



Massachusetts Bay Transportation Authority

**FTA Safety Management Inspection Update
MBTA Safety, Health & Environment Meeting
September 12, 2024
Meredith Sandberg, Chief of Quality, Compliance & Oversight**



SD 22-12 CAP 6 Closed | Mentorship Program



Program Goal
Increasing Retention

Top Program Objectives



Relationship & Trust Building



Helping Staff Navigate Their Environment



Social & Emotional Support

SD 22-9 CAP 1 Closed Workforce Assessment

Expand and scale our workforce
to meet the needs of our riders.

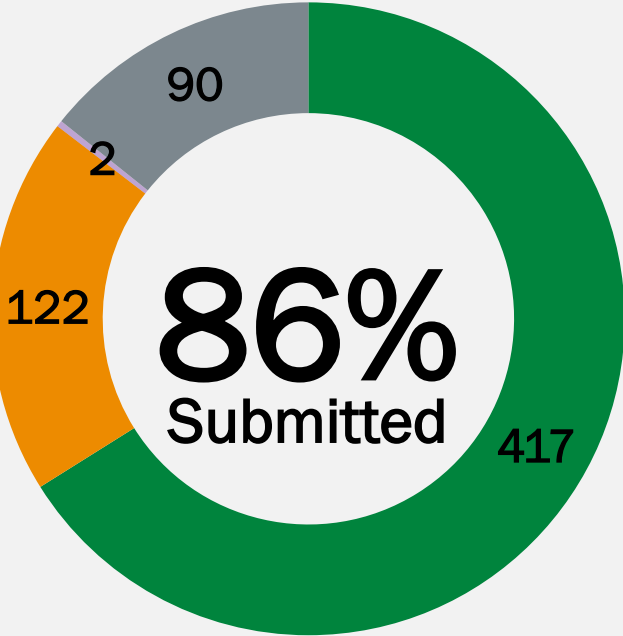
Proactively plan for service
demands and reliability.

Mitigate large-scale projects due
to deferred track maintenance.



FTA SMI Response Progress Summary

Overall CAP Progress¹

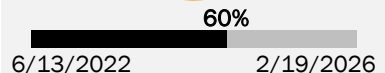
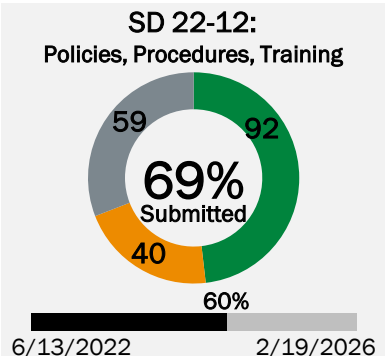
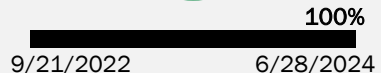
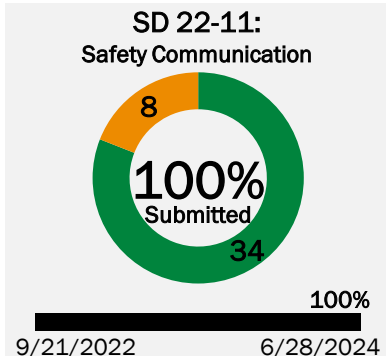
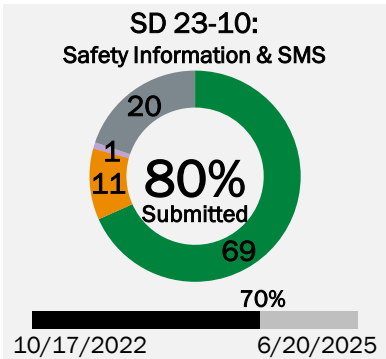
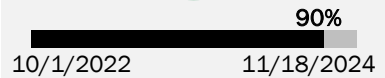
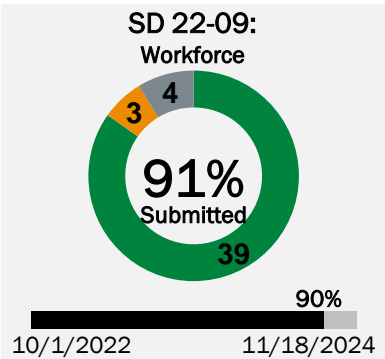
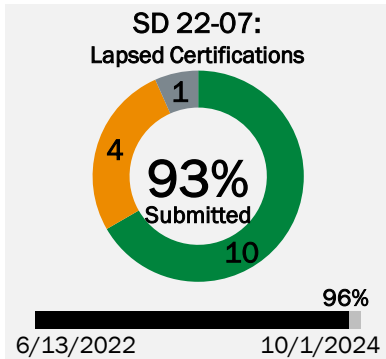
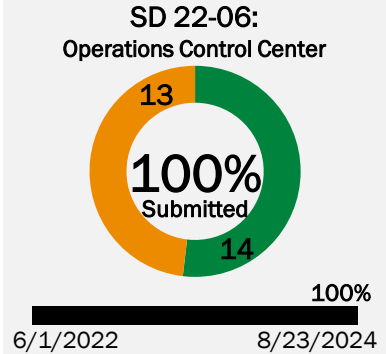
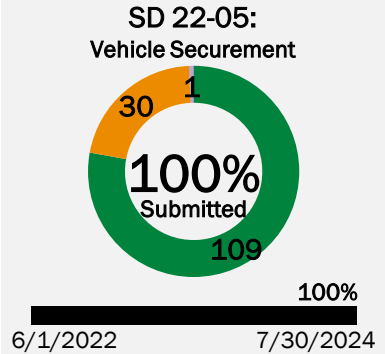
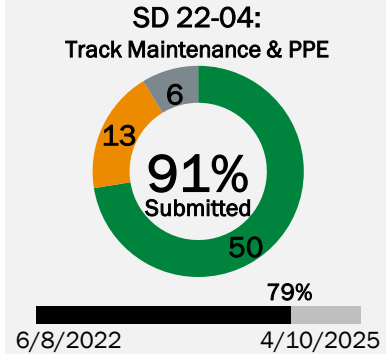


