



Massachusetts Bay Transportation Authority

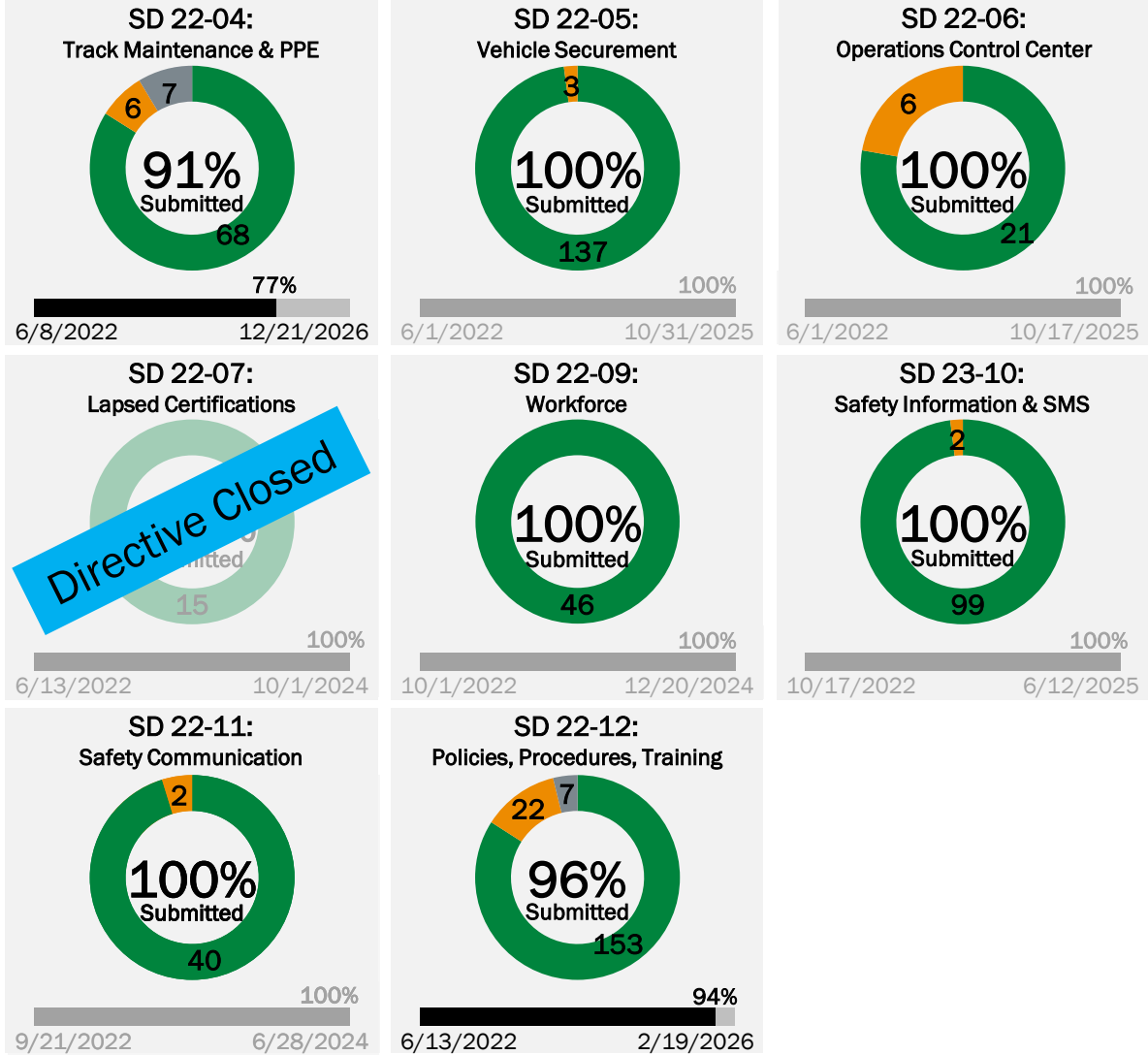
