Butler County Regional Transit Authority

Promotion Pathways

A guide to advancement opportunity

Updated October 23, 2026



Employee development and career advancement

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Introduction

BCRTA is an amazing place to work, and I am so pleased that we can provide this resource to our own employees!

Promoting from within is not just the right thing to do, but it also benefits our organization by retaining institutional knowledge and encouraging our employees to leverage their skills across our organization. That is why we have created this *Guide to Advancement Opportunity at the Butler County Regional Transit Authority*.

I hope that you will leverage this document as an employee, or even a perspective employee, to plan your own personal career or learn more about what the next steps to advancement could be. Whether you are looking to build skills, earn more, or just do something different these pages will provide you with a wealth of information about promotion opportunities and how you can achieve them!

When I began working at BCRTA in 2010, I started as the Operations Manager and was eventually promoted to my current position through a pathway that involved two other progressive positions. In fact, our entire executive team was promoted internally at least once to prepare them for the jobs they fill today.

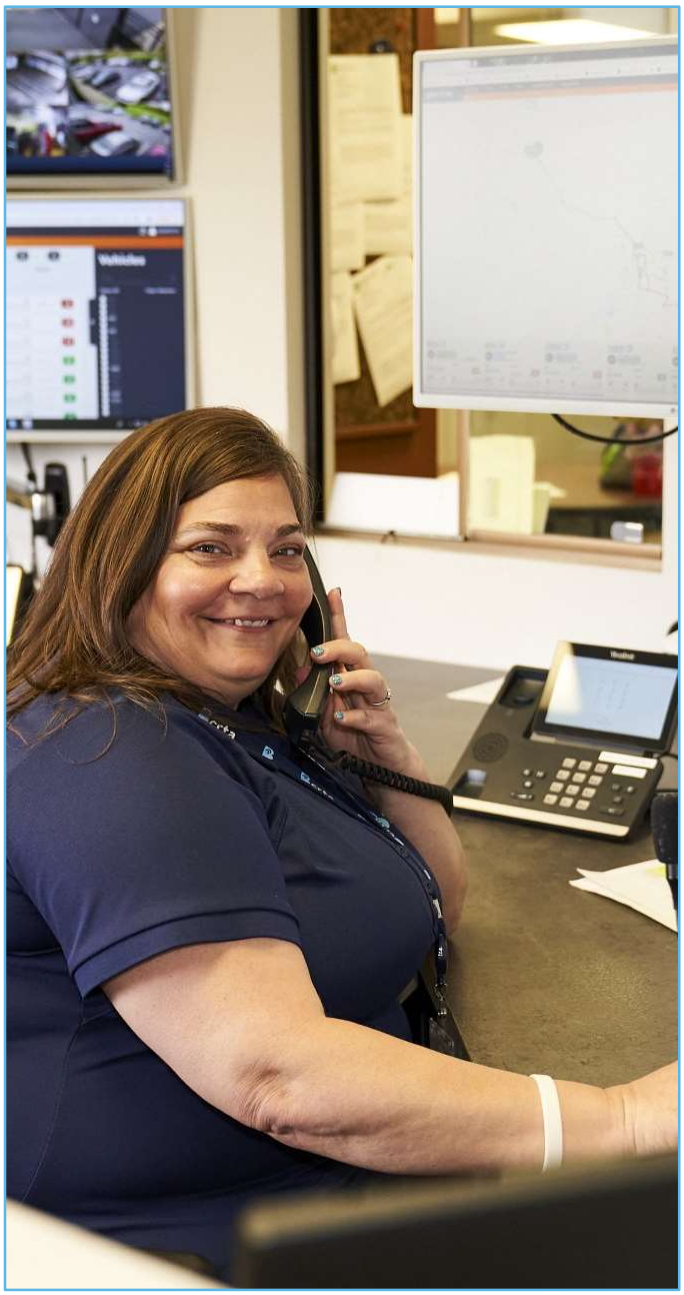
We appreciate the relationships we have built with our employees and value their investment in our organization. Likewise, we want to make sure we are providing opportunities to invest in them. That's why promoting from within is so important to us.

I hope you find this guide a valuable resource and encourage you to use it as a talking point with your supervisor or interviewing manager.

Opportunities do not drop in our laps, we make them. Go make yours!



