



Massachusetts Bay Transportation Authority

QCO Update

MBTA Safety, Health & Environment Meeting

October 16, 2025

Meredith Sandberg, Chief of Quality, Compliance & Oversight



CAP Closure

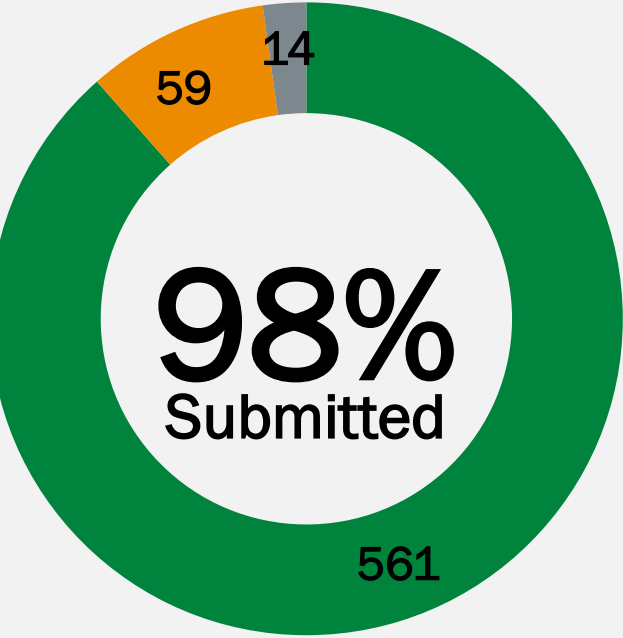
SD 22-10 CAP 2R

Enables safety data sharing between the field and management, ensuring that safety risk decisions are based on data analysis or documented facts.



FTA SMI Response Progress Summary

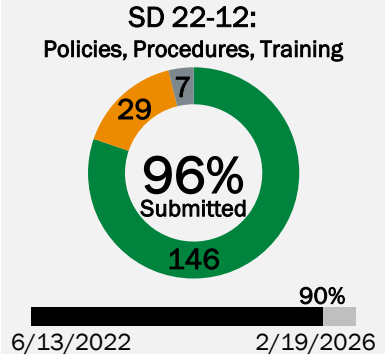
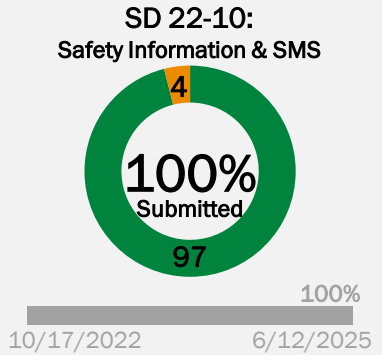
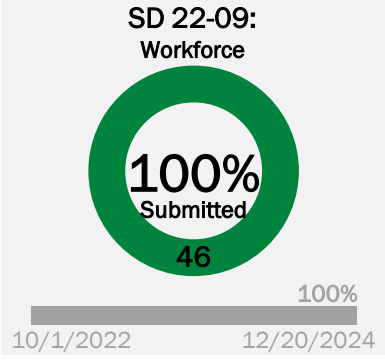
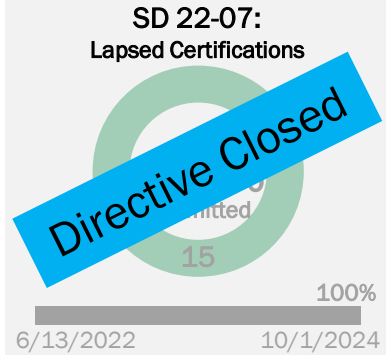
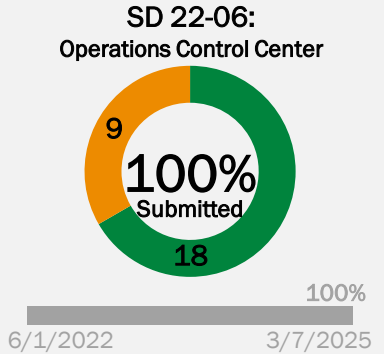
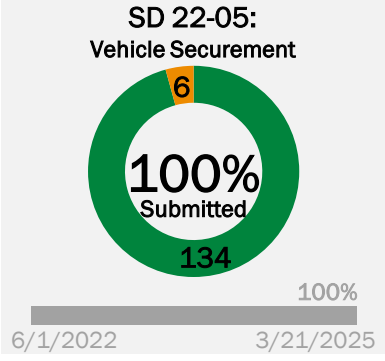
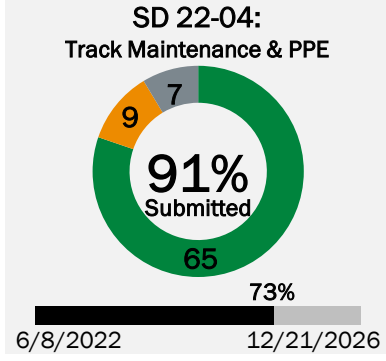
Overall CAP Progress¹



