



Massachusetts Bay Transportation Authority

SMI Update

MBTA Board of Directors

July 25, 2024

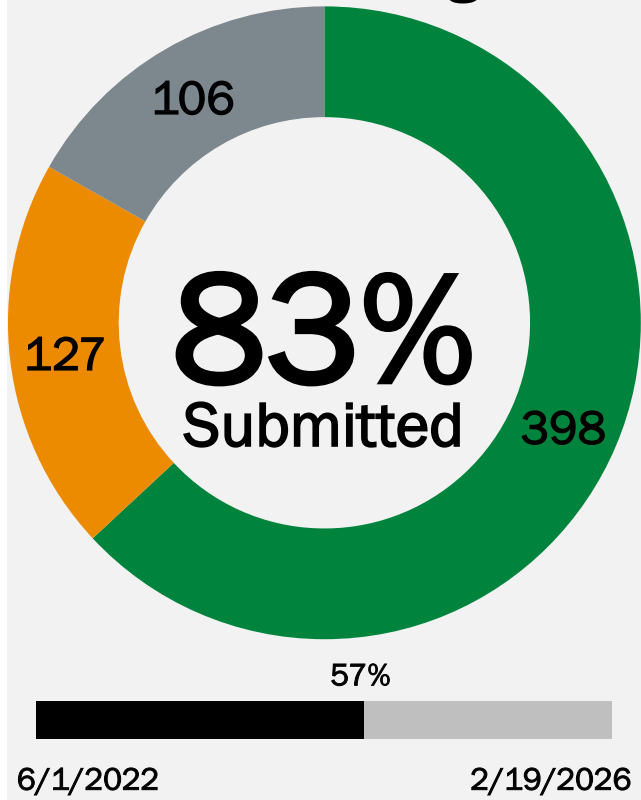
Meredith Sandberg, Chief of Quality, Compliance & Oversight



