

## Statewide Keystone Transit Maintenance Labor/Management Workgroup Meets



On June 11th, the PA Statewide Keystone Partnership Labor/Management Workgroup met in Philadelphia at SEPTA's Training and Technical Support (STATS) Facility at Berridge. The Workgroup, which is equally represented by management and labor personnel from various transit agencies and labor unions across the state, meets bi-monthly in Harrisburg, monitors the Keystone Partnership training and develops initiatives. The Workgroup members review reports on the Keystone Partnership activities around the state and govern the statewide budget. This month the members came from across the state to tour SEPTA's training facility.

Dr. Robert Garraty, Statewide Project Coordinator, facilitates the regular bi-monthly meetings. He reported that, since July 2003, the Keystone Partnership has funded training for 122 mechanics from

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SEPTA Maintenance Manager Tom Hoffman gives a tour of the Berridge shop to from left: Kevin Barrett from ATU #85 in Pittsburgh, John Johnson, Jr. from TWU Local 234, Eric Wolf, General Manager of AMTRAN in Altoona, and David James, President of ATU #801 Altoona.



Statewide Project Coordinator Dr. Robert Garraty and AMTRAN General Manager Eric Wolf listen to reports.



TWU Local 234 President Jean Alexander and Exe. V.P. David Szczepanski arrive to welcome committee to Philadelphia.

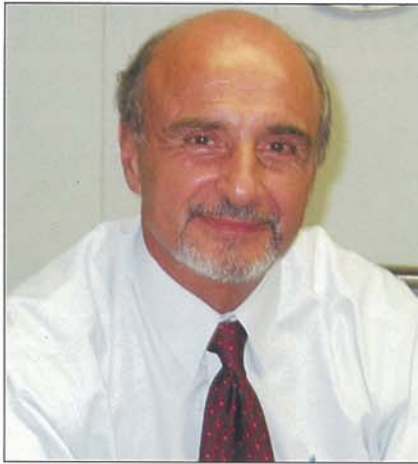




## KEYSTONE PARTNERSHIP NEWS

### PA AFL-CIO President Endorses KEYSTONE PARTNERSHIP

William George, President of the Pennsylvania AFL-CIO, understands the changing skill requirements for mass transit workers and the necessity to develop and deliver training curriculum to meet current industry demands. Part of his job requires he work long and hard to foster an atmosphere of mutual respect and cooperation between management and labor entities while gaining the support of government and local communities. Because of this, he has been an avid proponent of the Keystone Career Transit Ladder Partnership from its inception. He is quoted as saying "The Keystone Transit Career Ladder Partnership is an



*William George, President of the Pennsylvania AFL-CIO*

example for the kind of cooperation and partnership involving labor, business, the community and government that we want to see continue to grow and expand across Pennsylvania."

President George realizes the Keystone Partnership creates opportunities that will benefit transit authorities, workers and the general public. Management will gain by having skilled workers

competent to meet the challenges presented by advanced technology. Workers gain by receiving the training that will enable them to perform their job and allow them the opportunity for promotions they may not have been eligible for previously. The general public is the ultimate winner by being provided with effective, high quality and safe mass transit systems.

"The KTCLP creates a greater labor/management atmosphere whereby the employer recognizes the union has a concern on behalf of the transit authority and its members. Teamwork is important to the future of transit systems in Pennsylvania on behalf of the taxpayers and riders," continues President George. "The Keystone Partnership has been so successful that Governor Rendell and the PA Department of Labor continue to support the program and hold this program in such high esteem that they promote it to other state industries as a vehicle to emulate."

Teamwork is the foundation of the Keystone Partnership with cooperation between the PA AFL-CIO, the Amalgamated Transit Union (ATU), the Transport Workers Union (TWU), PA Department of Labor and Industry, the Community Transportation Development Center, the PA Public Transportation Association, and the state's mass transit authorities.

The Keystone Partnership is so effective that President George "is proud that TWU International President, Sonny Hall, and ATU President, Warren George, praise this program all over the nation as a model to be followed."

President George feels the Keystone Partnership will continue to expand and is hopeful for the continued support and cooperation of the unions, mass transit authorities, Governor Rendell and the Pennsylvania Legislature.

### PPTA and Keystone Partnership "Win Win" Situation

Martha "Marti" Pierce, Executive Director, Pennsylvania Public Transportation Association, is a keen enthusiast of the Keystone Transit Career Ladder Partnership. Ms. Pierce relates that when PPTA was first approached by the Keystone Transit Career Ladder Partnership, PPTA had no clue who or what the Keystone Partnership was or their goals. After the initial discussions and brainstorming, PPTA realized how both groups could benefit and compliment each others' educational programs resulting in a "true" partnership that could only benefit the transportation industry. Both organizations were focusing on technical education programs for the mass transit industry and working together were able to offer more and improved choices than working separately.

