



Massachusetts Bay Transportation Authority

FTA Safety Management Inspection Update

MBTA Safety, Health & Environment Committee Meeting

March 14, 2024

Meredith Sandberg, Chief of Quality, Compliance & Oversight



Employees contribute to our Safety Environment

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Local Safety Committee Meeting Minutes

General

Date:	
Time:	
Location:	
Attendees:	

Where appropriate, add

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Modal Safety Committee Meeting Agenda

Date	1-11-2024	Committee	BARC
Time	12:30 PM – 2:00 PM	Facilitator	Ryan Landry
Location	Microsoft Teams	Minutes Taker	Jesse Sannicandro

- Call to Order & Introductions
- Ongoing Items
 - Review Open Action Items (See Safety Concerns Log, attached)
 - Provide Update
 - Follow-up Items from previous meeting
 - Review of safety concerns from Local Safety Committees that required escalation
- New Items

Formalizing Local Safety Committee Structure

MASSACHUSETTS BAY TRANSPORTATION AUTHORITY

Feb. 19, 2024
ISSUE 24-04

SAFETY FLASH

SAFETY HOTLINE 817-422-5486

REPORTING ISSUES

The MBTA has many employee reporting options that provide employees with guidance for voluntarily reporting issues in a nonpunitive environment with the goal of reducing and preventing hazards at the MBTA. **Not all issues belong with the Safety Hotline.**

Understanding where to report – The Operations Control Center, Maintenance Control Center, or the Safety Hotline – is critical to the T's ability to respond and mitigate a situation. **MBTA employees must understand why, when, and how to use the Authority's reporting methods.**

SAFETY HOTLINE VS MAINTENANCE CONTROL CENTER

Employee Reporting at the MBTA

The MBTA has many employee reporting options that provide employees with guidance for voluntarily reporting issues in a nonpunitive environment with the goal of reducing and preventing hazards at the MBTA. **Not all issues belong with the Safety Hotline.**

Understanding where to report – the Operations Control Center, Maintenance Control Center, or the Safety Hotline – is critical to the T's ability to respond and mitigate a situation. **MBTA employees must understand why, when, and how to use the Authority's reporting methods.**

Who can report an issue?
All employees in the agency including contractors.

How can I report?

- The following slides will detail where to report major employee issues at the MBTA.
- Employees may also reference **MBTA Safety's #24-01 Toolbox Talk - Employee Reporting Methods** for an in-depth look at all of the reporting options available.

Scan Here For



All MBTA Safety Toolbox Talks

Reporting additional safety concerns or events through the Safety Hotline or OCC

Establishment Date

Initial Release: April 15, 2023 (Current & continuously being improved)

Supersedes Chapter (Date)

None

Guides and References

Local Rules Compliance Working Group Master Charter

The Rules Assessment Working Group (RAWG) seeks to increase safety and operational effectiveness at the MBTA, specifically by increasing the rate of compliance with rules and procedures that affect safety and operations.

Individual RAWG sessions will consist of and be held for Frontline personnel from the following Department(s):

1. Engineering & Maintenance (E&M)
2. Transportation - Bus
3. Transportation - Rail
4. Vehicle Maintenance (VM)

Combined, the RAWGs are a regular business process focused on:

- Obtaining Frontline feedback on the efficacy of existing rules, compliance approaches, and improving existing safety rules review processes.
- Planning and providing information regarding compliance opportunities such as audits, use of checklists and guidelines, campaigns, and training to improve compliance.
- Providing deeper insight into how rule compliance is enforced and monitored at the front-line level, and how the MBTA can improve upon current practices.
- Informing rule change analysis and/or opening rule changes and process improvement efforts.

The RAWG meetings will incorporate Safety Rules Compliance Program (SRCP) discussions, need identifications and will have a working relationship to the Rules Review Working Group (RRWG) who are responsible for reviewing, writing, and improving and developing compliance strategies based on SRCP data.

RAWG Roster: Group Size, Composition & Departmental Representation

The RAWG will consist of 10-15 Frontline employees representing those job roles to which the rules, policies, and procedures apply. Membership includes personnel from Engineering & Maintenance (E&M), Transportation - Bus, Transportation - Rail, and Vehicle Maintenance (VM).

Individual RAWG membership composition will vary from month to month based on who volunteers, but will always, at a minimum, include one consistent member for each department: E&M, OCC, Transportation, and VM. There is no limit on how many Frontline volunteers can participate. The dedicated members will have established voting rights regarding proposed solutions to address any compliance trends that require action. RAWG will provide an opportunity for Frontline to be included in the compliance reporting compliance approaches, not create analysis, and proposed changes to rules, policies and/or procedures to increase compliance. RAWG Frontline will aim to include the following representation @ 10-15 Frontline RAWG session:

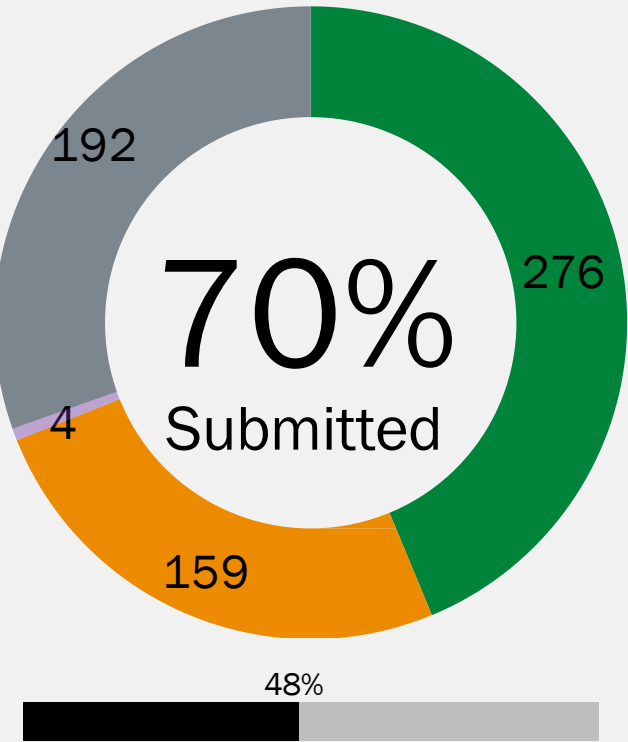
- Senior Management
- Rail Operator
- Heavy Rail Motorperson
- Vehicle Maintenance repairer
- Car cleaner
- Train worker
- System repairperson
- Signal Maintainer
- Frontline trade personnel

Providing feedback about rules and operating environment

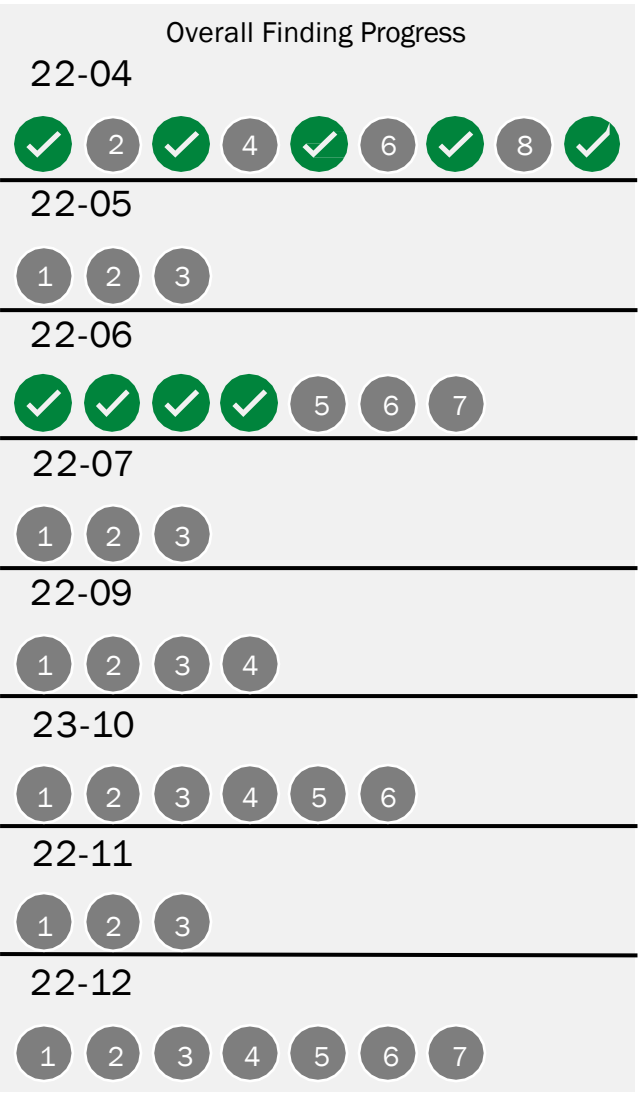
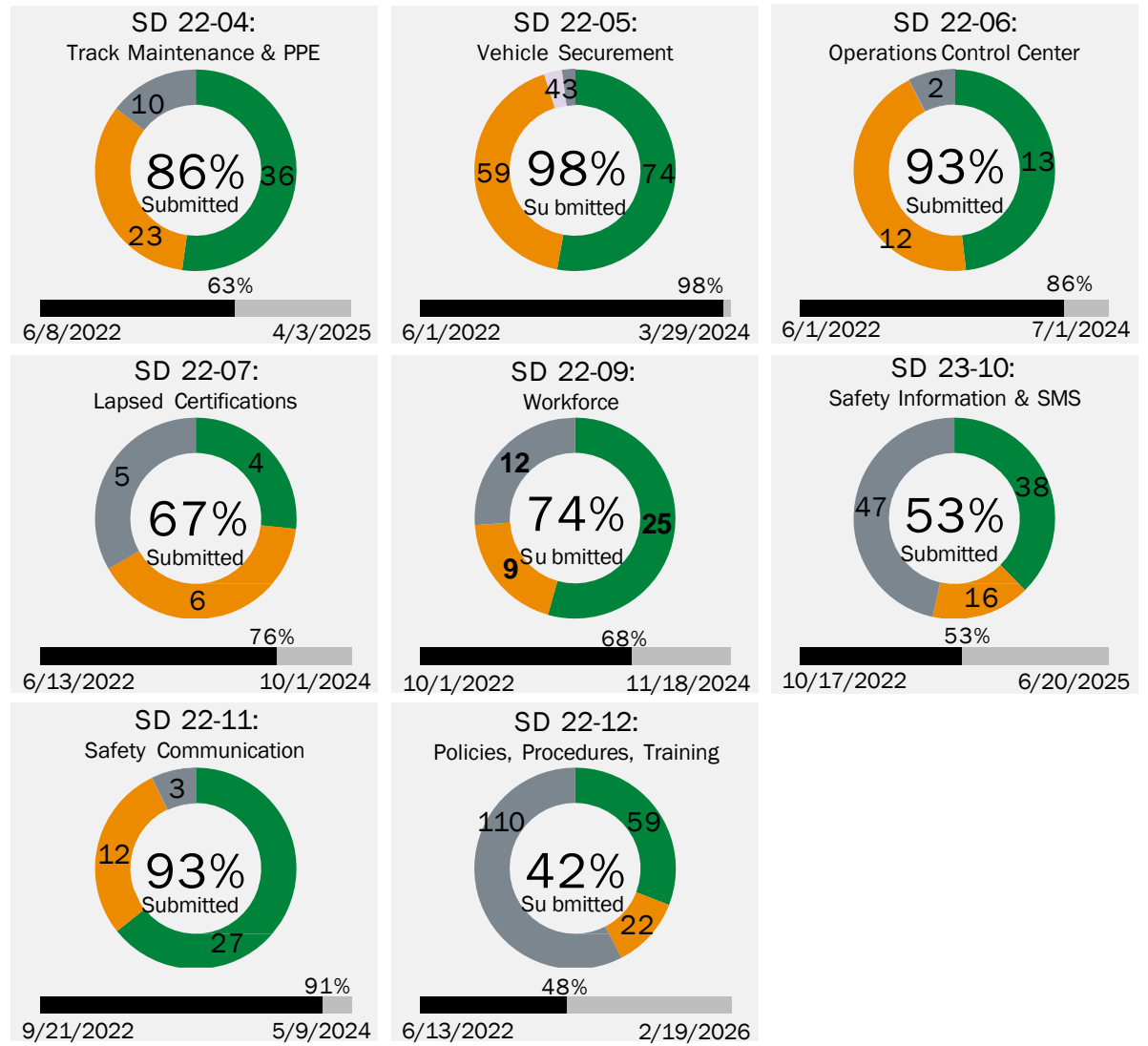