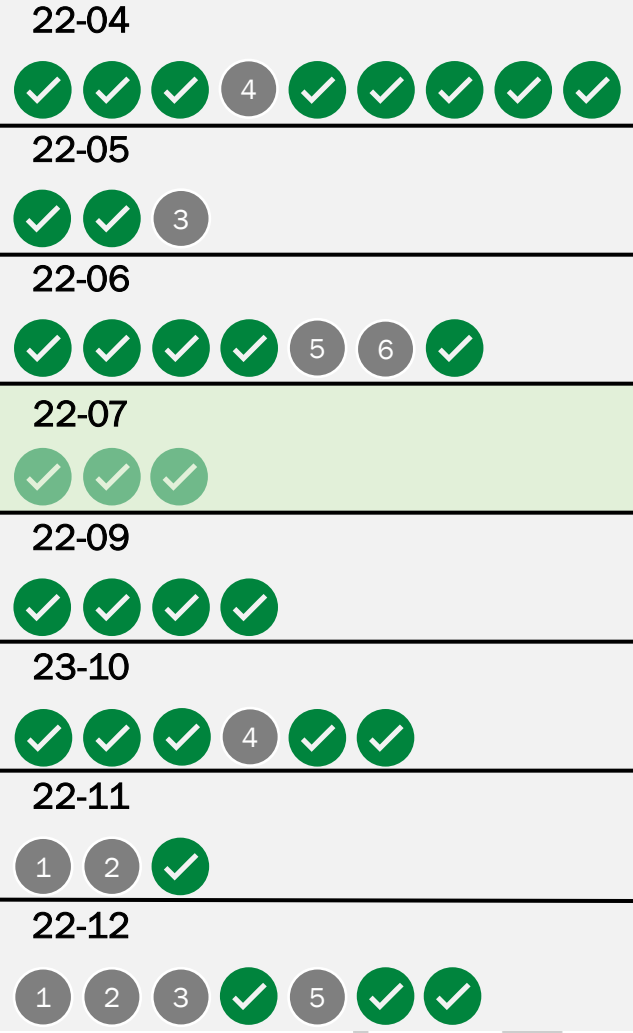
73%



Overall Findings	Total	42
	Closed	31
	Ongoing	11



Overall Finding Progress



✓ Finding Closed

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

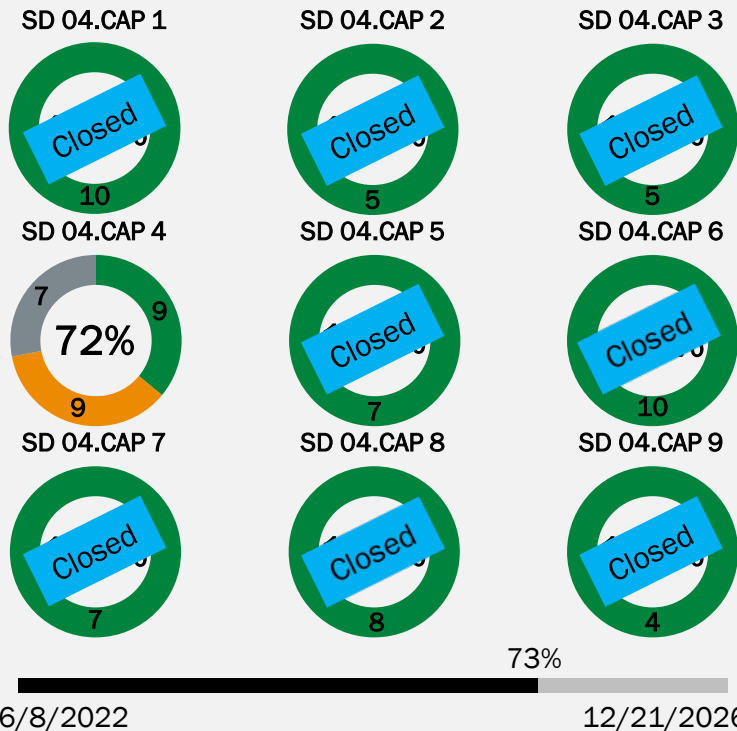
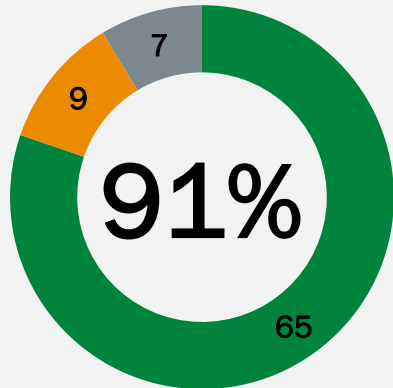


