



# Massachusetts Bay Transportation Authority

**FTA Safety Management Inspection Update**

**MBTA Board of Directors Meeting**

**February 29, 2024**

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



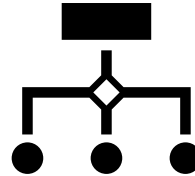
# Productive leadership visit to Washington, DC



Assuming GM will cover at Board?



# 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

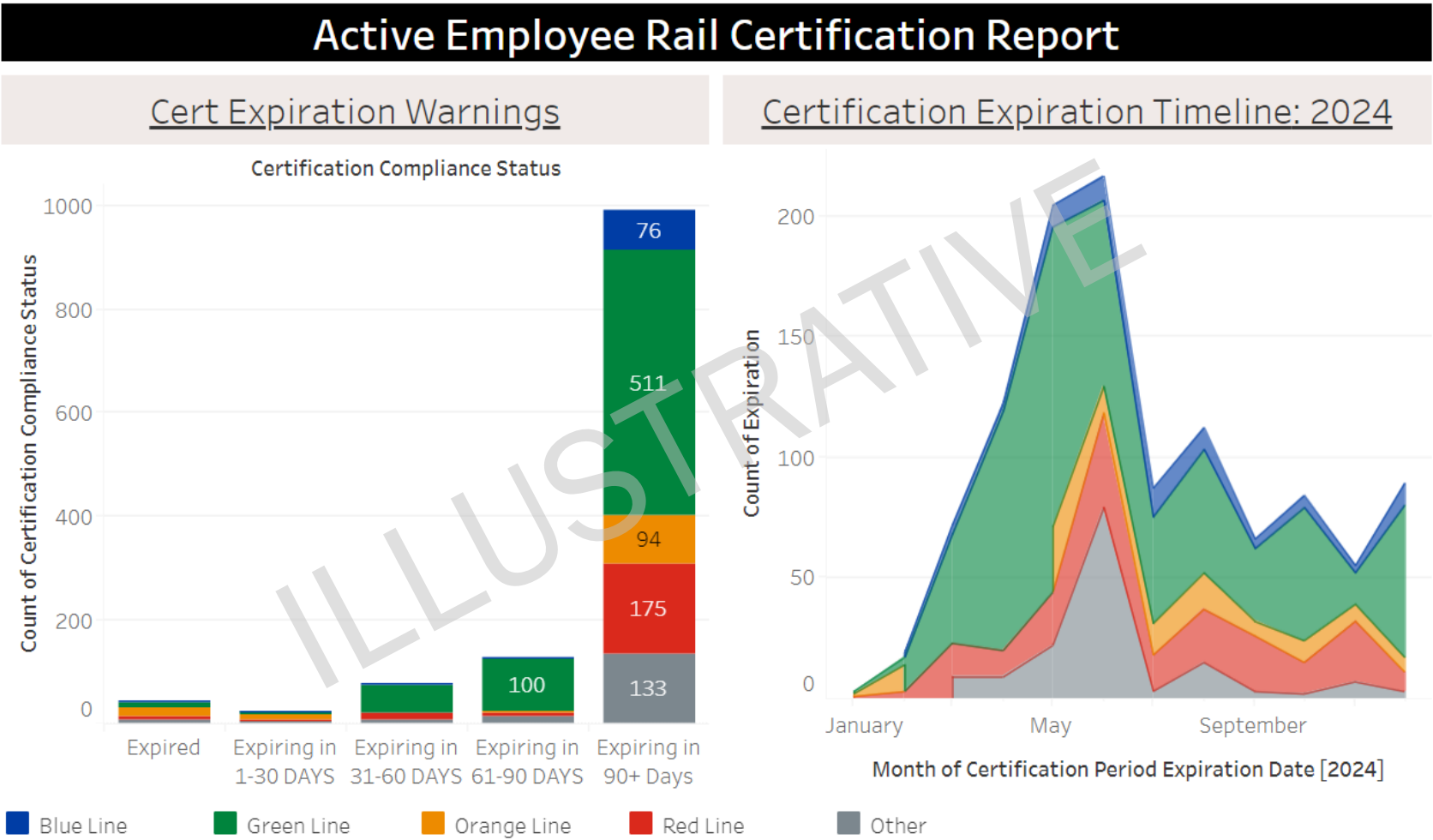
- Create guidelines that will inform content templates, standards, and style guides so that materials have the same look and feel across the various departments, including online courses