Ms. Pierce states "from a transit association point of view, I'm very proud that Pennsylvania had the right people at the right time to do the right things." She feels the Keystone Partnership offers a "great program" and that the PPTA membership feels good about the progress being made to date and that the transit industry is being improved as a whole which is a "plus, plus" situation for everyone...management,



*Martha "Marti" Pierce, Executive Director, Pennsylvania Public Transportation Association*

workers and the public.

The Pennsylvania Public Transportation Association was formed in 1997 from the merger of two volunteer organizations, Pennsylvania Association of Municipal Transportation Authorities and the Pennsylvania Association for Community Transportation. PPTA is a professional trade organization providing leadership, resources, support and technical assistance,

while presenting a unified voice serving to advocate and strengthen the role of public transportation in improving the quality of life for all Pennsylvania citizens. PPTA is also affiliated with Penn State University's Public Transportation Institute and the Pennsylvania Transportation Resource and Information Network (PennTRAIN) and has additional collaborative relations with the American Public Transit Association, the Community Transportation Association of America, the Pennsylvania Department of Transportation along with various local and state agencies and organizations. Ms. Pierce has served as PPTA's Executive Director since 1997 and has almost twenty years experience in association management.

Ms. Pierce states the program development is an ongoing work in progress but that PPTA, Keystone Transit Career Ladder Partnership and the other partners are constantly reevaluating and refining the programs to identify skills gaps and develop training program to eliminate those gaps.

"All in all, the Keystone Transit Career Ladder Partnership is a great program and can only improve and benefit Pennsylvania's transit system and transit workers," concluded Ms. Pierce.





## KEYSTONE PARTNERSHIP NEWS

**T**his publication is one in a series of newsletters discussing the progress of the Keystone Transit Career Ladder Partnership. These newsletters are available periodically and distributed to mass transit workers throughout Pennsylvania to update the workforce on the changing face of mass transit education and the milestones achieved through education.

The Keystone Transit Career Ladder Partnership's dual purpose is to address the current shortage of skilled workers in the mass transit systems statewide and the need for training in advanced technologies to alleviate these shortages. This pilot partnership is made possible by a grant from the Pennsylvania Department of Labor and Industry and supported by the Pennsylvania AFL-CIO, the Pennsylvania Public Transit Association (PPTA), SEPTA, the Transport Workers Union (TWU), the Port Authority of Allegheny County, the state conference of the Amalgamated Transit Union (ATU), the Community Transportation Development Center and other partners.

We hope you will find this publication resourceful and informative as we continue to keep you updated on changing technologies, management and labor partnerships affecting the growth of mass transit and achievements made by the Keystone Transit Career Ladder Partnership.

### PennTRAIN Partners with the Keystone Transit Career Ladder Partnership



*Cindy Conaway, Program Coordinator  
for PennTRAIN*

**A**fter a few minutes of talking with Cindy Conaway, Program Coordinator for PennTRAIN, you start to realize she truly enjoys her job and is completely committed to what she does. She comes across extremely positive, passionate and excited about what she does and the results that are realized. These are all excellent qualities for someone who is responsible for motivating people.

The PennTRAIN (The Pennsylvania Transportation Resource and Information Network)

mission is to enhance the professional skills of people who work in public transportation, to improve the safety and comfort of people who use public transportation and to improve the overall performance and image of public transportation in Pennsylvania. They accomplish this mission by providing Pennsylvania's public transportation industry with access to the highest quality resources available, with professional training in convenient locations and with technical assistance based on proven methods and innovative techniques. PennTRAIN is administered by the Pennsylvania Public Transportation Association and is jointly funded by the Pennsylvania Rural Transportation Assistance Program (RTAP) and The Pennsylvania Department of Transportation Planning and Research Program.

As PennTRAIN Program Coordinator, Ms. Conaway assists the Keystone Transit Career Ladder Partnership by coordinating training site locations, obtaining students for classes and performing all registration process duties. The classes to be held are identified by a committee comprised of mass transit labor and management personnel. After that it is Ms. Conaway's responsibility to determine what part of the state the classes will be held in and solicit the local transit authorities to be a host site. It is advantageous for a transit

authority to be a host site from both an economic and a practical training standpoint. Being able to offer the training at a transit authority facility helps keep the cost of the classes to a minimum. The classroom work, as well as the hands on portion of the class, can all be presented in one location with minimal overhead. Each class is held in at least two different parts of the state to help keep travel and lodging costs to a minimum.

Ms. Conaway says the transit authorities she has asked to be host sites have been eager to participate. She says "that everyone is absolutely amazing to work with. There is an unprecedented amount of cooperation between labor and management over the Keystone Partnership training that is not usually associated with labor/management dealings." Management makes her job easier by being open and willing to host training. Maintenance managers go out of their way to assist in identifying personnel to attend the classes and labor is excited and enthusiastic about attending the classes. This team work combined with the training classes offered makes doing her job "a breeze".

