Massachusetts Bay Transportation Authority

Quality, Compliance & Oversight (QCO)

February 15, 2023

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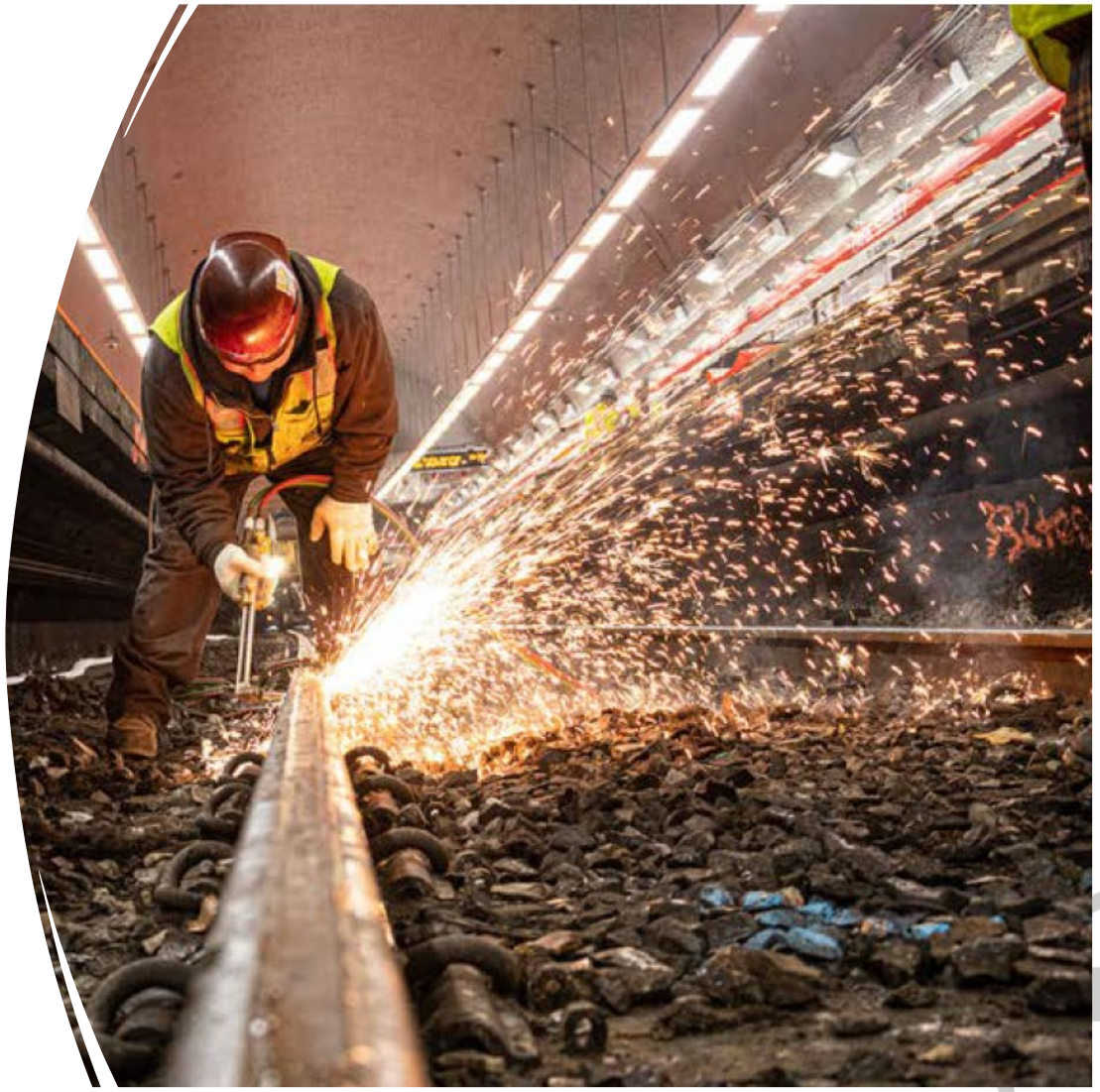
Agenda

- Introduction to Safety Management Inspection (SMI) & Corrective Action Plans (CAP)
- Overview of MBTA Quality, Compliance & Oversight Office (QCO)
- What does this mean for you?