FTA SMI Response Progress Summary

Overall CAP Progress¹



Overall Findings		6/1/2022	2/19/2026
Total	42		
Closed	9		
Ongoing	33		



✓ Finding Closed

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

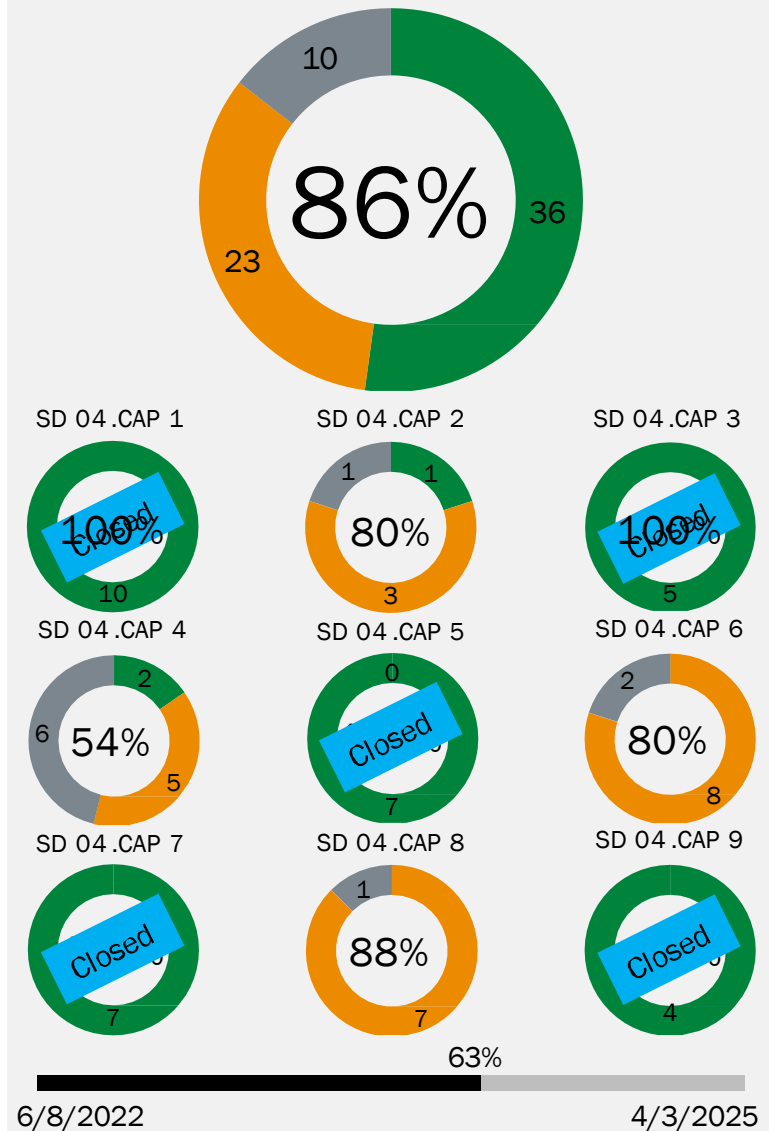


Questions?

