



INFORMATION UPDATE – WORKFORCE DEVELOPMENT

To: Chair and Board of Directors
Through: President/CEO Inez P. Evans
From: Vice President of Diversity/Inclusion and Workforce Development Denise Jenkins-Agurs
Date: June 14, 2021

WORKFORCE DEVELOPMENT: GROWING OUR OWN

BACKGROUND:

Mentorship & Apprenticeship Program

In December 2020, IndyGo partnered with ATU Local 1070 to address the need for Mechanics and Coach Operators by developing a Mentorship and Apprenticeship program with the assistance of Jamaine Gibson from ATU International. We will be “Growing Our Own” talent through the Coach Operator & Maintenance Mentor Apprenticeship Program (COM-MAP).

The planning committee consists of the following Agency and ATU teammates:

- Aaron Vogel, COO/VP of Operations
- Denise Jenkins-Agurs, VP of D & I and Workforce Development
- Rachel Hill, ATU Financial Secretary
- Robbie Waggoner, ATU Facility Maintenance Tech
- Omar Reed, Transit Apprenticeship and Mentorship Coordinator

We also have a Sub-Committee of high performers who are the subject matter experts in Maintenance and Coach Operations to assist in developing the program.

We have partnered with Ivy Tech to assist us with the maintenance curriculum to allow the apprentices to receive a certification that will enable them to continue their education to pursue their Associate Degree after completing the 1-year apprenticeship program.

To have a successful program, we are currently developing a Mentorship program for mechanics and coach operators, taught by Jamaine Gibson. Any teammate interested in being a mentor will have to apply and be interviewed by the committee. Having a mentor assigned to the apprentice will allow a higher success rate.

Program Timeline Update:

- Pilot Coach Mentoring session took place the first of the year
- Union Shop Stewarts will mentor the new Coach Operators graduating in June
- MOU was sent to the ATU, awaiting their signature
- Marketing material will be emailed to teammates on June 23rd
- Program applications are due in July
- Mentoring Education facilitated by Jamaine Gibson, ATU International, will take place in August

Omar Reed will focus on building the relationship with IVY Tech for the curriculum development for High Voltage Technicians and completing the necessary documents to establish the Apprenticeship Program

ADP Learning Management System (LMS)

We are excited to share that the planning committee has completed the education on using and setting up our NEW ADP Learning Management System. The purpose of this platform will allow us to house all of our education online. Teammates will have the opportunity to review their classroom and online learning courses. They will also have the opportunity to self-assign themselves to over 120 soft-skill courses for professional and personal development. We are currently interviewing a manager to lead the strategy and roll-out. Our goal is to launch the LMS by August.

National Transit Institute (NTI)

We have partnered with NTI to share continuing education with our teammates. NTI provides online and seminars to public transportation in the US. They promote, develop, and deliver high-quality programs and materials through cooperative partnerships with industry, government, institutions, and associations. They serve as a catalyst for enhancing skills and performance in public transportation. We will post some of their courses in In Transit to encourage teammates to continue their education.

Lunch-N-Learn Education

We purchased a pre-packaged Professional and Personal development curriculum that can be branded and customized for a great learning experience. Lloyd Graham, our new D & I and Workforce Development Manager, will create and facilitating soft skills, leadership, and D&I education. These courses will occur during Tim Talks and Teams Meeting until it's safe to resume for a classroom experience.

RECOMMENDATION:

Receive the report.

Denise Jenkins-Agurs
VP of D & I and Workforce Development
Department of D& I and Workforce Development