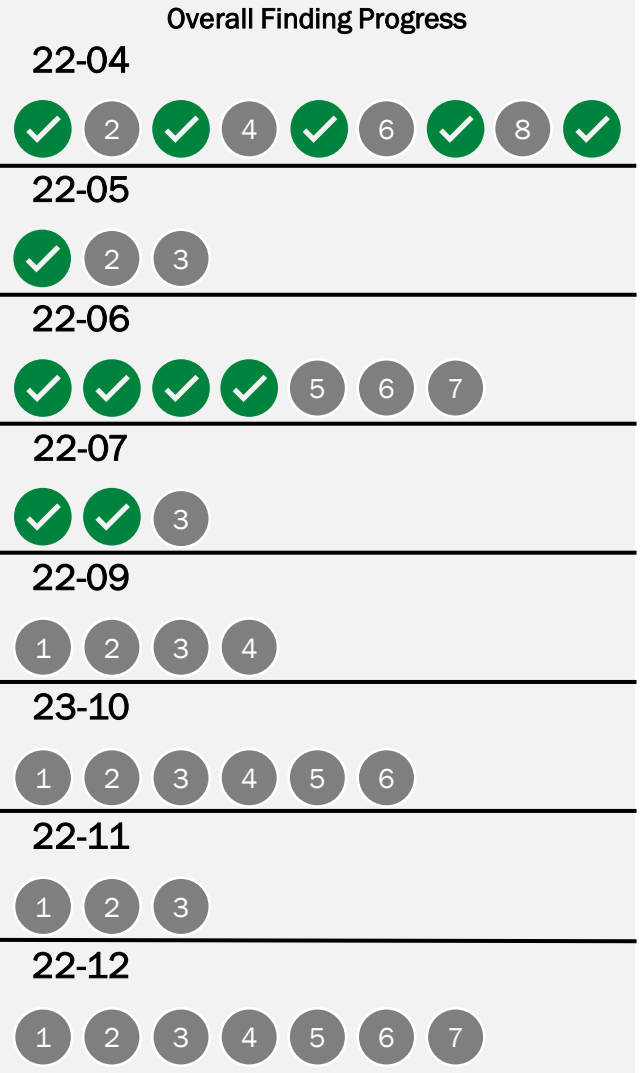
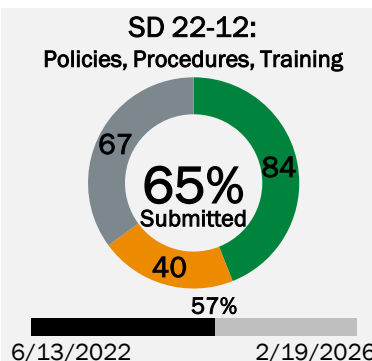
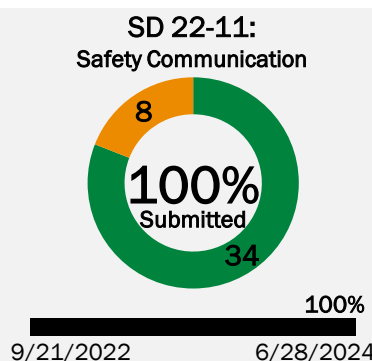
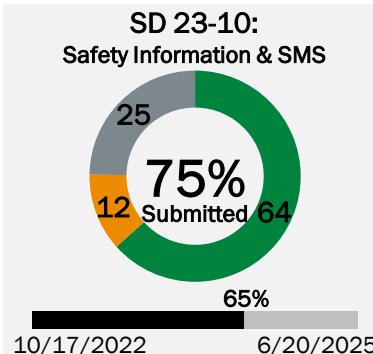
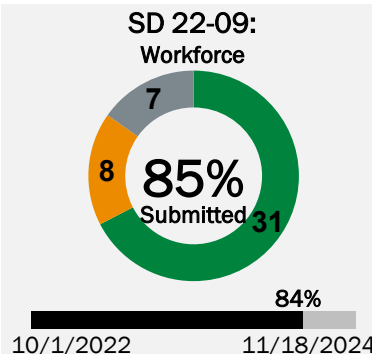
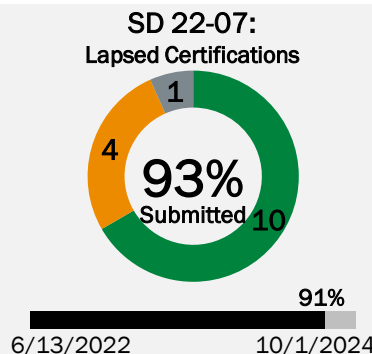
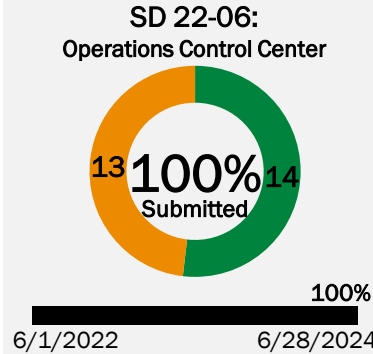
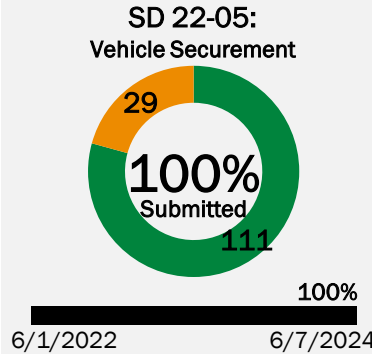
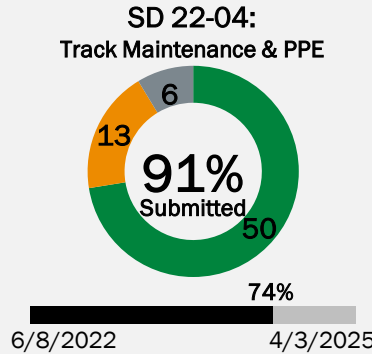