## 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

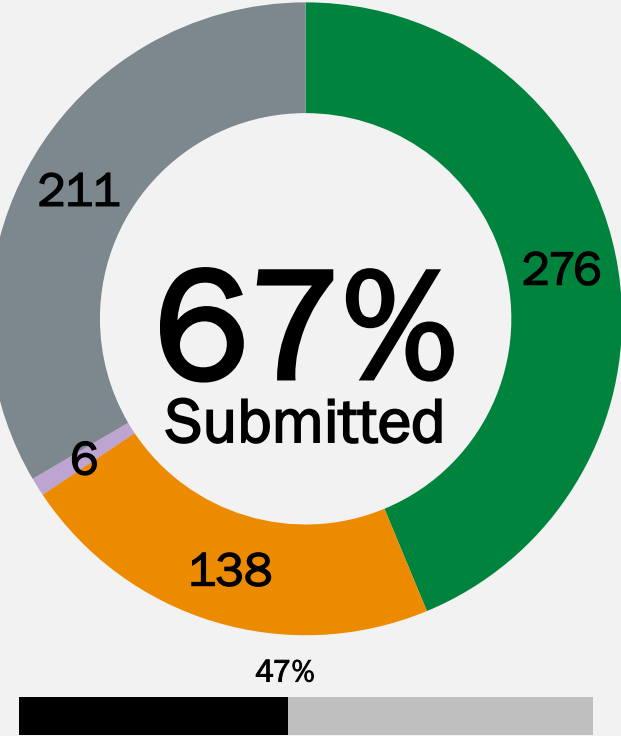


# Training improvements across the authority – tracking certifications

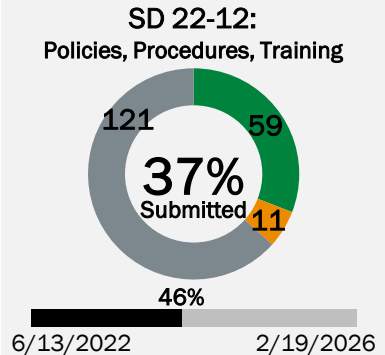
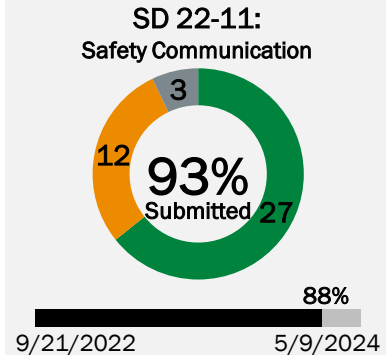
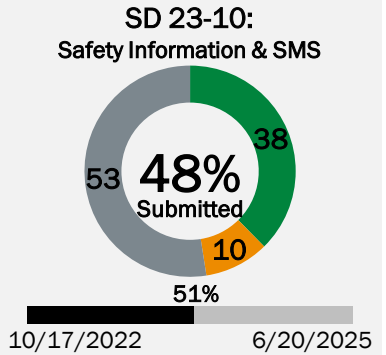
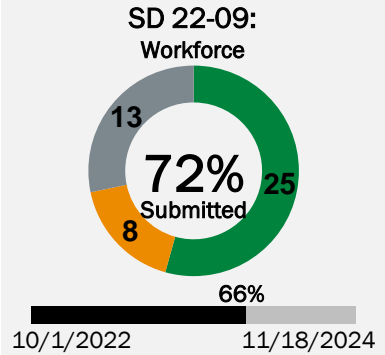
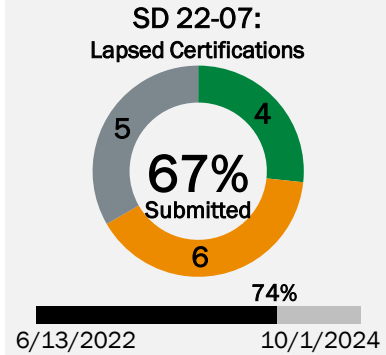
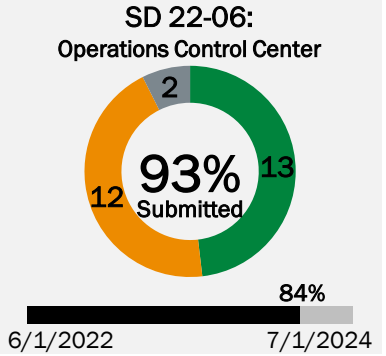
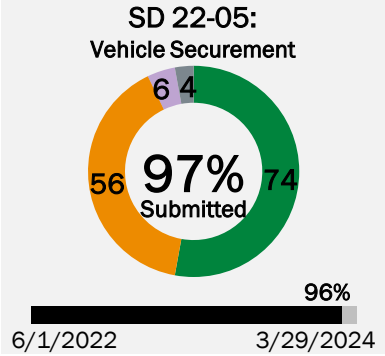
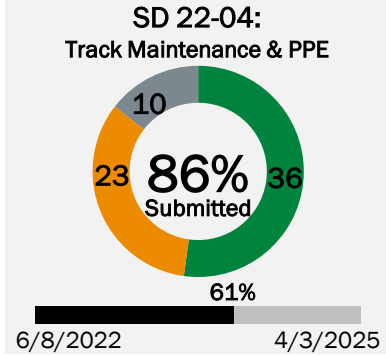