Questions?

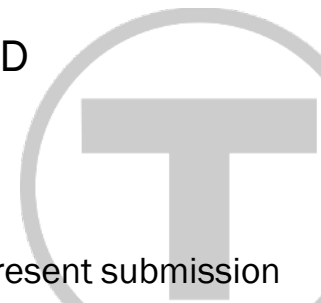
Appendix



SD 22-4: Track Maintenance & PPE

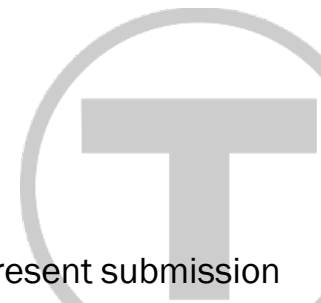
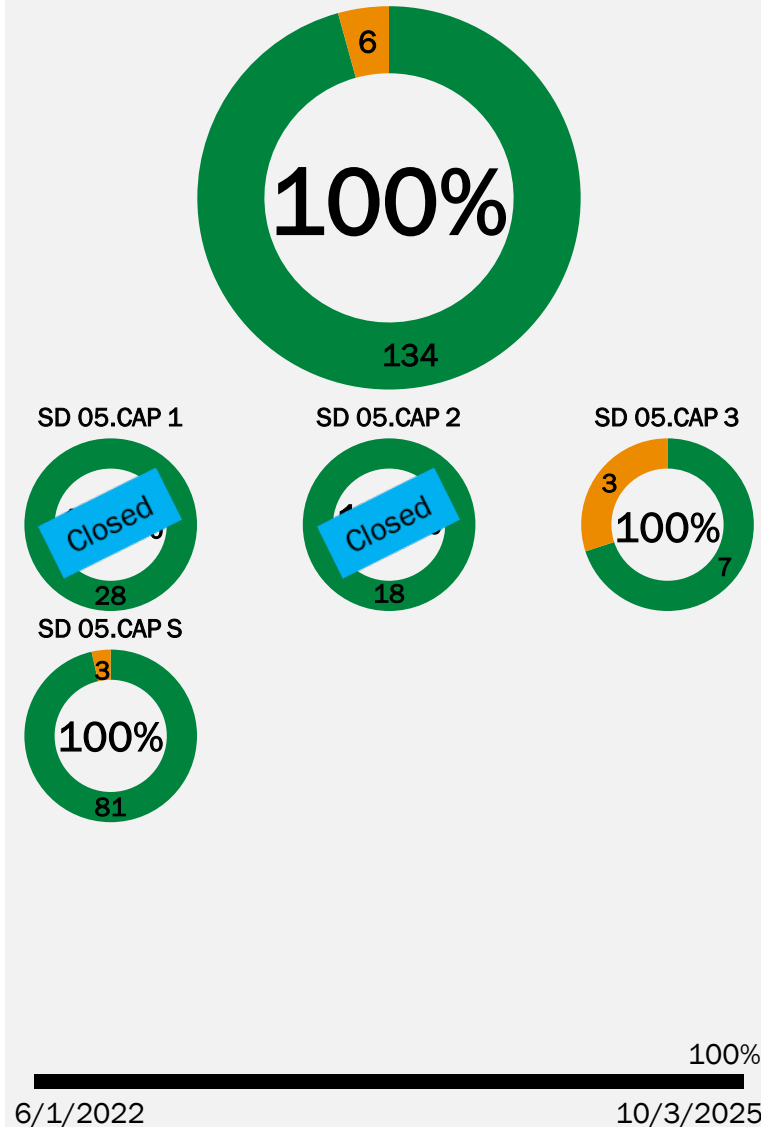


