



# Massachusetts Bay Transportation Authority

**FTA Safety Management Inspection Update**

**MBTA Board of Directors Meeting**

**January 25, 2024**

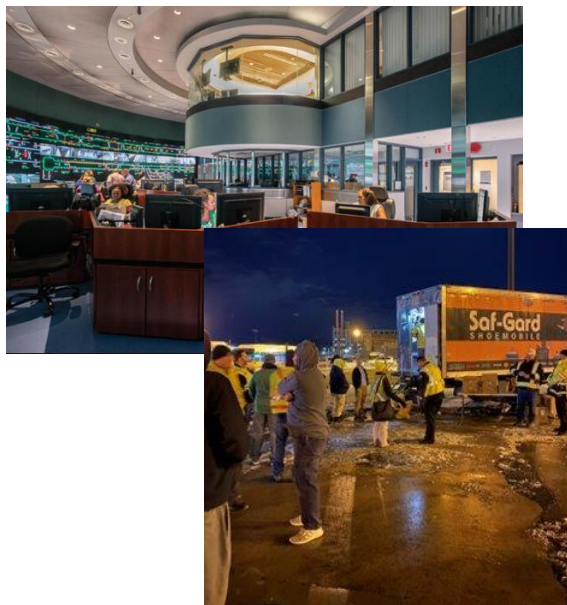
**Meredith Sandberg, Chief of Quality, Compliance & Oversight**



# Looking back on the first full year of SMI Response

## Workforce:

- OCC staffing improvements
- Rail Recertifications
- Free boot distribution through the Boot Truck



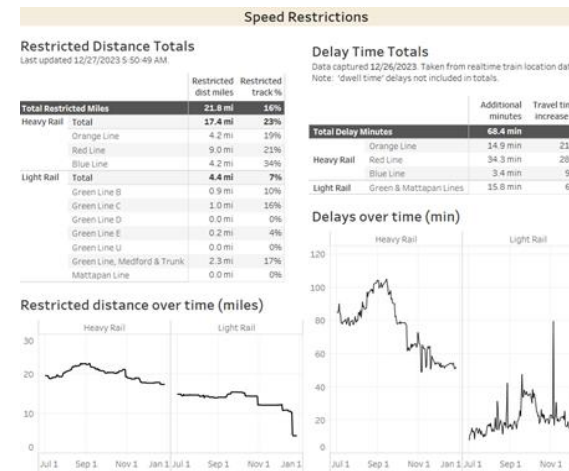
## Service:

- Build out transparent speed restriction reporting
- Cleared speed restrictions
- Reduced delays
- EVI heavy rail pilots



## Infrastructure:

- Tufts Medical Center curve repairs
- IAL Response and Resulting Initiatives
- Special Maintenance Repair Plan implementation



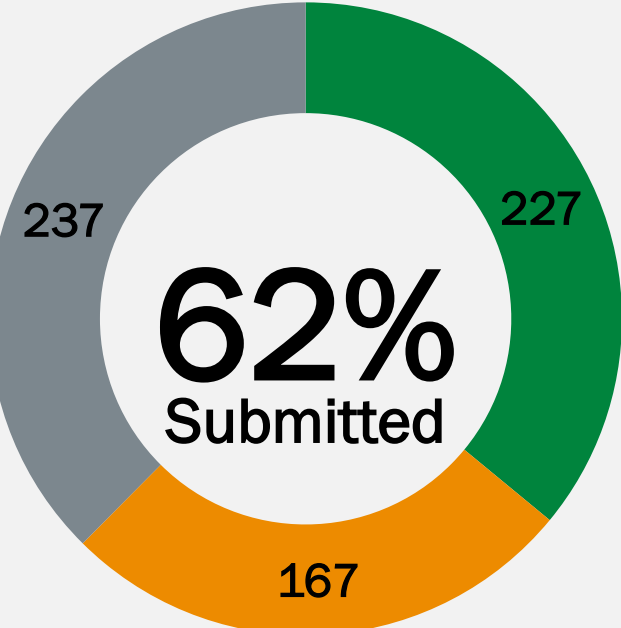
## Rules, Policies, Procedures:

- Updated PPE Policy
- Published New Operations Rulebook
- RAC, ROW training
- Piloted Advanced Mobile Flagging