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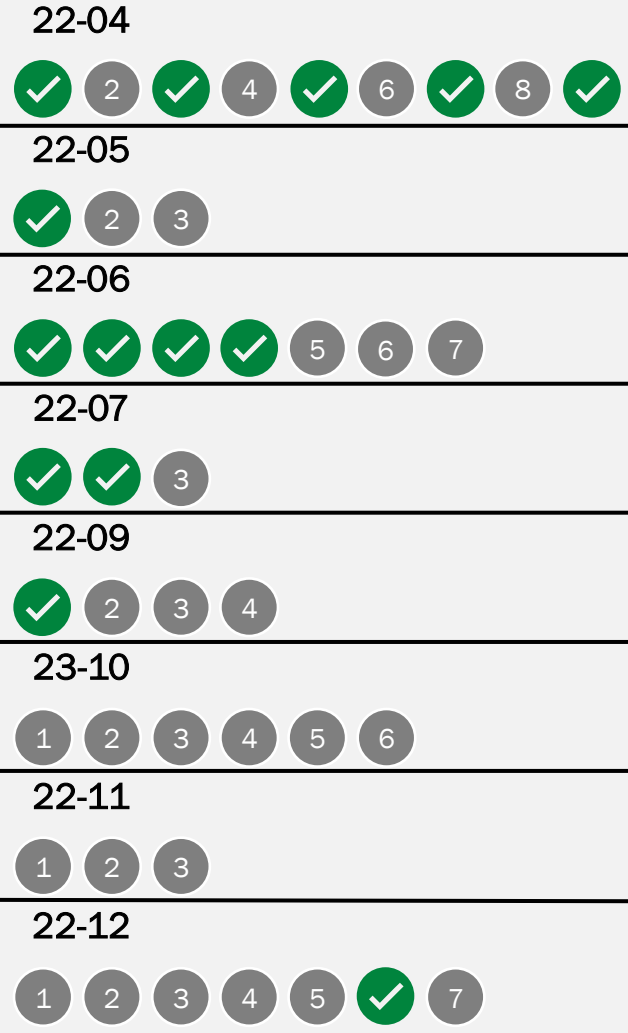