- ✓ F1: Published updated Rulebook for Operations Employees incorporating PPE requirements – CAP CLOSED
- ✓ F2: All action items completed CAP CLOSED
- ✓ F3: Raised Tufts Curve Speed Restriction after completing Cologne Egg replacement – CAP CLOSED
- F4: Quantified corrective maintenance needs based on defect data in the asset management system
- ✓ 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



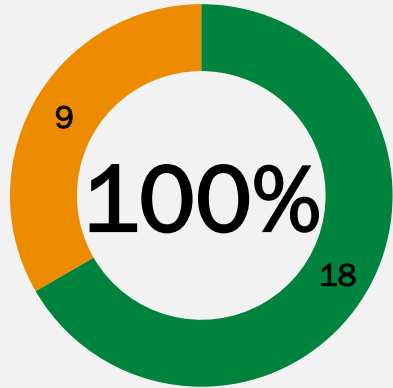
SD 22-5: Vehicle Securement

- ✓ 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 – CAP CLOSURE REQUESTED
- 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



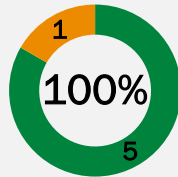
SD 06.CAP 4



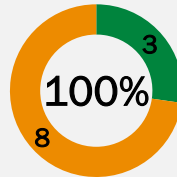
SD 06.CAP 7



SD 06.CAP 5



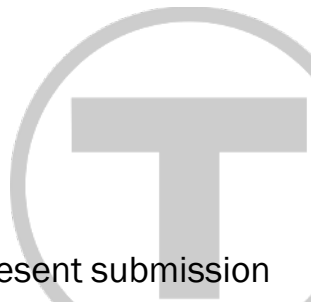
SD 06.CAP 6



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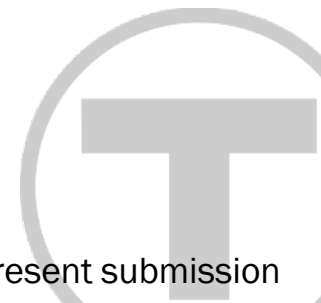
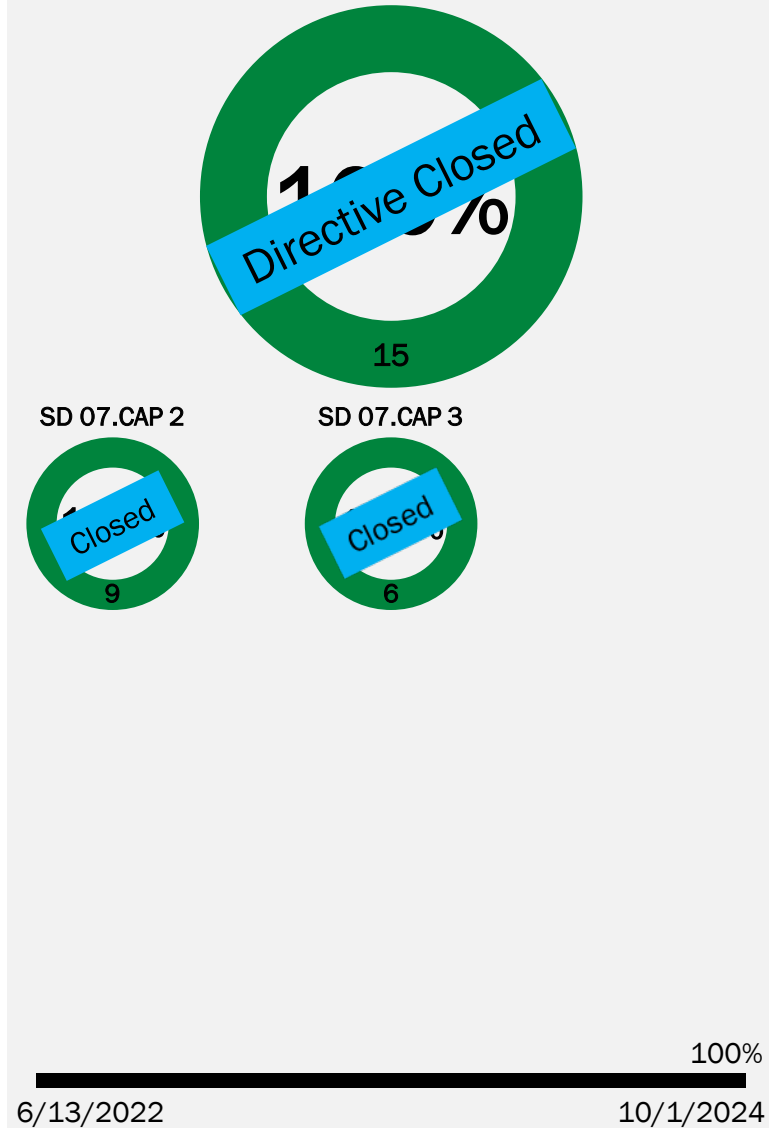
6/1/2022