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What is a Safety Management Inspection?

Federal Transit Authority (FTA)

- FTA notified the MBTA on April 14, 2022, that it would conduct a Safety Management Inspection (SMI) which covered the Red, Orange, Green, and Blue lines and the Mattapan Trolley.
- Report and requirements exercised oversight authority to put forth timelines for the MBTA to present their plan to address all issues raised in the report.
- Each Special Directive has Findings and Required Actions
  - MBTA responds with Corrective Action Plans (CAPs) for each finding

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FTA Safety Management Inspection (SMI) Report

Special Directives (SDs)

- June 2022: MBTA 4 SDs that included 22 Findings and 22 Required Actions.
- June 2022: DPU 1 Special Directive
- August 31, 2022: MBTA 4 additional SD's that included 20 Findings and 47 Required Actions
- August 31, 2022: DPU 1 additional Special Directive

Immediate Action Letter

- July 30, 2022: In response to a July 25 incident of unintended train movement on the Red Line, FTA required the MBTA to conduct a safety standdown

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Overview of Quality, Compliance & Oversight (QCO)

In response to the Final FTA SMI Report:

- QCO was established by the General Manager on August 31, 2022.
- To manage all actions and projects associated with the SMI report.
- Accountable directly to the General Manager.

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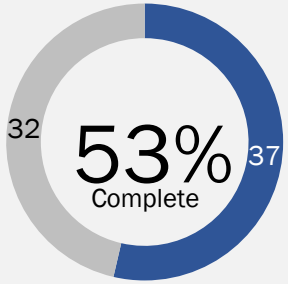
Action Items Completed
Action Items Remaining

FTA SMI Response Progress Summary

SD-04 Track Maintenance & PPE



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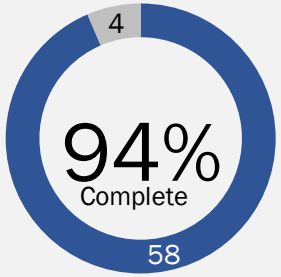
6/8/2022 Timeline 6/28/2024

SD-05 Vehicle Securement



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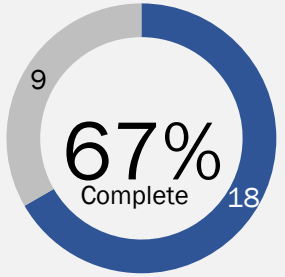
6/1/2022 Timeline 12/29/2023

SD-06 Operations Control Center



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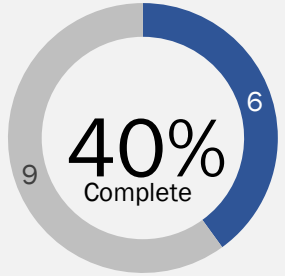
6/1/2022 Timeline 7/1/2024

SD-07 Lapsed Certifications



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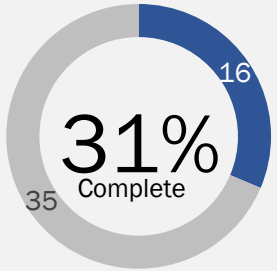
6/13/2022 Timeline 10/1/2024

SD-09 Workforce



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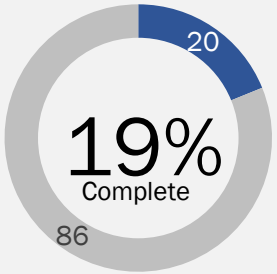
10/1/2022 Timeline 6/28/2024

SD-10 Safety Information & SMS



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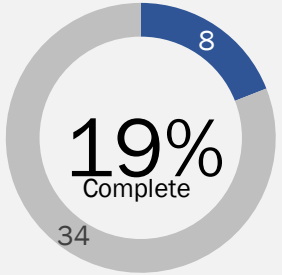
10/17/2022 Timeline 7/1/2024

SD-11 Safety Communication



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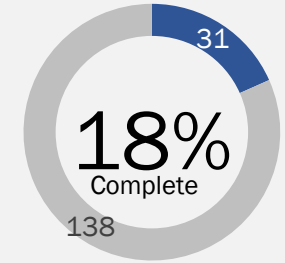
9/1/2022 Timeline 1/4/2024

