



Operations Control Center Technical Forum

Tuesday, July 1, 2025

11:40m – 12:50pm

APTA Rail Conference

Marriott Marquis, San Francisco, CA

Foothill G (Second Floor)

(Reminder to confirm room location when you are onsite as rooms may change)

AGENDA

Officers: Chair - Jacob Rooney, Metro Transit; Vice Chair - Deepika Gangwani; Secretary - Will Steep

APTA Staff Advisor: Bryan Sooter

1. Welcome

Jacob Rooney, Metro Transit

- Welcome & Opening Remarks

2. Panel Discussion: Customer communication and infield response during service disruptions

Moderator: Deepika Gangwani – Manager, Corporate Deliverables, TTC

Deepika Gangwani is the Manager of Corporate Deliverables at the Toronto Transit Commission (TTC), with 13 years of public sector experience, including 9 years in public transportation. A recent graduate of the APTA Emerging Leaders Program, Deepika has held diverse roles at the TTC, from frontline customer service and administrative positions to data analyst and management roles. She serves as Vice Chair of the APTA Operations Technical Forum Committee and participates in the WTS Mentorship Program. Deepika is a dedicated volunteer, Toronto Police Auxiliary Constable, and sits on the Centennial College Alumni Association Board as Director at Large. In her role, she leads emergency preparedness tabletop exercises and supports frontline transit operations, proudly using the TTC system for her daily commute.

Panelist: Asiann Chan-Velasco, Assistant Chief Transportation Officer, BART

Asiann Chan-Velasco serves as Assistant Chief Transportation Officer at Bay Area Rapid Transit (BART), where she oversees rail operations system-wide with a strong focus on centralized command and real-time decision-making through the Operations Control Center (OCC). She leads teams responsible for train movement coordination, incident response, and service restoration.

With over 25 years of experience at BART, she brings deep expertise in OCC functions, workforce coordination, and strategic service delivery. She has been integral to the



development and implementation of OCC protocols, controller training programs, and operational strategies during major system expansions.

She is also a core contributor to BART's transition to Communications-Based Train Control (CBTC), working to align legacy operations with emerging technologies and OCC modernization efforts. Her leadership supports the integration of advanced train control systems into daily operations, enhancing service reliability, safety, and real-time responsiveness.

Panelist: Roy Aguilera, Senior Vice President MICC, WMATA

Roy Aguilera leads the operations of WMATA's Metro Integrated Command and Communications Center, integrating rail, bus, communications, video, fire, police and maintenance operations to provide a unified response and timely communication to internal and external stakeholders. He focuses on continuous improvement efforts to support Metro's Strategic Transformation Plan, emphasizing service excellence and the development of talented teams. Aguilera has over 40 years of transit experience. He spent over nine years as chief transportation officer at Bay Area Rapid Transit and nearly eight years as assistant chief transportation officer, overseeing BART's Operations Control Center. He currently serves as chair of the APTA Operating Practices Working Group and is a graduate of the APTA Leadership Class of 2011. Aguilera joined Metro in April 2023 to lead the stand-up of the MICC, serving as its first senior vice president.

Panelist: Tom Calandrella – Vice President & Chief Officer, Service Delivery, NYCT

Thomas Calandrella is a lifelong New Yorker and the third generation in his family to work for New York City Transit. After acquiring a BA in Business Administration from St. John's University, Thomas began his transportation career at the Hudson-Bergen Light Rail, where he participated in the test and commissioning of the first Design–Build–Operate–Maintain (DBOM) mass transit project in North America.

In 2001 Thomas joined MTA New York City Transit, where he has held a series of Project Management and Operating roles, including Chief Officer of the Operations Control Center, and presently Vice President & Chief Officer, Service Delivery. He has led the Department of Subways test and commissioning efforts for the Rail Control Center, ATS-A, and NYCT's CBTC program.

3. Adjourn