

Next Stop: World-Class Transit

BART Board 2020 Workshop February 13, 2020

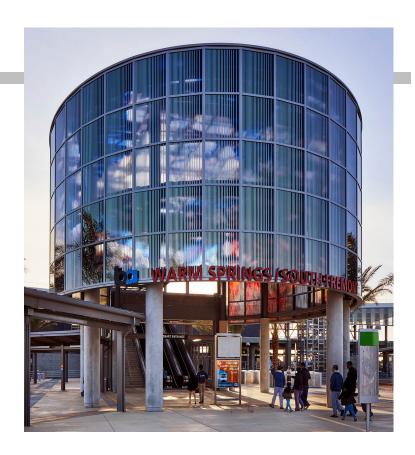


"World-Class" Defined

• 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

