



Training Improves Fleet Condition at

**Capital District Transportation Authority
Albany, NY**

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Background

- Project Empire Transit Career Ladder Partnership – 2006
- Labor- management partnership
- Created to alleviate technical skills shortages
- 23 classes, 202 students through 2008

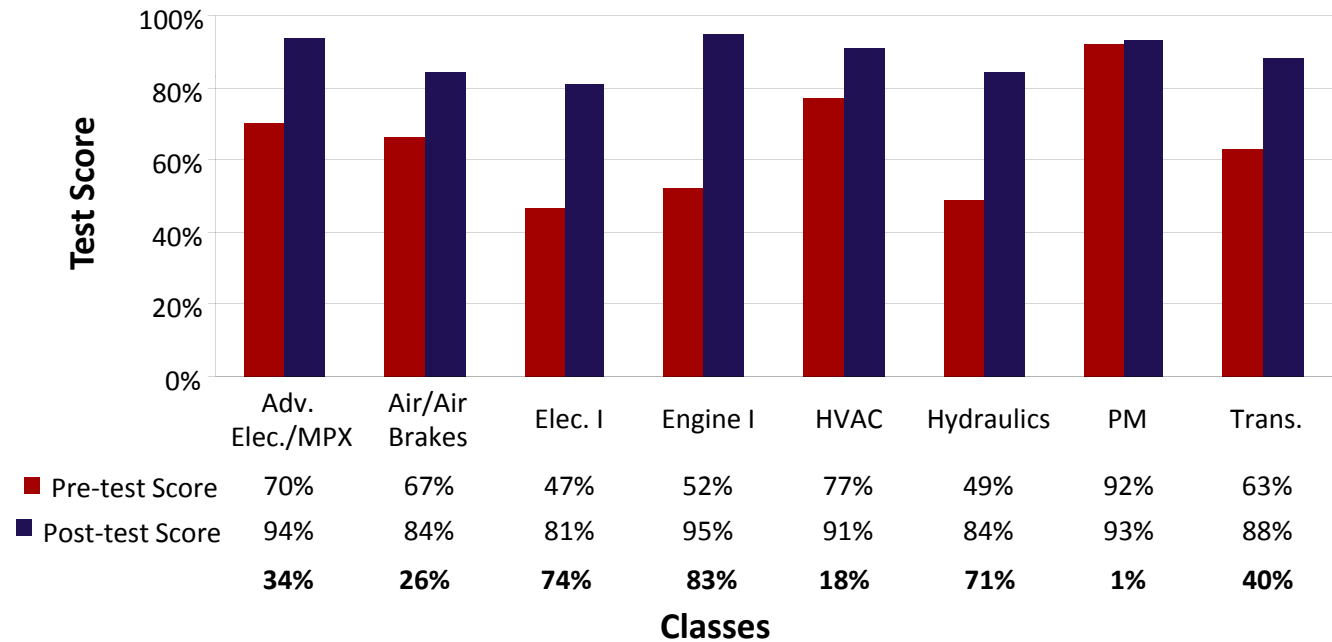
Training Improvements Documented

- Average test scores improve 43% after training
- Some scores by 70%
- Miles between breakdowns improve by 18%
- Bus spare ratio falls from 20% to 13% (projected)
- More work stayed in-house
- Work culture also improved

Training Improvements Documented

Post-training scores improved 43 percent on average, with some training achieving over 80 percent improvement.

