



Massachusetts Bay Transportation Authority

FTA Safety Management Inspection Update
MBTA Board of Directors Meeting
July 24, 2025
Meredith Sandberg, Chief of Quality, Compliance & Oversight





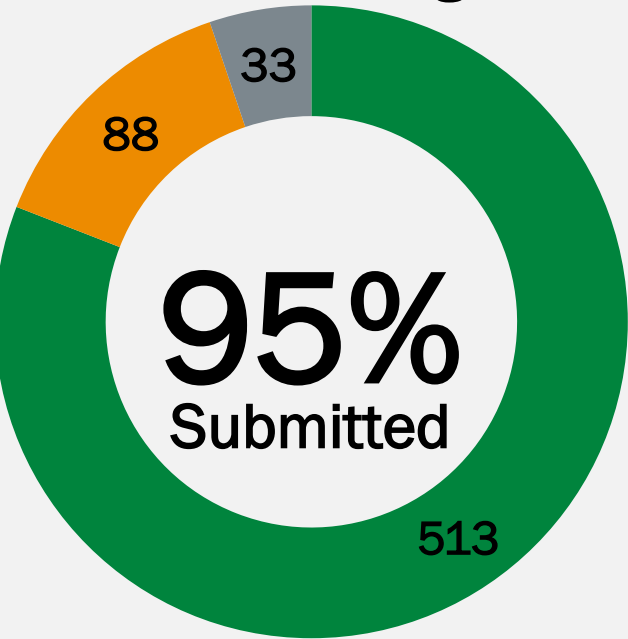
Quality, Compliance & Oversight

QCO Quarterly Update

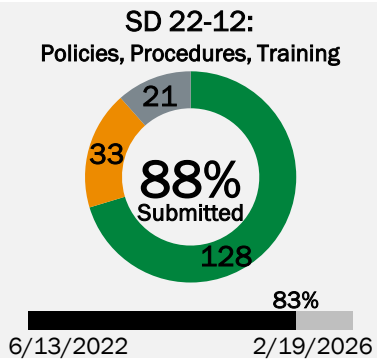
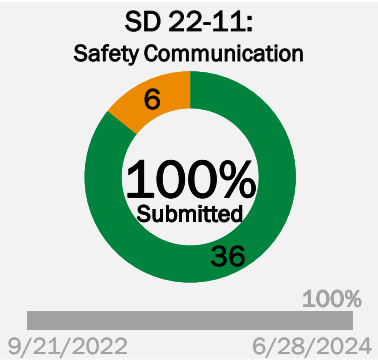
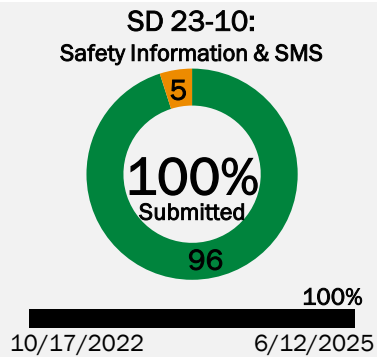
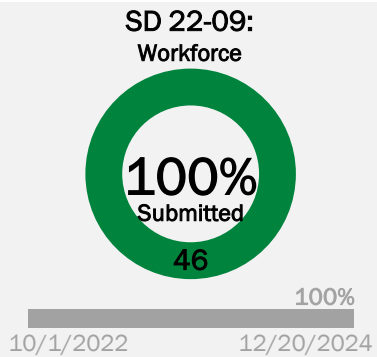
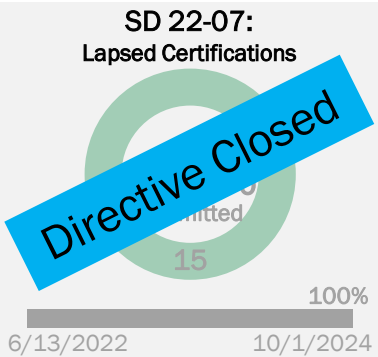
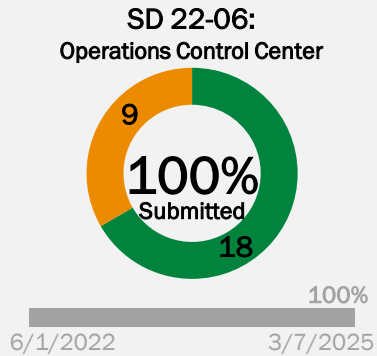
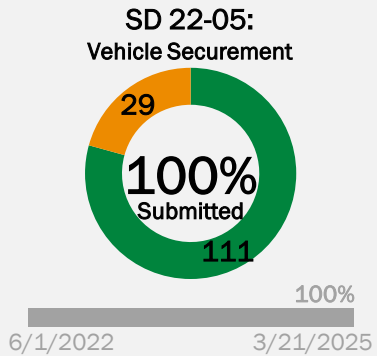
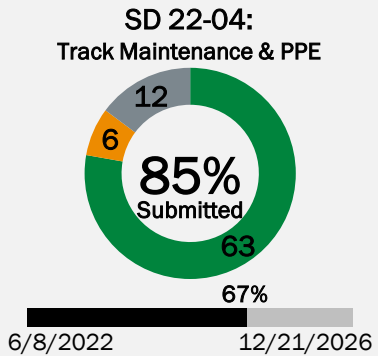


