



# Massachusetts Bay Transportation Authority

**FTA Safety Management Inspection Update**

**MBTA Board of Directors Meeting**

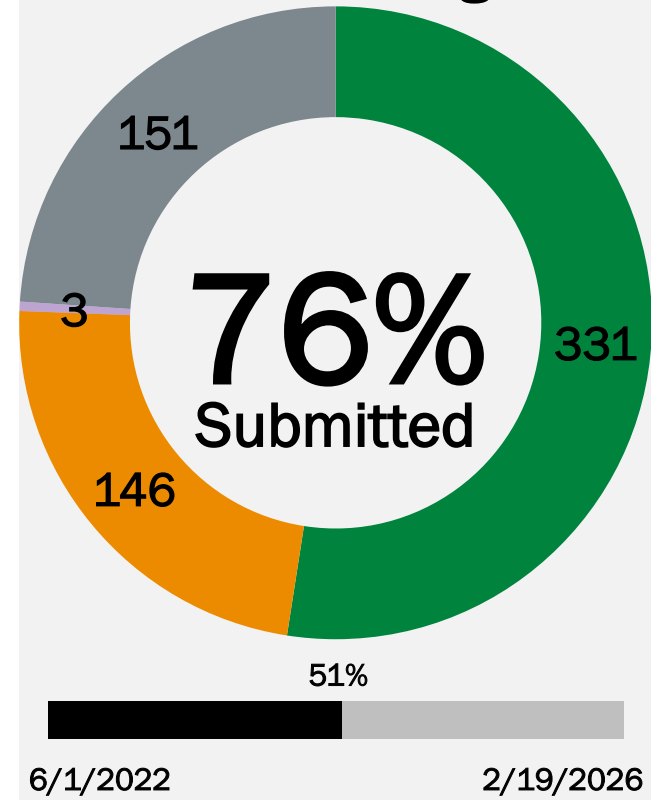
**April 25, 2024**

**Meredith Sandberg, Chief of Quality, Compliance & Oversight**

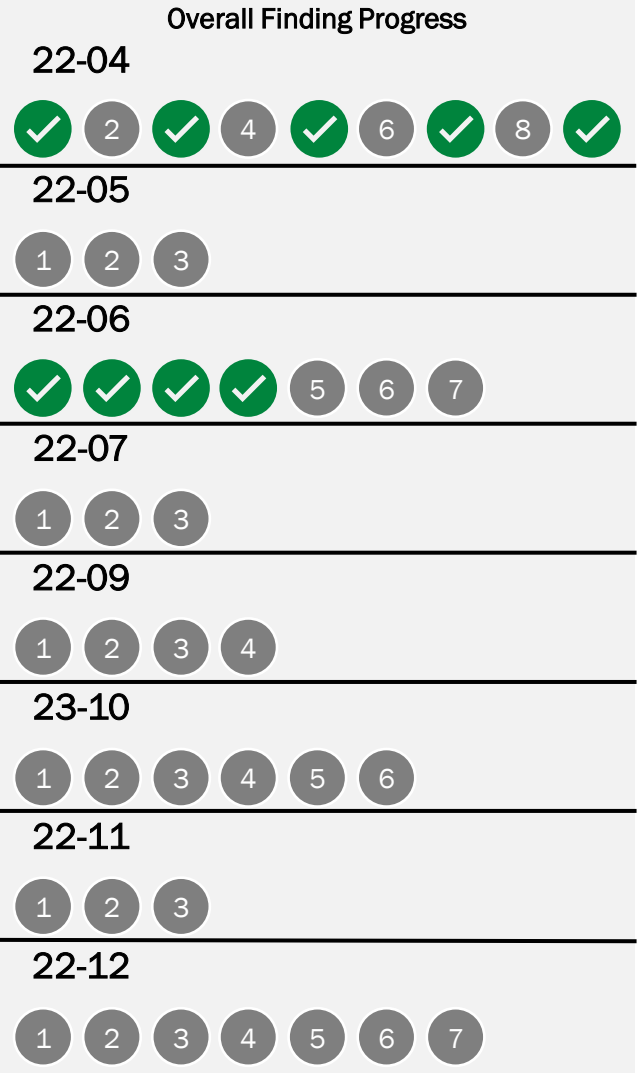
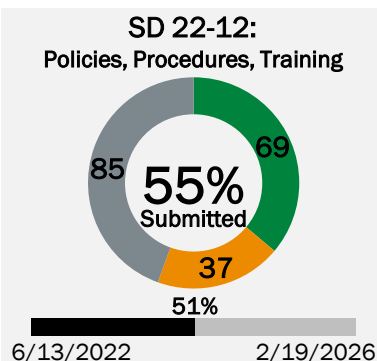
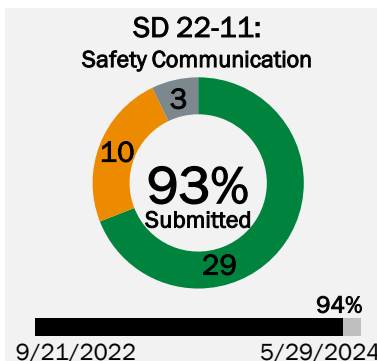
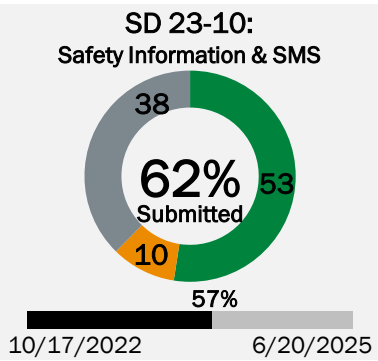
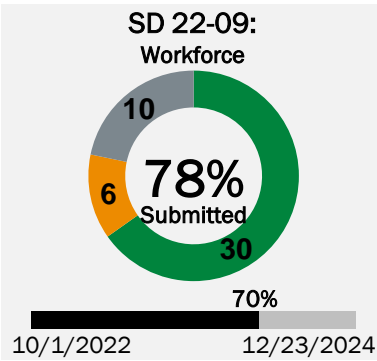
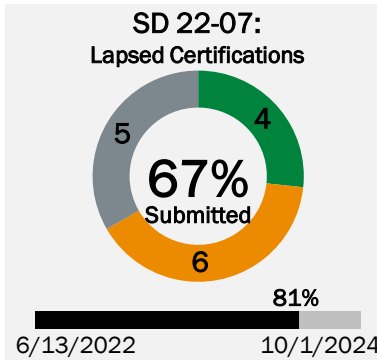
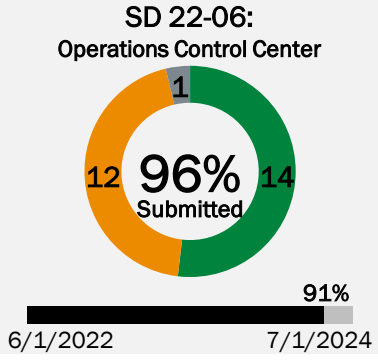
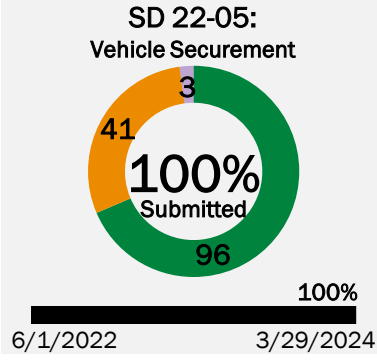
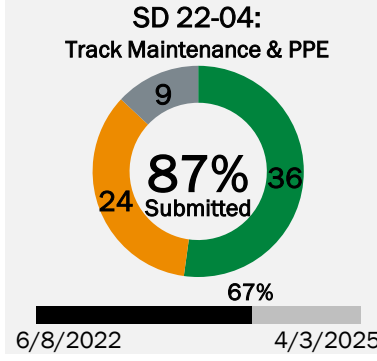


# FTA SMI Response Progress Summary

## Overall CAP Progress<sup>1</sup>



Overall Findings	Total	42
	Closed	9
	Ongoing	33



✓ Finding Closed

1. Total of 631 actionable items; inclusive of updated 23-10 & 23-12 CAPs, does not include IAL items

# QCO Spring 2024 Recap

## February – Training & Tracking

## March – Feedback & Process Building

## April – Safety & Planning



### Training improvements across the authority

**Improved tracking and planning**

- Better understand certification and re-training needs and plan for them proactively, ensuring continued learning and operational requirements are met

**Centralized Training Governance**

- Create guidelines that will inform content templates, standards, and style guides so that materials have the same look and feel across the various departments, including online courses

**Training Content Evaluation**

- Identify areas where we don't have formalized training content or resources so that we can prioritize and develop the content we need to support employees

