

The Gap Between Technology and Technicians

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Key Presentation Take-Aways



The present reality



The performance results



The practical remedy

The Present Reality

- TCRP Report 29 – The Knowledge Gap
- Technology has outpaced technicians
 - Electronic engine controls, emissions systems, ADA requirements, transmissions, hybrid systems, cameras, CAD/AVL, electric engine cooling fans, fareboxes, AC systems, multiplex, CNG, destination signs, fire suppression, etc.
- Technicians must know micro-electronics
- Laptops are now a required tool

The Performance Results

- Repeat failures
- Increased service interruptions
- Increased maintenance costs
- Reduced customer satisfaction
- Low employee morale
- Mediocre employee performance

The Practical Remedy

- Become a learning organization
- Develop a highly skilled workforce
- Make maintenance training a priority
- Seek candidates with technology skills
- Commit funding to maintenance training
- Seek funding from alternative sources
- Don't forget about the supervisory staff

Summary

- Awarded Innovative Workforce Grant
 - SORTA will train 100 technicians on hybrid transmissions at a cost of \$206,000
- Metro is making headway
 - 2013 goal: 4,300 miles between mechanical service interruptions
 - 2013 YTD: 5,975 miles between mechanical service interruptions



Questions & Discussion

