



# Massachusetts Bay Transportation Authority

**FTA Safety Management Inspection Update**

**MBTA Board of Directors Meeting**

**January 23, 2025**

**Meredith Sandberg, Chief of Quality, Compliance & Oversight**



# 2024 - SMI in Review



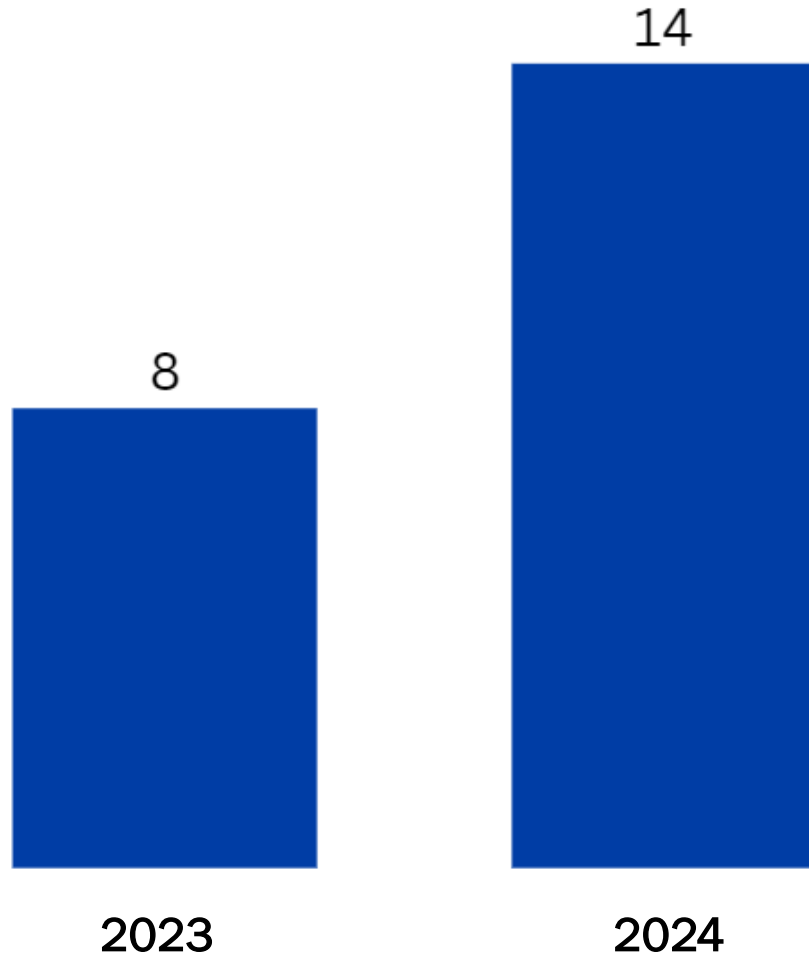
**14 Closed CAPs/findings  
for the year**