6/1/2022 2/19/2026

Overall Findings	Total	42
	Closed	14
	Ongoing	28



Overall Finding Progress



Finding Closed

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

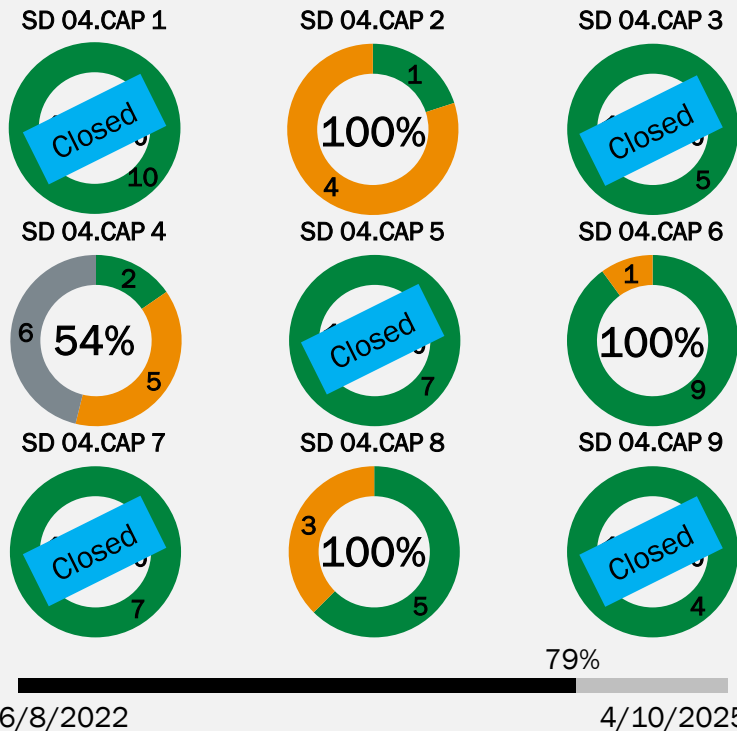
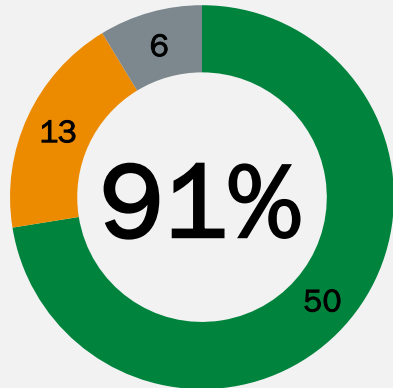


Questions?

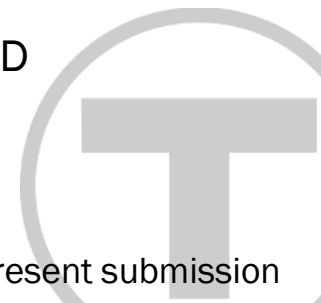
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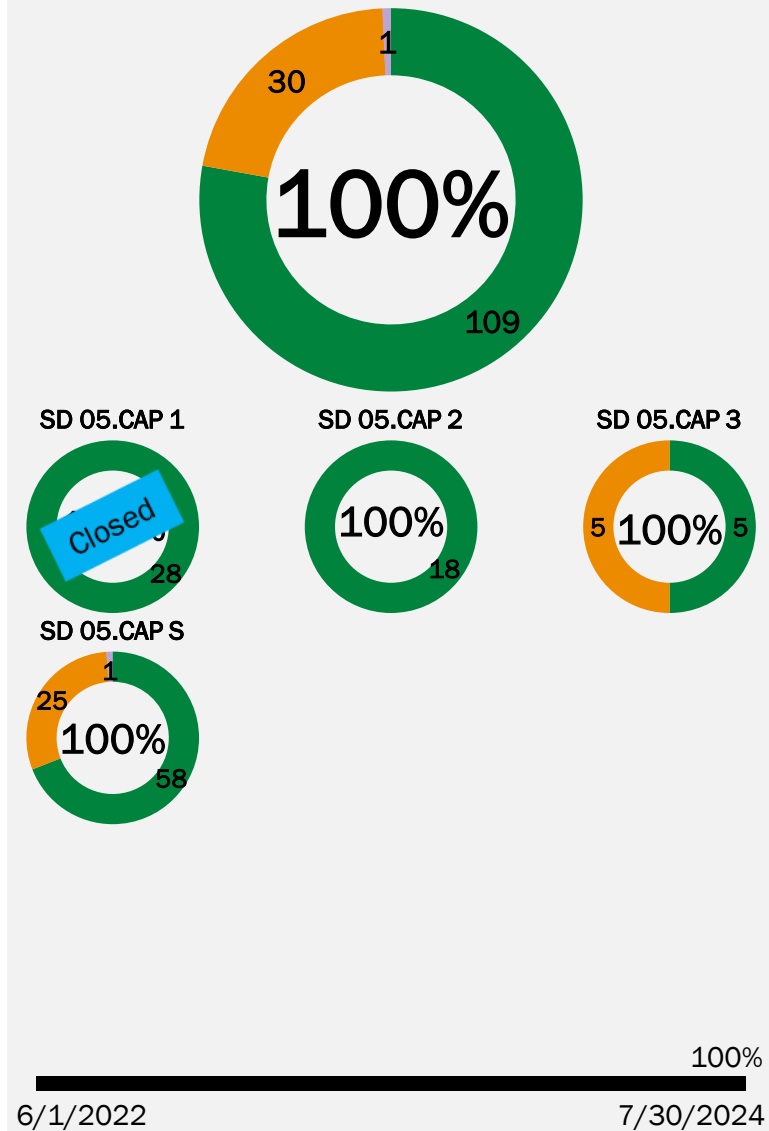
SD 22-4: Track Maintenance & PPE



