

MAKING CONNECTIONS, MAKING A DIFFERENCE

Making Connections 2024

• The National Transit Workforce Conference

• November 11 – 13, 2024 • Baltimore, MD •



TRANSIT
WORKFORCE
CENTER

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WORKFORCE
CENTER** ♀



Mentoring

Innovative Models and Best Practices



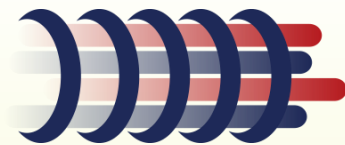
**Karitsa
Holdzkom**

Senior Policy Analyst



**Maurice
Beard**

Senior Workforce
Development Advisor



INTERNATIONAL

TRANSPORTATION LEARNING CENTER

What is Operator Mentorship?

- After successfully completing initial training class, new drivers are paired with mentors who pass on their skills
- Mentors are selected from among the experienced drivers at your agency
- Drivers volunteer their time to act as mentors
- Program may also incorporate ride-alongs or periodic meetings
 - Mentors are typically paid overtime



Retention and Skills Development: Mentorship Programs



- Mentorship programs enable peer learning that goes beyond classroom instruction.
- Mentors provide guidance and help their mentees acquire and master new skills
- Most successful when mentorship program is run jointly with full involvement of the frontline workforce or, in a union environment, the union
- TWC-developed mentor training programs

Benefits of Operator Mentorship

1

Increased retention

2

Increased confidence
& morale

3

Reduced absenteeism

4

Increased level of
professional recognition
for bus drivers

5

Increased recruitment
options, including
veteran's benefits

6

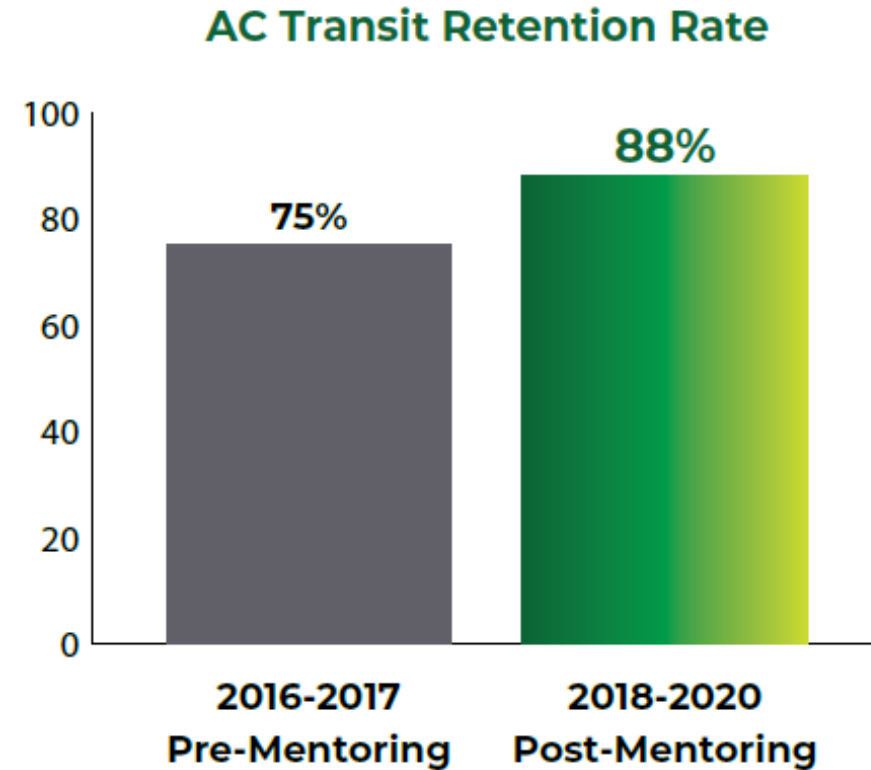
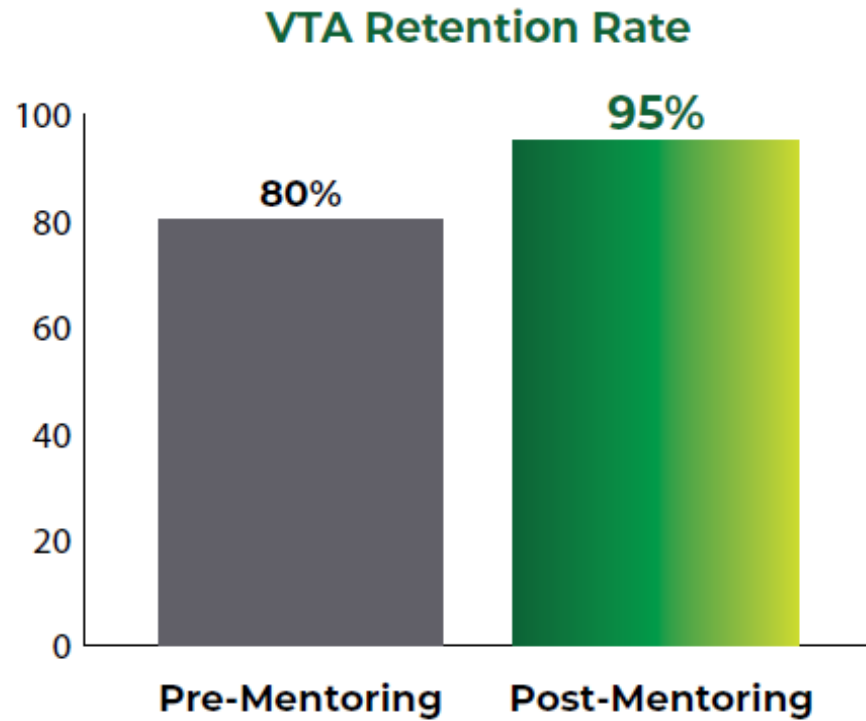
Strong emphasis on
customer service

