



APTA Human Resources Committee 2014 Webinar Series

Implementing Transit's New National Frameworks for Training Front Line Technicians

**Wednesday, May 21, 2014
2:00 – 3:30 p.m. Eastern Time**

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This session is being recorded and will be made available to APTA members on the APTA web site.**



Session Moderator



Mr. Brian J. Turner, Ph.D.
Executive Director
Transportation Learning Center
Silver Spring, MD

2014 Webinar Series



- **TCRP Report 162: Building a Sustainable Workforce in the Public Transportation Industry - A Systems Approach – Completed**
- **Developing Mentorship Programs: Successful models and pilots – March 19 - Completed**
- **FMLA- Understanding the Law; Light Duty Assignments & Worker Compensation – Completed**
- **Implementing New National Training Frameworks for Frontline Technicians– May 21**

2014 Webinar Series



- **Student Internships – Programs, Benefits, Outcomes – *Proposed, Date TBA***
- **Safety Practices for Transit Agency Employees – September 17**
- **Developing Front-Line Workers - The industry's Backbone – November 19**
- **Affordable Care Act: Early Lessons Learned – December 17**

Implementing Transit's New National Framework for Training Frontline Technicians



- **Local implementations**
- **Rail Car Qualification system (TCRP E-7)**
- **Standards-based training systems**
- **Leverage these new resources**
- **Cost effective route to quality training**

Fellow Panel Presenters



Mr. Kerry Kopp
Rail Training Manager
Sacramento Regional
Transit District
Sacramento, CA



Mr. George F. Fields
Director, Training &
Employee
Development
Greater Cleveland
Regional Transit
Authority
Cleveland, OH



What to Expect ...

- **Webinar Presentation**
- **Discussions and Audience Q&A**
- **Wrap up**



Asking audience questions

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Meeting the Challenge of Transit's 80 Percent: Training Frontline Workers

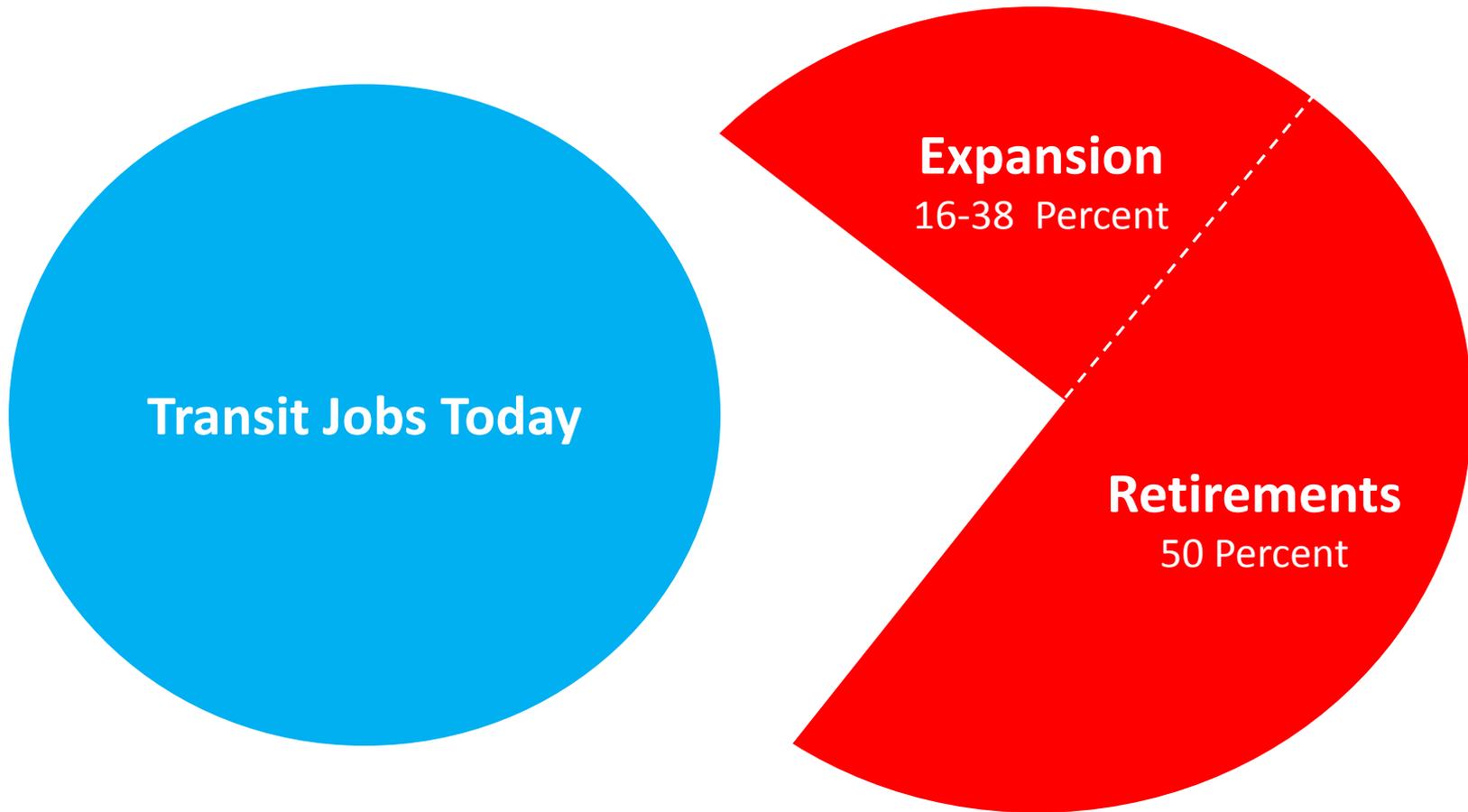
Standards-Based Training Systems, Career Ladders and Career Pathways

