



Washington Metropolitan Area Transit Authority (WMATA)

Quality Internal Reviews and Internal Safety Reviews Tracker - 2022

As of 08/15/25

internal Corrective and Preventative Action Plan (iCAPA) Summary	Total	Closed (√)	Open (●)
	54	49	5

Risk Assessment Category*			
Description	High	Medium	Low
CAP Totals	Closed: 2   Open: 0	Closed: 19   Open: 2	Closed: 3   Open: 0

\* As defined by WMATA's Agency Safety Plan

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

Area of Focus: Internal Safety Reviews

Department of Safety - EMAC & OSH	<div><div></div></div> <div>0%50%100%</div>	100%
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QICO-SAFE-22-01		March 2023	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
Development of documented departmental procedures is necessary for consistent safety oversight within all processes. √ Conducted and submitted an assessment identifying core Environmental Management and Compliance internal processes. √ Developed documented procedures for identified core functions. √ Confirmed there is evidence of the above actionable items.					
QICO-SAFE-22-02		August 2023	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
Development of documented departmental procedures is necessary for consistent safety oversight within all processes. √ Conducted and submitted an assessment identifying core Occupational Safety and Health internal processes. √ Developed documented procedures for the identified core functions. √ Confirmed there is evidence of the above actionable items.					
QICO-SAFE-22-03		January 2024	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
Conducting further investigations after identifying chemical hazards can lead to identification of root cause and in turn mitigation or elimination of the hazards. √ Submitted a procedure that includes a spot check, root cause analysis, and process for conducting a root cause investigation. √ Developed and distributed communication notifying WMATA staff of the chemical spot check root cause procedure. √ Submitted six months’ worth of evidence reflecting compliance with the new procedure. √ Confirmed there is evidence of the above actionable items.					
QICO-SAFE-22-04		November 2022	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
Develop an Occupational Safety and Health (OSH) specific training matrix. √ Developed and submitted a training matrix. √ Confirmed there is evidence of the above actionable items.					
QICO-SAFE-22-05		January 2023	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
Revise PTASP (rev 2.0), section 4.1.2, to clarify SMS audit requirements. √ Submitted the meeting notes from General Review meeting conducted for review and revision of Monitoring of Operational Safety Risk Mitigations. √ Submitted the revised draft of WMATA’s Public Transportation Agency Safety Plan (PTASP). √ Published and submitted the approved PTASP to central repository along with State Safety Oversight Agency certification. √ Confirmed there is evidence of the above actionable items.					
QICO-SAFE-22-06		April 2025	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
Facilitate the development and maintenance of a library of Job Hazard Analyses (JHAs) that are available to all employees. √ Developed an internal directive to identify, create, and store JHAs and provided evidence of completion. √ Created library for the storage of completed and current JHAs and provided its electronic storage location. √ Rolled-out the directive to appropriate departments and submitted the communication notice. √ Confirmed there is evidence of the above actionable items.					

iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status
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Track Maintenance	<div><div></div><div>0%50%100%</div></div>	100%
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QICO-TRMN-22-01	<div></div>	November 2022	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<p>Enforce developed safety procedures in the <i>Metrorail Safety Rules &amp; Procedures Handbook</i> (MSRPH) and standard operating procedures to protect employees, passengers and WMATA property.</p> <ul style="list-style-type: none"><li>✓ Track &amp; Structures partnered with the Safety department to analyze Track &amp; Structures’ rail loading activities and submitted the analysis and hazard mitigation plan.</li><li>✓ Developed and distributed a maintenance bulletin identifying any safety standard updates, if necessary, and submitted receipt acknowledgements for active personnel.</li><li>✓ Developed and distributed a maintenance bulletin describing clear communication standards and disseminated to all employees and submitted receipt acknowledgements for active personnel.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
QICO-TRMN-22-02	<div></div>	November 2022	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<p>Enforce established work instructions and standard operating procedures when performing routine maintenance and inspections to provide a safer work environment and support quality standards.</p> <ul style="list-style-type: none"><li>✓ Submitted three months’ worth of completed fastener bolt installation quality control checklists.</li><li>✓ Submitted three months’ worth of completed fastener shim installation quality control checklists.</li><li>✓ Submitted three months’ worth of completed fastener stud torque quality control checklists.</li><li>✓ Submitted documentation showing ambient temperatures from May through September 2022 with corresponding heat ride compliance.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
QICO-TRMN-22-03	<div></div>	November 2022	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<p>Assure the availability of the proper tools for specific jobs and routine inspections.</p> <ul style="list-style-type: none"><li>✓ Developed and distributed a maintenance bulletin outlining the safe use, and condition of tools and equipment, and submitted receipt acknowledgements for active personnel.</li><li>✓ Performed compliance checks identifying proper tool use for the individual jobs and verifying non-usage of damaged equipment and submitted three months’ worth of completed compliance checks.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
QICO-TRMN-22-04	<div></div>	June 2022	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<p>Revise and update Track and Maintenance governing documents as per OAP-108-02 (Document Control Policy).</p> <ul style="list-style-type: none"><li>✓ Updated and submitted procedures for quality assurance and positive communication.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					

iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status
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Car Track Equipment Maintenance	<div><div></div></div> <div>0%50%100%</div>	100%
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QICO-CTEM-22-01	<div><div></div></div>	October 2022	Closed	<div><div></div></div>	100%
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Implement a fall protection system, which includes approved equipment, documented procedures, training, storage, and preventive maintenance requirements in all CTEM facilities.

- √ Obtained required fall protection equipment.
- √ Implemented maintenance and inspection plan.
- √ Conducted training on fall protection system.
- √ Confirmed there is evidence of the above actionable items.

QICO-CTEM-22-02	<div><div></div></div>	October 2023	Closed	<div><div></div></div>	100%
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Develop and implement a plan to maintain compliance with safety and environmental regulations as it pertains to fire extinguisher inspections, facility safety inspections, and designation of compliance officers.

- √ Implemented quality control inspections of fire extinguishers.
- √ Recruited and staffed a safety coordinator and ensured completion of relevant certifications.
- √ Conducted facility safety inspections.
- √ Confirmed there is evidence of the above actionable items.

QICO-CTEM-22-03	<div><div></div></div>	August 2024	Closed	<div><div></div></div>	100%
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Establish and implement a comprehensive maintenance control plan and standardized manuals for all equipment.

- √ Identified missing equipment maintenance procedures and instructions.
- √ Created standardized procedures and instructions.
- √ Developed a maintenance control plan.
- √ Confirmed there is evidence of the above actionable items.

QICO-CTEM-22-04	<div><div></div></div>	November 2023	Closed	<div><div></div></div>	100%
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Develop a plan to maintain compliance with established shelf-life procedures.

- √ Developed a documented inspection procedure.
- √ Submitted shelf-life inspections.
- √ Confirmed there is evidence of the above actionable items.

QICO-CTEM-22-05	<div><div></div></div>	August 2023	Closed	<div><div></div></div>	100%
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Develop and implement a process to improve work order data capture in Maximo for accuracy and consistency.

- √ Reviewed and revised component code options available for work orders.
- √ Updated standard operating procedure to include review of component codes before a work order may be closed.
- √ Revised component codes and submitted updated component code list.
- √ Confirmed there is evidence of the above actionable items.

