



Massachusetts Bay Transportation Authority

FTA Safety Management Inspection Update

MBTA Board of Directors Meeting

August 22, 2024

Meredith Sandberg, Chief of Quality, Compliance & Oversight



SD 22-12 CAP 6 Closed | Mentorship Program

FTA REQUIRED ACTION: MBTA must evaluate expanding its existing mentorship program from Bus Transit Operations to include new part-time and full-time 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.

KEY INPUTS:

- **Peer Agency Stakeholder Engagement**
 - 7 Interviews with peer agencies, MBTA surfaced 34 best practices for designing and implementing mentorship programming
- **MBTA Frontline Stakeholder Engagement**
 - Dispersed physical surveys in April 2024 and received responses from 160+ operators and motorpersons
- **MBTA Executive Stakeholder Engagement**
 - Engaged in 35+ interviews with key MBTA stakeholders across 10+ departments



SD 22-12 CAP 6 Closed | Mentorship Program

Program Goal
Increasing Retention

Top Program Objectives



Relationship & Trust Building

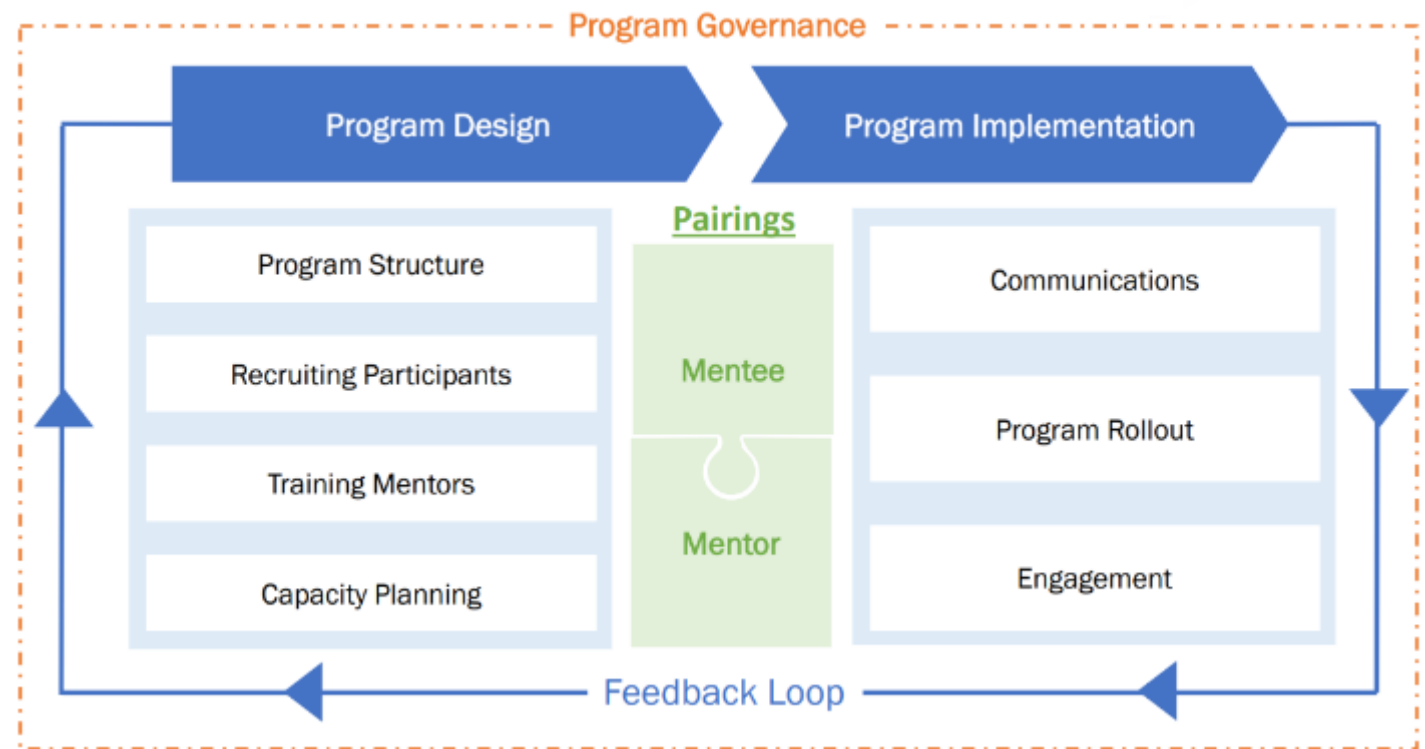


Helping Staff Navigate Their Environment



Social & Emotional Support

Mentorship Framework



SD 22-12 CAP 6 Closed | Mentorship Program



COMMUNICATIONS

Program administrators will distribute communications through multiple mediums (e.g., T-Stop, flyers, in-person) easily accessible by program participants, to account for inconsistent access to agency technology amongst frontline workers.