Matthew M. Dutkevicz
Executive Director



How to Use this Guide

This book is divided into several sections or chapters. Each section describes a department or pathway and the promotion pathways or advancement opportunities available in that area. Feel free to skip sections or search only the one that you feel pertains to your interests. Some areas are connected to others, like Operations and Training. Other areas feature more specific or technical requirements that may or may not be as interchangeable, like Maintenance. However, every employee is different, and this guide is just that: a guide. Do not be afraid to use this as an idea generator or a conversation starter with your supervisor or interviewer. We value diversity in our workforce and your diverse background may not be an exact fit in just one area. Use this guide to create a pathway to your dream job!

Two ways to earn more. Find these next to your pathway to navigate your financial impact.

Step up – Earn up to 20% more/hour while using the skills you have learned. This additional earning is only applied on shifts where you have been assigned the additional duties.

Level – Build a career foundation. Each level you achieve earns a permanent adjustment to your salary.

Vehicle Operator Pathways

Vehicle Operators who choose to expand their knowledge and capabilities are encouraged to do so through self-guided programs that allow you to work at your own pace. You will have training to complete and service times to fulfill to reach your next classification. Your supervisor and department manager will review your progress and sign off on each level achieved.

Vehicle Operator to Operation Supervisor Pathway



Our Operation Supervisor pathway starts here! This allows a Vehicle Operator to begin the succession journey into supervision through a self-guided program. The eligibility and conditions of the program are listed below. Check with your supervisor or manager for next steps if you are considering this path.

1. Eligibility for this program starts with you as a BCRTA Safety Sensitive Employee in good standing for 6 months. Good standing includes good attendance and no negative disciplinary action. A minimum of 80 hours of revenue service within that 6-month period must be completed prior to applying for this program. Any negative discipline will disqualify applicants from this program.

2. Consideration also includes that all Vehicle Operators must meet on-time performance (OTP) thresholds of 80% for Fixed Route (FR) and 90% for Demand Response (DR) on average during your duration as a Vehicle Operator.

3. Once enrolled in this pathway you must work at minimum one 8-hour shift per week, in addition to your current schedule to complete the necessary training.

4. During this period, you may sign up for additional training shifts but must remain under 56 hours per week.

5. To complete the required training, it will take approximately 15 weeks to complete once enrolled in the program if only work 1 additional 8-hour shift per week.

6. Training must be completed within a maximum of 18 weeks. Once the training starts you must complete the entire program. Failure to complete the training once enrolled will make you ineligible to try again for a one-year period.

7. Successful completion of the program will be conducted by a simulated examination of the competencies learned throughout the training program. A score of 80% or greater is required for course completion. You have three opportunities to pass the

examinations. If you are unable to pass within three attempts, you will be ineligible to continue the program for a 1-year period.

8. Once your training has been completed, you must work at least one 8-hour shift per month in the Operations Support Department to remain in the program and receive additional compensation.

9. If you fail to maintain good standing, it is at the discretion of management to determine the eligibility to continue in the program.

Training & Learning Pathways

This section offers information for Vehicle Operators who are interested in the training side of operational support.

Cadet Trainer Pathway



Cadet Trainers are professional Vehicle Operators that assist the Training department by working with cadet drivers behind the wheel. Cadet drivers are new vehicle operators completing their initial training. This three-hour online training allows you the opportunity to train cadets behind the wheel during your shift. You are an extension of the Training Department, teaching professional standards by example and hands on learning. This is a self-led program that is a great first step into training. The eligibility and conditions of the program are listed below. Check with the Training Department for the next steps if you are considering this path.

1. Eligibility for this program starts with any BCRTA Safety Sensitive Employee that is in good standing for 6 months. Good standing includes good attendance and no negative disciplinary action. A minimum of 80 hours of revenue service within that 6-month period must be completed prior to applying for this program. Any negative discipline will disqualify applicants from this program.

2. Consideration also includes that all Vehicle Operators must meet on-time performance (OTP) thresholds of 80% for Fixed Route (FR) and 90% for Demand Response (DR) on average during your duration as a Vehicle Operator.

3. This is a self-led online training program that takes approximately three hours to complete for certification. Upon completion, Cadet Trainer graduates are required to work at least one shift per month, or as needed by the department.

Dispatch Step-Up Pathway

Dispatch Step-Up employees are professional Vehicle Operators that assist the Operations Support department by working dispatch shifts as needed. This mentor-led training allows you the opportunity to learn how to dispatch effectively and provide excellent customer service by example and hands-on learning. This is a great first step toward the Operations Supervisor I pathway. The eligibility and conditions of the program are listed below. Check with your supervisor or manager for the next steps if you are considering this path.