FTA SMI Response Progress Summary

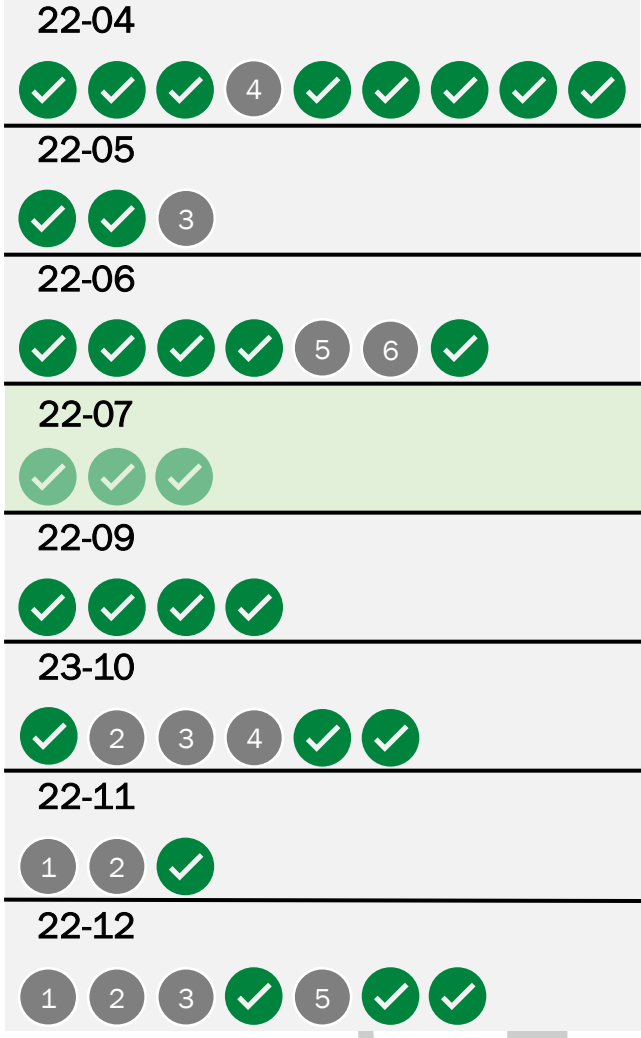
Overall CAP Progress¹



Overall Findings	Total	42
	Closed	29
	Ongoing	13



Overall Finding Progress



✓ Finding Closed

Recent SMI CAP Closures from the FTA

SD 22-9 CAP 2

Develops and implements a recruitment and hiring plan showing how staffing levels will be achieved and maintained in the future.



Recent SMI CAP Closures from the FTA

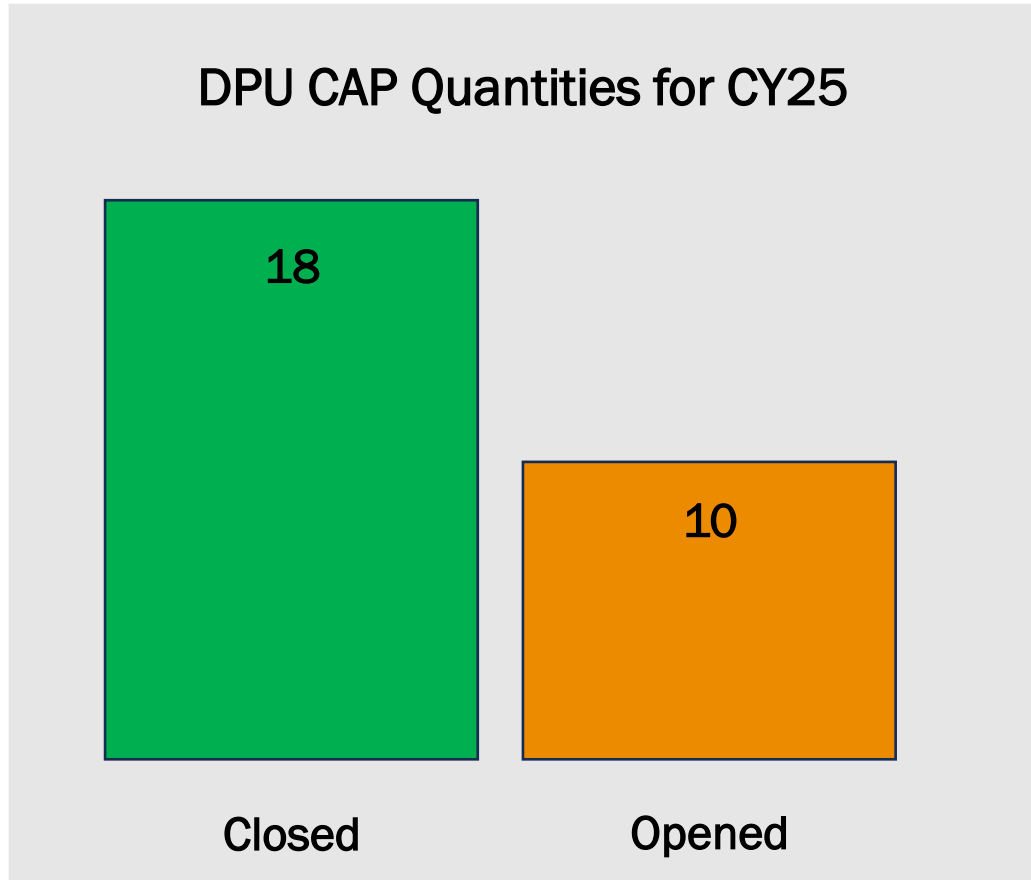


SD 22-10 CAP 6

Ensures that safety information management tools effectively prioritize resources to address safety risk and safety performance monitoring.



