



U.S. Department
of Transportation

**Federal Transit
Administration**

Headquarters

1200 New Jersey Avenue, SE
Washington, DC 20590

SENT VIA EMAIL

November 20, 2024

Mr. Phillip Eng
General Manager
Massachusetts Bay Transportation Authority
10 Park Plaza
Boston, MA 02116

Subject: Response to Closeout Request for FTA-22-MBTA-CAT3-3 (Employee Safety Reporting Program (ESRP) Processes and Promotion)

Dear Mr. Eng:

On June 3, 2024, the Massachusetts Bay Transportation Authority (MBTA) submitted a Corrective Action Plan (CAP) closeout request for **FTA-22-MBTA-CAT3-3 (ESRP Processes and Promotion)**. The MBTA developed this CAP as part of its response to interim findings issued in Special Directive (SD) 22-11: Effectiveness of Safety Communication from the Safety Management Inspection (SMI) initiated by the Federal Transit Administration (FTA) in April 2022.

Closeout Approval for FTA-22-MBTA-CAT3-3 (ESRP Processes and Promotion)

MBTA's CAP for **FTA-22-MBTA-CAT3-3** includes 13 action items, approved by FTA on November 10, 2022, to address the following SD 22-11 finding and required action:

- **Finding 3:** MBTA management has not effectively communicated clear direction to frontline employees on what to report and what not to report through the Safety Hotline.
- **Required Action (FTA-22-MBTA-CAT3-3):**
 - 3.A: MBTA must expedite the development of an effective ESRP as a fundamental source of safety information for hazard identification and safety performance monitoring.
 - 3.B: As part of the development of an effective ESRP, MBTA must provide explicit direction to frontline employees on what to report and what not to report through the ESRP (including the safety hotline).
 - 3.C: As part of the development of an effective ESRP, MBTA must provide refresher training to stakeholder personnel on the role of employee safety reporting within SMS and the crucial contribution managers and supervisors play in the development of an effective safety reporting context.

To implement this CAP, between October 28, 2022, and June 3, 2024, MBTA undertook the following CAP action items and submitted documentation regarding their completion:

- Prepared a task order scope of work to procure consulting services;
- Implemented interim action plans;
- Onboarded the selected consultant;
- Reviewed and updated ESRP guidance documents;
- Reviewed the proposed updates to the ESRP materials and presented the updated materials to the Joint Management-Labor Safety Committee;
- Monitored ESRP/SRM integration;
- Supported ESRP/SRM integration;
- Reviewed and updated ESRP trainings;
- Assigned updated ESRP trainings to employees;
- Evaluated the process for management of housekeeping and maintenance requests, and addressed gaps and root causes for maintenance requests being submitted to the ESRP;
- Promoted ESRP reporting criteria; and
- Promoted ESRP successes and the role of ESRP in the hazard management process.

FTA carefully evaluated the submitted documentation and reviewed submissions with MBTA during biweekly meetings on SD 22-11 between November 2022 and November 2024. FTA's verification focused on:

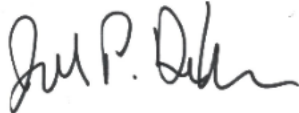
- On-site verification activities from June 2023 to October 2024 at carhouses and breakrooms across the MBTA to ensure that ESRP promotional materials were posted in accordance with MBTA's submissions as part of this CAP.
- Review of ESRP data from October 2023 to October 2024 and verification that the data demonstrates improving trends in ESRP data collection.
- Evaluation of this data for safety performance indicators, trends, and emerging issues and verification that accuracy and relevance of the data has improved.
- Review of MBTA's training records for the ESRP training developed as part of this CAP and verification that all required personnel had completed the new ESRP training.

Based on review of these submissions and the results of verification activity, FTA finds that these completed action items satisfy the requirements of CAP FTA-22-MBTA-CAT3-3 and this CAP may now be closed.

Conclusion

This CAP closure represents a tremendous amount of work and FTA greatly appreciates your efforts. Please contact our SMI Coordinator, Christian Hernandez, by phone at (213) 552-3494 or by email at Christian.Hernandez@dot.gov with any questions.

Sincerely,



Joe DeLorenzo
Associate Administrator and
Chief Safety Officer
Office of Transit Safety and Oversight

cc: Peter Butler, Regional Administrator, FTA Region 1
Ryan Coholan, Chief Operating Officer, MBTA
Tim Lesniak, Chief Safety Officer, MBTA
Meredith Sandberg, Chief of Quality, Compliance, and Oversight, MBTA
Pat Lavin, Chief Safety Officer, Massachusetts Department of Transportation
Jamie Van Nostrand, Chair, Massachusetts Department of Public Utilities (DPU)
Robert Hanson, Rail Safety Director, DPU