



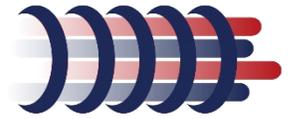
***TRANSIT
WORKFORCE
CENTER***



Federal Transit
Administration

Transit Workforce Center

National Technical Assistance Center
for Transit Workforce Development



INTERNATIONAL
TRANSPORTATION
LEARNING CENTER

ATTAIN Bus Operator Apprenticeship

May 17, 2024



TWC • TRANSIT WORKFORCE CENTER



Transit Workforce Center – Mission

Operated by the ITLC, the **Transit Workforce Center (TWC)** is FTA’s national technical assistance center for transit workforce development.



mission

The **TRANSIT WORKFORCE CENTER** is the Federal Transit Administration’s first ever national technical assistance center for transit workforce development. Its mission is to help urban, suburban, tribal, and rural public transportation entities throughout the U.S. recruit, hire, train, and retain a diverse workforce for now and into the future.

Please enter your name, title, organization location in the chat box

Welcome – Today's Agenda

- Starting an operator mentorship program
- Registering a mentorship program as an apprenticeship
- Apprenticeship in Practice Panel
- Q&A
- Open Discussion

Please enter your name, title, organization location in the chat box

Locations with Operator Mentorship Programs

Valley Transit Authority

San Jose, CA

Golden Gate Transit

San Rafael, CA

Metro Transit

Minneapolis, MN

KCATA

Kansas City, MO

IndyGo

Indianapolis, IN

GCRTA

Cleveland, OH

AC Transit

Oakland, CA

CapMetro

Austin, TX

St. Louis Metro

St. Louis, MO

WMATA

Washington, D.C.

Champaign-Urbana

Champaign-Urbana, IL

COTA

Columbus, OH



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





Benefits of Operator Apprenticeship/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

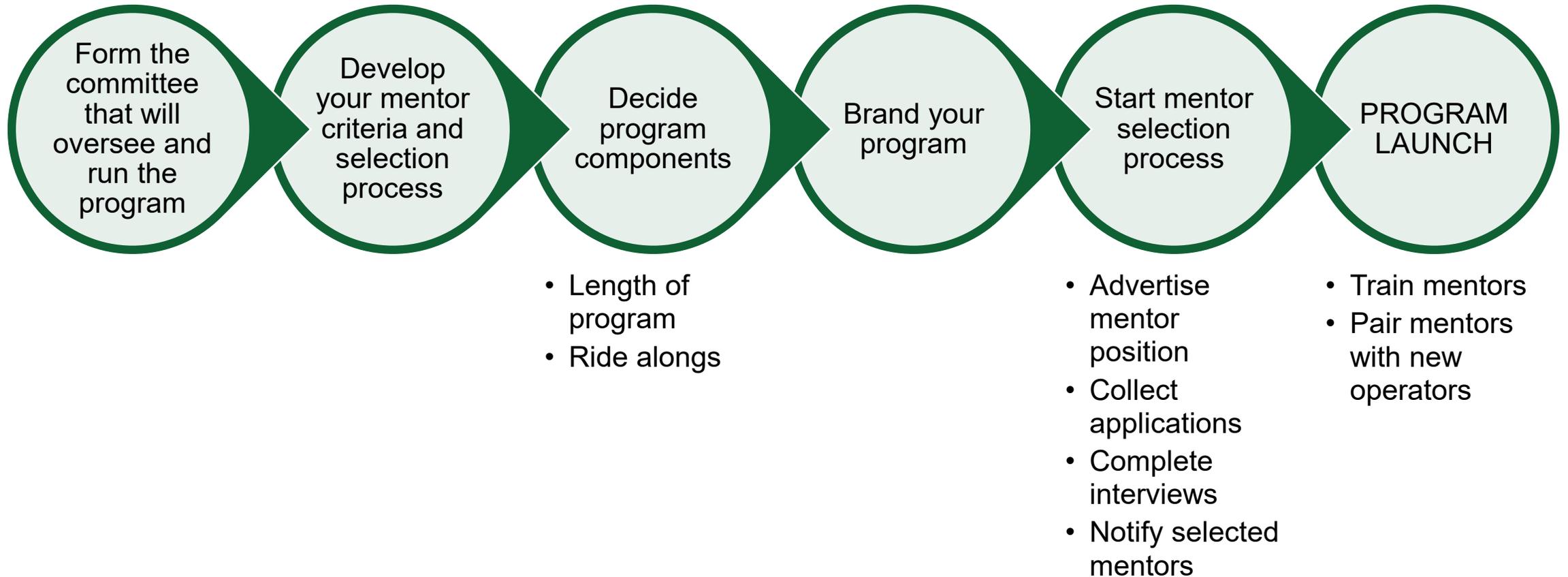
Strong emphasis on customer service

7

Another tool for reaching out to the communities served



Starting your mentorship program!