# FTA SMI Response Progress Summary

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



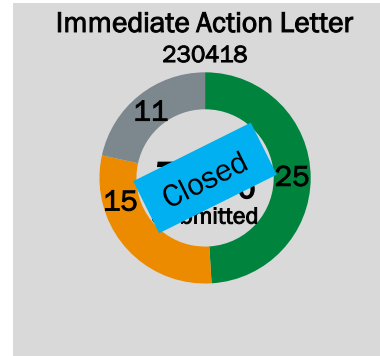
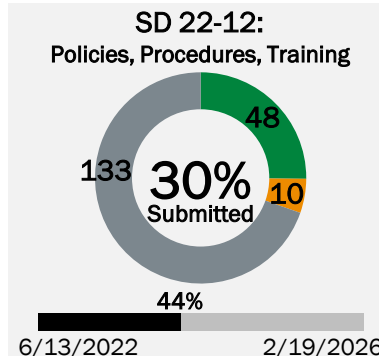
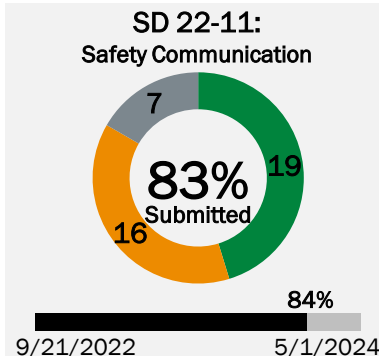
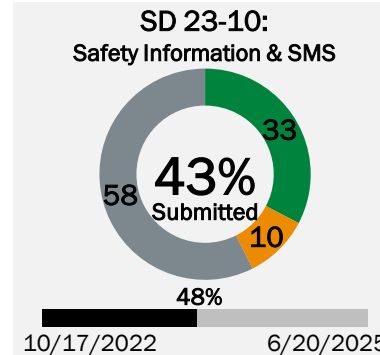
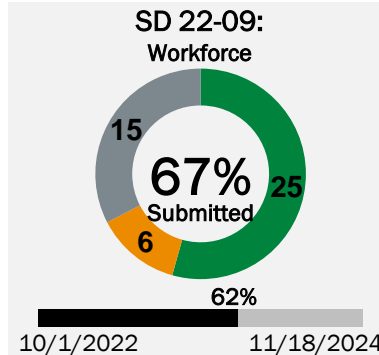
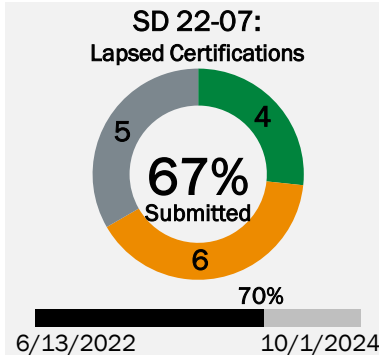
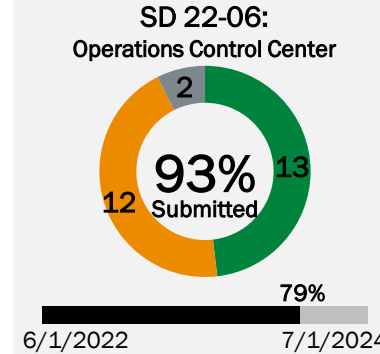
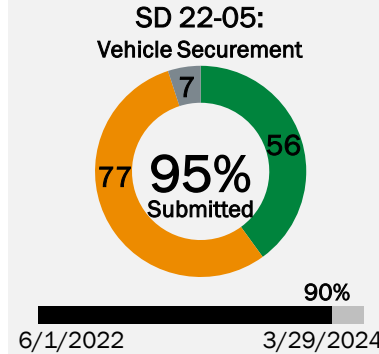
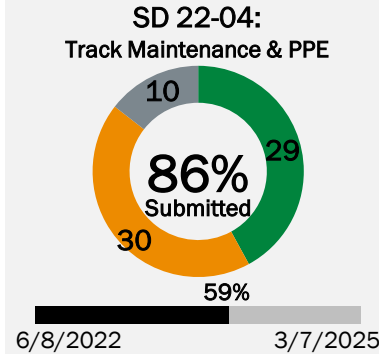
**62% Submitted**

