



INTERNAL REVIEW

Service Delivery

In response to the internal review report regarding the Metro Bus Operations Communication Center (BOCC), the Office of Quality Assurance, Internal Compliance & Oversight (QICO) has coordinated the development of two (2) iCAPA's. The iCAPA's outline the findings, recommendation and requirements to be addressed, and a detailed action plan outlining responsible parties and specific actionable items.

EXECUTIVE LEADERSHIP OF RESPONSIBLE PARTIES

Internal Corrective and Preventive Action (iCAPA) Commitment


Joseph Leader

Executive Vice President & Chief Operating Officer

7/11/19
Date

EXECUTIVE LEADERSHIP OF RESPONSIBLE PARTIES

Internal Corrective and Preventive Action (iCAPA) Commitment


Hakim Davis

Vice President, Quality Assurance, Internal Compliance & Oversight (QICO)

7/11/19
Date


Eric Christensen

Executive Vice President, Internal Compliance (INCP)

7/16/19
Date


Paul J. Wiedefeld

General Manager & Chief Executive Officer (GM/CEO)

7/17/19
Date

Purpose and Scope

On June 7th, 2019, the Office of Quality Assurance, Internal Compliance & Oversight (QICO) issued the Metro Bus Operations Communication Center (BOCC) Internal Review report. The focus of the review was to provide Metro senior management with an assessment of the state of BOCC and promote the actions needed to address any concerns. Specifically, QICO reviewed the following areas:

- Compliance with existing BOCC procedures
- Call and incident management
- Training of BOCC personnel

This internal Corrective and Preventive Action (iCAPA) report is developed to address associated finding(s) and required action(s) for F-BOCC-19-01.

Required Action

QICO-BOCC-19-01
Bus Operations Communication Center
Moderate

Required Action(s): Develop a Quality Control Plan (QCP) for BOCC to promote consistent departmental performance.

- F-BOCC-19-01: A formal quality control plan is essential to monitoring and improving BOCC activities.

Measure: Quality Control

Risk: Moderate (3,3) – Service Delivery

Action Plan Overview

BOCC will develop a quality control plan that will allow for monitoring of key specialist activities, analyze resources, better direct training, and reveal opportunities for improvement in day-to-day operations.

Business Impact – Budget/Cost Estimate

Process Improvement – A current process/procedure needs to be optimized to address the Required Action(s). This type of initiative does not need additional resources because current manpower will be used to improve the process.

Actionable Items	Description	Responsible Party ¹	Est Start ²	Est End ³
1. Quality control procedure	BOCC will develop a procedure detailing the requirements for supervisory quality control checks for specialists that includes, at a minimum, the steps for managing calls, transfers, and follow-up actions for events. This procedure will provide a standardized criteria checklist and frequency of checks to be completed by BOCC supervisors conducting the checks. BOCC will submit the new procedure.	Robert Harmon BOCC	07/29/19	10/30/19
2. Documented awareness of BOCC supervisors for new procedure	BOCC will communicate the new procedure to supervisors responsible for performing supervisory checks on specialists. BOCC will submit evidence of the awareness among supervisory staff.	Robert Harmon BOCC	11/04/19	12/11/19
3. QICO CAP Verification Report	QICO will evaluate actionable items submitted to confirm there is reasonable evidence that the findings and this required action have been resolved, taking into account the actionable item descriptions and performance measures.	QICO	12/12/19	01/08/20

Performance Measures

- BOCC will submit the new quality control procedure.
- BOCC will submit quality control reports covering the first quarter of implementation, based on the identified frequency.

¹ In the event of personnel or departmental changes, responsibilities for actionable items shall transfer to the new leadership.

² Est Start – Estimated Start Date.


³ Est End – Estimated Completion Date.

⁴ Offices designated as supporting roles provide subject matter expertise to responsible parties during action development and are not directly responsible for delivery of actionable items listed above.

Responsible Parties

BOCC


Robert Harmon

 7/3/2019
(Signature/Date)

Second-Level Responsibility

BOCC

Gregory Edwards

 7/3/19
(Signature/Date)

Purpose and Scope

On June 7th, 2019, the Office of Quality Assurance, Internal Compliance & Oversight (QICO) issued the Metro Bus Operations Communication Center (BOCC) Internal Review report. The focus of the review was to provide Metro senior management with an assessment of the state of BOCC and promote the actions needed to address any concerns. Specifically, QICO reviewed the following areas:

- Compliance with existing BOCC procedures
- Call and incident management
- Training of BOCC personnel

This internal Corrective and Preventive Action (iCAPA) report is developed to address associated finding(s) and required action(s) for F-BOCC-19-02.

Required Action**QICO-BOCC-19-02*****Bus Operations Communication Center*****Low**

Required Action(s): Create a controlled curriculum that encompasses all training aspects of BOCC.

- F-BOCC-19-02: A defined certification and training program promotes proper skills management.

*Measure: Quality Control**Risk: Low (3,2) – Service Delivery***Action Plan Overview**

BOCC will develop a controlled curriculum that encompasses all training aspects of BOCC, promoting proper skills management.

Business Impact – Budget/Cost Estimate

Process Improvement – A current process/procedure needs to be optimized to address the Required Action(s). This type of initiative does not need additional resources because current manpower will be used to improve the process.

Actionable Items	Description	Responsible Party ¹	Est Start ²	Est End ³
1. Develop training curriculum for BOCC specialists	BOCC and BTRN will create a training curriculum that includes the structure, format, and sequence of course content for new hires and incumbents in the specialist role. BOCC will submit the developed training curriculum.	Robert Harmon BOCC Supporting Office ⁴ : Kerone Jeanniton-Georges BTRN	07/29/19	11/27/19
2. QICO CAP Verification Report	QICO will evaluate actionable items submitted to confirm there is reasonable evidence that the findings and this required action have been resolved, taking into account the actionable item descriptions and performance measures.	QICO	12/02/19	01/08/20

Performance Measures

- BOCC will submit a training schedule utilizing the updated curriculum.
- BOCC will submit training records covering the first round of training, utilizing the new curriculum.

¹ In the event of personnel or departmental changes, responsibilities for actionable items shall transfer to the new leadership.

² Est Start – Estimated Start Date.

³ Est End – Estimated Completion Date.

⁴ Offices designated as supporting roles provide subject matter expertise to responsible parties during action development and are not directly responsible for delivery of actionable items listed above.

Responsible Parties

BOCC Robert Harmon


(Signature/Date) 7-3-19**Supporting Role Acknowledgement**

BTRN Kerone Jeanniton-Georges


(Signature/Date) 7.3.19**Second-Level Responsibility**

BOCC Gregory Edwards


(Signature/Date) 7/3/19

BTRN Larry Frazier


(Signature/Date)