



ALAMEDA-CONTRA COSTA TRANSIT DISTRICT

Master Minute Order

File Number: 21-506

Report ID: 21-506

Type: Regular - Operations

Status: Received

Agenda
Section:

Meeting Body: Board of Directors -
Regular Meeting

Report Created: 10/12/2021

Final Action: 10/27/2021

ded Action: Consider receiving a report on the strategies to compete with other transit agencies in hiring bus operators, the efforts in place to retain and engage the current bus operator workforce, and address operator unavailability. [Requested by Directors Walsh and Peeples - 5/26/2021]

Sponsors:

Enactment Date:

Attachments: STAFF REPORT, Att.1. HR Summer 2021
Recruitment Campaign Overview, RED FOLDER
Presentation

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	10/27/2021	Received				Pass
Action Text:	MOTION: PEEPLES/WILLIAMS to receive a report on the strategies to compete with other transit agencies in hiring bus operators, the efforts in place to retain and engage the current bus operator workforce, and address operator unavailability. The motion carried by the following vote:					
Notes:	[A PowerPoint presentation given at the meeting is incorporated into the file by reference.]					

Senior Human Resources Administrator Monique Chappel presented the staff report.

Public Comment:

Yvonne Williams commented on the Board discussion of bus operator workforce retention and hiring, noting the positive efforts of the Alternative Dispute Resolution (ADR) and the Mentorship programs. Williams hoped for continued collaboration and help from other agencies towards adoption of AC Transit programs.

Board Discussion:

Director Peeples inquired if outreach is conducted outside of the District as many

employees can't afford to live in the area. Executive Director of Human Resources Sebron Flenaugh advised that staff is focused on maximizing the current recruitment effort in the area and will consider expanding beyond the District boundaries in the future. General Manager Hursh addressed this question further in the discussion clarifying that the recruitment is not advertised in television and radio ads outside of the District; however, AC Transit jobs show in the transit-related job searches online regardless of the location.

Director Williams encouraged staff to conduct hiring events as they did prior to the pandemic and to partner with education centers such as Cypress Mandela to educate and recruit the workforce. Director Williams further commented that transit workforce shortages have been an industry ailment even before the pandemic and asked if there are regional funding programs available to address the issue. General Manager Hursh advised that transit workforce development has been a focus of many transit organizations across the country, even more so during the pandemic and as the zero-emission technologies are gaining momentum. Mr. Hursh highlighted AC Transit's recent bus operator graduation ceremony and its ongoing classes. He assured that funding is available at various sources, from federal to state levels and that AC Transit is aggressively canvassing for new job applicants.

Director Shaw asked if staff had reached the goal in the number of applicants. General Manager Hursh responded that the recruitment campaign had yielded satisfying results; however, staff needs to remain focused on ensuring a constant influx of applicants given that the attrition rate is still an ongoing issue.

Director Walsh was pleased to hear that the recruitment is successful. Director Walsh recalled that classroom space was a constraint during the pandemic and wanted to better understand what the major constraints are when it comes to hiring. Director Walsh suggested advertising job openings on Craigs List. General Manager Hursh explained that bus operator attrition is still the problem. Mr. Hursh agreed with success in recruitment and commented that staff might be adding another cohort of operator trainees and clarified that staffing numbers will lag until the new graduates are fully certified and ready to drive.

Director Beckles asked for clarification about the recruitment goals and what is the ideal number of applicants. General Manager Hursh explained that many factors decide the success of the campaign. He explained that there are many steps between an applicant and a licensed bus operator, so a constant arrival of applicants and trainees would be ideal as it would allow time for screening, training, and certification. General Manager Hursh added that staff is currently satisfied with the number of applications but needs to maintain hiring channels open in order to fill the current and future openings.

Ayes: 7 President Ortiz, Vice President Young, Director Walsh, Director Beckles,
Director Williams, Director Shaw, Director Peeples



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