



U.S. Department
of Transportation

**Federal Transit
Administration**

Headquarters

1200 New Jersey Avenue, SE
Washington, DC 20590

SENT VIA EMAIL

December 16, 2024

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

Subject: Response to Closeout Request for FTA-TRA-22-006 (Enterprise Asset Management (EAM) System and Maintenance Planning)

Dear Mr. Eng:

On June 4, 2024, the Massachusetts Bay Transportation Authority (MBTA) submitted a Corrective Action Plan (CAP) closeout request for **FTA-TRA-22-006 (Enterprise Asset Management (EAM) System and Maintenance Planning)**. The MBTA developed this CAP as part of its response to interim findings issued in Special Directive (SD) 22-4: Track Access and Maintenance of Way (MOW) from the Safety Management Inspection (SMI) initiated by the Federal Transit Administration (FTA) in April 2022.

Closeout Approval for FTA-TRA-22-006 (Enterprise Asset Management (EAM) System and Maintenance Planning)

MBTA's CAP for **FTA-TRA-22-006** includes 10 action items, approved by FTA on August 10, 2022, to address the following SD 22-4 finding and required action:

- **Finding:** MBTA's data on MOW defects and work order status is insufficient to guide management planning.
- **Required Action (FTA-TRA-22-006):** MBTA must expedite and sufficiently resource the transition to its new EAM system. In the meantime, data on MOW defects and work order status is insufficient to guide management planning.

To implement this CAP, between September 1, 2022, and June 4, 2024, MBTA undertook the following CAP action items and submitted documentation regarding their completion:

- Assessed the EAM adoption schedule;
- Completed a resource gap assessment to enhance the EAM adoption schedule;
- Acquired resources to enhance the EAM adoption schedule;

- Allocated resources to enhance the EAM adoption schedule;
- Revised the schedule for EAM adoption;
- Verified the implementation of the schedule;
- Enhanced MBTA Maintenance of Way (MOW) work management planning;
- Enhanced MBTA MOW maintenance management and execution capabilities; and
- Enhanced MBTA MOW capital renewal planning.

FTA carefully evaluated the submitted documentation and reviewed submissions with MBTA during biweekly and monthly meetings on SD 22-4 between September 2022 and November 2024. FTA's verification focused on:

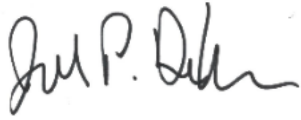
- Review of the enhanced work planning strategy memo (Action Item 8) that lays out a plan to modify MBTA's EAMS software to make it suitable for management of work order development and examination of MBTA's description of "green defects" (non-restricting defects described as a single bad tie or fastener) to verify that MBTA has addressed and met the requirement to develop a strategy.
- Review of EAMS software training flashes.
- Observation of planning meetings and supervisory staff working with the tool during on-site visits.
- Review of how MBTA is addressing the backlog of defects not affecting service through on-going diversion and renewal efforts.

Based on review of these submissions and the results of verification activity, FTA finds that these completed action items satisfy the requirements of CAP FTA-TRA-22-006 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 with any questions.

Sincerely,

A handwritten signature in black ink, appearing to read "Joe P. DeLorenzo". The signature is fluid and cursive, with the first name "Joe" and last name "DeLorenzo" clearly distinguishable.

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