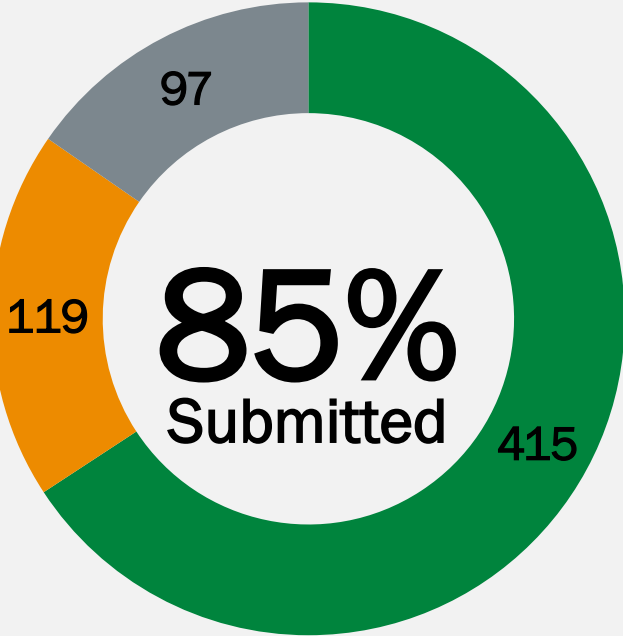
PROGRAM ROLLOUT

The mentorship program will first launch a **six-month pilot in Winter of 2025** to facilitate collection of participant feedback among a smaller sample size. This piloted roll-out will provide ample time to address any logistical challenges and adjust program design prior to a phased agency-wide implementation.



FTA SMI Response Progress Summary

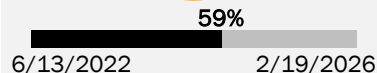
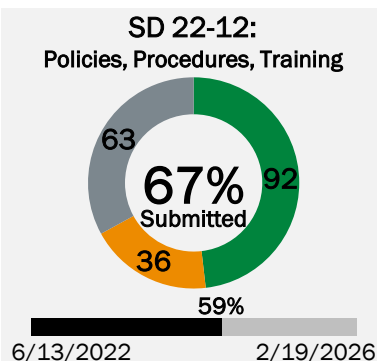
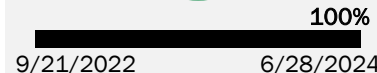
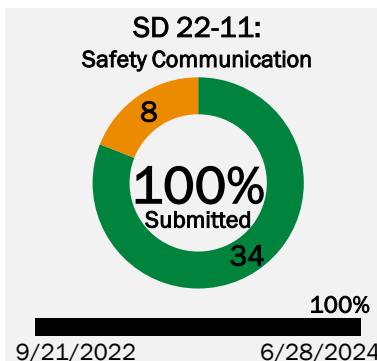
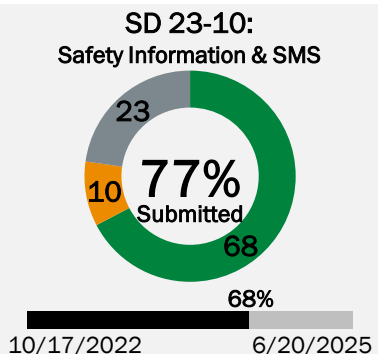
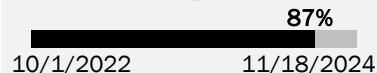
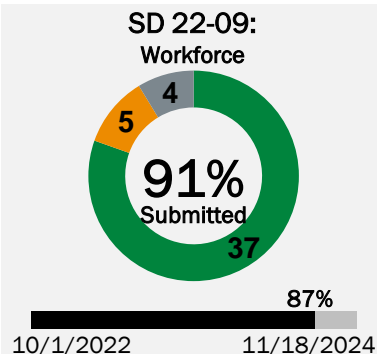
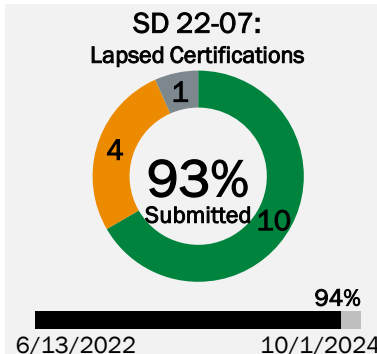
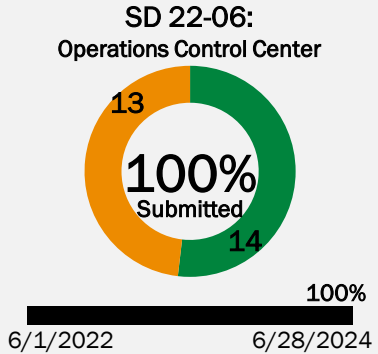
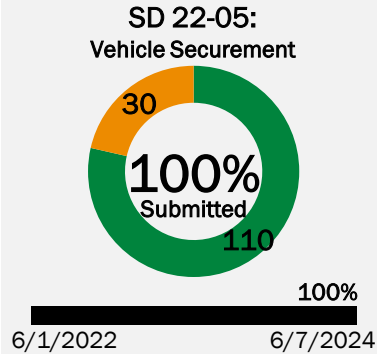
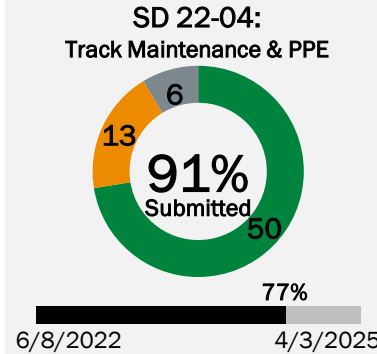
Overall CAP Progress¹



