



*Educating at the Speed of Change*



# National Transit Institute ITS Staffing Course Overview

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# The National Transit Institute at Rutgers University

- ◆ Established in 1991 (ISTEA)
- ◆ Funded through Federal Transit Administration grants
- ◆ NTI's mission is to “provide training, education and clearinghouse services in support of public transportation and quality of life in the United States.”





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## Course Offerings

- ◆ Complete course, resource and training list available at [www.ntionline.com](http://www.ntionline.com)
- ◆ Advanced Technology
- ◆ FTA Compliance
- ◆ Planning
- ◆ Management Development
- ◆ Workplace Safety and Security





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# The ITS Industry Need

- ◆ Dedicated, talented, multi-disciplinary people
- ◆ Dedicated, talented, multi-disciplinary people
- ◆ And, of course, some time and money





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# Course Development

- ◆ Federal, State and Local team
- ◆ Administrative specialists
- ◆ ITS specialists
- ◆ Human Resource Specialists
  
- ◆ Test Course with agencies





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## The Course

- ◆ 2 day course
- ◆ Focus on agency issues
  - Project realities
  - Human resources
  - Practical approaches





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## Course Purpose

- ◆ Provide transportation agency personnel with an understanding of the staffing implications of planning, procuring, implementing and deploying transit (and other) intelligent transportation systems
- ◆ Describe System Engineering Analysis requirements from FTA policy







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## Course Agenda

- ◆ Introduction
- ◆ Transit ITS
- ◆ Project Process and Staff Buy-in
- ◆ Case Studies
- ◆ Staff Involvement
- ◆ Staffing Requirements by Phase
- ◆ Recruiting Staff
- ◆ Job Descriptions
- ◆ Interviewing
- ◆ Training
- ◆ Organizational Change







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## Overview of Transit ITS

- ◆ Technology to address operational and management needs
- ◆ Typical transit applications:
  - Fleet Management
  - Traveler Information
  - Electronic Fare Payment
  - Standards
  - VII
- ◆ FTA Architecture Policy for transit projects





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## **ITS Project Process**

- ◆ Needs Assessment
- ◆ Strategic Plan
- ◆ Project Phases
- ◆ Staff Involvement





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# Involving Staff Assessment and Ranking

- ◆ Case Study Approach
- ◆ Goal is to establish roles and set project priorities by consensus





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# Involving Staff – Concept through Procurement

- ◆ User determined requirements and design concept
- ◆ Involving legal and procurement staff
  - Pre-proposal
  - Evaluation
  - Interviews
  - Final Decision – Board discussion





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# Staffing Requirements – Contract Award to Implementation

- ◆ Design review
- ◆ Implementation Planning
- ◆ Prototyping and pilots
- ◆ Testing
- ◆ Parallel system operations – cut-over
- ◆ Simulation exercise





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# Staffing Requirements – System Operations and Maintenance

- ◆ Project based requirements
- ◆ Project timelines and staffing
- ◆ Project complexity and staffing
- ◆ Identification of changing job functions





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## **Acquiring People with Appropriate Skills**

- ◆ Job analysis methods and scope
- ◆ Documenting needs – skills, knowledge and other attributes
- ◆ Budget, timing and funding impacts
- ◆ Bringing HR in early







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# Job Descriptions and Recruiting Strategies



- ◆ Importance of quality descriptions
- ◆ Key elements of job descriptions
- ◆ Best industry practices
- ◆ Sources and advertising
- ◆ Budget





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## Interviewing

- ◆ Practice and critique exercise with small groups
- ◆ Interviewee, interviewer, observers





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# Staff Training Approaches and Resources

- ◆ Best practices
- ◆ Internal training
- ◆ External resources
- ◆ General and specific skill development
- ◆ Identifying promising people





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## Organizational Change

- ◆ New technology will affect you
- ◆ Failure to plan, recognize and respond will come back to haunt you
- ◆ Implications for management and budgets





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# Course Contact Information

- ◆ [www.ntionline.com](http://www.ntionline.com)
- ◆ Myrna Sirleaf – Course Coordinator
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# Questions and Contact Information

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