iCAPA Number	Risk Assessment	Closure Submission Date**	iCAPA Status	Actionable Item Status
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Structures, Maintenance, and Inspection	<div><div></div><div></div></div> <div>0%50%100%</div>	86%
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QICO-STRC-22-01	<div></div>	January 2025	Closed	<div></div>	100%
<p>Implement job site procedures and perform documented quality control to verify compliance.</p> <ul style="list-style-type: none"><li>✓ Issued a job safety memorandum and submitted personnel acknowledgements.</li><li>✓ Submitted three months’ worth of compliance checks.</li><li>✓ Updated equipment calibration procedure to include testing of rubber insulating gloves.</li><li>✓ Submitted a roster of personnel who received rubber insulating gloves, and evidence of testing, disposal, or purchase.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
QICO-STRC-22-02	<div></div>	July 2023	Closed	<div></div>	100%
<p>Establish an effective quality control plan for inspection report review.</p> <ul style="list-style-type: none"><li>✓ Issued a structural inspection memorandum and submitted personnel acknowledgements.</li><li>✓ Submitted six months’ worth of compliance checks.</li><li>✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</li></ul>					
QICO-STRC-22-03	<div></div>	March 2023	Closed	<div></div>	100%
<p>Perform quality control to verify inspection reports and required documentation are attached to work orders.</p> <ul style="list-style-type: none"><li>✓ Created and submitted a formal inspection report template for the Silver Spring Transit Center.</li><li>✓ Submitted one quarter of completed inspection reports.</li><li>✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</li></ul>					
QICO-STRC-22-04	<div></div>	August 2026	Open	<div></div>	57%
<p>Review and update all governing documentation past due for review.</p> <ul style="list-style-type: none"><li>✓ Updated and submitted the <i>Structural Evaluation Technician</i> job description.</li><li>✓ Updated and submitted the <i>Roadway Drain Cleaning</i> work instruction and submitted personnel acknowledgements.</li><li>✓ Updated and submitted the document control policy and submit personnel acknowledgements.</li><li>✓ Submitted proof of solicitation for updating the <i>Parking Garage Inspection and Maintenance Manual</i>.<ul style="list-style-type: none"><li>● Submit the procurement <i>Notice to Proceed</i>.</li><li>● Update and submit the <i>Parking Garage Inspection and Maintenance Manual</i>.</li><li>● Confirm there is evidence of the above actionable items.</li></ul></li></ul>					
QICO-STRC-22-05	<div></div>	January 2024	Closed	<div></div>	100%
<p>Review training transcripts and create a training plan to fully train all TRST Structures personnel.</p> <ul style="list-style-type: none"><li>✓ Developed and submitted a training matrix for Structures Maintenance and Inspections.</li><li>✓ Submitted evidence of personnel training completion.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					

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Office of Car Maintenance	<div><div></div></div> <div>0%50%100%</div>	97%
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QICO-CMNT-22-04	<div><div></div></div>	January 2026	Open	<div><div></div></div>	92%
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<p>Review and update procedures and operational governing documents per specified period with relevant safety and quality information.</p> <div><div>√</div> Developed and submitted a master document log.</div> <div><div>√</div> Submitted three updated procedures.</div> <div><div>√</div> Submitted three updated procedures.</div> <div><div>√</div> Submitted four updated procedures.</div> <div><div>√</div> Submitted four updated procedures.</div> <div><div>√</div> Submitted three updated procedures.</div> <div><div>√</div> Submitted three updated procedures.</div> <div><div>√</div> Submitted three updated procedures.</div> <div><div>√</div> Submitted three updated procedures.</div> <div><div>√</div> Submitted three updated procedures.</div> <div><div>√</div> Submitted three updated procedures.</div> <div><div>•</div> Confirm there is evidence of the above actionable items.</div>
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QICO-CMNT-22-05	<div><div></div></div>	July 2024	Closed	<div><div></div></div>	100%