Appendix



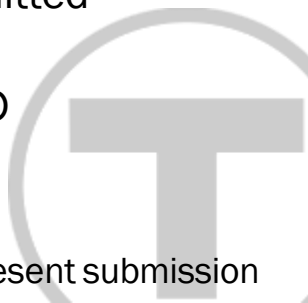
SD 22-4: Track Maintenance & PPE



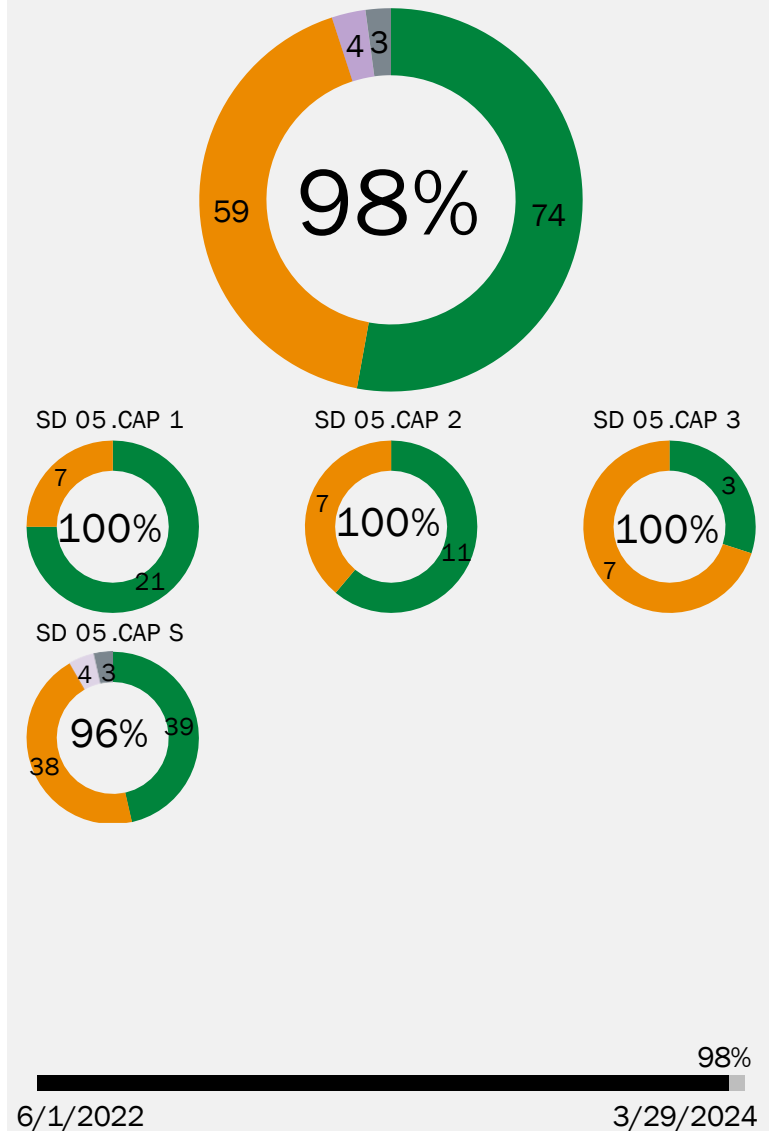
- ✓ F1: Published updated Rulebook for Operations Employees incorporating PPE requirements – CAP CLOSED
- F2: Reporting against our PPE compliance program on a monthly basis – all action items completed
- ✓ F3: Raised Tufts Curve Speed Restriction after completing Cologne Egg replacement – CAP CLOSED
- F4: Developed schedule for ROW Access for MOW – Track Improvement Program (TIP) – relief approved for remaining action items on 2/21/24
- ✓ 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 – Trapeze demo for FTA planned for April on site
- ✓ F7: Developed and Implemented New Weekly Track Conditions Report for Executives – CAP Closed 2/9/24
- F8: Updated SMRP to account for removed speed restrictions, submitted SMRP metrics to FTA for our quarterly update 12/29/23
- ✓ F9: Restored Green Line Work Train to Working Order – CAP CLOSED

