

FTA-24-3-004 and FTA-24-3-005-2 Action Plan and Implementation Schedule Evaluation Matrix
Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Action Plan and Implementation Schedule Evaluation Matrix: Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Finding 4: SEPTA Does Not Conduct Regular Performance Evaluations for Transit Operators

Required Action FTA-24-3-004: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule to ensure that each bus and trolley operator regularly receives a performance evaluation focused on their ability to safely provide service. SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

Finding 5: SEPTA Does Not Provide Sufficient Support to Help New Operators Manage SEPTA's Operating Environment and Perform Duties Safely

Required Action FTA-24-3-005-2: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule for a bus operator new hire safety performance mentoring and coaching program to improve learning for all operators and focus on positive contact with new operators after onboarding. SEPTA must consider the following when developing this plan:

1. Observations from instructors and/or operations leadership and supervision in coordination with SEPTA's peer mentoring program to validate the training the employee has received and to support their comfort in their new role.
2. Expansion of the peer mentoring program to include input from Local 234 regarding the assigned peer mentors, and to provide an opportunity for the operator to meet with the peer mentor bi-weekly to cover a safety scenario or safety method and receive helpful coaching.

SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

FTA Action Item Tracking No.	SEPTA Action Item	SEPTA Owner	SEPTA Deliverable	SEPTA Due Date	FTA Response
Improvements to Operator Performance Management					
FTA-24-3-004-01	Prepare a list of current mitigations that SEPTA has implemented to address potential safety risks associated with lack of regular performance evaluations for Transit Operators while longer-term corrective actions are still in progress.	System Safety Division	List of Mitigations	2 months after FTA approval of the Action Plan	Action Items Approved To verify implementation, FTA will, at a minimum: <ul style="list-style-type: none"> • Meet with System Safety Division to review list of mitigations with SEPTA's System Safety Division • Observe implementation of mitigations during onsite visits
FTA-24-3-004-02	Explore options for digital platform to track and capture results for performance evaluations, i.e. Learning Management	Operations Administration	Validation of inclusion in LMS or alternative action for delivery	May 31, 2025	Action Items Approved To verify implementation, FTA may, at a minimum: <ul style="list-style-type: none"> • Request documentation demonstrating LMS integration planning

FTA-24-3-004 and FTA-24-3-005-2 Action Plan and Implementation Schedule Evaluation Matrix
Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Action Plan and Implementation Schedule Evaluation Matrix: Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Finding 4: SEPTA Does Not Conduct Regular Performance Evaluations for Transit Operators

Required Action FTA-24-3-004: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule to ensure that each bus and trolley operator regularly receives a performance evaluation focused on their ability to safely provide service. SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

Finding 5: SEPTA Does Not Provide Sufficient Support to Help New Operators Manage SEPTA's Operating Environment and Perform Duties Safely

Required Action FTA-24-3-005-2: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule for a bus operator new hire safety performance mentoring and coaching program to improve learning for all operators and focus on positive contact with new operators after onboarding. SEPTA must consider the following when developing this plan:

1. Observations from instructors and/or operations leadership and supervision in coordination with SEPTA's peer mentoring program to validate the training the employee has received and to support their comfort in their new role.
2. Expansion of the peer mentoring program to include input from Local 234 regarding the assigned peer mentors, and to provide an opportunity for the operator to meet with the peer mentor bi-weekly to cover a safety scenario or safety method and receive helpful coaching.

SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

FTA Action Item Tracking No.	SEPTA Action Item	SEPTA Owner	SEPTA Deliverable	SEPTA Due Date	FTA Response
	System (LMS)				<ul style="list-style-type: none"> Interview IT and Operations staff regarding system capabilities and status of LMS modification Review screenshots or access LMS test environment to confirm evaluation fields are defined
FTA-24-3-004-03	Supervisory Workforce Assessment, Phase 3, Workforce Recommendations (assessment also described in FTA-24-3-002-04)	System Safety & Operations	Supervisory Workforce Recommendations Report	16 months after FTA approval of the Action Plan for FTA-24-3-002	<p>Action Items Approved</p> <p>To verify implementation, FTA may, at a minimum:</p> <ul style="list-style-type: none"> Review the submitted Supervisory Workforce Recommendations Report for completion and relevance Confirm findings address time/staffing needs to support expanded operator evaluations

FTA-24-3-004 and FTA-24-3-005-2 Action Plan and Implementation Schedule Evaluation Matrix
Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Action Plan and Implementation Schedule Evaluation Matrix: Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Finding 4: SEPTA Does Not Conduct Regular Performance Evaluations for Transit Operators

