



MONTGOMERY
C O U N T Y

Training and Development

Christopher Ney

- ❖ 16 years in the underground utility industry
- ❖ 12 years at Montgomery County Environmental services

- ❖ Last 7 years focusing on leading the work of new and existing employees



Previous Issues

- ❖ No clear training guide lines
- ❖ No clear expectations
- ❖ Negative feed back on processes



Past Feedback:

- ❖ *“Onboarding process needs changed”*
- ❖ *“So much back and forth between crew makes it hard to learn”*
- ❖ *“Don’t have a lot of direction”*
- ❖ *“Never had a chance to learn”*



Our Goals

- ❖ Create clear expectations
- ❖ Create clear training guidelines
- ❖ Set practical goals (S.M.A.R.T)
- ❖ Hold employees accountable



Clear Expectations

- ❖ We put together a list of important things our employees should know before getting out of probation.
- ❖ Needed to be as clear and consistent as possible
- ❖ We go over this list with employees the first day
- ❖ We touch base with employees to keep the expectations on their minds



Training Schedule

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 Vactor	2 Vactor	3 Vactor	4
5	6 CCTV	7 CCTV	8 CCTV	9 CCTV	10 CCTV	11
12	13 CCTV	14 CCTV	15 CCTV	16 CCTV	17 CCTV	18
19	20 Dig	21 Dig	22 Dig	23 Dig	24 Dig	25



Practical Goals

- ❖ Ability to safely operate Curb Stops, street valves, how to shut down a water main for repairs, remove and replace manhole lids
- ❖ Show the increased ability and knowledge to install and remove curb stops, corporation stops and main break sleeves correctly
- ❖ Properly operate a fire hydrant open and close and explain why it is important to operate the hydrant the right way



Accountability

- ❖ Acknowledge success of employees
- ❖ Communicate when expectations are not met and determine steps to address the problems
- ❖ Stay fair and consistent with all employees



Feedback From Our New Process

- ❖ *“Well explained on first day”*
- ❖ *“Learning something new every day”*
- ❖ *“Never in the dark about anything”*
- ❖ *“like having set schedule for training”*



Thank you for your time

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