DPU CAPs in QCO



- Capitalizing on existing efficiencies in QCO CAP process
- Using FTA work to inform & guide DPU work
- Streamlined and responsive communication with DPU
- Utilizing existing tools for documentation, tracking & visibility
- Strong working relationship with DPU, Safety & across org





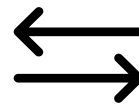
Key Actions for Improvement



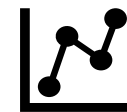
CAP/finding



Design/implement
long-term strategic changes



Change Management
Strategy



Data driven processes to
measure/improve

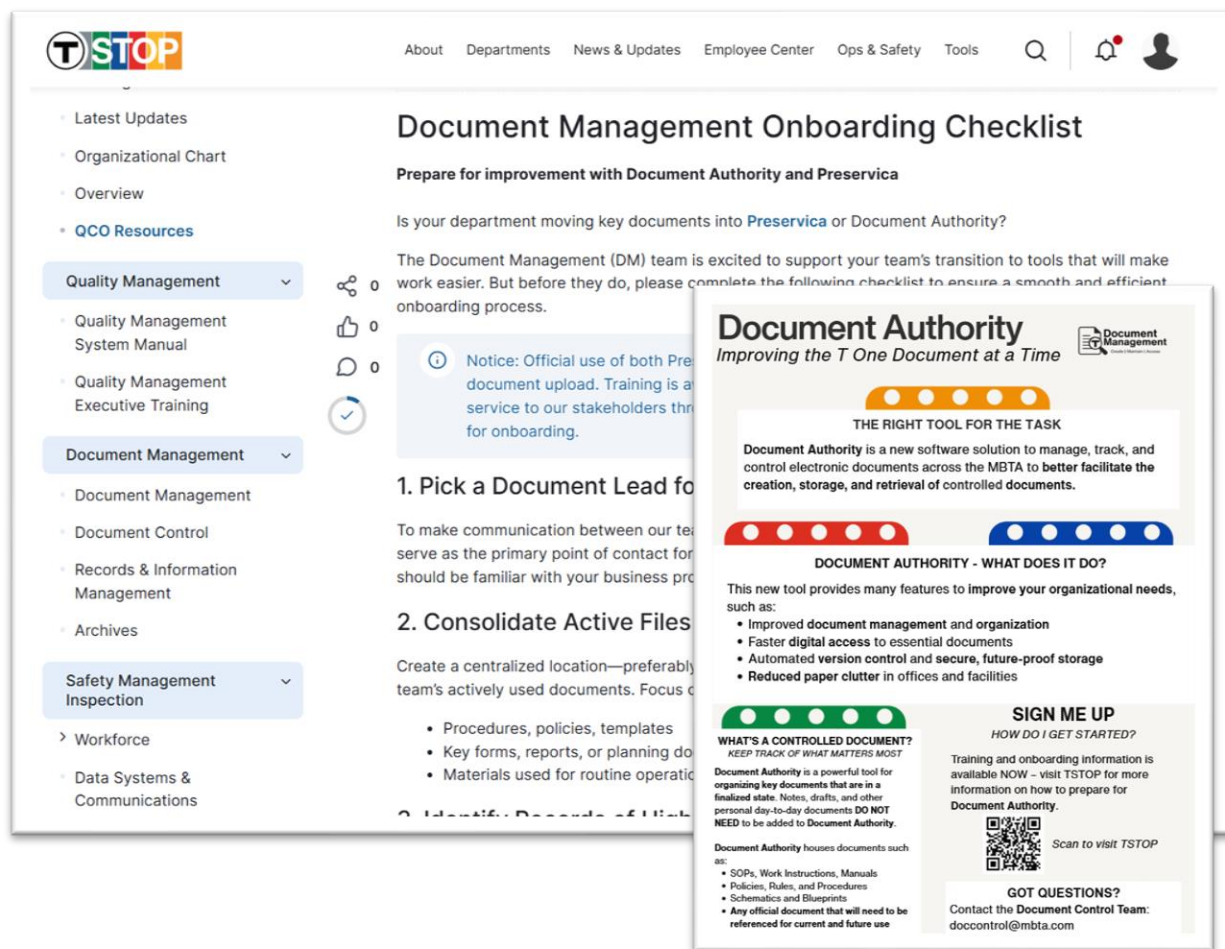




Quality, Compliance & Oversight

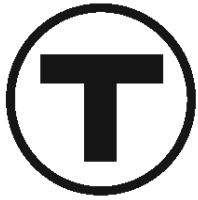
Document Authority

Improving the T One Document at a Time



- Improved document management and organization
- Faster digital access to essential documents
- Automated version control and secure, future-proof storage
- Reduced paper clutter in offices and facilities



