



The Massachusetts Bay Transportation Authority

Corrective Action Plan (CAP)

FTA-VSC-23-001

BACKGROUND

Overview: The FTA issued Special Directive 22-5 that required the Massachusetts Bay Transportation Authority (MBTA) to address ongoing safety concerns at MBTA and interim findings uncovered during FTA's Safety Management Inspection (SMI) that was initiated in April 2022.

This Special Directive mandated that MBTA take three (3) required actions in three distinct categories related to movement of equipment within yard limits with known or suspected defective brakes or propulsion equipment.

PURPOSE

This Corrective Action Plan (CAP) has been developed to address in detail **Special Directive 22-5 Category 1: Vehicle Securement Policies, Procedures and Compliance**, specifically all elements (development, training, pilot, staffing, compliance) of a pre-trip inspection which incorporates an exterior vehicle visual assessment of major systems & components. As directed by the FTA, the name for the supplemental CAP is **FTA-VSC-23-001**.

This CAP directly supersedes the below action items in the previous SD 22-5 CAPs:

- FTA-VSC-22-001: 9c
- FTA-VSC-22-002: 1c
- FTA-VSC-22-003: 1c

All other action items of the previous 22-5 CAPs regarding the work on other procedures, training, and compliance remains in effect.

FTA Finding

MBTA does not verify that personnel consistently use policies and procedures for movement of trains that do not have working brakes and working propulsion equipment.

On February 14, 2023, the FTA provided additional direction after review of Operations Special Order #22-155, Procedure for Heavy Rail Vehicle Pre-Trip Inspections, dated August 5, 2022. The required action was to amend the procedure to include adequate checklist(s) and training for staff to perform static exterior vehicle checks during pre-trip inspections and to clarify the process of how the MBTA performs multiple vehicle inspections.

FTA Required Action

FTA-VSC-23-001: MBTA must create and implement a compliance program to ensure personnel consistently and accurately use policies and procedures for yard movements of rail vehicles with known or suspected defective brakes or propulsion equipment. Personnel is inclusive of all employees, contractors, oversight, or other individuals who access the rail system and facilities.

FTA's review requires additional information and considerations to address the requirements identified in Finding 3 of FTA's Special Directive 22-5, per FTA statements on 2/14/23, the MBTA must revise procedures for exterior inspections, including pre-trip inspections and circle checks and include those revisions in the rulebook.

ANALYSIS AND RECOMMENDATIONS

Analysis

Previously approved plans have implemented carhouse circle checks and yard movement safety inspections for both visual and functional confirmation that internal & external systems are operational and free of defects to allow for safe operations.

The MBTA should refine the vehicle inspection process to consolidate procedures, when possible, clearly define expectations, incorporate visual exterior vehicle inspections into all pre-trip processes, and develop short-, medium-, and long-term approaches to ensure that all vehicles are safe for revenue service, non-revenue service, and for vehicles with defects, all operational personnel are aware of the hazards and mitigation strategies for moving a defective vehicle.



The Massachusetts Bay Transportation Authority

Corrective Action Plan (CAP)

FTA-VSC-23-001

Recommendations

- Develop procedures, training and verification of compliance for pre-trip inspections
- Ensure a knowledge transfer from each inspection performed as ownership of vehicle operations progress

ACTION PLAN

Description: The MBTA will develop and implement procedures, training, special orders and an eventual rulebook revision for interior and exterior pre-trip inspections of vehicles before revenue service to identify and document potential defects. We will train all affected personnel which includes Training Staff, Operations Control Center staff, Yard Masters, Yard Motor Persons, Vehicle Maintenance Forepersons and Supervisors. The resulting documentation will be assessed to determine how to transfer knowledge of interior and exterior vehicle defects transfer with ownership of operations.

The work of this corrective action plan will revise SD 22-5-1 CAP products to clarify terminology, stream-line activities, and institute an implementation plan focusing on trains entering revenue service first.

