

Washington Metropolitan Area Transit Authority (WMATA)

Quality Internal Reviews and Internal Safety Reviews Tracker - 2022 As of 08/15/25

internal Corrective and Preventative	Total	Closed (√)	Open (●)
Action Plan (iCAPA) Summary	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 100% QICO-SAFE-22-01 March 2023 Closed 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.

Development of documented departmental procedures is necessary for consistent safety oversight within all processes.

August 2023

- √ 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-22-02

V Committed there is evide	THE OF THE ABOVE AT	ctionable items.		
QICO-SAFE-22-03		January 2024	Closed	100%

Conducting further investigations after identifying chemical hazards can lead to identification of root cause and in turn mitigation or elimination of the hazards.

Closed

- 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		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	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	
April 2023 Closed	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.

100%

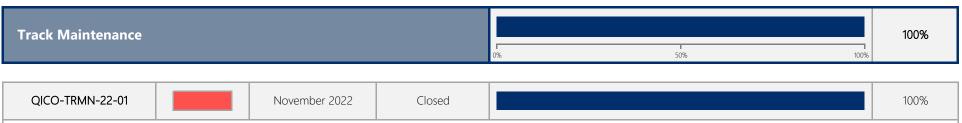
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Enforce developed safety procedures in the Metrorail Safety Rules & Procedures Handbook (MSRPH) and standard operating procedures to protect employees, passengers and WMATA property.

- √ Track & Structures partnered with the Safety department to analyze Track & Structures' rail loading activities and submitted the analysis and hazard mitigation plan.
- √ Developed and distributed a maintenance bulletin identifying any safety standard updates, if necessary, and submitted receipt acknowledgements for active personnel.
- V Developed and distributed a maintenance bulletin describing clear communication standards and disseminated to all employees and submitted receipt acknowledgements for active personnel.
- √ Confirmed there is evidence of the above actionable items.

 QICO-TRMN-22-02
 November 2022
 Closed
 100%

Enforce established work instructions and standard operating procedures when performing routine maintenance and inspections to provide a safer work environment and support quality standards.

- √ Submitted three months' worth of completed fastener bolt installation quality control checklists.
- √ Submitted three months' worth of completed fastener shim installation quality control checklists.
- √ Submitted three months' worth of completed fastener stud torque quality control checklists.
- V Submitted documentation showing ambient temperatures from May through September 2022 with corresponding heat ride compliance.
- √ Confirmed there is evidence of the above actionable items.

 QICO-TRMN-22-03
 November 2022
 Closed

Assure the availability of the proper tools for specific jobs and routine inspections.

- √ Developed and distributed a maintenance bulletin outlining the safe use, and condition of tools and equipment, and submitted receipt acknowledgements for active personnel.
- √ 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.
- \checkmark Confirmed there is evidence of the above actionable items.

Revise and update Track and Maintenance governing documents as per OAP-108-02 (Document Control Policy).

- √ Updated and submitted procedures for quality assurance and positive communication.
- \lor Confirmed there is evidence of the above actionable items.

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Car Track Equipment	: Maintenance			0%	1 50%	100%	100%	
QICO-CTEM-22-01		October 2022	Closed				100%	
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 f	all protection system	n.						

QICO-CTEM-22-02 October 2023 Closed 100% 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

√ Implemented quality control inspections of fire extinguishers.

 \checkmark Confirmed there is evidence of the above actionable items.

- Recruited and staffed a safety coordinator and ensured completion of relevant certifications.
- √ Conducted facility safety inspections.

compliance officers.

 \lor Confirmed there is evidence of the above actionable items.

QICO-CTEM-22-03 August 2024 Closed 100%

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 November 2023 Closed 100% Develop a plan to maintain compliance with established shelf-life procedures.

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

QICO-CTEM-22-05 100% August 2023 Closed

Develop and implement a process to improve work order data capture in Maximo for accuracy and consistency.

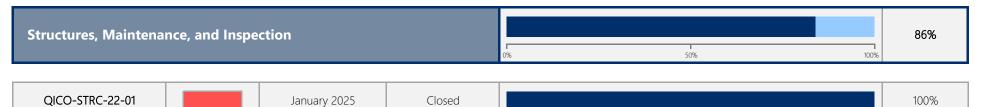
- √ Reviewed and revised component code options available for work orders.
- Updated standard operating procedure to include review of component codes before a work order may be closed.
- \lor Revised component codes and submitted updated component code list.
- √ Confirmed there is evidence of the above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

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Implement job site procedures and perform documented quality control to verify compliance.

