

**Massachusetts Bay  
Transportation Authority**

# Safety Update

---

Fiscal and Management Control Board

October 7, 2019

Nancy Prominski

# Overview

---

- Summary
  - Highlight the MBTA's ongoing efforts to improve safety across the system for employees and customers
  - Share key projects in safety promotion and oversight activities
- Outline
  - Safety Management System (SMS) and Transit Safety Plan Update
  - Safety Oversight
  - Safety Assurance
  - Safety Promotion



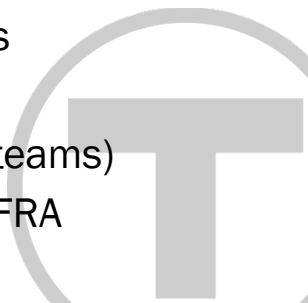
# Safety Department Role & Activities

## Department Responsibilities and Core Functions

- Safety Management System (SMS)
  - Leading development, transition, and training efforts
- Safety Oversight
  - Safety performance monitoring, data collection
- Transportation Safety
  - Oversight, operational compliance, A/I investigations
- Safety Engineering and Safety Certification
  - System, vehicle, and infrastructure
- Corporate Safety Assurance & Control
  - Auditing
- Employee Health and Safety
  - OSHA

## Activities

- Corporate safety oversight: Safety Program Development and Implementation
- Leading initiative to create Transit Safety Plan and core elements of SMS with MBTA stakeholders
- Safety audits, inspections, observations
- Creation and Dissemination of Safety Directives, Safety Advisories, Corrective Action Notifications
- Safety performance measurement & monitoring through data collection and analyses
- State of Good Repair (SGR) analysis & reporting
- Accident, incident, near miss, and employee injury investigations
- Safety certifications (infrastructure, procurements)
- System safety assessments, hazard/risk analyses
- Safety outreach & awareness programs
- Safety Committees (SMRC, working groups, task teams)
- Point of Contact for Regulators – DPU, DLS, FTA, FRA



# SMS and Transit Safety Plan Update



# MBTA Regulatory & Oversight Authorities

## Department of Public Utilities (DPU) Transportation Oversight Division

- State Safety Oversight Authority
- Responsible for the oversight of MBTA rail safety and operations
- Reviews and approves the MBTA Safety Plan
- Conducts random inspections of Light Rail and Heavy Rail vehicles as well as operational facilities
- Conducts external safety audits to monitor compliance with the safety plan
- Reports and is accountable to the FTA



## Federal Transit Administration (FTA)

- Federal agency that oversees the MBTA and the DPU
- Provides financial assistance to operate, improve, and maintain transit systems
- Responsible for ensuring that the MBTA adheres to federal mandates
- Conducts triannual auditing of the DPU's oversight program
- Collects and disseminates transit incident and injury data through the National Transit Database (NTD)



## Department of Labor Standards (DLS)

- State agency that oversees MBTA employees' safety
- Promotes and protects workers' safety/health, wages, and working conditions and supports the use of apprenticeship as a tool for workforce development
- Responds to employee/public health and safety complaints
- Conducts facility inspections and outreach
- Reports and is accountable to Federal OSHA



# 2020 Transit Safety Plan and SMS – FTA Requirements

---

## FTA Final Rule 49 CFR 673 – Public Transportation Agency Safety Plan (PTASP)

- Supersedes System Safety Program Plan requirements of 49 CFR 659
- Requires restructured **written safety plan** and integration of Safety Management System (SMS) principles
- Will replace MBTA's currently approved and implemented Safety Transit Plan and 21 element-based safety system
- New written plan must be certified by DPU on **July 20, 2020**
- Applies to:
  - Transit Rail
  - Bus
  - Para-transit
- Exempt:
  - Commuter Rail – Overseen by FRA
  - Ferry Service – Overseen by US Coast Guard



