></div> <div><div>✓</div> Revised WMATA’s PEDs Policy to require operators involved in an incident or accident to turn over electronic devices and device records upon request.</div> <div><div>✓</div> Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					
WMSC-19-C0019	III	May 2021	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
<p>Amending its <i>Personal Electronic Devices (PEDs) Policy</i> to:</p> <div><div>A) Require employees to turn over (or cause to be turned over) devices and records upon request;</div><div>B) Developing a program to actively detect unauthorized presence and use of electronic devices through video review, inspection, and efficiency testing; and raising awareness of the PEDs Policy and inspection activities though training, stand downs, and similar activities.</div></div> <div><div>✓</div> Developed a written procedure to detect unauthorized use of electronic devices.</div> <div><div>✓</div> Performed random compliance checks as per PEDs Policy.</div> <div><div>✓</div> Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					

Dysfunction within the ROCC	<div><div></div></div> <div>0%50%100%</div>	100%
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WMSC-19-C0020	II	October 2021	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
<p>WMATA must eliminate the dangerous dysfunction within the ROCC by taking actions that include, but are not limited to, requiring and allowing controllers to follow written protocols and checklists, improving communication and workflow, and avoiding oversaturating controllers and distracting them with conflicting instructions.</p> <div><div>✓</div> Appointed Transformation Director and Vice President of Rail Operations Control and Strategic Transformation & submitted recommendations and strategies.</div> <div><div>✓</div> Submitted acknowledgement of new Code of Conduct.</div> <div><div>✓</div> Submitted recruitment/hiring documentation.</div> <div><div>✓</div> Submitted evidence for completed awareness training.</div> <div><div>✓</div> Submitted third-party restoration monthly reports.</div> <div><div>✓</div> Performed periodic quality assurance reviews of third-party verification reports.</div> <div><div>✓</div> Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					