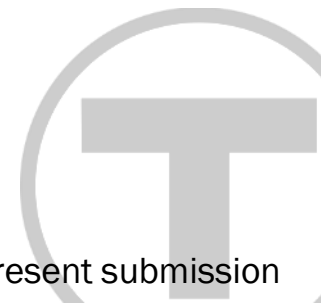
- ✓ F1: Published updated Rulebook for Operations Employees incorporating PPE requirements – CAP CLOSED
- F2: All action items completed CAP CLOSURE REQUESTED
- ✓ F3: Raised Tufts Curve Speed Restriction after completing Cologne Egg replacement – CAP CLOSED
- F4: Developed schedule for ROW Access for MOW – Track Improvement Program (TIP) – **CAP REWRITE UNDERWAY**
- ✓ 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
- 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.



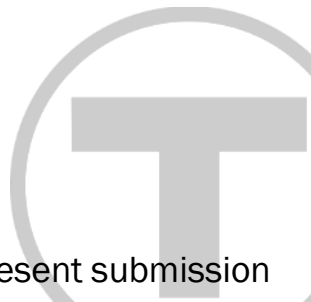
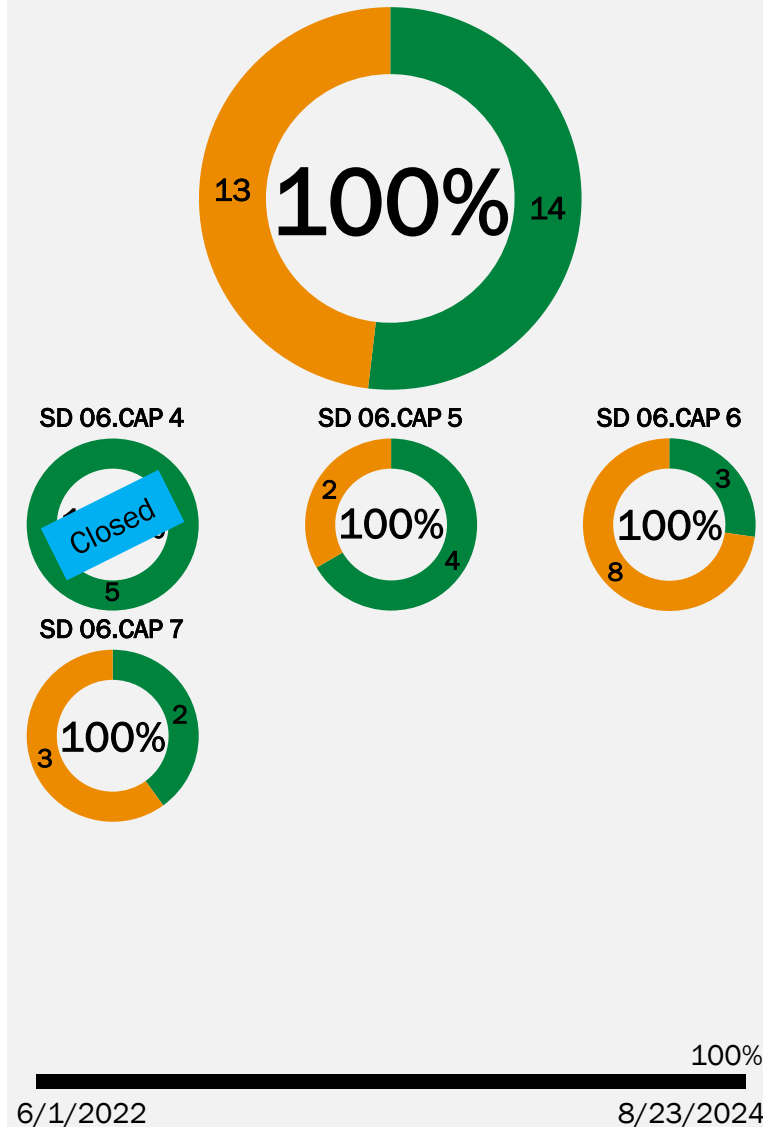
6/1/2022

