

MAKING CONNECTIONS, MAKING A DIFFERENCE



• Making Connections 2024

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TRANSIT
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CENTER



Tracking Your Impact

How Agencies and Unions Analyze and Use Workforce Data

TRACKING METRICS IN THE B.U.S. MENTORING PROGRAM

An Overview of Process, Benefits, Challenges and Insights

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Metrics Tracked

Retention Rates: Tracking the Operators that actually graduate from Safety and Training and if they stay for a calendar year from the date of graduation

Participation Rates:
Monitoring the frequency of mentor-mentee interactions

Satisfaction Rates:
Collecting feedback through surveys to measure program effectiveness

Importance of Tracking Metrics

- Ensures program alignment with goals
- Identifies areas for improvement
- Demonstrates value and impact to stakeholders

METRICS

Challenges Faced

- Ensuring data accuracy and consistency
- Maintaining participant engagement in surveys and feedback mechanisms

Tips for Overcoming Challenges

- Simplify data collection processes to minimize time burden
- Use incentives to encourage feedback participation
- Regularly communicate the importance and benefits of tracking metrics to participants

THANK YOU

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