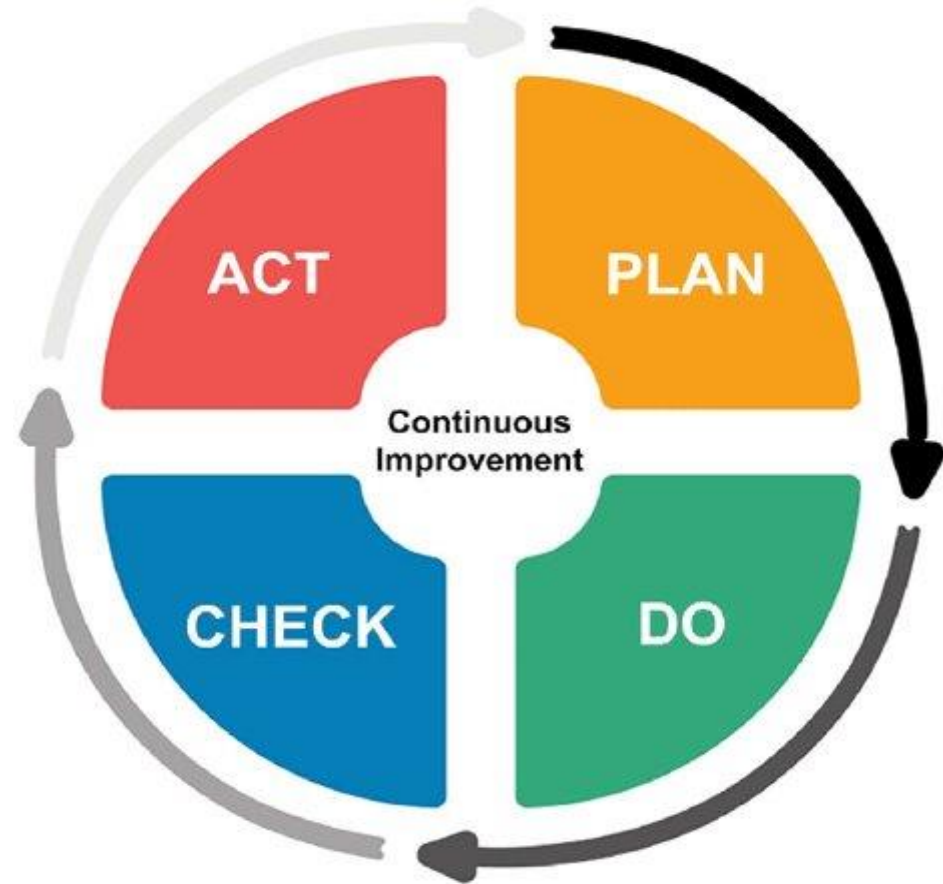


QCO

Quality, Compliance & Oversight

Sustaining Progress with Quality Practices

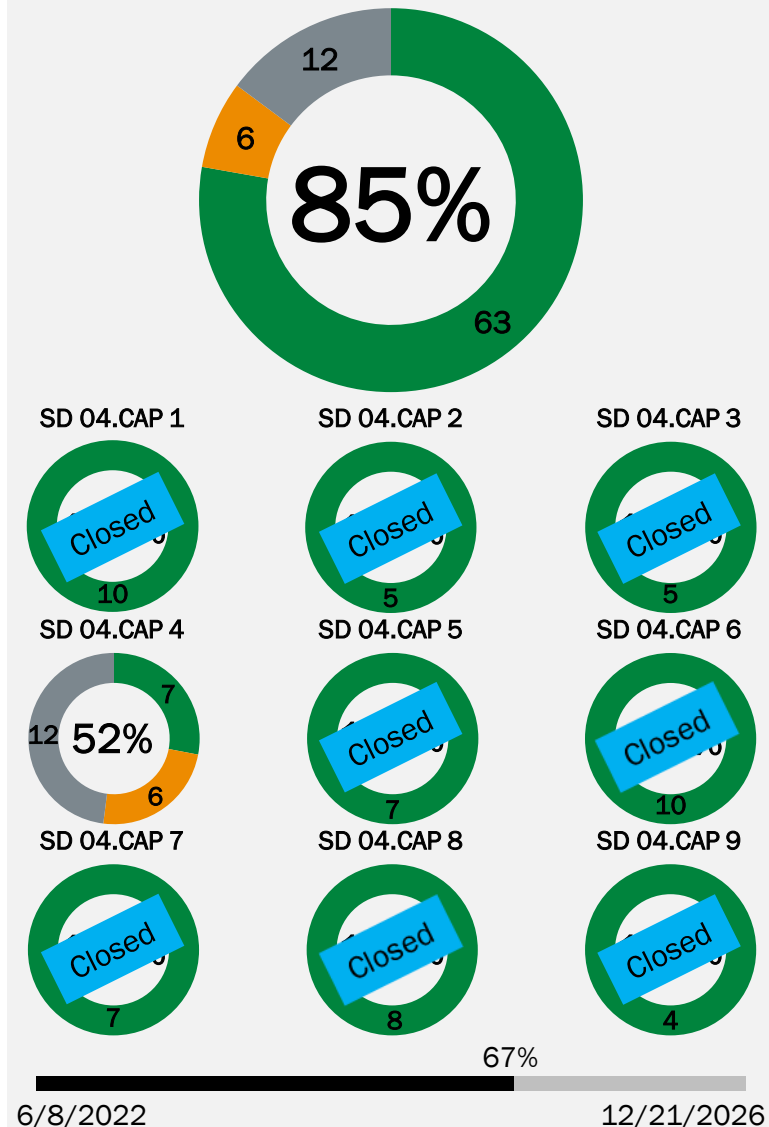
- Growth-focused assurance
- Data-driven continuous improvement
- Repeatable processes and procedures
- More predictable outcomes and reliable service



