

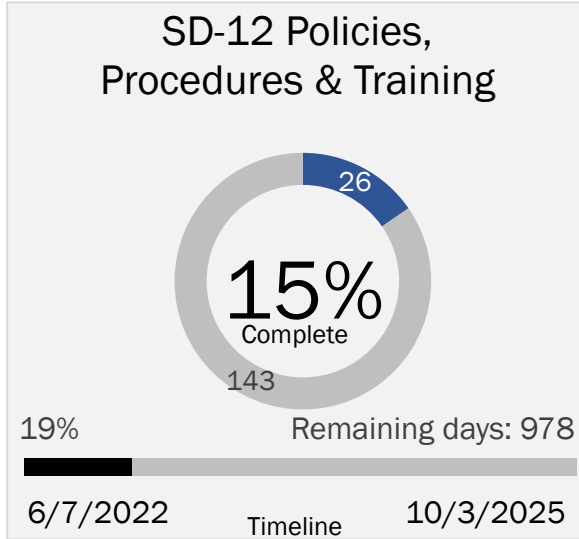
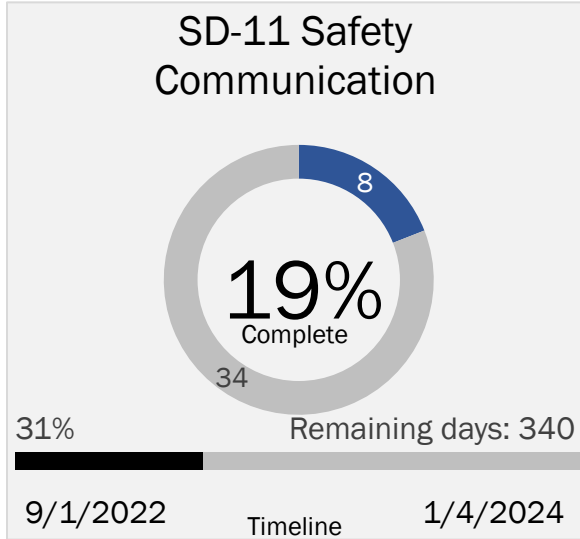
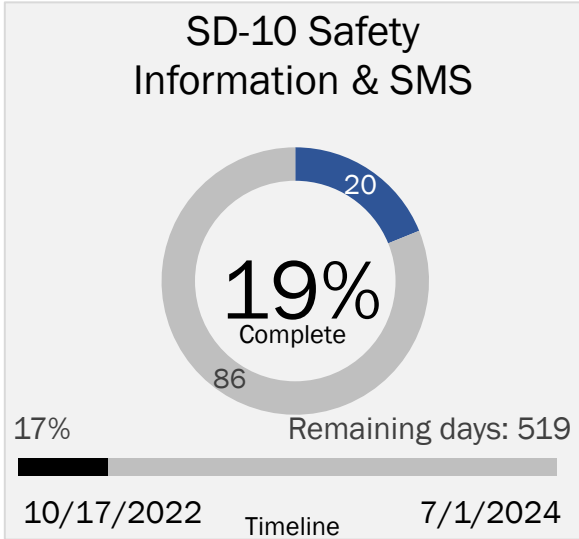
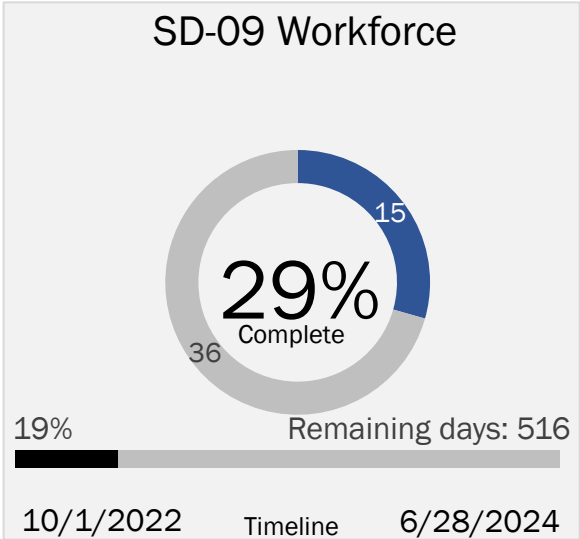
