New York Metropolitan Transportation Council

September 11ᵗʰ Memorial Program For Regional Transportation Planning

By Jennifer Rose Lozano, NYU Wagner 09

In memory of Ignatius Udo Adanga, Charles Lesperance, and See Wong Shum

Special Thanks

- **NYMTC**: Joel Ettinger

- **UTRC**: Penny Eickemeyer

- **MTA**: Regina Gramola, Michael Salvato, and Patricia Hoag
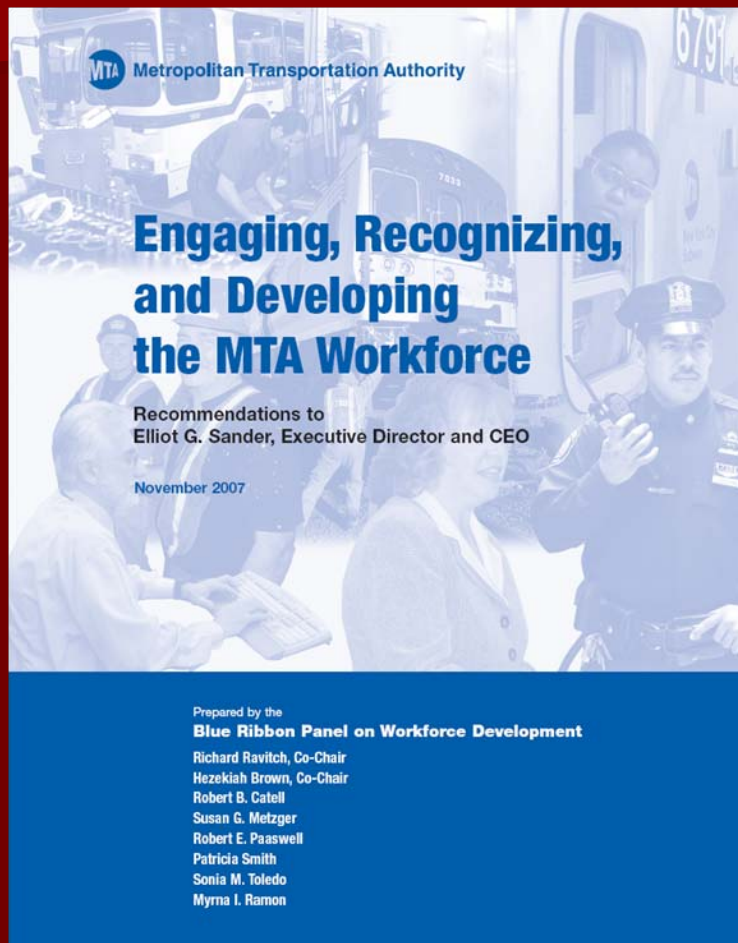
- **NYU**: Lee Sanders and Brian Sterman

MTA Workforce Development

Methodology

- Interviews
- Focus Groups
- Leading Practices Research
- Surveys of MTA staff
- Detailed Documentation

MTA Blue Ribbon Panel on Workforce Development

Metropolitan Transportation Authority

Engaging, Recognizing, and Developing the MTA Workforce

Recommendations to
Elliot G. Sander, Executive Director and CEO

November 2007

Prepared by the
Blue Ribbon Panel on Workforce Development

Richard Ravitch, Co-Chair
Hezekiah Brown, Co-Chair
Robert B. Catell
Susan G. Metzger
Robert E. Paaswell
Patricia Smith
Sonia M. Toledo
Myrna I. Ramon

- Organizational Culture
- Workforce Development
- Succession Planning
- Employee Availability
- Labor- Management Relations

Why Workforce Development?