# FTA SMI Response Progress Summary

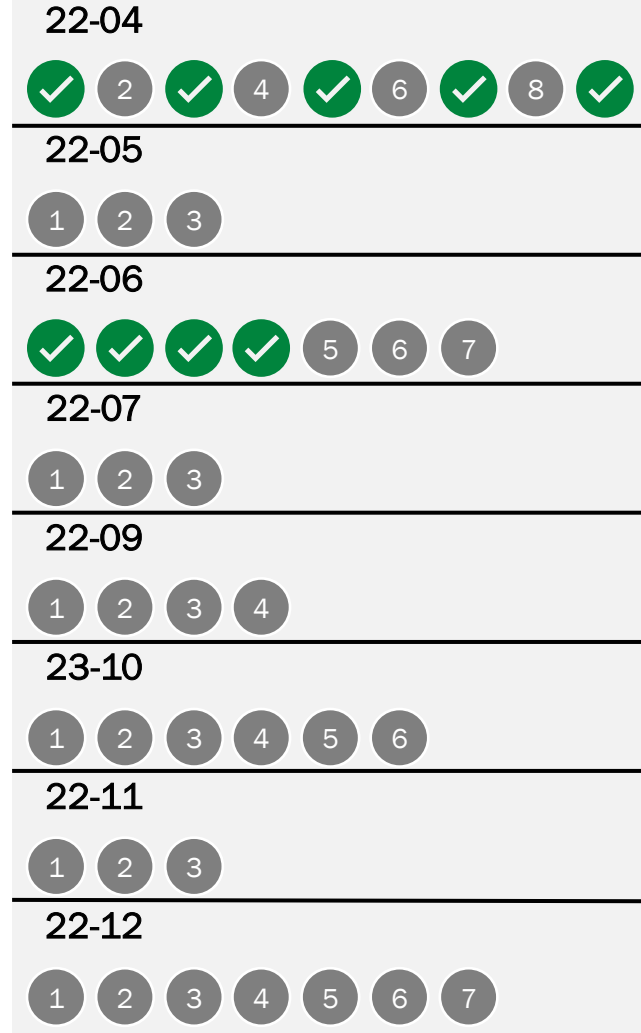
## Overall CAP Progress<sup>1</sup>



Overall Findings	Total	42
	Closed	9
	Ongoing	33



## 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?

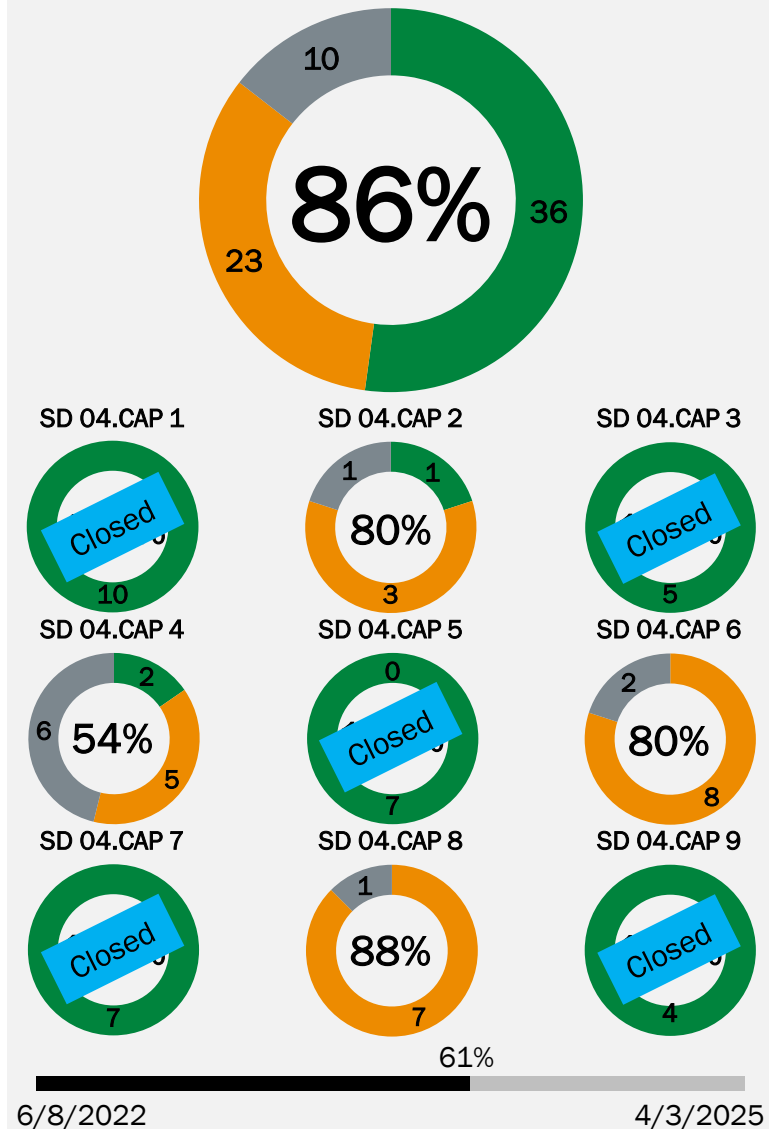
---

# Appendix



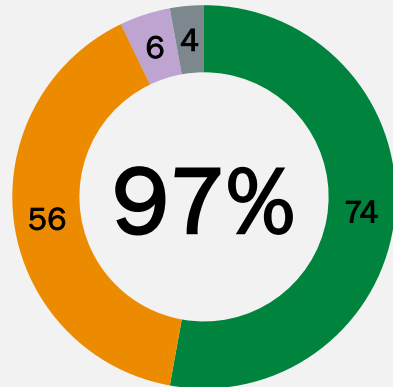
# SD 22-4: Track Maintenance & PPE

- ✓ 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) – relief requested for remaining action items on 1/29/24
- ✓ 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
- ✓ F7: Developed and Implemented New Weekly Track Conditions Report for Executives – CAP Closed 2/9/24
