
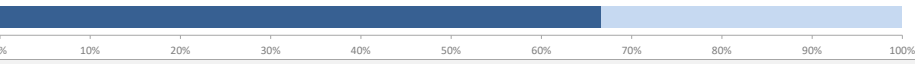
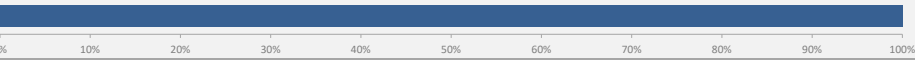
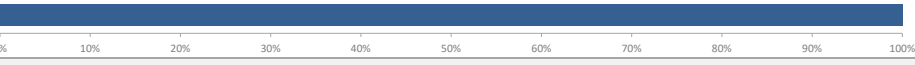
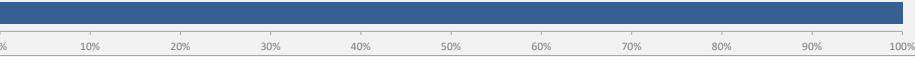
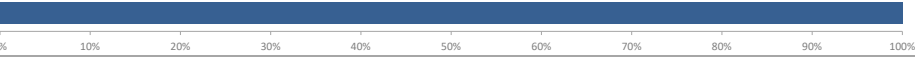

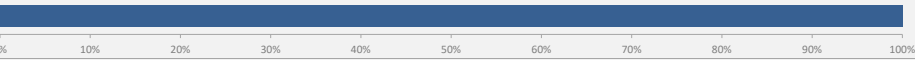
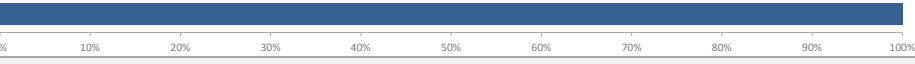
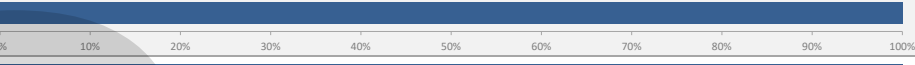
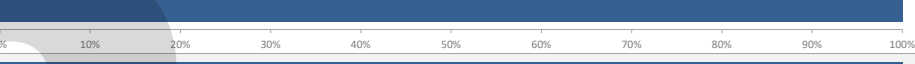
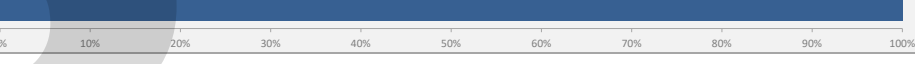

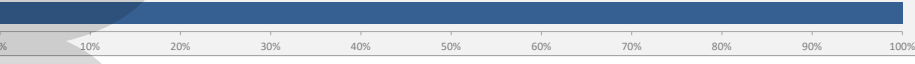
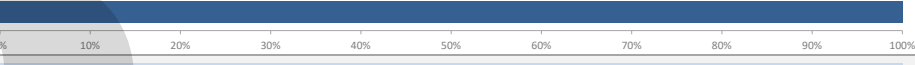
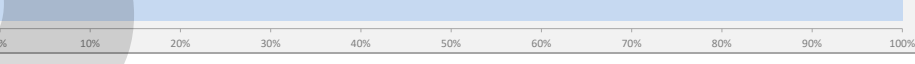

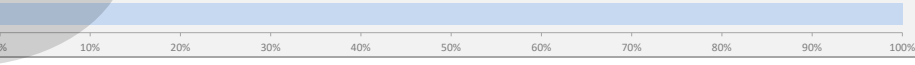




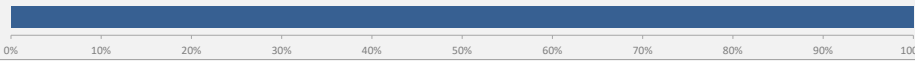
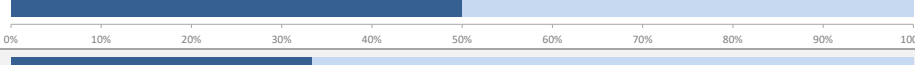