Appendix



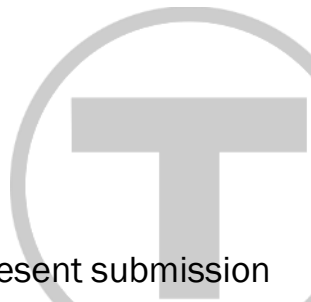
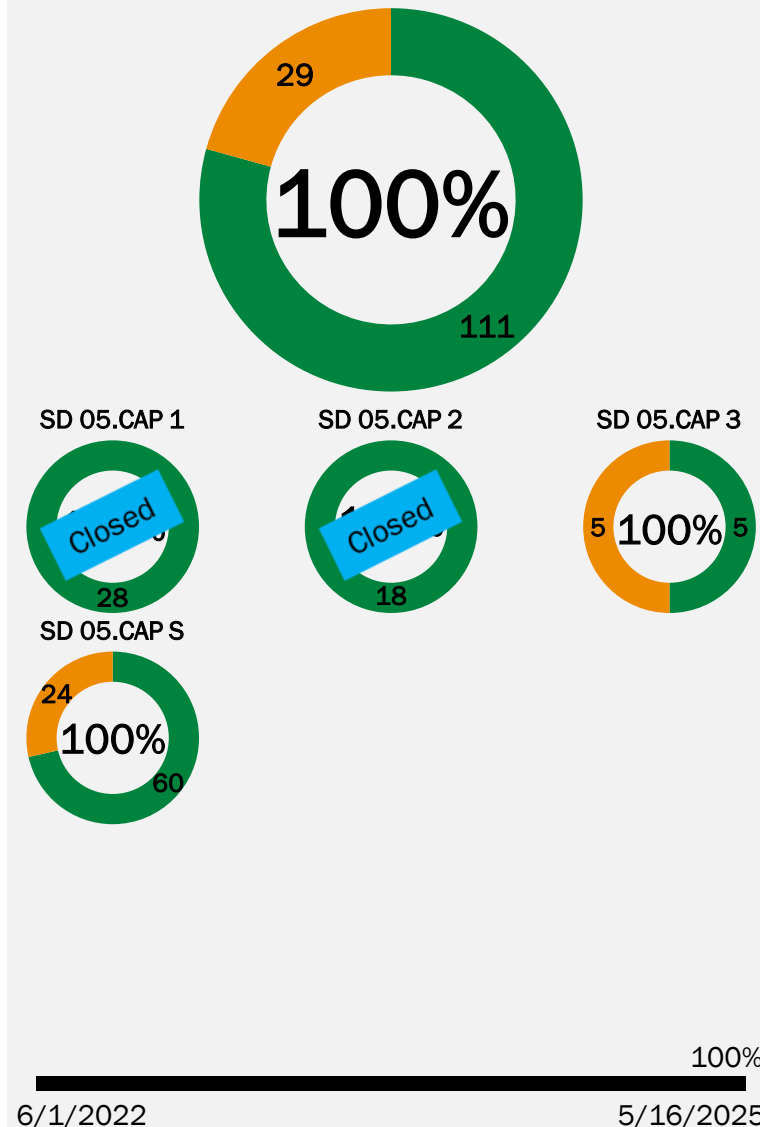
SD 22-4: Track Maintenance & PPE



- ✓ F1: Published updated Rulebook for Operations Employees incorporating PPE requirements – CAP CLOSED
- ✓ F2: All action items completed CAP CLOSED
- ✓ F3: Raised Tufts Curve Speed Restriction after completing Cologne Egg replacement – CAP CLOSED
- F4: Developed PM&I Access Needs for Right of Way (ROW)
- ✓ F5: Submitted budget requests for MOW equipment and resource needs – CAP CLOSED
- ✓ F6: Developed Capital Funding Request & Plan for Accelerated Implementation of EAM – CAP CLOSED
- ✓ 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 CLOSED
- ✓ F9: Restored Green Line Work Train to Working Order – CAP CLOSED

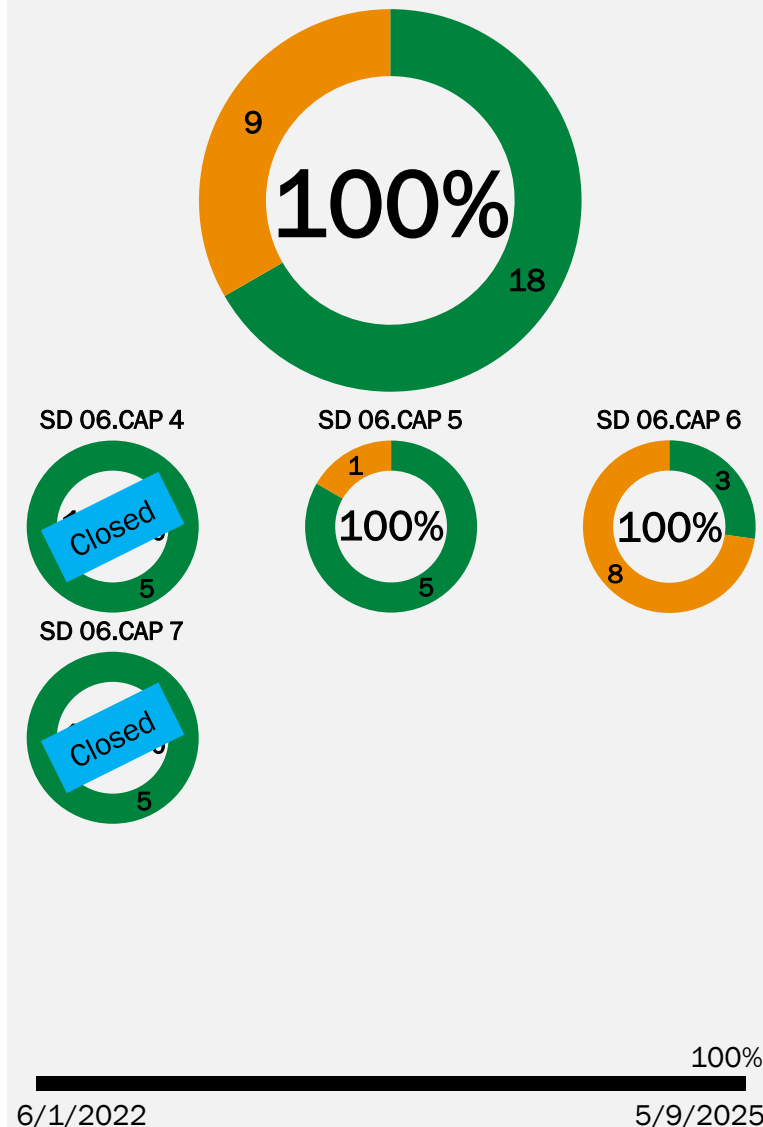
SD 22-5: Vehicle Securement

- ✓ F1: Procedures for Safe Movements of Rail Vehicles– all action items completed – CAP CLOSED
- ✓ F2: Training for SMRV Procedures – all action items completed – CAP CLOSED
- 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