1. Eligibility for this program starts with any BCRTA Safety Sensitive Employee that is in good standing for 6 months. Good standing includes good attendance and no negative disciplinary action. A minimum of 80 hours of revenue service within that 6-month period must be completed prior to applying for this program. Any negative discipline will disqualify applicants from this program.

2. Consideration also includes that all Vehicle Operators must meet on-time performance (OTP) thresholds of 80% for Fixed Route (FR) and 90% for Demand Response (DR) on average during your duration as a Vehicle Operator.

3. This is an expedited training program, focusing on customer service and dispatch skillsets. Upon completion, Dispatch Step-Up graduates are required to work at least one shift per month, or as needed by the department.

Trainer Pathway

Besides being a Cadet Trainer, Vehicle Operator's have the opportunity to learn the skills needed to take your career to the next level. Our Training Department provides comprehensive training to all cadets to ensure preparedness for their new career at BCRTA. This is a self-led training program to be completed while currently working as a Vehicle Operator. The eligibility and conditions of the program are listed below. Check with our Training Department for the next steps if you are considering this path.

1. Eligibility for this program starts with any BCRTA Safety Sensitive Employee that is in good standing for 6 months. Good standing includes good attendance and no negative disciplinary action. A minimum of 80 hours of revenue service within that 6-month period must be completed prior to applying for this program. Any negative discipline will

disqualify applicants from this program.

2. Consideration also includes that all Vehicle Operators must meet on-time performance (OTP) thresholds of 80% for Fixed Route (FR) and 90% for Demand Response (DR) on average during your duration as a Vehicle Operator.

3. You must have a valid Commercial Driver License (CDL) or have the ability to obtain a CDL with a passenger endorsement. CDL must be obtained within 6 months of accepting the position or when the next CDL training class becomes available.

4. Once enrolled in the progression program, you must work at minimum one 8-hour shift per week, in addition to your current schedule to complete the necessary training.

5. During this period, you may sign up for additional training shifts, but must always remain under 56 hours per week.

6. Operations Trainer training will take approximately 18 weeks to complete once enrolled in the program. Please note that training weeks may vary due to staffing shortages during current training sessions.

7. Training must be completed within a maximum of 20 weeks. Once the training starts you must complete the entire program. Should you fail to complete the training once enrolled you will be ineligible to try again for a 1-year period.

8. Successful completion of the program will consist of examinations and demonstrations of the competencies learned throughout the training program. A score of 80% on the final exam or greater is required for course completion. You have three opportunities to pass the examinations and demonstrations. If you are unable to pass within three attempts, you will be ineligible continue the program for a 1-year period.

9. Once the training program has been completed, you must work as a Cadet Trainer at least one 8-hour shift per month to remain in the program and receive additional compensation

10. If at any point you fail to remain in good standing, it is at the discretion of management to determine eligibility of the training program.

Maintenance Professional Development Pathway

Program Purpose

The BCRTA Maintenance Professional Development Pathway provides maintenance employees with a structured opportunity to expand their technical, administrative, communication, and leadership skills.

The pathway combines Eptura proficiency, Microsoft 365 skills, professional communication, practical skills verification, and ASE certification opportunities to support employee development and prepare qualified employees for increased responsibilities within the Maintenance Department.

Foundational Eptura User - Maintenance Onboarding

Purpose: Establish the basic Eptura skills required for maintenance employees to successfully use BCRTA's maintenance management system.

This foundational training is separate from the Maintenance Step-Up program and serves as preparation for employees who will advance into the Step-Up pathway.

Training Includes

- Asset Module Overview
- Asset KPIs
- Customizing Asset Views
- Work Order Overview
- Work Order KPIs
- Customizing Work Order Views
- Work Order Details
- Creating Work Orders
- Clock-In / Clock-Out Procedures
- Starting Asset Downtime
- Eptura Work Companion App Overview

Completion

Employees successfully completing the onboarding pathway demonstrate foundational proficiency in Eptura and receive recognition as a Foundational Eptura User.

Maintenance Step-Up

The previously proposed Step-Up Levels I and II have been combined into one Maintenance Step-Up program.

Employees enrolled in the Maintenance Step-Up will have 90 days from enrollment to complete the program.

