

Client Contact

Elizabeth Rao
Program Manager
1560 Broadway,
Suite 700,
Denver CO, 80202

Location

Denver, CO

Services

- Quality management
- Oversight services

Key Personnel

Tim Stokes, PE.
David Brown, PE
Mike Bukata

Date

2005 – 2017

Contract Value

Estimated \$25-\$40
million

Quality Management Oversight Regional Transportation District (RTD) FasTracks

Scope of Services

FasTracks is a 12-year, \$4.7 billion public transportation expansion plan for the Denver-Aurora and Boulder Metropolitan Areas, developed by the Regional Transportation District. The plan calls for six light rail and diesel commuter rail lines with a combined length of 119 miles (192 km) to be opened between 2013 and 2016. The plan also includes the expansion of existing light rail stations, the addition of a bus-based rapid transit route between Denver and Boulder, and the addition and expansion of bus routes and parking facilities to support the new rail lines.

The new commuter and light rail lines will share a hub at Denver's Union Station, which will reap \$200 million worth of facilities improvements under FasTracks, and benefits from a separate renovation and expansion project. Endpoints of the radial rail lines would be at Longmont, Thornton, Denver International Airport, Lone Tree, Littleton, Golden, and Arvada. FasTracks will include a stop near the University of Colorado at Boulder and a connector line through Aurora.

FasTracks is funded with federal appropriations, private contributions, and a region-wide sales tax increase. The project was allowed to begin when the sales tax portion of its funding was approved by Denver metro area voters in November 2004. The tax went into effect in January 2005.

Project Description

The Quality Management Oversight (QMO) Program conforms to the International Standard ISO 9001:2000 Quality Management Systems Requirements.



QUALITY MANAGEMENT OVERSIGHT REGIONAL TRANSPORTATION DISTRICT (RTD) FASTRACKS

Development of a database application was required to control, manage, and facilitate the effective and efficient delivery of the QMO Program, as the FasTracks program progresses through its phases. The application will be the main tool used to collect, report, and track trends relevant to the QMO program.

Development and implementation of a process to collect and organize contract requirements by the Work Breakdown Structure (WBS) was also required so it can be confirmed that the requirements have been incorporated into the Work via the use of a web-enabled database application.

An extensive training program that certifies client staff and consultants in the processes and tools for performing effective quality management oversight was necessary for all projects comprising FasTracks.

The project needed a program to develop metrics called the Quality of Life within the Region. To monitor RTD's success in meeting the FasTracks objectives, and gain a better understanding of RTD's impacts on the region, RTD has undertaken various performance metrics that measure the impact on quality of life within the region.

RTD selected Delcan to provide QMO services for FasTracks. Delcan tailored process areas based on best practices for quality management oversight associated with large transportation capital improvement programs.

The process areas are a framework for quality management oversight which enables tailoring specific processes that meet the exacting needs of the RTD Program participants and each contract type, such as design-build, design-bid-build and procurement. QMO includes the tools to train the entire RTD FasTracks Team to perform most of the quality management oversight functions.

Through meetings and workshops with RTD program participants and stakeholders, the Delcan team identified the unique needs associated with the FasTracks program and tailored the processes accordingly. After the processes were in place, the team is now able to focus on ensuring that measurable requirements are systematically defined and organized to establish benchmarks for quality.

By using these defined requirements, the oversight activities have been shifted to verifying that the designers, suppliers, contractors, and design-builders are fulfilling those requirements.