FTA SMI Response Progress Summary

Overall CAP Progress¹



Overall Findings	Total	42
	Closed	12
	Ongoing	30

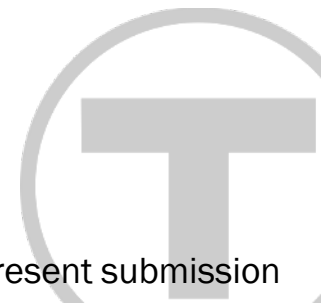
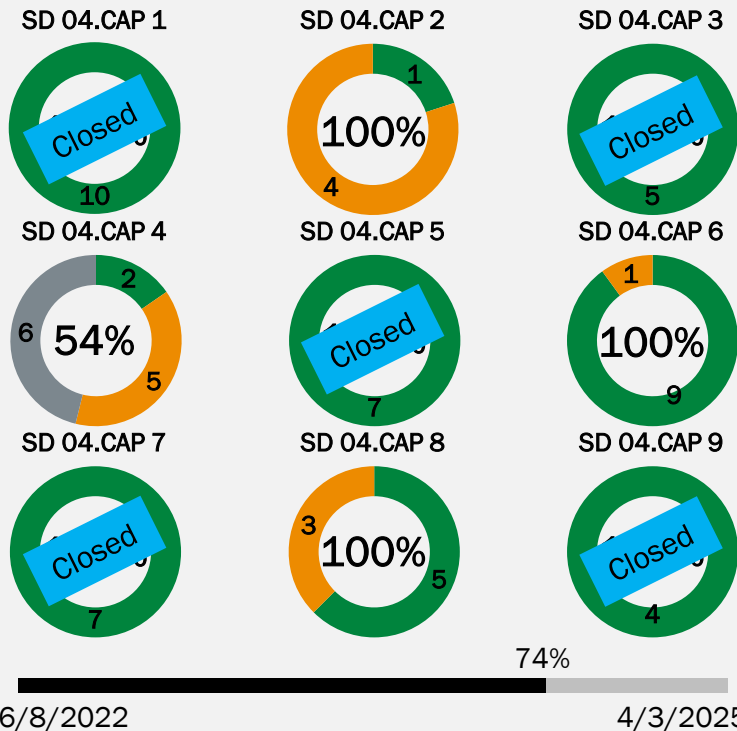
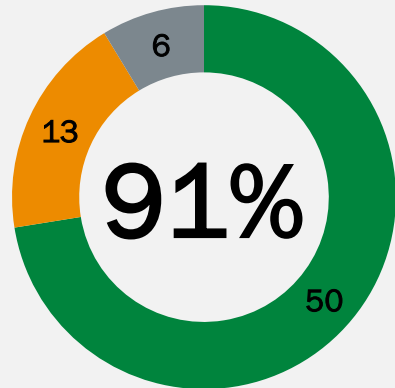


✓ Finding Closed

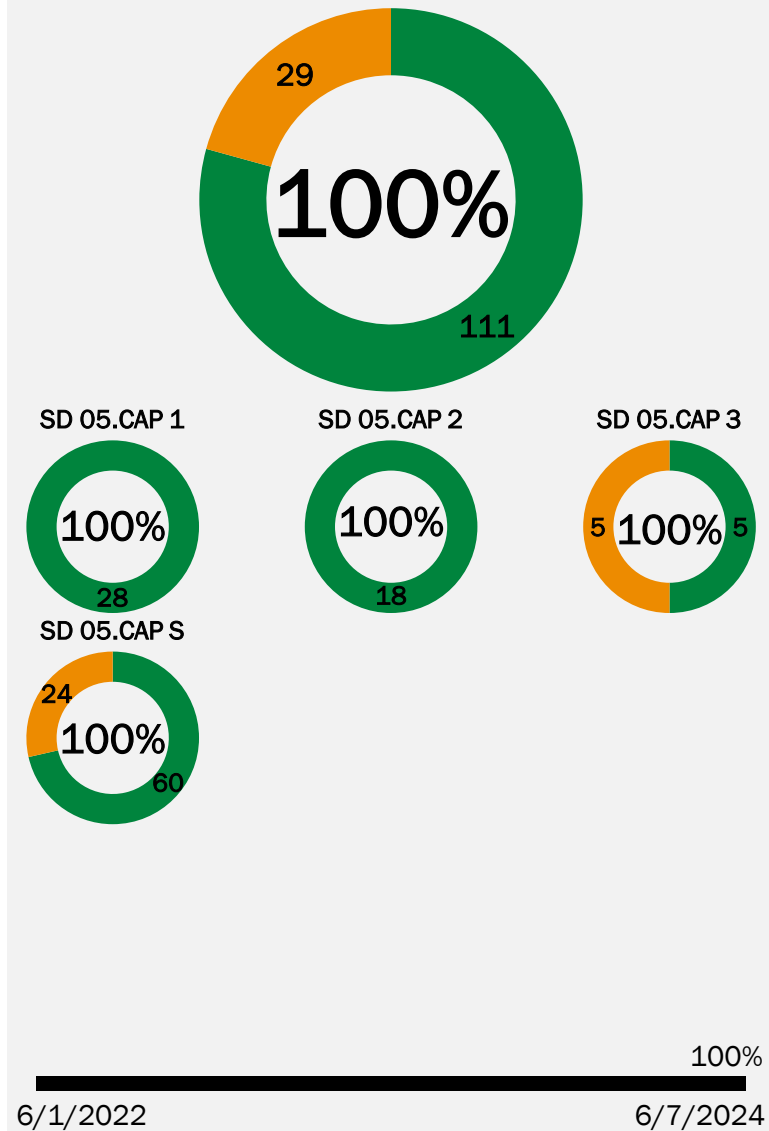
1. Total of 631 actionable items; inclusive of updated 23-10 & 23-12 CAPs, does not include IAL items

