



TRANSIT TIDBITS

Issue
108

December 2020

Community Supporting Transit

Kristine Madsen,

Brookings Area Transit Authority - Brookings, SD

BATA has been humbled from support throughout our Brookings community with donations sent to us through the 2020 South Dakota Day of Giving campaign last week. We set a goal of \$2,000, increasing awareness, and attracting new donors for the youth transportation fund. We went beyond our initial goals and received a total of \$3,945!

These donations came from individuals in the community, businesses, BATA employees and relatives, local service clubs, and BATA board members. The single donation amounts ranged from \$10 - \$1000.

This special fund will be used for youth transportation this year to help families with transportation needs for their children to get to and from school, childcare, lessons, and other important activities.

BATA is also donating 1 ride per 10 rides (\$30) that are donated.

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Managing the New Workforce

Presented by
Martha Bryan, Bryan & Bryan Associates
Terry Hoffman - Watertown, SD

Let's be honest transit professionals, how many of you struggle somedays to understand and manage the younger people in your organization?

The new workforce is changing, and we need to embrace it. That was the message delivered by Martha Bryan to the Dakota Transit association membership at the 2020 Annual Fall Conference in Watertown in September.

"Older workers versus the new breed of worker, it can be difficult, but you need to learn to manage both together," said Bryan. "It's nothing new, every generation has experienced the same frustrations with the younger work force as they make their way up the line."

Have we become that set in our ways, we don't recognize the talents of the Millennial work force? Perhaps, but maybe it's just the difference in personalities and work ethics in general. Who doesn't love the older worker, their sense of responsibility, loyalty to the company and their peers, their belief in logic and the work ethic? Never mind the fact those same workers are less than flexible, resistant to change, not very well versed in technology.

The younger work force presents some challenges to management. They can be rude, lack common sense or street smarts, are self-absorbed, lack patience and quite often have no meaning of the word loyalty.

"The new workers are usually self-reliant, they want balance, their approach to authority is casual and they are very much into technology," said Bryan. "Like it or not they bring much to the table. We need to embrace their gifts and talents."

Bryan talked of the characteristics of Millennials and how they are perceived by the older generation of workers. The list included the fact they are 90 percent technically competent, technology is not viewed as a learned skill, they are always on the phone, twitter or snapchat and they believe the entirety of human knowledge is searchable on line. They want positive feedback and recognition, and they want it often.

"Old school managers are typically direct, decisions are made at the top, have a command and control leadership style want everything to be clear, not complex," said Bryan. "What these managers need to be in the future is less controlling and more collaborative, more strategic, more flexible, more tolerant and focus more on outcomes."

See MANAGING, page 3

ROCS Transit

Scott Finck - Wagner, SD



As most everyone knows, there has been a recent merging from ICAP transits (in Flandreau, Hartford & Howard) as well as management responsibilities for Brandon and EDT (Madison), to ROCS these past few months. Many process steps and activities during this transition have taken place. Everything is going very well and is all but complete.

During this time, and prior to, there has also been efforts to expand ROCS transportation services into DeSmet, Southern Union Co., and Wagner. Transportation services to these locations are now in operation. Steps have also been taken, and will continue to be, to market these services in these new areas, as well as all other ROCS transit locations.

Due to all this activity, there has also been tremendous progress in meeting and engaging with all communities and transit staff affected by these changes. ROCS management has been meeting with community leaders, city / county commissioners and advisory board / committees within these communities. ROCS management has also been focused on the training being provided to transit staff and drivers.

While continuing with these efforts, ROCS management team will be looking for new opportunities and funding, to improve the coordination of trips through technology, in our efforts to improve efficiencies using best practices. ROCS primary transit goal as always, and continues to be, is to provide safe and reliable service to all our passengers within our service areas.

Managing Continued from Page 2

Working with all generations may be a challenge, but one we likely will all face in the future if we are not already being forced to do so. Accommodating individual differences, creating workplace choices of all generations, employ a situational management style, respect competence and initiative, and focus on outcomes are methods which may spell success.

No matter what changes you decide are necessary for your program, Bryan suggested we do not sway from our performance expectations.

“Don’t give into stereotypes, learn the culture of your younger employees and take the time to understand the *why* behind their actions,” said Bryan, “but every employee still needs to be held to the same standard, do not compromise the integrity of the job or diminish the effectiveness of your organization to carry out its’ mission.”

Training Update

Linda Freeman (701) 848-6480

lindaafreeman1@gmail.com

Please go to the DTA website to make reservations for the following classes:

SPECIAL NOTE: If you have problems registering on the web site, please send list of who is attending which classes to Linda at contact above.

Aberdeen – Monday, December 28 through Tuesday, December 29, 2020 with full PASS and PASS Recertification offered.

PASS—December 28 & 29 from 9am to 5pm

PASS Recertification—December 29 from 9am to 5pm

A block of rooms for the nights of December 27 & 28 has been set up at the Best Western Ramkota Motel 1400 8th Ave NW in Aberdeen. You will need to call make your reservations under the DTA PASS block. Attendees will need to pay for your rooms and request reimbursement later. The number is 605-229-4040. The block will be held until December 15.

WATERTOWN – Monday, January 18, 2021 and Tuesday, January 19, 2021 with full PASS and PASS Recertification offered.

