

Bus Operator Recruitment Process

Steps	Step Name	Timeframe	Current Process	New Process	Bottlenecks/ Delays	Solution	Current Problem/ Delay	Updates as of February 2023
1 - 3	Screen	3 days for when an application is submitted	Move applications received in step one (1) in the applicant tracking system NEOGOV to step 2 (two). The applications are auto-scored by the system based on the supplemental responses on the application. If the applicant answers with responses outside of the correct response, the system will automatically fail the applicant. Applications that are marked "pass" and are advanced to step 3 (three). If applicants do not meet the minimum qualifications, applicants are sent a "Does Not Meet Minimum Qualifications" email notification. HR's contact information is included on the notification if applicants have questions regarding not advancing. All application status notifications are distributed via email through the NEOGOV (applicant tracking system) email system. HR lets applicants know to check email/junk mail/spam folders. HR responds back to applicants by email, phone, or text.	Dedicated HR person to screen daily	Limited staffing to screen daily, sourcing of qualified applicants	N/A	N/A	A dedicated HR staff member continues to screen applications daily to ensure we move applicants through the process as quickly as possible
4	Interview	Tuesday-Friday, 44 applicants are scheduled weekly interviews	Applications are screened for best qualified before being considered for an interview. Applicants who are selected for a interview are sent an email to self schedule a virtual interview. If applicants do not self-schedule within a two week period are disqualified. Once scheduled the applicant receives an email confirmation with the interview time and date the day before.	Additional HR staff to help interview	Limited staffing to interview more frequently	Adding additional interview date. Interviewing 5 times a week	Interviewing 4 times a week 11 candidates.	Interviewing 3-4 times per week, depending on number of applicants.

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5	K4 Driving Record Request	Sent within 1 business day	After the completion of interviews, within one business day emails notifications are sent indicating if an applicant passed or failed the interview. If an applicant has passed the interview, the applicant receives a K4 request email to submit a driving record.	Dedicated HR person to send out	Applicants not submitting K4 in a timely manner	Request K4 before the interview step.		K4's are requested by email after applications are screened. A follow up text is sent as a reminder. Also, offering the applicants options for sending in the K4, by text or email
6	K4 Driving Record Review	Driving inbox is reviewed daily	The K4's inbox is reviewed daily. Once a K4 has been reviewed and meets the district driving standard, applications are advanced placed on the employment certification.	Dedicated HR person to review inbox daily; accept online printouts for K4's		Review K4 before the interview step. Accept online printout for the K4.		A dedicated HR staff member continues to review the inbox daily for K4's to ensure we move through the process as quickly as possible. Text and email reminders are sent out
7	Employment Certification	30 days for applicants to be added to the certification	Employment certification is sent to EEO and Sr. Human Resources Administrator for signature. HR sends conditional offer to applicants within 2 days.					Completed twice a week
8	Send Conditional Offer	30 days for conditional offers to be sent out	Sent after employment certification has been signed off by the EEO and Sr. Human Resources Administrator.					Completed twice a week

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9	Fingerprint	1-30 days depending on when the applicant completes his/her fingerprint	Applicants are able to self-select from UPS approved locations.		Applicants not going to the UPS in a timely manner	Giving candidate a deadline to complete.	Taking to long to go to the UPS store.	Pre-orientation is scheduled once a week. Complete fingerprinting and pre-employment paperwork. Schedule pre-orientation within 1-2 weeks of interview date, depending on candidate availability
10	Criminal Background Investigation (CBI)	1-60 days or longer	Sr. Human Resources Administrator meet and confers with legal to review/approve background results to determine if applicants are cleared.		Delays with Department of Justice	Shortening timeline to give additional information for background or not giving option to redisclose (falsifying).	30 days to redisclose background info	Change was implemented. Background review process isn't taking as long. Final results are obtained sooner.
11	Drug, Alcohol and DOT Physical	3 days or longer	Applicants are sent to one of the vendors to complete drug, alcohol and DOT physical.	One location to conduct the sleep study for applicants/free of charge	Medical clearance, sleep apnea	Finding additional location for testing.	Delays with our current testing locations.	Scheduling drug, alcohol and DOT physicals at pre-orientation to ensure drug/alcohol test results are received sooner

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12	Permit	1 week or longer depending on when the applicant passes the test with DMW	Applicants obtain a Class B permit with passenger air break endorsements from the DMV if the applicant does not have a current class B license with permit with passenger air break endorsements.	Dedicated staff to help the applicants study and successfully pass the written test	Limited resources to help applicants pass the written test	Provide additional assistance in obtaining testing material.	DMV Book/ downloading the app.	Working on partnering with West Oakland Job Resource Center on a customized training program for Class B permit preparation
13	Verification of Employment	3 days or longer	HR receives, reviews, and verifies VOE's are satisfactory	Third party to conduct VOE's	Delays with receiving the VOE from applicants	Give them a deadline.	Not providing in a timely manner.	Proving the employment verification forms at pre-orientation so that it can be worked on much earlier in the process to avoid delays on the backend

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14	Pre-employment paperwork	2-3 days or longer	Required to have a negative PCR result in order to be placed in NBO.	Work with MegaLab to conduct all PCR test on a designated day 3 days prior to the start of a NBO class	Delays with receiving the test results	Give a deadline. Convey that they need to go before a certain date or they will not be allowed to go to orientation. Offer to get a rapid test at home along with the PCR test.	Taking the test on time.	Partnering with City Health for COVID Testing to ensure all test results are received on time. Testing is done at the GO the week of orientation. The cost of the test is covered by the candidates insurance and/or the District