



# **Metro Transit Workforce Development** Addressing Critical Workforce Challenges

Presented to  
Transportation Committee

May 14, 2018



# Workforce Department – Business Need

- Tightening labor market, aging workforce, employee turnover and transit expansion
  - 3.2% Metro area unemployment
  - 48 Average age of Transit employee
  - Service expansion and growth
- Challenges filling key Metro Transit positions – Bus Operator and Mechanic Technician
  - 52 current Bus Operator vacancies
  - 33% reduction in Bus Operator applicants since 2013
  - Limited number of new technician graduates and programs

# Workforce Department – Objective

Realign and leverage current multi-department workforce development resources through a single department, to improve, create and deliver Transit workforce solutions.

- Strong workforce development leadership
- One department to work collaboratively to address business units needs
- Budget sustainability beyond grants
- Stakeholder input to annual work plan and program evaluation
- Ongoing stakeholder involvement in tactical implementation

# Workforce Department – Long term Scope

- Create permanent pipelines and pathways for high need and hard to fill Transit positions
- Enhance existing internal career pathways for Transit employees.
- Create standard activities with youth to create meaningful connections to Transit careers.
- Connect residents with major employment barriers to entry level positions at Transit.
- Support Southwest and Bottineau Light Rail Transit construction workforce diversity needs.

# Bus Operator Recruitment – *Pilot*

**Goal:** Provides sustainable Operator applicant pipeline and increases successful Bus Operator hire rate to **20%**

- Utilize model Bus Operators who have interest and access to high applicant target areas.
- Align community partner workforce agencies to support and assist applicants on path toward an Operator career.
- After 3 month pilot, detailed analysis and evaluation of model effectiveness



# Bus Operator Applicant Readiness – Pilot

**Goal:** Support increase of Operator hire rate by providing applicants direct assistance with hiring process.

- Transit and Community partners provide pre application readiness to include; Minimum eligibility, Career overview, NEO Gov navigation, basic directional training and CDL preparation.
- Pilot period May – September 2018



# Bus Operator Apprenticeship - Pilot

**Goal:** Increase the rate of new hire Bus Operators passing probation – reduce probation failure from 15% to **10%**

- Create peer support structure that assists new Bus Operators successfully navigate the start of their career
- Provide a structured format that recognizes Bus Operator mentors as valuable leaders
- Reinforcing the right interpersonal and soft skills, attitude and approach to the Operator position from the start



# MTT Program - Recap

- Cohort 1 (Bus) - 14 graduate June 2018
- Cohort 2 (Rail) - 13 Began 1<sup>st</sup> year Degree program August 2017
- Cohort 3 (Bus) - 16 Began Customized Training at Transit April 2018





# MTT Program - Evolution

- Metro Transit Technician program is being analyzed and adjusted
- Submitted application to become a registered Apprenticeship Program with Minnesota
- Consolidate multiple paths to technician career into singular pathway for external and internal individuals
- MTT evolves into a pre-apprenticeship program



# Additional 2018 Workplan Items

- Lead multi-department review of Transit front line position qualifications, selection processes and approach
- Review and evaluate current policies and applicable statutes to develop career pathways for ex-offender population
- Initiate youth engagement program



# Thank you