# 2020 Transit Safety Plan vs. SMS

## FTA-required Public Transportation Agency Safety Plan (PTASP)/MBTA Transit Safety Plan

- Written plan:
  - Outlines and the framework and components of the SMS
  - documents SMS processes
  - Provides the road map for SMS
- Must be:
  - Signed by the GM, approved by FMCB
  - Certified by the DPU by July 20, 2020
  - Reviewed, updated, and certified annually

## FTA-required Safety Management System (SMS)

- System:
  - Performance-based, data-driven
  - Driven from the top down and applied organization-wide
- Four key elements:
  1. Enhanced **safety policy** issued by the GM
  2. **Safety risk management (SRM)**: identification and analysis to mitigate decision making
  3. **Safety assurance**: data collection, tracking/evaluating trends/re-assessing risks; safety oversight
  4. **Safety promotion**: communication and promotion throughout the organization of metrics and trends; training; lessons learned; employee safety reporting system
- No deadline for SMS; FTA understands it is a multi-year roll-out

# What is SMS?

- Builds on system safety concepts, adding:
  - Increased commitment, oversight, and accountability for safety
  - Enhanced safety performance metrics, targets, and data
- The intent is to bring management and labor together to:
  - Collect, share, and analyze data more effectively
  - Identify and control risk better
  - Detect and correct safety problems earlier
  - Measure safety performance more precisely
  - Strengthen safety culture



MESSAGE FROM THE NTSB CHAIRMAN

“

SMS isn't something  
you have.

”

It's something you do.

**NTSB** | National  
Transportation  
Safety Board

ROBERT L. SUMWALT



**The Transit Safety Plan is the Road Map**

# MBTA Transit Safety Plan Schedule



- Steering Committee and SMRC review September 2019
- GM review December 2019
- DPU review January 2020
- Back to SMRC for final approval, if required February/March 2020
- **GM and FMCB final review and approval April/May 2020**
- DPU approval and certification July 20, 2020



# SMS Development Milestones



- Phase 1: Planning, organization, policy development, gap analysis: ongoing – July 2020**
  - Enhance Safety Policy, reviewed by SMRC/GM – ongoing
  - Internal review of safety program and gap analysis – ongoing
  - Initial messaging about SMS throughout organization – Nov-Dec
  - Phase 1 Milestone: Draft and submit MBTA Transit Safety Plan**
- Phase 2: Safety risk management (SRM): ongoing – 2022**
  - Identify, strengthen and refine existing SRM tools –ongoing
  - Refine existing Employee Safety Notification System – initial refinements complete; will be collaborating with Ops and Labor
  - Phase 2 Milestone: Develop, deliver, and document Safety Risk Management training – 2020**
- Phase 3: Safety assurance: ongoing – 2025**
  - Identification of objectives and targets based on SRM and requirements
  - Enhance existing safety oversight procedures (internal inspections, audits, investigations)
  - Phase 3 Milestone: Develop, deliver, and document Safety Assurance training – 2020**
- Safety promotion: ongoing**
  - Embedded throughout Phases 1-3
  - Enhance employee communication methods and safety training