- 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



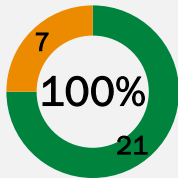


# SD 22-5: Vehicle Securement

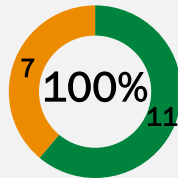


- F1: Submitted Final Procedure for BL
- F2: Developed Training for BL Procedure – under FTA verification
- F3: Implemented Compliance Program for Safe Movement
- Supplemental: **Chain of Custody work plan underway**

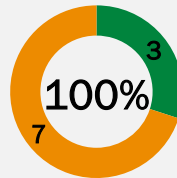
SD 05.CAP 1



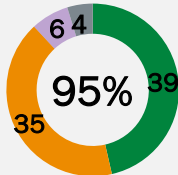
SD 05.CAP 2



SD 05.CAP 3



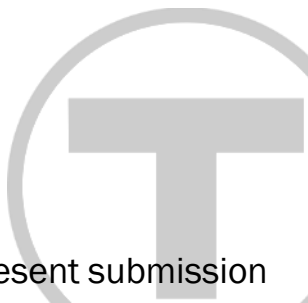
SD 05.CAP S



96%

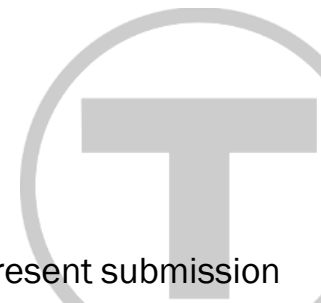
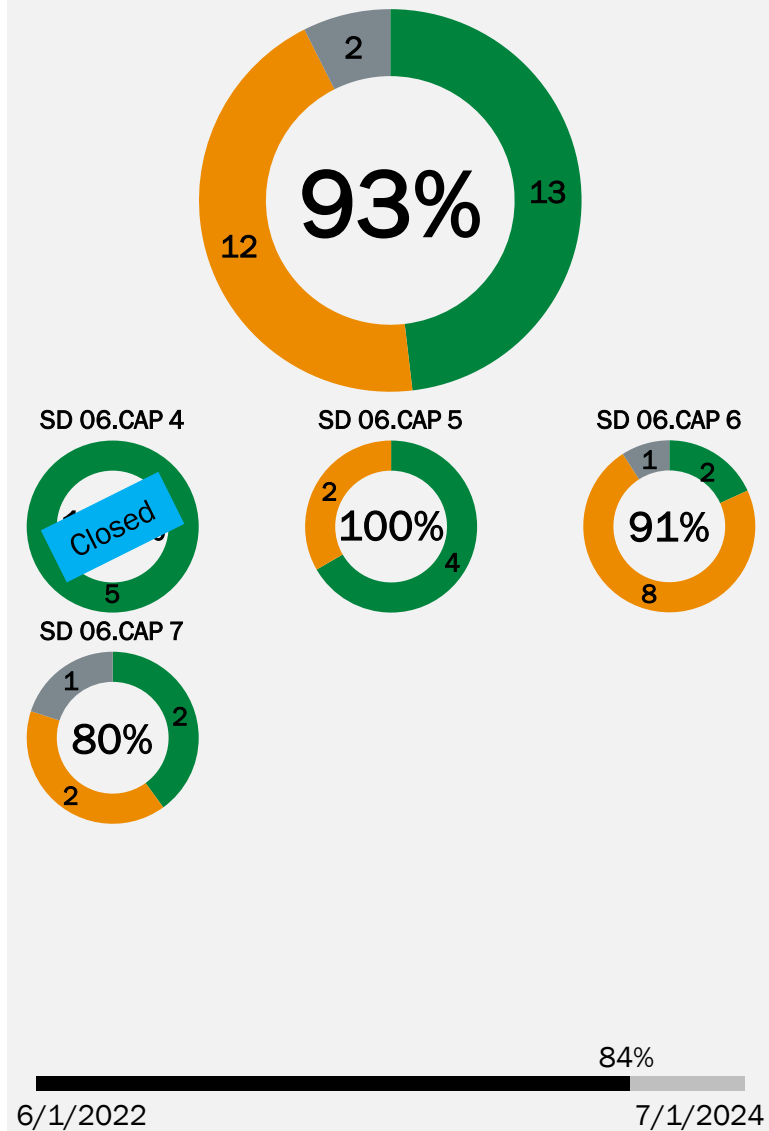
6/1/2022

