

| Issue Priority | Issue Ref | Issue Title | Issue Description | Issue Owner | Issue Due date | Action Title | Action Description | Action Owner | Action due date | Action Status | Issue Status | Over all Status | Lessons Learned Initiated |
|----------------|-----------|---|--|--------------------|----------------|------------------|--|--------------|-----------------|---------------|--------------|-----------------|---------------------------|
| Red | SRR-I001 | Metro - 2GT fleet crack propagation (Suspension of all services from 13 November and 21 March). | Temporary repairs were being made to the 2GT fleet, pending all trams having the full repair undertaken which is in progress. The temporary repairs can no longer be assured as being sufficient for the safe operation of the tram. | Exec Director TfWM | Dec-21 | Repair programme | <p>Programme for repair of 2G trams in Wednesbury and Gemini has been closely monitored and progress shared. The option to repair in Wednesbury is no longer available as the depot expansion continues and the next step requires an off-site location. Dudley VLR is the first choice, but commercial discussions with CAF are working towards securing the off site location within the next month.</p> <p>During suspension of services - communication with all customers and stakeholders on disruption, ensuring bus and rail operators accept Metro tickets, cease of trading in metro passes and direction of customers to bus/rail tickets. Working with rail and bus operators to strengthen services for increased passenger numbers to ensure public transport options for affected customers</p> | MMA | Ongoing | Open at Risk | Open at Risk | Open | |
| Red | SRR-I002 | Metro - 3GT fleet; Compromised bolt identified on the fleet | Failure to articulation cover plate bolts preventing trams from running in service | Exec Director TfWM | Mar-22 | Repair programme | 3GT Quality issues have mostly been closed out and the programme is on track to close the remaining issues. The 9th and 10th trams delivered had fewer issues identified following a change in inspection process with some taking place in Spain. | MMA | Ongoing | Open at Risk | Open at Risk | Open | |