Follow up calls are made to management and attendees after class completion and all responses have been positive. Management has told her stories of immediate employee improvement and how attendees have come back the day after completing a class and utilized what they just learned. Attendees are extremely pleased and provide all positive comments. This was not always the case when attendees evaluated a class.

Coordinating training is only a small portion of Ms. Conaway's job duties. She also attends several national and regional meetings regularly. She makes it a practice to promote the Keystone Transit Career Ladder Partnership and the achievements reached. She says she receives numerous questions on the project and that other states are looking into how they can start similar projects. She will soon be attending a national roundtable and the focus of her report will be the Keystone Partnership and the positive impact on Pennsylvania's mass transit industry. Ms. Conaway says "she's proud that Pennsylvania is ahead of the game in meeting the needs of today's mass transit systems."

Ms. Conaway has been the PennTRAIN program coordinator for three years and was previously employed in a similar position dealing with Pennsylvania's highway workers. She invites anyone interested in more information or training schedules to contact her at 1-800-847-0333 or visit the PennTRAIN website at [www.penntrain.net](http://www.penntrain.net).





# KEYSTONE PARTNERSHIP NEWS

## KEYSTONE CORNER

• **National:** A favorable article on the Keystone Transit Career Ladder Partnership appeared on page 16 of the May 3, 2004 issue of the American Public Transportation Association (APTA) Weekly Newspaper "Passenger Transport." APTA is a nonprofit international association of over 1,500 public and private member organizations. Over ninety percent of persons using public transportation in the United States and Canada are served by APTA members.

• **Washington, D.C.:** The Transportation Center has written a combined Keystone Case Study Interim Report for the worker and supervisor surveys that were conducted in Philadelphia and at the smaller transit properties in Pennsylvania in 2003. The report has two major sections: one for Philadelphia survey results and the other for the rest of the state. Please feel free to contact Xinge Wang at the Center at (301) 565-4715 for a copy of the report.

• **Salt Lake City, Utah:** Management representatives from the Utah Transit Authority (UTA) and labor representatives from ATU Local #382 – Salt Lake City – will be meeting with Keystone Transit Career Ladder Partnership representatives in Pittsburgh and Philadelphia in July, 2004. UTA and ATU Local #382 are working with the Community Transportation Development Center in considering a Keystone-type training program and are coming to Pennsylvania to tour the Keystone sites.

• **York:** A Keystone/PennTRAIN CFC Certification class was held at Rabbit Transit, York, PA on May 25-26, 2004. The seven mechanics taking the finals were Larry Wright, CAT / Harrisburg, Justin Dunleavy, CAT / Harrisburg, Matt Hruschka, Red Rose / Lancaster, William Been, Red Rose / Lancaster, Lee Warner, Endless Mountains / Sayre, Tim Seymore, AMTRAN / Altoona and Kenneth Trimmer, Rabbit / York. The course instructor was Doug Greenwood.

• **Pittsburgh:** Through quick work by Kevin Barrett, Bob Williams, John Remark and Pat McMahon in Pittsburgh, three (3) replacement Keystone Transit Electricity courses have been scheduled for Port Authority/ATU Local #85 workers to be completed by June 30, 2004.



AMTRAN's Maintenance Department: From left to right: John Warfield, Terry Dodson, Paul Smith, Gary Williams, John Stoy.

## Focus on AMTRAN

AMTRAN (Altoona Metro Transit) has served the central Blair county region for over 40 years with an estimated annual rider count of over 700,000 covering 641,018 service miles. Although one of the smaller transit operations in the state, AMTRAN is strongly committed to constant improvement and innovative strategies with a commitment to excellence.

AMTRAN recently completed over \$1,000,000 of improvements to the system, including new passenger information technology, new communications infrastructure and equipment and new fare collection equipment.

AMTRAN is also an enthusiastic participant in the Keystone Transit Career Ladder Partnership. AMTRAN General Manager Eric Wolf, and David James, President of ATU Local #801, both take pride in pointing out that AMTRAN has sent more mechanics to more sessions than any other small transit property in the state. AMTRAN's maintenance department is small with only six mechanics, making scheduling employee time off the job for training a challenge. The department is responsible for servicing and repairing six different types of buses and four service vehicles with an average age of 19.5 years. Due to staff size, there is no room for specialists. The entire staff has to excel at everything.

All six mechanics have participated in at least two different training sessions each and are scheduled to attend future classes. The AMTRAN goal is to ultimately have everyone attend all the classes available.

Mr. Wolf states, "If it weren't for the Keystone Partnership, our staff would be unable to get this high quality training." When asked if being able to recover 50% of the staff person's wages while they attend classes was an incentive, he replied that it was a nice perk for a tight budget but feels the training locations and the number of classes offered is the biggest incentive.

