



Massachusetts Bay Transportation Authority

FTA Safety Management Inspection Update

MBTA Board of Directors Meeting

July 24, 2025

Meredith Sandberg, Chief of Quality, Compliance & Oversight



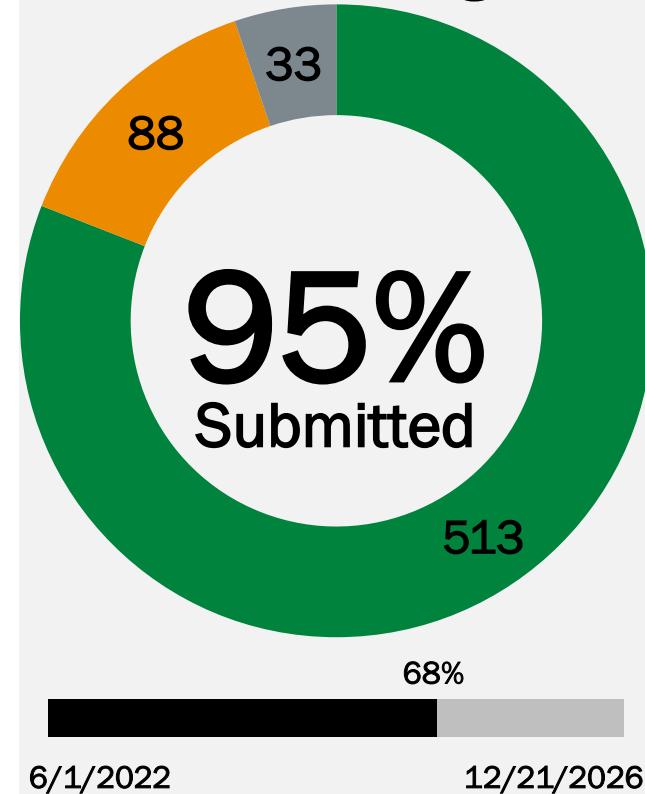
Quality, Compliance & Oversight

QCO Quarterly Update



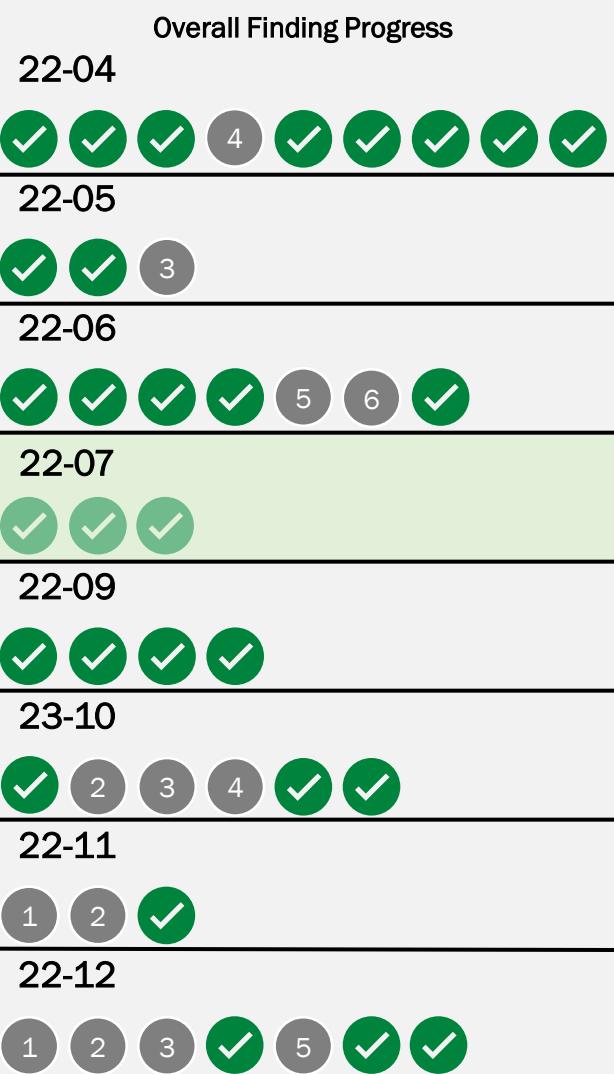
