



## Performance Insights - Bus Operator

### Key Expectations for Operators:

- **Safety Compliance:** Follow safety rules, attend all safety meetings, and maintain a clean accident record (no more than 1 preventable accident yearly).
- **Attendance:** Be reliable with no more than 2 unexcused absences per year. Arrive on time and follow attendance procedures.
- **Skills & Training:** Complete CDL training, annual recertifications, and improve in key driving skills and procedures.
- **Customer Service & Policy Adherence:** Follow company policies, dress code, and maintain a positive attitude with minimal complaints.

Please review the FAQ at the end of the document.



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**Employee Name:**

**Date of Review:**

**Hire Date:**

**Evaluation Period:**

**Length of Employment:**

**Supervisor Name:**

Statistics for the evaluation	By the numbers
Core Transit Completed Trips	
Number of Accidents (Core vs. You)	
Your Estimated Total Hours Driven	

## Section 1: Review Employees Self Review, Celebrate Successes

## Section 2: Safety first

**Consistently follows guidelines and adheres to policies keeping safety as a number one priority.**

- ☐ Meeting Expectations
- ☐ Not Meeting Expectations

**Accident history (number, type, and preventability):**



Number of  
Accidents: \_\_\_\_

Preventable \_\_\_\_

Non-Preventable  
\_\_\_\_

Number of years accident free: \_\_\_\_\_

Number of Accidents	
Preventable Accidents	
Non-Preventable Accidents	
Number of Years Accident Free	

Evaluator Comments (optional):

Employee Comments (optional):

**Safety Meeting Participation: Consistently attends and contributes during safety meetings.**

- ☐ Meeting Expectations  
☐ Not Meeting Expectations

### Metrics Tracked

Meetings Held: \_\_\_\_\_ Meetings Attended: \_\_\_\_\_



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### Section 3: Attendance: Performance in maintaining reliable attendance.

- ☐ Meeting Expectations
- ☐ Not Meeting Expectations

#### Metrics Tracked:

Instances of tardiness or unexcused absences: \_\_\_\_\_

Evaluator Comments (optional):

Employee Comments (optional):

### Section 4: Driving Skills & Training

- ☐ Meeting Expectations
- ☐ Not Meeting Expectations

#### Metrics Tracked: Training History

- a. Completed CDL training programs (new operator)
- b. Current certifications and recertifications.
- c. Follow procedures in Operator Manual.

#### Development Goals:

- a. Complete required training [list specific courses or certifications:
  - a. Example 1

b. Example 2

b. Improve specific competency areas [e.g., manual calculations, operational procedures.

a. Example 1

b. Example 2

Evaluator Comments (optional):

Employee Comments (optional)

## Section 5: Customer Service & Policy Adherence:

☐ Meeting Expectations

☐ Not Meeting Expectations

### Metrics Tracked:

- a. Number of valid or verified complaints (customer or internal)
- b. Compliance with Core Transit & Customer Service Policies and Operator Manual.
- c. Adherence to dress code
- d. Positive attitude towards team and passengers

Evaluator Comments (optional):

Employee Comments (optional)

## Section 6 - Collaborative Discussion

**Note:** This section is designed to serve as a conversation starter between you and your evaluator to explore opportunities for growth.

1. **What aspects of your role do you feel most confident about?**
2. **What can your operations team do better to support you on the road or before you get on the road?**
3. **What goals do you have for working at Core Transit?**

### Signatures

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Evaluator Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Overall Performance \_\_\_\_\_

*Thank you for your contributions to Core Transit. Together, we thrive!*

## Key Goals and Expectations for Employees (Effective August 2025 - 2026):

- **Safety Compliance:**
  - Adherence to safety protocols and participation in safety meetings.
  - Maintain a clean accident history, with no more than 1 preventable accidents annually.
  - The severity and frequency of accidents within a year will be assessed using the matrix outlined in the Operator Manual and Employee Handbook, and employees with more than one to two preventable accidents in a year may not meet expectations.
- **Attendance:**
  - Reliable attendance with no more than 2 unexcused absences per year.
  - Punctuality and minimal instances of tardiness.
  - Unexcused absences are instances where an employee fails to report to work without adhering to the procedures outlined in the Operator Manual and Employee Handbook.
- **Driving Skills & Training:**
  - Completion of required CDL training programs and recertifications, including the annual 'Core Safety & Driving Training,' also referred to as Recertification.
  - Improvement in specific competency areas, such as operational procedures or manual calculations.
- **Customer Service and Policy Adherence:**
  - Compliance with Core Transit's customer service policies and operator manual.