SD-12 Policies, Procedures & Training



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6/7/2022 Timeline 10/3/2025

Data as of: February 5, 2023

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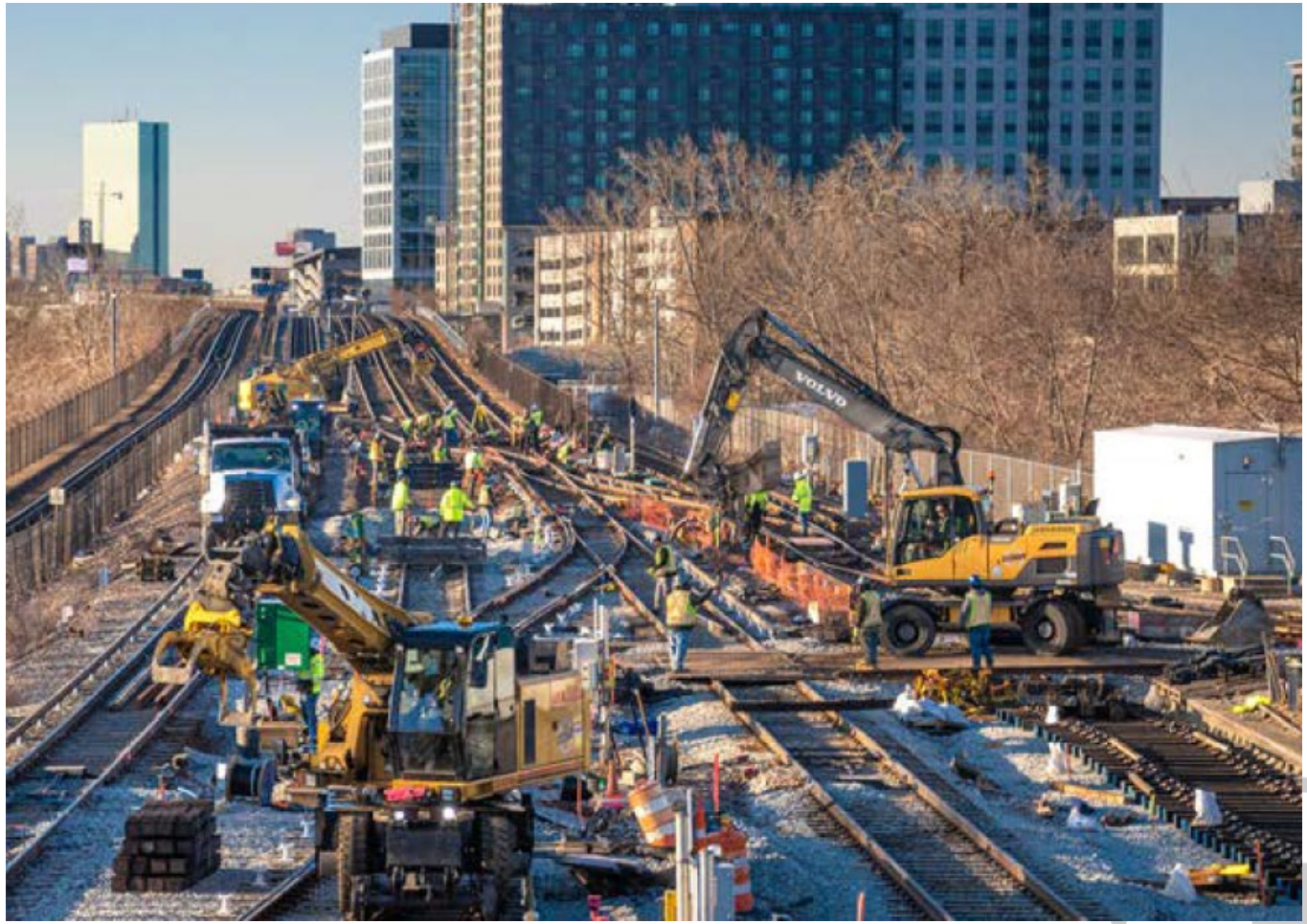
How does this impact the AEC Community?