Active Employee Rail Certification Report

Data as of: January 28, 2024

### Employees contribute to our Safety Environment

Local Safety Committee Meeting Minutes

Formalizing Local Safety Committee Structure

SAFETY FLASH REPORTING ISSUES

Reporting additional safety concerns or events through the Safety Hotline or OCC

Providing feedback about rules and operating environment

Data as of: March 3, 2024

### Much of DPU's Triennial Audit will be addressed with currently planned work; working with Safety to plan for all

Triennial Audit Grouping	DPU Findings	Addressed with current work	DPU Recommendations	Addressed with current work	DPU Identified Opportunities	Addressed with current work
Grouping 01: ADP Updates and Safety Management System (SMS) Implementation	2	-	5	2	-	-
Grouping 02: Safety Management Policy	-	-	1	-	2	1
Grouping 03: Safety Risk Management	1	-	4	3	3	3
Grouping 04: Safety Assurance - Performance Measure	-	-	6	2	2	2
Grouping 05: Safety Assurance - Notifications and Investigations	5	1	9	3	3	3
Grouping 06: Safety Assurance - Compliance with Rules/Procedures	4	3	5	3	2	2
Grouping 07: Safety Assurance - Compliance with Inspections and Maintenance	3	2	6	6	2	2
Grouping 08: Safety Assurance - Compliance with Federal, State, and Local	1	-	5	-	1	-
Grouping 09: SA - Management of Change	3	3	3	2	2	-
Grouping 10: Safety Assurance - Continuous Improvement	-	-	4	-	3	-
Grouping 11: Safety Promotion - Competency and Training	3	3	8	8	1	1
Grouping 12: Safety Promotion - Safety Communication	-	-	6	3	6	5
<b>Total</b>	<b>22</b>	<b>12</b>	<b>62</b>	<b>32</b>	<b>27</b>	<b>19</b>
		55%		52%		70%

Data as of: March 31, 2024



Questions?

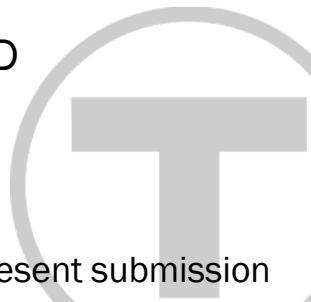
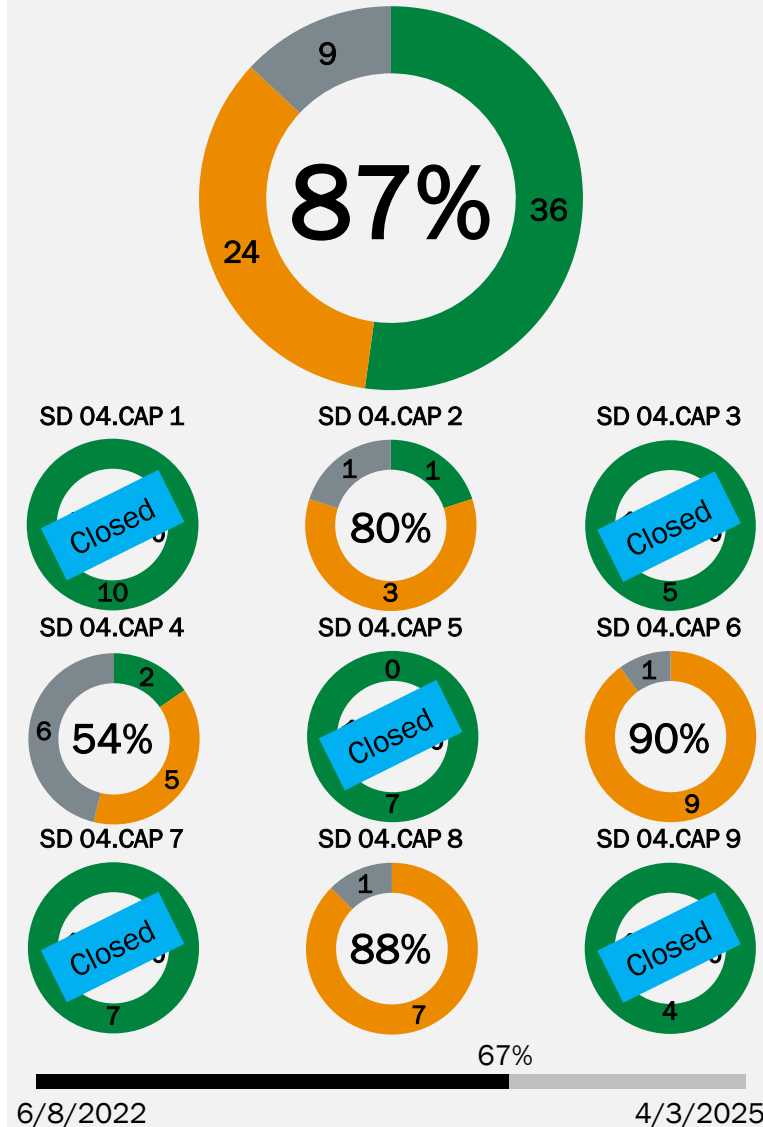
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# Appendix

