

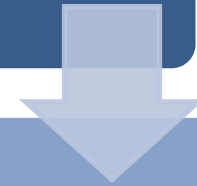
A Model for Engaging and Preparing Future Front-line Staff: Lessons Learned from Training Partnerships in Public Transit

Pat Greenfield

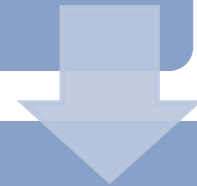
Senior Program Director, Workforce Education,
Transportation Learning Center

Outline

The Challenge

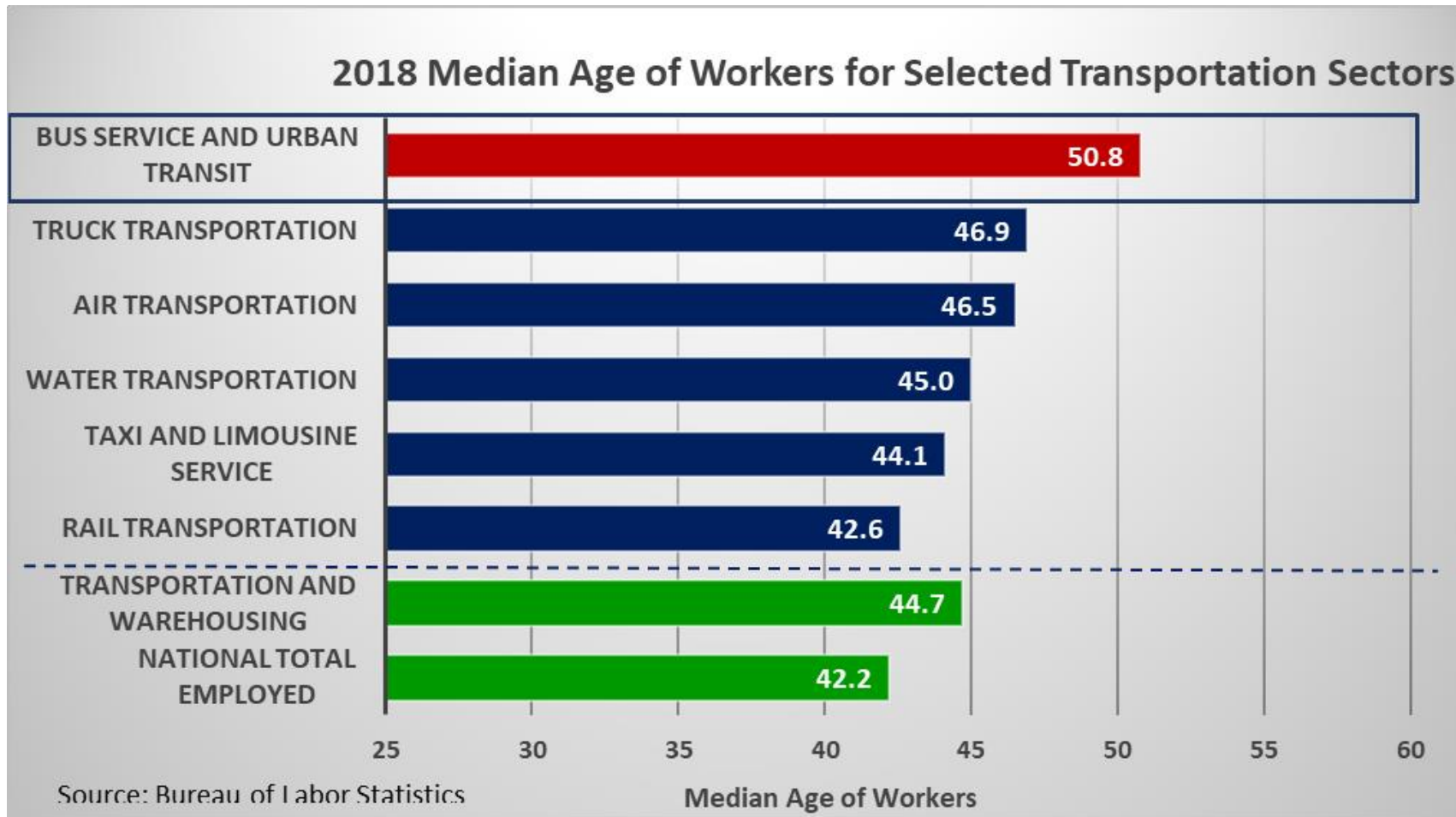


The Opportunity

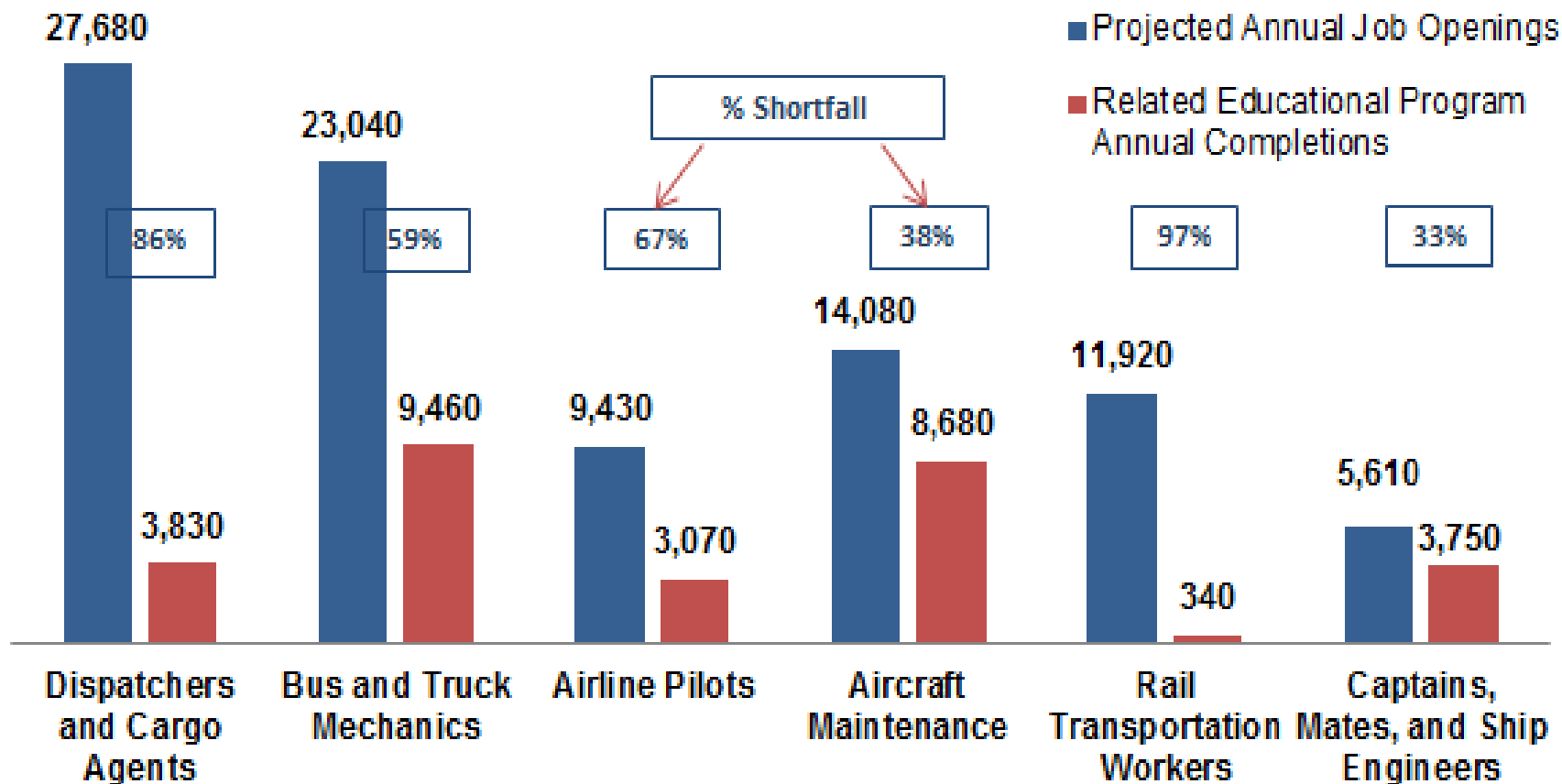


Our Approach – TC3

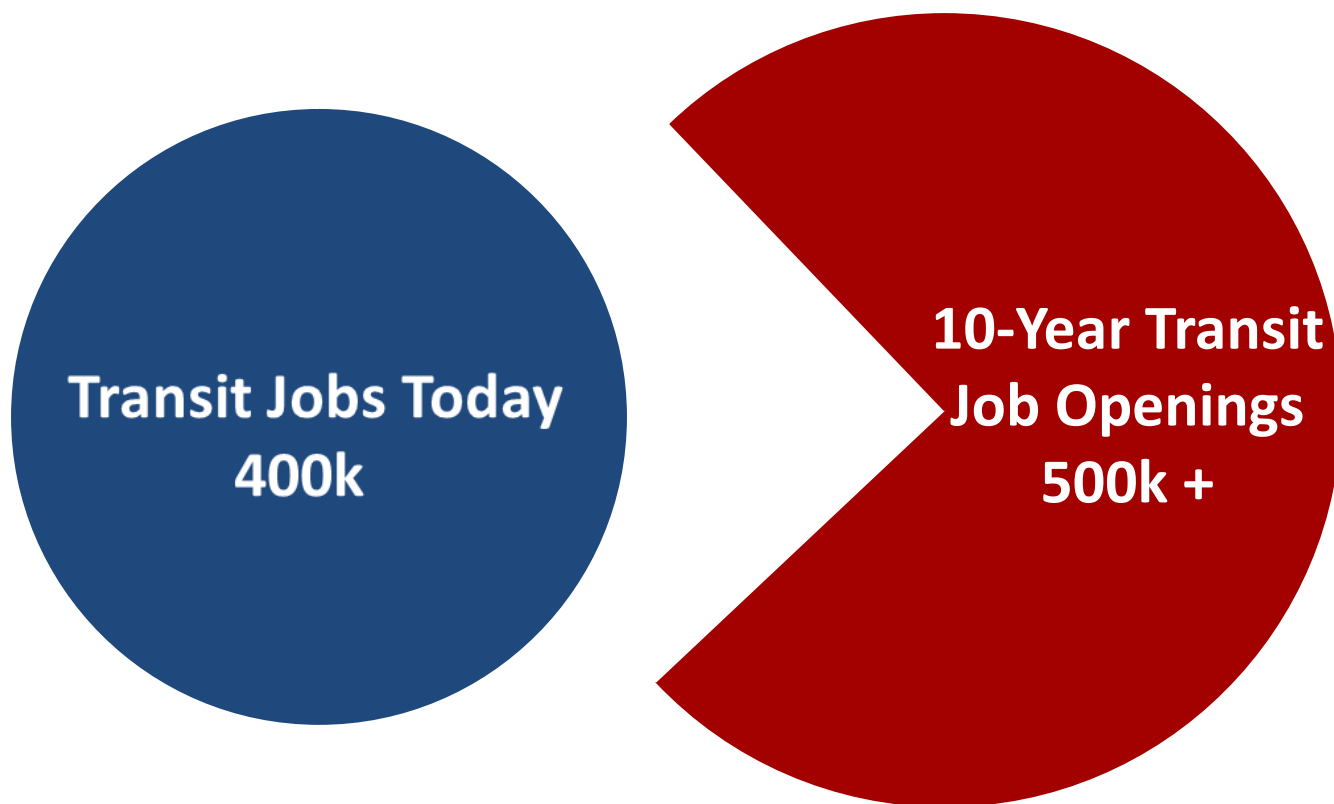
Transit Has the Oldest Workforce Among All Transportation Sectors



Projected annual job openings are 68% larger than annual completions of related education programs across selected transportation job groups



**126 Percent of Today's Transit Workforce
Will Have to Be Hired and Trained in the Next 10 Years;
90 percent are frontline workers**