44%

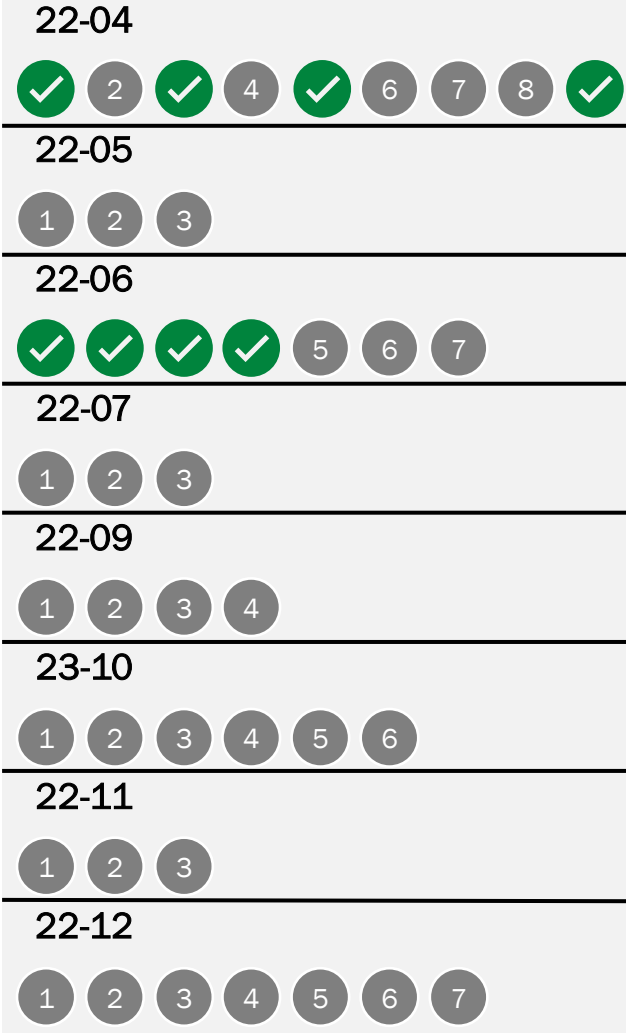
6/1/2022      2/19/2026

### Overall Findings

Total	42
Closed	8
Ongoing	34



## Overall Finding Progress



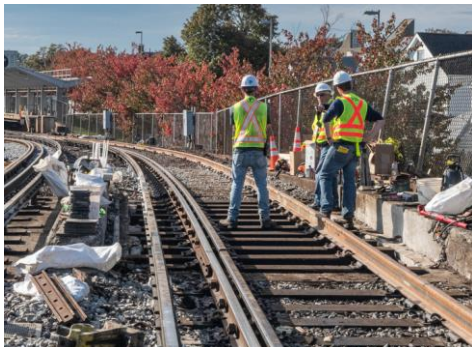
✓ Finding Closed

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

# MBTA has our work cut out for us in 2024

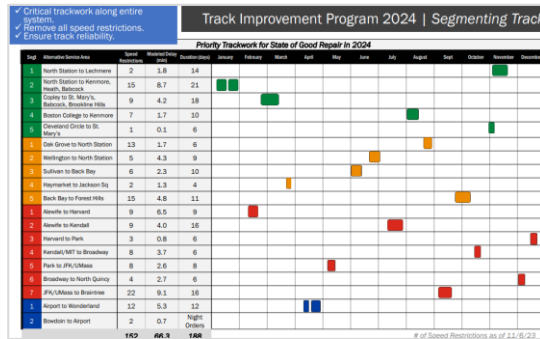
## Workforce:

- Complete Workforce Assessment and Five-Year Hiring Plan
- Build out Centralized Training Governance
- Complete and implement New Roadway Worker Protection (RWP) training
- Finalize Mentor Plan



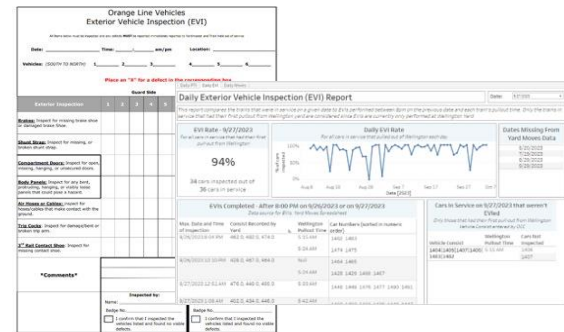
## Service:

- Improving Surge Oversight through the Track Improvement Program
- Continue Safety Hotline and Safety Promotion
- Implement SMS



## Infrastructure:

- Full EVI implementation systemwide as a business practice
- Rollout of revised Safety Certification policy
- Continue developing Contractor oversight efforts



## Rules, Policies, Procedures:

- Transition from ROW -> Roadway Worker Protection
- Build out Quality Management & Document Management
- Evaluate and revise Safety Rules Compliance Programs

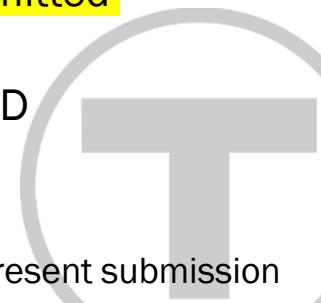
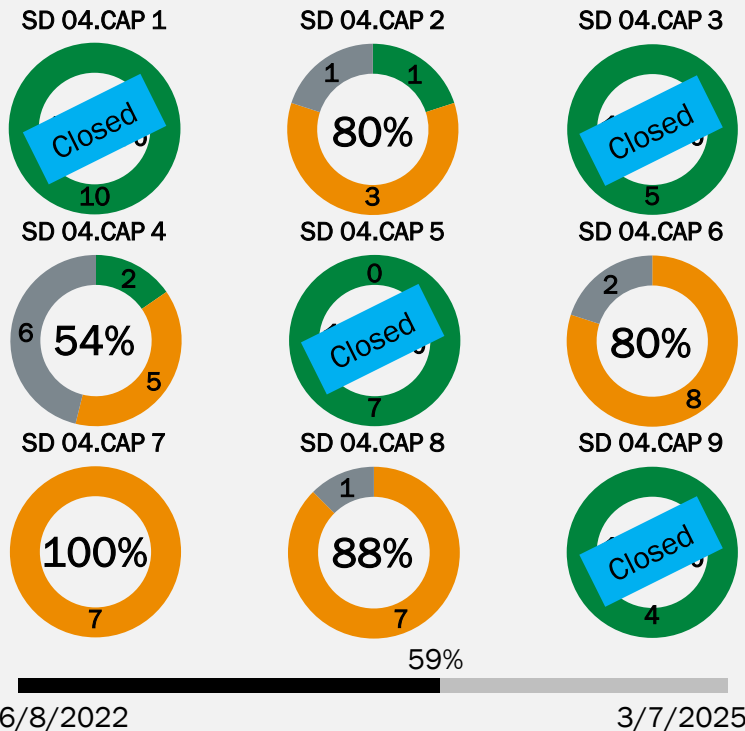
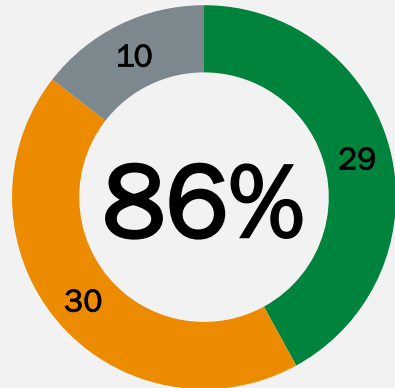




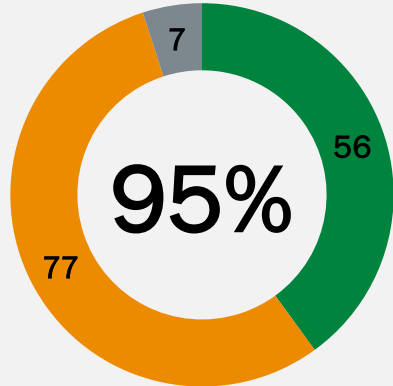
Questions?

