

Bus Operator Hiring Efforts

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Overview

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- ▶ Legislative Affairs and Community Relations
- ▶ Operator Coaching Mentorship Program
- ▶ Industry Affiliations
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Absenteeism

- ▶ To address absenteeism, the District has implemented two programs: The Leave Management Committee (LMC) and the Alternative Dispute Resolution (ADR) Program.
- ▶ The LMC started in 2019 and meets weekly to review employees on leave of absence to determine a return- to- work plan.
- ▶ The ADR Committee, implemented on July 1, 2021, assists recently injured employees in returning to work by preventing workers' compensation litigation and lengthy disputes over industrial claims.
- ▶ The District expects in a few years, that the LMC and ADR Committees will have a positive impact by accelerating the return-to work process for bus operators.

Recruitment

- ▶ In March 2021, the Human Resources Department restarted the recruitment efforts to fill upcoming bus operator classes.
- ▶ After the Board of Directors approved an updated bus operator classification in June 2021, 563 online applications were submitted.
- ▶ To attract more applicants the bus operator position is advertised on external job boards and publications including Pride and Paycheck, Indeed, ZipRecruiter, BAJobs, Diversityjobs, Glassdoor.
- ▶ Human Resources anticipates hiring enough candidates to fill the next four new bus operator classes through February 2022.

Marketing/Communications

- ▶ \$300,000 has been budgeted for Fiscal Year 2021-22 to sustain a long-term marketing campaign by keeping advertising materials in market for a longer period of time.
- ▶ Re-launch the Human Resources Mobile Recruitment Lab.
- ▶ Continue efforts to advertise in print magazines, streaming channels such as internet radio as well as broadcast television.
- ▶ Staff will increase recruitment presence at job fairs, community-based organizations, and develop programs that introduce bus operator career opportunities at the high school and Junior college levels.

Legislative Affairs and Community Relations

- ▶ Staff has requested community- based organizations and elected officials to share information about AC Transit jobs with their constituents and members via their communications channels.
- ▶ AC Transit staff participated in-person and shared hiring information, during the Juneteenth in Hayward, Richmond Transit Center Re-Opening, and San Francisco Fleet Week.
- ▶ Hiring information has been included in presentations and/or announcements such as: AC Transit's Transit Talks series, My Eden Voice (MEV) General Membership meeting, Newark Rotary Club, Fremont Niles Rotary Club, and various local Chambers
- ▶ AC Transit is one of the co-sponsors for the upcoming San Leandro Chamber hosted Job fair at the San Leandro Senior Community Center.

Operator Coaching Mentorship Program

- ▶ The District and ATU Local 192 implemented the Operator Coaching Mentorship Program in February 2018.
- ▶ This program provides new bus operators continued support, coaching, and mentorship from seasoned and successful veteran bus operators.
- ▶ Prior to implementation of the Operator Mentorship Program, the bus operator retention rate was 75%.
- ▶ After the implementation of the Operator Mentorship Program, the bus operator retention rate increased to 88%.

Industry Affiliations

- ▶ Staff also remains active in committees with the American Public Transportation Association (APTA).
- ▶ California Transportation Association (CTA) to network with other transit agencies and share best practices.
- ▶ Oakland Private Industry Council (PIC).

Questions?