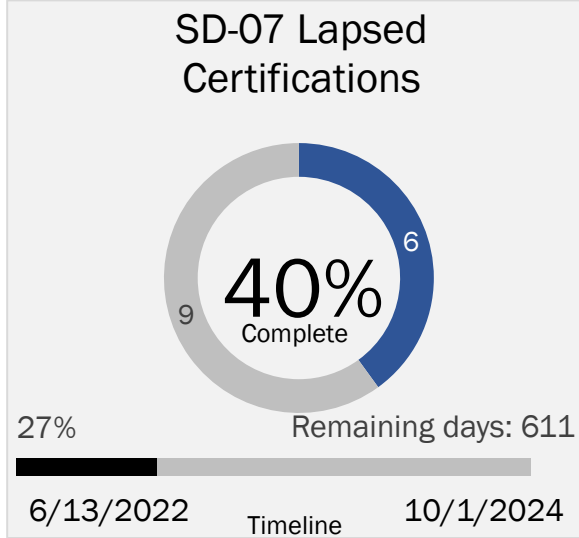
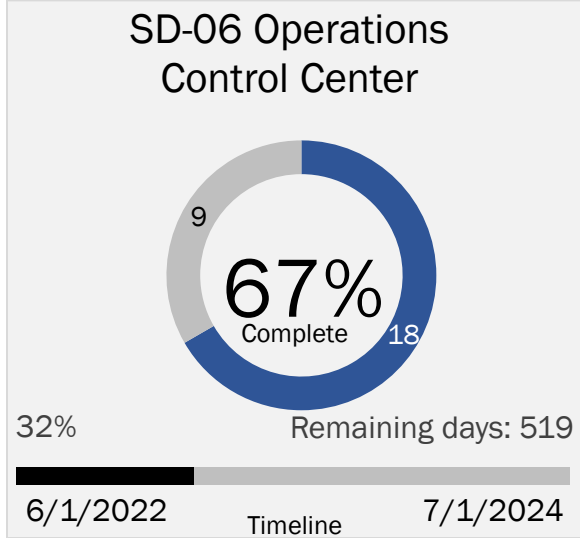
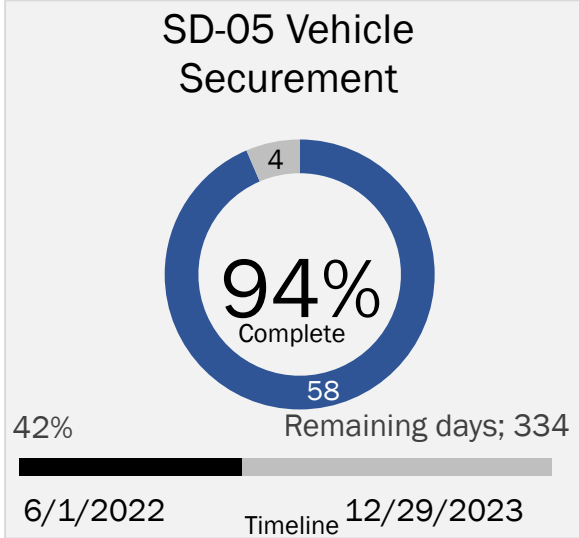
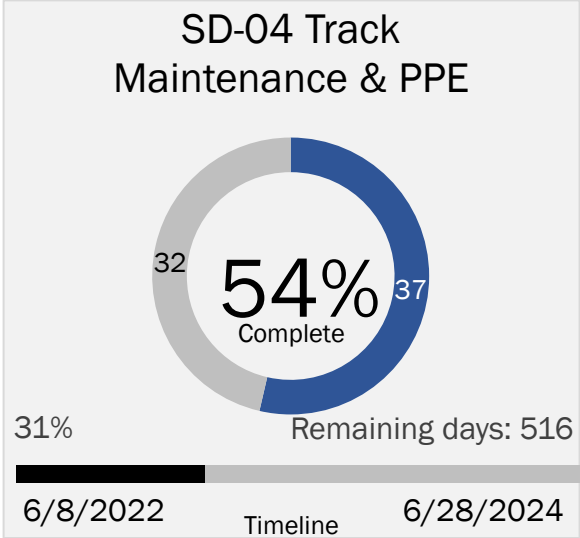