PLAN STRUCTURE

#	Actionable Items	Description	Responsible Party ¹	Est Start ²	Est End ³
1	Industry Benchmarking	Assess peer transit agencies to review current practices and determine best practices with similar constraints.	QCO: N. Vance Operations: P. Richmond	12/1/2022	6/1/2023
1a	Data Gathering & Analysis	Gather data on defects, percentage of vehicles being inspected, incidents related to vehicle defects, etc.	Ops Analytics: D. Zeigarnik QCO: N. Vance	3/24/2023	3/29/2024
1.13	Staffing/Personnel: Hire all relevant positions	Execute hiring plan to fill all currently vacant positions as well as the additional positions needed to support new procedures	Dave Panagore (Office of Chief Administration) & Dave Carney (Chief of Transit Services)	9/1/2022	12/30/2023
Wellington Yard Pilot					
2a	Identify exterior inspection location	Identify primary exterior inspection location that is safe or will be made safe and suitable with modification(s).	QCO: N. Vance Operations: P. Richmond	2/14/2023	3/20/2023
2b	Define elements of inspection	Identify critical train components, including the exterior and undercarriage, that must be visually inspected for all Orange Line Vehicles	QCO: N. Vance Operations: P. Richmond	12/18/2022	1/12/2023
2c	Establish pass / fail criteria for each component	For each external train component that needs to be visually inspected, clearly define pass / fail criteria.	QCO: N. Vance Operations: P. Richmond	3/16/2023	4/21/2023
2d	Create checklist & procure equipment and materials	Develop comprehensive list of task-specific equipment, documentation and tools required for yard Motorpersons to perform external visual inspections.	QCO: N. Vance Operations: P. Richmond	3/16/2023	4/21/2023

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



The Massachusetts Bay Transportation Authority

FTA-VSC-23-001

Corrective Action Plan (CAP)

PLAN STRUCTURE

#	Actionable Items	Description	Responsible Party ¹	Est Start ²	Est End ³
2e	Develop inspection procedure	Identify how a Yard Motorperson conducts an external vehicle inspection and identify if any support personnel are required	QCO: N. Vance Operations: P. Richmond	3/16/2023	4/21/2023
3a	Wellington Safety Hazard Analysis	Complete safety hazard analysis	Safety: R. Ester, A. Williams	4/21/2023	5/5/2023
3b	Orange Line SRM Workshop	Perform safety risk management assessment of Wellington and pre-trip inspection procedures for potential mitigation of hazards and approval of process.	QCO: Natasha Vance Safety: R. Ester, A. Williams Operations: P. Richmond	5/5/2023	5/19/2023
4	Union Engagement	Engage union leadership to discuss change in procedures and address potential concerns.	QCO: Natasha Vance Operations: D. Carney Labor Relations: A. Barnes	3/22/2023	5/5/2023
5a	Update Orange Line Procedures	Develop Orange Line Special Order on location specific procedure to perform exterior vehicle inspections at Wellington. Procedure will include checklist of visually observable elements and systems to assess potential defects.	QCO: N. Vance Operations: Ivy Payne	5/19/2023	6/2/2023
5b	Update OCC Procedures	Develop Operations Control Center Special Order which provides clear direction on procedures to allow safe operations to perform pre-trip inspections at Wellington.	QCO: Natasha Vance Operations: K. Dwarika	5/19/2023	6/2/2023
6a	Develop chain of custody system	Develop a chain of custody system to ensure that documentation and status of train defects transfers when takeover of vehicle operations occurs	QCO: Natasha Vance Operations: P. Richmond	2/23/2023	5/1/2023
6b	Develop compliance & audit procedures	Develop compliance & audit procedures to ensure that all required inspections are performed and that handoffs are conducted properly	QCO: Natasha Vance Operations: P. Richmond	2/23/2023	5/1/2023
7	Develop Orange Line Training Program	Work with Vehicle Maintenance, E&M, and heavy rail Training Schools to develop content and strategy (overtime, schedule, delivery method) to train yard motorpersons, yardmasters dispatchers, instructors, Heavy Rail supervisors and VM forepersons. Provide supporting visual guides/illustrations as needed.	QCO: Natasha Vance Training: Frenia Hunter	6/2/2023	6/30/2023
8	Staffing Model	Assess current staffing levels at Wellington, as well as impacts to road Motorperson and revenue vehicle schedules	QCO: N. Vance Operations: P. Richmond	4/21/2023	6/1/2023
9a	Employee Engagement	Engage yard motorpersons, motorpersons and instructors to discuss change in procedures.	QCO: Natasha Vance Operations: P. Richmond	5/19/2023	6/9/2023



