

SSOR Refresher Training January and February 2022 Webinar FAQs

Enhancements to SSOR:

Q: Are there any specific continuous improvement efforts for SSOR?

A: Yes, FTA is dedicated to continuous improvements, and conducts weekly meetings to address any bugs, fixes, and changes that will enhance the user experience. The SSOR system developers work on a specific schedule to push the changes out to the system. If you have any feedback or suggestions on improving the tool, please contact Myesha Stephney, myesha.stephney@dot.gov.

Q: Is FTA taking suggestions for making SSOR easier to navigate and use?

A: Yes, FTA reviews emails sent to the SSOR team and reviews feedback gathered by the FTA SSO Program Managers. FTA prioritizes SSOR user suggestions when making changes to the system. If you have any feedback or suggestions, please contact Myesha Stephney, myesha.stephney@dot.gov, or discuss them with your assigned FTA SSO Program Manager.

Document Uploads to SSOR:

Q: Are SSOAs required to upload STARS reports and the investigation reports into SSOR?

A: Yes, FTA requires that these documents are uploaded to SSOR along with relevant information in the data entry fields. If an SSOA does not submit these documents, this is an “issue” that the FTA Validation team will note in the system during the validation period. FTA encourages SSOAs to house its safety oversight programmatic documents and other program information in the SSOR tool.

Q: What is the difference between document ‘Version Date’ and ‘Effective Date’?

A: The SSOR system captures information on when changes are made to documents and has options for users to upload multiple versions of a document. The “version date” is when the document was updated or modified in the SSOR system, and users have the option to input an “effective date” which specifies when the document was implemented or effective at their SSOA or RTA.

Q: Are there any additional required documents that are not listed as required within the system?

A: The SSOR prepopulates required documents that must be collected with the Annual Report as required by 49 CFR Part 674. FTA also encourages SSOAs to add any additional documents that are relevant to their safety oversight program by creating a new

document that they can label in the system as Document Type “Other,” and provide the document title. FTA may request additional documents from the SSOAs based on emergent needs and may require they upload this documentation to their current reporting year in SSOR.

Your FTA SSO program manager may also ask for additional documentation during routine monitoring calls. These documents should be uploaded to the SSOR. If you have any additional questions about the documents in SSOR, how to upload and what is required, please refer to the SSOR User Manual, or contact your assigned FTA SSO program manager.

Q: Are investigation procedures a required document for the Annual Report?

A: The Investigation Procedures document is currently a required document for the 2021 Annual Report. Please submit the version that you are using for your program. Some SSOAs submit these procedures as part of their Program Standard, but if needed, please add this document with the document type “Other,” and clearly note that the document contains your SSOA’s investigation procedures. If you have any additional questions, please reach out to your assigned FTA SSO Program Manager.

Q: Is there a way to upload multiple documents at once?

A: Yes. When you are adding documents to the SSOA’s profile page, and select ‘Edit,’ and it will allow you to add documents at the bottom of the screen. Once you complete the upload and fill in the information for one document, you may add additional documents and click ‘Save.’ If you have any issues uploading documents, please contact the SSOR HelpDesk, FTAITHelpDesk@dot.gov.

User Access to SSOR:

Q: What do I do if I no longer see the link for SSOR when I log in to the TriAD Platform?

A: The SSOR has recertification requirements every year and users must be recertified to remain in the system. The SSOA Program Managers and SSOR users must ensure they are recertified so that they do not lose their system access. If you cannot access SSOR, please reach out to Myesha Stephney, myesha.stephney@dot.gov, or to the SSOR HelpDesk, FTAITHelpDesk@dot.gov.

Q: Can we grant read-only access to the SSOR to our Rail Transit Agency staff?

A: No. The SSOR is a system for the SSOAs and their contractors to enter, review and submit information related to their agency’s oversight efforts. FTA uses the SSOR for its oversight of States and will review information in the SSOR for responses to Safety Advisories and during its SSO Triennial Audits of the SSOAs.

However, if a State would like to share information from SSOR with their RTA representatives, they can use export functions built into the tool. SSOR export features will send to the user via email a link to download an Excel file of the exported data. The user can then share the Excel file with an RTA if needed. Please note that the emailed download links are valid for 24 hours. Please let your FTA SSO Program Manager know if you have any additional questions regarding the system's restrictions and RTA access.

