



Corrective Action Plan (CAP) Summary			
Total	Submitted (✓)		Open (●)
	Closed	Under Review <sup>1</sup>	
73	58	5	10

<sup>1</sup> 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*			
Description	High	Medium	Low
CAP Totals	Submitted: 17   Open: 3	Submitted: 37   Open: 5	Submitted: 8   Open: 2

\* As defined by WMATA's Agency Safety Plan

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 Management and Fire and Life Safety Programs	<div><div></div></div> <div>0%50%100%</div>	98%
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WMSC-22-C0162		December 2024	Closed	<div><div></div></div>	100%
<p>WMATA must develop and implement unified, Metrorail-wide procedures that comply with NIMS and ICS to provide for the safe and efficient resolution of incidents and emergencies, and ensure that these procedures apply and are used for all emergencies, regardless of whether external agencies are involved in an emergency response. Metrorail must provide adequate and ongoing training for all personnel who may act as incident commander or in another role in the unified command on the necessary skills to carry out those roles. Metrorail must review, update and provide training to all personnel on NIMS and ICS principles and requirements, and ensure adequate safety promotion efforts are in place to make the changes necessary to become NIMS compliant as an organization that responds to and manages emergencies in a coordinated and unified fashion.</p> <ul style="list-style-type: none"><li>✓ Developed and submitted the incident management framework project plan.</li><li>✓ Developed an incident management framework to define the incident management principles, expectations, and procedures in alignment with national standards.</li><li>✓ Developed and submitted operational playbooks for key incident command roles in alignment with national standards.</li><li>✓ Developed and distributed communications announcing the formal launch of the incident management framework and submitted evidence of distribution.</li><li>✓ Developed and submitted initial and ongoing training plan and curricula for all personnel who may act as incident commander.</li><li>✓ Submitted training records of active applicable Metrorail personnel.</li><li>✓ Submitted documentation from six randomly selected incidents/emergencies demonstrating implementation of the new incident management framework.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0163		July 2023	Closed	<div><div></div></div>	100%
<p>Metrorail must define the roles, responsibilities, authorities, and tasks of each position in the emergency management and fire and life safety process, including (if it or a successor position continues to exist) the IMO/MAC. This must include clear definitions of what each role does and how those duties that are incorporated into each relevant procedure are accomplished, associated training requirements and curricula. Each person performing in those roles must be fully trained and qualified to serve in that capacity, and each person who may interact with those individuals must be trained on their own role, responsibility, and authority. Metrorail must clearly communicate these responsibilities and authorities to all individuals who may fall under the incident command system.</p> <ul style="list-style-type: none"><li>✓ Developed and submitted a documented process and supporting reference documentation which define the roles, responsibilities, authorities, and tasks for the new Mission Assurance Coordinator position.</li><li>✓ Developed and submitted a training curriculum.</li><li>✓ Submitted training records.</li><li>✓ Developed, distributed, and submitted a communication notice to ensure operational understanding and collaboration.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0164		February 2024	Closed	<div><div></div></div>	100%
<p>Metrorail must determine the appropriate level of Road Worker Protection (RWP) training and qualification for all Metropolitan Transit Police Department (MTPD) personnel who may enter the roadway and ensure that those personnel receive and maintain that training and qualification required to ensure the safety of passengers, workers and first responders. Metrorail must also ensure that these personnel are appropriately trained on any other aspects of the emergency environment and procedures that they may need to carry out as part of their critical life-safety activities.</p> <ul style="list-style-type: none"><li>✓ Conducted and submitted a gap analysis to include the determination of appropriate level of RWP training and necessary qualifications for all MTPD personnel.</li><li>✓ Identified and submitted a list of MTPD personnel to specify the appropriate RWP training and qualifications.</li><li>✓ Updated and submitted a training plan, including a training schedule and recertification requirements in alignment with WMATA RWP Program.</li><li>✓ Updated and submitted the updated Roadway Operations Safety Course.</li><li>✓ Maintained MTPD RWP certification tracking to reflect completion of initial and refresher training and submitted six months’ worth of records as evidence of training.</li><li>✓ Updated and submitted related RWP documentation.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					

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WMSC-22-C0165		November 2023	Closed		100%
<p>Metrorail must review and update MTPD general orders to reflect current best practices for safety and to reflect current operational realities, rules and procedures, and provide training on each revision to ensure personnel have a clear and complete understanding of how to properly implement these processes. Metrorail must ensure that MTPD orders and procedures are regularly reviewed against the rules and procedures of other operational departments. Metrorail must also establish a process to compile and implement lessons learned from after action reports and incident debriefs and ensure that the information is clearly communicated to and understood by all MTPD and other Metrorail personnel and to ensure that they are incorporated into training and procedures. Metrorail must establish a documented process to evaluate the implemented improvements for effectiveness.</p> <ul style="list-style-type: none"><li>✓ Reviewed, updated, and submitted documentation associated with incident management process.</li><li>✓ Updated the records management procedure to ensure these documents are regularly reviewed.</li><li>✓ Developed a documented process to compile and implement emergency response lessons learned and communicated to all applicable personnel.</li><li>✓ Distributed lessons learned to applicable personnel.</li><li>✓ Provided training on process implementation and submitted training records.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0166		May 2024	Closed		100%
<p>Metrorail must, in consultation with 911 call centers and first responders in the region, develop a script for Metrorail 911 calls to guide personnel to clear and concise reporting in an effective manner understandable to 911 call takers, and a process to ensure that other relevant personnel are notified when the call is completed. Metrorail must establish initial and recurring training on this script and associated procedures, and must specify the personnel who are required to receive this training.</p> <ul style="list-style-type: none"><li>✓ Consulted and coordinated with safety oversight organizations and elicit their comments on emergency call scripts procedures.</li><li>✓ Assessed the sufficiency of public safety incident communications between Metrorail and local jurisdictions and modified processes, if necessary.</li><li>✓ Updated and submitted incident management and emergency call script documented processes.</li><li>✓ Based on the results of previous assessment, if needed, Metrorail revised documented process on incident reporting.</li><li>✓ Provided training on new processes to applicable active rail operations personnel and submitted training records.</li><li>✓ Provided training on new processes to applicable active transit police communications personnel and submitted training records.</li><li>✓ Developed and implemented incident scripts skill drill to test and reinforce knowledge of applicable active rail operations personnel. Submitted six months' worth of skill drills records.</li><li>✓ Developed and implemented incident scripts annual training to test and reinforce knowledge of applicable transit police communications personnel. Submitted documentation of annual training for incident scripts.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0167 R1		March 2025	Closed		100%
<p>Metrorail must clearly define and communicate the authority and duties of the Fire Marshal and the role of the Fire Marshal's Office to ensure that fire and life safety issues are properly identified and addressed in a timely fashion. This must include formally documenting, implementing, tracking and verifying the resolution of relevant areas for improvement identified in inspections, debriefs or other activities and the associated corrective actions to address each area for improvement. Metrorail must designate, communicate and ensure the availability of any appropriate backup personnel for the Fire Marshal when the Fire Marshal is not available.</p> <ul style="list-style-type: none"><li>✓ Conducted and submitted an assessment of Metrorail's Fire Life Safety functions.</li><li>✓ Developed an integrated asset inspection, maintenance, and repair process.</li><li>✓ Updated and submitted the Fire Marshal job description.</li><li>✓ Developed and submitted guidelines for Fire Life Safety responsibilities.</li><li>✓ Communicated to all WMATA personnel the authority and duties of the Fire Marshal and the role of the Fire Marshal's Office.</li><li>✓ Developed and implemented a Fire Life Safety inspection program tool and submitted the first month's worth of inspection reports.</li><li>✓ Submitted the second months' worth of inspection reports.</li><li>✓ Submitted the third months' worth of inspection reports.</li><li>✓ Submitted the fourth months' worth of inspection reports.</li><li>✓ Submitted the fifth months' worth of inspection reports.</li><li>✓ Submitted the sixth months' worth of inspection reports.</li><li>✓ Submitted summaries of inter-departmental asset review meetings.</li><li>✓ Submitted training records.</li><li>✓ Conducted a tabletop exercise and submitted records.</li><li>✓ Updated the integrated asset inspection, maintenance, and repair process.</li><li>✓ Submitted the seventh months' worth of inspection reports.</li><li>✓ Submitted the eighth months' worth of inspection reports.</li><li>✓ Submitted the ninth months' worth of inspection reports.</li><li>✓ Submitted the tenth months' worth of inspection reports.</li><li>✓ Submitted the eleventh months' worth of inspection reports.</li><li>✓ Submitted the twelfth months' worth of inspection reports.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0168		December 2024	Closed		100%
<p>Metrorail must implement processes to ensure that fire and life safety and emergency management experts with appropriate skills and experience are included in, and have a documented role in project identification, and in the development, planning, review and approvals of each project from project development and implementation through project completion.</p> <ul style="list-style-type: none"><li>✓ Updated and submitted the procedure documenting the participation of safety subject matter experts in the development, approval, and implementation process through Metrorail project completion.</li><li>✓ Developed and submitted a documented process to ensure that the appropriate Fire Life Safety experts are engaged in project identification, development, planning, review, and approvals of each project.</li><li>✓ Issued and submitted a Safety Bulletin notifying WMATA personnel of the participation of Fire Life Safety experts on the documented process.</li><li>✓ Conducted a random sampling of three projects over a period of nine months and submitted an assessment summary.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					