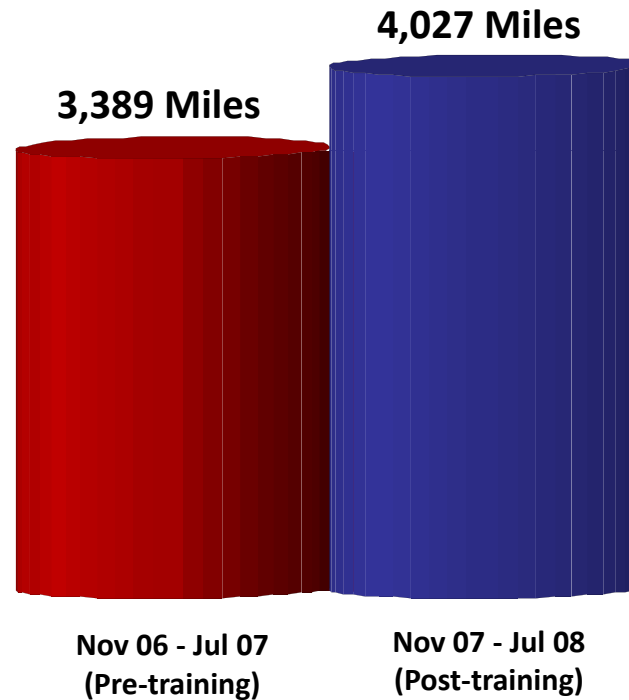
Albany Pre-training and Post-training Test Scores



Training Improvements Documented

CDTA System-wide Monthly Average MDBF, Pre and Post Training

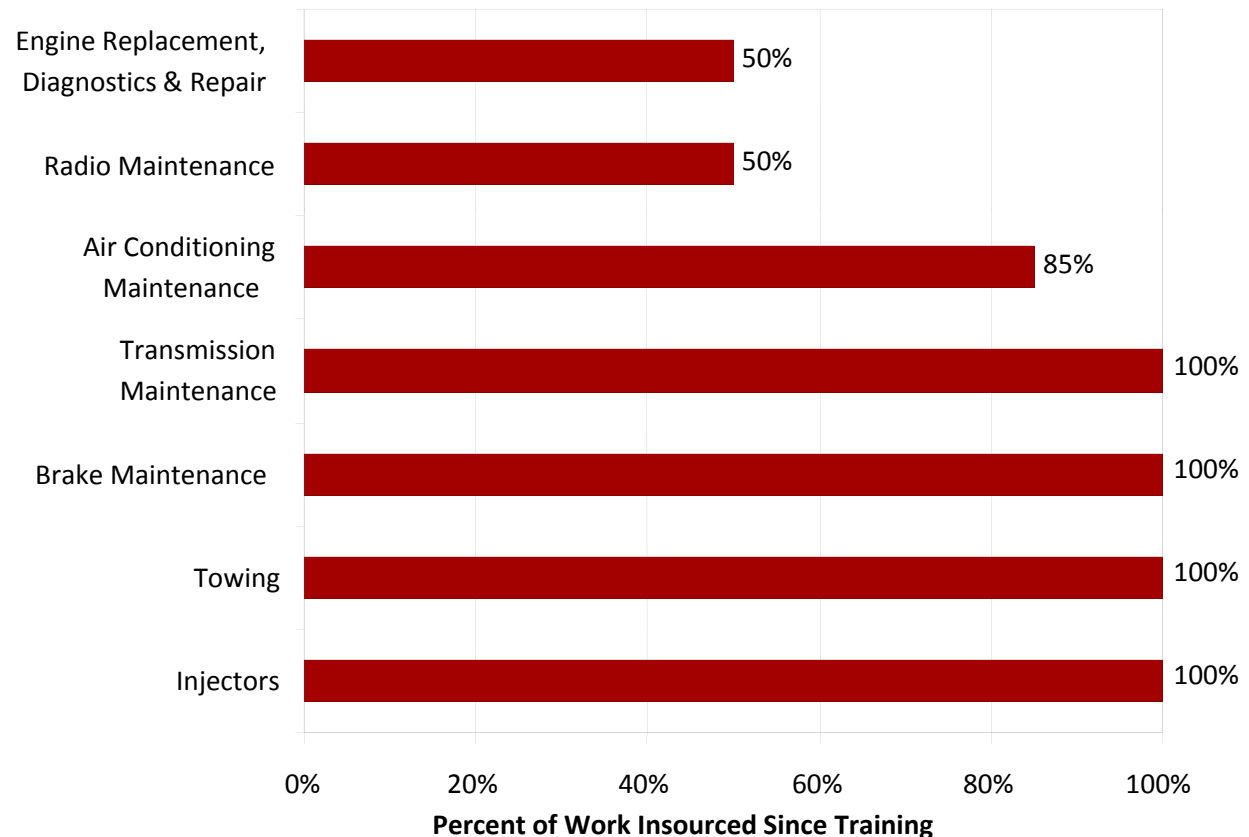
Without any addition of new fleet, CDTA improved its monthly average MDBF by 638 miles, or 18 percent, following the joint training program.



