

APTA Human Resources Committee 2014 Webinar Series



Developing Internship Programs: Successful Models and Pilots

**Wednesday, August 20, 2014
2:00 – 3:30 p.m. Eastern Time**

Webinar Connection:

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This session is being recorded and will be made available to APTA members on the APTA web site.

Session Moderator & Presenter



Dr. Jill Hough

Chair, APTA's Higher Education Subcommittee

Program Director

Upper Great Plains Transportation Institute

Small Urban & Rural Transit Center,

North Dakota State University, Fargo, ND



2014 Webinar Series

- **TCRP Report 162: Building a Sustainable Workforce in the Public Transportation Industry - A Systems Approach – Completed**
- **Developing Mentorship Programs: Successful models and pilots – March 19 – Completed**
- **FMLA & Light Duty Assignments – April 16 – Completed**
- **Establishing a National Transit Industry Rail Vehicle Technical Training Program – May 21 - Completed**



2014 Webinar Series

- **Developing Internship Programs: Successful Models and Pilots – August 20**
- **Keeping Your Transit Employees Safe – September 17**
- **Developing Front-Line Workers - The Industry's Backbone – November 19**
- **Engaging Your Frontline Workforce to Streamline Work Processes – December 17**

Developing Internship Programs: *Successful Models and Pilots*



- **Internships:** Help grow your business and accomplish your future
- **Internship programs:** Develop, launch, sustain
- **Academia and transit industry (public and private) partnerships:** National internship program
- **Transit agency internship program:** Internal
- **Opportunities for audience dialogues, lessons learned**

Industry Discussants



**Ms. Julie Espy,
OCTA**



**Ms. Jacqueline
Burrell, COMTO**



**Ms. Cherie
Sprague,
Denver RTD**



**Ms. LaShanda
Dawkins, MARTA**



Session Presenter



**Mr. Jesus "Jess" Guerra
Associate Professor,
Department Chair, Transportation Technologies,
Los Angeles Technical Trade College
Los Angeles, CA**



Session Presenter



Ms. Janice Lambe
Human Resources Assistant,
Orange County Transportation Authority (OCTA),
Orange, CA




What to Expect ...

- **LA Technical Trade College Internship Program Presentation**
- **Discussion, audience questions**
- **OCTA College Intern Program Presentation**
- **Insights from current and former OCTA intern**
- **Discussions, audience questions**
- **Insights from Industry Discussants**
- **Wrap up**



Asking audience questions

To submit a question or comment to the moderator during the session or during the Q&A, please type it into the **Question** box on your screen and then click on the send arrow located at the bottom of the box. 



Session Presenter



**Mr. Jesus "Jess" Guerra
Associate Professor,
Department Chair, Transportation Technologies,
Los Angeles Technical Trade College
Los Angeles, CA**



Transit Mechanic Internship

Advanced technologies present a need for a highly trained workforce

- ▶ CNG, LNG, Hybrid and Electric power plants
- ▶ Buses today are equipped with Advanced Fleet Management Systems (GPS), surveillance cameras, gas and fire suppression systems, and programmable logic control systems.



Advanced technology on buses is becoming a challenge.

- ▶ Each bus has several computer control components that *support* these technologies—Engines, transmissions, fare boxes, head signs, cameras, voice annunciation, etc.
- ▶ Strong computer skills necessary
- ▶ Trained and skilled technicians needed to fill forecasted vacancies due to retirements.

Response: LATTC & SMBBB Transit Technician Internship

- ▶ Discussions with employer to identify gaps and needs
 - Selected employer with strong support and history
- ▶ Developed Internship Program:
 - 130 Hour, 7-Week Unpaid Internship @SMBBB
 - 3rd/4th students from Diesel, Alt Fuels & Hybrid Vehicle Program
 - Enrolled in Transportation Cooperative Education (2 Units)

Challenges...and Response

- ▶ Liability
 - Establish MOU between LATTC & Santa Monica Big Blue Bus (SMBBB)
- ▶ Designing/aligning the curriculum that will allow students to earn college credit for the internship
 - Work closely with SMBBB management and LATTC instructors to ensure curriculum continuously updated to prepare students
- ▶ Minimizing the impact on SMBBB employers workload

Outcomes and a look ahead...

- ▶ College– students acquire “real life” experience in new and emerging technologies–detailed task program as well as additional training
- ▶ Transit– trained pool of entry–level technicians
 - Future internships in transit bus maintenance–storekeeper, destination sign, etc.
- ▶ Program was designed as an *ongoing* program
 - Launched in Summer 2010 with four (4) students
 - New Cohort begins every 7 weeks

Outcomes and a look ahead...