The Massachusetts Bay Transportation Authority

FTA-VSC-23-001

Corrective Action Plan (CAP)

PLAN STRUCTURE

#	Actionable Items	Description	Responsible Party ¹	Est Start ²	Est End ³
9b	Employee Engagement	Feedback loop from employees; revise procedure; staffing	QCO: Natasha Vance Operations: P. Richmond	6/9/2023	6/30/2023
10a	Wellington Yard Assessment	Engineering & Maintenance performs site assessment at Wellington to determine what infrastructure improvements would benefit exterior vehicle inspections	QCO: Natasha Vance E&M: Joe Cheever	3/20/2023	4/14/2023
10b	Capital project improvement assessment	OCE to assess need for design and construction projects for exterior vehicle check locations	OCE: Joe Pavao	4/1/2023	7/1/2023
10c	Wellington Location Improvements	Engineering & Maintenance prepares Wellington area for safe and efficient pre-trip inspections. If modifications occur, Safety Department reevaluation of the hazards and mitigations is required on the proposed improvements within 2 weeks of the modifications.	QCO: Natasha Vance E&M: Joe Cheever Safety: R. Ester, A. Williams	4/3/2023	6/2/2023
11	Train Orange Line Employees	Train yard motorpersons, yardmasters dispatchers, instructors, Heavy Rail supervisors and VM forepersons on how to perform safe and efficient external vehicle inspections	QCO: Natasha Vance Training: F. Hunter	6/30/2023	8/11/2023
12a	Launch external visual inspection pilot	Issue Special Order for Orange Line External Vehicle Inspections and begin pilot program.	QCO: Natasha Vance Operations: P. Richmond	8/11/2023	10/11/2023
12b	Pilot evaluation	Review Pilot performance for effectiveness	QCO: Natasha Vance Operations: P. Richmond	8/11/2023	10/11/2023
12c	Finalize Training Materials	Update training materials, if needed, to reflect findings of the pilot program.	QCO: Natasha Vance Operations: P. Richmond	10/11/2023	10/25/2023
12d	Finalize Wellington Procedures	Update procedures and training materials based on pilot evaluation for standard operations. During this interim period between pilot procedure and final procedure, the EVIs will continue using the pilot procedure. Once the procedures have been updated, Safety Department to sign off before finalizing.	QCO: Natasha Vance Operations: P. Richmond Safety: R. Ester, A. Williams	10/11/2023	10/25/2023
12e	Launch finalized external vehicle inspection procedure	Implement any changes to the pilot procedure that were identified in 12b.	QCO: Natasha Vance Operations: P. Richmond	10/26/2023	Ongoing
13	Implement Back-up location	Identify back-up location at Wellington, ensure it is safe to perform visual external inspections. Perform SRM workshop and	QCO: Natasha Vance	4/1/2023	10/25/2023



The Massachusetts Bay Transportation Authority

FTA-VSC-23-001

Corrective Action Plan (CAP)

PLAN STRUCTURE

#	Actionable Items	Description	Responsible Party ¹	Est Start ²	Est End ³
		update procedures, if needed. Once the backup-location is identified, evaluate which action items (1a through 12e) are applicable and need to be updated/implemented to reflect the backup location.	Operations: P. Richmond		
Orient Heights Pilot					
14a	Identify external inspection location	Identify primary exterior inspection location that is safe or will be made safe and suitable with modification(s).	QCO: N. Vance Operations: P. Richmond	3/24/2023	4/14/2023
14b	Define elements of inspection	Identify critical train components, including exterior and undercarriage, that must be visually inspected	QCO: N. Vance Operations: P. Richmond	3/31/2023	4/28/2023
14c	Establish pass / fail criteria for each component	For each external train component that needs to be visually inspected, clearly define pass / fail criteria.	QCO: N. Vance Operations: P. Richmond	4/14/2023	5/12/2023
14d	Create checklist & procure tools	Develop comprehensive list of task-specific equipment, documentation and tools required for yard Motorpersons to perform external visual inspections. Provide verification (documentation) that task specific-equipment, documentation and tools developed for the yard motorperson are fully compliant with all ROW policies, procedures, and terminology, to include PPE and tools.	QCO: N. Vance Operations: P. Richmond	4/14/2023	5/12/2023
14e	Develop inspection procedure	Identify how a Yard Motorperson conducts a visual external inspection and identify if any support personnel are required	QCO: N. Vance Operations: P. Richmond	4/14/2023	5/12/2023
15a	Blue Line Safety Hazard Analysis	Complete safety hazard analysis	Safety: R. Ester, A. Williams	5/12/2023	6/2/2023
15b	Blue Line SRM Workshop	Perform safety risk management assessment of Orient Heights and pre-trip inspection procedures for potential mitigation of hazards and approval of process.	QCO: Natasha Vance Safety: R. Ester, A. Williams Operations: P. Richmond	6/2/2023	6/16/2023
16	Union Engagement	Engage union leadership to discuss change in procedures and address potential concerns.	QCO: Natasha Vance Operations: D. Carney Labor Relations: A. Barnes	3/22/2023	5/26/2023
17a	Update Blue Line Procedures	Develop Blue Line Special Order on location specific procedure to perform pre-trip inspections at Orient Heights. Procedure will include checklist of visually observable elements and systems to assess potential defects.	QCO: N. Vance Operations: P. Richmond	6/16/2023	6/30/2023
17b	Update OCC Procedures	Develop Operations Control Center Special Order which provides clear direction on procedures to allow safe operations in order	QCO: Natasha Vance	6/16/2023	6/30/2023



