

# TCRP Transit Training Scoping Study and Survey

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# Background

- Metrics/ROI/Benchmarking Working Group of Blue Ribbon Panel
- Research Objectives
  1. Survey of existing **resources, practices and metrics** of transit workforce development programs
  2. Provide survey questions and results as an agency **self assessment tool**

# Subjects

- Existing investment/resources for training/education programs
- Features of existing programs
- Outcomes/Metrics of existing programs
- Innovative methods to address workforce development challenges



# Target

- **Modes**

Bus                      Commuter Rail  
Heavy Rail              Light Rail

- **Contacts**

Agency Survey:

APTA HR Committee Members

Other HR and Training Personnel

Union Survey:

Union Officials



# Timeline

Finalized survey design & technology

Distributed survey & followed up

Final report to industry

Oct      Nov      Dec 09      Jan 10      Feb      Mar      Apr      May      June      July

Piloted survey w/agencies & unions; Continued to collect contact

Ongoing follow-up, data collection and analysis; Official survey deadline extended to April 30

Confidential feedback reports to agencies

# Responses

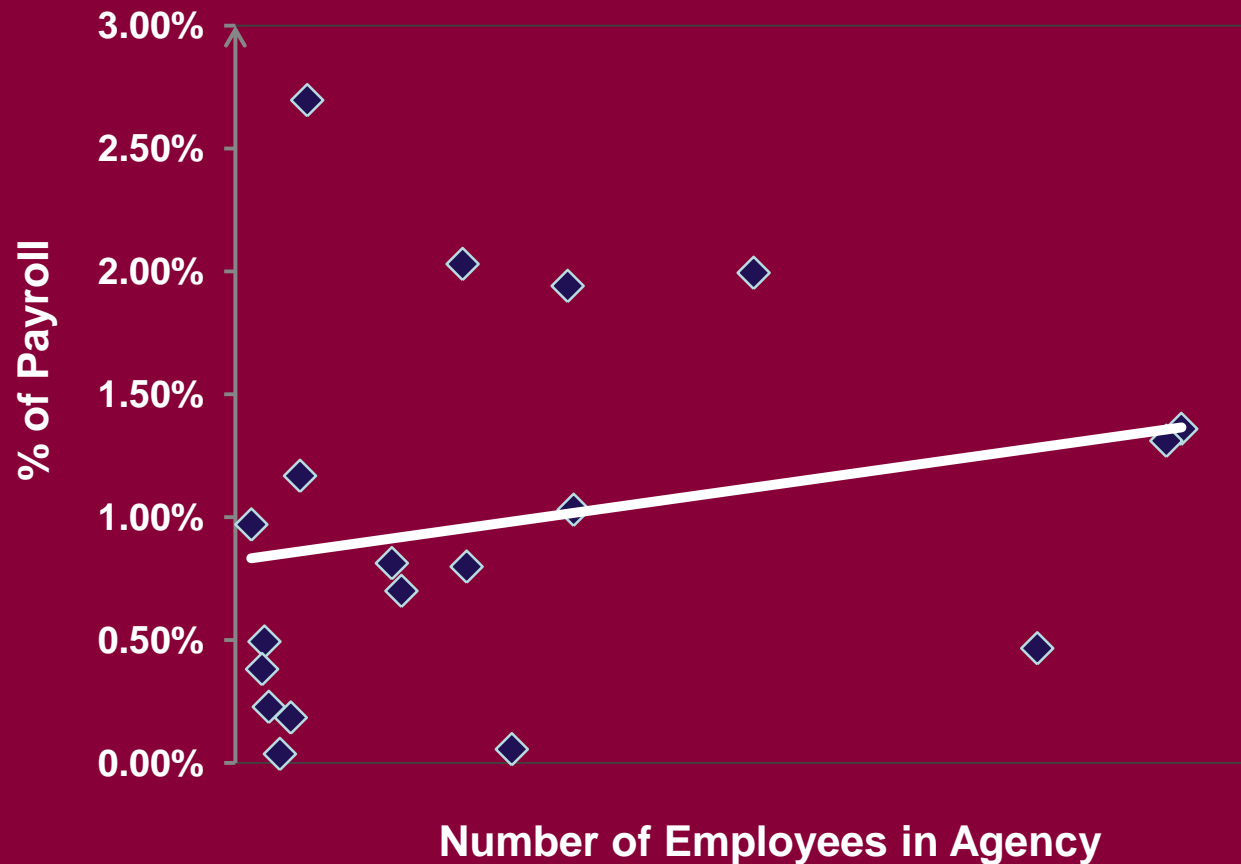
- Agency Survey sent to 207 agencies, 26 responded and 6 pending
- Agencies responding represent 55.4% of the transit workforce
- Union Survey sent to over 200 local unions, 66 responded