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WMSC-22-C0169	<div></div>	March 2024	Closed	<div></div>	100%
<p>Metrorail must develop and implement a formal, integrated process for the inspection, maintenance and repair of fire and life safety and emergency management assets, including the process to receive, document and address safety issues identified by external entities such as jurisdictional fire departments and AHJs. Metrorail must provide adequate training on and access for frontline employees to gather information needed to carry out the integrated inspection, maintenance and repair process. Metrorail must specify responsibilities, roles and required coordination for each position and department with responsibilities related to fire and life safety and emergency management and preparedness.</p> <ul style="list-style-type: none"><li>✓ Developed and submitted Fire Life Safety asset definitions.</li><li>✓ Identified and submitted an inventory for Fire Life Safety assets.</li><li>✓ Ensured all Fire Life Safety assets have an associated maintenance/inspection plan and submitted the list of plans.</li><li>✓ Submitted six months of compliance reports.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0170 R1	<div></div>	March 2025	Closed	<div></div>	100%
<p>Metrorail must establish, communicate and provide training on a process to ensure that all hazards and safety deficiencies identified by external and internal entities are tracked, addressed and reported. Metrorail must conduct regular hazard assessments to prioritize fire and life safety and emergency management issues and must act on that assessment. The assessments must be conducted on a recurring basis, including current risk assessments, hazard identification, mitigation reviews, trend analysis and other documentation. Metrorail must act on these updated assessments to proactively prevent safety events and mitigate safety risks, including by tracking and resolving open items.</p> <ul style="list-style-type: none"><li>✓ Submitted evidence of communication establishing a safety point of contact.</li><li>✓ Developed and submitted Fire Life Safety asset definitions.</li><li>✓ Developed and submitted an integrated Fire Life Safety asset inspection process.</li><li>✓ Developed and implemented a Fire Life Safety asset inspection tool and submitted the first month's worth of inspection reports.</li><li>✓ Submitted the second months' worth of inspection reports.</li><li>✓ Submitted the third months' worth of inspection reports.</li><li>✓ Submitted the fourth months' worth of inspection reports.</li><li>✓ Submitted the fifth months' worth of inspection reports.</li><li>✓ Submitted the sixth months' worth of inspection reports.</li><li>✓ Identified and submitted an inventory for Fire Life Safety assets.</li><li>✓ Submitted training records.</li><li>✓ Updated the integrated asset inspection, maintenance, and repair process.</li><li>✓ Submitted the seventh months' worth of inspection reports.</li><li>✓ Submitted the eighth months' worth of inspection reports.</li><li>✓ Submitted the ninth months' worth of inspection reports.</li><li>✓ Submitted the tenth months' worth of inspection reports.</li><li>✓ Submitted the eleventh months' worth of inspection reports.</li><li>✓ Submitted the twelfth months' worth of inspection reports.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0171	<div></div>	October 2024	Closed	<div></div>	100%
<p>Metrorail must develop and implement a procedure to ensure regular, recurring inspections and maintenance of emergency medical cabinets (including gaskets or seals), and of equipment in emergency medical cabinets, and to ensure proactive replacement of expiring materials. Metrorail must assess whether the existing cabinets are fit for their current purpose and must act upon that assessment in accordance with Metrorail's safety certification and interdepartmental review processes.</p> <ul style="list-style-type: none"><li>✓ Assessed existing procedures, usage, and utility of emergency medical cabinets and incorporated industry best practices.</li><li>✓ Based on assessment results, developed either a maintenance or removal plan for the emergency medical cabinets.</li><li>✓ Based on assessment results, submitted either a training curriculum or removal communication.</li><li>✓ Submitted compliance documentation.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0172	<div></div>	March 2023	Closed	<div></div>	100%
<p>Metrorail must develop and implement effective, systematic underground inspection processes by personnel with fire and life safety expertise to ensure safe egress, emergency preparedness and effective fire and life safety response. this must include review and approval of inspection criteria and requirements by subject-matter experts in fire and life safety, and a demonstration that all criteria comply with current NFPA standards.</p> <ul style="list-style-type: none"><li>✓ Updated design criteria as appropriate, and submitted a list of Preventative Maintenance Inspection (PMI) documents requiring update.</li><li>✓ Updated and submitted applicable tunnel fan documentation.</li><li>✓ Updated and submitted applicable lighting documentation.</li><li>✓ Updated and submitted applicable roadway documentation.</li><li>✓ Updated and submitted applicable emergency egress documentation.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					

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WMSC-22-C0173		August 2026	Open	<div></div>	75%
<p><b>Metrorail must ensure that bollards or other appropriate physical protection are installed to prevent the blocking of this emergency exit. Metrorail must assess any similar locations elsewhere in the Metrorail system, and act on the findings of that assessment if any additional protections are required.</b></p> <ul style="list-style-type: none"><li>√ Established a stakeholder work group to provide assessment and recommended course of action.</li><li>√ Submitted approved budget.</li><li>√ Submitted inspection of all egress hatches throughout the Metrorail system.</li><li>√ Submitted design documents for the pilot project.</li><li>√ Submitted the project implementation plan outlining the scope, schedule, budget, and delivery method.</li><li>√ Submitted the implementation plan for the pilot project.</li><li>√ Conducted an engineering assessment and created design documents.</li><li>√ Submitted the first status implementation update report.</li><li>√ Submitted the second status implementation update report.</li><li>● Submit the third status implementation update report.</li><li>● Submit the fourth status implementation update report.</li><li>● Confirm there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0174		September 2023	Closed	<div></div>	100%
<p><b>Metrorail must establish a comprehensive process to track, inspect, document maintenance and testing, and ensure replacement of expired fire extinguishers in the Metrorail system.</b></p> <ul style="list-style-type: none"><li>√ Conducted and submitted a risk assessment to determine fire extinguisher needs and locations across the Metrorail system.</li><li>√ Developed and submitted a documented process to track, inspect, test, and replace expired fire extinguishers.</li><li>√ Updated and submitted the fire extinguisher asset inventory.</li><li>√ Issued and submitted a notification regarding the revised procedures.</li><li>√ Conducted and submitted three months’ worth of compliance verification reports.</li><li>√ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0175		September 2023	Closed	<div></div>	100%
<p><b>Metrorail must conduct all testing required by its procedures, and ensure that this testing is scheduled and completed on an ongoing basis by scheduling this work, by providing appropriate opportunities and documentation to conduct the work, and by effectively training assigned employees to conduct the work. Until testing is up to date, Metrorail must inventory overdue testing and prioritize work with appropriate urgency to ensure that the risks introduced by the failure to conduct required testing are mitigated as expeditiously as possible.</b></p> <ul style="list-style-type: none"><li>√ Assessed and prioritized overdue testing and submitted assessment results.</li><li>√ Updated and submitted maintenance instructions to coordinate with supporting offices on planned maintenance activities.</li><li>√ Developed and submitted training curriculum and training schedule.</li><li>√ Coordinated monthly maintenance activities with supporting offices and submitted six months of documented coordination support</li><li>√ Submitted 12 months’ worth of maintenance records to include prioritized overdue testing along with regularly scheduled testing.</li><li>√ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0176		December 2023	Closed	<div></div>	100%
<p><b>Metrorail may conduct an evaluation of the efficacy of Joint Supervisory Training (JST) to meet training objectives, including defining specific skill sets and competencies that students must learn. Metrorail may conduct an assessment of the WMATA personnel and frequency of training required to accomplish the goals of JST, other first responder training initiatives and emergency exercises to ensure that Metrorail is appropriately staffed, trained and scaled to provide the required training. Metrorail may act on those evaluations and assessments to update JST and other training initiatives and exercises, and create a recurring process for review of and involvement in MTPD training by operational departments. Metrorail may also assess the need for additional training on fire and life safety asset maintenance, inspection and repair, and implement the improvements the assessment identifies.</b></p> <ul style="list-style-type: none"><li>√ Conducted and submitted an assessment of the new incident management framework training.</li><li>√ Developed and submitted an enhanced incident management framework training course.</li><li>√ Submitted a communication to internal and external partners informing of the addition of the new incident management training course.</li><li>√ Provided six months’ worth of evidence identifying training course attendance and completion of anyone who would serve or operate within incident command.</li><li>√ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0177		September 2023	Closed	<div></div>	100%
<p><b>Metrorail may develop, distribute and provide training on a useable checklist or similar tool for MTPD officers to use during emergency response, including in relation to the establishment and transfer of incident command.</b></p> <ul style="list-style-type: none"><li>√ Developed and submitted an emergency response checklist for Metrorail police officers.</li><li>√ Developed and submitted a documented process to distribute checklist.</li><li>√ Updated the incident command training and submitted training records.</li><li>√ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0178		May 2024	Closed	<div></div>	100%
<p><b>Metrorail may develop and institute a signage plan and associated inspections, maintenance and repair to ensure consistency and adequacy of emergency and fire and life safety signage throughout the system.</b></p> <ul style="list-style-type: none"><li>√ Updated and submitted the signage design manual.</li><li>√ Conducted signage inspections and submitted three monthly inspection reports.</li><li>√ Reviewed systems addresses and access points at all Metrorail stations.</li><li>√ Confirmed there is evidence of the above actionable items.</li></ul>					

