



## INFORMATION UPDATE – WORKFORCE DEVELOPMENT

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**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:** August 11, 2021

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### 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

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.

##### *Mentoring Program Timeline Update:*

- Pilot Coach Mentoring session took place the first of the year
- Union Shop Stewarts will mentor the new Coach Operators
- MOU was sent to the ATU, awaiting their signature
- Marketing began July
- Program applications are due in August
- Mentoring Education facilitated by Jamaine Gibson, ATU International, will take place in September

- Ivy Tech has reviewed the maintenance training curriculum with the recommendation for the Apprenticeship Program.
- Transportation Learning Center is reviewing our Maintenance training curriculum, and we are currently waiting on recommendations on how we can include High Voltage education based on transit best practices.

***Fellowship & Internship Update:***

- **IUPUI Peterson Fellowship (\$15K Investment):**
  - Graduate students at the IUPUI School of Public and Environmental Affairs submit applications to become an IUPUI Peterson Fellow. Applying students should be interested in public service. Fellows receive an annual stipend of \$15,000 and are placed with public agencies to gain real-world experience. For the 2020-2021 school year, three graduate students were selected, a first for the program and a reflection on the quality of the student's applying. IndyGo and the airport were asked if they would participate, and both agreed. Students rotate between the agencies, with each on spending approximately the length of a semester at each site for approximately 20 hours each week.
  - For the 2020-2021 school year, the three students were Amber Rose-Greaney, Alexis Weaver, and Ellen White.
  - Amber Rose-Greaney is interested in sustainability efforts, especially policies enacted by city government. At IndyGo, Amber was tasked with researching the current state of fuel-cell electric buses in the United States and to provide some draft cost comparisons between different propulsion and manufacturers. Amber's research was instrumental in providing staff with an understanding of the current state of Fuel Cell Electric Buses (FCEBs) and the potential challenges and benefits of FCEBs as compared to battery electric buses.
  - Alexis Weaver is interested in public affairs. She was a dual major, also studying law at IUPUI. She assisted staff by evaluating how red paint treatment applied on the Red Line BRT corridor was obeyed by motorists. She developed a methodology, watched film from Red Line vehicles, cataloged incidents, and produced a draft report on her findings. She presented those findings to IndyGo staff. Her report was the foundation for IndyGo's submittal to the Federal Highway Administration (FHWA), a requirement from FHWA's approval of treating the streets with red paint.
  - Ellen White is interested in sustainability, with a focus on data and policy analysis. She worked on several projects, including a project in which she analyzed data and created a visualization on the COVID-19 impact on boardings by bus stop. The project was on the to-do list of an IndyGo staff member. She also researched two different grant requirements for IndyGo, providing vital information to assist IndyGo staff in deciding whether to apply for the grants.
- **Robert H. McKinney School of Law at IUPUI**-one intern
- **Providence Cristo Rey High School (\$25K Investment):**
  - Year two participating in the program
  - 4-students will have the opportunity to intern in the following departments:
    - Mobility Services (2-students)
    - IT
    - Corporate Communication
    - 1-day week for seven hours
    - Entire school year, depending on the pandemic outcome

***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 Diversity and Inclusion (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 classroom experience.

### ***Indiana Department of Workforce Development-Next Level Job Employer Grant***

- We applied for a \$45K reimbursable grant. These dollars will cover two courses:
  - Aspiring Leadership (8-week course, bi-weekly with 12 teammates)
  - Lean Six Sigma Green Belt Certification (6-weeks, 1-day a week with 12 teammates)

### **RECOMMENDATION:**

Receive the report.

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