



# ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

## Master Minute Order

File Number: 22-198

Report ID: 22-198

Type: Regular - Operations

Status: Received

Agenda  
Section:

Meeting Body: Board of Directors -  
Regular Meeting

Report Created: 02/24/2022

Final Action: 03/09/2022

**ded Action:** Consider receiving an update on operator hiring efforts, including the number of applications, interviews, and hires to understand when and why applicants do not complete the hiring process. [Requested by Directors Walsh - 1/26/2022]

Sponsors:

Enactment Date:

**Attachments:** STAFF REPORT, Att 1 Billboard Hiring Incentive  
Advertising, Att 2 Bus Operator Recruitment Process,  
Att 3 Bus Operator Classification Specification

Enactment Number:

Hearing Date:

Effective Date:

### History of Legislative File

Acting Body:	Date:	Action:	Sent To:	Due Date:	Return Date:	Result:
Board of Directors - Regular Meeting	03/09/2022	Received				Pass
<b>Action Text:</b>	MOTION: SHAW/ORTIZ to receive an update on operator hiring efforts, including the number of applications, interviews, and hires to understand when and why applicants do not complete the hiring process. The motion carried by the following vote:					
<b>Notes:</b>	Human Resources Manager Emily Cruz presented the staff report.					

#### Public Comment:

There was no public comment offered.

#### Board Discussion:

Director Peebles noted that based on the information provided in the staff report, it appeared that roughly 17% of applicants who meet the minimum qualifications end up behind the wheel and asked staff to comment why this percentage was so low. Ms. Cruz advised that this statistic was impacted by the number of best qualified candidates and candidates who choose to drop out of the process. Another impact is candidates that are not responsive to interview requests within a reasonable amount of time. General Manager Hursh added that once the minimum qualifications are met, a lot of people don't pass the drug screen, medical, or

background check. It was suggested that District get back to holding "career day" events where more information about the job can be offered up front to prospective applicants.

Director Walsh was disappointed that staff was not making much progress in hiring new operators above the attrition rate, but acknowledged that there wasn't necessarily a shortage of people that want to drive for AC Transit. Director Walsh believed that treating people with respect, being responsive, and making AC Transit an employer of choice was critical in being able to recruit the number of operators necessary to increase service levels in the future.

Director Shaw asked about testing resources and if there were opportunities for the Union to participate in educating potential new operators about the job. Chief Operating Officer Salvador Llamas advised that the District does partner with the Union via the mentoring program to help retain new bus operators. Mr. Llamas further pointed out that limitations in class size were a result of safety protocols due to the pandemic, but those restrictions have relaxed and class sizes are growing. Additional instructors are in the process of becoming certified which will expand training capacity by the end of summer with the goal of certifying 250 operators by March 2023.

Ayes: 6 President Ortiz, Vice President Young, Director Walsh, Director Beckles,  
Director Shaw, Director Peeples

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