



U.S. Department
of Transportation

**Federal Transit
Administration**

Headquarters

1200 New Jersey Avenue, SE
Washington, DC 20590

SENT VIA EMAIL

August 4, 2023

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

Subject: Response to Closeout Request for FTA-OCC-22-003 (Operations Control Center (OCC) Supervisors)

Dear Mr. Eng:

This letter is regarding Special Directive 22-6 Finding 3 and the 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-22-003 (OCC Supervisors)

MBTA submitted required documentation from June 2022 to July 2023, to address the following Special Directive 22-6 finding and required action:

- **Finding 3:** MBTA requires OCC staff to perform two distinct roles (supervisor and dispatcher) during portions of shifts, preventing proper execution of either role.
- **Required Action (FTA-OCC-22-003):** MBTA must submit to FTA and the Massachusetts Department of Public Utilities (DPU) each week prior to the next week's service that, for each shift, OCC supervisors and managers are not dual scheduled for both supervisory duties and dispatcher duties at any time during assigned shifts.

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 any instance where a supervisor was required to serve as a dispatcher
- Between October 1, 2022 and April 7, 2023, MBTA submitted monthly reports that identified any violations of the hours-of-service requirements
- On July 5, 2023, MBTA submitted a quarterly report of the same information

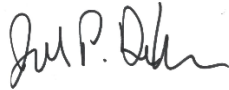
FTA carefully evaluated this documentation and reviewed specific submissions with MBTA during bi-weekly meetings on Special Directive 22-6 between June 2022 and July 2023. These submissions and conversations with MBTA confirm that MBTA's OCC supervisors do not serve as dispatchers unless another supervisor is available to take over supervisory duties.

Based on review of these submissions and the results of verification activity, FTA finds that these completed action items adequately satisfy the requirements of required action FTA-OCC-22-003 and this finding may now be closed. Based on the documentation submitted to FTA regarding OCC supervisory duties, MBTA may stop quarterly reporting on OCC supervisory duties, 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