



U.S. Department  
of Transportation  
**Federal Transit  
Administration**

Headquarters

1200 New Jersey Avenue, SE  
Washington, DC 20590

**SENT VIA EMAIL**

September 26, 2023

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

Subject: Approval – Request for Rewrite of CAP related to Finding 3 of Special Directive 22-12:  
Operating Conditions and Policies, Procedures, and Training

Dear Mr. Eng:

On September 11, 2023, the Federal Transit Administration (FTA) received a request from the Massachusetts Bay Transportation Authority (MBTA) to submit a revised corrective action plan (CAP) for Special Directive (SD) 22-12, Finding 3.

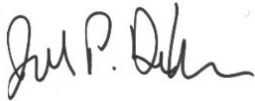
**Approval of CAP Rewrite Request, FTA-23-12-MBTA-CAT4-3**

FTA appreciates the explanation provided by MBTA regarding the actionable items and MBTA's ongoing development and implementation of the Quality Management Program (QMP). FTA approves MBTA's request to rewrite SD 22-12 CAP 3 to allow for a more targeted approach to answer the findings of SD 22-12 and to account for the structural and organizational changes occurring within MBTA and how they affect the QMP.

As MBTA reworks this CAP in accordance with FTA guidance and direction, MBTA may pause submissions for CAP 3 of SD 22-12. MBTA must resubmit the new and revised CAP **no later than November 9, 2023**.

We appreciate your efforts to enhance MBTA's safety performance, and we look forward to working with you as MBTA continues to improve its QMP. If you have any question, please contact our Safety Management Inspection Coordinator Erin Powell at (771) 200-8016 or by email at [Erin.Powell@dot.gov](mailto:Erin.Powell@dot.gov).

Sincerely,



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

Enclosure: n/a

cc:

Ryan Coholan, Chief Operating Officer, MBTA  
Timothy Lesniak, Acting Chief Safety Officer, MBTA  
Katie Choe, Chief of Staff, MBTA  
Meredith Sandberg, Chief of Quality, Compliance, and Oversight,  
MBTA  
Natasha Vance, Deputy Chief of Quality, Compliance, and Oversight,  
MBTA  
Jamie Van Nostrand, Chair, Massachusetts Department of Public Utilities (DPU)  
Robert Hanson, Director, Rail Transportation Safety, DPU