Both AMTRAN management and labor feel the Keystone Partnership has been a huge benefit resulting in improved work quality and greater turnaround on repair time. Already AMTRAN has seen the biggest improvement in the extension of the battery life. Instead of replacing both batteries, they are now only replacing one at a time. Mr. Wolf also notes there has been a positive change in employee attitude. Mr. Wolf finishes by stating, "There will always be issues where management and labor disagree but in Altoona we strongly agree on the importance of technical training for our maintenance technicians."





## KEYSTONE PARTNERSHIP NEWS

# Statewide Labor/Management Group Tours SEPTA Facilities

Members of the Pennsylvania Transit Maintenance Labor / Management Workgroup (PTMLM) held their June meeting at the SEPTA Training and Technical Support facility, located at the SEPTA Berridge Shop, Philadelphia. Before the meeting, the approximately 30 people in attendance were able to take a two hour tour of the SEPTA training and maintenance facilities.

The training facility encompasses four classrooms capable of accommodating approximately twelve people each and are filled with reality based training aides. The training aides are devoted to various maintenance systems and allow hands on training without the encumbrance of having an entire bus to work around. The mock up boards (or simulators) allow training on air brake systems with Anti-Lock Brake and Automatic Traction Control, various electrical systems, engine parts and other items associated with transit maintenance. There is also an HVAC simulator, two Multiplex simulators (computer controlled electrical system), a wheel chair lift, a ProHeat auxiliary heater and the Automatic Stop Announcement System simulators. There is also another area currently under construction devoted to transmission maintenance, engine overhaul and brake relining. The fourth classroom is a ten station computer lab offering training on the different PC diagnostics software now used along with



SEPTA Chief Bus Trainer Mark Catenacci, center, describes the training program to TWU Keystone Field Coordinator John Johnson, Jr., on left, and PAAFL-CIO Statewide Regional Coordinator Tom Mathews.

### Windows training.

All the mock up boards are professionally constructed to illustrate and emphasize component wiring and other system intricacies that can be hidden after bus construction. Many of the aides were designed by SEPTA trainers and built by TWU mem-

bers while some were purchased with monies received through the Keystone Partnership.

Members also toured the maintenance facility where the buses are taken for repair and preventive maintenance to keep them in safe running order.



The group toured the undercarriage area of Berridge Heavy Maintenance Facility. Shown is the rear axle and "A" frame assembly of a bus.



SEPTA welding instructor Ed Hogan, back to camera, showing the welding training center, during tour.





## KEYSTONE PARTNERSHIP NEWS

# Touring Keystone Project Progress



Surrounded by training aides, SEPTA Chief Instructor Mark Catenacci explains the program to from left: Mark Mitchell and Mike Smith from Harrisburg, John Johnson and Ed Owens, TWU #234, John Keller, President ATU #1436 Harrisburg, Eric Wolf, Altoona, and Robert Garraty.



SEPTA Asst. Director of Maintenance Tyrone Gale describes the work at Berridge Heavy Maintenance Facility to the tour.



Mike Smith and Mark Mitchell view the air brake/anti-lock braking system (ABS) training aid.



Tom Pike of the Berridge Shop just passed his performance test to promote to First Class Automotive Vehicle and Equipment mechanic. Tom started at SEPTA as General Helper. He said, "I want to thank the mentors who helped me prepare for the performance test."



Mike Mills, SEPTA instructor describes the training for bus powertrain maintenance to, from left: Kevin Barrett, ATU 85 in Pittsburgh, Gary Williams, Maintenance Director Altoona, Tom Bohner, ATU #956 in Allentown.





## KEYSTONE PARTNERSHIP NEWS

# New Technologies, Maintaining Safety and Dependability



Mike Smith, ATU #1436, and Mark Mitchell Capital Area Transit came from Harrisburg to see SEPTA's training aides such as the wheel chair lift simulator shown above.



TWU #234 President Jean Alexander addresses workgroup. Standing on left is David Szczepanski, TWU #234 Exec. V.P. and on right is Stuart Bass. Seated from left: John Remark, ATU, Mark Catenacci, SEPTA, Kevin Barrett, ATU #85, Robert Garraty, and Eric Wolf, AMTRAN.

## PA Transit Maintenance Labor/Management Workgroup Meet

*continued from front page*

the smaller PA transit agencies outside of Philadelphia and Pittsburgh.

Eric Wolf, General Manager of Altoona Metro Transit (AMTRAN) reported on the "Circuit Rider" Project that will fund a program that brings a trainer to the smaller facilities across PA.

