



2026 FTA STATE SAFETY OVERSIGHT AND RAIL TRANSIT AGENCY SAFETY WORKSHOP

March 25–27, 2026 | Arlington, VA



Session 8

SSOR Help Desk Trends

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Cvent App Attendee Hub

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- Use the exact name and email used during registration.
- Enter code when prompted to find our workshop:
 - **EDJxSS02026RTA.**

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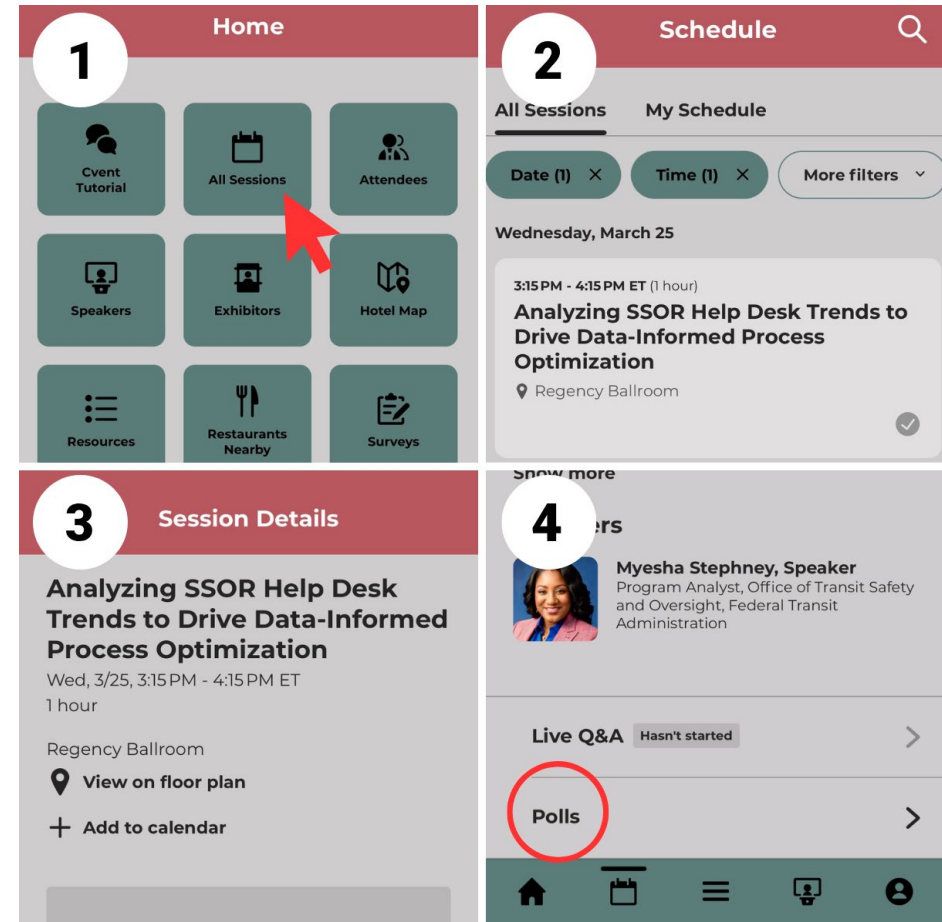


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Using Interactive Polls During the Presentation

1. From the homepage, navigate to the session by selecting “All Sessions” captured in step one.
2. In steps two and three, use the filters to find this session easily. Select “Wednesday, March 25” for the date and “Afternoon” for the time. From there, select “Analyzing SSOR Help Desk Trends to Drive Data-Informed Process Optimization.”
3. For the last step, navigate to the bottom of the page where you should see a “Polls” option towards the bottom.



Polling Question

What is the main challenge you face when completing the Annual Report?

