

# Thought Leadership: The New Mobility Workforce

## MODERATOR:

- **Kimberly Slaughter**, Chair, APTA Policy, Planning and Program Development Committee; Member, APTA Board of Directors; Vice Chair, Leadership APTA; Vice President, National Transit/Rail Market Sector Leader, HNTB Corporation, Chicago, IL

## PANELISTS:

- **Chad Ballentine**, Vice President, Demand Response and Innovative Mobility, Capital Metropolitan Transportation Authority, Austin, TX
- **Jana Demas**, Managing Director of Employee Services, King County Metro, Seattle, WA



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# Workforce & New Mobility

## Chad Ballentine

*VP, Demand Response and Innovative Mobility*



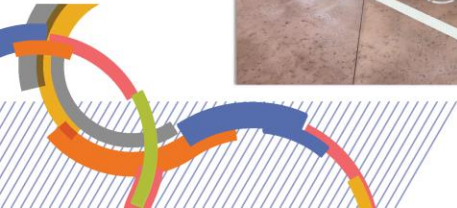
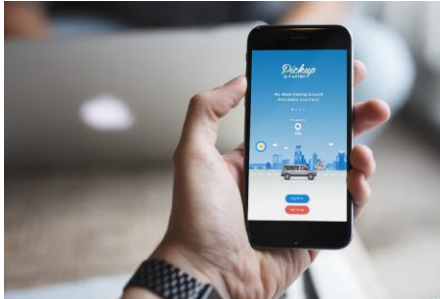
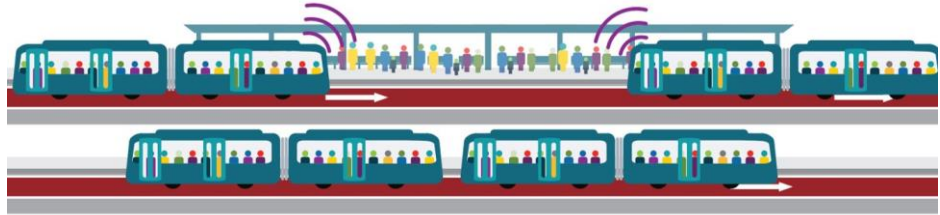
*Capital Metro  
Austin, Texas*



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# Ecosystem of Transit Options



# Workforce



# Workforce & New Mobility

**Jana Demas**

Managing Director of Employee Services



*We'll Get You There*

King County Metro,  
Seattle, WA



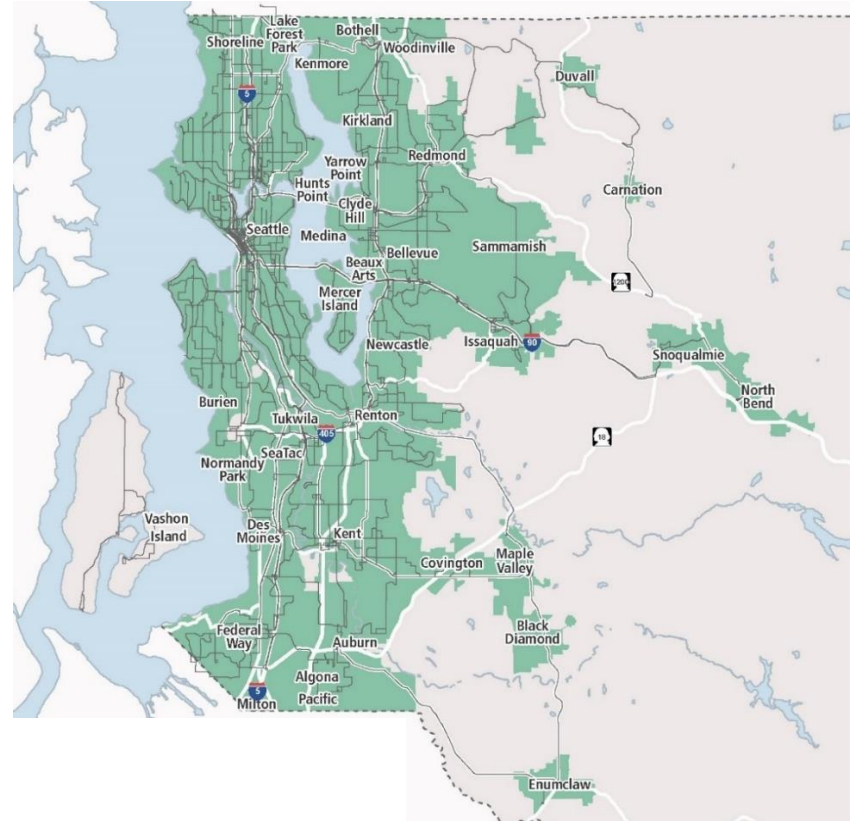
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# King County Metro

