

Link: [Bus Operator Retention Survey](#)



1. How many years have you been an Operator?

2. I work:

- Full time
- Part time

3. I work out of Division:

Select up to three responses for question #4

* 4. My biggest concern with being an Operator is:

- Safety from passenger confrontation
- Safe operation of bus while driving
- Safe operation of train
- Safe operation of Micro vehicle
- Low pay
- High stress
- Fatigue
- Childcare concerns
- Unfair treatment from my direct manager
- Commute time
- No concerns
- Other (please specify)

Operator Survey Link and Questions

5. I think about leaving Metro often.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Select up to three responses for question #6

* 6. If I were to leave Metro it would be due to:

- Not feeling safe while operating the bus
- Not feeling safe while operating the train
- Not feeling safe while operating the micro vehicle
- Low pay
- Childcare issues
- High stress at work
- Management
- Commute time
- Retirement
- Not feeling safe from passenger confrontation
- Not planning on leaving Metro
- Other (please specify)

7. I'm very concerned about COVID-19.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. I enjoy being an Operator.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

9. I see myself working as an Operator for another five years.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

10. I would recommend being a Metro Operator to my family and friends.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. What do you like most about being an Operator.

Operator Survey Link and Questions

12. Having a good relationship with my coworkers is important to me.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Explain (optional)

13. Having a good relationship with my direct manager is important to me.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Explain (optional)

14. I am satisfied with the benefits Metro offers me.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Explain (optional)

15. Being recognized for good work is important to me.

Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Explain (optional)

16. The culture at Metro needs to improve.

- Yes
- No
- Explain (optional)

Operator Survey Link and Questions

* 17. Areas of culture change in need of improvement

- Trust in leadership
- Communication
- Employee empowerment
- Manager effectiveness
- Diversity and Inclusion
- Safety
- Other (please specify)

- Culture change not needed

Next

18. What suggestions do you have to create a better Operator work environment?

19. What strategies should Metro use to attract more Operators to the organization?

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