TRANSIT WORKFORCE CENTER

Making Connections 2022

The National Transit Workforce Conference

December 13 – 14. 2022 · Washington. D.C.

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INTERNATIONAL TRANSPORTATION LEARNING CENTER

U.S. Department of Transportation
Federal Transit Administration

NTI National Transit Institute

Designing an Impactful Training Program

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Program Design Workshop Agenda

- What is Program Design? Concepts and Approaches
- Linking to Classroom and On the Job Training
- Examples of Effective “Linked” Program Designs
- Q&A

Program Design

What is Program Design?

- Program Design – Wide scope; People centric
- Courseware Design – Task and Components based

Figure S-1. Transit vehicle maintenance instructor competency model. (from National Training and Certification Program for Transit Vehicle Maintenance Instructors)

Program Design
Concepts and Approaches

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Program Design Keys to Consider:

- **Why** are we Creating and Designing the program?
- **Who** is the program being created for?
- **What** are the Learning & Performance Objectives?
- **How** are we Assessing our people?
- **How** are we Delivering instruction?
- **What** Training Resources will we use?
- **How** will we Improve our program?

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Our Speakers

Danielle Wallace
King County Metro

Colleen May
Southeastern Pennsylvania Transportation Authority (Septa)

Mike Glaeser
Washington Metropolitan Area Transit Authority (WMATA)

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King County Metro Program Design