# SD 22-4: Track Maintenance & PPE

- ✓ F1: Published updated Rulebook for Operations Employees incorporating PPE requirements – CAP CLOSED
- F2: Reporting against our PPE compliance program on a monthly basis – all action items completed
- ✓ 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)
- ✓ 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
- F7: Developed and Implemented New Weekly Track Conditions Report for Executives – CAP Closure Request submitted 12/21/23
- F8: Updated SMRP to account for removed speed restrictions, submitted SMRP metrics to FTA for our quarterly update 12/29/23
- ✓ F9: Restored Green Line Work Train to Working Order – CAP CLOSED

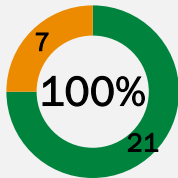


# SD 22-5: Vehicle Securement

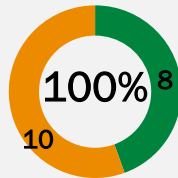


- F1: Submitted Final Procedure for BL
- F2: Developed Training for BL Procedure
- F3: Implemented Compliance Program for Safe Movement
- Supplemental: Red Line pilot underway at both Cabot and Caddigan

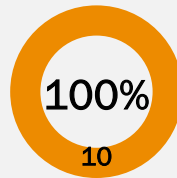
SD 05.CAP 1



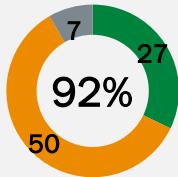
SD 05.CAP 2



SD 05.CAP 3



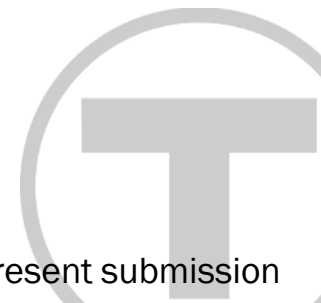
SD 05.CAP S



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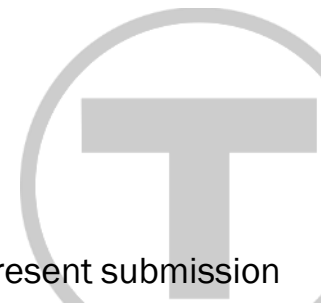
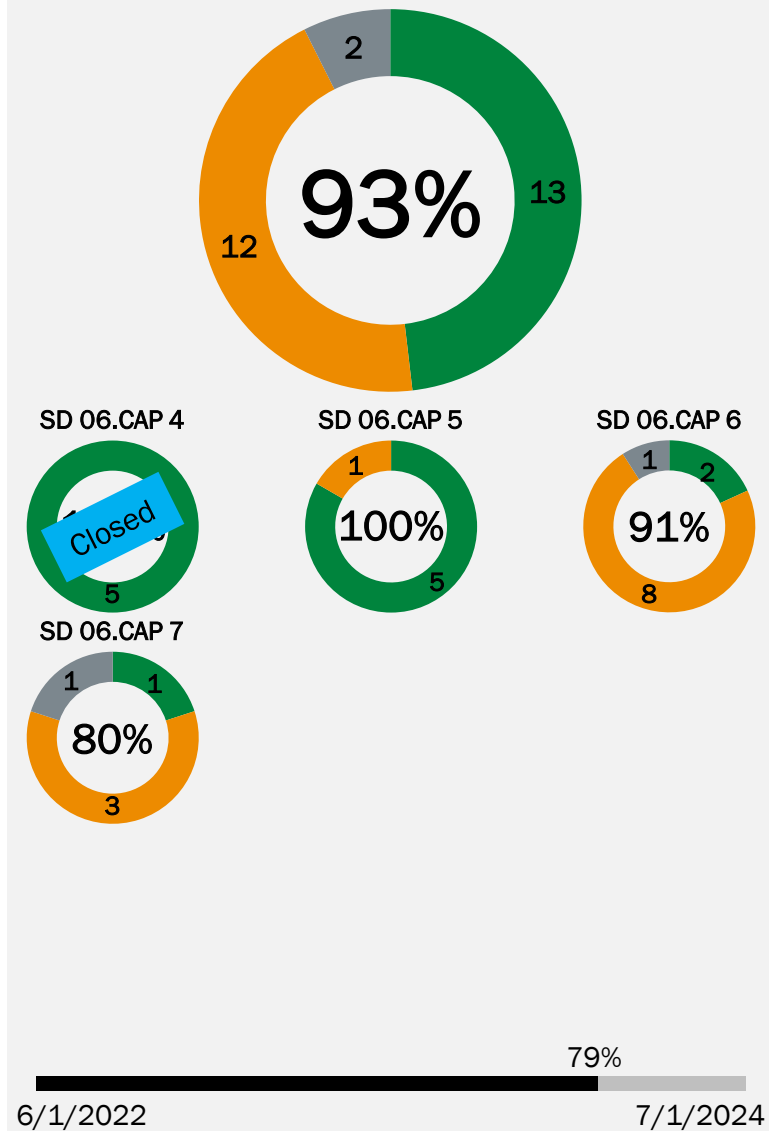
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3/29/2024



