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REPORT 162

Building a Sustainable  
Workforce in the Public  
Transportation Industry—  
A Systems Approach

TRANSPORTATION RESEARCH BOARD  
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TRANSIT  
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# Building A Sustainable Workforce In The Public Transportation Industry A Systems Approach

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**Summary** : Free building a sustainable workforce in the public transportation industry a systems approach pdf download - tcrp report 162 building a sustainable workforce in the public transportation industry-- a systems approach provides a guidebook that addresses contemporary issues in workforce development retention and attraction and public transportation image management the guidebook provides practical tools to transit agencies on a variety of workforce issues including workforce strategies that enhance organizational processes performance metrics to evaluate the impact of workforce strategies image management techniques that improve perceptions of the public transportation industry and benchmarking processes that allow for continuous organizational improvement the guidebook is separated into modules that may be used independently or together in the form of the fully integrated guidebook the modules address the following areas strategies for recruitment retention training and development and professional capacity building module 1 metrics to evaluate the effectiveness of human resource practices adopted or contemplated module 2 reflections and strategies that pertain to image management module 3 and a framework for an ongoing benchmarking process module 4 in addition separate editable metrics scorecards are included that allow for input of metrics ratings tailored to match the specific situation of the organization using the scorecards these scorecards can be found at <http://apps.trb.org/cmsfeed/trbnetprojectdisplay.asp?projectid=3288> information across the modules is in the form of example successful programs state-of-the-art initiatives industry effective practices and directions to implement and measure those practices the results of this research may be used by human resource professionals and transportation policy makers in implementing more effective human resource business-planning processes --foreword

**Publisher** : Transportation Research Board on 2013 / **ISBN** : 9780309283519

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