**Full SMS Implementation Goal: 2025**



# Key Takeaways

---

## WRITTEN TRANSIT SAFETY PLAN

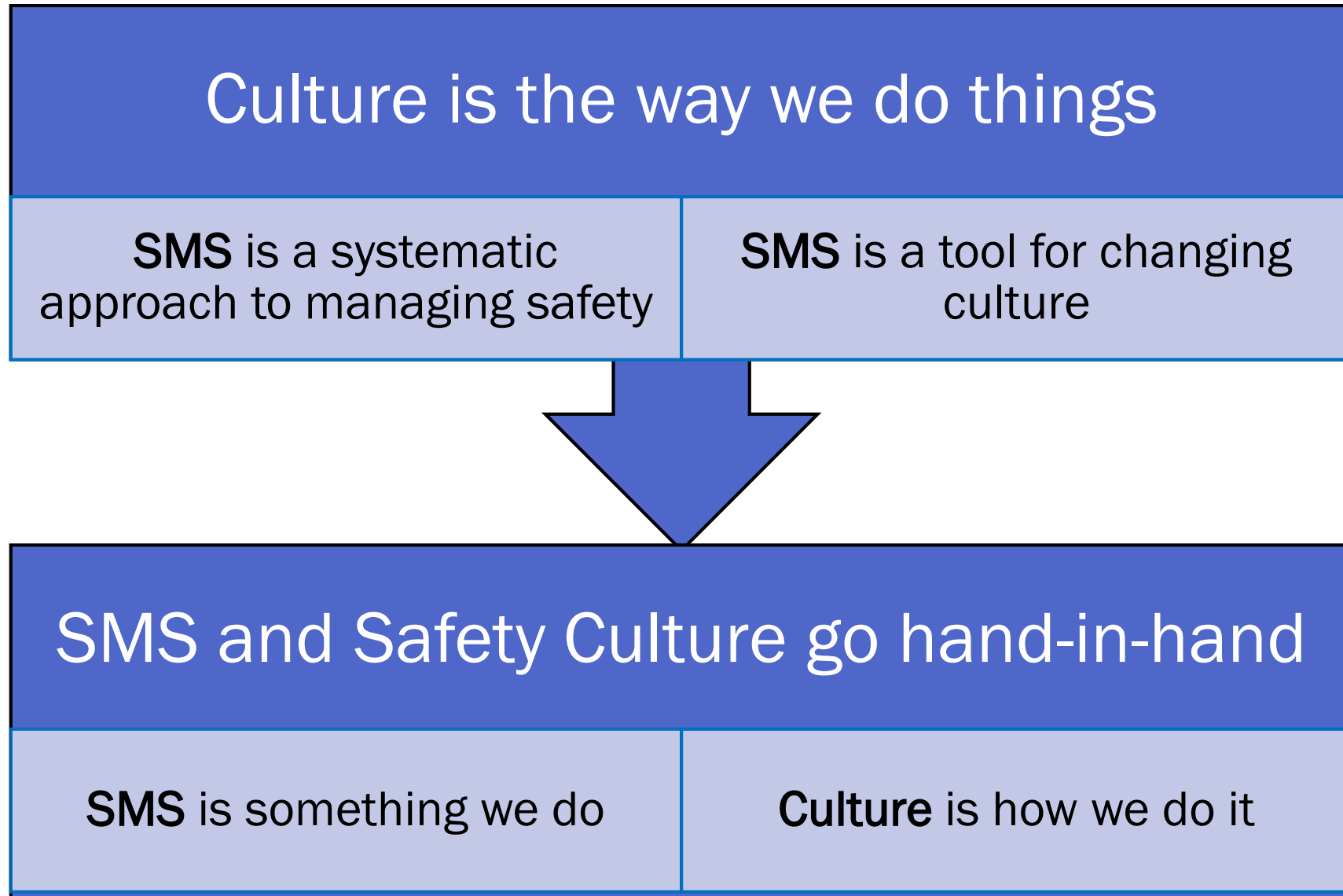
- Must be approved by the FMCB April/May 2020
- Must be approved and certified by the DPU by July 20, 2020
  - Currently on schedule to meet the deadline
  - Draft plan has been sent to the SMRC for review and comment

## SMS

- *NO* regulatory deadline for full system implementation
- FTA understands that full deployment/implementation of SMS will take years and will involve trial and error and adjustments throughout the process (e.g., Cape Air, CTA)
- We are making progress in all phases of the SMS:
  - Existing employee reporting system is being enhanced to ensure confidentiality
  - We are working with Customer Experience, Training, and MassDOT on different means to promote SMS internally and train on any safety-related topic
  - We currently utilize SRM on a small scale and are enhancing the process and developing training for larger scale deployment
  - We are benchmarking against other transit agencies on SMS processes, objectives, targets, communication