The Keystone Partnership formed a Training Standards Committee to customize training for statewide use. This group consists of mechanics, trainers and managers from five different PA agencies that meet to develop and deliver training. John Remark, the Amalgamated Transit Union (ATU) Coordinator for the Keystone Partnership, reported that the bus HVAC course is completed. The committee will review the electrical and electronic courses packaged by Educational Data Systems, Inc. (EDSI), the consultant hired by the Keystone Partnership to work with the program.

Kevin Barrett, ATU Local #85 Keystone Partnership Coordinator, presented the Pittsburgh report. He spoke on behalf of Robert Williams, the Pittsburgh Port Authority Keystone Partnership Coordinator. There has been a tremendous amount accomplished at the Port Authority since they joined the Partnership in January 2004. Five joint union/management workgroups were formed. These committees worked with EDSI on workforce assessments to identify training needs. They interviewed 135 subject matter experts at over 15 locations. Over 850 mechanics in 51 job classifications have been surveyed. The Pittsburgh Keystone Partnership decided that electrical training is a priority and hired third party trainers. Over 110 Port Authority mechanics will receive training by July.

Stuart Bass, Transport Workers Union (TWU) Coordinator for

the Keystone Partnership, and John Buckner, Manager of SEPTA's Technical Training Department and SEPTA Coordinator for the Keystone Partnership presented the report for the Philadelphia region. Over 50% of the 2,200 TWU SEPTA mechanics participated in Keystone Partnership activities since December 2001 when the Keystone Partnership received its first grant. This includes: workforce assessments, courseware development subcommittees, mentoring and part-time instructors in training delivery, TWU Field Coordinators for classroom recruitment and work group activities, and over a 1,000 as trainees. The grants funded the purchase of laptop computers, LCD projectors, electronic meters and test equipment, hand-tools, computer assisted instruction courses in electronics and card repair, and various training aides and mock-ups. This improved the quality of the training programs by adding more actual hands-on training to the lecture based training. By the end of year 3 over 800 mechanics attended Keystone Partnership classes and over 200 mechanics have promoted.

TWU President Jean Alexander and TWU Vice-president Dave Szczepanski briefly addressed the group and encouraged them to continue the great spirit of cooperation and attain the goals identified for the Keystone Project throughout the state. SEPTA General Manager Faye Moore and Assistant General Manager for Human Relations Susan Van Buren also spoke briefly on the positive results being realized and the necessity of the training being provided.

This group will meet again in September at the Lehigh and Northampton Transportation Authority (LANTA) in Allentown.





## KEYSTONE PARTNERSHIP NEWS

# Keystone Partnership Celebrates Milestone at Kimmel Ceremony

Graduates of SEPTA's Keystone Transit Career Ladder Partnership programs recently celebrated their achievements at a ceremony at the Kimmel Center for the Performing Arts for all 2004 graduates of the Breslin Learning Center — a facility supported by the District 1199C Training and Upgrading Fund for healthcare workers and often used by other groups.

Two of SEPTA's Keystone training programs are taught by the Breslin Learning Center — Technical Preparation and Computer Introduction and Operation. This year 28 SEPTA employees completed about 60 hours of training on their own time in these programs.

In addition, SEPTA and the Transport Workers Union Local 234 also were awarded the Outstanding Labor/Management Partnership Award at the ceremony in recognition of the Keystone Transit Career Ladder Partnership.

The Keystone Transit Career Ladder Partnership is a statewide joint labor-management initiative that is funded by a grant from the PA Department of Labor and Industry and supported by the



*SEPTA GM Faye Moore, SEPTA AGM of Human Resources Susan Van Buren, TWU Local 234 President Jean Alexander, Pennsylvania AFL-CIO President William George and Henry Nicholas, President of the National Union of Hospitality and Healthcare Workers.*



*Some of the graduates of the Keystone Transit Career Ladder Program at a recent graduation ceremony at the Kimmel Center for the Performing Arts.*

Pennsylvania AFL-CIO. The Partnership has developed multiple training programs and classes that enable existing SEPTA employees to learn the technical skills required to move up their career ladder. Over 1,000 workers have completed Keystone training, with over 80 employees receiving promotions as a direct result of their training.

*As appeared on the SEPTA News Page in Metro, June 15, 2004*

*Ms. Faye Moore and Ms. Jean Alexander were honored with a Labor/Management Partnership Award based on their work with the Keystone Program. Bill George, President of the PA AFL-CIO gave an address and was honored with the annual "Paul Robeson" Award.*

## SEPTA Training Demonstration

A multi-media demonstration has been developed by John Buckner and Mark Catenacci from SEPTA which highlights the Philadelphia training facilities and the training developed by SEPTA and the Transport Workers Union through the Keystone Transit Career Ladder Partnership. This presentation garnered so much interest that the members of the Pennsylvania Transit Maintenance Labor/Management Committee decided that the June meeting should take place

at SEPTA's Philadelphia facility to enable committee members to tour the training center.