A mobility agency that connects people and communities

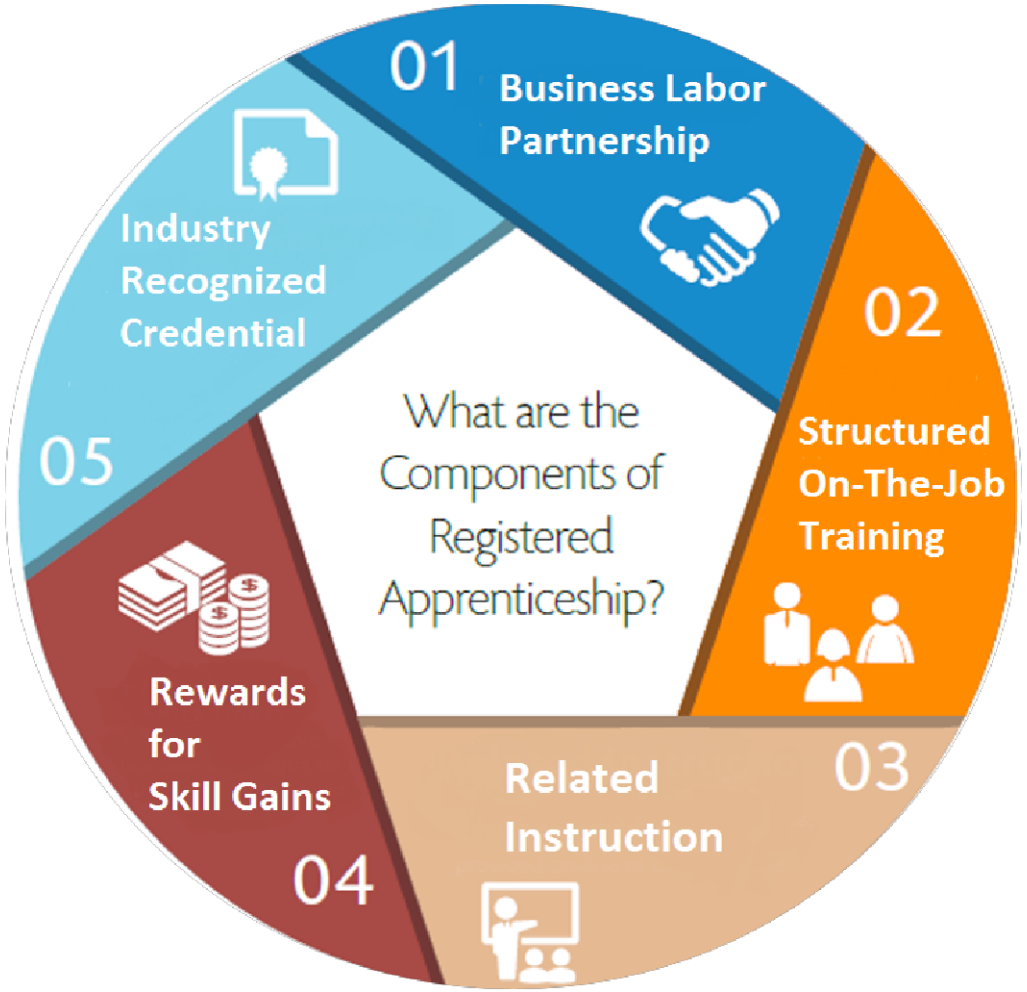
Danielle Wallace

Apprenticeship and Pathways Manager

King County METRO

Moving forward together

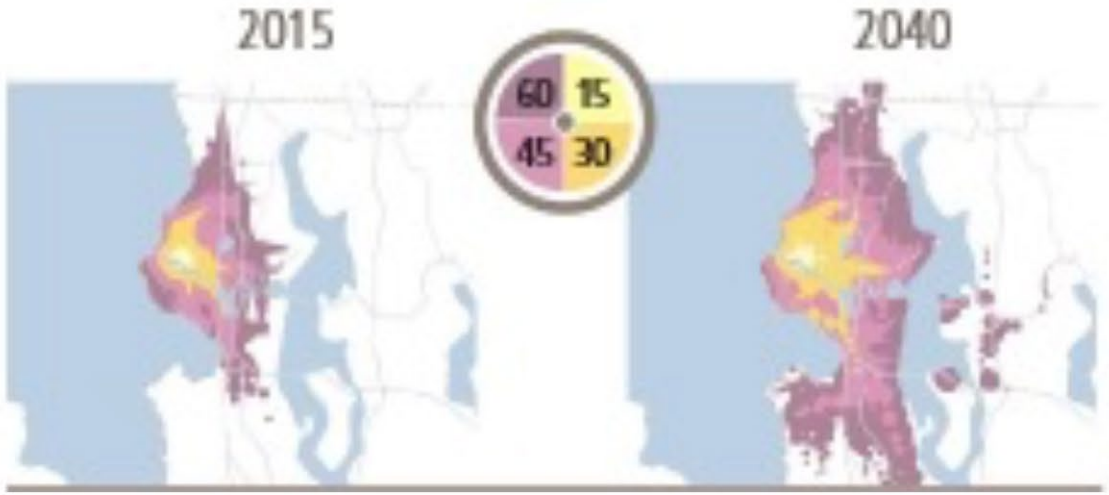
Apprenticeships at Metro



- Mechanic (1970s)
- Building Operating Engineer (2019)
- Rail Electrical Worker (2019)
- Maintenance Painter (2022)

Why are we creating this program?

- **Needs Assessment:**
  - Where do we have the greatest workforce needs?
  - How can we create the most impact?
  - Where can we build more equitable pathways?
  - How much capacity can we invest?



King County METRO

What are the core skills required?

- Form Development Team
- Assess job requirements
- Research related apprenticeships and training programs
- Identify potential training partners
- Develop new classification that outlines program specific requirements
- Connect with State Apprenticeship Office

Thank you!

Danielle Wallace
Danielle.Wallace@kingcounty.gov

SEPTA

Colleen May

Assessments

- **How** are we Assessing Our People?
  - Tests based on Skills Criteria and Learning Pathways
  - Types of Assessments
- **What** to Assess and Test?
  - Core and Functional Skills linked to Standards
  - Learning Styles and preferences

SEPTA

Training Delivery

- **How** will we teach?
- **What** methods will we use?
  - How does each type of delivery fit into your program:
    - eLearning/self-paced ->
    - Online Learning/ViLT ->
    - AR/VR learning ->
    - Hands On Training/OJT ->
    - Mentor/Apprentice Ongoing Training

Hands On & Classroom Training

How do you **Link** your program design to:

- Classroom Instruction and Learning
- Hands On Training – What works and what doesn't.
- Basics and Best Practices

Program Effectiveness

- **What** makes programs **Effective**?
- **How** can you keep **Improving** them?

What?
How?

Program Design

Mike Glaeser
DATE 12/13/2022

What Training Resources will we use?

What kinds are there?

