



Washington Metropolitan Area Transit Authority (WMATA)

Washington Metrorail Safety Commission (WMSC) Corrective Action Plans Tracker - 2020

As of 08/15/25

Corrective Action Plan (CAP) Summary			
Total	Submitted (✓)		Open (●)
	Closed	Under Review ¹	
36	33	0	3

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: 1 Open: 0	Submitted: 27 Open: 3	Submitted: 2 Open: 0	Submitted: 1 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.

Emergency Ventilation Fans	<div><div></div></div> <div>0%50%100%</div>	100%
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WMSC-20-C0035	I	April 2021	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
<p>Rail controllers must be provided proper, complete and recurring training on the use of emergency ventilation fans, and rail controllers must be provided immediate access to and familiarization with the vent fan playbook that was called for by the NTSB after the January 2015 L'Enfant Plaza station arcing and smoke accident.</p> <ul style="list-style-type: none">✓ Submitted a revised training curriculum and administered a training on the operation of ventilation fans.✓ Submitted training records.✓ Conducted and submitted monthly verification reports.✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					

Remote Console Manipulation	<div><div></div></div> <div>0%50%100%</div>	100%
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WMSC-20-C0036	II	February 2021	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
<p>WMATA must prohibit ROCC managers and leadership from remotely manipulating consoles in the ROCC without coordinating with the controllers, and verify by periodic audit and/or computer-generated reports that uncoordinated remote manipulation has ceased.</p> <ul style="list-style-type: none">✓ Submitted the draft remote manipulation procedure.✓ Submitted the approved remote manipulation procedure.✓ Prepared and submitted six monthly reports of remote manipulation of consoles.✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					

Third Rail Power Restoration	<div><div></div></div> <div>0%50%100%</div>	100%
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WMSC-20-C0037	II	April 2022	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
<p>WMATA must institute additional protections to ensure that third rail power is not restored prematurely, including, but not limited to, ensuring managers and leadership permit all power restoration checklist and procedures are followed to be certain power is only restored when it is safe to do so. These additional protections must include providing an independent approval from an appropriately-qualified employee outside of the Office of Rail Transportation, so that safe power restoration is always placed ahead of service metrics such as on time performance.</p> <ul style="list-style-type: none">✓ Created and submitted an integrated project schedule and provided a briefing to the WMSC on schedule.✓ Provided a report and hazard analysis studies.✓ Provided a new organization chart and new job description.✓ Provided the draft third rail restoration procedure, training materials, and training schedule.✓ Provided the revised procedures, updated training materials, and training plan.✓ Provided the test results and evidence that modifications were deployed.✓ Provided the plans, specifications, and construction schedule for the physical infrastructure.✓ Conducted a safety certification process.✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.					