SD 22-4: Track Maintenance & PPE

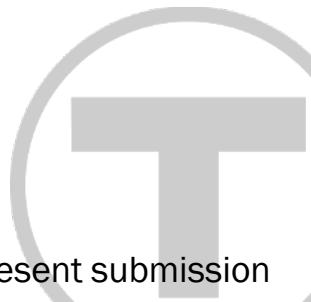
- ✓ F1: Published updated Rulebook for Operations Employees incorporating PPE requirements – CAP CLOSED
- F2: All action items completed CAP CLOSURE REQUESTED
- ✓ F3: Raised Tufts Curve Speed Restriction after completing Cologne Egg replacement – CAP CLOSED
- F4: Developed schedule for ROW Access for MOW – Track Improvement Program (TIP) – **rewrite for remaining action items requested**
- ✓ 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 – **CAP CLOSURE REQUESTED**
- ✓ 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 **6/28/24** CAP CLOSURE REQUESTED
- ✓ F9: Restored Green Line Work Train to Working Order – CAP CLOSED



SD 22-5: Vehicle Securement

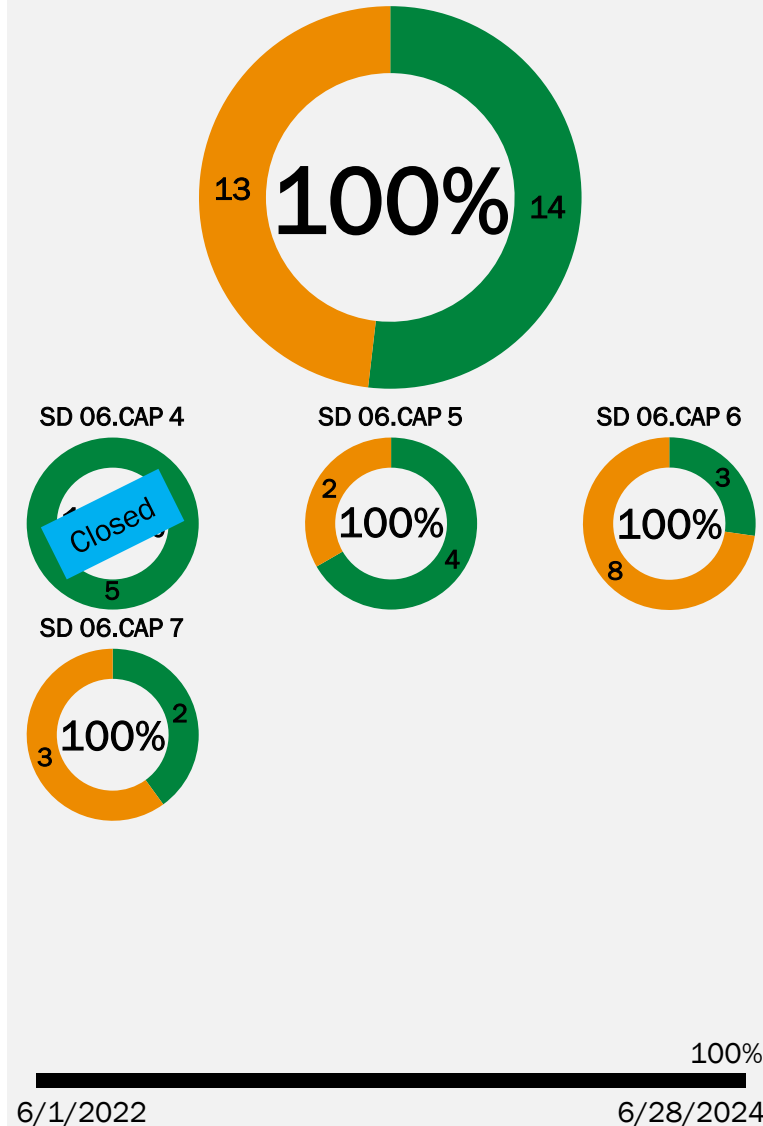


- F1: Procedures for Safe Movements of Rail Vehicles– all action items completed CAP CLOSURE REQUESTED
- F2: Training for SMRV Procedures – all action items completed CAP CLOSURE REQUESTED
- F3: Implemented Compliance Program for Safe Movement, all action items completed CAP CLOSURE REQUESTED
- Supplemental: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