The Massachusetts Bay Transportation Authority

FTA-VSC-23-001

Corrective Action Plan (CAP)

PLAN STRUCTURE

#	Actionable Items	Description	Responsible Party ¹	Est Start ²	Est End ³
		to perform pre-trip inspections at Orient Heights.	Operations: K. Dwarika		
18a	Develop chain of custody system	Develop a chain of custody system to ensure that documentation and status of train defects transfers when takeover of vehicle operations occurs	QCO: Natasha Vance Operations: P. Richmond	6/23/2023	6/30/2023
18b	Develop compliance & audit procedures	Develop compliance & audit procedures to ensure that all required inspections are performed and handoffs are conducted properly	QCO: Natasha Vance Operations: P. Richmond	6/23/2023	6/30/2023
19	Develop Blue Line Training Program	Work with Vehicle Maintenance, E&M, and heavy rail Training Schools to develop content and strategy (overtime, schedule, delivery method) to train yard motorpersons, yardmasters dispatchers, instructors, Heavy Rail supervisors and VM forepersons. Provide supporting visual guides/illustrations as needed.	QCO: Natasha Vance Training: Frenia Hunter	6/30/2023	7/21/2023
20	Staffing Model	Assess current staffing levels at Orient Heights, as well as impacts to road Motorperson and revenue vehicle schedules	QCO: N. Vance Operations: P. Richmond	5/12/2023	6/16/2023
21a	Employee Engagement	Engage yard motorpersons, motorpersons and instructors to discuss change in procedures.	QCO: Natasha Vance Operations: P. Richmond	6/30/2023	7/14/2023
21b	Employee Engagement	Feedback loop from employees; revise procedure; staffing	QCO: Natasha Vance Operations: P. Richmond	7/14/2023	7/28/2023
22a	Orient Heights Yard Assessment	Engineering & Maintenance performs site assessment at Orient Heights to determine what infrastructure improvements would benefit exterior vehicle inspections	QCO: Natasha Vance E&M: Joe Cheever	4/14/2023	4/28/2023
22b	Capital project improvement assessment	OCE to assess need for design and construction projects for exterior vehicle check locations	OCE: Joe Pavao	4/1/2023	7/1/2023
22c	Orient Heights Location Improvements	Engineering & Maintenance prepares Orient Heights area for safe and efficient pre-trip inspections. If modifications occur, Safety Department reevaluation of the hazards and mitigations is required on the proposed improvements within 2 weeks of the modifications.	QCO: Natasha Vance E&M: Joe Cheever Safety: R. Ester, A. Williams	5/12/2023	6/30/2023
23	Train Blue Line Employees	Train yard motorpersons, yardmasters dispatchers, instructors, Heavy Rail supervisors and VM forepersons on how to perform safe and efficient external vehicle inspections	QCO: Natasha Vance Training: F. Hunter	7/28/2023	9/1/2023
24a	Launch external visual inspection pilot	Issue Special Order for Blue Line External Vehicle Inspections and begin pilot program.	QCO: Natasha Vance	9/1/2023	11/1/2023