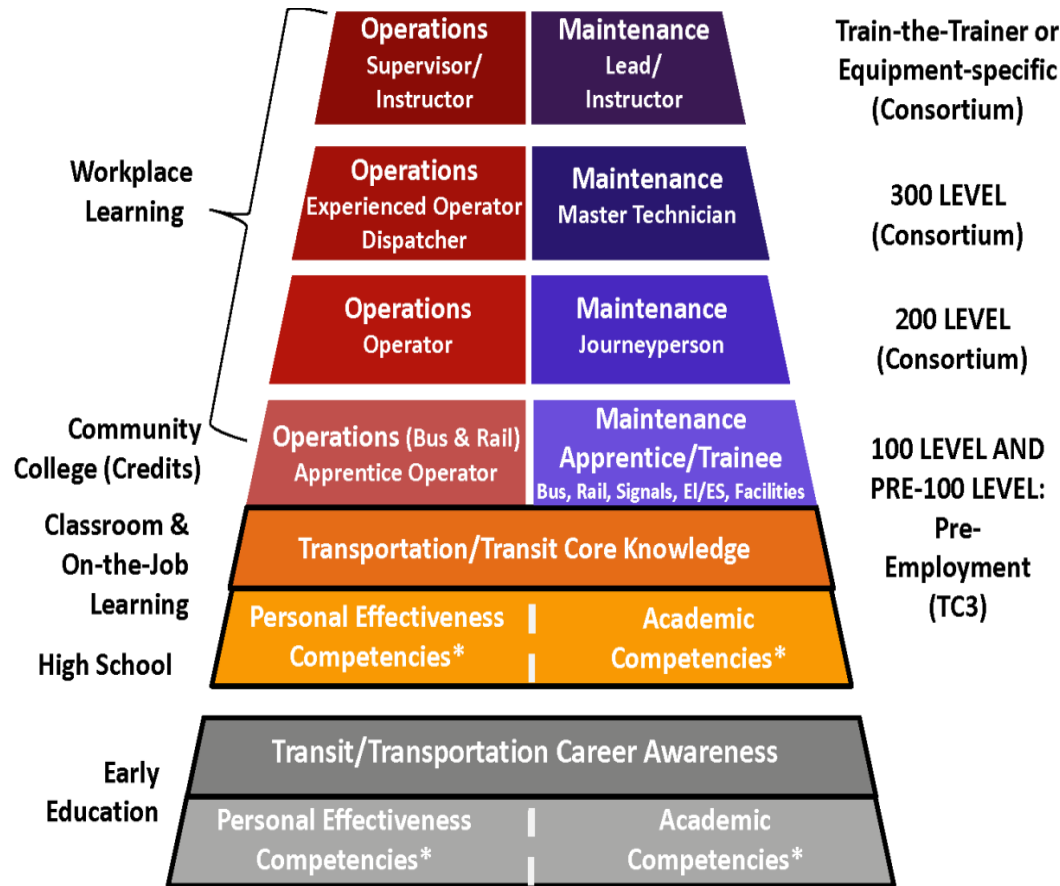


The Transportation Learning Center

The Transportation Learning Center is a **nonprofit** organization dedicated **to improving public transportation** at the **national** level and within **communities**. To accomplish this mission, the Center builds **labor-management training and apprenticeship partnerships** that improve organizational performance, expand **workforce knowledge, skills and abilities**, and promote **career advancement**.



Integration Career Pathways Model: Linking School-Based and Work-Based Learning



Source: TLC graphic building on US DOL Competency Model on Transportation, Distribution and Logistics.

* See DOL Competency Model for details: <http://www.careeronestop.org/competencymodel/competency-models/transportation.aspx>

Transit Core Competencies Curriculum

Subject Matter Areas

Public Transportation Industry Overview*

Workplace Relations*

Safety and Security*

Public Transportation Technology Overview

Basic Mechanical Theory, Understanding, Application*

General Electrical Theory, Understanding, Application*

Public Transportation Maintenance Overview *

Tool and Materials

Public Transportation Vehicle Maintenance

Facilities & Support Equipment Maintenance

*Developed or in development

TC3 Courseware Components

Courseware Components:

- Powerpoint Slides
- Videos
- Student Coursebook
- Instructor Guide
- Assessment Tools
- Student Evaluations
- Additional Handouts, Materials, Videos & Links

Instructors: current/former frontline workers from the community; Train-the-Trainer provided

Transit Agencies and Unions



TC3 Pilot Partners

Workforce Development



CTE High Schools



Signals Maintenance Trainer and IBEW 103 Member Frank Burnett Teaches Module on Introduction to Public Transportation Maintenance



Retired MBTA Bus Director Troy Ellerbee shares his career path and experience with participants during a small group discussion

Community Colleges



Public Transportation Industry Overview

- I. Introduction
- II. Public Transportation Benefits Our Communities
- III. Career Opportunities
- IV. Technology in Public Transportation
- V. Summary



Small Group Activity 1 - What's Inside Public Transportation?

In small groups, look at the items on the following pages and match the appropriate key term(s) to them. Note that each term may be used more than once.