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<p>Revise, update, and enhance the current Fleet Maintenance Management into a comprehensive maintenance control plan by incorporating all elements required by the PTASP.</p> <div><div>√</div> Identified missing elements and submitted a gap analysis.</div> <div><div>√</div> Submitted a Maintenance Control Plan addressing identified gaps.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>
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QICO-CMNT-22-06	<div><div></div></div>	May 2023	Closed	<div><div></div></div>	100%
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<p>Reinforce compliance with facility safety inspection and hazard resolution process to support the ongoing risk management process.</p> <div><div>√</div> Reviewed and updated Form 50.951 <i>Shop Safety and Health Inspection Checklist</i> to include the inspection of safety compliance items.</div> <div><div>√</div> Submitted evidence of inspection verification for a period of three months for New Carrollton, Greenbelt, West Falls Church, and Shady Grove facilities.</div> <div><div>√</div> Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</div>
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QICO-CMNT-22-07	<div><div></div></div>	July 2025	Closed	<div><div></div></div>	100%
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<p>Develop and implement policies and procedures to effectively manage the CMNT employees’ training system.</p> <div><div>√</div> Updated and submitted the training matrix to include required technical and safety courses.</div> <div><div>√</div> Updated Procedure 2.04 <i>Attaining Job Classification Training Requirements</i> procedure to reflect current technical and safety course requirements and incorporated a periodic reporting requirement on facility compliance.</div> <div><div>√</div> Submitted the first quarterly report on training procedure implementation.</div> <div><div>√</div> Submitted the second quarterly report on training procedure implementation.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>
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QICO-CMNT-22-08	<div><div></div></div>	October 2023	Closed	<div><div></div></div>	100%
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<p>Reinforce compliance with established supervisor duties and responsibilities.</p> <div><div>√</div> Submitted three monthly quality control audit compliance reports which have been acknowledged by shop superintendents.</div> <div><div>√</div> Submitted a sample of 20 supervisor audit reports for verification. If 100% compliance is not met, submitted an additional month of audit reports from all supervisors.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>
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QICO-CMNT-22-09	<div><div></div></div>	December 2023	Closed	<div><div></div></div>	100%
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<p>Develop and implement a process to improve work order data capture in Maximo for accuracy and consistency.</p> <div><div>√</div> Updated and submitted Procedure 301.04 <i>Procedure for Recording Corrective Maintenance Work Order(s) for Class 1 Rail Vehicle</i>.</div> <div><div>√</div> Submitted evidence of Procedure distribution.</div> <div><div>√</div> Submitted three months’ worth of meeting reliability attendance and notes.</div> <div><div>√</div> Submitted evidence of generating and communicating three months’ worth of improvements to work order coding.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>
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Risk Assessment Category and Description with iCAPA Totals		
	<b>HIGH</b> - Reasonable assumption that this risk will occur & will cause a failure of the business process to meet its objectives or cause objective failure in other activities	<b>Closed: 0   Open: 0</b>
	<b>ELEVATED</b> - Reasonable assumption that this risk will likely occur & will likely cause a failure of the business process to meet a significant part of its objectives	<b>Closed: 3   Open: 1</b>
	<b>MODERATE</b> - Reasonable assumption that this risk may occur & may cause a failure of the business process to meet a significant part of its objectives	<b>Closed: 14   Open: 2</b>
	<b>LOW</b> - Reasonable assumption that this risk will likely not occur & may cause a failure of the business process to meet part of its objectives	<b>Closed: 8   Open: 0</b>
	<b>INSIGNIFICANT</b> - Reasonable assumption that this risk will not occur & unlikely to cause a failure of the business process to meet part of its objectives	<b>Closed: 0   Open: 0</b>