- ▶ Continuing to develop a highly trained workforce
- ▶ For more information visit:
<http://college.lattc.edu/transportation/presentation/>



LA Technical Trade Internship Program: Lessons Learned



Dr. Jill Hough



Mr. Jess Guerra



Session Presenter



Ms. Janice Lambe
Human Resources Assistant,
Orange County Transportation Authority (OCTA),
Orange, CA



College Intern Program

Agenda



- Program Overview/Background
- Benefits of the Intern Program
- Recruitment & Selection Process
- OCTA Based Training
- Employment Opportunities
- Measuring Success
- Maintaining the Success of the Intern Program

Program Overview / Background

- Internship Period
- Program Criteria
- Benefits for OCTA
- Benefits for Intern



Recruitment - Advertising

- College Job Fairs
- Posting on College Websites
- OCTA Careers Website
- Word of Mouth



Recruitment Process

- Skills & Experience are defined by Hiring Manager
- Candidates are Screened Against Criteria
- 30 Minute Panel Interview
- Background Check & Professional References



OCTA Based Training for Interns

- Onboarding
- On the Job Training
- Quarterly Workshops
- Access to Online Training Package



Employment Opportunities

- Interns are encouraged to apply for suitable vacant positions within OCTA.
- An Internship at a reputable Company/Agency makes the Intern more marketable and they have an advantage when applying for external positions



Measuring Success



The Intern measures their success by:

- Their performance reviews every 6 months (written by their manager)
- The experience that they have gained in the workplace
- The success of the projects they have worked on

The employer measures success by:

- Retention Rate on Intern Program
- How many Interns become Regular Employees
- Successful Project Results
- Survey Feedback

Maintaining the Success of the Intern Program

- Having a designated Intern Program Administrator
- Having Open communication
- Maintaining buy-in from Management
- Providing useful & interesting projects which fit the skill level of the Intern
- Forecasting & budgeting the Program costs in advance



Featured OCTA Intern & Former Intern, now Manager



Ms. Julia Simmons
OCTA Intern



Mr. Victor Velasquez
Former OCTA Intern
Manager, OCTA

OCTA Internship Programs: Lessons Learned



Dr. Jill Hough



Ms. Janice Lambe



Ms. Julia Simmons



Mr. Victor Velasquez

Internship Programs: Best Practices & Lessons Learned



Dr. Jill Hough



Mr. Jess Guerra




Ms. Janice Lambe



Reminder:

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Featured Discussant



**Jacqueline Burrell,
Deputy Program Manager,
Careers In Transportation for Youth (CITY),
Conference of Minority Transportation Officials - COMTO**

COMTO Interns in Action . . .



2014 CITY Interns at the COMTO National Conference.



COMTO Interns in Action . . .



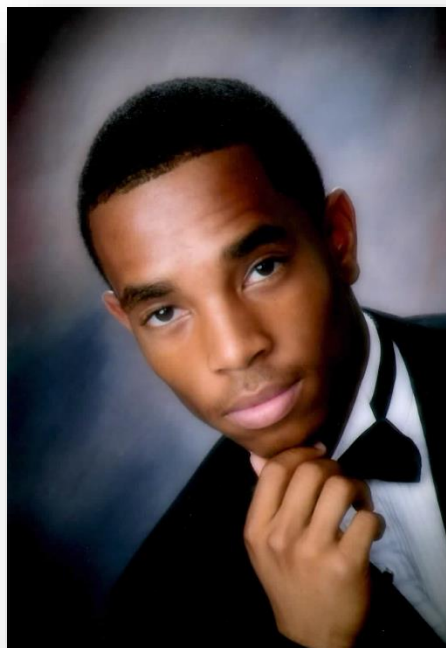
**Jacqueline Burrell with
2014 CITY Interns.**

**Michael Melaniphy, APTA
President & CEO interacting
with CITY Interns and Alumni**





Featured COMTO Intern



Mr. Isaiah Floyd
Careers In Transportation for Youth (CITY) Intern
COMTO



Featured Discussant



**LaShanda Dawkins,
Interim Assistant General Manager,
Human Resources,
Metropolitan Atlanta Rapid Transit Authority - MARTA**



Featured Discussant



**Cherie Sprague,
Senior Human Resources Executive
Regional Transportation District - Denver RTD**

Industry Discussants



**Dr. Jill Hough,
Chair**



**Ms. Jacqueline
Burrell, COMTO**




**Ms. Cherie
Sprague,
Denver RTD**



**Ms. LaShanda
Dawkins, MARTA**



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Intern Programs: Lessons Learned



Dr. Jill Hough



**Mr. Jess
Guerra**



**Ms. Janice
Lambe**



Ms. Julie Espy



**Ms. Jackie
Burrell**



**Ms. LaShanda
Dawkins**



**Ms. Cherie
Sprague**



APTA Human Resources Committee Webinar Series

Next scheduled webinar session:

Keeping Your Transit Employees Safe

Wednesday, September 17, 2014

2:00 – 3:30 p.m. Eastern Time

Registration flyer to be out in a few weeks.



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