

Member 365

ON-TRACK WITH MEMBER365

HOW MEMBER365
POWERED LEARNING
MANAGEMENT FOR
OTTAWA'S LIGHT RAIL
TRANSIT PROJECT.

A TESTIMONIAL FROM CHRIS
MCLEAN, SAFETY
COORDINATOR FOR OLRT
CONSTRUCTION.

CHRISTOPHER'S GOAL:

DELIVER SAFETY EDUCATION TO HUNDREDS, YESTERDAY

From the moment he was brought onto Ottawa's Light Rail Transit (OLRT) construction project, Christopher had deadlines.

With a tight timetable and enormous scope, he knew classroom delivery simply wasn't a feasible option for OLRT. The project required high velocity training, compelling Chris to reach out to Member365.

Transforming classroom material into online education, Member365 provided a scalable solution to keep workers safe, pleasing Chris's many stakeholders, and saving the OLRT project hundreds of man-hours on classroom education.

CHRISTOPHER'S PROBLEM:

KEEP WORKERS UP-TO-DATE TO A SHIFTING LANDSCAPE OF HAZARDS.

Christopher's work was far from simple. Each phase of LRT construction presented new and unique safety hazards requiring specific training, but not every worker was involved in every phase.

Chris knew all the information workers needed to know to be safe, but didn't know how to deliver it to them efficiently, nor how to confirm that they had learned what they needed to know.

After speaking with Member365's support team, the company understood the unique challenges he faced, and developed a plan to address them.



MEMBER365'S SOLUTION

Member365 understood that Chris was a safety expert - not a membership-management expert. He knew all the information needed to keep workers safe, but needed support to effectively share it and manage certification.

Member365 developed a plan that would let Chris leverage his strengths by taking care of the area's he was lacking specialized knowledge. As it is with all it's clients, Member365's goal was to empower Chris to do the work he did best.

"MEMBER365 IMMEDIATELY UNDERSTOOD NOT ONLY MY NEEDS, BUT THOSE OF THE DIVERSE STAKEHOLDERS INVOLVED IN THE PROJECT"

BACK-END HELP

Chris barely had the time to create the course material required for his project, let alone the experience to configure a learning-management system (LMS) to manage it.

That's why Member365 took care of back-end management for every phase of LRT safety training. Chris would create all required content, and the Member365 support team would take care of presenting it through LRT's LMS.

ONGOING MANAGEMENT

With course delivery taken care of, Chris still needed to manage certifications for the many workers on the job.

Member365's support team showed Chris how workers could present their certifications on jobsites via digital devices, and draw reports to demonstrate relevant safety information to his many stakeholders.



WHAT SUPPORT MEANS TO MEMBER365

Member365 is about helping people do what they do best.

For Chris, this meant helping him with the work he lacked specialization in. By taking care of the technical aspects of his Learning Management System throughout LRT construction, Chris could focus on creating the content workers needed to stay safe, and access all the information he needed to keep his stakeholders happy.

Leveraging its long history of working with public institutions, and its specialized knowledge of operating member-based organizations, Member365 ensured that the LRT project stayed on track!

No matter how complex the problem, Member365 is *always* here to help. Reach out to us, and find out how we can help address yours!

"MEMBER365 QUICKLY UNDERSTOOD THE COMPLEX NETWORK OF STAKEHOLDER REQUIREMENTS OUR SYSTEM HAD TO NAVIGATE.

THEY ACTED TO ADDRESS THEM EVEN FASTER."

