



**Massachusetts Bay  
Transportation Authority**

# Safety Update: SMS Implementation & Training

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Fiscal Management Control Board

May 24, 2021

Ronald Ester, Chief Safety Officer

Matthew DeDonato, Deputy Director of Safety Oversight & Planning

# SMS Fundamentals Training

- Baseline Safety Management System Introduction for the MBTA Workforce
- Course Objectives include:
  - Defining SMS
  - SMS roles and responsibilities for all employees
  - Identifying and reporting hazards
  - How Safety Reports are managed
- Key to engaging all employees and building confidence in the employee safety reporting program



# SMS Fundamentals Training - Timeline



**NOVEMBER 2020**  
Training finalized;  
Safety Department assigned  
(approx. 35 people)

**JANUARY 2021**  
Supervisory personnel  
assigned  
(approx. 1650 people)

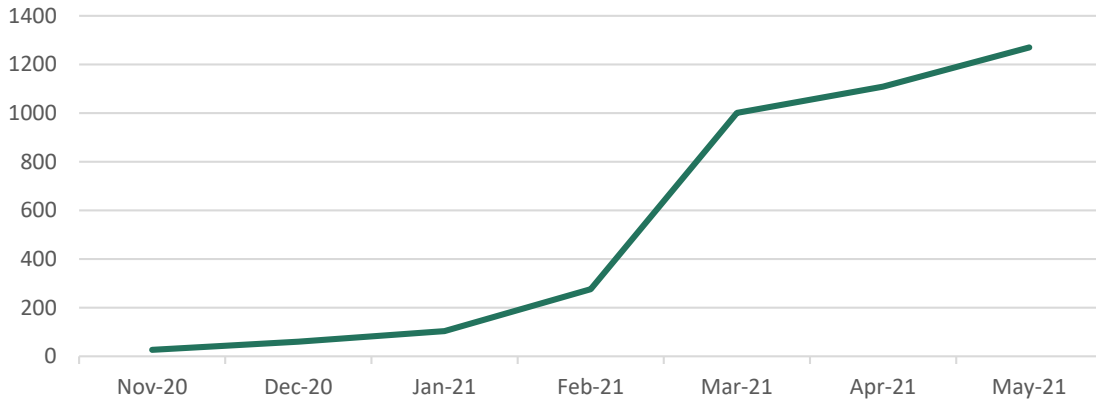
**DECEMBER 2020**  
Executive leadership assigned  
(approx. 20 people)

