



POD15

**I AM
METRO TRANSIT.**

**PROFESSIONAL
OPERATOR
DEVELOPMENT**

 **Metro Transit**

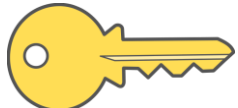
What Makes This POD Unique?

- It's about the operator
- It is a combined curriculum where management and operators learn together
- It teaches the operator and manager ways to help themselves in their careers and in their lives
- Interactive training
- New department partnerships were developed
- It's develops pride in past and current transit advancements and contributions
 - I Am Metro Transit!

POD15 Logistics

- Classes started on Monday October 12
- Two classes per day
- 9:30a & 12:30p
- Classes are 2 hours per class
- Each garage can send 5 people per class
- Recommended that Managers and Operators attend together
- There were 10 weekend classes offered
- Big accomplishment – Completed training early
 - Thanks to support from garages

POD15 Objectives

- **Understand** that *I Am Metro Transit*
- **Uncover** the past, present and future of Metro Transit
- **Explore** how **Equity** relates to your job
- **Discover** your inner self (**P**arent, **A**dult, **C**hild)
- **Learn** about how emotions can affect you
- **Gain** new skills in interacting with customers
- **Attain** the  to making Metro Transit a career

Four Basic Components of POD15

History

Equity

Service

Pride

A brief history of Transit in Mpls/St. Paul





We are the Face of Metro Transit

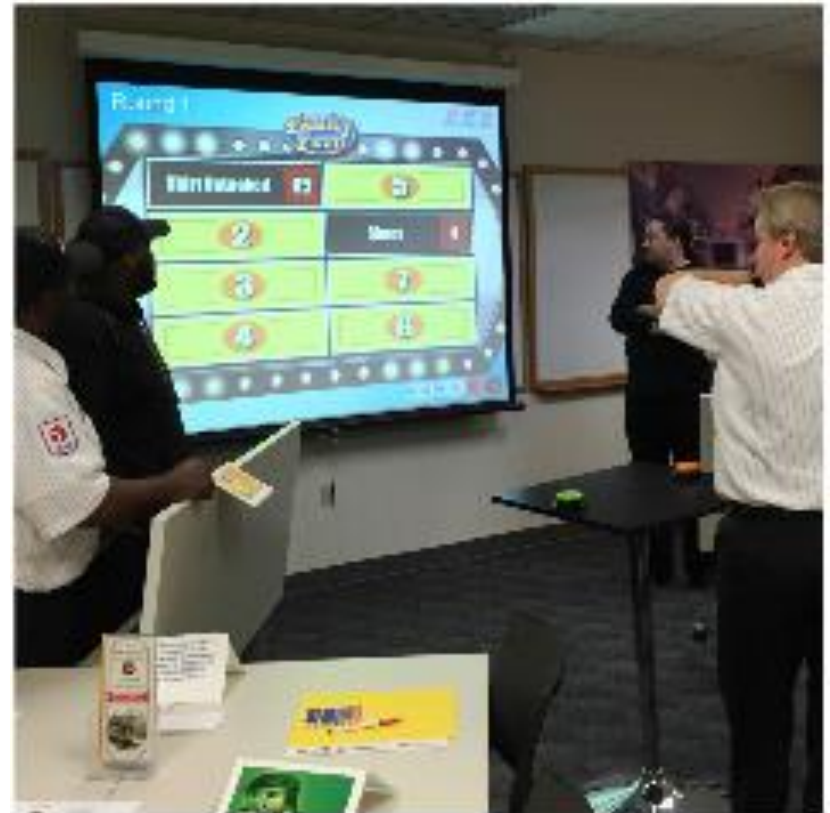
**Nobody represents Metro Transit more
than the Operator does**

**To our riders
and to the general public**



The Metro Transit definition of Equity is-
“Access to opportunity for all”

FAMILY FEUD



Topics of Family Feud

It all depends on you

- How you look
 - Top 10 uniform mistakes
- How you act
 - Top 5 customer complaints
- How you make people feel
 - Top 6 words used in customer commendations

Emotions – Inside Out



Emotions play a big part in being a bus operator



Parent



Adult



Child

I AM Metro Transit

I possess tremendous power to make life miserable or joyous

it is my response that decides whether a crisis is de-escalated or humanised

Goethe 1830

“I’ve learned that people
will forget what you said,
people will forget what you did,
but people will never forget
how you made them feel.”

Maya Angelou
1928 - 2014



Put yourself in their shoes



**Tell me and I forget, teach me and I may remember,
involve me and I learn - Benjamin Franklin**

I Am Metro Transit



Life is full of choices!

Take the correct path

- Civility**
- Service**
- Equity**
- Respect**

I AM Metro Transit