# SMS and Safety Culture



# Examples of MBTA SMS Activities



# Safety Oversight

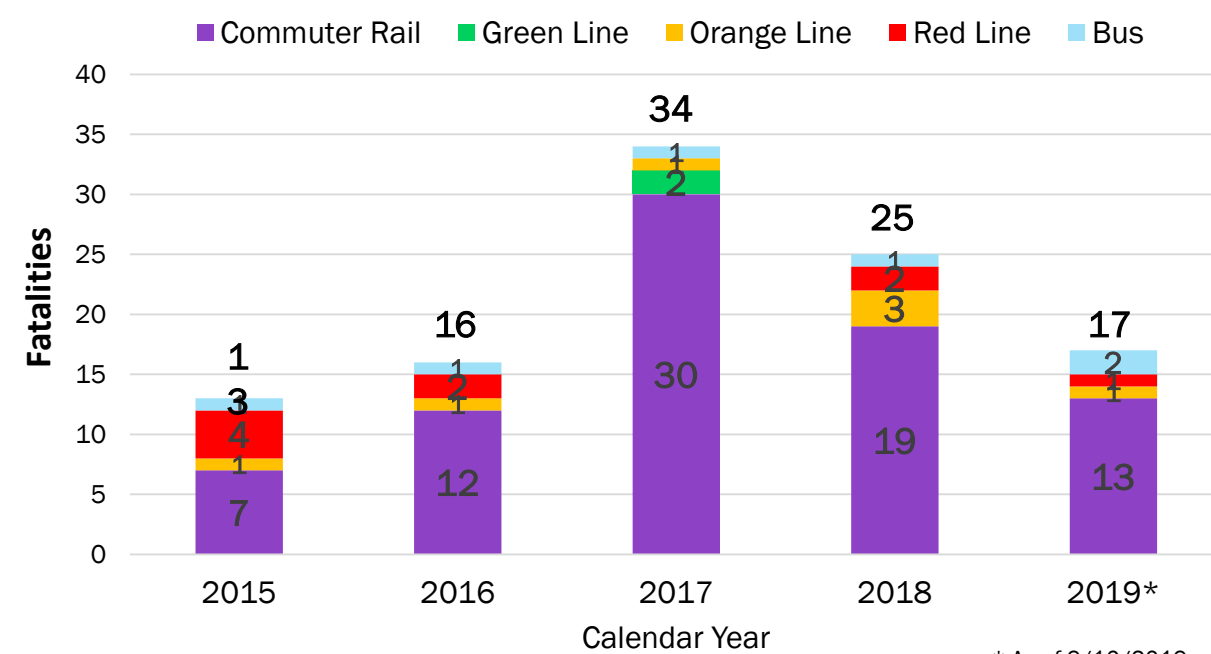
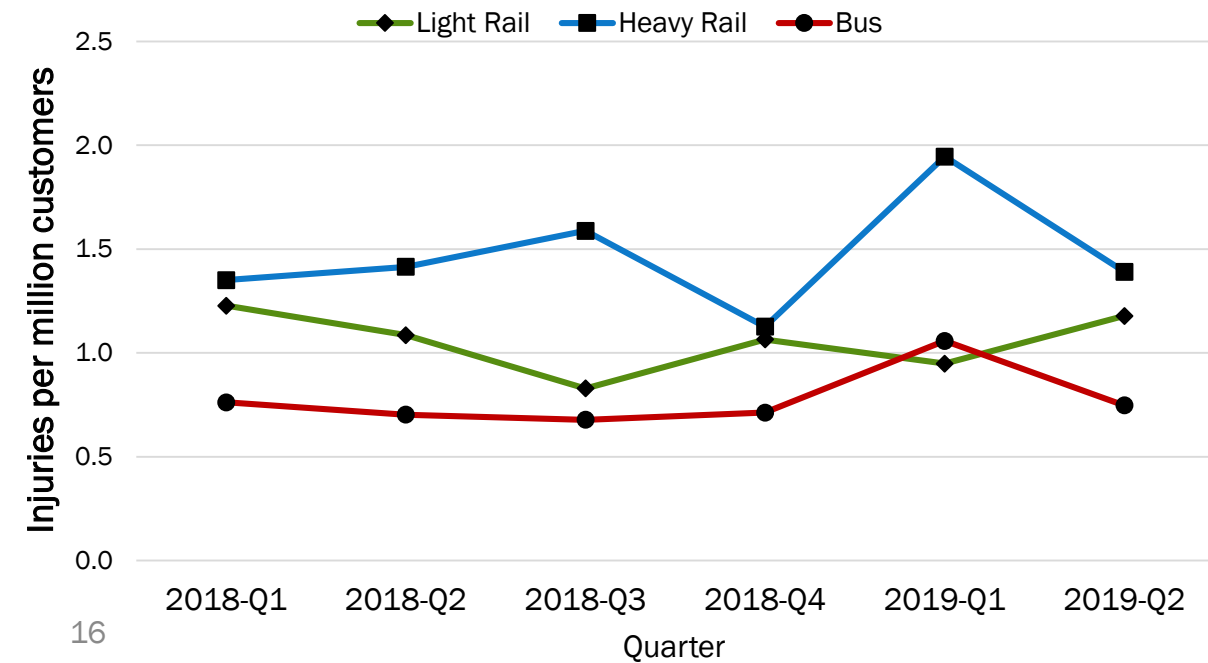