7

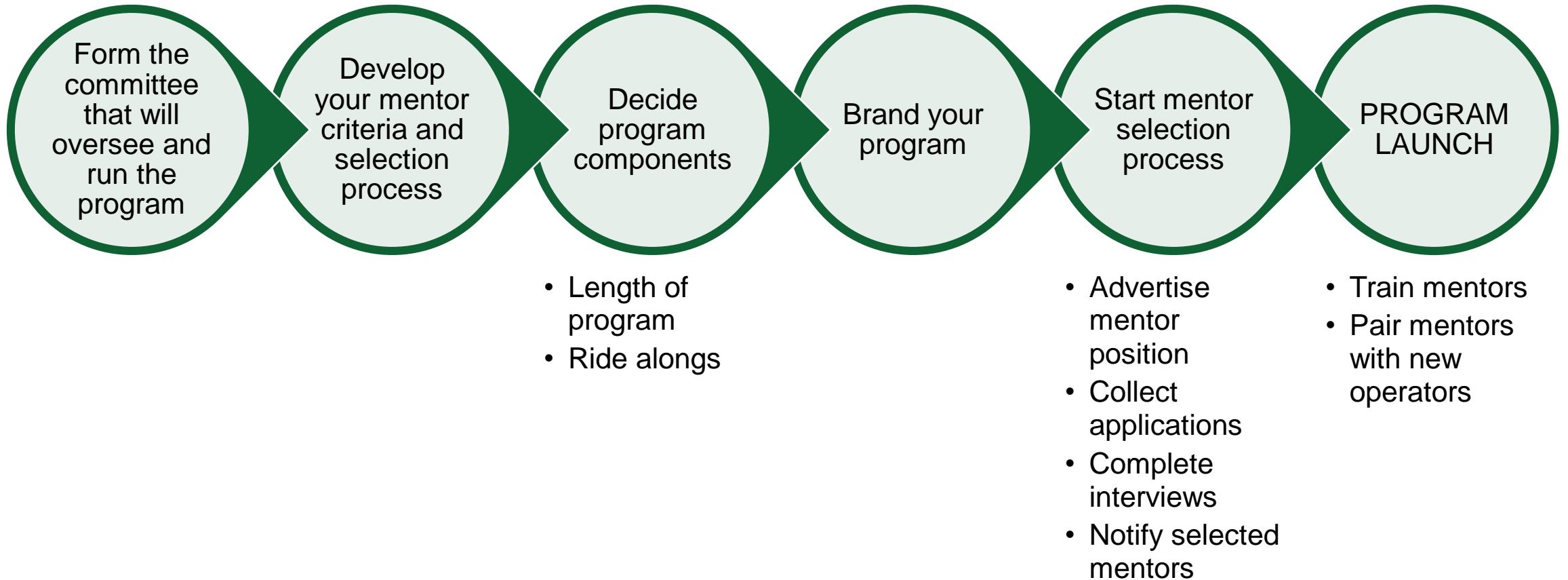
Another tool for
reaching out to the
communities served

