



Washington Metropolitan Area Transit Authority (WMATA)

Quality Internal Reviews and Internal Safety Reviews Tracker - 2023

As of 08/15/25

internal Corrective and Preventative Action Plan (iCAPA) Summary	Total	Closed (✓)	Open (●)
	73	61	12

Risk Assessment Category*			
Description	High	Medium	Low
CAP Totals	Closed: 0 Open: 0	Closed: 6 Open: 1	Closed: 4 Open: 1

* 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

Elevator and Escalator Services 2023				<div><div></div></div> <div>0%50%100%</div>	100%
QICO-I-ELES-23-01		September 2024	Closed	<div><div></div></div>	100%
Implement a process to improve availability of Elevators and Escalators inspection certificates on departmental interactive map and timely completion of annual inspection work orders. <ul style="list-style-type: none">✓ Submitted a list of assets with current certificates and completed inspections.✓ Submitted an inspections schedule and work order tracking matrix as evidence of adherence to documented procedure.✓ Submitted schedule of past due inspections with justified extensions.✓ Confirmed there is evidence of the above actionable items.					
QICO-I-ELES-23-02		June 2024	Closed	<div><div></div></div>	100%
Reinforce compliance with established supervisor duties and responsibilities. <ul style="list-style-type: none">✓ Submitted three months of Quality Assurance inspection reports and roster of employees.✓ Submitted a snapshot of Quality Assurance tracker.✓ Confirmed there is evidence of the above actionable items.					
QICO-I-ELES-23-03		May 2024	Closed	<div><div></div></div>	100%
Develop and implement a process to verify comb plate impact testing is compliant with the Maintenance Control Plan (MCP). <ul style="list-style-type: none">✓ Updated and submitted procedure and manual.✓ Submitted a roster and acknowledgements from 95% of active personnel.✓ Confirmed there is evidence of the above actionable items.					

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Infrastructure Engineering, Architecture, Design, Modification Configuration & Controls	<div><div></div><div></div></div> <div>0%50%100%</div>	88%
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QICO-I-ENG-23-01	<div></div>	October 2024	Closed	<div></div>	100%
<div>Complete all mandatory training requirements in accordance with the training matrix.</div> <div><div>✓ Updated and submitted training matrix for all applicable personnel.</div><div>✓ Submitted first 3 months’ worth of training records demonstrating compliance with training requirements.</div><div>✓ Submitted second 3 months’ worth of training records.</div><div>✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</div></div>					
QICO-I-ENG-23-02	<div></div>	December 2024	Closed	<div></div>	100%
<div>Complete all mandatory training requirements in accordance with the training matrix.</div> <div><div>✓ Updated and submitted training matrix for all applicable personnel.</div><div>✓ Submitted first 3 months’ worth of training records demonstrating compliance with training requirements.</div><div>✓ Submitted second 3 months’ worth of training records demonstrating compliance with training requirements.</div><div>✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</div></div>					
QICO-I-ENG-23-03	<div></div>	October 2024	Closed	<div></div>	100%
<div>Develop a training matrix and adhere to the training requirements and complete all mandatory trainings.</div> <div><div>✓ Developed and submitted training matrix for all applicable Mechanical Engineering personnel.</div><div>✓ Developed and submitted training matrix for all applicable Architecture personnel.</div><div>✓ Submitted first 3 months' worth of training records demonstrating Mechanical Engineering compliance with training requirements.</div><div>✓ Submitted first 3 months' worth of training records demonstrating Architecture compliance with training requirements.</div><div>✓ Submitted second 3 months' worth of training records demonstrating Mechanical Engineering compliance with training requirements.</div><div>✓ Submitted second 3 months' worth of training records demonstrating Architecture compliance with training requirements.</div><div>✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</div></div>					
QICO-I-ENG-23-04	<div></div>	October 2024	Closed	<div></div>	100%
<div>Develop a training matrix and adhere to the training requirements and complete all mandatory trainings.</div> <div><div>✓ Developed and submitted training matrix for all applicable personnel.</div><div>✓ Submitted first 3 months’ worth of training records demonstrating compliance with training requirements.</div><div>✓ Submitted second 3 months’ worth of training records demonstrating compliance with training requirements.</div><div>✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</div></div>					
QICO-I-ENG-23-05	<div></div>	January 2026	Open	<div></div>	25%
<div>Develop a training matrix and adhere to the training requirements and complete all mandatory trainings.</div> <div><div>✓ Developed and submitted training matrix for all applicable personnel.</div><div>✓ Submitted first 3 months’ worth of training records demonstrating compliance with training requirements.</div><div>• Submit second 3 months’ worth of training records demonstrating compliance with training requirements.</div><div>• Confirm there is reasonable evidence to support completion of actionable items and performance measures.</div></div>					
QICO-I-ENG-23-06	<div></div>	May 2024	Closed	<div></div>	100%
<div>Update departmental documents as prescribed within the QMSP standard.</div> <div><div>✓ Updated and submitted documented process.</div><div>✓ Confirmed there is reasonable evidence to support completion of actionable items and performance measures.</div></div>					