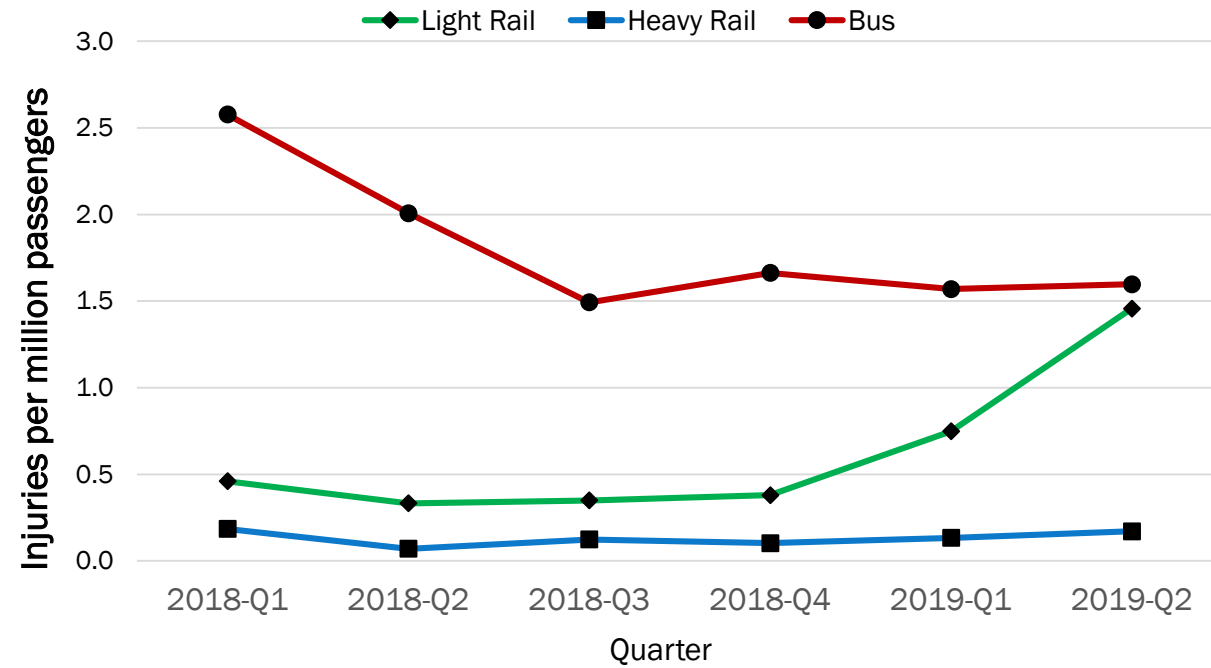
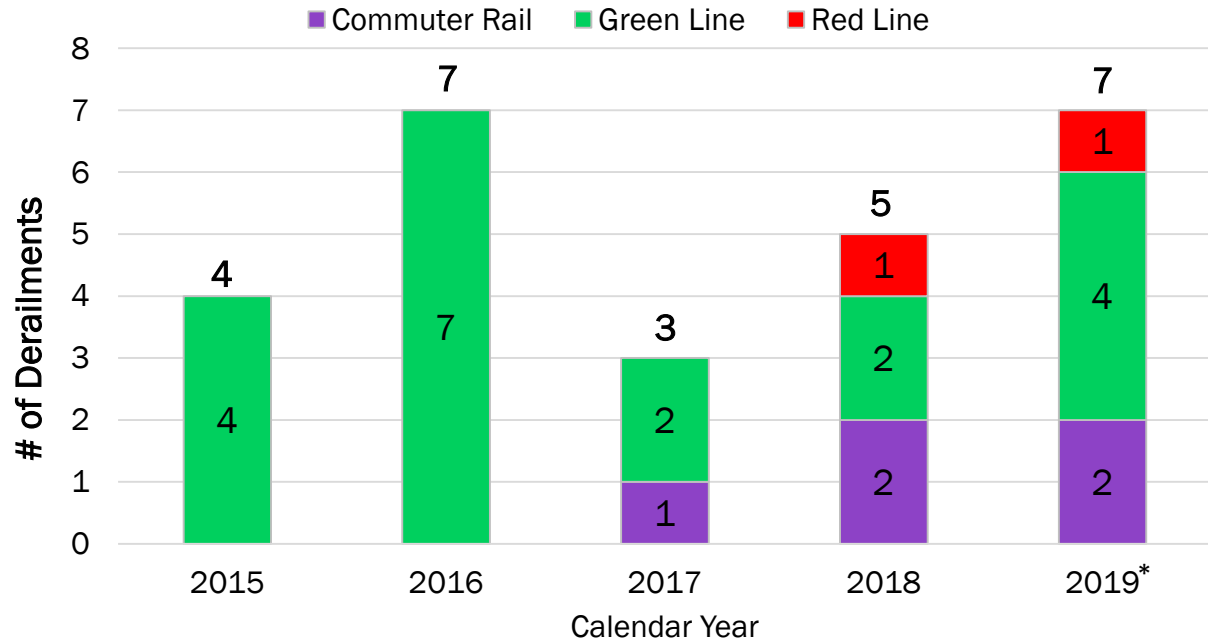
## Red Line Manual Block