- A. Reporting policy
- B. NTD/SSOR event integration
- C. Accessing SSOR
- D. Assistance with form completion, data entry, and locked reports
- E. SSOR training
- F. Resolving Annual Report validation issues



Agenda

1. Methodology for Identifying Today's Topics
2. Form Completion Assistance
3. National Transit Database (NTD)/SSOR Events
4. Annual Report Validation Issues
5. Feedback



Methodology for Identifying Today's Topics

Identifying Topics

Our team reviewed the following information sources to provide topics for today's presentation:

- Emails sent to SSOR Support Team during a 12-month period spanning parts of 2024 and 2025
- IT Help Desk tickets from calendar year 2024
- Validation issues from the 2024 SSOR Annual Report



Prioritizing Topics

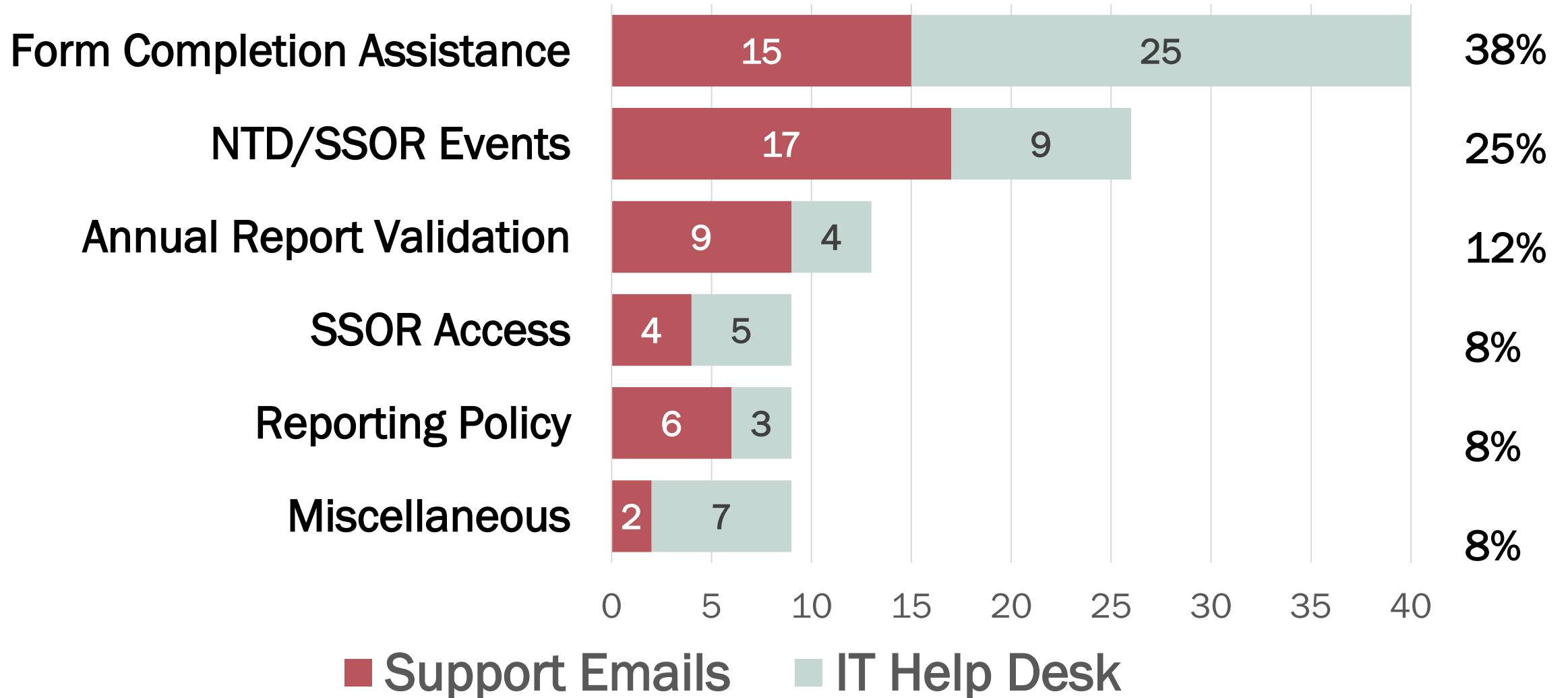
Emails and tickets were placed into one of the following categories

- Form Completion Assistance
- NTD/SSOR Events
- Annual Report Validation
- Reporting Policy
- SSOR Access
- Miscellaneous

