

# **Training Resource And Information Network**

## **Strategic Plan for 2012**

**The Mission of TRAIN is to  
improve the quality of public services  
by developing, accessing and expanding learning resources  
for public agencies and their employees.**

**February 25, 2008**

## History of TRAIN

### **1995**

- In 1995, three unincorporated areas of Pierce County incorporated into the cities of Lakewood, University Place and Edgewood.

### **1996**

- New cities begin to form and attract employees from neighboring jurisdictions. These new cities are without an established workforce and training resources.

### **1999**

- Pierce County issued an invitation to trainers of public sector agencies to a breakfast meeting in October 1999 to explore the interest and possibility of sharing training resources.
- We defined the purpose of the meetings to share resources, find out who was doing what, and what the needs were that could be met by other agencies.
- The convening group involved 13 agencies. We decided to meet quarterly and began to develop a mission statement.

### **2000**

- The mission was developed. “It is the mission of TRAIN to improve the quality of public services by developing, accessing and expanding learning resources for public agencies and their employees.”
- A list serve was developed
- Pierce County and Kitsap County co-sponsored the “Excellence in Leadership” conference for supervisors held in Gig Harbor.

### **2001**

- TCC became the fiscal agent for conferences
- We reviewed other coalitions, looking for models for structuring our TRAIN coalition
- Washington State Department of Transportation T2 program changed focus and discontinued participation.

### **2002**

- Second Excellence in Leadership conference co sponsored by Pierce and Kitsap Counties held in Gig Harbor: “Spring Training Camp”.

### **2003**

- Discussions began regarding the creation of a formal agreement
- First Field Staff Conference: Roadmap to Success co sponsored by WSDOT T2 program, Pierce County, Tacoma/Pierce County Health Department, Metro Parks and the City of Lakewood.

## **2004**

- Supervisor Conference: Leadership Triathlon co sponsored by WSDOT-T2, Tacoma/Pierce County Health Department, City of Edge, City of Lakewood and Pierce County.
- Trainers Conference: Trainers Fest, co sponsored by Tacoma/Pierce County Health Department, Tacoma Community College, Pierce County and Metro Parks.
- The visibility of TRAIN is increasing and more agencies taking advantage of other agency's classes.
- A change in focus for the WSDOT-T2 program takes them out of the consortium
- TCC becomes active player and fiscal agent

## **2005**

- The first open Support Staff Conference: Spring Forward ... Field Day of Learning co sponsored by Metro Parks, Pierce County, Tacoma Community College and Washington State Department of Personnel
- Field Staff Conference: Update Your Tool Kit... Solutions for Today, co sponsored by City of Lakewood, Tacoma/Pierce County Health Department, Pierce County and Pierce Transit
- First inter local agreement created

## **2006**

- Supervisors Conference: Cresting the Peak...The Supervisors' Expedition co sponsored by Bates Technical College, Clover Park Technical College, Tacoma/Pierce County Health Department, Tacoma Community College, City of University Place, Pierce County and Washington State Department of Personnel
- Planned Executive Conference postponed until 2007

## **2007**

- First Executive/Management conference
- Support Staff Conference: All Aboard...Signals, Switches and Stations Ahead co sponsored by City of Lakewood, Clover Park Technical College, Pierce County and Tacoma/Pierce County Health Department (700 attendees)
- Fiscal agent relationship with TCC is formalized
- First Conference Coordinator hired (first through Pierce County then through Tacoma Community College).

## **2008 – Current status**

- We will present a Supervisor Conference in March and an Executive Conference in the Fall
- 21 agencies participating – 3-4 more waiting
- New agreement language with a one-page scope of work attachment.
- First TRAIN brochure created as a handout with a presentation to the Clerks Association

## **What are the Benefits of being a Member of TRAIN?**

- As we grow, participation at conferences increases – up to 700 from throughout the state and into British Columbia and Oregon
- We are able to share the limited resources of space, materials and equipment
- Increased communication between agencies regarding training best practices and resources
- We are able to share instructors and curriculum
- Funding from one conference provides a cushion for the next conference
- TRAIN strengthens the community of practitioners
- Develops stronger interagency relationships
- As a result of expanded access to training, the public receives greater benefits
- Achieves a critical mass as we are able to offer more classes to more employees
- TRAIN allows for the mixing of ideas (cross fertilization)
- This fosters shared planning for training
- TRAIN increases venues for agencies to promote their critical messages

