

RTAP Peer Roundtable Notes Employee Motivation

2/8/23 10–11:30am

Participants:

1. Cathleen Amick, MnDOT OTAT
2. Paul Coyour, Prairie Five RIDES
3. Pat LaCourse, Brown County Heartland Express
4. Randy Jahnke, Wadena County Friendly Rider Transit
5. Nick Leske, UCAP
6. Ron Decker, TRUE Transit
7. Joanne Brackey, SMART
8. Melinda Estey, MnDOT OTAT
9. Kayla Sullivan, Transit Alternatives
10. Mindy Fields, Rolling Hills Transit
11. Jeremy Monahan, Prairie Lakes Transit
12. Alan Herrmann, Scott and Carver County SmartLink Transit
13. Shelly Rockman, SMART
14. Stacy Struck, Prairie Lakes Transit
15. Ted Nelson, Prairie Five Rides
16. Klara Grochulska, MnDOT OTAT
17. Lori Van Beek, City of Moorhead / Moorhead Metro Area Transit
18. Mike Greenbaum, Newtrax
19. Mariah Kathan, RTAP
20. Berta Hartig, RTAP

Roles:

Moderator: Mariah Kathan

Timekeeper: Mindy Fields

Note Taker: Berta Hartig

Parking Lot Attendant: Nick Leske

Process Observer: Joanne Brackey

Summary:

1. How is your agency doing with employee motivation? What are you hoping to get out of the meeting?
 - Many agencies reported wanting to find new ways to improve communication and get new ideas to improve employee motivation for new employees as well as for those who have been there a while.
 - Several noted that motivated staff are more likely to stay/employee retention.
 - Several agencies wanted to find ways to do this that cost little or no budget. Several reported that they spend out of their own pockets.
 - Having time to get out and talk with staff is hard to fit into the schedule.
 - Several agencies mentioned providing training as a way to motivate employees. They have closed early or taken advantage of non-service days to do this. Some with multiple locations have rotated where they host to bring ALL employees together.
 - Several agencies mention providing meals, grilling out – one agency grills every week/every other week in the summer. Providing snacks, fruit, treats.
 - Someone brings in holiday baking that she does anyway.
 - Ad in local paper during driver appreciation week.
 - Recognize that different things motivate different people. If there isn't an opportunity to talk about issues, then motivation will fall flat.
 - Be sure to address concerns quickly.

- Some low or no cost things people share – because state and federal dollars don’t give options.
 - Thank you notes/handwritten notes.
 - Birthday cards from the dollar store (another person shared birthday recognition wasn’t always appreciated).
 - Share notes/compliments that customers write/say.
 - Candy with a note, placed on the bus.
 - Being present at the end of the shift to say thank you.
 - SMALL gift like packs of Extra Gum with a note that says “Thanks for going the Extra Mile.”
 - Involving staff in decision making. Sharing information and stats.
 - Providing options for meetings, such as remote.
- Leaders will fill in and are able to do the job. Can’t ask someone to do something you won’t do yourself.
- Doing a yearly review and goals and that weren't working well. So, they changed it to four times a year: One main meeting with three 10-minute updates with an added personal goal. They have them find a work buddy or friend outside to review the goals with them because you are more likely to attain a goal if you share.
- One agency shuts down early to have training and provide a meal. They purchase a door prize out of pocket. Quarterly for locations. In November, the whole system is brought together.
- Planned over two days. Shuffled things around and it was work. But that made it so everyone could come to enjoy a meal.
- Smart Transit shared that they had a Mandatory Companywide meeting – a bus will drive from one community to another. Had drivers and dispatchers talk and questions and answers. Dispatch was planned to present. They showed the screen dispatch sees so that drivers see what dispatch sees.
- Wellness committee – Challenges: Drink water.

Reports

- Process Observer: Suggested planning a survey ahead of session.
- Park Lot attended: Potential Future Topic: Driver-Dispatch Communications

Next Session: March 8, 10-11:30 am.

Topic	Month
Marketing	March
Staff Discipline	April
Accident/Incident Response	May
Micro Transit	June