# Self-selection Bias

- Voluntary participation from agencies
- Agencies that responded tend to have better training than those who didn't
- Data correction to be conducted

# Preliminary Findings (1)

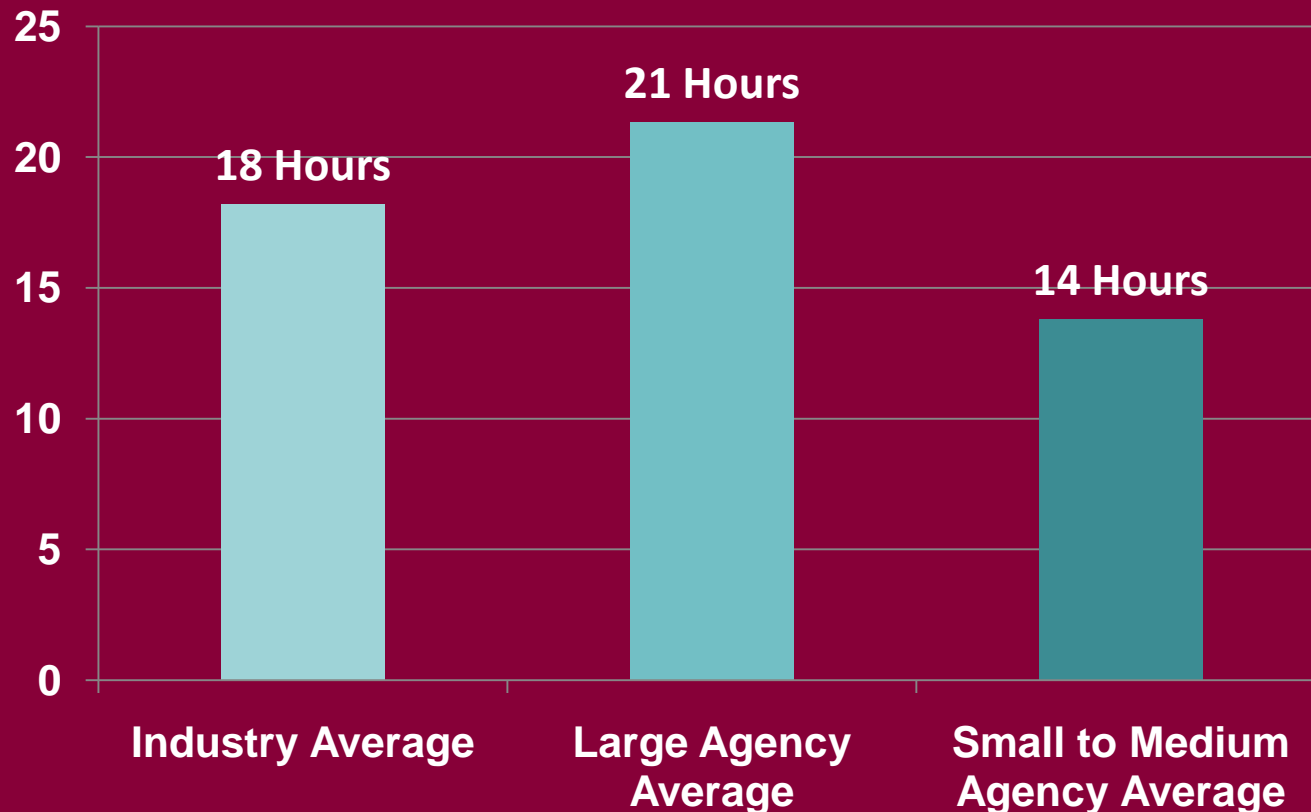
## Low Levels of Investment in Transit Training, High Variability Across Locations