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Track Maintenance and Training (I)	<div><div></div></div> <div>0%50%100%</div>	100%
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WMSC-19-C0021	II	October 2020	Closed	<div><div></div></div>	100%
WMATA must make the necessary document updates and revisions to create a complete set of protocols for track inspections and maintenance. <ul style="list-style-type: none">✓ Updated work instructions for track maintenance.✓ Provided governing procedures for track inspections.✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					
WMSC-19-C0022	II	March 2021	Closed	<div><div></div></div>	100%
WMATA must finalize and issue all relevant procedure manuals, along with any supplementary instructions and/or refresher training to ensure that personnel have and follow proper procedures. WMATA must ensure that this includes complete instructions for tasks such as thermite welding, rail distressing, and continuous welded rail installation, in accordance with Section 10.4 of the APTA Standard RT-FS-S-002-02. <ul style="list-style-type: none">✓ Updated all work instructions for maintenance activities.✓ Provided supplementary instructions and refresher training.✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					
WMSC-19-C0023	II	September 2020	Closed	<div><div></div></div>	100%
WMATA must assign a specific person to record actual ambient temperatures every day of the late spring, summer, and early fall to ensure that the agency conducts and documents heat-ride inspections. <ul style="list-style-type: none">✓ Developed and submitted a process to include protocols to conduct heat-ride inspections.✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					
WMSC-19-C0024	II	July 2020	Closed	<div><div></div></div>	100%
WMATA must clarify its written temperature thresholds for heat-ride inspections and monitoring. <ul style="list-style-type: none">✓ Updated and submitted procedure to provide clear instructions on written temperature thresholds for heat-ride inspections and monitoring.✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					
WMSC-19-C0025	II	November 2021	Closed	<div><div></div></div>	100%
WMATA must create a new recurring work order in Maximo for lubricators to be refilled on a fixed schedule and begin implementing the new schedule. <ul style="list-style-type: none">✓ Developed and submitted a process for rail lubricators maintenance and inspection to include roles and responsibilities.✓ Submitted one year's worth of data for completed rail lubricators preventative maintenance.✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					
WMSC-19-C0026 R1	II	February 2023	Closed	<div><div></div></div>	100%
WMATA must add culverts as an asset in Maximo and begin scheduling annual inspections. <ul style="list-style-type: none">✓ Identified and submitted culvert locations and the frequency of culvert inspections.✓ Updated and submitted the structures inspection manual to include a process to inspect culvert.✓ Completed a field assessment of the culvers identified prior to scheduling inspections✓ Entered the culvert locations under WMATA control assets in Maximo and submitted evidence of completion.✓ Added and submitted a list of newly created Preventative Maintenance (PM) Inspection in Maximo.✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.					
WMSC-19-C0027	III	January 2021	Closed	<div><div></div></div>	100%
TRST must conduct vegetation cutting and weed spraying using an acceptable chemical product. <ul style="list-style-type: none">✓ Issued and submitted a contract/NTP for treatment program with acceptable chemical products.✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					
WMSC-19-C0028	II	November 2020	Closed	<div><div></div></div>	100%
RTRA and TRST must work together to ensure SOP #30, MSRPH Chapter 5, and the TRST-1000 and any other governing documents are consistent regarding who verifies a speed restriction and by what method(s). <ul style="list-style-type: none">✓ Updated and submitted the Metrorail Safety Rules and Procedures Handbook to be consistent with SOP #30.✓ Updated and submitted maintenance procedures to be consistent with procedure #30.✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					
WMSC-19-C0029	II	November 2020	Closed	<div><div></div></div>	100%
WMATA must update the list of forms in Section 102.11 of the TRST-1000 and add examples to the manual. <ul style="list-style-type: none">✓ Updated and submitted the list of forms and referenced the form locations in the manual.✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					
WMSC-19-C0030	II	October 2020	Closed	<div><div></div></div>	100%
TRST must institute version control on these and other forms in accordance with its TRST-2000. TRST should also ensure that the field for Preventive Maintenance (PM) work order number and any other missing fields is used on all these forms. <ul style="list-style-type: none">✓ Created and submitted a document control procedure to define the creation, review, approval, access, storage, and revision of controlled documents.✓ Reviewed and submitted all Track Inspection forms and added all missing fields including Preventive Maintenance (PM) work order numbers.✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					

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WMSC-19-C0031	II	April 2021	Closed		100%
<div>TRST must institute a step for regular management review of the Supervisor Quality Control checks to ensure they are being completed.</div> <div><div>√</div>Created and submitted a procedure for TRST Supervisors and Managers Quality Control checks.</div> <div><div>√</div>Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					
WMSC-19-C0032	II	February 2021	Closed		100%
<div>TRST must either prohibit equipment operators from conducting track repairer duties or require that equipment operators complete the track repairer courses before being assigned such work. TRST must also issue training cards or "licenses" indicating their qualification to operate specific types of track equipment.</div> <div><div>√</div>Developed and submitted an E-Assessment for all TRST Equipment Operators.</div> <div><div>√</div>Created and submitted a schedule to implement the E-Assessment.</div> <div><div>√</div>Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					
WMSC-19-C0033	II	December 2021	Closed		100%
<div>WMATA must adjust TGV data spreadsheets and/or Maximo to log the repair of any detected defects and open work orders for any outstanding defects that need to be repaired or monitored.</div> <div><div>√</div>Created a new process in OPTRAM to allow for the TGV defects to be processed as part of a Maximo work order.</div> <div><div>√</div>Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					
WMSC-19-C0034	II	June 2021	Closed		100%
<div>WMATA must institute training for duties specific to TRST supervisors, including how to conduct and document quality control checks, ensuring assignment of work to qualified inspectors/equipment operators, and use of Maximo to prioritize and plan work.</div> <div><div>√</div>Developed a training program for new TRST supervisors to conduct and document quality control checks.</div> <div><div>√</div>Developed and submitted training curriculum.</div> <div><div>√</div>Created and submitted a schedule to implement training for supervisors.</div> <div><div>√</div>Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					