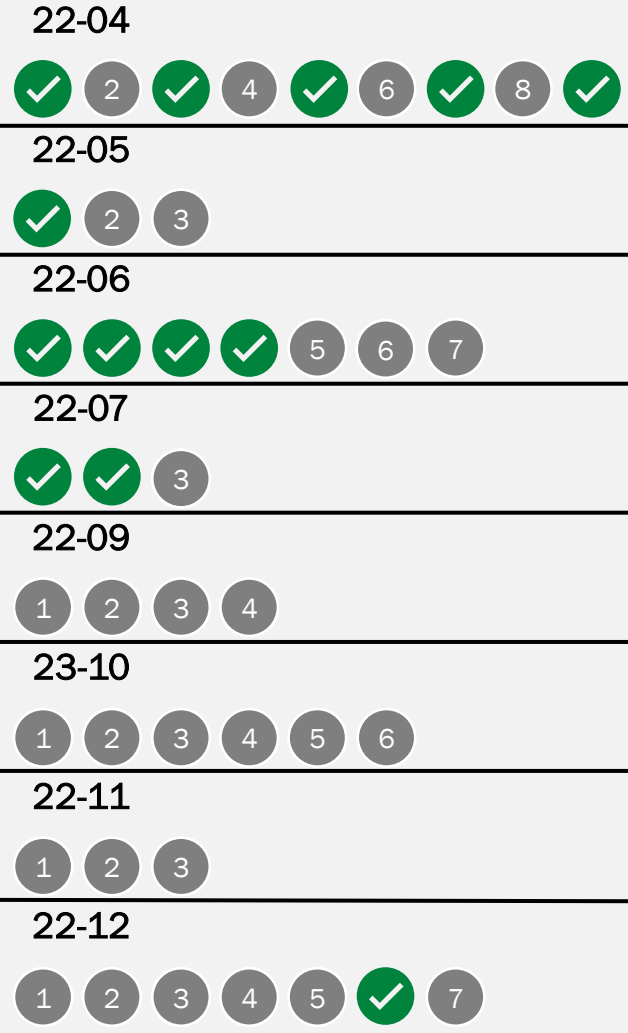
59%

6/1/2022 2/19/2026

Overall Findings	Total	42
	Closed	13
	Ongoing	29



Overall Finding Progress



Finding Closed

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

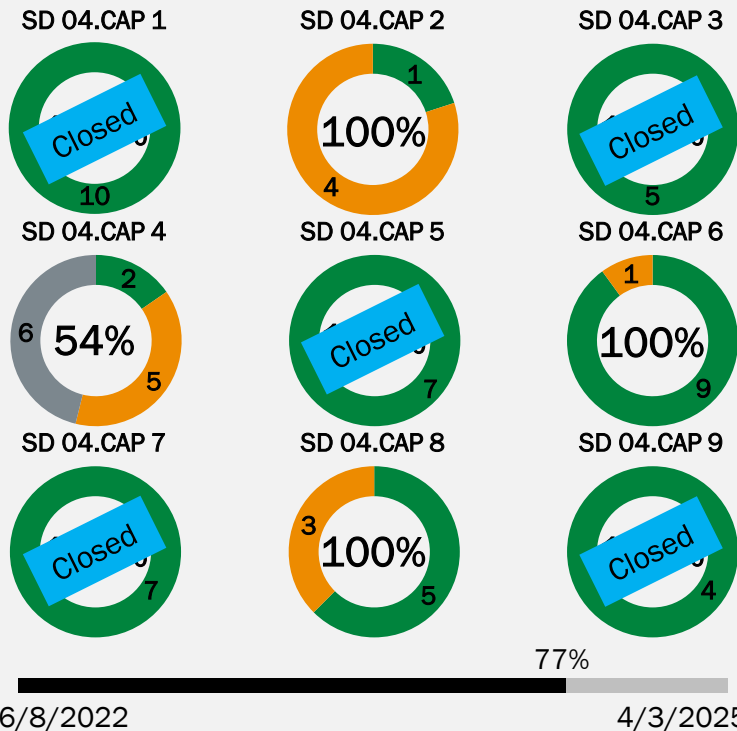
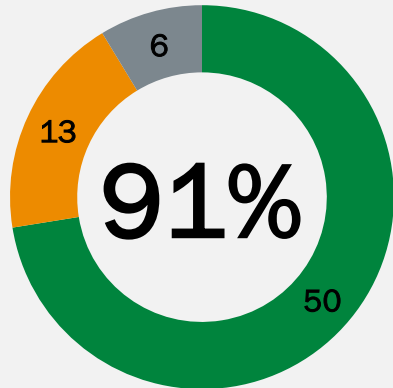


Questions?