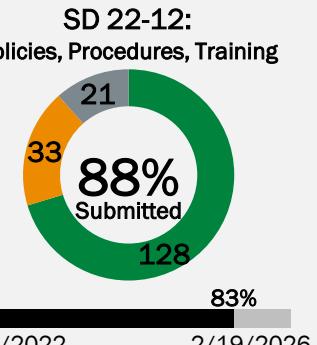
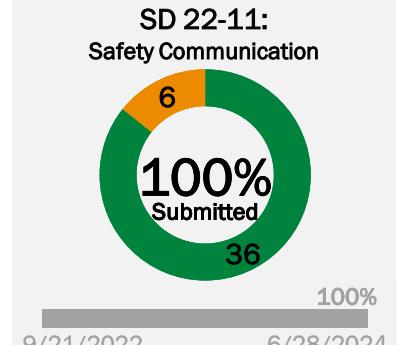
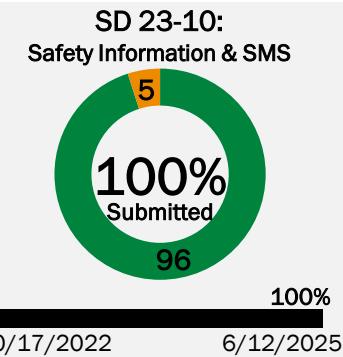
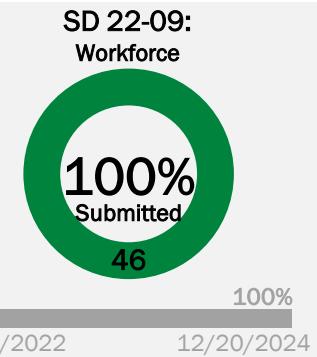
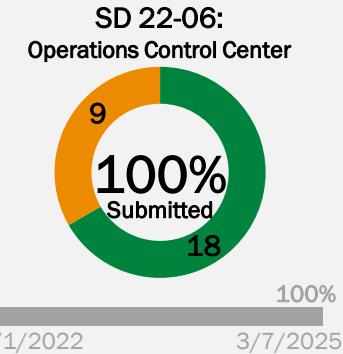
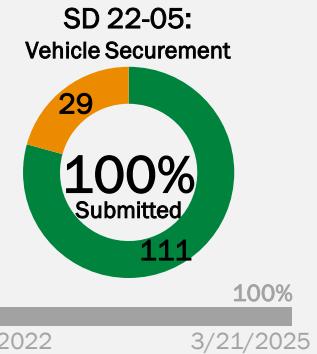
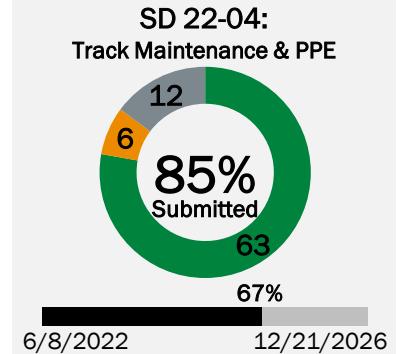
FTA SMI Response Progress Summary

