Subject: Service Delivery Improvements Related to Operator Training

RECOMMENDED ACTION: [X] Information Only [ ] Recommended Motion

For discussion purposes.

Fiscal Impact: N/A

Background/Discussion:

It has long been recognized that bus operators should be trained in communicative skills and issues central to being professional. Thus, communicative skills are essential to the success of being a bus operator and as important in this position as the technical competencies needed to perform the job. Operators must communicate with their...
passengers on a regular basis. And while some operators have the innate skills needed to handle problems or difficult situations, some do not. Moreover, these skills will assist operators when conflicts arise between themselves and their passengers.

The Sr. Employee Development Representative recently hired by the Training and Education Department will conduct this training which will incorporate professional development skills for operators and others. The topics of training will include, but are not limited to: perception, listening and speaking, conflict resolution, problem solving and anger management.

As operators become more skilled in these areas, a reduction in the number of customer complaints should be noticed. Further, reducing these conflicts will contribute to service delivery improvements.

All bus operators scheduled for the annual eight (8) hours of Commercial Driver License training will receive this training.

**Prior Relevant Board Actions/Policies:** N/A

**Attachments:** none

**Approved by:** Rick Fernandez, General Manager  
**Approved by:** Pat Cannon, Chief Operating Officer  
**Prepared by:** Donna Pate, Training and Education Department Manager  
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