6/8/2022

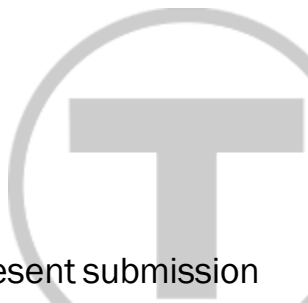
4/3/2025



SD 22-5: Vehicle Securement

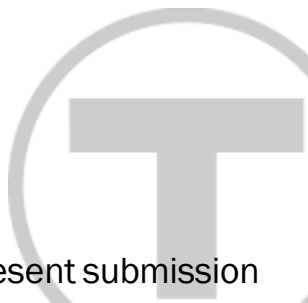
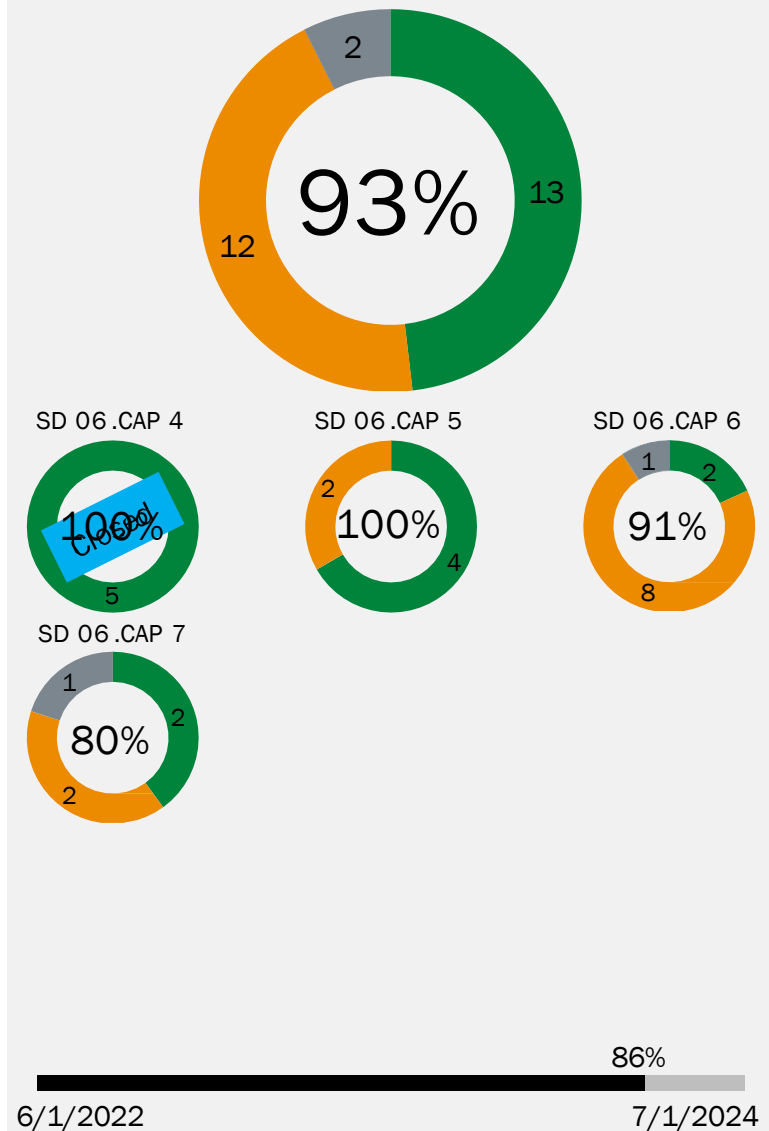


- F1: Procedures for Safe Movements of Rail Vehicles– all action items completed, in FTA verification
- F2: Training for SMRV Procedures – all action items completed, in FTA verification
- F3: Implemented Compliance Program for Safe Movement, all action items completed, in FTA verification
- Supplemental: Chain of Custody work plan underway