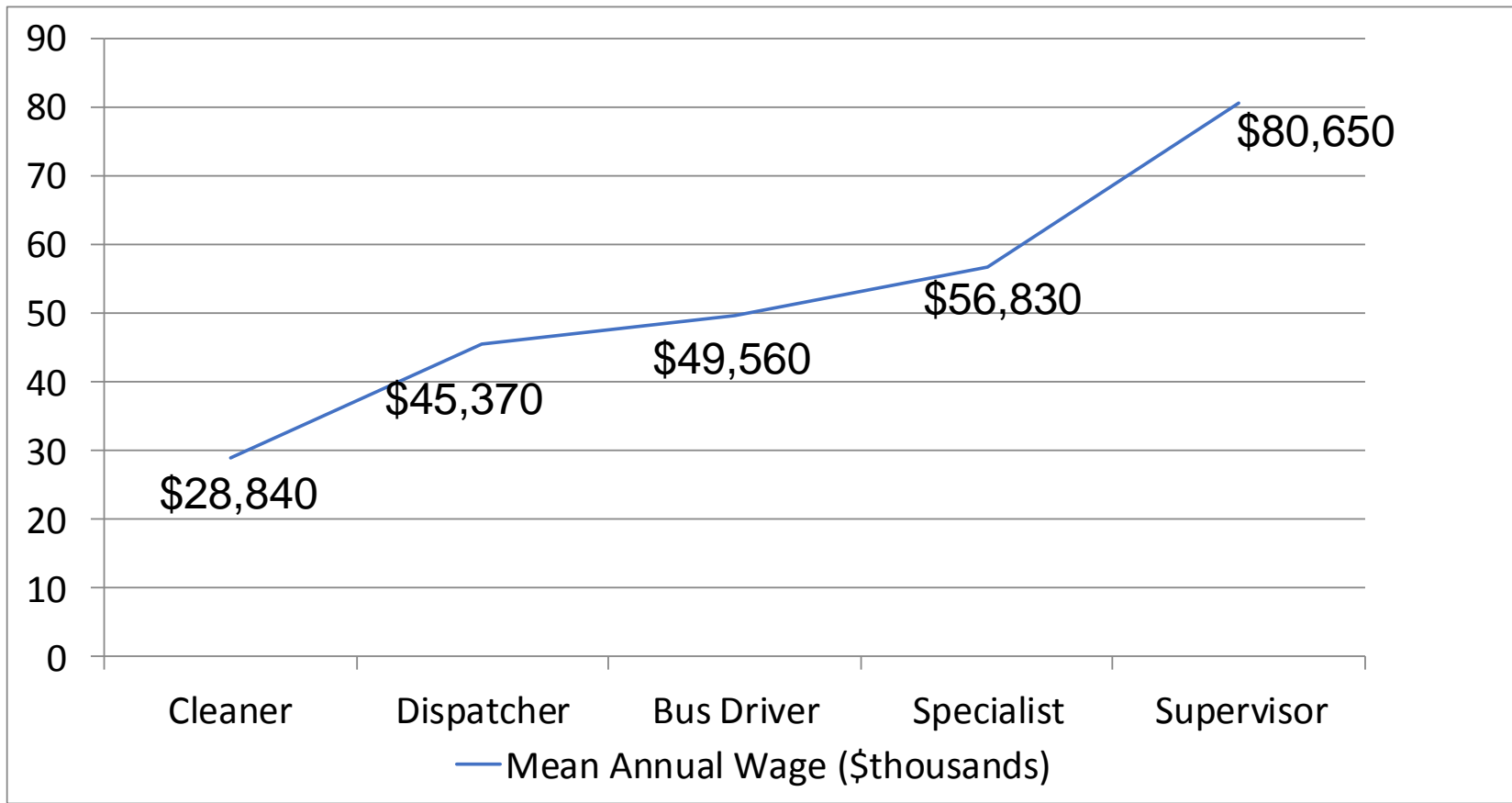
You will have 10 minutes!

- Paratransit
- Electronic Diagnostics
- Vehicle Maintenance
- Green Technology
- Ferry Service
- Common Transit Employee Benefit
- Community Service Accessible by Transit
- Wage for bus operator at NY MTA after 6 years of employment
- Trip Planning App
- Bus Maintenance
- Mode of Transportation
- Fare & Entry System
- Command/Control Center
- High Speed Rail MPH
- Transit Trips In US (2015)

A word cloud featuring various professions and roles. The words are arranged in a roughly rectangular shape, with some words oriented vertically and others horizontally. The colors of the words include shades of green, blue, yellow, and brown. The words are: Bus Operator, Director, President, Cleaner, Safety, Marketing, Mason, Instructor, Shop Steward, Supervisor, Auditor, Train Operator, Traffic Checker, Development, Finances, Mentor, Plumber, Apprentice, General Manager, Police, CEO, Legal, Carpenter, Union Representative, Human Resources, and Diversity Officer.