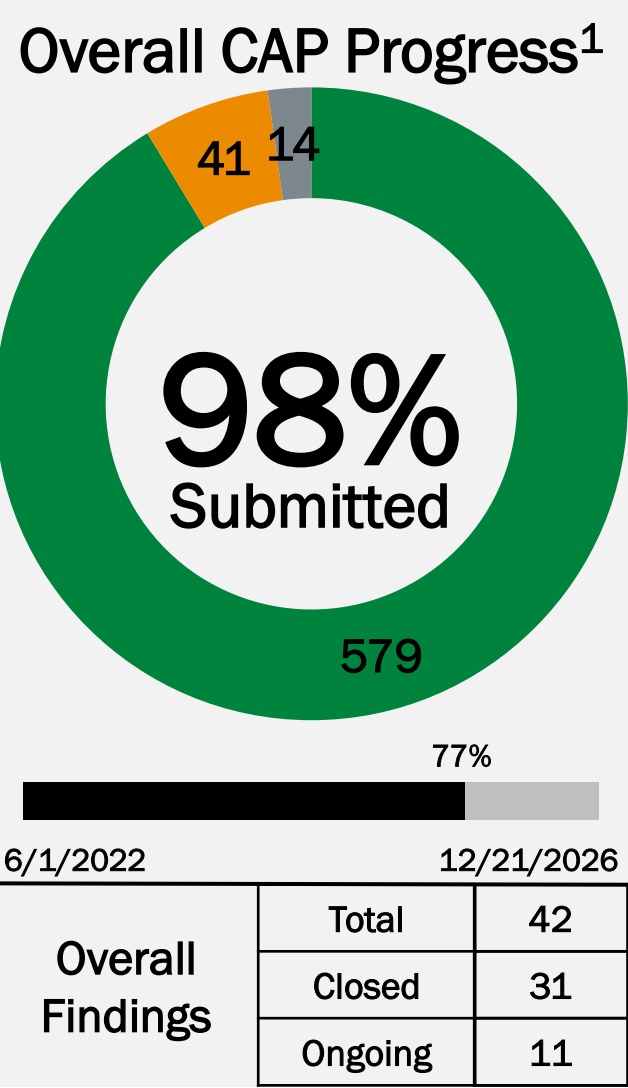
QCO Update