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Information Technology	<div><div></div><div>0%50%100%</div></div>	88%
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QICO-I-IT-23-01	<div></div>	November 2025	Open	<div></div>	50%
Review and update the departmental training matrix to comply with the established WMATA Public Transportation Agency Safety Plan (PTASP) requirements.					
<div><div>✓</div>Developed and submitted a departmental training matrix.</div> <div><div>✓</div>Submitted first three months' worth of training records.</div> <div><div>●</div>Submit second three months' worth of training records.</div> <div><div>●</div>Confirm there is evidence of the above actionable items.</div>					
QICO-I-IT-23-02	<div></div>	December 2024	Closed	<div></div>	100%
Define a timeframe for Work Order completion/closure and adhere to the established procedures.					
<div><div>✓</div>Updated and submitted a documented procedure.</div> <div><div>✓</div>Submitted updated procedure acknowledgements from 95% of active, applicable personnel.</div> <div><div>✓</div>Submitted three months' worth of work orders.</div> <div><div>✓</div>Updated and submitted a documented procedure.</div> <div><div>✓</div>Submitted updated procedure acknowledgements from 95% of active, applicable personnel.</div> <div><div>✓</div>Submitted three months' worth of work orders.</div> <div><div>✓</div>Confirmed there is evidence of the above actionable items.</div>					
QICO-I-IT-23-03	<div></div>	March 2025	Closed	<div></div>	100%
Review and update departmental documents in accordance with the established Quality Management System Plan (QMSP) requirement.					
<div><div>✓</div>Updated and submitted procedure.</div> <div><div>✓</div>Updated and submitted a version-controlled form.</div> <div><div>✓</div>Submitted acknowledgements of updated form from 95% of active, applicable personnel.</div> <div><div>✓</div>Updated and submitted an updated, version-controlled Document Control Log.</div> <div><div>✓</div>Updated SharePoint page and submitted before and after screenshots.</div> <div><div>✓</div>Confirmed there is evidence of the above actionable items.</div>					

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: 18 Open: 4
	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: 24 Open: 6
	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: 9 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

Radio Coverage	<div><div></div></div> <div>0%50%100%</div>	83%
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QICO-I-RADC-23-01		March 2024	Closed		100%
Enforce implementation of the established quality checks in accordance with the <i>Maintenance Control Policy</i> .					
<div><div>√</div> Developed and submitted On-the-Job Training (OJT) materials.</div> <div><div>√</div> Submitted training records as evidence of completed training for 95% of active personnel.</div> <div><div>√</div> Submitted six months' worth of Levels I and II site visit reports.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>					
QICO-I-RADC-23-02		December 2023	Closed		100%
Enforce adherence to existing fire extinguisher inspection requirements in accordance with the <i>Maintenance Control Policy</i> .					
<div><div>√</div> Submitted an employee roster and acknowledgments from 95% of active personnel as evidence of procedure reinstruction.</div> <div><div>√</div> Performed a compliance assessment of monthly inspections and submitted a report.</div> <div><div>√</div> Submitted verified Fire Life Safety asset location list.</div> <div><div>√</div> Updated and submitted the preventive maintenance schedule and record of annual inspection.</div> <div><div>√</div> Submitted six months' worth of inspection reports.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>					
QICO-I-RADC-23-03		May 2024	Closed		100%
Enforce utilization of a fresh, unfilled inspection form for each inspection.					
<div><div>√</div> Updated and submitted radio systems policy that includes minimum requirement of the Digital Audio Quality scoring system.</div> <div><div>√</div> Submitted employee roster and training acknowledgements from 95% of active personnel.</div> <div><div>√</div> Submitted three months' worth of completed audio quality forms.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>					
QICO-I-RADC-23-04		February 2024	Closed		100%
Enforce equipment calibration requirements in accordance with the <i>Maintenance Control Policy</i> .					
<div><div>√</div> Developed a memorandum on calibration and testing equipment and submitted employee acknowledgments from 95% of active employees.</div> <div><div>√</div> Submitted an inventory log of test equipment used.</div> <div><div>√</div> Submitted six months' worth of inventory records.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>					
QICO-I-RADC-23-05		May 2025	Closed		100%
Review and revise departmental documents in alignment with the established <i>Quality Management System Plan</i> (QMSP) requirement.					
<div><div>√</div> Updated and submitted site visit reports forms.</div> <div><div>√</div> Updated and submitted a documented procedure to meet controlled document requirements.</div> <div><div>√</div> Updated the Maintenance Control Policy to remove references to obsolete documents.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>					

