Rail Operations Command Center (OCC) and Rail Training

Assessment Highlights

TriMet Board Briefing

April 27, 2016

TriMet's OCC

Assessment Goal
Refine the role of the Rail OCC and identify improvements in structure, management, procedures, response, customer service, staffing levels, rail training and technology

Assessment Approach

- **Outside Management Consultant - North Highland**
- **50 Interviews**
  - ✓ OCC staff, Field Operations, Maintenance, Safety, IT, Training, Communications, Customer Service
  - ✓ Ruby Junction, Elmonica, Operations Headquarters at Center, HSQ, and in the field
- **On-Duty with Controllers**
- **Materials Review (SOPs, data, regulations)**
- **External Perspectives**

Recommendation Highlights
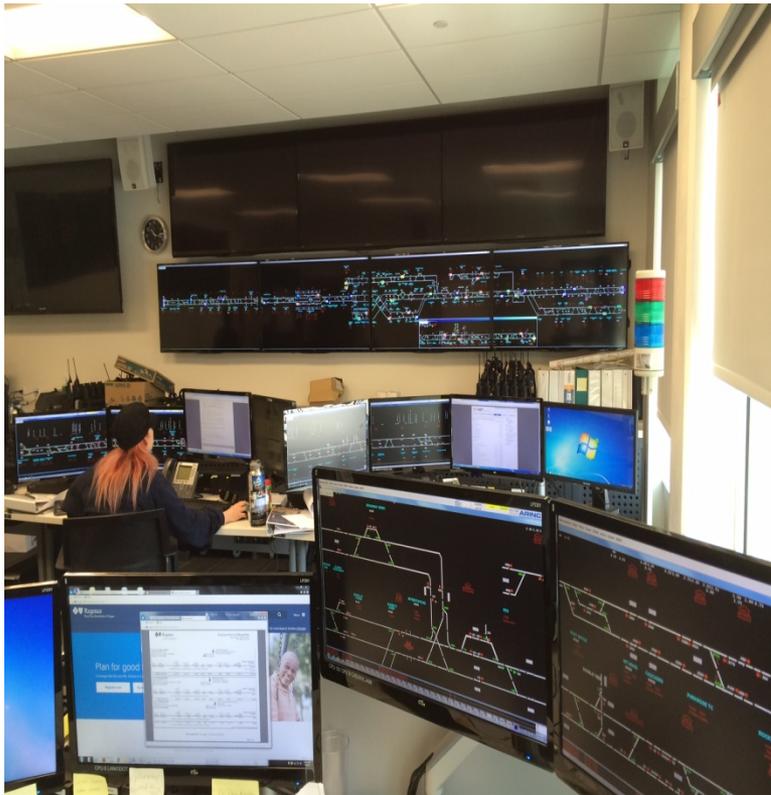
1. **Enhanced training**
2. **More management support in the OCC**
3. **Accessible and accurate information/proactive incident management planning**
4. **Leveraged field staff for incidents**

1) Controller Training and Recruiting

Recommendations

- Improve training ratios for OCC
- Create formal recurrent training program

Underway

- Increasing training
- Improving recruiting and retention strategies
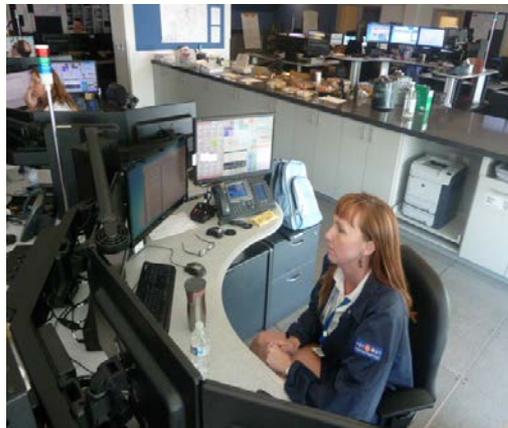
2) Roles and Responsibilities/Staffing

Recommendations

- More coverage/ management support in the OCC

- Increase efforts to be more proactive

- Develop standardized mitigation plans and conduct post incident reviews

Underway

- Increasing management coverage across all shifts

- Increasing post incident debriefs
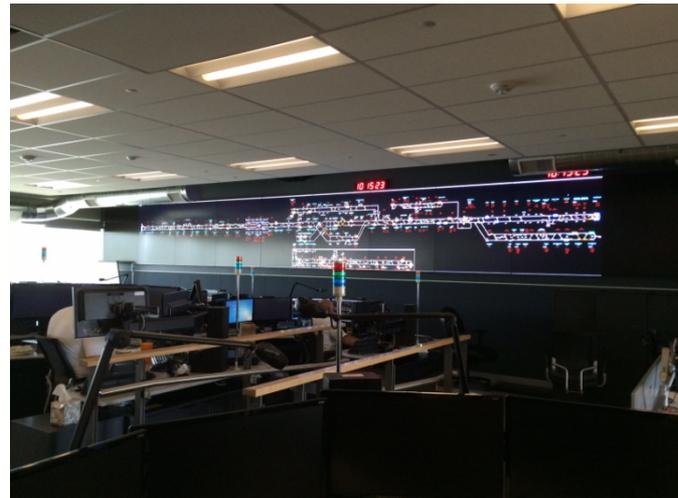
3) Information Management & Tools

Recommendations

- Improve radio system implementation on rail
- Upgrade SOPs
- Enhance user interfaces for better data management
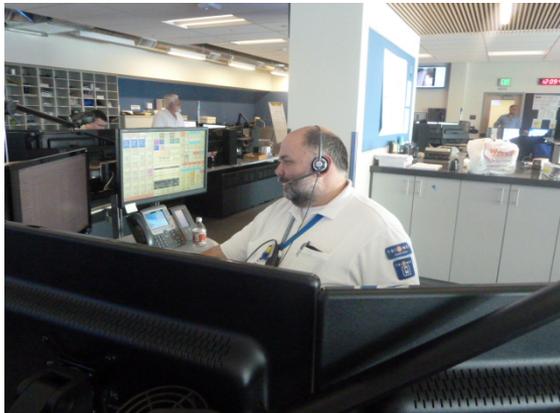
Underway

- Completing move to upgraded rail radio system
- Identifying SOPs requiring changes with input from Controllers
- Developing a format to simplify computer inputs and retrieval for Controllers

4) Field Operations/Rail Supervisors

Recommendations

- Enhance Rail Supervisor training program

- Leverage additional field resources

Underway

- Reviewing and upgrading existing Rail Supervisor training program

- Reviewing available field resources

- Developing protocols for enhanced coverage and response

Summary

- **Upgrading**
  - ➤ **Resources**
  - ➤ **SOPs**
  - ➤ **Training**
  - ➤ **Field Staff**

- **Developing specific implementation plans**

"It all comes back to customer service. If we can minimize disruptions due to scheduled work or unforeseen events and continue to improve service overall…"

Ron Hopkins
SEPTA Assistant General Manager for Operations