The program is designed to develop advanced Eptura proficiency along with the Microsoft 365, communication, documentation, and coordination skills necessary to assume additional responsibility within the Maintenance Department.

Required Learning

Advanced Eptura

1. Eptura Advanced Work Order Management

- Advanced work-order processes
- Work-order documentation
- Managing and tracking maintenance activity

2. Eptura Advanced Planning & Scheduling

- Maintenance planning
- Scheduling work
- Coordinating maintenance activities and resources

3. Eptura Advanced Inventory Control

- Parts and inventory management
- Inventory tracking
- Supporting accurate maintenance records

4. Eptura Advanced Business Intelligence & Reporting

- Maintenance reporting
- Using operational data
- Understanding reports and performance information

5. Eptura Work Companion App

- Mobile work-order access
- Documentation
- Updating maintenance activity from the field/shop environment

Microsoft 365 and Professional Communication

Microsoft 365 Skills

6. Microsoft Teams

- Teams communication
- Departmental coordination
- Sharing information and collaborating with coworkers

7. Microsoft Word Essentials

- Creating and editing workplace documents
- Basic formatting
- Professional documentation

8. Microsoft Excel Essentials

- Creating and maintaining basic spreadsheets
- Entering and organizing information
- Using Excel to support maintenance operations

Professional Communication

9. Professional Writing & Workplace Communication

- Professional email communication
- Clear written documentation
- Communication with supervisors, employees, and other departments
- Appropriate workplace tone
- Interdepartmental coordination

Maintenance Step-Up Skills Verification

The final component of the program is a Performance Evidence / Skills Verification completed through Paycom.

Completion of the online learning alone does not automatically complete the Maintenance Step-Up.

The employee's Primary Supervisor must verify demonstrated competency before final approval.

Skills Verification Scorecard

1. Eptura Work Order Management

Employee demonstrates the ability to appropriately manage, update, document, and complete work orders.

2. Eptura Planning, Inventory & Reporting

Employee demonstrates competency using Eptura planning, inventory, and reporting functions.

3. Eptura Work Companion & Documentation

Employee demonstrates the ability to use the Work Companion application and properly document maintenance activities.

4. Microsoft 365 - Word, Excel & Teams

Employee demonstrates the ability to use Microsoft Word, Excel, and Teams for routine departmental responsibilities.

5. Professional Communication & Departmental Coordination

Employee demonstrates professional written and verbal communication and the ability to effectively coordinate with supervisors, employees, and other BCRTA departments.

Verification Method

Each competency is evaluated using a Yes / No verification. Final completion requires supervisor approval of the Performance Evidence in Paycom.

Maintenance Step-Up Completion

Successful completion requires:

- Completion of all required Maintenance Step-Up learning
- Demonstrated advanced Eptura competency
- Completion of Microsoft Teams, Word, and Excel training
- Completion of Professional Writing & Workplace Communication
- Successful demonstration of required practical skills
- Primary Supervisor approval of the Skills Verification
- Completion within the 90-day enrollment period

Employees successfully completing the program will be considered qualified for the responsibilities associated with the BCRTA Maintenance Step-Up designation.

When assigned to temporarily perform Department Supervisor responsibilities during the Maintenance Manager's absence, a qualified employee will receive a 20% pay increase while performing that assignment. This designation does not constitute a permanent promotion. PTO remains paid at the employee's standard rate.

ASE Certification and Advanced Development

Following completion of the Maintenance Step-Up, employees are encouraged to continue progressing toward Automotive Service Excellence (ASE) certification and technical mastery.

Eligibility and Expectations

- Employee must remain in good standing.
- Employee must maintain acceptable attendance.
- Employee must have no disqualifying disciplinary action.
- Employee must maintain a valid CDL with passenger endorsement as required by BCRTA.
- ASE training materials and study resources may be used to prepare for certification examinations.
- Successful completion is based on passing the applicable ASE examination.
- Certification records must be maintained.
- ASE certifications require recertification every five years.
- Failure to maintain a required certification may result in loss of the associated certification-based pay increase.

ASE Development Goal

Employees progressing through the advanced portion of the Maintenance Professional Development Pathway will work toward two ASE certifications.

ASE selections will be coordinated so certification needs are distributed across the Maintenance Department and completed certification areas may be removed from the available selection pool.