George Fields, Greater Cleveland RTA

Kerry Kopp, Sacramento RTD

Brian J. Turner, Transportation Learning Center

The Challenge: **TRANSIT'S HUGE TRAINING NEEDS:**
Up to 88 Percent of Today's Transit Workforce
Will Have to Be Hired and Trained in the Next 10 Years



Source: TLC based on data from US DOT, US DOL

SOLUTION:

**Locally Implementing Industry-Wide Standards
For Transit Training Systems**

**. . . Is the high quality, cost-effective solution that transit is
creating**

SOLUTION: A Standards-Based Industry Training System

Step 1. Industry-wide Training Standards

**40+ Agencies and Local Unions Worked Together
To Create Training Standards for Frontline Occupations**

Maintenance Technicians

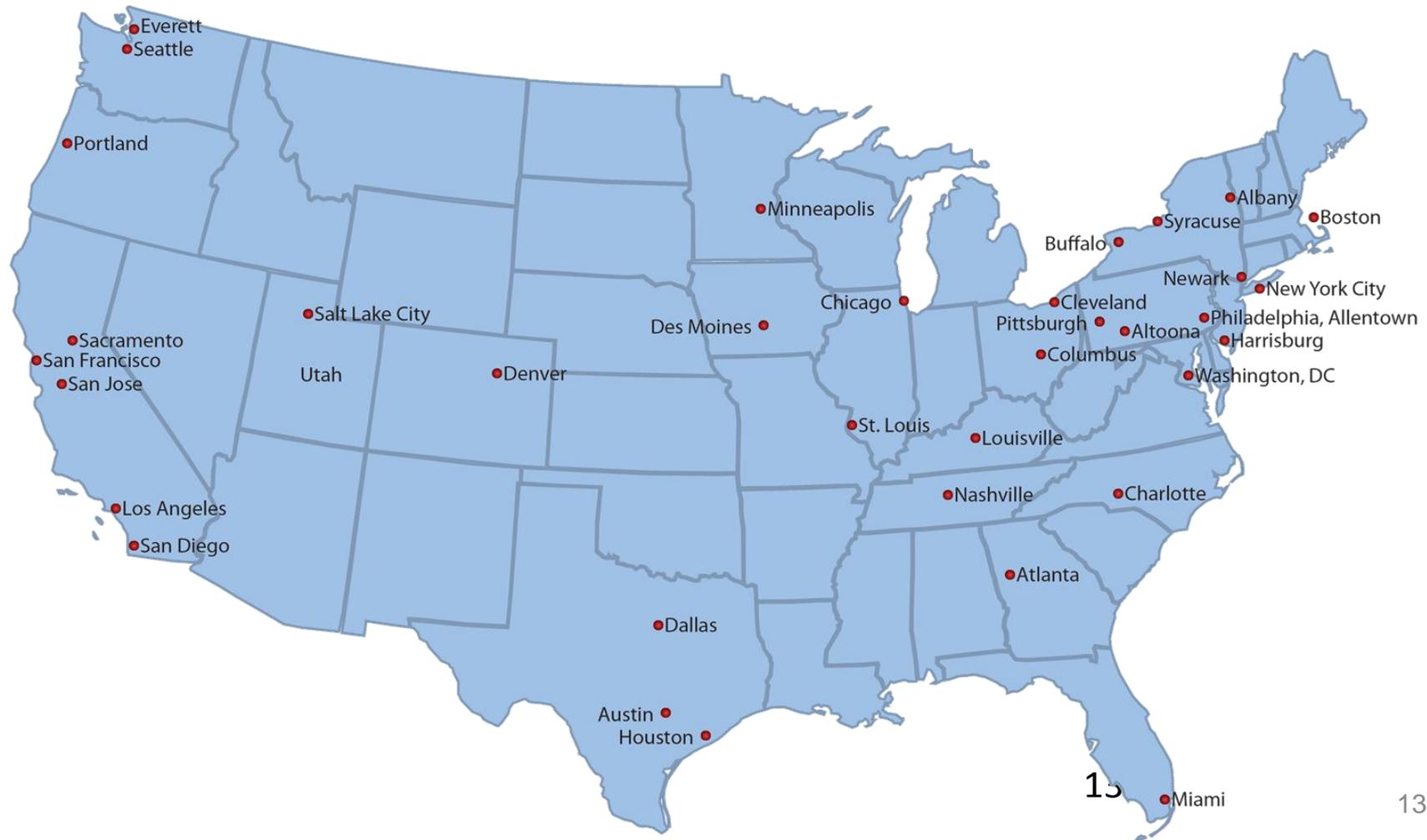
- 1. Transit Bus**
- 2. Rail Car**
- 3. Signals**
- 4. Elevator-Escalator**
- 5. Rail Traction Power**

Plus:

- 6. Bus Operator**

A National Network

Building National Training Standards: 40+ Major Transit Agencies & Local Unions



Solutions

Step 2. Industry-Wide Consortia for Developing Standards-Based Technical Training

- **Signals** Training Consortium – 20+ Agencies Sharing Cost
- **Elevator-Escalator** Training Consortium
- **Rail Car** Training Consortium, Building on TCRP E-7 foundation
 - ➔ **Traction Power, Bus Technicians**

Producing

- **Courseware** Standards-Based Customizable Courseware
 - Classroom and On-the-Job Learning
