

**FTA-24-2-001 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 2.1: 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-24-2-002-1: Within 60 days of issuance of this report, SEPTA must conduct a workforce assessment regarding personnel resources in the rail and bus transit OCCs required to dispatch, supervise, and ensure safety of fixed-route bus and rail transit service and submit to FTA for review and approval. Within 30 days of FTA approval of the assessment, SEPTA must develop an action plan and implementation schedule to address its findings. FTA expects that SEPTA may have to adjust service levels or engage in hiring to address the results of this assessment. SEPTA must submit this 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-24-2-002-1-01	Hire Control Center Manager – Subway/Elevated (6 positions)	Control Center; Human Resources	Evidence of hire	4/30/2025	<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 as part of the regular Special Directives 24-1 and 24-2 meeting. Review ad hoc updates on overall progress of staffing the Control Center as outlined in the action plan and implementation schedule as requested by FTA or as part of on-site verification activities.
FTA-24-2-002-1-02	Hire Control Center Manager – Light Rail (6 positions)	Control Center; Human Resources	Evidence of hire	4/30/2025	