Validation issues were categorized by

- Issue Type
- SSOR Data Element

Overview of SSOR Support and IT Requests



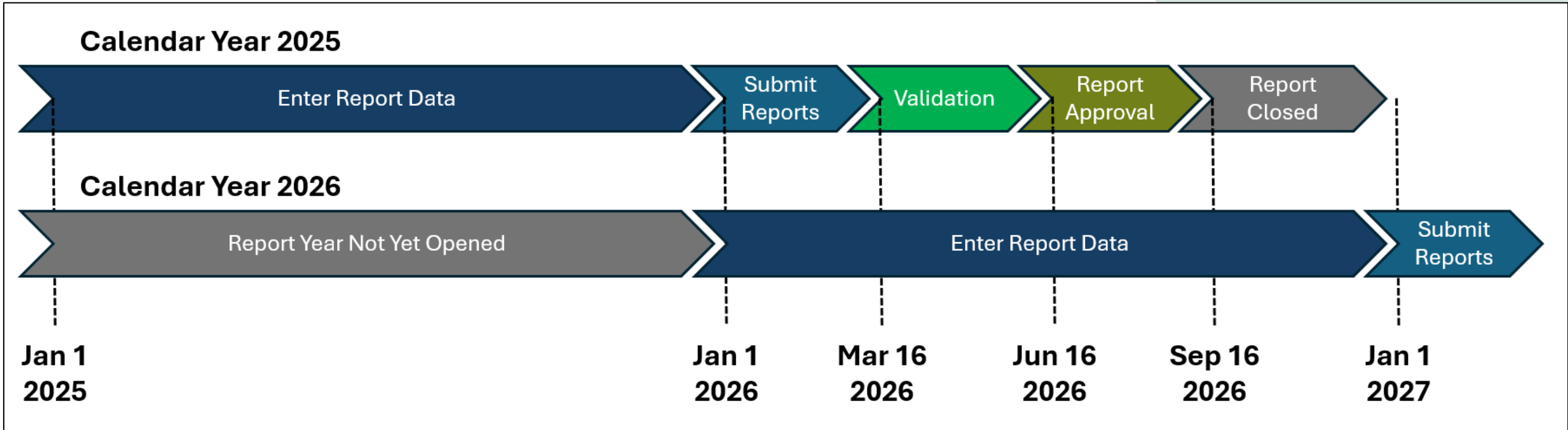
Form Completion Assistance

Form Completion Assistance: Findings

Review of emails and tickets reveal two common situations that lead to form completion assistance:

- Questions regarding how the forms work and interact with each other
- SSOAs needing to edit data in reports that are closed

SSOR Annual Reporting Cycle Overview



Scenario: Form Completion Assistance Request

- Jeff, an SSOA Program Manager, begins work on his SSOA's 2025 Annual Report
- Jeff notices the SSOA's last triennial audit ended in December 2025, but the report is not finalized
 - Jeff cannot enter the information he doesn't have yet
- When his triennial audit is finalized several months later, he can no longer edit his report in SSOR
- Jeff emails FTASSORSupport@dot.gov
- SSOR Support Team creates a validation issue giving Jeff access to the 2025 STARs page
- Jeff creates a new triennial audit entry in SSOR



SSOR Enhancements: Editing Contacts

Editing contact data across multiple years

*Do you want to save changes to
report calendar year (**2026**) as well?*

NO

YES

SSOR Enhancements: Tool Tips

SSOA Annual Reporting Status 

 Status not yet reported to the FTA

At least once a year, the SSOA reports the status of the safety of each rail fixed guideway public transportation system to the Governor, the FTA, and the board of directors, or equivalent entity, of the rail fixed guideway public transportation system.

SSOR Enhancements: Embedded Training Videos

Edit RTA > Agency Test

CANCEL

SUBMIT

 Profile Training Video

Form Completion Assistance: Polling Question

Have you used the training videos during course of annual reporting?

A. Yes

B. No



NTD/SSOR Events

Section 674.33 Notification and Investigation Thresholds

49 CFR §§ 674.33 and 674.35 establish two-hour notification and investigation thresholds for safety events

- (1) Fatality *from § 674.33(a)*
- (2) Two or more injuries
- (3) Derailment
- (4) Collision resulting in one or more injuries
- (5) Collision between two rail transit vehicles
- (6) Collision resulting in disabling damage to a rail transit vehicle
- (7) Evacuation for life safety reasons
- (8) Unintended train movement

What happens if a safety event meets one of the thresholds in § 674.33?

1. **Notification:** RTAs notify FTA and their SSOA of the event within two hours.
2. **Investigation:** SSOAs investigate (or require the investigation of) the event.
3. **FTA Event Reporting:** RTAs submit a major event report for the event in the NTD within 30 days of occurrence. *
4. **SSOA Annual Reporting:** Any event reported to the NTD that meets a threshold gets pulled into SSOR automatically for SSOAs to review. By March 15 of the following year, SSOAs add the results of the event investigation in SSOR.