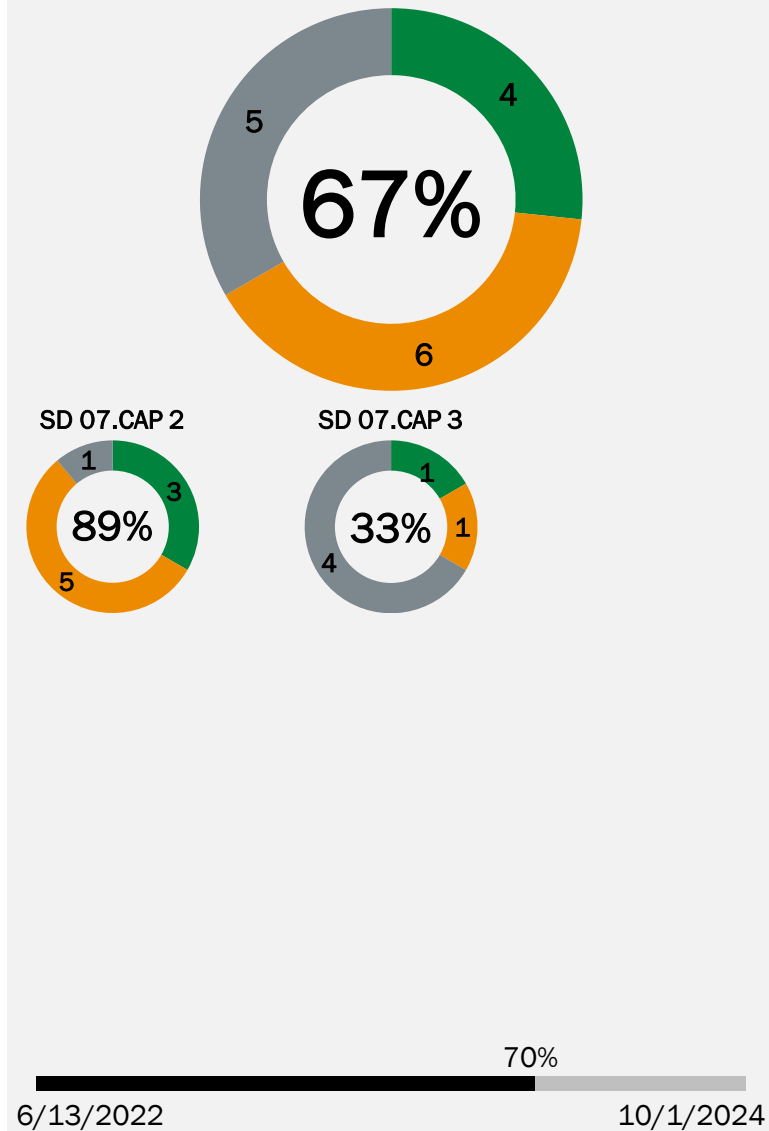
# SD 22-6: Operations Control Center

- ✓ 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
- F6: Implementing plan to make OCC role more attractive (OCC renovation in design phase) – Continuing to work with contractor to create requirements and begin conceptual design of new OCC room.
- F7: Submitted Plan for Formal tracking and notification system – currently working through operationalizing the system.