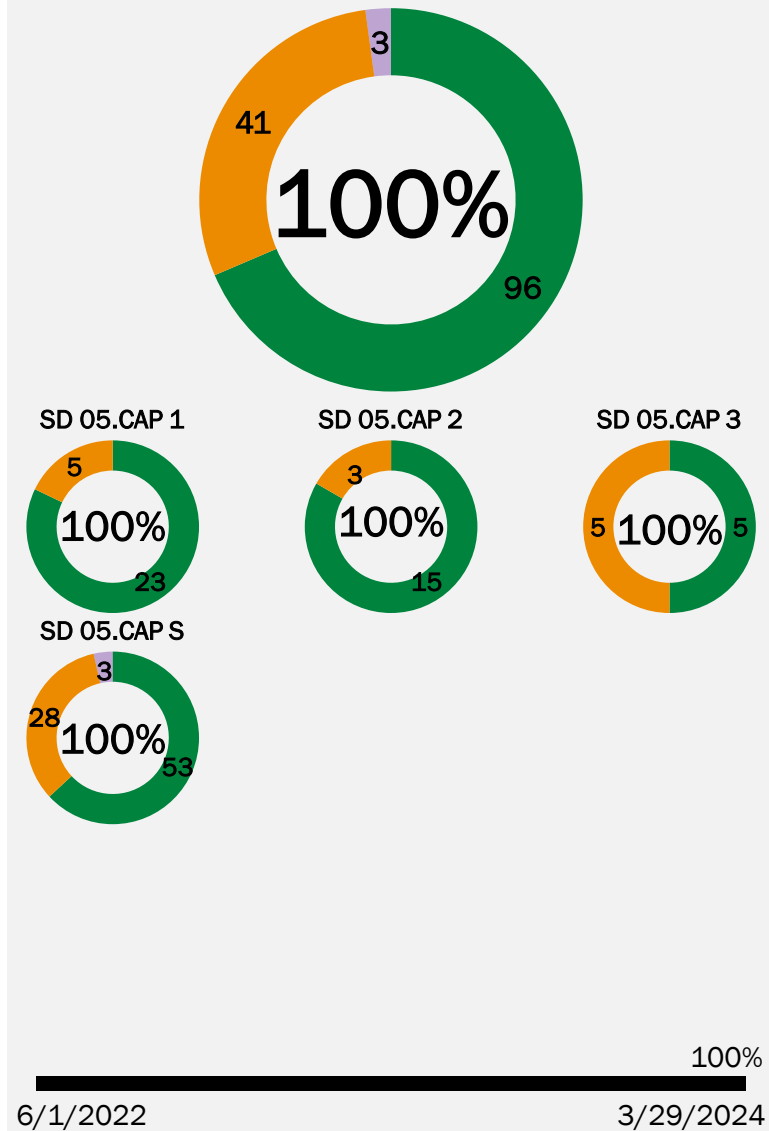


# SD 22-4: Track Maintenance & PPE

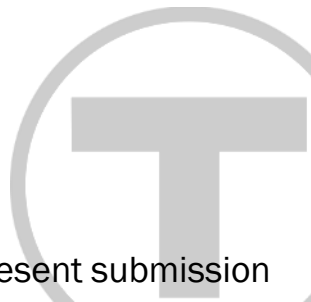
- ✓ F1: Published updated Rulebook for Operations Employees incorporating PPE requirements – CAP CLOSED
- F2: All action items completed **CAP CLOSURE REQUESTED**
- ✓ F3: Raised Tufts Curve Speed Restriction after completing Cologne Egg replacement – CAP CLOSED
- F4: Developed schedule for ROW Access for MOW – Track Improvement Program (TIP) – relief approved for remaining action items on 2/21/24
- ✓ F5: Submitted budget requests for MOW equipment and resource needs – CAP CLOSED 12/22/23
- F6: Developed Capital Funding Request & Plan for Accelerated Implementation of EAM – Trapeze demo for FTA planned for April on site
- ✓ F7: Developed and Implemented New Weekly Track Conditions Report for Executives – CAP Closed 2/9/24
- F8: Submitted SMRP metrics to FTA for our quarterly update 3/29/23 **CAP CLOSURE REQUESTED**
- ✓ F9: Restored Green Line Work Train to Working Order – CAP CLOSED



