

The Role of Relationship Building with Bus Operator Retention

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Early Onboarding Project Manager

TriMet

Retention Focuses

- Application to start date
 - Permit testing training
- Bus Training through probation
 - Operators Supporting Operators Mentorship

Bus Recruitment Observations

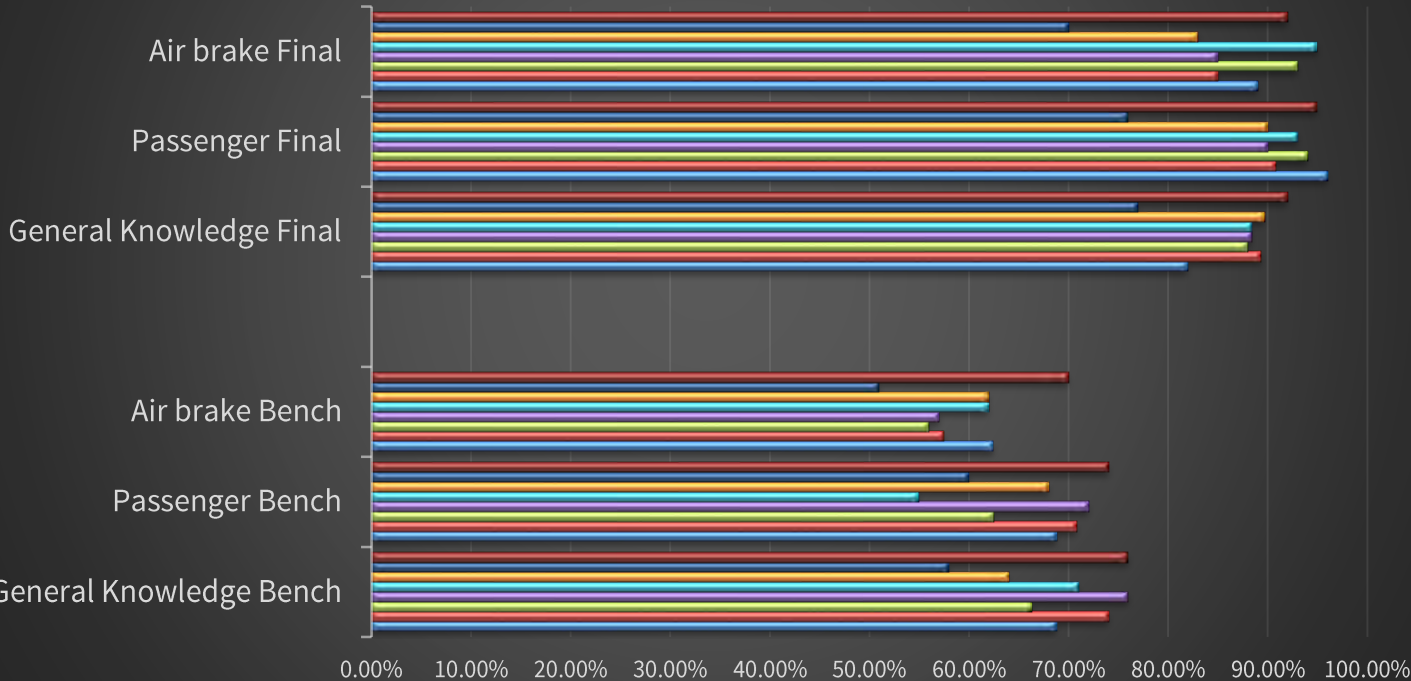
- Applicants are unable to earn commercial learners permit due to:
 - Financial barriers.
 - Can't test during DMV hours.
 - Needing study support.

Bus Program Structure

- 3 weeks.
- Lectures, worksheets, testing tools, and tutoring to pass permit tests.
- Attend info sessions and tours on promotional opportunities.
- Acclimate to attendance and workplace requirements.



Starting and Ending Class Averages for Endorsement Tests 12/5/2022 through 12/1/2023



Bus Training Graduation Rate

- 89% (44/49) promoted to bus training
- 90.6% (40 out of 44) graduated from bus training.
 - **Compared to 80% bus training graduation rate between November 2020 to November 2022.**

Probation Completion

- 26 out of 40 (65%) who started probation have completed compared to 60% agency wide.
 - 2 termed due to timeloss.
 - 3 resigned due to unsafe driving.
 - 1 medically unable to operate.
 - 3 resigned due to job fit.
 - 2 resigned due to family care obligations.
 - 3 promoted to MAX light rail before end of bus probation

How do we improve?

Operators Supporting Operators

- Collaboration between
 - Bus garage managers
 - Bus Training
 - Human Resources



OARS

- Open ended questions
- Affirmations
- Reflections
- Summaries

Mentor Evaluations

Mentor Evaluation of Mentee

Please return form to your Garage Manager

Turn in Time Slip and Weekly Evaluation form to your Assistant Garage Manager

Mentor: (please print) Badge #:

Mentee: (please print) Badge #:

Starting time: End time: Date:

Probationary Week #:

Check-in Guide: Week 1

Mentor Name: (please print) _____ Badge #: _____

Mentee Name: (please print) _____ Badge #: _____

Check-in method: _____

Date: _____

Timeline: This check-in occurs during week 1 of probation.