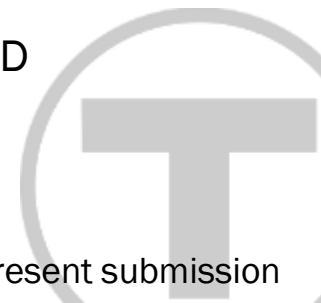
Appendix



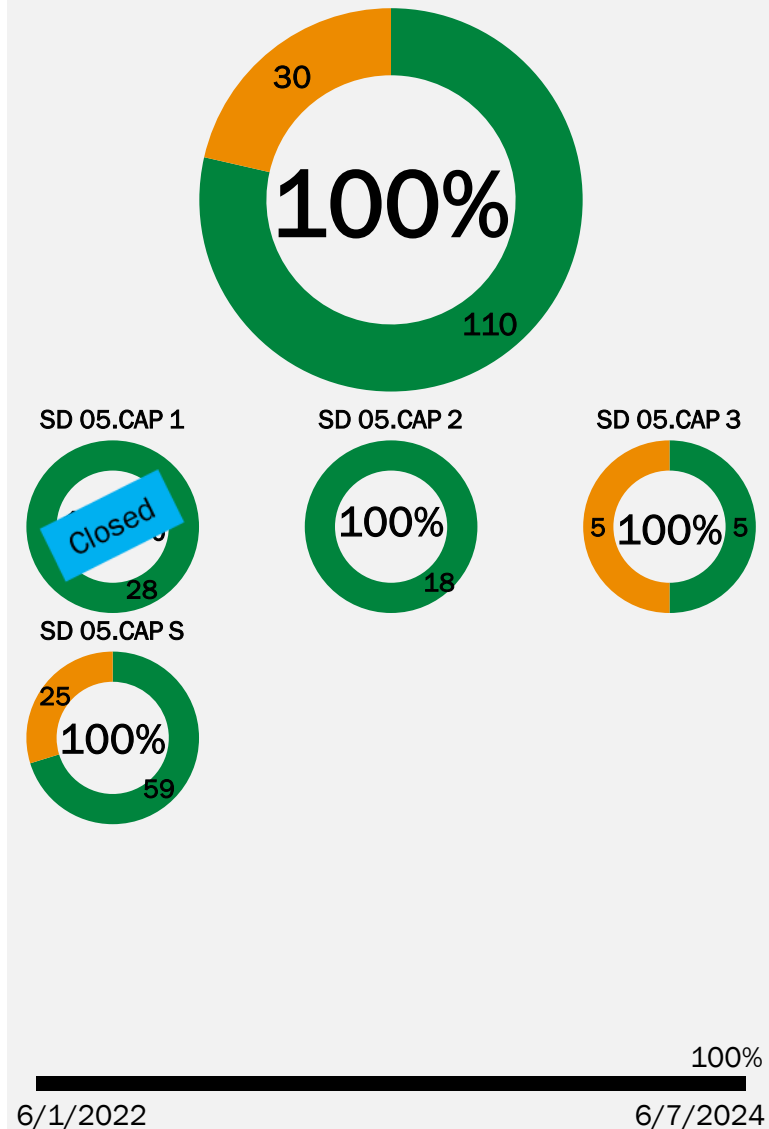
SD 22-4: Track Maintenance & PPE



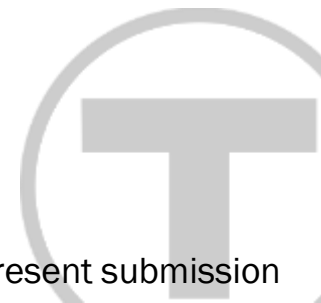
- ✓ F1: Published updated Rulebook for Operations Employees incorporating PPE requirements – CAP CLOSED
- F2: All action items completed CAP CLOSURE REQUESTED
- ✓ F3: Raised Tufts Curve Speed Restriction after completing Cologne Egg replacement – CAP CLOSED
- F4: Developed schedule for ROW Access for MOW – Track Improvement Program (TIP) – **CAP REWRITE APPROVED**
- ✓ 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 – CAP CLOSURE REQUESTED
- ✓ F7: Developed and Implemented New Weekly Track Conditions Report for Executives – CAP CLOSED
- F8: Submitted SMRP metrics to FTA for our quarterly update 3/29/23 CAP CLOSURE REQUESTED
- ✓ F9: Restored Green Line Work Train to Working Order – CAP CLOSED