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QICO-I-RADC-23-06	<div></div>	June 2024	Closed	<div></div>	100%
<div>Develop a documented process for updating and maintaining the Radio Outage Display (ROD) Map.</div> <div><div>√</div> Developed and submitted documented process along with employee acknowledgements from 95% of active personnel.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>					
QICO-I-RADC-23-07	<div></div>	January 2026	Open	<div></div>	50%
<div>Enforce adherence of storing and managing documents in accordance with the established guidance.</div> <div><div>√</div> Updated and submitted the Maintenance Control Policy section on repository for Preventive Maintenance records.</div> <div><div>√</div> Submitted employee acknowledgements from 95% of active personnel.</div> <div><div>●</div> Submit notification of three months’ worth of quality control review is ready for verification.</div> <div><div>●</div> Confirm there is evidence of the above actionable items.</div>					
QICO-I-RADC-23-08	<div></div>	March 2026	Open	<div></div>	43%
<div>Enforce compliance with the training requirements and update the training matrix to include WMATA’s mandatory trainings.</div> <div><div>√</div> Developed and submitted training matrix.</div> <div><div>√</div> Updated and submitted Maintenance Control Policy to reflect new training matrix.</div> <div><div>√</div> Developed and submitted document notifying employees of changes to training requirements.</div> <div><div>●</div> Develop and submit training plan.</div> <div><div>●</div> Complete and submit quarterly training report.</div> <div><div>●</div> Complete and submit quarterly training report.</div> <div><div>●</div> Confirm there is evidence of the above actionable items.</div>					

Emergency Trip Station Maintenance & Egress	<div></div>	0%	50%	100%	100%
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QICO-I-ETS-23-01	<div></div>	December 2023	Closed	<div></div>	100%
<div>Revise and adhere to ETS inspection and maintenance policies/procedures and comply with <i>Metrorail Safety Rules & Procedures Handbook</i> (MSRPH) regulations.</div> <div><div>√</div> Revised and submitted documented procedure.</div> <div><div>√</div> Conducted safety stand down and submitted evidence of acknowledgements from 95% of active applicable personnel.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>					
QICO-I-ETS-23-02	<div></div>	December 2023	Closed	<div></div>	100%
<div>Ensure all Roadway Job Safety Briefing (RJSB) forms accurately and completely document Roadway work.</div> <div><div>√</div> Submitted a reinstruction communication and evidence of acknowledgements from 95% of active applicable personnel.</div> <div><div>√</div> Submitted 3 months’ worth of completed Roadway Job Safety Briefing forms.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>					
QICO-I-ETS-23-03	<div></div>	May 2024	Closed	<div></div>	100%
<div>Ensure all Roadway Job Safety Briefing (RJSB) forms accurately and completely document Roadway work.</div> <div><div>√</div> Submitted a memorandum and evidence of acknowledgements from 95% of active applicable personnel.</div> <div><div>√</div> Submitted three months’ worth of supervisory checks.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>					
QICO-I-ETS-23-04	<div></div>	July 2025	Closed	<div></div>	100%
<div>Ensure all employees are using certified Personal Protective Equipment (PPE).</div> <div><div>√</div> Developed and submitted documented procedure.</div> <div><div>√</div> Submitted evidence of acknowledgements from 95% of active applicable personnel.</div> <div><div>√</div> Submitted twelve months’ worth of records as evidence of testing and verification.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>					
QICO-I-ETS-23-05	<div></div>	January 2024	Closed	<div></div>	100%
<div>Develop/update a comprehensive Maximo procedure to include Maximo workflow, Work Order Deferrals and PM-Pass processes.</div> <div><div>√</div> Developed and submitted documented process.</div> <div><div>√</div> Submitted evidence of acknowledgements from 95% of active applicable personnel.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>					
QICO-I-ETS-23-06	<div></div>	February 2024	Closed	<div></div>	100%
<div>Develop/update a comprehensive Maximo procedure to include Maximo workflow, Work Order Deferrals and PM-Pass processes.</div> <div><div>√</div> Updated and submitted documented procedure.</div> <div><div>√</div> Submitted evidence of acknowledgements from 95% of active applicable personnel.</div> <div><div>√</div> Confirmed there is evidence of the above actionable items.</div>					

