



U.S. Department
of Transportation

**Federal Transit
Administration**

Headquarters

1200 New Jersey Avenue, SE
Washington, DC 20590

SENT VIA EMAIL

July 21, 2023

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

Subject: Response to Closeout Request for FTA-OCC-22-001 (Operations Control Center (OCC) Certification)

Dear Mr. Eng:

This letter is regarding Special Directive 22-6 Finding 1 and associated Required Action. MBTA has been submitting documents for this Required Action as part of its response to interim findings issued in Special Directive 22-6: OCC from the Safety Management Inspection (SMI) initiated by the Federal Transit Administration (FTA) in April 2022 and most recently submitted documentation on July 5, 2023.

Closeout Approval for FTA-OCC-22-001 (OCC Certification)

Special Directive 22-6 identified the following Finding and Required Action:

- **Finding 1:** MBTA does not ensure that OCC staff are recertified as indicated in training materials and required by 49 CFR § 673.29(a).
- **Required Action (FTA-OCC-22-001):** MBTA must ensure that staff working in the OCC, including dispatchers and supervisors, are certified.

To implement this Required Action, between June 21, 2022 and July 5, 2023, MBTA submitted the following documentation demonstrating completion of the Required Action:

- Between June 21, 2022 and September 30, 2022, MBTA submitted daily reports documenting certification dates for OCC staff that worked during the time covered by the report.
- Between October 1, 2022 and April 7, 2023, MBTA submitted monthly reports of the same information.
- On July 5, 2023, MBTA submitted a quarterly report of the same information.

FTA carefully evaluated this documentation and reviewed specific submissions with MBTA during

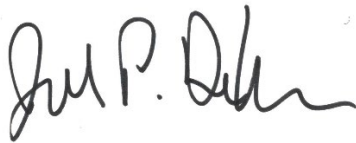
bi-weekly meetings on Special Directive 22-6 between June 2022 and July 2023. These submissions and conversations with MBTA confirm that MBTA's OCC staff are complying with MBTA's certification requirements. Additionally, between February 1, 2023 and June 30, 2023 FTA conducted inspections of dispatchers on the floor working and verified their certification status with no violations.

Based on review of these submissions and the results of verification activity, FTA finds that these completed action items satisfy the requirements of Required Action FTA-OCC-22-001 and this finding may now be closed. Because of this closure, MBTA may stop quarterly reporting on OCC staff certification, as originally required in FTA's January 5, 2023 correspondence.

Conclusion

This required action closure represents a tremendous amount of work and FTA greatly appreciates your efforts. Please contact our SMI Coordinator, Erin Powell, by phone at (771) 200-8016 or by email at Erin.Powell@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
Jeff Gonneville, Deputy General Manager, MBTA
Erik Stoothoff, Acting Chief Operating Officer, MBTA
Kat Benesh, Acting Deputy Chief Operating Officer, MBTA
Ron Ester, Chief Safety Officer, MBTA
Meredith Sandberg, Acting Chief of Quality, Compliance, and Oversight, MBTA
Jamie Van Nostrand, Chair, Massachusetts Department of Public Utilities (DPU)
Robert Hanson, Rail Safety Director, DPU