2016 Needs Assessment Summary

May 25, 2016
SCRTTC
Southern California Regional Transit Training Consortium

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The Outline

• Preface
• Summary
• 2016 Needs Assessment
  – Task #1
  – Task #2
Preface

• CARB Zero Emission Bus (ZEB) mandates accelerated
• Already arduous task with imminent deadlines
• Coincides with regional transit workforce challenges
• Transit technology increasing sophistication demands comparable highly skilled workforce advancements
• Increased already stringent government regulations compounds the challenge
• Developing and repeated delivery of industry-driven, cost-effective training during ZEB procurements
Preface Continued

• SCRTTC demonstrates unprecedented level of innovation
• Innovation awards by NTI and CTA
• Critical & pertinent to SCRTTC’s success; Annual Training Needs Assessment (NA)
• Ensures training development is relevant and delivery is responsive
• SCRTTC enters second decade; ready to fulfill its mission: 
  *Advance the skills of our transit workforce...preparing for the future.*
Summary

• SCRTTC marks halfway point of 5-year Strategic Plan (SP)

• Understanding SP history is key to its outcomes
  – NA satisfies funding work requirements
  – Identifies training needs to meet advancing technical requirements & growing membership
  – Prioritizes those needs within current budget parameters

• Strategic Plan identified 7 key goals emphasizing:
  – Training Effectiveness
  – Organizational Effectiveness

• Adds continuity to prior NA

• Provides direction to Board and Education Services

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Summary Continued

• Key Outcomes of 2016 NA are:
  – Electrical Series I-V inclusive of eDVOM
  – HVAC I and HVAC II inclusive of 608 Certification
  – Cummins 8.9 inclusive of Level I, Level II and eInsite

• Second and Third topic priorities in a dead heat
  – Other/additional sources for 8.9 Cummins i.e. ETP
  – No other access but SCRTTC for HVAC I and II
  – Members that no longer have CNG buses

• Other technical courses representing ongoing and additional/specialty technical needs also identified

• Showcases SCRTTC Transit/Academic Partnerships

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2016 Needs Assessment

- **Source of Funding:** The Los Angeles Bus Operators Subcommittee (LA BOS)
- **SCRTTC SP** focuses on 7 key goals; Training Effectiveness
  - NA identified as 1 task to be initialed and done annually
  - NA review & recommendations impact FY training calendar
  - In direct alignments with its funding source & deliverables
- **NA Tasking:**
  - Task #1: Investigate, Conduct and Conclude/Summarize
  - Task #2: Implement, Identify Needs, Recommendations to obstacles

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2016 NA – Task #1

• Investigate Industry Training Needs

• Conduct Training Needs Assessment

• Conclusions/Summary of Gaps and Obstacles to Training
2016 NA – Task #1 con’t.

• Investigate Industry Training Needs
  – Input from Education Services Committee (ESC)
  – Consider continued AQMD mandates
  – Track technology advancements
  – Industry publications and technology launch announcements
  – Industry conferences & EXPO technical demonstrations
  – FTA; Office of Research, Demonstration and Innovation
  – SCRTTC FTA ITWD ‘Lessons Learned’
  – Platform upgrades; Apple and CSULB
  – Industry Surveys

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• Conduct Training Needs Assessment
  – ESC desired audience categories
  – Conducted Face-to-Face, Phone and Electronic Interviews
  – On-site Facility Tours, Meetings and Interviews
  – Group Interviews
  – Collaborative Partnership Discussions
  – SCRTTC Certified Instructor Interviews and Surveys
  – 1-on-1 Transit Management/Maintenance Staff Interviews
  – OEM and Vendors
2016 NA – Task #1

- Conclusions & Summary Gaps/Obstacles to Training
  - Accelerated retirement transitions underway
  - Contractor turnover = influx of new hires
  - New hires are unqualified; 90% have no transit experience
  - Accelerated need for foundation courses; repeated delivery
  - Computer access and skills woefully insufficient
  - New bus procurements dictate electrical proficiencies needed
  - Procurements reveal software diversity
  - Decreased Instructor Accessibility; budget cuts & retirements
  - Lack of workplace IT resources
2016 NA – Task #2