The Massachusetts Bay Transportation Authority

Corrective Action Plan (CAP)

FTA-VSC-23-001

PLAN STRUCTURE

#	Actionable Items	Description	Responsible Party ¹	Est Start ²	Est End ³
			Operations: P. Richmond		
24b	Pilot evaluation	Review Pilot performance for effectiveness	QCO: Natasha Vance Operations: P. Richmond	9/1/2023	11/1/2023
24c	Finalize Training Materials	Update training materials, if needed, to reflect findings of the pilot program.	QCO: Natasha Vance Operations: P. Richmond	11/1/2023	11/15/2023
24d	Finalize Orient Heights Procedures	Update procedures and training materials based on pilot evaluation for standard operations. During this interim period between pilot procedure and final procedure, the EVIs will continue using the pilot procedure. Once the procedures have been updated, Safety Department to sign off before finalizing.	QCO: Natasha Vance Operations: P. Richmond Safety: R. Ester, A. Williams	11/1/2023	11/15/2023
24e	Launch finalized external vehicle inspection procedure	Implement any changes to the pilot procedure that were identified in 24b.	QCO: Natasha Vance Operations: P. Richmond	11/16/2023	Ongoing
25	Implement Back-up location	Identify back-up location at Orient Heights, ensure it is safe to perform visual external inspections. Perform SRM workshop and update procedures, if needed. Once the backup-location is identified, evaluate which action items (14a through 24e) are applicable and need to be updated/implemented to reflect the backup location.	QCO: Natasha Vance Operations: P. Richmond	4/1/2023	11/15/2023
Red Line Pilot					
26a	Identify external inspection location	Identify primary exterior inspection location that is safe or will be made safe and suitable with modification(s).	QCO: N. Vance Operations: P. Richmond	3/24/2023	4/28/2023
26b	Define elements of inspection	Identify critical train components, including exterior and undercarriage, that must be visually inspected	QCO: N. Vance Operations: P. Richmond	4/28/2023	5/26/2023
26c	Establish pass / fail criteria for each component	For each external train component that needs to be visually inspected, clearly define pass / fail criteria and provide supporting visual guides/illustrations as needed.	QCO: N. Vance Operations: P. Richmond	5/12/2023	6/9/2023
26d	Create checklist & procure tools	Develop comprehensive list of task-specific equipment, documentation and tools required for yard Motorpersons to perform external visual inspections. Provide verification (documentation) that task specific-equipment, documentation and tools developed for the yard motorperson are fully	QCO: N. Vance Operations: P. Richmond	5/12/2023	6/9/2023



The Massachusetts Bay Transportation Authority

FTA-VSC-23-001

Corrective Action Plan (CAP)

PLAN STRUCTURE

#	Actionable Items	Description	Responsible Party ¹	Est Start ²	Est End ³
		compliant with all ROW policies, procedures, and terminology, to include PPE and tools.			
26e	Develop inspection procedure	Identify how a Yard Motorperson conducts a visual external inspection and identify if any support personnel are required	QCO: N. Vance Operations: P. Richmond	5/12/2023	6/9/2023
27a	Red Line Safety Hazard Analysis	Complete safety hazard analysis	Safety: R. Ester, A. Williams	6/9/2023	6/30/2023
27b	Red Line SRM Workshop	Perform safety risk management assessment of Red Line and pre-trip inspection procedures for potential mitigation of hazards and approval of process.	QCO: Natasha Vance Safety: R. Ester, A. Williams Operations: P. Richmond	6/30/2023	7/14/2023
28	Union Engagement	Engage union leadership to discuss change in procedures and address potential concerns.	QCO: Natasha Vance Operations: D. Carney Labor Relations: A. Barnes	3/22/2023	7/14/2023
29a	Update Red Line Procedures	Develop Red Line Special Order on location specific procedure to perform pre-trip inspections. Procedure will include checklist of visually observable elements and systems to assess potential defects.	QCO: N. Vance Operations: Steve Daley	7/14/2023	8/4/2023
29b	Update OCC Procedures	Develop Operations Control Center Special Order which provides clear direction on procedures to allow safe operations in order to perform pre-trip inspections on Red Line.	QCO: Natasha Vance Operations: K. Dwarika	7/14/2023	8/4/2023
30a	Develop chain of custody system	Develop a chain of custody system to ensure that documentation and status of train defects transfers when takeover of vehicle operations occurs	QCO: Natasha Vance Operations: P. Richmond	7/21/2023	8/4/2023
30b	Develop compliance & audit procedures	Develop compliance & audit procedures to ensure that all required inspections are performed and handoffs are conducted properly	QCO: Natasha Vance Operations: P. Richmond	7/21/2023	8/4/2023
31	Develop Red Line Training Program	Work with Vehicle Maintenance, E&M, and heavy rail Training Schools to develop content to train yard motorpersons, yardmasters dispatchers, instructors, Heavy Rail supervisors and VM forepersons. Provide supporting visual guides/illustrations as needed.	QCO: Natasha Vance Training: Frenia Hunter	8/4/2023	8/25/2023
32	Staffing Model	Assess current staffing levels on Red Line, as well as impacts to road Motorperson and revenue vehicle schedules	QCO: N. Vance Operations: P. Richmond	6/23/2023	7/28/2023
33a	Employee Engagement	Engage yard motorpersons, motorpersons and instructors to discuss change in procedures.	QCO: Natasha Vance Operations: P. Richmond	8/4/2023	8/18/2023



