



Massachusetts Bay Transportation Authority

FTA Safety Management Inspection Update

MBTA Board of Directors Meeting

February 24, 2023

Katie Choe, Chief of Quality, Compliance & Oversight



MBTA is launching two webpages today on mbta.com


Massachusetts Bay Transportation Authority

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Search for routes, info, and more

Home > PREVIEW MODE

Quality, Compliance & Oversight



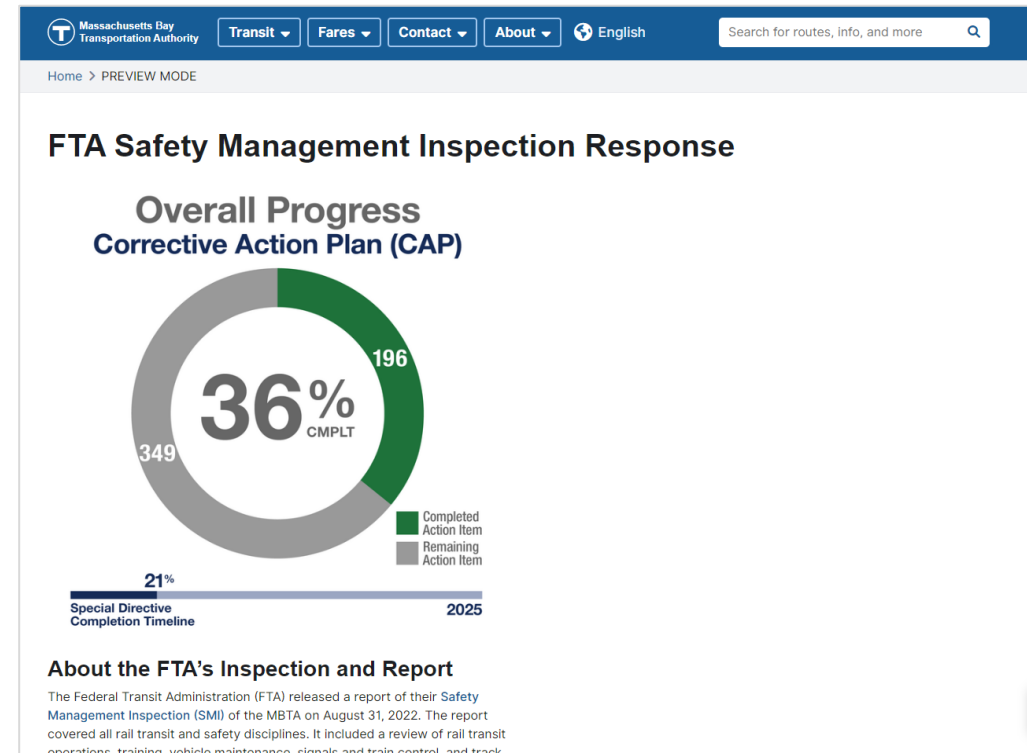
In August 2022, the MBTA launched the Quality, Compliance & Oversight Office (QCO) to respond to, implement, and oversee the Federal Transit Administration's (FTA) findings and directives in the Safety Management Inspection (SMI) report.

The QCO will report publicly every month to the MBTA Board of Directors meetings on progress toward implementing the FTA's directives.

Katie Choe leads the QCO and reports directly to the General Manager in order to implement all of the FTA's recommended actions.

