



**Massachusetts Bay  
Transportation Authority**

# Corrective Action Plan Process

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# Hazard Tracking

## Hazard Identification Sources:

- Employee Reporting
- Observations
- Incident Investigation
- Trend / Data Analysis
- Internal / External Audits

## Hazard Tracking:

- Risk assessed looking at the probability and severity
- Assigned to Safety Investigator
- Mitigations are developed and tracked
- Tracking and follow up conducted with impacted departments
- Information added onto the hazard tracking log and tracked through closure

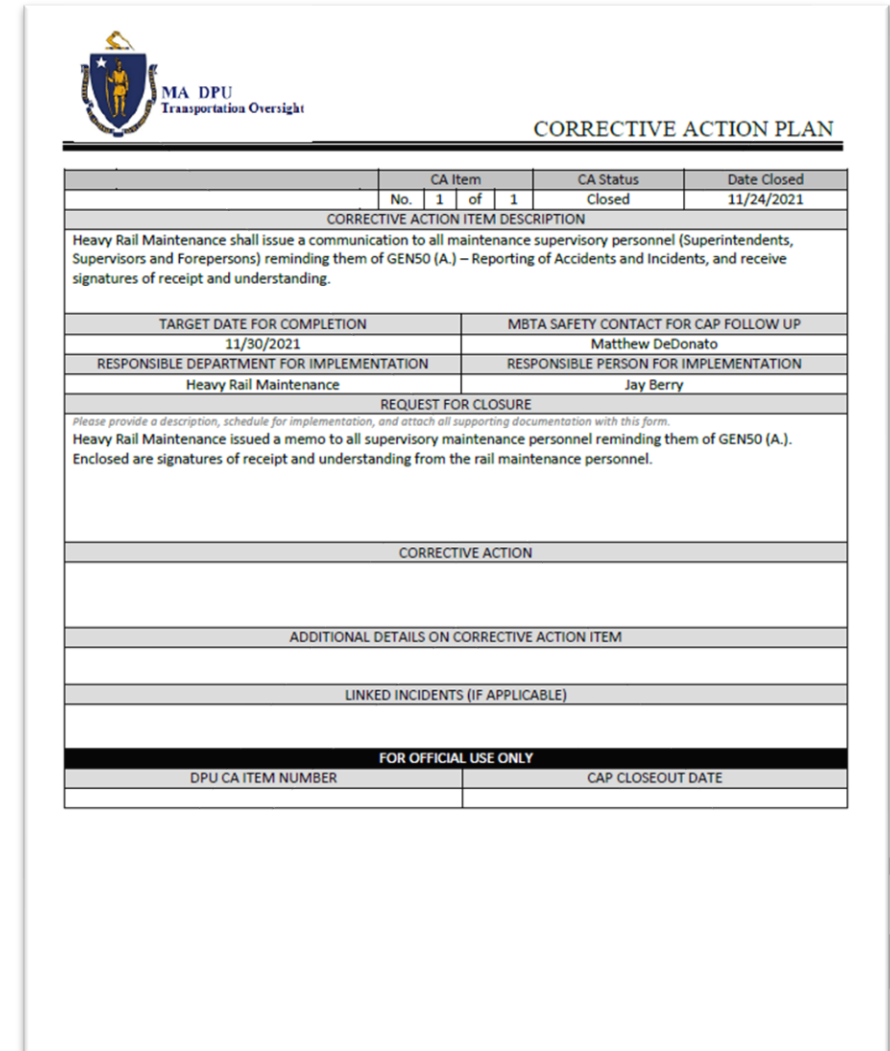


# Hazard Tracking Log

Date Identified	Location/Work Area	Hazard Description	Identification Method	Severity	Probability	Initial Risk Assessment	Status	Mitigations Identified	Open Mitigations	Resulting Risk Assessment
12/23/2021	Reservoir Yard (and BC Yard)	Multiple concerns at Reservoir Yard: exposed switch heater wires and rail grounding wires, uneven frogs, and elevated grates, Speed sign that isn't realistic at a decline tracks. BC Yard has similar issues.	Safety Hotline,	2. Critical,	6. Improbable,	12. Acceptable with management review	Open,	1	1	
12/22/2021	Codman Yard	The maintainer questioned why the power section could not be de-energized remotely from OCC/PD dispatcher.	Good Faith Safety Challenge,	2. Critical,	6. Improbable,	12. Acceptable with management review	Complete,	1	0	12. Acceptable with management review
12/20/2021	Hand scanners at garages	Concerns about increasing COVID cases and using hand scanners.	Safety Hotline,	2. Critical,	6. Improbable,	12. Acceptable with management review	Complete,	1	0	12. Acceptable with management review
12/14/2021	Mattapan Station	Gas odor at Mattapan Station.	Safety Hotline,	2. Critical,	6. Improbable,	12. Acceptable with management review	Open,	1	1	
12/13/2021	Charlestown Bus Yard	Flaggers who are assisting the gate repair are not dressing appropriately for the weather.	Safety Hotline,	4. Minor,	6. Improbable,	24. Acceptable	Complete,	1	0	24. Acceptable
12/12/2021	South Station Silver Line	10ft of damaged yellow tactile on the Transit Way platform poses a tripping hazard	Safety Hotline,	3. Moderate,	5. Remote,	15. Acceptable with management review	Open,	1	1	