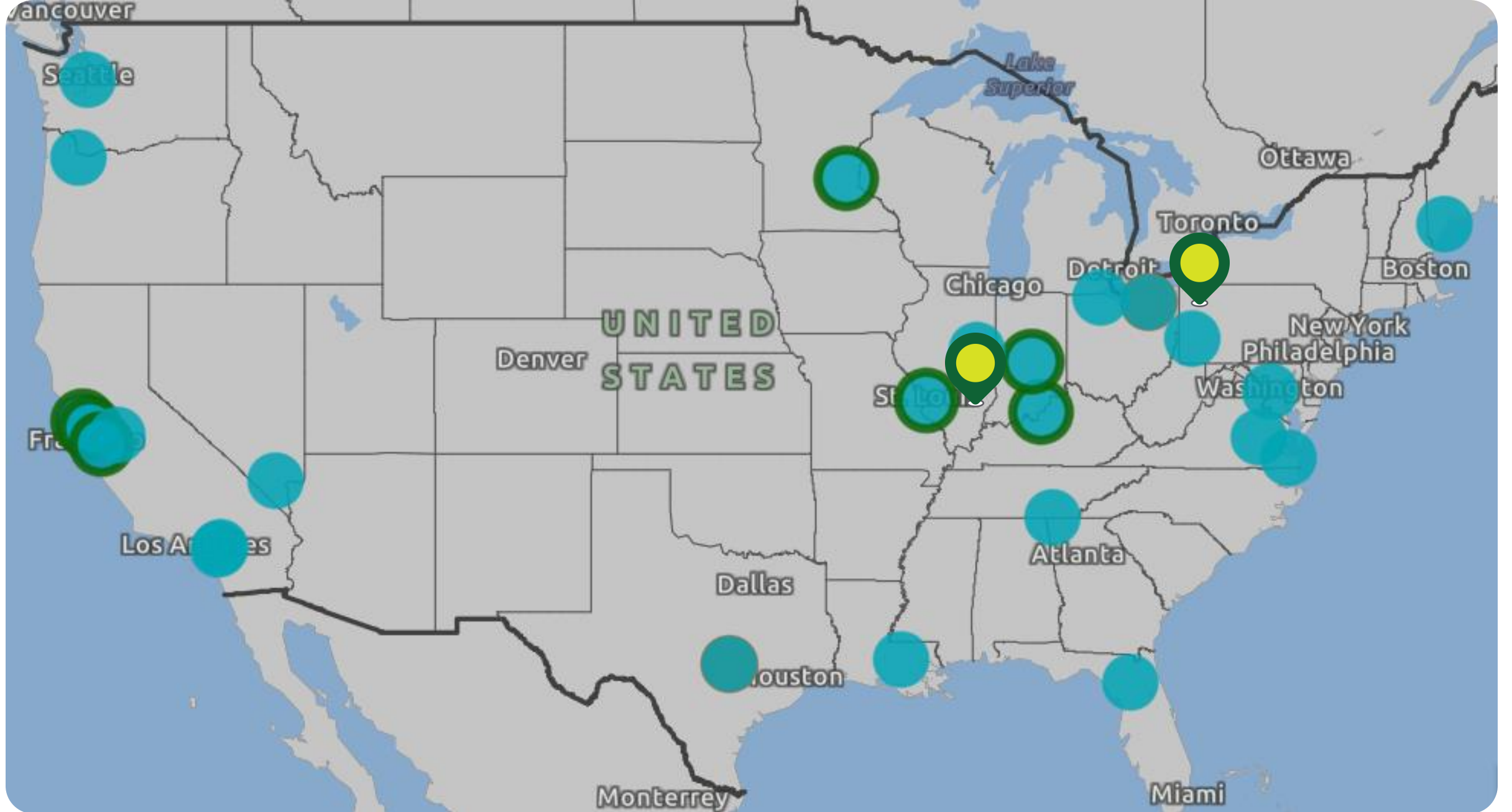


Tracking Mentorship Program Outcomes



Starting your mentorship program!