**52% Complete**  
as of 12/31/24



# 2024 - SMI in Review

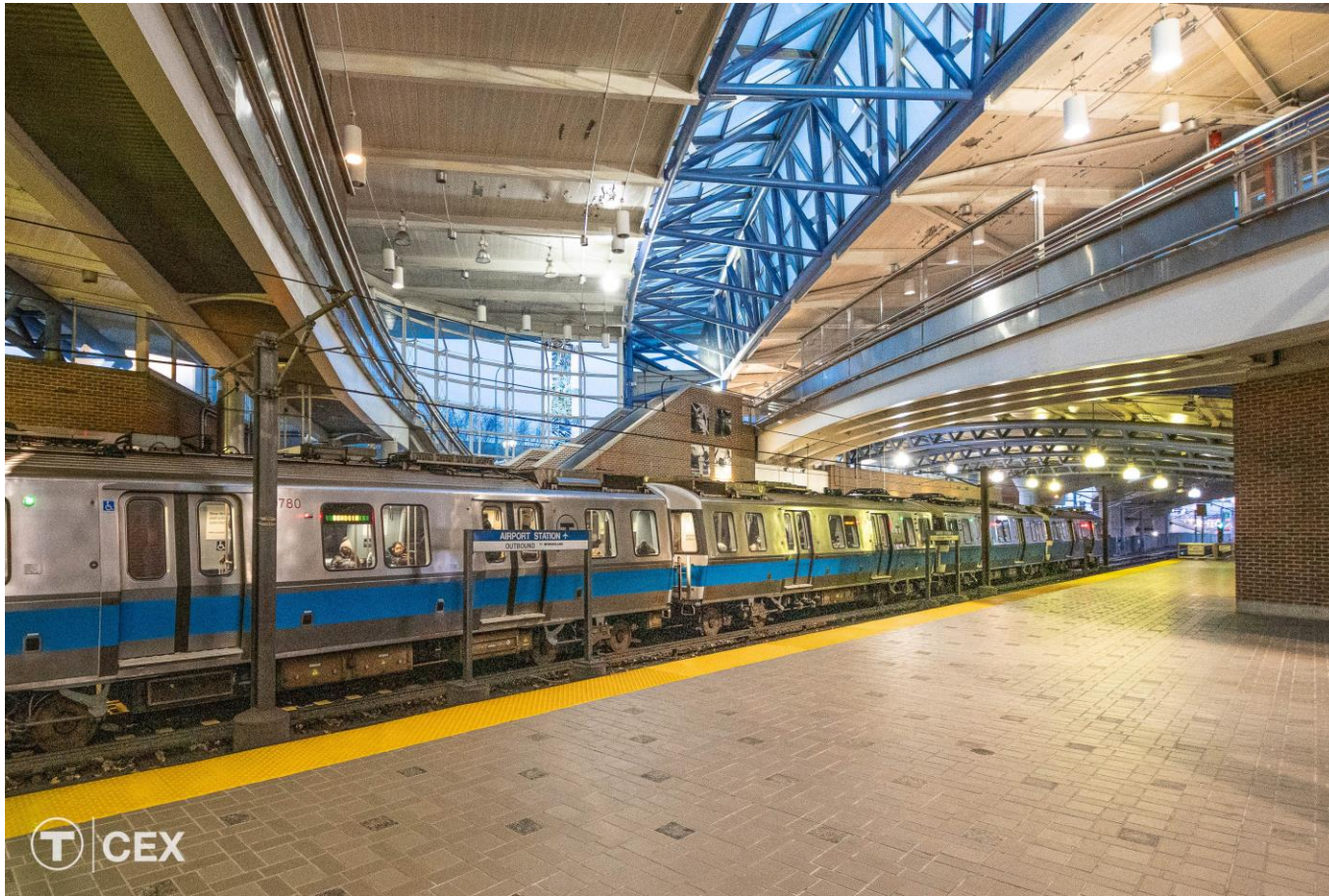


**2023: 8 Closed CAPs/findings**

**2024: 14 Closed CAPs/findings**



# 2024 - SMI in Review



## 2024 Highlights:

- **Workforce Assessment** for Rail Transit Operations, Maintenance, Capital and Safety divisions.
- **New track condition reporting processes and procedures**, including a publicly available Speed Restriction Report dashboard and data distribution process to Executive Leadership.
- Updated **Employee Safety Reporting Program (ESRP) via a Safety Hotline system**, including the rollout and training of a new web portal for employees to report safety concerns.





# 2025: Quality in Action





# Quality Management System Manual (QMSM)



**High Standards**



**Better Service**



**Best Results**







**Quality Management  
System Guidelines**  
FEDERAL TRANSIT ADMINISTRATION  
October 2019



**Quality  
Management**

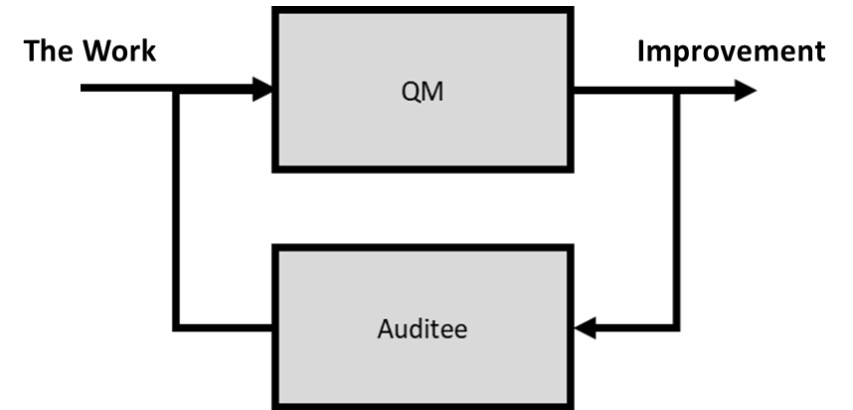
- ✓ **Plan**
- ✓ **Do**
- ✓ **Check**
- ✓ **Act**





## Quality in Action: Continuous Improvement

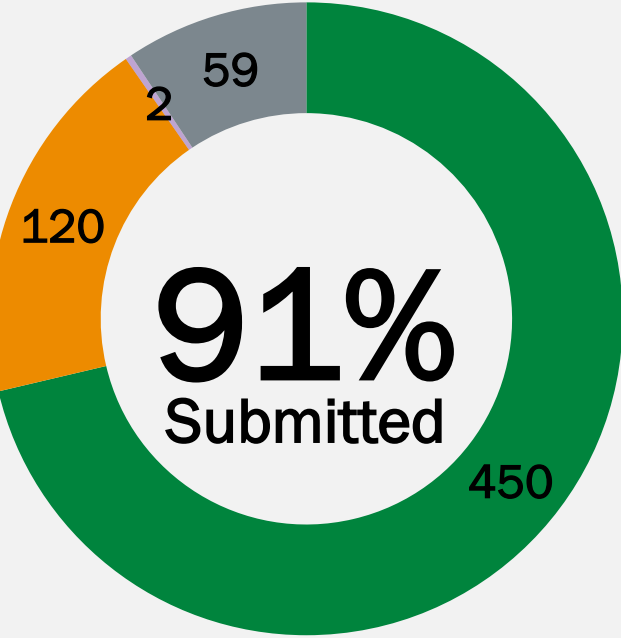
- Quality is a team effort
- Building on existing structures and processes
- Incorporating frontline feedback
- Creating closed loop feedback systems