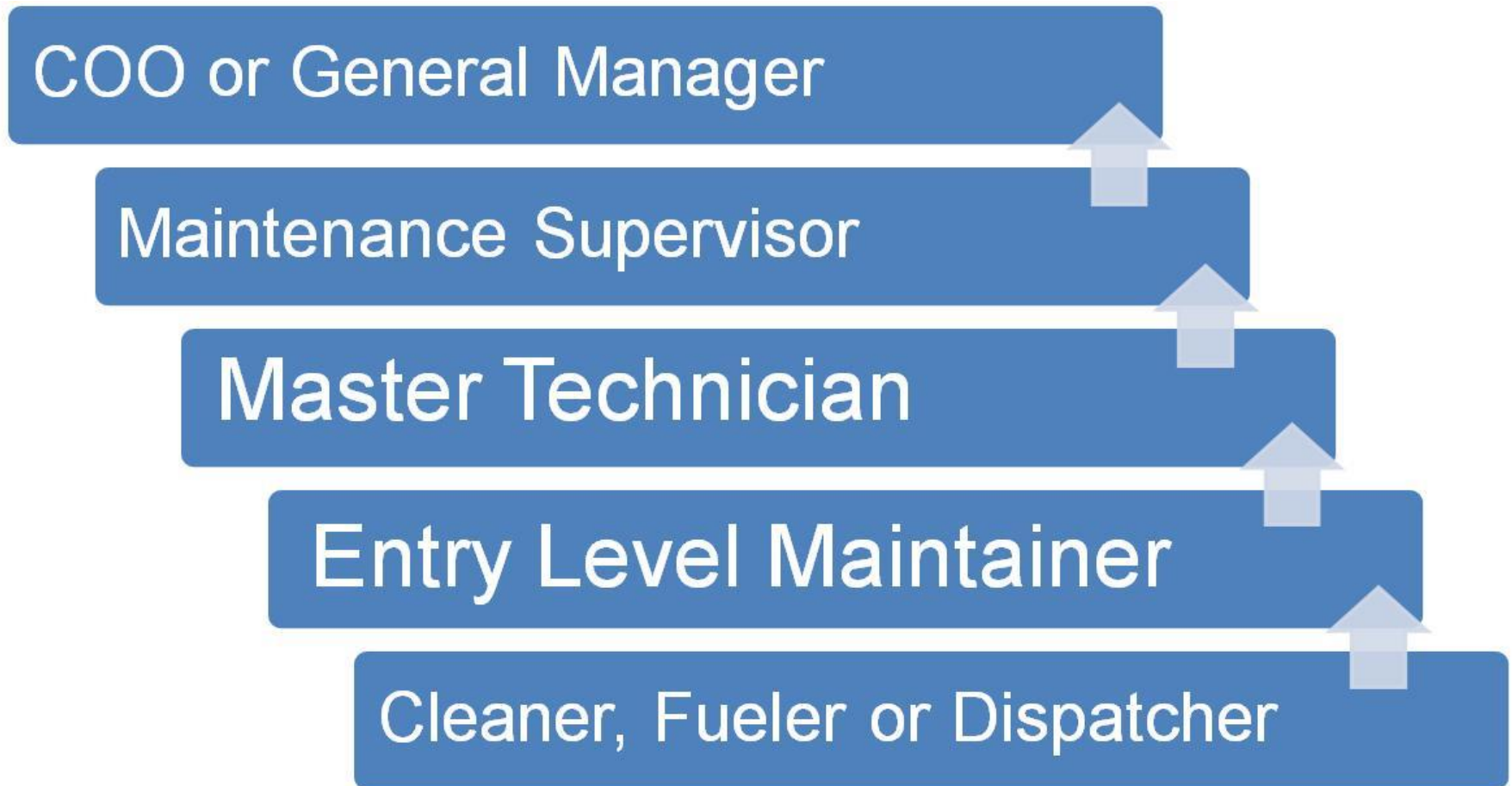
Bus Operator
Director
President
Cleaner
Safety
Marketing
Mason
Instructor
Shop Steward
Supervisor
Auditor
Train Operator
Traffic Checker
Development
Finances
Mentor
Plumber
Apprentice
General Manager
Police
CEO
Legal
Carpenter
Union Representative
Human Resources
Diversity Officer

Career Ladder Wage Example: Annual Mean Wages in California



Source: BLS

Career Ladders in Transit



Career Ladders in Transit



Career Ladders in Transit Unions



TRANSPORT WORKERS UNION
TWULOCAL100.ORG

[Home](#) [About](#) [Departments](#) [Benefits](#) [Union Services](#) [More Services](#) [Take](#)