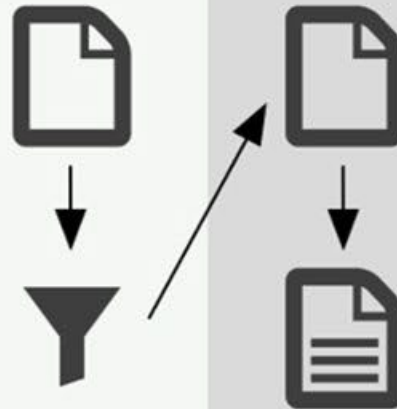
Exclusion: Notification and investigation requirements exclude criminal actions that result in fatalities or injuries, such as homicides and assaults

* *Safety Events meeting a § 674.33 threshold represent a subset of all major events that an RTA must report to the NTD. SSOR will only pull in NTD events that require investigation per §§ 674.33 and 674.35.*

NTD/SSOR Events: Data Integration

NTD Reporter: RTA

- 1 RTA submits a major event report to the NTD (within 30 days)
- 2 If the system determines a Part 674 threshold has been met, the record is immediately pulled into SSOR



SSOR Reporter: SSOA

- 3 SSOA reviews the event record in SSOR
- 4 Upon completion of the investigation, SSOA adds probable cause data and investigation report in SSOR

NTD/SSOR Events: Polling Question

What should you do if you expect an event to show up in SSOR but find it is not there?

- A. Contact the IT Help Desk
- B. Email FTASSORSupport@dot.gov
- C. Reach out to your RTA

NTD/SSOR Events: Polling Question

What should you do if you expect an event to show up in SSOR but find it is not there?

- A. Contact the IT Help Desk
- B. Email FTASSORSupport@dot.gov
- C. Reach out to your RTA**

Scenario: Discovering an Event Discrepancy

- Laura, an SSOA Program Manager, has an approved investigation report for a collision event
- Investigation records state that the collision resulted in disabling damage to the rail transit vehicle (RTV) with no fatality, injury, derailment, or evacuation
- However, *she does not see the event record in SSOR*
- Laura calls her RTA and learns:
 - The RTA did not specify in the report that the collision involved disabling damage to the rail transit vehicle
 - ***As currently reported, the event does not meet an SSO threshold***
- The RTA updates their major event report in the NTD
 - Checks the box indicating there was disabling damage to the rail transit vehicle
 - Submits the revised NTD report
- Laura logs back in to SSOR and now sees the event

Resolving Event Discrepancies in SSOR

- Neither FTA nor SSOAs can edit NTD event data
- FTA has published assistance materials that can help SSOAs understand this process
- RTAs can grant NTD Safety Viewer accounts
 - Allows an SSOA user to view safety data the RTA reports to the NTD
- For additional support regarding an event, please contact the FTA SSOR Support team at FTASSORSupport@dot.gov. Our team can investigate the issue to help you resolve the concern