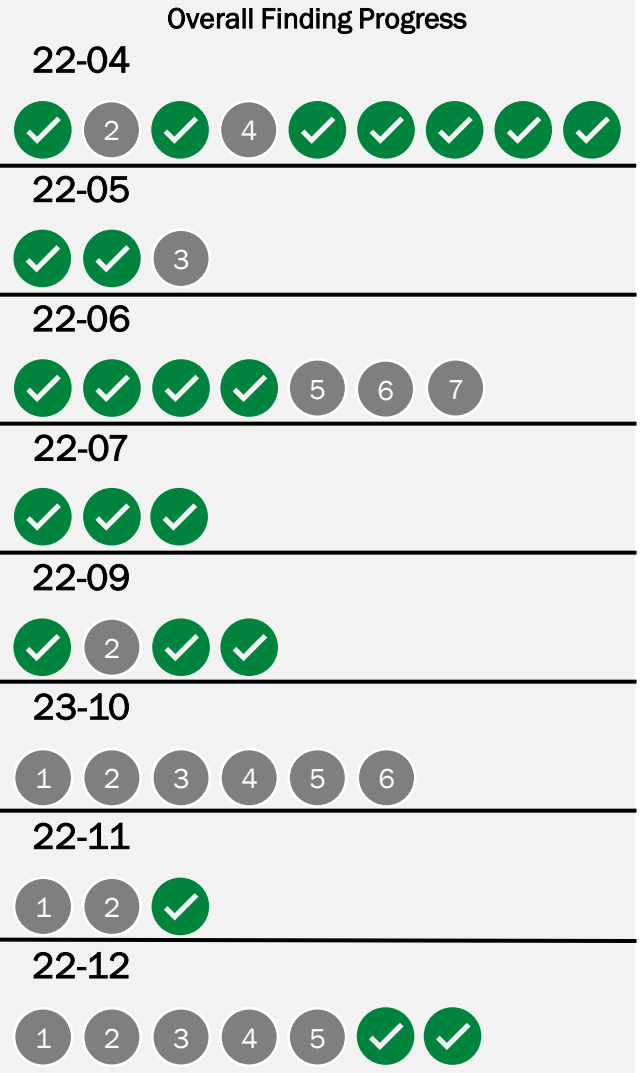
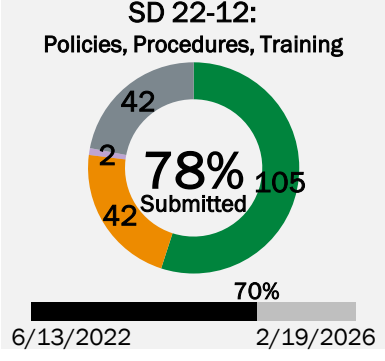
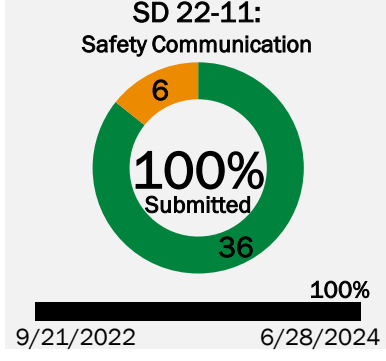
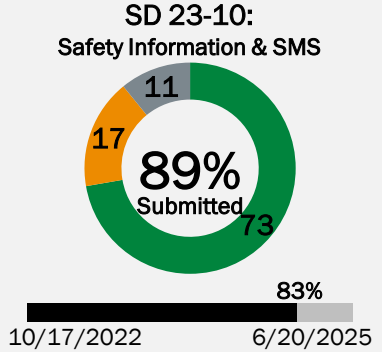
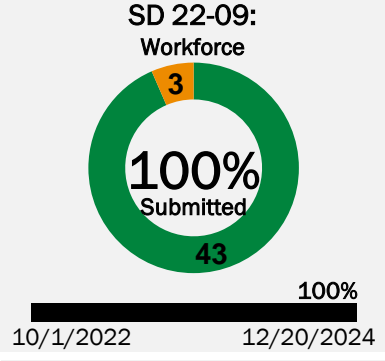
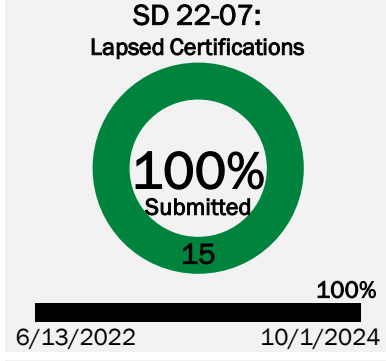
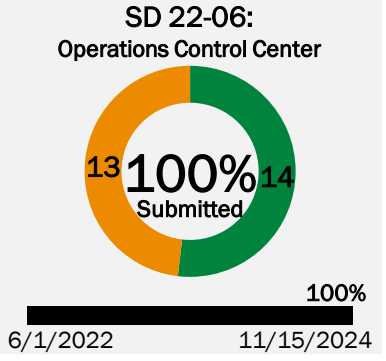
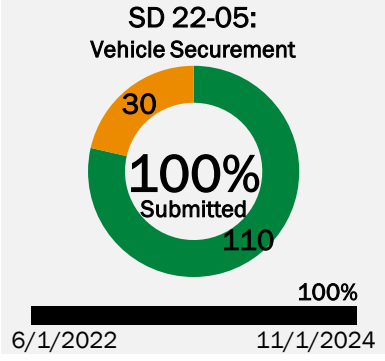
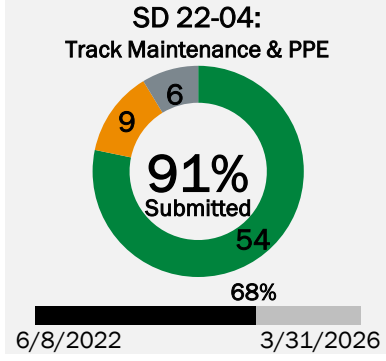