Overall CAP Progress¹



Overall Findings

Total	42
Closed	29
Ongoing	13



Finding Closed

1. Total of 634 actionable items; inclusive of updated 22-4, 23-10 & 23-12 CAPs, does not include IAL items

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

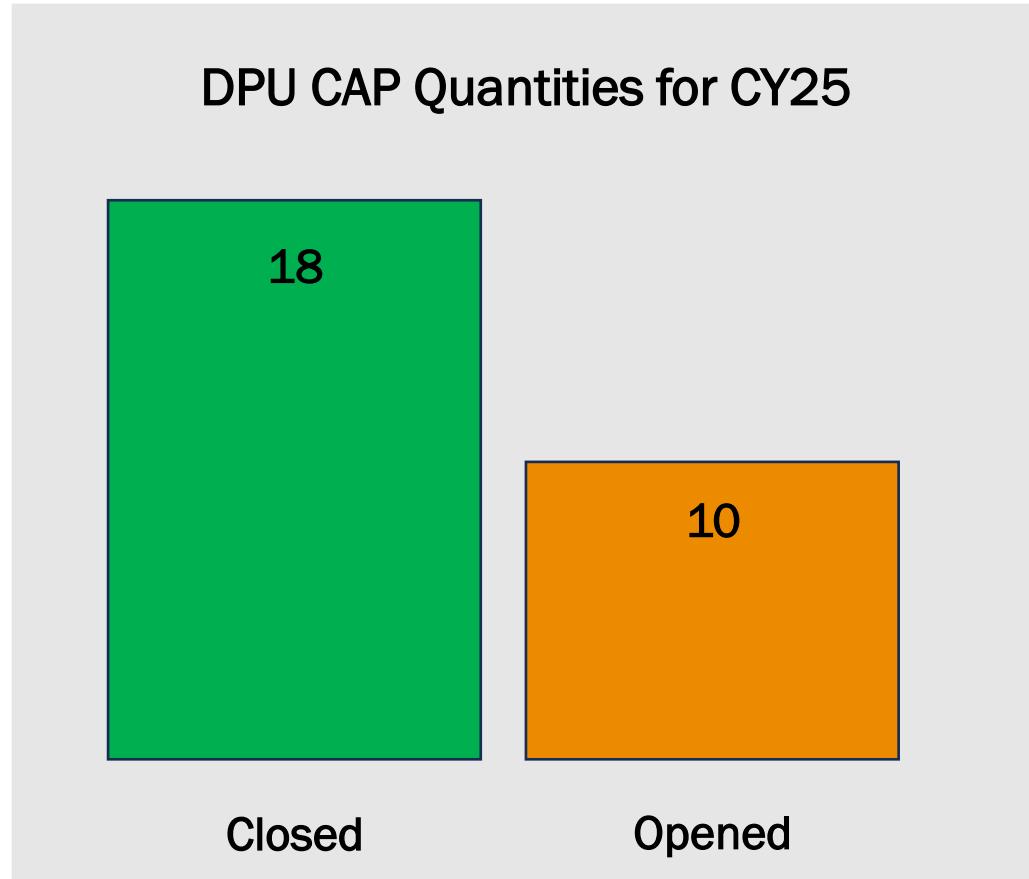


SD 22-10 CAP 6

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



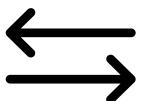
Key Actions for Improvement



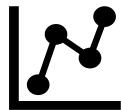
CAP/finding



Design/implement
long-term strategic changes



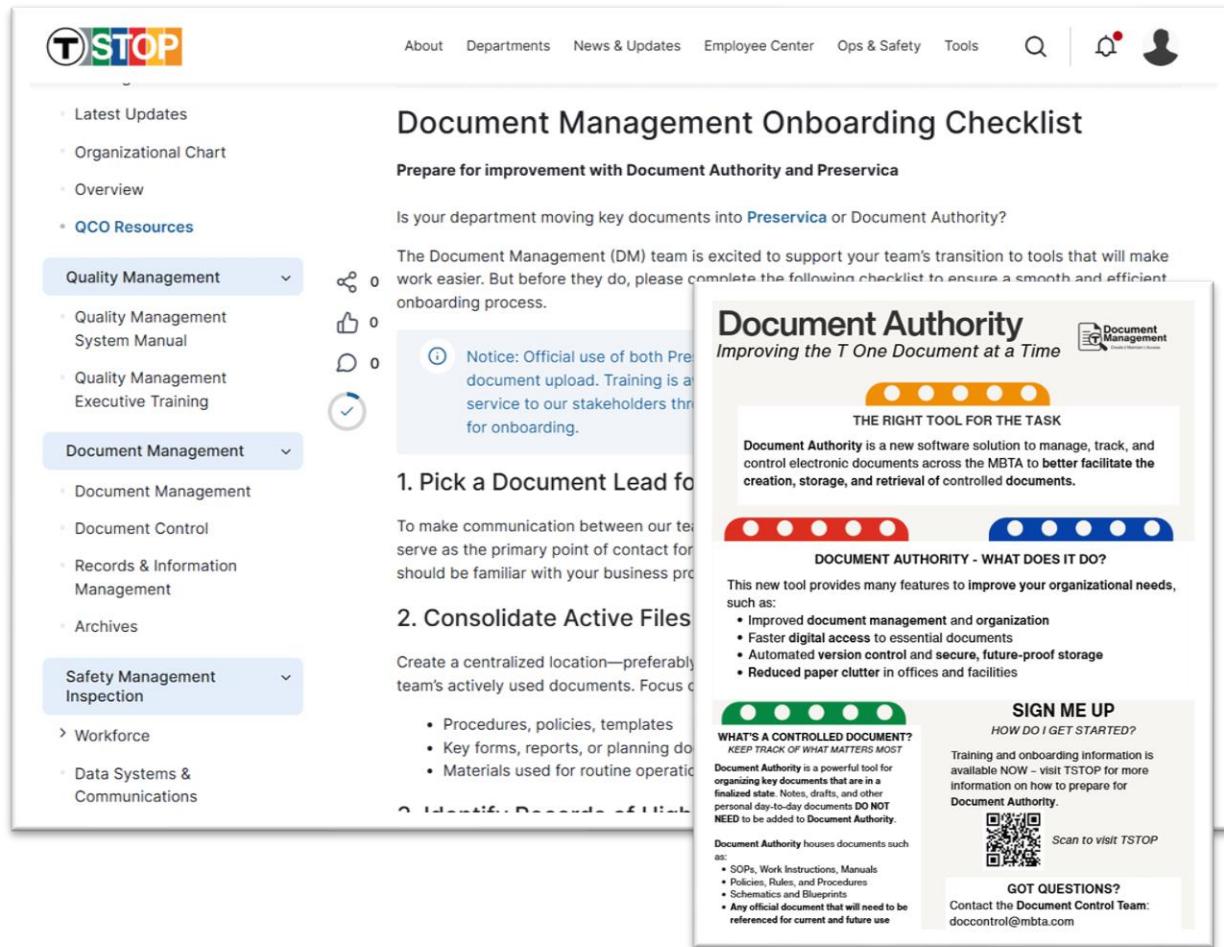
Change Management
Strategy



Data driven processes to
measure/improve

Document Authority