- √ Issued a job safety memorandum and submitted personnel acknowledgements.
- ✓ Submitted three months' worth of compliance checks.
- Updated equipment calibration procedure to include testing of rubber insulating gloves.
- √ Submitted a roster of personnel who received rubber insulating gloves, and evidence of testing, disposal, or purchase.
- \checkmark Confirmed there is evidence of the above actionable items.

QICO-STRC-22-02 July 2023 Closed 100%

Establish an effective quality control plan for inspection report review.

- √ Issued a structural inspection memorandum and submitted personnel acknowledgements.
- \checkmark Submitted six months' worth of compliance checks.
- √ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.

QICO-STRC-22-03 March 2023 Closed 100%

Perform quality control to verify inspection reports and required documentation are attached to work orders.

- √ Created and submitted a formal inspection report template for the Silver Spring Transit Center.
- √ Submitted one quarter of completed inspection reports.
- V Confirmed there is reasonable evidence to support completion of actionable items and performance measures.

QICO-STRC-22-04 August 2026 Open 57%

Review and update all governing documentation past due for review.

- √ Updated and submitted the *Structural Evaluation Technician* job description.
- √ Updated and submitted the *Roadway Drain Cleaning* work instruction and submitted personnel acknowledgements.
- √ Updated and submitted the document control policy and submit personnel acknowledgements.
- √ Submitted proof of solicitation for updating the *Parking Garage Inspection and Maintenance Manual*.
- Submit the procurement Notice to Proceed.
- Update and submit the Parking Garage Inspection and Maintenance Manual.
- Confirm there is evidence of the above actionable items.

QICO-STRC-22-05 January 2024 Closed 100%

Review training transcripts and create a training plan to fully train all TRST Structures personnel.

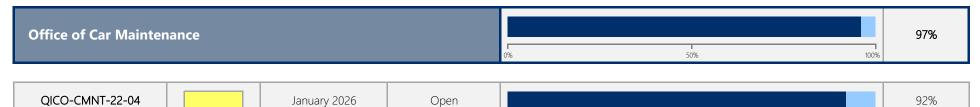
- \forall $\;\;$ Developed and submitted a training matrix for Structures Maintenance and Inspections.
- \lor Submitted evidence of personnel training completion.
- $\ensuremath{\mathsf{V}}$. Confirmed there is evidence of the above actionable items.

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Review and update procedures and operational governing documents per specified period with relevant safety and quality information.

- √ Developed and submitted a master document log.
- √ Submitted three updated procedures.
- √ Submitted three updated procedures.
- √ Submitted four updated procedures.
- √ Submitted four updated procedures.
- √ Submitted three updated procedures.
- \checkmark Submitted three updated procedures.
- ✓ Submitted three updated procedures.✓ Submitted three updated procedures.
- √ Submitted three updated procedures.
- \lor Submitted three updated procedures.
- √ Submitted three updated procedures.
- Confirm there is evidence of the above actionable items.

QICO-CMNT-22-05	July 2024	Closed	100%

Revise, update, and enhance the current Fleet Maintenance Management into a comprehensive maintenance control plan by incorporating all elements required by the PTASP.

- √ Identified missing elements and submitted a gap analysis.
- √ Submitted a Maintenance Control Plan addressing identified gaps.
- √ Confirmed there is evidence of the above actionable items.

QICO-CMNT-22-06	May 2023	Closed	100%

Reinforce compliance with facility safety inspection and hazard resolution process to support the ongoing risk management process.

- Reviewed and updated Form 50.951 Shop Safety and Health Inspection Checklist to include the inspection of safety compliance items.
- Submitted evidence of inspection verification for a period of three months for New Carrollton, Greenbelt, West Falls Church, and Shady Grove facilities.
- √ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.

QICO-CMNT-22-07	July 2025	Closed	100%

Develop and implement policies and procedures to effectively manage the CMNT employees' training system.

- \lor Updated and submitted the training matrix to include required technical and safety courses.
- √ Updated Procedure 2.04 Attaining Job Classification Training Requirements procedure to reflect current technical and safety course requirements and incorporated a periodic reporting requirement on facility compliance.
- \checkmark $\;$ Submitted the first quarterly report on training procedure implementation.
- $\checkmark\quad$ Submitted the second quarterly report on training procedure implementation.
- ✓ Confirmed there is evidence of the above actionable items.