Questions:

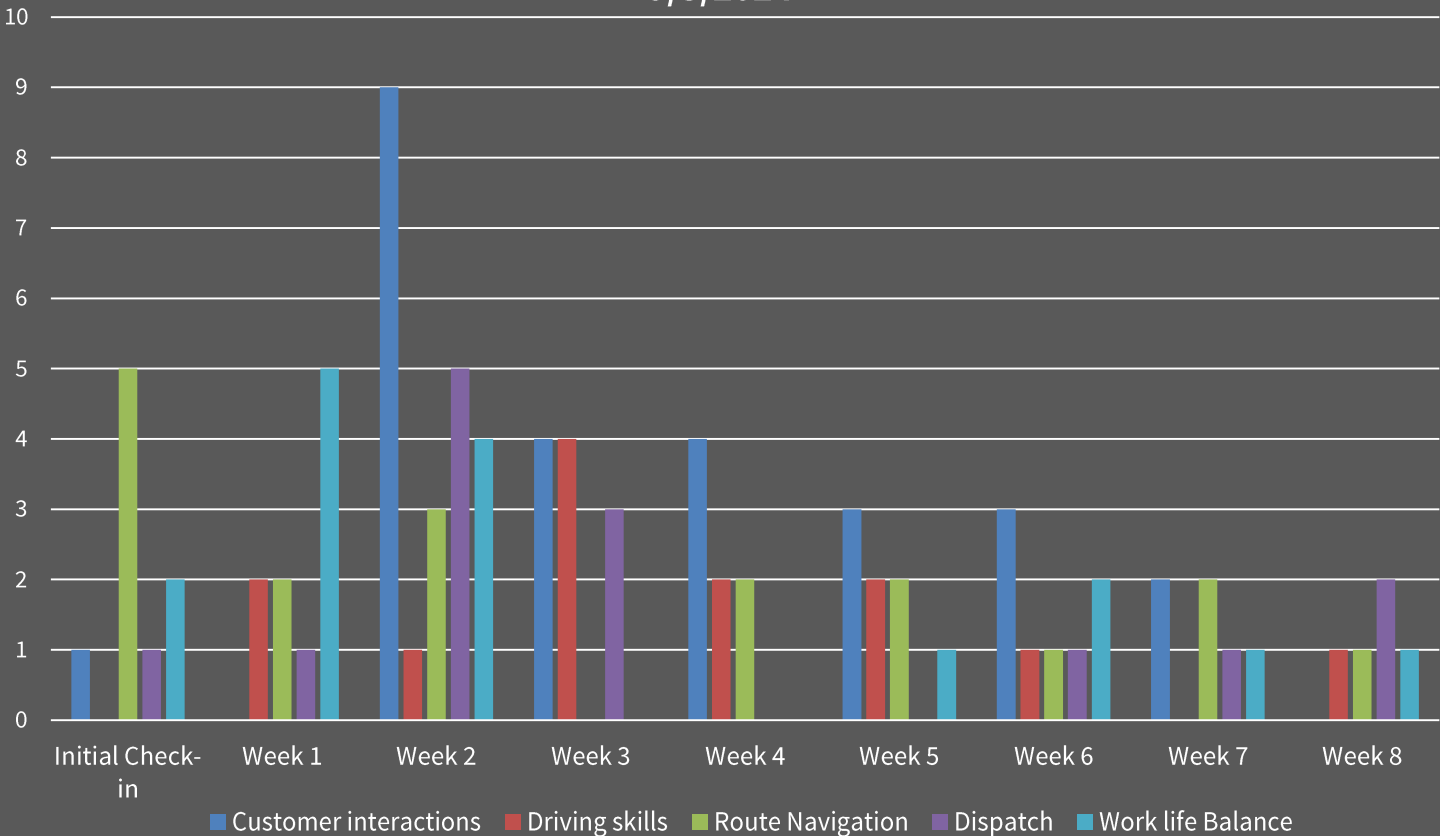
1. What resources have you reviewed or used so far? What do you need support with? (Examples: The bus training binder, operator pouch Bus Operator Gateway, Station Agents, Garage Managers, Garage Trainers, Union Representatives, etc.)

2. How are you managing your work schedule with your time off? (Sleep, personal time, work/life balance, etc.).

For a journal entry evaluation please have a complete evaluation. Fill with questions and answers with the Mentee and follow up questions for the next evaluation.

If you were not able to establish contact with the Mentee, How and when did you attempt contact? Do you need the Assistant Garage Manager to help with contact if being ghosted?

Top 5 Concerns for Initial 8 Weeks of Bus Operator Probation as of 9/3/2024



Next Steps

- Learning and Development collaboration with the Operations Command Center
 - Bus operator radio communication trainings
 - Dispatcher training
- De-escalation training in initial operator onboarding week