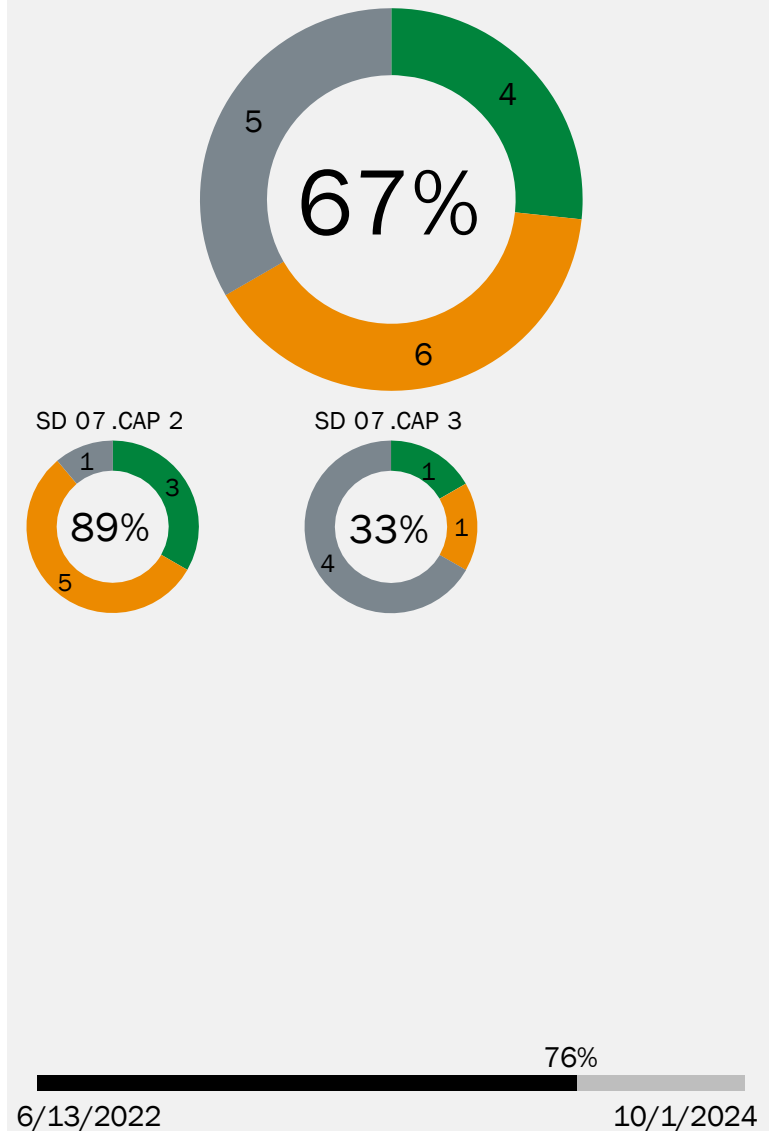


SD 22-6: Operations Control Center

- ✓ 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: Submitted Plan for Formal tracking and notification system – currently working through operationalizing the system.

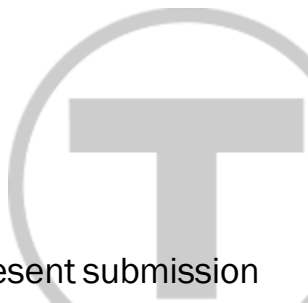


SD 22-7: Lapsed Certification Process



- F1: Ensured 100% of Operating Personnel Are Current in Certifications – Finding Closure Requested
- F2: Ensured 100% of Operating Personnel Are Current in Certifications - Submitted Special Order revision
- F3: Ensured 100% of Operating Personnel Are Current in Certifications; Designing and Implementing Certification Management Procedures - dashboard went live 2/1/24

6/13/2022 10/1/2024



Submissions Accepted

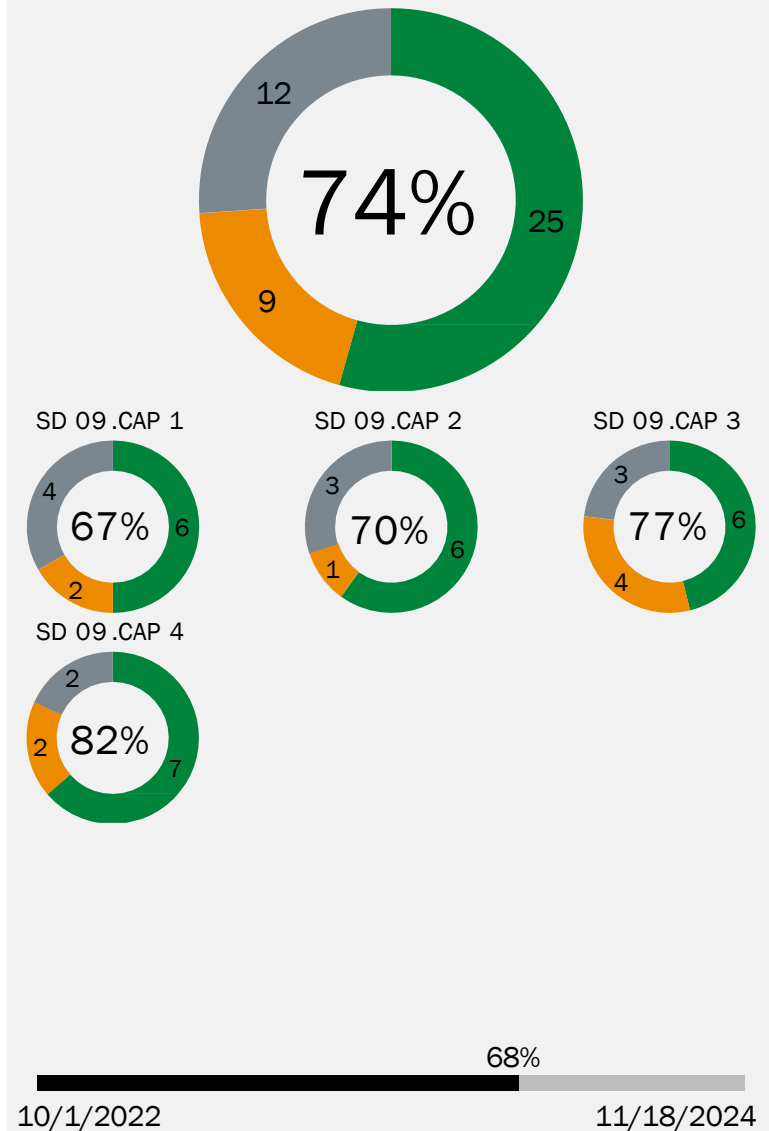
Under FTA Review

Resubmittal Required

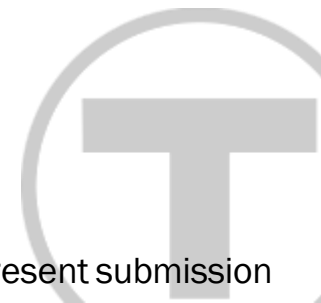
Not Yet Submitted

SD 22-9: Workforce

- F1: Workforce Assessment: Submitted SRA and WFA modeling workforce needs for Safety Division.
- F2: Hiring Plan: Conducted an industry scan of transit agency recruitment, hiring, and retention practices which will inform potential practices that a transportation agency may choose to implement in efforts to mitigate workforce challenges
- F3: Updated Safety Certification policy for identified gaps, developing training on new policy
- F4: Submitted Gap Analysis for Contractor Oversight