	QICO-CMNT-22-08		October 2023	Closed		100%
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Reinforce compliance with established supervisor duties and responsibilities.

- Submitted three monthly quality control audit compliance reports which have been acknowledged by shop superintendents.
- √ 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.
- √ Confirmed there is evidence of the above actionable items.

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QICO-CMNT-22-09	December 2023	Closed	100%

Develop and implement a process to improve work order data capture in Maximo for accuracy and consistency.

- √ Updated and submitted Procedure 301.04 Procedure for Recording Corrective Maintenance Work Order(s) for Class 1 Rail Vehicle.
- √ Submitted evidence of Procedure distribution.
- √ Submitted three months' worth of meeting reliability attendance and notes.
- √ Submitted evidence of generating and communicating three months' worth of improvements to work order coding
- √ Confirmed there is evidence of the above actionable items.

Risk Assessment Category and Description with iCAPA Totals							
HIGH - 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	Closed: 0 Open: 0						
ELEVATED - 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	Closed: 3 Open: 1						
MODERATE - Reasonable assumption that this risk may occur & may cause a failure of the business process to meet a significant part of its objectives	Closed: 14 Open: 2						
LOW - Reasonable assumption that this risk will likely not occur & may cause a failure of the business process to meet part of its objectives	Closed: 8 Open: 0						
INSIGNIFICANT - Reasonable assumption that this risk will not occur & unlikely to cause a failure of the business process to meet part of its objectives	Closed: 0 Open: 0						

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Area of Focus: Engineering & Maintenance



- Developed process to fulfill quality audit requirements for future projects.
- Confirmed there is evidence of the above actionable items.

QICO-SLSC-22-02		October 2023	Closed		100%	
Create and maintain a master repository throughout the project life cycle for all safety certification documents and records.						

- Identified a master repository and submitted recordkeeping documentation.
- Uploaded the applicable documents to the master repository.
- Confirmed there is evidence of the above actionable items.

QICO-SLSC-22-03	September 2023	Closed	100%

Develop a training matrix for all safety and security certification positions.

- √ Developed and submitted training matrix for each safety and security certification position.
- Confirmed there is evidence of the above actionable items.

Advanced Mobile Flaggers Contract Oversight 100% QICO-AMF-22-01 May 2023 Closed 100% Create a documented process for evaluating contract compliance. Developed and submitted a procedure for evaluating contract compliance. Submitted three months' worth of compliance checks. Confirmed there is reasonable evidence to support completion of actionable items and performance measures. QICO-AMF-22-02 Update the requirements for Advanced Mobile Flagger (AMF) personal protective equipment. Updated and submitted the AMF personal protective equipment in the Metrorail Safety Rules & Procedures Handbook (MSRPH). Conducted and submitted three months of AMF oversight reporting.

- Updated and submitted training curriculum to reflect updated personal protective equipment.
- Confirmed there is reasonable evidence to support completion of actionable items and performance measures.

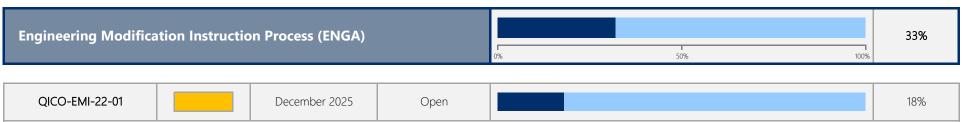
QICO-AMF-22-03 100% October 2023 Closed

Identify both internal and external customers of MSRPH and create a system to solicit and implement customer feedback.

- Identified internal customers using AMF program.
- Established working group and submitted the initial meeting invitation and agenda.
- Submitted a memorandum to detail the continued monitoring of safety hotlines and reporting on identified issues.
- Confirmed there is evidence of the above actionable items.

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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.

- √ Updated and submitted SOP 114-02.
- Submitted personnel roster and acknowledgments from 95% of active applicable personnel related to updated SOP 114-02.
- Design Configuration will issue enforcement memorandum and provide six months of records of emergency repairs performed.
- Civil, Environmental and Geomatics Engineering will issue enforcement memorandum and provide six months of records of emergency repairs performed.
- Structural Engineering will issue enforcement memorandum and provide six months of records of emergency repairs performed.
- Track Engineering will issue enforcement memorandum and provide six months of records of emergency repairs performed.
- Mechanical Engineering will issue enforcement memorandum and provide six months of records of emergency repairs performed.
- Power Engineering will issue enforcement memorandum and provide six months of records of emergency repairs performed.
- Architecture Engineering will issue enforcement memorandum and provide six months of records of emergency repairs performed.
- Communications & Signaling Engineering will issue enforcement memorandum and provide six months of records of emergency repairs performed.
- Confirm there is evidence of the above actionable items.