Training Improvements Documented

Maintenance Work Insourcing

Prior to the initiation of the Project Empire partnership, a substantial amount of CDTA's maintenance work was performed by outside contractors. With the partnership-based training program, CDTA has raised the level of competence of its maintenance workforce, allowing previously outsourced maintenance work to be brought back in house.



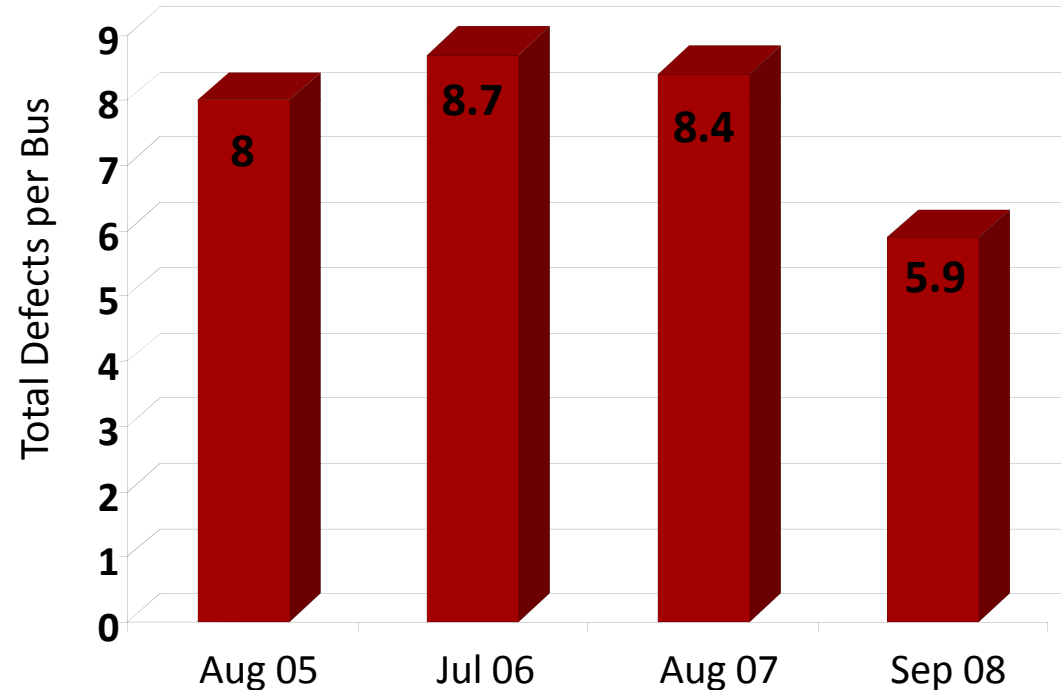
Fewer Bus Defects through Training

- CDTA commissions annual fleet inspections
- Provides objective third-party maintenance assessment
- Bus defects fell 35% from 2007-08
- Technician training essential to lowering defects
- But further improvements were needed

Training Improvements Documented

After initiating the data driven training partnership, there was a decrease in the number of defects found in CDTA buses.