SD 22-5: Vehicle Securement

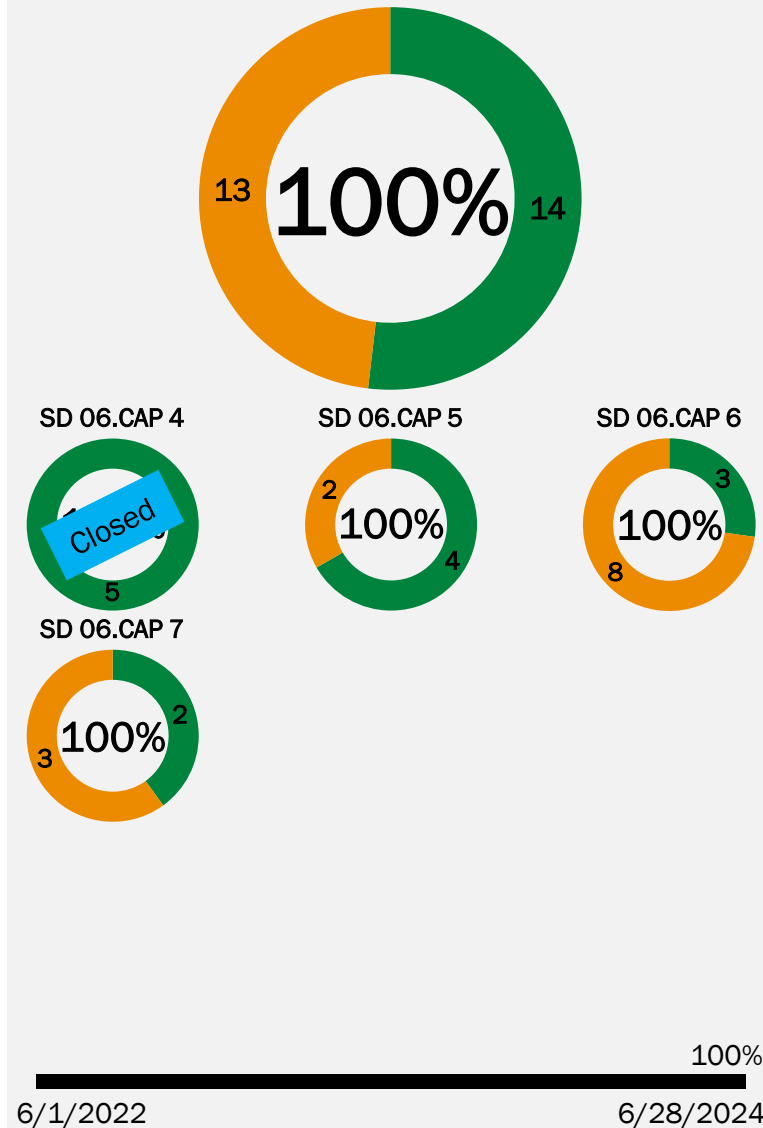


- F1: Procedures for Safe Movements of Rail Vehicles- all action items completed – CAP CLOSURE REQUESTED
- F2: Training for SMRV Procedures – all action items completed – CAP CLOSURE REQUESTED
- F3: Implemented Compliance Program for Safe Movement, all action items completed – CAP CLOSURE REQUESTED
-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



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: Updating materials for specialized dispatcher training. – **CAP CLOSURE REQUESTED**