- **Apprenticeship** Framework for Apprenticeship / Certification, national & local
- **Train-the-Trainer** Courses (and certification) for Instructors
- **Mentoring** – Training and Preparation
- **College Credit** recognition for Work-Based Learning

Solutions

Step 3. Career Ladder Training for Incumbents

- **Based on New Industry-wide Standards & Resources**
- **Building Local Apprenticeship Joint Programs**
- **Using Sharable courseware as it is developed**
- **With Trained Instructors**
- **With Trained Mentors**
- **Seeking College Credit**

Current Projects: Cleveland, Des Moines . . .

Past Projects: CDTA, CENTRO, SamTrans, Sacramento RTD, COTA, New York City Transit, Pittsburgh, small PA transit authorities, NJ Transit, MARTA . . .



Industry Presenter



Mr. Kerry Kopp
Rail Training Manager
Sacramento Regional Transit District
Sacramento, CA

Rail Vehicle Training & Qualification

- National System of Training & Qualification
- Joint Labor-Management Participation from ~20 Agencies & Unions since 2007
- Training is required before Assessment – Hands-on & written

Rail Car: Developing a National Training System

- Five year project with TCRP – 2008-14
- Standards Developed in 12 Rail Areas on 3 Levels
- Training Primers in 12 Areas
- Hands-on Training Guidelines
- Mentoring Guidebook
- Rail Vehicle Technician Apprenticeship Approved by USDOL – June 2013