Annual Report Validation Issues

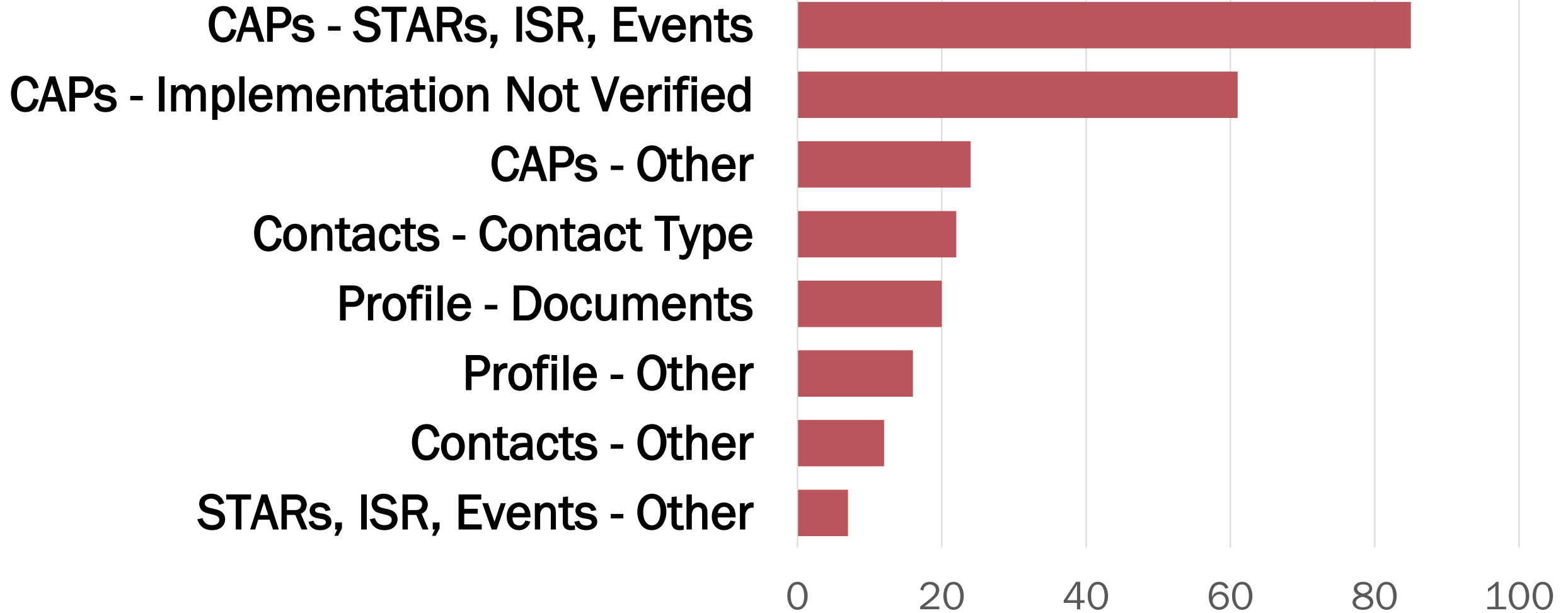
Validation Issues: Polling Question

What do you believe is the most common type of validation issue that gets flagged on Annual Reports?

- A. Wrong document uploaded
- B. Incorrect hours worked for SSOA contacts
- C. Problems with Corrective Action Plans (CAPs)
- D. Missing internal coordination frequency data




Overview of 2024 Annual Report Validation Issues




Associating CAPs with an Audit, Review, or Event

- What are the reasons Corrective Action Plans (CAPs) are missing?
 - Investigation reports indicate CAPs were created but they were not created in SSOR
 - CAPs are in SSOR but are not currently linked to the correct triennial audit, internal safety review, or event

Entering CAPs Associated with an Audit, Review, or Event

Calendar Year  2025 ▼

Currently Viewing Department of Transportation ▼  (0)

VERIFY **+ NEW CORRECTIVE ACTION PLAN**


Source Type

SSO Triennial Audit of RTA ▼

Sources

Select SSO Triennial Audit of RTAs

Corrective Action Plan Approval Date

mm/dd/yyyy 

Select Source: SSO Triennial Audit of RTA

CLOSE

Report Year

2025 ▼

SSO Triennial Audit of RTA Filters

SSO Triennial Audit of RTA

<input checked="" type="checkbox"/>	ID	Audit Type	Date Range
<input checked="" type="checkbox"/>	5781	Safety	2/3/2025 - 2/4/2025

CLOSE

Entering CAPs Associated with an Audit, Review, or Event (slide 2)

SSO Triennial Audit of RTA

ID	Agency	Audit Type	Date Range	Report	Final Report Date	Issues?	Number of Findings	Contractor Used?	Edit	View	See CAPs	Delete
5779		Safety	1/13/2025 - 1/17/2025		5/29/2025		7					

1 item

Corrective Action Plans for 5779

Corrective Action Plans
Some fields are hidden as data was not collected for them in this calendar year.

CAP ID	Plan	Status	View
No items available			

+ New Corrective Action Plan

Hide

VERIFY + CREATE STAR

STARs, Internal Safety Reviews, and Events that result in CAPs must have those CAPs linked in SSOR

Entering CAPs Associated with an Audit, Review, or Event (slide 3)