www.mbta.com/QCO

Data Date 02.05.2023



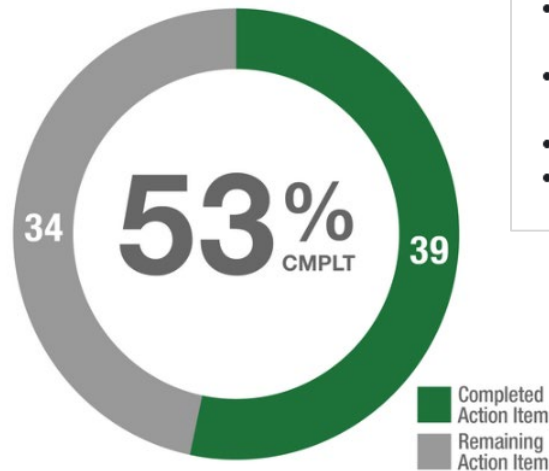
www.mbta.com/FTAResponse



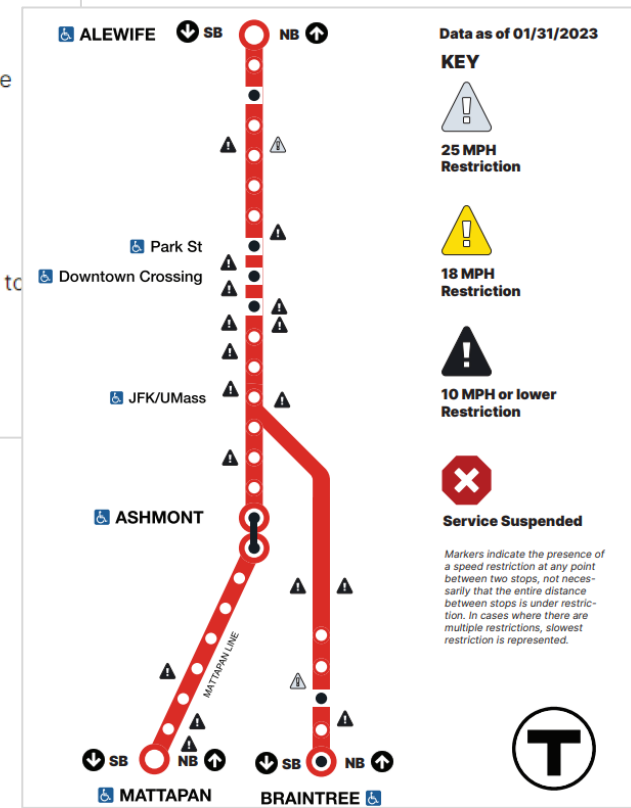
You can find status information and the Corrective Action Plan (CAP) documents on the SMI Response page

FTA Special Directive 22-04

SD-04 Track Maintenance & PPE



- [CAP 1](#) – Issues new Personal Protective Equipment (PPE) Policy and begins distributing new equipment to employees
- [CAP 2](#) – Develops new Compliance Inspection Forms
- [CAP 3](#) – Raises Orange Line curve speed restriction at Tufts. Remaining track maintenance to be completed at night.
- [CAP 4](#) – Engages European consulting firm to evaluate maintenance needs, schedule, and right of way availability
- [CAP 5](#) – Completes initial assessment of maintenance needs and resource availability
- [CAP 6](#) – Develops capital funding request and plan for accelerated implementation
- [CAP 7](#) – Begins weekly distribution of new speed restriction report to Executive Management
- [CAP 8](#) – Reduces speed-limit restrictions
- [CAP 9](#) – Restores Green Line work train to working order