Improving the T One Document at a Time

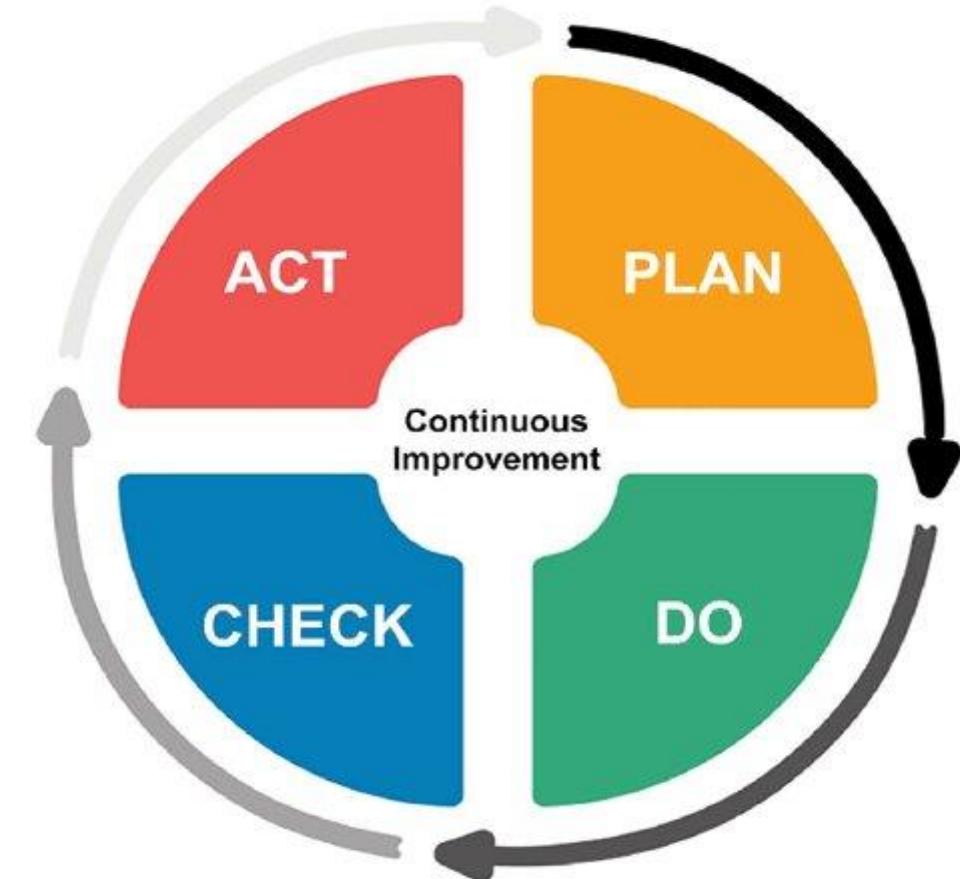


The screenshot shows a website interface for TSTOP. The left sidebar includes navigation for Quality Management, Document Management (selected), and Safety Management. The main content area is titled "Document Management Onboarding Checklist" and discusses the transition to Document Authority. It features a "Notice" box about dual document upload training, a "Document Authority" section with a sub-section "THE RIGHT TOOL FOR THE TASK", a "DOCUMENT AUTHORITY - WHAT DOES IT DO?" section with a bulleted list of benefits, and a "SIGN ME UP" section with a QR code and contact information for the Document Control Team.

