

**The Massachusetts Bay Transportation Authority***Corrective Action Plan (CAP)***FTA-OCC-22-007****BACKGROUND**

Overview: The FTA issued Special Directive 22-6 that requires the Massachusetts Bay Transportation Authority (MBTA) to address ongoing safety concerns at MBTA and interim findings from the FTA's Safety Management Inspection (SMI) that was initiated in April 2022.

This Special Directive mandated that MBTA take seven actions to ensure its Operations Control Center personnel are adequately trained and certified to perform their job functions, are provided the opportunity for proper rest between shifts, and are not required to fulfill multiple roles within one shift.

PURPOSE

This Corrective Action Plan has been developed to address **Special Directive 22-6 Category 2: Corrective Plans and Procedures to Ensuring that Operations Control Center Staff Are Recertified and Rested, Finding 7**, Required Action **FTA-OCC-22-007**.

FTA Finding

- MBTA allows dispatchers who are not current in their certifications to work in the OCC.

FTA Required Action

- MBTA must verify that all dispatchers working within the OCC are current in their certifications prior to starting their shift.

ANALYSIS AND RECOMMENDATIONS**Analysis**

- The MBTA Operations Control Center must be staffed with certified employees to ensure safe and reliable operations.

Recommendations

- All OCC dispatchers, supervisors and managers must be aware of what dispatcher certifications are required and at what intervals, and multiple checks/balances must be set up to ensure all dispatchers or those providing dispatching services meet MBTA's certification requirements prior to starting any shift.



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ACTION PLAN

Description: The OCC will work with the MBTA's Training, OPSS, Procurement, and ITD Departments to set up sustainable processes and timetables to ensure all dispatchers or those providing dispatching services meet MBTA's certification requirements prior to starting any shift. This action plan will have significant overlap and cooperation required with **FTA-LC-22-002**. These actions will include:

- Documenting and issuing of recertification requirements via a Special Order and update to the rulebook
- Developing procedures to ensure recertification
- Developing a digital centralized tracking system to help proactively manage and verify recertifications
- Developing a specialized dispatcher certification

PLAN STRUCTURE

#	Actionable Items	Description	Responsible Party ¹	Est Start ²	Est End ³
1	Document requirements	Document and issue Special Order (SO) for certification requirements and intervals required for dispatchers (or those providing dispatching services)	OCC (Aisheea Isidor, AGM of OCC & Training)	6/15/22	7/29/22
2	Short-term recertification verification	Develop procedures to ensure all dispatchers (all modes) or those providing dispatching services have up-to-date certifications prior to any worked shift	OCC (Aisheea Isidor, AGM of OCC & Training)	6/15/22	9/1/22
3	Include requirements in next rulebook update	Incorporate requirements for recertifications and expected intervals in current rulebook update	Training (Billy Cameron, Division Chief of Training)	6/15/22	4/1/23
4	Formal tracking and notification system	Develop digital centralized tracking system that allow supervisors to proactively oversee and manage process (<i>will be done as part of FTA-LC-22-002 CAP</i>)	OPSS (Alessandra Bouchard, Dep. Dir. Of Lean Analytics) / ITD (David Metraux, Dep. CIO) / Training (Billy Cameron, Division Chief of Training)	6/22/22	7/1/23
5	Specialized dispatcher certification	Develop Heavy & Light Rail dispatcher recertification program that is unique to job classification	Training (Billy Cameron, Division Chief of Training) / Procurement (Jeff Cook, Chief Procurement & Contract Admin. Off.)	7/1/23	1/1/24

COMPLETION DOCUMENTATION

Performance Metrics

Expected Completion: 1/1/24

- 100% of dispatchers are recertified prior to working any shift

Verification

¹ In the event of personnel or departmental changes, responsibilities for actionable items shall transfer to the new leadership.

² Est Start – Estimated Start Date

³ Est End Estimated Completion Date


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The verification strategy for ensuring completion of the required work will be through establishing the existence of the following:

- Special Order which documents certification requirements for dispatchers
- Recertification program that is specialized for Heavy and Light rail dispatchers
- Digital centralized tracking system for recertifications

BUDGET/COST ESTIMATE

Overview:

Most of the effort will be completed with existing resources, except for support to build out training and manuals for a specialized rail dispatcher certification

<i>Segment Code</i>	<i>Cost Estimate</i>
Consultant or contractor support to build out recertification program for Light and Heavy Rail Dispatcher, including manuals	\$300,000
25% contingency	\$75,000
Total	\$375,000



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CORRECTIVE ACTION PLAN COMMITMENT

Responsible Parties

Department	Name	Contact Email	Signature
Transportation Training & OC	Aisheea Isidor AGM of OCC & Training	[REDACTED]	DocuSigned by: Aisheea Isidor 43410275F004834
Operations Planning, Scheduling & Strategy	Kat Benesh Chief of Operations Strategy, Policy & Oversight	[REDACTED]	DocuSigned by: Katherine Benesh 73772447049F480
ITD	John Glennon CIO	[REDACTED]	DocuSigned by: [REDACTED] 83D1E1B235C74CF
Procurement	Jeff Cook Chief Procurement & Contract Administration Officer	[REDACTED]	DocuSigned by: Jeff Cook 02218CF6D02433

Executive Leadership of Responsibilities Parties

DocuSigned by: Jeffrey D. Gonneville 781963871260411...	7/5/2022
Jeffrey D. Gonneville MBTA Deputy General Manager	Date
DocuSigned by: David Panagore 874633A-0222761...	7/5/2022
David Panagore MBTA Chief Administration Officer	Date
DocuSigned by: Ronald Ester 30028006C20743C...	7/5/2022
Ronald Ester MBTA Chief Safety Officer	Date
DocuSigned by: Steve Poftak 63302D004491D405...	7/5/2022
Steve Poftak MBTA General Manager	Date