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Transit Industry Training Needs Assessment

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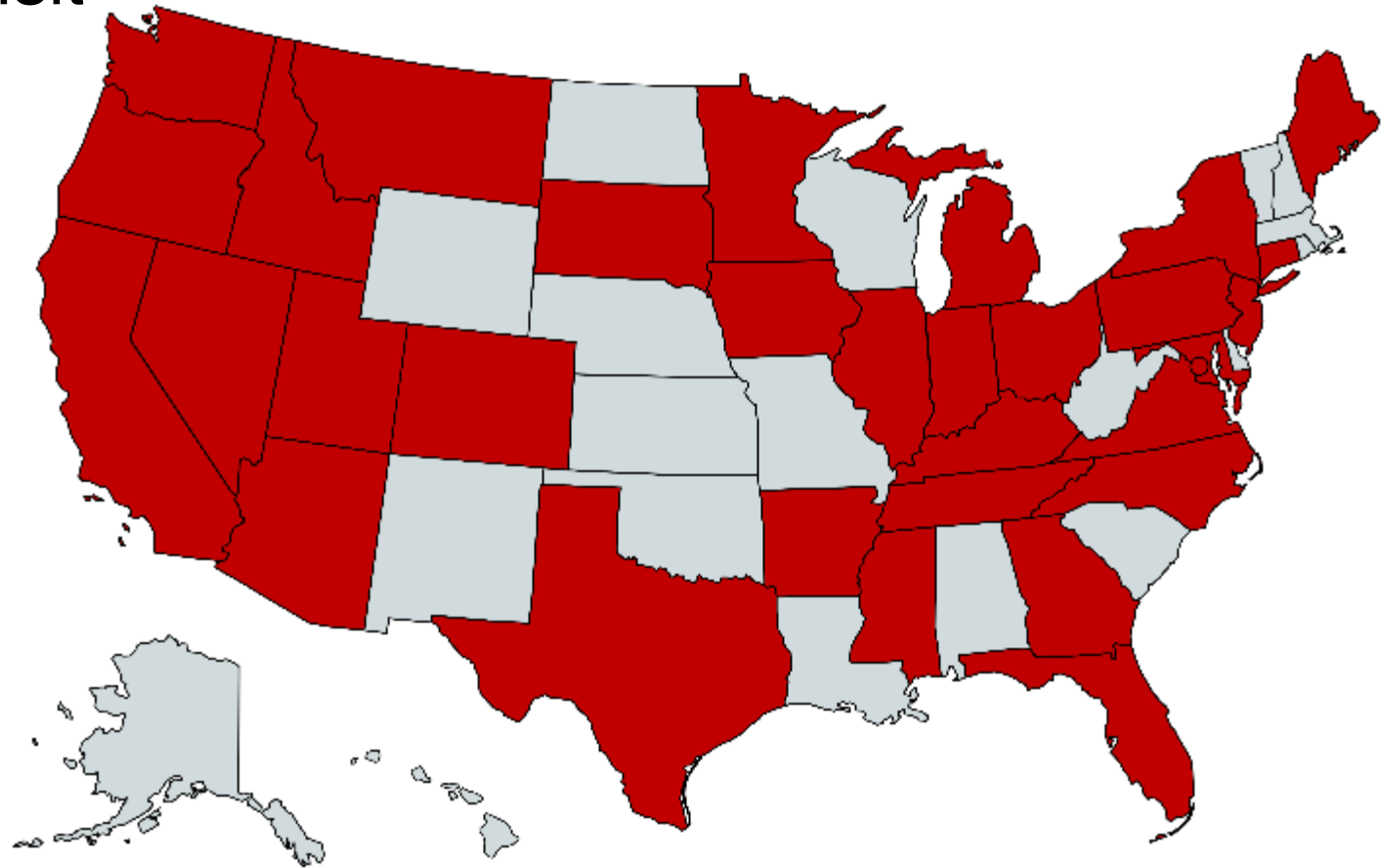
Study objective

- Identify and assess the **current and future training needs** of the transit industry
- Within this scope, examine issues of **employee retention and recruitment**

Study is part of NTI's larger scope of work to satisfy training needs for the transit industry

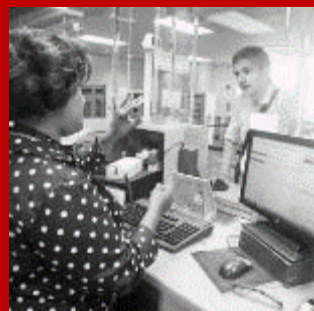
Focus Groups

- Sessions for bus / paratransit and rail professionals
- 71 participants;
66 organizations;
33 states
- Wide variety of agencies & roles



