



**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 <b>Vactor</b>	2 <b>Vactor</b>	3 <b>Vactor</b>	4
5	6 <b>CCTV</b>	7 <b>CCTV</b>	8 <b>CCTV</b>	9 <b>CCTV</b>	10 <b>CCTV</b>	11
12	13 <b>CCTV</b>	14 <b>CCTV</b>	15 <b>CCTV</b>	16 <b>CCTV</b>	17 <b>CCTV</b>	18
19	20 <b>Dig</b>	21 <b>Dig</b>	22 <b>Dig</b>	23 <b>Dig</b>	24 <b>Dig</b>	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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