



APTA Peer Review Program



There is a high probability that any issue or challenge your transit agency or railroad is currently facing has already been encountered by others before you. APTA's peer review program allows you to draw on experience from subject matter experts, by providing transit agencies with innovative ideas, novel approaches, feasible recommendations, and best practices from peer experts across the transit industry. A dedicated peer review panel will provide findings and recommendations to senior management of the requesting agency on a confidential basis. Through a peer review, you will be provided with:

- Clear Guidance;
- Validation of your Agency's Policies;
- Suggestions for Improvement; and
- Knowledge and Expertise from Peers Across the Transit Industry.

Peer reviews bring together a small group of experts from transit agencies and businesses to focus on a specific set of issues. A typical peer review takes about a week, with 3-5 experts coming on site (in person or virtually) to learn the specifics, interview key personnel and stakeholders, and offer recommendations. While high level and not intended to replace detailed consulting analyses, peer reviews can offer quick insights and solutions from those with experience in similar issues.

Transit agencies have requested APTA peer reviews on a broad range of issues, including:

- Bus and Rail Operations
- Bus and Rail Maintenance
- Employee and Passenger Safety
- Cyber Security Preparedness
- Capital Program Management
- Organizational Culture
- New CEO "Peer Under the Hood" Review
- Ridership Modeling/Planning
- Procurement Practices
- Implementation of New Technology
- Security and Policing
- HR, Employee Training and On-Boarding
- Readiness to Implement New Systems
- Communications and Outreach
- Finance and Audit Functions
- Recruitment & Workforce Development
- Capital Project Review
- Other

APTA peer reviews can be initiated by any transit agency or railroad member via the APTA website. The typical fee for a week-long peer review is \$25,000 plus the travel expenses (including flights, hotel rooms and meals) of the peers. APTA will help the agency to define a scope of work, identify appropriate peers, and schedule the peer review. The reviews conclude with a presentation to the agency and, if requested, a final report summarizing the findings and recommendations.

"The entire peer review process was one of the most mutually beneficial experiences I have had in my transit career."

*Joseph Maritato,
Pittsburgh Regional Transit*



To find out more,
please visit www.apta.com/peerreview