• Implement Program

• Identify Training Needs

• Recommendations to Gaps/Obstacles
2016 NA – Task #2

- Implement Program:
  - Secure ESC support
  - Review prior NA for continuity & any unaddressed recommendations
  - Review/document course update activities/delivery accomplishments (T-t-T)
  - Prioritize Training Needs Assessed in alignment with current course listing and available budget
2016 NA – Task #2

• Identify Training Needs:
  – Top 3 Training Needs
  – Ongoing/Additional Technical Training Needs
  – Specialty Courses; Outsourced/Contracted
  – Additional Soft Skills Training Needs
  – Obstacles to Training
2016 NA – Task #2

• Top 3 Training Needs
  – Electrical Series; eDVOM and Electrical I through V
  – HVAC I and HVAC II inclusive of 608 Certification
  – Cummins 8.9 Series; Level I & II and Insite™
2016 NA – Task #2

- Ongoing/Additional Technical Training Needs
  - DVOM and ITS Overview; Constant access
  - Continual re-delivery of Electrical Series
  - HVAC I, HVAC II inclusive of 608 Certification
  - Cummins 8.9 Series; Level I, II and Insight
  - Vehicle Safety; CNG and Hybrid
  - Commercial Vehicle Inspection
  - Brakes I and Brakes II inclusive of Brakes III advancements

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2016 NA – Task #2

• Ongoing/Additional Technical Training Needs con’t.
  – More frequent College & Transit Instructor Train-the-Trainers (T-t-T)
  – Transition to Supervisor Management
  – OSHA
  – On-line Course Registration
2016 NA – Task #2

- Specialty Courses; Outsourced/Contracted
  - 608 Certification if not included in HVAC Upgrades
  - Commercial Vehicle (CV) Inspection
  - Instructor Training including; On-line and FTA
  - OSHA
  - Leadership: Transition to Management
  - CNG Tank Inspection
  - I.O. Controls

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2016 NA – Task #2

- Specialty Courses; Outsourced/Contracted con’t.
  - PLC
  - Doors
  - Basic Budget and Fiscal Management
  - Procurement; new technology specification direction
  - Fire Suppression
  - Steering and Suspension
2016 NA – Task #2

• Additional Soft Skills Training Needs
  – Basic computer skills
  – On-line learning; access and skills
  – On-line Instructor Training for Supervisors
  – Basic Budget and Fiscal Management
  – Procurement; new technology specification direction
  – Improved On-line registrations process
2016 NA – Task #2

• Obstacles to Training
  – Days of Training Delivery
  – Shop Workload/Scheduling/Employee Availability
  – Location/Distance/Travel Costs; includes Distance Learning (DL)
  – Workplace Wi-Fi and Computer Access
  – Lack of Hands-on Training with DL
  – Geographic Availability/Access
  – Course Frequency
2016 NA – Task #2

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2016 NA – Task #2

• Recommendations to Gaps/Obstacles:
  – Change delivery to Wednesday; consecutive non-consecutive
  – On-the-job employer provided computer access to technicians
  – Provide maintenance facility Wi-Fi access
  – Facilitate delivery of computer skills training with colleges
  – Increase Certified Instructors training opportunities
  – On-line Transit Supervisor T-t-T needed vs. course content
  – Develop and Deliver Budget/Fiscal Management courses
  – Expand DL Orientation to include computer skills training
  – Capture more hands-on for incorporation into DL courses
2016 NA – Task #2

• Recommendations to Gaps/Obstacles con’t.:
  – Provide on-line/night/weekend course delivery
  – Deliver existing Leadership Management courses
  – Prioritize/Secure Partners to align with needed Instructional Aides
  – Review 2016 SCRTTC Needs Assessment Course Listing Report