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Roadway Worker Protection and Training	<div><div></div></div> <div>0%50%100%</div>	95%
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WMSC-20-C0038	II	March 2021	Closed	<div><div></div></div>	100%
<p>WMATA must institute appropriate measures such as weekly compliance checks to ensure proper procedures of RWP Rule 5.13.6 are followed regarding distance requirements for the watchman/lookout.</p> <div><div>✓</div>Conducted a safety stand-down.</div> <div><div>✓</div>Developed a standard audit form for compliance checks.</div> <div><div>✓</div>Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					
WMSC-20-C0039	III	November 2020	Closed	<div><div></div></div>	100%
<p>Metrorail must schedule and complete the biennial independent audits as described in the RWP Training and update all relevant documents regarding the departmental responsibility for this audit. In addition to noting any change to the audit responsibility in the Standard Operating Procedure (SOP), the Department of Safety & Environmental Management (SAFE) or Quality Assurance, Internal Compliance and Oversight (QICO) should ensure that this audit requirement is fully explained in its Public Transportation Agency Safety Plan (PTASP), and/or a SAFE/QICO policy or procedure.</p> <div><div>✓</div>Revised the existing procedure and conducted the scheduled Internal Safety Review.</div> <div><div>✓</div>Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					
WMSC-20-C0040	II	April 2021	Closed	<div><div></div></div>	100%
<p>WMATA must develop a formal procedure for the training and demonstration of all RWP Safety Equipment and Warning Devices. The procedure must include a standardized checklist for instructors to follow during the practical demonstration, including a requirement that each student physically demonstrates the ability and understanding to use each device or other piece of equipment.</p> <div><div>✓</div>Compiled list of safety equipment.</div> <div><div>✓</div>Developed a trainer checklist</div> <div><div>✓</div>Revised existing procedure.</div> <div><div>✓</div>Verified student understanding.</div> <div><div>✓</div>Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					
WMSC-20-C0041	II	March 2021	Closed	<div><div></div></div>	100%
<p>Weekly compliance checks should be instituted by WMATA to ensure employees follow the rules and are wearing the required PPE. WMATA must also codify the policy, stated in WMSC interviews with SAFE, that prohibits the wearing of backpacks on the roadway due to the risk of entrapment.</p> <div><div>✓</div>Developed a standard audit form for compliance checks.</div> <div><div>✓</div>Developed a procedure which includes checks on Personal Protective Equipment compliance.</div> <div><div>✓</div>Issued a Permanent Order prohibiting the wearing of backpacks on the roadway.</div> <div><div>✓</div>Conducted an awareness campaign.</div> <div><div>✓</div>Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					
WMSC-20-C0042	II	May 2026	Open	<div><div></div></div>	71%
<p>WMATA must develop a procedure or checklist to ensure all work equipment is checked and inspected prior to use and ensure that there is enough certified safety equipment available to meet all RWP requirements for each work crew. WMATA also must develop a procedure to track certification dates of all safety-related equipment to ensure that devices like WSADs are consistently re-calibrated and certified on schedule.</p> <div><div>✓</div>Compiled list of safety equipment.</div> <div><div>✓</div>Developed a standard audit form for compliance checks.</div> <div><div>✓</div>Completed inventory count and system reconciliation.</div> <div><div>✓</div>Developed a procedure.</div> <div><div>✓</div>Verified process for compliance.</div> <div><div>✓</div>Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					
WMSC-20-C0043	II	March 2021	Closed	<div><div></div></div>	100%
<p>WMATA must update MSRPH subsection 5.13.5 to specify when a train is considered "in approach" to trigger a required documentation on a written checklist along with a verbal warning over the radio that the train is approaching a red signal due to foul time. Proper radio communication must not be limited only to circumstances in which a train is actually required to "hold" at the signal, because the warning is necessary as a redundant form of protection for the work crew in the foul time area. Controller training must include the specific procedures required for foul time, including any updates to procedures due to this CAP. The checklist must be updated to reflect the revised policies.</p> <div><div>✓</div>Updated the existing procedure with the definition.</div> <div><div>✓</div>Updated the checklist and updated the training curriculum.</div> <div><div>✓</div>Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					
WMSC-20-C0044		July 2020	Closed	<div><div></div></div>	100%
<p>WMATA must review and update the RWP SOP procedures each year, as required by Section 13.3, and develop a matrix that notifies the document and managers when revisions to the SOP are required.</p>					
WMSC-20-C0045	IV	November 2020	Closed	<div><div></div></div>	100%
<p>WMATA must define which RWP classes are facilitated by SAFE and which RWP classes are facilitated by TSMT. WMATA must conduct a study to determine if bringing all RWP classes under TSMT would improve consistency with the program and consolidate the program, if warranted.</p> <div><div>✓</div>Revised the existing procedure.</div> <div><div>✓</div>Confirmed there was reasonable evidence to support completion of actionable items and performance measures.</div>					

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.