Form the committee that will oversee and run the program

Equal members from labor/frontline workforce and management



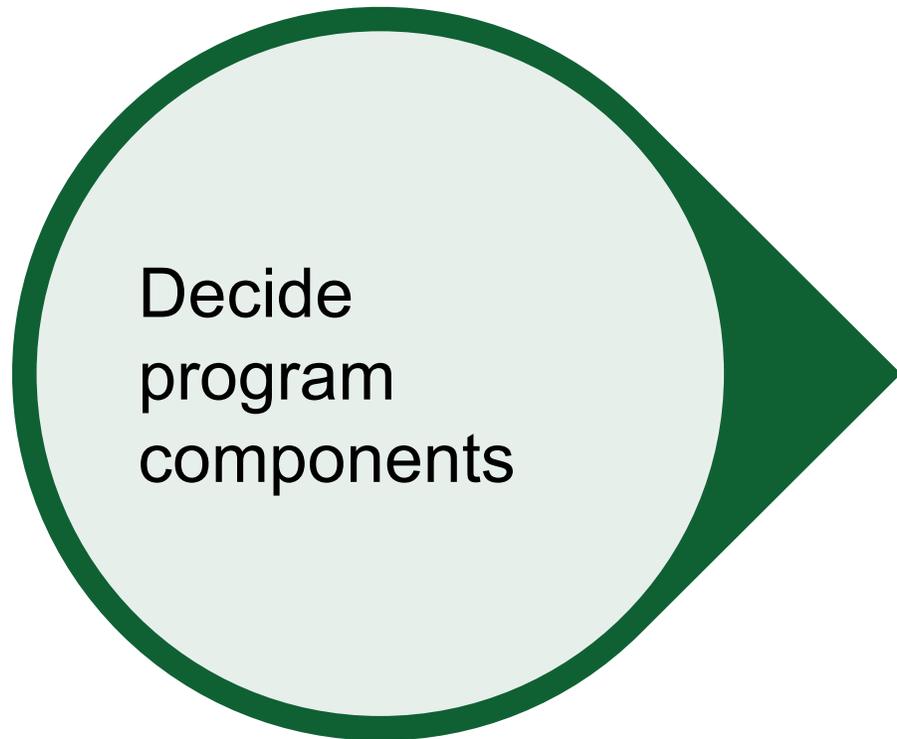


Develop
mentor criteria
and selection
process

Criteria often includes:

- Years of employment
- Record clean of recent incidents
- Number of unexplained absences
- Adherence to agency policies and procedures





Mentorship programs often include:

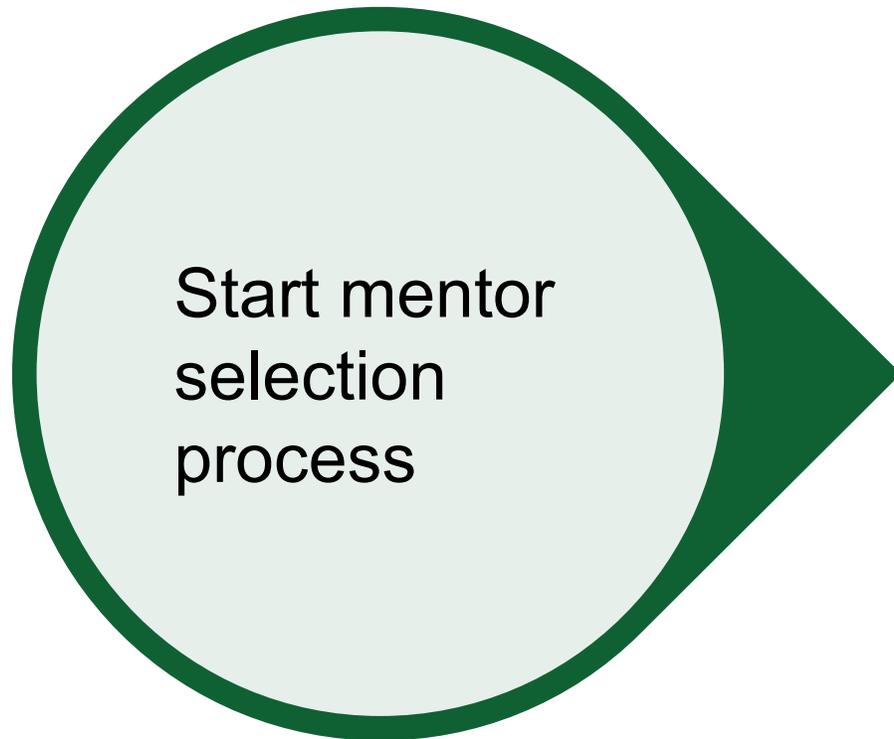
- Ride-alongs
- Mentor meetings
- 12-18 month length of mentorship
- Assigned mentor program coordinator(s)
- Pilot phase