- Track Maintenance
- PPE
- Workforce to Support Operations & Capital
- Safety Engineering & Certification
- Contractor Oversight
- Safety Information & Decision Making
- Operating conditions and policies, procedures, and training



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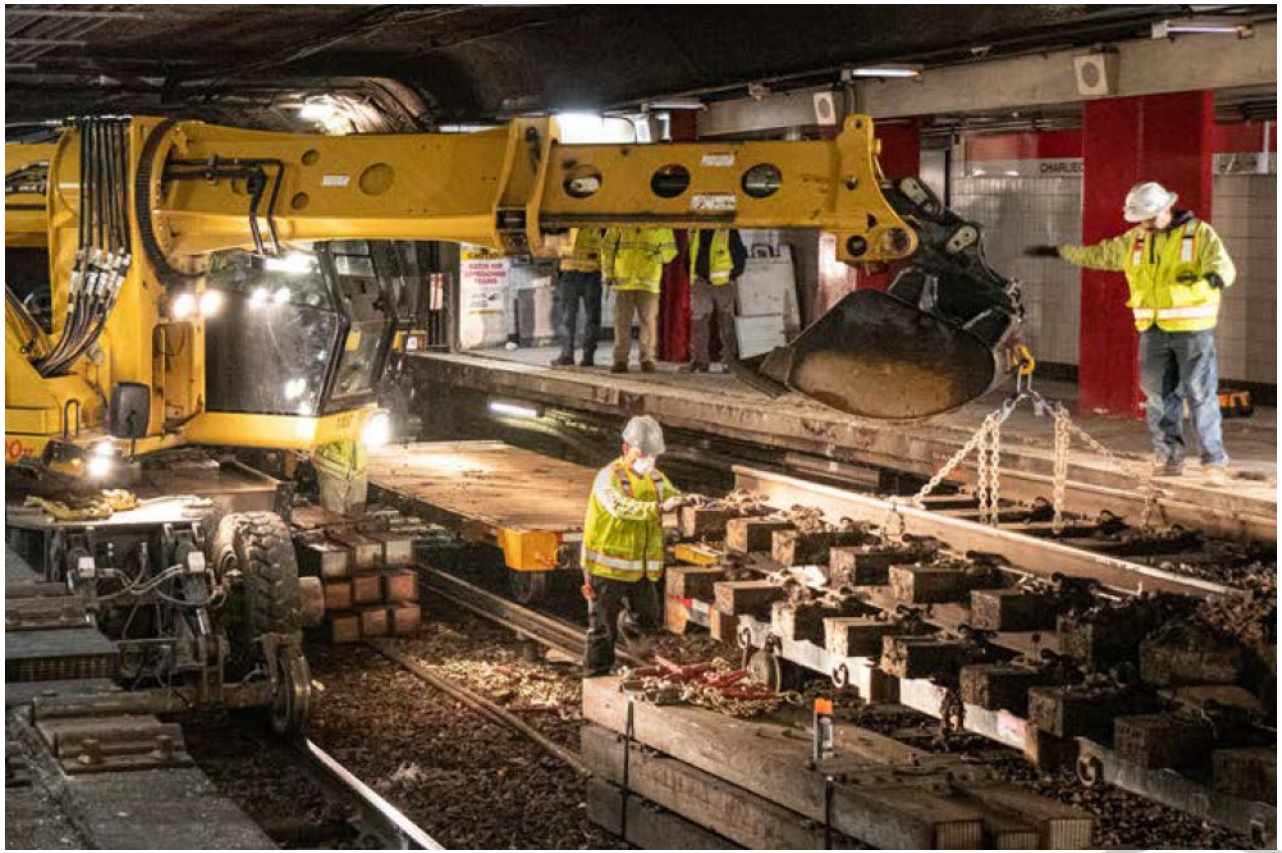
What does this mean for you?

We're on different sides of the table, but we're in this together.