Q: Please explain why some fields are editable and others are not in SSOR.

A: The SSOR contains both historical and current SSOA and RTA data and some fields are editable while others are not. For example, users can view information from their past Annual Reports to FTA dating back to 2010, but the data points in the past Annual Reports are locked. The SSOR users are only able to change and edit information in the current reporting year.

Once an Annual Report is submitted to FTA, the data will also lock, and users will not be able to make changes to the information unless the FTA Validation team or their FTA SSO Program Manager creates an "issue" for a specific data field. The other information in the report will remain un-editable.

Additionally, the Events module contains some non-editable fields. The SSOR automatically pulls in events that RTAs report to the NTD if they meet FTA's definition of accident. These event records from the NTD include many individual data points that your RTA included in its event report to the NTD. These data points are read-only and are not editable by SSOR users. The SSOA can only enter and edit data under the "SSOR Event Investigation Data" section of the event record. If you have any further questions please feel free to reference the SSOR User Manual, or reach out to the SSOR HelpDesk, FTAHELPDESK@dot.gov.

Issues Module:

Q: Our issues from a previous reporting year are locked. Can we address those issues?

A: Please discuss issues in SSOR with your assigned FTA SSO Program Manager and they will be able to assist you in either addressing an issue in the SSOR tool, or they will confirm that it must remain an issue as a record in the system. During their routine monitoring calls, users can discuss how to avoid repeating the issue in the current reporting year.

Events Module:

Q: When reviewing our SSOA event data, the number of events that we expected to see in our SSOR events module based on accident notifications from our RTA does not match up with what was imported into SSOR. Is this correct?

A: The SSOR will pull in all events that meet the 49 CFR Part 674 definition of an Accident based on FTA's Two-hour Notification Guide. If you are not seeing accidents that you believe meet those thresholds, you should reach out to your RTA to confirm that they have reported these events to the NTD and ensure all of the fields in their event report are filled out correctly. If you have any additional questions, please contact your FTA SSO Program Manager.

Q: In previous reporting years, loading an investigation report to the events section was not mandatory. Will it be mandatory for 2021 to upload event investigation reports into SSOR for each reportable event?

A: Yes, please upload your final, adopted versions of the accident investigation reports to the SSOR. During validation, FTA's Validation Team will flag any accidents that do not have investigation reports uploaded. If you have any questions or concerns about uploading the investigation reports, please contact your FTA SSO Program Manager.

CAPs Module:

Q: Is the CAP Implementation Date the date that the Rail Transit Agency submitted the CAP to the SSOA for verification and closure?

A: Per Part 674, a CAP is "a plan that describes actions an RTA will take to minimize, control, correct, or eliminate risk and hazards and a schedule for taking those actions." The SSOR captures a "Proposed Implementation Date" and an "Actual Implementation Date" for each individual action included in a CAP. The "Proposed Implementation Date" defines when the action should be completed. The "Actual Implementation Date" is the date that the RTA completed the action. These are not the dates that an RTA submitted documentation to the SSOA for its review and approval.

If you have any further questions about the CAP process, implementation, and verification, please reach out to your assigned FTA SSO program manager and they can provide additional guidance.

Hazards Module:

Q: Do we report Hazards?

A: In the 2021 and 2022 Annual Report, Hazards module is grayed out and cannot be accessed by users. FTA is working to establish future guidance and requirements for collecting hazard data going forward. The PTASP regulation, 49 CFR Part 673, defines a Safety Management System approach that requires data different from what was previously

captured through the SSO Annual Reporting process. FTA will develop a structured method to collect hazard information and related data in the future. SSOR users will be notified in advance of any changes to reporting requirements. Hazard data reported in previous years is still accessible in the system.

SSOR Training and General System Requirements:

Q: Can we access the SSOR Refresher Training Webinar recording and presentation if we were unable to attend the sessions in January and February 2022?

A: A copy of the SSOR Refresher Training Webinar presentation and a recording of the webinar is posted and available for download on FTA's webpage:

<https://www.transit.dot.gov/regulations-and-programs/safety/state-safety-oversight-reporting-tool>

Q: We wanted to confirm that the calendar year 2021 Annual Report in SSOR due by March 15, 2022, covers the events and safety oversight actions in the calendar year 2021?

A: That is correct. The 2021 Annual Report, due to FTA on March 15, 2022, covers Calendar Year 2021.