



METRO WARSZAWSKIE Sp. z o.o.

# WARSAW METRO

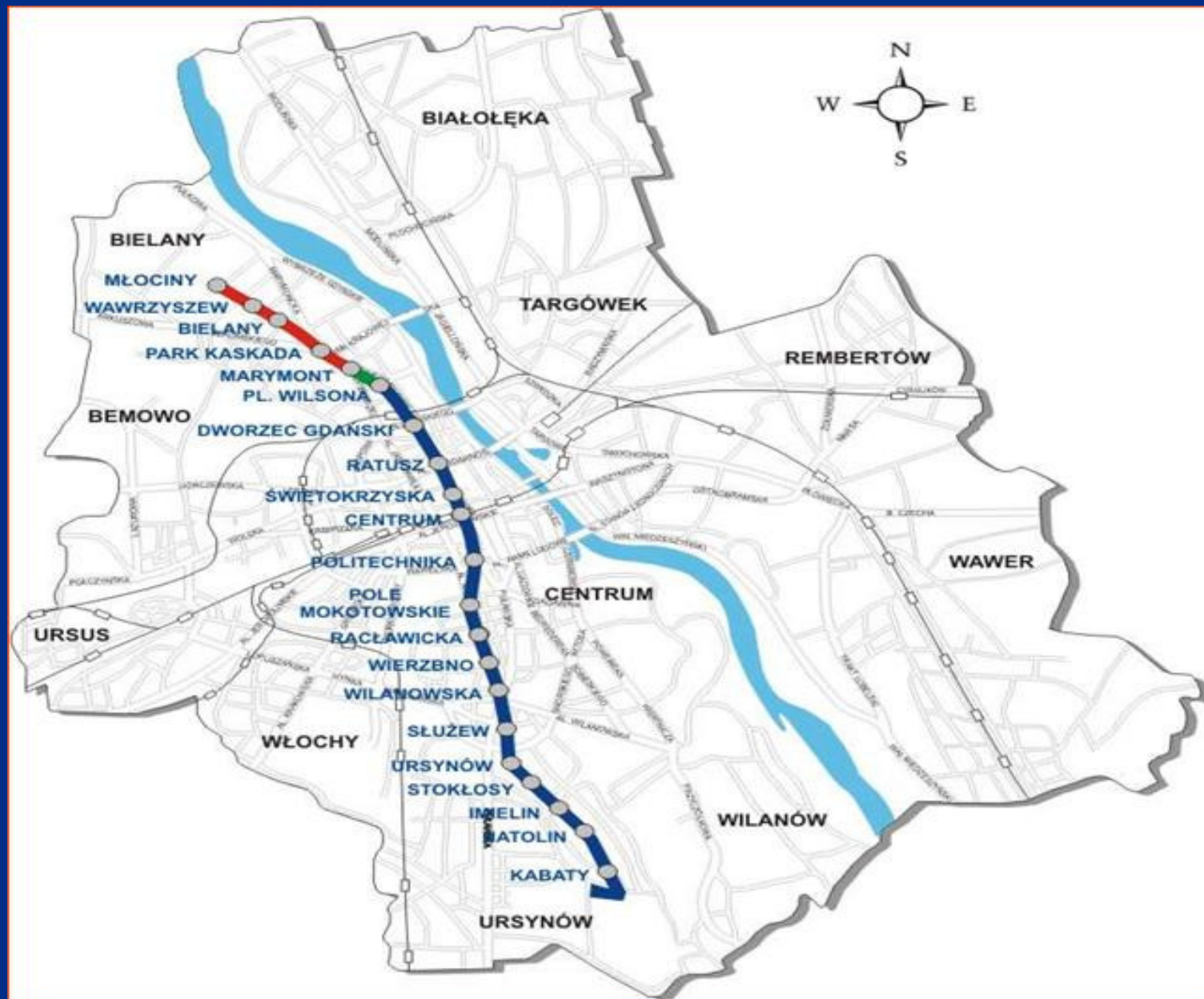
## SKILLS AND COMPETENCY DEVELOPMENT

### SPUTNIC Project / Leipzig





# 1st METRO LINE TODAY





## BASIC INFORMATION ABOUT THE SECTION UNDER OPERATION:

- 17 stations
- 19 kilometers
- 3,5 minute intervals between trains in peak hours
- 450 000 passengers per day
- Time of travel – 29,5 minutes





# BASIC INFORMATION ABOUT THE SECTION UNDER CONSTRUCTION & PROJECTED SECTION

Station A 20 will be open in few days

Next 2 stations A21 & A22 in June/July 2008

Last station A 23 in August 2008

Length of the complete line: 21,6 km

Number of stations: 21





## EMPLOYEES OF METRO WARSAW

Headcount in Warsaw Metro Ltd. amounted to:

31.12.2005 - 1 216 persons

31.12.2006 - 1.293 persons

31.12.2007 - 1.445 persons

Proportion of employees:

Operation (inc. Security) 84,5 %

Administration 11,9 %

Investments (Subcontractor) 3,6 %



# EDUCATION

Education	Operation	Investments	Administration	Total	%
Higher	149	46	64	259	18,0
Secondary	803	6	71	880	61,0
Vocational	225	-	27	252	17,5
Primary	41	-	10	51	3,5



## TRAINING SCHEMES

- In the year 2007:
- 36 persons received subsidies to cover the cost of university studies
- 782 persons were delegated to take part in various training schemes:
  - management training 58 persons
  - technical training 188 persons
  - financial training schemes 65 persons
  - HR & payroll training schemes 11 persons
  - IT training 65 persons
  - law training schemes 45 persons



## TRAINING SCHEMES

- Other trainings:
  - Shooting training for security - 170 persons
  - Threats and incidents in public transport „Psychology of terrorism - 271 persons
  - Enviromental protection - 4 persons



## TRAINING SCHEMES

Part of the training schemes were signed as a part of the European Social Fund:

- IT training schemes
- Course for welders
- Development of linguistic competencies of the employees of Warsaw Metro Ltd. (attended by 136 persons – ca 10% of the staff).



## Training of the drivers, station officers & dispatcher

- General training including basic knowledge of the systems and subsystems – 44 hours
- Technical training – provided by the supplier of the equipment/subsystems – 100 hours
- Training on operating procedures (including safety related procedures) – 58 hours
- Driving training in depo – 55 hours
- Practice in workshop – 1 month
- Driving training in tunnel (under the supervision of driver-instructor) - 2 months



# TRAINERSHIP

Warsaw Metro participates in the programme – Manager's Shadow (under honorary patronage by the Minister of Education).

Selected students may gain professional experience.

Warsaw Metro has an agreement with Warsaw Institute of Technology for student's trainership.



# RECRUITMENT OF THE STAFF

- Advertisements in daily newspapers
- Advertisements in internet on the special portal (jobpilot)
- Job fair for students
- Labour office
- Advertisement on the Warsaw Metro web site



## Driver requirements

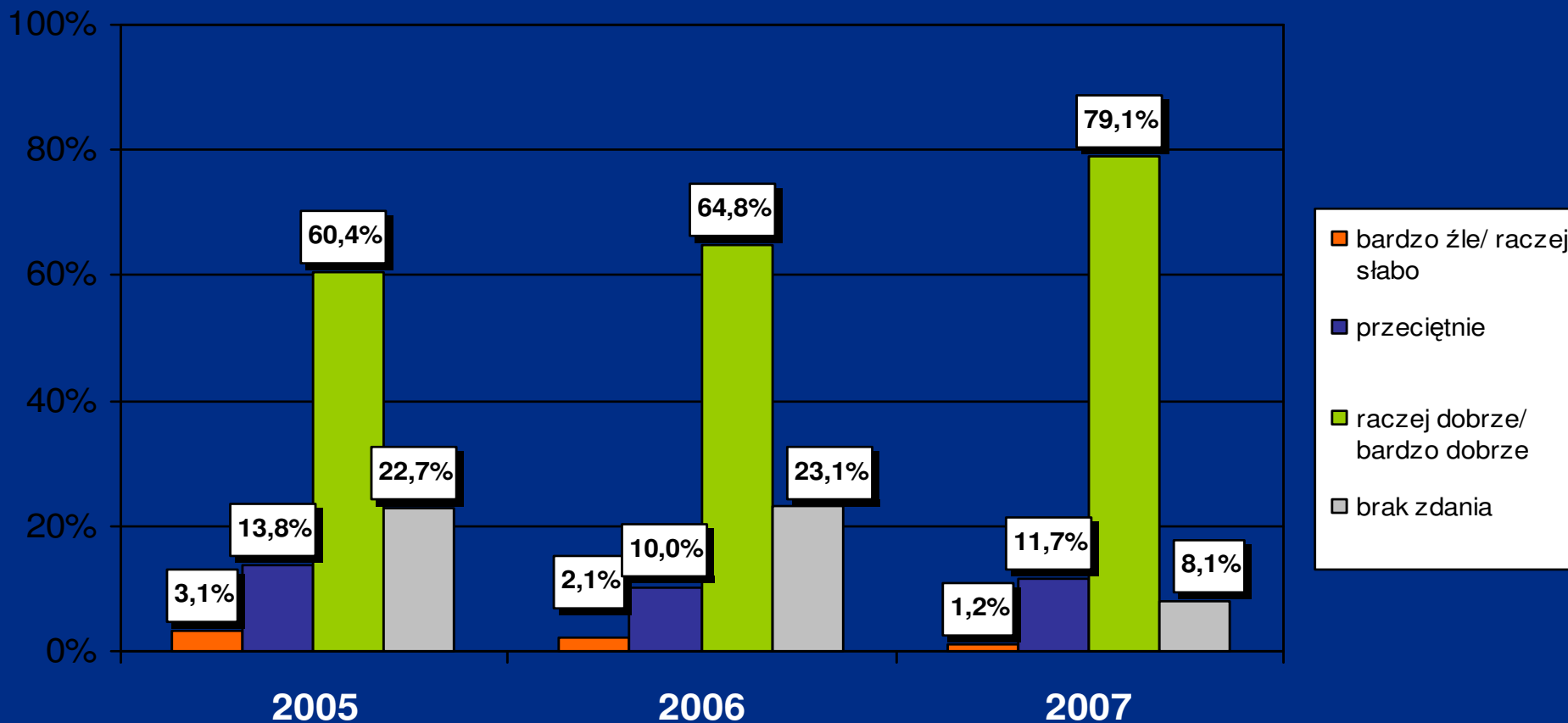
- Secondary education
- Very good health proofed by dedicated medical center
- Stress resistant
- General technical skills
- Responsible