7/30/2024

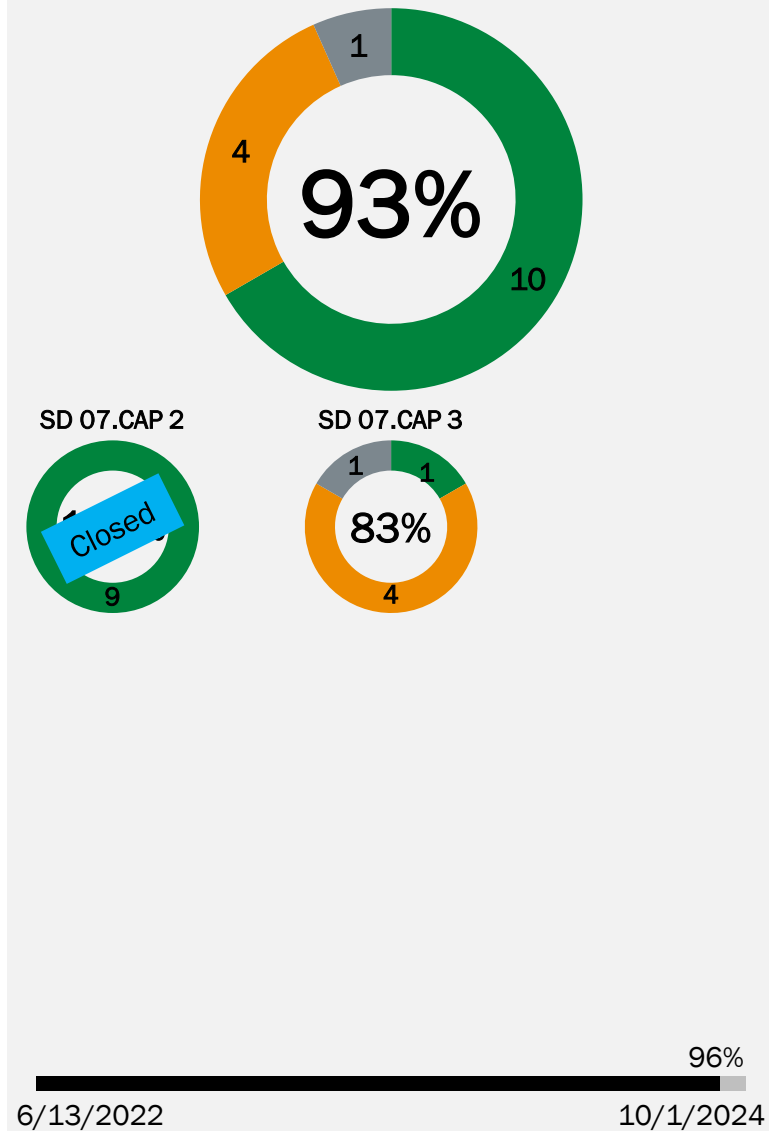
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SD 22-6: Operations Control Center

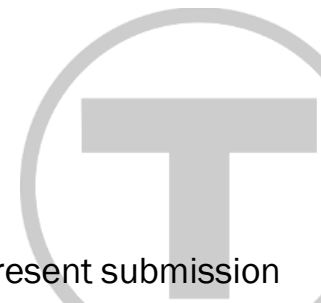
- ✓ F1: Ensured that staff working in OCC are certified – FINDING CLOSED
- ✓ F2: Established policies to ensure OCC staff have sufficient time off between shifts – FINDING CLOSED
- ✓ F3: Established Operating Procedures to Ensure No Staff Performing Dual Roles – FINDING CLOSED
- ✓ F4: Ensured 100% Compliance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



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 – CAP CLOSED
- F3: Ensured 100% of Operating Personnel Are Current in Certifications; Designing and Implementing Certification Management Procedures - dashboard went live 2/1/24.