WMSC-20-C0046	II	January 2022	Closed	<div></div>	100%
WMATA must develop and use a detailed instructor’s guide listing all practical exercises and steps for those practical exercises to ensure consistency and accuracy. The guide must specify what specific skills students must demonstrate in order to pass each class. <ul style="list-style-type: none">✓ Developed an instructor guide.✓ Showed evidence of instructor guide implementation.✓ Showed evidence of compliance checks.✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					
WMSC-20-C0047		July 2020	Closed	<div></div>	100%
WMATA must develop an annual schedule for ROCC and field visits and review it quarterly to ensure that the roadway and field visits are being met as required in the SOP.					
WMSC-20-C0048	III	February 2021	Closed	<div></div>	100%
WMATA must ensure that SAFE and MTPD review the training curriculum and procedures as well as any changes to those policies, and formally sign off on each update or revision as required by SOP 13.2.5. <ul style="list-style-type: none">✓ Revised the existing procedure.✓ Provided evidence of sign off.✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					

Department of Rail Transportation: Rail Operations Control Center	<div></div> <div>0%50%100%</div>	99%
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WMSC-20-C0049 R1	II	August 2025	Open	<div></div>	96%
Metrorail must professionalize operations in the Control Center as part of a plan to improve rule compliance and reach full staffing levels. The comprehensive fixes included in previously required Corrective Action Plans must include a correction of the deep-seated toxic workplace culture in the control center. <ul style="list-style-type: none">✓ Submitted organizational assessment.✓ Submitted a comprehensive recruitment plan per WMSC-20-C0056.✓ Submitted 6 monthly staffing reports for all ROCC personnel.✓ Submitted quarterly staffing reports to show staffing requirements for all ROCC.✓ Submitted a program to professionalize the office and improve the work culture for all ROCC employees.✓ Submitted a mandatory manager’s coaching and development plan and provided records that 95% of active personnel are trained.✓ Submitted 6 monthly reports identifying mitigated risks related to rules compliance.✓ Submitted the baseline and assessment results, six months after the initiatives were fully implemented.✓ Submitted the staffing report for the first month.✓ Submitted the staffing report for the second month.✓ Submitted the staffing report for the third month.✓ Conducted the first quarterly check-in meeting.✓ Submitted the staffing report for the fourth month.✓ Submitted the staffing report for the fifth month.✓ Submitted the staffing report for the sixth month.✓ Conducted the second quarterly check-in meeting.✓ Submitted the staffing report for the seventh month.✓ Submitted the staffing report for the eighth month.✓ Submitted the staffing report for the ninth month.✓ Conducted the third quarterly check-in meeting.✓ Submitted the staffing report for the tenth month.✓ Submitted the staffing report for the eleventh month.✓ Submitted the staffing report for the twelfth month.● Confirm there is evidence of the above actionable items.					
WMSC-20-C0050	II	April 2021	Closed	<div></div>	100%
Metrorail must obtain and provide complete, accurate and unaltered data, statements, and other relevant information as part of each safety investigation to include interviews with ROCC employees, drug and alcohol testing of each ROCC employee connected to the event, and direct, independent reviews and downloads of ROCC audio and data recordings such as AIM system playback as part of a process to fully consider the ROCC’s possible role in each safety event. <ul style="list-style-type: none">✓ Updated and submitted procedure 800-01 for approval prior to internal publication.✓ Provided evidence that SAFE, HR, and IT have direct access to ROCC system.✓ Submitted internal process and training records as evidence that all required personnel have access to ROCC system.✓ Reinforced the drug and alcohol policy testing and communicated to staff any policy changes.✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures					
WMSC-20-C0051	II	October 2023	Closed	<div></div>	100%
Metrorail must fully record and adequately retain all communications that are tied to operations and emergency response. <ul style="list-style-type: none">✓ Submitted a report of the recording capabilities analysis.✓ Provided WMSC staff with a briefing and demonstration of the integrated system.✓ Submitted documentation with technical design specifications.✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.					

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**Date WMATA requests closure. Actual closure date is subject to WMSC review and acceptance of the closure.