12/11/2021	Southampton Bus Garage	Two AEDs at the garage are not charging.	Safety Hotline,	2. Critical,	6. Improbable,	12. Acceptable with management review	Complete,	1	0	12. Acceptable with management review
12/7/2021	OL Systemwide	Employee reported that Orange Line cabs are no longer being cleaned and that the cleaning stopped on 12/1.	Safety Hotline,	2. Critical,	6. Improbable,	12. Acceptable with management review	Complete,	1	0	12. Acceptable with management review
12/5/2021	North station Turnback	There is an old piece of rail left between the tracks that someone may fall on. There is also a broken wooden platform and someone may fall from there.	Safety Hotline,	3. Moderate,	5. Remote,	15. Acceptable with management review	Open,	1	1	
12/4/2021	Bus Systemwide	1. TransitMaster will freeze from time to time, then reboots causes the operator without a radio. 2. No call can be made when the radio on buses go into fallback mode 3. Bus Operators only get a beep when there is an ""all call"" for an emergency evacuation or last train notifications.	E-mail,	3. Moderate,	6. Improbable,	18. Acceptable	Open,	1	1	
12/3/2021	Lechmere Station ROW	Contractors working without proper safety vest	Safety Hotline,	2. Critical,	6. Improbable,	12. Acceptable with management review	Complete,	1	0	12. Acceptable with management review
12/1/2021	80 Broadway, Everett Shop	The building is too hot to work and the air circulation/quality is poor.	Safety Hotline,	4. Minor,	5. Remote,	20. Acceptable	Complete,	1	0	20. Acceptable
12/1/2021	RL: Between Davis Crossover and Alewife, MM 291 & BL: MOW area of Orient Heights	An emergency exit lighting is out in tunnel RL, Insufficient lighting at the MOW area of Orient Heights	Observation - Employee,	3. Moderate,	6. Improbable,	18. Acceptable	Open,	1	1	

# Corrective Action Plans

- Created to address hazardous conditions and sub-standard safety performance
- Developed in collaboration with affected department
- Focused on eliminating risk or mitigating to an acceptable level
- Formally reviewed and approved by DPU
- Tracked and monthly meetings held to review progress
- Implementation reviewed and verified prior to closure