MBTA Board of Directors Meeting

December 18, 2025

Meredith Sandberg, Chief of Quality, Compliance & Oversight

FTA SMI Response Progress Summary





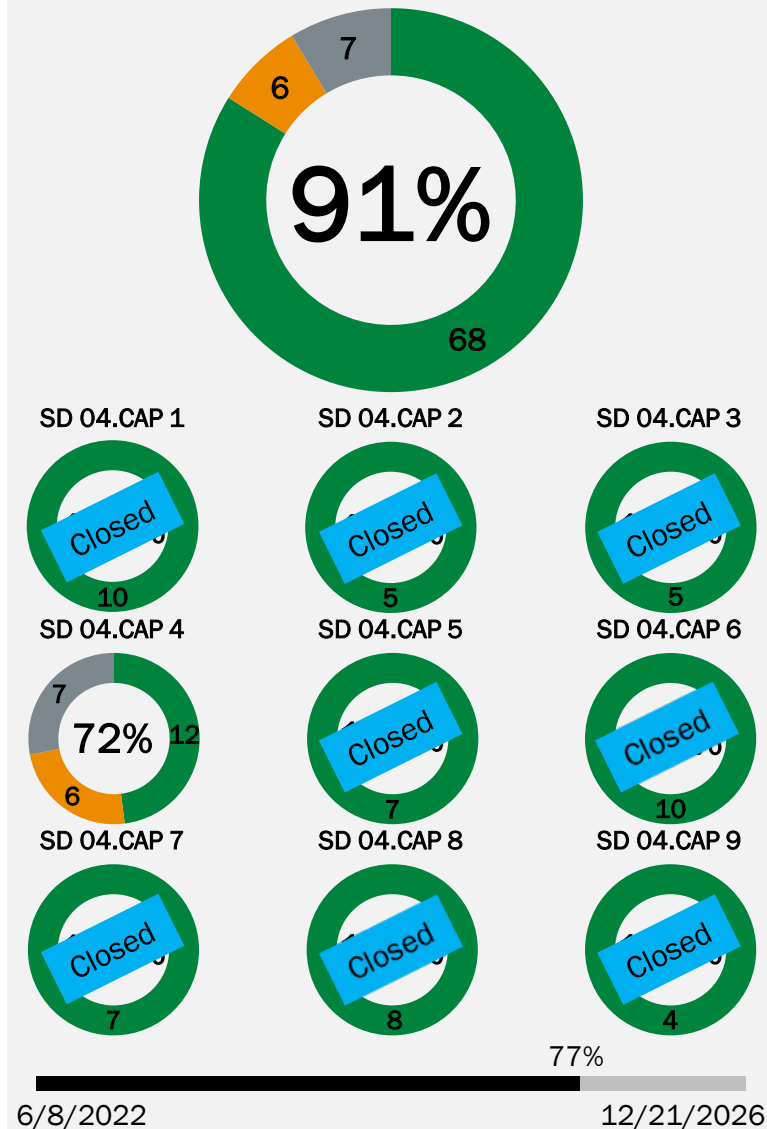
Questions?

