



COMPREHENSIVE INTERNAL REVIEW SUMMARY:

What is QICO?

- It's an internal management function that reports to the General Manager (GM/CEO) that provides quality and compliance assessments to assure departments are fulfilling business objectives, addressing corrective actions, and complying with NTSB, FTA, TOC, MSC, and other agency requirements and recommendations, promoting transparency and accountability. Results of these reviews are presented to senior management to communicate what went well, and to promote the implementation of actions to address areas for improvement.

Purpose of this Review:

- This comprehensive internal review is comprised of Metrorail service delivery functions reviewed during the third and fourth quarters (Q3 & Q4) of calendar year (CY) 2017, and is intended to provide Metro's senior management with an overall assessment of the current policies, procedures, practices, and material condition that promote safe, effective, and consistent service. The subject areas assessed in this report relate to rail station compliance with Americans with Disabilities Act (ADA) requirements and Train Operator performance of assigned duties; the 11th and 12th installments of QICO's 20-part CY2017 internal review.

Methodology:

ADA Compliance -

- Assessment is based on the US Department of Transportation (USDOT) ADA Standards for Transportation Facilities, Federal Transit Administration (FTA) ADA Circular C 4710.1, Department of Justice 2010 ADA Standards for Accessible Design and WMATA's internal policies and procedures.
- This is the first installment of a three-year ADA assessment of all Metrorail stations, totaling 26 stations in this review.
- QICO observed the rail stations and their associated facilities, assessed their conformance to requirements, reviewed records and key documents and interviewed key personnel.

Train Operators -

- Review is based on the Metrorail Safety Rules and Procedures Handbook (MSRPH), applicable RSTO Standard Operating procedures (SOPs) and through identifying and assessing risks to quality of work, compliance with standards, records management and safety.
- QICO observed the Train Operators while on duty, assessed their conformance to requirements, reviewed records and key documents, listened to recordings of radio communication and interviewed key personnel.

Metrorail Service Delivery



November 2017

11. Rail Station ADA Compliance Assessment

Key Takeaway: While ADA requirements are clearly emphasized at Metrorail Stations, increased Station Manager awareness will improve the level of service provided to customers with disabilities.

Wins:

- ✓ During this review, QICO did not identify any ADA noncompliance issues with physical equipment or station accessibility.
- ✓ Stations inspected were found to be in a state of good housekeeping, including ADA access and general station areas.
- ✓ Proactive communication to customers when ADA related equipment is out of service, whether scheduled or unscheduled.

Areas for Improvement:

- Developing methods to measure and record performance of communications equipment is necessary to promote compliance with ADA requirements and promote effective maintenance practices.
- Reinforcing the location of Areas of Refuge (AOR) is required for Station Managers to deliver appropriate guidance to passengers in the case of an emergency.
- Continuing the development and implementation of strategies to address structural findings is necessary to improve certain platform surface conditions observed at three (3) of 26 stations examined in this review.
- QICO previously identified this concern during the Internal Review of Metrorail Structural Inspections, leading to the issuance of Required Action QICO-SIM-17-01.

Required Actions:

- **QICO-ADA-17-01:** Develop and implement a process to measure the performance and availability of ADA related communications equipment, as required by the Policy Instruction, to ensure compliance and improve maintenance practices.
(Risk Rating: Moderate)
- **QICO-ADA-17-02:** Reinforce locations of Areas of Refuge (AOR) with Station Managers, through training and visual indication inside the kiosks, to ensure timely response and customer guidance in the case of an emergency.
(Risk Rating: Elevated)

Actions Underway:

- Metrorail Structural Inspections Internal Review:
 - **QICO-SIM-17-01:** WMATA must continue developing a strategy to address structural findings.
(Risk Rating: Elevated)

12. Metrorail Train Operator Activities

Key Takeaway: While Train Operators are equipped with the knowledge and skills to perform their duties according to standards, close supervision is necessary to assure that all requirements are consistently and effectively adhered to.

Wins:

- ✓ Operators demonstrated thorough understanding of the job requirements as specified in the standards.
- ✓ Sampled Train Operators' training certifications were current and complete.

Areas for Improvement:

- System-wide enforcement of requirements for announcements and door operations is essential to providing consistent Train Operator performance.
- Consistent enforcement of radio communication protocols is essential to effective understanding of messages sent and received.
- System-wide enforcement of vehicle inspection requirements is necessary for Train Operators to consistently perform assigned duties.
- Effective tracking of supervisory spot-checks is required to assure that actions resulting from unsatisfactory performance results in measurable and verifiable change.
- Maintaining up-to-date procedures, troubleshooting guides, and checklists is needed so that Train Operators have access to these resources when performing work.

Required Actions:

- **QICO-TOR-17-01:** Conduct a comprehensive review and update of the current supervisory spot-check program for Rail Transportation (RTRA) to ensure it encompasses the totality of Train Operator duties and responsibilities, takes into account appropriate sampling and frequency of spot-checks, effectively captures non-compliance with requirements, and tracks remedial actions through validation and closure.
(Risk Rating: Elevated)
- **QICO-TOR-17-02:** Conduct a comprehensive review and update of Train Operator troubleshooting guides, procedural checklists and job aids to ensure they provide adequate guidance for current equipment and operational conditions, including fillable checklists for verification and traceability of activities.
(Risk Rating: Low)

Note: An itemized Corrective Action Plan (CAP) is developed for each required action to achieve effective and measurable resolution of identified concerns. To check the status of CAP implementation go to: <https://www.wmata.com/initiatives/transparency/upload/Overview-of-Internal-Compliance-Actions.pdf>