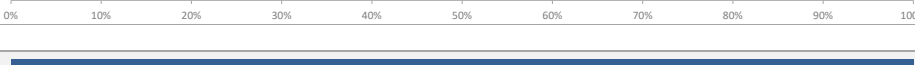


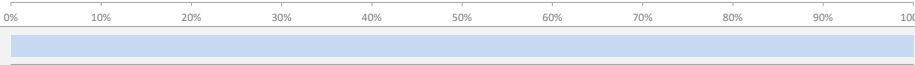
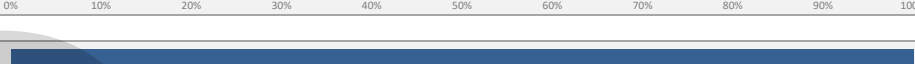

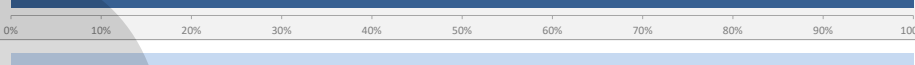
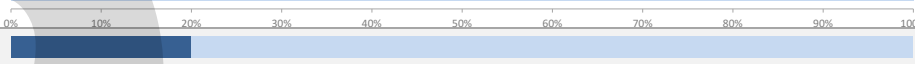
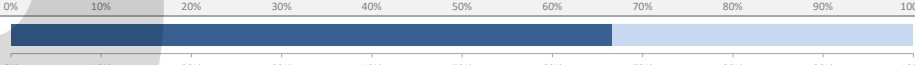

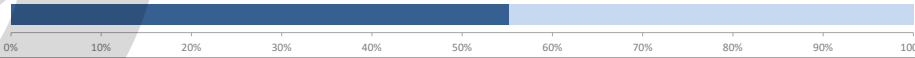


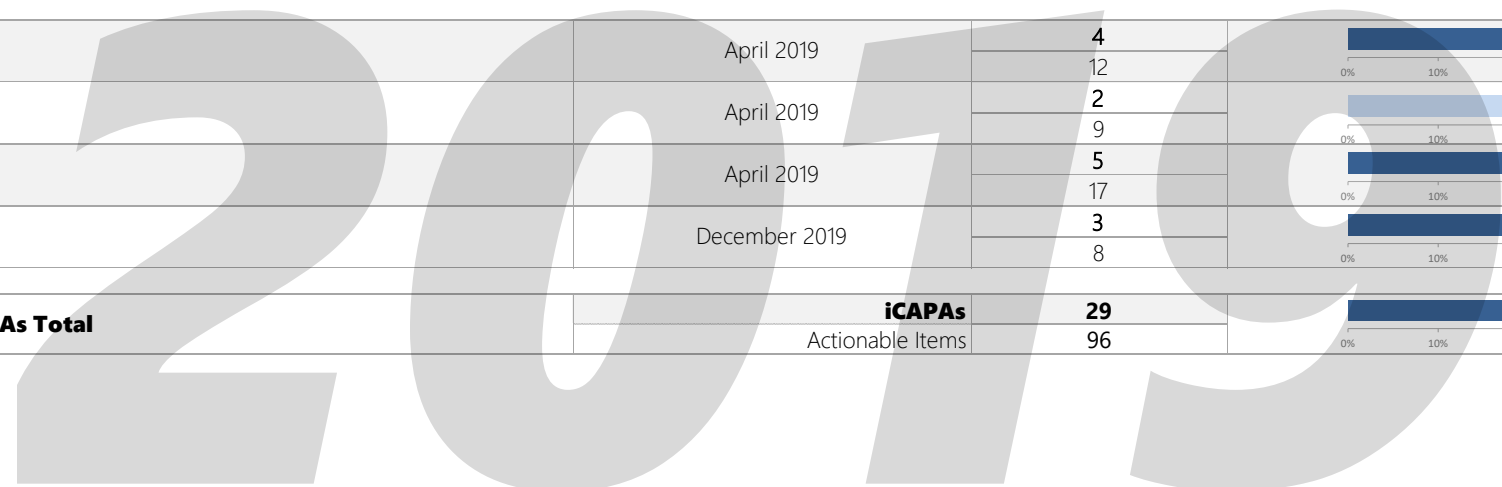
**2017 QICO Internal Reviews - Transit Operations**