Appendix

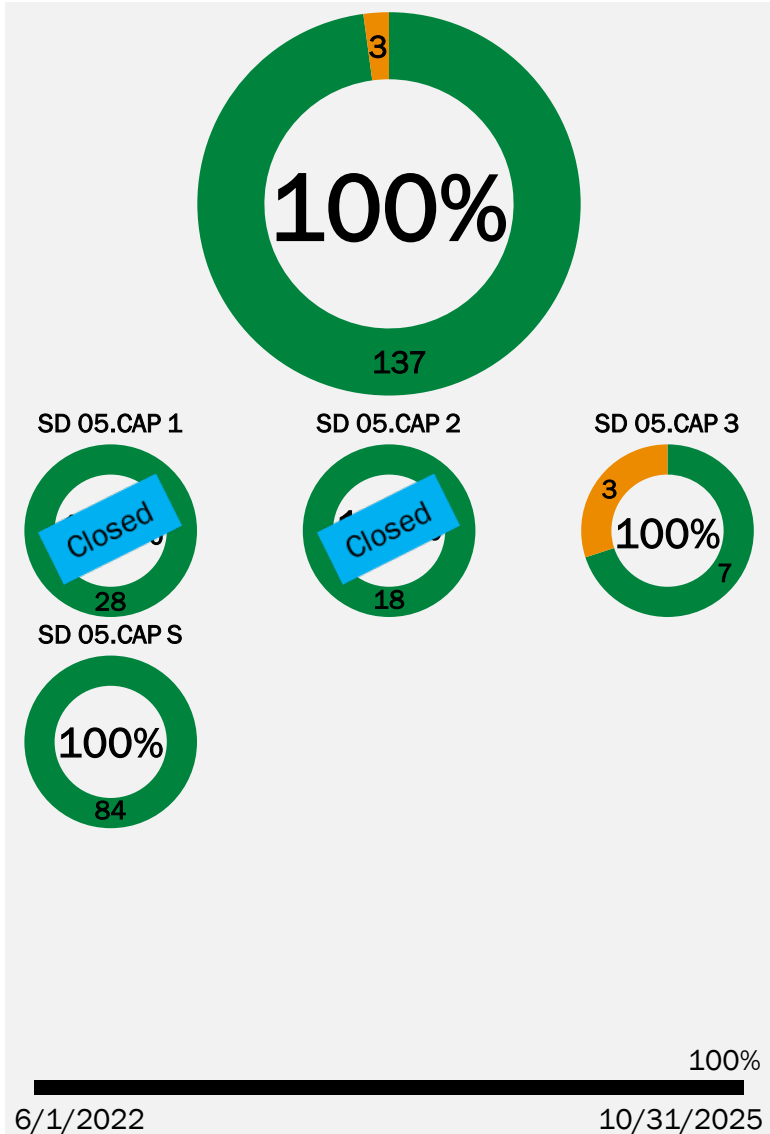


SD 22-4: Track Maintenance & PPE

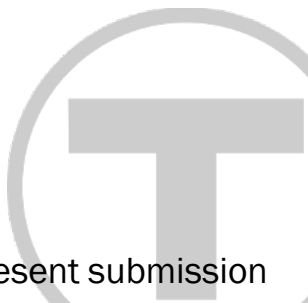
- ✓ F1: Published updated Rulebook for Operations Employees incorporating PPE requirements – CAP CLOSED
- ✓ F2: All action items completed CAP CLOSED
- ✓ F3: Raised Tufts Curve Speed Restriction after completing Cologne Egg replacement – CAP CLOSED
- F4: Quantified corrective maintenance needs based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