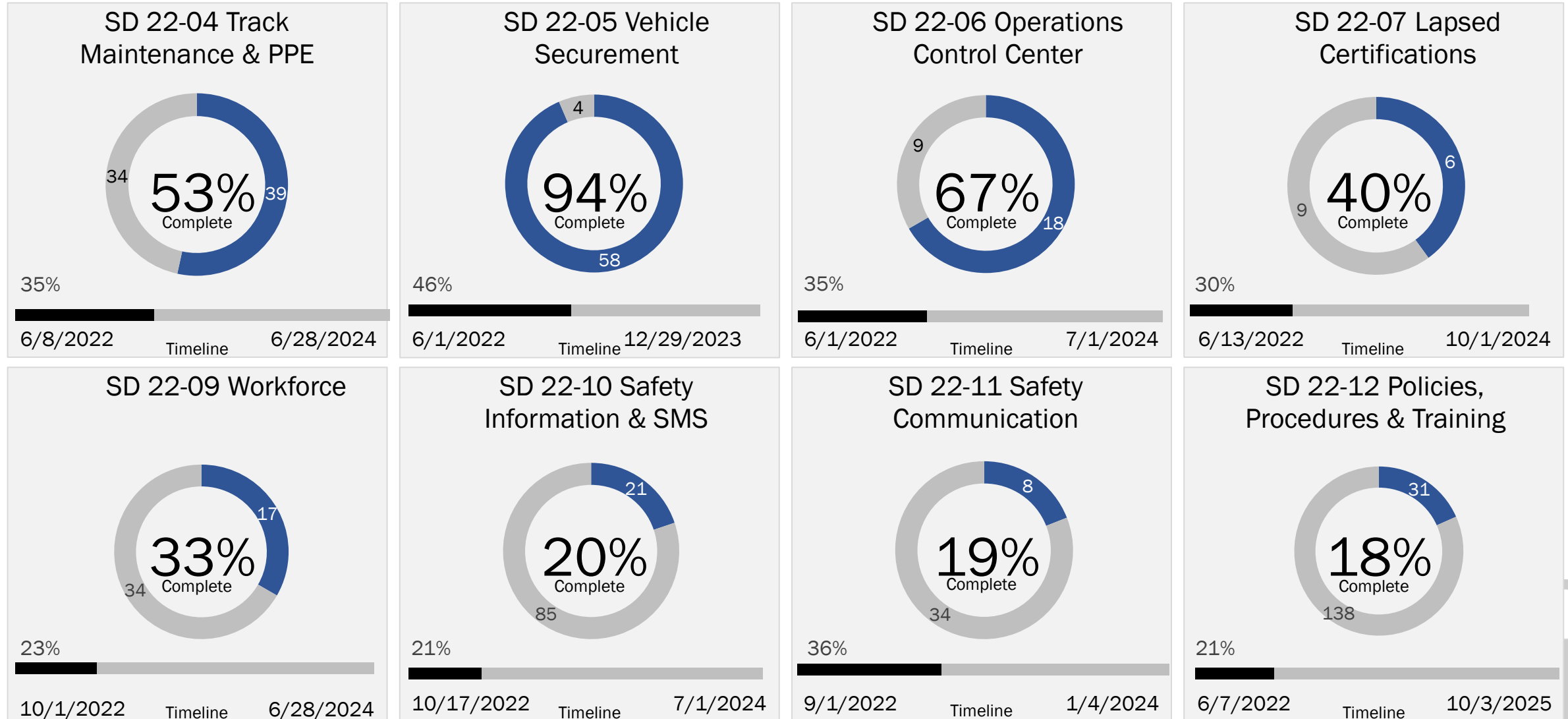


We will continue to build out the content on our webpages

- Deepdives on specific topics
- Explanations of processes and work we are doing
- Impact metrics for how our work is affecting the T and our riders
- Enhanced speed restriction dashboard



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 7.0% of Track as of 2/15/23
Eliminated All Blue Line Speed Restrictions
- F9: Restored Green Line Work Train to Working Order

By the Numbers:

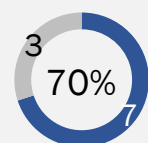
- 9 Findings: 0 Closed, 9 Ongoing

35%

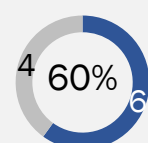
6/8/2022

6/28/2024

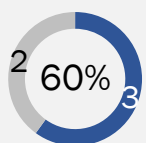
SD 04.CAP 1



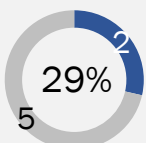
SD 04.CAP 6



SD 04.CAP 2



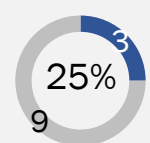
SD 04.CAP 7



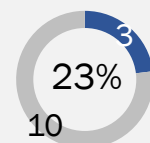
SD 04.CAP 3



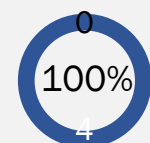
SD 04.CAP 8



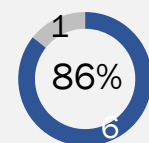
SD 04.CAP 4



SD 04.CAP 9



SD 04.CAP 5



SD 22-5: Vehicle Securement

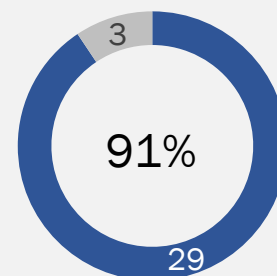
- F1: Developed & Implemented New Vehicle Securement Procedures
- F2: Completed Training of All Heavy Rail Personnel
Trained 513 of 617 Personnel requiring Light Rail Training (86%)
- F3: Developed Compliance Program and Prototyping to Validate

By the Numbers:

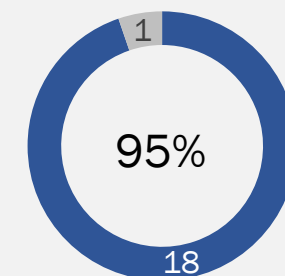
- 3 Findings: 0 Closed, 3 Ongoing



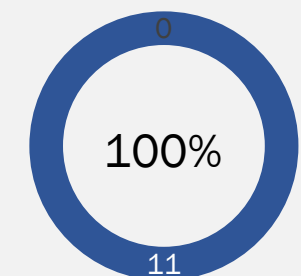
SD 05.CAP 1



SD 05.CAP 2



SD 05.CAP 3



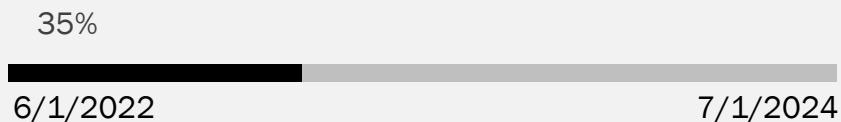
■ Action Items Completed ■ Action Items Remaining

SD 22-6: Operations Control Center

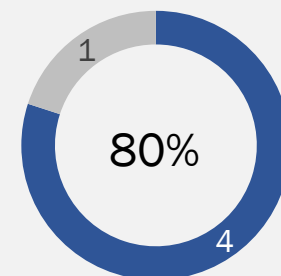
- F1: Recertified 100% of OCC Staff
- F2: Ensured 100% Compliance with Work Hour Restrictions
- F3: Established Operating Procedures to Ensure No Staff Performing Dual Roles
- F4: Ensured 100% Compliance with Work Hour Restrictions
- F5: Staffed to 26 Dispatchers Including Supplemental Resources
- F6: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

By the Numbers:

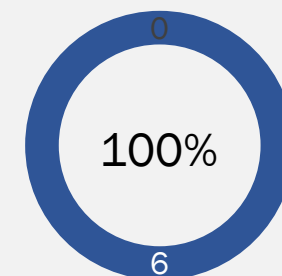
- 7 Findings: 0 Closed, 7 Ongoing



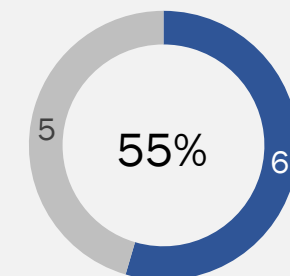
SD 06.CAP 4



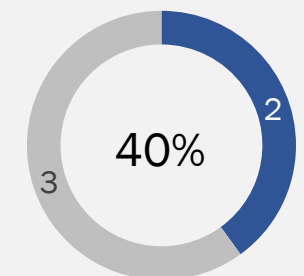
SD 06.CAP 5



SD 06.CAP 6



SD 06.CAP 7

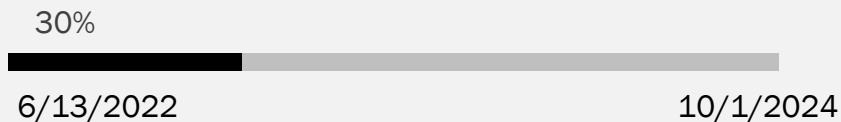


SD 22-7: Lapsed Certifications

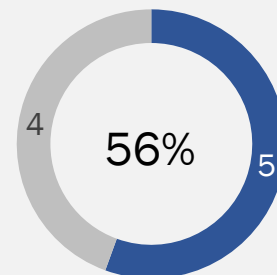
- F1: Ensured 100% of Operating Personnel Are Current in Certifications
- F2: Ensured 100% of Operating Personnel Are Current in Certifications
- F3: Ensured 100% of Operating Personnel Are Current in Certifications

By the Numbers:

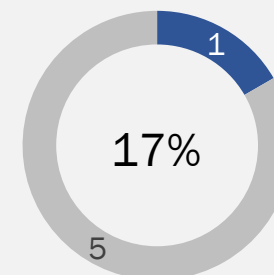
- 3 Findings: 0 Closed, 3 Ongoing



SD 07.CAP 2



SD 07.CAP 3



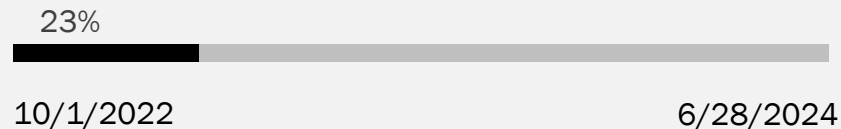
SD 22-9: Workforce

- F1: Began Workforce Assessment
- F2: Began Hiring & Recruitment Plan engagement
- F3: Received Safety Engineering & Certification consultant proposals
- F4: Issued Contractor Oversight Program RFP

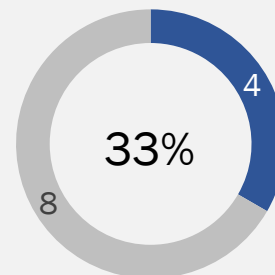
Scheduled Contractor Outreach on SMI Impact on Design & Construction

By the Numbers:

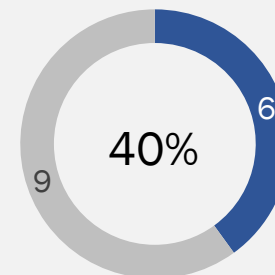
- 4 Findings: 0 Closed, 4 Ongoing



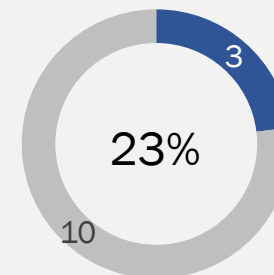
SD 09.CAP 1



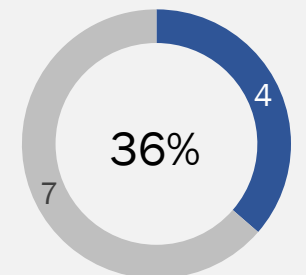
SD 09.CAP 2



SD 09.CAP 3



SD 09.CAP 4

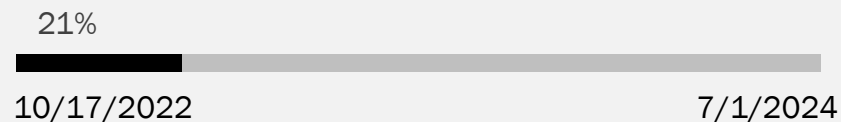


SD 22-10: Safety Information & SMS

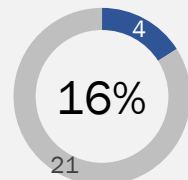
- F1: Received proposal for SMS Implementation
- F2: Received proposal for Executive Communication
- F3: Received proposal for Safety Data Analysis
- F4: Received proposal for Safety Assurance Process
- F5: Received proposal for Safety Risk Assessment
- F6: Received proposal for Safety Risk Monitoring

By the Numbers:

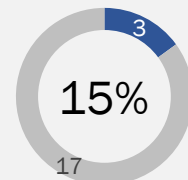
- 6 Findings: 0 Closed, 6 Ongoing



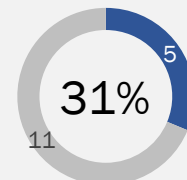
SD 10.CAP 1



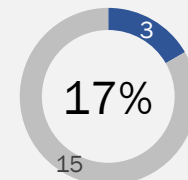
SD 10.CAP 2



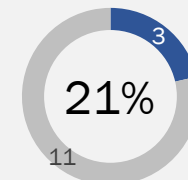
SD 10.CAP 3



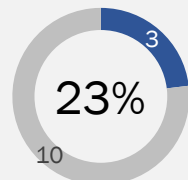
SD 10.CAP 4



SD 10.CAP 5



SD 10.CAP 6



SD 22-11: Safety Communication

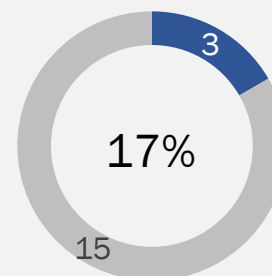
- F1: Standardized Local Safety Committee Procedures
- F2: Scheduled & Published Local Safety Committee Meeting Series
- F3: Launched Employee Concerns Hotline & Safety Hotline Campaign

By the Numbers:

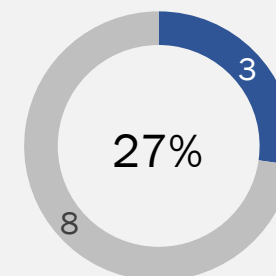
- 3 Findings: 0 Closed, 3 Ongoing



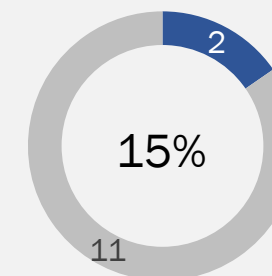
SD 11.CAP 1



SD 11.CAP 2



SD 11.CAP 3

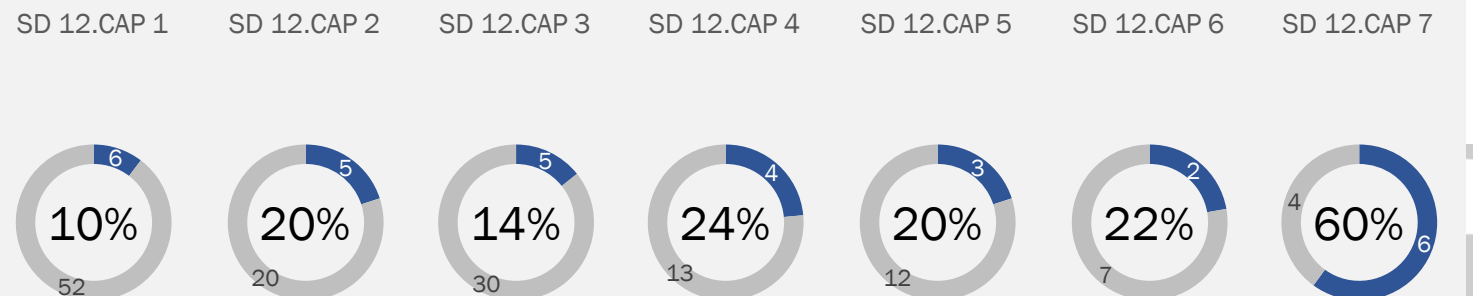
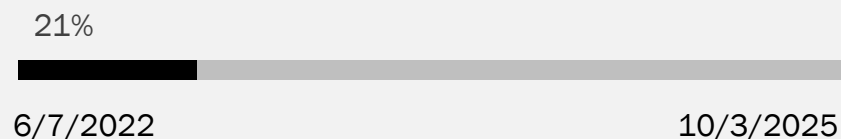


SD 22-12: Policies, Procedures & Training

- 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



Questions