# FTA SMI Response Progress Summary

## Overall CAP Progress<sup>1</sup>



Overall Findings	Total	42
	Closed	22
	Ongoing	20



Finding Closed

1. Total of 631 actionable items; inclusive of updated 23-10 & 23-12 CAPs, does not include IAL items



Questions?

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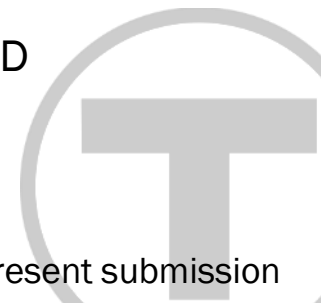
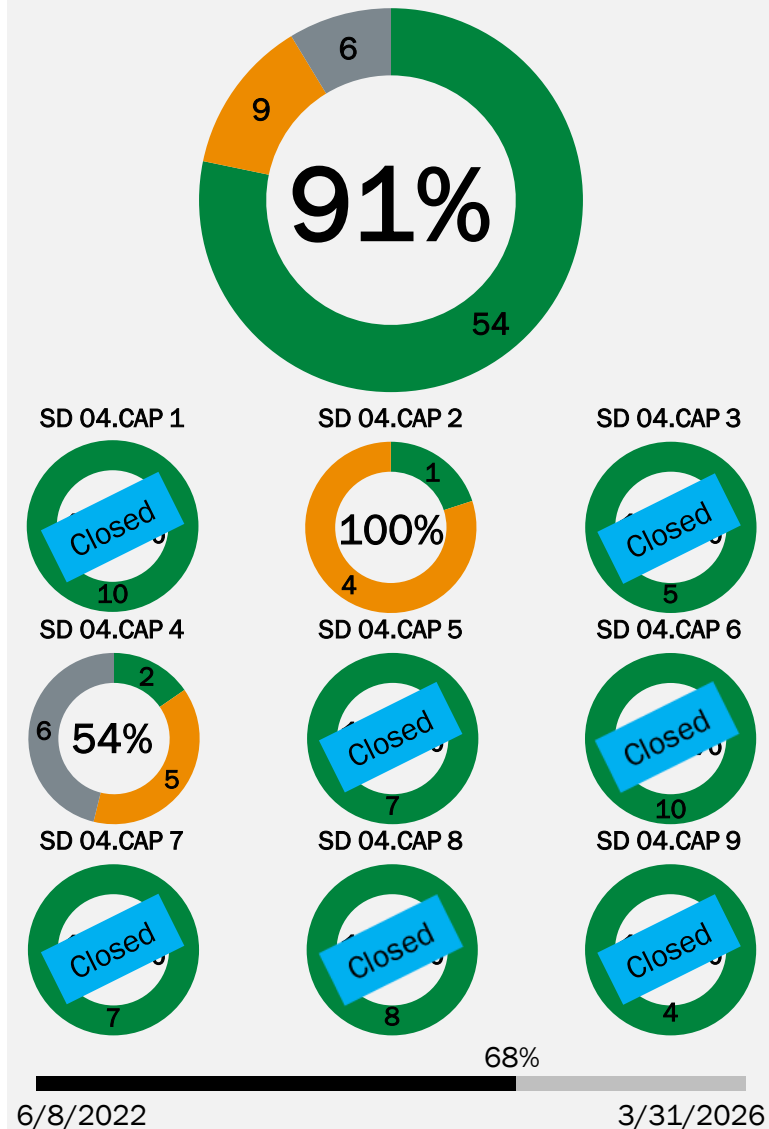
# Appendix