WMSC-20-C0052	II	October 2023	Closed		100%
<p>Metrorail must make the fire liaison’s role and responsibilities clear to all ROCC employees. Metrorail must establish redundancies and direct communication paths to ensure information from the fire liaison is properly communicated to the relevant controllers, first responders and others, particularly information regarding initial reports of emergencies and the location of personnel prior to power restoration. This must include an information tracking method that makes real-time information available to all employees in the ROCC. The log must be accessible by upper management so that employees managing the emergency can focus on their duties rather than being regularly called away to provide updates to upper management.</p> <ul style="list-style-type: none">√ Submitted updated safety hotline procedures.√ Submitted a document identifying a review of roles and channels of communication between ROCC and Fire Liaison.√ Incorporated the Fire Liaison roles and responsibilities in all appropriate ROCC updated procedures and training records.√ Submitted a technological solution which includes an information tracking method.√ Installed a technological solution which includes an information tracking method.√ Submitted a documented process describing the technology solution implementation.√ Submitted a monthly report showing random sampling of events for a period of six months.√ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.					
WMSC-20-C0053	II	December 2022	Closed		100%
<p>Metrorail must rewrite smoke, fire and related alarm policies including specific responsibilities for calling and dispatching the fire department and immediate communication with the Fire Liaison. The new policies must be developed in consultation with WMATA’s Fire Marshal, SAFE, MTPD, the COG Fire Chiefs’ Passenger Rail Safety Subcommittee and other relevant experts. All employees involved must be trained on these procedures, and the procedures must be included in refresher and new class training.</p> <ul style="list-style-type: none">√ Updated and submitted fire and smoke procedures and checklists including Rail Operations Information Center and Maintenance Operation Control.√ Developed and submitted a training program for Office of Emergency Management staff that fill the Fire Liaison role.√ Provided updated training materials.√ Submitted the planned training schedule and provided training records.√ Submitted six months of identified and mitigated risks related to fire and smoke procedures.√ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.					
WMSC-20-C0054	II	February 2022	Closed		100%
<p>Metrorail must ensure that any and all deficiencies are promptly and properly reported, tracked and repaired as required by WMATA policies to reduce the risk that safety issues slip through the cracks.</p> <ul style="list-style-type: none">√ Submitted updated safety hotline procedures.√ Implemented a Safety Management System to identify, asses, track and trend, and mitigate risk.√ Developed and submitted Safety Risk Coordinator job description.√ Evaluated communication equipment throughout the Rail Traffic Controllers consoles and replaced non-working devices.√ Developed and submitted a procedure for maintaining ROCC communications equipment.√ Submitted documentation of identified and mitigated risks.√ Confirmed there was reasonable evidence to support completion of Actionable Items and performance measure.					
WMSC-20-C0055	II	November 2022	Closed		100%
<p>Metrorail must ensure that hours of service, required rest periods, and related policies are followed and that those requirements are clearly communicated to all staff and management.</p> <ul style="list-style-type: none">√ Submitted fatigue assessment report.√ Submitted an updated Rail Traffic Controllers schedule.√ Established and submitted the process required for implementing WMATA’s Fatigue Risk Management Policy.√ Submitted training records.√ Submitted evidence that they are in compliance with the established fatigue guidelines and provided three quarters of compliance reports.√ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.					

