

OCC AND TRAINING

ENSURING ACCESSIBILITY SYSTEM-WIDE

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Operations Control Center

OVERVIEW

- Three Operations training schools (Instructors)
 - Bus Training School (33)
 - Heavy Rail Training School (17)
 - Light Rail Training School (19)
- Primary roles
 - Train new hire and current employees on Authority rules, policy and procedures
 - Enforce Authority rules, policy procedures
 - First responders to accidents and incidents
- Classroom & on the road instruction

PARTNERING WITH SWA SINCE 2008

- Original Bus Operations Recertification Training
- Motorpersons Recertification
- Customer Service Agent Recertification
- Security & Emergency Awareness Preparedness Training
- Refreshed Training for New Operators & Motorpersons

RECENT HIGHLIGHTS

- Training for Bus Operators on Pilot Automated Securement System
- Fully Refreshed Training for New Bus Operators
 - February 2021
- New & Expanded Training for New Subway Motorpersons
 - June 2021
- Created based on feedback from riders and focus groups with Operators
 - First-present rider perspectives baked into training



RECENT HIGHLIGHTS

- Worked with SWA, Security & Emergency Management, Bus Operations and Massot Aeronautics to develop a bus emergency evacuation training video
- Focused on evacuation passengers with disabilities



UNDER
DEVELOPMENT

A hand-drawn illustration of a blue marker with a red eraser tip. The marker is positioned as if it has just finished writing the words "UNDER DEVELOPMENT" on a white surface. The word "UNDER" is written in red, and "DEVELOPMENT" is written in blue. The blue marker is positioned at the end of the word "DEVELOPMENT", with its tip touching the final letter.

FOR RELEASE IN 2022

- Bus Operator Recertification
 - 3.5 Hours dedicated to SWA Issues including Hands on refresher of properly securing wheeled mobility devices.
- Subway Training SWA Recertification program
- TSA Mandated Safety and Security Training
 - All front-line employees
 - Emergency evacuation of passengers with disabilities
 - Hands on Portion