

FTA-24-1-003-1 Action Plan and Implementation Schedule Evaluation Matrix
Special Directive 24-1: Limited collection of information on operating conditions that lead to safety concerns for frontline workers

Action Plan and Implementation Schedule Evaluation Matrix: Special Directive 24-3: Limited collection of information on operating conditions that lead to safety concerns for frontline workers

Finding 3: Limited collection of information on operating conditions that lead to safety concerns for frontline workers.
Required Action FTA-24-1-003-1: Within 60 days of issuance of this [safety management inspection] report, SEPTA must conduct an analysis of the current process used to collect information from transit workers on assaults and safety concerns in passenger service, including use of Form 5039, calls to the Control Center, and other transit worker reporting programs. Within 30 days of FTA approval of the analysis, SEPTA must develop an action plan and implementation schedule to improve collection of this information from transit workers. SEPTA must submit the action plan and implementation schedule to FTA for review, approval, and implementation monitoring

Action Item Tracking No.	SEPTA Action Item	SEPTA Owner	SEPTA Deliverable	SEPTA Due Date	FTA Response
FTA-24-1-003-1-01	Host communications messaging workshop with key stakeholders	Communications	Presentation materials	02/28/2025	Action Item Approved To verify implementation, FTA will, at a minimum: <ul style="list-style-type: none"> Review presentation materials. Review meeting minutes and list of attendees to confirm subject matter expert involvement as described in the submitted Employee Safety Reporting Kickoff meeting materials.
FTA-24-1-003-1-02	Develop Communications Plan	Communications	Communications Plan	03/31/2025	Action Item Approved To verify implementation, FTA will, at a minimum: <ul style="list-style-type: none"> Cross-compare materials provided for Action Item 1 above with the Communications Plan to verify that results of the workshop are reflected in the Plan.
FTA-24-1-003-1-03	Roll out Communications Plan (90-day plan)	Communications	Communications Deliverables (email, posters, etc.)	06/30/2025	Action Item Approved To verify implementation, FTA will, at a minimum: <ul style="list-style-type: none"> Cross-compare the Communications Plan provided for Action Item 2 above with the materials provided for this Action Item to verify that the communications are consistent with the Plan.

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					<ul style="list-style-type: none"> Confirm distribution of deliverables to appropriate audience through onsite inspection activities.
FTA-24-1-003-1-04	Develop Training Plan	IT and Talent Development	Training Plan	03/31/2025	<p>Action Item Approved</p> <p>To verify implementation, FTA will, at a minimum:</p> <ul style="list-style-type: none"> Review Training Plan for consistency with the Employee Safety Reporting Program portal.
FTA-24-1-003-1-05	Roll out Training (triaged, phased approach for the entire organization)	IT and Talent Development	Learning Management System (LMS) and Talent Development records	12/31/2025	<p>Action Item Approved</p> <p>To verify implementation, FTA will, at a minimum:</p> <ul style="list-style-type: none"> Review SEPTA records to confirm training delivery and worker participation. Review training materials for consistency with the Employee Safety Reporting Program portal. Interview workers to confirm understanding of how to report safety concerns. Monitor and cross-compare usage of reporting programs over a to-be-determined period of time to verify the sufficiency of the training program.