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Emergency Egress Inspection & Maintenance	<div><div></div><div>0%50%100%</div></div>	100%
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QICO-I-EEIM-23-01	<div></div>	March 2024	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<p>Enforce the implementation of the established documented processes to assure emergency egresses are free of obstructions and maintain cleanliness.</p> <ul style="list-style-type: none">✓ Developed and submitted safety bulletin.✓ Updated and submitted work instruction.✓ Submitted safety bulletin acknowledgements from 95% of active applicable personnel.✓ Submitted work instruction acknowledgments from 95% of active applicable personnel.✓ Confirmed there is evidence of the above actionable items.					
QICO-I-EEIM-23-02	<div></div>	April 2025	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<p>Enforce adherence to the documented departmental processes for Fire, Life and Safety Work Orders’ creation.</p> <ul style="list-style-type: none">✓ Developed and submitted a work instruction.✓ Submitted work instruction acknowledgments from 95% of active applicable personnel.✓ Submitted first six months of Maximo Fire Life Safety (FLS) reports.✓ Submitted second six months of Maximo FLS reports.✓ Confirmed there is evidence of the above actionable items.					
QICO-I-EEIM-23-03	<div></div>	April 2025	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<p>Enforce adherence to the documented departmental processes for Fire, Life and Safety Work Orders’ creation.</p> <ul style="list-style-type: none">✓ Issued memorandum and submitted acknowledgements from 95% of active applicable personnel.✓ Submitted first six months’ worth of Maximo reports.✓ Submitted second six months’ worth of Maximo reports.✓ Confirmed there is evidence of the above actionable items.					
QICO-I-EEIM-23-04	<div></div>	March 2025	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<p>Develop and enforce a documented process to prioritize repairs of safety critical issues identified within the emergency egress shafts.</p> <ul style="list-style-type: none">✓ Developed and submitted a maintenance bulletin.✓ Submitted six months’ worth of meeting notes.✓ Submitted six months’ worth of Maximo work orders.✓ Confirmed there is evidence of the above actionable items.					
QICO-I-EEIM-23-05	<div></div>	January 2025	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<p>Develop and enforce a documented process to prioritize repairs of potential safety critical issues identified within the emergency egress shafts.</p> <ul style="list-style-type: none">✓ Developed and submitted a maintenance bulletin.✓ Submitted three months’ worth of meeting notes (1 of 3).✓ Submitted quarterly report of work orders (1 of 3)✓ Submitted three months’ worth of meeting notes (2 of 3).✓ Submitted quarterly report of work orders (2 of 3).✓ Submitted three months’ worth of meeting notes (3 of 3).✓ Submitted quarterly report of work orders (3 of 3).✓ Confirmed there is evidence of the above actionable items.					
QICO-I-EEIM-23-06	<div></div>	August 2024	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<p>Adhere to the current training requirements and complete all mandatory trainings.</p> <ul style="list-style-type: none">✓ Updated and submitted training matrix.✓ Submitted a list of required training.✓ Conducted and submitted a gap analysis.✓ Submitted training records for 95% of active applicable personnel completed the required training.✓ Confirmed there is evidence of the above actionable items.					
QICO-I-EEIM-23-07	<div></div>	July 2024	Closed	<div><div></div><div>0%50%100%</div></div>	100%
<p>Update departmental documents as prescribed within the QMSP standard.</p> <ul style="list-style-type: none">✓ Updated and submitted procedure.✓ Confirmed there is evidence of the above actionable item.					