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Area of Focus: Engineering & Maintenance

Silver Line Safety Certification	<div><div></div><div>0%50%100%</div></div>	100%
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QICO-SLSC-22-01		March 2024	Closed	<div><div></div><div>0%50%100%</div></div>	100%
Enforce implementation of quality control audits and establish departmental controls to include contractor oversight as well as detailed work instructions for item review and approval. <ul style="list-style-type: none"><li>✓ Updated Procedure for Certifiable Items List.</li><li>✓ Developed and submitted contractor oversight controls.</li><li>✓ Developed process to fulfill quality audit requirements for future projects.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
QICO-SLSC-22-02		October 2023	Closed	<div><div></div><div>0%50%100%</div></div>	100%
Create and maintain a master repository throughout the project life cycle for all safety certification documents and records. <ul style="list-style-type: none"><li>✓ Identified a master repository and submitted recordkeeping documentation.</li><li>✓ Uploaded the applicable documents to the master repository.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
QICO-SLSC-22-03		September 2023	Closed	<div><div></div><div>0%50%100%</div></div>	100%
Develop a training matrix for all safety and security certification positions. <ul style="list-style-type: none"><li>✓ Developed and submitted training matrix for each safety and security certification position.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					

Advanced Mobile Flaggers Contract Oversight	<div><div></div><div>0%50%100%</div></div>	100%
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QICO-AMF-22-01		May 2023	Closed	<div><div></div><div>0%50%100%</div></div>	100%
Create a documented process for evaluating contract compliance. <ul style="list-style-type: none"><li>✓ Developed and submitted a procedure for evaluating contract compliance.</li><li>✓ Submitted three months’ worth of compliance checks.</li><li>✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</li></ul>					
QICO-AMF-22-02		May 2023	Closed	<div><div></div><div>0%50%100%</div></div>	100%
Update the requirements for Advanced Mobile Flagger (AMF) personal protective equipment. <ul style="list-style-type: none"><li>✓ Updated and submitted the AMF personal protective equipment in the <i>Metrorail Safety Rules &amp; Procedures Handbook</i> (MSRPH).</li><li>✓ Conducted and submitted three months of AMF oversight reporting.</li><li>✓ Updated and submitted training curriculum to reflect updated personal protective equipment.</li><li>✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</li></ul>					
QICO-AMF-22-03		October 2023	Closed	<div><div></div><div>0%50%100%</div></div>	100%
Identify both internal and external customers of MSRPH and create a system to solicit and implement customer feedback. <ul style="list-style-type: none"><li>✓ Identified internal customers using AMF program.</li><li>✓ Established working group and submitted the initial meeting invitation and agenda.</li><li>✓ Submitted a memorandum to detail the continued monitoring of safety hotlines and reporting on identified issues.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					

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Engineering Modification Instruction Process (ENGA)	<div><div></div></div> <div>0%50%100%</div>	33%
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QICO-EMI-22-01	<div></div>	December 2025	Open	<div><div></div></div>	18%
<p>Update Standard Operating Procedure (SOP) 114-02 to include clear circumstances of when an Engineering Modification Instruction (EMI) is required and enforce adherence to Policy/Instruction 4.14/3 instructions for emergency repairs.</p> <div><div>√ Updated and submitted SOP 114-02.</div><div>√ Submitted personnel roster and acknowledgments from 95% of active applicable personnel related to updated SOP 114-02.</div><div>● Design Configuration will issue enforcement memorandum and provide six months of records of emergency repairs performed.</div><div>● Civil, Environmental and Geomatics Engineering will issue enforcement memorandum and provide six months of records of emergency repairs performed.</div><div>● Structural Engineering will issue enforcement memorandum and provide six months of records of emergency repairs performed.</div><div>● Track Engineering will issue enforcement memorandum and provide six months of records of emergency repairs performed.</div><div>● Mechanical Engineering will issue enforcement memorandum and provide six months of records of emergency repairs performed.</div><div>● Power Engineering will issue enforcement memorandum and provide six months of records of emergency repairs performed.</div><div>● Architecture Engineering will issue enforcement memorandum and provide six months of records of emergency repairs performed.</div><div>● Communications &amp; Signaling Engineering will issue enforcement memorandum and provide six months of records of emergency repairs performed.</div><div>● Confirm there is evidence of the above actionable items.</div></div>					
QICO-EMI-22-02 R1	<div></div>	January 2026	Open	<div></div>	0%
<p>Enforce adherence to Engineering Modification Instruction (EMI) record archive according to existing guidance of Standard Operating Procedure (SOP) 114-02 and ATC 4000.</p> <div><div>● Provide list of past EMIs and link to Documentum where they are stored.</div><div>● Provide evidence that CY2025 EMIs have been uploaded to Documentum.</div><div>● Confirm there is evidence of the above actionable items.</div></div>					
QICO-EMI-22-03	<div></div>	May 2024	Closed	<div></div>	100%
<p>Develop a training matrix for all ENGA and MOWE roles.</p>					
QICO-EMI-22-04	<div></div>	January 2025	Closed	<div></div>	100%
<p>Enforce revision of Policy/Instructions and governing documents in accordance with the required revision periodicity and enforce implementation of Standard Operating Procedure (SOP) 121-10 document control guidelines.</p> <div><div>√ Updated and submitted Engineering &amp; Architecture documented policies and procedures.</div><div>√ Updated and submitted Maintenance of Way Engineering documented procedures.</div><div>√ Confirmed there is evidence of the above actionable items.</div></div>					