The Massachusetts Bay Transportation Authority

FTA-VSC-23-001

Corrective Action Plan (CAP)

PLAN STRUCTURE

#	Actionable Items	Description	Responsible Party ¹	Est Start ²	Est End ³
33b	Employee Engagement	Feedback loop from employees; revise procedure; staffing	QCO: Natasha Vance Operations: P. Richmond	8/11/2023	8/25/2023
34a	Red Line Yard Assessment	Engineering & Maintenance performs site assessment at Red Line location to determine what infrastructure improvements would benefit exterior vehicle inspections	QCO: Natasha Vance E&M: Joe Cheever	4/28/2023	5/26/2023
34b	Capital project improvement assessment	OCE to assess need for design and construction projects for exterior vehicle check locations	OCE: Joe Pavao	4/1/2023	7/1/2023
34c	Red Line Location Improvements	Engineering & Maintenance prepares Orient Heights area for safe and efficient pre-trip inspections. If modifications occur, Safety Department reevaluation of the hazards and mitigations is required on the proposed improvements within 2 weeks of the modifications.	QCO: Natasha Vance E&M: Joe Cheever Safety: R. Ester, A. Williams	6/9/2023	7/28/2023
35	Train Red Line Employees	Train yard motorpersons, yardmasters dispatchers, instructors, Heavy Rail supervisors and VM forepersons on how to perform safe and efficient external vehicle inspections	QCO: Natasha Vance Training: F. Hunter	9/1/2023	10/6/2023
36a	Launch external visual inspection pilot	Issue Special Order for Red Line External Vehicle Inspections and begin pilot program.	QCO: Natasha Vance Operations: P. Richmond	10/6/2023	12/6/2023
36b	Pilot evaluation	Review Pilot performance for effectiveness	QCO: Natasha Vance Operations: P. Richmond	10/6/2023	12/6/2023
36c	Finalize Training Materials	Update training materials, if needed, to reflect findings of the pilot program.	QCO: Natasha Vance Operations: P. Richmond	12/6/2023	12/29/2023
36d	Finalize Red Line Procedures	Update procedures and training materials based on pilot evaluation for standard operations. During this interim period between pilot procedure and final procedure, the EVIs will continue using the pilot procedure. Once the procedures have been updated, Safety Department to sign off before finalizing.	QCO: Natasha Vance Operations: P. Richmond Safety: R. Ester, A. Williams	12/6/2023	12/29/2023
36e	Launch finalized external vehicle inspection procedure	Implement any changes to the pilot procedure that were identified in 36b.	QCO: Natasha Vance Operations: P. Richmond	12/30/2023	Ongoing
37	Implement Back-up location	Identify back-up location on Red Line, ensure it is safe to perform visual external inspections. Perform SRM workshop and update procedures, if needed. Once the	QCO: Natasha Vance Operations: P. Richmond	5/1/2023	12/29/2023



The Massachusetts Bay Transportation Authority

Corrective Action Plan (CAP)