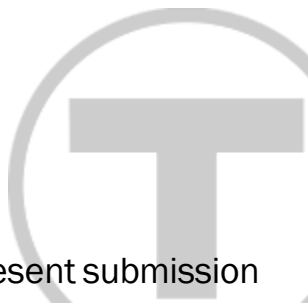
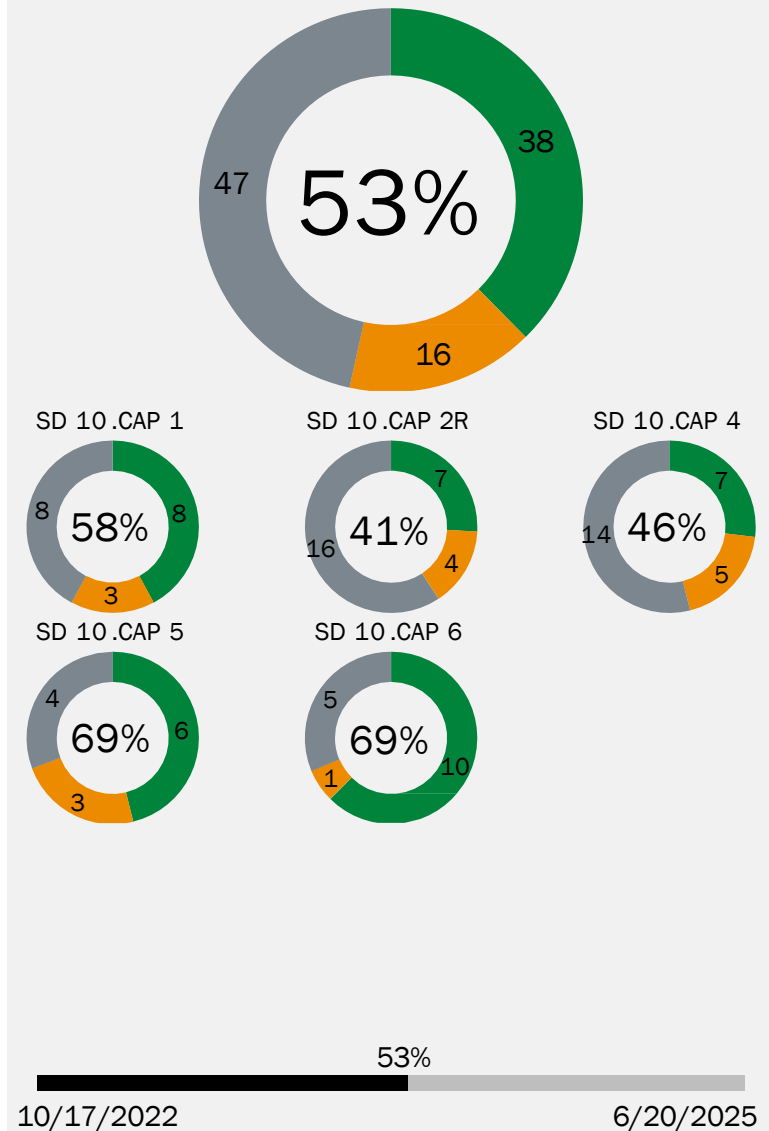


10/1/2022 11/18/2024



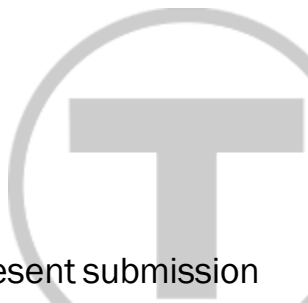
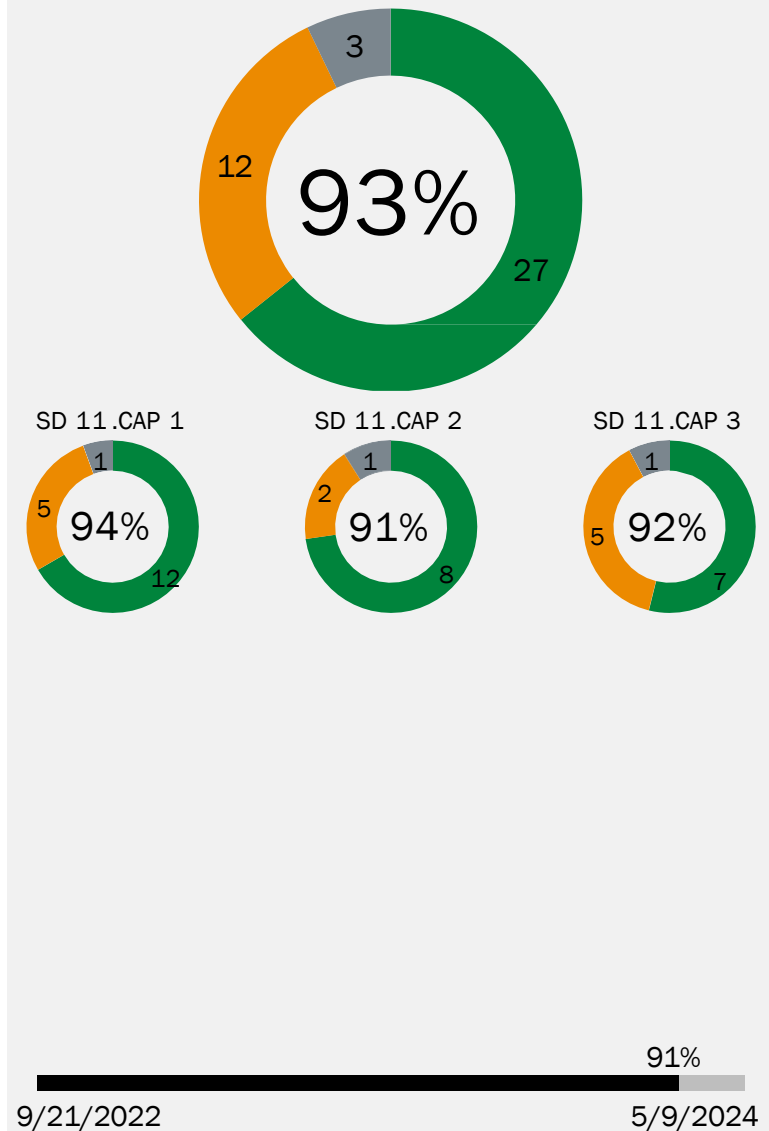
SD 23-10: Safety Information & SMS