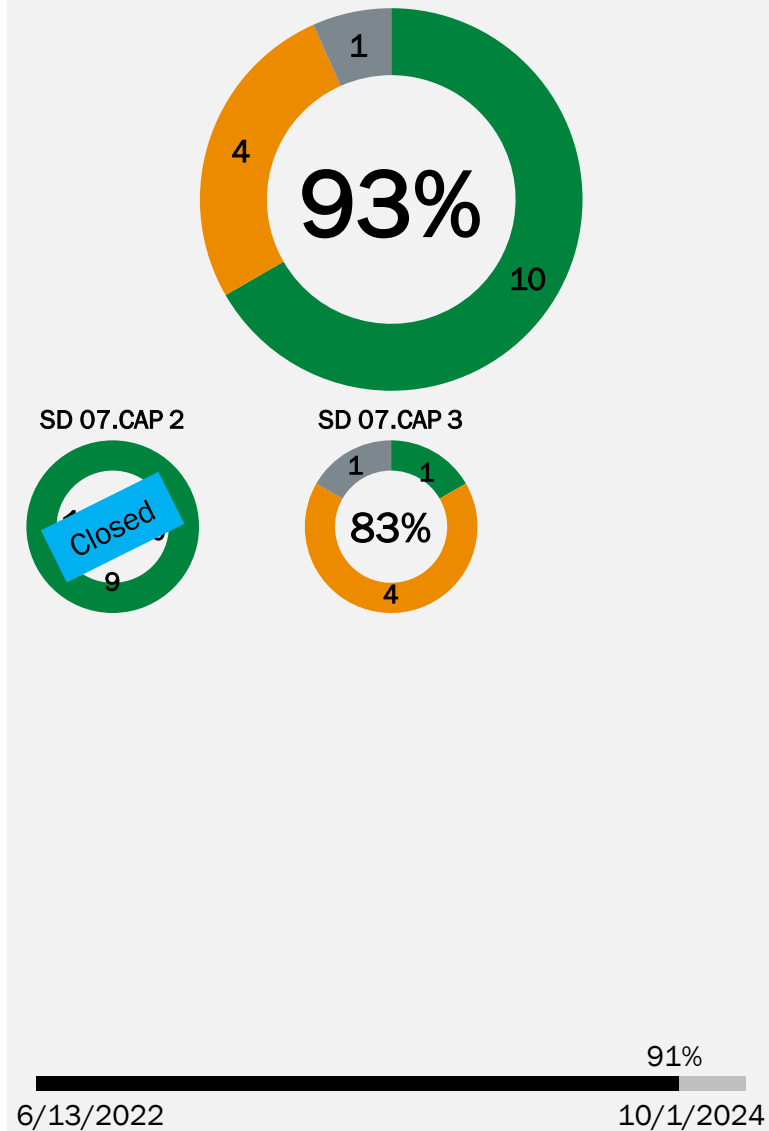


SD 22-6: Operations Control Center

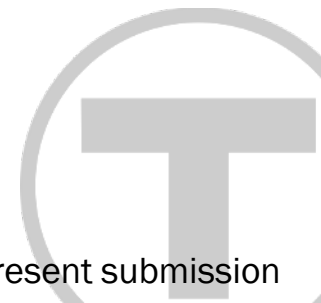
- ✓ F1: Ensured that staff working in OCC are certified – FINDING CLOSED
- ✓ F2: Established policies to ensure OCC staff have sufficient time off between shifts – FINDING CLOSED
- ✓ F3: Established Operating Procedures to Ensure No Staff Performing Dual Roles – FINDING CLOSED
- ✓ F4: Ensured 100% Compliance 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: **Updating materials for specialized dispatcher training.**