Massachusetts Bay Transportation Authority

FTA Safety Management Inspection Update
MBTA Safety, Health & Environment Subcommittee Meeting
February 9, 2023
Katie Choe, Chief of Quality, Compliance & Oversight



FTA SMI Response Progress Summary

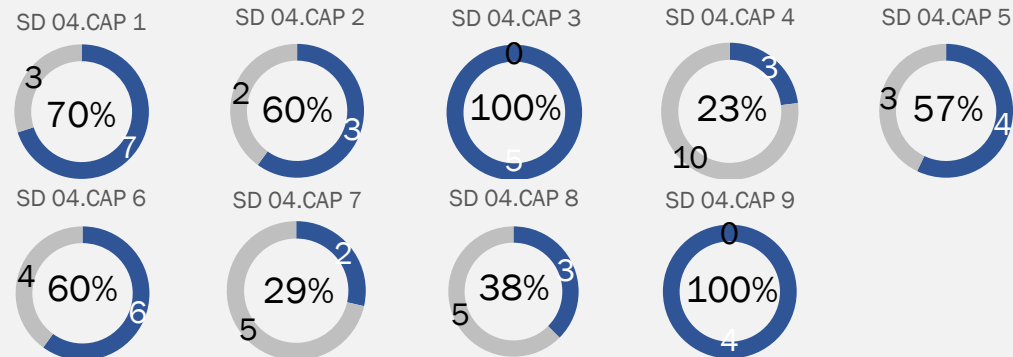
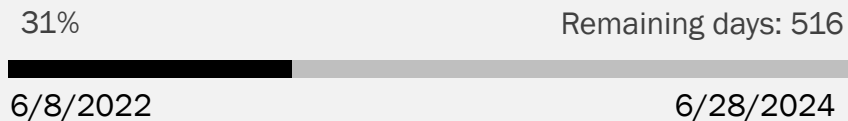


SD 22-4: Track Maintenance & PPE

- F1: New PPE Policy Went into Effect 2/1/23 and Distribution of Updated PPE to Employees Ongoing
- F2: Developed New Compliance Inspection Forms
- F3: Raised Tufts Curve Speed Restriction from 10MPH to 18MPH
Remaining Cologne Egg Replacements Ongoing
- F4: Engaged European Consulting Firm to Evaluate ROW Availability
- F5: Completed Initial Assessment of Maintenance Needs and Resource Availability
- F6: Developed Capital Funding Request & Plan for Accelerated Implementation
- F7: Began Weekly Distribution of New Speed Restriction Report to Executives
- F8: Performed Track Inspections and Maintenance: Speed Restrictions at 6.7% of Track as of 2/1/23
Eliminated All Blue Line Speed Restrictions
- F9: Restored Green Line Work Train to Working Order

By the Numbers:

- 9 Findings: 0 Closed, 9 Ongoing

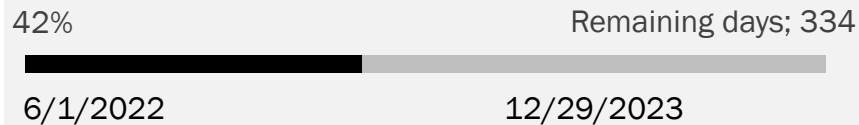


SD 22-5: Vehicle Securement

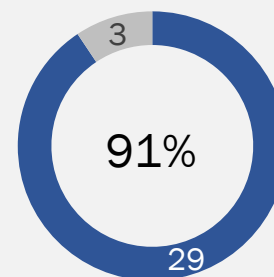
- F1: Developed & Implemented New Vehicle Securement Procedures
- F2: Completed Training of All Heavy Rail Personnel
Trained 424 of 673 Personnel requiring Light Rail Training (63%)
- F3: Developed Compliance Program and Prototyping to Validate