Submissions Accepted

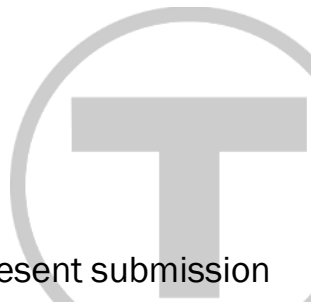
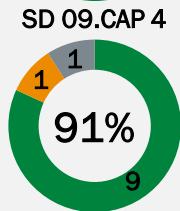
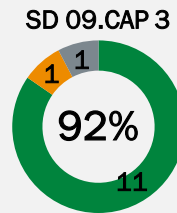
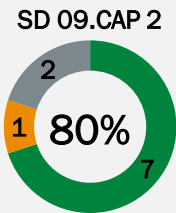
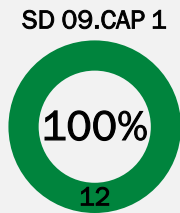
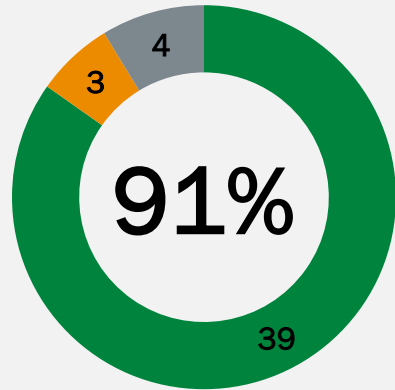
Under FTA Review