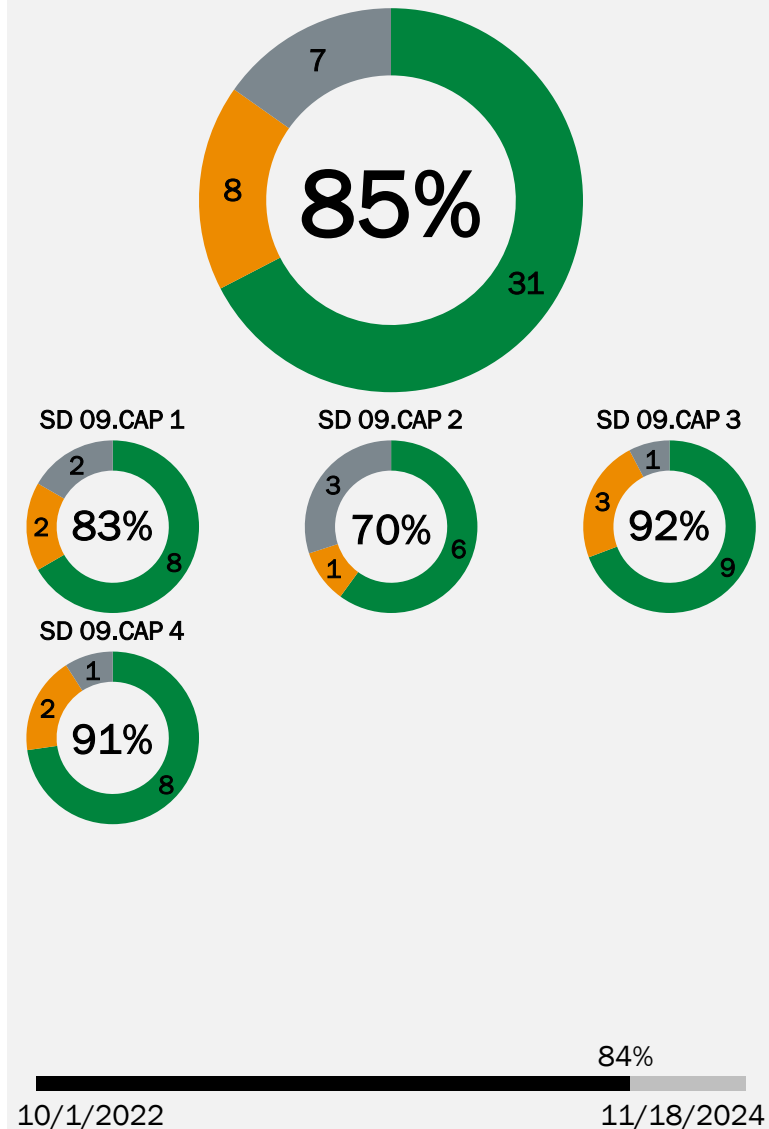
SD 22-7: Lapsed Certification Process



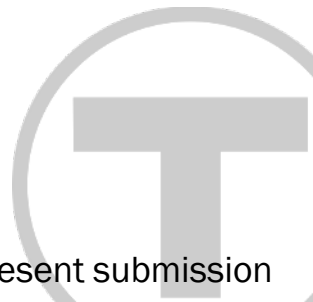
- F1: Ensured 100% of Operating Personnel Are Current in Certifications – Finding Closure Requested in Fall 2023. **FINDING CLOSED**
- F2: Ensured 100% of Operating Personnel Are Current in Certifications – **CAP CLOSED**
- F3: Ensured 100% of Operating Personnel Are Current in Certifications; **Developing training materials for 7/1/24 submission**