PASS—January 18 & 19 from 9am to 5pm

PASS Recertification—January 19 from 9am to 5pm

Classes will be held at the Ramkota Convention Center in Watertown.

A block of rooms is set up for January 17 and 18 at the Best Western Ramkota Hotel. You will need to call 605-886-8011 and ask for the Dakota Transit Training Block to receive state rates. You will need to pay for your rooms and request reimbursement from SD DOT. Registration Deadline for both classes and motel rooms is January 10, 2021.

Devils Lake – Devils Lake has requested a class there. The plan is to wait until COVID in ND settles down some before we schedule this class.

Other classes besides those scheduled and proposed can be arranged by contacting Linda by phone or e-mail.

Keep up the great work you all do so well!

Transit Farewell

Sallie Doty, SD DOT - Pierre, SD

As some of you know Tuesday December 8th was my last day after 7.5 years of working for the SD DOT. It was a wonderful experience, and I will have many great memories to cherish for the rest of my life. I enjoyed visiting all the transits, attending conferences and traveling. As someone who did not know anything about transit when I started, transit has a special place in my heart. It isn't until you watch the buses operate in your community that you see how much of an impact they have on the community. I will miss all the friends and coworkers I made at the DOT.



On January 1, 2021, I will take my part time business fulltime. It is scary but also exciting. Most of all, I am happy to make Pierre, SD our permanent home.

I am thankful for the opportunity to work for the DOT over the past several years and the many things that I have learned. Keep doing what you do!

(This was the latest photo of Ben and I together in October. We always enjoy our two trips a year down to Yankton at Gavin's Point Dam.)

2021 Dakota Transit Memberships

Jacque Senger, Dakota Association

Your Dakota Transit Membership form will be emailed out to the membership the end of December/first of January 2021. Please take that extra minute to fill out the form, enclose your form with your check or pay on-line on the website— but remember to send along your form. The form helps us keep track of the vehicles you have in your transit systems and any name changes you may have.

Succession Planning

Presented by
Carol Wright Kenderline,
**Assistant Vice President of Transportation &
Mobility - Easterseals, Inc.**
Terry Hoffman - Watertown, SD

How prepared is your organization to deal with the sudden loss of its director? According to guest speaker Carol Wright Kenderline, less than 15 percent of transit managers surveyed, believe their organization is “prepared” for an unexpected change in leadership. This is a sobering fact we cannot ignore.

Kenderline addressed the administrators and staff in attendance at the 2020 Annual Dakota Transit Association fall conference in Watertown last month. “You can’t predict the next crises, but you can and must be prepared for it,” she said. “What are you doing to make sure your leadership team is prepared for the planned or unexpected absence of key people.”

Kenderline is certainly no secret to the Dakota Transit Association and its membership. The North Dakota native currently serves as the director of Easter seals Transportation Group and serves as the director of the National Aging and Disability Transportation Center. She is a nationally recognized speaker and trainer on the Americans with Disabilities Act.

During her time in the Midwest, she was the Associate Director of the Small Urban & Rural Transit Center (SURTC) and Upper Great Plains Transportation Institute at North Dakota State University. She also served as Executive Director of senior services and public transportation for a project in central North Dakota. She holds multiple degrees from NDSU.

Her presentation focused on two types of succession plans – emergency succession and planned succession. Key components to the Emergency Plan include guidelines for how it is activated, short term chain of command identified and a detailed communication strategy.

Identifying the critical operations components and who is responsible for those components is imperative. “You also need to have backup plans to each of these scenario’s,” said Kenderline. “Succession in this case is rarely permanent. Have the right people identified and in place to get through the crises.”

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Succession

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Planned successions are needed to ensure the continuity of your organization’s performance and survival. Smooth leadership transitions are necessary to avoid disruptions in service. There are many factors for success including accountability by the directors, committed employees, investment in the future and the selection and development of strong leadership.

The results of not planning can be catastrophic. Loss of critical knowledge, essential experience, perspective, competing interests or ideas that stall the replacement process that puts strain on the organization and a lack of foresight and planning can be detriment to incoming leadership.

Be cognizant of generational differences. Business loves the young worker while transit typically leans towards the recruitment and retention of mature employees. “Each generation brings something different and valuable to your agencies operations,” said Kenderline. The best transit systems are developmentally oriented rather than replacement oriented. Build around continued reinvention refining and continued adjustment. “Look at life through the windshield, not the rear-view mirror,” said Kenderline.

Mentoring can be a significant tool in developing leadership and your succession plan. Rather than feeling threatened by rising stars in their organization, a good manager will take the time to mentor others, secure in the knowledge the employee’s success will reflect favorably on the employer.

“It’s easy to get so tied up in what we are doing that we can lose sight of the reality of changes in attitudes, business conditions, or new possibilities,” said Kenderline. When identifying potential mentors, look for those who can point out opportunities to change the game that you might or might not see. Look for someone who is a Master of Technology or other skills you don’t possess and look for leaders in other businesses who can share successful strategies.



Tidbit Articles

Please contact me with articles for your Transit Tidbit.

Recycle

Please share your Transit Tidbit with your staff and any interested person(s).



Address

Directors, please check with your bookkeepers as well as the rest of your staff to assure they have the correct DTA mailing address.

Thanks to all!

- Jacque

www.dakotatransit.org

Thought for the month of December 2020

“Decide where you want to be and don’t stop until you get there.”



Jacque Senger
DTA Executive Director

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