



***TRANSIT
WORKFORCE
CENTER***



Federal Transit
Administration

Transit Workforce Center

National Technical Assistance Center
for Transit Workforce Development



**TRANSIT
WORKFORCE
CENTER**

Strategic Workforce Planning in Transit: Developing, Supporting, and Strengthening Your Incumbent Workforce

April 27, 2022



Welcome from the Transit Workforce Center

Jack Clark

Executive Director, Transit Workforce Center

jclark@transportcenter.org

For questions, contact Pat Greenfield,
pgreenfield@transportcenter.org



Transit Workforce Center – Mission

- Operated by the **ITLC**, the **Transit Workforce Center (TWC)** is **FTA**'s first ever national technical assistance center for transit workforce development.



mission

The **TRANSIT WORKFORCE CENTER** is the Federal Transit Administration's first ever national technical assistance center for transit workforce development. Its mission is to help urban, suburban, tribal, and rural public transportation entities recruit, hire, train, and retain the diverse workforce needed now and in the future.



Today's Agenda

- Opening Remarks
- Overview and Key Elements of Strategic Workforce Development Plans
- Strategic Workforce Development in Fleet Transition Planning
- Workforce Initiatives for Internal Advancement
- The Impact of Workforce Development
- The Role of Mentoring
- Q&A
- Wrap-Up



Opening Remarks

Nuria Fernandez
Administrator
Federal Transit Administration



Overview and Key Elements of Successful Strategic Workforce Development Plans

Inez Evans, President and CEO, IndyGo,
Indianapolis, Indiana
ievans@indygo.net

Jamaine Gibson, Director of Apprenticeships and
Workforce Development, Amalgamated Transit Union
jgibson@atu.org



The Importance of Strategic Workforce Development Planning

- Helps the organization achieve its goals, with ongoing planning for current and future workforce needs
- Improves employee satisfaction
- Encourages collaboration
- Creates opportunities for all workers to continually grow and advance
- Supports diversity, equity, inclusion, and access across the entire workforce
- Supports strong and effective recruitment



Why Should Labor and Management Work Collaboratively on Planning and Development?

- Frontline workers are our subject matter experts
- Labor and management both bring important knowledge and skills to the table
- Collaboration leads to buy-in and commitment
- We are all in this together



Keys to making workforce development through labor and management collaboration a success.

- Commitment from the top to the bottom, from labor and management
- Mutual trust and respect are essential
- Being honest, open, and transparent
- Thinking out of the box
- Coming to the table not just with problems, but proposed solutions
- Understanding this is hard work



Strategic Workforce Development in Fleet Transition Planning

Dinero Washington, General Manager,
SporTran, Shreveport, Louisiana
Dinero.Washington@shreveportla.gov

Demarcus Roberson, Vice-President, ATU Local
558
demarcuskk71@gmail.com



Workforce Development and Fleet Transition SporTran and ATU Local 558, Shreveport LA

- Smaller urban transit agency
- Frontline workforce of bus operators and technicians
- Maintain our own buses and electrical charging equipment
- Went through two fleet transitions
 - The first to Compressed Natural Gas (CNG) buses
 - The second to Zero Emission Buses (ZEBs)
- Learned from issues in the first transition how to best do the second transition



Key Elements to Successful Fleet Transition

- Fully involve frontline workforce throughout process
- Frontline worker participation throughout process, including in focus groups and initial meetings with vendors, ensured:
 - Important questions were asked
 - Critical elements were covered in final procurement agreement
 - Vendor supplied substantial on-site technical assistance and training to current workforce
- Work collaboratively to document entire process, including maintenance issues
- Focus on safety issues, with full participation of labor and management safety experts
- Bring other key partners into the process, including:
 - Local utility and fire department for awareness and training on high-voltage safety issues
 - Local community college, working together on electrical/electronics courses for technicians



Underlying Lesson Learned

The collective effort, with a strong labor-management partnership at its core, was central to a successful ZEB transition.

The transition worked, because we worked together.