9/19/2025



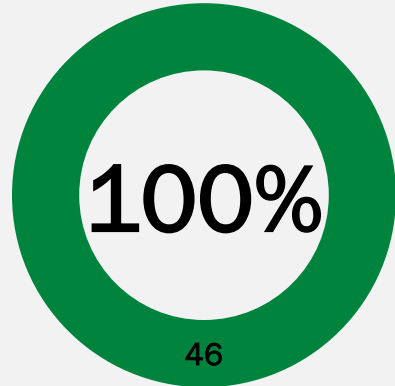
SD 22-7: Lapsed Certification Process

- ✓ 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 CLOSED
- ✓ 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 09.CAP 1



SD 09.CAP 2



SD 09.CAP 3



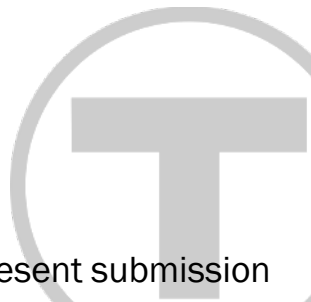
SD 09.CAP 4



100%

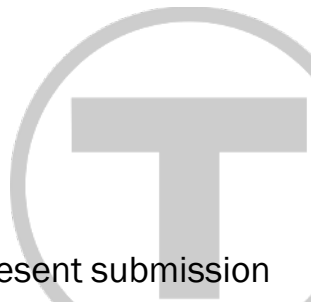
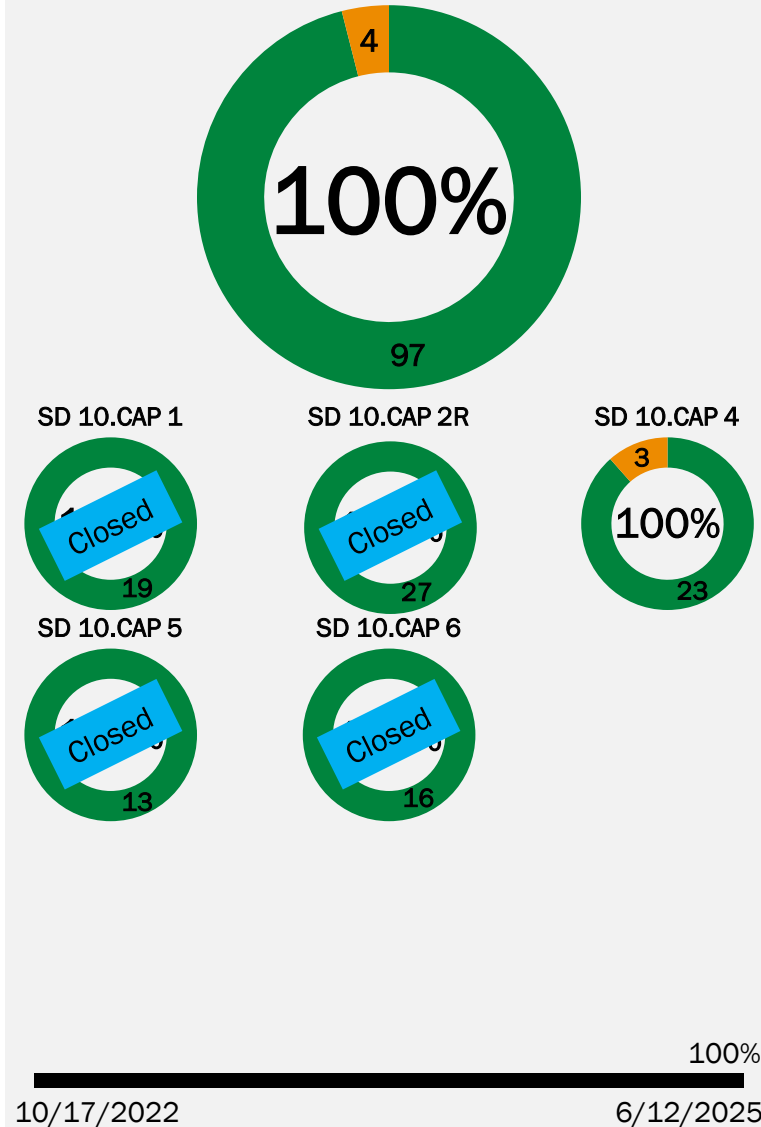
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12/20/2024