The screenshot shows a web application interface with a dark blue navigation bar at the top. The navigation bar contains four items: 'HOME' with a house icon, 'AGENCY MANAGEMENT' with a building icon, 'ANALYSIS' with a grid icon, and 'QUICK ADD' with a lightning bolt icon. The 'QUICK ADD' item is highlighted with a red rectangular border. Below the navigation bar, the main content area is titled 'Bulk CAP Import'. Under this title, there are two main sections: 'Download Template' and 'Upload CAPs Import Template'. The 'Download Template' section features a light blue button with the text 'Download CAPs Import Template' and a download icon. To the right of this button, there is explanatory text: 'Bulk CAPs Import Template' followed by 'Click the box on the left to download the template. Fill out the template with your Rail Transit Agencies' Corrective Action Plans, then upload the template below to begin the import process.' Below this text, it says 'See the instructions below for more information on how to use the template.' The 'Upload CAPs Import Template' section has a text label 'Upload CAPs Import Template' and a file upload area containing an 'UPLOAD' button and a dashed box with a cursor icon and the text 'Drop or paste fil...'. To the right of the upload area, there is text: 'Upload your completed template here. Once uploaded, you will be prompted with a verification screen to confirm you import before any CAPs are uploaded into the SSOR system.' At the bottom right of the main content area, there is a dark blue 'SUBMIT' button.

CAPs Issues Preventing Resolution Text Box

- FTA also identified situations where an agency has not reported Issues Preventing Resolution in situations where:
 - SSOAs have not yet verified implementation
 - CAPs are Open-Overdue

CAP Implementation Not Verified

> Corrective Action Plan > NEW

CANCEL SUBMIT

[CAPS Training Video](#)

Agency: [Dropdown] Agency Internal CAP Identifier: 123456712 9/150 Source Type: Other Corrective Action Plan Document: [UPLOAD] *Drop or paste file here*

Description: [Text Area] 0/2500 Other Description: Test 4/100 Status: Closed

Corrective Action Plan Approval Date: 01/01/2025

Description field is optional and not required.


Actions

#	Action	Department	Individual	Proposed Implementation Date	Actual Implementation Date	Implementation Verified?	Issues Preventing Resolution	Status	Delete
1	CAP Action 10/5000	Fleet Engineering	Maintenance	10/31/2025	07/04/2025	<input type="checkbox"/>	0/4000	Closed	✖

+ Add Action

CANCEL SUBMIT

Implementation Verified?



Corrective Action Plan Scenario

I've got a Corrective Action Plan that is overdue. What data fields do I have to fill out?

[CAPS Training Video](#)

Agency **Agency Internal CAP Identifier** 7/150 **Source Type**

Corrective Action Plan Document *Drop or paste file here*

Description 31/2500 **Sources** [n/a](#) **Status** Open - Overdue

Corrective Action Plan Approval Date

Description field is optional and not required.

Actions

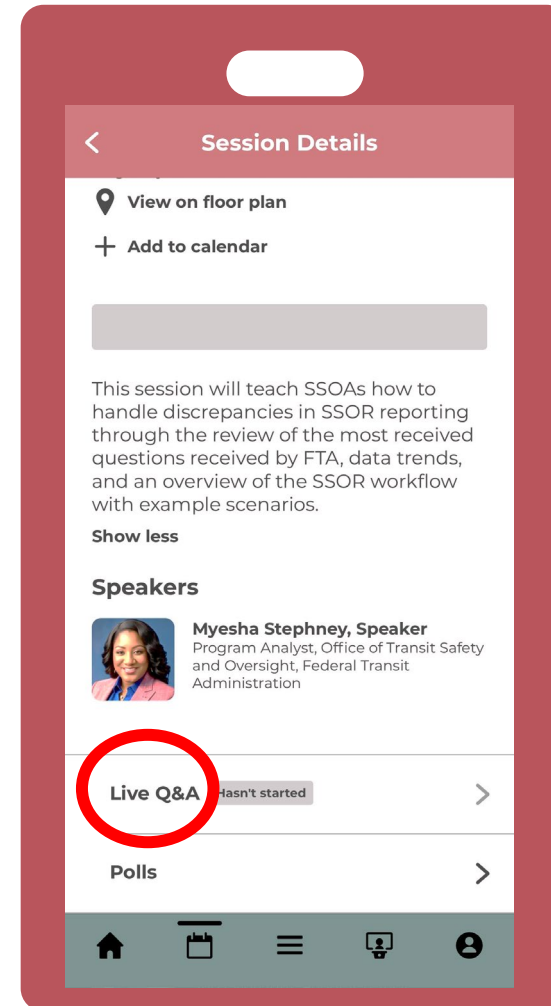
#	Action	Department	Individual	Proposed Implementation Date	Actual Implementation Date	Implementation Verified?	Issues Preventing Resolution	Status	Delete
1	Sub station # 1 signal 22/5000	Maintenance	Bob the Builder	08/01/2018	mm/dd/yyyy	<input type="checkbox"/>	0/4000	Open - Overdue	×