- The safety of MBTA customers, employees, and contractors remains our number 1 priority
- A great deal of QCO's work requires aligning with our contractors
- Regular communication is a key ingredient to productive engagement
- A safe, positive working environment further bolsters:
    - Employee job satisfaction
    - Employee retention
    - Organizational productivity
- High productivity leads to a better bottom line for ALL parties



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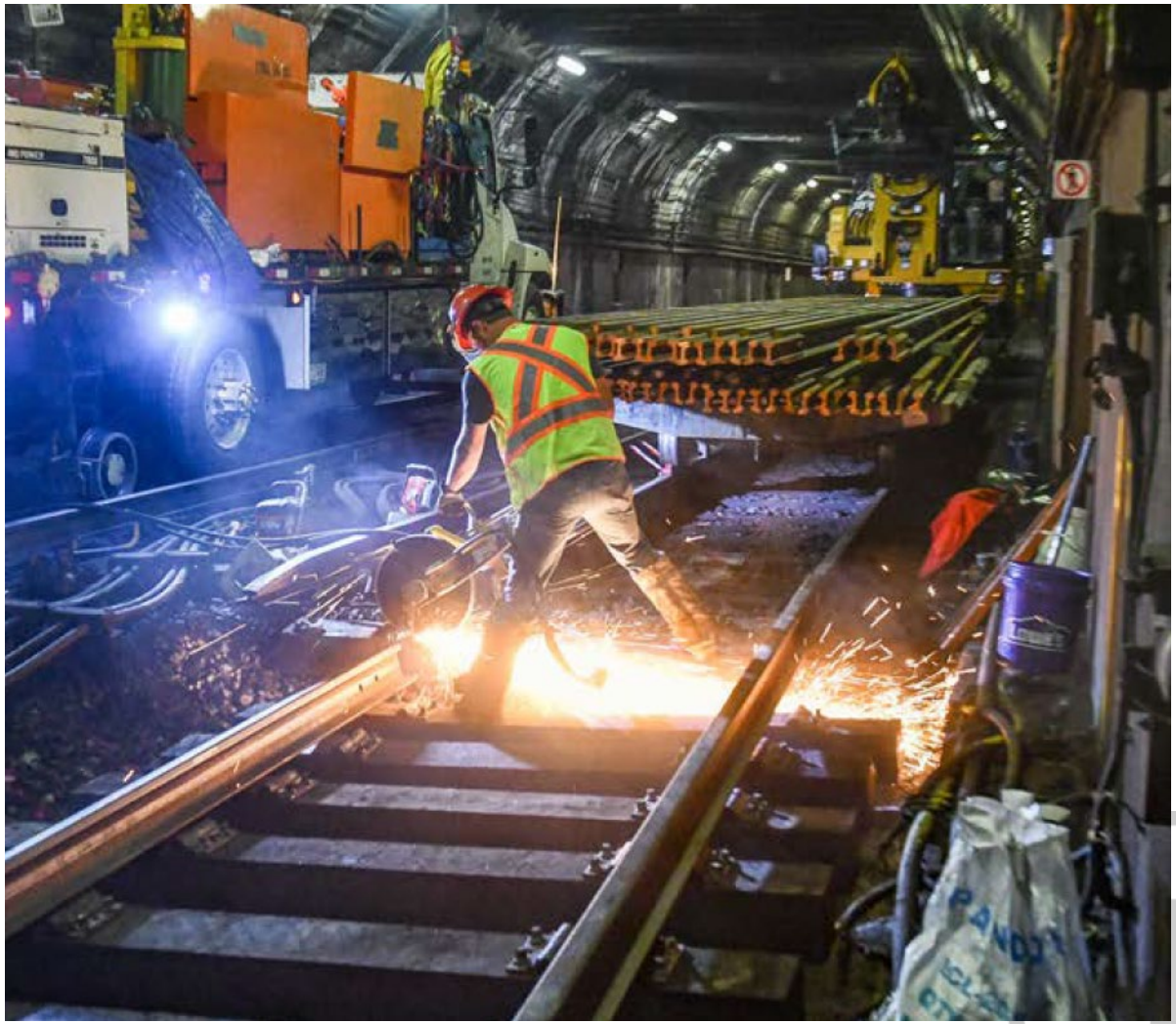
What does this mean for you right now?

