

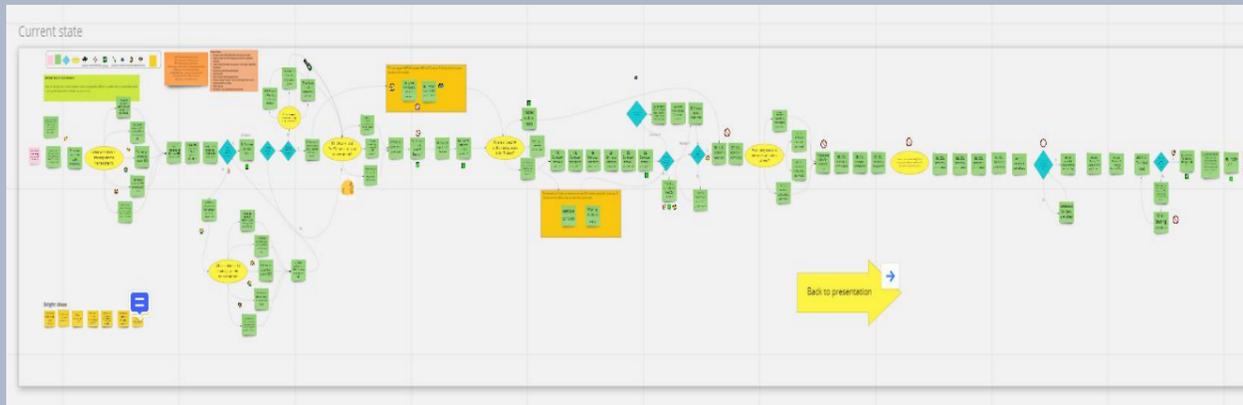
Process Name: Streamline Transportation Training

Opportunity:

How do we get our new trainees trained as quickly, efficiently, and safely as possible while meeting the federal and state requirements?

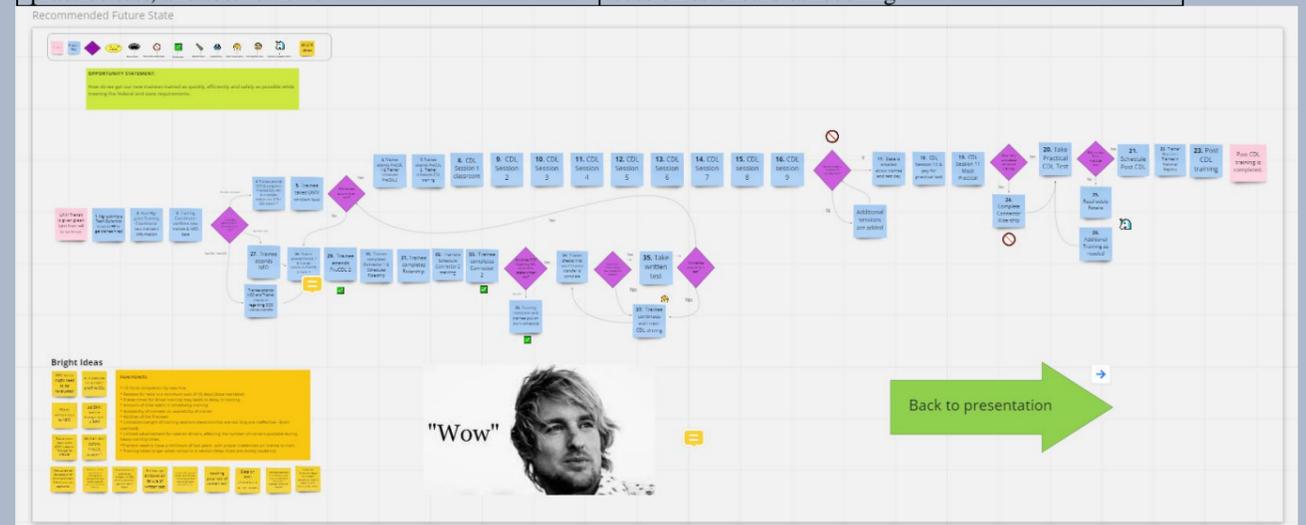
Current Landscape:

Large amounts of time spent waiting for responses and waiting on trainee schedules	Challenges adhering to scheduling guidelines for new hires
Time wasted with HR owned processes	Each trainee's hiring situation is treated differently
Multiple check-ins and re-checks of work	Challenges with the passing of specific tests
Current process is driven by trainees, not trainers	Lack of concrete data for analysis



Future Recommendations:

Reassessment of trainee's training schedule v. work schedule at orientation	Practice test administered at orientation to gauge knowledge and shore-up weak points
Pursue more proactive scheduling of training sessions	Using outlook to schedule training on other trainers' schedules, improving communication
Increased team communication around hiring	Inter-departmental reassessment of responsibility (HR does HR work)
-Reassessment of steps order for license transfer, practice test, and test reviews	Scheduling of sessions worked into the previous session to ensure scheduling



Implementation Strategy:

- Phase 1, Immediate change: Pilot ideas that came up in the process are put to use to work towards and in conjunction with the recommended future state.
- Phase 2, Fall semester '22: Pilot changes from summer '22 will be put into place during the semester, data will be gathered in a standardized way in order to reference when moving into future phases.
- Phase 3, Spring semester '23: Further analysis of pilot program and Fall '22 data, changes made and tried again.
- Phase 4+: Each previous semester will be analyzed, and improvements made on the existing process.

Goals/Targets:

-Reduced time to completion (CDL certification)	-Maintaining an excellent safety record
-Reduced stress on trainers and managers	-Gained efficiency and quality within training time

Follow-up/Sustainability:

30/60/90-day check-ins with the UNH Transit team
 Continued communication with sponsor planned after hard deadline of June 10th
 Communication and check-ins once a Phase to see where improvements are made, and to workshop new ideas
 Push for deadlines on new pilot ideas when they are presented for each phase, these things can fall by the wayside without

Sponsor: Bill McNamara
 Project Manager: Beverly Cray

Project Team:
 Barbara Harrington
 Cathy Golas
 Westley Lefever

Facilitator:
 Andre Lamothe

Impacted Campus:
 UNH Durham