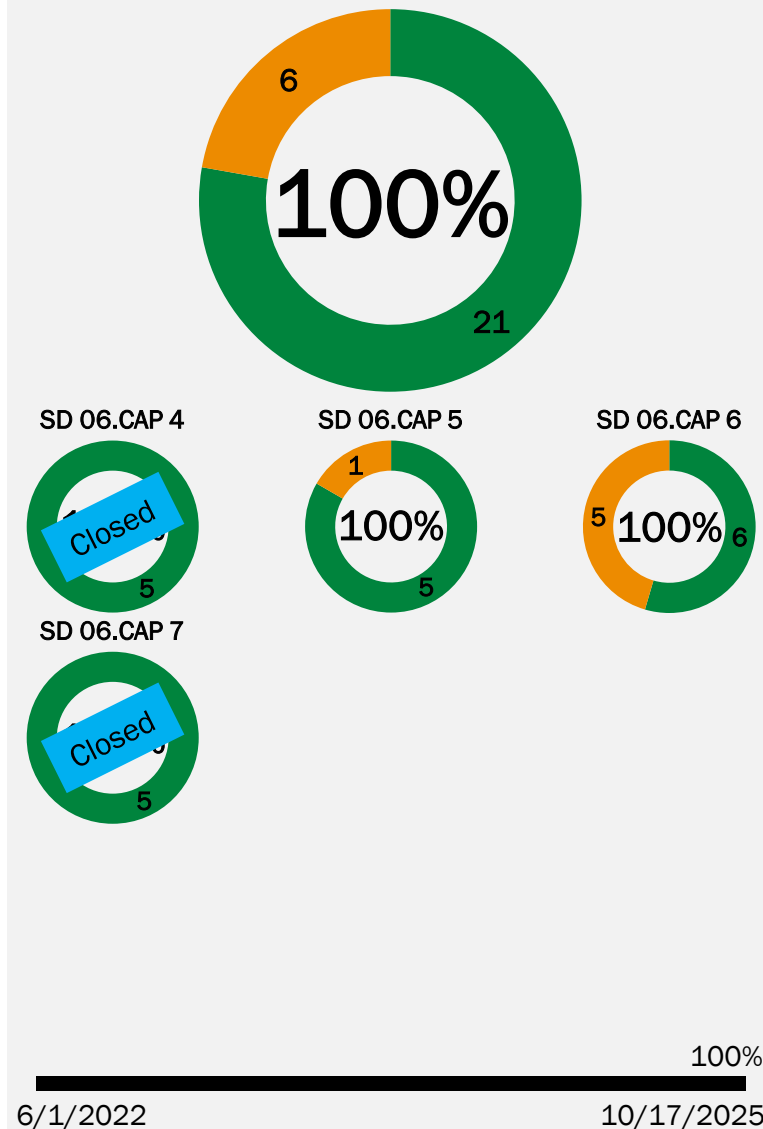


- ✓ F1: Procedures for Safe Movements of Rail Vehicles– all action items completed – CAP CLOSED
- ✓ F2: Training for SMRV Procedures – all action items completed – CAP CLOSED
- F3: Implemented Compliance Program for Safe Movement, all action items completed – CAP CLOSURE REQUESTED
- Supplemental: All action items completed. Under FTA review. – CAP CLOSURE REQUESTED