New PPE Requirement

PPE	MINIMUM REQUIRED PPE TYPE
Hard Hat	OSHA 1910.135, ANSI Z89.1 and NFPA 70E 130.7, Type I, Class E
Safety Eyeglasses	OSHA 1910.133 and ANSI/ISEA Z87.1
Work Boot	OSHA 1910.136, ASTM F-2412-18a & ASTM F-2413-18 Composite Toe, EH-Electrical Hazard Resistant, PR-Puncture Resistant, Slip Resistant, 6-inch, Defined Heel
Upper Body Safety Reflective Garment	ANSI/ISEA 107 High visibility, yellow-green, retro reflective, Class 2, Type R, 5-point breakaway (vest only), "X" stripe pattern on back (MBTA requirement)
Lower Body Safety Garment	Full Length Pants (Cotton or Wool preferred)
ADDITIONAL MBTA REQUIREMENTS FOR ROW ACCESS	**MINIMUM ROW ACCESS REQUIREMENTS**
Right-of-Way (ROW) License	MBTA valid (unexpired) ROW license on person (Employee and Contractor)
Flashlight (Hand-held)	ANSI/NEMA FL 1-2009 LED, Polypropylene industrial construction,35 Lumens, 45 meters, 100 hours*, Impact & Water resistant
Whistle	High-impact plastic, sharp loud blast, >120dB, 3150 hertz tone preferred



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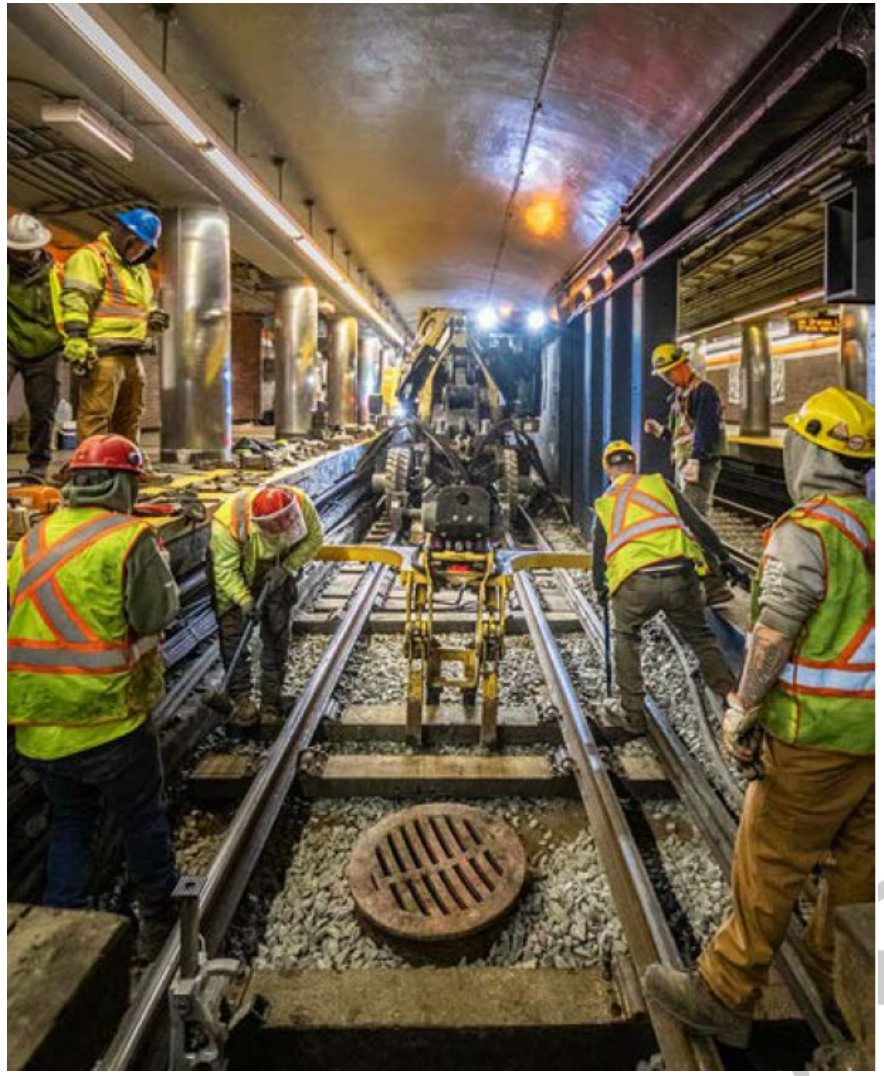
What does this mean for you right now?