QICO-EMI-22-02 R1 January 2026 Open 0%

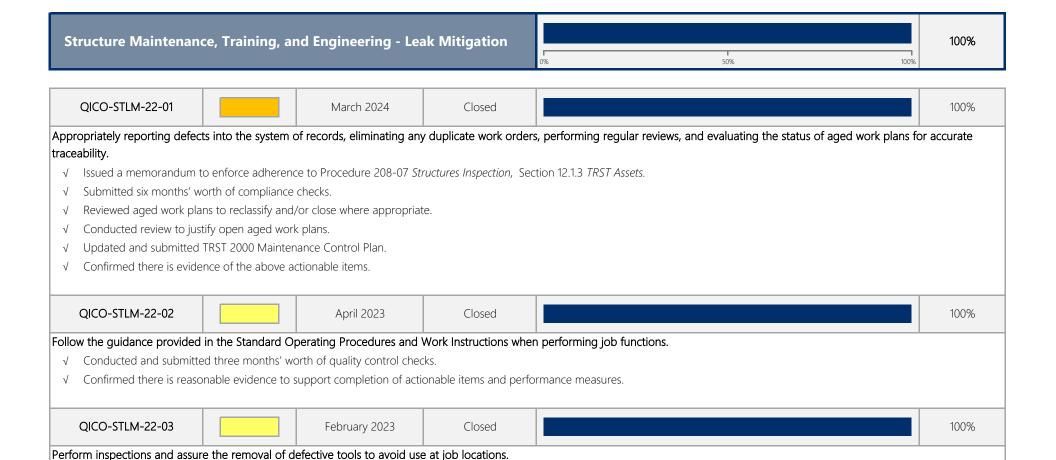
Enforce adherence to Engineering Modification Instruction (EMI) record archive according to existing guidance of Standard Operating Procedure (SOP) 114-02 and ATC 4000.

- Provide list of past EMIs and link to Documentum where they are stored.
- Provide evidence that CY2025 EMIs have been uploaded to Documentum.
- Confirm there is evidence of the above actionable items.

QICO-EMI-22-03 May 2024 Closed 100% Develop a training matrix for all ENGA and MOWE roles. QICO-EMI-22-04 January 2025 Closed 100%

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.

- √ Updated and submitted Engineering & Architecture documented policies and procedures.
- Updated and submitted Maintenance of Way Engineering documented procedures.
- Confirmed there is evidence of the above actionable items.



Issued a memorandum to enforce adherence to sections 4.88 and 4.89 Material Handling and Storage in the Metrorail Safety Rules & Procedures Handbook (MSRPH).

Confirmed there is reasonable evidence to support completion of actionable items and performance measures.

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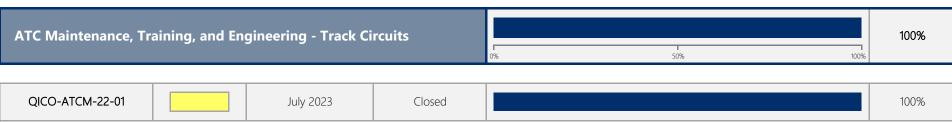
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Develop a standardized inspection process post rail replacement maintenance support and include ATCE in report distribution.

- √ Updated post rail replacement activities and requirements.
- √ Submitted evidence of information acknowledgement from active personnel.
- √ Submitted six months of implementation records.
- √ Confirmed there is evidence of the above actionable items.