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WMSC-22-C0179	<div></div>	May 2023	Closed	<div></div>	100%
<p>Metrorail may conduct a workload assessment to determine the appropriate staffing for fire and life safety and emergency management and related disciplines, and act on that assessment to provide an appropriate structure and staffing levels.</p> <ul style="list-style-type: none"><li>✓ Conducted a workload assessment to determine Fire and Life Safety responsibilities and appropriate staffing for WMATA’s Department of Safety.</li><li>✓ Conducted a workload assessment to determine Fire and Life Safety responsibilities and appropriate staffing for WMATA’s Office of Systems Maintenance .</li><li>✓ Conducted a workload assessment to determine Fire and Life Safety responsibilities and appropriate staffing for WMATA’s Office of Engineering and Architecture.</li><li>✓ Conducted a workload assessment to determine Fire and Life Safety responsibilities and appropriate staffing for WMATA’s Office of Plant Maintenance.</li><li>✓ Developed and submitted an organizational structure that outlines the criteria, roles and responsibilities for Metrorail’s Emergency Fire and Life Safety functions.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0180	<div></div>	April 2023	Closed	<div></div>	100%
<p>Metrorail may identify and communicate radio dead spots to frontline MTPD personnel and management, with documented plans and schedules for resolution prioritized based on hazard analyses, and regular updates as issues are identified and resolved.</p> <ul style="list-style-type: none"><li>✓ Develop a documented process for prioritizing and resolving radio system-related outages.</li><li>✓ Developed a documented process for notifying frontline personnel and management of radio dead spots and outages.</li><li>✓ Submitted documented mitigations.</li><li>✓ Submitted verification of process implementation.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					



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Rail Operations	<div><div></div></div> <div>0%50%100%</div>	89%
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WMSC-22-C0181	<div></div>	March 2024	Closed	<div></div>	100%
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<p>Metrorail must provide consistent supervisory oversight and effective training and safety promotion to ensure that personnel follow all rules and procedures, document compliance with rules and procedures, and ensure that the “just culture” and other principles embodied in the safety management system Metrorail has committed to in its Public Transportation Agency Safety Plan (PTASP) are implemented.</p> <div><div>√</div> Developed and submitted safety training content.</div> <div><div>√</div> Developed and submitted a presentation/video based on safety training content.</div> <div><div>√</div> Developed and submitted Safety Management System (SMS) procedures.</div> <div><div>√</div> Submitted training implementation reports.</div> <div><div>√</div> Developed Safety Risk Submission tool and submitted a presentation explaining the features.</div> <div><div>√</div> Developed a SMS dashboard and submitted a presentation explaining the features.</div> <div><div>√</div> Submitted training records of personnel completed the training.</div> <div><div>√</div> Submitted quarterly reports demonstrating SMS implementation and mitigated risks.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>
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WMSC-22-C0182 R1	<div></div>	September 2025	Open	<div></div>	90%
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<p>WMATA must develop, document and effectively communicate processes to ensure that hazards are identified, tracked, communicated and addressed on a consistent, ongoing basis. This must include the documentation, review and consideration of these hazards, risk ratings and mitigation plans by personnel from frontline workers and line managers through middle management and departmental leaders to ensure that all reported hazards, even those reported verbally to frontline or middle managers, are documented, tracked and appropriately managed. Metrorail must assess all locations (towers, terminals, etc.) with digital control boards to determine whether adequate protections are in place and available to ensure safety of personnel, and must address any improvements required and ensure that such improvements are incorporated into all future similar projects.</p> <div><div>√</div> Issued and submitted an Action Bulletin to survey towers and terminal locations with digital control boards.</div> <div><div>√</div> Created and submitted a Scope of Work to update the digital control boards at the required locations.</div> <div><div>√</div> Submitted the updated design specifications for digital control boards.</div> <div><div>√</div> Developed and submitted a Notice to Proceed to update control panels.</div> <div><div>√</div> Developed and submitted Safety Management System (SMS) procedures.</div> <div><div>√</div> Submitted the first implementation report.</div> <div><div>√</div> Submitted the second implementation report.</div> <div><div>√</div> Submitted the third implementation report.</div> <div><div>√</div> Submitted the final implementation report.</div> <div><div>●</div> Confirm there is evidence of the above actionable items.</div>
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WMSC-22-C0183 R2	<div></div>	October 2026	Open	<div></div>	36%
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<p>Metrorail must develop, require, and implement effective territory familiarization and physical characteristics training and take steps such as territory-specific certification to ensure adequate knowledge of physical characteristics prior to assigning operations personnel (such as train operators, rail supervisors, terminal supervisors, and interlocking operators) work on a line, in a terminal or in a yard.</p> <div><div>√</div> Reviewed the current line familiarization training, identify necessary updates, and submitted the resulting assessment.</div> <div><div>√</div> Updated training program and submitted training materials.</div> <div><div>√</div> Conducted training pilot and submitted pre-assessment and post-assessment testing results.</div> <div><div>√</div> Developed a long-term solution to identify and document any gaps in the current training contract requirements and submitted a report outlining the results.</div> <div><div>●</div> Submit revised Physical Characteristics Familiarization training materials for Rail Vehicle Operators.</div> <div><div>●</div> Conduct revised Physical Characteristics Familiarization pilot and submit the pre-assessment and post-assessment Enterprise Learning Management (ELM) testing results.</div> <div><div>●</div> Develop and submit training program implementation schedule.</div> <div><div>●</div> Document training procedures.</div> <div><div>●</div> Submit first quarter of training reports.</div> <div><div>●</div> Submit second quarter of training reports.</div> <div><div>●</div> Confirm evidence of the above actionable items.</div>
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WMSC-22-C0184	<div></div>	March 2024	Closed	<div></div>	100%
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<p>Metrorail must develop and implement effective processes to manage change and risk as specified in its PTASP. This must include developing and implementing a process to ensure consistent, effective communication across all levels of each department and sub-department. Metrorail must clearly define responsibilities for management of change, including the process and authority to add or adjust training requirements, to allow all affected departments to provide input on planned changes and to manage the communication of changes to affected employees.</p> <div><div>√</div> Developed and submitted Safety Management System (SMS) procedures.</div> <div><div>√</div> Developed and submitted documented processes for communicating and managing safety concerns through Safety Committees.</div> <div><div>√</div> Developed Safety Risk Submission tool and submitted a presentation explaining the features.</div> <div><div>√</div> Developed a SMS dashboard and submitted a presentation explaining the features.</div> <div><div>√</div> Submitted quarterly reports demonstrating SMS implementation and mitigated risks.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>
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WMSC-22-C0185		October 2023	Closed		100%
<p>Metrorail must institute sufficient, specific, specialized certification training and standards to operate each type of revenue vehicle, and must provide that training, refresher training, and certification to each individual who may operate a vehicle in revenue service. Metrorail must ensure that only those individuals trained and certified on that type of vehicle operate the vehicle. Metrorail must develop and implement a program that provides for the appropriate availability of trains for required training and certification.</p> <ul style="list-style-type: none"><li>✓ Reviewed, updated, and submitted Performance Standards for train operation certification.</li><li>✓ Submitted documentation reflecting the updated training curriculum.</li><li>✓ Submitted tracker reports as evidence of completion.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0186		December 2022	Closed		100%
<p>Metrorail must develop and implement a plan to meet all of its training and certification requirements. Metrorail must also develop and implement a procedure to ensure only certified and trained personnel are working, and to ensure that any personnel not meeting training and certification requirements are not acting in roles they are not fully trained and certified on. Metrorail must ensure that all documents, such as Standard Operating Procedure (SOP) 406-01, are reviewed and updated in a timely fashion as required by Metrorail procedures.</p> <ul style="list-style-type: none"><li>✓ Issued and submitted a Temporary Order.</li><li>✓ Reviewed, updated, and submitted the Recertifications SOP and any associated SOPs.</li><li>✓ Submitted monthly training refresher and certification reports.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0187		August 2023	Closed		100%
<p>Metrorail must define the job responsibilities of and procedures for personnel acting as terminal supervisors. Metrorail must develop and implement an effective formal training program for personnel acting as terminal supervisors that accounts for their safety responsibilities. This program must include initial training, certification, and refresher requirements.</p> <ul style="list-style-type: none"><li>✓ Developed and submitted a Terminal Supervisor Manual.</li><li>✓ Updated the training program and submitted the updated training module.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0188		April 2023	Closed		100%
<p>Metrorail must establish and implement documented criteria for ROQT personnel to determine student proficiency in safety-critical operational tasks.</p> <ul style="list-style-type: none"><li>✓ Submitted student proficiency ratings matrix.</li><li>✓ Submitted evidence confirming 95% of active ROQT Instructors completed training.</li><li>✓ Submitted completed matrix for Initial Train Operator training class.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0189		July 2025	Under Review		100%
<p>Metrorail must ensure all personnel serving as on-the job training instructors for operations personnel, including those personnel described as Line Platform Instructors (LPIs), interlocking operators, and terminal supervisors, have specific training and direction on what to teach and how to assess their assigned students, and to carry out a structured program to convey necessary information. Metrorail must also ensure that these personnel are effective by conducting supervisory oversight of OJTIs and providing appropriate commendation, correction or removal from the program.</p> <ul style="list-style-type: none"><li>✓ Updated and submitted documented processes for LPI.</li><li>✓ Updated and submitted LPI oversight documented processes.</li><li>✓ Submitted updated curriculum.</li><li>✓ Submitted evidence confirming 95% of active LPI’s completed the training.</li><li>✓ Submitted two bi-annual reports confirming evaluations are being conducted.</li><li>✓ Submitted a report showing completion dates for the first year.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0190		March 2023	Closed		100%
<p>Metrorail must provide safety oversight of and adequately train operations personnel on requirements for all safety equipment that is or may be past its calibration date to ensure that only properly calibrated safety equipment is in use.</p> <ul style="list-style-type: none"><li>✓ Developed a documented process specific to the issuance, testing, and removal of high voltage protection gloves.</li><li>✓ Developed a documented process specific to the issuance, testing, and removal of handheld radios.</li><li>✓ Submitted evidence of implementation and compliance.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0191		July 2023	Closed		100%
<p>Metrorail QA/QC management must develop and implement procedures to conduct and document regular spot checks of actual QA/QC to work to ensure that the work is accurate and sufficient. Metrorail must develop or update work instructions for each type of QC audit to ensure the instructions reflect all safety requirements, reporting requirements, and current operating rules and practices. Metrorail must develop and implement specific guidelines for QC personnel to report or remove personnel from service during audit observations or certifications.</p> <ul style="list-style-type: none"><li>✓ Developed and submitted a documented process for the Quality Control Manager position.</li><li>✓ Reviewed, updated, and submitted a Quality Control Corrective Action Request Procedure.</li><li>✓ Updated and submitted work instructions.</li><li>✓ Submitted spot check reports as evidence of implementation.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					