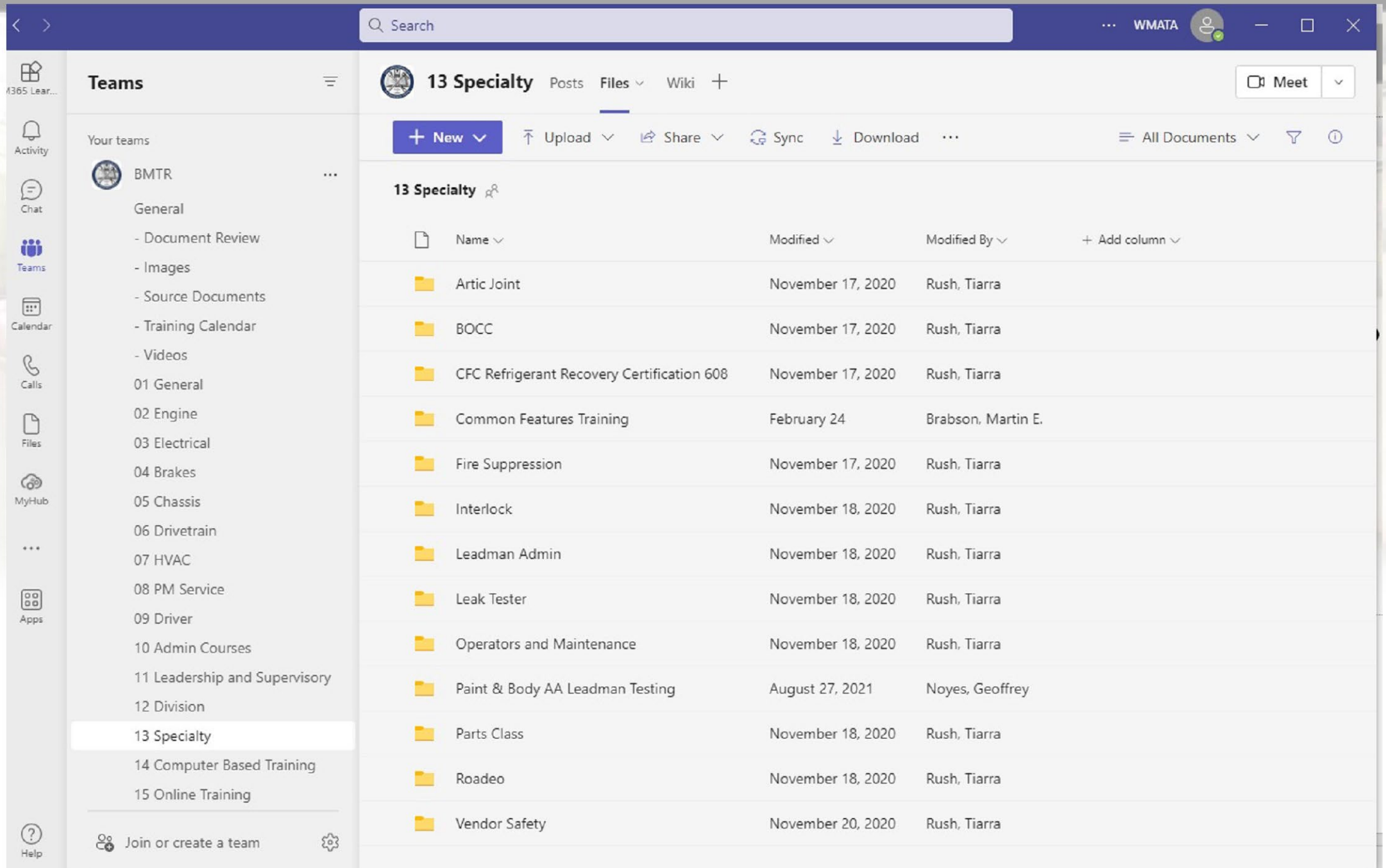
- Manufacturer
- Outside vendor
- Local Community/Technical College
- Employees
- iTLC
- APTA

How

How are you going to keep track of resource information?

- Categorize by Model, Make, Source
- Where are you going to keep information?