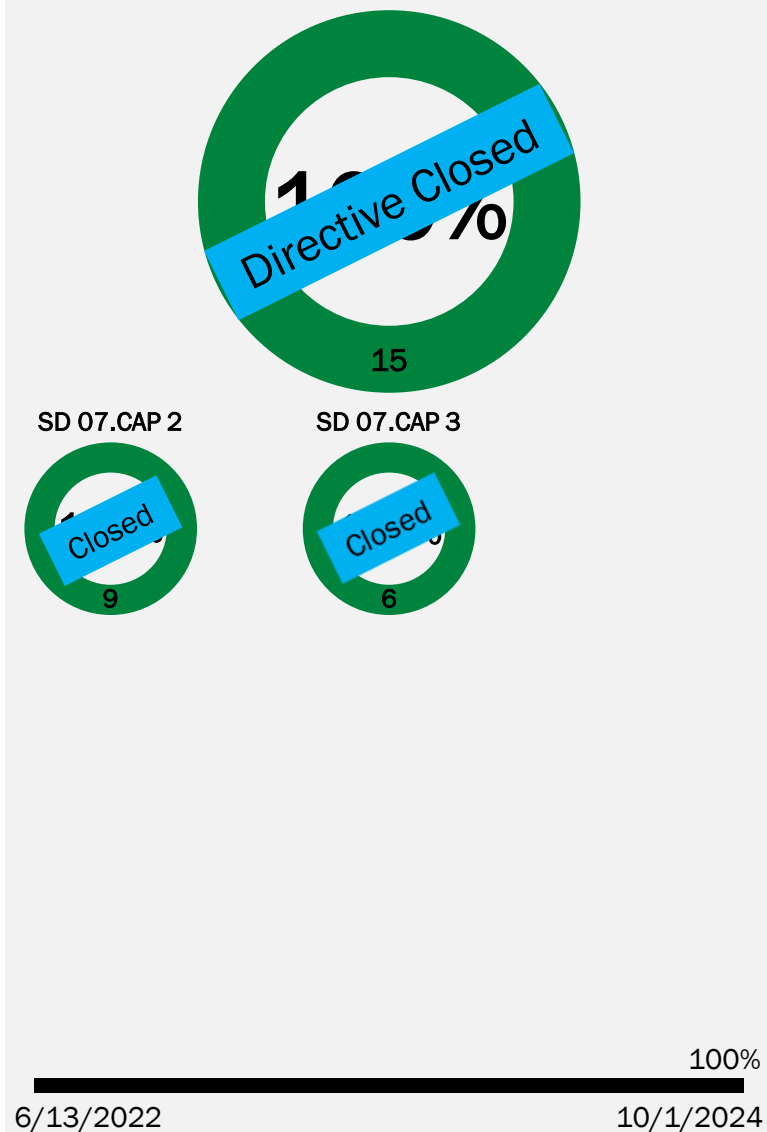


SD 22-6: Operations Control Center

- ✓ 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 submitted, under FTA verification
- F6: Implementing plan to make OCC role more attractive (OCC renovation in design phase) – CAP CLOSURE REQUESTED
- ✓ F7: Updating materials for specialized dispatcher training. – **CAP CLOSED**