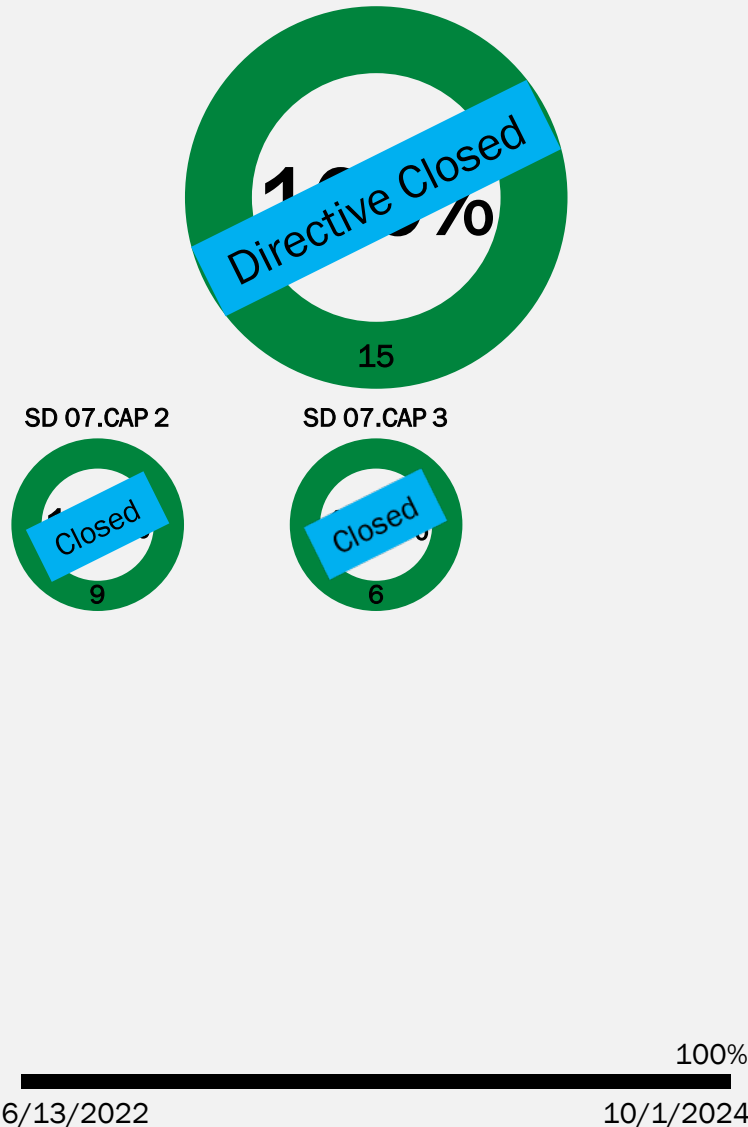
SD 22-6: Operations Control Center

- ✓ 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



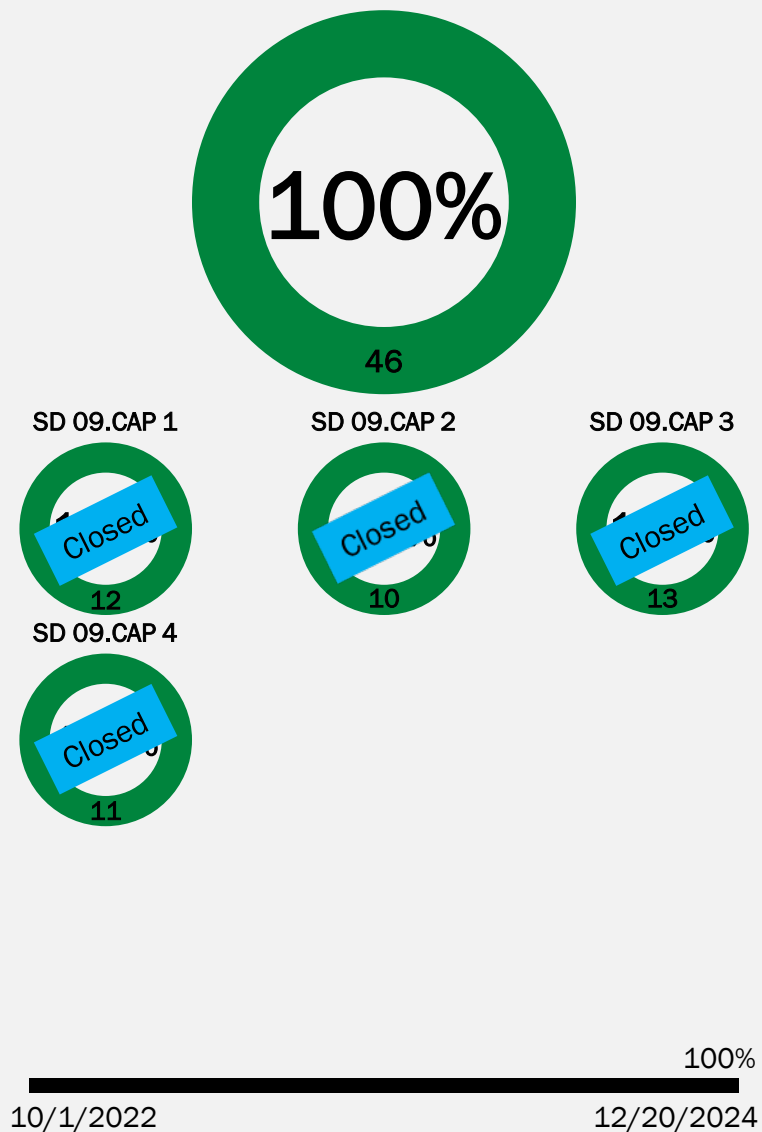
SD 22-7: Lapsed Certification Process

- ✓ 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

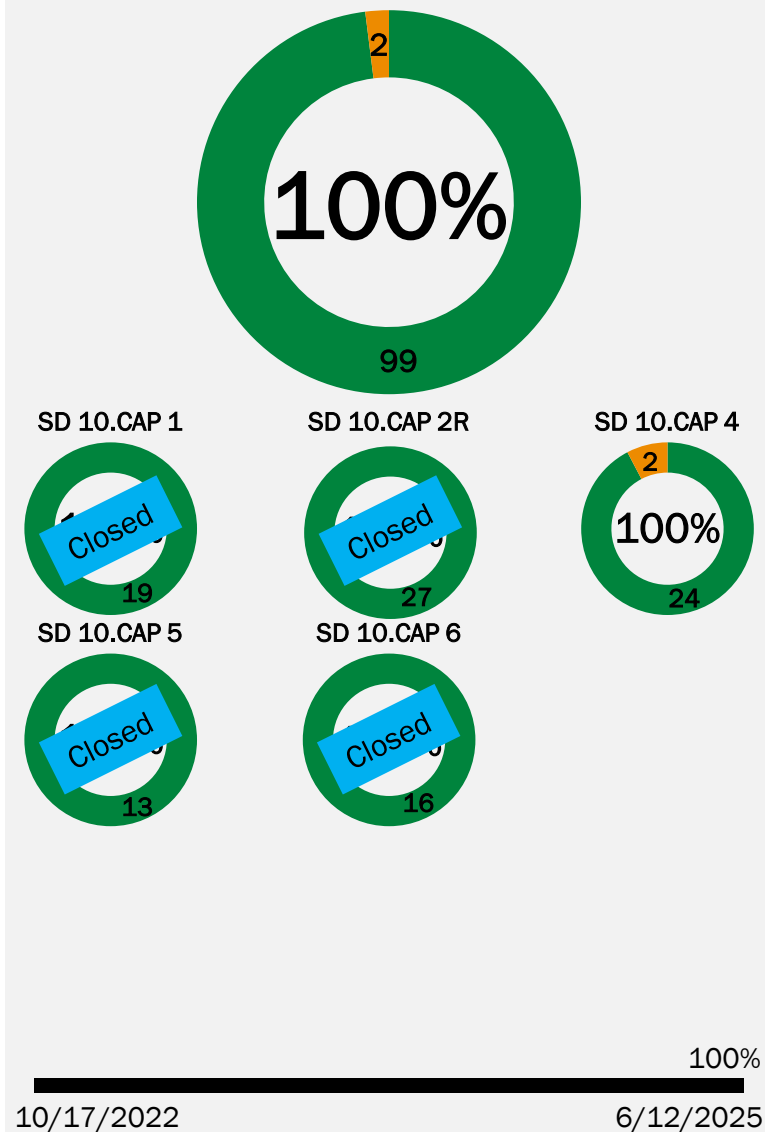


SD 22-9: Workforce

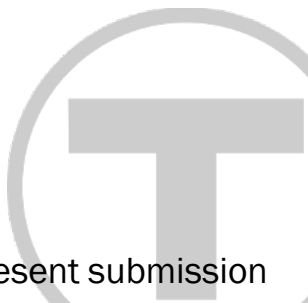
- ✓ F1: Workforce Assessment: Final safety risk assessment and workforce assessment accepted. – CAP CLOSED
- ✓ F2: Hiring Plan: First draft of five-year hiring plan accepted, final draft under verification. – CAP CLOSED
- ✓ F3: In final stages of implementing training plan for updated Safety Certification 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 23-10: Safety Information & SMS