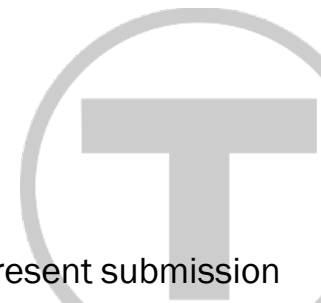
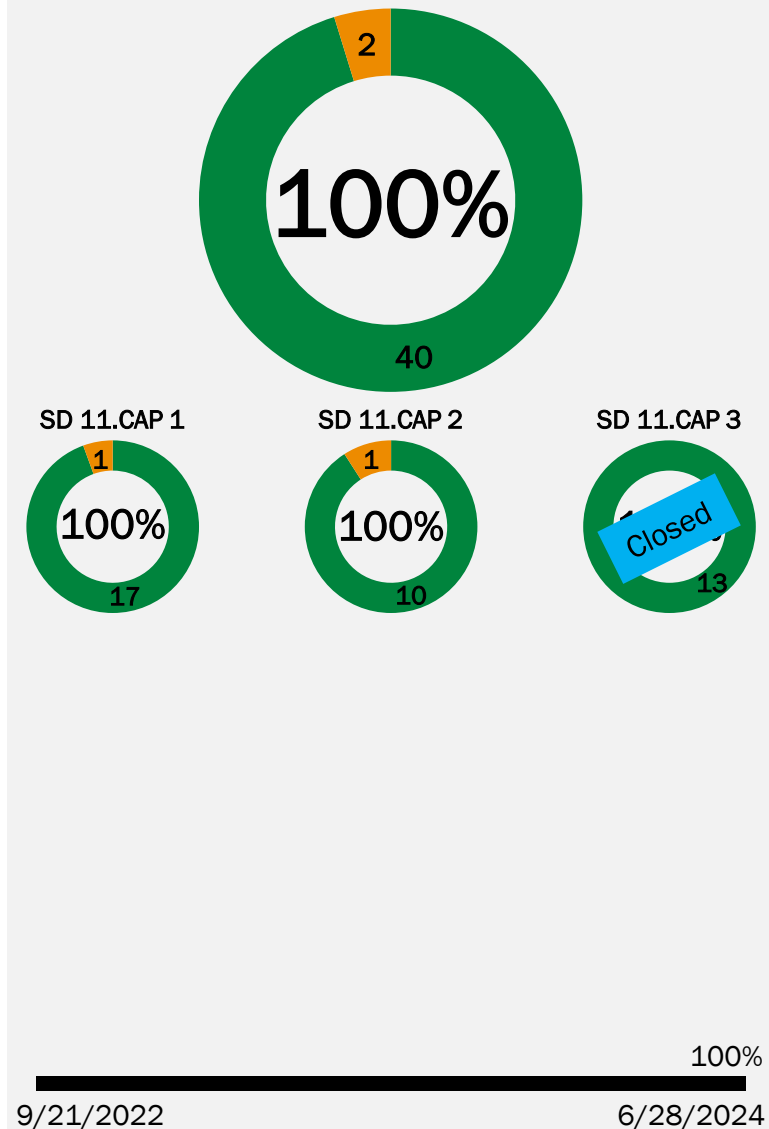
SD 22-10: Safety Information & SMS