Pathway Summary

Foundational Eptura User - Maintenance Onboarding

Basic Eptura competency

Maintenance Step-Up - 90-Day Program

Advanced Eptura + Microsoft 365 + Professional Communication + Skills Verification

Qualified Maintenance Step-Up Employee

Eligible for temporary Department Supervisor coverage when assigned, including the 20% temporary pay increase

ASE Certification / Advanced Development

Two ASE certifications and continued progression toward technical mastery

Operations Supervisor Pathways

Our Operation Supervisors have progression pathways that are achievable and allow for additional growth opportunities. Eligible employees must be in good standing for 6 months. Good standing includes good attendance and no negative disciplinary action. Any negative discipline may disqualify applicants from this program.

Each supervisory level builds on the next, laying a solid foundation for your future. For example, to start your journey to Operations Supervisor I, you must be capable of at least two of the four skillsets required. If you would like to move toward Operations Supervisor II, you must be capable of at least four of the five skillsets required. All self-led training and experience you need to get to each level are available within the Operations Department.

From Operations Supervisor I to Operations Supervisor IV, if you have the drive, we have the road paved for your success. Check with your supervisor or manager for next steps if you are considering this path.

Level /Grade	Capability
Ops Supervisor I **Grade 13a** Must be capable of 2/4	• Dispatch experienced • CSR experienced • Inexperienced, new to road supervisor role. • Ability to obtain or new CDL holder
Ops Supervisor II **Grade 13b** Must be capable of 4/5	• Scheduling & rostering capable with oversight • Dispatch experienced • CSR experienced • Capable of performing all road supervisor and driver responsibilities without guidance • Moderately experienced CDL holder
Ops Supervisor III **Grade 14** Must be capable of 5/6	• Capably troubleshoots and resolves MDT and AVL technical issues • Scheduling & rostering experienced and capable with limited oversight • Dispatch experienced • CSR experienced • Capable of performing all road supervisor and driver responsibilities without guidance • Moderately experienced CDL holder
Ops Supervisor IV **Grade 15**	• Manages direct reports • Conducts employee reviews • Administers routine discipline

Must be capable of all competencies	• Completes PEBO's and interviews • Ensures compliance with External Contracts • Willing and able to work all BCRTA locations • Managerially proficient with limited guidance • Can act in absence of Ops Manager in most circumstances • Capably troubleshoots and resolves MDT and AVL technical issues • Scheduling & rostering experienced and capable with limited oversight • Dispatch experienced • CSR experienced • Capable of performing all road supervisor and driver responsibilities without guidance • Moderately experienced CDL holder

Administrative and Alternate Pathways

Whether you are on the operational side or the administrative side of BCRTA, pathways are available to get you to your professional destination. We acknowledge experience, education, professional memberships, and training. Below you will find examples of educational opportunities for advancing your skillsets to move forward. Your departmental leadership team, Training Department, and Human Resources can assist in identifying your personal pathway.

If you don't see yourself in these pathways, but have questions about where you may best fit, don't hesitate to reach out to your manager, director, Training Department, or Human Resources. We will work together to find your direction.

Examples of training and membership opportunities:

American Public Transportation Association (APTA)	Apta.com
Society for Human Resource Management (SHRM)	SHRM.org
Community Transportation Association of America (CTAA)	Ctaa.org
Federal Transit Administration (FTA)	Transit.dot.gov/about-fta
National Transit Database (NTD)	Transit.dot.gov/ntd
Miami University – search *Microcredentials*	Miamioh.edu
University of Cincinnati – search *Micro-credentials*	UC.edu

Professional Development Opportunities

BCRTA encourages team members in all disciplines to enhance their education and development through in-house training and courses offered by outside educational institutions.

Non-Accredited Classes & Courses

Work with your leadership and our training department to identify classes and courses that will be beneficial to your pathway.

Accredited Coursework

Your leadership and our training department can help you identify accredited coursework to advance your career.

Conferences and Events

Professional conferences and events are encouraged to expand knowledge and leverage networking opportunities. Your leadership can help you identify worthwhile opportunities.

Memberships

Professional memberships are encouraged to contribute to continued development within your area of expertise.

Tuition Reimbursement

BCRTA offers *tuition reimbursement to our team members to assist with tuition, registration fees, lab fees for courses in approved curriculum. This includes participants of the Miami University Work+ Program or similar program approved by the Executive Director. Contact Human Resources for assistance with navigating this opportunity.

**BCRTA Policy and Procedure Manual, 6-18 Tuition Reimbursement*