- 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

Sustaining Progress with Quality Practices

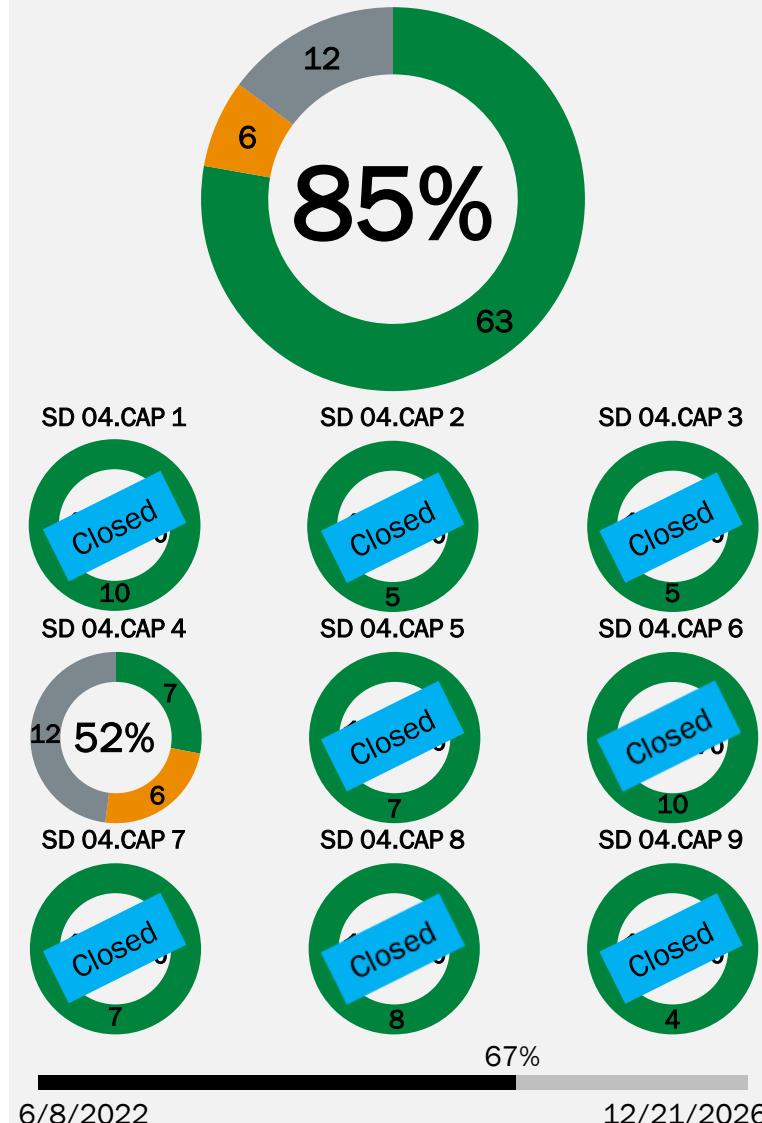
- Growth-focused assurance
- Data-driven continuous improvement
- Repeatable processes and procedures
- More predictable outcomes and reliable service