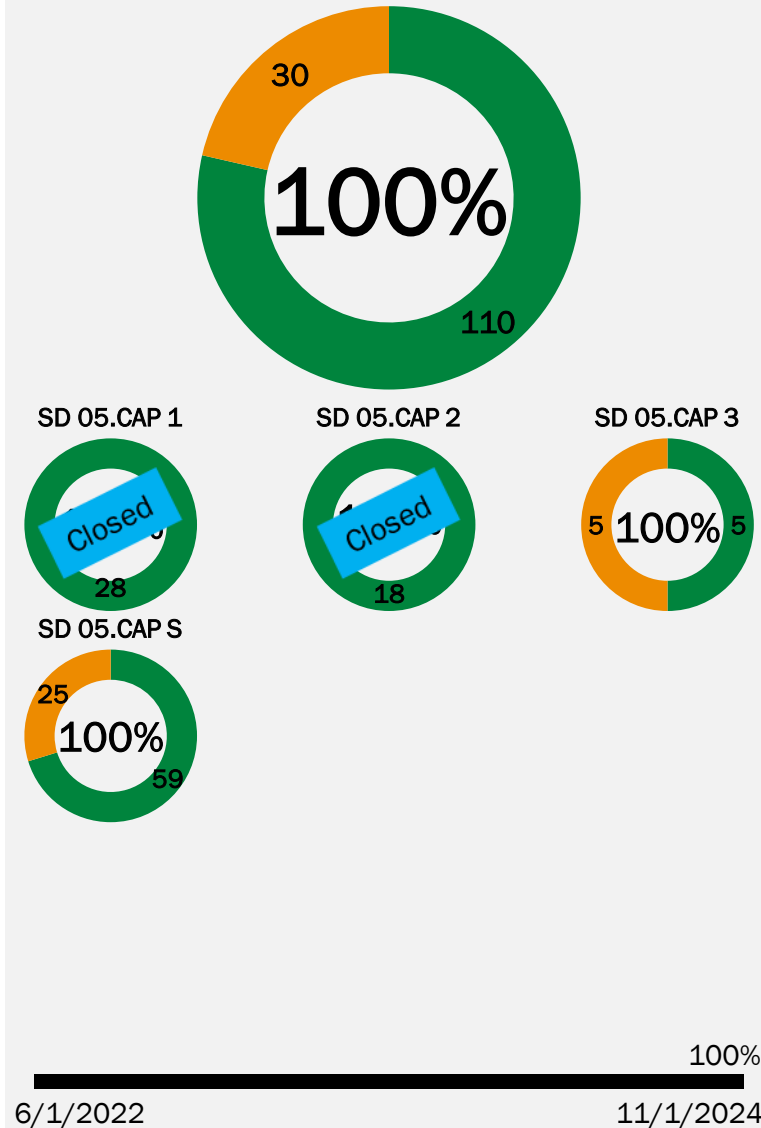
# SD 22-4: Track Maintenance & PPE

- ✓ 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) – **CAP REWRITE SUBMITTED, UNDER FTA REVIEW**
- ✓ F5: Submitted budget requests for MOW equipment and resource needs – CAP CLOSED 12/22/23
- 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
- F8: Updating SMRP metrics to FTA for our quarterly update 9/30/24 CAP CLOSURE REQUESTED
- ✓ F9: Restored Green Line Work Train to Working Order – CAP CLOSED



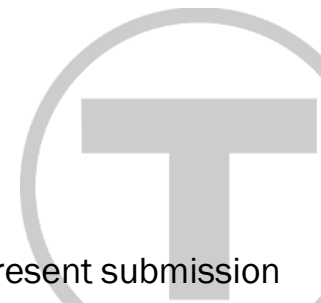
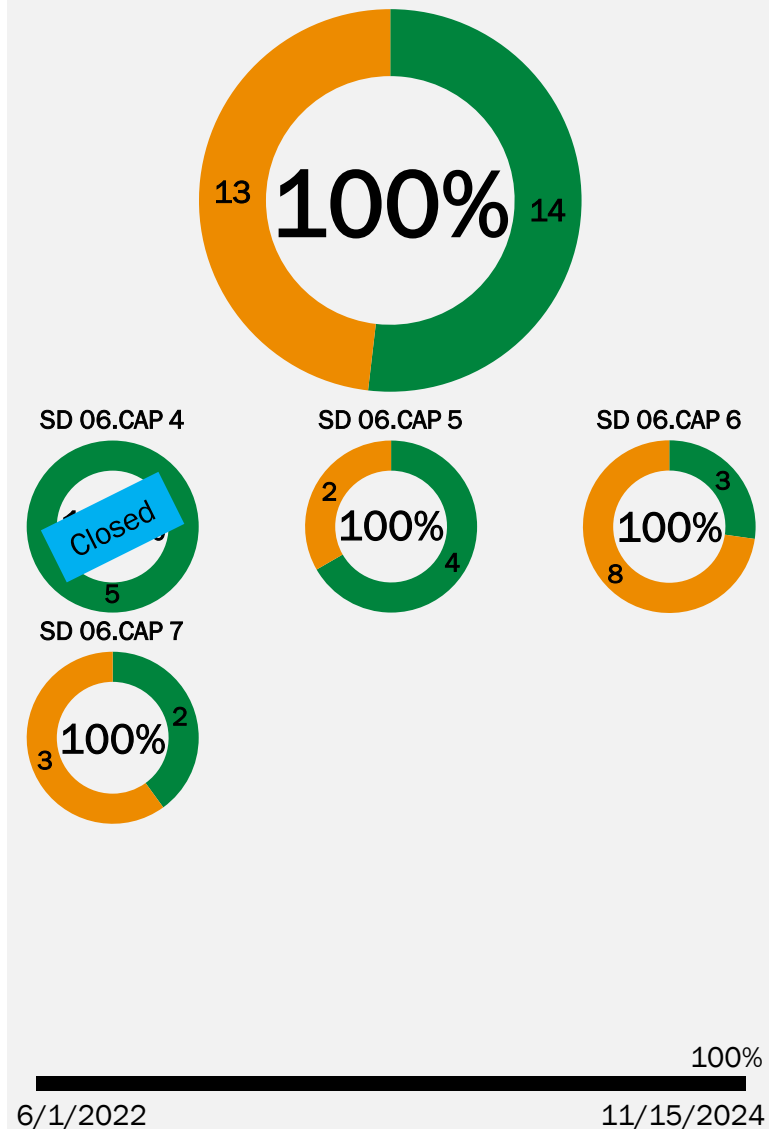
# SD 22-5: Vehicle Securement