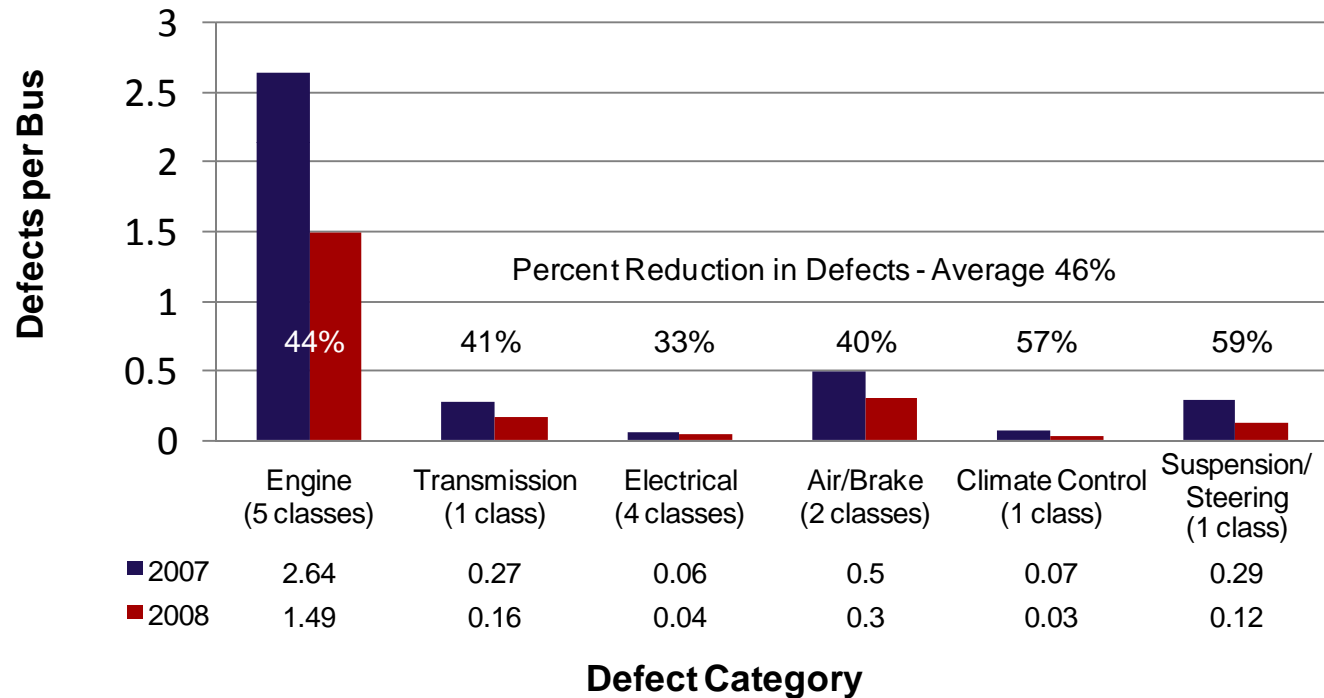
Total Bus Maintenance Defects Over Time



Training Improvements Documented

Reduction in Bus Defects by Training Area

In areas where there is focused training, such as engine and electrical, defects per bus have dropped by as much as 59 percent.



Training as a Catalyst for More Improvement

- Technical training was the first step
- What else could be done to further improve fleet?
- Per-bus defects still too high
- Finding: PMI program needed improvement

PMI – Back to Basics

- CDTA had to relearn importance of PMI
- PMI is maintenance foundation
- Inspections conducted at scheduled intervals
- Replenish vital fluids and identify faults
- Either correct those faults, or schedule repairs
- This function is critical – agencies often forget

Additional PMI Steps Taken

- PMI training provided to all mechanics
- PMIs moved to days
- Allowed more PMI follow-up & oversight
- Also provided 2 shifts to repair noted defects

Fleet Condition Improves Further

- Independent fleet inspection conducted in Oct 2010
- Per bus defects fell by 35% from 2009
- Critical “A” defects also fell by 35%
- Best performance in 5 years
- Public presented with safer buses
- Agency motivated to continue improving

Summary

- Training benefits documented at CDTA
- Initial training served as catalyst:
 - Agency reexamined its PMI procedures
 - Led to further improvements in fleet condition
- Center Studies Document Initial Training ROI
 - New York State's Transit Workforce Training Proves its Worth
 - Transit Partnership Training: Metrics of Success

<http://transportcenter.org>