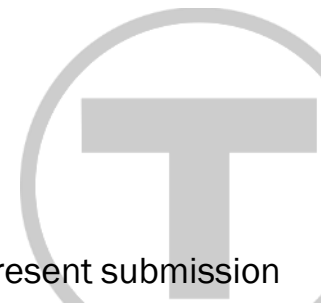




# SD 22-7: Lapsed Certification Process

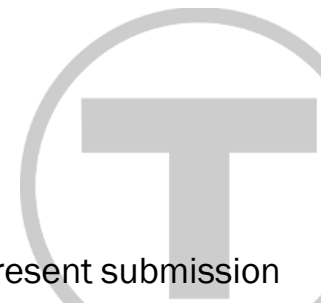
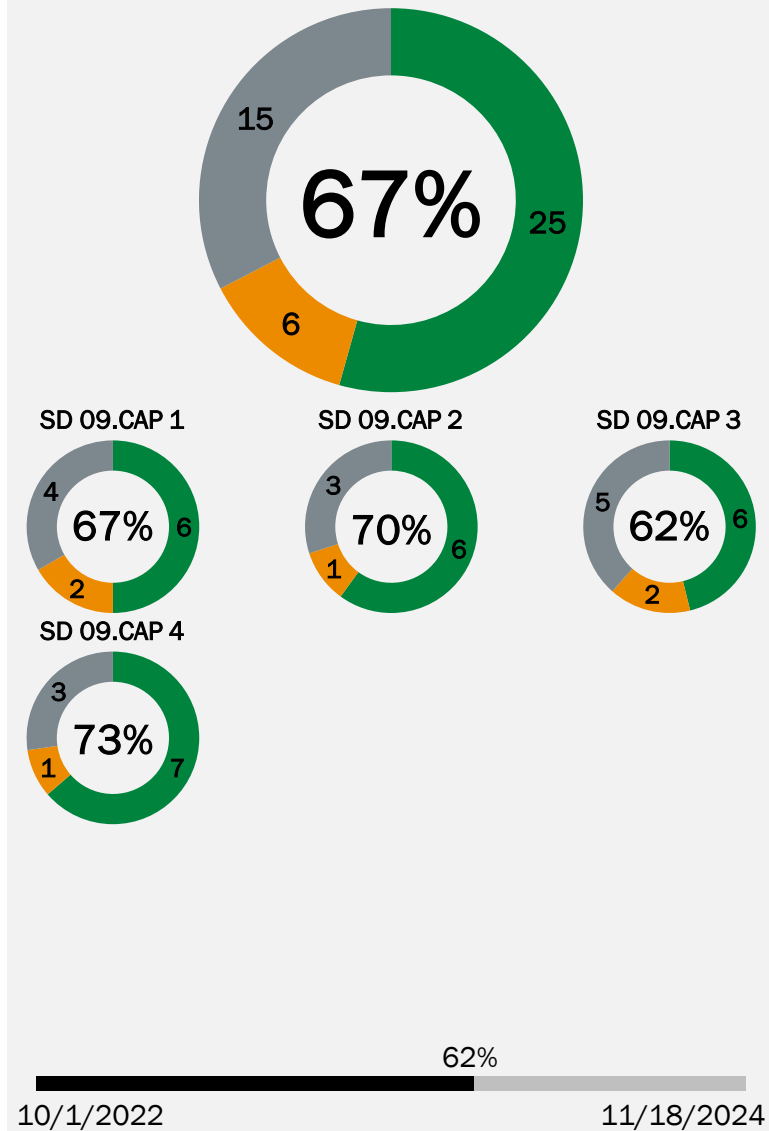


- F1: Ensured 100% of Operating Personnel Are Current in Certifications – Finding Closure Requested
- F2: Ensured 100% of Operating Personnel Are Current in Certifications - Submitted Special Order revision
- F3: Ensured 100% of Operating Personnel Are Current in Certifications; Designing and Implementing Certification Management Procedures

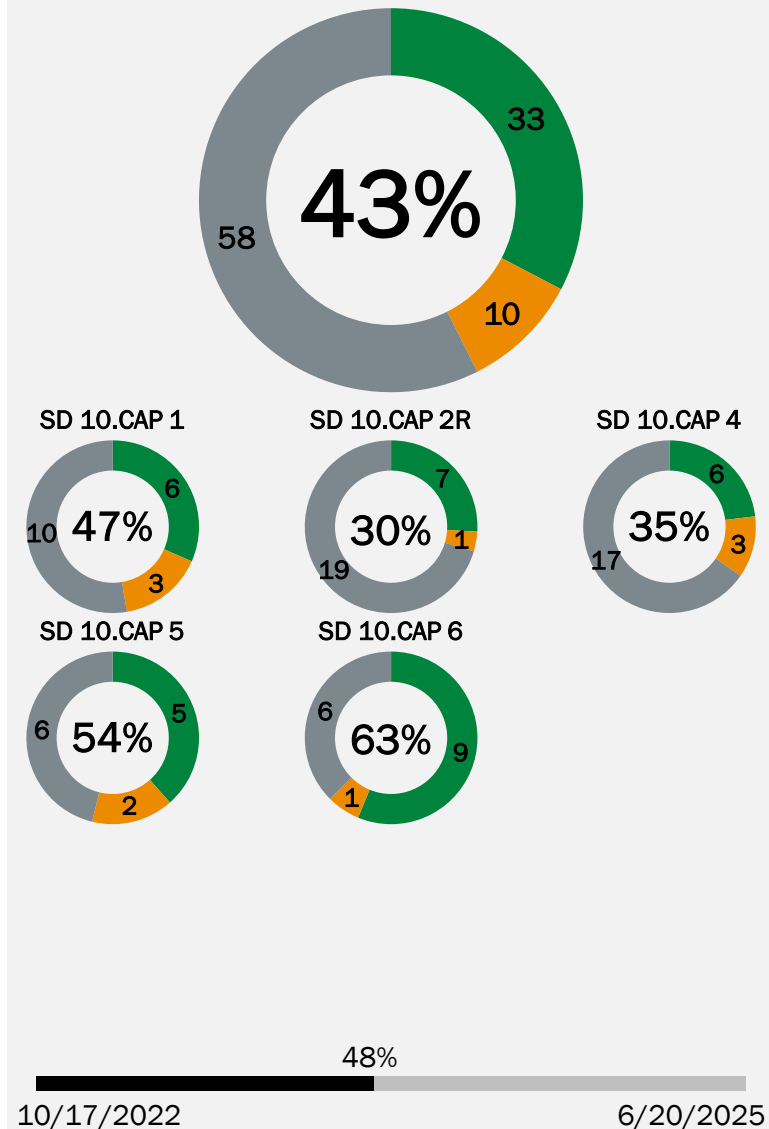


# SD 22-9: Workforce

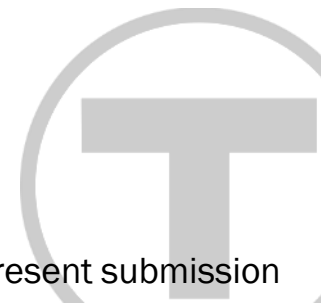
- F1: Performed Safety Risk Mitigation Workshop on Rail Operations Division staffing shortages
- F2: Conducted an industry scan of transit agency recruitment, hiring, and retention practices which will inform potential practices that a transportation agency may choose to implement in efforts to mitigate workforce challenges
- F3: Updated Safety Certification policy for identified gaps, developing training on new policy
- F4: Developing Gap Analysis for Contractor Oversight