3/29/2024

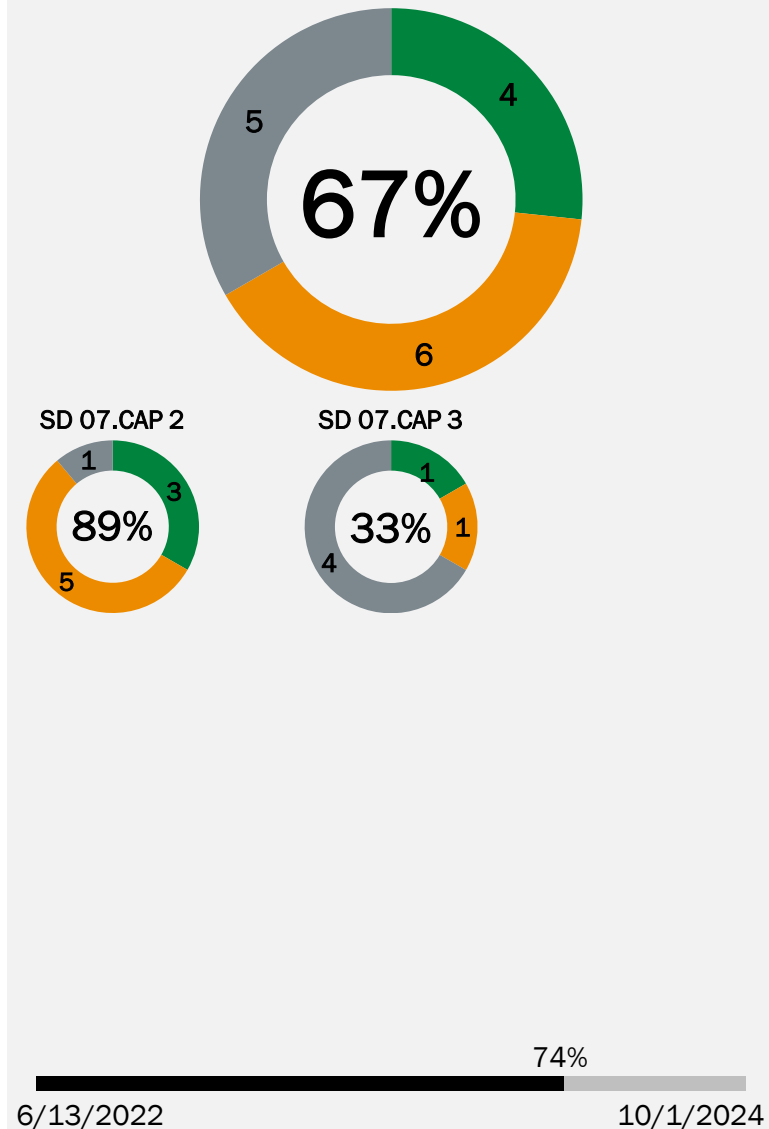


# SD 22-6: Operations Control Center

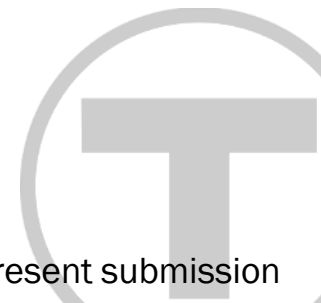
- ✓ F1: Ensured that staff working in OCC are certified – FINDING CLOSED
- ✓ F2: Established policies to ensure OCC staff have sufficient time off between shifts – FINDING CLOSED
- ✓ F3: Established Operating Procedures to Ensure No Staff Performing Dual Roles – FINDING CLOSED
- ✓ F4: Ensured 100% Compliance 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) – **Held PDG meeting for design & construction 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 - dashboard went live 2/1/24