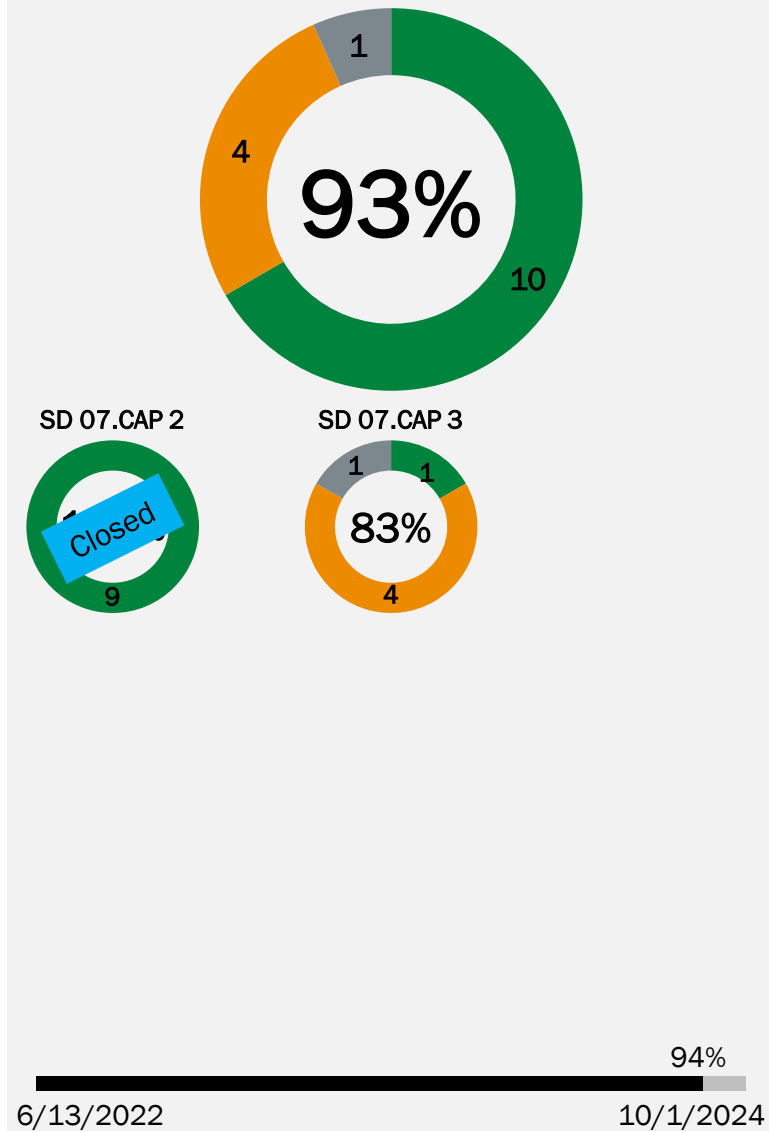


6/1/2022

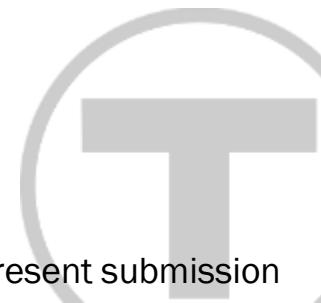
6/28/2024



SD 22-7: Lapsed Certification Process

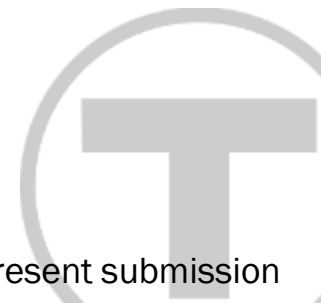
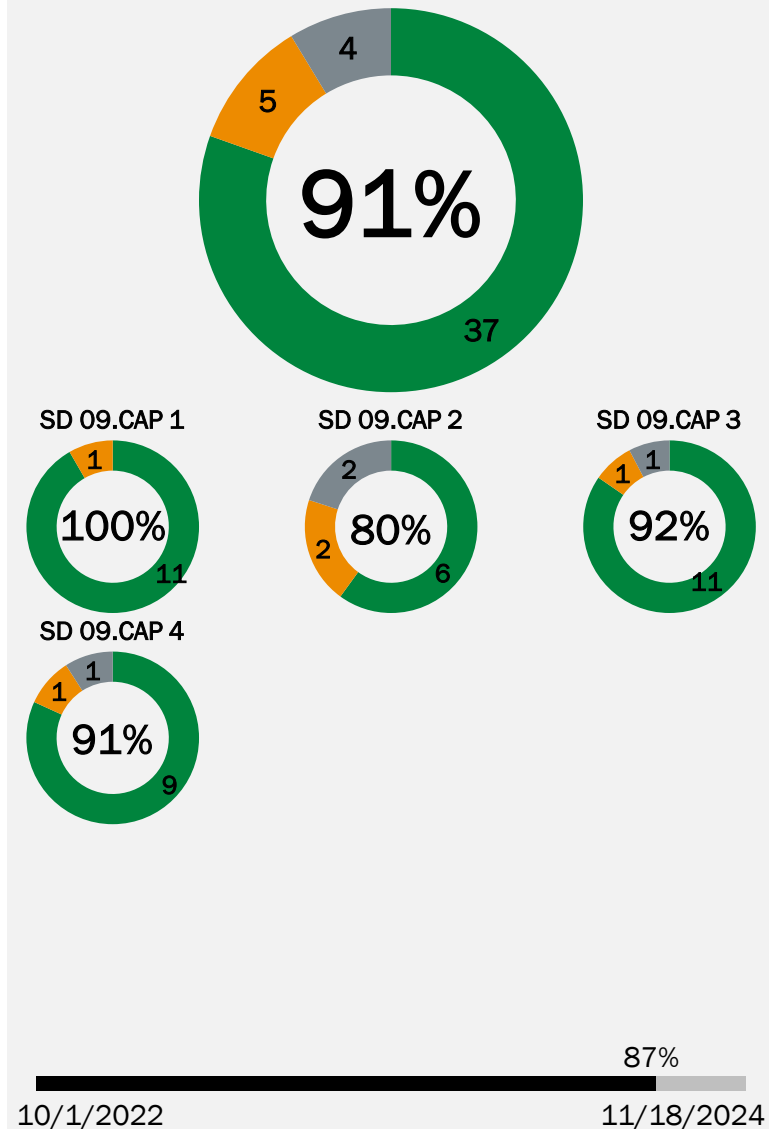


- F1: Ensured 100% of Operating Personnel Are Current in Certifications – Finding Closure Requested in Fall 2023. Quarterly report for rest violations showing 99.9% compliance submitted to FTA on 4/8/24.
- F2: Ensured 100% of Operating Personnel Are Current in Certifications – CAP CLOSED
- F3: Ensured 100% of Operating Personnel Are Current in Certifications; Designing and Implementing Certification Management Procedures - dashboard went live 2/1/24.

