



Revitalizing BART Operations Control Center (OCC)

November 16, 2023
BART Board of Directors



OCC Today



Working Well

- Excellent operating processes & governance
- Very safe operation
- Highly-skilled workforce



Focus Areas

- **People:** Boost staffing levels to reduce OT & improve Quality of Life
- **Process:** Modernize the traditional OJT-centered training process for faster timeline and increased certification rate
- **Place:** Provide tools to mitigate the high-stress environment/workplace

Recruiting & Retention

- Recruiting and Eligibility List
 - Plenty of candidates on the list
- Hiring
 - Early hiring of high-potential candidates before they accept positions elsewhere
 - Pre-training BART immersion rotation program to accelerate trainee acclimation
- Retention
 - Incentive bonus for Trainees to complete certification
 - Incentives bonus for Existing Staff to stay in the OCC



Pilot ROC Retention/Incentive Plan

- Trainees

- Upon certification, the Rail Operations Controller Trainee will be eligible for incentive.

- Certified Controllers

- Within the calendar year, upon completion of the designated number of work hours at the control desk the respective Rails Operations Controller employee is eligible for an incentive.

Training – Capacity, Throughput, Quality



Redesign Training Structure

- Design curriculum to be efficient and effective; reduce redundant or unneeded content
- Update guidelines, syllabus, tests and implement evaluations



Support Candidate Success

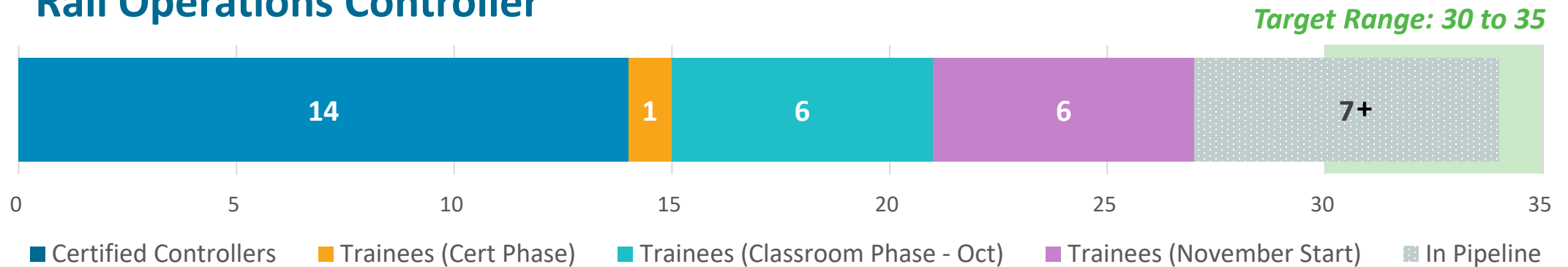
- Assess best fit candidates with an ability and skills tool
- Regular testing and check points
- More OJT instructors for personal attention

Current Rail Operations Controller (ROC) Pipeline

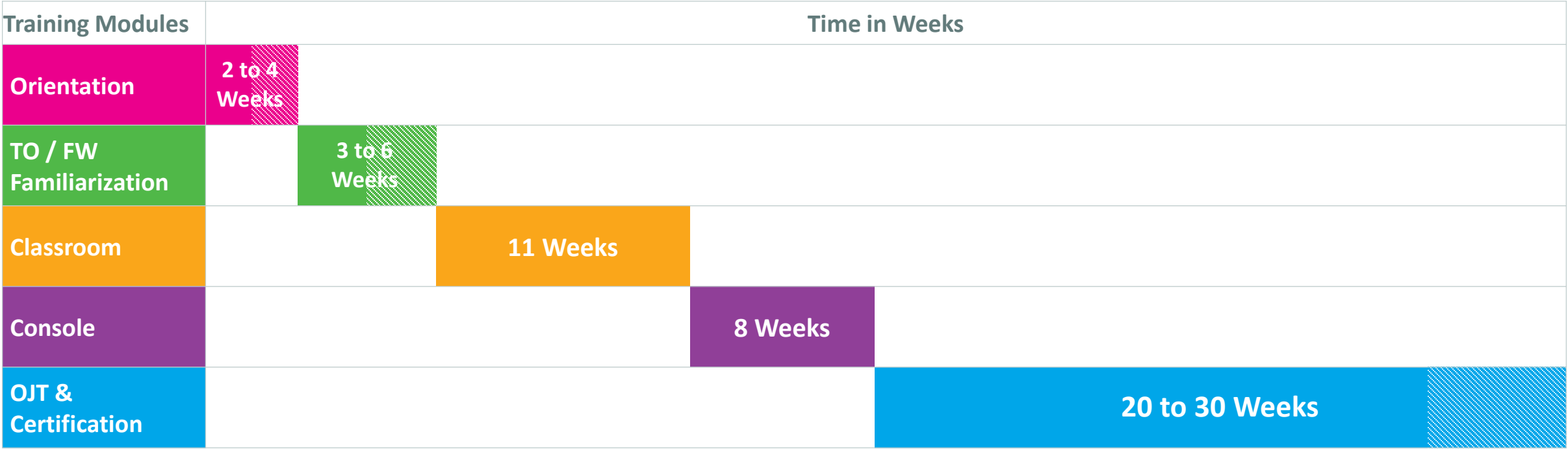
- Pipeline

- 1 ROC is currently in session – estimated certification for January 2024
- 6 internals started Oct 16th – using restructured curriculum timeline (+/- 11 mos.)
- 6 new hires starting November 27th – will begin general Operations training