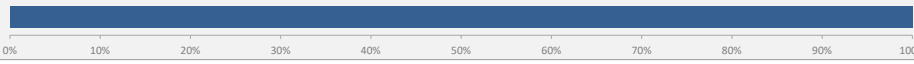
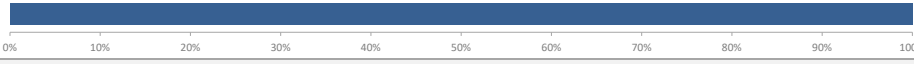
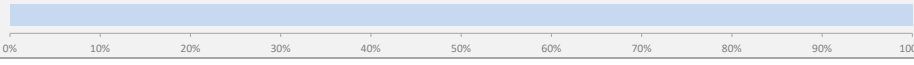

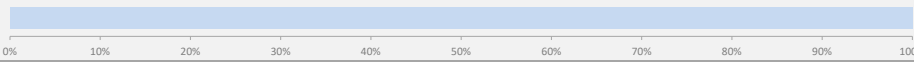
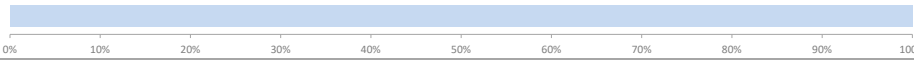

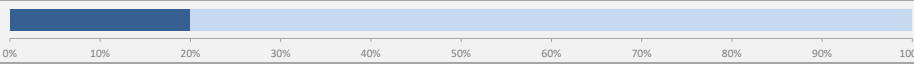
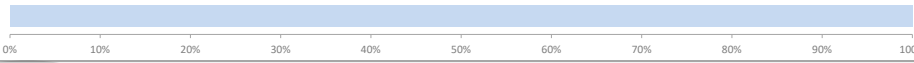
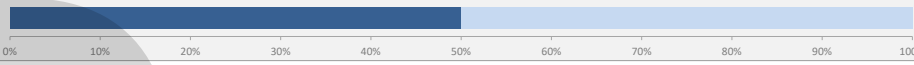
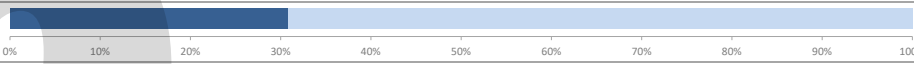
To view the detailed progress on iCAPAs, visit [Internal Review Detailed Tracker](#)