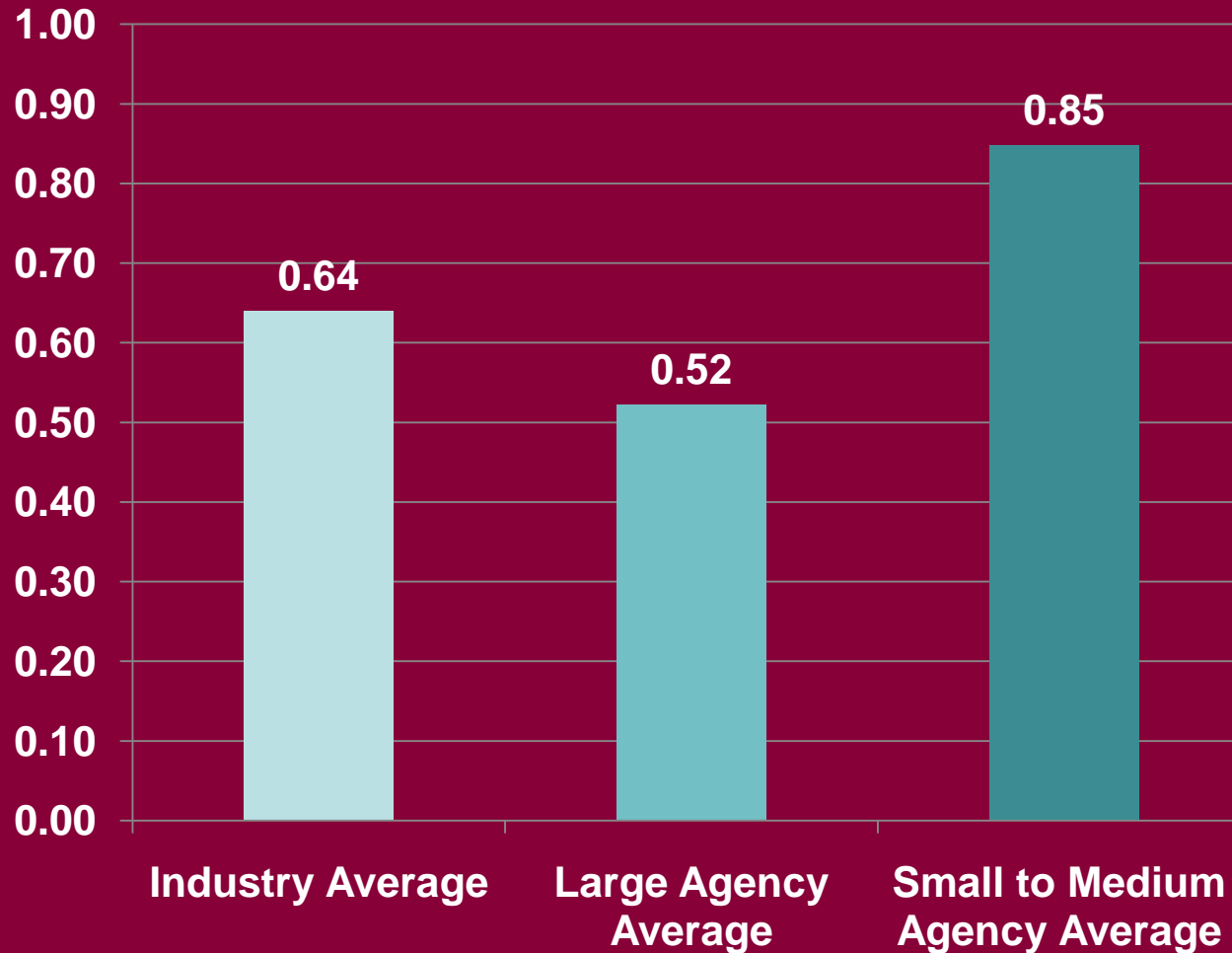
# Preliminary Findings (2)