Required Action FTA-24-3-004: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule to ensure that each bus and trolley operator regularly receives a performance evaluation focused on their ability to safely provide service. SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

Finding 5: SEPTA Does Not Provide Sufficient Support to Help New Operators Manage SEPTA's Operating Environment and Perform Duties Safely

Required Action FTA-24-3-005-2: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule for a bus operator new hire safety performance mentoring and coaching program to improve learning for all operators and focus on positive contact with new operators after onboarding. SEPTA must consider the following when developing this plan:

1. Observations from instructors and/or operations leadership and supervision in coordination with SEPTA's peer mentoring program to validate the training the employee has received and to support their comfort in their new role.
2. Expansion of the peer mentoring program to include input from Local 234 regarding the assigned peer mentors, and to provide an opportunity for the operator to meet with the peer mentor bi-weekly to cover a safety scenario or safety method and receive helpful coaching.

SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

FTA Action Item Tracking No.	SEPTA Action Item	SEPTA Owner	SEPTA Deliverable	SEPTA Due Date	FTA Response
					<ul style="list-style-type: none"> Interview HR, Operations, and Safety managers regarding alignment of report findings with implementation planning Evaluate how the report recommendations were integrated into broader staffing or supervision strategy
FTA-24-3-004-04	Develop an Operator Performance Management Program Plan.	System Safety & Operations	Operator Performance Management Implementation Plan	19 months after FTA approval of the Action Plan for FTA-24-3-002.	<p>Action Items Approved</p> <p>To verify implementation, FTA may, at a minimum:</p> <ul style="list-style-type: none"> Review the Program Plan for inclusion of timelines, evaluation frequency, forms/templates, and responsibilities Validate alignment of the Plan with the workforce recommendations from Action Item 2

FTA-24-3-004 and FTA-24-3-005-2 Action Plan and Implementation Schedule Evaluation Matrix
Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Action Plan and Implementation Schedule Evaluation Matrix: Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Finding 4: SEPTA Does Not Conduct Regular Performance Evaluations for Transit Operators

Required Action FTA-24-3-004: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule to ensure that each bus and trolley operator regularly receives a performance evaluation focused on their ability to safely provide service. SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

Finding 5: SEPTA Does Not Provide Sufficient Support to Help New Operators Manage SEPTA's Operating Environment and Perform Duties Safely

Required Action FTA-24-3-005-2: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule for a bus operator new hire safety performance mentoring and coaching program to improve learning for all operators and focus on positive contact with new operators after onboarding. SEPTA must consider the following when developing this plan:

1. Observations from instructors and/or operations leadership and supervision in coordination with SEPTA's peer mentoring program to validate the training the employee has received and to support their comfort in their new role.
2. Expansion of the peer mentoring program to include input from Local 234 regarding the assigned peer mentors, and to provide an opportunity for the operator to meet with the peer mentor bi-weekly to cover a safety scenario or safety method and receive helpful coaching.

SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

FTA Action Item Tracking No.	SEPTA Action Item	SEPTA Owner	SEPTA Deliverable	SEPTA Due Date	FTA Response
					<ul style="list-style-type: none"> Confirm rollout plan and training curriculum for supervisors conducting evaluations Conduct interviews with stakeholders (Operations, HR, Safety) about plan integration and implementation readiness
Operator Coaching and Mentoring					
FTA-24-3-005-2-01	Prepare a list of current mitigations that SEPTA has implemented to address potential safety risks associated with lack of support to help new Transit Operators manage SEPTA's operating environment and perform duties safely while longer-term	System Safety Division	List of Mitigations	2 months after FTA approval of the	<p>Action Items Approved</p> <p>To verify implementation, FTA will, at a minimum:</p> <ul style="list-style-type: none"> Meet with System Safety Division to review list of mitigations Observe implementation of mitigations during onsite visits

FTA-24-3-004 and FTA-24-3-005-2 Action Plan and Implementation Schedule Evaluation Matrix
Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Action Plan and Implementation Schedule Evaluation Matrix: Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Finding 4: SEPTA Does Not Conduct Regular Performance Evaluations for Transit Operators

Required Action FTA-24-3-004: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule to ensure that each bus and trolley operator regularly receives a performance evaluation focused on their ability to safely provide service. SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

Finding 5: SEPTA Does Not Provide Sufficient Support to Help New Operators Manage SEPTA's Operating Environment and Perform Duties Safely

Required Action FTA-24-3-005-2: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule for a bus operator new hire safety performance mentoring and coaching program to improve learning for all operators and focus on positive contact with new operators after onboarding. SEPTA must consider the following when developing this plan:

1. Observations from instructors and/or operations leadership and supervision in coordination with SEPTA's peer mentoring program to validate the training the employee has received and to support their comfort in their new role.
2. Expansion of the peer mentoring program to include input from Local 234 regarding the assigned peer mentors, and to provide an opportunity for the operator to meet with the peer mentor bi-weekly to cover a safety scenario or safety method and receive helpful coaching.

SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

FTA Action Item Tracking No.	SEPTA Action Item	SEPTA Owner	SEPTA Deliverable	SEPTA Due Date	FTA Response
	corrective actions are still in progress.				
FTA-24-3-005-2-02	SEPTA Labor submitted eligibility criteria for peer mentor program to Local 234 and seek union feedback	Labor Relations	SEPTA Management criteria for peer mentor eligibility	Completed (8/7/2024)	<p>Action Items Approved, Implementation Verification in Progress</p> <p>To verify implementation, FTA may, at a minimum:</p> <ul style="list-style-type: none"> • Confirm date of submission through email records or meeting notes • Review the actual submitted document and ensure it matches the referenced eligibility criteria • Interview Labor Relations staff on negotiation approach and feedback received • Confirm reference to criteria in Local 234 communications or responses

FTA-24-3-004 and FTA-24-3-005-2 Action Plan and Implementation Schedule Evaluation Matrix
Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Action Plan and Implementation Schedule Evaluation Matrix: Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Finding 4: SEPTA Does Not Conduct Regular Performance Evaluations for Transit Operators

Required Action FTA-24-3-004: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule to ensure that each bus and trolley operator regularly receives a performance evaluation focused on their ability to safely provide service. SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

Finding 5: SEPTA Does Not Provide Sufficient Support to Help New Operators Manage SEPTA's Operating Environment and Perform Duties Safely

Required Action FTA-24-3-005-2: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule for a bus operator new hire safety performance mentoring and coaching program to improve learning for all operators and focus on positive contact with new operators after onboarding. SEPTA must consider the following when developing this plan:

1. Observations from instructors and/or operations leadership and supervision in coordination with SEPTA's peer mentoring program to validate the training the employee has received and to support their comfort in their new role.
2. Expansion of the peer mentoring program to include input from Local 234 regarding the assigned peer mentors, and to provide an opportunity for the operator to meet with the peer mentor bi-weekly to cover a safety scenario or safety method and receive helpful coaching.

SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

FTA Action Item Tracking No.	SEPTA Action Item	SEPTA Owner	SEPTA Deliverable	SEPTA Due Date	FTA Response
FTA-24-3-005-2-03	TWU Local 234 submitted eligibility criteria for peer mentor program to SEPTA Labor	Labor Relations	Local 234 criteria for peer mentor eligibility	Completed (9/3/2024)	Action Items Approved, Implementation Verification in Progress To verify implementation, FTA, may, at a minimum: <ul style="list-style-type: none"> • Review documentation submitted by Local 234 • Confirm receipt by SEPTA Labor Relations and log any feedback or revision suggestions • Review criteria for alignment with safety performance standards and qualifications • Validate presence of union criteria in eventual Letter of Agreement
FTA-24-3-005-2-04	Finalize negotiations with TWU Local 234 to adopt mutually agreeable peer mentor	Labor Relations	Signed/Executed Letter of Agreement	November 30, 2025	Action Items Approved To verify implementation, FTA, may, at a minimum:

FTA-24-3-004 and FTA-24-3-005-2 Action Plan and Implementation Schedule Evaluation Matrix
Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Action Plan and Implementation Schedule Evaluation Matrix: Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Finding 4: SEPTA Does Not Conduct Regular Performance Evaluations for Transit Operators

Required Action FTA-24-3-004: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule to ensure that each bus and trolley operator regularly receives a performance evaluation focused on their ability to safely provide service. SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

Finding 5: SEPTA Does Not Provide Sufficient Support to Help New Operators Manage SEPTA's Operating Environment and Perform Duties Safely

Required Action FTA-24-3-005-2: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule for a bus operator new hire safety performance mentoring and coaching program to improve learning for all operators and focus on positive contact with new operators after onboarding. SEPTA must consider the following when developing this plan:

1. Observations from instructors and/or operations leadership and supervision in coordination with SEPTA's peer mentoring program to validate the training the employee has received and to support their comfort in their new role.
2. Expansion of the peer mentoring program to include input from Local 234 regarding the assigned peer mentors, and to provide an opportunity for the operator to meet with the peer mentor bi-weekly to cover a safety scenario or safety method and receive helpful coaching.

SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

FTA Action Item Tracking No.	SEPTA Action Item	SEPTA Owner	SEPTA Deliverable	SEPTA Due Date	FTA Response
	eligibility criteria				<ul style="list-style-type: none"> Review and validate signed Letter of Agreement Confirm agreement terms match prior drafts and are understood by both parties Interview union and management representatives to confirm consensus and implementation readiness
FTA-24-3-005-2-05	Expansion of Training Department support for Follow-Up Rides	Training Department	Follow-Up Ride guidance	March 31, 2025	<p>Action Items Approved To verify implementation, FTA, may, at a minimum:</p> <ul style="list-style-type: none"> Review Follow-Up Ride guidance documents (e.g., SOPs, assignment criteria) Interview instructors and Transportation Managers about implementation Observe or request examples of follow-up ride documentation (e.g., reports, forms).

FTA-24-3-004 and FTA-24-3-005-2 Action Plan and Implementation Schedule Evaluation Matrix
Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Action Plan and Implementation Schedule Evaluation Matrix: Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Finding 4: SEPTA Does Not Conduct Regular Performance Evaluations for Transit Operators

Required Action FTA-24-3-004: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule to ensure that each bus and trolley operator regularly receives a performance evaluation focused on their ability to safely provide service. SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

Finding 5: SEPTA Does Not Provide Sufficient Support to Help New Operators Manage SEPTA's Operating Environment and Perform Duties Safely

Required Action FTA-24-3-005-2: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule for a bus operator new hire safety performance mentoring and coaching program to improve learning for all operators and focus on positive contact with new operators after onboarding. SEPTA must consider the following when developing this plan:

1. Observations from instructors and/or operations leadership and supervision in coordination with SEPTA's peer mentoring program to validate the training the employee has received and to support their comfort in their new role.
2. Expansion of the peer mentoring program to include input from Local 234 regarding the assigned peer mentors, and to provide an opportunity for the operator to meet with the peer mentor bi-weekly to cover a safety scenario or safety method and receive helpful coaching.

SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

FTA Action Item Tracking No.	SEPTA Action Item	SEPTA Owner	SEPTA Deliverable	SEPTA Due Date	FTA Response
					<ul style="list-style-type: none"> Confirm operators are being selected and supported for follow-up rides based on evaluation feedback
FTA-24-3-005-2-06	Peer mentor training classes will be conducted at least annually and additional trainings as needed to ensure continuity of the program via building a more robust pipeline of peer mentors (following selection of peer mentors connected to new union agreement)	Training Department	Annual Training materials	November 30, 2025	<p>Action Items Approved To verify implementation, FTA, may, at a minimum:</p> <ul style="list-style-type: none"> Review annual training calendar and attendance logs for Peer Mentor training Confirm training materials include guidance on safety coaching, observation, and feedback Interview training instructors and peer mentors about content and effectiveness Review participant feedback from training sessions, if available

FTA-24-3-004 and FTA-24-3-005-2 Action Plan and Implementation Schedule Evaluation Matrix
Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Action Plan and Implementation Schedule Evaluation Matrix: Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Finding 4: SEPTA Does Not Conduct Regular Performance Evaluations for Transit Operators

Required Action FTA-24-3-004: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule to ensure that each bus and trolley operator regularly receives a performance evaluation focused on their ability to safely provide service. SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

Finding 5: SEPTA Does Not Provide Sufficient Support to Help New Operators Manage SEPTA's Operating Environment and Perform Duties Safely

Required Action FTA-24-3-005-2: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule for a bus operator new hire safety performance mentoring and coaching program to improve learning for all operators and focus on positive contact with new operators after onboarding. SEPTA must consider the following when developing this plan:

1. Observations from instructors and/or operations leadership and supervision in coordination with SEPTA's peer mentoring program to validate the training the employee has received and to support their comfort in their new role.
2. Expansion of the peer mentoring program to include input from Local 234 regarding the assigned peer mentors, and to provide an opportunity for the operator to meet with the peer mentor bi-weekly to cover a safety scenario or safety method and receive helpful coaching.

SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

FTA Action Item Tracking No.	SEPTA Action Item	SEPTA Owner	SEPTA Deliverable	SEPTA Due Date	FTA Response
FTA-24-3-005-2-07	Develop annual survey to provide operators an opportunity to provide feedback on their experience with training instructors and peer mentors	Transportation Management/ Training/ Human Resources	Survey Report (point-in-time results)	December 31, 2025	Action Items Approved To verify implementation, FTA, may, at a minimum: <ul style="list-style-type: none"> Review draft and final versions of the operator survey tool Confirm deployment date and method (via LMS, email, or paper) Review point-in-time survey results or raw feedback data Interview HRIS and Training Department on how results are analyzed and acted upon
FTA-24-3-005-2-08	Develop a comprehensive Peer Mentor Program Plan to include program governance, evaluation, documentation, and	Training/ Operations	Program Plan	December 31, 2025	Action Items Approved To verify implementation, FTA, may, at a minimum: <ul style="list-style-type: none"> Review the finalized Program Plan for sections on governance, roles, documentation, SOPs, and evaluation

FTA-24-3-004 and FTA-24-3-005-2 Action Plan and Implementation Schedule Evaluation Matrix
Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Action Plan and Implementation Schedule Evaluation Matrix: Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Finding 4: SEPTA Does Not Conduct Regular Performance Evaluations for Transit Operators

Required Action FTA-24-3-004: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule to ensure that each bus and trolley operator regularly receives a performance evaluation focused on their ability to safely provide service. SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

Finding 5: SEPTA Does Not Provide Sufficient Support to Help New Operators Manage SEPTA's Operating Environment and Perform Duties Safely

Required Action FTA-24-3-005-2: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule for a bus operator new hire safety performance mentoring and coaching program to improve learning for all operators and focus on positive contact with new operators after onboarding. SEPTA must consider the following when developing this plan:

1. Observations from instructors and/or operations leadership and supervision in coordination with SEPTA's peer mentoring program to validate the training the employee has received and to support their comfort in their new role.
2. Expansion of the peer mentoring program to include input from Local 234 regarding the assigned peer mentors, and to provide an opportunity for the operator to meet with the peer mentor bi-weekly to cover a safety scenario or safety method and receive helpful coaching.

SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

FTA Action Item Tracking No.	SEPTA Action Item	SEPTA Owner	SEPTA Deliverable	SEPTA Due Date	FTA Response
	standard guidance (including any SOPs and forms)				<ul style="list-style-type: none"> • Validate consistency with negotiated union agreement and earlier eligibility criteria • Confirm integration into SEPTA training materials and LMS • Interview PMs, Training Department, and supervisors to confirm rollout and adoption
FTA-24-3-005-2-09	Assess feasibility of expansion and/or replication of Victory new operator mentorship program	Training/Operations	Feasibility Assessment	December 31, 2025	<p>Action Items Approved To verify implementation, FTA, may, at a minimum:</p> <ul style="list-style-type: none"> • Review feasibility study or assessment report • Confirm involvement of Labor Relations and Local 234 in the analysis • Interview Victory District staff and program participants on program strengths and transferability

FTA-24-3-004 and FTA-24-3-005-2 Action Plan and Implementation Schedule Evaluation Matrix
Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Action Plan and Implementation Schedule Evaluation Matrix: Special Directive 24-3: Bus and Rail Transit Safety Issues Contributing to Safety Events

Finding 4: SEPTA Does Not Conduct Regular Performance Evaluations for Transit Operators

Required Action FTA-24-3-004: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule to ensure that each bus and trolley operator regularly receives a performance evaluation focused on their ability to safely provide service. SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

Finding 5: SEPTA Does Not Provide Sufficient Support to Help New Operators Manage SEPTA's Operating Environment and Perform Duties Safely

Required Action FTA-24-3-005-2: Within 120 days of issuance of this report, SEPTA must develop an action plan and implementation schedule for a bus operator new hire safety performance mentoring and coaching program to improve learning for all operators and focus on positive contact with new operators after onboarding. SEPTA must consider the following when developing this plan:

1. Observations from instructors and/or operations leadership and supervision in coordination with SEPTA's peer mentoring program to validate the training the employee has received and to support their comfort in their new role.
2. Expansion of the peer mentoring program to include input from Local 234 regarding the assigned peer mentors, and to provide an opportunity for the operator to meet with the peer mentor bi-weekly to cover a safety scenario or safety method and receive helpful coaching.

SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring.

FTA Action Item Tracking No.	SEPTA Action Item	SEPTA Owner	SEPTA Deliverable	SEPTA Due Date	FTA Response
					<ul style="list-style-type: none"> Assess SEPTA leadership's next steps based on feasibility conclusions (e.g., pilot planning, cost estimation)