Item	Description	Final Report Release Date	iCAPAs <sup>1</sup> Actionable Items <sup>2</sup>	iCAPAs Status Bar	
Engineering & Maintenance	1	Metrorail Structural Inspections	June 2017	5 / 27	<div style="width: 100%;"><div style="width: 80%; background-color: #0056b3;"></div><div style="width: 20%; background-color: #add8e6;"></div></div>
	2	Metrorail Tunnel Ventilation System: Mechanical Subsystem Maintenance	June 2017	5 / 20	<div style="width: 100%;"><div style="width: 100%; background-color: #0056b3;"></div></div>
	3	Metrorail Traction Power Inspection & Maintenance	June 2017	3 / 26	<div style="width: 100%;"><div style="width: 65%; background-color: #0056b3;"></div><div style="width: 35%; background-color: #add8e6;"></div></div>
	4	Metrorail Track Inspections	June 2017	4 / 18	<div style="width: 100%;"><div style="width: 100%; background-color: #0056b3;"></div></div>
	5	Metrorail Vertical Transportation: Escalator Maintenance and Inspection	November 2017	3 / 15	<div style="width: 100%;"><div style="width: 100%; background-color: #0056b3;"></div></div>
	6	Parts and Materials Inventory Management	November 2017	6 / 32	<div style="width: 100%;"><div style="width: 65%; background-color: #0056b3;"></div><div style="width: 35%; background-color: #add8e6;"></div></div>
	7	Metrorail Automatic Train Control Inspection & Maintenance	June 2017	3 / 20	<div style="width: 100%;"><div style="width: 100%; background-color: #0056b3;"></div></div>
	8	Metrorail Car Track Equipment Maintenance	September 2017	4 / 20	<div style="width: 100%;"><div style="width: 100%; background-color: #0056b3;"></div></div>
	9	Post Safetrack Assessment – Next Level Maintenance Requirements	November 2017	3 / 16	<div style="width: 100%;"><div style="width: 65%; background-color: #0056b3;"></div><div style="width: 35%; background-color: #add8e6;"></div></div>
	10	Metrorail Major Repair & Overhaul Processes	June 2017	3 / 17	<div style="width: 100%;"><div style="width: 100%; background-color: #0056b3;"></div></div>
	11	Metrorail Fire and Life Safety: Fire suppression, Inspection and Testing	November 2017	2 / 6	<div style="width: 100%;"><div style="width: 100%; background-color: #0056b3;"></div></div>
	12	Metrobus Revenue Collection Equipment Maintenance	December 2017	3 / 14	<div style="width: 100%;"><div style="width: 65%; background-color: #0056b3;"></div><div style="width: 35%; background-color: #add8e6;"></div></div>
Service Delivery	13	Metrorail Train Operator Activities	November 2017	2 / 6	<div style="width: 100%;"><div style="width: 50%; background-color: #0056b3;"></div><div style="width: 50%; background-color: #add8e6;"></div></div>
	14	Metrorail Station Manager Activities	September 2017	3 / 14	<div style="width: 100%;"><div style="width: 100%; background-color: #0056b3;"></div></div>
	15	Metrorail Supervisor Daily Activities	June 2017	3 / 9	<div style="width: 100%;"><div style="width: 100%; background-color: #0056b3;"></div></div>
	16	Rail Operations Controllers Activities	June 2017	3 / 10	<div style="width: 100%;"><div style="width: 65%; background-color: #0056b3;"></div><div style="width: 35%; background-color: #add8e6;"></div></div>
	17	Rail Station ADA Compliance Assessment	November 2017	2 / 7	<div style="width: 100%;"><div style="width: 100%; background-color: #0056b3;"></div></div>
Capital Programs	18	System-wide Capital Program Management	December 2017	4 / 21	<div style="width: 100%;"><div style="width: 100%; background-color: #add8e6;"></div></div>
	19	Radio Infrastructure Replacement Program	December 2017	3 / 17	<div style="width: 100%;"><div style="width: 100%; background-color: #0056b3;"></div></div>
	20	Metrorail Power Systems Upgrade Program	December 2017	1 / 4	<div style="width: 100%;"><div style="width: 100%; background-color: #0056b3;"></div></div>
	21	Metrorail Vehicle Engineering Capital Improvement Program	December 2017	1 / 3	<div style="width: 100%;"><div style="width: 100%; background-color: #0056b3;"></div></div>
	22	7000-Series Railcar Acquisition Project	December 2017	3 / 9	<div style="width: 100%;"><div style="width: 100%; background-color: #0056b3;"></div></div>
<b>2017 iCAPAs Total</b>			<b>iCAPAs</b>	<b>69</b>	<div style="width: 100%;"><div style="width: 80%; background-color: #0056b3;"></div><div style="width: 20%; background-color: #add8e6;"></div></div>
			<b>Actionable Items</b>	<b>331</b>	


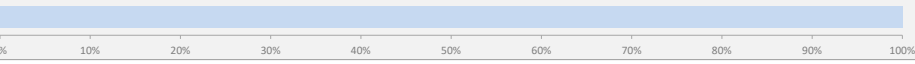
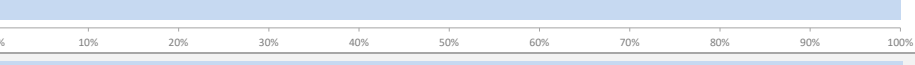
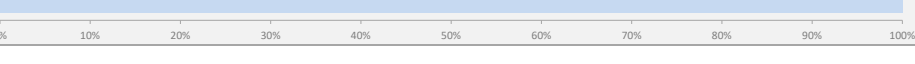