Innovative Mentorship Models

CapMetro

- **Paratransit mentorship**

King County

- **Garage-based management and coordinator**
- **Side-letter with union**

Champaign-Urbana
MTD

- **Small rural agency**
- **Tracking metrics**



Panelist Introductions

**Moderator: George Fields, Deputy General Manager - Human Resources,
Greater Cleveland Regional Transit Authority (GCRTA)**



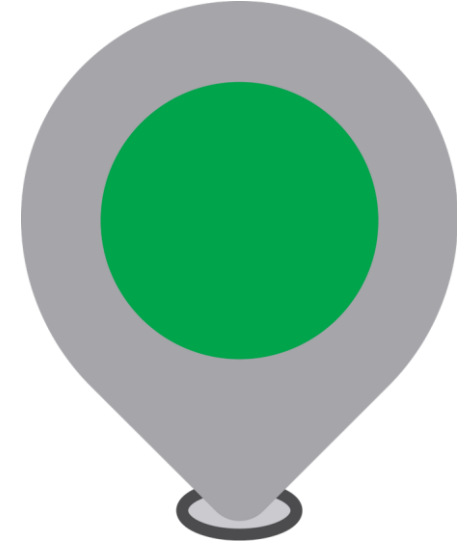
Ida Marshall
Sr. Talent Acquisition
Manager
GCRTA



Wendy Talley
Training & Employee
Development Director
GCRTA



Reginald Howard
ATU 788 President
St. Louis Metro



Trenise Winters
Assistant Executive
Director
St. Louis Metro

New Avenues for Recruitment & Retention

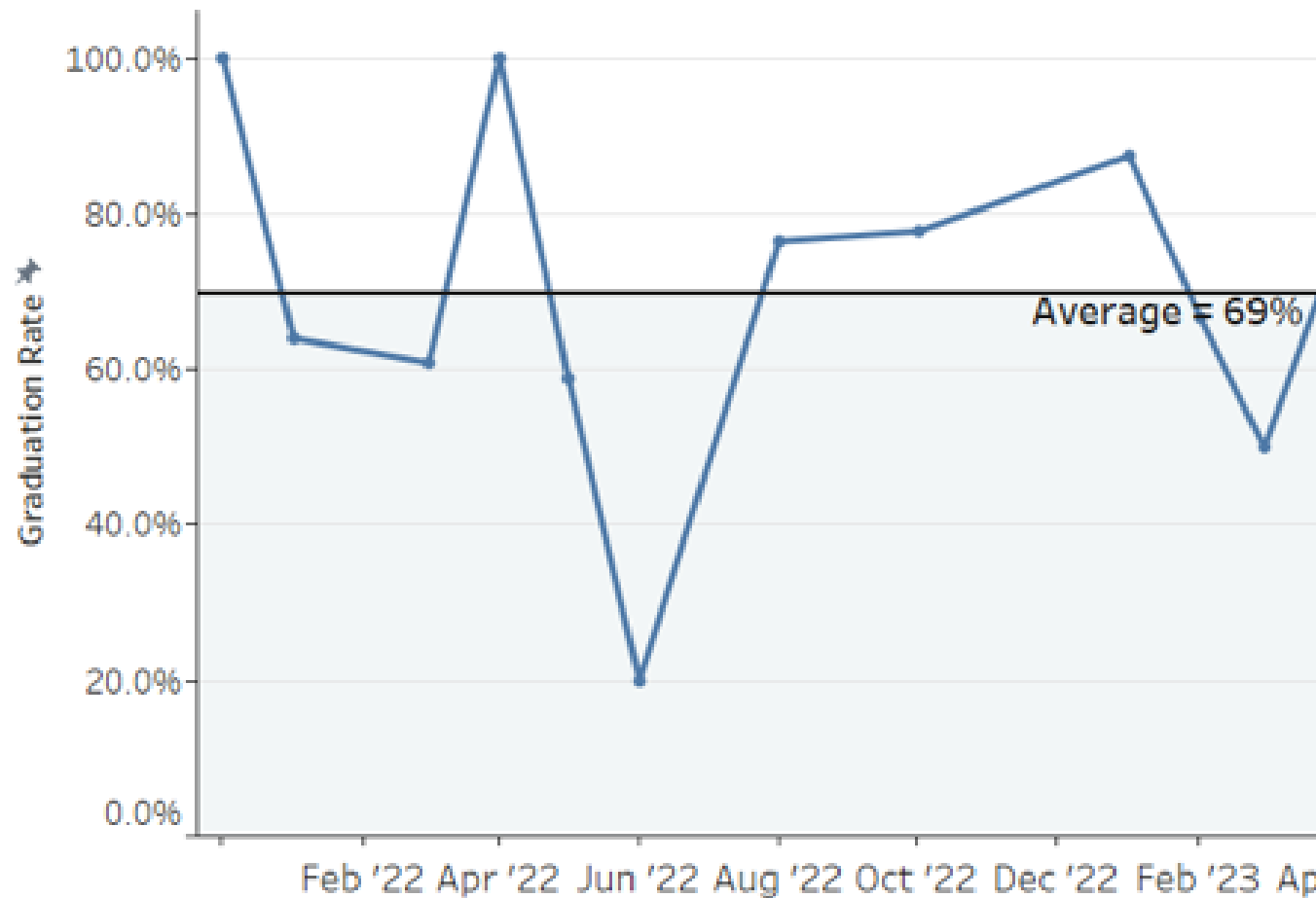
Presented by Trenise Winters
Assistant Executive Director of Metro Transit