# SD 22-5: Vehicle Securement

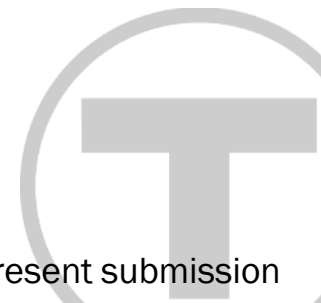
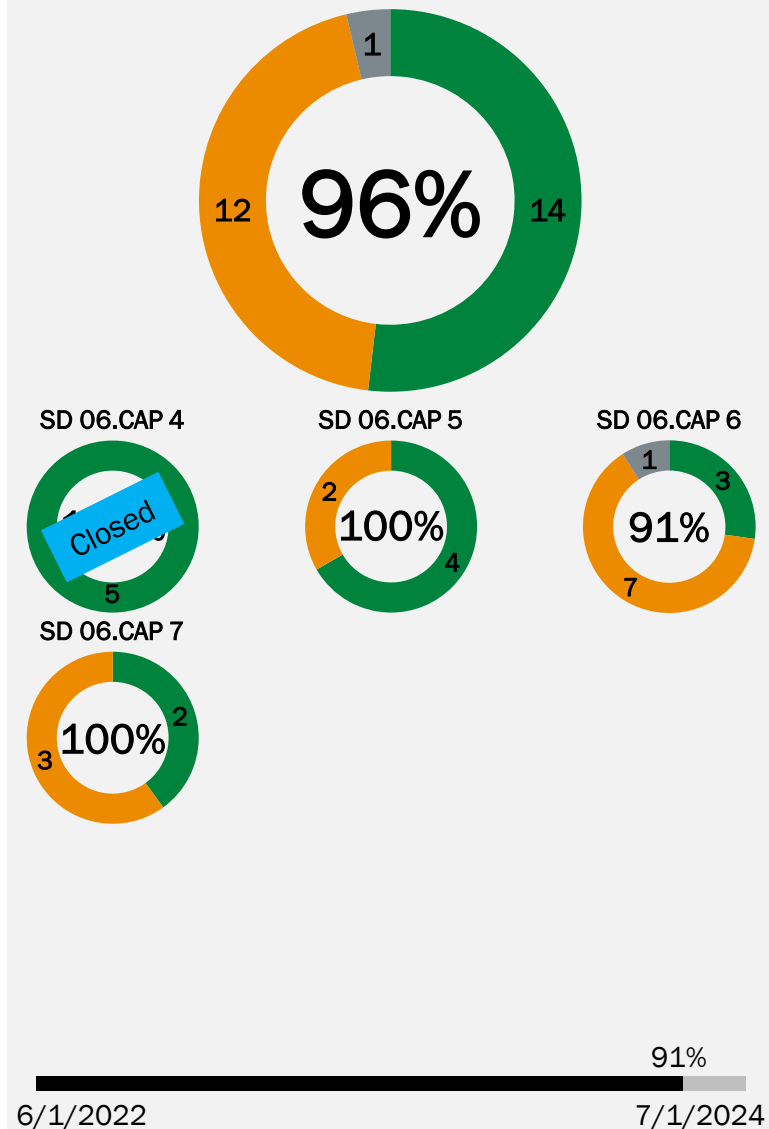


- F1: Procedures for Safe Movements of Rail Vehicles– all action items completed **CAP CLOSURE REQUESTED**
- F2: Training for SMRV Procedures – all action items completed **CAP CLOSURE REQUESTED**
- F3: Implemented Compliance Program for Safe Movement, all action items completed **CAP CLOSURE REQUESTED**
- Supplemental: All action items completed. Under FTA review.