National Rail Tech Qualification

- Recognition Given for Technical Ability
- Combination of Written & Hands-On Assessments
- National Database for Training & Qualification

TRANSPORTATION QUALIFICATION NETWORK

Home
Home

Training
View Available Training
View Training History

Qualifications
Forms
Qualification Progress
Publish Credentials

Downloads
Download Documents

Account Settings
Personal Information
Update personal information
Change password
History
Order history
Manage notifications

Help
FAQ
Contact Us
Ask a Question
Ask a Question History

Advanced
Unmerge
Change Program Status
Remove Results
Close Candidate

View Available Training
Xinge Candidate - 500

The provider directory and course catalog includes a list of organizations that are authorized to deliver CE courses.

There are two ways to search the database.

1. Use the first form **Search For an Approved Provider** if:
You are interested in a specific provider.
You are looking for a list of providers in your area.
2. Use the second form **Search For Activities and Events** if:
You know the course details you attended.
You are looking for courses in your area.
You are looking for scheduled events.

Search For an Approved Provider

Find a provider by completing any part of this form. Only one item is required.

Provider Name

Provider ID

State

Country

Search For Activities and Events

Find a course or event by completing any part of this form. Only one item is required.

Course Title

Course ID

Type

Status

Domain

Local Standards-Based Training

Sacramento Experience:

- Joint Labor Management
- Skills Gap Analysis
- Standards-based Courseware Validation
- Train-the-Trainer
- Pilot Hands-on Assessments in Couplers, Friction Braking and Auxiliary Inverters
- Pilot Written Assessments in Friction Braking



Industry Presenter



Mr. George F. Fields
Director, Training & Employee Development
Greater Cleveland Regional Transit Authority
Cleveland, OH



GCRTA Frontline Worker Solutions

- Railcar Technician Apprenticeship
- Bus Mechanic Training
- National Signals Training Consortium
- Electronic Repair Training



Railcar Technician Apprenticeship

- Partnership with Transportation Learning Center and ATU Local 268
- Completion of Railcar Technician Qualification/Curriculum Pilots
- Mentoring Program
- 24-30 Month Program, start pending approval
- Seeking National and Local Apprenticeship certifications



Bus Mechanic Training

- Six-month program
- Combination of classroom and on-the-job learning (knowledge share with experienced mechanics on the shop floor)
- Prepare mechanics for all fleets
- Prepare for promotion and specialty mechanic positions



National Signals Training Consortium

- Partnership with Transportation Learning Center and ATU Local 268
- 20+ rail transit agencies engaged
- Curriculum development and pilots for: Switches, Signals, Train Stops, Maintenance & Repair, etc.
- Standards and learning transferable across the nation
- Apprenticeships in the future



Electronic Repair Training

- Partnership with external resource (Cuyahoga Community College)
- New and Existing Technicians
- Six modules covering: Direct Current, Soldering, AC/DC, Micro-Processors, Networks
- Catalyst for in-house training program development and equipment investment to blend with external training resources

Solutions

Step 4. Career Pathways for Future New Hires

Education:

- Career and Technical Education Partnerships
- Job Shadowing, Internships
- Visiting Instructors, Mentoring
- Hands-On Learning Modules

Training:

- Pre-Apprenticeship Programs for Community Residents

Current Locations: SEPTA, UTA, WV, MBTA

New Resource: Profiles of Transit Career Pathway Programs

Chart Legend:

Fully Developed

Under Deve

Elevator-Escalator

National Apprenticeship
(and College Credit)

National Skill Validation
(Hands-on & written)

National Credential
Management System

National Mentor Training

National Framework for On-
the-Job Learning

National Train the Trainer

Standards-Based National

Signals

National Apprenticeship
(and College Credit)

National Skill Validation
(Hands-on & written)

National Credential
Management System

National Mentor Training

National Framework for On-
the-Job Learning

National Train the Trainer

Standards-Based National

Rail Vehicle

National Apprenticeship
(and College Credit)

National Skill Validation
(Hands-on & written)

National Credential
Management System

National Mentor Training

National Framework for On-
the-Job Learning

National Train the Trainer

Standards-Based National

Rail Vehicle Technician National and Local Qualification System

Chart Legend

National Framework:

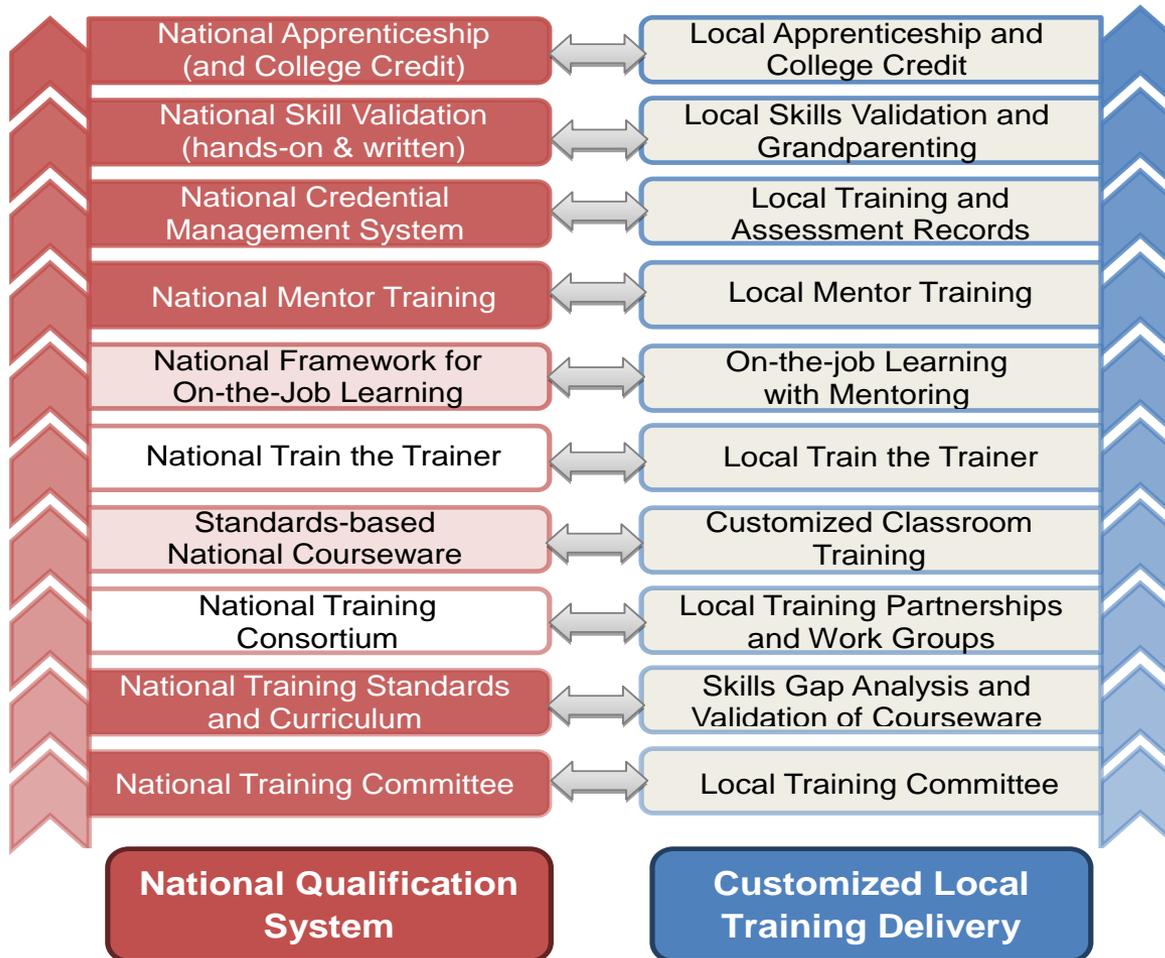
Fully Developed

Under Development

Future Work

Local Implementation:

Ongoing



Next Steps in Standards-Based Training

- **Rail Car Training Consortium** – *Under Development*
- **Future Consortia:** *Traction Power, Facilities, Maintenance of Way*
- **Expanding Training Capacity: Broad Local Implementation of Standards-Based Training Systems**



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Audience Conversation & Q&A



Brian Turner



Kerry Kopp



George Fields



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Next webinar session:

**Student Internships –
Programs, Benefits, Outcomes
(*Proposed*)**

Date TBA

Registration flyer out soon.



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