Challenges

**SOFT
SKILLS
GAP**



**HARD
SKILLS
GAP**

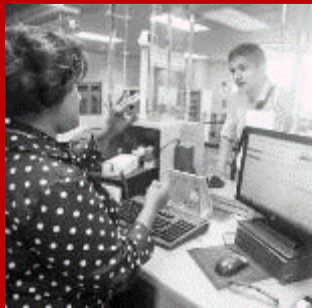


**INSTITUTIONAL
CONSTRAINTS**



Challenges

SOFT SKILLS GAP



Communication and customer service skills

- Needed for bus operators

Punctuality and professionalism

- Basic employee skills lacking

Challenges

HARD SKILLS GAP



Required skills are increasingly technical

- Bus as “mobile data transmission platform”
- The farebox

Skill deficit in highly technical rail positions

- Signal Engineer, Signal Inspector, Track Engineer, Train Control Engineer, Traction Power Engineer, Road Communication

Challenges

INSTITUTIONAL CONSTRAINTS



Mainly affect retention and hiring

- Salaries not always competitive
- Benefits are good
- Transit jobs are 24/7
- Front-line jobs can be stressful
- Poor image of public sector jobs
 - Transit careers largely invisible to students and job seekers
 - Some jobs seen as transitory, not careers

Implications for training

**FORM
PARTNERSHIPS**

**INCREASE
ON-THE-JOB
TRAINING**

**SUPPORT
SUCCESSFUL
IN-HOUSE
PROGRAMS**

**EXPAND
APPRENTICE
OPPORTUNITIES**

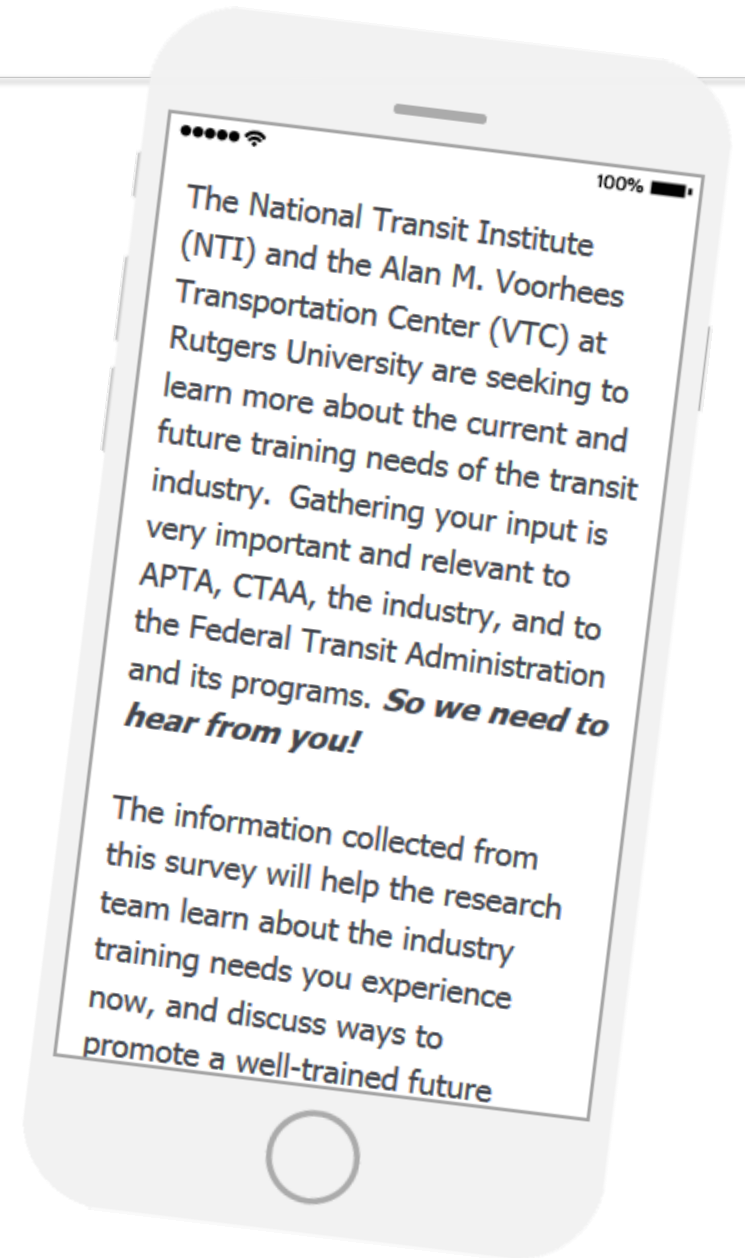
**INCREASE
AWARENESS
OF CAREER
OPPORTUNITIES**

**EMPHASIZE
CAREER
TRACKS,
BENEFITS &
STABILITY**

**SUPPORT
“NEW TECH”
TRAINING**

Next steps

- Key informant interviews (ongoing)
 - National survey (in development)
 - Case studies of best practices
- Resulting in actionable recommendations to benefit transit industry



**PLEASE FILL OUT THE CARD
THAT IS ON YOUR CHAIR
AND RETURN IT TO PAUL OR ME**

For more information

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<http://vtc.rutgers.edu/transit-industry-training-needs-assessment/>