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CCTV System Wide Operations and Maintenance	<div><div></div><div>0%50%100%</div></div>	86%
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QICO-I-CCTV-23-01		May 2025	Closed	<div><div></div></div>	100%
Enforce adherence to the established PMI frequency. <ul style="list-style-type: none">✓ Reviewed and submitted a list of missing and duplicate preventive maintenance instructions.✓ Submitted eight months’ worth of completed preventive maintenance log sheets.✓ Confirmed there is evidence of the above actionable items.					
QICO-I-CCTV-23-02		February 2026	Open	<div><div></div><div></div></div>	40%
Install cameras in all public elevators. <ul style="list-style-type: none">✓ Submitted a list of public elevators without cameras.✓ Developed and submitted a project plan for camera installation.<ul style="list-style-type: none">• Submit the first quarterly implementation report.• Submit the second quarterly implementation report.• Confirm there is evidence of the above actionable items.					
QICO-I-CCTV-23-03		October 2024	Closed	<div><div></div></div>	100%
Assign each CCTV a unique asset code in Maximo. <ul style="list-style-type: none">✓ Developed and submitted a documented process.✓ Conducted reinstruction and submitted acknowledgements from 95% of active personnel.✓ Submitted one quarters’ worth of completed corrective maintenance work orders.✓ Confirmed there is evidence of the above actionable items.					
QICO-I-CCTV-23-04		June 2025	Closed	<div><div></div></div>	100%
Routinely inspect and monitor the rail yard CCTV system to improve safety and security. <ul style="list-style-type: none">✓ Submitted a list of rail yard cameras.✓ Conducted and submitted a gap analysis identifying how to address the listed cameras.✓ Submitted the first quarterly implementation report.✓ Submitted the second quarterly implementation report.✓ Confirmed there is evidence of the above actionable items.					
QICO-I-CCTV-23-05		March 2025	Closed	<div><div></div></div>	100%
Develop a documented procedure for closing CCTV Periodic Maintenance work orders. <ul style="list-style-type: none">✓ Conducted reinstruction and submitted acknowledgements from 95% of active personnel.✓ Submitted the first quarterly report of completed corrective maintenance work orders.✓ Submitted the second quarterly report of completed corrective maintenance work orders.✓ Confirmed there is evidence of the above actionable items.					

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Area of Focus: Service Delivery