- ✓ F1: Procedures for Safe Movements of Rail Vehicles – all action items completed – CAP CLOSED
- 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. – CAP CLOSURE REQUESTED



# SD 22-6: Operations Control Center

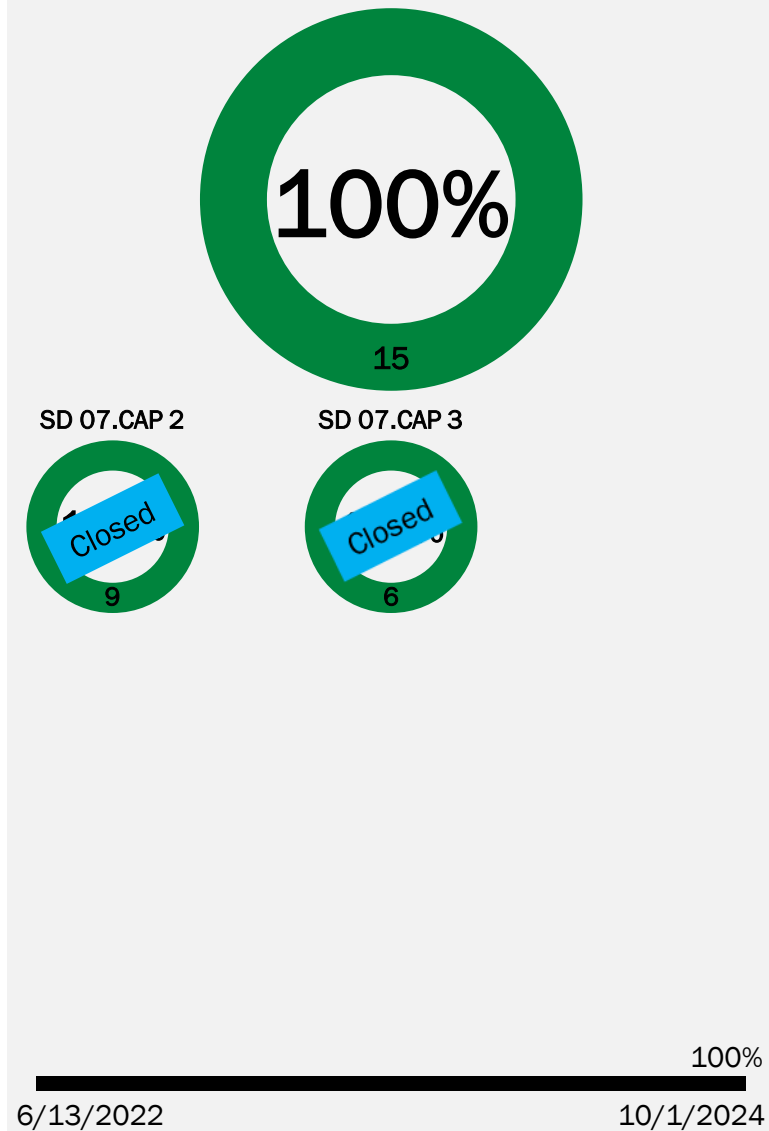
- ✓ F1: Ensured that staff working in OCC are certified – FINDING CLOSED
- ✓ F2: Established policies to ensure OCC staff have sufficient time off between shifts – FINDING CLOSED
- ✓ F3: Established Operating Procedures to Ensure No Staff Performing Dual Roles – FINDING CLOSED
- ✓ F4: Ensured 100% Compliance 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. – CAP CLOSURE REQUESTED





# SD 22-7: Lapsed Certification Process

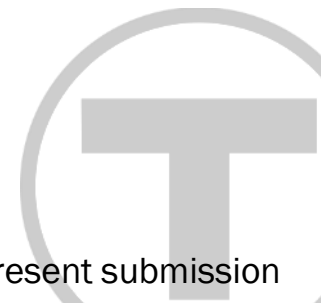
- ✓ F1: Ensured 100% of Operating Personnel Are Current in Certifications – Finding Closure Requested in Fall 2023. Quarterly report for rest violations showing 99.9% compliance submitted to FTA on 4/8/24 - FINDING CLOSED
- ✓ F2: Ensured 100% of Operating Personnel Are Current in Certifications – CAP CLOSED
- ✓ F3: Ensured 100% of Operating Personnel Are Current in Certifications; Designing and Implementing Certification Management Procedures - dashboard went live 2/1/24 – CAP CLOSED