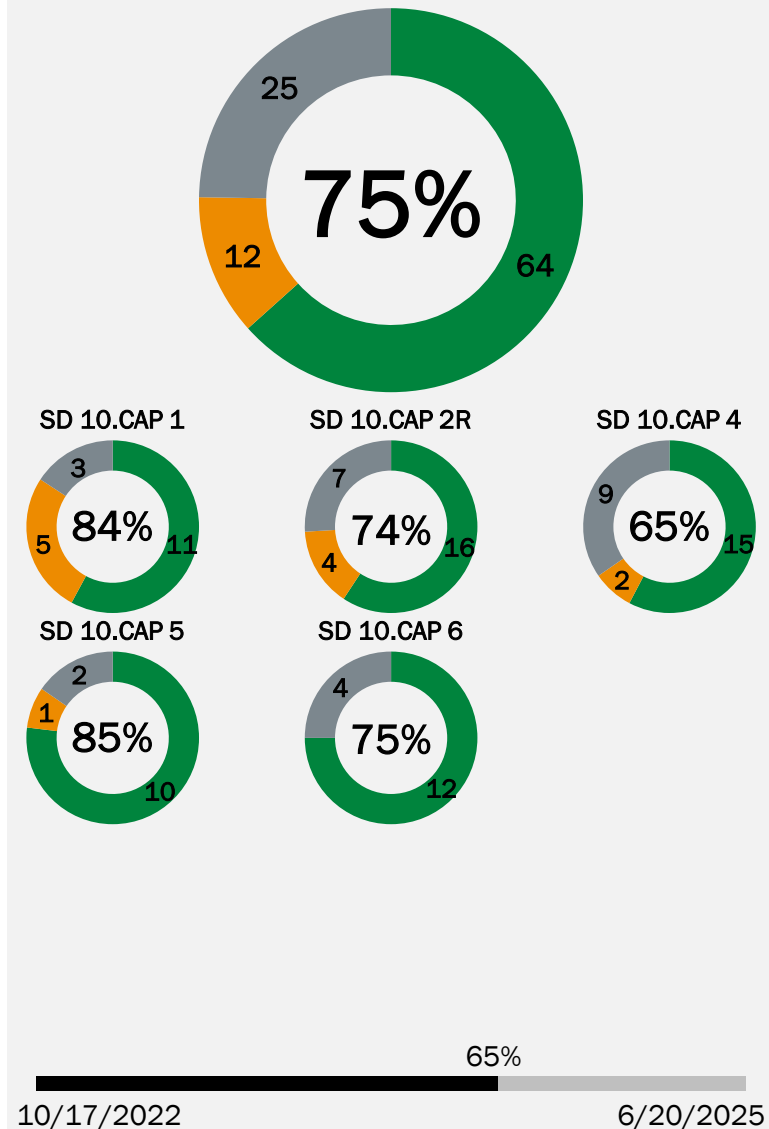
SD 22-9: Workforce



- F1: Workforce Assessment: Progressing toward completing dependency WFA modeling. **Developing training content for model use.**
- F2: Hiring Plan: Developing prioritization framework for the hiring plan.
- F3: **Training plan complete and deliverable submitted 6/28/24**
- F4: Contractor Oversight: All action items completed.