- F1: Submitted SMS Gap analysis to FTA
- F2/F3: Assessed responsible parties for risk acceptance
- F4: Developed plan to completed backlog of reports
- F5: Developed Risk Assessment Schedule
- F6: Evaluating Safety Data products
- Completed Safety Department Staffing Analysis and submitting weekly hiring updates to FTA, completed Strategic Hiring Plan

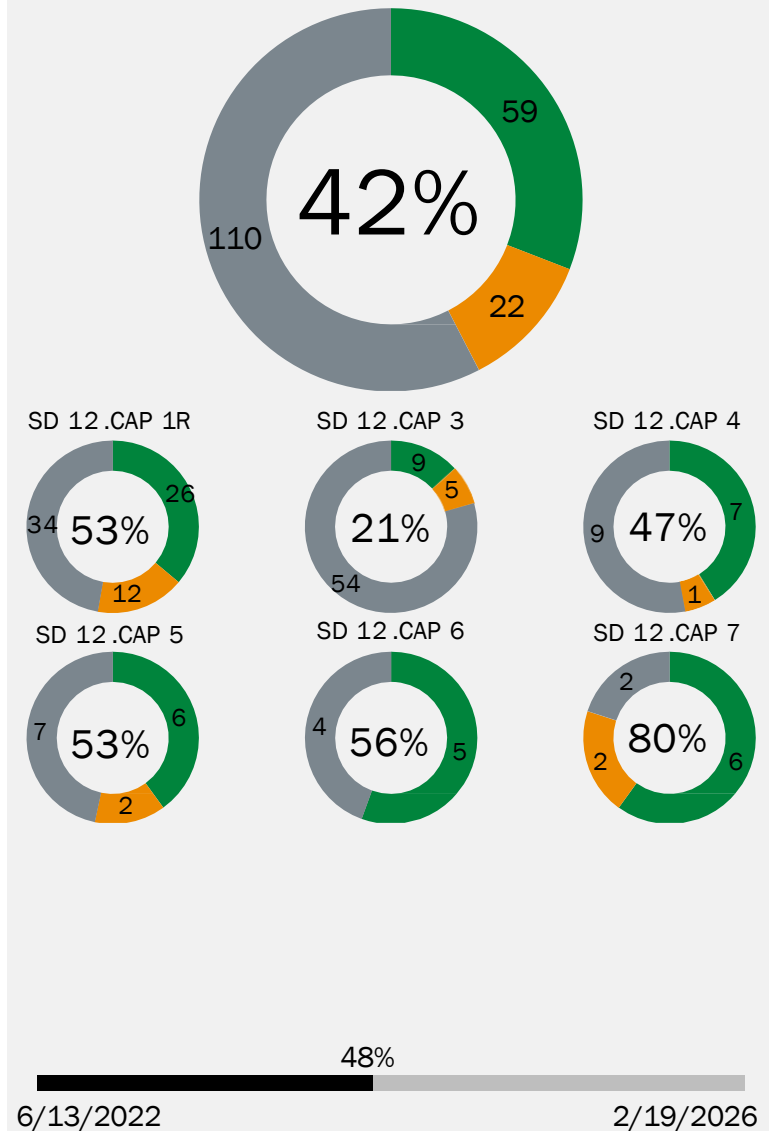


SD 22-11: Safety Communication

- F1: All action items completed, under FTA verification
- F2: All action items completed, under FTA verification
- F3: All action items completed, under FTA verification



SD 22-12: Policies, Procedures & Training



- F1/F2: Developed thematic areas for Compliance
- F3: Began assessing Quality procedures for VM & VE
- F4: Developed Recommendations for Centralized Training Governance
- F5: Assessed Workforce Technology usage and competency via workshops
- F6: Completed Industry Benchmarking on mentorship programs offered at other transit agencies.
- F7: Completed all action items, FTA verified quarterly Radio Weak Spots assessment.