The presentation, originally developed to introduce the SEPTA facility and programs to the attendees of this year's Pennsylvania Public Transportation Association Conference/Expo, has since evolved into a recruitment and promotional tool. The presentation is now being shown at southeast Pennsylvania area job fairs and to other state transit authorities. Because of the involvement of SEPTA and TWU with the Keystone Transit Career Ladder Partnership, they are now making their

training available to other transit properties throughout the state.

As the largest state transit authority, SEPTA has been the pioneer in mass transit training and is currently the state's premier training facility with twenty one instructors on staff offering classes encompassing various aspects of bus, light rail, railroad, welding and computer training. The Keystone Transit Career Ladder Partnership is exploring the possibility of three main training sites in the state ... Philadelphia, Pittsburgh and another undetermined site in the central part of the state.





## KEYSTONE PARTNERSHIP NEWS

### Port Authority and ATU Local 85 Join KTCLP in 2004

The Keystone Transit Career Ladder Partnership is pleased to announce that as of January 2004, the Port Authority of Allegheny County and ATU Local #85 are now active participants in the third year of the Keystone Partnership training program.

The first six months of the project have focused primarily on the planning stages with an extensive review of the transit organization and workforce needs. Educational Data Systems, Inc. (EDSI) has been assisting in this review by providing a site analysis. EDSI, a training and quality consulting firm specializing in developing strategies to improve workforce skills, has been working with the Keystone Partnership for the last three years. EDSI utilizes a Skills Balance Sheet process that produces data pertaining to skills gaps and training needs. Process steps include an organizational analysis, job task analysis, workforce skill assessment, skills gaps analysis and curriculum development.

The first stage involved the identification of immediate training needs and determination of which needs could be met before June 30, 2004. The second stage was development of a long-term structure to identify skill gaps and design training curriculum to close the gap.

To accomplish these goals, five joint labor/management groups were formed comprised of over 50 members with equal representation from labor and management. Workgroups formed were Rail, Automotive, Building & Electrical, Ways and Power & Signal. Jobs to be analyzed were then determined, resulting in 51 job classifications. The job analysis was conducted by interviewing over 135 subject matter experts at each of the over fifteen different Port Authority job sites. Detailed job task lists were then created and reviewed with the workgroups resulting in the basis for the skill assessments. Skill assessments are currently being conducted with over 850 Port Authority mechanics and maintenance workers at each of the different job sites on each shift.

Kenneth Mall, EDSI Keystone Project Managers says, "The Port Authority project has been extremely fast paced and the current results have only been possible because of the hard work, commitment and cooperation between the Port Authority and ATU Local #85."

Immediate results of the Keystone Partnership for the Port Authority have resulted in the formation of an in-house computer lab for employee training on diagnostics for CAF and a correspondence course through Railway Educational Bureau of Omaha that workers in the Ways Department are now in the process of completing. This course covers materials in aspects of safety, right of way, bus way, construction, light fixture repair and building maintenance.



*Announcement of the participation of the Port Authority of Allegheny County and Amalgamated Transit Union Local # 85 of Pittsburgh in the Keystone Transit Career Ladder Partnership on February 27, 2004: (left to right) Stephen Schmerin, Secretary, PA Department of Labor & Industry; Patrick McMahon, President and Business Agent, Amalgamated Transit Union, Local # 85 Pittsburgh; William Millar, President, American Public Transportation Association; Warren George, International President, Amalgamated Transit Union; Paul Skoutelas, Chief Executive Officer, Port Authority of Allegheny County; William George, President, PA AFL-CIO; Jack Brooks, Chairman, Port Authority Board of Directors.*

Port Authority management and labor are in agreement that workforce development to meet today's changing technology is both challenging and an essential part of fulfilling the mass transit industry's needs. Robert Williams, Port Authority Director of Fleet Maintenance and Quality Assurance, says "The Keystone Partnership is a good program and we look forward to enjoying the benefits of what it has to offer in future training programs." Kevin Barrett, ATU Local #85 Keystone Coordinator, says, "The Keystone program is helping to fulfill labor's need to gain the necessary knowledge to keep up with changing technology and enable workers to produce quality work and advance in their jobs."

The Port Authority services 730 square miles in Allegheny County plus minor portions of Armstrong, Beaver, Washington, and Westmoreland Counties with 248,984 average workday riders by means of buses, light rail, small transit vehicles and inclines.

### Training Satisfaction Study

The Community Transportation Development Center (Transportation Center) asked more than 350 Pennsylvania transit workers and supervisors to take part in a survey during the latter part of 2003. The survey was designed to measure their satisfaction with the Keystone Transit Career Ladder Partnership.

