



U.S. Department  
of Transportation

**Federal Transit  
Administration**

Headquarters

1200 New Jersey Avenue, SE  
Washington, DC 20590

**SENT VIA EMAIL**

March 27, 2025

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

**Subject: Response to Closeout Request for FTA-OCC-22-007 (Ensuring that Operations Control Center (OCC) Staff Certifications are Current)**

Dear Mr. Eng:

On August 8, 2024, the Massachusetts Bay Transportation Authority (MBTA) submitted a Corrective Action Plan (CAP) closeout request for FTA-OCC-22-007 (related to Operations Control Center (OCC) staff certifications ). The MBTA developed this CAP as part of its response to the required actions in Special Directive (SD) 22-6: “Required Actions to Address Findings from Federal Transit Administration Safety Management Inspection Conducted at the Massachusetts Bay Transportation Authority Related to the Operations Control Center.” The Federal Transit Administration (FTA) initiated SD 22-6 based on the interim findings from an April 2022 Safety Management Inspection (SMI).

**Closeout Approval for FTA-OCC-22-007 (Ensuring that Operations Control Center (OCC) Staff Certifications are Current)**

MBTA’s CAP for FTA-OCC-22-007, approved by FTA on July 5, 2022, addresses the following SD 22-6 finding and required action:

- **Finding:** MBTA allows dispatchers who are not current in their certifications to work in the OCC.
- **Required Action (FTA-OCC-22-007):** MBTA must verify that all dispatchers working within the OCC are current in their certifications prior to starting their shift.

To implement this CAP, between July 5, 2022, and August 8, 2024; MBTA undertook the following five CAP action items and submitted documentation regarding their completion:

- Documented and issued a Special Order on certification requirements;
- Developed procedures to ensure all dispatchers or those providing dispatching services have

- up-to-date certifications prior to any worked shift;
- Incorporated requirements for recertifications and expected intervals in the rulebook update;
- Developed a digital centralized tracking system that allows supervisors to proactively oversee and manage this process; and
- Developed a heavy and light rail dispatcher recertification program that is unique to job classification.

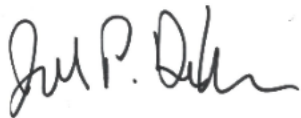
FTA carefully evaluated the submitted documentation and reviewed submissions with MBTA during biweekly and monthly meetings on SD 22-6 between August 2022 and March 2025. FTA also conducted onsite observations of recertification training between May 2024 and March 2025.

Based on FTA's review of these submissions and the results of verification activity, FTA finds that these completed action items satisfy the requirements of CAP FTA-OCC-22-007 and this CAP may now be closed.

### **Conclusion**

This CAP closure represents a tremendous amount of work and FTA greatly appreciates your efforts. Please contact our SMI Coordinator, Christian Hernandez, by phone at (213) 552-3494 or by email at [Christian.Hernandez@dot.gov](mailto:Christian.Hernandez@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  
Ryan Coholan, Chief Operating Officer, MBTA  
Tim Lesniak, Chief Safety Officer, MBTA  
Meredith Sandberg, Chief of Quality, Compliance, and Oversight, MBTA  
Pat Lavin, Chief Safety Officer, Massachusetts Department of Transportation  
Jamie Van Nostrand, Chair, Massachusetts Department of Public Utilities (DPU)  
Robert Hanson, Rail Safety Director, DPU