



Technology Solutions eLearning

Propel your transit training and performance with a world-class solution: eLearning from Bombardier

The Challenge

Never has the challenge to “do more with less” been more prevalent than in today’s transit industry. There is an exodus of talent due to retirements of an aging workforce. Demand for transit service is increasing. Transit funding is under siege as city and state governments come to grips with shrinking revenue. Despite this economic reality, we must continue to develop our people to deliver quality service at every stop. We can’t stop training, but we can be more efficient in how training is conducted.

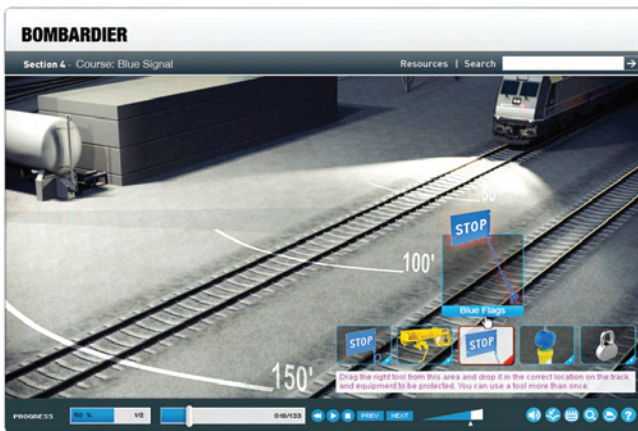
Training as an Investment – Not an Expense!

Transit technology is constantly changing, and our workforce can only deliver the level of quality that we instill in them through comprehensive training. While it is fairly simple to look at the cost of training, the costs of *not* training are much more significant, yet more difficult to quantify. Investing in effective, quality training rewards your operation with reduced misdiagnosis of faults, and improved business performance through increased equipment reliability. How do you improve the effectiveness and quality of training in a measurable and economical way? Take a look at Bombardier’s eLearning solution.

A Turn Key Solution

The Bombardier eLearning solution delivers highly interactive, customized course content in the convenience of a Web-based platform.

Behind the scenes, the platform simplifies the administration of scheduling and record keeping. Students practice what they learn from the content using the course's built-in interactivities. The platform tracks each student's progress and digitally captures their results. Students receive consistent, engaging, high quality training. Your organization receives streamlined, accurate, and secure training records. It's a turn-key solution that is easy to implement, simple to manage, and operates during all shifts in any location with a computer and Internet connection.



It's About the Content

The Bombardier eLearning solution provides unrivalled media-rich content that is designed to meet your organization's learning objectives. It is much more than taking a PowerPoint deck and e-mailing it to your students.

We use the most advanced presentation technologies including 3D simulations, Flash animation, videos, and hands-on interactivities to engage the student's attention which significantly improves knowledge retention. Interactive exercises, quizzes, and cutting edge "serious games" are embedded throughout each course to reinforce the content. Students actually enjoy taking the courses and even request to take it again. How often do you hear that request about a PowerPoint presentation?

Improved Compliance

On the back end, Bombardier's eLearning solution dramatically simplifies regulatory compliance and record management. The administrative effort for continuous instruction such as employee re-certification or contractor safety training is streamlined: Scheduling can be automated; student performance records are digital, auto-generated, and exist in one secure location. Reports are easily generated to provide quantifiable metrics about individual students or entire departments.

The Return on Investment (ROI)

Traditionally, the transit industry has relied on classroom (or "Instructor Led Training") programs for the majority of formal training programs. While there is a role for Instructor Led Training, leading transit organizations recognize the value of eLearning in a cost-effective training and development plan.

Instructor Led Training requires many costs: instructors to deliver the training, travel costs to and from the training facility, student wages before, during, and after training sessions, just to name a few. Additional costs accrue when extra classes must be conducted to accommodate students who couldn't attend the original class, or as make-up sessions for students who require more instruction. Bombardier's eLearning program eliminates these costs: courses are available at the student's convenience, require no travel, and can be re-taken at any time.

Case Studies

Calgary Transit is Canada's fourth largest transit agency, and a leading practitioner of eLearning. A comprehensive eLearning program they developed reduced the time required to train a fully qualified Electro Vehicle Mechanic from 2 years to only 9 months. This resulted in a 63% cost reduction and provided superior results to the traditional training methods employed previously.

A major transit agency in the North Eastern US recognized the implications of an aging workforce, skills shortage, and increasingly complex rail equipment to the health of their organization. With our help they implemented an eLearning Training Center for their rail maintenance staff, with courses that focus on improving the reliability of their most critical locomotives. The eLearning center is enthusiastically embraced by the agency's staff, managers, and union leadership. More importantly, it has fostered an environment where people want to learn, want to contribute, and want to grow their transportation careers at this agency.

To find out how eLearning from Bombardier can deliver solid results for your organization, contact Bombardier's Technology Solutions team today. Call Keith Sheardown at 647-284-9300 or email keith.sheardown@ca.transport.bombardier.com.

See more at our website SmartRailroad.com

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