

## Human Resources



### Report 240

#### **Bus Operator Workforce Management: Practitioner's Guide (Pre-Publication)**

This report provides recommendations and resources enabling transit agencies to better assess, plan, and implement their operator workforce management programs.

### Report 194

#### **Knowledge Management Resource to Support Strategic Workforce Development for Transit Agencies**

This report explores the importance of knowledge management (KM), which is an organization's process for collecting, storing, and sharing organizational information and knowledge, and provides guidance on implementing KM strategies in transit agencies. In addition, the guidance includes action plans for developing particular aspects of KM, analysis of KM strategies at several transit agencies, and a catalog of KM technology tools and resources.

### Report 185

#### **Bus Operator Workstation Design for Improving Occupational Health and Safety**

This report provides guidance to transit agencies and bus manufacturers as they integrate emerging technologies into current procurement practices and improve bus operator workstation design across the transit industry.

### Report 162

#### **Building a Sustainable Workforce in the Public Transportation Industry - A Systems Approach**

This report provides a guidebook that addresses contemporary issues in workforce development, retention, and attraction, and public transportation image management. The guidebook provides practical tools to transit agencies on a variety of workforce issues including workforce strategies that enhance organizational processes, performance metrics to evaluate the impact of workforce strategies, image management techniques that improve perceptions of the public transportation industry, and benchmarking processes that allow for continuous organizational improvement.

### Report 142

#### **Vehicle Operator Recruitment, Retention, and Performance in ADA Complementary Paratransit Operations**

This report provides guidance for understanding the relationships that influence and enhance operator recruitment, retention, and performance in Americans with Disabilities Act (ADA) complementary paratransit services.

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