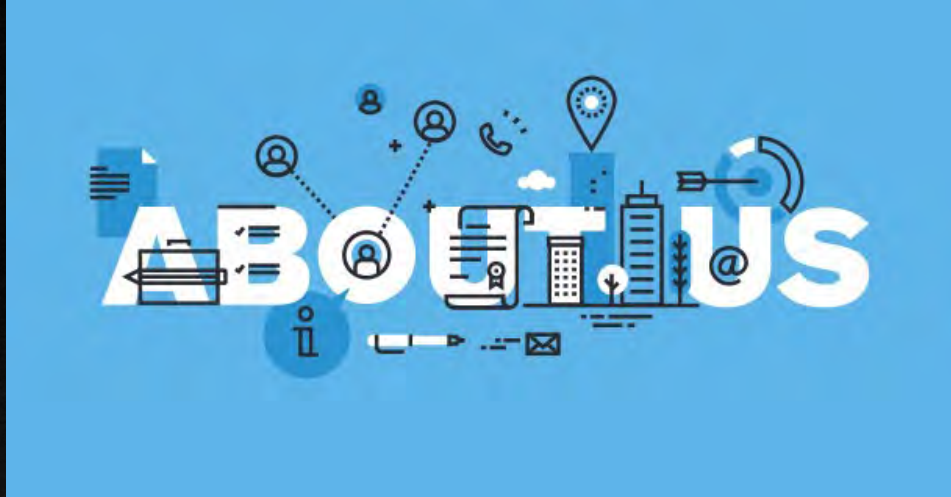
Workforce Initiatives for Internal Advancement

Charles Jenkins, Director, Transport Workers
Union Local 100-New York City Transit Training
and Upgrading Fund
cjenkins@twulocal100tuf.org



Welcome to the Training & Upgrading Fund

Charles Jenkins, Director



The TWU Local 100 - NYCT Training & Upgrading Fund (TUF) offers many different educational career changing tracks to dedicated transit workers who operate and maintain the largest system in the nation. As Transit revolutionizes, the Fund will help ensure that workers keep pace with emerging technology.

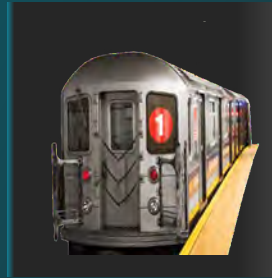
The Training & Upgrading Fund provides educational opportunities for workers to remain highly skilled, thus providing the best possible service and maximizing the value of the public investment in transportation.

TUF offers various courses and programs for promotional growth and career opportunities. We aim to advance and enhance members individual employability, growth, and opportunity.

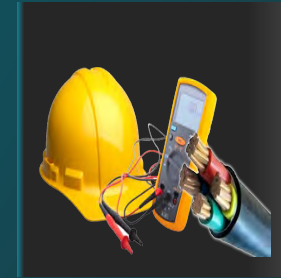
TUF Programs



Elevate
Program



Transit Certificate
Program



Upward Advancement
Program





The Training & Upgrading Fund partnership with the Electrical Training Center is offering a 600-hour Electrical Training Program to TWU Local 100 members in Non-skilled titles. Members will complete this program on their own time.

This program, provides a comprehensive and intensely theory and hands-on training to members who wants to change their career track.

Once you complete the 7-month Electrical Training Program, you are then eligible to take the Civil Service Test for Transit Electrical Helper.



Transit Certificate Program (TCP)

The TCP gives Civil Service members the opportunity to become eligible to take the promotional Train Operator exam. Additionally, TWU Local 100 members will graduate with a 14-credits that is transferable to the school of Labor and Urban studies or any one of the Colleges in the CUNY network.