Submissions Accepted

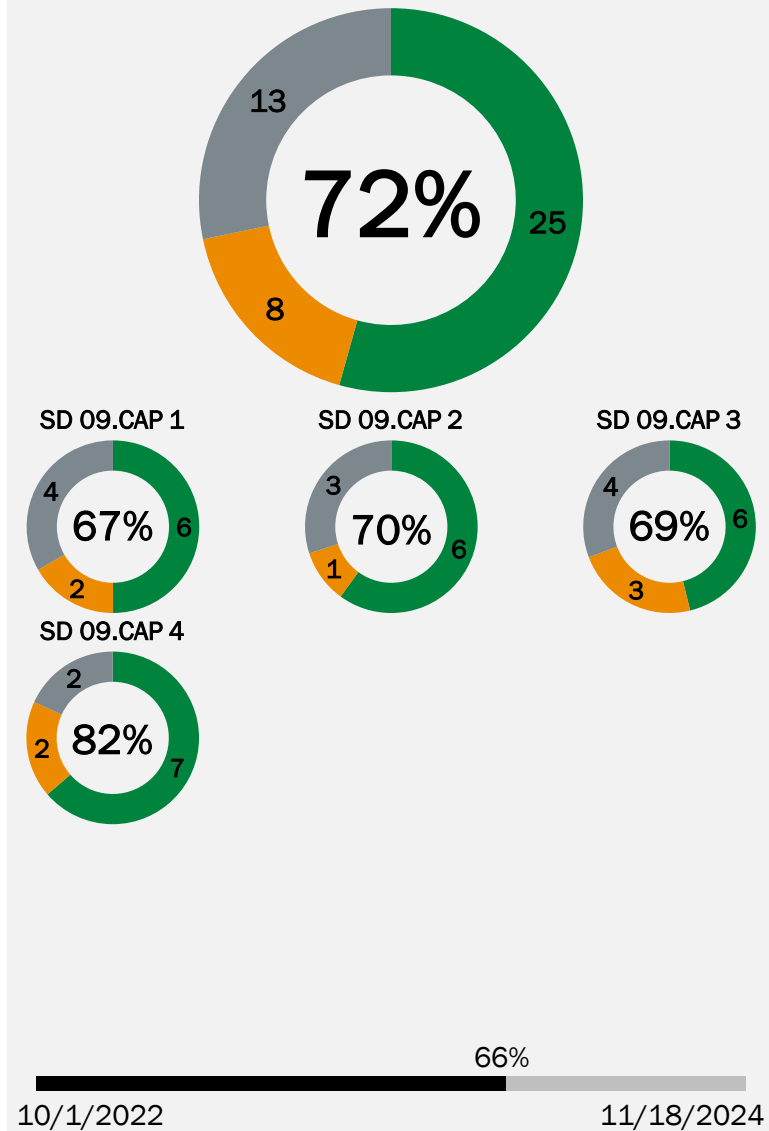
Under FTA Review

Resubmittal Required

Not Yet Submitted

# SD 22-9: Workforce

- F1: Completed modeling workforce needs for Safety Division.
- 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: Submitted Gap Analysis for Contractor Oversight