**MA DPU Transportation Oversight**

**CORRECTIVE ACTION PLAN**

CA Item		CA Status	Date Closed
No.	1 of 1	Closed	11/24/2021
<b>CORRECTIVE ACTION ITEM DESCRIPTION</b>			
Heavy Rail Maintenance shall issue a communication to all maintenance supervisory personnel (Superintendents, Supervisors and Forepersons) reminding them of GEN50 (A.) – Reporting of Accidents and Incidents, and receive signatures of receipt and understanding.			
<b>TARGET DATE FOR COMPLETION</b>		<b>MBTA SAFETY CONTACT FOR CAP FOLLOW UP</b>	
11/30/2021		Matthew DeDonato	
<b>RESPONSIBLE DEPARTMENT FOR IMPLEMENTATION</b>		<b>RESPONSIBLE PERSON FOR IMPLEMENTATION</b>	
Heavy Rail Maintenance		Jay Berry	
<b>REQUEST FOR CLOSURE</b>			
<i>Please provide a description, schedule for implementation, and attach all supporting documentation with this form.</i>			
Heavy Rail Maintenance issued a memo to all supervisory maintenance personnel reminding them of GEN50 (A.). Enclosed are signatures of receipt and understanding from the rail maintenance personnel.			
<b>CORRECTIVE ACTION</b>			
<b>ADDITIONAL DETAILS ON CORRECTIVE ACTION ITEM</b>			
<b>LINKED INCIDENTS (IF APPLICABLE)</b>			
<b>FOR OFFICIAL USE ONLY</b>			
<b>DPU CA ITEM NUMBER</b>		<b>CAP CLOSEOUT DATE</b>	

# Risk Mitigation and Monitoring

- Upon closure, CAP moved to risk mitigation and monitoring
- Check on effectiveness of risk mitigations
- Ensure mitigations are effectively implemented and performing intended function
- Reviewed periodically to ensure no new hazards have arisen

	MASSACHUSETTS BAY TRANSPORTATION AUTHORITY	
SUBJECT: Risk Mitigation & Monitoring (RMM) SOP		SAFETY SOP: SOP21-002
AFFECTED PERSONNEL: MBTA Safety Employees		
ISSUED: 1/4/2021	REVISION: 0	PAGE: Page 1 of 3

**PURPOSE**

The purpose of the Risk Mitigation and Monitoring (RMM) process is to ensure the effectiveness of safety risk mitigation activities performed by key MBTA departments under formally-documented Corrective Action Plans (CAPs) and/or the Safety Risk Management (SRM) process, as well as temporary mitigations and initial actions performed in response to reported hazards and events. Through objective verification activities, RMM confirms that mitigations are effectively implemented and performing their intended functions. This program is intended to satisfy requirements established in 49 Code of Federal Regulations (CFR) Part 673.27(b)(2).

Related MBTA Safety Resources:

- Safety Risk Management SOP 21-001
- Safety Risk Management Training: Part 1
- Risk Mitigation & Monitoring Log (RMMML)
- MBTA Transit Safety Plan, Chapter 5 & 6

**SCOPE**

All MBTA departments responsible for implementing safety risk mitigations are subject to scheduled and unscheduled monitoring of safety risk mitigation activities. MBTA departments are expected to support the Safety Department in collection of information to verify risk mitigation effectiveness through interviews, records reviews, and field-based inspections and observations.

Potential sources of risk mitigations subject to monitoring may include the following:

1. National Transportation Safety Board (NTSB) Recommendations
2. Federal Transit Administration (FTA) Safety Advisories
3. Massachusetts Department of Public Utilities (DPU) Independent Assessments
4. Chief Safety Officer Directives
5. Good Faith Safety Challenges
6. External/Internal Audit Findings
7. Safety Event Investigations
8. Non-conformance with and sufficiency of MBTA rules and procedures
9. SRM Process (SRM Worksheet, Job Hazard Analysis, Safety Certification)

MBTA's RMM process extends to mitigations enacted via the following methods:

1. Any CAP
2. Other SRM activities associated with an initial risk factor of Unacceptable
3. Other SRM activities at the discretion of Safety management in consideration of recent trends, safety initiatives, etc.