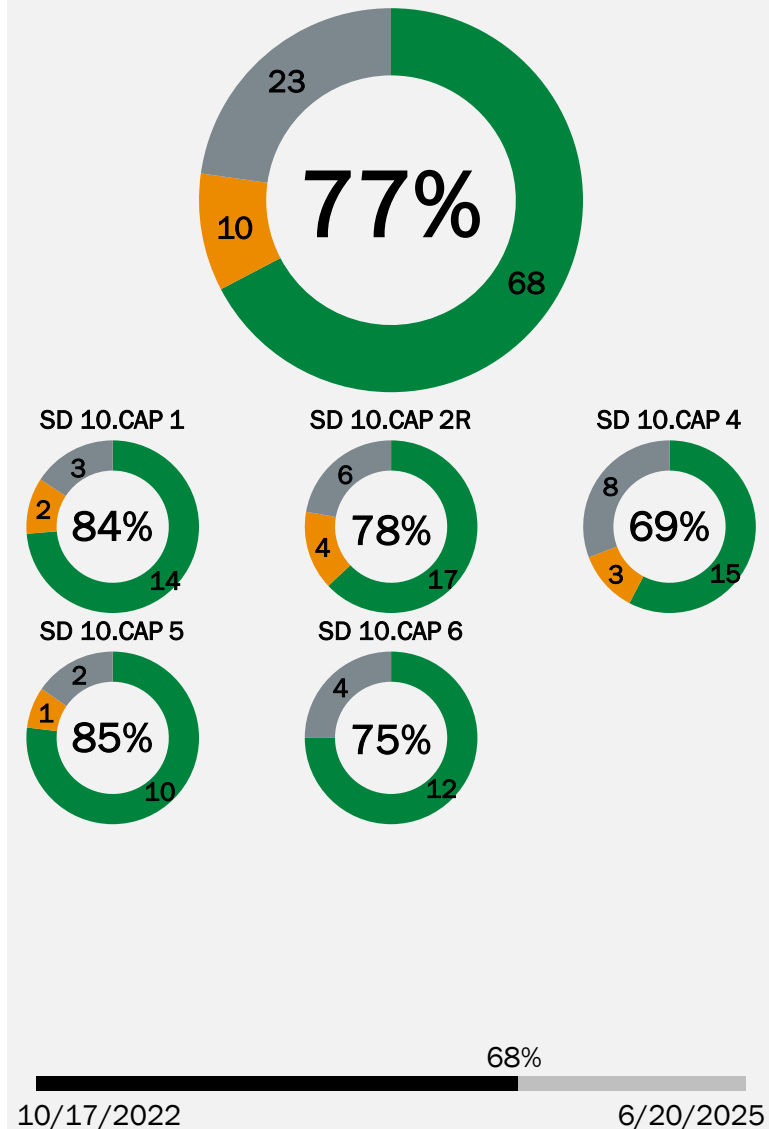


SD 22-9: Workforce

- F1: Workforce Assessment: Final safety risk assessment and workforce assessment accepted. - CAP CLOSURE REQUESTED
- F2: Hiring Plan: First draft of five-year hiring plan submitted.
- F3: In final stages of implementing training plan for updated Safety Certification policy.
- F4: Contractor Oversight: All action items completed.



