

FTA-24-2-002-3 Action Plan and Implementation Schedule Evaluation Matrix
Special Directive 24-2: Capacity to Ensure Safe Transit Operations

Action Plan and Implementation Schedule Evaluation Matrix: Special Directive 24 2: Capacity to Ensure Safe Transit Operations					
<p>Finding 2: SEPTA's Control Center Is Not Resourced to Meet Service Levels, Has No Dedicated Training Function, and Does Not Use Industry Standard Rules Reviews and Scenario Testing Activities</p> <p>Required Action FTA-24-2-002-3: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule to establish dedicated training resources for rail and bus transit controllers at the Control Center. SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.</p>					
Action Item Tracking No.	SEPTA Action Item	SEPTA Owner	SEPTA Deliverable	SEPTA Due Date	FTA Response
FTA-24-2-002-3-01	Develop Operations Control Center (OCC) Training Officer Job Description	Control Center	Approved Job Description	10/8/2024 (Complete)	<p>Action Items Approved</p> <p>To verify implementation, FTA will, at a minimum:</p> <ul style="list-style-type: none"> Review finalized job description. Review documentation confirming position creation request approval.
FTA-24-2-002-3-02	SEPTA Budget Approval for Three Additional OCC Positions for Dedicated Training Officers	Control Center	SEPTA Budget Approval	10/15/2024 (Complete)	<p>Action Items Approved</p> <p>To verify implementation, FTA will, at a minimum:</p> <ul style="list-style-type: none"> Review budget approval documentation, including documentation confirming positions are included in FY2026 Operating Budget.
FTA-24-2-002-3-03	Initiate and Complete Hiring Process with Human Resources and Hiring Manager	Control Center	Hire and Onboard Three New OCC Training Officers	7/31/2025	<p>Action Items Approved</p> <p>To verify implementation, FTA will, at a minimum:</p> <ul style="list-style-type: none"> Review updates on recruitment timeline and onboarding milestones provided by SEPTA to FTA as part of the regular Special Directive 24-1 and 24-2 meetings. Review updates on the finalization of SEPTA's formalized rail and bus transit controller, or Control Center Manager (CCM), training program to be implemented by the OCC Training Officers provided by

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Required Action FTA-24-2-002-3: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule to establish dedicated training resources for rail and bus transit controllers at the Control Center. SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

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					<p>SEPTA as part of the regular Special Directive 24-1 and 24-2 meetings.</p> <ul style="list-style-type: none"> • Review ad hoc updates on overall progress of hiring the OCC Training Officers as outlined in the action plan and implementation schedule and updates on the formalized CCM training program as requested by FTA or as part of on-site verification activities. • Verify completion of OCC Training Officer onboarding and implementation of CCM training program through virtual and on-site interviews with OCC personnel. • Review samples of CCM training program materials (e.g., manuals, presentations, tests/quizzes). • Review metrics, reports, or other documentation as applicable regarding the number of CCMs trained, including new-hire training and refresher training (including training scores as applicable).