# SD 23-10: Safety Information & SMS

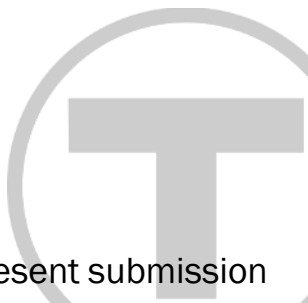
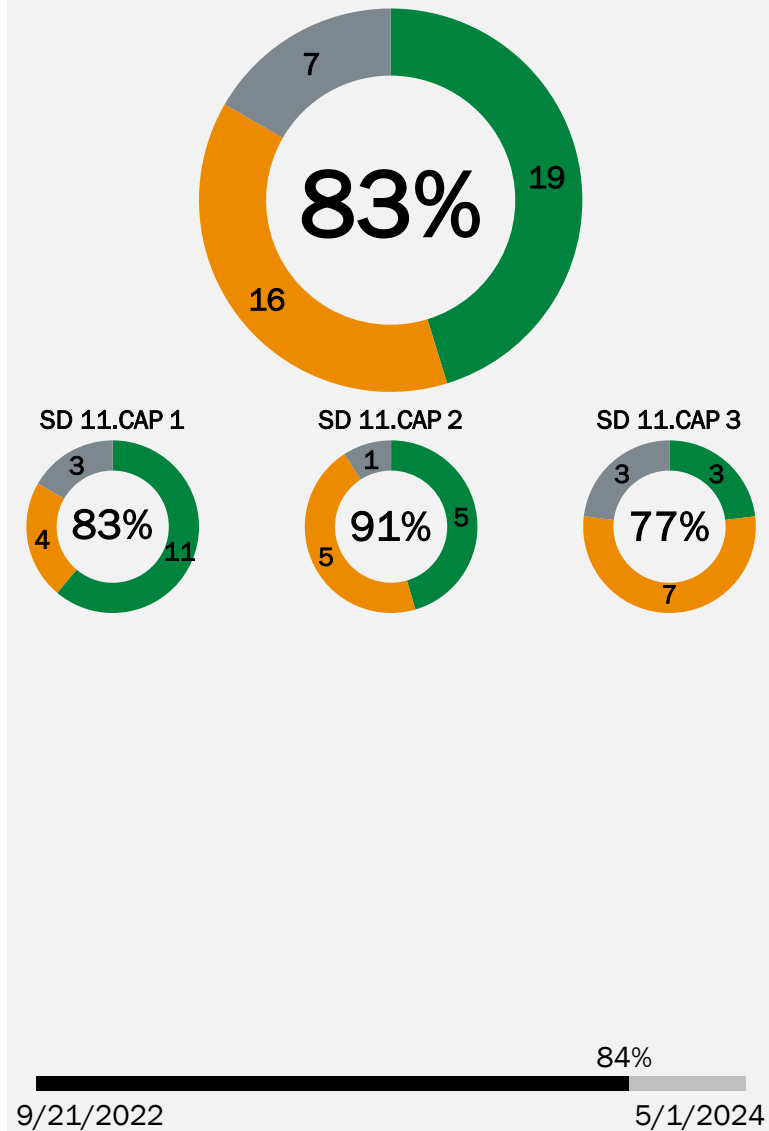


- **F1: Hired interim SMS lead and identified permanent SMS Lead**
- F2/F3: Developing safety data flows
- **F4: Developed plan to completed backlog of reports**
- **F5: Developed Risk Assessment Schedule**
- F6: Developing Data verification guidelines
- Completed Safety Department Staffing Analysis and submitting weekly hiring updates to FTA, completed Strategic Hiring Plan