Resubmittal Required

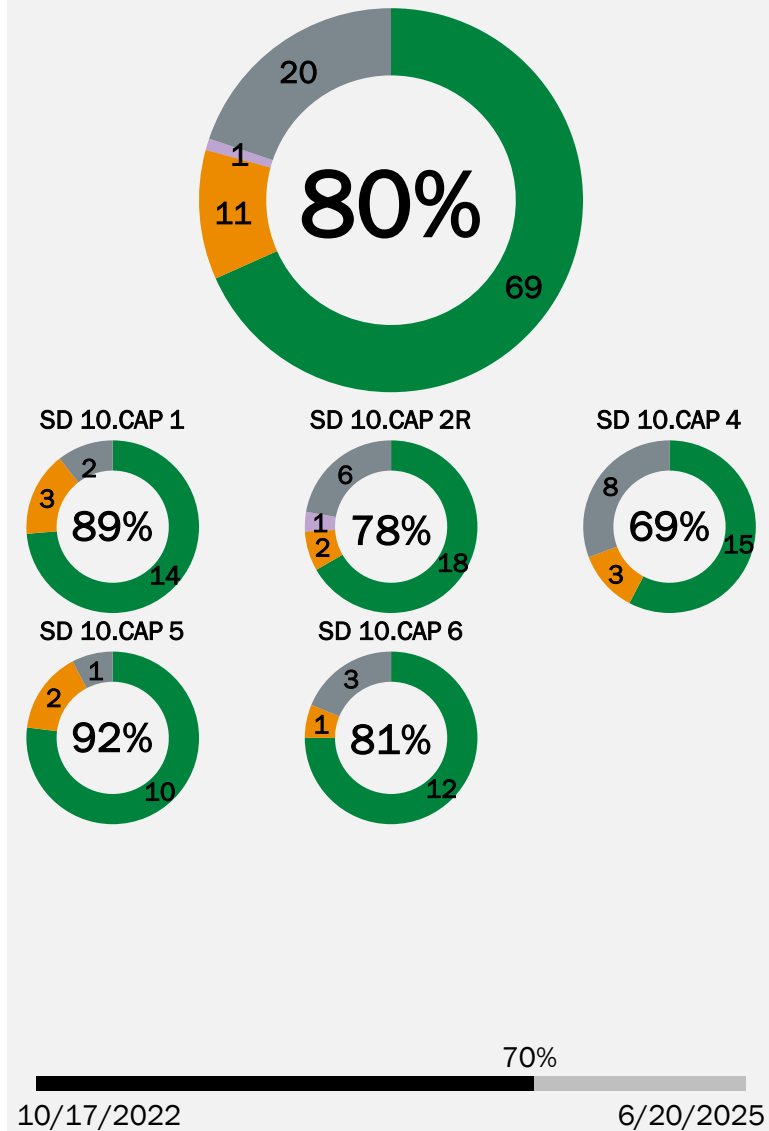
Not Yet Submitted

SD 22-9: Workforce

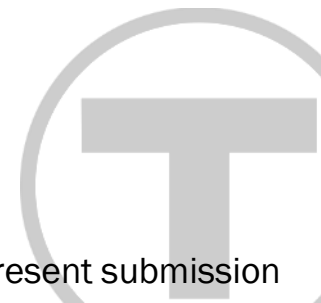
- F1: Workforce Assessment: Final safety risk assessment and workforce assessment accepted. – CAP CLOSED
- F2: Hiring Plan: **First draft of five-year hiring plan accepted, final draft underway.**
- F3: In final stages of implementing training plan for updated Safety Certification policy.
- F4: Contractor Oversight: All action items completed.



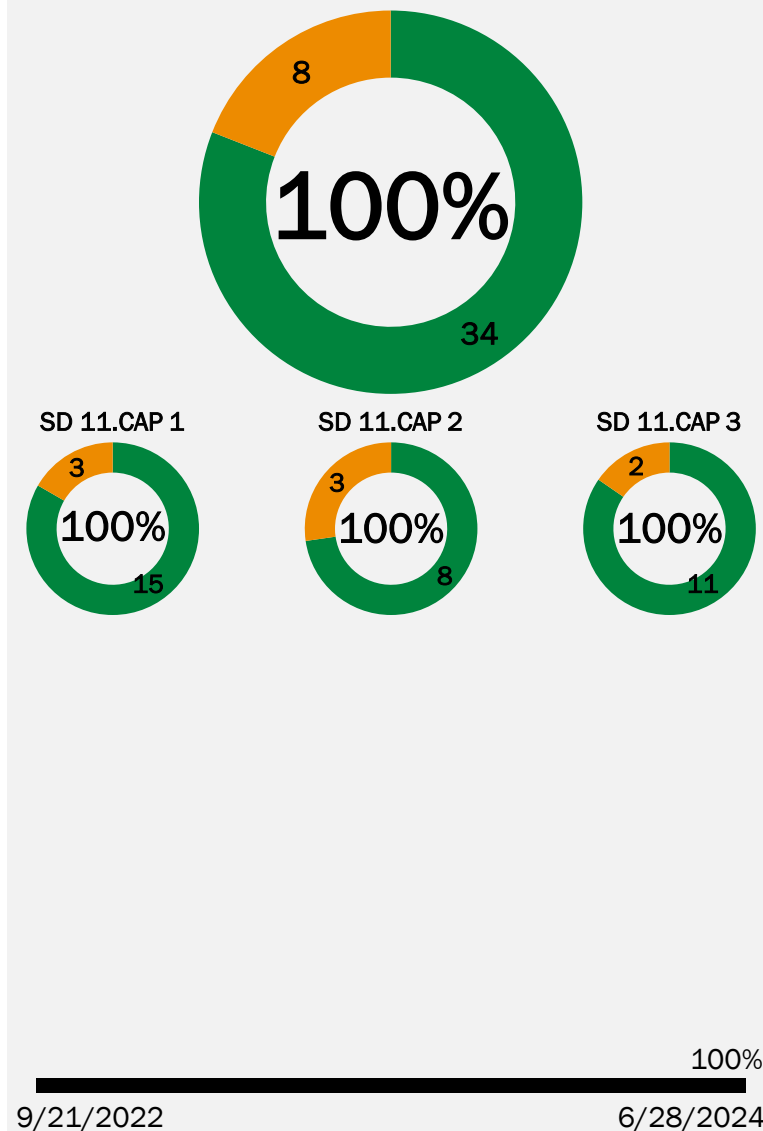
SD 23-10: Safety Information & SMS



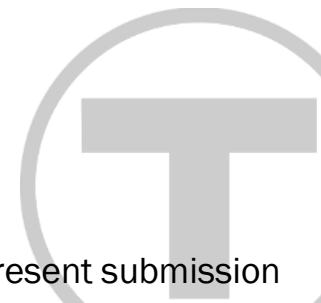
- F1: SMS Implementation Plan underway, SMS trainings updated.
- F2/F3: Established safety information elevation criteria
- F4: Submitted mitigation monitoring process
- F5: Revised and submitted Transit Safety Plan.
- F6: Revised and submitted Transit Safety Plan.



