



U.S. Department  
of Transportation

**Federal Transit  
Administration**

Headquarters

1200 New Jersey Avenue, SE  
Washington, DC 20590

**SENT VIA EMAIL**

April 24, 2025

Mr. Scott Sauer  
Interim General Manager/Chief Executive Officer  
Southeastern Pennsylvania Transportation Authority  
1234 Market Street, 10th Floor  
Philadelphia, PA 19107

**Subject: Closeout for Required Action FTA-24-1-002 (Fare Collection Policy)**

Dear Mr. Sauer,

On October 4, 2024, the Southeastern Pennsylvania Transportation Authority (SEPTA) sent to the Federal Transit Administration (FTA) documentation showing that it distributed materials related to SEPTA's policy for fare collection to transit workers. Required action FTA-24-1-002—which is associated with Finding 2 of Special Directive (SD) 24-1: "Required Actions to Protect Transit Workers at [SEPTA]"—required this submission.

**Closeout for FTA-24-1-002 (Fare Collection Policy)**

Required action FTA-24-1-002 says the following:

"SEPTA must issue a communication clarifying expectations for transit workers regarding the 'Check and Request' practice, currently in SEPTA's Operator Rule Book, specific to the response to and recording of fare evasion. SEPTA leadership also must ensure that expectations are actively communicated to all SEPTA frontline transit workers and that SEPTA transit workers are provided the opportunity to ask questions.

SEPTA must submit a draft of the communication to FTA for review and approval, the issued communication, documentation verifying dissemination of the communication to all frontline transit workers, and the mechanism used to discuss the communication and provide transit workers with the opportunity to ask questions and have them answered"

To address this required action, SEPTA submitted an update to its fare collection policy and evidence of its distribution to operators. Per the updated policy, SEPTA operators are no longer required to request passengers to pay their fare when new, onboard automated announcements are playing to remind passengers to pay. During onsite activities in September 2024, January 2025, and March 2025, FTA verified the distribution of this updated policy and that the new, onboard automated announcements were used to replace the need for operators to directly request the fare.

In addition to these observations, FTA carefully evaluated the submitted documentation and reviewed submissions with SEPTA during biweekly meetings on SD 24-1 between August 2024 and April 2025.

FTA finds that SEPTA satisfied the requirements of required action FTA-24-1-002 and this required action may now be closed. Prior to closing Special Directive 24-1, FTA may conduct a final verification related to this required action.

## Conclusion

This required action closure represents a tremendous amount of work and FTA greatly appreciates your efforts. Please contact Francis Alomia, Special Directives Manager, by phone at (470) 859-1677 or by email at [Francis.Alomia@dot.gov](mailto:Francis.Alomia@dot.gov) with any questions.

Sincerely,



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

cc: Sarah Powell, Deputy Chief Transformation Officer – Safety Culture, SEPTA  
Brad Okoniewski, Chief Safety Officer, SEPTA  
David Hunter, Deputy Chief Safety Officer – Safety Management Systems, SEPTA  
Erik Johanson, Senior Director of Budgets & Transformation, SEPTA  
April Dorcak, Director of Regulatory Compliance, SEPTA  
Julie Bender, Director of QA/QC & Interagency Coordination, SEPTA  
Gino Benedetti, General Counsel, SEPTA  
Meredith Biggica, Deputy Secretary for Multimodal Transportation, PennDOT  
Elizabeth Bonini, Director, State Safety Oversight, PennDOT  
Terry Garcia Crews, Regional Administrator, FTA Region 3  
Tony Tarone, Deputy Regional Administrator, FTA Region 3  
David Burns, General Engineer, FTA Region 3