- Adherence to dress code and maintaining a positive attitude toward team members and passengers.
- Minimal valid or verified complaints from customers or internal sources.

## Overall Rating / Performance Standards

### Meeting

### Standards

Employees who consistently meet expectations across evaluation categories—such as safety compliance, attendance, driving skills and training, and customer service and policy adherence—are considered to be meeting standards. These employees demonstrate reliability, professionalism, and a commitment to company policies, which is reflected positively in their performance evaluations.

For minor performance issues that result in a "Does Not Meet Standards" rating in one category, employees may still be considered as meeting overall standards. However, these issues will be documented, and employees will be expected to take steps to ensure improvement in the identified area.

### Not Meeting Standards

Employees who receive two or more "Does Not Meet Standards" ratings across evaluation categories will be considered as not meeting overall performance standards. Failing to meet key expectations in critical areas, such as safety, attendance, or customer service, indicates performance issues that require immediate attention and resolution.

### Implications of Not Meeting Standards

Employees with two or more "Does Not Meet Standards" ratings will experience ongoing performance management and disciplinary actions aligned with the guidelines outlined in the Operator Manual and the Employee Handbook.



- Employees who do not meet standards may also be at risk of not receiving scheduled raises or bonuses.

## Frequently Asked Questions

### **Q: Why is the Performance Insight process important?**

**A:** As a professional transit organization, it's vital that you have the skills to perform your job safely and in compliance with the law. This evaluation is a valuable opportunity for us to discuss your work as an operator, answer any questions you have about rules and laws, and explore ways for both you and the organization to improve. It ensures that we're aligned in our efforts to provide great, safe service to the community. Your work matters, and we believe it's worth taking the time to focus on it together.

### **Q: How often will this occur?**


**A:** Performance Insights will be conducted annually, while ongoing performance management, such as accident reviews or attendance issues, will be addressed promptly and resolved in a timely manner.

### **Q: How does this affect my pay or moving on the step plan?**

**A:** This process is independent of the step plan. The employer reserves the right to withhold step advancements for employees who are on a performance improvement plan or have consistently failed to meet expectations in multiple areas.

### **Q: What if I meet expectations in all areas?**

**A:** If you are meeting all expectations: That's great news! We believe employees who value accountability, being welcoming, and rewarding collaboration thrive when surrounded by others with the same strong work



ethic. If you are meeting all expectations, we encourage you to use this time to talk to your supervisor about any goals you might have to grow at Core Transit or provide them with feedback.

**Q: What if I am not meeting expectations in some areas?**

**A:** If an issue is identified, it will be documented with clear steps for improvement. For multiple issues, an action plan, including potential disciplinary actions per the employee handbook, will be implemented.

**Q: What if I disagree with the information provided by my manager?**

**A:** If you disagree with the evaluation outcome or documentation you can start by including that in the employee comment section. If you believe escalation is needed, please follow the Open Door Policy for Grievances and Concerns as described in the Employee Handbook to ensure your voice is heard by another leader in the organization to resolve the disagreement.

**Q: How is my Safety Record determined?**

**A:** Your safety record is evaluated through a comprehensive process that includes several key criteria. These criteria are achieving no more than 1 preventable accidents during the evaluation period, compliance with all safety protocols, and a review of any accidents recorded in the database along with the follow-up actions taken to address them. Additionally, the metrics outlined in the Operator Manual are used as guidelines to assess the severity of incidents.