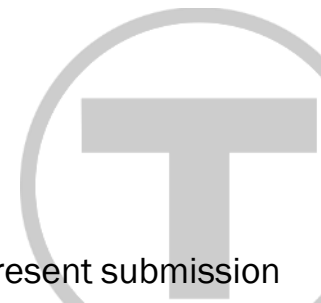
10/1/2022

11/18/2024

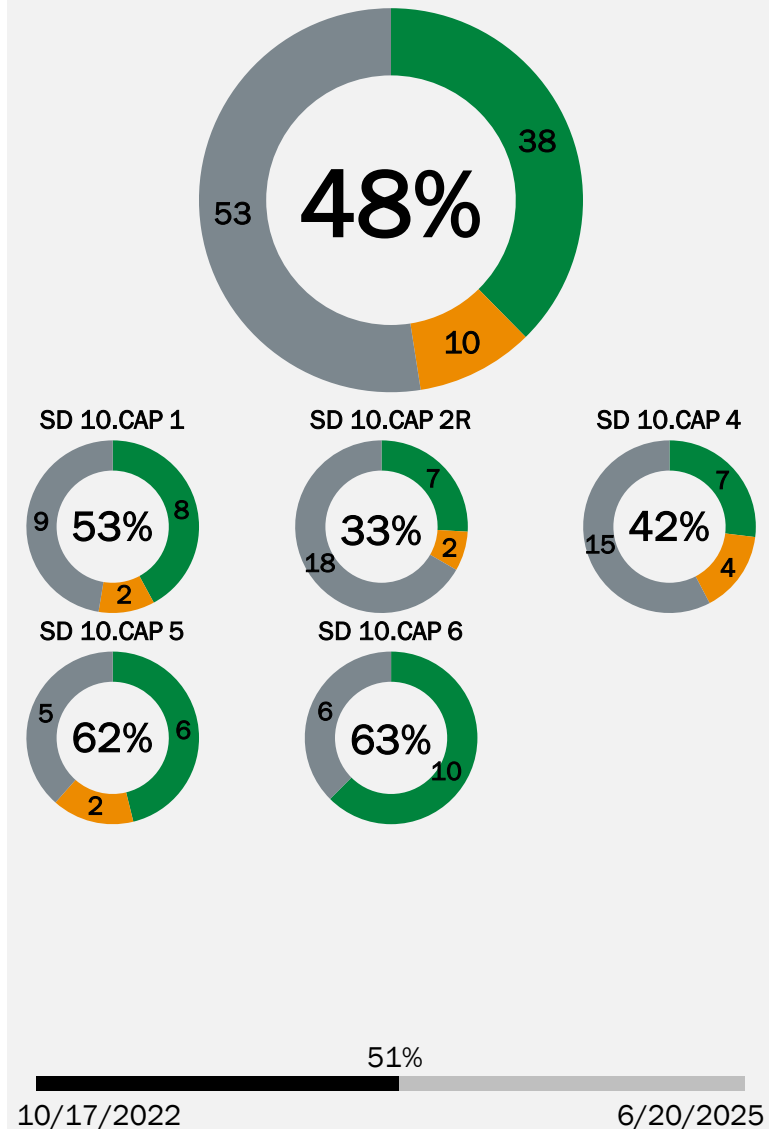
Data as of: February 18, 2024

Draft for Discussion & Policy Purposes Only

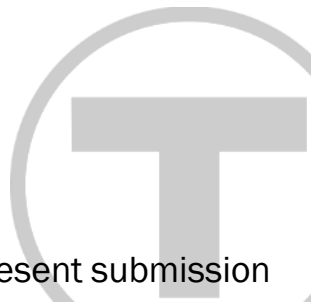
Note: Percentages in charts represent submission