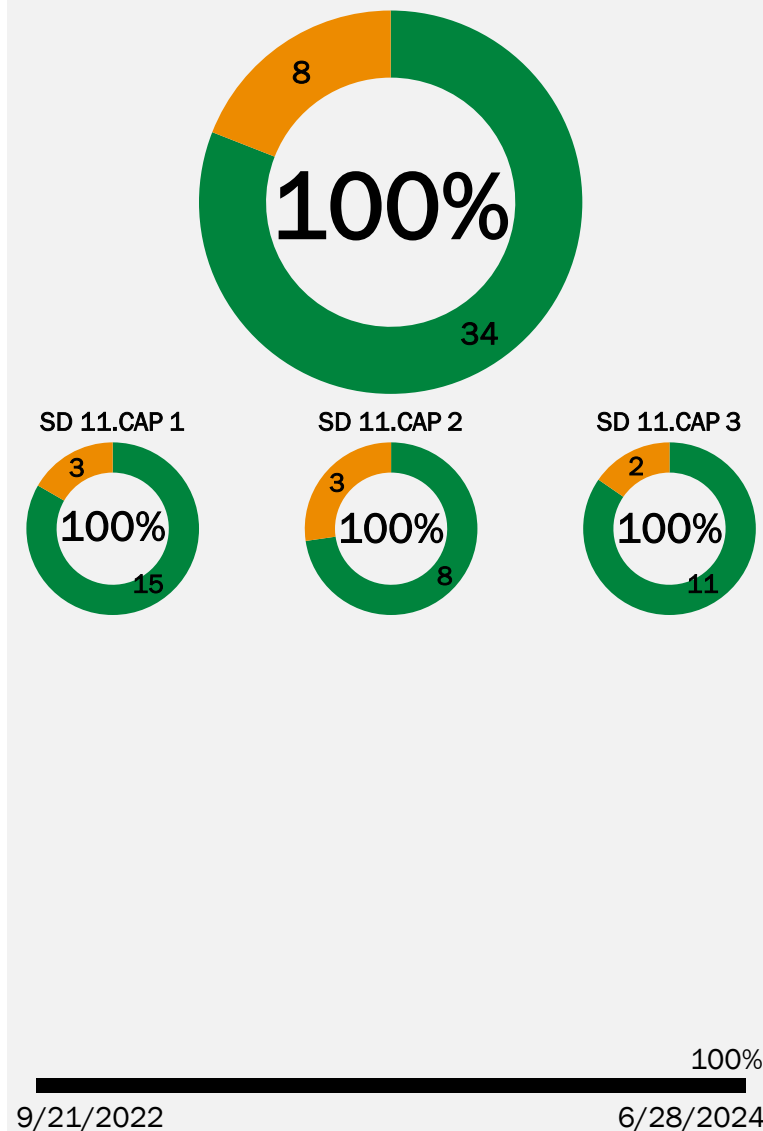
SD 23-10: Safety Information & SMS



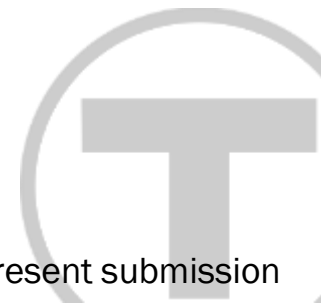
- F1: Submitted SMS Implementation and Project Plans update.
- F2/F3: Established safety information elevation criteria
- F4: Submitted mitigation monitoring process
- F5: Scheduled and delivered Safety Risk Management Training
- F6: Evaluated Safety Data products
- Completed Safety Department Staffing Analysis and submitting weekly hiring updates to FTA, completed Strategic Hiring Plan



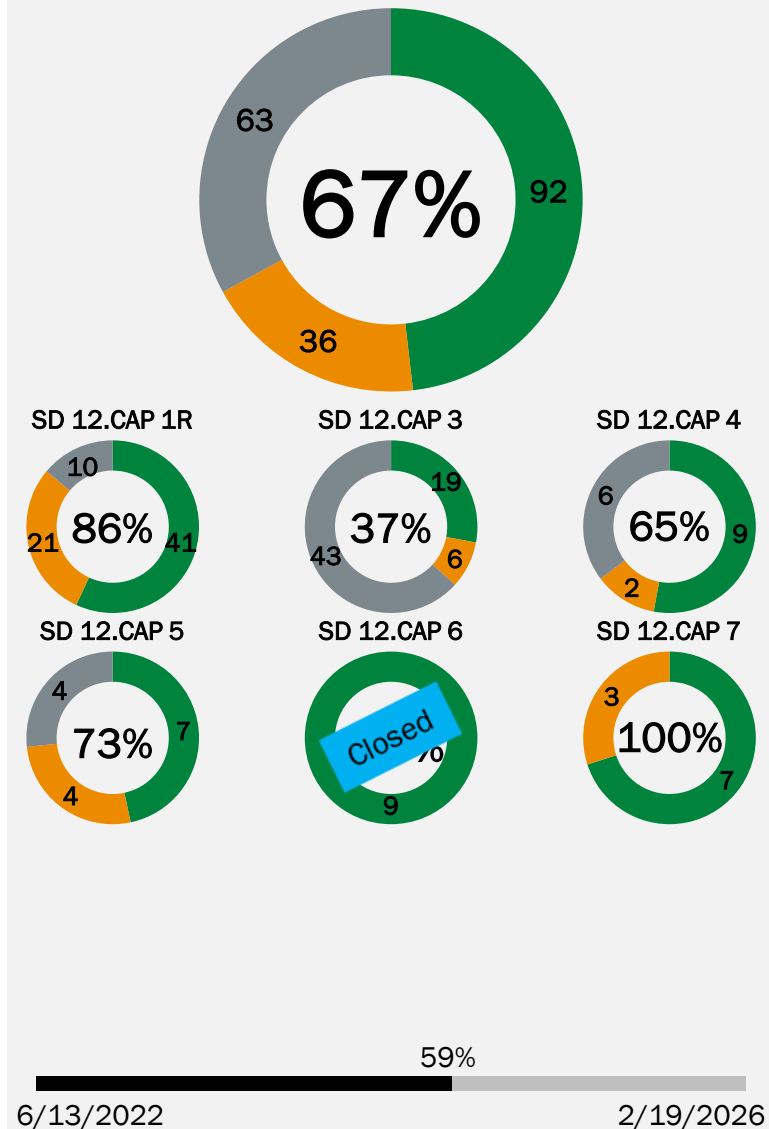
SD 22-11: Safety Communication



- F1: All action items completed, under FTA verification – CAP CLOSURE REQUESTED
- F2: All action items completed, under FTA verification – CAP CLOSURE REQUESTED
- F3: All action items completed, under FTA verification



SD 22-12: Policies, Procedures & Training



- F1/F2: Communicating deliverables with FTA to confirm scope.
- F3: Submitted interim action plans for VM.
- F4: Developed and submitted Operations Training content
- F5: Requested relief on specific Action Items
- F6: Evaluated program design for Rail Ops mentorship – **CAP CLOSED**
- F7: Completed all action items, FTA verified quarterly Radio Weak Spots assessment. – CAP CLOSURE REQUESTED