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-22-C0192	<div></div>	June 2023	Closed	<div></div>	100%
<p><b>Metrorail must develop and implement a process to ensure that when a potential systemic improvement is identified it is integrated into its safety risk management and corrective action process to ensure effective, Metrorail-wide implementation. Metrorail must provide training on root cause analysis and systemic corrective actions to each individual in the organization who is responsible for that process. Metrorail must ensure that corrective actions are only closed when the systemic safety improvement is completed and fully documented.</b></p> <ul style="list-style-type: none"><li>✓ Developed and submitted a documented process to identify, assess, and mitigate systemic safety risks.</li><li>✓ Assessed and submitted the updated Quality Control Corrective Action Request Procedure.</li><li>✓ Developed and submitted a training module for Division Managers.</li><li>✓ Submitted training records for Division.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0193 R1	<div></div>	May 2026	Open	<div></div>	80%
<p><b>Metrorail must ensure that only current copies of the rulebook are available and in use. Metrorail must provide operational employees with immediate access to the current rules relevant to their work during their work assignments, including any modifications due to temporary or permanent orders.</b></p> <ul style="list-style-type: none"><li>✓ Updated and submitted the Metrorail Safety Rules and Procedures Handbook (MSRPH) to include all updated information.</li><li>✓ Updated and submitted the Rail Safety Standard Committee (RSSC) documented process.</li><li>✓ Issued and submitted an Operating Practices Advisory (OPA).</li><li>✓ Provided confirmation that updated MSRPH has been printed.</li><li>✓ Submitted evidence of the distribution of the printed MSRPH.</li><li>✓ Submitted the first quarterly MSRPH spot check report.</li><li>✓ Submitted the second quarterly MSRPH spot check report.</li><li>✓ Updated and submitted Safety's document distribution process.</li><li>✓ Updated and submitted Rail Transportation's document distribution process.</li><li>✓ Assessed feasibility of electronic solution and submitted assessment report.</li><li>✓ Implemented interim process and submitted document control log.</li><li>✓ Submitted roster and acknowledgements from active, applicable personnel.</li><li>● Develop and submit project plan for electronic compliance solution.</li><li>✓ Submitted first of three months' worth of inspection logs.</li><li>✓ Submitted second of three months' worth of inspection logs.</li><li>✓ Submitted third of three months' worth of inspection logs.</li><li>✓ Submitted quarterly spot check report.</li><li>● Submit the first of two quarter' worth of implementation progress reports.</li><li>● Submit the second of two quarters' worth of implementation progress reports.</li><li>● Confirm there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0194	<div></div>	December 2022	Closed	<div></div>	100%
<p><b>Metrorail must require and implement consistent, effective supervisory oversight of training instructors, including of their work in the field.</b></p> <ul style="list-style-type: none"><li>✓ Updated standard operating procedures to require supervisor evaluation of instructors in the field.</li><li>✓ Submitted evidence of evaluations performed.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0195	<div></div>	March 2024	Closed	<div></div>	100%
<p><b>Metrorail may develop and implement plans to remove barriers to employee reporting of safety hazards and issues, that safety input is sought and considered from employees at all levels of the organization, and that reports and input are promptly addressed through the safety risk management process, and evaluate managers on their performance in these areas.</b></p> <ul style="list-style-type: none"><li>✓ Submitted the closure package for WMSC-22-C0181.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0196	<div></div>	May 2023	Closed	<div></div>	100%
<p><b>Metrorail may assign training instructors to each rail division and assign them to provide regular hands-on training and information to other personnel.</b></p> <ul style="list-style-type: none"><li>✓ Submitted documentation of the assessment.</li><li>✓ Developed and submitted an action plan based on the results of the assessment.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0197	<div></div>	February 2023	Closed	<div></div>	100%
<p><b>Metrorail may assess whether additional training or safety promotion activities are needed for personnel conducting interlocking operator certifications, and whether supervisory oversight or improved documentation is needed to ensure that all elements of the certification procedure are followed for each certification. Metrorail may then act on such an assessment or assessments.</b></p> <ul style="list-style-type: none"><li>✓ Assessed the current interlocking certification documentation performance standards and submitted the final assessment.</li><li>✓ Developed and submitted an action plan based on the results of the assessment.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0198	<div></div>	June 2023	Closed	<div></div>	100%
<p><b>Metrorail may assign another department, such as ROQT, to certify QA/QC personnel.</b></p> <ul style="list-style-type: none"><li>✓ Developed a certification program for rail operations quality officers.</li><li>✓ Certified existing officers and submitted completed certifications for active personnel.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					



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.

