

Metro Transit – Light Rail

MTTLRT Internship Program & Light Rail Training Division Improvement

APTA Conference

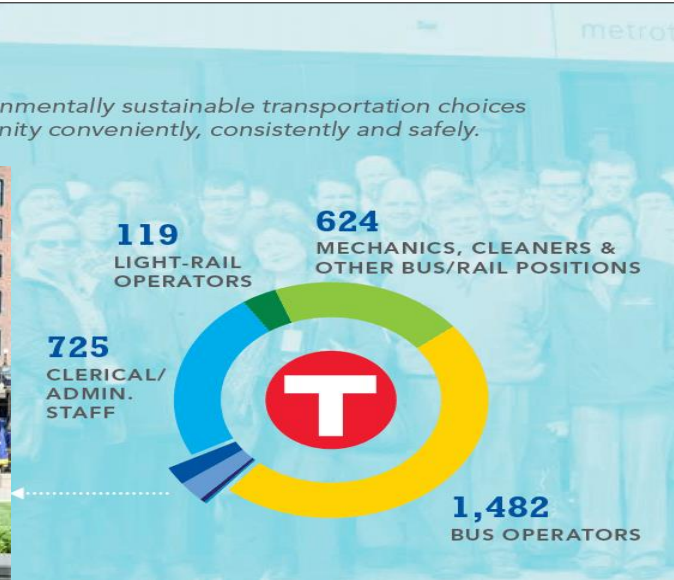
June, 2018



Metro Transit

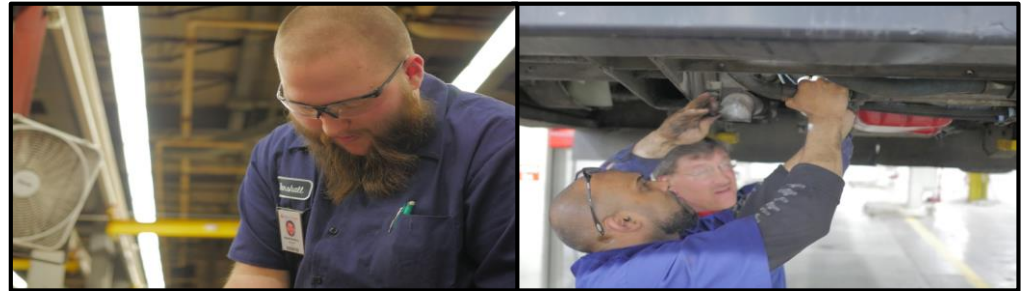
OUR PEOPLE

We at Metro Transit deliver environmentally sustainable transportation choices that link people, jobs and community conveniently, consistently and safely.



Workforce Challenges

- 271 Mechanics Positions
- 10% Mechanic Vacancy
- 55% Mechanics over 50 years of age
- 80+ Mechanic Positions needed by 2022



Metro Transit Technician Program

Creates a pipeline from area communities to build diverse Metro Transit Mechanic workforce of the future

- **External applicants only**
- Partnership with community agencies
- Aptitude and academic testing
- No prior mechanical experience required
- Income qualification



Metro Transit Technician Program

- **Strategic partners**
 - Twin Cities Rise! (TCR!)
 - Successful Metro area workforce readiness program.
 - Hennepin Technical College
 - Develop and deliver customized introductory course
- **Transit Team**

Bus and Rail Maintenance, Training Department, Office of Equal Opportunity, ATU 1005, Human Resources, Office of General Counsel, Workforce Development



Hennepin Technical College™



Metro Transit Technician Program

	Phase I	Phase II	Phase III	Phase IV
Program Phase	Outreach & Assessment	Participant Readiness	Customized Training & Internship	Degree Program & Internship
Time Period	3 Months	6 Months	5 Months	2 Years
	400	40	20	20

Outreach & Assessment

- Multi-tactic strategy:
 - Transit Open house events at various garages
 - Recruitment events at community centers
 - Current Operators serve as recruiters
- Selection criteria:
 - Reading and spatial awareness testing



Participant Readiness

Prepare participants for a successful internship and rigors of 2 yr. degree program

- Community Partner - Twin Cities Rise!
 - Personal Empowerment
 - Life Coaching and navigational support
- Academic tutoring
 - Prepares participants for Accuplacer exam.



Custom Training & Internship

Introduce mechanical concepts through customized course as well as provide on the job experience through a paid internship.

- Hennepin Technical College delivers electrical training course
- Bus Maintenance Training delivers Bus / Rail specific mechanical concepts
- 15 hrs. per week paid internship shadowing current Technicians \$15.50 / hr.



Degree Program & Internship

Participants attend school fulltime and work fulltime, second or third shift, while completing their 2 year degree.

- Transit pays for first year of schooling
- Continuous performance reporting provided by academic partner and community base partner
- Rail degree is first in country Light Rail Technician degree
- Interns earn 70% union scale, above \$20 per hour
- Hired as fulltime Technicians upon graduation



Metro Transit Technician Program

- Cohort 1
2016 Bus Technicians – 14 Participants
- Cohort 2
2017 Rail Technicians – 7 Participants
- Cohort 3
2018 Bus Technicians – 19 Participants



Metro Transit Technician Program – Lessons Learned

- Improved Assessment and Mechanical Aptitude Assessment
- Consider current education level, financial barriers (defaulted loans), interest in becoming a Mechanic

Metro Transit Technician Program – Lessons Learned

- Signed expectation of employment
- ‘At Will’ and ATU Rep
- Significantly more time in the Program Design
- In House Program Administration; Trained Mentors
- Incentivize the Mentorship aspect



Metro Transit – Light Rail

Training Division Improvements

- Creating a Training Division
 - Systems: Track, Traction Power, Signals, COMM
 - LRV Maintenance
 - Operations
 - Rail Control Center

Metro Transit Training Division

- New Learning Management System, 2018
- Paperless Environment – 2020
- Increased Technology Utilization
 - Mobile Lab, Tablets, Simulators 2019, 2020
- Established Record Management System
 - Living and Archived

Metro Transit Training Division

- New Employee Training Program Consistency
- Relief Instructor Program Creation
 - All areas; Modeled after Operations Relief Instructor program
 - Professionally developed ATU Instructors, paid a wage differential to complete classroom and field Instruction
 - Creates opportunity for career track

Thank you!

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