Impact of Restructuring Training - Bus Operators

Before Restructure of Training

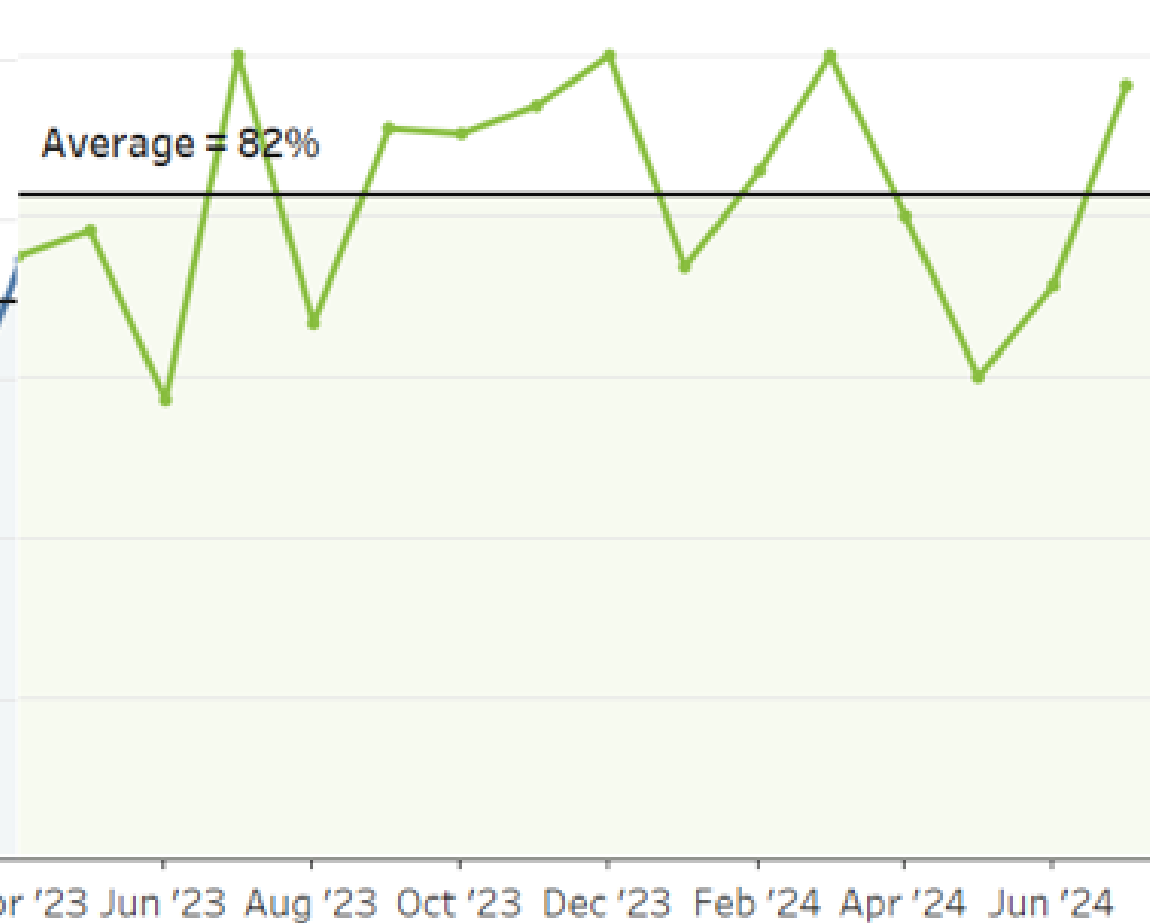
(12/1/2021 - 3/30/2023)



