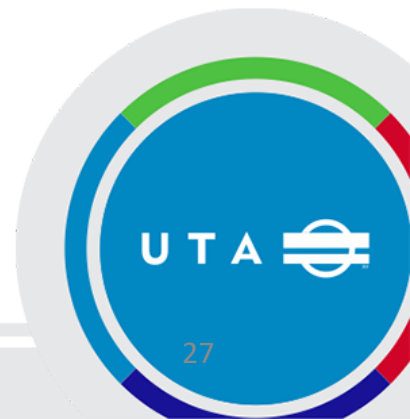
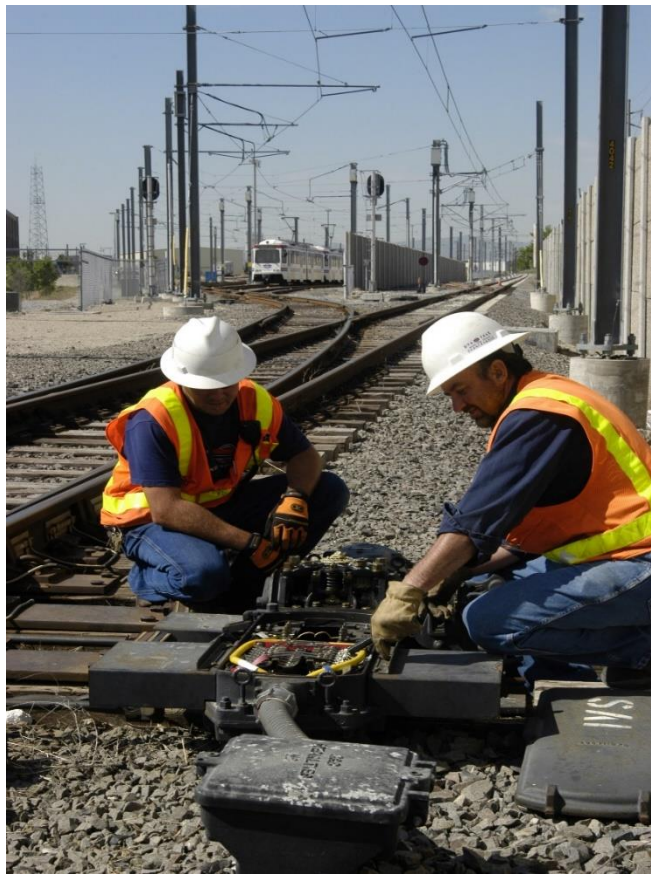


# Maintenance of Way (MOW) Systems Audit Report

Engagement #21-05



# MOW Systems Audit - Scope



Period of review was primarily June 1, 2021 – February 28, 2022. Periods before and after were reviewed, as necessary.

Audit Scope
Governance
Inspections
Maintenance
Training



## MOW Systems – what we found

- *Follow up:* Management has invested significant resources – people and funding – into developing an MOW apprenticeship program.
- *Follow up:* The apprenticeship team feels well supported in their goal and are confident in resource availability needed to succeed.
- *New issue:* MOW Systems does not have dedicated training staff.



# MOW Systems – why it matters

Because of the lack of dedicated training personnel:

- Supervisors have had to take on additional responsibilities, straining their normal duties.
- MOW has paid a part time consultant \$70,600 in the past four years.
- Training Records are incomplete.
- SOPs are not drafted for all major MOW process.



# MOW Systems – why it matters

Potential risks include:

- Noncompliance with federal regulations.
- Personnel may become outdated on procedures or standards for maintaining rail assets.
- Supervisors may be required to work excessive overtime to meet training needs.
- MOW lacks capacity to provide ongoing subject matter expertise support for the apprenticeship program.



# MOW Systems – recommendations

MOW should receive budget funding to staff a full-time training specialist.

Management action plan:

- Funds will be requested in the 2023 budget.
- The new position will be responsible for training related responsibilities, including records management, development, and drafting SOPs.
- The new position will be a liaison with the MOW apprenticeship program.