Station Maintenance, Elevators and Escalators	<div><div></div></div> <div>0%50%100%</div>	91%
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WMSC-22-C0199 R1	<div><div></div></div>	February 2028	Open	<div><div></div></div>	50%
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WMATA must develop and implement a comprehensive water intrusion and remediation program for stations, elevators and escalators that identifies and mitigates hazards and evaluates those mitigations as required under its <i>Public Transportation Agency Safety Plan</i> (PTASP). <ul style="list-style-type: none"><li>✓ Conducted and submitted a water intrusion priority assessment.</li><li>✓ Developed and submitted a process for evaluating water intrusion in stations, elevators, and escalators.</li><li>✓ Developed and submitted a priority list for maintenance mitigations for elevators and escalators.</li><li>✓ Conducted internal coordination to ensure the identified needs are part of WMATA's Capital Improvement Program.</li><li>✓ Submitted the first update report.<ul style="list-style-type: none"><li>● Submit the second update report.</li><li>● Submit the third update report.</li><li>● Submit the fourth update report.</li><li>● Submit the Contract/Notice to Proceed.</li><li>● Confirm there is evidence of the above actionable items.</li></ul></li></ul>					
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WMSC-22-C0200	<div><div></div></div>	February 2023	Closed	<div><div></div></div>	100%
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Metrorail must ensure that its change management procedures are followed to prevent future changes to stations, elevators and escalators from introducing hazards to the Metrorail system. As part of this effort, Metrorail must ensure that all frontline, supervisory and management employees with responsibilities related to these areas are provided with initial and recurring training appropriate to their roles and responsibilities on change management principles, procedures and requirements to ensure proper review and coordination on the identification and treatment of hazards. This must include examples of issues that must be elevated to management and that must be reviewed by other departments. This training must be consistent with WMATA's established change management processes in the <i>Public Transportation Agency Safety Plan</i> (PTASP) and related procedures. <ul style="list-style-type: none"><li>✓ Distributed the Configuration Control Management Policy and submitted signature acknowledgements.</li><li>✓ Incorporated change management procedures and submitted the Journeymen training curriculum.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
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WMSC-22-C0201	<div><div></div></div>	December 2023	Closed	<div><div></div></div>	100%
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Metrorail must ensure that all personnel who may work on an elevator or escalator have all necessary training. This must include providing the training on current models and each new model installed, tracking that training, and establishing processes to ensure that personnel have the necessary training to safely carry out each assigned task. <ul style="list-style-type: none"><li>✓ Updated and submitted the Journeymen training matrix.</li><li>✓ Developed and submitted the updated Journeymen training curriculum.</li><li>✓ Developed and submitted equipment familiarization for supervisors and inspectors.</li><li>✓ Developed and submitted a schedule.</li><li>✓ Submitted six months' worth of training records.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
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WMSC-22-C0202	<div><div></div></div>	August 2023	Closed	<div><div></div></div>	100%
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Metrorail must review and update all ELES procedures as required by WMATA policies. Metrorail must implement a log and/or other system to ensure that each procedure is reviewed as required in the future. <ul style="list-style-type: none"><li>✓ Reviewed documented procedures and submitted the list of reviewed documents.</li><li>✓ Updated and submitted the identified documents.</li><li>✓ Submitted the master document list outlining date of last revision and next review.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
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WMSC-22-C0203	<div><div></div></div>	March 2023	Closed	<div><div></div></div>	100%
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Metrorail must clearly define what ELES helpers are authorized or unauthorized to do alone, and what level of employee is required to complete each task. This must include a safety-based review and update of the work alone policy. <ul style="list-style-type: none"><li>✓ Conducted and submitted a job hazard analysis.</li><li>✓ Reviewed and submitted the relevant staff work alone policy.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
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WMSC-22-C0204	<div><div></div></div>	September 2023	Closed	<div><div></div></div>	100%
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Metrorail must provide regular refresher training to all ELES personnel on the importance of and process for signing in and out of log books (or any alternative hard copy or electronic format as specified in A17.1 that Metrorail may adopt in the future). Metrorail must conduct and document regular supervisory oversight of proper log book entries that includes development and completion of corrective actions to address areas where deficiencies are identified. Metrorail must assess whether additional safety protections are required when work is being conducted on elevators and escalators. <ul style="list-style-type: none"><li>✓ Developed and submitted a presentation on properly entering elevator and escalator maintenance log book material.</li><li>✓ Conducted reviews of log book requirements and submitted evidence of completion.</li><li>✓ Updated and submitted maintenance and station audit standard procedure.</li><li>✓ Submitted three months' worth of quality assurance checks.</li><li>✓ Conducted and submitted an assessment to determine additional safety protections.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
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CAP Number	Risk Assessment	Closure Submission Date**	CAP Status	Actionable Item Status	
WMSC-22-C0205		April 2023	Closed		100%
<b>Metrorail must establish and implement a documented training process for ELES personnel serving as on-the-job training instructors or mentors for ELES apprentices.</b> <ul style="list-style-type: none"><li>√ Submitted maintenance teams mentor training curriculum.</li><li>√ Provided mentor training to all relevant personnel and submitted records.</li><li>√ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0206		February 2023	Closed		100%
<b>Metrorail must define procedures and standards for all ELES inspection and maintenance work, and provide all necessary training on those procedures to all relevant personnel.</b> <ul style="list-style-type: none"><li>√ Updated and submitted Elevator and Escalator Inspections procedure to align with ASME A17.1.</li><li>√ Conducted training for all safety inspectors and submitted the training matrix and evidence of training completion.</li><li>√ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0207		September 2023	Closed		100%
<b>Metrorail must include training requirements on QA checks for all ELES supervisors and must ensure that these QA checks are being properly completed.</b> <ul style="list-style-type: none"><li>√ Updated and submitted Quality Control Preventative Maintenance and Station Audit procedure.</li><li>√ Conducted quality assurance safety training for all supervisors and submitted the training curriculum and evidence of completion.</li><li>√ Provided quality assurance checks as evidence of process conformance.</li><li>√ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0208		November 2022	Closed		100%
<b>Metrorail may conduct and act upon a staffing assessment to identify the required number and type of trained personnel and work assignments required for each shift and area of responsibility for Plant Maintenance to carry out its responsibilities, and the recruitment and retention actions necessary to ensure needed positions are filled with qualified personnel.</b> <ul style="list-style-type: none"><li>√ Conducted and submitted a staffing assessment to identify the personnel and work assignments required to carry out maintenance responsibilities.</li><li>√ Conducted bi-weekly vacancy review meetings and submitted records.</li><li>√ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0209		February 2023	Closed		100%
<b>Metrorail may adjust the job descriptions to reflect the actual requirements of the role, including experience and expertise in the subject area.</b> <ul style="list-style-type: none"><li>√ Reviewed and adjusted job descriptions against each roles' requirements.</li><li>√ Finalized job descriptions and submitted as evidence.</li><li>√ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0210		February 2024	Closed		100%
<b>Metrorail may develop and provide sufficient Maximo training for each role ranging from frontline workers and supervisors through management, and implement quality assurance processes for this data. Metrorail may use the improved data collection to improve and expand reliability analysis.</b> <ul style="list-style-type: none"><li>√ Submitted a training matrix for relevant plant maintenance frontline workers, supervisors, and management.</li><li>√ Submitted a training matrix for relevant elevator and escalator maintenance frontline workers, supervisors, and management.</li><li>√ Developed and conducted training for relevant personnel.</li><li>√ Submitted six months' worth of training evidence.</li><li>√ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0211		February 2023	Closed		100%
<b>Metrorail may establish procedures to exercise escalators in the opposite direction of normal travel when safe to do so to provide for safe operations in the event of an emergency or large crowd.</b> <ul style="list-style-type: none"><li>√ Conducted and submitted an assessment to determine if running escalators in the opposite direction of normal travel is safe in the event of an emergency or large crowds.</li><li>√ Based on the assessment, reviewed, updated, and submitted the station escalator operations handbook.</li><li>√ Confirmed there is evidence of the above actionable items.</li></ul>					

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

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.