Average = 69%

After Restructure of Training

(4/1/2023 - 7/31/2024)



Average = 82%

Leaving Reason - All Operators

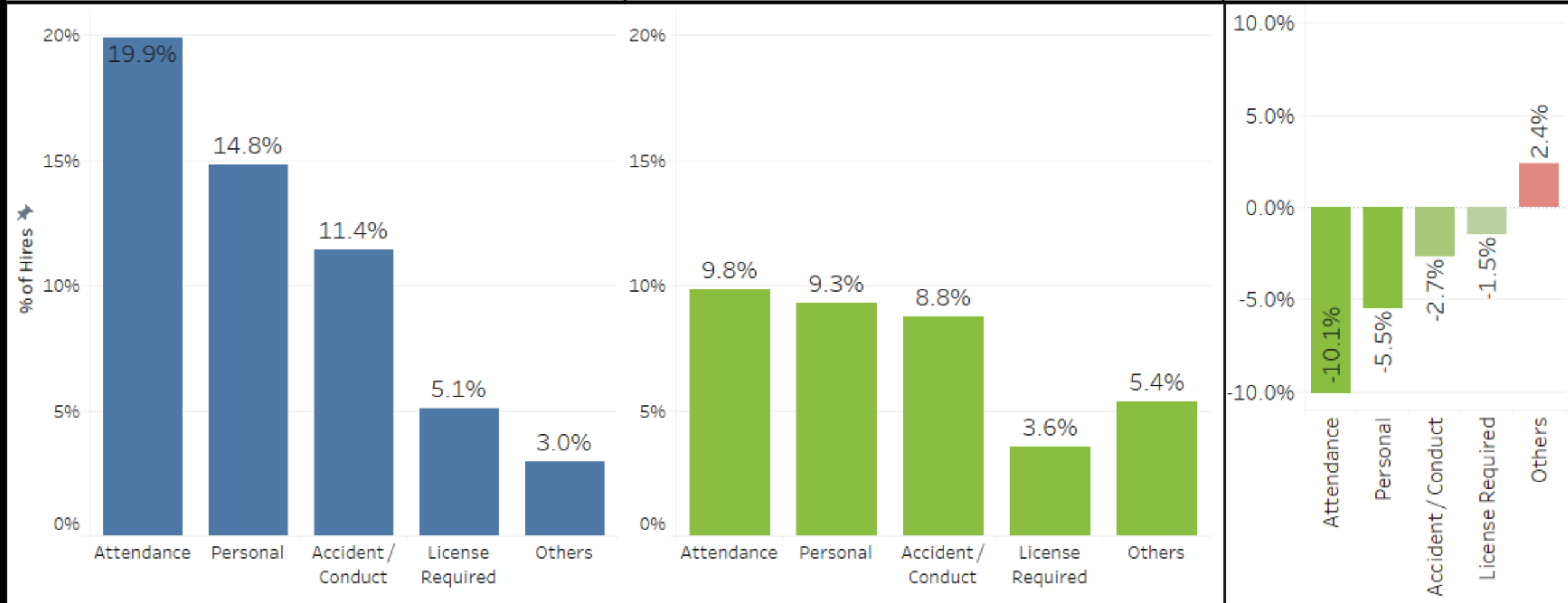
Before Mentor Program

(12/1/2021 - 3/30/2023)