Current	2040
4.1 million people	5.3 million people (30% increase)
5.5 million service hours	6.5 million service hours (18% increase)
430,000 daily rides	1 million daily rides (130% increase)



# Transforming to a Mobility Agency

## Current services

Fixed Route Bus

Vanpool

Accessible Services

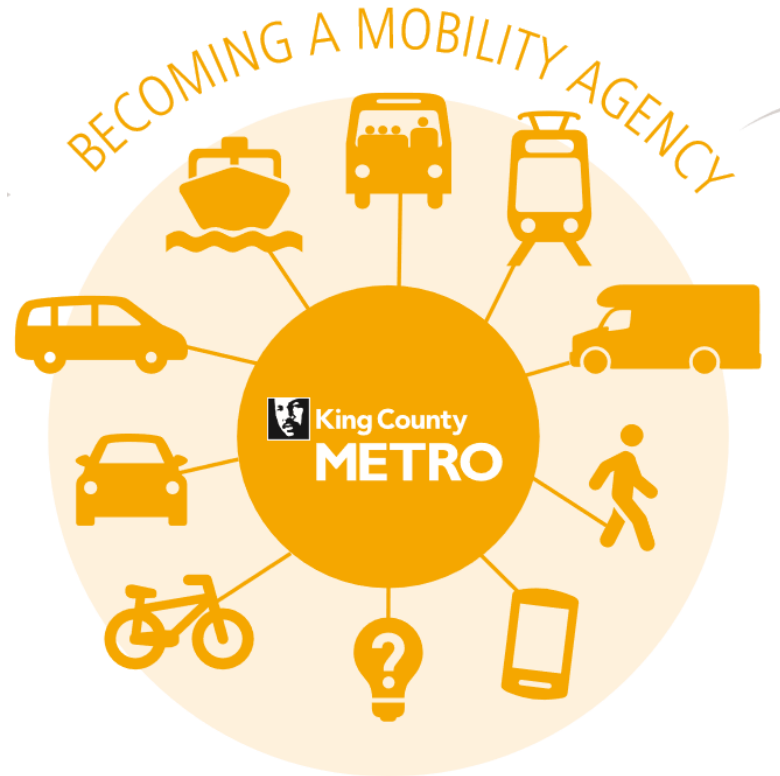
Community Shuttles

Contracted Services - Rail

Water Taxi

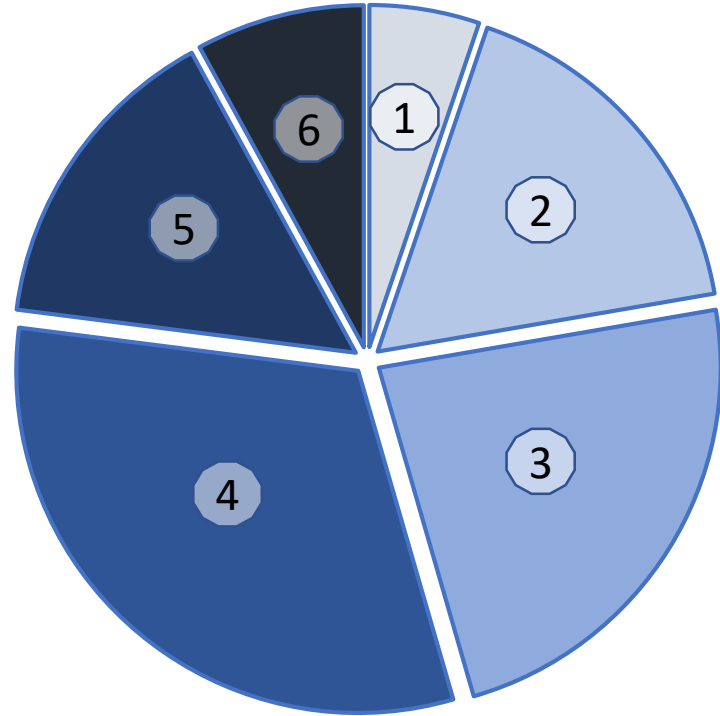
First/Last Mile Shuttles

Innovative Mobility



# Metro Demographics

Number	Age Range	Percent
1	Under 29	5%
2	30-39	17%
3	40-49	23%
4	50-59	32%
5	60-64	15%
6	65 and older	8%





# Developing the Workforce of the Future

## Existing Employees

- Employee development
  - Leadership at all levels
  - Coaching and mentoring
  - Empowering employees
- Career Development
  - Career pathways
  - Training for new technologies
  - Apprenticeship
  - On the job training
  - Job shadowing
  - Other training programs

## Future Employees

- Pipelines and partnerships
- Strategic sourcing and advertisement
- Recruiting systems
- Effective onboarding



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