## Agency Annual Training Hours per Employee



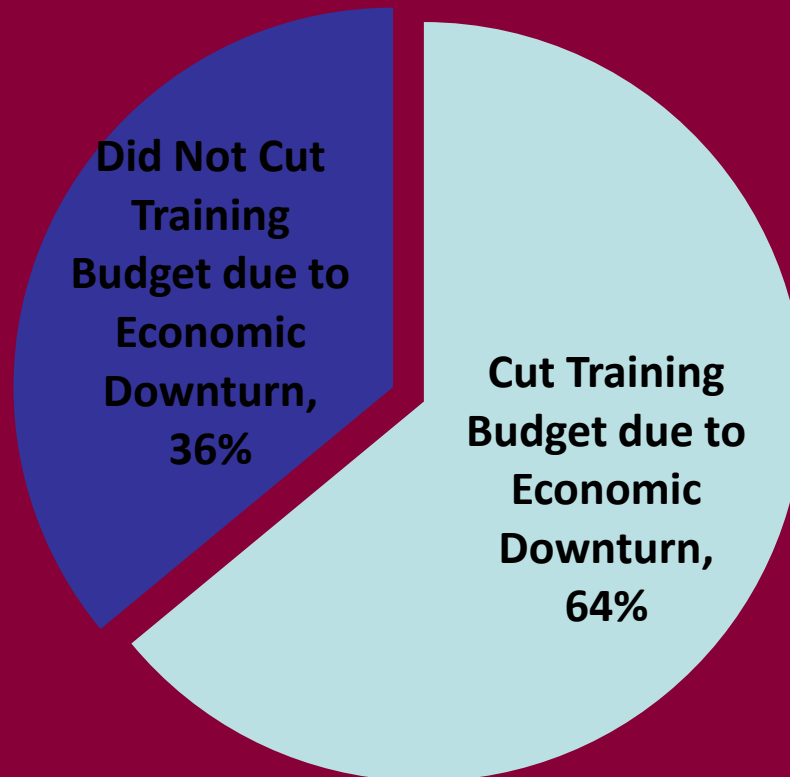
# Preliminary Findings (3)