Transit workers and supervisors in general feel very positive about Keystone training. Workers consider their experience to be rewarding and satisfactory and desire more Keystone training in the future. Supervisors

believe that Keystone has helped workplace problem resolution and hope to send more workers to these courses. Transit supervisors, members of the Transport Workers Union and Amalgamated Transit Union, and non-union transit mechanics perceive that Keystone has helped move their organizations toward more efficient and effective maintenance operations while increasing mutual trust between supervisors and workers.

The surveys were broken into SEPTA responses and the remaining twenty two participating properties responses. (The Port Authority of Allegheny County had not participated in Keystone training when the survey was conducted.) 63% of the SEPTA trainees responded along with 83% of the

smaller properties. Most responses were positive with over 90% of all the respondents stating they would like to be involved in more Keystone training in the future. Trainees and supervisors appreciate Keystone and their comments lauded Keystone instructor qualification and professionalism.

Additional information can be found in the Transportation Center report or in the future as part of the upcoming Transportation Center's study, *The Keystone Transit Partnership: Measuring Up*. For more information please contact the Transportation Center by calling 301 565-4715 or visit their website at [www.transportcenter.org](http://www.transportcenter.org).





# What's Doin' Around The State

## Intra - State Properties



**EMTA / Erie**

*Mechanic Tim O'Conner, utilizing a laptop computer, performs diagnostic tests on a transit vehicle's on-board electronics system.*



**BCTA / Aliquippa**

*Technician Gene Falgiani examines rear brakes on a BCTA bus.*



**COLT / Scranton**

*Mechanic John Nelson pictured in a close inspection of an engine compartment's ignition / start unit. John also serves as the Financial Secretary of ATU Local #168 of Scranton.*



**RABBIT TRANSIT / York**

*Mechanic Jerry Banks opens a bus's engine compartment for the camera's inspection. Jerry is the Rabbit Maintenance Shop Steward for Teamsters Local #430.*



**NCTA / New Castle**

*LEFT TO RIGHT: Tim Watkins, Dave Woods Mechanics Tim Watkins and Dave Woods pause for a photo inside the NCTA maintenance facility.*



**BCTA / Aliquippa**

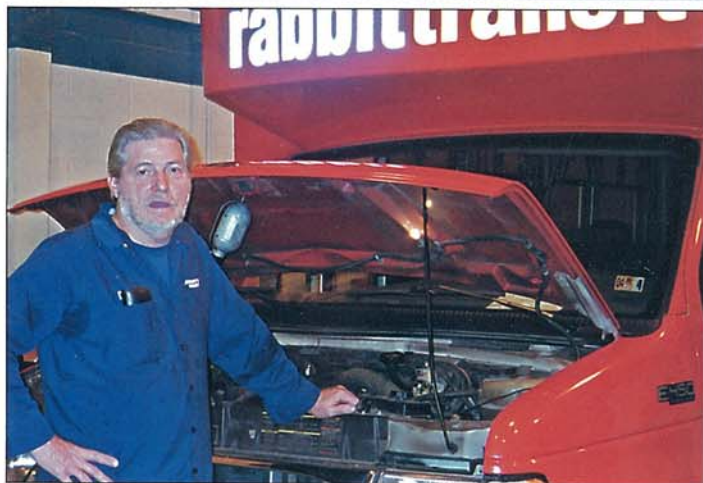
*Maintenance Foreman John Poliak examines a drive belt on a Cummins Diesel engine.*





# What's Doin' Around The State

## Intra - State Properties



**RABBIT TRANSIT / York**

Can we take your picture? Mechanic Donald Shoffner takes a moment from his work on a Ford cut-a-way.



**Seven Take Finals in CFC Certification**

Standing: Doug Greenwood, instructor, Clockwise around table from front-right: Larry Wright, CAT/Harrisburg, Justin Dunleavy, CAT/Harrisburg, Matt Hruschka, Red Rose/Lancaster, William Been, Red Rose/Lancaster Lee Warner, Endless Mountains/Sayre, Tim Seymore, AMTRAN/Altoona Kenneth Trimmer, Rabbit / York Instructor Doug Greenwood also holds a full time position as Director of Maintenance at CAMTRAN in Johnstown

## Keystone/PennTRAIN Classes



**March 16-17, 2004, Location: LANTA/Allentown**

Class: HVAC Preventive Maintenance,. Clockwise around table, Manny Guedes - LANTA, Porter Derewecki - LANTA, Rickey Moreno - LANTA, Carl Reddinger - LANTA, Jim Leed - COLT, Ed Sperlbaum - LANTA, John Leary, Jr. - LANTA, Werner Polczynski - LANTA, Lee Warner - EMTA/Endless Mtns.