Union-Wide Officers and Executive Board

Union-wide executive positions:



John Samuelsen
President



Angel Giboyeaux
Administrative VP



Earl Phillips
Secretary-Treasurer



LaTonya Crisp-Sauray
Recording Secretary

<http://www.twulocal100.org/union-wide-officers-and-executive-board> - Accessed 5.9.2016

Local President

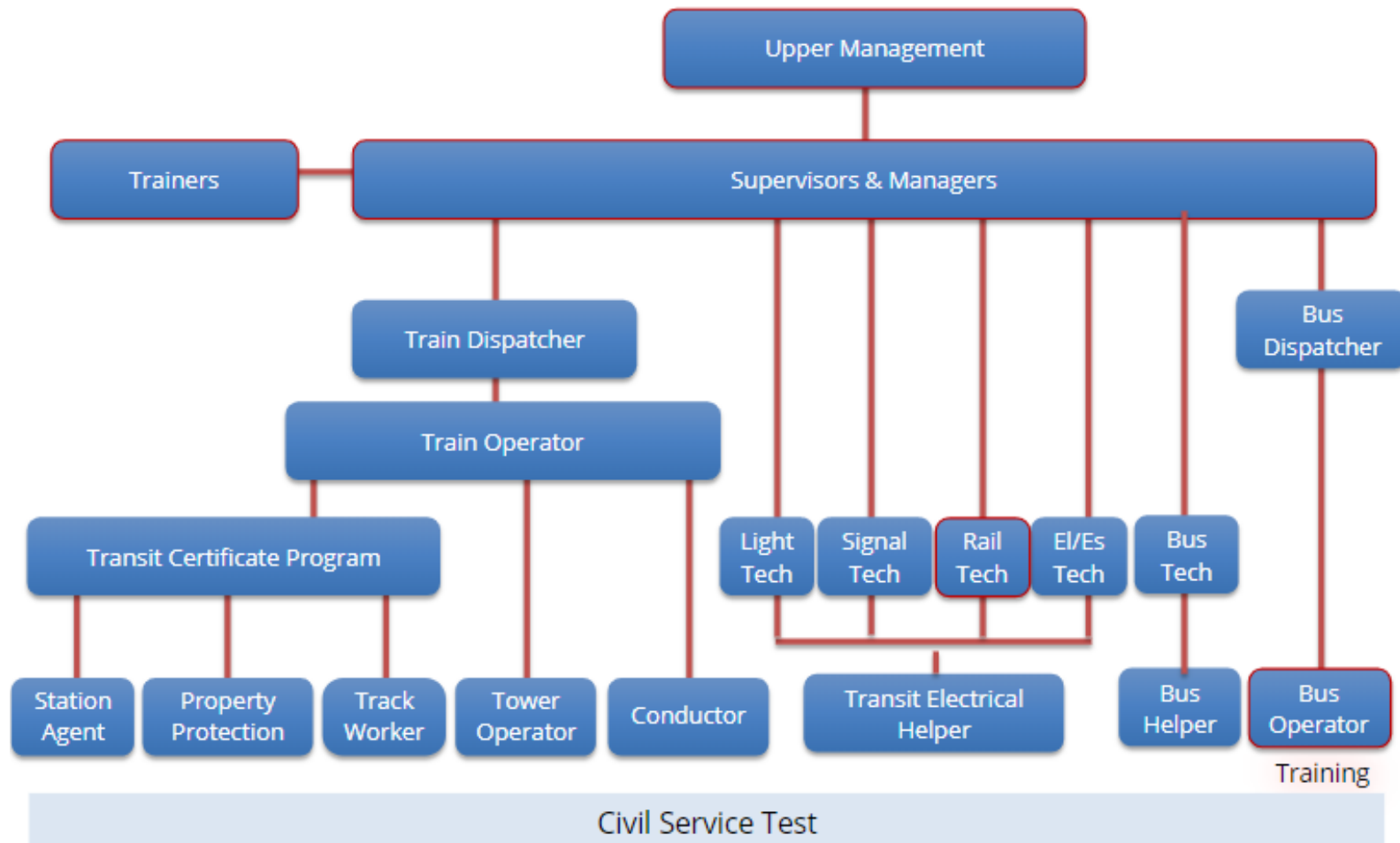
Board Member

Business Agent

Shop Steward

Active Union Member

Career Pathways within New York City Transit



Training

Civil Service Test



Gwendolyn Gibson - Rail Vehicle Maintainer, SEPTA



Theo Hamilton – ATU 1447 President, TARC



Diego Carrillo - Light Rail Technical Training Supervisor, VTA