## Number of Classes per Employee



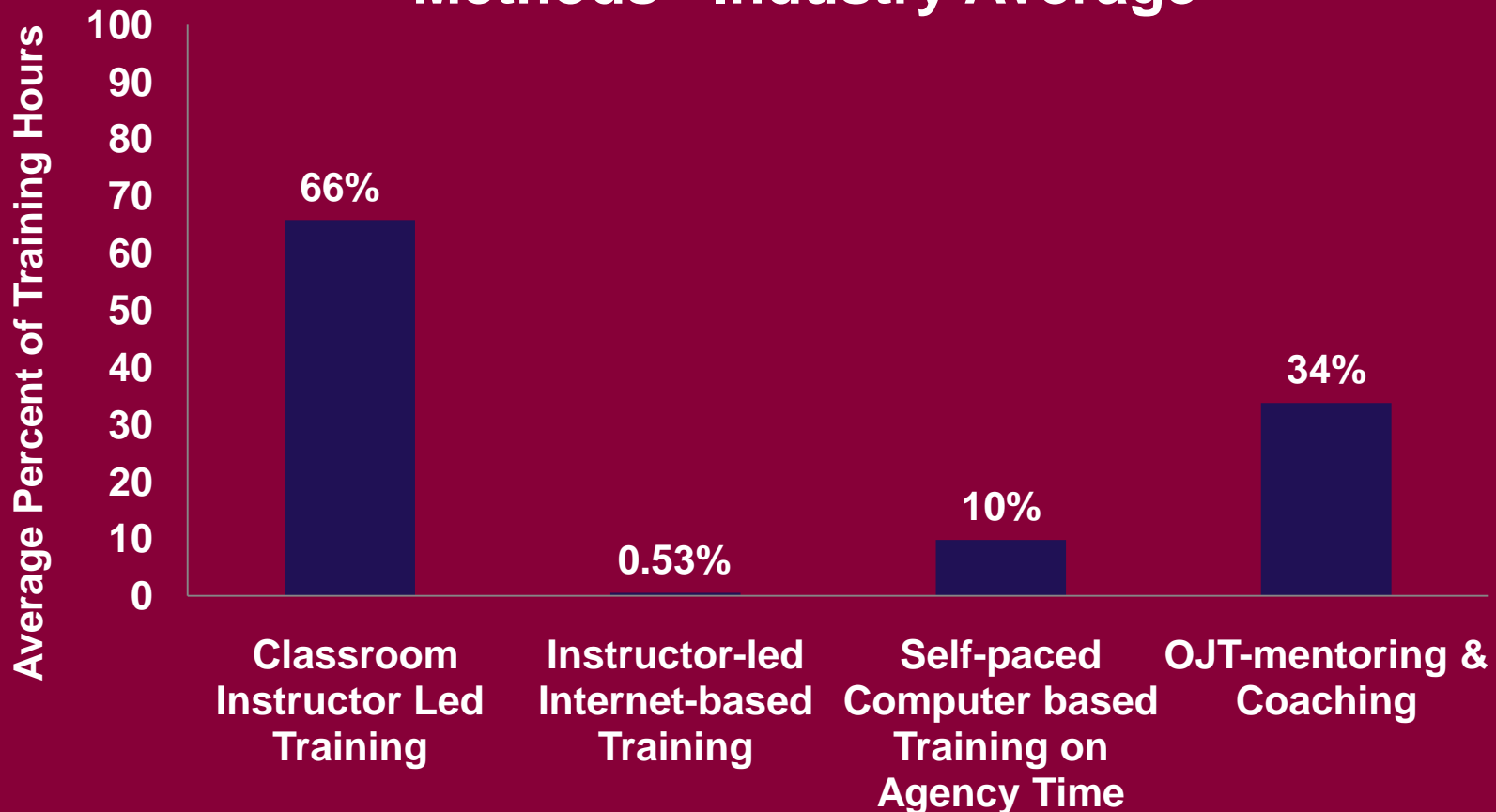
# Preliminary Findings (4)