In Rear, Standing (left-right) Tom Bohner, ATU Local 956 Financial Secretary Doug Cooley, Instructor



**March 23-24, 2004, Location: NCTA / New Castle**

Class: HVAC Preventive Maintenance Left to Right along TROLLEY BUS, Paul Curry - NCTA, Jeff Albertini - NCTA, Tom Watkins - NCTA, Dale Douth - NCTA, Wil Frankenberry - BCTA, Dave Zanicky - Butler Transit. Missing from Photo: Mike McKain, Baker's Transportation, Doug Cooley, Instructor



**April 27-30, 2004, Location: CATA / State College**

Class: Principals of Engines and Transmissions

Foreground Left to Right, Jake Condrun - AMTRAN, Paul Smith - AMTRAN, Jim Pressel - Rabbit Transit, Ken Trimmer - Rabbit Transit, Mark Stewart - Monroe County Transit, Carl Reddinger - COLT

Background Left to Right, Eric Starner - ATA, Rickey Droll - ATA, George Rogosky - CATA, John Bruno - CATA



**Jim Conde, Instructor - H&M Technical Services**





# KEYSTONE PARTNERSHIP NEWS

## ASE Transit Bus Certification

Today's sophisticated computer and electronic technology has spawned a critical shortage of skilled workers in the mass transit workforce. The Keystone Transit Career Ladder Partnership was formed to identify skill deficiencies and implement training programs for Pennsylvania workers. The Keystone Partnership has already gained national recognition as the pilot program for addressing mass transit training needs.

The next problem facing mass transit is how to fairly assess and recognize the skill competencies of the workforce. Currently, a national program exists to certify automobiles, medium/heavy truck and school bus mechanics through the National Institute for Automotive Service Excellence. ASE is the National Institute for Automotive Service Excellence, an independent, nonprofit organization established to improve the quality of vehicle repair and service through the testing and certification of repair and service professionals. ASE certification is an impartial, third party endorsement of knowledge and experience on a national level. Their only goal is to test participants based on established skill guidelines.

There has been growing interest among transit properties across the nation in developing certification procedures specifically for the transit bus mechanic. The development of an ASE Transit Bus Certification test series is currently being researched by the Transportation Research Board (TRB) Project Panel and would provide objective measurements to prove demonstrated competency in specific technical areas. Standardized tests administered by an impartial organization would provide added benefits to transit agencies. Training staffs could be relieved of testing and available to teach. Standardized testing would reduce grievances from employees who fail promotional tests.



CAMTRAN /  
Johnstown  
"CAMTRAN bus # 501  
is prepared for a major  
exterior re-paint."

Tests would be developed in the following maintenance areas  
(in order of priority):

- Electronics/Electrical
- Brakes (including ABS)
- Diesel Engines
- Preventative Maintenance (PM) Inspections
- Heating, Ventilation and Air Conditioning (HVAC)
- Suspension and Steering
- Drivetrain and Transmission
- L2 Engine Diagnostics
- Body Systems
- CNG and Other Alternative Fuels
- Hybrid-Electric Technology

Successful completion in all test categories would result in ASE Master Certification in Transit Bus.

The Keystone Transit Career Ladder Partnership will be assisting the national group as they have already identified job skills/job tasks assessments in all of the above areas. Representatives of ASE, the TRB and KTCLP will work closely together to develop the test content validity.

Certification tests would be administered twice a year, nationwide, for anyone interested in becoming Transit Bus Certified.

## AMTRAN Mechanic's Thoughts on Keystone Training

Tim Seymore, ATU Local #801 member, has been an AMTRAN mechanic since 1998. Mr. Seymore is one of six AMTRAN mechanics who attended two training classes sponsored by Keystone Transit Career Ladder Partnership. Prior to attending the classes, Mr. Seymore said he was unfamiliar with areas covered in the training seminars. "This is a great training program with good instructors," Mr. Seymore says. "I learned a lot that I didn't know."

Mr. Seymore and his fellow mechanics attended two

classes, Basic Electric and Preventive Maintenance. In Basic Electric, Seymore learned the importance of keeping clean connections and how to properly test a variety of electrical systems. The Preventive Maintenance course addressed the particular systems of a bus in which maintenance is needed.

Mr. Seymore is currently looking forward to future training and the Circuit Rider Program is at the top of his list. Currently in the final stages of development, the Circuit Rider Program targets the smaller Class 4

and 5 transit properties with smaller maintenance departments that experience difficulties scheduling staff to attend off-site training. These transit properties will be able to hold training at their own facilities using their own equipment. According to Mr. Seymore, the greatest benefit for the mechanics "will be working on their own equipment versus working on equipment that we don't operate on our property."

Look for more information on the Circuit Rider Program as it becomes available.



*The mission of this newsletter is to share information on current and future Keystone Partnership training programs and activities within Pennsylvania's public transportation network.*

This Newsletter is published periodically by the Keystone Transit Career Ladder Partnership. All comments, suggestions and ideas are welcome.

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