Power Restoration Process	<div><div></div></div> <div>0%50%100%</div>	100%
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WMSC-22-C0212		February 2025	Closed	<div><div></div></div> <div>0%50%100%</div>	100%
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Instituting additional protections to ensure that third rail power is not restored prematurely including, but not limited to, ensuring that managers and leadership permit all power restoration checklists 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, second approval from an appropriately qualified employee, so that safe power restoration is always placed ahead of service metrics such as on-time performance. <i>[Full corrective action from the WMSC included in the CAP.]</i>					
<div>√ Conducted safety stand downs to reemphasize the importance of following all safety rules.</div> <div>√ Tested and verified recording systems in each active facility.</div> <div>√ Provided additional training and evaluated to ensure safe and effective handling of outages.</div> <div>√ Provided appropriate staffing and succession planning to comply with fatigue policies, standards, and requirements.</div> <div>√ Communicated dedicated phone numbers for each power desk.</div> <div>√ Revised <i>Medical Physicals Completion Procedure</i> .</div> <div>√ Developed safety risk coordinator job description.</div> <div>√ Conducted fatigue assessment.</div> <div>√ Submitted software alteration plans and schedule.</div> <div>√ Developed and implemented coaching and development plan.</div> <div>√ Developed and implemented a formal power operations compliance process.</div> <div>√ Developed a revised staffing plan.</div> <div>√ Prioritized implementation of safety risk management system.</div> <div>√ Conducted safety culture impact assessment.</div> <div>√ Developed, tested, deployed, and certified safety control upgrades.</div> <div>√ Updated third rail power energization and de-energization procedures.</div> <div>√ Updated and implemented existing training.</div> <div>√ Conducted safety certification on the power restoration process.</div> <div>√ Confirmed there is evidence of the above actionable items.</div>					

Automatic Train Control Room Inspection, Maintenance and Cleaning Program	<div><div></div></div> <div>0%50%100%</div>	88%
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WMSC-22-C0213		October 2026	Open	<div><div></div></div> <div>0%50%100%</div>	88%
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to address this order minimum corrective action must include:					
a) Metrorail must train ATC personnel to properly complete all inspections and maintenance specified by Metrorail procedures, and must ensure that these inspections and maintenance activities are properly carried out.					
b) Metrorail must train supervisors on their role to ensure that preventive maintenance activities are properly conducted and accurately documented, and to ensure that, when necessary, identified issues are properly escalated. This must include field observations in compliance with Metrorail’s ATCM Maintenance Control Policy requirement that supervisors spend at least half of their duty day in the field checking to ensure that procedures are properly being carried out and any safety issues are being properly identified and addressed.					
c) Metrorail must determine and obtain sufficient quantities of all maintenance equipment required to complete its documented procedures, including the equipment needed to clean equipment in TCRs and similar facilities as specified by Metrorail procedures and OEM manuals.					
d) When obtained, Metrorail must provide training on and any necessary specific procedures and safety requirements for use of that equipment to frontline and supervisory personnel.					
e) Metrorail must develop, implement, and provide training on required processes and procedures to ensure that ancillary rooms such as TCRs are properly maintained. This must include the interdepartmental and cross- disciplinary hazard identification, hazard mitigation and planning necessary to address any issues with structural and ceiling integrity, water intrusion, HVAC, and other items.					
f) Metrorail must provide training to all personnel responsible for conducting, overseeing and acting upon the results of inspections in the WMATA Rail System on the importance of identifying, recording and communicating hazards to ensure that those hazards are appropriately mitigated.					
g) Metrorail must ensure that information from inspections and preventive maintenance is captured and stored in a timely fashion in a centralized maintenance management system that allows for ongoing hazard and trend identification, analysis and resolution. This must include storage of all associated data sheets and notations in a way that is accessible to all relevant personnel, and in a way that Metrorail can reliably conduct data trending, analysis and prioritization. Metrorail must conduct and act upon that data analysis, trending and hazard identification on an ongoing basis. This must include the effective incorporation of ongoing data analysis and hazard identification into Metrorail’s capital improvement program project identification, scoping, planning and implementation processes.					
<div>√ Reviewed the safety inspection actions list.</div> <div>√ Developed and submitted evidence of tracking work orders.</div> <div>√ Revised task order to include a review of tool tracking and calibration management.</div> <div>√ Submitted a report identifying potential hazards and associated mitigations.</div> <div>√ Conducted an assessment and issued and submitted interim guidance on best practices regarding supervisory checks.</div> <div>√ Developed and submitted a bulletin to include interim cleaning guidance.</div> <div>√ Developed awareness campaign for Train Control Room maintenance staff.</div> <div>√ Conducted interim cleaning training to designated cleaning crews.</div> <div>√ Developed, implemented, and submitted safety risk management procedures.</div> <div>√ Trained relevant personnel on the safety risk management procedures and submitted evidence of training completion.</div> <div>√ Developed a monthly work order report and submitted six reports.</div> <div>√ Created a comprehensive task order to provide systemic and sustainable improvements in procedures, documentation, training, and data tracking.</div> <div>√ Conducted monthly interdepartmental meetings to discuss and address any issues that may impact Train Control Rooms and equipment.</div> <div>√ Developed and submitted a strategy to procure sufficient quantities of maintenance equipment and materials.</div> <div>√ Submitted quarterly updates of approved assessments based on a comprehensive task order.</div> <div>● Submit quarterly updates on implementation activities.</div> <div>● Confirm there is evidence of the above actionable items.</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.