FTA-VSC-23-001

PLAN STRUCTURE

#	Actionable Items	Description	Responsible Party ¹	Est Start ²	Est End ³
		backup-location is identified, evaluate which action items (26a through 36e) are applicable and need to be updated/implemented to reflect the backup location.			
38	Evaluate Pilot	After the completion of all 3 pilots, the MBTA will evaluate their effectiveness and develop a plan for making exterior vehicle inspections permanent for all 3 Heavy Rail Lines	QCO: N. Vance Operations: P. Richmond	12/29/2023	3/29/2024
39	Update Training for certifications and recertifications	Determine what elements of recertification need to be revised to incorporate exterior vehicle inspections	QCO: N. Vance Training: F. Hunter	12/29/2023	2/23/2024
40	Update Design Standards	Review design standards and directives to revise and reissue to accommodate exterior vehicle inspections for Heavy Rail locations	QCO: N. Vance OCE: J. Pavao	6/30/2023	3/29/2024

COMPLETION DOCUMENTATION

Performance Metrics

Expected Implementation:

- Train Orange Line, Blue Line & Red Line staff and forepersons on Heavy Rail Special Order for exterior vehicle inspections. New Special Orders will be implemented upon completion of training at each location.

Verification

Overview:

- Rewrite existing SRCP audit for exterior vehicle inspections; have committee accept changes and implement the new procedure when training is complete, and the Special Order is released for the location(s).
- OCC will enter a log into tracking system (IRIS) of all completed exterior vehicle inspection reported by the yardmaster.
- Develop & perform audit process for exterior vehicle inspections by managers to ensure that inspections are completed in accordance with the procedure.

BUDGET/COST ESTIMATE

Overview:

Segment Code	Cost Estimate
Location Infrastructure Improvements	\$5,000,000
Training Staff Support	\$50,000
30% Contingency	\$1,515,000
Total	\$6,565,000



The Massachusetts Bay Transportation Authority

Corrective Action Plan (CAP)

FTA-VSC-23-001

CORRECTIVE ACTION PLAN COMMITMENT

Responsible Parties

Department ⁴	Name	email	Signature
E&M	Joseph Cheever	[REDACTED]	DocuSigned by: <i>Joseph Cheever</i> 16762C0149094E7...
Vehicle Maintenance	Steve Hicks	[REDACTED]	DocuSigned by: <i>Michael Walsh</i> 16762C0149094E7... On behalf of Steve Hicks
Training	Frenia Hunter	[REDACTED]	DocuSigned by: <i>Frenia Hunter</i> F68B43E6A62F4BA...
Rail Transportation	Patrick Richmond	[REDACTED]	DocuSigned by: <i>David Lamey</i> 7669B7B9962341B... On behalf of Patrick Richmond
OCC	Kim Dwarika	[REDACTED]	DocuSigned by: <i>Kim Dwarika</i> 318D008128054B0...
Labor Relations	Ahmad Barnes	[REDACTED]	DocuSigned by: <i>Ahmad Barnes</i> 27D8D491A4E74E7...
Finance	Mary Ann O'Hara	[REDACTED]	DocuSigned by: <i>Mary Ann O'Hara</i> C905D70689224D6...
Capital Planning	Jillian Linnell	[REDACTED]	DocuSigned by: <i>Jillian Linnell</i> 3F02AECAC6884B1... 4CFB4E07E831416...

Executive Leadership of Responsible Parties

DocuSigned by:
Katie J. Choe 4/28/2023
3000898240D64E6...
Katie Choe
MBTA Chief of Quality, Compliance, and Oversight
Date

DocuSigned by:
David Panagore 4/28/2023
1816C5AFC522457...
David Panagore
MBTA Chief Administrative Officer
Date

DocuSigned by:
Erik Stoothoff 4/28/2023
420D662BD36D47B...
Erik Stoothoff
MBTA Acting Chief Operating Officer
Date

⁴ Offices designated as supporting roles provide subject matter expertise to responsible parties during action development and are not directly responsible for delivery of actionable items listed above.



The Massachusetts Bay Transportation Authority

Corrective Action Plan (CAP)

FTA-VSC-23-001

Executive Leadership of Responsible Parties

DocuSigned by:

Ronald Ester

4/28/2023

Ronald Ester

MBTA Chief Safety Officer

Date

DocuSigned by:

Jeffrey D. Gonneville

4/28/2023

Jeffrey Gonneville on behalf of Phillip Eng

MBTA General Manager & CEO

Date