

**MAKING CONNECTIONS, MAKING A DIFFERENCE**



# Making Connections 2024

The National Transit Workforce Conference

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TRANSIT  
WORKFORCE  
CENTER



# Tracking Your Impact

How Agencies and Unions Analyze and Use Workforce Data

# GCRTA Positive Impact Program



Program Approach

False Starts

Core Team

Tracking Metrics

# GCRTA Positive Impact Program

## Program Metrics and ROI

*At the 1-year mark after formal program launch, new operators paired with a mentor realized:*

- 36% increase in retention
- 30% decrease in absenteeism
- 50% decrease in Misses





# GCRTA Positive Impact Program

## Sustaining the Program:

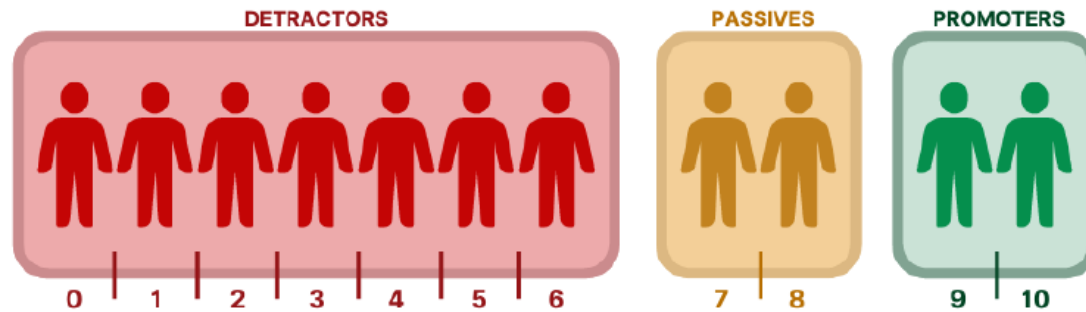
- Program Expansion
- Weekly Check-Ins
- Mentee Graduations
- Tracking Program Data
- Mentee Evaluation Forms
  - Qualitative Information
  - **Avg. Program Satisfaction: 9.15 / 10**
  - **Program Net Promoter Score: 82.35**



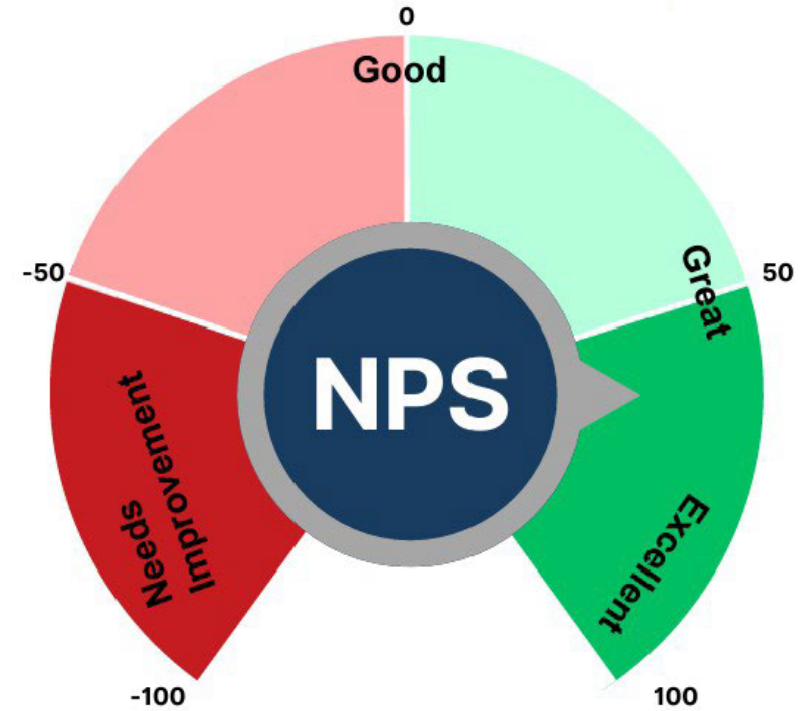
# Net Promoter Score (NPS)

NPS poses the ultimate question:

"How likely would you be to recommend this program to another operator?"



$$\text{Net Promoter Score} = \% \text{Promoters} - \% \text{Detractors}$$



NEEDS IMPROVEMENT	-100-0
GOOD	0-30
GREAT	30-70
EXCELLENT	70-100