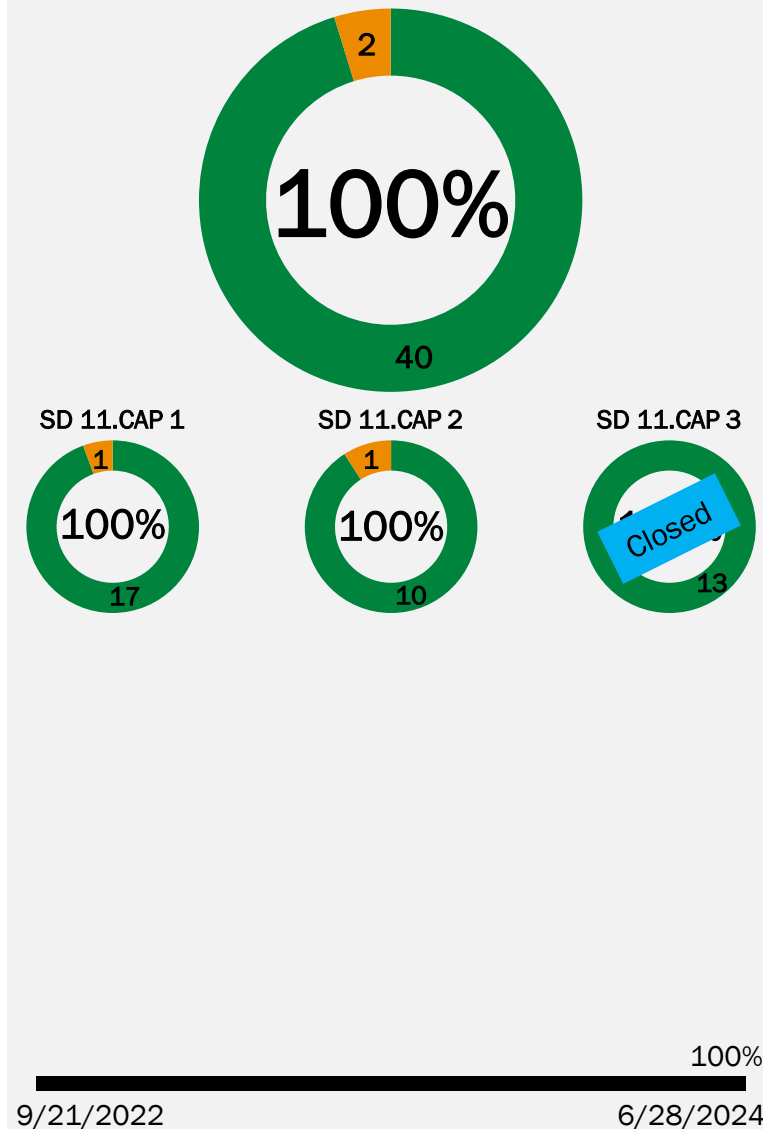


- ✓ F1: All action items completed – CAP CLOSED
- ✓ F2/F3: All action items completed – CAP CLOSED
- F4: All action items completed. Under FTA review. – CAP CLOSURE REQUESTED
- ✓ F5: All action items completed – CAP CLOSED
- ✓ F6: All action items completed – CAP CLOSED

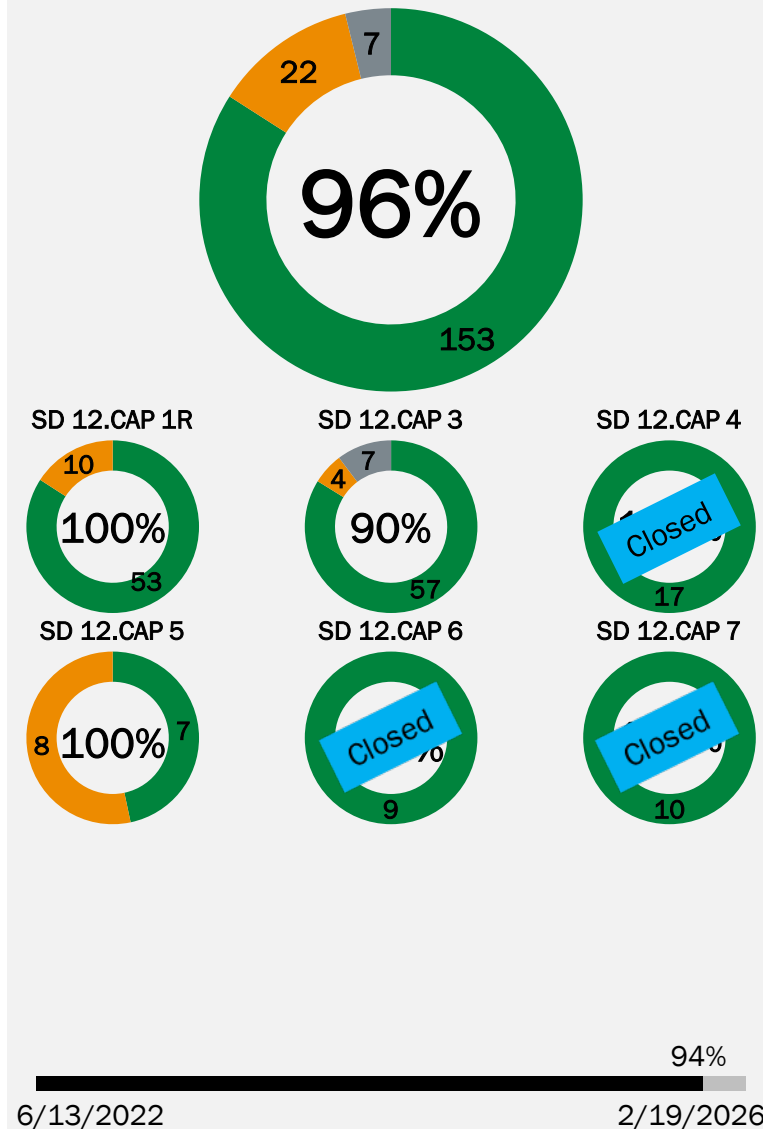


SD 22-11: Safety Communication

- 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