# SD 23-10: Safety Information & SMS

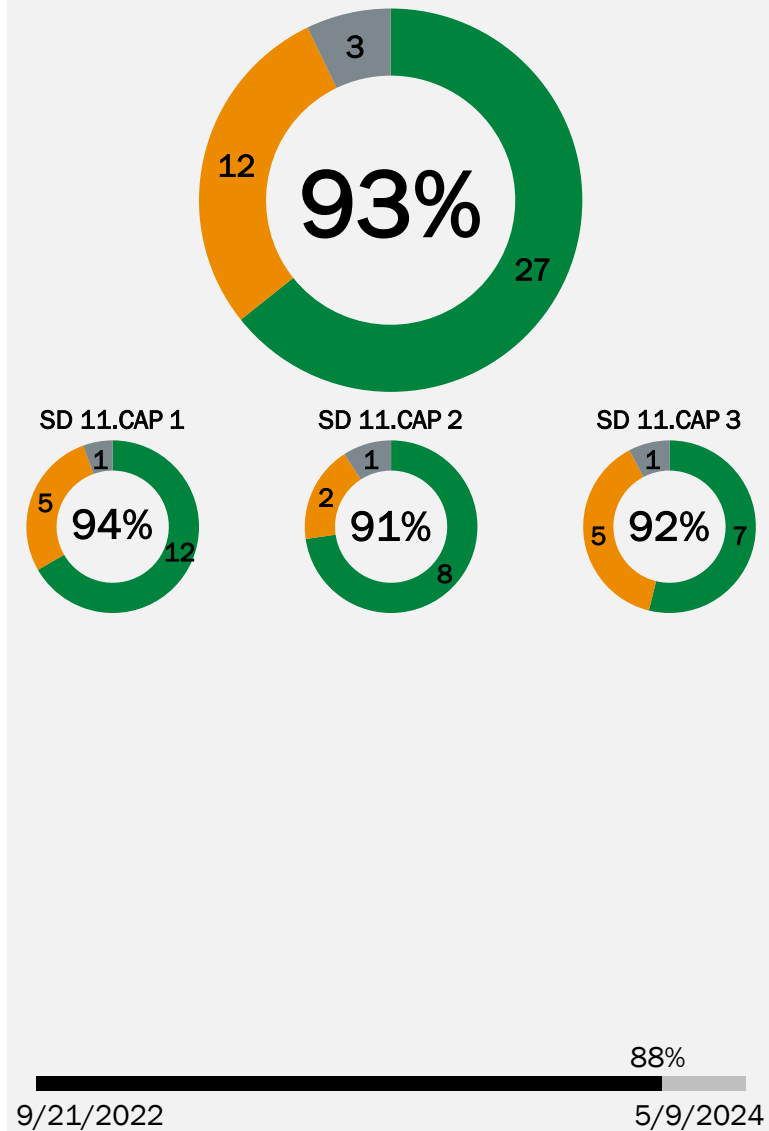


- F1: **Developing SMS Gap analysis**
- F2/F3: **Planning pilot projects for risk escalation and elevation principles**
- F4: Developed plan to completed backlog of reports
- F5: Developed Risk Assessment Schedule
- F6: **Evaluating Safety Data products**
- Completed Safety Department Staffing Analysis and submitting weekly hiring updates to FTA, completed Strategic Hiring Plan



# SD 22-11: Safety Communication

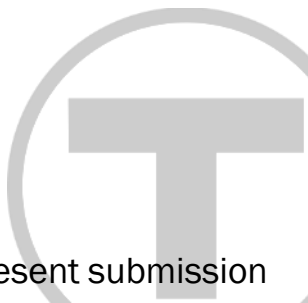
- F1: Trained safety meeting facilitators
- F2: Promoted Local Safety Committee Meeting participation
- F3: Published Employee-Focused Safety Helpline SOP, Submitted Plan for ESRP SRM Integration



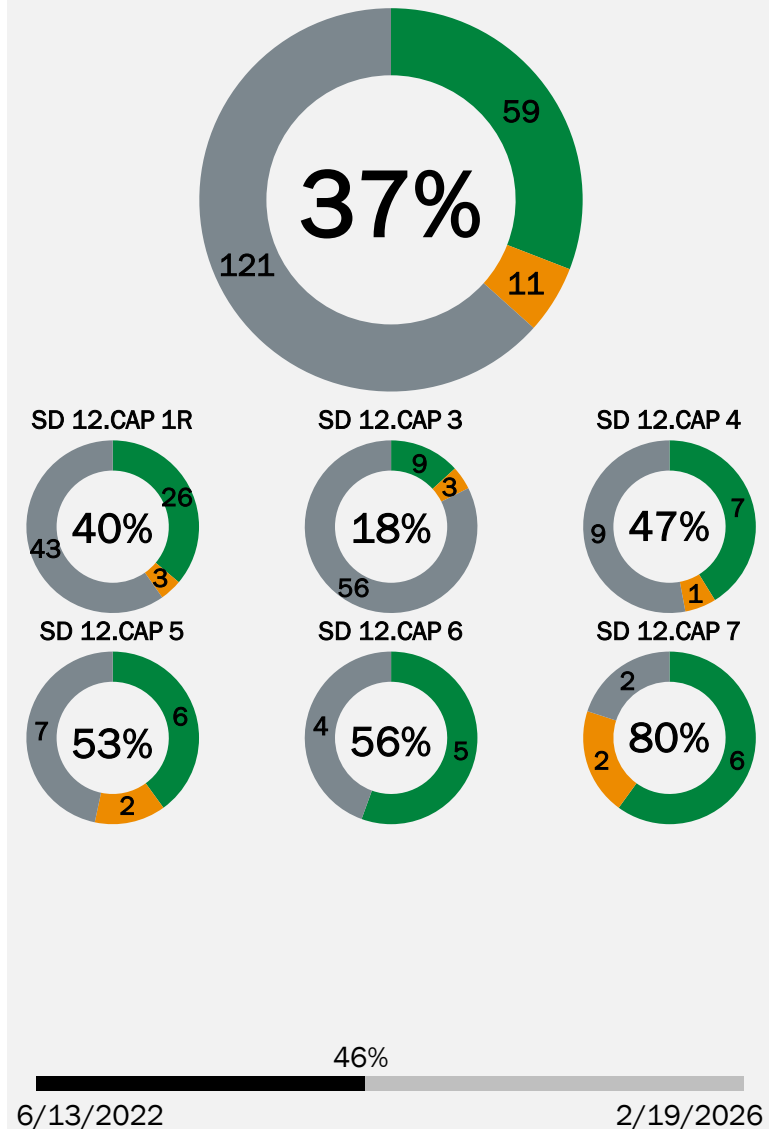
9/21/2022

88%

5/9/2024



# SD 22-12: Policies, Procedures & Training



- F1/F2: Developed thematic areas for Compliance
- F3: FTA approved rewritten CAP 3 on 1/12/24
- F4: Developed Recommendations for Centralized Training Governance
- F5: Assessed Workforce Technology usage and competency via workshops
- F6: Completed 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

