SMI Update
MBTA Board of Directors
July 25, 2024
Meredith Sandberg, Chief of Quality, Compliance & Oversight

Massachusetts Bay Transportation Authority

Data as of: July 14, 2024
Draft for Discussion & Policy Purposes Only
Overall CAP Progress

83% Submitted

Overall Findings

<table>
<thead>
<tr>
<th></th>
<th>Total</th>
<th>Closed</th>
<th>Ongoing</th>
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<tbody>
<tr>
<td></td>
<td>42</td>
<td>12</td>
<td>30</td>
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Data as of: July 14, 2024
SD 22-4: Track Maintenance & PPE

- F1: Published updated Rulebook for Operations Employees incorporating PPE requirements – CAP CLOSED
- F2: All action items completed CAP CLOSURE REQUESTED
- F3: Raised Tufts Curve Speed Restriction after completing Cologne Egg replacement – CAP CLOSED
- F4: Developed schedule for ROW Access for MOW – Track Improvement Program (TIP) – rewrite for remaining action items requested
- F5: Submitted budget requests for MOW equipment and resource needs – CAP CLOSED
- F6: Developed Capital Funding Request & Plan for Accelerated Implementation of EAM – CAP CLOSURE REQUESTED
- F7: Developed and Implemented New Weekly Track Conditions Report for Executives – CAP Closed 2/9/24
- F8: Submitted SMRP metrics to FTA for our quarterly update 6/28/24 CAP CLOSURE REQUESTED
- F9: Restored Green Line Work Train to Working Order – CAP CLOSED
SD 22-5: Vehicle Securement

- F1: Procedures for Safe Movements of Rail Vehicles – all action items completed CAP CLOSURE REQUESTED
- F2: Training for SMRV Procedures – all action items completed CAP CLOSURE REQUESTED
- F3: Implemented Compliance Program for Safe Movement, all action items completed CAP CLOSURE REQUESTED
- Supplemental: All action items completed. Under FTA review.

Note: Percentages in charts represent submission.
SD 22-6: Operations Control Center

- F1: Ensured that staff working in OCC are certified – FINDING CLOSED
- F2: Established policies to ensure OCC staff have sufficient time off between shifts – FINDING CLOSED
- F3: Established Operating Procedures to Ensure No Staff Performing Dual Roles – FINDING CLOSED
- F4: Ensured 100% Compliance with Work Hour Restrictions – CAP CLOSED
  - F5: Staffed to 27 RTL Dispatchers Including Supplemental Resources - all action items completed, under FTA verification
  - F6: Implementing plan to make OCC role more attractive (OCC renovation in design phase) – Held PDG meeting for design & construction of new OCC room.
  - F7: Updating materials for specialized dispatcher training.

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SD 22-7: Lapsed Certification Process

- F1: Ensured 100% of Operating Personnel Are Current in Certifications – Finding Closure Requested in Fall 2023. FINDING CLOSED
- F2: Ensured 100% of Operating Personnel Are Current in Certifications – CAP CLOSED
- F3: Ensured 100% of Operating Personnel Are Current in Certifications; Developing training materials for 7/1/24 submission

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SD 22-9: Workforce

- F1: Workforce Assessment: Progressing toward completing dependency WFA modeling. Developing training content for model use.
- F2: Hiring Plan: Developing prioritization framework for the hiring plan.
- F3: Training plan complete and deliverable submitted 6/28/24
- F4: Contractor Oversight: All action items completed.

Note: Percentages in charts represent submission percentages.

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SD 23-10: Safety Information & SMS

- F1: Distributed and submitted second draft of SMS Implementation Plan and communicated action item owners.
- F2/F3: Submitted workshop elevation criteria
- F4: Defined mitigation monitoring performance metrics
- F5: Identified gaps Safety Risk Assessment Training
- F6: Evaluated Safety Data products
- Completed Safety Department Staffing Analysis and submitting weekly hiring updates to FTA, completed Strategic Hiring Plan

Note: Percentages in charts represent submission dates. 

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Note: Percentages in charts represent submission dates.
SD 22-11: Safety Communication

- F1: All action items completed, under FTA verification – CLOSURE REQUEST SUBMITTED
- F2: All action items completed, under FTA verification – CLOSURE REQUEST SUBMITTED
- F3: All action items completed, under FTA verification - CLOSURE REQUEST SUBMITTED

Note: Percentages in charts represent submission.
SD 22-12: Policies, Procedures & Training

- F1/F2: Developing process for referral and reporting on rules compliance with front line worker feedback.
- F3: Messaged the Quality Management System Manual to the Authority.
- F4: Developed Recommendations for Centralized Training Governance – Relief on discrete action items requested
- F5: Developed plan for digitization for PMIs for E&M and VM
- F6: Submitted Mentorship Leadership Proposal – CAP CLOSURE REQUESTED
- F7: Completed all action items, FTA verified quarterly Radio Weak Spots assessment. CAP CLOSURE REQUESTED

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