Rail Operations Controller



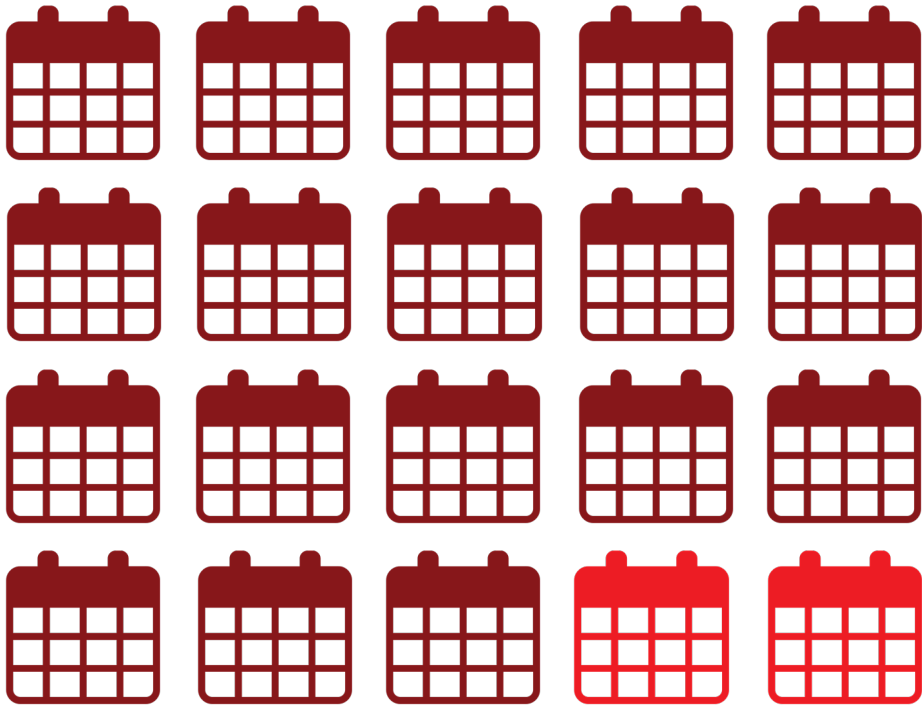
New Training Schedule – DRAFT



New Total Training Time = 44-59 Weeks

Training Time/Efficiency

Original Process is 18-20 Months

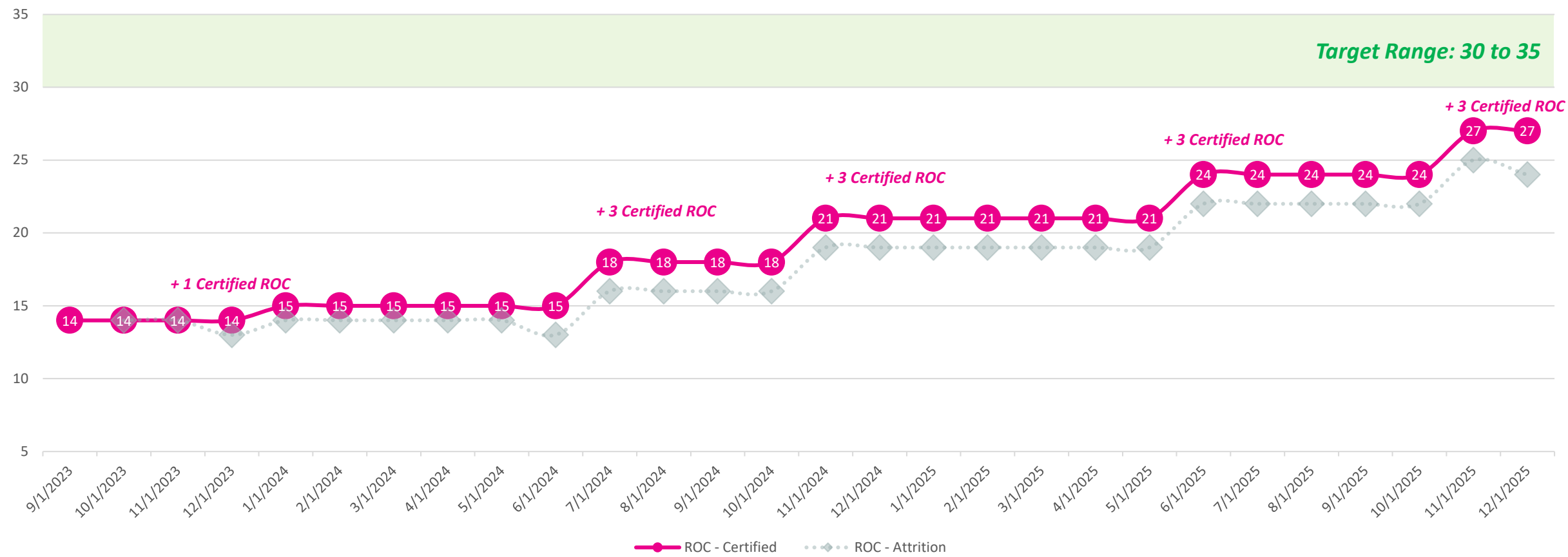


Updated Process is 11-15 Months



Updated Training Process should reduce training time by about one-fourth, from around 80 weeks to 59 weeks!

DRAFT ROC Projections



Training capacity of 3 classes of six people per year
Realistic estimate of 6-9 new certified ROC's per year



OCC Workplace that Fosters Long Term Satisfaction



Staff Engagement