- Ensures that employees at all levels are well equipped to meet current and future challenges in the realization of the organization's mission and vision
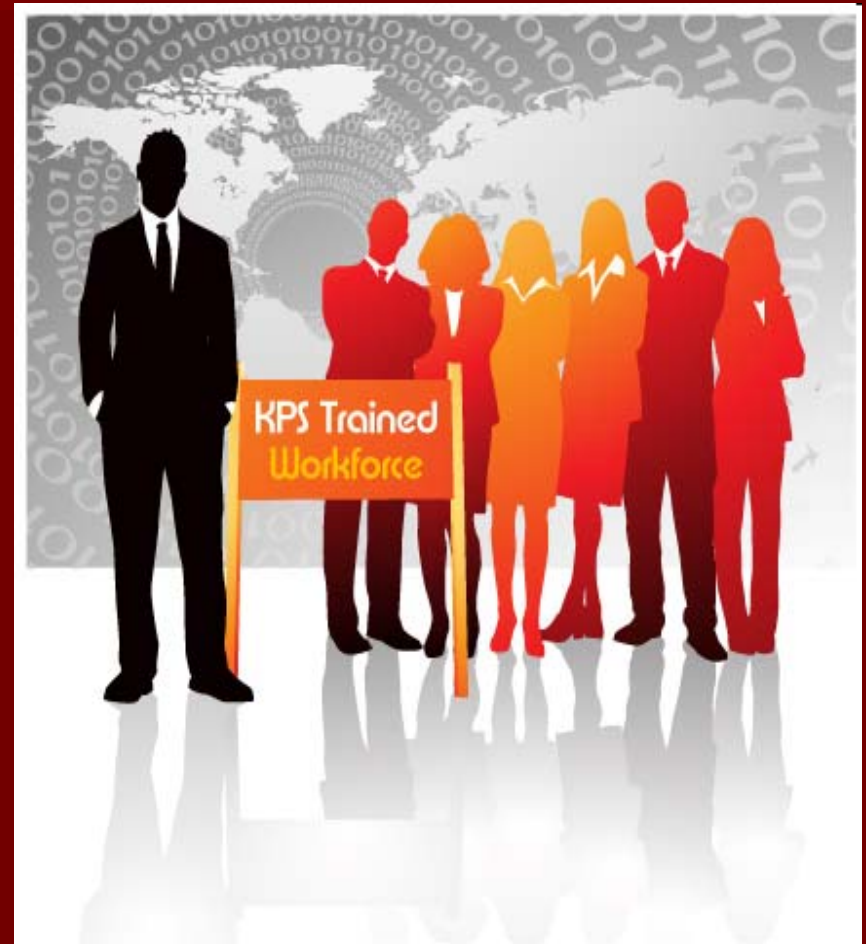
SWOT Analysis

- **Strengths**
  - Strong leadership
- **Weaknesses**
  - Inconsistent project reporting
- **Opportunities**
  - New succession plan
- **Threats**
 - Repeal of federal funding

MTACC Workforce Development Initiatives

- Technical Lessons Learned

- Mentoring

- Professional Development and Training

- Talent Management

- Employee Recognition

- Administrative Employees Program

- Future Managers Program

NEW YORK METROPOLITAN TRANSPORTATION COUNCIL
SEPTEMBER 11TH MEMORIAL PROGRAM FOR REGIONAL TRANSPORTATION PLANNING
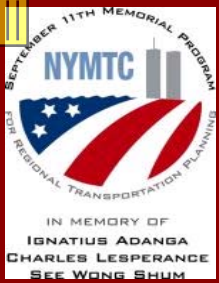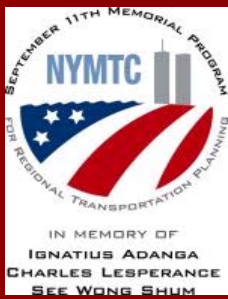
Professional Development & Training

Goal

- To provide training opportunities to MTACC employees which enhances the knowledge, skill-set, and caliber of the organization.

Programs

- Administrative Employee Program
- Future Managers Program
- Mentoring

Talent Management

Goals

- To attract, hire, train, promote, and retain MTACC employees. An additional key component of talent management is succession planning.

Program

- Employee Recognition
- 360 Performance Evaluation
- Brown Bag lunches with MTACC President

Evaluation of Programs

- Focus Groups

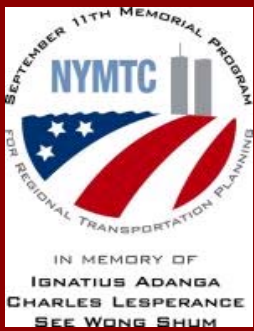- Interviews

- Questionnaires

- Surveys

Recommendations

- Budget Security
- Support from Executive Management
- Implement Technical Lessons Learned process
- Formalize Professional Development and Training and Talent Management

Questions

???