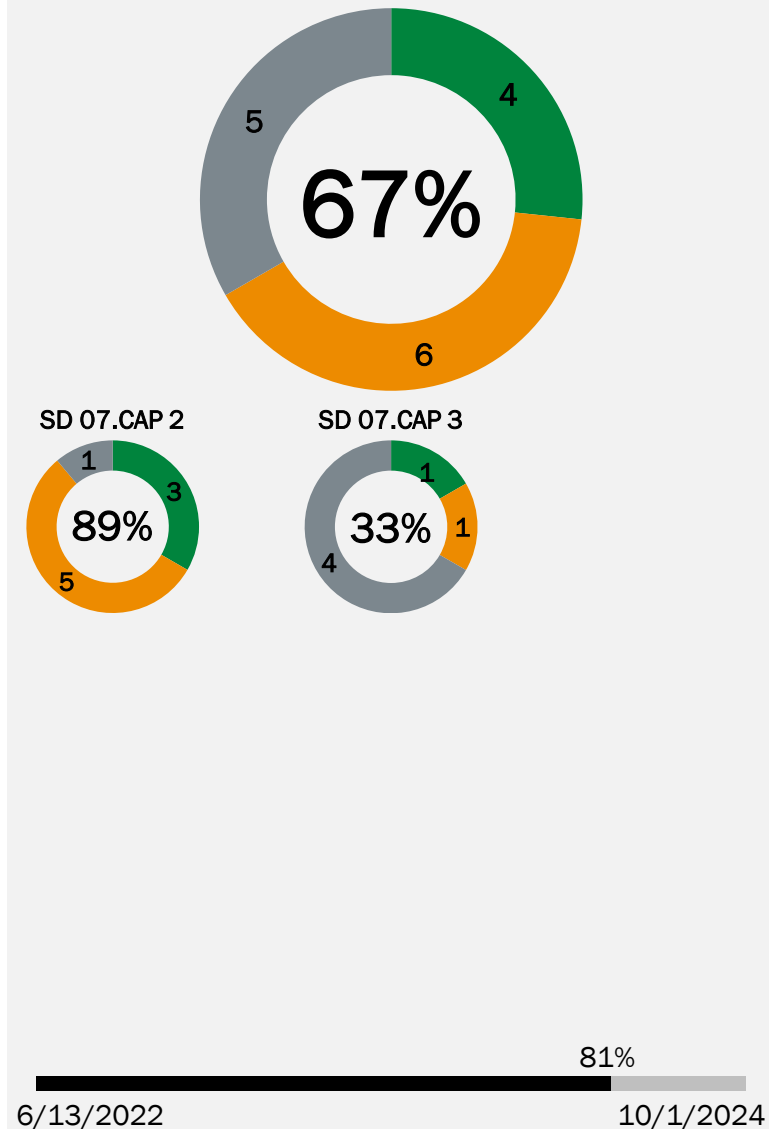
# SD 22-6: Operations Control Center

- ✓ F1: Ensured that staff working in OCC are certified – FINDING CLOSED
- ✓ F2: Established policies to ensure OCC staff have sufficient time off between shifts – FINDING CLOSED
- ✓ F3: Established Operating Procedures to Ensure No Staff Performing Dual Roles – FINDING CLOSED
- ✓ F4: Ensured 100% Compliance with Work Hour Restrictions – CAP CLOSED
- F5: Staffed to 27 RTL Dispatchers Including Supplemental Resources - all action items completed, under FTA verification
- F6: Implementing plan to make OCC role more attractive (OCC renovation in design phase) – Held PDG meeting for design & construction of new OCC room.
- F7: Compiling materials for specialized dispatcher training, All action items completed.

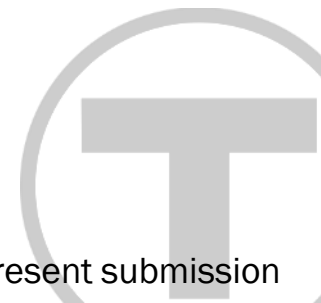




# SD 22-7: Lapsed Certification Process

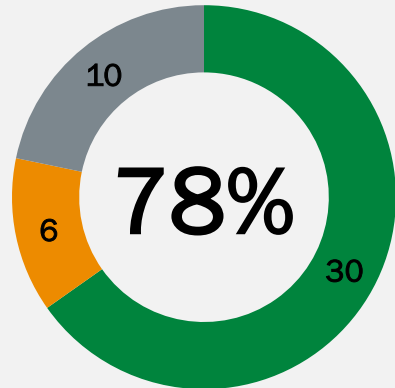


- F1: Ensured 100% of Operating Personnel Are Current in Certifications – Finding Closure Requested in Fall 2023. Quarterly report for rest violations showing 99.9% compliance submitted to FTA on 4/8/24.
- F2: Ensured 100% of Operating Personnel Are Current in Certifications – all action items completed.
- F3: Ensured 100% of Operating Personnel Are Current in Certifications; Designing and Implementing Certification Management Procedures - dashboard went live 2/1/24.

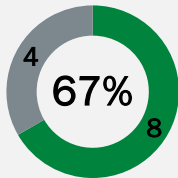


# SD 22-9: Workforce

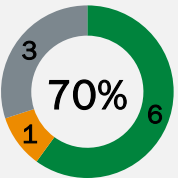
- F1: Workforce Assessment: Progressing toward completing WFA modeling.
- F2: Hiring Plan: Conducted an industry scan of transit agency recruitment, hiring, and retention practices which will inform potential practices that a transportation agency may choose to implement in efforts to mitigate workforce challenges
- F3: Developing implementation plan for training for updated Safety Certification policy for identified gaps.
- F4: Contractor Oversight: All action items completed.