Training & Certification for Safety Sensitive Employees Operational Testing Program	<div><div></div></div>	85%
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QICO-I-TCSS-23-01	<div></div>	February 2024	Closed	<div></div>	100%
<p>Enforce implementation of the confined space training program to assure all applicable personnel complete the confined space trainings and refresher.</p> <ul style="list-style-type: none">✓ Conducted and submitted training assessment.✓ Updated and submitted training matrix.✓ Submitted training records of all required personnel.✓ Confirmed there is evidence of the above actionable items.					
QICO-I-TCSS-23-02	<div></div>	June 2025	Closed	<div></div>	100%
<p>Enforce implementation of the confined space training program to assure all applicable personnel complete the confined space trainings and refresher.</p> <ul style="list-style-type: none">✓ Updated and submitted training matrix.✓ Developed and submitted training plan for all applicable personnel.✓ Submitted the first training plan report.✓ Submitted the second training plan report.✓ Confirmed there is evidence of the above actionable items.					
QICO-I-TCSS-23-03	<div></div>	November 2025	Open	<div></div>	60%
<p>Enforce implementation of the confined space training program to assure all applicable personnel complete the confined space trainings and refresher.</p> <ul style="list-style-type: none">✓ Updated and submitted training matrix.✓ Developed and submitted training plan for all applicable personnel.✓ Submitted the first training plan report.• Submit the second training plan report.• Confirm there is evidence of the above actionable items.					
QICO-I-TCSS-23-04	<div></div>	December 2023	Closed	<div></div>	100%
<p>Enforce implementation of the confined space training program to assure all applicable personnel complete the confined space trainings and refresher.</p> <ul style="list-style-type: none">✓ Updated and submitted training matrix.✓ Conducted training gap analysis and submitted non-compliance list.✓ Submitted evidence of training compliance for 95% of active personnel.✓ Confirmed there is evidence of the above actionable items.					
QICO-I-TCSS-23-05	<div></div>	June 2025	Closed	<div></div>	100%
<p>Develop and enforce the implementation of Hot Work trainings to comply with WMATA Hot Work program and update the training matrix to include all required/updated trainings and refresher.</p> <ul style="list-style-type: none">✓ Updated and submitted training matrix.✓ Developed and submitted training plan for all applicable personnel.✓ Submitted the first training plan report.✓ Submitted the second training plan report.✓ Confirmed there is evidence of the above actionable items.					
QICO-I-TCSS-23-06	<div></div>	November 2025	Open	<div></div>	60%
<p>Develop and enforce the implementation of Hot Work trainings to comply with WMATA Hot Work program, enforce the Forklift training, and update the training matrix to include all required/updated trainings and refresher.</p> <ul style="list-style-type: none">✓ Updated and submitted training matrix.✓ Developed and submitted training plan for all applicable personnel.✓ Submitted the first training plan report.• Submit the second training plan report.• Confirm there is evidence of the above actionable items.					
QICO-I-TCSS-23-07	<div></div>	February 2025	Closed	<div></div>	100%
<p>Develop and enforce the implementation of Hot Work trainings to comply with WMATA Hot Work program, enforce the Forklift training, and update the training matrix to include all required/updated trainings and refresher.</p> <ul style="list-style-type: none">✓ Submitted employee roster and evidence of training compliance for 95% of active personnel.✓ Confirmed there is evidence of the above actionable items.					
QICO-I-TCSS-23-08	<div></div>	December 2023	Closed	<div></div>	100%
<p>Develop and implement a training procedure detailing training and certification requirements, scheduling, and tracking.</p> <ul style="list-style-type: none">✓ Developed and submitted training procedure.✓ Conducted safety stand down and submitted acknowledgements from 95% of active personnel.✓ Confirmed there is evidence of the above actionable items.					

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QICO-I-TCSS-23-09	<div></div>	December 2023	Closed	<div></div>	100%
<div>Create and/or update training matrices to include all required trainings.</div> <div><div>√ Updated and submitted training matrix.</div><div>√ Confirmed there is evidence of the above actionable items.</div></div>					