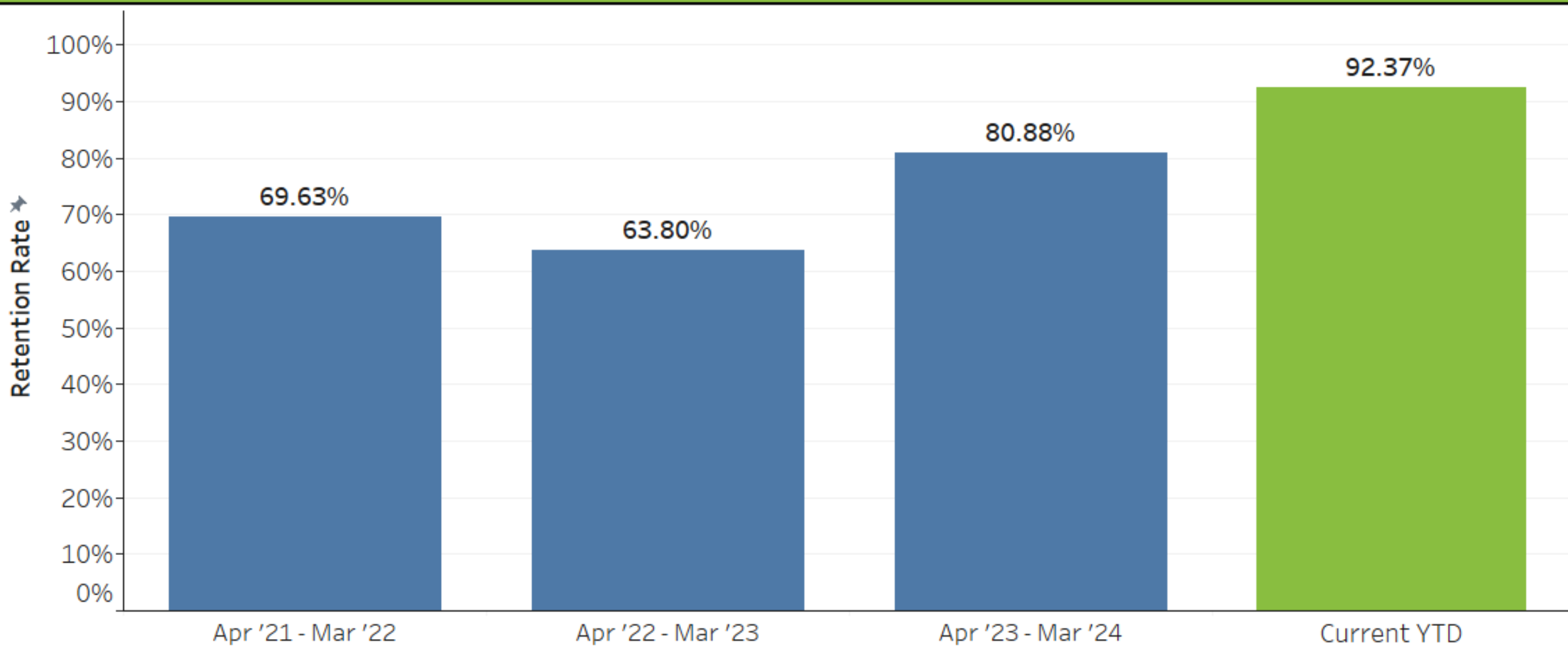
Mentor Program

(4/1/2023 - 7/31/2024)

Difference



Retention Rate - All Operators



Thank You

Trenise Winters

Assistant Executive Director of Metro Transit

TLWinters@MetroStLouis.org





Innovative Mentorship Models: Panel Discussion

Moderator: George Fields, Deputy General Manager - Human Resources,
Greater Cleveland Regional Transit Authority (GCRTA)



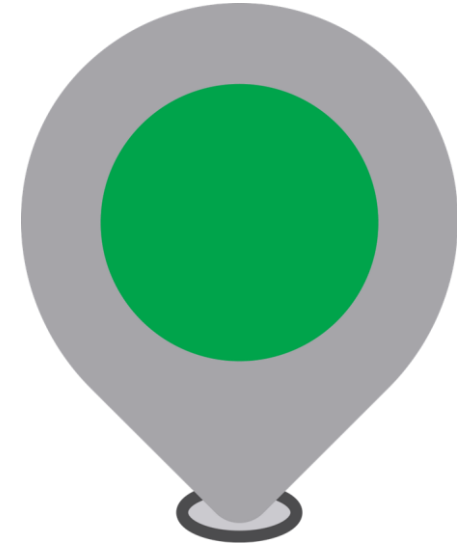
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