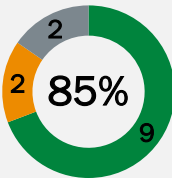
SD 09.CAP 1



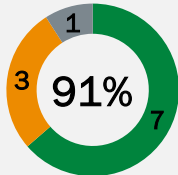
SD 09.CAP 2



SD 09.CAP 3



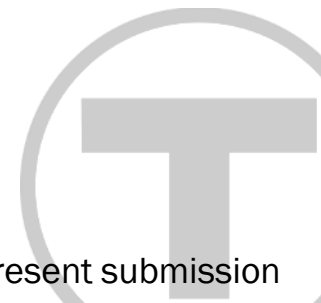
SD 09.CAP 4



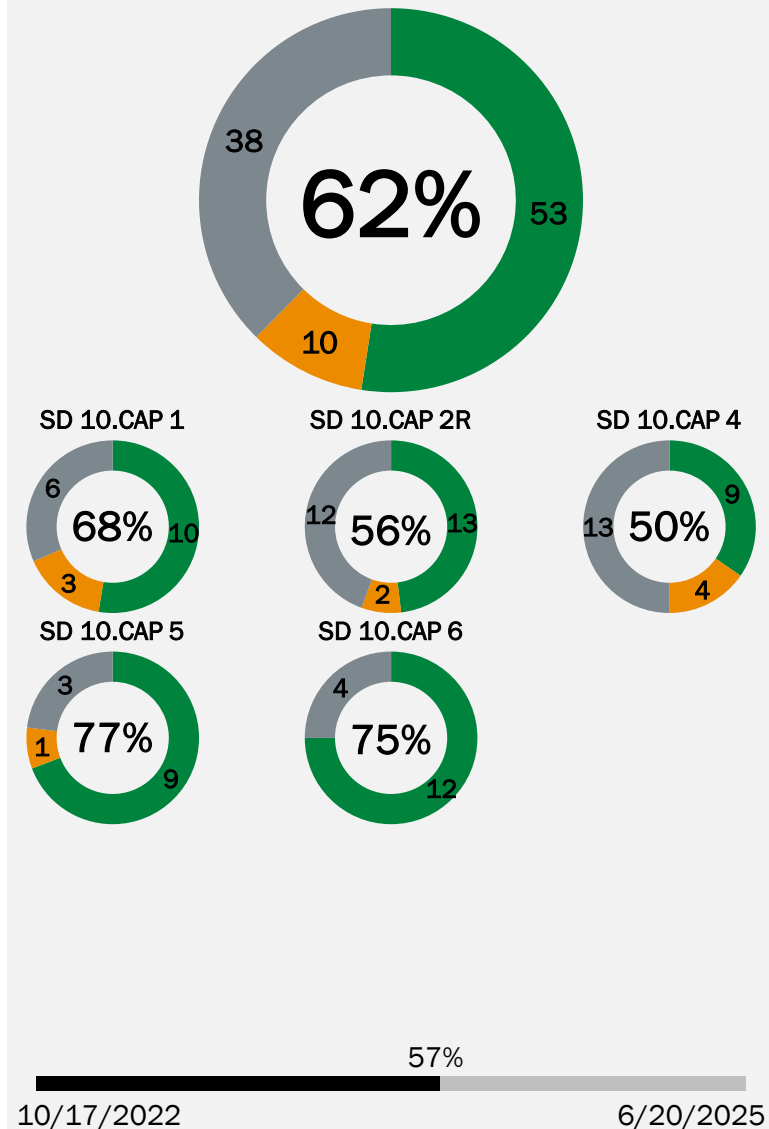
70%

10/1/2022

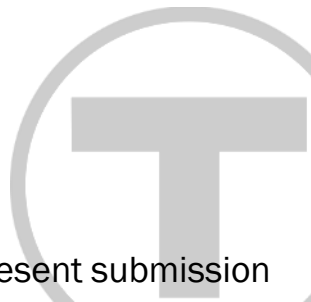
12/23/2024



# SD 23-10: Safety Information & SMS

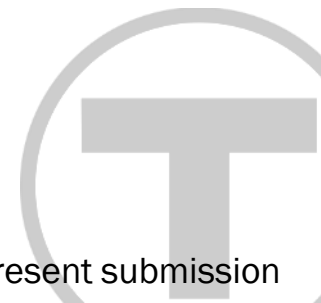
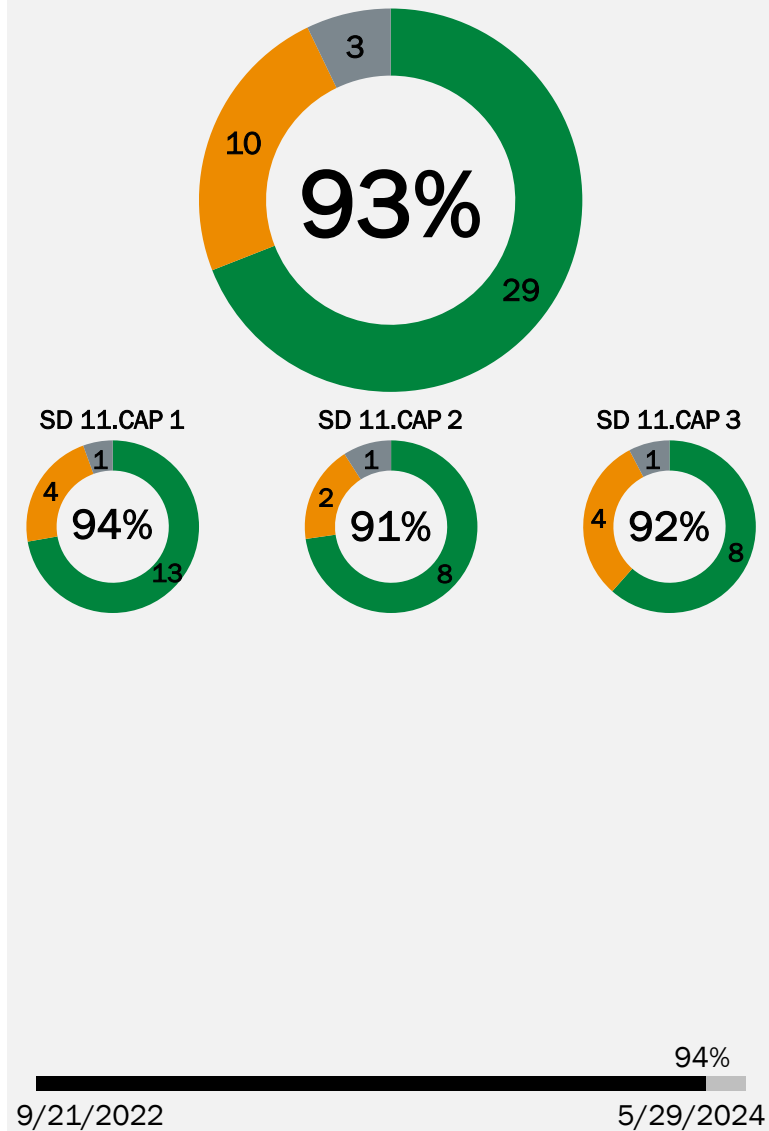