- Since the Red Line derailment on June 11, Operations staff have been manually controlling train movement in the area around JFK/UMass.
- Safety supported Operations by conducting regular walkthroughs and train ride-alongs to ensure compliance with the manual block procedure.
  - Actively observed employees performing the manual block procedures and reported observations
  - Engaged employees to address any questions or safety concerns and re-instructed as needed
  - Conducted wellness checks to ensure concerns were resolved and employees remained attentive to duty
  - Prepared and distributed a Safety Flash and on-the-job reinstruction of the procedure

## Wollaston Station Re-opening

- In preparation for reopening and in accordance with regulatory requirements, MBTA Safety completed Safety Certification of the station.
- Safety Certification involves verification, testing, inspection, training, and certification to ensure that safety concerns are resolved prior to system integration.
- On August 13, MBTA Safety provided the GM with a letter certifying the station as safe for operations.
- The station officially re-opened on August 16 and is now fully ADA compliant.





\* As of 9/10/2019

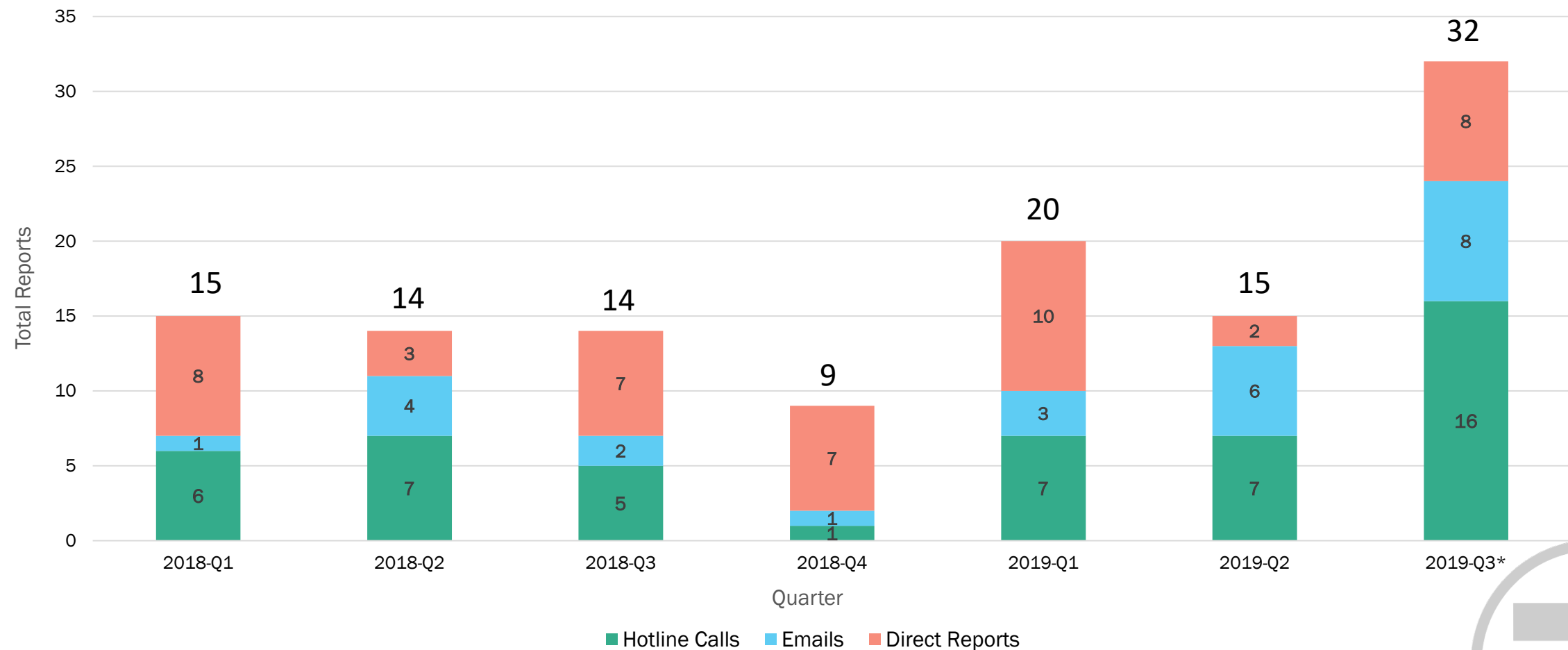
# Employee Safety Reporting

---

- Allows employees to report unsafe conditions or hazards without fear of retaliation
- MBTA Safety has improved the Safety Hotline to make it more responsive
  - Employees can submit safety-related concern or issue by:
    - Calling the Safety Hotline at (617) 222-5135
    - Emailing [SafetyNotification@mbta.com](mailto:SafetyNotification@mbta.com).
  - A member of the Safety team will be in touch within 1 business day if the employee leaves their contact information.
  - If an immediate response is needed, the employee can contact the Operational Control Center or their supervisor.



# Employee Safety Reporting



# GM Safety Excellence Award

- The GM Safety Excellence Award recognizes employees that demonstrated safety excellence in 2019.
- The second annual award ceremony is scheduled for November 8, 2019.
- Managers across the MBTA submitted nominees, and 30 employees were selected for commendation.
- Great employee feedback was received from the first award ceremony.