- ✓ F1: All action items completed – CAP CLOSED
- F2/F3: All action items completed – CAP CLOSED
- F4: All action items completed. Under FTA review. – CAP CLOSURE REQUESTED
- ✓ F5: All action items completed – CAP CLOSED
- ✓ F6: All action items completed – CAP CLOSED

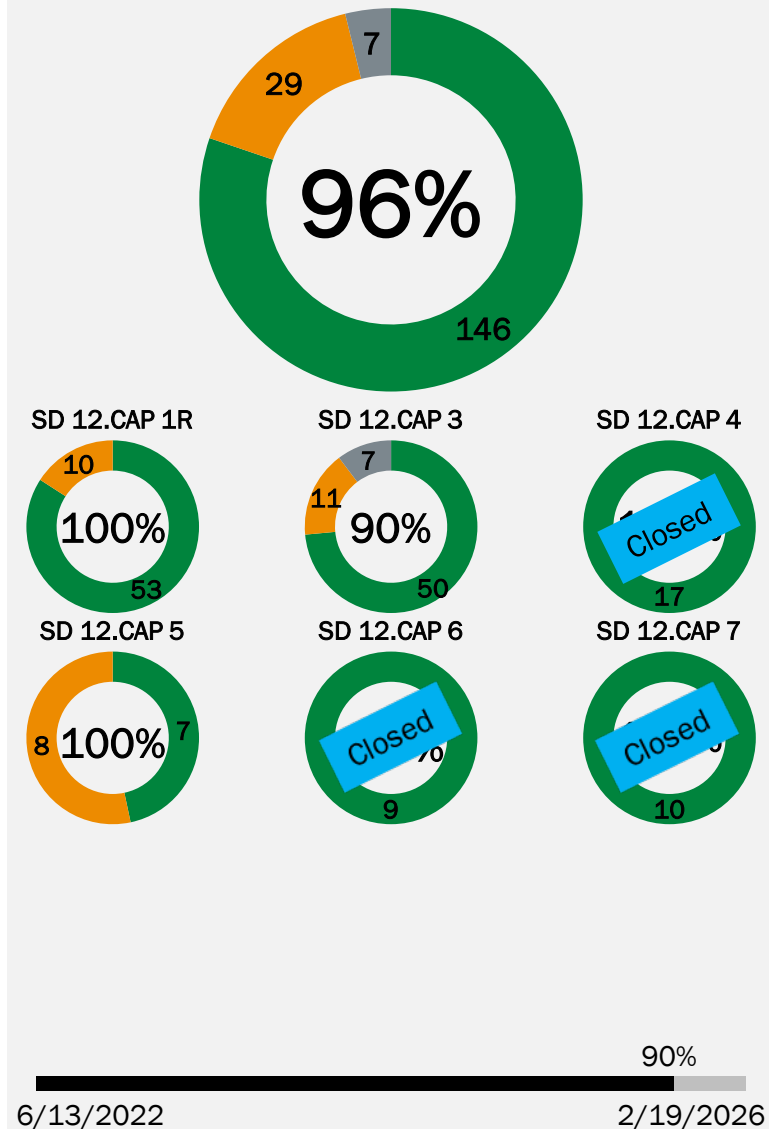


SD 22-11: Safety Communication

- 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: Launched OTIP for Light Rail and Heavy Rail; developed roadmap to other operational departments – CAP CLOSURE REQUESTED
- F3: Continued rollout of training for Audit, Quality Management Plans, and Document Management System (Doc Authority)
- ✓ F4: All action items completed – CAP CLOSED
- F5: All action items completed, submitted monthly PM&I digitization progress for VM (complete) and E&M – CAP CLOSURE REQUESTED
- ✓ F6: Evaluated program design for Rail Ops mentorship – CAP CLOSED
- ✓ F7: Completed all action items, submitted Weak Signals Quarterly Report – CAP CLOSED