[+ Add Action](#)

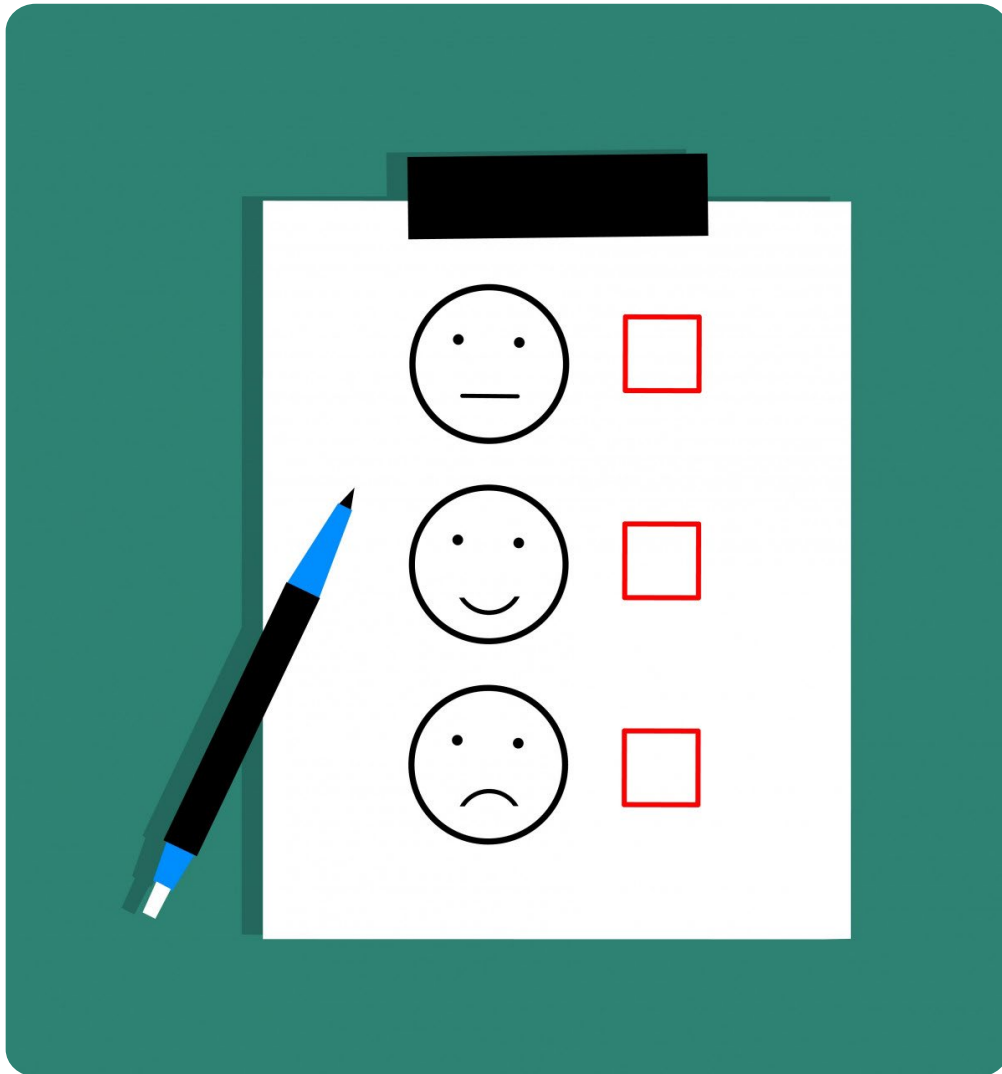
Feedback

When on “Session Details” page navigate to the bottom of the page where you should see a “Live Q&A” option towards the bottom.

**Review this screengrab to make sure you're in the right place!*



Process Improvement Feedback



- How can the SSOR team better support your daily work?
- What types of training (videos, guides, live sessions) would be most helpful?
- What are some challenges you have faced when navigating the system?
- What features or processes should definitely be maintained?
- Any additional comments or suggestions?



Contact Information

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