Communication Systems	<div><div></div></div>	90%
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WMSC-22-C0214	<div></div>	May 2025	Under Review	<div></div>	100%
<p>Metrorail must ensure safety promotion activities are performed to make certain all personnel are informed about the importance of and how to complete forms and to inform personnel of any changes to forms or processes. Metrorail must review and provide up-to-date Preventative Maintenance Inspection (PMI) forms for all communications systems in adherence with SMNT Maintenance Control Policy, Section 21.1, SMNT Modification Request, which includes control management of documents, including change management and document updates. Metrorail must ensure that policies, PMI forms, and other documents such as manuals are not only uploaded electronically in Documentum, but available in locations more easily accessible by all personnel required to use them, including the (T:) Drive and physical locations. WMATA must properly communicate, document and ensure understanding of revisions to forms, policies and procedures before implementation through safety promotion to ensure ease of accessibility and use of correct documents. Metrorail must also follow SMNT Maintenance Control Policy, Section 15.1, Preventative Maintenance, which indicates that SMNT shift supervisors are responsible for reviewing and certifying both the acceptable performance of inspections and the accuracy of the documentation in Maximo resulting therefrom. This includes ensuring that all relevant fields are completed accurately for all forms.</p> <ul style="list-style-type: none"><li>✓ Completed reinstruction and provided acknowledgements of preventative maintenance documentation requirements.</li><li>✓ Updated, submitted, and provided acknowledgments of PMI forms for all communications systems.</li><li>✓ Reinforced document control existing procedure.</li><li>✓ Developed, submitted, and provided acknowledgements of Maintenance Bulletin.</li><li>✓ Developed and submitted a quality control (QC) supervisory checks process.</li><li>✓ Submitted three months' worth of completed QC inspection forms.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0215	<div></div>	May 2025	Closed	<div></div>	100%
<p>WMATA must develop standard Preventative Maintenance Inspection (PMI) forms, procedures, and instructions for every communications system. These PMIs must be signed and ENGA-approved as required by WMATA Policy/Instruction 4.10/3, Configuration Control Management, which requires ENGA to ensure that all communications systems and subsystems are accurately recorded; that changes are known, approved and documented; and that records are updated such that any system or subsystem can be upgraded, redesigned, rehabilitated, reconfigured for operational changes or restored in the event of its failure or damage. Metrorail must provide training on all forms, procedures, and instructions that are created and provide such training to all relevant personnel on an ongoing basis as the forms, procedures, and instructions evolve over time. Metrorail must assess staffing and provide evidence that ENGA has the necessary resources to conduct required procedural review, EMI creation, assistance on training development, and other support functions.</p> <ul style="list-style-type: none"><li>✓ Submitted updated organizational chart and workload load assessment specifying responsibilities.</li><li>✓ Developed and submitted a list of missing PMIs.</li><li>✓ Developed and submitted the missing PMIs per Policy/Instruction 4.10/3.</li><li>✓ Submitted the process for PMI review and approval.</li><li>✓ Delivered training; updated Maintenance Control Policy and documented the change in a maintenance bulletin until the MCP was revised.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0216	<div></div>	January 2026	Open	<div></div>	60%
<p>WMATA must develop and implement additional training, supervisory oversight and safety promotion to ensure adherence to their SMNT Maintenance Control Policy, Section 25, which requires that if a problem is encountered during a Preventative Maintenance Inspection (PMI) that requires corrective action, the technician will create a corrective maintenance work order for the discovered problem and link the corrective maintenance work order to the preventative maintenance work order.</p> <ul style="list-style-type: none"><li>✓ Conducted and submitted acknowledgements of On-the-Job Training reinstruction.</li><li>✓ Updated and submitted Section 25 of Maintenance Control Policy.</li><li>✓ Updated and submitted work instructions.</li><li>● Submit six monthly quality control inspection reports.</li><li>● Confirm there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0217	<div></div>	January 2027	Open	<div></div>	33%
<p>Metrorail must require personnel to document detailed information regarding identification and troubleshooting procedures that were attempted when responding to corrective maintenance work orders. Metrorail must provide training to personnel on these documentation improvements and provide evidence that all personnel who respond to corrective maintenance work orders have received that training. WMATA must develop a policy requiring life-safety critical systems be responded to within time limitations that will ensure issues with these systems are addressed immediately. Metrorail must update its Corrective Maintenance Business Process for COMM to include MOC's role in the process. WMATA must update, implement, and monitor standards for personnel entering information in Maximo and coordinating response so that work orders are correctly prioritized and assigned in a timely manner according to policy, and contain sufficiently descriptive and complete information, including correct trouble and responsibility codes to ensure the proper personnel respond with the resources necessary to address the work order.</p> <ul style="list-style-type: none"><li>✓ Developed and submitted a documented process prioritizing response times for life safety critical systems and corrective maintenance work orders.</li><li>✓ Developed and submitted a documented process for Maximo entries.</li><li>● Update and submit the Corrective Maintenance Business Process for Communications outlined in the department's Maintenance Control Policy.</li><li>● Conduct On-the-Job Training for frontline supervisors and maintenance personnel.</li><li>● Submit 3 months' worth of supervisory checks.</li><li>● Confirm there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0218	<div></div>	November 2024	Closed	<div></div>	100%
<p>WMATA must develop and implement a procedure for communications personnel to identify, document, and mitigate hazards. Relevant personnel must be trained in hazard identification and tracking. Hazards identified must be addressed in accordance with the process provided for in WMATA's <i>Public Transportation Agency Safety Plan</i> (PTASP).</p> <ul style="list-style-type: none"><li>✓ Developed and implemented safety risk management procedures by which Communications personnel identify, document, and mitigate hazards.</li><li>✓ Developed and submitted training materials for safety risk management procedures.</li><li>✓ Submitted evidence that 95% of all active Communications personnel completed the training.</li><li>✓ Developed a hazard tracker capturing hazards and mitigations.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					



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-22-C0219	<div></div>	May 2025	Under Review	<div></div>	100%
<p>WMATA must review and update training curricula for communications personnel to include refresher training and training more specific to specialized job functions, including Preventative Maintenance Inspections (PMIs). WMATA must create a formal, structured on-the-job training program that includes standards, curricula, and documentation as well as selection criteria and training for On-the-Job Training (OJT) Instructors. Metrorail must ensure that all personnel who may work on communications equipment have the necessary training on each piece of equipment that they may be assigned to service. This must include providing training on current models and each new model installed, tracking that training, and establishing processes to ensure that personnel have the necessary training to carry out each assigned task.</p> <ul style="list-style-type: none"><li>√ Updated and submitted training matrix.</li><li>√ Updated and submitted training curricula.</li><li>√ Developed and submitted training schedule.</li><li>√ Submitted training records.</li><li>√ Developed and submitted a process ensuring supervisors check personnel qualifications.</li><li>√ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0220	<div></div>	August 2024	Under Review	<div></div>	100%
<p>Metrorail must institute a process to ensure and document that all communications rooms have current manuals, schematics and pertinent materials, and that these documents are stored in a well-organized and accessible manner.</p> <ul style="list-style-type: none"><li>√ Submitted updated organizational chart and workload load assessment specifying responsibilities.</li><li>√ Conducted and submitted gap analysis identifying required documentation missing from each communications room.</li><li>√ Updated Maintenance Control Policy to include process ensuring all communications rooms have physical copies.</li><li>√ Ensured all identified documentation is distributed to each communications room.</li><li>√ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0221 R1	<div></div>	March 2025	Closed	<div></div>	100%
<p>Metrorail must ensure any remaining analog radios still in use systemwide are disabled and decommissioned. WMATA must submit Handheld Radio Certification Reports to demonstrate adherence to SMNT Maintenance Control policies related to SMNT Control Policy 22.4, SMNT – Calibration and Certification Report. WMATA must ensure on a recurring basis that personnel are aware of the proper procedures and that personnel understand their role in ensuring handheld radios remain calibrated.</p> <ul style="list-style-type: none"><li>√ Developed and submitted agencywide strategy to promote handheld radio policy, procedure awareness, and enforcement.</li><li>√ Developed and submitted computer-based training course on the awareness, functionality, safety benefits, configuration, and calibration of WMATA-issued radios.</li><li>√ Submitted acknowledgements for 95% of active personnel.</li><li>√ Collected WMATA-issued non-APX 8000 handheld radios for decommissioning and removal from service.</li><li>√ Updated and submitted Electronic Device Policy Instruction to include reference to MCP restrictions on non WMATA-issued handheld radios.</li><li>√ Submitted the updated notification on proper handling of handheld (portable) radios.</li><li>√ Submitted evidence that non-compliant radios were permanently disabled.</li><li>√ Submitted the first set of spot check reports.</li><li>√ Submitted the second set of spot check reports.</li><li>√ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0222 R1	<div></div>	April 2026	Open	<div></div>	80%
<p>WMATA must conduct a special inspection of all communications rooms to check for water intrusion or signs of water intrusion. Metrorail must prioritize and address all identified hazards and safety deficiencies in a timely fashion. Metrorail must provide the records of these inspections and this prioritization and schedule for addressing each issue on at least a quarterly basis along with documentation of all implemented mitigations. Metrorail must then institute a process that ensures water intrusion is identified and addressed on an ongoing basis going forward. WMATA must develop processes to ensure all equipment and documents in communications rooms are kept clean, organized and protected, including routine verification inspections conducted and documented by supervisors.</p> <ul style="list-style-type: none"><li>√ Identified, compiled, and submitted list of all Communication (COMM) rooms and developed inspection schedule.</li><li>√ Conducted special inspections of all COMM rooms.</li><li>√ Developed and submitted a process for how to evaluate water intrusion.</li><li>√ Submitted appendix to the Ten-Year Capital Program identifying the inclusion of the needs.</li><li>√ Developed and submitted a priority list addressing all identified hazards and safety deficiencies.</li><li>√ Submitted the first of 4 quarterly reports as evidence of implemented mitigations and maintenance activities.</li><li>√ Submitted the second quarterly report.</li><li>√ Submitted the third quarterly report.</li><li>√ Submitted the final quarterly report.</li><li>√ Submitted the completed current-state assessment report.</li><li>√ Submitted controlled documents related to the inspection or mitigation of water intrusion issues.</li><li>√ Submitted evidence of implementation and communication of revised processes and tools.</li><li>● Submit the first quarterly report.</li><li>● Submit the second quarterly report.</li><li>● Confirm there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0223	<div></div>	January 2024	Closed	<div></div>	100%
<p>Update the procedure for identifying completion criteria for engineering modification instructions.</p> <ul style="list-style-type: none"><li>√ Reviewed and submitted a summary of existing recruiting and retention practices.</li><li>√ Submitted documentation for steps identified as feasible.</li><li>√ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</li></ul>					