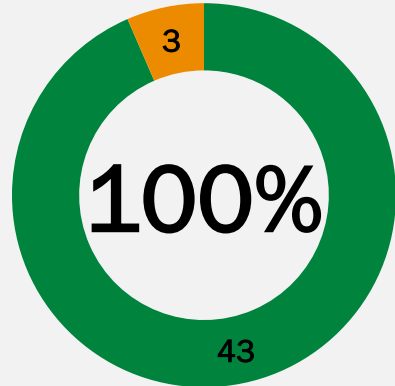
6/13/2022

10/1/2024

100%



# SD 22-9: Workforce



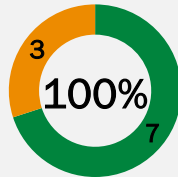
SD 09.CAP 1



SD 09.CAP 4



SD 09.CAP 2



SD 09.CAP 3



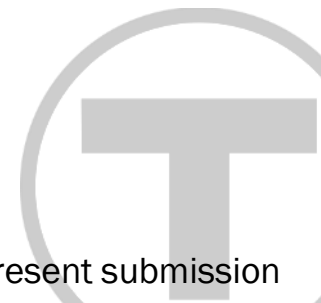
- ✓ F1: Workforce Assessment: Final safety risk assessment and workforce assessment accepted. – CAP CLOSED
- F2: Hiring Plan: First draft of five-year hiring plan accepted, final draft under verification.
- ✓ F3: In final stages of implementing training plan for updated Safety Certification policy, **verified results with FTA on-site.** – CAP CLOSED
- ✓ F4: Contractor Oversight: All action items completed, **verified results with FTA on-site.** – CAP CLOSED



Data as of: January 5, 2025

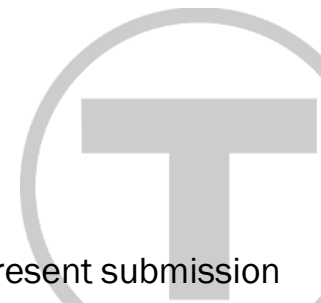
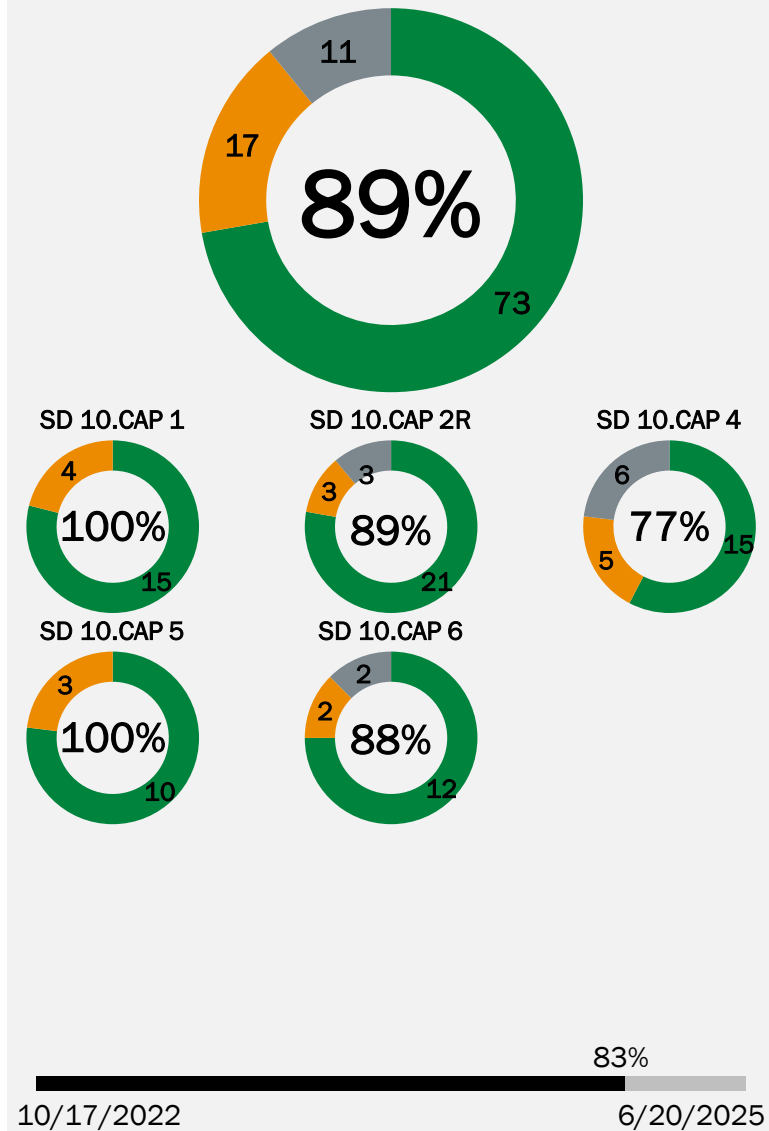
Draft for Discussion & Policy Purposes Only

