

# The Power of Peers

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# Value of APTA Peer Review

- Why engage APTA for a review?
- OC Transpo's Story
- What's in it for me?

# OC Transpo - Before



# After



# How Did We Get There?

- State of training at OC prior to APTA review
- Our roadmap – APTA Peer Review
- Team of respected, experienced transit professionals reviewed our training program
- Interviewed staff across the spectrum
- Asked the right questions
- Provided constructive and honest feedback and recommendations based on extensive experience

# Asked the right questions

- Are training plans current?
- Are training programs aligned with current organizational changes?
- Is there operational waste or duplication in training programs?
- Are instructor skills and performance consistent?
- Are teaching materials properly aligned for consistency and performance?
- Is training adapted to current practice for adult learning?
- Is there consistent evaluation of training programs and training personnel?
- Is the current training program responsive to innovation?

# Recommendations

- Curriculum focus
- Staff training program
- Focus on adult learning
- Needs assessments
- Planning
- Alignment of skills and role for efficiencies
- Adequate staffing
- Evaluation
- Innovation

# Results

- A roadmap for training with specific recommendations tailored to our situation
- Enhanced reputation both internally and externally
- Instructional team who are proud to be part of Transit Training
- Professionalism
- A network of professionals across North America
- Fast track to change



# Reviewing a Program

- Brought my own experience as a recipient
- Opportunity to work with experienced professionals
- Brought my own experience ( 25 years in adult education)
- Understood challenges of host property's training team
- Able to share resources with host property
- Bring bird's eye view and objectivity
- Three heads are better than one!

# Conclusion