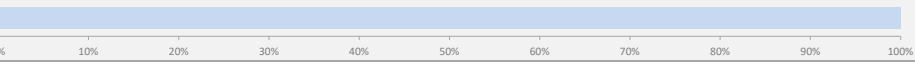
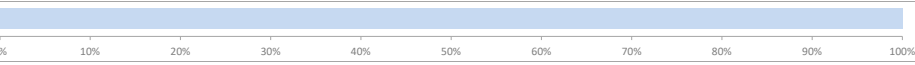
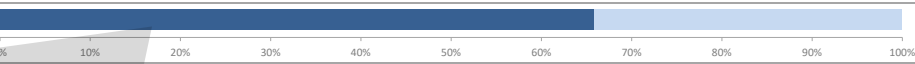
Item	Description	Final Report Release Date	iCAPAs <sup>1</sup>		iCAPAs Status Bar
			Total	Actionable Items <sup>2</sup>	
 Engineering & Maintenance	1 Metrobus Maintenance & Engineering	May 2018	6	25	
	2 Metrobus Parts & Material Inventory Management	May 2018	2	8	
	3 Metrorail Vehicle Maintenance & Engineering	May 2018	7	27	
	4 Metrorail Vertical Transportation: Elevators	May 2018	4	16	
	5 Metrorail Automatic Fare Collection Inspection & Maintenance	May 2018	1	6	
 Internal Safety & Security Review	6 System Maintenance	May 2018	3	12	
	7 Shops and Material Support	May 2018	1	3	
	8 Communications	May 2018	1	3	
	9 Automatic Fare Collection	May 2018	1	5	
	10 Elevators and Escalators	May 2018	3	15	
 Capital Program Management & Execution	11 Metrorail New Railcar Manufacturing	August 2018	1	3	
	12 Metrobus New Vehicle Acquisition	August 2018	3	10	
	13 Contract Requirements	August 2018	1	6	
 Service Delivery	14 Rail Station ADA Compliance Assessment	December 2018	1	9	
<b>2018 iCAPAs Total</b>			<b>iCAPAs</b>	<b>35</b>	
			Actionable Items	148	

Item	Description	Final Report Release Date	iCAPAs <sup>1</sup> Actionable Items <sup>2</sup>	iCAPAs Status Bar	
 Service Delivery	1 Bus Operations Communication Center	July 2019	2 5		
	2 Non-Revenue Vehicle Utilization	April 2019	2 8		
	3 Elevator/Escalator Operation Center	December 2019	3 8		
	4 Cinder Bed Contract Management	September 2019	2 7		
 Engineering & Maintenance	5 Metrorail Vehicle Engineering Change Management	April 2019	2 5		
	6 ATC System Configuration Management Plan	December 2019	2 7		
	7 Storeroom Truck Inventory	March 2019	2 10		
 Safety	8 Metrorail Vehicle Program Services	April 2019	4 12		
	9 Metro Materials Management	April 2019	2 9		
	10 ENGA Internal Safety Review	April 2019	5 17		
	11 Safety and Environmental Management	December 2019	3 8		
<b>2019 iCAPAs Total</b>			<b>iCAPAs</b> Actionable Items	<b>29</b> <b>96</b>	



Item	Description	Final Report Release Date	iCAPAs <sup>1</sup> Actionable Items <sup>2</sup>	iCAPAs Status Bar
 Internal Safety Reviews	1 Office of Information Technology (IT)	May 2020	3 / 7	
	2 Office of Emergency Management (OEM)	May 2020	3 / 11	
	3 Department of Low Voltage Electrical Maintenance (LVEM)	August 2020	3 / 11	
 Engineer. & Mainten.	4 Automatic Train Control Maintenance, Reliability and Engineering (ATCM)	May 2020	1 / 3	
	5 Shops and Materials Support (SAMS)	May 2020	2 / 9	
 Service Delivery	6 Bus Transportation Training & Administration (BTRN)	August 2020	5 / 18	
	7 Bus Operations	August 2020	7 / 27	
	8 Rail Planning & Scheduling	August 2020	2 / 7	
<b>2020 iCAPAs Total</b>			<b>iCAPAs</b> 26 <b>Actionable Items</b> 93	

2020

Item	Description	Final Report Release Date	iCAPAs <sup>1</sup> Actionable Items <sup>2</sup>	iCAPAs Status Bar
 Internal Safety Reviews	1 Operations Management Services (OPMS)	November 2020	1 6	
	2 Grout Pad Renewal	December 2020	4 21	
	3 Rail Operations Oversight, Supervision & Fitness for Duty	December 2020	5 15	
 Capital Program	4 Switch Machine Power Supply Replacement Project	January 2021	1 6	
<b>2021 iCAPAs Total</b>			<b>iCAPAs 11</b> Actionable Items <b>48</b>	
<b>Grand Total</b>			<b>iCAPAs 170</b> Actionable Items <b>716</b>	

# 2021

<sup>1</sup>An iCAPA is a management tool used to ensure actionable items are completed, including specific actions, milestone schedules, action owners, budget, performance and verification strategies

<sup>2</sup>Actionable Items are individual, definable actions that make up each iCAPA and provide evidence of completion

<sup>3</sup>Under Review status includes items that are under review by QICO and items where action owners are addressing QICO comments after review