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WMSC-20-C0056 R2	II	August 2025	Open	<div></div>	96%
<p>Metrorail must provide complete transparency during recruitment on the taxing requirements of the job of a controller, use those requirements to target recruitment efforts, and use a team evaluation approach for each candidate with standardized rating metrics during the application and interview process to assure an accepted applicant will likely be a good fit for the controller environment (stress, shifts, etc.). Metrorail must provide upfront transparency about required time commitments, required bonus agreements and any other conditions of employment. Accepted applicants must also be allowed to experience the ROCC environment directly beginning early in the training process in order to have a complete understanding of the job they are expected to do.</p> <ul style="list-style-type: none">√ Submitted a comprehensive recruitment plan.√ Submitted confirmation of purchase and/or validation of the assessment tool.√ Submitted evidence confirming the new assessment tools are in use between January and June 2023.√ Submitted monthly staffing reports.√ Submitted the staffing report for the first month.√ Submitted the staffing report for the second month.√ Submitted the staffing report for the third month.√ Conducted the first quarterly check-in meeting.√ Submitted the staffing report for the fourth month.√ Submitted the staffing report for the fifth month.√ Submitted the staffing report for the sixth month.√ Conducted the second quarterly check-in meeting.√ Submitted the staffing report for the seventh month.√ Submitted the staffing report for the eighth month.√ Submitted the staffing report for the ninth month.√ Conducted the third quarterly check-in meeting.√ Submitted the staffing report for the tenth month.√ Submitted the staffing report for the eleventh month.√ Submitted the staffing report for the twelfth month.● Confirm there is evidence of the above actionable items.					
WMSC-20-C0057	II	October 2022	Closed	<div></div>	100%
<p>Metrorail must take action such as conducting detailed exit interview with departing trainees, controllers and assistant superintendents to identify ways to retain qualified and quality staff. These actions must be documented, and the records must be maintained for future review these interviews and other actions to identify potential improvements</p> <ul style="list-style-type: none">√ Developed and submitted a sufficient procedure for the exit interview process for departing trainees, Rail Traffic Controllers and Assistant Superintendents.√ Submitted one year-end report including exit interview records.√ Submitted the assessment report.√ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.					
WMSC-20-C0058	II	November 2022	Closed	<div></div>	100%
<p>Metrorail must conduct an assessment of all current responsibilities for ROCC controllers, assess if each responsibility is practical, determine what responsibilities must be shifted to other or additional positions, and determine whether to resume the use of administrative staff to assist with documentation requirements such as Daily Activity Logs. This assessment must include the use of a new cognitive task analysis to inform training, minimum qualifications and distribution of responsibilities. The assessment and cognitive task analysis must be provided to the WMSC.</p> <ul style="list-style-type: none">√ Submitted organizational assessment.√ Submitted a summary of workload by shift and workload metrics.√ Provided first six months of workload metrics after implementation of changes.√ Submitted a report summarizing the results and recommendations of the cognitive task analysis and detailed the changes made based on that.√ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.					
WMSC-20-C0059	II	July 2024	Closed	<div></div>	100%
<p>Following the assessment required by Finding 10, Metrorail must update ROCC procedures and related documents to reflect current realities. This update must include improvements identified through cognitive task analysis and other parts of the required assessment of current responsibilities for ROCC controllers. The update must also include any changes based on cognitive task analyses of the responsibilities of other control center staff and management. Controllers and other ROCC staff must be fully familiarized with and trained on the policies in the updated manual in initial, refresher and updated training.</p> <ul style="list-style-type: none">√ Submitted updated procedures based on the organizational assessment.√ Submitted semi-annual progress report.√ Submitted updated procedures and refresher training documents.√ Submitted training procedure that defines methodology that can be used for training, the frequency of training, and how training is documented.√ Submitted training records.√ Submitted report verifying the effectiveness of training.√ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					
WMSC-20-C0060	II	March 2023	Closed	<div></div>	100%
<p>WMATA must identify all in-effect ROCC-related SOPs and OAPs, establish an ongoing schedule of when each is due for review, and conduct those reviews as scheduled in order to maintain updated procedures and training. As required by a Safety Management System approach, these reviews must include full consultation with groups including the Office of Emergency Management (OEM), engineering departments, the Rules Committee, and front-line workers to ensure the documents are practical and improve safety.</p> <ul style="list-style-type: none">√ Developed and submitted a document control procedure.√ Submitted all updated documents and provided consultation panel meeting minutes for the ROCC documentation review period.√ Submitted documentation showing controlled documents and the ROCC Master Control Log.√ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.					

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**Date WMATA requests closure. Actual closure date is subject to WMSC review and acceptance of the closure.