By the Numbers:

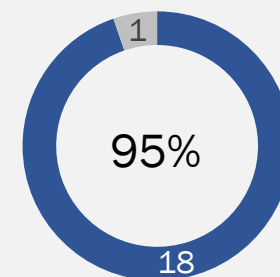
- 3 Findings: 0 Closed, 3 Ongoing



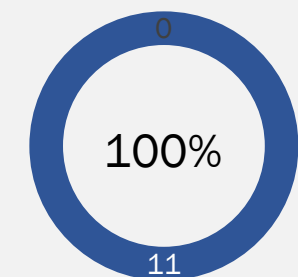
SD 05.CAP 1



SD 05.CAP 2



SD 05.CAP 3



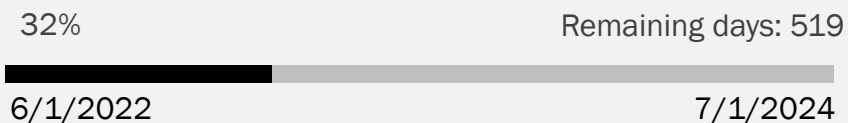
■ Action Items Completed ■ Action Items Remaining

SD 22-6: Operations Control Center

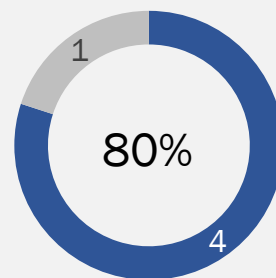
- F1: Recertified 100% of OCC Staff
- F2: Ensured 100% Compliance with Work Hour Restrictions
- F3: Established Operating Procedures to Ensure No Staff Performing Dual Roles
- F4: Ensured 100% Compliance with Work Hour Restrictions
- F5: Staffed to 26 Dispatchers Including Supplemental Resources
- F6: Developed plan to make OCC role more attractive
- F7: Recertified 100% of OCC Staff

By the Numbers:

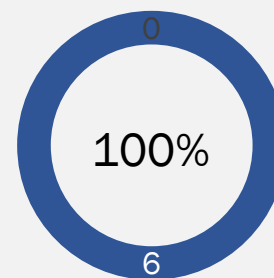
- 7 Findings: 0 Closed, 7 Ongoing



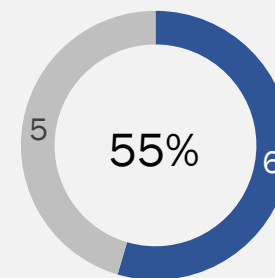
SD 06.CAP 4



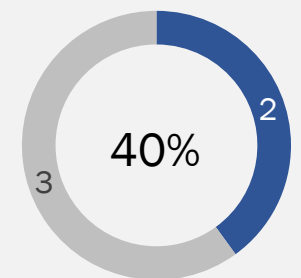
SD 06.CAP 5



SD 06.CAP 6



SD 06.CAP 7

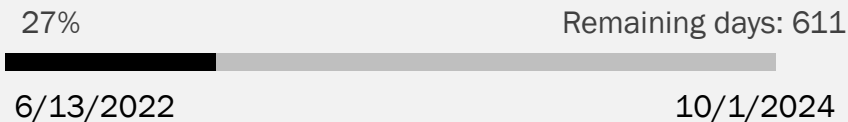


SD 22-7: Lapsed Certifications

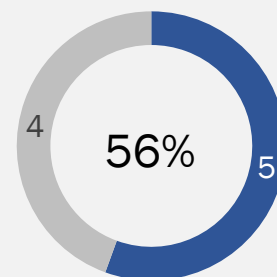
- F1: Ensured 100% of Operating Personnel Are Current in Certifications
- F2: Ensured 100% of Operating Personnel Are Current in Certifications
- F3: Ensured 100% of Operating Personnel Are Current in Certifications

By the Numbers:

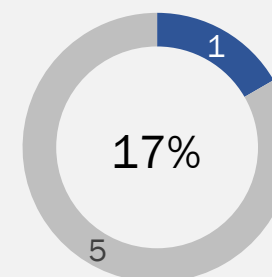
- 3 Findings: 0 Closed, 3 Ongoing



SD 07.CAP 2

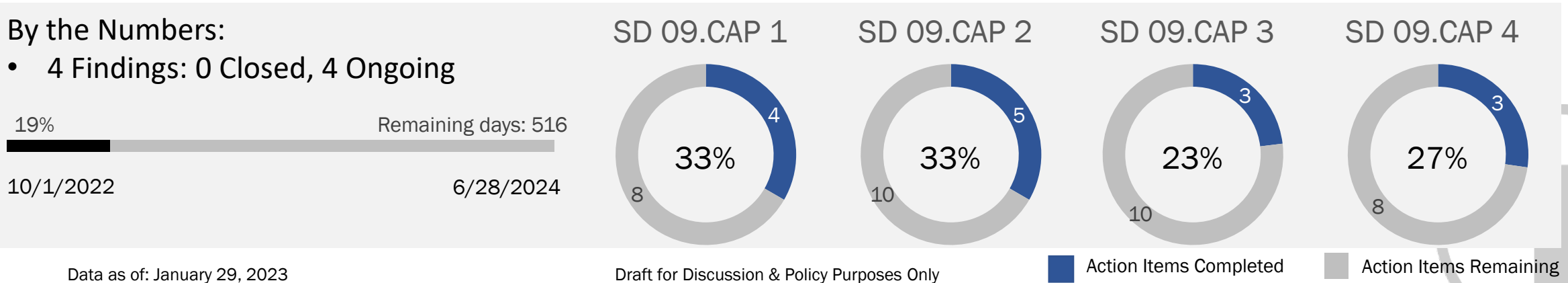


SD 07.CAP 3



SD 22-9: Workforce

- F1: Began Workforce Assessment
- F2: Began Hiring & Recruitment Plan engagement
- F3: Received Safety Engineering & Certification consultant proposals
- F4: Issued Contractor Oversight Program RFP
Scheduled Contractor Outreach on SMI Impact on Design & Construction

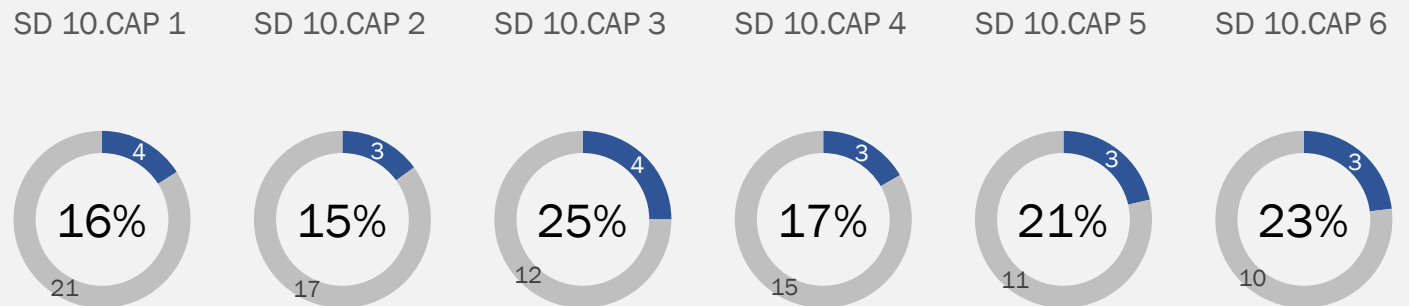


SD 22-10: Safety Information & SMS

- F1: Received proposal for SMS Implementation
- F2: Received proposal for Executive Communication
- F3: Received proposal for Safety Data Analysis
- F4: Received proposal for Safety Assurance Process
- F5: Received proposal for Safety Risk Assessment
- F6: Received proposal for Safety Risk Monitoring

By the Numbers:

- 6 Findings: 0 Closed, 6 Ongoing



SD 22-11: Safety Communication

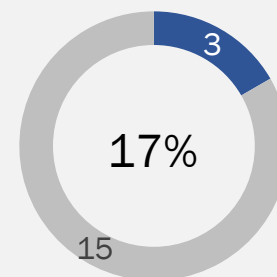
- F1: Standardized Local Safety Committee Procedures
- F2: Scheduled & Published Local Safety Committee Meeting Series
- F3: Launched Employee Concerns Hotline & Safety Hotline Campaign

By the Numbers:

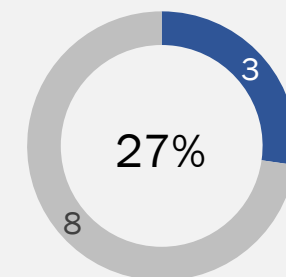
- 3 Findings: 0 Closed, 3 Ongoing



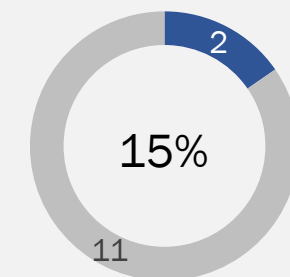
SD 11.CAP 1



SD 11.CAP 2



SD 11.CAP 3

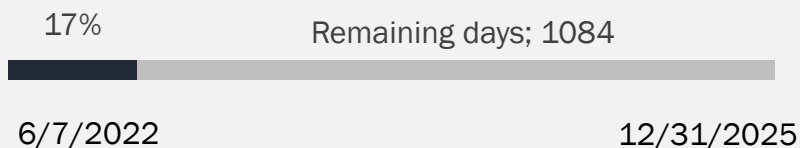


SD 22-12: Policies, Procedures & Training

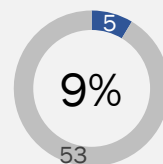
- F1: Established Rules Compliance Working Group Structure
- F2: Received proposals for Rules Compliance & Monitoring Program
- F3: Issued Quality Management Plan & Monthly Executive Briefing
- F4: Issued RFP for Technical Training Development
- F5: Developing RFP for Electronic Manual & Tool Development
- F6: Coordinated with HR on Mentoring Proposals
- F7: Completed Repairs on 17 of 18 Radio Weak Spots

By the Numbers:

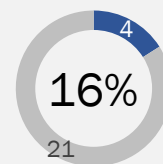
- 7 Findings: 0 Closed, 7 Ongoing



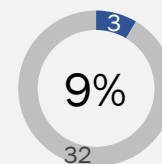
SD 12.CAP 1



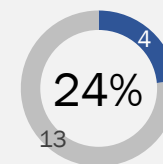
SD 12.CAP 2



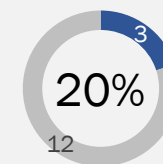
SD 12.CAP 3



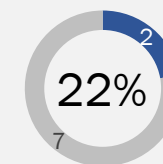
SD 12.CAP 4



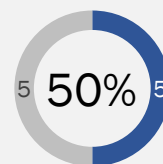
SD 12.CAP 5



SD 12.CAP 6



SD 12.CAP 7



Publishing our Quality Management Plan is a key milestone for developing a comprehensive Quality Management System



