DELAWARE COUNTY TRANSIT BOARD

POLICY

Policy Name	Resolution Number	Origin Date	Revision
Cadet Driver Trainer Program	24-07-03	07/17/24	

NOTE: The Delaware County Transit Board ("DCTB ") is the governing body of Delaware County 's Public Transit System established by the Delaware County Commissioners under the authority of Ohio Revised Code sections 306.01 and 306.02. Delaware County Transit ("DCT") is the common name given to the public transit system. This policy is established and set forth under the authority of the DCTB. DCT and DCTB may be used interchangeably in this policy or used separately to distinguish responsibilities.

PURPOSE

The Cadet Driver Trainer Program at DCT aims to ensure high-quality training and mentoring for new employees, thereby upholding safety standards and service excellence in all operational aspects.

SCOPE

This policy applies to all DCTB Operators

DISTRIBUTION

To all DCTB management, administrative, and operational staff.

POLICY STATEMENT

At DCT, we are committed to fostering a culture of safety, excellence, and continuous improvement in our operations. The Cadet Driver Trainer Program plays a pivotal role in achieving these objectives by providing comprehensive training and mentorship to new employees.

Cadet Driver Trainers are selected based on their demonstrated proficiency, adherence to company standards, and successful completion of the Ohio Transit Risk Pool (OTRP) Train the Trainer program. They serve as ambassadors of our values, ensuring that new employees receive the necessary skills and knowledge to deliver exceptional service while upholding safety protocols.

Trainers are expected to maintain exemplary conduct, including adherence to attendance rules, maintaining a commendable driving record, and demonstrating a history of positive coaching and customer service. They play a crucial role in evaluating and guiding new employees, ensuring compliance with DCT's policies and procedures, and facilitating their integration into our operational framework.

This policy underscores our commitment to professional development, safety, and service excellence. By adhering to these guidelines, we uphold our reputation as a leader in transportation services while nurturing a supportive environment where every employee can thrive and contribute to our success.

Compensation: Cadet Driver Trainers will receive a compensation of $25 for every 4 hours worked as a trainer.

Qualifications and Requirements: To be eligible to serve as a Cadet Driver Trainer, individuals must meet the following criteria:

1. **Completion of OTRP Train the Trainer Program:** Trainers must have successfully completed the OTRP Train the Trainer program to ensure they are equipped with the necessary skills and knowledge to effectively train new employees.

2. **Good Standing:**
    - **Attendance:** Trainers must adhere to attendance rules and guidelines.
    - **Driving Record:** Trainers must maintain an acceptable driving record.
    - **Disciplinary History:** Trainers cannot have received progressive discipline beyond coaching for any infraction within the past year.
    - **Performance:** Trainers must demonstrate good coaching and training skills, consistently providing exemplary service in presentation and customer interactions.

Responsibilities: Cadet Driver Trainers are responsible for the following duties:

- **Evaluation:** Conducting performance evaluations of new employees during their driving sessions using the OTRP's driving evaluation form.

- **Compliance:** Ensuring that new employees comply with DCT's policies and procedures throughout their training period.

- **Guidance:** Providing guidance and answering questions in a professional and courteous manner to support the learning process of new employees.

- **Training Assistance:** Assisting in teaching new employees various operational procedures including door-to-door service, passenger pick-up windows, handling no-show situations, and other relevant processes.

- **Mentorship:** Acting as mentors to new employees, helping them develop the skills necessary for safe and efficient driving practices within the company's standards.

Performance Expectations:
Cadet Driver Trainers are expected to maintain a high standard of performance and professionalism in all interactions and activities related to their role. They must consistently demonstrate patience, clarity, and effective communication skills to foster a positive learning environment for new employees.

Review and Training Updates:
DCT reserves the right to periodically review the performance of Cadet Driver Trainers and may provide additional training or updates as necessary to ensure the program's effectiveness and alignment with company objectives.

Implementation and Compliance:
This policy is effective immediately upon issuance and applies to all Cadet Driver Trainers within DCT. Non-compliance with any aspect of this policy may result in disciplinary action, up to and including termination of trainer status.