- We want to partner with you.
- ROW Safety is not just PPE
- The way we do things on the ROW may change
- Contractor Oversight
- We’re looking at everything
  - Workforce
  - Quality assurance
  - Data systems & Communications
  - Policies, Rules, and Procedures



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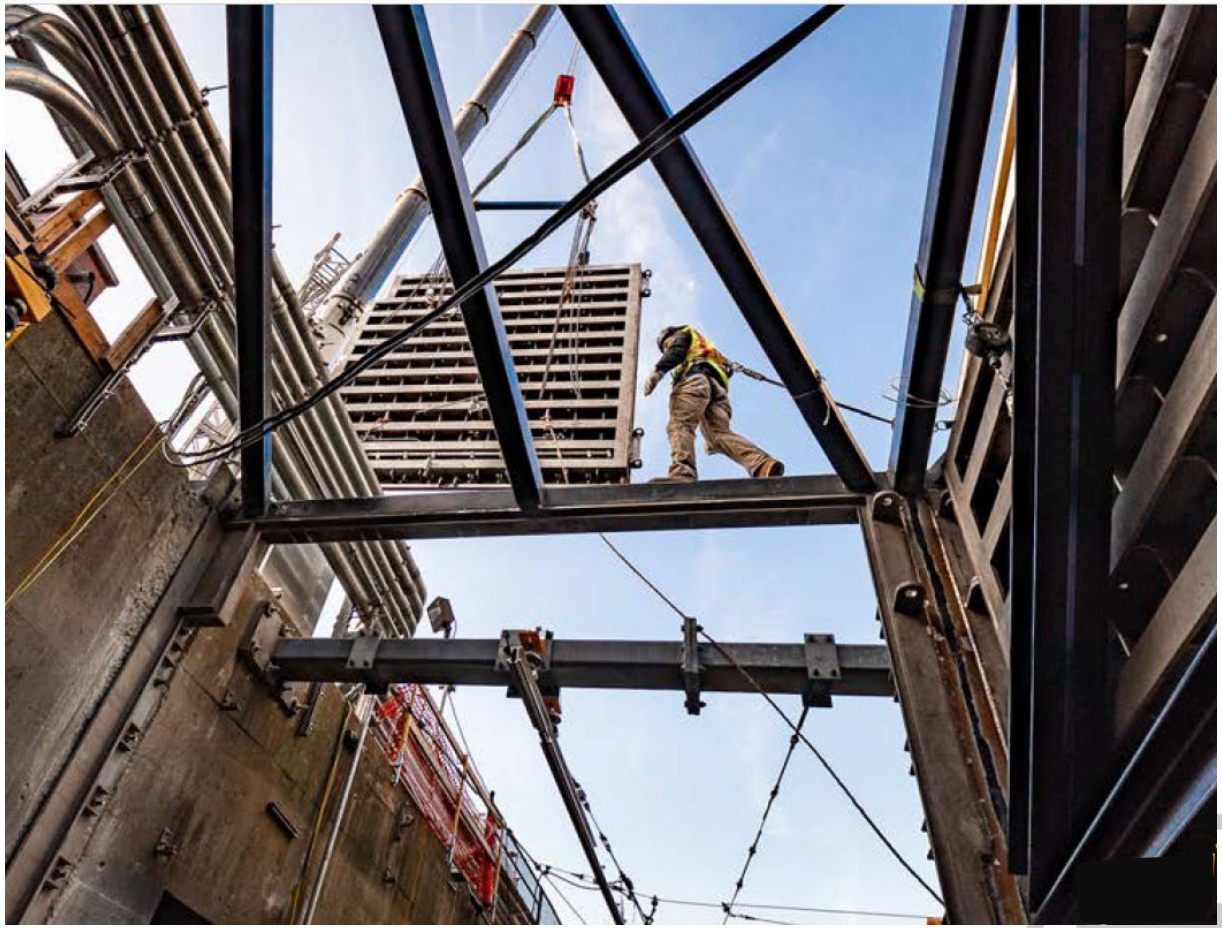
What are the opportunities for the EDC Community?

We’re Building a Better T

The T is evolving every day. As part of our $9.6 billion, 5-year capital investment plan, we're renovating stations, modernizing fare collection systems, upgrading services for our buses, subways, and ferries, and improving the accessibility of the entire system.

QCO Technical Support

Take a look at what we're working on to make the MBTA better.



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Discussion