Note: Percentages in charts represent submission



# SD 23-10: Safety Information & SMS

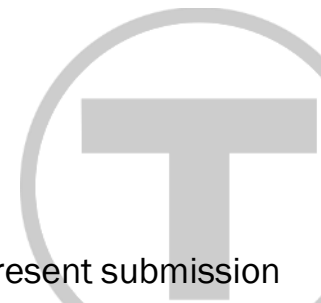
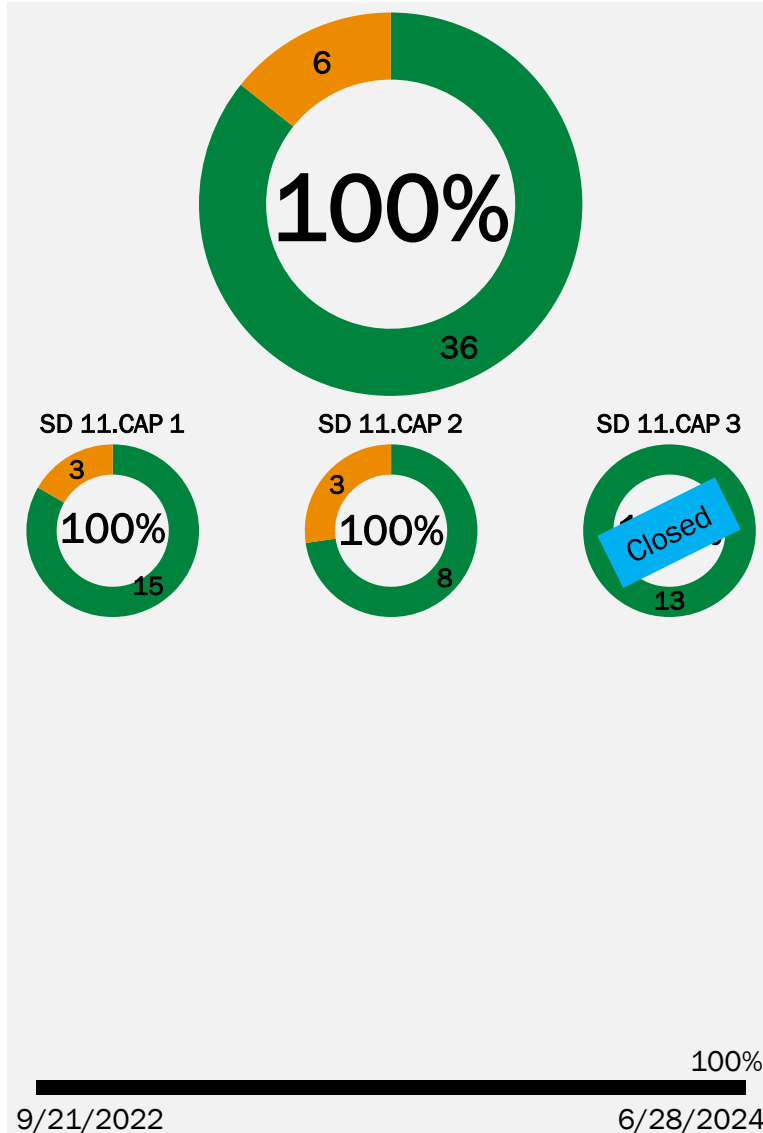
- F1: Submitted SMS Implementation and Project Plans update
- F2/F3: Established safety information elevation criteria
- F4: Defined Operating Departments involved in Mitigation Monitoring
- F5: Scheduled and delivered Safety Risk Management Training - **CAP CLOSURE REQUESTED**
- F6: Evaluated Safety Data products



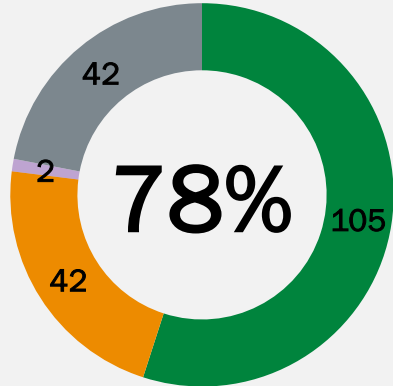


# SD 22-11: Safety Communication

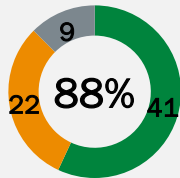
- F1: All action items completed, under FTA verification – CAP CLOSURE REQUESTED
- F2: All action items completed, under FTA verification – CAP CLOSURE REQUESTED
- ✓ F3: All action items completed, under FTA verification – **CAP CLOSED**



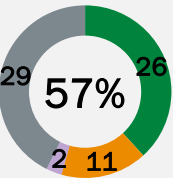
# SD 22-12: Policies, Procedures & Training



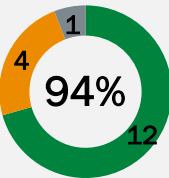
SD 12.CAP 1R



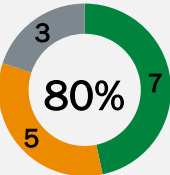
SD 12.CAP 3



SD 12.CAP 4



SD 12.CAP 5



SD 12.CAP 6



SD 12.CAP 7



- F1/F2: Continued to pull paper for Other Required Documentation - **CAP REWRITE SUBMITTED, UNDER FTA REVIEW**
- F3: Submitted VM & VE QMP and associated processes/SOPs
- F4: Developed and submitted Operations Training content
- F5: Submitted monthly digitization progress
- ✓ F6: Evaluated program design for Rail Ops mentorship - **CAP CLOSED**
- ✓ F7: Completed all action items, submitted Weak Signals Quarterly Report - **CAP CLOSED**