QICO-I-TCSS-23-10	<div></div>	December 2023	Closed	<div></div>	100%
<div>Create and/or update training matrices to include all required trainings.</div> <div><div>√ Updated and submitted training matrix.</div><div>√ Confirmed there is evidence of the above actionable items.</div></div>					
QICO-I-TCSS-23-11	<div></div>	July 2024	Closed	<div></div>	100%
<div>Revise all Job Descriptions in accordance with HR-TA-P02-00 to assure they are up to date.</div> <div><div>√ Identified and submitted a list of job descriptions requiring revision.</div><div>√ Revised and submitted job descriptions.</div><div>√ Confirmed there is evidence of the above actionable items.</div></div>					
QICO-I-TCSS-23-12	<div></div>	May 2024	Closed	<div></div>	100%
<div>Revise all Job Descriptions in accordance with HR-TA-P02-00 to assure they are up to date.</div> <div><div>√ Revised and submitted technician job descriptions.</div><div>√ Confirmed there is evidence of the above actionable items.</div></div>					
QICO-R-TCSS-23-13	<div></div>	June 2025	Closed	<div></div>	100%
<div>Develop formal work instructions documenting Yard Practical Training and administration controls.</div> <div><div>√ Developed and submitted a documented electronic records repository process.</div><div>√ Submitted an employee roster and acknowledgements from 95% of active, applicable personnel.</div><div>√ Submitted a list of records uploaded to the repository as evidence of implementation.</div><div>√ Confirmed there is evidence of the above actionable items.</div></div>					
QICO-R-TCSS-23-14	<div></div>	February 2025	Open	<div></div>	50%
<div>Create and implement plans and controls for Bus Maintenance to adhere to existing Hot Work Program requirements.</div> <div><div>√ Updated and submitted a documented training process.</div><div>√ Submitted an employee roster and acknowledgements from 95% of active, applicable personnel.</div><div><div>● Submit training records for 95% of active applicable personnel.</div><div>● Confirm there is evidence of the above actionable items.</div></div></div>					
QICO-R-TCSS-23-15	<div></div>	September 2025	Open	<div></div>	80%
<div>Create and implement plans and controls for Car Maintenance to adhere to existing Hot Work Program requirements.</div> <div><div>√ Identified and submitted a list of personnel non-compliant with Hot Works Program training requirements.</div><div>√ Conducted and submitted a gap analysis to determine necessary procedure revisions.</div><div>√ Updated and submitted procedure.</div><div><div>● Submit a roster and training records from 95% of active, applicable personnel.</div><div>● Confirm there is evidence of the above actionable items.</div></div></div>					
QICO-R-TCSS-23-16	<div></div>	January 2025	Closed	<div></div>	100%
<div>Develop and implement controls to ensure effective and repeatable completion of train operator training forms within the Performance Standardization Program Manual.</div> <div><div>√ Updated and submitted the Performance Standardization Program Manual.</div><div>√ Updated and submitted the Job Task Proficiency Evaluation Form.</div><div>√ Submitted acknowledgements from all active, applicable personnel.</div><div>√ Submitted three months’ worth of completed evaluation forms.</div><div>√ Confirmed there is evidence of the above actionable items.</div></div>					
QICO-R-TCSS-23-17 R1	<div></div>	July 2026	Open	<div></div>	33%
<div>Develop and implement a documented bus maintenance training procedure which details scheduling responsibilities and compliance tracking.</div> <div><div>√ Updated and submitted Standard Operating Procedure (SOP) BUSV-BMNT-SOP-3.34-00.</div><div>√ Conducted and submitted an analysis to identify any gaps in the training matrix and training reporting.</div><div><div>● Submit the updated training matrix.</div><div>● Submit the first three (3) months’ worth of training compliance reporting.</div><div>● Submit the second three (3) months’ worth of training compliance reporting.</div><div>● Confirm there is evidence of the above actionable items.</div></div></div>					
QICO-R-TCSS-23-18	<div></div>	July 2024	Closed	<div></div>	100%
<div>Create or update bus maintenance training matrices which include all positions and required trainings.</div> <div><div>√ Developed and submitted a training matrix.</div><div>√ Confirmed there is evidence of the above actionable item.</div></div>					