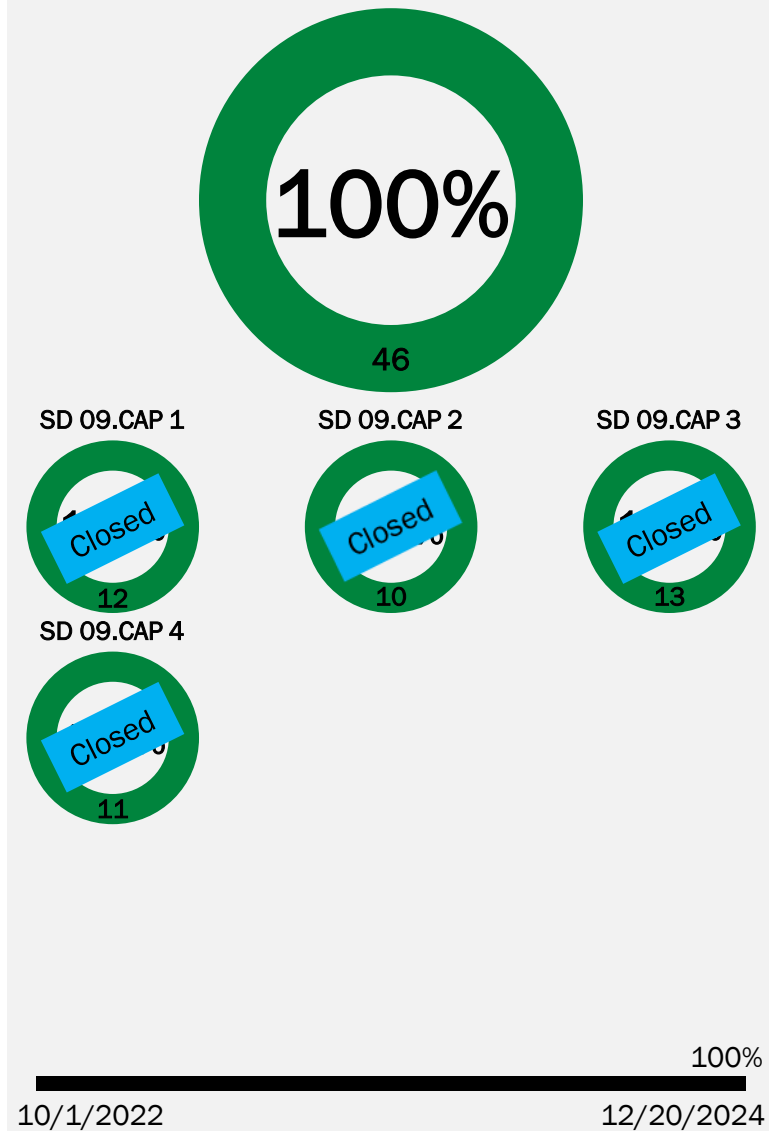


SD 22-7: Lapsed Certification Process

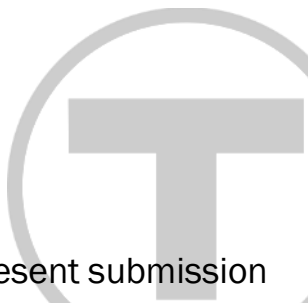


- ✓ F1: Ensured 100% of Operating Personnel Are Current in Certifications – Finding Closure Requested in Fall 2023. Quarterly report for rest violations showing 99.9% compliance submitted to FTA on 4/8/24 - FINDING CLOSED
- ✓ F2: Ensured 100% of Operating Personnel Are Current in Certifications – CAP 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

SD 22-9: Workforce

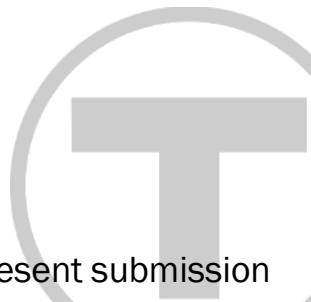
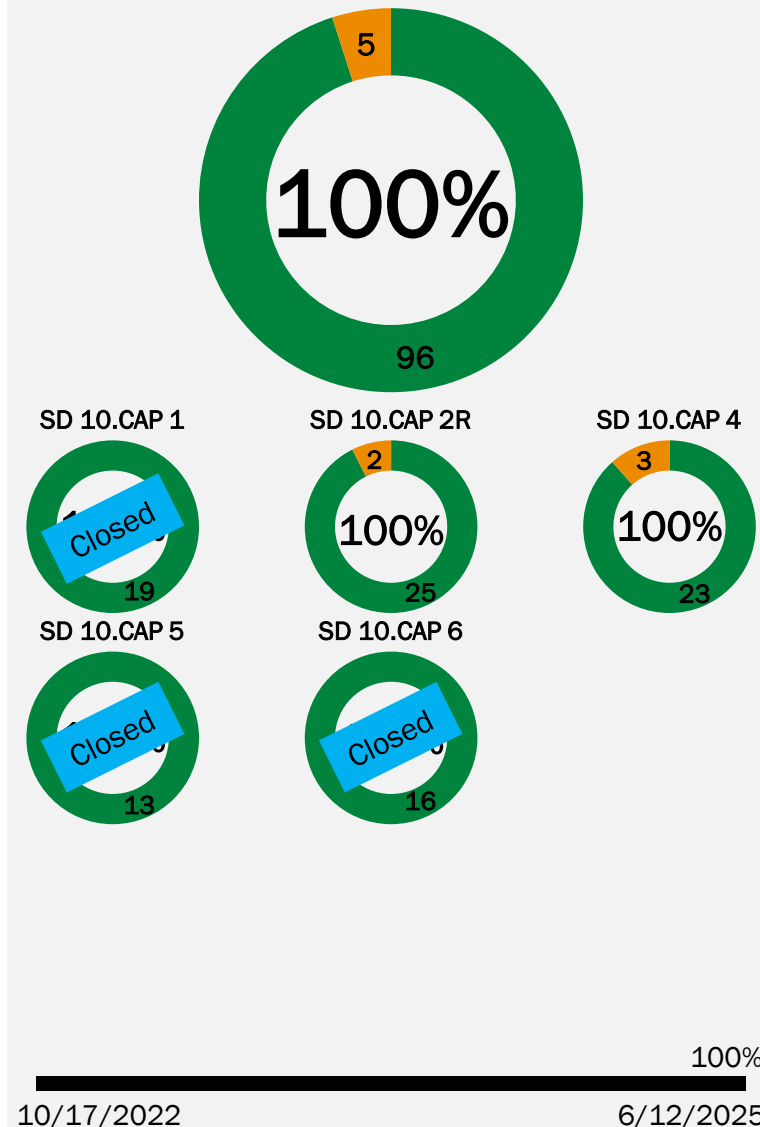


- ✓ F1: Workforce Assessment: Final safety risk assessment and workforce assessment accepted. – CAP CLOSED
- F2: Hiring Plan: First draft of five-year hiring plan accepted, final draft under verification. – CAP CLOSURE REQUESTED
- ✓ F3: In final stages of implementing training plan for updated Safety 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