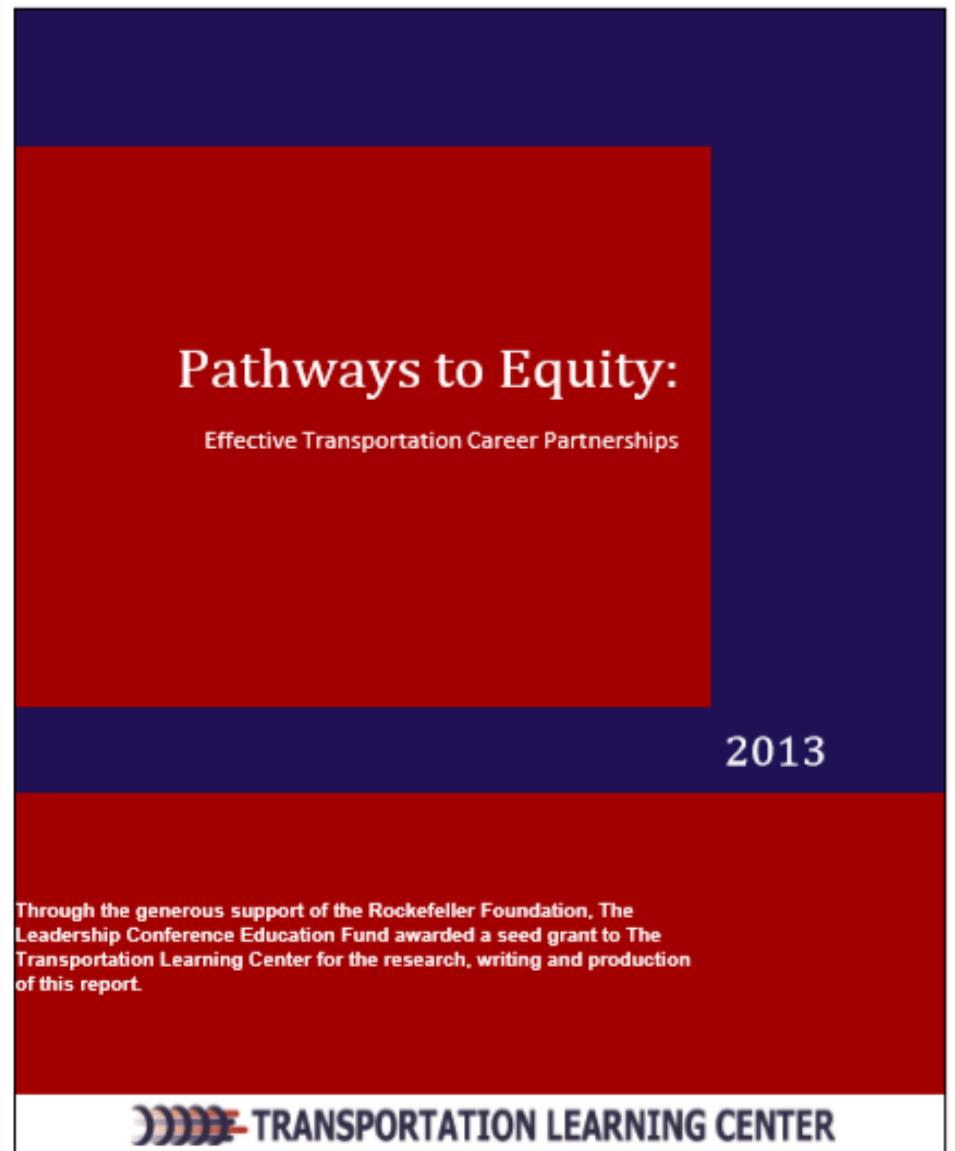
Elmer Coppage - Deputy Director of Training & Development, MD MTA

Why Public Transportation?

- Good living wage jobs
- Career Ladder Opportunities
- Great Benefits: healthcare, pension, sick days, vacation time, tuition reimbursement
- Stable and growing industry
- New and green technologies
- Location
- Unionized
- Service to the community

Creating Multiple Pathways and a Note on Evaluation

[www.transportcenter.org
/publications](http://www.transportcenter.org/publications)



For More Information

Pat Greenfield

Senior Program Director, Workforce Education

Transportation Learning Center

pgreenfield@transportcenter.org