**APRIL 2021**  
SMS Symposium held;  
All remaining employees assigned  
(approx. 5400 people)

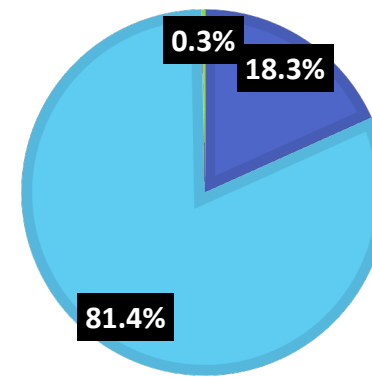


# SMS Fundamentals Training Completion

COURSE COMPLETION BY MONTH, ALL TIME

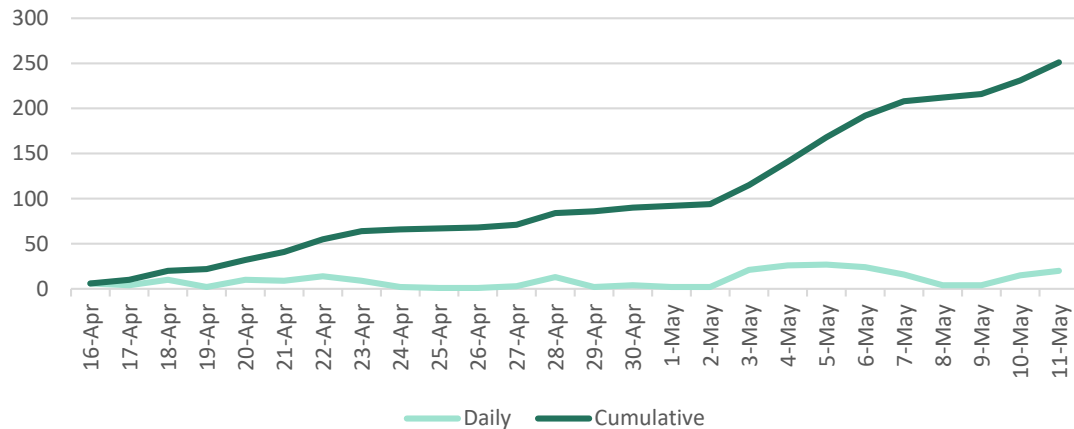


OVERALL COURSE COMPLETION PERCENTAGE

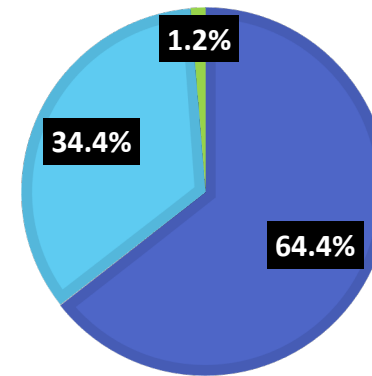


Completed Registered Past Due

DAILY COURSE COMPLETION SINCE SMS SYMPOSIUM, APRIL 16 – MAY 11



SUPERVISORY PERSONNEL COMPLETION



Completed Registered Past Due



# SMS Fundamentals Training Completion

Of the 15 MBTA Departments with 50 or more employees...

TOP 5 DEPARTMENTS BY PERCENT COMPLETE

#	Department	# Assigned	# Complete	% Complete
1	OCC & Training	136	111	<b>82%</b>
2	Capital Delivery	208	154	<b>74%</b>
3	Customer Technology	75	26	<b>35%</b>
4	Signals & Communications	165	50	<b>30%</b>
5	Information Technology	63	18	<b>29%</b>

TOP 5 DEPARTMENTS BY NUMBER COMPLETE

#	Department	# Assigned	# Complete	% Complete
1	Heavy Rail Transportation	578	<b>155</b>	27%
2	Capital Delivery	208	<b>154</b>	74%
3	OCC & Training	136	<b>111</b>	82%
4	Bus Transportation	2032	<b>96</b>	5%
5	Rail Vehicle Maintenance	406	<b>63</b>	16%



# Additional SMS Course Development

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## 1. Safety Risk Management (SRM) at the MBTA

- *For:* Active participants in SRM activities (e.g., Safety Department, Field Management and above)
- *Covers:* Concepts, processes, and steps for performing SRM in the MBTA environment.

## 2. SRM Facilitation

- *For:* Safety Department
- *Covers:* Step-by-step process for effective initiation, preparation, facilitation, and completion of SRM workshops and worksheets.

## 3. SMS Leadership Responsibilities

- *For:* Executive Management, Safety Department
- *Covers:* Management responsibilities for safety under the Transit Safety Plan and how MBTA's organizational structure supports SMS.

## 4. Safety Culture

- *For:* Executive Management, Safety Department
- *Covers:* Safety culture, how it impacts an organization, and elements of a positive safety culture.

## 5. Safety Performance and Oversight

- *For:* Agency Leadership, Safety Committees, Safety Department
- *Covers:* Safety assurance activities such as setting safety targets and evaluating safety performance through measurements and trends.



# SMS Symposium

- Online conference hosted by MBTA Safety on April 13
- Opening Remarks by the General Manager and Chief Safety Officer
- Keynote speech by Patrick Holyfield of Republic Airways
- Session Discussion topics included:
  - Performance Targets
  - Employee Safety Reporting Program
  - Safety Risk Management Process
  - Improving Safety Culture

**SMS SYMPOSIUM**

1:00 PM	Welcome & Introductions
1:02 PM	Opening Remarks
1:10 PM	Keynote: Patrick Holyfield <small>Pres., Republic Airways President, Transit Safety Innovations Safety Chairman, International Brotherhood of Teamsters</small>
1:40 PM	Topic 1: Performance Targets
1:52 PM	Topic 2: Employee Safety Reporting Program Promotion
2:04 PM	Topic 3: Safety Risk Management Process
2:16 PM	Topic 4: Improving Safety Culture
2:26 PM	Closing Remarks

**QUESTIONS?**  
Reach out to the Safety Department at: [RSVPSafety@mbta.com](mailto:RSVPSafety@mbta.com)

# SMS Symposium

- Key announcements included:
  - Authority-wide launch of SMS Fundamentals
  - Updates to the Safety Hotline
- Engagement and attendance by management and labor
  - 437 registrants and 324 total attendees
  - 17 Q&A Questions Asked