- F1: Submitted first draft of SMS implementation plan to close gaps
- F2/F3: Established safety risk tiers
- F4: Completed backlog of reports
- F5: Identifying gaps Safety Risk Assessment Training
- F6: Evaluating Safety Data products
- Completed Safety Department Staffing Analysis and submitting weekly hiring updates to FTA, completed Strategic Hiring Plan

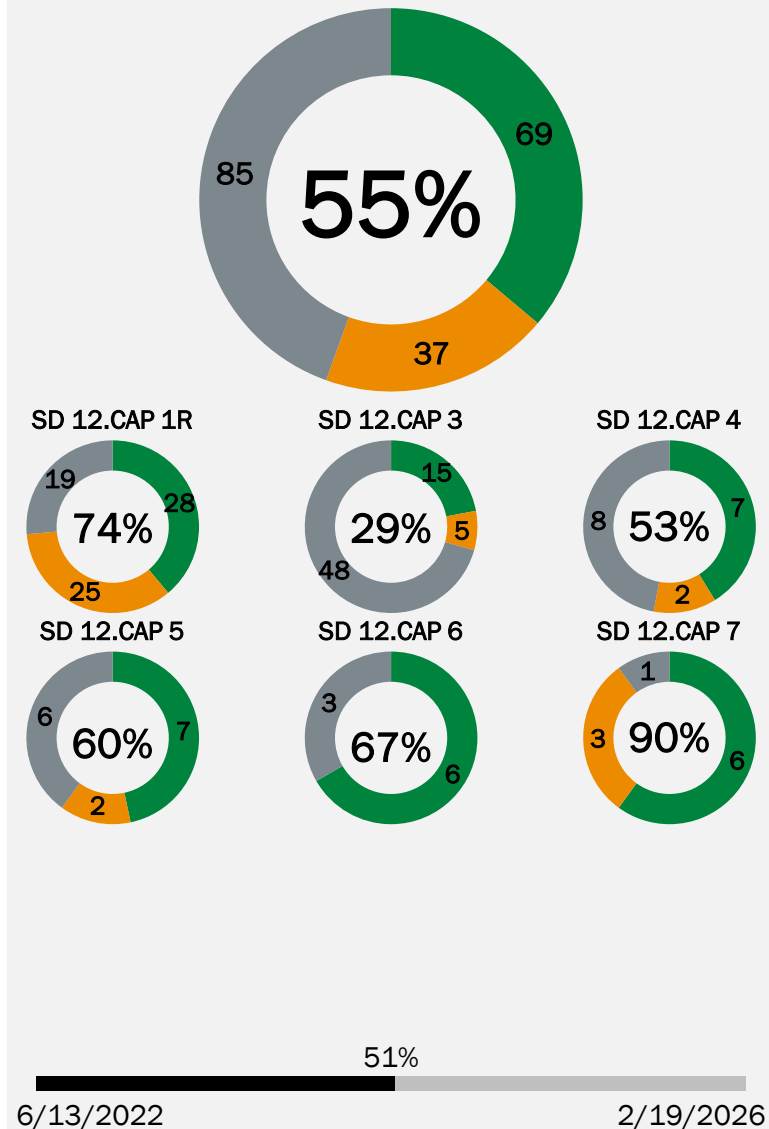


# SD 22-11: Safety Communication

- F1: All action items completed, under FTA verification
- F2: All action items completed, under FTA verification
- F3: All action items completed, under FTA verification



# SD 22-12: Policies, Procedures & Training



- F1/F2: Assessed SRCP and developed recommendations for revisions.
- F3: Issued Quality Management System Manual
- F4: Developed Recommendations for Centralized Training Governance
- F5: Developed plan for digitization for PMIs for E&M and VM
- F6: Evaluated program design for Rail Ops mentorship
- F7: Completed all action items, FTA verified quarterly Radio Weak Spots assessment. CAP CLOSURE REQUESTED