Structure Maintenance, Training, and Engineering - Leak Mitigation	<div></div> <div>0%50%100%</div>	100%
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QICO-STLM-22-01	<div></div>	March 2024	Closed	<div></div>	100%
<p>Appropriately reporting defects into the system of records, eliminating any duplicate work orders, performing regular reviews, and evaluating the status of aged work plans for accurate traceability.</p> <div><div>√ Issued a memorandum to enforce adherence to Procedure 208-07 <i>Structures Inspection</i>, Section 12.1.3 <i>TRST Assets</i>.</div><div>√ Submitted six months’ worth of compliance checks.</div><div>√ Reviewed aged work plans to reclassify and/or close where appropriate.</div><div>√ Conducted review to justify open aged work plans.</div><div>√ Updated and submitted TRST 2000 Maintenance Control Plan.</div><div>√ Confirmed there is evidence of the above actionable items.</div></div>					
QICO-STLM-22-02	<div></div>	April 2023	Closed	<div></div>	100%
<p>Follow the guidance provided in the Standard Operating Procedures and Work Instructions when performing job functions.</p> <div><div>√ Conducted and submitted three months’ worth of quality control checks.</div><div>√ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</div></div>					
QICO-STLM-22-03	<div></div>	February 2023	Closed	<div></div>	100%
<p>Perform inspections and assure the removal of defective tools to avoid use at job locations.</p> <div><div>√ Issued a memorandum to enforce adherence to sections 4.88 and 4.89 <i>Material Handling and Storage</i> in the <i>Metrorail Safety Rules &amp; Procedures Handbook</i> (MSRPH).</div><div>√ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</div></div>					



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ATC Maintenance, Training, and Engineering - Track Circuits	<div><div></div><div>0%50%100%</div></div>	100%
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QICO-ATCM-22-01	<div><div></div></div>	July 2023	Closed	<div><div></div></div>	100%
<div>Develop a standardized inspection process post rail replacement maintenance support and include ATCE in report distribution.</div> <div><div>√ Updated post rail replacement activities and requirements.</div><div>√ Submitted evidence of information acknowledgement from active personnel.</div><div>√ Submitted six months of implementation records.</div><div>√ Confirmed there is evidence of the above actionable items.</div></div>					
QICO-ATCM-22-02	<div><div></div></div>	July 2023	Closed	<div><div></div></div>	100%
<div>Procure and distribute prescribed testing equipment, and train ATCM personnel on the use of testing equipment as stated in the prevailing PMI/EIB procedures.</div> <div><div>√ Completed procurement of all required equipment.</div><div>√ Developed and submitted equipment user manual.</div><div>√ Submitted evidence of information acknowledgement from active personnel.</div><div>√ Delivered testing equipment and receipt of evidence.</div><div>√ Conducted test equipment training from active personnel.</div><div>√ Submitted testing equipment record.</div><div>√ Confirmed there is evidence of the above actionable items.</div></div>					
QICO-ATCM-22-03	<div><div></div></div>	February 2023	Closed	<div><div></div></div>	100%
<div>Enforce adherence to existing ATC MCP on field repairable parts and unused materials. Establish a process for the collection of materials.</div> <div><div>√ Developed a documented training procedure.</div><div>√ Conducted a field visit.</div><div>√ Confirmed there is evidence of the above actionable items.</div></div>					

Car Maintenance Road Mechanics	<div><div></div><div>0%50%100%</div></div>	100%
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QICO-CMNT-22-01	<div><div></div></div>	February 2023	Closed	<div><div></div></div>	100%
<div>Establish and communicate defined hierarchy for determinations regarding trains removal from service.</div> <div><div>√ Issued a memorandum stating road mechanics decide if trains will be removed from service due to mechanical defects.</div><div>√ Submitted acknowledgements from CMNT personnel.</div><div>√ Submitted acknowledgements from ROCC.</div><div>√ Confirmed there is reasonable evidence to support the completion of actionable items and performance measures.</div></div>					
QICO-CMNT-22-02	<div><div></div></div>	September 2022	Closed	<div><div></div></div>	100%
<div>Implement structured compliance checks for road mechanics.</div>					
QICO-CMNT-22-03	<div><div></div></div>	February 2024	Closed	<div><div></div></div>	100%
<div>Define and implement comprehensive quality record system.</div> <div><div>√ Developed and submitted file and file disposition plans.</div><div>√ Communicated the file retention and disposition plans and submitted CMNT personnel acknowledgements.</div><div>√ Confirmed there is evidence of the above actionable items.</div></div>					



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

Engineering Modifications Instruction Process - CMOR	<div><div></div></div>	60%
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QICO-CENV-22-01 R1	<div><div></div></div>	July 2026	Open	<div><div></div></div>	0%
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Fully implement all EMI process quality assurance and quality control requirements. management changes promotes successful implementation and asset tracking.