CAP Number	Risk Assessment	Closure Submission Date**	CAP Status	Actionable Item Status
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WMSC-22-C0224		January 2025	Closed		100%
<p>Review and update job descriptions to reflect current requirements.</p> <ul style="list-style-type: none"><li>✓ Reviewed and updated job descriptions.</li><li>✓ Submitted job descriptions to SMNT.</li><li>✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</li></ul>					

Track Maintenance and Training (II)				<div><div></div></div> <div>0%50%100%</div>	98%
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WMSC-22-C0225		February 2025	Closed		100%
<p>Metrorail must revise and implement organizational alignment, planning and coordination processes to ensure that prioritized track-related hazards and risk are effectively prioritized and progressed through to completion in a timely fashion, including effective, direct collaboration among leadership and managers in all relevant departments. Metrorail must ensure that there is appropriate supervisory oversight and managerial support for track inspection and maintenance activities as part of its implementation of the safety management system for track-related groups such as TRST, MOWE, and WWPL. Metrorail must develop and implement a formal, integrated process for Ultrasonic Testing of welds that specifies who is responsible for carrying out this task, the process for ensuring this testing occurs, and the documentation and tracking of this process in a Metrorail system of record such as Maximo.</p> <ul style="list-style-type: none"><li>✓ Issued a memorandum to enforce compliance with track inspection procedures and submitted evidence of acknowledgment from applicable personnel.</li><li>✓ Submitted an updated organizational chart and roles and responsibilities.</li><li>✓ Developed and submitted a process for ultrasonic testing of welds.</li><li>✓ Submitted 3 months' worth of completed inspection reports.</li><li>✓ Submitted 3 months' worth of completed ultrasonic testing reports.</li><li>✓ Conducted monthly meetings to discuss the mitigation of track-related hazards and risk and submitted 9 months of meeting notes.</li><li>✓ Developed and submitted prioritized list of documented processes for revision.</li><li>✓ Submitted first quarter of revised documents.</li><li>✓ Submitted second quarter of revised documents.</li><li>✓ Submitted third quarter of revised documents.</li><li>✓ Submitted fourth quarter of revised documents.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0226 R1		October 2025	Open		85%
<p>WMATA must develop and implement an electronic solution to record yard defects. WMATA must demonstrate through safety promotion, training and documentation adherence to policies requiring yellow conditions to be addressed within 30 days of previous inspection. TRST must create a process to ensure coordination with WWPL and other departments to prioritize yard maintenance and ensure the necessary track rights are granted to support this work.</p> <ul style="list-style-type: none"><li>✓ Submitted documented process defining interdepartmental coordination for wayside work.</li><li>✓ Updated and submitted documented process for yard inspections.</li><li>✓ Conducted training on updated process and submitted evidence of training completion.</li><li>✓ Developed and submitted evidence of new electronic form to generate inspections reports.</li><li>✓ Conducted phase 1 of training and submitted evidence of training completion.</li><li>✓ Submitted 3 months' worth of completed yard inspection reports.</li><li>✓ Conducted phase 2 of training and submitted evidence of training completion.</li><li>✓ Submitted 3 months' worth of completed yard inspection reports.</li><li>✓ Conducted phase 3 of training and submitted evidence of training completion.</li><li>✓ Submitted 3 months' worth of completed yard inspection reports.</li><li>✓ Conducted phase 4 of training and submit evidence of training completion.</li><li>● Submit 3 months' worth of completed yard inspection reports.</li><li>● Confirm there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0227		May 2024	Closed		100%
<p>WMATA must develop and implement a plan to meet its training, certification and recertification requirements. Training must be documented, and a process must be developed to ensure ELM is kept up-to-date and accurately reflects training required and completed by TRST personnel. Additionally, WMATA must develop quality control processes with supervisory oversight to ensure assessments and corresponding documents are filled out properly.</p> <ul style="list-style-type: none"><li>✓ Submitted training calendar.</li><li>✓ Updated and submitted training program.</li><li>✓ Provided training reports.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0228		November 2023	Closed		100%
<p>Metrorail must ensure that all personnel are wearing proper personal protective equipment. This must include safety promotion activities to ensure personnel understand the importance and safety benefits of PPE and must include routine compliance checks.</p> <ul style="list-style-type: none"><li>✓ Issued memorandum and submitted personnel acknowledgment and roster.</li><li>✓ Performed compliance checks and submitted records of completion.</li><li>✓ Developed, distributed, and submitted first quarterly safety communications.</li><li>✓ Developed, distributed, and submitted second quarterly safety communications.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					

CAP Number	Risk Assessment	Closure Submission Date**	CAP Status	Actionable Item Status	
WMSC-22-C0229	<div></div>	December 2023	Closed	<div></div>	100%
<p>WMATA must develop a training program that includes On-the-Job Training (OJT) to train personnel to maintain the system’s lubricators. WMATA must also conduct an analysis to determine the necessary number of fully trained personnel to properly maintain rail lubricators in accordance with procedure. Based on that analysis and through succession planning, WMATA must train, certify and maintain the number of personnel required to carry out lubrication duties.</p> <ul style="list-style-type: none"><li>✓ Conducted a staffing analysis and submitted determination compliance with TRST Rail Lubricator Preventative Maintenance and Inspection Procedure.</li><li>✓ Developed and submitted a training and recertification curriculum for applicable personnel to maintain the system's lubricators.</li><li>✓ Submitted training records.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0230	<div></div>	July 2025	Under Review	<div></div>	100%
<p>WMATA must develop and implement a plan to conduct rail grinding at the required level. WMATA must also develop a long-term schedule for rail grinding activities with set intervals and demonstrate the ability to adhere to that schedule.</p> <ul style="list-style-type: none"><li>✓ Coordinated and provided summary of program funding.</li><li>✓ Submitted Notice to Proceed.</li><li>✓ Developed and submitted documented process.</li><li>✓ Developed and submitted schedule.</li><li>✓ Provided first evidence of adherence to schedule.</li><li>✓ Provided final evidence of adherence to schedule.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0231	<div></div>	April 2024	Closed	<div></div>	100%
<p>WMATA must assess hazardous material storage and disposal processes, act on the assessment for any necessary changes and take steps to ensure compliance. WMATA must have the drums of resin currently stored at the Suitland Maintenance Control Yard removed and ensure they are disposed of in accordance with policy and provide evidence of their proper disposal.</p> <ul style="list-style-type: none"><li>✓ Submitted evidence of material removal in accordance with disposal policies.</li><li>✓ Conducted and submitted an assessment of material and waste storage practices.</li><li>✓ Implemented assessment Actionable Items.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0232	<div></div>	August 2024	Closed	<div></div>	100%
<p>Metrorail must develop and implement processes to ensure that scheduled vegetation cutting and weed spraying with an acceptable product occurs in accordance with industry standards. WMATA must evaluate current interim mitigations for effectiveness, develop new interim mitigations, if warranted, and continue those mitigations until such time that an effective weed cutting, and spraying program is implemented.</p> <ul style="list-style-type: none"><li>✓ Submitted Notice to Proceed for vegetation cutting contract.</li><li>✓ Submitted Notice to Proceed for weed spraying contract.</li><li>✓ Developed and submitted vegetation overgrowth mitigation schedule.</li><li>✓ Submitted first documented evidence of schedule adherence.</li><li>✓ Submitted second documented evidence of schedule adherence.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					
WMSC-22-C0233		January 2023	Closed	<div></div>	100%
<p>Metrorail may develop and implement an ongoing, proactive, systemwide ballast renewal program to ensure the safety of track infrastructure.</p>					
WMSC-22-C0234	<div></div>	October 2023	Closed	<div></div>	100%
<p>WMATA should ensure procurement of materiel aligns with demand to lessen the accumulation of excess materials and to prevent materials from being stored or used beyond their useful life by developing a process that includes personnel who are responsible for maintenance yards and storage facilities in the procurement process. WMATA should also review and revise its Asset Management Lifecycle Plan to include assets stored in maintenance yards.</p> <ul style="list-style-type: none"><li>✓ Revised and submitted documented process.</li><li>✓ Submitted proof of acknowledgment of revised processes.</li><li>✓ Confirmed there is evidence of the above actionable items.</li></ul>					

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