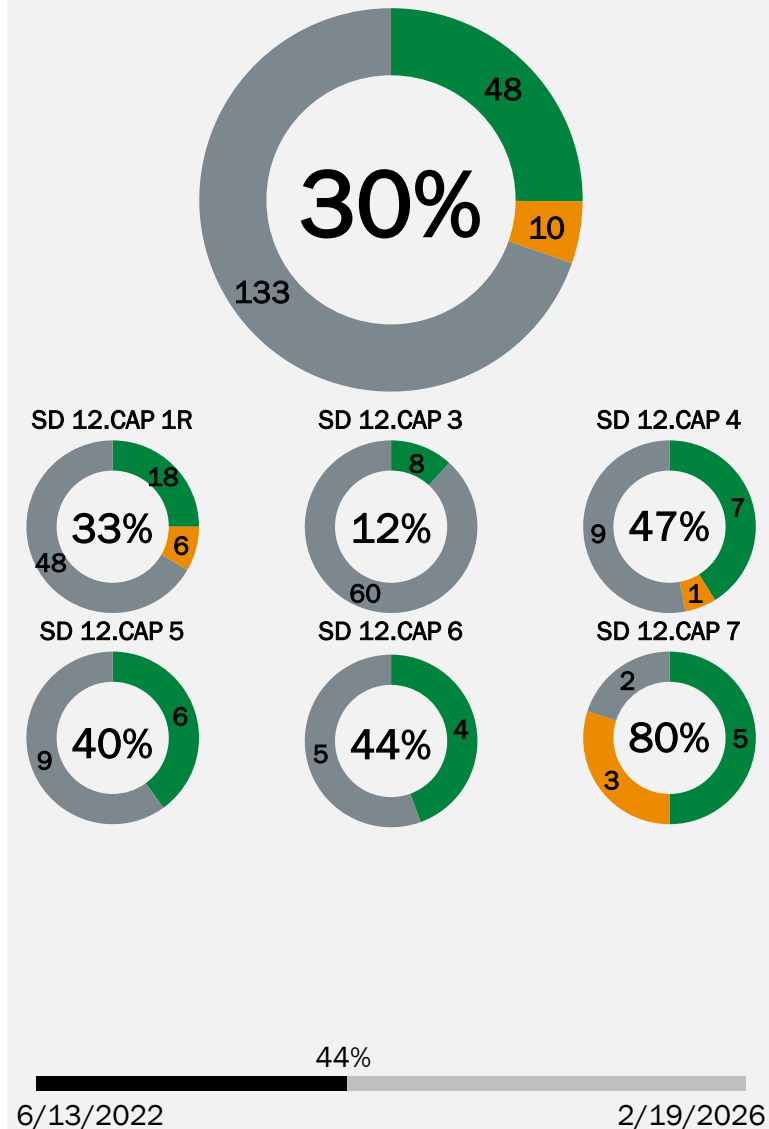


# SD 22-11: Safety Communication

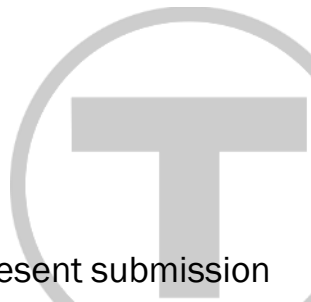
- F1: Submitted safety meeting charters to FTA
- F2: Scheduled & Published Local Safety Committee Meeting Series
- F3: Published Employee-Focused Safety Helpline SOP, Submitted Plan for ESRP SRM Integration



# SD 22-12: Policies, Procedures & Training



- F1/F2: Assessed data sets for PPE Compliance pilot
- F3: Submitted CAP 3 rewrite to FTA 11/9/23, revision submitted 12/21/23
- F4: Assessed Current State Of Training And Developing Recommendations for Training Governance
- F5: Assessed Workforce Technology usage and competency via workshops
- F6: Performing Industry Benchmarking on mentorship programs offered at other transit agencies.
- F7: Completed Repairs on 17 of 18 Radio Weak Spots, Completed SOPs for Systemwide Radio



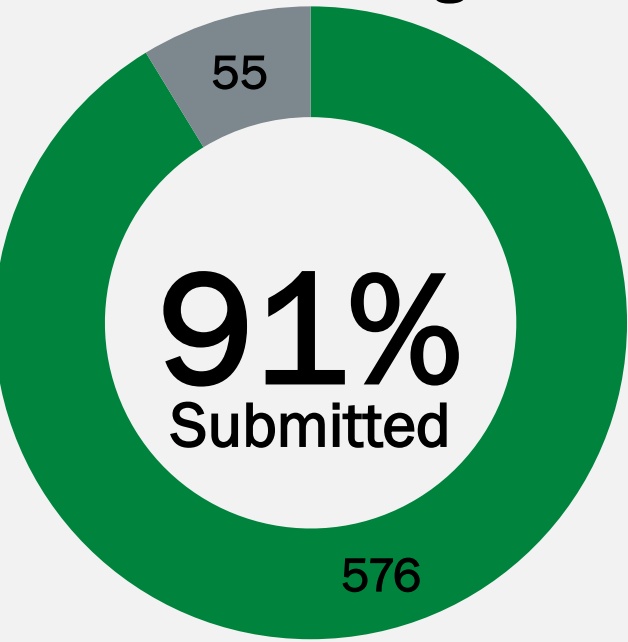
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# Appendix



# FTA SMI Response Progress Summary – Forecast date: 12/31/2024

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



Overall Findings	Total	42
	Closed	35
	Ongoing	7

<p><b>SD 22-04:</b> Track Maintenance &amp; PPE</p>	<p><b>SD 22-05:</b> Vehicle Securement</p>	<p><b>SD 22-06:</b> Operations Control Center</p>
<p><b>SD 22-07:</b> Lapsed Certifications</p>	<p><b>SD 22-09:</b> Workforce</p>	<p><b>SD 23-10:</b> Safety Information &amp; SMS</p>
<p><b>SD 22-11:</b> Safety Communication</p>	<p><b>SD 22-12:</b> Policies, Procedures, Training</p>	

### Overall Finding Progress

22-04	✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓ ✓
22-05	✓ ✓ ✓
22-06	✓ ✓ ✓ ✓ ✓ ✓ ✓
22-07	✓ ✓ ✓
22-09	✓ ✓ ✓ ✓
23-10	✓ 2 3 4 ✓ 6
22-11	✓ ✓ ✓
22-12	1 2 3 ✓ ✓ ✓ ✓

✓ Finding Closed

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