



RAIL OPERATIONS CONTROLLER

JC: OC190
PB: I
FLSA: Non-Exempt

BU: AFSCME
Created: January 1999
Revised: June 2020

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under direction, responsible for overseeing safe, efficient and reliable control of rail operations over the BART system by controlling, monitoring and overseeing train operators, field supervisors, maintenance personnel, contractors, special projects and special events; coordinates assigned activities with other divisions, departments and outside agencies; and performs related duties as assigned.

CLASS CHARACTERISTICS

This is a supervisor-level classification which is responsible for monitoring, supervising, and directing all aspects of the movement of District revenue and non-revenue vehicles, train operators, foreworkers and all field personnel on the main line from the Operations Control Center. Classifications at the supervisory level are responsible for providing direct supervision over operations staff and are expected to exercise considerable latitude and independent judgment in the day-to-day conduct of the work. This classification is distinguished from the Manager of Central Control in that the latter supervises all Operations Control Center activities necessary to support District scheduled, unscheduled, revenue, and non-revenue operations of an assigned shift within the Operations Control Center.

REPORTS TO

Assistant Chief Transportation Officer, Central Control or designee.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Performs a variety of duties for monitoring, analyzing, controlling and supervising the status and performance of main line rail operations; supervises train operators and field supervisors; oversees rail operations by use of computer-generated displays, display board indications, computer inputs and voice communications.
2. Monitors and interprets the train control display board, computer workstation displays and radio operations to determine the status of revenue operations, non-revenue vehicle activity, scheduled or unscheduled maintenance activities; responds with appropriate computer inputs and verbal instructions to maintain system performance and safety.
3. Supervises and coordinates on-site or and remote activities during emergency or unusual incident situations; controls isolation of the incident area from all train movement; participates in the implementation of repair activities or emergency response; ensures that vehicles, facilities, and equipment are operated safely.

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4. Coordinates activities with those of other operations and maintenance staff to minimize service interruptions; provides other District departments and divisions with technical information relating to the train control operations.
5. Performs activities while ensuring that pre-established schedules are maintained for optimal revenue service.
6. Evaluates passenger service to ensure that existing systems are functioning properly, and that District policies, procedures, rules, and regulations are being followed.
7. Participates in the implementation of emergency action plans; assists in coordinating emergency operations with field personnel, and other departments and outside agencies.
8. Coordinates work with that of other divisions and outside agencies; provides technical support to other divisions, District departments and outside agencies.
9. Conducts a variety of operational or administrative studies; assists with investigations in safety-related incidents.
10. Develops and implements delay management strategies such as single-tracking operations, turning trains, shuttle service and other service recovery techniques as required during service interruptions.
11. Coordinates with maintenance supervisors to remove transit revenue bearing vehicles from service for regularly scheduled maintenance and overhaul requirements; maintains accurate hourly and daily records and special reports of work being performed; participates in the investigation and prepares reports on emergency, unusual incidents, and passenger complaints.
12. Maintains awareness of progress on assigned construction activities to assure compliance with designated time and established standards.
13. As assigned, may train new Rail Operations Controllers and others on the established procedures for train control operations and maintenance activities.
14. Acts in a management capacity in the absence of the Manager of Central Control, supervising and directing all activities within the Operations Control Center.
15. Attends and participates in professional group meetings; stays abreast of new trend and innovations in the field of train control.
16. May assist in the development and implementation of departmental goals, objectives, policies, procedures, and work standards.

QUALIFICATIONS

Knowledge of:

- Operations, services and activities of a comprehensive rail transit operations program

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- Basic operational characteristics of rail transit vehicles and equipment
- Principles and practices of rail operations, system functions, routes, rail patterns, operating regulations and scheduling techniques
- Operational characteristics of computerized transportation systems control including Integrated Computer Systems (ICS), Automatic Train Protection (ATP), Automatic Train Operation (ATO) and Automatic Train Supervision (ATS) systems
- Principles and practices of incident/congestion management
- Methods, techniques and strategies of transportation management and radio communications
- Principles and practices of safety in transit vehicle and facility operation including, as trained, applicable federal and state safety rules related to Rapid Rail Transit Systems.
- Principles and practices of Roadway Worker Protection (RWP) required to maintain a safe work environment
- Terminology, methods, practices, and techniques used in report preparation
- Methods and techniques of determining rail vehicle status
- Current office procedures, methods, and equipment including computers
- Emergency and incident reporting requirements
- Occupational hazards and standard safety practices
- Related Federal, State and local laws, codes and regulations

Skill/Ability in:

- Learning and applying District emergency procedures
- Applying principles and practices of train control operations in assigned work
- Assessing the severity of transportation operation situations and developing appropriate action plans to resolve/restore on a temporary basis and/or to normal operations
- Identifying the source(s) of problems, dispatching appropriate resources, and managing resulting congestion utilizing automated communications, networks and systems
- Independently performing complex revenue service operations and train control work
- Coordinating train rail control operations with other divisions and field personnel
- Interpreting, analyzing, prioritizing, and explaining District policies and procedures
- Making critical decisions with potential for significant impact on public safety
- Evaluating train operation problems and recommending action
- Analyzing technical problems, evaluating alternatives, and recommending solutions
- Preparing clear, concise, and complete reports and other written materials
- Working independently in the absence of supervision
- Understanding and following oral and written instructions
- Communicating clearly and concisely, both orally and in writing
- Establishing and maintaining effective working relationships with those contacted in the course of work including District officials, outside agencies, and the public

MINIMUM QUALIFICATIONS:

Education

Possession of a high school diploma, GED, or recognized equivalent.

Experience

Five (5) years of (full-time equivalent) verifiable rapid rail transit operations, large scale operations, or

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emergency management experience which included the extensive use of protocols, practices and formalized issuance of instructions.

Substitution

List any substitution patterns (i.e., experience for education, etc.)

Other Requirements

Ability to work off-hours shifts, weekends and holidays, and be subject to overtime.

Must maintain all required levels of District operating certifications, such as Rail Operations Controller, Train Operator and Power Support certifications.

Training in National Incident Management System (NIMS) and Emergency Operations Center (EOC).

WORKING CONDITIONS

Environmental Conditions

Office environment; field and industrial environment; exposure to electrical energy; heat; cold; computer screens; noise, dust, grease, smoke, fumes, gases; work on slippery or uneven surfaces.

Physical Conditions

May require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time. Must have normal hearing and adequate color vision to distinguish train control system audio communication devices and video display indications respectively.

BART EEO-1 Job Group: 1000 – Supervisors/Transportation
Census Code: 9000 – Supervisors of Transportation/Material Moving Workers
Safety Sensitive: Yes