

FTA-24-3-003 Action Plan and Implementation Schedule Evaluation Matrix
Special Directive 24-3: Safety Issues Contributing to Safety Events at SEPTA

Action Plan and Implementation Schedule Evaluation Matrix: Special Directive 24 3: Safety Issues Contributing to Safety Events at SEPTA					
<p>Finding 3: Training Program Does Not Ensure the Readiness of New Operators for Transit Service</p> <p>Required Action FTA-24-3-003: SEPTA must develop an action plan and an implementation schedule to address deficiencies noted by FTA. The analysis must review resources available to ensure new operators are not released into revenue service before they are ready, that they are equipped to manage the service environment, completion of all required retraining for every operator who needs it, and completion of regularly scheduled performance evaluations for each operator. 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-24-3-003-01	Hire the number of instructors (18) needed to support New Hire training activities (for operators in 0-4 year tenure) with a throughput of 60 operators/month.	Human Resources	Monthly hiring updates Documentation of hiring	12/31/25	<p>Action Items Approved</p> <p>To verify implementation, FTA will, at a minimum:</p> <ul style="list-style-type: none"> • At each Special Directive 24-3 meeting: <ul style="list-style-type: none"> ○ Review hiring updates and allocations of instructors by District and mode. ○ Review training numbers for operator training and retraining by District, including: <ul style="list-style-type: none"> ▪ Number of operators awaiting training and retraining and the reason each operator is not currently in training (e.g., lack of instructional space or equipment, lack of instructors, etc.). ▪ Number of operators in training and retraining; ▪ The certification status of each operator who has passed their New Hire training. • Interview Victory District operators on the sufficiency and availability of multimodal instruction. • Review status updates and/or lease agreements and overall sufficiency of space available for training.
FTA-24-3-003-02	SEPTA Operations, Real Estate, Training, and Finance will evaluate opportunities to increase classroom space via lease or acquisition.	Operations, Real Estate, and Finance	Status Update and/or Lease agreement	12/31/25	
FTA-24-3-003-03	SEPTA Operations, Real Estate, Training, and Finance will evaluate opportunities to increase Commercial Driver's License training/testing pad space via lease or acquisition.	Operations, Real Estate, and Finance	Status Update and/or Lease agreement	12/31/25	