Training and Workforce Development

It is human nature to fear new and unfamiliar things and in many cases resist their adoption. BYD believes that ongoing and easily accessible training and workforce development programs are key components of project success. The team at BYD believes that it is our responsibility to provide a broad and comprehensive training package as an element of a larger workforce development program designed to lower and ultimately eliminate the fear and instead help people accept and embrace the new technology and ensure its success.

Our training and development programs are constantly evolving as we train, get feedback, adjust and train with an established goal of reaching beyond the traditional concepts of training. As an example we not only teach operators the location of switches, ramp operation, cutoff switch locations and the like, instead we expand their training by teaching the proper way to drive an electric bus to maximize range, and to understand and embrace the environmental benefits they create by operating zero emission buses.

Both the operators and service technicians need to understand the technology, be comfortable with it and be unthreatened by it. In fact, with Zero Emissions vehicles it is incumbent upon us to get the operators and service technicians enthusiastic, excited, and proud of the benefits these new battery electric buses bring to their community by eliminating tail pipe emissions, reducing and someday ending our dependence on petroleum, eliminating Green House Gas emissions, and helping slow down global warming, reducing noise pollution, and eliminating hazardous waste from our landfills.

Not only will BYD’s training package include classes that will provide operators and mechanics with the necessary skills to operate, diagnose, repair, and maintain all equipment provided within this specification but we strive to also instill a sense of pride that will attract the next generation of bus operators and service technicians who will come to view public transit not only as a vastly important service to our society, but also as a high tech employment center where computers are the diagnostic tool of choice and bus operators are environmental stewards, driving their transit vehicles for maximum range and maximum environmental benefit.

BYD takes workforce development very seriously and our Vice President of North American Sales is an active member of the board of directors for the Southern California Regional Training Consortium, an award winning nonprofit consisting of transit properties and junior colleges and trade techs engaged in course and curriculum development for technician training as well as providing scholarships each year to men and women interested in continuing their education in transit relevant fields.

Recognizing the crucial role training plays in the acceptance and adoption of new technology and therefore its ultimate success and acknowledging the financial commitment represented by this procurement BYD does not charge for training. Our training philosophy is as much as our customer’s want for as long as they need it.

Technical/Service Representatives

With each new transit customer we earn BYD will, at our own expense, add one or more competent technical service representatives in the customers geographic region to assist the Agency with technical issues, warranty work and overall support services.

BYD provides flexible training options that will include both on-site training at your facility or at BYD’s Lancaster plant. BYD does not adhere to a rigid training schedule, we provide training as often as needed and will tailor it to suit your schedule and there is never a charge.
Because our training program uses a combination of “hands on” and “book” training we always prefer smaller class sizes, however we can work with groups as large as 15 people. We will also provide training on swing and graveyard shifts to minimize disruption to your day to day activities. BYD recognizes that no two people learn and comprehend at the same pace. While we work hard at making sure the classes ultimately learn at the same pace there is always the chance that there may be the need to provide some one on one training or to repeat the class for someone. Once again, BYD will train for as long and as frequently as needed to ensure a properly trained customer which in turn guarantees our mutual success.

Because training is such an integral component of successful deployment our trainers are expert technicians that know our buses and systems completely and can handle all questions that will come up. Upon successful completion of our classes each participant will receive a certificate.

Manuals

Like training We view manuals as an essential tool for project success, and as with any expensive high tech product you are entitled to the manuals necessary to learn proper operation, maintenance and repair. We believe it is morally and ethically wrong to charge for manuals that are essential to proper operation and maintenance. BYD Coaches and buses include owners manuals, maintenance manuals and parts books at no extra charge.