



Investing in Employees

Our employees have always been our most important asset, and investing in the growth, development and well-being of our workforce is especially important today. Our transit system is growing rapidly, which means we need to hire more people for a wide range of jobs while also replacing the many long-term employees who will retire in the years ahead. With rapid technological change in the mobility industry, it's also critical to help our employees keep their skills up to date. And we need to help them stay healthy, to both contain health-care costs and deliver our growing services. In all of these areas—hiring, skill development, and health promotion—partnerships with the unions that represent our employees will be critical to our success.

Strategies for investing in Metro's workforce and furthering true employee engagement:

1. Develop/implement effective hiring strategies.

We will implement effective hiring strategies to ensure we meet the staffing needs as we become a mobility agency.

- Build upon the work already being done to attract, hire and retain a diverse, inclusive, and motivated workforce.
- Proactively address hiring challenges such as impending retirements.
- Expand existing apprenticeship and internship programs.

2. Support access to training and development opportunities for all employees.

Through our professional development program, we will improve employee effectiveness and safety in the workplace. Providing all employees with equitable access to inclusive, culturally responsive, and personalized ongoing development will foster a positive and supportive organizational culture, increase employee engagement, and help prepare our future leaders.

- Metro will provide every employee with equal access to training and development, regardless of their work location or work hours.

- Develop programs to enrich the diversity of our workforce.
- Create new partnerships with labor organizations and other organizations to provide training in emerging technical skills.
- A centralized training and development program will provide a coordinated approach to identifying training and development needs and ensuring full access by all employees.

3. Invest in our employees' health and well-being.

Metro is preparing to launch four on-site wellness centers whose primary objective will be to help maintain and improve our employees' well-being and overall health. The centers will offer the following services to meet the unique needs of our workforce:

- Onsite physical therapy services
- Wellness and life management programs (mindfulness, stress management, fitness 101, etc.)
- Condition management (prevention and management of chronic disease, high blood pressure, low back pain, etc.)
- Emotional and mental health resources