Appendix



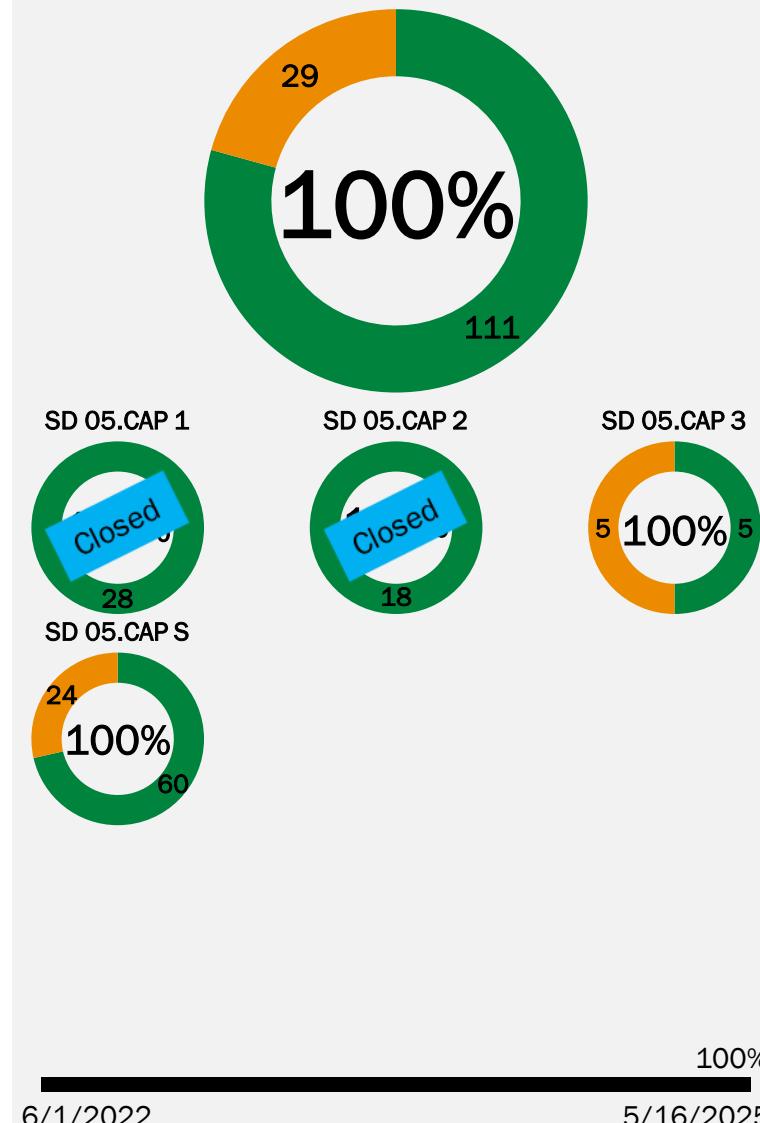
SD 22-4: Track Maintenance & PPE



- ✓ 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

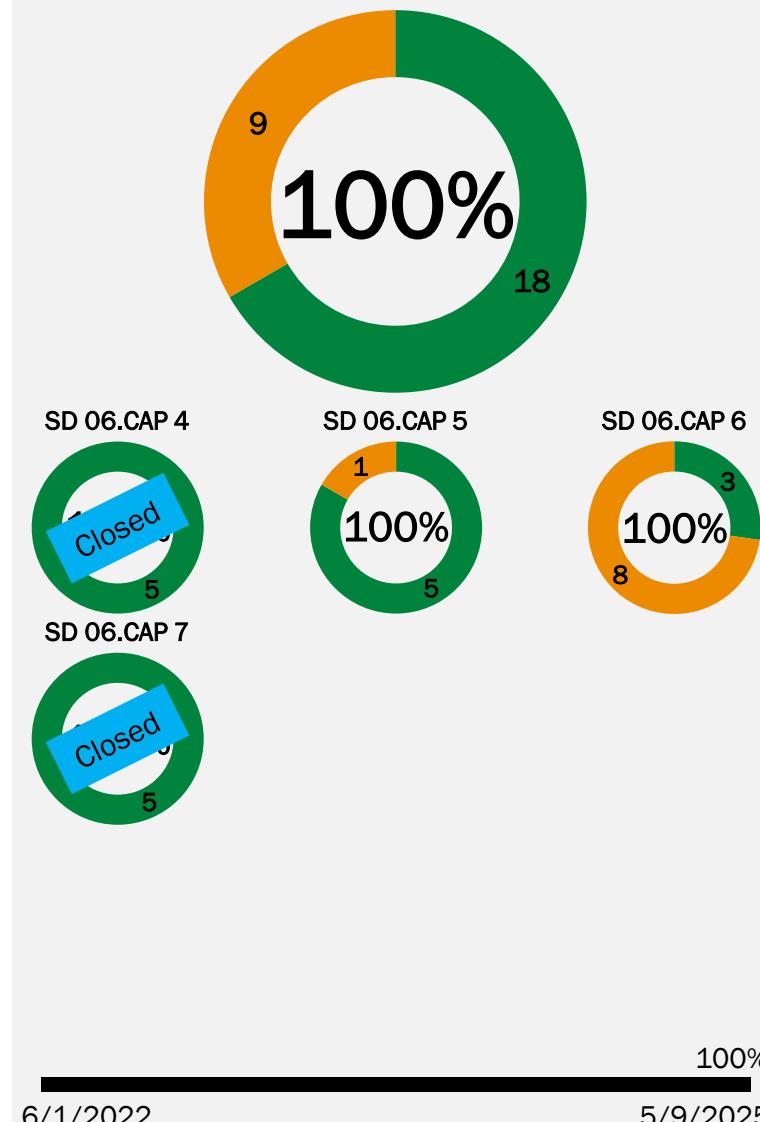


SD 22-5: Vehicle Securement



- ✓ 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



SD 07.CAP 2



SD 07.CAP 3



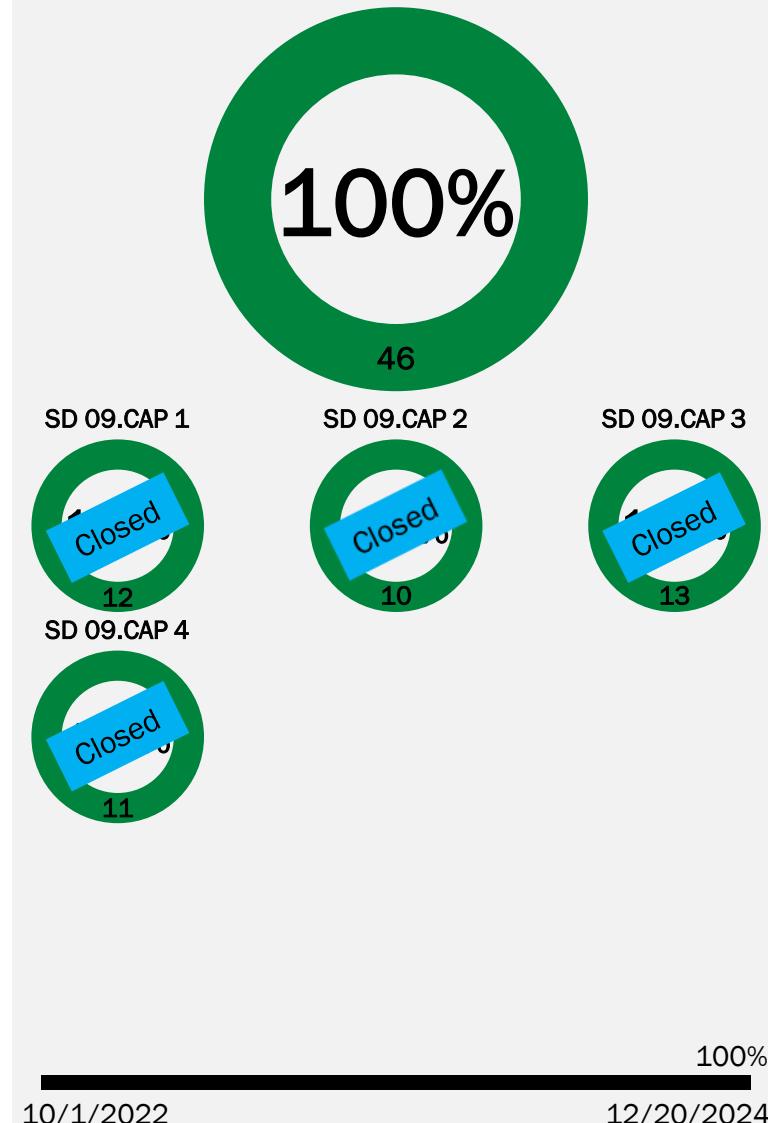
- ✓ F1: Ensured 100% of Operating Personnel Are Current in Certifications – Finding Closure Requested in Fall 2023. Quarterly report for rest violations showing 99.9% compliance submitted to FTA on 4/8/24 - FINDING CLOSED
- ✓ F2: Ensured 100% of Operating Personnel Are Current in Certifications – CAP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