- Review and update SOP 202.01 and 202.04, along with Engineering Modification Instruction checklist, to include more specific Quality Assurance guidance and standards.
- Submit a roster and acknowledgements for 90% of all applicable Rail Fleet personnel for two updated SOPs.
- Submit six (6) months of EMIs, compliant with SOP 202.01, and associated quality assurance checks.
- Confirm there is evidence of the above actionable items.

QICO-CENV-22-02	<div><div></div></div>	December 2023	Closed	<div><div></div></div>	100%
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Implement controls to assure critical data fields and attachments are correctly recorded in all EMI Maximo work orders.

- ✓ Updated and submitted Procedure CMNT-301.04 *Documenting Corrective Maintenance Work Orders*.
- ✓ Implemented updated Procedure CMNT-301.04 *Documenting Corrective Maintenance Work Orders*.
- ✓ Confirmed there is evidence of the above actionable items.

QICO-CENV-22-03 R1	<div><div></div></div>	November 2024	Closed	<div><div></div></div>	100%
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Compliance with existing procedures promotes EMI documentation accuracy.

- ✓ Performed and submitted first quarter of quality control of Engineering Modification Instruction (EMI) package documentation.
- ✓ Performed and submitted second quarter of quality control of Engineering Modification Instruction (EMI) package documentation.
- ✓ Confirmed there is evidence of the above actionable items.

MetroBus Mid-Life Overhaul	<div><div></div></div>	100%
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QICO-BMLO-22-01	<div><div></div></div>	August 2023	Closed	<div><div></div></div>	100%
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Complete preventative maintenance at established intervals.

- ✓ Revised and submitted the *Bus Midlife Overhaul Program* procedure.
- ✓ Updated Preventative Maintenance work orders for rehabilitated buses to reflect accurate maintenance intervals.
- ✓ Confirmed there is evidence of the above actionable items.

QICO-BMLO-22-02	<div><div></div></div>	September 2023	Closed	<div><div></div></div>	100%
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Adhere to existing HOMT supervisor oversight procedures.

- ✓ Issued a memorandum to emphasize the correct execution of quality control checks for supervisors.
- ✓ Adhered to *Bus Midlife Overhaul Program* procedure and completed all applicable fields.
- ✓ Confirmed there is evidence of the above actionable items.

QICO-BMLO-22-03	<div><div></div></div>	February 2023	Closed	<div><div></div></div>	100%
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Adhere to existing HOMT & BUSV record retention policies.

- ✓ Identified storage location of quality records for in-service and retired buses and provided photo evidence of migration to new location.
- ✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.

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

Area of Focus: Service Delivery

MetroAccess Services	<div><div></div></div> <div>0%50%100%</div>	100%
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QICO-MACS-22-01		July 2023	Closed	<div><div></div></div>	100%
<div>Identify all core MACS oversight functions and develop associated processes and procedures.</div> <div><div>✓</div>Identified and submitted a master list of core processes and procedures.</div> <div><div>✓</div>Submitted the final and signed processes and procedures.</div> <div><div>✓</div>Confirmed there is evidence of the above actionable items.</div>					
QICO-MACS-22-02		December 2023	Closed	<div><div></div></div>	100%
<div>Establish guidelines for contractor generated reports.</div> <div><div>✓</div>Identified and submitted a master list of all identified key performance reports.</div> <div><div>✓</div>Developed and submitted documentation outlining the detailed requirements for each key performance report.</div> <div><div>✓</div>Provided three months of reports reflecting the identified reporting requirements.</div> <div><div>✓</div>Confirmed there is evidence of the above actionable items.</div>					
QICO-MACS-22-03		March 2023	Closed	<div><div></div></div>	100%
<div>Establish a central MACS document repository.</div> <div><div>✓</div>Identified the necessary requirements for a shared centralized repository and submitted the finalized requirements.</div> <div><div>✓</div>Implemented a centralized repository for use across business units and contractor groups and submitted evidence of implementation.</div> <div><div>✓</div>Confirmed there is evidence of the above actionable items.</div>					