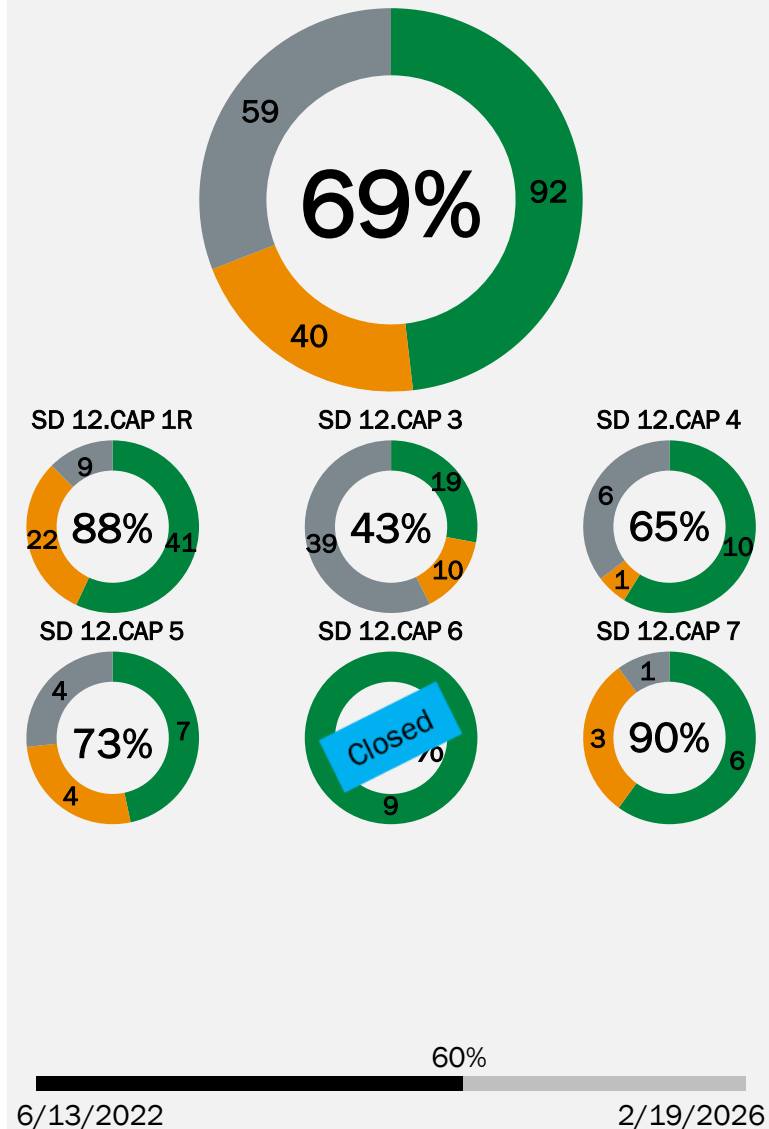
SD 22-11: Safety Communication



- F1: All action items completed, under FTA verification – CAP CLOSURE REQUESTED
- F2: All action items completed, under FTA verification – CAP CLOSURE REQUESTED
- F3: All action items completed, under FTA verification



SD 22-12: Policies, Procedures & Training



- F1/F2: Assessing effectiveness rules compliance pilot while continuing ongoing audit submittals.
- F3: Developed and updated VE processes and SOPs, procured Document Management System.
- F4: Developed and submitted Operations Training content
- F5: Providing continual progress updates on procedure updates.
- F6: Evaluated program design for Rail Ops mentorship – CAP CLOSED
- F7: Completed all action items, FTA verified quarterly Radio Weak Spots assessment. – CAP CLOSURE REQUESTED