WMSC-20-C0061	II	May 2022	Closed		100%
<p>Metrorail must ensure that each controller has the PPE required to take advantage of the ride alongs, including work boots, and must direct work crews to allow controllers to fully observe and, as appropriate, ask questions regarding work activity. Ride alongs (road days) must include actual experience in all parts of the system to provide territory familiarization in addition to the understanding of how work crews function on the roadway.</p> <ul style="list-style-type: none">√ Submitted updated ride along procedure.√ Submitted ride along schedule which will provide Rail Traffic Controllers with a complete understanding of the WMATA system.√ Submitted one-year completion records as evidence of full compliance with the ride along procedure.√ Submitted signed and dated Personal Protective Equipment-issued forms.√ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					
WMSC-20-C0062	II	January 2022	Closed		100%
<p>New controllers must be RWP Level IV qualified as part of the training class, and each working controller must maintain the highest level of RWP training.</p> <ul style="list-style-type: none">√ Developed and submitted an RWP Level-4 permanent order to the Rules Committee.√ Submitted a proposed RWP Level-4 proposed training schedule.√ Submitted class syllabus indicating Level-4 RWP training.√ Submitted ELM records to confirm all Rail Traffic Controllers are RWP Level-4 qualified√ Confirmed there was reasonable evidence to support completion of Actionable Items and performance measure.					
WMSC-20-C0063	II	December 2021	Closed		100%
<p>Each training class must follow a consistent, specific daily lesson plan and schedule, and provide adequate time and opportunity for students to fully grasp all operational rules, procedures and other requirements. Such daily lesson plans and schedules must be structured to provide adequate training in the most efficient amount of time.</p> <ul style="list-style-type: none">√ Developed and submitted a new training curriculum for ROCC, including detailed lesson plans.√ Submitted documentation demonstrating three months of spot checks.√ Submitted a summary and completed written feedback forms, and evidence of revisions to the new curriculum.√ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					
WMSC-20-C0064	II	April 2022	Closed		100%
<p>Metrorail must identify, create training materials for, and adequately train on the job training instructors in the Rail Operations Control Center, and provide an on the job training guide for the instructors. On the job (OJT) instructors must be sufficiently experienced to provide the training and understand how to provide coaching on tasks and procedures. Metrorail must create procedures to document and review training and evaluations, including the specific minimum requirements trainees must meet on his or her own. Metrorail must create procedures to document and review training and evaluations, including the specific minimum requirements trainees must meet, the requirements for each mark given in performance reviews, and specific steps to be taken if a student requires additional instruction or experience.</p> <ul style="list-style-type: none">√ Developed a training procedure that defines methodology that can be used for training, the frequency of training, and how the training is documented.√ Submitted on-the-job instructor’s (OJTI) mentor training curriculum along with training records.√ Created and submitted an OJT procedure.√ Developed and submitted training for all current and future OJTIs on the OJT procedures.√ Submitted OJTIs training records.√ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.					
WMSC-20-C0065	II	March 2023	Closed		100%
<p>Metrorail must ensure that each controller and assistant superintendent is involved in emergency drills (quarterly or otherwise) on a regular basis. This training must be documented for each individual.</p> <ul style="list-style-type: none">√ Created and submitted catalogue of Skill Drills that focus on Rail Traffic Controllers responsibilities regarding incidents.√ Submitted a list of attendees and performance records of Skills Drills for one year.√ Developed and submitted Skills Drill procedure.√ Developed and submitted Emergency Drills Participation Plan.√ Submitted evidence of combined ROCC personnel participating in six full Emergency Drills.√ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					
WMSC-20-C0066	II	July 2022	Closed		100%
<p>The ROCC certification process must be standardized and codified for each position, and overseen by an independent group. The process must not involve Metrorail managers who would face challenges due to staffing and scheduling issues if the employees they are certifying were denied certification due to valid safety concerns. Each certification process must include objective and impartial evaluation of each individual's capabilities by a department such as the RTRA Quality Assurance/Quality Control (QA/QC) group.</p> <ul style="list-style-type: none">√ Submitted evidence that those who are administrating the Evaluation & Certification procedure are qualified.√ Created and submitted a standardized certification process for ROCC Instructors, Assistant Superintendents, Superintendents, and Rail Traffic Controllers.√ Submitted six months of implementation documentation to WMSC staff.√ Submitted employee transcripts showing proof that each employee working in each ROCC position is certified and indicate when their recertification is due.√ Confirmed there is reasonable evidence to support completion of Actionable Items and performance measure.					
WMSC-20-C0067	II	January 2022	Closed		100%
<p>After Metrorail transfers control of certification to an independent group, that group must evaluate and update the entire certification process and requirements. The update must institute a randomized or constantly rotating selection of scenarios for certification testing so that the process actually evaluates the broad capabilities required of instructors, controllers, assistant superintendents and others. The process must also include clear parameters for passing or failing at each step.</p> <ul style="list-style-type: none">√ Submitted Performance Standardization Program procedure and process of Manual: Rail Traffic Controllers.√ Submitted two quarters of Performance Standardization Program Manual Implementation testing records certification.√ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.					