QICO-ATCM-22-02	July 2023	Closed	100%

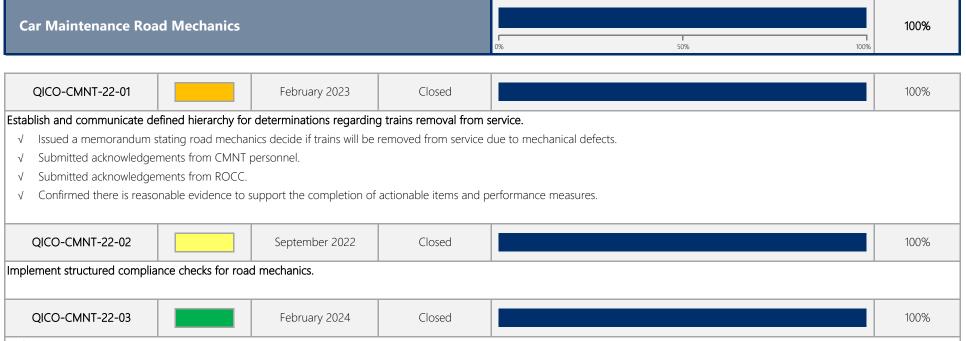
Procure and distribute prescribed testing equipment, and train ATCM personnel on the use of testing equipment as stated in the prevailing PMI/EIB procedures.

- √ Completed procurement of all required equipment.
- √ Developed and submitted equipment user manual.
- \lor Submitted evidence of information acknowledgement from active personnel.
- √ Delivered testing equipment and receipt of evidence.
- \lor Conducted test equipment training from active personnel.
- √ Submitted testing equipment record.
- \checkmark Confirmed there is evidence of the above actionable items.

QICO-ATCM-22-03	February 2023	Closed	100%

Enforce adherence to existing ATC MCP on field repairable parts and unused materials. Establish a process for the collection of materials.

- √ Developed a documented training procedure.
- √ Conducted a field visit.
- √ Confirmed there is evidence of the above actionable items.



Define and implement comprehensive quality record system.

- √ Developed and submitted file and file disposition plans.
- Communicated the file retention and disposition plans and submitted CMNT personnel acknowledgements.
- \checkmark Confirmed there is evidence of the above actionable items.

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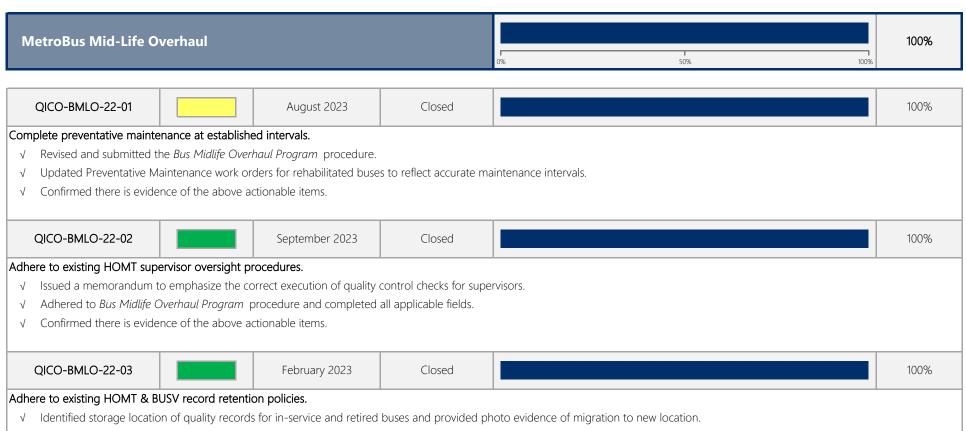
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Compliance with existing procedures promotes EMI documentation accuracy.

- √ 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.



 \checkmark Confirmed there is reasonable evidence to support completion of actionable items and performance measures.

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Area of Focus: Service Delivery





Identify all core MACS oversight functions and develop associated processes and procedures.

- $\ensuremath{\mathsf{V}}$ $\ensuremath{\mathsf{Identified}}$ and submitted a master list of core processes and procedures.
- √ Submitted the final and signed processes and procedures.
- √ Confirmed there is evidence of the above actionable items.

QICO-MACS-22-02	December 2023	Closed	100%

Establish guidelines for contractor generated reports.

- \lor Identified and submitted a master list of all identified key performance reports.
- √ Developed and submitted documentation outlining the detailed requirements for each key performance report.
- √ Provided three months of reports reflecting the identified reporting requirements.
- √ Confirmed there is evidence of the above actionable items.

QICO-MACS-22-03	March 2023	Closed	100%

Establish a central MACS document repository.

- √ Identified the necessary requirements for a shared centralized repository and submitted the finalized requirements.
- √ Implemented a centralized repository for use across business units and contractor groups and submitted evidence of implementation.
- \checkmark Confirmed there is evidence of the above actionable items.

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