



# Next Stop: World-Class Transit

BART Board 2020 Workshop

February 13, 2020



# “World-Class” Defined

- Organizational world-class is most simply defined as:

## Being of the Highest Caliber in the Business

- World-Class represents standard-setting excellence with respect to design, performance, quality, customer satisfaction and value when compared with all similar items from anywhere in the world.
- More specifically, world-class organizations focus on:
  - High-level customer satisfaction
  - Intense commitment to quality
  - Commitment to constant improvement
  - Attracting and retaining top talent



# BART's Focus on Customer Satisfaction

BART is Increasing Customer Satisfaction by:

- Delivering on its Quality-of-Life Initiative and Overall Rider Experience:
  - Enhancing Public Safety
  - Improving Cleanliness
  - Reducing Fare Evasion
  - Partnering with Community Advocates to Address the State of Homelessness
- Delivering Projects On-Time and On-Budget:
  - Measure RR Infrastructure Enhancements
  - Fleet of the Future Railcar Delivery
  - Core Capacity Improvements
- Exceeding Sustainability Goals
- Collaborating with Regional Leadership to Enhance Mobility (Second Crossing)



# BART's Commitment to Quality

## Priorities:

- Committed Over \$3.8M and 32 Headcount Across Organization
- RS&S ISO 9000 Certified
- M&E Planned ISO 9000 Baseline Audit
- District and Department Level Quality Plans
  - Aligns with FTA guidelines

## Opportunities:

- Expand ISO 9000 Certification
  - Operating Departments
  - All District functions
- Evaluate Centralizing Quality Program
  - To achieve Districtwide ISO 9000 certification
  - Allow for more consistent alignment and performance metrics across the organization



# BART's Emphasis on Continuous Improvement

## Priorities:

- Building a **Performance Management Framework (PMF)** to standardize District-wide performance measurement
  - Supports managerial decision-making
  - Unites data sources and augments benchmarking
- Introducing **leading and emerging practices for Continuous Improvement** to the District
  - Lean Process Improvement
  - Change Management
  - Performance Assessments

## Look Ahead:

- PMF on track for roll out in FY21; ongoing Station Operations pilot
- Ongoing improvement projects:
  - Lean Process Improvement and Change Management – Project Portfolio Management System (PPM), Station Operations
  - Performance Assessments – Accounts Payable



# BART As a World-Class Employer



BART strives to attract, engage, and retain a motivated and competent workforce to cultivate a world-class workplace.

Major commitments associated with continuous engagement include:

- External Engagement with Community Organizations for Workforce Development & Talent Pipelines
  - Cypress Mandela
  - Additional Engagement – Urban Alchemy, Mission Neighborhood
- BART's Competitive Compensation & Benefits
- Career Advancement and Training Opportunities
  - Upgrade Programs
  - Mid-Manager's Training Programs
  - GC Leadership Academy
- Recognition of Accomplishments
  - Perfect Attendance
  - Service Awards

# Creating World-Class Operations

- These four elements come together to fulfill BART's strategic mission
  - Focus on what's important to riders – Safety, Cleanliness, On-time Performance
  - Quality work to drive frequent and reliable service
  - Continuously monitor best practices to deliver a high-quality customer experience
  - Highly trained talented workforce committed to excellence, innovation, and customer safety and service



# Discussion