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**Date WMATA requests closure. Actual closure date is subject to WMSC review and acceptance of the closure.

WMSC-20-C0068	II	March 2024	Closed	<div></div>	100%
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Metrorail must establish minimum training and certification standards for each position in the ROCC to ensure competence to perform the job, including associated training courses, qualification requirements and requalification requirements.

- ✓ Developed and submitted Maintenance Operations Center (MOC) Training Program.
- ✓ Developed and submitted Rail Operations Information Center (ROIC) Training Program.
- ✓ Provided evidence of completed MOC personnel training.
- ✓ Provided evidence of completed ROIC personnel training for new employees.
- ✓ Submitted change control logs.
- ✓ Submitted training records.
- ✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.

WMSC-20-C0069	II	April 2021	Closed	<div></div>	100%
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If OEM or other Metrorail personnel or contractors are going to be used in the fire liaison role, each must be fully and specifically trained for the role. Metrorail, in cooperation with regional fire chiefs and other appropriate groups, must establish training and knowledge requirements and provide that training, along with regular refresher training, to any person who may fill the fire liaison role. In order to meet this requirement, Metrorail must maintain a list of any and all individuals who could be assigned to the fire liaison position and track their compliance with these training requirements.

- ✓ Provided the job requirements, as coordinated through the Fire Chiefs, for OEM staff to perform the ROCC Fire Liaison role.
- ✓ Created a ROCC Fire Liaison procedure describing the duties performed by WMATA staff as well as the training requirements to staff the position and the requirement to maintain a roster of eligible staff.
- ✓ Developed and submitted a training program for WMATA staff to fill the ROCC Fire Liaison position based on the requirements developed in Actionable Item #1.
- ✓ Submitted evidence of ROCC Fire Liaison training and provided training records demonstrating all personnel who may be used as ROCC Fire Liaison have been trained.
- ✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.

Red Line Unintentional Uncoupling	<div></div> <div>0%50%100%</div>	100%
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WMSC-20-C0070	II	October 2024	Closed	<div></div>	100%
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Metrorail must provide initial and ongoing refresher training to ensure each Metrorail employee and all relevant contractors understand their roles and responsibilities and those relate to safety event investigations. Metrorail may also consider any necessary policy changes required to ensure all proper steps are followed to protect the integrity of all investigations.

- ✓ Issued and submitted Staff Notice to employees about their roles and responsibilities during safety event investigations.
- ✓ Developed and submitted stand down order and training attendance records.
- ✓ Submitted the updated Safety Investigations Process.
- ✓ Issued and submitted a Staff Notice to employees about their roles and responsibilities during safety event investigations
- ✓ Developed and submitted training for Metrorail employees to understand their roles and responsibilities.
- ✓ Delivered training and submitted training records.
- ✓ Confirmed there was reasonable evidence to support completion of actionable items and performance measures.