

QUALITY TRAINING PAYS: TRAINING INVESTMENT PAYS FOR ITSELF SIX TIMES OVER

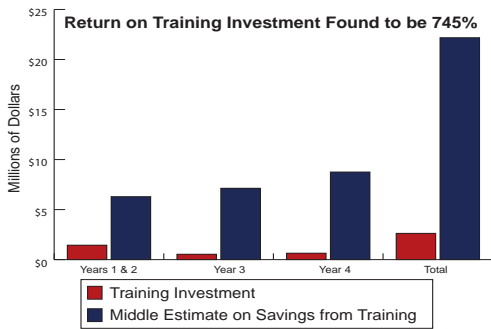
You never know how well you are doing until you find metrics with which you can measure outcomes. The Transportation Learning Center has capitalized on this insight through a series of in-depth research reports chronicling work by labor-management partnerships in Philadelphia, PA and Albany, NY.

Philadelphia, PA

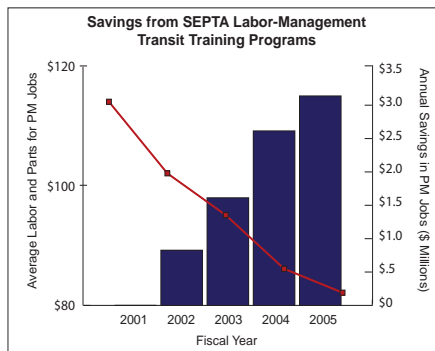
in Philadelphia, SEPTA and TWU Local 234 have created a partnership which is part of the statewide Keystone Transit Career Ladder Partnership which

consists of 25 transit agencies and their local unions (both ATU and TWU). Philadelphia has seen enormous successes

in career ladder advancement and high return on investment through labor and parts savings.



After Training, Preventive maintenance jobs that previously cost \$114 in labor and materials cost only \$82. SEPTA has saved a total of over \$8 million on bus PM jobs.



Albany, NY



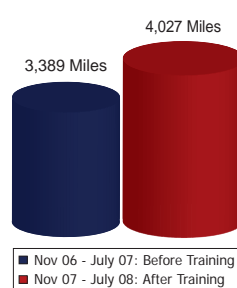
The partnership between CDTA and ATU 1391 in Albany, NY focused on bus maintenance. This partnership was part of a larger effort called Project Empire which also developed and delivered training at CENTRO.

Labor-Management Training Programs Result in More Reliable Transit

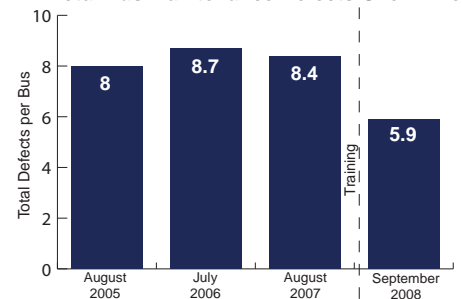
After training, CDTA shows:

- Increases in Mean Distance Between Failures - 16% increase from November 2006 to November 2007
- Decreases in bus maintenance defects - 30 percent decline in defects after training
- Reduction of bus spare ratios from close to 20 percent in 2007 to 15 percent in 2008

Training Partnerships Increase Mean Distance Between Failure



Total Bus Maintenance Defects Over Time



More Knowledgeable Workforce Saves Money Through Insourcing



Luther Diggs, Assistant GM of Operations at SEPTA, says "We are learning how to bring work in rather than send it out when it makes good business sense." Insourcing has saved

SEPTA hundreds of thousands dollars annually through activities including:

- Hybrid battery pack replacement – \$27,000 in savings per pack.
- Overhaul of operator seats at a lower cost, higher quality and shorter turn-around time.

Data in this fact sheet comes from research found in the Center's Publication **Transit Training Partnerships: Metrics of Success**. To learn more visit www.transportcenter.org

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