

Office of Strategic Workforce Planning

Veterans Hiring Initiative & Succession Planning - Update

Executive Management Committee (EMC)

April 18, 2013



Veterans Hiring Metrics

Program Goals:

Meet or exceed Transportation Industry Goal of 12% Veteran
New Hires

Current Status calendar year thru Mar 31, 2013:

<u>Veteran</u>		<u>Percent</u>
<u>New Hires in 2013</u>	<u>Number</u>	<u>of New Hires</u>
Regular FTEs	17	4.3%
Temporary positions	<u>5</u>	<u>10.9%</u>
Total	22	5.0%



Metro

Veterans Hiring Metrics – cont'd

- **5 KPIs are in development to measure performance of the Initiative.**
 - Percent of New Hires who are Veterans
 - Percent of job applicants who self-identify as Veterans
 - Percent of Veteran New Hires compared to Vets who self-identify as Veterans
 - Number of Veteran resumes received in response to outreach activities
 - Retention of Veteran employees



Recent Veterans Program Activity

- Hired an As-needed employee to assist with outreach and program development
- Continue to coordinate with community partners to reach veterans with job opportunities (CCD press conference with Congresswoman Janice Hahn)
- Partner with the VA to develop a Non-Paid Work Experience (NPWE) Governmental Internship Program
- Follow-up activities from last quarterly update
 - Met with VA Rep to explore opportunities for hiring disabled veterans
 - Participation at 4 veteran related job fairs (USC, 2 Hiring our Heroes events including a Long Beach location, Los Angeles Valley College Career Fair)
 - Briefed Gateway Cities Service Council on program

Veterans Program Accolades

- **Nominated as a finalist for “Most Valuable Employee” (MVE) by Civilianjobs.com, May 2013 edition**
- **Interviewed as part of a military-to-civilian transition resource article on Transportation Industry jobs, published in Military Transition News, March/April 2013 edition**

APTA's Military/Transit Relevancy Oversight Committee

- APTA's "Veteran and Military Family Resource Center" link went live on the APTA resource library website in February 2013- it was an outgrowth of the Committee and the combined efforts of many transit properties including Metro. apta.com/veterans
- Panel Participant on an educational session related to "Recruiting & Hiring Returning Veterans" at APTA's Bus & Paratransit Conference on May 7th in Indianapolis.

Succession Planning Program Update

- In February, Mercer and The Unisource Group completed one hour interviews with the CEO, DCEO and 18 direct reports focused on four key topics:
 - Business Strategy and Environment
 - Succession Planning and Leadership Development
 - Strategic Workforce Planning
 - Critical Jobs

Succession Planning Program Update, cont'd:

- **March 26, 2013, an Executive Interview Summary was presented based on overall key findings and themes:**
 - **Metro is an exciting place to work - - there is an opportunity to perform high impact, cutting edge work in public transportation**
 - **Metro faces increase in funding and resulting complexity challenges linked to multi-year, complex processes for planning, construction, operations and support services**
 - **Metro will need better workforce plans and programs to ensure that the necessary people, skills and knowledge are aligned for the future**



Succession Planning Program Update, cont'd:

- Mercer has outlined the following project phases:
 - **Phase I: Discovery/Planning** (create a “baseline” understanding of Metro’s current state, etc.)
 - **Phase II: Program Design** (provide a report outlining a process for workforce planning and projections, and an outline of the pilot succession plan to be used in Phase III)
 - **Phase III: Succession Pilot** (facilitate a pilot and provide a guide and tools to implement future succession planning, etc.)
 - **Phase IV: Refine and Document** (provide final recommendations and documentation of the project and its deliverables, etc.)



Succession Planning Program Update, cont'd:

- Upcoming Meetings:

- **April 9, 2013** - Critical jobs meeting w/Human Resources (Mercer will discuss approach, methodology and next steps of the workforce planning process, obtain feedback on which critical jobs to be included during the pilot, and present recommendations, etc.)
- **April 11, 2013** – Succession Planning Pilot meeting with Operations' COO and DCOO (Mercer will review the succession pilot methodology and will discuss how to best apply the model within Operations, and will seek input on which leadership levels in Operations will be most useful during the pilot, etc.)

Succession Planning Program Update, cont'd:

- Upcoming Meetings:
 - **April 25, 2013** – Seek Board Approval to execute a Memorandum of Understanding (MOU) with the Los Angeles Community College District (LACCD) and the Los Angeles Trade Technical College (LACCD) for a Rail Technical Training Program to design, develop, and deliver standardized training curriculum to support Rail Technical Training for Metro's incumbent workforce and to support the Rail Apprentice Program.

QUESTIONS?