- Design curriculum to be efficient and effective; reduce redundant or unneeded content
- Update guidelines, syllabus, tests and implement evaluations



Workplace Design

- New OCC in 2025
- Amenities
 - Reflection space
 - Wellness Center



Quality of Life

- Staffing levels
- Work-life balance

OCC Revitalization Summary

People

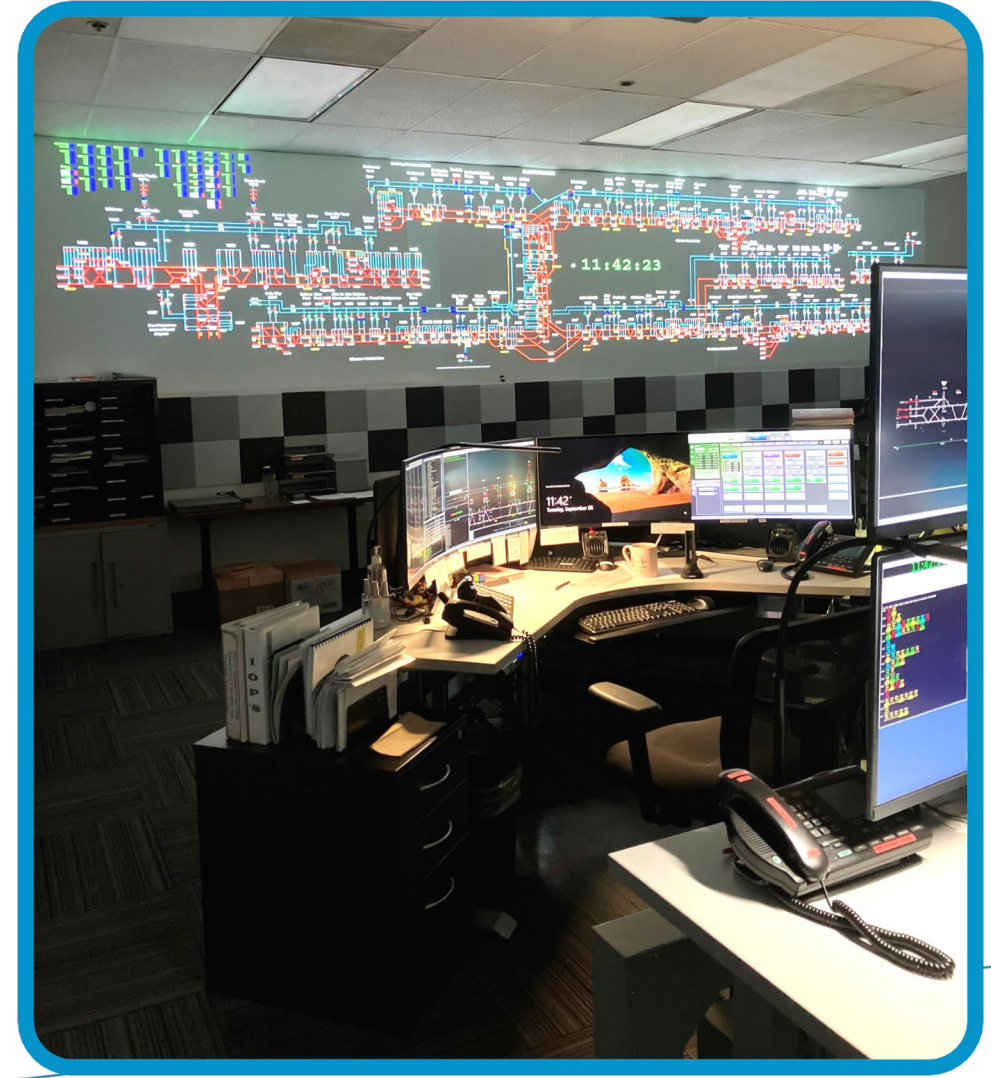
- Recruit and train to grow staffing to target levels

Process

- Redesign Training to on-board ROC's quickly without compromising safety and quality

Place

- Environment - make the OCC a desirable place to work



END