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

QICO-R-TCSS-23-19	<div></div>	May 2024	Closed	<div></div>	100%
<div>Comply with existing document control requirements; review and revise all training related Rail Transportation procedures and manuals.</div> <div><div>✓ Updatee and submitted manuals and work instructions.</div><div>✓ Submitted roster and acknowledgements from all active, applicable personnel.</div><div>✓ Confirmed there is evidence of the above actionable items.</div></div>					

Operations Compliance & QA Functions	<div><div></div><div>0%50%100%</div></div>	91%
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QICO-I-OCQ-23-01	<div></div>	June 2026	Open	<div></div>	50%
<div>Enforce compliance personnel activities that are aligned with their respective job descriptions.</div> <div><div>✓ Conducted and submitted a gap analysis.</div><div>✓ Developed and submitted a documented compliance program to address identified gaps.</div><div>✓ Addressed the identified missing elements for the documented compliance program and submitted the list of actions taken.</div><div><div>• Submit the implementation report for the first six months.</div><div>• Submit the implementation report for the second six months.</div><div>• Confirm there is evidence of the above actionable items.</div></div></div>					
QICO-I-OCQ-23-02	<div></div>	March 2025	Closed	<div></div>	100%
<div>Enforce compliance personnel activities that are aligned with their respective job descriptions.</div> <div><div>✓ Conducted and submitted an assessment report.</div><div>✓ Conducted and submitted a gap analysis.</div><div>✓ Developed and submitted a documented compliance program to address identified gaps.</div><div>✓ Confirmed there is evidence of the above actionable items.</div></div>					
QICO-I-OCQ-23-03	<div></div>	June 2024	Closed	<div></div>	100%
<div>Enforce compliance personnel activities that are aligned with their respective job descriptions.</div> <div><div>✓ Developed and submitted a documented compliance program and memorandum outlining all changes made to current compliance practices.</div><div>✓ Disseminated updated compliance program and submitted acknowledgements from 95% of applicable personnel.</div><div>✓ Confirmed there is evidence of the above actionable items.</div></div>					
QICO-I-OCQ-23-04	<div></div>	December 2023	Closed	<div></div>	100%
<div>Enforce compliance personnel activities that are aligned with their respective job descriptions.</div>					
QICO-I-OCQ-23-05	<div></div>	October 2025	Open	<div></div>	33%
<div>Enforce adherence to the established compliance check requirements.</div> <div><div>✓ Updated and submitted documented process to require compliance checks.</div><div><div>• Submit three months’ worth of compliance checks.</div><div>• Confirm there is evidence of the above actionable items.</div></div></div>					
QICO-I-OCQ-23-06	<div></div>	May 2024	Closed	<div></div>	100%
<div>Enforce adherence to the established compliance check requirements.</div> <div><div>✓ Updated and submitted documented procedures to include established compliance guidelines.</div><div>✓ Updated and submitted audit forms to include required compliance checks.</div><div>✓ Communicated and submitted acknowledgements from 95% of applicable personnel.</div><div>✓ Submitted three months’ worth of compliance checks.</div><div>✓ Confirmed there is evidence of the above actionable items.</div></div>					
QICO-I-OCQ-23-07	<div></div>	November 2024	Closed	<div></div>	100%
<div>Enforce compliance with the training requirements and include compliance/quality specific trainings.</div> <div><div>✓ Updated and submitted training matrix.</div><div>✓ Submitted the first three months’ worth of training records.</div><div>✓ Submitted the second three months’ worth of training records.</div><div>✓ Confirmed there is evidence of the above actionable items.</div></div>					
QICO-I-OCQ-23-08	<div></div>	March 2025	Closed	<div></div>	100%
<div>Enforce compliance with the training requirements and include compliance specific trainings.</div> <div><div>✓ Developed and submittted a training plan and schedule.</div><div>✓ Submitted the first three months’ worth of training records.</div><div>✓ Submitted the second three months’ worth of training records.</div><div>✓ Submitted the third three months’ worth of training records.</div><div>✓ Submitted the fourth three months’ worth of training records.</div><div>✓ Confirmed there is evidence of the above actionable items.</div></div>					

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

QICO-I-OCQ-23-09	<div></div>	December 2023	Closed	<div></div>	100%
Enforce compliance with the training requirements and include compliance specific trainings.					
QICO-I-OCQ-23-10	<div></div>	March 2024	Closed	<div></div>	100%
Identify and revise all job descriptions that are beyond the three (3) year revision timeframe. √ Updated and submitted job description. √ Confirmed there is evidence of the above actionable items.					
QICO-I-OCQ-23-11	<div></div>	May 2024	Closed	<div></div>	100%
Identify and revise all job descriptions that are beyond the three (3) year revision timeframe. √ Updated and submitted job descriptions. √ Confirmed there is evidence of the above actionable items.					
QICO-I-OCQ-23-12	<div></div>	April 2024	Closed	<div></div>	100%
Review and update controlled documents per QMSP requirements. √ Updated and submitted documented procedures to include quality management requirements. √ Developed, submitted, and communicated memorandum and submitted acknowledgements from 95% applicable personnel. √ Confirmed there is evidence of the above actionable items.					
QICO-R-OCQ-23-13	<div></div>	April 2024	Closed	<div></div>	100%
Review and update procedures and operational governing documents per specified period with relevant information. √ Updated and submitted documents. √ Communicated document updates and submitted acknowledgments from all active, applicable personnel. √ Confirmed there is evidence of the above actionable items.					
QICO-R-OCQ-23-14	<div></div>	March 2024	Closed	<div></div>	100%
Review and update procedures and operational governing documents per specified period with relevant information. √ Updated and submitted documents. √ Communicated document updates and submitted acknowledgments from 95% of active personnel. √ Confirmed there is evidence of the above actionable items.					
QICO-R-OCQ-23-15	<div></div>	October 2024	Closed	<div></div>	100%
Plan and conduct internal assessments as specified in departmental procedures to provide traceable reports and verification of completed activities. √ Developed and submitted a documented procedure. √ Submitted acknowledgements from 95% of active personnel. √ Submitted a schedule and checklist for annual internal assessment. √ Conducted and submitted record of internal assessment. √ Confirmed there is evidence of the above actionable items.					
QICO-R-OCQ-23-16	<div></div>	December 2023	Closed	<div></div>	100%
Monitor and manage the compliance of employees training to established training requirements. √ Submitted records from 95% of active personnel as evidence of training completion. √ Confirmed there is evidence of the above actionable items.					