

# Rail Operations Supervisory Development Program

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2010 RAIL CONFERENCE



**RAIL OPERATIONS  
SUPERVISORY  
DEVELOPMENTAL  
PROGRAM**



# “Why have a Supervisor Development Program”



Succession planning is often thought of as having application only in family owned businesses or in large corporations.

Too many times organizations fail to take into consideration or recognize the need to develop their personnel to assure a continuous pool of qualified people.

This program is intended to train and develop people, ensuring qualified personnel are available to move into key supervisory and management positions when current supervisors or Managers retire and/or move on.

The Supervisor Development Program is an aggressive training program designed to provide extensive first line supervisory training.



# Rail Operations Supervisory Development Program

## “A Rail Operators Succession to Supervision”

- Provides the opportunity for rail operators to self nominate for participation in the program annually.
- Currently, vacant or new supervisor positions are filled through the standard selection process, without any real opportunity for advance training or preparation.



# Rail Operators Supervision Program

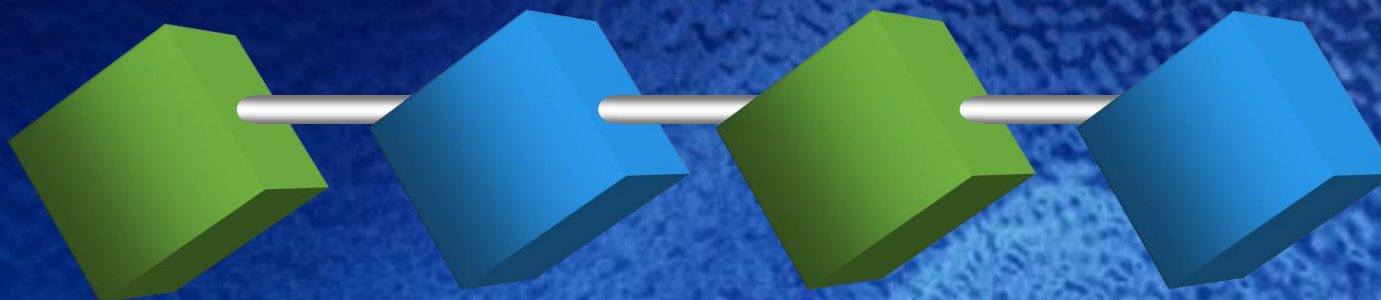
**18-week  
Training  
Program**

**Administrative  
Technical  
Interpersonal  
Operations**

**Assigned  
mentor  
to monitor  
progress and  
provide  
support  
as needed.**



# Compensation



**No additional compensation during training**

**.50 cents per hour on-going pay adjustment on completion of program**

**Supervisor pay while working supervisory shifts**

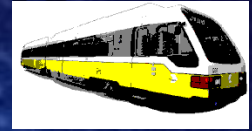


# Target Personnel

- Rail Operators
- Associates Degree preferred
- Three (3) years progressively responsible experience to include a minimum of 1-year Light Rail Operations experience and two (2) years customer service experience.
- Must currently be on active status as a Light Rail Operator.
- Must successfully pass comprehensive testing with a minimum score of 85% to enter program.
- No more than one (1) lose-out within the previous twelve (12) months.
- No more than three (3) charged occurrences or seven (7) accumulative days of unexcused absences within the previous twelve (12) months.
- Genuine interest in advancing Personal/Professional development
- Self motivated with a positive attitude.



# Rail Supervisory Development Program Description



Training Program is estimated at 18 weeks







# Program Evaluation Strategy

- Weekly Evaluations / Supervisors
- Weekly Evaluations / Trainee's
- Bi-Monthly Mentor Meetings
- Management Evaluation / Mentor / End of Program



# The Rail Operations Supervisory Development Program is designed to:

- Greatly enhance the quality and readiness of candidates for supervisor positions.
- Encourage operators to improve their overall performance in order to qualify for the program in the future.
- Provide operators and management with an opportunity to assess the employee's interest and readiness for supervision prior to making a long-term commitment.
- Help new supervisors get prepared for an increasingly challenging environment.



# Success Measures

**86% of program participants have received promotions in supervision**

**Employee feedback has been very positive**