100%

6/13/2022

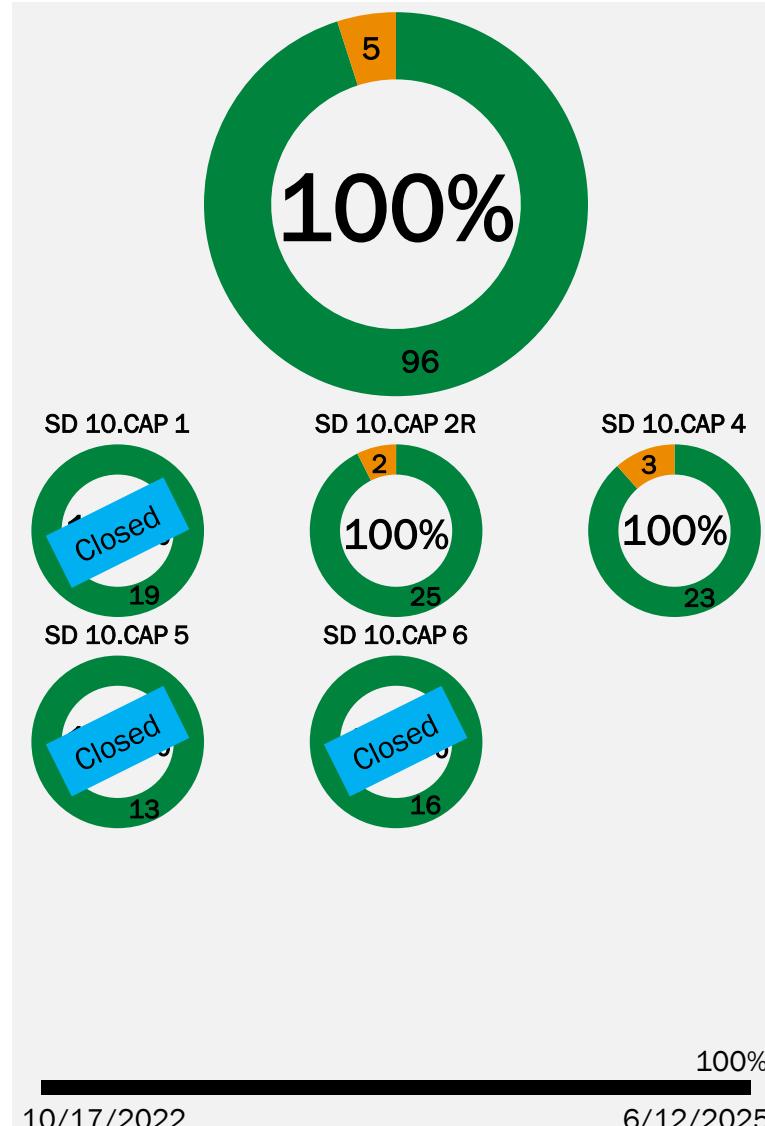
10/1/2024

SD 22-9: Workforce



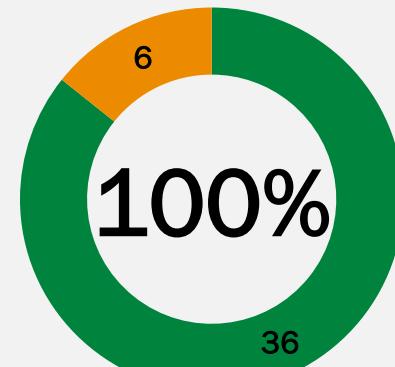
- ✓ F1: Workforce Assessment: Final safety risk assessment and workforce assessment accepted. – CAP CLOSED
- F2: Hiring Plan: First draft of five-year hiring plan accepted, final draft under verification. – CAP CLOSURE REQUESTED
- ✓ F3: In final stages of implementing training plan for updated Safety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

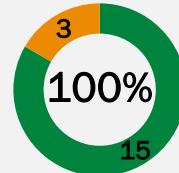


- ✓ F1: All action items completed – CAP CLOSED
- F2/F3: Reported results of Safety data analysis usage tracking
- F4: Defined Operating Departments involved in Mitigation Monitoring
- ✓ F5: All action items completed – CAP CLOSED
- ✓ F6: All action items completed – CAP CLOSED

SD 22-11: Safety Communication



SD 11.CAP 1



SD 11.CAP 2

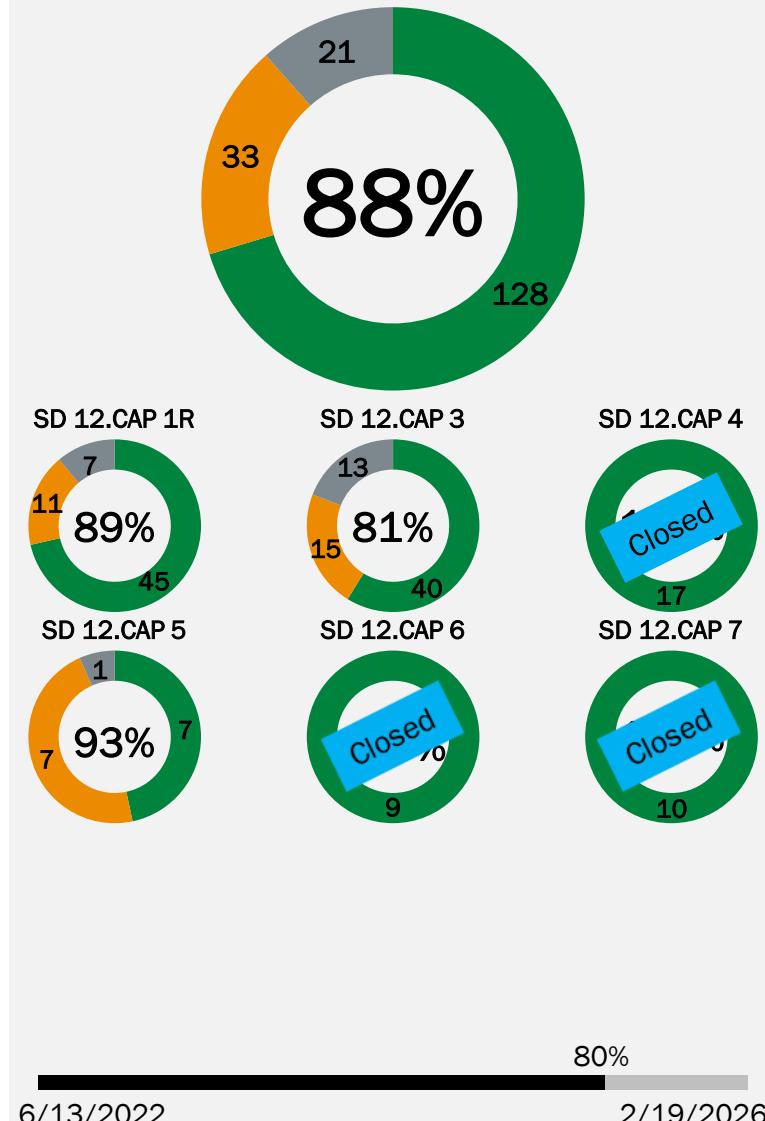


SD 11.CAP 3



- 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