FIGURE 2 | QMS DOCUMENT FRAMEWORK

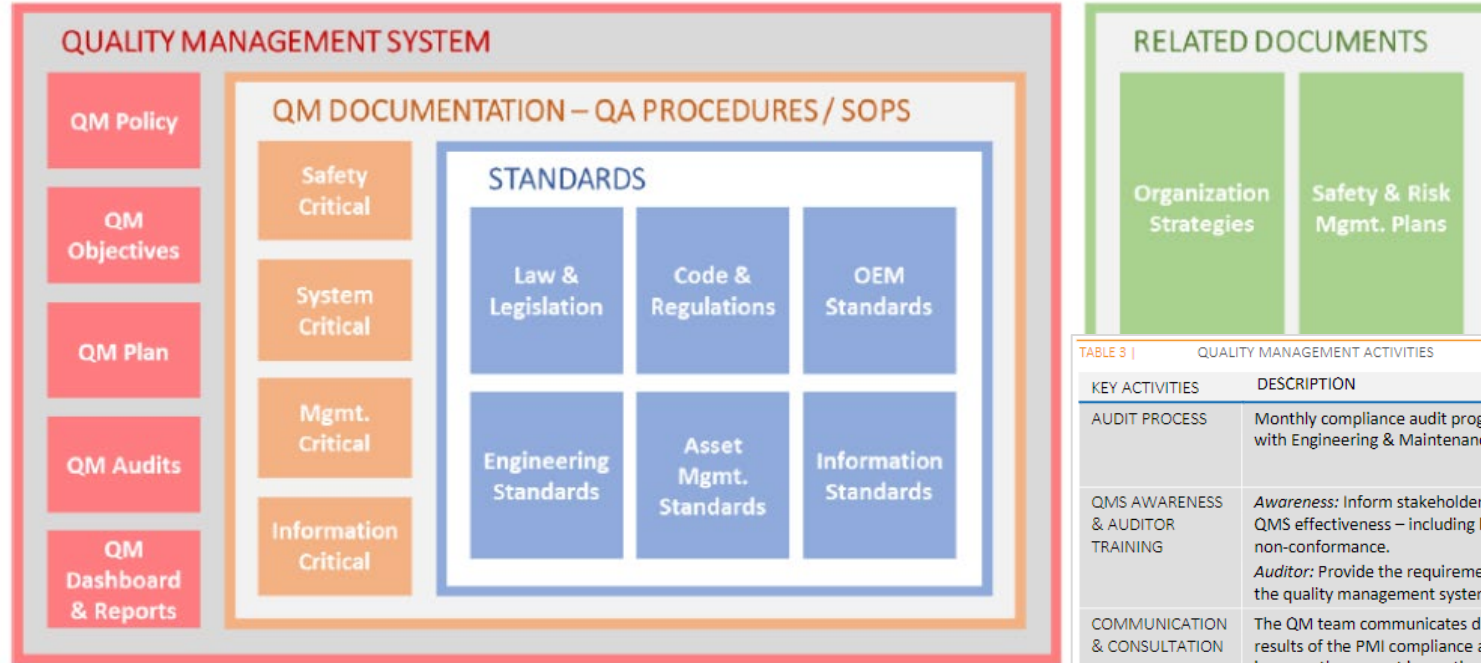


TABLE 3 | QUALITY MANAGEMENT ACTIVITIES

KEY ACTIVITIES	DESCRIPTION		
AUDIT PROCESS	Monthly compliance audit programs (documentation audit and maintenance SOP audits) with Engineering & Maintenance and Vehicle Maintenance.		
QMS AWARENESS & AUDITOR TRAINING	<i>Awareness:</i> Inform stakeholders of QM policy and quality objectives, their contribution to QMS effectiveness – including benefits of improved performance – and the implications of non-conformance. <i>Auditor:</i> Provide the requirements for competence, training, and awareness for auditing the quality management system – including compliance audits and competence reviews.		
COMMUNICATION & CONSULTATION	The QM team communicates directly with the directors of asset classes and provides the results of the PMI compliance audits and improvement actions necessary to modify or improve the current inspection, maintenance, and management of fleet, facilities, and infrastructure assets. The internal QMS audit involves consultation with both the QM team and other MBTA personnel, including MBTA leadership, to ensure all aspects of the QMS are being complied with and opportunities for improvement are identified.		
DOCUMENTATION	All QM documentation is controlled and maintained, including: <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • SOPs, standards, other QMS documentation • PMI completion records • PMI audit compliance records </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> • Quality audit reports • Quality progress reporting • QM meeting minutes </td> </tr> </table>	<ul style="list-style-type: none"> • SOPs, standards, other QMS documentation • PMI completion records • PMI audit compliance records 	<ul style="list-style-type: none"> • Quality audit reports • Quality progress reporting • QM meeting minutes
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Quality Management System:

- Policies, Objectives, Plan, Audits *built on* QA Documentation and Procedures *built on* Agreed Upon Standards

Questions