## Impact of Economic Downturn on Agency Training Budget



# Preliminary Findings (5)

## Average % of Training Hours by Training Methods - Industry Average



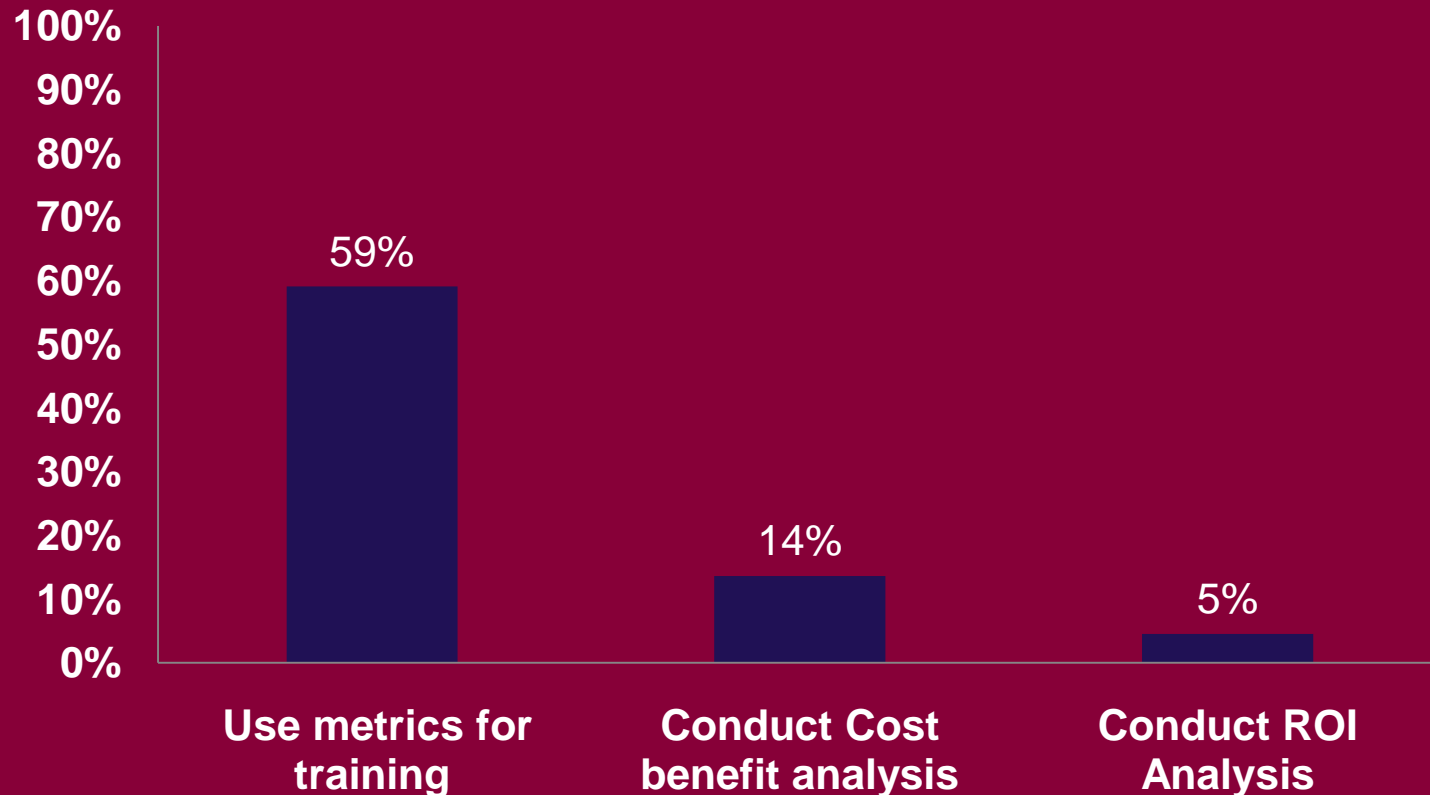
# Preliminary Findings (6)

## Ranking of Transit Departments by Impact of Retirement

| Past 5 Years              | Future 5 Years            |
|---------------------------|---------------------------|
| 1. Facilities Maintenance | 1. Vehicle Maintenance    |
| 2. General Admin          | 2. Facilities Maintenance |
| 3. Vehicle Operations     | 3. General Admin          |
| 4. Vehicle Maintenance    | 4. Vehicle Operations     |

# Preliminary Findings (7)

## Percent of Agencies Using Metrics for Training



# Preliminary Findings (8)

## Examples of Metrics used for Training

| HR                            | Operations/Maintenance                                |
|-------------------------------|---|
| Trainee Reaction              | MDBF  |
| Qualifications/Certifications | Safety Accidents<br>(Preventable and Non-preventable) |
| Operator Turnover             | Repeat Failures/Defects                               |
| Absenteeism                   | Customer<br>Feedback/Complaints                       |

# Questions?

**Contact the Transportation  
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