## **Criteria for a Great Vision**

### **A good vision for TRAIN will**

- Result in improved training for the public service employees (quality and access)
- Benefit the whole, not just individual agencies
- Be able to demonstrate a measurable benefit
- Elicit enthusiastic leadership support
- Be sustainable
- Be a good steward of public funds
- Remain aligned with our mission

## **What Could Block our Efforts to Achieve our Vision?**

- Not enough time
- Government structures
- Need to resell TRAIN
- The inability to carry over funds without using external fiscal agent
- Agency territory and competition
- Information security
- Closed minds
- Does anyone really want this?
- Not having enough champions
- Declining revenues, declining resources
- Not having identified ROI (measurable)

# Training Resource and Information Network

## Vision 2012

TRAIN is the preferred public sector training resource in Western Washington. What began as a simple consortium of a few agencies has grown to an active member base of 45 public agencies sharing training, facilitation and mediation resources in ways that bring quality and affordable learning to public employees. By pooling our resources TRAIN is able to offer a large cadre of trainers, facilitators, organizational development consultants and dedicated administrative staff to its many participating agencies.

Through ongoing needs assessments of our member agencies we are able to design and provide course offerings, services and resources that are relevant, timely and tailored to the public sector needs. Our executive development leadership program has set the benchmark for preparing public sector leadership, whether elected, appointed or salaried. Through partnerships with professional organizations, we are able to offer targeted workshops and certificated programs for specialized fields. Courses are available in many formats including classroom, blended, online and podcasts. Our shared Learning Content Management System allows for access to a robust library of courses, creation of agency specific courses, and tailored, agency specific reports on online learning use.

Our webpage is the portal for our catalog of courses and services and allows users to locate and register for space-available courses in any of the member agencies. Our library of books, video/dvd's and other training materials expands the available resources for all agencies. We use our financial resources to offer affordable conferences to public sector employees. In 2012 our Conferences are known as the best learning experience available in Washington State. Additional resources are used to provide ongoing professional development for agency training staff.

The TRAIN Regional Training Center is an easy-access, multi-media learning center offering a large cadre of trainers, facilitators and dedicated administrative staff. Agencies can attend open workshops or provide their own agency-specific courses. The facility space ranges from meeting rooms to classrooms to conference and special event space.

TRAIN has become a national model for expanding the resources of public sector agencies to provide quality learning to their employees. It has received several national and professional awards for outstanding innovation and effectiveness. It has been cited numerous times as an example of the wise stewardship of public funds – in ways that significantly improve public services.

## **TRAIN Goals for 2008-2010**

- 1. Secure a host site and create a TRAIN web page by September 30, 2008 that provides current information about TRAIN; its meetings, course offerings, conferences and other services**
  
- 2. Create a portable package of marketing tools for TRAIN that includes a PowerPoint presentation and brochure designed to highlight the services and benefits of TRAIN membership.**
  
- 3. Identify “Best Picks” from conference evaluations and schedule 2-3 workshops annually as a learning “Pick-Me-Up” for TRAIN agency employees on the Training Agreement.**
  
- 4. Design, market and implement a Public Sector Leadership (PSL) program that becomes the first choice in the South Puget Sound for leadership skills in public administration by December 2010.**
  
- 5. Design, market and implement a Human Resource series to provide accessible, highly valued and ongoing learning for human resource specialists in the public sector by December 2009.**
  
- 6. Conduct a survey to identify the needs and interests of public sector agencies for the services and benefits of TRAIN. Use this data to shape and better target the offerings of TRAIN**
  
- 7. Create a sustainable leadership structure that identifies roles, responsibilities and decision making processes for TRAIN by December 2008.**
  
- 8. Expand our trainer capacity by supporting the licensing and trainer certification for at least one licensed course each year, starting no later than December 2009."**