

**Project Information Form**

Project Title:	Vermont Agency of Transportation Employee Retention and Knowledge Management Study
University:	University of Vermont
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Funding Source(s) and Amounts Provided (by each agency or organization):	Vermont Agency of Transportation - \$112,000
Total Project Cost:	\$112,000
Agency ID or Contract Number:	VTRC 16-005 UVM-VTRANS-301
Start and End Dates:	October 1, 2016 – September 30, 2018
Brief Description of Research Project:	Employee retention is a critical issue for organizations of all types, and public sector groups such as Vermont Agency of Transportation (VTrans) are no exception. In 2015, VTrans developed a new strategic plan that included five goals that would support the agency's mission and vision. Goal 5 of the plan is: Develop a workforce to meet the strategic needs of the agency. VTrans leaders were concerned with the loss of employees due to turnover and the subsequent impact of knowledge loss on the operations of the agency. This applied research study used a mixed methods approach in data gathering to help determine the state of employee retention and knowledge management (KM) at VTrans and to provide tools that could help with both retention and KM issues. Key steps in this study involved an organizational assessment of turnover and KM practices at VTrans, a scan of other state DOTs concerning retention and KM practices, and a pilot project to address both issues. With guidance provided by a Technical Advisory Committee (TAC), the decision was made to focus most of the research in specific units of the Highway Division.
Describe Implementation of Research Outcomes (or why not implemented):  Place any photos here	A VTrans working group will convert findings into effective ongoing assessments of retention issues, including a more systematic exit interview. Pilot programs for effective retention efforts, and the establishment of a knowledge management system will provide guidance for Agency-wide application.



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Impacts/Benefits of Implementation (actual, not anticipated):	Understanding retention and knowledge management issues at VTrans will address the agency's strategic goal in developing and retaining an excellent, qualified and diverse workforce. An enhanced evidence-based knowledge of the current VTrans workforce has implications not only for retention but also talent management, including recruitment and succession planning.
Web Links <ul style="list-style-type: none"><li>• Reports</li><li>• Project website</li></ul>	<a href="https://ncst.ucdavis.edu/project/assessing-vtrans-employee-retention/">https://ncst.ucdavis.edu/project/assessing-vtrans-employee-retention/</a> <a href="https://escholarship.org/uc/item/2v5096wc">https://escholarship.org/uc/item/2v5096wc</a>