The TCP consist of the following core courses:

- ☐ Workers, Health & Safety (3 College Credits)
- ☐ An Overview of Transit (3 College Credits)
- ☐ Urban Studies field work – Train Operator (4 Credits)
- ☐ Urban Studies in Electronics (4 Credits)

Eligibility to take the Train Operator exam:

- ☐ Must complete all TCP courses
- ☐ Have three (3) years of full-time work experience
- ☐ One (1) year of work with NYC Transit Authority



Upward Advancement Program



UAP (Upward Advancement Program) in construction and/or electrical is TUFs' program in demand. The UAP program is a negotiated contract agreement between labor management that gives low-paying entry-level nonskilled workforce the opportunity to be eligible to promote into NYC Transit highest paying skilled titles. UAP provides a career path for men and women to acquire a skilled trade.

The UAP program consists of the following:

- 6-Week Mandatory Basic Math & Reading Comprehension Course
- 6-Month training at a Trade school in Electrical or Construction

After completion, members will enter a 3-year apprenticeship program working side by side with maintainers developing their skills.



Tuition Reimbursement

For more information and to apply, visit our website at www.twulocal100tuf.org

TWU Local 100 Training and Upgrading Fund designed Tuition Reimbursement to support members in their pursuit of educational advancement through certificate and/ or degree programs.

TWU Local 100 Members receive up to **\$4,000.00** per fiscal year (July 1 – June 30)

Eligibility

- ☐ Be an active TWU Local 100 member in good standing AND be employed by New York City Transit/MaBSTOA/MTA Bus (Operating titles only)
- ☐ Have completed your one (1) year probation
- ☐ Be enrolled in a course at an accredited college, university, trade school, or vocational school
- ☐ Pass your class with a C+ or better for undergraduates, B- or better for graduates and/or grade of pass



Face to Face & Virtual Online

TUF Courses

College Preparation

Basic Math
Technical Math
English

Language Courses

American Sign Language
Level 1 & 2
Spanish

Professional Development

Defensive Driving
Financial Fridays
- Home Buying
- Taxes & Retirement
- Understanding Credit

Technical Courses

Basic Electricity
Electricity-Trouble Shooting
Construction Trades
Electronics 1 & 2
Schematics & Blueprint

Computer Courses

Basic Computer & Internet
Microsoft Word 1 & 2
Microsoft Excel 1 & 2

Energy Efficiency Courses

Fiber Optics
Photovoltaics

Helping TWU Local 100 Members advance in their studies and career.



The Impact of Workforce Development

Lorna Haley, RN, Occupational Health Nurse,
Southeastern Pennsylvania Transit Authority
(SEPTA)

LHaley@septa.org



Workforce Development

Good workforce development within transit organizations benefit everyone! It is the “connective tissue” for the employee, employer, and surrounding community!



The Impact of Workforce Development

On The Employee	On the Employer (Organization)	Ridership and Surrounding Community
Safe practices/techniques	<ul style="list-style-type: none">• Fewer accidents• Decreased absenteeism rates & WC claims• Increased productivity• Cost efficient• Invest in greener vehicles	<ul style="list-style-type: none">• Reliable service• Improve education and job opportunities• Affordable fares
Confidence	<ul style="list-style-type: none">• Promote overall workplace morale	<ul style="list-style-type: none">• Happier riders and communities• <i>May promote reduction in crime</i>
Personal & Professional Growth	<ul style="list-style-type: none">• Promote within (cost saving \$\$)	
Leadership/advancement Mentorship	<ul style="list-style-type: none">• Retention• Retaining skilled workforce	