Mentorship programs often include:

- Mentor identification
- Catchy name
- Logo
- Promotion







PROGRAM LAUNCH

- Mentors are notified and trained
- After completing initial new operator training, operators are paired with mentors
- Program coordinator tracks metrics that show program impacts



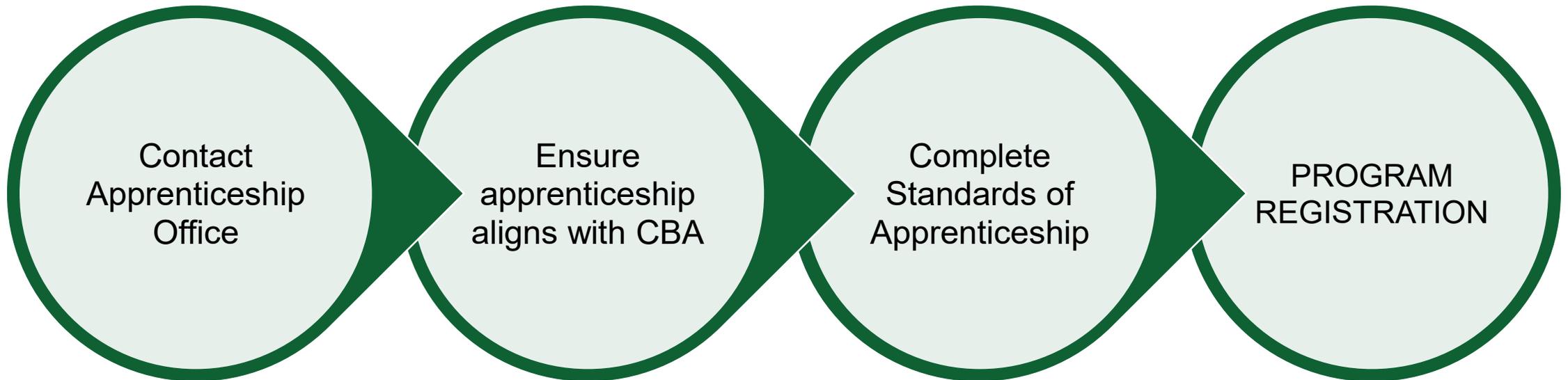


What is a Registered Bus Operator Apprenticeship?

- Basically, **registering your mentorship program** with the USDOL
- Labor/workforce and management form committee to develop program
- Minimum of 2000 hours of on-the-job learning per year
 - Satisfied by behind-the-wheel time operators already do!
- Minimum of 144 related technical instruction hours per year
 - Satisfied by the training you already do!



Registering your apprenticeship program!