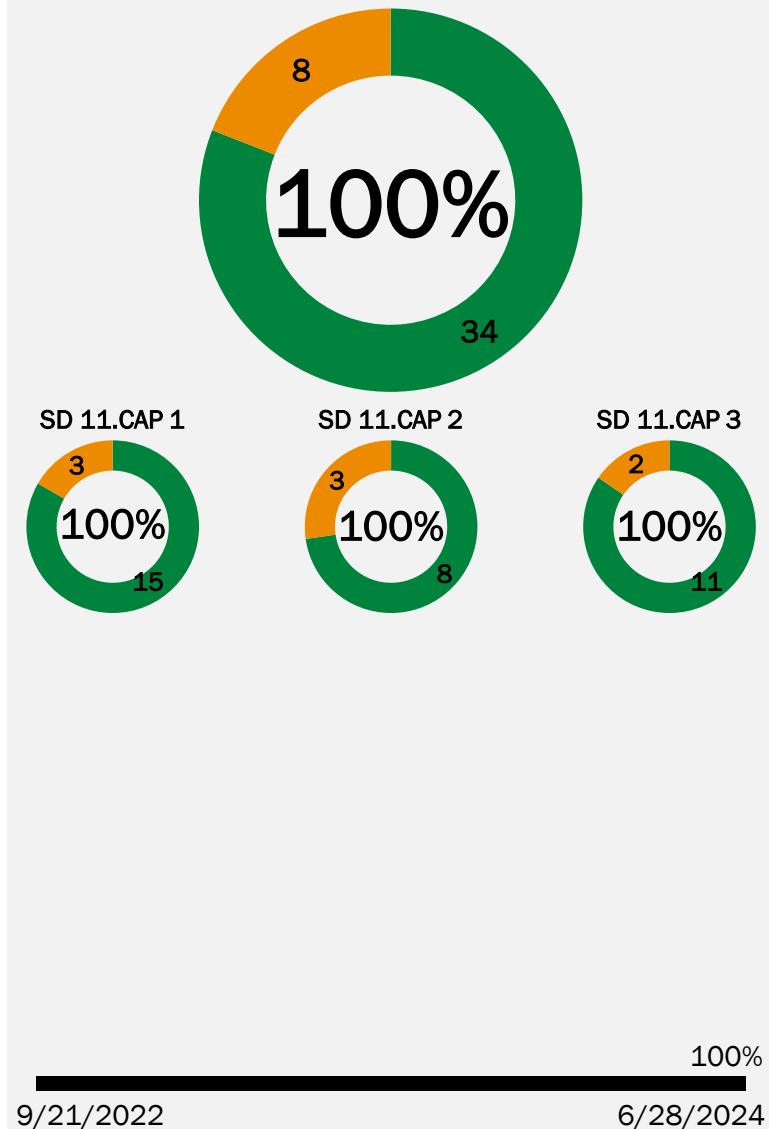
SD 23-10: Safety Information & SMS



- F1: Distributed and submitted second draft of SMS Implementation Plan and communicated action item owners.
- F2/F3: Submitted workshop elevation criteria
- F4: Defined mitigation monitoring performance metrics
- F5: Identified gaps Safety Risk Assessment Training
- F6: Evaluated Safety Data products
- Completed Safety Department Staffing Analysis and submitting weekly hiring updates to FTA, completed Strategic Hiring Plan



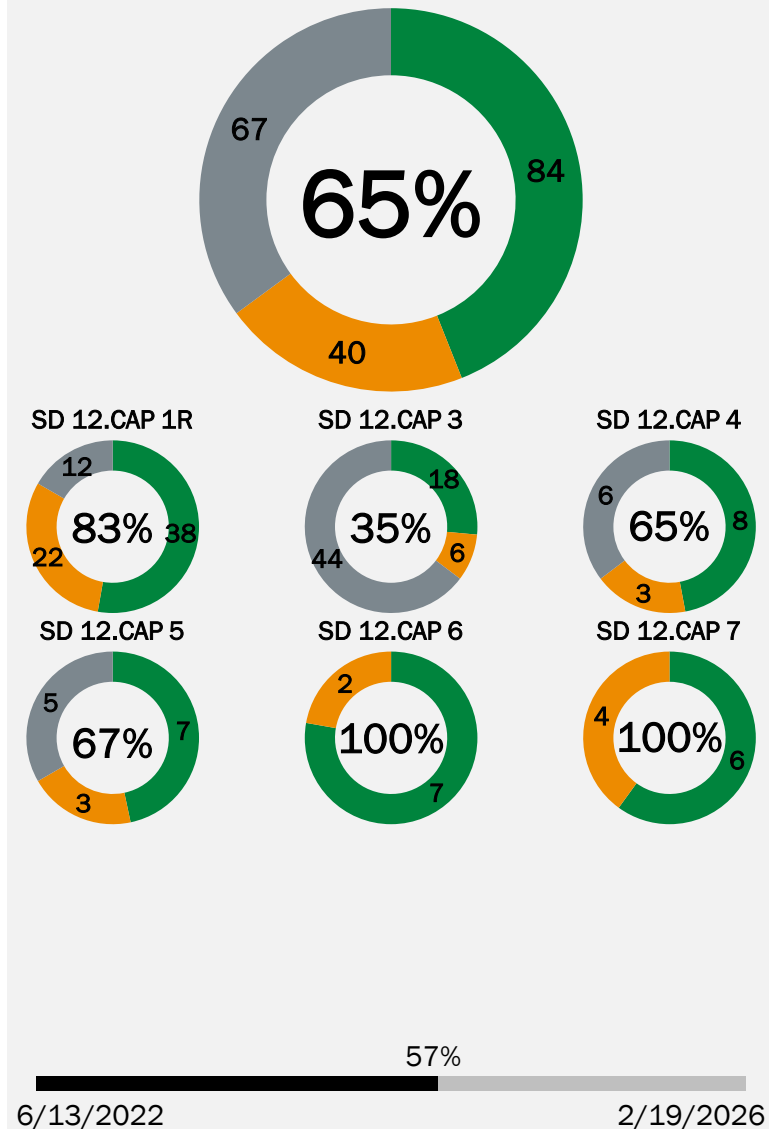
SD 22-11: Safety Communication



- F1: All action items completed, under FTA verification - **CLOSURE REQUEST SUBMITTED**
- F2: All action items completed, under FTA verification - **CLOSURE REQUEST SUBMITTED**
- F3: All action items completed, under FTA verification - **CLOSURE REQUEST SUBMITTED**



SD 22-12: Policies, Procedures & Training



- F1/F2: Developing process for referral and reporting on rules compliance with front line worker feedback.
- F3: Messaged the Quality Management System Manual to the Authority.
- F4: Developed Recommendations for Centralized Training Governance – Relief on discrete action items requested
- F5: Developed plan for digitization for PMIs for E&M and VM
- F6: Submitted Mentorship Leadership Proposal – CAP CLOSURE REQUESTED
- F7: Completed all action items, FTA verified quarterly Radio Weak Spots assessment. CAP CLOSURE REQUESTED