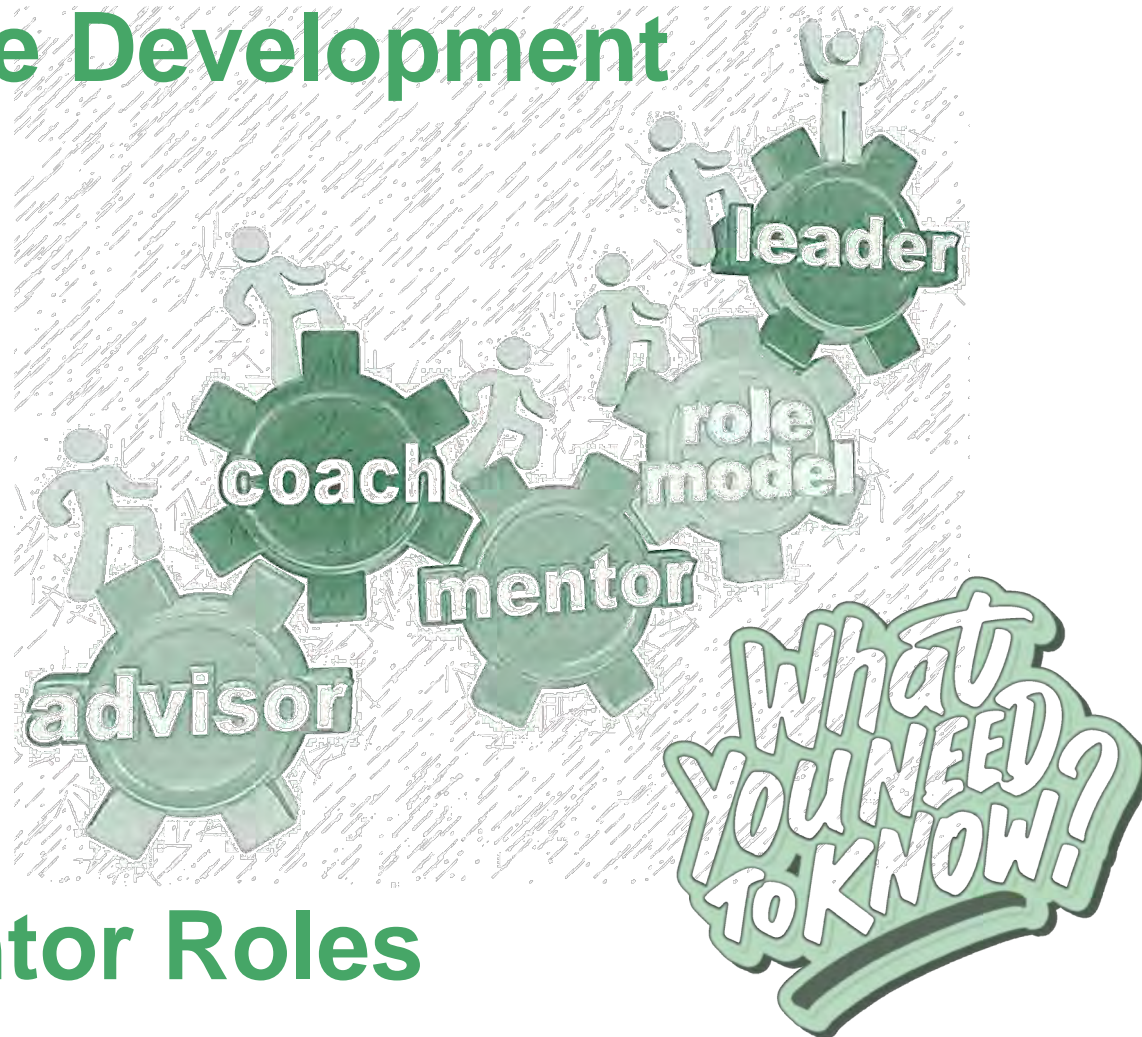
The Role of Mentoring

Stu Bass, ProgressWorx
sbass@progressworx.org



Mentoring for Success: A Key Component for Workforce Development

Structured On-the Job-Learning supported by a mentor



- **Mentor Roles**
- **Qualities of a Mentor**



Mentorship - The difference between a training program and apprenticeship



Training Isn't Just Telling



- The Adult Learner
- Learning Styles
- Coaching Techniques
- Hands-On Training



**Communication and Respect:
Keys to Working with Differences**



How to Engage with the TWC



● Sign up for our **mailing list**
<https://tinyurl.com/2p8spph4>

Contact Us for Assistance

Email us **twc@transportcenter.org**

Call us at **1-855-888-NTWC**

Learn more about us at

<http://transitworkforce.org>