How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06 Drivetrain
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08 PM Service
09 Driver
10 Admin Courses
11 Leadership and Supervisory
12 Division
13 Specialty
14 Computer Based Training
15 Online Training
Join or create a team
13 Specialty
Posts
Files
Wiki
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New
Upload
Share
Sync
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All Documents
13 Specialty
Name
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Add column
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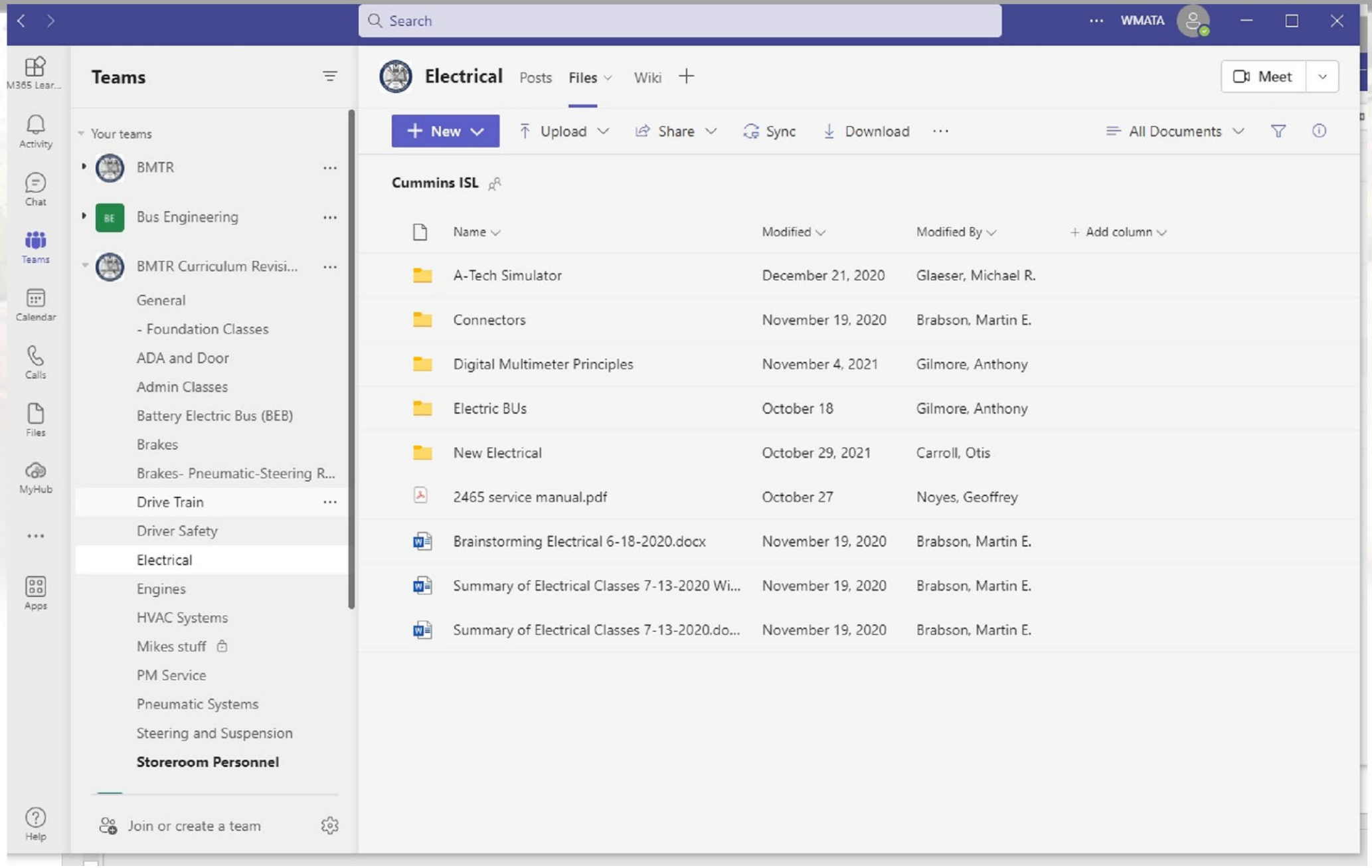
How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Add column
A-Tech Simulator
December 21, 2020
Glaeser, Michael R.
Connectors
November 19, 2020
Brabson, Martin E.
Digital Multimeter Principles
November 4, 2021
Gilmore, Anthony
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Noyes, Geoffrey
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Brabson, Martin E.
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Q&A

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Program Design: Getting Started Guide

Question	Decision and Approach
Why are we Creating, Designing, or Updating this program?	
What are the Learning & Performance Objectives? Is it Standards based? If so, which standards?	
How are we Assessing our people?	
How is Performance measured on the job?	
How will we Teach? What Methods will we use?	
What Training Resources do we have now?	
Do we Create new or Update current materials? What do we need to Develop?	
Will this training be provided internally? Partnership-based or outsourced?	

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THANK YOU!

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