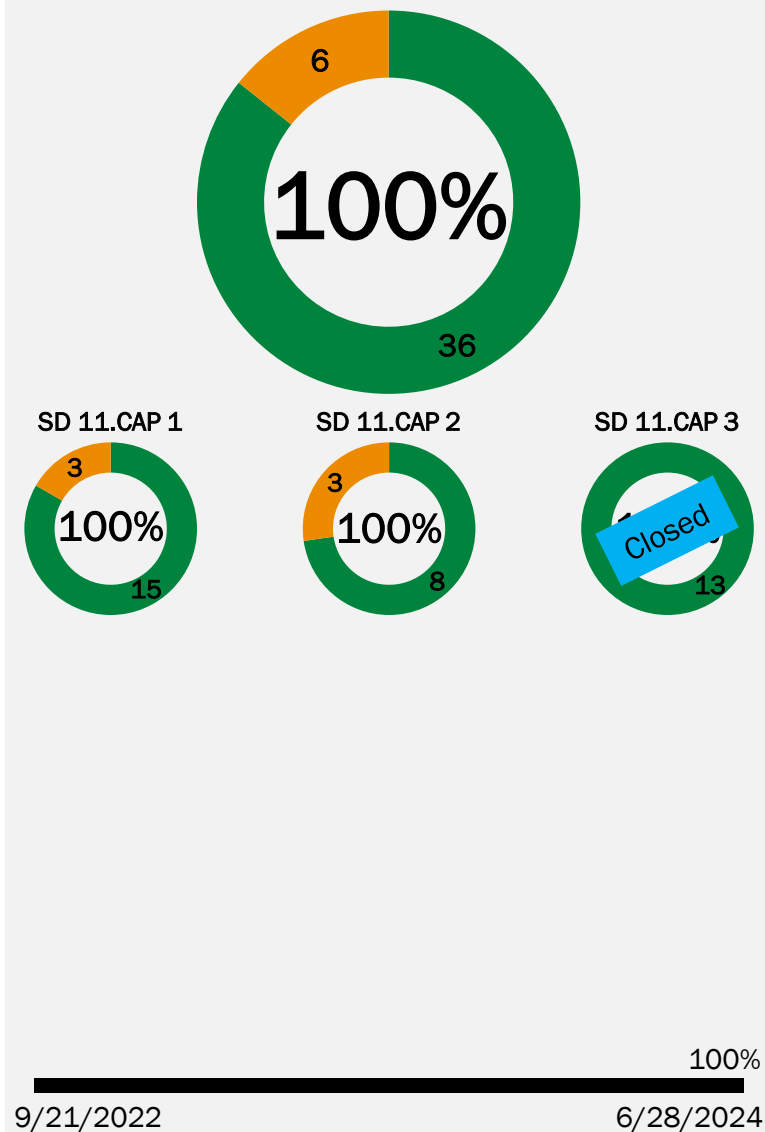


SD 23-10: Safety Information & SMS

- ✓ F1: All action items completed – CAP CLOSED
- F2/F3: Reported results of Safety data analysis usage tracking
- F4: Defined Operating Departments involved in Mitigation Monitoring
- ✓ F5: All action items completed – CAP CLOSED
- ✓ F6: All action items completed – CAP CLOSED

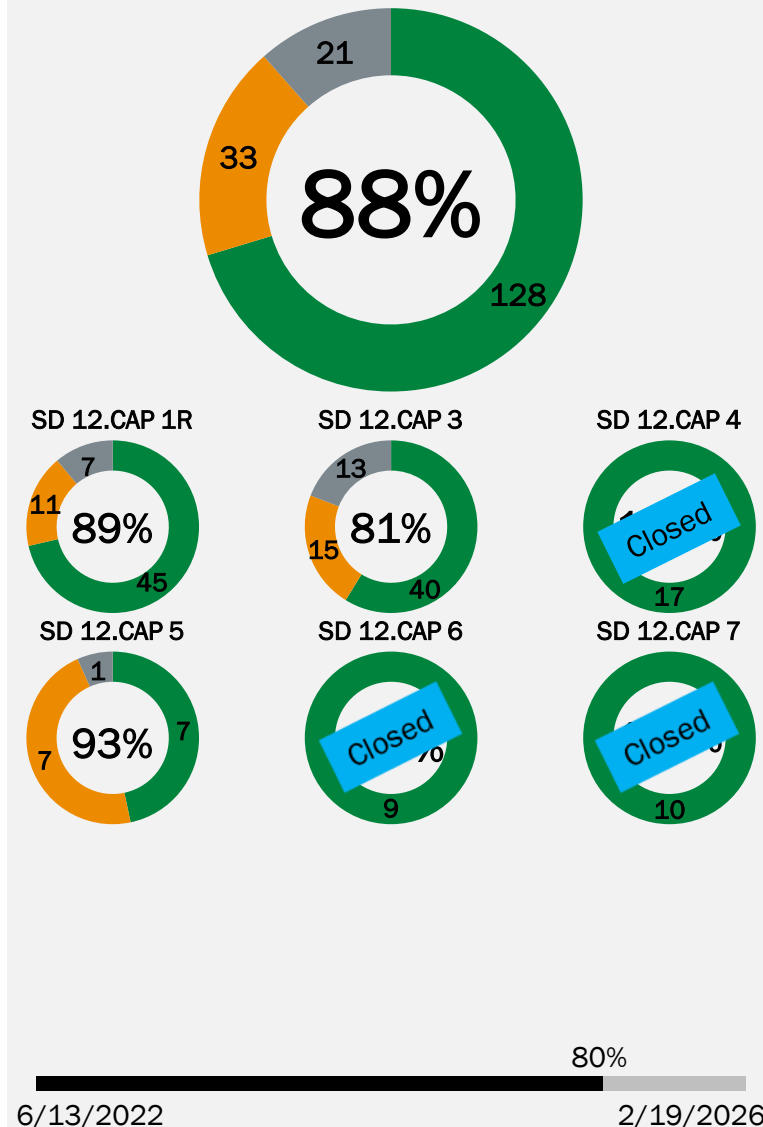


SD 22-11: Safety Communication



- 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



- F1/F2: Finalized OTIP Audits and Dashboard in support of upcoming rollout
- F3: Vehicle Engineering and Vehicle Maintenance Quality Management Plan training rollout
- ✓ F4: All action items completed – CAP CLOSED
- F5: Submitted monthly digitization progress for VM and E&M
- ✓ F6: Evaluated program design for Rail Ops mentorship – CAP CLOSED
- ✓ F7: Completed all action items, submitted Weak Signals Quarterly Report – CAP CLOSED