# Passenger's satisfaction

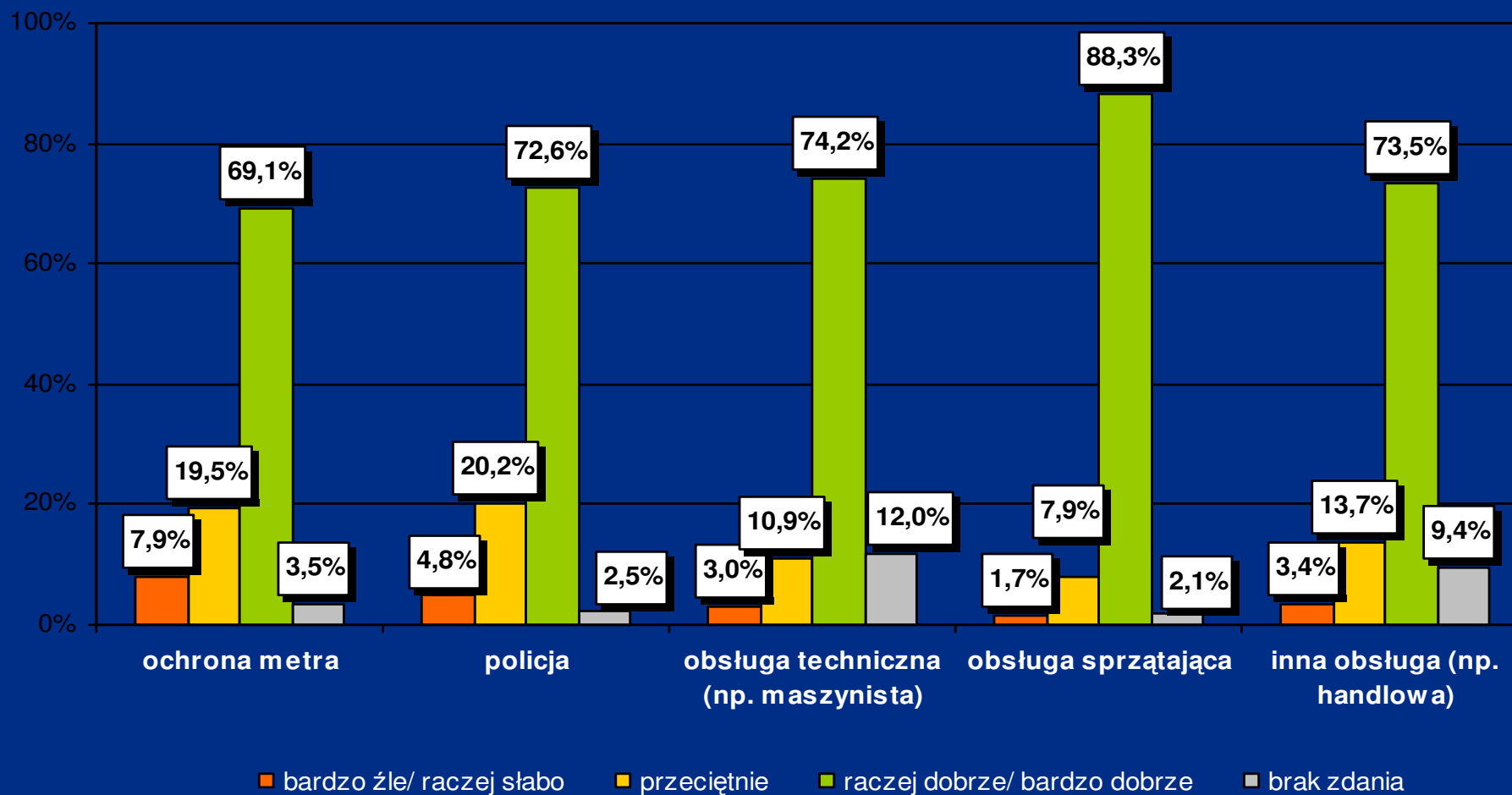
Jak ocenia Pan(i) metro pod względem obsługi metra?





# Passenger's satisfaction

Jak ocenia Pan(i) następujące służby metra?





# Work environment





METRO WARSZAWSKIE Sp. z o.o.

**ADDITIONAL INFORMATION:**

**INFO@METRO.WAW.PL**

**WWW.METRO.WAW.PL**

**THANK YOU**