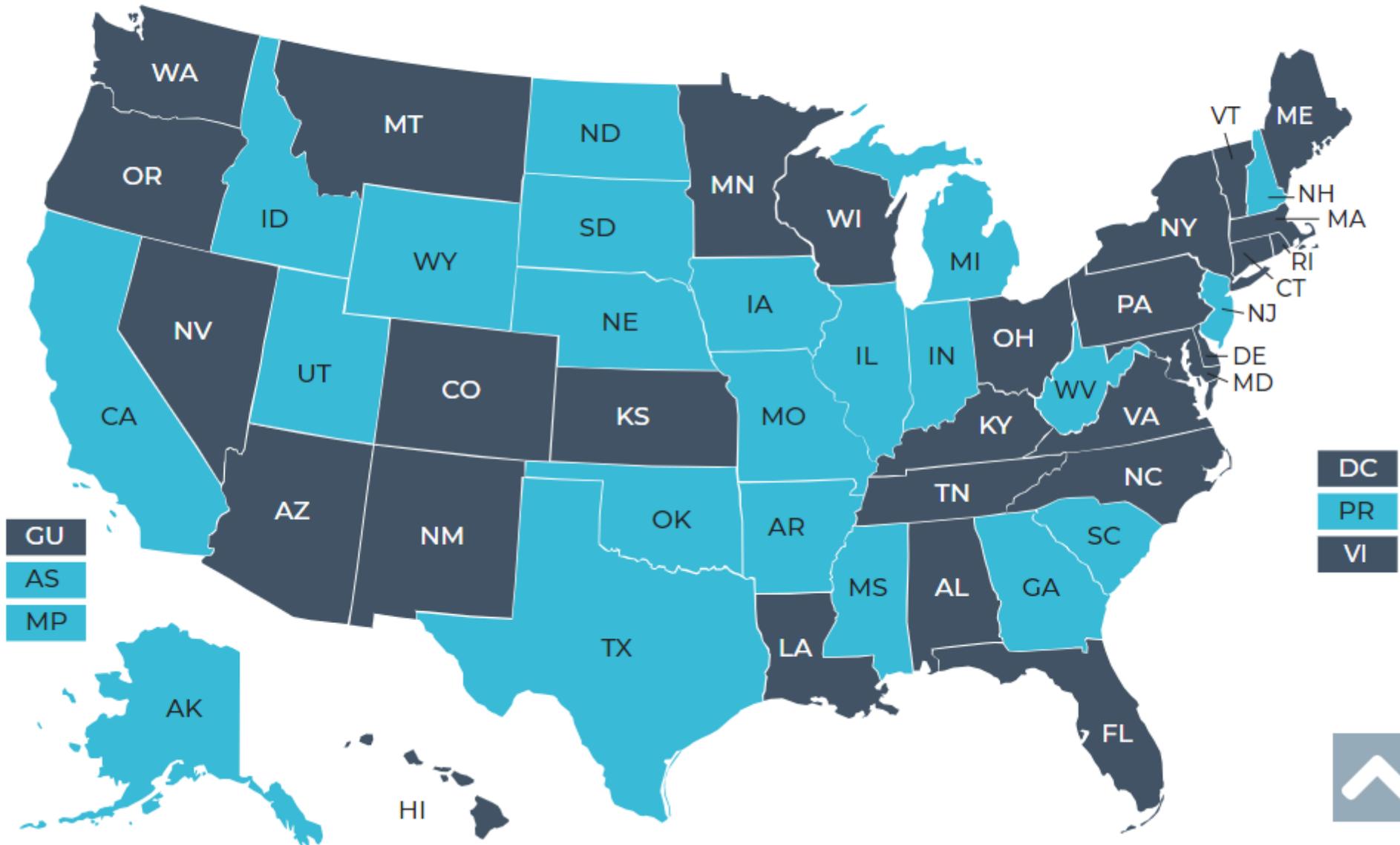


Contact
Apprenticeship
Office

- Determine whether your state is an OA field office or a recognized SAA
- Find contact information
<https://www.apprenticeship.gov/about-us/apprenticeship-system>
- Reach out to get the necessary forms and boilerplate standards

Map of OA and SAA States

■ Office of Apprenticeship (OA) ■ Recognized State Apprenticeship Agencies (SAA)





Ensure
apprenticeship
aligns with CBA

If applicable, ensure that wage progression and terms of apprenticeship align with CBA

- Can be done with an MOU/side letter or added during contract negotiations



Complete Standards of Apprenticeship

- Your Apprenticeship Office representative will guide you through process
- Should specify length of program, program type, wage progression



PROGRAM REGISTRATION

- Record keeping
- Periodic review
- Funding opportunities



Apprenticeship in Practice Panel



Q&A



Resources Available

- [Transit Coach Operator Competency-Based Framework](#)
- Examples of operator apprenticeship standards (email us to request)
- [Step-by-step apprenticeship start-up guide](#)
- [FAQ page](#)
- [Transit Mentorship Metrics](#)
- [Mentor Training](#)



Thank You!



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