



U.S. Department  
of Transportation

**Federal Transit  
Administration**

Headquarters

1200 New Jersey Avenue, SE  
Washington, DC 20590

**SENT VIA EMAIL**

August 7, 2024

Mr. Phillip Eng  
General Manager  
Massachusetts Bay Transportation Authority  
10 Park Plaza  
Boston, MA 02116

**Subject: Response to Closeout Request for FTA-22-MBTA-CAT4-6 (Evaluation of Expanding Mentorship Program)**

Dear Mr. Eng:

On June 28, 2024, the Massachusetts Bay Transportation Authority (MBTA) submitted a Corrective Action Plan (CAP) closeout request for FTA-22-MBTA-CAT4-6 (Operating Conditions and Policies, Procedures, and Training). MBTA developed this CAP as part of its response to findings issued in Special Directive (SD) 22-12: Operating Conditions and Policies, Procedures, and Training from the Safety Management Inspection (SMI) initiated by the Federal Transit Administration (FTA) in April 2022.

**Closeout Approval for FTA-22-MBTA-CAT4-6 (Evaluation of Expanding Mentorship Program)**

MBTA's CAP for FTA-22-MBTA-CAT4-6 includes 9 action items, approved by FTA on October 21, 2022, to address the following SD 22-12 finding and required action:

- **Finding 6:** Due to workforce turnover, MBTA's new motorpersons and officials no longer have access to mentoring from experienced motorpersons and officials (inspectors, chief inspectors, and supervisors)
- **Required Action:** MBTA must evaluate expanding its existing mentoring program from Bus Transit Operations to include new part-time and full-time rail transit operators or consider establishing a mentoring program specific to rail transit operations. In its evaluation, MBTA should consider opportunities and resources to support the professional development of rail transit operations personnel.

To implement this CAP, between October 31, 2022, and June 20, 2024, MBTA undertook the following CAP action items (and submitted documentation regarding their completion):

- Established a working group to address FTA finding and required action;
- Established a cross departmental advisory group;
- Conducted a strategic planning session;
- Procured consulting services;
- Onboarded a selected consultant;
- Conducted a desk review of mentorship programs from peer agencies;
- Evaluated program design for MBTA rail operations;
- Evaluated capacity of potential mentorship program for rail operations; and
- Developed proposal for senior leadership review and approval.

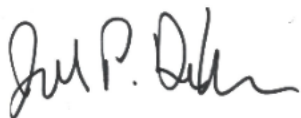
FTA carefully evaluated the submitted documentation and reviewed submissions with MBTA during biweekly meetings on SD 22-12 between October 2022 and July 2024.

**Based on review of these submissions, FTA finds that these completed action items adequately satisfy the requirements of FTA-22-MBTA-CAT4-6 and this CAP may now be closed.**

### Conclusion

This CAP closure represents a tremendous amount of work and FTA greatly appreciates your efforts. Please contact our SMI Coordinator, Christian Hernandez, by phone at (213) 552-3494 or by email at [Christian.hernandez@dot.gov](mailto:Christian.hernandez@dot.gov) with any questions.

Sincerely,



Joe DeLorenzo  
Associate Administrator and  
Chief Safety Officer  
Office of Transit Safety and Oversight

cc: Peter Butler, Regional Administrator, FTA Region 1  
Ryan Coholan, Chief Operating Officer, MBTA  
Tim Lesniak, Chief Safety Officer, MBTA  
Meredith Sandberg, Chief of Quality, Compliance, and Oversight, MBTA  
Pat Lavin, Chief Safety Officer, Massachusetts Department of Transportation  
Jamie Van Nostrand, Chair, Massachusetts Department of Public Utilities (DPU)  
Robert Hanson, Rail Safety Director, DPU